EL PASO-TELLER COUNTY
9-1-1 AUTHORITY
POLICE · FIRE · CO · EMS · DISPATCH

AUTHORITY BOARD MEETING MINUTES

September 23, 2026, 12:00

Authority Members Present	Devin Graham, Nikki Simmons, Andy James, Jeff Jensen, Michelle Wolff, Andrew York, Doug Trainer, Justin White and Tina Young.
Authority Members Absent	None.
Vacancies	None.
Other Personnel Present	Renee Henshaw, Executive Director, Jody Wunschel, Office and Finance Manager, and Bart Miller, Legal Counsel.

1. Call to Order.

A. The September 23, 2026, regular session El Paso – Teller County 9-1-1 Authority Board meeting was called to order at 12:00 PM by Chair, 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.**

None.

3. **Introductions.**

Introductions were made.

4. **Public to be Heard.** (Any item not on the agenda.)

There were no comments at this time.

5. **Consent Calendar.**

A. Approve the minutes of August 26, 2026, Board Meeting.

B. Approve the September 2026 Financial Statement and authorize payment of the monthly bills.

Jeff Jensen motioned to approve the August 26, 2026, Board Meeting minutes and to approve the August 2026 Financial Statement and authorize payment of the monthly bills; Michelle Wolff seconded the motion.

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

6. **Approve Authority Resolutions.**

A. None

7. **Report by Management Staff.**

Renee H. – Administration –Renee acknowledged Emily Williams' service of 1 year, as of September 29th.

Renee H. – Human Resources – Jocelyn Niski resigned to accept a position with the International Academy of Emergency Dispatch (IAED). This brings our staff down to 22 full-time employees, with a turnover rate of 15.9% from September 2025 through September 2026, a 1.2% monthly turnover rate and a September turnover rate of 4%.

Matt T. – I.T. – Re-test for annual vulnerability assessment – The annual vulnerability assessment retest was complete and all critical and high-risk findings were mitigated. The executive summary will be included in the next board packet.

Radio Upgrade Update – Motorola radio console installation was underway in Teller County, with Colorado Springs planned for after Thanksgiving and El Paso County in mid-January. Installations in Cripple Creek and Woodland Park were temporarily postponed until more information is known.

AXON Summit – Attended with Rich Suarez (CSPD) at their Phoenix, AZ headquarters to review their capabilities and provide feedback on features. It was a good visit overall.

Dell Infrastructure for 2027 – Working with Dell on various quotes based on design and functionality for the infrastructure refresh for 2027. Costs have significantly increased since 2022.

CSPD 7000 line go-live update – the ANET has been turned on for CSPD 7000 non-emergent calls. The Authority was able to assist CSPD with some loop-around with phones numbers to make everything work well for them.

Dan A. – CAD Update – Still working with Central Square on the records check implementation for the CAD upgrade. Found two other users in the state of Colorado having the same issue so we are working with them. CAD work was

completed for the upcoming ProQA update. As a determinant is reached within the EMD protocol if it does not match the problem nature that has been agreed upon by the agencies that respond, CAD can change that problem nature and affect the response. The training CAD has been upgraded to the latest version of 23, and teams are currently troubleshooting to ensure readiness. Integration of Pano AI (an AI-powered smoke and fire detection system using county cameras) has been successfully staged in the training environment and will be implemented live after minor adjustments.

GIS Update – The TACMAP was upgraded to the new ESRI Velocity system, integrating additional custom tools built over the years. Glenn West was acknowledged for the heavy lift on his part to complete this project. The MSAG process continues with Justin Annan leading the project. There are 33 new sites and 19 new road segments. We are in compliance with the NENA IP standards in preparation for going live. A custom map layer is being developed in TACMAP in collaboration with El Paso County fire agencies, Mountain View Electric, and the Office of Emergency Management (OEM). This layer will allow dispatchers to locate water cisterns as well as high-voltage underground and overhead transmission lines.

