



AUTHORITY BOARD MEETING MINUTES

August 26, 2026, 12:00

Authority Members Present

Devin Graham, Sunny Bryant, Andy James, Jeff Jensen, Michelle Wolff, Andrew York, Doug Trainer, Justin White and Tina Young.

Authority Members Absent

None.

Vacancies

None.

Other Personnel Present

Renee Henshaw, Executive Director, Jody Wunschel, Office and Finance Manager, and Bart Miller, Legal Counsel.

1. Call to Order.

- A. The August 26, 2026, regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 12:00 PM by Chair, Andy James.

The meeting was a hybrid of in-person and remote.

B. Board Chair, Andy James, swore in Nikki Simmons as the newly appointed board member representing El Paso County. This vacancy was created by the resignation of Sunny Bryant.

2. Act on requests of Authority Members who have asked to be excused.

None.

3. Introductions.

Introductions were made.

4. Public to be Heard. (Any item not on the agenda.)

There were no comments at this time.

5. Consent Calendar.

A. Approve the minutes of July 29, 2026, Board Meeting.

B. Approve the August 2026 Financial Statement and authorize payment of the monthly bills.

Andrew York motioned to approve the July 29, 2026, Board Meeting minutes; Devin Graham seconded the motion.

Devin Graham motioned to approve the August 2026 Financial Statement and authorize payment of the monthly bills, Tina Young seconded the motion.

Both motions passed unanimously on a voice vote by the nine Authority Members present.

6. Approve Authority Resolutions.

A. None

7. Report by Management Staff.

Renee H. – Administration – Anniversaries –Renee acknowledged her service of 2 years, as of August 5th; Tate Dullum’s service of 3 years, as of August 7th; and Marco Medina’s service of 4 years, as of Aug 10th. She made a special announcement to emphasize the 20 years of service by Juluis Torralba as of Aug 21st and that we would celebrate with him at our upcoming Staff Meeting.

Renee informed the board that the 2025 audit is complete and has been filed by the deadline, July 31st, with the state. She was able to include the audit in the Annual Report, which has been posted to our website.

Sandy E. – Human Resources – Employee Turnover Rate is 11.9% from August 2025 to August 2026 with a 0.9% average monthly turnover. The monthly turnover for August was 0. The total headcount for the Authority is currently 23. There were no changes from last month.

Dan A. – I.T. – Virtual Desktop environment upgrades – The team conducted upgrades on firmware, drivers, and server platforms which was a large project which brings our systems up to date.

Radio Upgrade Update –Motorola did site visits at the PSAPs earlier this month and we are working on training with the PSAPs. Installation will begin Sept 8th with Teller County. PSAPs are aware of the schedule to complete the installation.

Vulnerability Assessment – Retest was scheduled by a third-party agency and will occur on Aug 28th based on the previous findings.

9-1-1 Call Handling and CST CAD quarterly maintenance– Completed the quarterly maintenance tasks and applied the patches last week.

Dan A. – CAD Update – We Provided training for Teller County’s MDCs and they are rolling that out to additional users. – CIM Integration is staged for the CAD upgrade and working with Central Square.

Station Alerting Update – We’ve been working with Westnet to modify the design that they installed to meet the needs that we agreed upon initially. They have copies of the database that they will be making changes to, to make sure the ADD works for all of the PSAPs, all at the same time.

GIS Update – 145 new sites, 13 new road segments. Glenn West has been working very hard to upgrade our ESRI system, which is the vendor we use for our mapping solutions and software. We moved to some new versions. One is called Velocity. We use a lot of online versions that ESRI is moving to, so we will be moving our users to that in the future. Justin Annan continues to work with MSAG and Fort Carson on their VoIP phone system.

Joscelyn N. – Quality Assurance & Training – In July we conducted 396 calls and ended up with a year to-date total of 4367 calls.

CDEs – We completed an additional 1.5 hours of CDE’s, bringing us to a total of 9 hours for the year. We covered a news article about Avoiding Certain Phrases, emphasizing that key words matter. The other CDE, falling patient reporting, focused on that protocol and how certain criteria can be used on other protocols.

The last CDE was a Kahoot covering structure fires on echo and delta level responses and some agency specific policies.

Training - NENA CTO was held on July 7-9 and EMD was on July 27-29. We also hosted EMD ProQA and CPR on July 30th. The remaining certification classes will finish in August.

Ben B. – Public Education – In July, the team conducted 21 presentations and reached 863 people. Some of those were at summer camps that were hosted by the local schools and the U.S. Taekwondo center. We did some access and functional needs presentations at some day program locations for seniors within the community.

Peak Alerts – PSAPs sent 13 alerts within the last month that were heavy on the law enforcement side. There were 4990 Peak Alert Opt-Ins in July, due to the Aspen Acres Fire. Total Opt-Ins are over 131,560. There are some duplicate accounts that we will be working on to clean up the system.

