



2350 Airport Road | Colorado Springs, CO 80910
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Dispatch Review Committee Meeting

El Paso – Teller County 9-1-1 Authority

May 27, 2020 10:00am

Present: Meighan Powell – El Paso County SO
Renee Henshaw, Jon Tinkler, Dana Heckman- Colorado Springs PD
Jennifer Tobias – Woodland Park PD
Jessica Flores – Teller County SO
Diann Pritchard, Jesse Avery – Cripple Creek PD
Dr. Bronsky – Medical Director
Carl Simpson, Ben Gairrett, Dan Ausec, Amanda Lindgren, Ben Bills,
John Lofgren, Joscelyn Niski, Ardelle Grima, Jennica Elwell – 911
Authority

1. Call to Order: 10:09 by Jesse
2. Approval of Minutes
 - a. January 2020 Minutes
Motion to approve Diann, 2nd by John Lofgren.
3. Old Business
 - a. Centralized CAD Update –Ben Gairrett/Dan Ausec
Upgrading the version to 20.2.3 in the test environment next month. Once tested, training will be given and it will go out after 4th of July.
The current database is tied to old CAD IDs and only that calls Protocol was launched on. They will be working on rebuilding the database. Will make the migration to new database for all PSAPs Monday morning (6/1).
 - b. Supervisor classes- John

Fall class is still scheduled. (Oct. 12-14) Will start putting together roster in August.

c. Spring classes- Joscelyn

Half of the PSAPs went through Spring training before it was canceled. The speaker has agreed to come back when things are clear to finish the training. No plan or date set yet. TBD.

d. Tablet Deployment update- John

Waiting for COVID to slow down so we can get out to the sites to get them distributed. If you would like to plan that now, get with John to get it scheduled.

e. Protocol Refresher update – Ardelle

No refreshers for the spring. We will put out more CDEs and “Now you know” videos. If anyone has CDE ideas, please get with the Q team to so they can get training put together.

4. New Business

a. Everbridge Internal Audio Bulletin Boards- Amanda/Ben

New “review and send” button is available. It allows the dispatcher to review what they are sending before they hit send. Amanda will turn it on in the training organization for agencies to play with it before deciding if they want it turned on.

“Drill button” has been added. It replaces the need for “test” in the text and adds the word “drill” in front of all messages. This has been turned on in the training organization for testing.

Audio Bulletin Board- When callers call back for the notification, they get a recording that replays the message they missed. If you want this added to your notification system, send an email to Ben and Amanda to get it set up.

b. Protocol 36 and EIDS Tool Discussion- Ardelle

It was decided that we will not be using Protocol 36. We will still be using the EIDS tool for all medical calls. Looking into a reasonable time frame for when we can pull the plug on the EIDS tool. Since it

is used for surveillance of the disease, we don't want to remove it until there is another reliable tracking method.

c. Adding Aqua users - Ardelle

Making sure that everyone knows that you can go in and add all your own employees and can also mark them as inactive when they leave. If you need help learning how to do this, contact Ardelle and she will walk you through it.

d. ProQA Updates-Ardelle

Waiting on a date for the go live with the ProQA update. 13.3 medical update is available and Ardelle is working on getting the codes out to agencies. Will not go live with it until the COVID calms down.

There is a new survey available for the academy on the update process. If you have feedback on how this is affecting your agencies and areas of improvement, this is a great resource.

e. Telecommunicator of the QTR (1st and 2nd)

1st Quarter: Christina Hannam

2nd Quarter: Sara Baird

5. RoundTable

Dr. Bronsky - Make sure workplace monitoring is changed to 100 degrees instead of 100.4. This will also need to be changed in the EIDS tool, but the text can't be changed so Ardelle will add it to the text at the bottom of the tool. Make sure employees know they only need to ask one.

Carl Simpson: Looking for people from the PSAPs. Any employee who is interested in helping on a project for getting First Watch off the ground and into agencies. Managers will put this out to employees to see if a committee can be developed.

Motion to adjourn by John Lofgren, 2nd by Renee at 11:09am