



AUTHORITY BOARD MEETING MINUTES

August 28, 2024, 1:00 PM

Authority Members Present

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

Authority Members Absent

David Edmondson.

Vacancies

None.

Other Personnel Present

Renee Henshaw, Executive Director and Bart Miller, Legal Counsel.

1. Call to Order

- A. The August 28, 2024 regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 1:00 PM by Treasurer, Andy James.

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

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

David Edmondson has asked to be excused.

A motion was made by Devin Graham to excuse David Edmondson; the motion was seconded by Jessica Flohrs.

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

3. Introductions.

Introductions were made.

4. Public to be Heard.

Diann Pritchard of Cripple Creek PD announced her retirement as PSAP Manager and introduced her replacement, Jesse Avery.

Renee announced that Rich Suarez has been named her replacement at CSPD after her retirement last month.

5. Consent Calendar.

- A. Approve the minutes of the July 26, 2024, Authority Meeting.
- B. Approve the August 2024 Financial Statement and authorize payment of the monthly bills.

Devin Graham motioned to approve the Consent Calendar; Mike Wiles seconded the motion.

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

6. Approve Authority Resolutions.

- A. None.

7. Report by Management Staff

Renee H – Administration – Update on Status – Renee has been on board for a couple of weeks and is working with the contracted HR professional on the HR Audit, compensation study, policies and procedures, and the potential building

expansion. She has also been meeting with staff and learning their roles. She would like to publicly recognize and show appreciation for Matt Towell as the interim. Anniversaries – Tate Dullum, 1 year, Jianna West – 2 years, Marco Medina Segura 2 years, and Julius Torralba 18 years.

Sandy E – HR – Sandy Ewen introduced herself. She has over 30 years of experience in HR. She started on July 8th and has been working on the HR Audit. The I-9 audit is complete and she is now working with Renee and John on policies and procedures.

Matt T – I.T. – ITIL Training Course – Most of the IT team attended a four-day ITIL Foundations course hosted at the Authority. This included a scenario training day. Five staff members are now certified. PSAP Console Cleaning Completed – The cleaning was conducted by a third-party company and the results were appreciated by PSAP staff. Pulsium Go-Live – CSPD completed the launch of Pulsium CAD this month. The Authority IT team supported the cutover. New Endpoint Protection Software – We are upgrading our current anti-virus software on the Authority networks. We expect this to be completed by the end of September.

Dan A – Station Alerting – We are now alerting NETCO correctly out of both CAD agencies. We will be turning on Cimarron Hills this week and progress through the rest of the agencies. CAD Update – Test CAD has been upgraded to the latest version. We have determined that the latest Geo-Locator does not fit our needs. We have turned it off and will retest that functionality. GIS Update – Glenn attended the ESRI conference in San Diego this month. We continue to work with CSPD on the dataset and have made additional changes to aide them in their transition back to Pulsium. PSAP Wellness – We have scheduled AXS Wellness to teach 4, half-day, First Responder Sleep Recovery Classes on November 5th and 6th. The next First Responder Suicide Applied Intervention

Class will be held October 24-25. PSAP Employment Testing – Critical is currently one of the assessment tools used by PSAPs for applicants. We are working with the PSAPs to find additional assessment platforms that would be helpful in the hiring process. A demo of TalentClick Attitude, Values, and Personality testing by the Sparrow Group has been conducted. A free trial has been offered to all PSAPs that are interested. GIS Update – We have decided to re-host and upgrade Server and SQL versions for the ESRI update. This will extend the timeline for completion. It will ensure we have many years of supported versioning in the future.

John L – Training and Development – Conferences – The last major conference (APCO) was held August 4 – 7. This year we met the goal of sending 20 people to conferences from the PSAPs. Overall, 42 attendees from our system attended various conferences. EMD Mentor Class – John attended the EMD Mentor Course along with several PSAP employees. It will be discussed at the next DRC and we hope to implement the program into our system next year. This program is designed to help with employee engagement and job satisfaction. NENA Supervisor – Last week we hosted the NENA Supervisor Certification Course. We had 22 attendees. Next year we plan to host the CMCP Course.

