



## AUTHORITY BOARD MEETING MINUTES

September 27, 2023,

1:00 PM

---

### **Authority Members Present**

Pete Carey, Tim De Leon, David Edmondson, Jessica Flohrs, Devin Graham, Andy James, Jeff Jensen, Mike Wiles and Michelle Wolff.

### **Authority Members Absent**

None.

### **Vacancies**

None.

### **Other Personnel Present**

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

### **1. Call to Order**

- A. The September 27, 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.**

All Board Members were in attendance.

**3. Introductions.**

Introductions were made.

**4. Public to be Heard.**

No items were brought forth at this time.

**5. Consent Calendar.**

- A. Approve the minutes of the August 23, 2023, Authority Meeting.
- B. Approve the September 2023 Financial Statement and authorize payment of the monthly bills.

Mike Wiles motioned to approve the Consent Calendar; Pete Carey seconded the motion.

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

**6. Approve Authority Resolutions.**

- A. None.

**7. Report by CEO**

**Carl S** – Administration – Updated Documents – Job Descriptions, Employee Handbook, and Policy Manual have been updated and posted. A Draft Succession Plan has been distributed to the management team for review. Emergency Number Professional (ENP) – This is a NENA Certification for 911 professionals. The Authority hosts weekly study groups. Four Authority employees and three PSAP employees currently hold the ENP Certification.

**Matt T** – I.T. – VMware Upgrades – Due to vulnerabilities in certain driver packages in use on our current system, we have scheduled another upgrade to our Vsphere environment. This is scheduled for the end of September. 9-1-1 Call Handling System Upgrade – We have completed this upgrade, but it has not been without challenges. We continue to work through them with the help of CentralSquare support.

**Dan A** – Station Alerting –We have completed connectivity testing with almost all stations that currently have equipment installed. Equipment has been installed at the PSAPs, data centers, and backup centers. We are working with CentralSquare to modify the interface with all of the new station’s connectivity information so that the next round of testing can take place. Verizon Location Based Routing – We have submitted all required documentation to Verizon. They will be enabling location-based routing on Monday, October 2. The next vendor will be AT&T. CAD Update – We have updated our test environment to the latest available version 22.3.7. This will be tested to review changes and identify bugs. We will move forward with version 23.1 as soon as it is released. PSAP Wellness – We had five PSAP personnel attend the latest First Responder Suicide Awareness Training on September 6-7. The next class is scheduled for November 15-16. GIS Update – The next update is on October 2. The GIS team attended an ESRI open house event where ESRI showcased current and upcoming capabilities.

**John L** – Quality Assurance & Training – Six hundred and fifty-five calls were audited in August. PSAP Training – The next round of protocol classes will begin on October 23<sup>rd</sup>. That will be the last cycle in 2023. We will be hosting Civilian Police Leadership classes on behalf of CSPD in September and November. CDEs- Four CDEs were published this month.

**Ben B** – Public Education – The team conducted 14 presentations and reached 521 students. A 9-1-1 Hero Award is scheduled at Fountain Fire Department at p.m. on Friday October 6<sup>th</sup>. Everbridge – PSAPs sent 12 notifications. Notifications included law enforcement activity, missing persons, and smoke visible. There are 93,737 accounts registered for Peak Alerts, an increase of 1,247. Resident Connection has not yet been released. Glen West from the GIS department created a map showing percentage of opt-ins by neighborhood. The team also attended a Peak Alerts Media Day on September 15<sup>th</sup> to promote Peak Alerts with El Paso County and City of Colorado Springs Leadership. A Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) test is scheduled on October 4<sup>th</sup> at 12:20 p.m. This is a nation-wide test being conducted by FEMA. AED – Registered AEDs increased to 1,265. Jianna is working on a direct mailing campaign to encourage businesses to register their AEDs. PSAs – Lamar Sign Company – Peak Alerts/Non-Emergency Number. FOX21 – Peak Alerts/Non-Emergency Number. Colorado Springs Airport – Peak Alerts.

## **9. Reports by Standing Committee**

### **A. DRC/PSAP Managers Committee:**

John Lofgren reported that project updates were given and there was a sleep deprivation presentation. PSAPs would like it to be brought in as a training opportunity for dispatchers and first responders. Mindfulness and Positivity is being offered at the end of the next EMD class as a pilot program. Jennica is preparing for the EMD update. It is estimated that there will be two hours or down time. The 9-1-1 Goes To Washington Conference will be in February 2024. PSAP employees and board members are encouraged to attend to have the opportunity to speak to lawmakers on matters related to the 911 community. The board would like to be given a brief report from staff that attend. Tyler Combs of the Colorado Springs Police was selected as Telecommunicator of the 3<sup>rd</sup> Quarter. A

proposal for change is being submitted to MPD relating to mental health in the police protocols.

## **10. Old Business**

- A. None.

## **11. New Business**

- A. Authority 2024 Budget Requests.

Public Education – The Public Education department is requesting a small increase for PSAs, handouts, trailer maintenance, and marketing for PulsePoint. It also includes funds to replace the trailer with one that will be wheelchair accessible and have newer technology. The request for Everbridge includes Resident Connection and multiple language capabilities.

QA/Training– The QA/Training department is requesting a slight increase for Staff Development.

GIS – The GIS department is requesting an increase to fund the Authority’s portion of the flyover.

Facilities – The Facilities department is requesting the purchase of another truck replace current 2004 truck. There is also an RTU replacement contingency and funding for a Facilities Expansion Planning for future growth. The current facility is running short of office space.

IT– The IT department is requesting the continuation of the capital expenditure fund which will pay for the EPSO furniture that has been requested. The other costs of the remodel at EPSO will be reflected elsewhere in the budget. There is also an increase in Dispatch Protocols. The change is due to a price lock coming to an end and an AI training program. Since some agencies have adopted a no-AI stance, further research will be conducted. There is a significant increase for CAD costs at CSPD due to the implementation of a new CAD system next year.

The October Budget Work Session will be conducted following the regular meeting next month.

**12. Director's Comments**

Board Members would like to see a floor plan for the existing building to include office spaces, current personnel, and projected growth.

On the October agenda there will be discussion to move the November meeting.

**13. Adjournment**

Pete Carey motioned to adjourn the meeting, seconded by Jeff Jensen. The meeting was adjourned at 2:38 PM.

Submitted for Approval by Mike Wiles, Authority Secretary.