



DISPATCH REVIEW COMMITTEE MEETING MINUTES

EL PASO – TELLER COUNTY 9-1-1 AUTHORITY

DATE May 24,2023

Present: Jen Tobias (WPPD), Meighan Powell (EPSO), Carl Simpson (Auth), Ben Bills (AUTH); John Lofgren (Auth), Jennica Elwell (Auth), Kyla Gingrich (EPSO), Jon Tinkler (CSPD), Dana Heckman (CSPD), Roger Coker (TCSO), Stephanie Brown (CSPD); Dan Ausec (AUTH); Jay Marcano (EPSO)

1. Call to Order: 10:03

2. Approval of Minutes
 - a. Approval April Minutes
 - i. Motion @ 10:04 Jon Tinkler**
(Second Jen Tobias @ 10:04)

3. Old Business
 - A. CAD-Dan
 - a. The latest available version looks promising. More updates to follow. Dan is working with Jay to resolve any issues at EPSO. Many agencies are already using current version.
 - B. PSAP Wellness Program-Dan
 - a. Dan is working with Mary Beth (AUTH HR) to have classes available to all PSAPs. They will reach out to PSAPs to increase wellness ideas/issues. There are classes available now; contact Dan for more information.
 - C. Everbridge-Update-Ben

- a. Ben attended the April 6 meeting regarding IPAWS issue. There will be a fix pushed tonight. There is a 30 day window to complete upgrades. The IPAWS Policy needs to be updated. The AAR form with feedback to go to PSAP managers.
 - b. The multiple language capability is managed by a third party and is still working to make it available.
 - D. First Watch-Update-Dan
 - a. Dan is working with Mr. Cook on the phone software side to have more seamless tracking. Teller County is up to speed on the software side.
 - b. TACMAP is now integrated with Google Street Maps; instructions to follow.
 - c. Upgrades on machines will happen June 5.
 - E. Academy Expirations-John
 - a. NETEXAM caused an issue with tracking expiration dates. John met with PDC to correctly assign personnel to PSAPs but caused an issue with exam certification/exam dates when refreshed. The Academy Policy covers actual expiration date verses what the website shows as the certification date. There was also an issue with the user printing the certificate with the current date it was printed; causing a change in certification/exam date.
 - F. EMD Exam Time Out Button-John
 - a. While taking the exam the website would buffer causing the user to have to log back into the site; many times, losing approx. 20 minutes of the 90 available exam minutes.
- 4. New Business
 - a. Cert Classes-John
 - i. ETC class on Aug 7-11 will begin the next round of classes. October will be the final month of 2023 for classes. Get with John for availability.

- b. Training Opportunity Classes Hosted by Aurora-John
 - i. See brochure regarding available in-person NENA classes, location, cost, and website for more information from NENA.
 - ii. Sign-ups need to happen now as space fills up quickly. POC John L.
 - iii. Taking Aurora classes earns points towards other classes.
- c. Backup Center Chair Replacement-John
 - i. Sixteen new chairs were ordered and placed in the Authority's Back-Up Center. Old chairs were offered to the PSAPs; 11 went to Colorado Springs and 3 went to Woodland Park. More will become available when new ones are ordered. POC is Preston Pennington to receive the older chairs.
 - ii. John L. will order oversized chairs for the PSAPs per the request of Meighan P., Roger C, and Jon T.
- d. Conferences NENA/APCO-John
 - i. Navigator was fun; thank you to all the PSAPs for supporting the event and allowing participation in the event.
 - ii. The next NENA Conference will be held June 17 in Grapevine, Texas. Currently there are four personnel attending at this time.
 - iii. APCO will be held in August in Nashville, Tennessee.
 - iv. January will begin the planning process for the 2024 NENA Conference.
 - v. ENGAGE will be held in two weeks in Nashville.
- e. CMCP-John
 - i. CMCP will be held August 21-25; currently 10 seats are filled by NENA and there are 15 available seats for The Authority to fill. Need a headcount of the attendees from the PSAPs.
 - ii. CTO class appreciated the Rocker Pins. John plans to order more for the PSAPs to hand out to their personnel. The next CTO class will be in October.

- f. TOQ Vote-John
 - i. Kaila Sanders was nominated by Deputy Nick Pieper (TCSO) for her professional and effective handling of a cardiac arrest situation on March 30, 2021. Her ability to go above and beyond resulted in the successful dispatch of all necessary medical, fire, and police resources as the sole operator in the dispatch center. Her nomination was unanimously voted in favor by all DRC attendees. Congratulations to Kaila!!

- 5. Round Table
 - i. Meighan discussed the ASA wanting clarity on “functionally alert” in regards to administering aspirin.

Motion to adjourn @ 1055 Roger Coker

Second by Jon Tinkler @ 1055