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Dispatch Review Committee (DRC) Meeting

EL Paso - Teller County 9-1-1 Authority

May 23, 2018, 10:30 AM
10:55

Present:

1. Call to Order:
El Paso-Teller 9-1-1 Authority – Joscelyn Niski, Jennica Elwell, Ardelle Grima, John Lofgren, Ben Bills, Carl Simpson
Woodland Park PD- Jennifer Tobias
El Paso County SO-Kyla Gingrich
Cripple Creek PD-Jesse Avery, Diann Pritchard
Teller County SO- Cindy Link
CSPD- Kelly Focht
Fort Carson- Dawn Lucero
Medical Director- Doctor Bronsky
2. Approval of Minutes
 - a. March 2018 minutes- Motion to approve by Cindy; second by John.
3. Old Business:
 - a. CAD Update- Dan Ausec
 - i. Friday wrapped up work for TriTech centralized CAD. Thank you for sending people. Global settings, dead line is June 22 for first four modules. Will visit TriTech sites individually. Other CAD business 5.8.11. Lot of tickets will be fixed for released. Many good new features.
4. New business:
 - a. Everbridge Discussion- Ben Bills
Incident management tool- common theme- lots of training.
Recommendation to go to incident management. Allow all

agencies make templates with rules and settings that are already applied. Allows other features also and will eliminate errors. Tie together social medical, Nixel, and google alerts. Will allow a toll free phone number.

- b. APCO CTO Training feedback- John Lofgren
Dawn overheard employees talking about positive things. Cindy says John (Teller CO SO) came back with positive attitude. Already started new worksheets from the class. Another class will be available in November (14, 15,16th). 25 seats available and then offer will offer more in 2019. John overheard that supervisors would be good to attend.
- c. Hosting Monthly Training classes instead of "Refreshers"-Joscelyn Niski
 - i. Monthly classes will be available each month verse a long week of refreshers to help the stress of staffing. Will send out invites via "Signup Genius".
- d. College of Emergency Dispatch Demo- Dawn Lucero
Went over information about the website and different types of training. Navigated the website and showed a few different types of CDE's. Discussed how it tracks hours and can add manual trainings.
- e. New Scoring Standards and AQUA 7- John Lofgren
AQUA 7 is out, released after Navigator. You have to be on AQUA 7 to use the new standards. Rollout will be around July or August period. Hosting a Q class during summer. Will let everyone know dates.

- f. Schoology Update- Ardelle Grima
Scheduled two sessions on how to use schoology and how to integrate into corporate world (June 2 and 20th). This will be an interactive class. Everything is all on course. Meeting this Thursday. Finalize updated employees into schoology.

- g. Facebook Page Information-Joscelyn Niski
The QA Department has a department specific Facebook page. This page will have content related to CDE's, employee spotlights, event opportunities, and so much more. Please like and share with employees.

- h. Console Cleaning-Kyla Gingrich
The more consoles involved the cheaper it will be. Determining how many consoles and when it will need to be done. Cleaning the consoles (with filter), is quiet, business understands the work environment, different types of cleaners for monitors. Maintenance package included. They have a flexible schedule. Based in Denver. Will send John an email with # count by end of next week.

- i. PFC "Sickle Cell" ProQA default
ProQA defaults sub chief complaint category to "Sickle Cell". PFC is to have it defaulted to the card verse the subcategory. Approved by DRC and Steering.

- j. Policies- Carl Simpson

Policies were written by previous administration. Policies should be managed by PSAPs. PSAPs will be responsible for 4.5,4.6,4.7,4.8, and 4.9. Will have Bob Cole review 4.8 for ADA compliance.

k. PSAP Training Budget Update- Carl Simpson

Talked about what is left in the budget from projected expenses. Next month is the Bob Pike Train the Trainer boot camp. Two available spots open.

5. Any other business:

a. Round Table

- Fire will update in July with subcategories
- Scheduling software: Talk to Schedule Express. Scheduled a webinar demo June 6th at 1 pm. Each PSAP can say "yes" or "no".
- Tan card sets: New protocols will require black card sets. Will start replacing. Will hear from John in next few weeks and start process.

