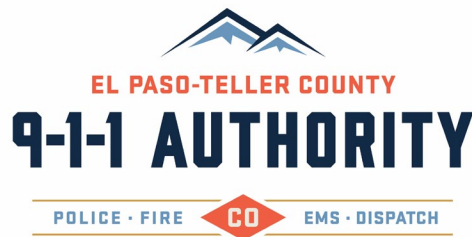




Department Overviews



Administrative Department

Administrative Team Overview

The Authority's administrative team manages the day-to-day business operations of the organization, including executive leadership, financial management, personnel administration, policy and procedures, records management, Board support, and general office operations. The administrative team consists of the following positions:

- 1 - Executive Director
- 1 – Office & Finance Manager
- 1 – P/T HR Contractor
- 1 – Front Desk Receptionist

Executive Director

The Executive Director provides strategic leadership, organizational management, and operational oversight of the El Paso – Teller County 911 Authority. The position is responsible for implementing the direction of the Board of Directors and ensuring the Authority's operations, resources, and priorities remain aligned with its mission and regional responsibilities.

The Executive Director provides executive oversight of the Authority's fiscal operations including preparing and presenting the annual operating budget and serves as the primary representative and spokesperson on several statewide working groups to include:

- Colorado Council of Authorities (CCOA)
- The 911 Task Force
- The 911 Legislative Group
- The Esinet Working Group (w/the Technology Director)
- 911 Training Standards Committee

Participation in these groups helps ensure that the Authority and its PSAPs remain informed about statewide 911 initiatives, legislation, technology, standards, and other emerging issues. It also provides a forum for the interests and perspectives of the Authority and the region's PSAPs to be represented in statewide discussions.

The Executive Director is also responsible for developing, reviewing, and updating Authority policies and overseeing personnel and human resources matters, including recruitment, hiring, employee relations, performance management, and separation of employment, with guidance from the Authority's contracted Human Resources provider.

In addition to executive leadership responsibilities, the Executive Director also serves in the statutorily required roles of budget officer, custodian of records, and safety officer.

HR Contractor

The Authority utilizes the services of a part-time contracted Human Resources professional to provide specialized HR expertise and support.

The Human Resources Contractor advises the Executive Director and Authority management on personnel matters, employment practices, regulatory requirements, and changes in employment law.

Given the Authority's relatively small staff, this model provides access to professional human resources expertise and compliance support without the expense of maintaining a full-time HR position.

Office & Finance Manager

The Office & Finance Manager is responsible for the administrative and financial operations of the Authority and provides direct support for Board activities, financial reporting, records management, and general office administration.

Office & Board Administration

- Supporting Board of Directors meeting procedures.
- Preparing agendas, reports, official correspondence, and supporting materials for Board meetings.
- Recording and maintaining official meeting minutes.
- Coordinating follow-up on Board action items.
- Drafting resolutions and other official documents.
- Maintaining office supplies and coordinating purchases as needed.
- Supervising the Front Desk Receptionist and front desk operations.

Finance Management

- Accounts receivable
 - Process and deposit all 911 surcharge revenue
 - Process and deposit all other incoming Authority revenue
- Accounts payable
 - Process Authority bills and invoices.
 - Create and maintain purchase orders.
 - Manage Authority-wide credit card reconciliation.
 - Process employee and PSAP reimbursements.
 - Prepare monthly financial statements and reports.
- Annual Audit
 - Coordinate with the Authority's contracted accountant and independent auditor.
 - Prepare and provide required financial records, documentation, and supporting information.

- Coordinate completion of audit requirements and filing of the completed audit with the State of Colorado.
- Records Management
 - The Office & Finance Manager supports the Authority's records management responsibilities by maintaining organizational records in accordance with applicable Colorado laws, retention requirements, and Authority policies.

Front Desk Receptionist

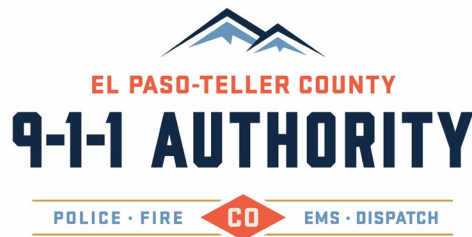
The Front Desk Receptionist serves as the first point of contact for the Authority, providing professional, courteous, and efficient customer service to the public, partner agencies, vendors, and staff. This position is responsible for coordinating front desk and lobby operations as well as basic administrative support to the organization.

