



AUTHORITY BOARD MEETING MINUTES

July 23, 2025, 12:00

Authority Members Present

Tim De Leon, Devin Graham, Andy James, Jeff Jensen, Michelle Wolff, and Tina Young.

Authority Members Absent

Shana Ball, Sunny Bryant and John Koch.

Vacancies

None.

Other Personnel Present

Matt Towell, IT Director, Christy Davis, Executive Assistant, and Bart Miller, Legal Counsel.

1. Call to Order

- A. The July 23, 2025 regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 12:00 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.

Sunny Bryant and John Koch have asked to be excused.

Devin Graham made a motion to excuse Sunny Bryant and John Koch; the motion was seconded by Tim De Leon.

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

3. Introductions.

Introductions were made.

4. Public to be Heard.

Mr. Scott from SecureTech Systems (security solutions) spoke for a few minutes about his product.

5. Consent Calendar.

- A. Approve the minutes of June 25, 2025, Authority Meeting.
- B. Approve the July 2025 Financial Statement and authorize payment of the monthly bills.
- C. Approve revised Policy 4.0 QA Training Policy.

Devin Graham motioned to approve the Consent Calendar Items A and B; Andy James seconded the motion.

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

After asking for any questions or requests for clarification from the board, the following motion was proposed.

Tina Young motioned to approve the Consent Calendar Item C; Tim De Leon seconded the motion.

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

6. Approve Authority Resolutions.

A. Resolution 25-06, A RESOLUTION ACCEPTING THE 2024 AUDIT OF THE EL PASO – TELLER COUNTY EMERGENCY TELEPHONE SERVICE AUTHORITY (AUTHORITY) AS SUBMITTED BY STOCKMAN, KAST RYAN & CO, LLP.

Steve Hochstetter presented the Governance Letter to board members and Caroline Kamppila presented the Audit report.

Jeff Jensen motioned to approve the resolution; John Koch seconded the motion.

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

7. Report by Management Staff

Matt T – Administration – Anniversaries – Sandy Ewen – 1 year, Jen Sexton – 7 years. PSAP Budget Requests August – PSAP Managers have been asked to begin preparing their 2026 budget requests and will present them to the board at the August meeting.

Sandy E – Human Resources – The Public Educator position will be posted on July 25th with a closing date of August 8th. Employee Turnover rate remains consistent.

Matt T. – I.T. – EPSO Remodel Update - The furniture installation is completed, and the tech installation is almost complete. The construction crew is still waiting for final inspection to get the COO. Move-in date for dispatch is tentatively set for July 29th. PSAP Administrative Phone Line Update – All circuits are installed, and we are working with CenturyLink internal teams to get a portal configured and all edger equipment programmed correctly.

Dan A – CAD Update – Julius and Preston have worked with our ChatCAD beta testers and implemented several new features and commands at their request. We will be rolling it out to additional agencies this month. We are working to schedule a meeting with the CentralSquare development team on our MDC support issues. CAD updates will be made quarterly to the PSAPs.

Jennica E – Quality Assurance & Training – Four hundred and eighty-five calls were audited in June. CDEs – One CDE was created this month. Spring Enrichment – Jessica Rector – This year’s PSAP Enrichment Training was a session called “Embrace the Yes – The Unconventional Way to Prevent and Beat Burn Out”. This course was hosted by the Authority in June. The training had mixed reviews, so we are soliciting more input from the PSAPs for next year’s enrichment training. Over the two days of training, there were 116 participants. ProQA Training – The Q team has been collaborating with the PSAPs in anticipation of the upcoming ProQA updates. Medical and Police protocol updates are set to go-live on July 28th. Training for the Fire updates will be rolling out, with plans to go-live in September.

Ben B – Public Education – The team conducted four presentations, reaching 200 people. Peak Alerts – PSAPs sent sixteen notifications. Notifications included road closures, shelter in place, and missing persons. Peak Alert Opt-Ins are at 112,182. Authority Website – The new Authority website is live and is now 100% accessible. PulsePoint – 1,672 AEDs are registered.

8. Reports by Standing Committee

A. DRC/PSAP Managers Committee:

Jennica reported that PSAP Managers were reminded to submit their nominations for Telecommunicator of the Quarter. They also discussed the 2026 certification class dates. The Steering Committee will submit two Proposals for Change to Priority Dispatch. CSPD will be reaccrediting next year, and Woodland Park will get accredited for the first time. Agencies also discussed requesting additional modules for RapidSOS for next year.

B. Building Expansion Committee.

Dan reported that after meeting with PSAP representatives from Teller County the feedback was that for back-up or training purposes, they would prefer to not drive any further than they do to the current site. After consulting with PSAPs and Authority staff the consensus was that any option that splits the Authority operations is not preferred. The recommendation is to pursue an all-in-one solution as a new construction project or as a second option, to remodel an existing facility to meet the needs of the Authority's 20-year plan. The Management staff would like to engage the services of a licensed commercial real estate professional. It was discussed that staff reach out to real estate companies to determine what is required to accomplish this.

9. Old Business

A. None.

10. New Business

A. None.

11. Director's Comments

No comments at this time.

12. Adjournment

Devin Graham motioned to adjourn the meeting, seconded by Michelle Wolff.

The meeting was adjourned at 12:59 PM.

Submitted for Approval by Michelle Wolff, Secretary