



AUTHORITY BOARD MEETING MINUTES

March 26, 2025, 12:00

Authority Members Present

Shana Ball, Sunny Bryant, Tim De Leon, Andy James, Jeff Jensen, and Michelle Wolff.

Authority Members Absent

Devin Graham.

Vacancies

One - Cities, Towns, US Military and Special Districts.

Other Personnel Present

Renee Henshaw, Executive Director, Christy Davis, Executive Assistant, and Bart Miller, Legal Counsel.

1. Call to Order

- A. The March 26, 2025 regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 12:01 PM by Chair, Jeff Jensen.

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

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

No Authority Member has asked to be excused.

3. Introductions.

Introductions were made.

4. Public to be Heard.

Nothing was brought forth at this time.

5. Consent Calendar.

- A. Approve the minutes of February 26, 2025, Authority Meeting.
- B. Approve the March 2025 Financial Statement and authorize payment of the monthly bills.

Tim De Leon motioned to approve the Consent Calendar; Andy James seconded the motion.

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

6. Approve Authority Resolutions.

- A. None.

7. Report by Management Staff

Renee H – Administration – Anniversaries – Preston Pennington – 3 years, Brandie Skarloken – 3 years. Training Coordinator Position Filled – Congratulations to Jennica Elwell on being selected as the Training Coordinator. Board Member Vacancy/Process – The vacancy is open until April 11th. Two letters of interest have been received so far. There was discussion regarding a possible change in process if a larger number of applications were to be received. Financial Audit – We have begun the process for the 2024 financial audit.

Renee H – Human Resources – Job Description Review – This will be completed within the next month. Current Vacancies – Three (3) Quality Assurance Analyst positions are open. Interviews will be conducted in April. Employee Turnover Rates – 8.4% Total Turnover – March 2024 – March 2025. 0.6% Monthly Turnover Rate.

Matt T – I.T. – EPSO Update – EPSO has moved into the BUCC as of February 13th. The construction has not yet begun but we have been assured that the target date for furniture installation remains June 3rd. Virtual Infrastructure Firmware Update – This has been completed. This included video, connection manager, and virtual desktop agent components. PPSC Student Visit – Pikes Peak State College Cyber Security Program is sending students to tour the Authority facility on Friday.

Matt T – CAD Update – The newest version of CAD has been installed and there have been no significant issues. We have built CAD for PAFB/CMSFS and are working on training for their staff. We have deployed mobile to WPPD and are working to obtain feedback from their staff. CAD Administrator Position Recruitment Completed – Preston Pennington has accepted the role of CAD Administrator. Preston began on 02.17.25 and Dan is working with him daily on training and projects. PSAP Wellness – An Applied Suicide Intervention Skills Training (ASIST) is scheduled for June 16, 2025.

Joscelyn N – Quality Assurance & Training – Five hundred and two calls were audited in February. CDEs – At least one is produced each month. Training Conducted – Training was conducted with EPSO, EFD ProQA, EPD ProQA, NENA CTO and EMD-Q.

Ben B – Public Education – The team conducted five presentations, reaching 198 students. Peak Alerts – PSAPs sent sixteen notifications. Notifications included road closures, smoke visible in the area, law enforcement activity, and missing persons. Peak Alert Opt-Ins are at 105,217. PulsePoint – 1,648 AEDs are registered. Website – The Authority signed a contract with Streamline to create a new website for the Authority. Streamline offers a robust solution to make sure the Authority website is accessible. Social Media Campaign – PSAs and signage at movie theaters, direct mail, shopping carts, CC Hockey games, COS Airport, news media mobile app takeovers, all local tv stations, and COS Parking garage.

8. Reports by Standing Committee

A. DRC/PSAP Managers Committee:

Joscelyn reported that a Steering Committee meeting was held prior to DRC. The group discussed software training prior to the AQUA updates, the creation of a training request form, and EPSO's reaccreditation. A presentation was given by CommsCoach.

9. Old Business

A. Discuss appointment of new volunteer for Facility Planning Subcommittee.

Tim De Leon and Shana Ball will be representatives on this committee.

10. New Business

A. Elect Vice-Chair for vacant position.

The board would like to table this item until the meeting in April.

11. Director's Comments

Sunny Bryant wanted to express her gratitude to the Authority team for making new members feel welcome and educating and informing the board through the monthly management reports.

Andy James stated that he had stopped by to visit with the EPSO staff which are currently operating out of the Authority BUCC. He wanted to express appreciation for the hospitality offered during their stay.

Jeff Jensen said that John Koch is expected to be sworn in at the next Authority meeting.

12. Adjournment

Andy James motioned to adjourn the meeting, seconded by Tim De Leon. The meeting was adjourned at 12:30 PM.

Submitted for Approval by Michelle Wolff, Secretary