DRC and DSC Agenda

EL PASO – TELLER COUNTY 9-1-1 AUTHORITY

DATE: 01.28.2026 @ 10:00

✓ Dispatch Review Committee ✗ Dispatch Steering Committee

Attendees:

Renee Henshaw (911 Auth), Carla Lewis (CSPD), Dana Heckman (CSPD), Harlee Lanier (CSPD), Roger Coker (TCSO), Kyla Gingrich (EPSO), Courtney Moore (911 Auth), Jennica Elwell (911 Auth), Jesse Avery (CCPD), Jessica Cales (CSPD), Dan Ausec (911 Auth), Rich Suarez (CSPD), Brandie Skarloken (911 Auth), Joscelyn Niski (911 Auth), Dawn Lucero (FCFD), Stein Bronsky (Med Director)

- **Approval of Minutes**
  - Approval of the 11.19.25 meeting minutes
    - Motion: Roger Coker
    - Second: Rich Suarez
- **Dispatch Review Committee Items**
  - RapidSOS Status Check-in- Dan Ausec
    - It is confirmed that everyone has their paperwork in for their Unite Base Accounts. Kick off call for "digi", the appliance that make sure cell phone and landline calls show up in your RapidSOS portal. As soon as we have additional on that, we will let you know.
  - CAD- Dan Ausec
    - TTMS interface installed which is how you interact with records check.

- Working with Central Square on the CIM implementation.

- New DRC Chair- Joscelyn Niski
  - The DRC Chair position is open this year. In the past, the role rotated annually between the PSAPs, and during a period of transition Joscelyn stepped in and has served for the past few years. After discussion, it was determined that the agencies were happy with the way meetings were being run and nominated Joscelyn to remain the chair for another year.
    - Roger motion
    - Rich second
- PSAP Working Group- Joscelyn Niski
  - In our last meeting, we introduced a new training plan and matrix. We're hoping to put together a small working group with someone from each of the PSAPs so we can build this together and make sure it truly reflects your needs. This will also give us a chance to better explain our intent, share ideas, and have more open discussions before moving forward. Please email Joscelyn when you can on who you would like to participate.
  - Roger mentioned making this an ongoing committee/working group. While the goal of this workshop is to help get the Authority's new training program off the ground and gather input about training needs upfront, we can discuss the possibility of continuing the group and what that will look like during our meetings. We are BETA testing a "Let's Talk Shop" training plan with CSPD and hope to meet with each individual agency on an ongoing basis as this develops.
- CO NENA APCO Conference- Joscelyn Niski
  - The CO NENA APCO conference is at the Great Wolf Lodge this year. There is a flash sale on full on February 4th.

- We can send employees to the whole thing but in that case we will not purchase hotels or per diem. Please let me know if you are interested.
- We will still be open for day passes as well. There will not be transit buses since it is here in town.
- Please email Joscelyn final numbers so we can get them registered ASAP before the flash sale ends.

- Protocol Update Timeline- Joscelyn Niski
  - There have been two recent updates across all the disciplines. The most recent was a "hot fix" to fix an error on the previous update we will implement.
  - There are some major updates. It was recommended that we roll out the instructions individually. Feedback from CSPD was that med and fire would be beneficial to group together.
  - My goal is to spread these updates out in a manageable way while still having everything complete before or around the next update in spring (May-ish?). CSPD said they will look over the totality of the updates in their meeting this week and let us know if we can just group all three updates into one.
  - The Academy recently sent an update regarding the 2026 release schedule. They will continue with biannual releases in the Spring and Fall. Each year, one protocol discipline will receive a full-version release, while the remaining disciplines will follow a modified dot-version release format.

Protocol Version	Fall 2025 Release	Spring 2026 Release	Fall 2026 Release	Spring 2027 Release
Medical v14	14.0.467	14.6	14.7	14.8
Medical v15	N/A	N/A	Full-version 15.0 release	15.1
Police v7.1	7.1.117	7.3	7.4	7.5
Fire v8	8.0.946	8.3	8.4	8.5

- Answers to Protocol Questions- Joscelyn Niski

- What is the guidance on when a call taker can or cannot confirm that stroke symptoms were sudden in order to determine the chief complaint?
    - Per our Regional Client Outreach Support, "The protocol that allows the EMD to go to with a diagnosis is Stroke. So really, they don't need to clarify. If they are given symptoms and need to define sudden (Google- abrupt, quick, or unexpected...) the DRC can help with this since the academy did not define it. The key here is to be reasonable!"
    - -PFC on rewording stroke questions to eliminate the need to clarify. CDE will be provided for now on how clarify. The goal being to determine sudden rather than when did this start.
- What should we do if the reporting party does not know what type of snake bit the victim?
    - Per our Regional Client Outreach Support, "There are no wild elapid snakes in Colorado. With that said, the protocol directs the EMD to specify the type/description, so there should be an attempt to clarify without penalty. Using the non-elapid instructions would be the best action unless the person is certain the snake is an elapid (likely a pet). Also consulting with local MD direction could also be helpful."
    - CDE will be created on using non elapid unless spontaneously provided. Dispatcher will not be deviated for clarifying the type of snake. A PFC to add a blue is for you KQ "Any mention of elapid snake?" will be presented at next DRC.

Dispatch Steering Committee Items

N/A

- **Round Table**
    - **DRC/DSC/Calendars- Joscelyn Niski**
        - CSPD will need a DSC schedule for November of 2026 for their fire re-ace.
        - Renee was not contacted to schedule tours of our PSAPs. She will reach out again at the end of legislation to offer a tour again.

- Jennifer Kirkland is looking for good call examples for their customer service class. Is everyone okay with us sharing calls if we redact information or should we run each call by your first? And if you have examples, would you be willing to share.
  - EPSO and CSPD has a policy that it must go through them first before releasing.
  - CCPD and TCSO are good to go as long as it is not chief complaint sensitive.
- Renee will send out the exact parameters for what she is looking for on calls.
- Colorado will be publishing minimum training standards for the state for 911. Renee will send out the draft when they have one. Currently we already meet the standards created with the training we provide.

- **Motion to Adjourn:** Rich Suarez
  - Second: Roger Coker