The primary responsibilities include:

- Maintaining an orderly and professional lobby and reception area.
- Opening, closing, and securing the lobby each business day.
- Answering incoming telephone calls and directing callers to the appropriate staff member.
- Coordinating the receipt and distribution of incoming and outgoing mail and packages.
- Managing visitor check-in and check-out through the Authority's visitor management system.
- Creating and distributing visitor and Authority security badges.
- Providing general administrative support as needed.

Conclusion

These functions help ensure that public funds are appropriately managed, organizational responsibilities are fulfilled, Board decisions are implemented, employees and departments receive necessary administrative support, and the Authority remains responsive to the communities and public safety agencies it serves.



Information Technology, CAD, GIS, and Facilities

Information Technology Team Overview

The Authority operates a resilient, highly virtualized, and security-focused IT environment supporting mission-critical 911 operations across multiple facilities, including six PSAPs, two data centers, a backup communications center, and administrative offices. The infrastructure supports more than 140 dispatch positions and approximately 25 office users, with strong disaster recovery, failover, and PSAP mobility capabilities in place.

The Authority's GIS and CAD teams provide critical support for the mapping, location, and technology systems used to dispatch 911 calls for service. The teams maintain the Master Street Address Guide (MSAG) and Automatic Location Information (ALI) databases for the two-county region and coordinate with telecommunications carriers, phone providers, developers, and assessor offices to ensure accurate 911 call routing, address and street data, and compliance with NG911 standards. This work includes reviewing street names to prevent duplication and improve call-taking accuracy and efficiency.

The teams also support Computer-Aided Dispatch (CAD), call handling equipment (CHE), tactical mapping applications, and numerous third-party systems that deliver emergency information and notifications to first responders. In addition, they maintain interoperability between PSAPs and support interfaces that provide data for regional initiatives and required fire and law enforcement reporting.

The Authority's IT organization remains fully staffed, provides 24x7x365 support, and continues to mature from a reactive to a proactive operational model. Overall, the technology teams deliver stable, secure, and high-performing systems that support public safety operations while maintaining a clear roadmap for future modernization and responsible cost management.

The Facilities team supports the Authority's critical operations through building maintenance, cleaning, HVAC and CRAC support, preventive maintenance, facility systems, and vendor coordination. This work helps ensure the physical infrastructure supporting the Authority's 911 technology remains reliable and operational both in the building for the PSAP's use onsite as well as for the technology infrastructure that is housed at the Authority building utilized by the PSAP's at their individual dispatch centers.

Technology Staffing Overview

Current IT team positions in 2026

- One IT Systems Technician position
- One Systems & Security Analyst position
- Two Infrastructure Engineer positions

- One Solutions Architect position
- One IT Manager position (manages the IT team)

Current CAD team positions in 2026

- One CAD Administrator position
- One CAD Manager position (manages the CAD, GIS, and Facilities teams)

Current GIS team positions in 2026

- Two GIS Analyst positions

Current Facilities team positions 2026

- One Facilities Technician position

Current Director Level Positions in 2026

- One IT Director position (oversees all technology teams and managers)

Ticketing Statistics

In 2025 this team handled 1,761 support requests from PSAP users.

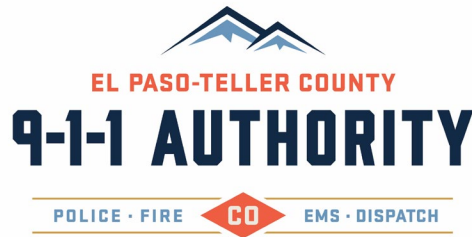
To date in 2026, this statistic is currently at 1,066 support requests.

On-Call Support

- Maintains 24x7x365 on-call support for critical system needs

Conclusion

The Authority's technology teams operate at a high level and remain focused on maintaining the critical 911 infrastructure required to provide high-quality support to the PSAPs we serve. The teams continue to improve the systems they maintain while strengthening the Authority's overall reputation for reliable, secure, and effective technology services.



Public Education Department

911 Education & Community Outreach

The El Paso-Teller County 911 Authority (the Authority) Public Education Team is a three-person team responsible for providing 911 education and community outreach in El Paso and Teller Counties.

The team provides structured 911 education programs for first- and third-grade students. 911 education programs focus on the appropriate use of 911, calling versus texting 911, the importance of knowing your location, and how to safely access 911 services.

Additionally, the team conducts community outreach, manages regional public service announcement campaigns, oversees the 911 Hero Program, and administers Peak Alerts and the PulsePoint AED registry.

Staffing Overview

- 1 – PIO/Public Education Manager
- 2 – Public Educators

Elementary School Programs

Elementary school programs are designed to complement and support the Colorado Academic Standards for first- and third-grade students. The Authority also works collaboratively with its public safety partners to broaden the reach of 911 education while avoiding duplication of efforts.

