



AUTHORITY BOARD MEETING MINUTES

March 22, 2023

1:00 PM

Authority Members Present

Pete Carey, David Edmondson, Andy James, Jeff Jensen, Derek Wheeler, and Mike Wiles.

Authority Members Absent

Jessica Flohrs and Dean O’Nale.

Vacancies

None.

Other Personnel Present

Carl Simpson, CEO; Bart Miller, Authority Counsel; and Christy Davis, Executive Administrative Assistant.

1. Call to Order

- A. The March 22, 2023, regular El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 1:00 PM by Chair, Derek Wheeler.

The meeting was a hybrid of in-person and remote.

2. Act on requests of Authority Members who have asked to be excused.

Jessica Flohrs and Dean O’Nale have asked to be excused.

Pete Carey made a motion to excuse Jessica Flohrs and Dean O’Nale; the motion was seconded by Dave Edmondson.

The six Authority Members present passed the motion unanimously on a voice vote.

3. Introductions. Oath of Office – Devin Graham.

Devin Graham was given the Oath of Office.

Introductions were made.

4. Public to be Heard.

A. No items were brought forth at this time.

5. Consent Calendar.

A. Approve the minutes of the February 22, 2023, Authority Meeting.

B. Approve the March 2023 Financial Statement and authorize payment of the monthly bills.

Andy James motioned to approve the Consent Calendar; Jeff Jensen seconded the motion.

The six Authority Members present passed the motion unanimously on a voice vote.

6. Approve Authority Resolutions.

A. Resolution 23-05, *A RESOLUTION RECOGNIZING THE PAST SERVICE OF DEREK WHEELER TO THE EL PASO – TELLER COUNTY 9-1-1 AUTHORITY.*

Jeff Jensen motioned to approve the resolution; Mike Wiles seconded it.

The motion passed unanimously with a roll call vote with six ayes.

7. Report by CEO

Carl S – Administration – Anniversaries – Adam Smith celebrates seven years with the Authority. 9-1-1 Goes to Washington – Carl attended this conference with Ben Bills and Dan Ausec. Two priority messages for Congress were to reintroduce and pass the “Extending America’s Spectrum Auction Leadership Act of 2022,” which will provide funding to implement Next Generation 9-1-1 in every state and pass the 9-1-1 SAVES Act to reclassify 911 telecommunicators as a “Protective Services” occupation. MLTS Complaint - Carl and Renee Henshaw are working with the FCC on a multi-line telephone system complaint filed by a hotel customer visiting Colorado Springs. They needed to call 9-1-1. However, he needed to dial 9 before making his call. The hotel seems receptive to doing what is necessary to make them compliant with Kari’s Law.

Mary Beth K - Human Resources – Performance Reviews – Employee Performance Review format is being reviewed with Managers. Reviews will move from December/January to June/July. The first Draft was written. Bamboo – This is an ongoing project to ensure we utilize every available part of the program. ESS – I am working with City Payroll to gain access to information needed to complete employment verifications, DOL surveys, etc. Training – A training session for new managers, titled “Management Skills for New Managers,” has been purchased. The subscription permits unlimited users for six months.

Matt T – I.T. – VMware Engagement Ongoing– Intel's ‘unofficial’ word is that they have determined the root cause of errors and are working on a formal workaround with VMware to handle exceptions properly. NAS Upgrades – The I.T. team successfully deployed our new Network Attached Storage devices to support our backup solutions and some file services. Tiered Lab VM Rehost – We have migrated the Tiered lab virtual environment to the new server infrastructure, increased the number of stations, and modified the monitor layouts. The extra monitors were used to upgrade the monitors in the board

room. Internal/External Vulnerability Assessment – We await a retest after mitigating the higher-severity findings. Once completed, an executive report will be shared with the board.

Matt T – Station Alerting – Required talk groups were provided to the City of Colorado Springs Radio Shop. These radios have been programmed. Motorola will be working on an installation at DC01 and EPSO sites. Virtual servers to host the alerting software have been completed, and remote access has been provided to WestNet. Matt is working with multiple fire departments to confirm connectivity and ensure firewall rules are in place. Waiting on the delivery date for additional equipment from WestNet. ASAPtoPSAP – Production testing completed. EPSO will determine a go-live date. PSAP Wellness – A Peer Support Class has been scheduled for June 19-23. CAD Update – Central Square has advised that they have multiple fixes for the sprint in Q4 of 2023.

John L – Quality Assurance & Training – Jennica Elwell had her baby last week and will be out for 12 weeks. Six hundred forty-four calls were audited in February. PSAP Training – Training has been conducted at TCSO, WPPD, CCPD, and EPSO. EFD and EPD certification classes this week. The next round will begin in May 2023.

Ben B – Public Education – There were 13 presentations last month, reaching 363 people. The team is distributing new 9-1-1 Adventure Books to first graders. This book is available in English and Spanish. Everbridge – PSAPs sent six notifications. Notifications included law enforcement activity, road closures, and missing persons. There are 87,613 accounts registered for Peak Alerts, an increase of 1,419. The team met with Everbridge engineers to discuss a critical flaw in the IPAWS message-sending process. Everbridge recorded the meeting, analyzed the workflow issue, and developed a solution. HB 23-1237 – Emergency Notification Systems and 9-1-1 Status. This requires DHSEM to conduct a study

into using ENS to deliver emergency notifications in languages other than English and for 9-1-1 centers to use foreign language interpretation for 9-1-1 callers that require it. It also requires that emergency notifications be sent in languages other than English if 2,000 adults or 2.5% of the adult population of the jurisdiction, speak languages other than English and are not proficient in English. PSAs – 91.5 KRCC – Peak Alerts. Meto Mountain Transit – Peak Alerts/Non-Emergency Number. Colorado Springs Airport – Peak Alerts.

9. Reports by Standing Committee

A. DRC/PSAP Managers Committee:

John Lofgren reported that since Braxton Crismore had been elected as Chair of the Committee and has since retired, John will act as Chair for the remainder of the year. The group was given updates on projects. They discussed the upcoming Navigator conference. Multiple participants will use one-day passes, and a bus will be provided for transportation to Denver. There was a presentation on the 9-8-8 Call Diversion Program. Residents will call this number instead of 9-1-1 for a mental health crisis. Dr. Bronsky spoke on the aspirin diagnostic. Upcoming certification and training classes were discussed, and the Telecommunicator of the First Quarter was selected. Samantha Fairbanks of Fort Carson FD was the winner.

10. Old Business

A. Election of Authority Officers.

Nominations for the office of Chair were opened.

Jeff Jensen made a motion to nominate Dave Edmondson, Pete Carey seconded the motion.

Hearing no other nominations, the motion passed unanimously on a voice vote by the eight Authority Members present.

11. New Business

A. None

12. Director's Comments

Mike Wiles thanked Derek Wheeler once again for his leadership and service to the board of directors.

13. Adjournment

Andy James motioned to adjourn the meeting, seconded by Pete Carey. The meeting was adjourned at 1:44 PM.

Submitted for Approval by Dean O’Nale, Authority Secretary.