



AUTHORITY BOARD MEETING MINUTES

August 23, 2023, 1:00 PM

Authority Members Present

David Edmondson, Jessica Flohrs, Devin Graham, Jeff Jensen, Mike Wiles and Michelle Wolff.

Authority Members Absent

Peter Carey, Andy James and Timothy De Leon.

Vacancies

None.

Other Personnel Present

Carl Simpson, CEO, Bart Miller, Legal Counsel and Christy Davis, Executive Admin Assistant.

1. Call to Order

- A. The August 23, 2023, regular El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 1:01 PM by Chair, Dave Edmondson.
The meeting was a hybrid of in-person and remote.

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

Pete Carey, Andy James, and Tim De Leon have asked to be excused. Jeff Jensen motioned to excuse Pete Carey, Andy James, and Tim De Leon; Devin Graham seconded the motion.

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

3. Introductions.

Introductions were made.

4. Public to be Heard.

Ben Bills presented the Employee of the Quarter Award to Jianna West.

A citizen called in to express his concern about a 911 call that he recently made. An elderly woman was hit by a car and when he called 911, his cell phone call was initially routed to FTC PSAP. The dispatcher transferred the call to CSPD and it was processed and dispatched. The citizen was concerned about how long he was put on hold and that it did not route directly to CSPD. The staff will research this incident.

5. Consent Calendar.

- A. Approve the minutes of the July 26, 2023, Authority Meeting.
- B. Approve the August 2023 Financial Statement and authorize payment of the monthly bills.

Jessica Flohrs motioned to approve the Consent Calendar; Devin Graham seconded the motion.

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

6. Approve Authority Resolutions.

A. Resolution 23-08, *A RESOLUTION ACCEPTING THE 2022 AUDIT OF THE EL PASO – TELLER COUNTY EMERGENCY TELEPHONE SERVICE AUTHORITY (AUTHORITY) AS SUBMITTED BY STOCKMAN, KAST RYAN & CO, LLP.*

Courtney Vance from Stockman, Kast Ryan & Co, presented the audit findings to the board. There were not any recommendations made.

Jessica Flohrs motioned to approve the resolution; Devin Graham seconded the motion.

The motion passed on a roll call vote with six ayes and three not present.

7. Report by CEO

Carl S – Administration – Anniversaries – Julius Torralba, 17 years. Hail and Farewell – Tate Dullem joined the team on August 7th as an IT Technician. Emotional Intelligence Training – Employees learned the importance of emotional intelligence from a keynote speaker. Emergency Number Professional (ENP) – This is a NENA Certification for 911 professionals. The Authority hosts weekly study groups.

Mary Beth K - Human Resources – Performance Reviews - The reviews are still in progress and should be completed in September. Training – Training on new legislation will be held in October and November. Job Descriptions and Succession Planning – A contractor is working on completing these processes. HRIS Software Bids – Three bids should be received by the end of September and then they will be evaluated.

Matt T – I.T. – Documentation Updates – We are updating our networking, rack, and VPN diagrams to reflect recent changes from the infrastructure updates. Quickbook Upgrades – We attempted to migrate to Quickbooks Online, but that product didn't have the features we require. We upgraded our current desktop platform to the 2023 edition. CSPD Monitor Demo – The new CAD system at CSPD will require more monitors. We outfitted three workstations with possible monitor layouts. The additional monitors will be included in the 2024 budget request. PSAP Client Upgrades – We are in the process of deploying an updated client at the PSAPs. This is the machine they use to connect to their virtual desktops.

Dan A – Station Alerting –Matt continues working with multiple fire departments to confirm connectivity and ensure firewall rules are in place. We are working on the last two agencies for connectivity. All equipment has been received and will be installed over the next few weeks. CAD Update – We are awaiting the release of V 23.1. We have implemented Slack messaging between PSAPs in Teller County to reduce phone calls. We also automated the notification to State Patrol. PSAP Wellness – We had five PSAP personnel attend the latest First Responder Suicide Awareness Training. The next class is Sept 6-7. We are working with Renee Henshaw on the Mindfulness and Positivity Project. GIS Update – The next update is on August 28th.

John L – Quality Assurance & Training – Six hundred and forty-five calls were audited in July. PSAP Training – Protocol classes are wrapping up this week. The next round will begin at the end of October. CMCP is taking place this week in the large classroom. CTO Training will be held Oct 16-18. Conferences –Six employees from the PSAPs attended the APCO conference. Authority Training – Authority employees attended Save a Life Day on July 20th, which included CPR and First Aid.

Ben B – Public Education – In August the team worked to prepare a marketing campaign for 1st and 3rd grade programs. The initial email blast went to more than 500 teachers. Two 911 Hero Awards were presented in August. Everbridge – PSAPs sent nine notifications. Notifications included law enforcement activity, missing persons, evacuation orders, pre-evacuation orders, and flooding. There are 92,490 accounts registered for Peak Alerts, an increase of 1,449. The team is creating a set of templates for testing as a work-around for the proposed IPAWS workflow fix from Everbridge. AED – Registered AEDs increased to 1,264. PSAs – Lamar Sign Company – Peak Alerts/Non-Emergency Number. National Cinemedia – Peak Alerts/Non-Emergency Number. Colorado Springs Airport – Peak Alerts. Peak Alerts Media Day – The Authority, in collaboration with El Paso County and City of Colorado Springs are hosting a media day at the PPROEM on September 15th to provide a demonstration of Peak Alerts and promote its use.

9. Reports by Standing Committee

- A. DRC/PSAP Managers Committee:
No meeting, no report.

10. Old Business

- A. None.

11. New Business

- A. PSAP 2024 Budget Requests.
CSPD – Colorado Springs Police Department is requesting CAD maintenance costs for the old and new CAD systems, a Smart Board for training, and continued support with salary stipends and retention bonuses. Renee is also working with Dan on a program (Mindfulness and Positivity) as part of the PSAP Wellness Program.

CCPD – Cripple Creek does not have any requests.

EPSO – El Paso County Sheriff’s Office is requesting continuation of software programs, training opportunities, salary stipends, and retention bonuses. They are also requesting funding for an expansion/remodel of their current facility. They will be adding 11 positions.

FTC – Fort Carson does not have any requests.

PSFB – Peterson Space Force Base does not have any requests.

TCSO – Teller County Sheriff’s Office is requesting continuation of salary stipends, retention bonuses, and radios for 3 positions.

WPPD – Woodland Park Police Department is requesting continuation of software programs, salary stipends, and retention bonuses.

12. Director's Comments

No further comments at this time.

13. Adjournment

Jeff Jensen motioned to adjourn the meeting, seconded by Devin Graham The meeting was adjourned at 2:40 PM.

Submitted for Approval by Mike Wiles, Authority Secretary.