









2350 Airport Road | Colorado Springs, CO | 80910
719.785.1900 | elpasoteller911.org |      

Dispatch Review Committee (DRC) Meeting

Wednesday, November 28, 2018, 10:00AM

Present: Kyla Gingrich, Meg Powell – El Paso County SO
Renee Henshaw, Jon Tinkler – Colorado Springs PD
Dawn Lucero – Fort Carson
Diann Pritchard, Jesse Avery – Cripple Creek PD
Cindy Link – Teller County SO
Jen Tobias – Woodland Park PD
Amy Duarte, Jill Hartley – AMR
Carl Simpson, John Lofgren, Jennica Elwell, Ardelle Grima, Jenna Kester, Ben Gairrett, Ben Bills, Dan Ausec – 9-1-1 Authority

1. Call to Order:
 - a. 10:05AM by Renee
2. Approval of Minutes
 - a. September 2018 Minutes – Motion to approve by Cindy; second by Diann.
3. Old Business:
 - a. Centralized CAD Update- Ben G.

Response plan workshop will not be held next month. Will be rescheduled. Dan and Ben meeting with Central Square Project Manager on Friday. Eric Caddy will also be in attendance. Dan is working with PSAPS on configuration items.
 - b. Everbridge Update- Ben Bills

Test was done yesterday in Teller County, blasted 10,424 numbers to test new feature within Everbridge...it was successful! In the past, non-emergent number has been tied to the message. Individual numbers are now assigned to each agency for callbacks from citizens. Only 2 phone calls were received in Teller about the message sent. No failures seen. Test completed in about two hours. Notification to phone company is not needed before sending out emergency messages.

Training on Everbridge: "Incidents" button now on top to use templates without having to go through all of the settings. (Demo completed)

- c. Guardian Tracking Update - John
Enough interest shown. The software is in the budget for 2019. If approved at the Board Meeting, we will start the process of implementation at the beginning of 2019.
 - d. Agency 360 Update - John
(CTO program) Same as above. Integrates with Guardian Tracking.
4. New business:
- a. CTO Training Class Dates 2019 – John
Last CTO training class occurred two weeks ago. 25 people attended. The Authority plans to offer this class twice every year. Proposed dates: May 15, 16, and 17 and again in the Fall (possibly November). Feedback: "Exceptional! Have Diva continue to teach!"
 - b. 2019 Certification Class Schedule
EMD class occurring week after next. Classes scheduled for January (ETC 14-18, MLK Day on 1/21, EMD, ProQA/CPR, then Fire and PD in following week.)
Another round in April with ETC 4/1-4/5. ETC July 8-12, EMD July 15th, Week of July 22nd EFD and EPD.
 - c. December EMD Class
Final Count: City - 0, EPSO – 3, Ft. Carson – 1, CCPD – 1 (remedial), WPPD – 0, TCSO – 0, AMR – 1-4.
 - d. Agency Contact person for CDE Distribution
EPSO (Meg and Angela), CSPD (Jon), Fort Carson (Dawn and Tonya) Cripple Creek (Diann and Jesse), WPPD (Jen and Nina) TCSO (Couch, Cindy, Shannon, and John), AMR (Jill and Amy).
 - e. Agency Contact person IAED College Supervisor Portal
Everyone in our system has access to the College. The Supervisor Portal allows access to see who has viewed CDEs. Send John an email on who you want to have supervisor rights for each agency.
 - f. New Hire Only Scenario Training Days – Ardelle
Call/Email us if you want your new hires to participate and we will advise when we are having classes.

- g. Two PFCs
 - i. Choking: Discussion held. Motion to approve by Meg; second by Dawn.
 - ii. Access to weapons question in Medical: Discussion held. Motion to approve by Meg motion; second by Dawn.
 - h. Vote on Telecommunicator of the Qtrs
 - i. 3rd Quarter: Fraker and Kolvick (Felicia Fraker selected)
 - ii. 4th Quarter: Heckman, Rzeszutek, and Zohrlaut (Dana Heckman selected)
 - i. Spring Training "Positive Interactions with Difficult People" – Jennica Adam Timm returning. Hosting 4 days in 2019. Swing shift day offered on March 6th. Sign-up Genius link will be sent out. Reserve spots for your agencies and send names later. Send Authority Training Dept. ideas for next year.
 - j. Navigator 2019
Let John know who you're sending by Next DRC in January to get rooms reserved. Flights booked through Nancy at FROSCH.
5. Any other business:
- a. Round Table nothing

Next Meeting: Wednesday, January 23rd

Motion to adjourn: Cindy, 2nd Kyla