EL PASO-TELLER COUNTY
9-1-1 AUTHORITY
POLICE · FIRE · CO · EMS · DISPATCH

AUTHORITY BOARD MEETING MINUTES

October 28, 2026, 12:00

Authority Members Present	Devin Graham, Nikki Simmons, 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 October 28, 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.

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.)

None.

5. **Consent Calendar.**

A. Approve the minutes of the September 23, 2026, Board Meeting.

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

Jeff Jensen motioned to approve the September 23, 2026, Board Meeting minutes and to approve the September 2026 Financial Statement and authorize payment of the monthly bills; Devin Graham seconded the motion.

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

6. **Approve Authority Resolutions.**

A. Resolution 26-08, A RESOLUTION HONORING DAWNE DIAMOND OF THE CRIPPLE CREEK POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE THIRD QUARTER 2026.

A motion was made by Devin Graham to approve the resolution; the motion was seconded by Andrew York.

The motion passed unanimously on a roll call vote by the nine Authority members present.

7. Report by Management Staff.

Renee H. – Administration

- There are no October anniversaries; the staff looks forward to having the opportunity to present alternative budget options and proposals for consideration at the budget work session.

Sandy E. – Human Resources

- Our current staff count is 22 full-time employees, with a turnover rate of 3.9% from October 2025 through October 2026, a 1.2% monthly turnover rate, and an October turnover rate of 0.0%.
- Director Henshaw clarified that while there is no official hiring freeze, she has deliberately chosen not to backfill the last two vacancies due to operational uncertainty. Workload from these two vacant roles have been absorbed internally by Director Henshaw (QA Manager) and Jody Wunschel (Admin Asst.). She also noted that potential future staff departures stemming from organizational uncertainty will inevitably reduce the level of support currently delivered to the PSAPs.

Dan A. – I.T.

Radio Consoles and Infrastructure:

- The AXS consoles have been installed in Teller County; an operational software patch was successfully deployed on October 22.
- CSPD console upgrades are scheduled after the upcoming Thanksgiving holiday; CSPD dispatchers will temporarily re-locate to the Authority during that time.
- Cripple Creek and Woodland Park installs remain temporarily paused for now and we can reschedule those when needed.

Dispatch Software Protocols:

- ProQA and AQUA software upgrades were completed across medical, fire, and police disciplines for all PSAPs as well as the Authority Q's.
- We are transitioning to Aqua version 8 which is a web-based version rather than a software-based version. This will simplify licensing and software upgrades.
- Dell enterprise hardware infrastructure quotes for the 2027 budget season are being finalized by Matt Towell due to significant cost increases.

Dan A. – CAD and GIS

CAD:

- Resolved the records-check issues within the CAD upgrade and are working through the workflow changes. It changes the way dispatchers use the records check as well as how it's viewed and attached to the call screens.

GIS:

- Partnering with El Paso County fire agencies, Mountain View Electric Association, and the Office of Emergency Management

(OEM) to generate a regional cistern and electrical facilities overlay map for wildfire and flood hazard pre-planning.

- Added 1,100 new address points and 471 new road segments.
- We're still working very closely with Regional Building to build out new developments well ahead of when they are actually there.
- Glenn West and Justin Annan developed a draft automated data validation model utilizing ESRI tools to potentially replace our current vendor contract. This could be a future cost savings.

Renee H. – Quality Assurance & Training

QA Call Review:

- 613 emergency calls evaluated for quality assurance during September 2026, bringing the yearly total to 5,529.
- "Q the Q" targeted non-compliant reviews: 29 evaluations completed in September, totaling 259 for the year.

Training Deployed:

- Provided 2 additional CDE hours to PSAPs in September, reaching 12.5 cumulative hours for the year. They included:
    - ProQA EMD update training, focusing on bleeding control prioritization versus CPR in traumatic arrests, alongside revised infant CPR protocols.
    - Fall-themed "Polly Pumpkin" curriculum addressing statutory definitions and reporting pathways for harassment, stalking, and threats.
    - Asphyxiation and Hanging CDE reviewing decision trees between Protocol 9 and Protocol 25, detailing Echo-level response criteria.

- Hosted a 3-day EMD Mentor certification class September 8–10. It was attended by 13 personnel from EPSO, CSPD, Woodland Park, and the Authority.

Ben B. – Public Education and Emergency Alerts (Peak Alerts)

Public Outreach:

- Delivered 46 presentations reaching 2,157 school children in September, including extensive multi-day outreach across Cimarron Hills schools in coordination with Chief York, Mackenzie Buckmiller, and Tom Joyce.
- Participated in two community gatherings, including a family literacy night, bringing total September educational reach to 2,422 individuals.

Peak Alerts Notification System:

- 10 emergency alerts in September (primarily law enforcement shelter-in-place warnings).
- System opt-ins grew by 506 users, raising total citizen enrollment to 132,443.
- There were 19,625 new opt-ins added between January 1 and October 27, 2026, compared to 10,064 during the same period in 2025.
- Growth attributed to direct registration assistance at senior living facilities, distribution of promotional postcards in schools, and targeted public service advertisements via Lamar Sign Co. billboards, grocery stores in historically low opt-in zones, the municipal airport, and broadcast partnerships with Matt Meister (Peaks to Plains).