Backup Alerting Capabilities – Ben has acquired back up credentials for IPAWS to send wireless alerts through cell towers as well as tv/radio broadcasts. We have a secondary set of credentials in our possession in the event we need a back-up means of notifications. He thanked Bart Miller for his help with a MOU that turned into an IGA with Larimer County. Package will be sent to them to finalize the details of the agreement to include their ability to act on alerts on our behalf as well as a second option of them issuing us a template from their system, which is not Everbridge, that we could use to alert on behalf of the PSAPs to add another level of alerting before getting to the state level. We are working on four layers of backup systems in the event of an outage. Andy James asked if Larimer's platform is similar to ours. Ben stated that they use Everbridge and RAVE.

PulsePoint – 1,807 AEDs are registered since the project started in 2022. Ben referenced the questions from the July Board Meeting regarding the current state of the PulsePoint project by stating that lift of the PulsePoint project is complete since Jianna began with 400 devices and has assisted in registering over one thousand and is now in a maintenance mode status. Ben also briefed on Julius Torralba's presentation of how AEDs are located and directed to by the call takers at the PSAPs. Ben displayed the screen from a call for emergency service that showed location information in proximity to the caller's location. Tina Young appreciated the training and information that PubEd puts out on social media regarding the difference between Amber Alerts and Peak Alerts, that they are not the same thing. Ben gave acknowledgment to Emily Williams for her work on clarifying these types of alerts. Andy James asked, "How is the advertising going for the Peak Alerts?" Ben spoke about Matt Meister's weather Peaks2Plains app and that we have ads with him that are promoted on Matt Meister's social media platforms. In addition, Matt Meister also promotes active events going on in the area; the recent wildfire is an example. We also have a 4x8, backlit billboard at the airport baggage claim area. We have Lamar Sign Company bus ads and a rotation of bus bench signs throughout the area. Lamar also has digital display opportunities that they will plug our ads into when there is space available on their 8-second rotations. Tina Young commented that the Peak Alerts was key to apprehending a suspect in the Teller County area notifying of road closures near highway 24 and sending out shelter-in-place alerts while the event was happening. The blue alert that went out was very helpful as well. Roger Coker commented on the topic by adding that they received a lot of calls from the public with directions to the suspect that aided in the apprehension of the suspect at a caller's house.

8. Reports by Standing Committee.

A. No meeting. No report.

9. Old Business.

A. Telecom Surcharge Remittance Form

Renee Henshaw gave a briefing, for informational purposes, that explained that the surcharge is sent to us without a breakdown of exact location of where the surcharge is coming from. She showed the current surcharge remittance form and the updated form that includes more detailed fields to better indicate where the surcharge should be allocated. The problem is that there is no forcible action to make the telephone companies comply; that it is a voluntary option at this point. Another challenge is that some telephone companies are still submitting previous surcharge amounts. Phone calls are being made to those telephone companies to update their surcharge form and correct the collection of the fees in the future. Andrew York asked if any of the 10 Douglas County telephone companies are the larger telephone companies reporting surcharges. Renee Henshaw stated that she could inquire, but that she did not know at this time. Tina Young asked if we have the capability to collect backpay from the telephone companies that have not submitted the correct amount and Bart Miller stated that pursuing any legal action would end up costing more than what we would receive in backpay. The state public utilities has an audit capability that can be addressed with the telephone companies to help enforce the surcharge remittance. Renee Henshaw stated that she has spoken with public utilities and they struggle with a response as well, that there is no support. Nikki Simmons asked how many telephone companies submit surcharges to us. Renee Henshaw informed us that there are over 100. Meghan Powell (EPSO) asked how the telephone company knows what area they are in. Renee elaborated on and directed her to the map link on the form that the telephone company will use to look up where the surcharge should be remitted from. Jeff Jenson asked if asking the telephone company for more information

will have more in non-compliance, since we don't have teeth in the fight, is it really worth the effort? Nikki Simmons' opinion on the matter is that due to some zip codes having a small population but covering a large area would not get accurate data and that she wouldn't want to rely on voluntary reporting for accuracy. Tina Young stated that she didn't think the new form was worth pursuing. Andy James emphasized that getting accurate numbers was going to be difficult. Jeff Jenson agreed that we should continue with the current form and Renee Henshaw stated that we will keep things as they are.

