



# AUTHORITY BOARD MEETING MINUTES

January 22, 2025, 12:00

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## **Authority Members Present**

Sunny Bryant, Tim De Leon, David Edmondson, Jessica Flohrs, Devin Graham, Jeff Jensen, and Michelle Wolff.

## **Authority Members Absent**

Andy James.

## **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 January 22, 2025 regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 1:00 PM by Chair, Dave Edmondson.

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

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

Andy James has asked to be excused.

A motion was made by Jeff Jensen to excuse Andy James; the motion was seconded by Michelle Wolff.

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

**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 the November 20, 2024, Authority Meeting.
- B. Ratify - Approve the December 2024 Financial Statement and authorize payment of the monthly bills.
- C. Ratify – The Executive Director is hereby appointed Budget Officer for the year 2025.
- D. Ratify – The Custodian of Record for the 2025 records shall be the Executive Director, and all records shall be stored at 2350 Airport Road, Colorado Springs, Colorado, 80910.
- E. Ratify – The Executive Director is hereby appointed Safety Officer for the year 2025.
- F. Ratify – The locations for posting the agenda for Authority meetings are, Teller County Sheriff's Office, 9-1-1 Administration building, and the 9-1-1 website. Meetings in 2025 will be held on the fourth Wednesday of the month at noon.
- G. Approve the January 2025 Financial Statement and authorize payment of the monthly bills.
- H. Approve Revised ENS Policy.

Tim De Leon motioned to approve the Consent Calendar; Sunny Bryant seconded the motion.

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

**6. Approve Authority Resolutions.**

A. Resolution 25-01, A RESOLUTION HONORING DIXIEANNA GIADONE OF THE TELLER COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FOURTH QUARTER 2024.

Michelle Wolff motioned to approve the resolution; Sunny Bryant seconded the motion.

The motion passed on a roll call vote with seven ayes.

B. Resolution 25-02, A RESOLUTION HONORING RYAN SANDERSON OF THE COLORADO SPRINGS POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE YEAR 2024.

Ryan was unable to attend. This resolution is vacated until the February meeting.

C. Resolution 25-03, A RESOLUTION RECOGNIZING THE PAST SERVICE OF DAVID EDMONDSON TO THE EL PASO – TELLER 9-1-1 AUTHORITY.

Jeff Jensen motioned to approve the resolution; Tim De Leon seconded the motion.

The motion passed on a roll call vote with seven ayes.

## 7. **Report by Management Staff**

**Renee H** – Administration – Anniversaries – Jianna West – 1 year, Jacque Alexander – 1 year, Matt Towell – 14 years. Medical Director Contract – The contract with Dr. Bronsky is expiring at the end of February. Dr. Bronsky is interested in continuing in this role so we have updated the scope of services and Renee will work with the attorney to draft a new contract. Policy Manual – The internal employee handbook and standard operating procedures manual has been completed and published. We are now working on reviewing the Policies and Procedures manual. The board will be given drafts for revised policies for review and approval in the coming months. Once completed, the updated version will be posted on the Authority's website.

**Renee H** – Human Resources – Employee Handbook – Published with revisions. It has been sent to Employers Council for final review. CAD Administrator Recruitment – We are working through the hiring process. The candidate initially selected was unable to accept the position. Job Description Review – Working on revising and standardizing the Authority job descriptions. Manager's Training – Additional online training is in progress on performance documentation skills.

**Matt T** – I.T. – New Help Desk Software Platform Go-Live – The new help desk was launched 01/15/2025. We have deployed NinjaOne's help desk platform to manage PSAP and Authority ticketing. New Patch Management Platform – NinjaOne's patch management solution was also deployed to the depreciation of Window's Software Update Services. Cyber Security Tabletop Training Session – The entire IT team participated in an 8-hour training and tabletop session surrounding cyberattacks, response to attacks, documentation, and best practices. State eCATs Reporting System Installed – We have deployed the hardware necessary to facilitate state level reporting for 911 calls handled by the Authority PSAPs. Our CPE vendor is working with Intrado/eCATs to fine tune the

output. Radio Software Upgrades In BUCC – Software patching was performed on the BUCC radio consoles. EPSO Furniture Update – EPSO will be moving operations to the BUCC on February 13<sup>th</sup>. They will be onsite for approximately 4.5 months while construction and furniture installations take place.

