DRC and DSC Agenda

EL PASO – TELLER COUNTY 9-1-1 AUTHORITY

DATE: 03.25.26 @ 10:00

✓ Dispatch Review Committee ✗ Dispatch Steering Committee

Attendees:

Roger Coker (TCSO), Brandie Skarloken (911 Auth), Jennica Elwell (911 Auth), Alyssa Nielson (911 Auth), Courtney Moore (911 Auth), Rich Suarez (CSPD), Jesse Avery (CCPD), Robin Linderberg (WPPD), Dan Ausec (911 Auth), Joscelyn Niski (911 Auth), Renee Henshaw (911 Auth), Carla Lewis (CSPD), Preston Pennington (911 Auth), Kyla Gingrich (EPSO), Meighan Powell (EPSO)

- **Approval of Minutes**
  - Approval of the 01.28.26 meeting minutes
    - Motion: Jesse Avery
    - Second: Roger Coker
- **Dispatch Review Committee Items**
  - Be the Difference Conference Option- Joscelyn Niski
    - We've received a request to add another conference option this year. The Adam Timm & Denise Amber Lee Foundation put together the "Be the Difference" Telecommunicator Conference will take place July 19–22 in Knoxville, Tennessee.
    - If you're interested in sending one of your team members, please let me know.
  - CIM (Central Square Identify Management)/ProQA Employee IDs- Dan Ausec

- CIM is a different way to log in to CAD that is a requirement to upgrade to the next version. It will change the way we login to CAD, looks similar to how you log in to phones. Once you log in, we will need to build all your mobile and CAD users. You will submit a ticket with the users and employee IDs so that our team can build them. When we get those tickets, the Q team will automatically be notified so we can add them to AQUA to get ready for their first ProQA cases. We will put out training on how everything will be different. It will take the task off agencies' plates of building employees in CAD and AQUA and put the responsibility on the Authority. Dan will come out with a ticket draft of the information we need and will send it out.

- ProQA Update CAD Code List- Dan Ausec
  - Everyone should have gotten a spreadsheet with determinant code lists. This will be the method moving forward to make sure we aren't missing anything on updates. If you need changes made, please reach out to Dan.
- 2nd CTO Class- Joscelyn Niski
  - We have added a 2nd NENA CTO class this year. The dates will be 7/7-7/9/26. Please let me know if you have anyone who wants to attend.
- PFC Draft Review- Jennica Elwell
  - PFCs approved. Will reword the Protocol 18/28 to ask that they carry the same verbiage throughout protocol anywhere they mention "sudden". Will update that and get it submitted to the IAED.
- Telecommunicator of the Quarter- Joscelyn Niski
  - Jacob Mueller EPSO was voted unanimously as telecommunicator of the first quarter.

- **Dispatch Steering Committee Items**

  N/A

- **Round Table**
  - Welcome to our new QA, Alyssa Nielson. She joins us from EPSO and is a great addition to our team.

- Courtney Moore- It has been 6 months since we launched our Cheers for Peers program. Looking for clarification on how agencies are distributing these. All agencies said they sent it to the employee and their chain of command.
  - Just a reminder to encourage your employees to submit Cheers for Peers submissions. Top receivers and top senders every quarter get a gift card.
  - Meg requested that we send the poster back out.
- **Motion to Adjourn:** Rich Suarez
  - Second: Roger Coker