B. Roof Replacement

Dan Ausec gave a brief history of how the building was built and completed in two phases, with the east side of the building approx. 20 years old. The decision in 2024 to support an expansion of the Authority operations; expanding/upgrading the current building or moving to a new location by either building a new building or occupying and upgrading an existing building, yielded the board's decision for the Authority to remain in the current building and modify, as necessary, to accommodate the projected growth of the company. Dan presented cost estimates from Royalty Roofing, Long HVAC, and Winterrowd HVAC that outlined a total cost of \$213,721 for the roof and HVAC replacements. That replacing the HVAC RTUs be replaced in conjunction with the roof replacement to keep costs at a minimum. He mentioned that there are still funds in the budget to cover these costs. We can get this completed within the year and that the longest lead time will be in ordering and acquiring the RTUs. Renee stated that it was the previous direction of the board to move forward with this project but to ensure all required work was outlined and detailed costs were noted by each of the companies before doing any of the work. Dan Ausec replied to Tina Young asking what the overall timeline of completion would be by saying it would be between 6-10 weeks. Andy

James confirmed that it's time to replace the roof and RTUs and that we should move forward soon to avoid further damage to the building with potentially inclement weather. Kyla Gingrich (EPSO) asked if this project would be complete before the agencies move-in for the radio upgrades and Dan Ausec replied that the call taker equipment would not be disconnected or incur any service disruptions due to the roof/HVAC replacement. The only concern will be parking for the one day when the crane is on-site for the HVAC swap and the roof rocks will be removed/replaced.

C. Building Remodel

RS&H, the architectural firm that originally designed the building, was asked to provide a more accurate cost estimate for the major items the Authority would need to update the building. They provided cost packages for work to be done. The costs listed include architectural drawings and quotes from general contractors for general areas and do not include construction costs. A more detailed cost will come once RS&H acquires the contractor's quotes. The Authority is pursuing packages 1; restrooms, classroom, and shipping/receiving, and 3; trailer parking access. Package 1 would expand the restrooms next to the classroom as well as install a wider door next to the shipping and receiving room to receive items that arrive on pallets. Package 3 would provide a safer parking spot for the mobile classroom. Dan Ausec explained that the current parking spot requires the driver to back the trailer from the street, through the entire parking lot and then into its spot. That this method puts the driver in a situation where safety is a major concern. Jeff Jensen commented that the roof is something that needs to be done but moving forward with design work might be premature while we're waiting to see what the future holds. The work is needed but the timing and waiting a couple of more months might not affect anything and we may have more

information to be able to make decisions. Renee Henshaw noted that the remodel hasn't been talked about in the past couple of months but that we are in a comfortable position to move forward with requesting a more accurate cost to better budget for next year to move forward with any plans for improvement. Andrew York agrees that the design should be completed to provide a more accurate cost but asked what a realistic timeline would be. Dan Ausec commented that the more we look at it, the longer it would take to start/complete any projects. Dan Ausec asked RS&H to provide a more concrete estimate from the contractors before the November budget meeting. Renee Henshaw reminded the board that the money for upgrades has already been earmarked for this purpose. Tina Young asked that only packages 1 and 3 are what the authority is focusing on and Renee Henshaw confirmed that. Nikki Simmons asked if the parking of the trailer needs would change and Renee Henshaw stated that the trailer parking location/access needs to be addressed, regardless of if we are staying in this building. That a better, safer solution needs to be put in place. Jeff Jensen asked if there were other options for parking the trailer off-site. Ben Bills expressed that the trailer has been parked off-site in the past and that it is not ideal if the trailer is needed multiple times in one day. Convenience is key when planning/preparing for an event and completion of minor maintenance items. Jeff Jensen agrees that there needs to be a resolution to the parking situation but still is concerned about the upcoming future decisions of the City and the Authority. Ben Bills raised his concern for security of the trailer regarding parking off-site as well. Tina Young agrees that the Authority needs to expand, regardless of the decision of the City. Renee Henshaw confirmed that the money for renovations was allocated in the budget last year. Dan Ausec reiterated that the presented numbers are for design costs as well as costs associated with acquiring quotes from the contractors that will complete the work. Dan Ausec has asked RS&H to provide more accurate

cost information before the upcoming budget meeting. Doug Trainer asked Renee Henshaw to explain the need for the changes to the classroom, restrooms, and shipping/receiving areas. Renee Henshaw gives an overview of the plans. Doug Trainer asked if these remodels are still a necessity with the unknown Authority structure. Renee Henshaw confirmed that there would still be a need so long as the Authority is still providing and hosting training and certification classes for PSAP personnel. Andrew York agrees with Jeff Jensen to continue to earmark money but hold off on design costs due to some of the unknowns with the Authority structure until more information is available. Renee Henshaw hopes that the Authority can get a better idea on total costs by the next meeting to provide to the board. Andy James also agrees that waiting is a better option and is hopeful in the next two months we will have a better idea on the makeup of the board and what the makeup of the Authority will be so the board has more direction.