There are **162 elementary schools** in El Paso and Teller counties.

911 Education in Elementary Schools

School Year	Presentations	Students Reached	Schools Reached
2023–2024	206	9,174	61%
2024–2025	254	11,349	62%
2025–2026	275	11,275	73%

First Grade

This superhero-themed program uses audio and visual effects to create an engaging **45-minute presentation**. Students learn:

- The difference between an emergency and a non-emergency
- How to call 911
- The importance of knowing their address
- Why they should never make prank or joke calls to 911

Students listen to real 911 calls placed by children who have been recognized as **911 Heroes**. Each student receives an activity book to reinforce the lessons presented in the classroom.

Third Grade

This **60-minute program** teaches students how and when to contact 911 while emphasizing personal safety during an emergency. Students learn:

- The difference between an emergency and a non-emergency
- How to call or text 911
- The importance of knowing their location
- The importance of getting to a safe location before calling 911

Students conclude the program by participating in a safety demonstration in the 911 Mobile Classroom. During a simulated house fire, students practice safely exiting a home, getting to a safe location, and contacting 911.

Community Outreach

The Public Education Team promotes the appropriate use of 911, Text-to-911, and Peak Alerts through community outreach events, including:

- Fire department open houses
- Neighborhood Watch meetings
- Community meetings
- Community youth groups
- Senior living communities
- Public safety events

2024–2026 Impact

100 community events attended

6,888 residents reached

911 Hero Program

The Authority recognizes individuals age 18 and younger who appropriately use 911 to save lives, report fires, or help stop crimes.

2024–2026 Impact

15 911 Hero Awards were presented in partnership with local Public Safety Answering Points (PSAPs).

Public Awareness Campaigns

The 911 Education Team manages regional public awareness campaigns designed to increase awareness and understanding of:

- Appropriate use of 911
- Text-to-911
- Peak Alerts
- Non-emergency public safety contact information

Campaigns use a broad range of communication channels to reach residents throughout the region, including:

- Television and radio
- Movie theaters
- Billboards and public transit
- Airports
- Newspapers and direct mail
- Grocery stores
- Sporting events
- Digital signage in local government facilities
- Social media

2024–2026 Impact

36,665 residents enrolled in Peak Alerts.

Peak Alerts Administration

The Public Education Team administers Peak Alerts, the emergency notification system for El Paso and Teller counties. Responsibilities include:

- Maintaining consistent regional messaging
 - Monitoring system performance during activations
 - Training and supporting PSAP staff
 - Conducting feedback reviews
 - Managing FEMA Integrated Public Alert and Warning System (IPAWS) compliance and credentialing
 - Managing backup alerting capabilities
-

PulsePoint AED

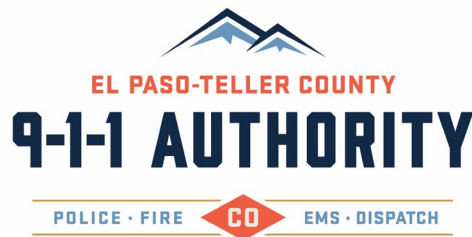
The Public Education Team administers the **PulsePoint AED registry**, helping ensure emergency callers and responders can identify nearby automated external defibrillators (AEDs) during cardiac emergencies.

Between **2022 and 2026**, the number of registered AEDs increased from approximately **400 to more than 1,800**, an increase of more than **350%** and a significant expansion of access to lifesaving equipment.

Conclusion

By providing these services regionally, the Authority can deliver consistent 911 education and emergency preparedness messaging throughout El Paso and Teller counties while supporting the outreach efforts of individual public safety agencies.

Ultimately, the Public Education Department helps create a community that is **better informed, better prepared, and better equipped to interact effectively with the 911 system when an emergency occurs.**



Quality Assurance and Training Department

Department Overview

The Quality Assurance & Training Department supports the six 911 Public Safety Answering Points (PSAPs) serving El Paso and Teller counties by providing quality assurance, professional training, protocol oversight, accreditation support, and regional coordination. By connecting quality review with targeted training and ongoing PSAP support, the department helps strengthen performance, maintain professional standards, support operational readiness, and promote consistent, reliable emergency communications across the region.

Staffing Overview

The QA and training team is fully staffed with the following employees:

- 1 – QA & Training Manager
- 1 – Training Coordinator
- 2 – Training & Protocol Specialists
- 2 – Quality Assurance Analysts

Quality Assurance

Quality Assurance (QA) analysts review emergency medical, fire, and police calls to evaluate adherence to established protocols and agency standards. These reviews provide objective feedback while also generating data that can identify broader trends across individual PSAPs and the regional 911 system.