Renee H. – Quality Assurance & Training – In August there were 549 calls audited with a year to-date total of 4,916 calls. A new data point was added to the slide to capture the additional work of Q the Q that was not previously represented. This is the secondary review of all non-compliant calls by the Training Coordinator.

CDEs – We completed an additional 1 hour CDE, bringing us to a total of 10 hours for the year. Protocol 37, Inter-Facility Evaluation and Transfers, focused on protocol navigation, evaluation selection, identifying priority symptoms/suspected strokes, choosing determinant codes, and utilizing suffix tabs. Another CDE, Ingredients for Good Customer Service, evaluated

performance standards using a "Recipe for Success" worksheet to map specific behaviors to standards.

Training – EFD was held on August 3rd-4th, EPD on August 5th-6th, and a full day of scenario training on August 7th. The new training group process with the PSAPs is working well. Woodland Park PD utilized the new request form for individualized, narrowly focused, one-on-one training with Brandie Skarloken.

Ben B. – Public Education – In August, the team conducted 21 presentations; 14 elementary schools and 7 community events, reaching 774 students and 452 community members. The team attended National Night Out in El Paso for the Sheriff's office, the Cimarron Hills Open House, the Deerfield Hills Community Center event, multiple local farmers markets, and supported a town hall meeting hosted by Colorado Springs Fire Department. Emily also presented to and registered senior citizens for Peak Alerts at the Banning Lewis Ranch community event.

Peak Alerts – PSAPs sent 11 alerts within the last month that were primarily consisting of shelter-in-place orders for law enforcement activity, one pre-evacuation order, one fire evacuation order, and one missing person alert. There were 802 new Peak Alert Opt-Ins. Total Opt-Ins are at approximately 19,000.

Backup Alerting Capabilities – Bart Miller (attorney) drafted an Intergovernmental Agreement (IGA) to establish backup alerting capabilities with LETA. The agreement will go to their board meeting next month for approval. This will provide a localized backup layer before the need to escalate to the state or federal levels.

Public Service Announcements (PSAs) and Marketing – We have year-long PSA advertisements placed on bus benches and in the Colorado Springs Airport hallway outside of baggage claim. We have a partnership with Matt Meister and Peaks2Plains Weather to promote Peak Alerts as well as a signed contract with Cartvertising to target local grocery stores in approximately 10 neighborhoods (from Union east to Academy, and Airport south to Fountain) who have single-

digit opt-in rates with shopping cart placards featuring QR codes to encourage shoppers to sign up.

8. Reports by Standing Committee.

A. DRC/PSAP Managers Committee Meeting

We are moving forward with RQI Partners online CPR training for the non-visual environment after receiving positive feedback. There were discussions regarding NENA and APCO memberships; decided that if memberships continue, individual agencies will manage their own accounts. The 2027 certification calendar was finalized, which includes hosting two CTO classes (one early in the year) and two EMD mentor classes. The Pro QA course is transitioning back to an in-person format based on agency preference and will continue to include Scenario Day. Pro QA updates are scheduled to go live on October 5th. Jennica Elwell created and distributed the training to agencies, and Dan Ausec confirmed Central Square is staged for upcoming updates. Jennica Elwell returned from maternity leave and will send a refresher to PSAPs regarding the PSAP working group. A proposal for change on Protocol 12 (seizures for effective breathing) will be submitted to the Academy to request enhanced dispatcher instructions. Dan Ausec shared CAD and IT updates with the committee. Celebrated "Cheers for Peers," an initiative started a year ago by Courtney Moore to recognize the telecommunicators, we received multiple nominations this quarter from El Paso County and Teller County. Telecommunicator Dawne Diamond from Cripple Creek was chosen as the Telecommunicator of the 3rd Quarter and will be recognized at the next board meeting.

9. Old Business.

A. Roofing and HVAC Life Cycle

Authority staff, roofing and HVAC vendors conducted a joint walk-through to establish a project plan. Tentative start date is scheduled for October 12th, with work estimated to take about a week to complete. The new HVAC units will be integrated into the building automation system to enable remote control and alarm monitoring. We had the lightning suppression system looked at to ensure the vendor that installed that system could remove, replace, and recertify the system after the roofing work was complete.

