

El Paso-Teller County 9-1-1 Dispatch Review Committee (DRC)

Wednesday January 22, 2014

Present:

Luchia Tingley (FPD)

Connie Chavez (911)

Michelle Hess (911)

Lisa Mitchell (CSPD)

Jeff Craig (FTC)

Meg Powell (EPSO)

Troy Pring (911)

Diann Pritchard

Kyla Gingrich (EPSO)

Meridith Jensen (911)

Absent:

Jerome Black (PAFB) Cindy Link (TCSO)
Marcie Cain (CCPD) Karen Glenn (WPPD)
Amy Duarte (AMR)

A. Call To Order

- a. Called to order at 10:45
- B. Approval of November 20, 2013 Minutes
 - a. Motion to approve by Jeff, 2nd Meg
- C. Introductions NO
- D. Old Business
 - a. CSFD Case Review
 - i. Distributed CSFD Case Review Schedule and Topics
 - b. 911 Case Review (Michelle)
 - i. Interest
 - ii. Topics
 - 1. Please let Michelle know if there are any calls or topics you would like her to pursue a review of.

E. New Business

- a. EMD Certification Class as a refresher (Troy)
 - i. Day 2 is most beneficial for a refresher. Day 1 basic legal, call taking techniques, customer service, etc. Day 3 is 2 hours of Advanced EMD CD and 2 hours testing. PSAP's welcome to send employees all 3 days but may not be an efficient use of their time.
- b. More Frequent Refreshers? (Michelle Troy)
 - i. Meridith is willing to provide ProQA/Scenario classes each quarter in addition to the classes provided in conjunction with EMD. Classes will be scheduled and notification will be sent as soon as possible.



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- c. 911 Merchandise Vouchers (Michelle)
 - i. Authority has revamped the 911 Bucks program. No longer going through Hero 24/7. Now have merchandise on hand for call takers who exhibit exceptional performance. Recently vouchers were sent to call takers in El Paso and Teller counties who had not fallen below standards for more than 2 months with at least 8 months worth of data.

F. Other Business

- a. AQUA 6 (Michelle)
 - i. The live version of AQUA 6 will be installed at all PSAP's by the end of next week. There are no changes from the current BETA version and the LIVE version. Julius will keep PSAP data on a server at the Authority to allow reports to be run. Authority personnel will need to run the reports (unable to keep both 5.6 data and 6.0 data at every PSAP).
- b. Updated forms on the website (Michelle)
 - i. The Training/QA forms on the website have been updated. There is a special request form for supervisors/ call takers to request a special review of a call processed. There is a Proposal for Change form to request a change to MPDS protocol. There is also an EMD Responder form for responders to request a review of a 911 call. Please use forms as needed.
- G. Motion to adjourn --- 11:03 by Michelle, 2nd Jeff

NEXT MEETING: Wednesday May 28, 2014