









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

### **El Paso – Teller County 9-1-1 Authority**

**September 23, 2020 10:00 AM on Go To Meeting**

Present: Kyla, Gingrich, Meighan Powell – El Paso County SO  
Renee Henshaw, Dana Heckman, Rich Suarez- Colorado Springs PD  
Jennifer Tobias – Woodland Park PD  
Dawn Lucero – Fort Carson  
Jesse Avery – Cripple Creek PD  
Amy Duarte – AMR  
Dr. Bronsky – Medical Director  
Ben Gairrett, Ben Bills, John Lofgren, Jenna Kester, Jennica Elwell – 911 Authority

1. Call to Order: [10:02AM by Jesse](#)
2. Approval of Minutes
  - a. July 2020 Minutes  
[Motion to approve by John, second by Kyla](#)
3. Old Business
  - a. Centralized CAD Maintenance – Benjamin Gairrett  
[Question for the PSAPs if there were any issues with the CAD maintenance window. If there is anything IT can help with to improve the next maintenance window let Ben G. know. Plan to do them approximately once per quarter.](#)
  - b. TACMAP Update – Dan Ausec  
[John for Dan – If you have any questions or concerns about the TACMAP, let Dan know.](#)

- c. Everbridge Changes- Ben Bills
  - 8 different types of training on the training drive. Some instances on Missing Persons notification. Request to set some different rules that sends notifications during certain times and via text only if sent in the middle of the night. PSAPs contact Ben 1:1 to discuss.
- 4. New Business
  - a. Appeals process -John
    - Discussion reference the process of doing the appeal via the website and including audio is cumbersome. Suggestion to email John and type "Appeal (case number)" in the subject line with the details of the call including date, time, and appeal comments in the body of the email. Suggestion from Kyla to develop an appeal form in a fillable PDF.
  - b. EMD 13.3 Update
    - Plan to Go-Live on November 10<sup>th</sup> with EMD and EFD 7.1. Ardelle to send and determinant changes to Rich. Jennica will send the EFD determinant changes.
  - c. EPD 6.2 Update
    - Went live on 9/15. PSAPs to let Authority know if there are any concerns or questions.
  - d. Supervisor
    - Still scheduled for October 12, 13, and 14th – 16 students signed up. Requesting to host two more classes next year from the Board Budget Meeting today. Daily temp checks in the morning. Masks must be worn while in the building. Per Dr. Bronsky: If anyone is having **any** symptoms, do not attend.
  - e. NENA CTO- John
    - Suggestion to switch from APCO CTO to NENA CTO. Philosophy and scoring sheets from Agency 360 already incorporated into NENA's class. Request for a representative from each PSAP to compare the two courses. Send John an email with who your designated

reviewer will be within the next couple of days. Will then schedule a meeting with Ty Wooten from NENA to answer any questions. CTO class scheduled for November is an APCO course. Question to wait until next year for possible NENA course or try and make November's class a NENA CTO course. Originally scheduled for November 16, 17, and 18. John will try to schedule NENA for the same days.

f. November training classes- John

Next round of classes: ETC week of 30<sup>th</sup>. EPSO-4, CCPD-1, WPPD-2, CSPD-0, Ft Carson-0.

g. AQUA Imports – John

Bug when importing using the Random selection. Importing the same call multiple times. 100% imports are still pulling the same amount of calls, but replacing some actual cases with duplicates of others. Solution to roll back OR use "Focused" and it will not duplicate. This will label the cases as Focused rather than Rancom. John will contact Kim Rigdon to let her know the work-around.

h. Employee Departure from PSAPs – John

Request for notification when an employee leaves the agency so the Authority can update the NENA Membership record and AQUA. Please send an email to the 911training email. Request for Training Team to forward the email to Ben and Amanda. Request for IT to forward their ticket to others within the Authority that need to know about the departures.

i. CSPD Furniture Remodel – Renee

CSPD using Backup Center beginning October 5<sup>th</sup> – December 21. If any emergencies arise with the need for the Backup Center, there will need to be some coordination. Per John, Backup Center was recently cleaned.

5. Round Table

10:54 Renee and John