



FOR IMMEDIATE RELEASE

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El Paso-Teller County 911 Authority Provides Context Regarding Regional 911 Services

The El Paso-Teller County 911 Authority (the Authority) has remained largely silent on this issue because our priority has been preserving a collaborative relationship with all our member agencies. The Authority believes the regional Authority model provides the greatest long-term benefit to the citizens of El Paso and Teller Counties, including the City of Colorado Springs. The Authority is hopeful that all parties will continue working toward solutions that strengthen regional 911 services.

Many people may not know who the 911 Authority is or exactly what we do. In many ways, that reflects the nature of our mission. When the 911 system functions as intended, the public rarely sees the extensive planning, technology, training, and coordination that occur behind the scenes. The Authority currently supports six Public Safety Answering Points (PSAPs) across El Paso and Teller Counties by providing technology, funding, GIS, public education, telecommunicator training & wellness, quality assurance, equipment and operational support.

One of the most important points requiring clarification is the continual reference to "public safety funds" or a "public safety surcharge". These are specifically 911 surcharge revenues whose authorized use is governed by C.R.S. 29-11-104. While 911 services are an essential component of public safety, the surcharge exists for a specific statutory purpose: to fund 911 infrastructure and operations, technology, and Next Generation 911 capabilities. This infrastructure enables the reliable routing of 911 calls to the correct PSAP, where a trained telecommunicator answers. The El Paso Teller County 911 Authority was created as a separate legal entity to collect, manage, plan, budget, and expend these funds, and provide oversight to ensure these funds are spent in accordance with state statute. This allows for balanced support of all participating PSAPs, regardless of the size of the community they serve.

The recent joint statement released from the Colorado Springs Police Chief and Fire Chief included a significant amount of information and supporting data. Rather than

debating individual statistics, the Authority believes it is more beneficial to provide context on our responsibilities, funding structure, and the reasons behind our Board of Directors' decisions. Our goal is to help the public understand the role of the regional 911 Authority and how it differs from a traditional emergency communications center.

911 Authority Personnel Costs

It is true that the Authority does not answer 911 calls or dispatch first responders. We have an authorized staff of 24 employees. Our staff consists of highly trained subject matter experts in Information Technology, GIS, Public Education, Quality Assurance and Training, as well as an Executive Director, Office & Finance Manager, and a Front Desk Receptionist. Our staff has over 200 years of cumulative experience either with the 911 Authority, in the 911 industry, or both.

The City's release stated that the Authority's average employee salary is approximately \$113,370. While that figure may be accurate, comparing it directly to the average salary of a 911 call taker or dispatcher is not an apples-to-apples comparison. As previously stated, the Authority is not a dispatch center. The responsibilities of our workforce differ substantially from those of emergency communications personnel.

To ensure compensation stays competitive and fiscally responsible, the Authority conducts an independent third-party compensation study every two years with Board approval. This process helps attract and retain experienced professionals who maintain the critical 911 infrastructure.

PSAP Personnel Funding

In 2015, the Authority began providing additional funding directly to the PSAPs to assist with personnel costs. The methodology on how to distribute this funding was decided on by the sitting board of directors at the time. Personnel funding is discussed every year at the annual budget work session and voted on by the board of directors. The Authority was not informed this had become a concern until the City notified us of its intent to withdraw from the Authority. The funding methodology is based on the authorized positions at each PSAP who are responsible for answering 911 calls and/or dispatching resources. Each PSAP sets their own authorized staffing. It was never intended to be based on the number of people served by a PSAP or by a PSAP's call volume. Because the procedure is established annually by the Board during the budget process, it can be reviewed and modified through normal budget discussions if the Board determines changes are appropriate.

Over the years, the Authority has evolved into a comprehensive regional funding and support organization that provides services not commonly found within other Colorado 911 authorities. We are proud of what has been accomplished through regional partnerships and remain committed to providing reliable, resilient, and fiscally responsible 911 services for our communities. We welcome the opportunity to further

explain the Authority's role during the Colorado Springs City Council work session on August 10, 2026.

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