10. New Business.

A. Authority 2027 Budget Requests

1. Public Education – Ben Bills

The total 2027 Public Education request is $212,900. There is $148,000 for public service announcements to promote peak alerts and the appropriate use of 911, $30,000 for 911 educational handouts and printing, and $20,000 is budgeted for maintenance of the mobile classroom (including brakes, vinyl wrap removal, and rewrapping). The remaining funds are for recognition of 911 staff in the communication center for September's 911 day and challenge coins during telecommunicator week. Additionally, approximately $5,000 is set aside for graphics design services, program updates, presenter materials, and subscriptions used throughout the year for community awareness.

2. Quality Assurance – Renee Henshaw

The total budget request for QA and training is $423,400, which is a decrease from the previous year. A five-year bundled pricing plan called the "One Plan" is in place with the Academy through 2029. Last year's

plan cost was $250,400. Previously, there was an additional $86,000 included for the AI skills lab. The AI skills lab was removed because "they weren't up to par with where we should be." Because CSPD could not use the non-functioning AI skills lab in 2025, the Academy agreed to issue credits over three years. Due to a previous overpayment error the One Plan price for 2027 will be $146,900 because the Academy is fully crediting the overpayment. In the following year, the price will go back up to $217,000 (the standard $250,000 minus the remaining $32,000 credit). The One Plan bundle pricing includes: all EMD, EFD, and EPD certifications; all upgrades and updates to protocols; online college classes and access to other continuing dispatch education (CDEs) for every telecommunicator in the region; all accreditations and reaccreditations for ACE; and training vouchers for recertifications. The PSAP educational training linewas reduced by $10,000 because a CMCP class will not be hosted this year. Budgeted items for training include: two NENA CTO classes, Spring Enrichment training, NENA Supervisor course, and funding for additional training requests, including ENP certifications or professional development. There is an opportunity to recoup some of the budgeted money if NENA sells seats to outside attendees for open class seats. Those payments are reimbursed to the budget (e.g., spending $15,000 instead of the budgeted $22,000). Conference funding for PSAP employees remains unchanged at $100,000. Authority staff development and conference funding was lowered by approximately $10,000. Proposal regarding NENA and APCO memberships: The region-wide group membership is proposed to be discontinued due to the high administrative workload it places on the Quality Assurance department to maintain. The new proposal is for agencies to maintain their own employees' memberships. The authority will still cover memberships for managers, the training team, presenters, those with a presented need, or individuals attending conferences where a membership provides a $250 discount.

Board member Simmons asked a question about the PSAP conference funding and how it was decided who will attend. It was explained that the PSAP managers decide who from their staff they want to send and we've evolved to a lump-sum allocation in the budget to send as many as we can within that amount. The Authority does provide a conference opportunity to the person who wins Telecommunicator of the Year from the PSAPs.

3. GIS/Facilities – Dan Ausec

The total request for GIS line items is $110,000.

GIS and Geocoding Line Item: Budget request is $38,000, which is significantly less than last year. This reduction is because the flying imagery program is only completed every other year. The Authority partners with other government agencies in both counties under the PPGA (Pikes Peak Geospatial Alliance / Peaks Geospatial analysis) using the vendor Sanborn Imagery to take detailed aerial pictures. Since it was completed this year, it is excluded from next year's budget.

GIS Data Hub: This is a third-party vendor tool contracted with the state used to validate data. The Authority is working on developing its own models to replicate this validation to potentially negate this cost in the future but will continue budgeting for it next year while we compare models for future use.

Software and Professional Services: ESRI licensing is budgeted at $47,000 due to cost increases in subscription-based software. ESRI online subscription is used to host the tac map product re-hosted to Velocity. ESRI development and consultation is budgeted to assist with custom widgets that ingest 911 call data and other feeds, which sometimes require ESRI's development team to modify as software and data feeds change.

The request for building utilities is $85,000.

The Authority is estimating close to $80,000 in expenditures for the current year. Anticipated utility tax rate hikes are expected to be offset by more efficient, newly installed HVAC units.