**Dan A** – Station Alerting - Multiple additional stations were turned on over the past two months. We continue to work with WestNet on the AVD server configurations. CAD Update – We are upgrading the training environment on 01/23/2025. PSAP Wellness – We are working with Status: Code 4, Inc. and Pikes Peak Suicide Prevention Partners to offer Applied Suicide Intervention Skills Training (ASIST) quarterly in 2025. Facilities – Our kickoff for the Building Needs Assessment will be on 01/24/2025. HB&A will have a report delivered in April or May. GIS Update – The new Tac Map platform rolled out.

**Joscelyn N** – Quality Assurance & Training – Six hundred and fifty-eight calls were audited in December. Training was conducted at EPSO and Cripple Creek. Protocol Update Training was also conducted. Celebrations – Jennica received her certification for successfully completing her Master Class as an ETC-1 Instructor.

**Courtney K** – Public Education – The team conducted twenty-two presentations, reaching 934 students. An email blast encouraging teachers to sign up for a presentation between now and the end of the year was sent in January. Peak Alerts – PSAPs sent nine notifications. Notifications included pre-evacuation warning, evacuation orders, shelter in place, and missing persons. Peak Alert Opt-Ins are at 104,005. The team is working on an API project to create a regional emergency alert map. A project to simplify the message sending process is underway. Each PSAP will receive a new set of templates that will streamline the message sending process. PulsePoint – 1,642 AEDs are registered.

## **8. Reports by Standing Committee**

### **A. DRC/PSAP Managers Committee:**

Joscelyn reported that the group discussed a radio transcription product, updated Frosch contacts, future updates to protocols, and upcoming classes and training. The conference budget was also discussed. In March there will be a Steering Committee meeting.

## **9. Old Business**

### **A. Building Needs Assessment.**

Update was given during the Management Report.

### **B. Introduction of Candidates for Board Vacancy.**

Shana Ball introduced herself and stated her qualifications.

A motion was made by Jeff Jensen to appoint Shana Ball to the open board position; the motion was seconded by Jessica Flohrs.

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

Ms. Ball will take the Oath of Office at the February meeting.

## **10. New Business**

### **A. Election of Authority Officers.**

Nominations for the office of Chair were opened.

Tim De Leon made a motion to nominate Jeff Jensen; Michelle Wolff seconded the motion.

Hearing no other nominations; the motion passed on voice vote by the seven Authority Members present.

Nominations for the office of Vice-Chair were opened.

David Edmondson made a motion to nominate Jessica Flohrs; Michelle Wolff seconded the motion.

Hearing no other nominations; the motion passed on a voice vote by the seven Authority Members present.

Nominations for the office of Secretary were opened.

Devin Graham made a motion to nominate Michelle Wolff; Jessica Flohrs seconded the motion.

Hearing no other nominations; the motion passed on a voice vote by the seven Authority Members present.

Nominations for the office of Treasurer were opened.

Tim De Leon made a motion to nominate Andy James; David Edmondson seconded the motion.

Hearing no other nominations; the motion passed on a voice vote by the seven Authority Members present.

B. Administrative Phone Lines Discussion.

Matt Towell stated that currently the Authority does not pay for admin lines in the PSAPs. The feasibility of the Authority hosting the administrative lines was discussed. Doing so would create a more seamless network, and the Authority has the capacity to handle it. A one-time cost of \$25,000 would be incurred. Matt will find out what the total cost to migrate would be. The agencies would be added one at a time if this plan is approved. Agencies will also have the option of opting out.

**11. Director's Comments**

Jessica Flohrs thanked Dave Edmondson for his service to the Authority. The BUCC will be activated on February 13<sup>th</sup> and board members are welcome to tour during the time that EPSO is here.

**12. Adjournment**

Jeff Jensen motioned to adjourn the meeting, seconded by Tim De Leon. The meeting was adjourned at 12:56 PM.

Submitted for Approval by Michelle Wolff, Secretary