

El Paso – Teller County E9-1-1 Authority

May 26, 2010

Meeting Minutes

Authority Members Present: Darin Anstine, Sue Autry, Keith Buckmiller
Michael Gower, Ken Moore, Jim Grayson and
Bud Silloway.

Authority Members Absent: Pete Carey

Vacancies: (1) Representing Teller County

Other Personnel Present: James Anderson, System Manager and
Christy Davis, Administrative Assistant

Members of the Public Present: 15

1) Call to Order:

The May 26, 2010 regular session meeting of the El Paso - Teller E9-1-1 Authority was called to order at 2:00 PM by Chairman Jim Grayson. The meeting was held in the E9-1-1 boardroom, located at 2350 Airport Road, Colorado Springs, Colorado.

2) Act on Requests of Authority Members Who Have Asked to be Excused:

No Authority Members have asked to be excused.

3) Introductions:

Introductions were not needed at this time.

4) Public to be Heard:

No items were brought forth at this time.

5) Consent Calendar:

A - Approve the Minutes of the April 21, 2010 Authority Meeting.

B - Approve the May 2010 Financial Statement and Authorize Payment of the Monthly Bills.

Motion was made by Darin Anstine to approve the consent calendar; second by Keith Buckmiller.

Motion passed unanimously on voice vote by the 7 Authority Members present.

6) Report by the System Manager:

Mr. Anderson had a few additional items to discuss. He reported that an agency expenditure spreadsheet had been distributed to each Authority Member to show the status of purchases requested by each agency. He will be updating the board on a quarterly basis. The board had also been given a memo from the attorney regarding Issue 300, as it relates to the Authority Board and the City of Colorado Springs. It is the opinion of the attorney that the E9-1-1 Authority is an Enterprise and therefore is not restricted in giving funds to the city in support of PSAP operations.

The last item Mr. Anderson discussed was the Civilian Personnel Manual being used by Colorado Springs. It is being looked at by the attorney and changes are being made to make it applicable for the E9-1-1 Authority employees. The attorney listed potential changes in a memo and Mr. Anderson will be emailing the document to each board member for their feedback. He will also be having a meeting with staff to get input from employees. He is hoping to have a final draft at the next meeting. He added that the budget packet had gone out to PSAP Managers, outlining the process for requesting expenditures for the year 2011.

7) Approve Authority Resolutions:

A - Resolution 10-09, A RESOLUTION RECOGNIZING THE PAST SERVICE OF RON GIBSON TO THE EL PASO – TELLER COUNTY ENHANCED 9-1-1 AUTHORITY.

A motion was made by Ken Moore to approve the resolution; second by Sue Autry.

Motion passed on a roll call vote with 7 ayes and 1 not present.

Mr. Anderson presented the award to Ron Gibson on June 1 at his retirement ceremony.

8) Reports by Standing Committees:

A - PSAP Managers Committee

Tina Young reported that a meeting was held that morning and the group had decided that they would like gift cards with the 9-1-1 logo to either a restaurant or movie theater as the gift of appreciation for 9-1-1 week. It was discussed that the attorney would have to be consulted to see if this was possible and to decide on a dollar amount in accordance with internal policies of all the agencies. They also discussed

having a Crisis Intervention Team (CIT) training class in 2011 that would be aimed specifically at dispatchers.

She also wished to congratulate Meridith Jensen for receiving the National Telecommunicator of the Year Award at the Navigator conference in April. She updated the Authority that CAD-to-CAD between the City of Colorado Springs and the El Paso County SO was still turned off until training issues could be addressed on both sides.

At the June meeting there should be answers from the board attorney in regard to the gift cards and a decision will be made by the board at that time.

9) Old Business:

A - 2009 Audit

Mr. Anderson stated that the audit is complete and one change this year is that software costing over \$5,000 has to be tracked for depreciation. The draft audit should be ready by the June meeting, with the resolution accepting the final audit in July.

10) New Business:

A - Election of Treasurer.

Due to the retirement of Ron Gibson, the office of treasurer needs to be filled.

Motion was made by Sue Autry to nominate Pete Carey; second by Michael Gower.

There was discussion by the board about whether someone present at the meeting would like to volunteer for the position. Keith Buckmiller expressed interest.

Sue Autry then withdrew her motion nominating Pete Carey.

Motion was made by Sue Autry to nominate Keith Buckmiller; second by Ken Moore.

Motion was approved on voice vote by the 7 Authority Members present.

B - Q the Qs from Agencies.

A memo was distributed to board members outlining the current call volume and how many calls, on average, a Q can review in a month, in addition to other duties and responsibilities. Currently, both Qs are at their saturation point and with requests from both Fountain PD and Colorado Springs PD for E9-1-1 to Q more calls, additional personnel would have to be hired to handle those requests. Various options

were discussed including part time, full time or possibly even two full time positions. Disadvantages of hiring someone part time would be availability of Qs who already work full time at an agency to put in extra hours every week and the lack of consistency if multiple people were hired part time. Some Authority members felt that more information was needed before approving hiring additional personnel but others felt that the need is immediate and delaying for too long will result in not being able to honor requests from all agencies needing assistance in the QA process. It was also discussed that the approximate cost for an additional Q would be \$85,000 and that even if agencies decided to take back the Qing responsibilities in the future, a one year notice is required per the IGA signed by each agency.

Motion was made by Darin Anstine to hire an additional QA analyst; second by Bud Silloway.

Motion did not pass on a voice vote with 2 ayes and 5 nays.

Mr. Anderson asked for direction from the board in regard to the letters of request from Fountain PD and Colorado Springs PD. PSAP Managers also voiced their concern about not getting timely feedback on calls to stop bad habits from forming or developing. It was also mentioned that for agencies that are accredited, it is crucial to meet the call QA requirements. To give board members more time to consider the request the following motion was made:

Motion was made by Darin Anstine to start the hiring process pending Authority Board approval of the additional position(s) and creating a hiring list that would be in effect for a six month period; second by Keith Buckmiller.

Motion passed unanimously on voice vote by the 7 Authority Members present.

11) Executive Session:

An executive session was not necessary at this time.

12) Adjournment:

A motion was made by Keith Buckmiller to adjourn the meeting; seconded by Darin Anstine.

Motion passed unanimously on voice vote.

Meeting was adjourned at 3:16 PM

Submitted for Approval By:

Michael Gower, Authority Secretary