Example of Call Review Activity – December 2025

PSAP	Year to Date Reviews
CSPD	3421
EPSO	1150
TCSO	1,569
FTC	312
WPPD	343
CCPD	252
Total	7047

Beyond measuring protocol compliance, the information gathered through QA helps the department identify where additional education, clarification, or operational support may benefit telecommunicators and PSAPs.

Continuing Dispatch Education (CDE)

Each month, the QA team analyzes performance data to identify recurring patterns, emerging trends, and opportunities for improvement across the PSAPs. These findings are used to develop targeted training and learning opportunities that address identified needs while building on employee strengths. The training created from these patterns also contributes toward employees' overall Continuing Dispatch Education (CDE) requirements, supporting both professional development and maintenance of required certifications.

Training & Professional Development

The department coordinates, schedules, funds, and hosts the following International Academy of Emergency Dispatch (IAED) certification and recertification courses for 911 telecommunicators throughout the region:

- Emergency Telecommunicator Course (ETC)
- Emergency Medical Dispatch (EMD)
- Emergency Fire Dispatch (EFD)
- Emergency Police Dispatch (EPD)
- EMD Mentor
- Quality Assurance certification

The department also coordinates, schedules, funds, and hosts the following National Emergency Number Association (NENA) and Association of Public Safety Communications Officials (APCO) training:

- Center Manager Certification Program (CMCP)
- 911 Center Supervisor Program
- Center Training Officer Program (CTO)
- Emergency Number Professional Certification (ENP)

Because NENA, APCO, and the IAED protocols are used by emergency communications centers throughout the country, the Authority often attracts participants from outside our local region, as well as from out of state due to our reputation and training facilities.

Locally, the training department coordinates and schedules CPR and First Aid certifications, individual and group training for PSAP employees, remedial training for PSAP employees, PSAP site visits, and annual enrichment training on trending topics and telecommunicator wellness.

PSAP Engagement & Regional Coordination

The department provides an important connection among the region's six PSAPs by facilitating regular collaboration on quality, training, protocols, and operational standards.

Dispatch Review Committee

The department coordinates, supports, and hosts the Dispatch Review Committee (DRC), which brings PSAP representatives together to:

- Review quality and protocol compliance requirements.
- Develop and review Continuing Dispatch Education (CDE) requirements.
- Develop and revise regional policies.
- Identify opportunities for process improvement.
- Review Quality Improvement Unit (QIU) processes and concerns.
- Develop and submit Proposals for Change (PFC) to IAED when modifications to emergency dispatch protocols should be considered.

Dispatch Steering Committee

The department also coordinates the Dispatch Steering Committee (DSC), composed of PSAP leadership. The committee provides executive-level review and approval of policies developed through the DRC and helps maintain regional alignment among participating agencies.

Accreditation Support

The department assists PSAPs pursuing or maintaining IAED accreditation by supporting the preparation, review, and submission of accreditation and reaccreditation materials.

Accreditation requires agencies to demonstrate sustained compliance with established emergency dispatch standards and quality-improvement practices. The department's QA, training, documentation, and coordination functions help PSAPs meet and maintain those expectations.

Protocol Management & Implementation

Emergency dispatch protocols evolve as professional standards and best practices change. The department helps ensure that regional PSAPs are prepared to implement those changes consistently.

For regional protocol updates, the department provides project management, coordination, communication, and training to support successful implementation across participating PSAPs.

Employee Recognition

Quality assurance is also used to identify and reinforce exceptional performance. The department recognizes 911 professionals through programs including:

- Telecommunicator of the Quarter
- Telecommunicator of the Year
- Recognition of exemplary performance identified during call review

These programs provide opportunities to recognize employees whose work demonstrates professionalism, exceptional service, and strong emergency communications practices.

Administration & Professional Partnerships

The department manages several responsibilities necessary to support the region's quality assurance and training programs, including:

- Manages the department budget.
- Coordinates, books, and funds conferences and travel for PSAP personnel as well as any other PSAP requested training.
- Manages and tracks PSAP system license renewals.
- Serves as the liaison to the Authority Medical Director.
- Supports ongoing relationships and communication with participating PSAPs.
- Manages the QA social media sites.

Conclusion

By providing these functions regionally, the department helps the six PSAPs work toward consistent professional standards while allowing each participating agency to maintain its individual operational responsibilities.

Ultimately, this work supports the people answering 911 calls and dispatching emergency responders, so they are prepared, trained, and supported in providing reliable emergency communications to the residents, visitors, and public safety agencies of El Paso and Teller counties.