8. Reports by Standing Committee.

A. DRC/PSAP Managers Committee Meeting (no meeting, no report)

9. Old Business.

A. Roof Replacement Update

- Roof replacement completed by Royalty Roofing; the ballasted rock surface was removed and replaced. Minor exterior trim finishing remains.
- Rooftop Air Handling Units (RTU): Long our HVAC vendor, had the crane lift the new RTU units onto the roof. One and one-half of the RTU units are operational.
- Ductwork retrofitting encountered delays and was more challenging than anticipated.
- Microwave backup radio infrastructure relocation was completed in by Vero.
- Lightning suppression system reinstallation scheduled for the first week of November, followed by a final project walkthrough.

10. New Business.

A. City Council Leadership discussion on the framework of the proposed amended IGA.

Proposed IGA Modernization Framework-Presentation by Michael Montgomery, Deputy City Council Administrator, joined by Council President Lynette Crow-Iverson and Council President Pro Tem Brian Risley.

- In late June 2026, the City of Colorado Springs submitted a formal notification of intent to withdraw from the Authority.

- Montgomery clarified that withdrawal was never the intent of the City Council.
- Over the subsequent four months, Council leadership conducted extensive stakeholder meetings with Authority staff, board members, and PSAP leadership to work on an amended IGA.
- The draft IGA remains under legal review by municipal and county attorneys; the presentation provided an overarching conceptual framework rather than a final line-by-line document.

Proposed Governance and Structural Changes:

- Proposal for the Board of Directors chair to rotate annually among the participating PSAPs.
- Several structural concepts are modeled after the Pikes Peak Rural Transportation Authority (PPRTA) framework.
- Future adjustments or increases to the 911 emergency telephone service fee would require a two-thirds supermajority vote of the Board of Directors, rather than a simple majority.

Revenue Allocation Restructuring:

- The proposed IGA creates three distinct statutory revenue buckets governed by set percentages:
    1. Authority Expenses: Primarily personnel costs.
    2. Shared PSAP Expenses: Funding common infrastructure, communications contracts, IT services, GIS, and shared operational support platforms.
    3. Direct PSAP Allocation: Formula-driven allocations disbursed directly to PSAPs to support operations, based on an equitable formula factoring call volume, service population, and agency operating budgets.

- Reserve Fund Policy: Establishing a definitive cap on the Authority's fund balance/reserve account. All surplus revenues collected above the cap would be directly redistributed back to the PSAPs.

Financial Audits and Compliance:

- The Authority would collect annual certified expenditure audits from all recipient PSAPs to ensure statutory compliance under Colorado law.
- Any unspent or misspent funds would be returned to the Authority for reallocation to compliant PSAPs.

Future Amendment Rules and Terms:

- Future amendments to the IGA must be approved unanimously by the legislative governing bodies of all participating entities.
- The agreement must undergo formal comprehensive review every 10 years to adjust percentages and operational assumptions.

Remarks by Council President Lynette Crow-Iverson:

- Highlighted the existing IGA is over 30 years old and outdated relative to modern regional population, call volumes, municipal budgets, and operational needs.
- Expressed disappointment regarding a newspaper article where Authority Executive Director Renee Henshaw was quoted stating she had been "kept in the dark." Asked that no more comments are made to reporters until this is done.
- Reassured the board and staff that for fiscal year 2027, operations remain "business as usual," with PSAPs submitting standard operational budgets. Potential organizational changes

would not take effect until 2028, leaving 2027 as a full transition year.

- Emphasized that 911 fees are public tax dollars intended for the highest and best regional public safety use, noting that while Teller County operations require subsidization, the ultimate goal is keeping citizens safe.

Remarks by Executive Director Renee Henshaw:

- Clarified that her comment to the media accurately reflected that the Authority has not been a part of executive negotiations and therefore the Authority had no information to share.
- Expressed concern regarding staff retention and morale: Still trying to determine if the conversations that are taking place will affect the staff or the number of staff here. If it's purely speculation, the Authority cannot continue to lose employees for fear of the positions not being here at the end of this.

Remarks by Council President Pro Tem Brian Risley:

- Clarified that legal authority to withdraw from the 911 Authority resides solely with elected legislative officials, not the City administration or Mayor.
- Emphasized that Council's approach is regional, collaborative, and intended to avoid imposing a "one-size-fits-all" solution on regional partners in Teller County, Woodland Park, Cripple Creek, and El Paso County.

B. PSAP Leadership discussion of requests regarding the 2027 budget.

Presentation delivered by Colorado Springs Police Chief Adrian Vasquez representing – Teller County Sheriff Jason Mikesell and incoming command leadership, Cripple Creek Police Chief Bud Bright, Woodland

Park Police Chief Chris Deisler, represented by Captain K. Arseneau, Fort Carson Deputy Director of Emergency Services Ricky Oxendine, Colorado Springs Fire Chief Randy Royal, and Fountain Deputy City Manager Todd Evans.