Joscelyn N – Quality Assurance & Training – Six hundred and sixty-three calls were audited in July. Three CDEs were created this past month. Training was provided to EPSO.

Ben B – Public Education – The team attended four events reaching 1600 people. The school schedule is filling up rapidly. Everbridge – PSAPs sent sixteen notifications. Notifications included law enforcement activity, road closures, gas leaks, and found child. Everbridge Opt-Ins are at 100,339. Reachwell has 166 subscribers in El Paso County and 136 subscribers in Teller County. Website Accessibility – The compliance score is down slightly. Without manual checks the

score is at 94%. PulsePoint – We are currently at 1558. Public Service Announcement Campaign – TV ads are still running. A new campaign will start next month, and Ben will provide an effectiveness report on the last campaign. It does not appear that the radio ads are very effective. The board would like to know how the effectiveness is measured. This could help to steer budgetary considerations. Ben has set goals and will measure the effectiveness of campaigns on the impact they have on reaching those goals.

8. Reports by Standing Committee

- A. DRC/PSAP Managers Committee:
No meeting, no report.

9. Old Business

- A. Update on progress of addressing items identified in HR Audit.
Renee reporting that she, Sandy, and Matt are working through items identified in the audit. The I-9 audit has been completed and BambooHR is being utilized for more HR functions. Renee will continue to update the board on progress being made.

10. New Business

- A. 2025 PSAP Budget Requests.
Colorado Springs PD – Colorado Springs Police Department is requesting continuation of the stipend and current software. In addition, they are also requesting Pulsiam CAD maintenance, Pulsium enhancements, continuation of the retention bonuses, Smart Board for training room, continue funding Mindfulness & Positivity, IAED EMD reaccreditation, and Priority Dispatch AI Skills Lab. There were questions from the board about continuing to maintain two CAD systems instead of a single solution for all PSAPs. Matt commented that there would not be a cost savings for all agencies to be on one CAD system. Also, it was discussed that there has

not been a measurable benefit from the retention bonuses offered. It does hold value for tenured staff and shows appreciation for their dedication. It was reported that the AI Skills Lab was getting positive feedback from new hires and tenured employees. It is also helpful in freeing up the time of trainers. The cost is included in the Priority Dispatch One Plan, but so far, CSPD is the only one utilizing it.

El Paso County SO – El Paso County Sheriff’s office is requesting the Easy Generator Team Platform (training course creator) instead of the current PowToon subscription, funding for furnishing two administrative supervisor workstations, carryover of funds for the expansion of the agency, and the continuation of all current software programs, stipends, and retention bonuses. Meg expressed she agrees with Renee, that retention bonuses are not successful in keeping employees the first year, but it is a nice reward for employees who have been sticking it out over the years. She also stated that they are interested in the AI Skills Lab but are waiting for it to be built out by CSPD so it will not require as much work for them up front. So far, the AI Skills Lab only supports the EMD protocol.

- B. Discuss delivery of budget documents to Board Members and Authority presentations.

Renee would like to propose a slight change to the budget process while still honoring required budget timelines. Renee recommended that instead of binders being delivered by hand to board members, that the same documentation be delivered digitally by the October 15th deadline. Board Member agreed with this change.

The second question is if Board Members saw value in Authority

Staff presenting at the September board meeting since they would be available at the budget work session to answer questions. Board Members would like Authority departments to continue presenting their budgets at the September meeting.

- C. CCOA hosting statewide 911 Authority Board Meeting 9/24, 9:00a-2:00p in Westminster if anyone is interested in attending.

The Colorado Council of Authorities is hosting this meeting. If more than two members wish to attend, it must be posted. Please let Renee know if you would like to attend so posting requirements can be met. Matt and Renee will be attending the meeting.

11. Director's Comments

None.

12. Adjournment

Tim De Leon motioned to adjourn the meeting, seconded by Mike Wiles. The meeting was adjourned at 2:07 PM.

Submitted for Approval by Mike Wiles, Authority Secretary.