Vehicle fuel and maintenance: Budgeted at $15,000.

Authority Furniture: Budgeted at $25,000. This is a contingency line item that is only spent if needed, primarily for expensive sit-to-stand desks that incur installation costs as well.

Facilities maintenance contracts are budgeted at $93,695. Landscaping and snow removal represent one of the largest portions of this line item. Landscaping has a set cost, while snow removal is billed at an hourly rate on an as-needed basis.

The Hippo CMMS support renewal contract was removed. Hippo CMMS is a change/vendor management and appliance inventory system, but it was cut because the staff lacks the bandwidth to handle its upkeep and maintenance.

The Building Maintenance budget was increased for repairs to parking lot electrical outlets and wiring due to ongoing damage caused by squirrels chewing on them.

The HVAC repair budget was lowered from last year because new units will be installed, which should require less maintenance.

The HVAC replacement contingency was lowered to $75,000. Because the oldest units will be replaced, the remaining units are well within their medium lifespan, though some contingency remains for catastrophic failures.

4. Information Technology – Matt Towell

Printing costs remained mostly unchanged.

Comcast Video: Reduced slightly due to government rates for cable television in the building, which is utilized for city channels in the event this building needs to be used as an EOC.

Cellular Telephone: Maintained at approximately the same level.

IT Miscellaneous: Reduced slightly due to fewer ongoing projects planned for next year. Covers monitors, speakers, sound bars, and other equipment for all PSAPs.

IT Equipment Repair: Kept at the same level to accommodate variable maintenance needs.

IT/GIS Training Conference: Reduced slightly as more staff are attending virtual webinars and conferences.

Primary Wide Area Network (Fiber Network): Small increase built in due to rising vendor costs and contracts nearing completion.

Regional CAD: Remained unchanged.

CenturyLink 911 ALI Records: Reflects a small increase; a new improvement plan is starting next year while another is expiring, which should roughly wash out (a buffer was added). These circuit costs are reimbursed by the state via the state surcharge and are accounted for under the "other income" line item in the overall budget.

Miscellaneous Circuit Cost (CenturyLink): Reduced due to the retirement of old legacy circuits in favor of new SIP services.

Miscellaneous Long Distance: Reduced to near zero as all services have migrated to VoIP.

ISP Backup Wireless Network: Reduced slightly due to Peterson departing from the authority.

Central Square CAD Licenses: Adjusted for the standard uplift rate based on an approved quote.

Authority User Fees: Reflects an increase set by the PPRCN for the state SUA contracts on the radio consoles.

Radio Maintenance: Remained steady; covers backup center radios owned by the authority.

CAD Licenses for Pulsiam: Number imported directly from CSPD's budget request.

Security and 911 Phone Maintenance: Maintained at similar levels. Phone maintenance decreased compared to 2026 costs due to a co-term alignment last year.

Generator Maintenance and 911 Reporter Cost: Budgeted at nearly the same cost as the prior year.

Centralized CAD: No funds were expended this year; unspent funds roll over year-to-year until project completion.

IT Hardware and Software Purchases: Significant budget increase due to server infrastructure lease renewal. The current virtual server infrastructure supporting PSAP CAD, phone, and protocol systems was leased in 2022 for $309,000 per year. Estimates for next year's lease are in the $5 million to $6 million range, which equates to roughly $1 million annually. A $1 million placeholder has been added to the budget for the Dell VxRail lease. Cost-saving options that are being evaluated with Dell include reducing workloads, transitioning from hyper-converged platforms to tiered architectures, and evaluating cloud hosting costs.

11. Director's Comments

Appreciations were extended to the PSAPs and the 911 Authority staff for all the hard work put into presenting the budgets. Andy also mentioned that there will be a lot to discuss at the November 4th budget work session.

12. Adjournment

Jeff Jensen motioned to adjourn the meeting; Devin Graham seconded the motion. The meeting was adjourned at 1:32 PM.

Submitted for Approval by Michelle Wolff, Secretary