



## AUTHORITY BOARD MEETING MINUTES

January 28, 2026, 12:00

<b>Authority Members Present</b>	Sunny Bryant, Tim De Leon, Devin Graham, Andy James, Jeff Jensen, John Koch, Michelle Wolff, Andrew York, and Tina Young.
<b>Authority Members Absent</b>	None.
<b>Vacancies</b>	None.
<b>Other Personnel Present</b>	Renee Henshaw, Executive Director, Christy Davis, Executive Assistant, and Bart Miller, Legal Counsel.

### 1. Call to Order

- A. The January 28, 2026 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.

All members are present in person or remote.

**3. Introductions.**

Introductions were made.

**4. Public to be Heard.**

There were no comments at this time.

**5. Consent Calendar.**

- A. Approve the minutes of November 19, 2025, Authority Meeting.
- B. Ratify - Approve the December 2025 Financial Statement and authorize payment of the monthly bills.
- C. Ratify – The Executive Director is hereby appointed Budget Officer for the year 2026.
- D. Ratify – The Custodian of Record for the 2026 records shall be 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 2026.
- F. Ratify – The locations for posting the agenda for Authority meetings are, Teller County Sheriff's Office, 911 Administration building, and the 911 website.
- G. Approve the January 2026 Financial Statement and authorize payment of the monthly bills.

John Koch motioned to approve the consent calendar; Andy James seconded the motion.

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

**6. Approve Authority Resolutions.**

A. Resolution 26-01, A RESOLUTION HONORING NATALLYA HYLDAHL OF THE TELLER COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FOURTH QUARTER 2025.

A motion was made by Jeff Jensen to approve the resolution; the motion was seconded by Andy James.

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

B. Resolution 26-02, A RESOLUTION HONORING DEIDRE DIFAZIO OF THE EL PASO COUNTY SHERIFF'S OFFICE AS THE TELECOMMUNICATOR OF THE YEAR 2025.

A motion was made by Andy James to approve the resolution; the motion was seconded by Tina Young.

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

**7. Report by Management Staff**

**Renee H** – Administration – Anniversaries – Jianna West – 2 years as FTE. She started as an Intern in August, 2022. Matt Towell – 15 years. Strategic Plan – The previous plan expired at the end of 2025. We have completed a new 5-year plan that includes tracking and reporting documents. This will enable us to deliver comprehensive year end reports to the board. This will be sent out for review prior to the next meeting. 911 Goes to Washington – February 21-26, Ben, Jianna, and Renee will be in Washington DC for 911 Goes to Washington. They will miss next month's board meeting, but they will be making an impact on

911 legislation. So far, twenty participants from Colorado will be attending and there are ten meetings scheduled with representatives. Renee will report back to the board in March.

**Sandy E** – Human Resources – Employee Turnover Rate – Remains at 8.2%. Quality Assurance Analyst – The closing date for the open position is January 28<sup>th</sup>.

**Matt T.** – I.T. – Teams Phone Upgrade Planned – We will be upgrading the Authority phone system to utilize the PBX features of Microsoft Teams. This will not only allow cost savings, but unification features will allow better manageability for the Authority staff. BUCC Workstation upgrade – All workstations were upgraded to Windows 11 and new hardware was installed in December. CSPD Training Room migration – We have migrated the CSPD training room to the fourth floor Tiberius lab and tested all functionality with the CSPD training team. State of the System Report – This will be released in conjunction with the revised Strategic Plan.

**Dan A** – CAD Update – TTMS install completed. CentralSquare advised we must implement CIM. We are currently in queue for that implementation. We will schedule the CAD update as soon as that is completed. RapidSOS work has begun. We are in the technical implementation phase. Station Alerting – We successfully tested DTMF tone alerting for AVD. We have reprogrammed both AVD radios and are meeting with Westnet again today to discuss AVD process improvements. GIS Update – Justin is working with Fort Carson on VOIP MSAG and GIS validation. Fort Carson will be moving to VOIP soon. Glenn is collaborating with Teller County on a map layer with landing zones that will be integrated with CAD.

**Joscelyn N** – Quality Assurance & Training – Six hundred and ninety-seven calls were audited in November and Six hundred and twenty-eight in December. CDEs – One CDE was created. PSAP Training – One on Ones were conducted at EPSO and WPPD.

**Ben B** – Public Education – The team conducted thirty-five presentations, reaching 1,446 people in November and December. Peak Alerts – PSAPs sent twenty-two notifications. Notifications included road closures, shelter in place, missing persons, and a pre-evacuation warning. Everbridge is due to provide updates on Community Profile and IPAWS workflow in Incident Communications by the end of January. The team is developing a plan to de-duplicate the data in Everbridge. Peak Alert Opt-Ins are at 114,692. PulsePoint – 1,712 AEDs are registered. Public Service Announcements – Peak Alerts campaign is live with Lamar Sign Co., Bus Benches, Metro Bus, and Digital Signage. We are also partnering with Matt Meister (Peak2Plains).

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

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

Joscelyn reported that she would continue to act as Chair in 2026. Dan updated the group on CAD and RapidSOS. A PSAP workgroup will be established to discuss a potential new training plan. PSAP personnel were encouraged to attend the Colorado NENA/APCO conference this year since it is taking place at the Wolf Creek Lodge in Colorado Springs. They also spoke about how to roll out the upcoming updates in protocols this coming year. There were questions on the Protocols regarding stroke and snake bite and additional CDEs will be going out on those topics. Meeting minutes and agendas will be available on the 911 website in the future. They also discussed the Steering Committee schedule for 2026. Voluntary minimum training standards for 911 have been established in Colorado and our system currently meets those standards. Jennifer Kirkland of

DORA is looking for examples of good customer service calls to include in their training classes.

B. Building Expansion Committee.

Dan reported that the committee met last month. The group reviewed the needs assessment and identified immediate needs. No additional properties have become available that will meet the needs of the Authority. It was discussed that the parking area at the current building cannot be expanded. The option for expansion are 1) Build a new building (most costly), 2) Buy an existing building and retrofit (half as expensive as a new build), 3) Buy land and build later (approximately three million), 4) Make improvements to existing building (no return on investment), and 5) Do nothing. The committee would like direction from the board for next steps. The board discussed the options, and the consensus was that they did not feel comfortable committing to the cost of a new facility in this economic climate. They asked the committee to broaden the search area to include properties a little further south.

**9. Old Business**

A. None.

**10. New Business**

A. Election of Authority Officers.

Michelle Wolff stated that she would like to step down as secretary. Other officers voiced their willingness to stay in their positions for 2026.

Nominations for the office of Secretary were opened.

Tina Young made a motion to nominate John Koch; Andy James seconded the motion.

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

A motion was made by Jeff Jensen to re-appoint Chair, Vice Chair and Treasurer for 2026; the motion was seconded by Sunny Bryant.

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

**11. Director's Comments**

Devin Graham will be appointed to a second term at the next meeting.

**12. Adjournment**

John Koch motioned to adjourn the meeting, seconded by Michelle Wolff. The meeting was adjourned at 1:17 PM.

The motion passed unanimously on voice vote with nine ayes.



Submitted for Approval by John Koch, Secretary