10. New Business.

A. PSAP 2027 Budget Requests

1. Teller County SO – (requested to present first)

Roger Coker requested for current resources to continue and emphasized the importance of IT support, training certification classes and wellness programs, quality assurance services and support in evaluating our call taking quality and providing needed individual training to keep our call takers at their best, and the public alerting services that enhance Teller County's ability to respond to and assist our community. He also echoed Renee's recommendation to increase the amount based on years of service to encourage employee longevity. Roger also mentioned that there is a plan to increase their authorized positions in the next year. He appreciates the quarterly stipends and requests those continue. He also

recommended that stipends are only paid to those positions that are fully staffed or proportionately staffed and paid by the amount of time they were filled during the year.

2. Colorado Springs PD – Presented by John Koch

John acknowledged the City Council's intent to not support a CSPD withdrawal from the Authority in 2027 as regional leadership discusses what a restructured Authority looks like. With that, he is presenting a status quo budget request with little change. He requested Pulsium CAD maintenance and enhancements with some 2026 project carryover into 2027. He explained the City's intent to move to the full suite of AXON911 in 2027, which includes Fusus, Prepared 911 and the Carbyne phone system, to replace the current Legacy system. The city is also requesting the continuance of new employee resilience training, retention bonuses, and PSAP stipends. He mentioned that the 10 first line supervisors also be included in the stipend expense. Renee asked John to clarify the number of dispatchers; the slide did not match his verbal presentation. John clarified that the stipends would be for 49 ERT, 41 PSD, and 10 supervisors. Nikki asked if adding the supervisors is consistent with other organizations. Renee gave a brief history of the Board's decision to provide the stipends for those that directly answered emergency calls or dispatched resources. When she was employed at CSPD she chose not to include the supervisors, based on the supervisor's job description did not require the answering/handling of 9-1-1 calls, therefore were not included in the stipend payment request numbers. Other agencies' supervisors regularly work the floor and have always been included in the stipend. Jeff Jensen expanded on the conversation by stating CSPD is re-addressing the job descriptions, and they have evolved from how they have been historically looked at. Renee asked John to clarify if the \$1,256,000 was specifically just to implement the Carbyne phone system, or what else was

it covering. John stated it will be for Carbyne and Prepared, which provides the call routing and assisted call taking/automated non-emergency call taking triaging capabilities. Renee confirmed that the Authority is already paying for Prepared and that next month when Matt Towell presents at the budget planning session, it is already in the 5-year budget plan to go RFP this year to look at a new call handling system for implementation in 2028. John Koch said that AXON potentially could be implemented in 2027 but there are still more discussions that will take place before then. Andy applauds the city's willingness to invite the Authority's IT director to attend the AXON presentation with Rich Suarez, that he likes that way of conducting business. John Koch stated that regional PSAPs have been invited to attend another presentation of Axon as well. Renee Henshaw pointed out that that the Resilience training is the Mindfulness and Positivity training, that is initially hosted/presented at the Authority, the city requests it in their budget since they are the primary attendees. All PSAPs are welcome to attend this training.

3. Cripple Creek PD

Jesse Avery presented a status quo budget request emphasizing the support of the stipends only being paid for filled positions and the positive impact that the employee retention bonus has had on employee retentions. She mentioned that they now have 7 employees putting them closer to a full staff.

4. El Paso County SO

Kyla Gingrich (EPSO Communication's Manager) requested to continue all currently provided programs. She stated they expect to increase their FTE staffing by four employees in 2027. She had two new requests. The first was \$5,500 for the Commscoach HIRE software that could replace the

current Criticall testing software. She also is requesting \$12,155 for a new CAD interface for integration with AXON Records.

5. Fort Carson

Brian Hatzel (ECC Chief) requested that the Authority continue its current support and submitted no additional requests.

6. Woodland Park

Jen Tobias also made a status quo request. She endorsed her support for all of the things the 911 Authority already provides, the salary stipends and especially the longevity bonuses.

- B. Move the budget work session from October 28th after the board meeting to another day.

Renee Henshaw explained the importance of adding this item to the agenda to provide an opportunity for the board to move the budget work session to another day due to key personnel being unavailable on the date that it is currently scheduled. Also, she anticipates a lengthy work session and does not think anyone would enjoy a four-hour meeting. November 4, 2026, at 12:00p.m. was agreed upon in an open discussion by all board members. Renee Henshaw will send a calendar invite to all required personnel to attend at the Authority building.

- C. Election of Authority Treasurer

Jeff Jenson motioned to nominate Nikki Simmons as treasurer; Doug Trainer seconded the motion.

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

11. Director's Comments

None.

12. Adjournment

Jeff Jensen motioned to adjourn the meeting; Devin Graham seconded the motion. The meeting was adjourned at 1:32 PM.

Submitted for Approval by Michelle Wolff, Secretary

 9/23/2024