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Dispatch Review Committee Meeting Minutes

EL Paso – Teller County 9-1-1 Authority

January 22nd, 2020, 10:00 AM

Present: Kyla Gingrich – El Paso County SO
Dawn Lucero – Fort Carson FD
Renee Henshaw, Jon Tinkler – Colorado Springs PD
Diann Pritchard, Jesse Avery – Cripple Creek PD
Jen Tobias – Woodland Park PD
Dr. Bronsky – Medical Director
Carl Simpson, John Lofgren, Matt Towell, Ben Gairrett, Ben Bills, Amanda Lindgren, Ardelle Grima, Joscelyn Niski, Jenna Kester – 9-1-1 Authority

1. Call to Order: [10:02am by Jesse](#)
2. Approval of Minutes
 - a. November 2019 Minutes
[Motion to approve by John, 2nd by Renee](#)
3. Old Business
 - a. Phone Update – Matt Towell
[Start go-lives March 31st. Should be good to go by April 17th.
Scheduled for early in the morning.](#)
 - b. Centralized CAD Update – Creating user in Cent CAD Ben Gairrett
[El Paso and Ft Carson both already live on Cent CAD. Minor issues reported and handled. Feb 10th, 11th, and 12th scheduled for final PSAPs. Comments will show with employee ID and initials. Naming convention for each individual added another employee profile for existing employees. When pulling reports, make sure to select all of the employees' usernames until Julius can merge the files.](#)
 - c. Everbridge Update – Ben Bills

Handout provided. Monthly test required for iPAWS. Working on turning on the functionality now. What kind of training do PSAPs want from Ben and Amanda? Where to host? Scenarios? Email peakalerts@elpasoteller911.org with response. Requested "Peak Alerts" to be on displayed on each agencies website and handouts for lobbies. Kyla suggested for any announcement about Peak Alerts to be pushed out by all of the PIOs at the same time for more public coverage.

d. Spring and Fall refreshers – Ardelle

Question if PSAPs want Refreshers or online recert testing. Discussion on pros and cons from CSPD. Request to keep class without time for test. CPR class will still be offered and can be hosted at PSAP or at Authority.

e. Supervisor classes- John

NENA Supervisor Class next month. 16 people signed up. There is still room for more. Additional class available in October 12, 13, and 14.

f. Spring classes- Joscelyn

Nicoletti training approaching. Slots still open for additions and changes.

4. New Business

a. Election of DRC Chair for 2020

Nomination for Jesse by John. 2nd by Diann. Motion to approve. Approved by all.

b. 2020 Conference attendance- John

Navigator in April. Attendees should have received emails for conference registration as well as the hotel. Closing Luncheon also covered. NENA in June and APCO in August. If interested, contact John. Still using Nancy at Frosch for airfare. Per Renee, Pulsiam CAD Conference is being hosted in Colorado Springs this June 2nd-4th.

- c. Tablet Deployment- John
Each PSAP will have a charging station. Tablets passed around to see what the protocol looks like. Each agency will provide their own training to the employees. Deploying within the next month.
- d. Life Save pins – John and Joscelyn
Design was shared at the last DRC Meeting. New pin passed around for everyone to see. Decision to use up the CPR pin and then just use the one Life Save Pin.
- e. Certification class registration –John
Recent Go-to meeting on Proprity Dispatch's new registration process. Profile needs to be created prior to the classes starting. PSAP create the profile then John will register the employee for the courses. Video available in PSAP shares file on how to create a profile. Emails can not be changed later without having PDC change it.
- f. PFC for Protocol 21: Bleeding – Ardelle
Tabled for clarification from the IAED.
- g. PFC for Alarm Disonnect on EPD
Discussed proposal to change the PDI and be able to exit protocol after initial appropriate PDIs are given. Motion to approve by John, 2nd by Kyla. All in favor.
- h. ENP-John
Board approved finances for 10 people from PSAPs to become an ENP. Test quarterly. Authority will pay for exam and study guide. Handout provided with ENP prerequisites. Contact John with any employees interested.
- i. New look to IPRs –Ardelle
New column with a number on the side. Key on the last page for the category.

5. Round Table

John – Reminder to text “TRAIN911” to 888777 for employees coming into the building for any notifications such as closures or delays.

Renee – CSPD consultation began in December. Fitch & Associates visited Comm. Center for 3 days and visited Authority. Consultant shared how impressed he was with how things are run within our system.

Dr. Bronsky – Email was sent for suggestions on medical training requests. Videos planned for distribution.

Motion to adjourn by John, 2nd by Renee at 11:26am