DRC and DSC Agenda

EL PASO – TELLER COUNTY 9-1-1 AUTHORITY

DATE: 05.27.26 @ 10:00

✓ Dispatch Review Committee ✗ Dispatch Steering Committee

Attendees:

Meighan Powell, Kyla Gingrich, Courtney Kinder, Alyssa Nielson, Jesse Avery, Jennifer Tobias, Dan Ausec, Courtney Moore, Joscelyn Niski, Jennica Elwell, Brian Hartzel, Renee Henshaw, Preston Pennington, Roger Coker, Rich Suarez

- **Approval of Minutes**
  - Approval of the 03.25.26 meeting minutes
    - Motion: Jesse Avery
    - Second: Meighan Powell
- **Dispatch Review Committee Items**
  - Deviation Date Reminder- Joscelyn Niski
    - Regarding the ProQA updates, the QA team has been providing educational feedback during this initial month following implementation but starting June 4th we will start deviating.
  - Q Team Maternity Leave Numbers- Joscelyn Niski
    - Joscelyn sent everyone individual emails about maternity leave numbers. Since we have three back-to-back maternity leaves this will be in effect until Novemberish. We will review numbers again at that time.
    - EPSO requested a refresher on AQUA for their in house Q's so they can work on focused reviews. Joscelyn requested agencies send her an email with who they want to attend that course and she will get them registered. This is a

self paced, online course. If after completion of the course there are more questions, Joscelyn will be happy to do a 1:1.

- Telecommunicator of the Quarter- Joscelyn Niski
  - Alex Bateman; TCSO

- **Dispatch Steering Committee Items**

N/A

- **Round Table**
  - Dan- CAD upgrade path for how to build CAD users in the future. Initial dicussion was to have authority staff build the users for agencies, however after testing this will cause some bottle necks and it is doable for agencies to do this themselves. Dan and Preston will be sending out a training on how to login and how to build users.
  - Dan- Central Square has a new upgrade team. Met with them last week to understand the upgrade path. Number one priority is the issue with CBI returns so they can move everyone to Mobile UX. Will start with smaller agencies and move to larger agencies once this CCIC return is resolved. We will quickly move on to our next upgrade path which is version 26.
  - Mobile implementation issue has been resolved so Teller can roll out MTCs. Will be rolled straight to UX and skip legacy for training purposes.
  - Airforce Academys new visitor center opened so they are working on proper call routing for that.
  - Radio upgrades, Matt will be reaching out for timelines on that. He is trying to time the installation on those with the Woodland Park remodel so they only have to be installed once.
  - Renee- Had a phone call with CommsCoach about a new hire program they are launching to replace Criticall. It is more in depth and has more analytics if you hire the employee so if there is an area they scored lower in, you can have reports built out when they start to help them with training. If you are interested, she would like to set up a deeper dive demo in June so we can get ahead of budget season.

- Joscelyn- We will have our next DSC meeting in July.
- Joscelyn- The training request form is live on our website. The PSAP working group will not meet until Jennica is back from maternity leave, but if anyone has questions about what we have been working on, please reach out.

- **Motion to Adjourn: Kyla Gingrich**
  - Second: Jennifer Tobias