- Chief Vasquez praised the Authority staff and board for years of dedicated regional safety work but noted that severe municipal budget constraints require rigorous scrutiny of Authority expenditures.
- Noted five key budget recommendations for 2027:
    1. Distribution of Existing Fund Balance
        - Stated the Authority carries an excessively high annual fund balance compared to typical governmental reserve benchmarks. Requested that the Authority conduct an assessment of the estimated 2027 beginning fund balance and implement a plan to distribute half of it directly to the PSAPs for statutorily eligible operational costs as a one-time balancing measure.
    2. Administrative and Non-Operational Cost Reductions
        - Urged reductions in non-operational budget allocations for 2027, identifying Public Education, Project Consulting, Building Maintenance, Authority Furniture, staff conferences, and team building.
    3. 2027 Expenditure Approval Thresholds
        - Recommended establishing an explicit board approval requirement for any individual expenditure exceeding $5,000 within the following categories: Public Education, PSAP conference funding, Authority staff development, membership

and dues, all facilities and building maintenance, all capital expenditures, administrative expenditures, personnel expenditures, all non-IT or GIS expenditures.

4. Salary, Hiring, and Staffing Freezes
    - Asserted that review of nine non-IT and non-GIS Authority positions led us to believe compensation levels are paid above comparable City of Colorado Springs and El Paso County positions.
    - Requested a freeze on Authority salaries and non-IT/GIS hiring at 2026 levels throughout 2027.
    - Recommended commissioning an independent external compensation study during 2027 comparing Authority compensation to comparable positions in Colorado Springs and El Paso County.
    - Stated he does not believe a restructured Authority requires as many non-IT/GIS positions.
5. PSAP Stipend and Longevity Payment Reform
    - Proposed maintaining the $50,000 annual stipend per position, disbursed quarterly with an eligibility rule of payable only for positions continuously filled for 46 days or more within the given quarter.
    - PSAP agency heads must sign a quarterly attestation confirming filled position days, and submit year-end documentation confirming all disbursements directly funded personnel salaries pursuant to state statute.

Board and Executive Discussion on Stipend Reform:

- Nikki Simmons proposed an alternative: Rather than micromanaging filled positions and counting days, the board should establish a formula-based percentage allocation. PSAPs would draw down funds against statutory spending upon quarterly reporting, achieving accountability without administrative burden.
- Chief Vasquez agreed that a formulaic direct allocation aligns with the proposed 2028 IGA, noting the 46-day verification was proposed by Cripple Creek Chief Bud Bright as an interim compromise for 2027.
- Executive Director Renee Henshaw noted that the Authority had already modeled dynamic allocation spreadsheets combining reserves and stipends into single pools with adjustable percentage distributions for the upcoming budget work session.
- Board members requested that Henshaw distribute the financial modeling spreadsheets prior to next week's budget meeting.

C. Discuss IGA with Larimer Emergency Telephone Authority (LETA) for backup alerting capabilities.

- Secures redundant emergency public alert and warning operational capacity for the El Paso-Teller region.
- In the event of primary Everbridge vendor outages or local connectivity failures, the Authority obtains direct operational access to LETA's redundant alert platform (Rave) to send an IPAWS alert.
- Eliminates the cumbersome, slow state-level backup process.
- LETA is providing redundant platform access at no cost as a regional partner. LETA maintains similar reciprocal IGAs with BRETSA (Boulder Regional Emergency Telephone Service Authority) and Weld County.
- The Authority secured an independent secondary set of FEMA alert credentials to ensure cyber-incident isolation.

- Long-term objective: The Colorado Council of Authorities (CCOA) is actively exploring a unified backup emergency alerting solution for its members.

Tina Young motioned to approve the IGA with LETA; Michelle Wolff seconded the motion.

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

D. Move November board meeting from November 25th (the day before Thanksgiving) to November 18th.

- Proposed shifting the regular November meeting from November 25, 2026, to November 18, 2026, to prevent quorum conflicts during Thanksgiving week.
- Discussed establishing the pre-Thanksgiving meeting schedule to be permanently moved to an earlier date during the annual calendar adoption in January 2027.

Nikki Simmons motioned to move the November meeting to November 18, 2026; Andrew York; seconded.

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

11. Director's Comments

Upcoming Budget Meeting:

- The board confirmed that the dedicated 2027 budget work session is scheduled for the following week on November 4th at noon.

- An Authority employee, virtually attending the meeting, asked for board clarification regarding Council President Crow-Iverson's remark that "it hasn't felt like the Authority has been serving the pleasure of the board."
    - Chair Andy James stated that the board would refrain from commenting on statements made by Council leadership during the meeting and advised the staff member to contact City Council directly if they sought clarification.

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

DEVIN GRAHAM, VICE CHAIR