

**Archuleta County Combined Dispatch Executive Management Board of  
Directors meeting**

**March 4, 2019**

**8:30 am-10:00 am**

**MEETING LOCATION: Town of Pagosa Springs Municipal Court  
Chambers – 551 Hot Springs Blvd. Pagosa Springs, Colorado**

Meeting called by: Andrea Phillips, Chairperson

**Meeting Minutes**

**1. Call to Order**

The meeting was called to order at 8:33 am. Those in attendance were Deputy Fire Chief Karn Macht (as Proxy for Chief Larson), Chief Rockensock, Interim County Manager Greg Schulte, Connie Cook, Dr. Rhonda Webb, Sheriff Valdez, John Daffron, Andrea Phillips and Interim Dispatch Manager Nancy McBroom.

**2. Approval of Minutes from January 7, 2019 Meeting**

Greg made a motion to approve the minutes of January 7, 2019. Sheriff Valdez seconded. Motion carried.

**3. Approval of Minutes from February 20, 2019 Special Meeting**

Connie made a motion to approve the minutes of February 20, 2019. Greg seconded. Motion carried.

**4. Advisory Group Appointments and Referred Projects**

The Board requested that the Advisory Group reconvene to work on various projects. The appointees will be at least one from each agency-Lt. Warren Brown (Sheriff's Office), Lt. Brooks Brown (Town), Dave Bronson (EMS), and Deputy Chief Karn Macht (Fire District). The Board would like to see them meet on a regular basis and report to the Board at least quarterly. Possible projects include: a review of response protocols, a review of interagency MOUs/IGAs, and working with the Durango Dispatch Manager and Dispatch IT Director on an assessment of the IT needs of the Center.

**5. Discussion Items:**

**a. Results of Dispatch Center Assessment from Lisa Shorter**

The Board discussed the report provided by Ms. Shorter. There was discussion regarding operational practices (e.g. note taking vs. typing directly into the system, use of phones vs. headsets). The Board felt that the new

Dispatch Manager should work on the items that were pointed out in the assessment. Dr. Webb raised a word of caution regarding the use of Google tools as they are not covered by HIPA. The Board discussed the need for an IT assessment to determine whether our current equipment is out of date or not.

**b. Retreat Notes and Next Steps**

**i. Funding Plan and Assignments**

Chief Larson, Greg and Andrea are taking the lead on this. There are multiple funding options to research, as outlined in the Retreat Goals document. The Board discussed the draft mission statement and reviewed the document that facilitator Yvonne Wilcox put together from the retreat.

**ii. E-911 Funds Information from Connie Cook**

Connie shared information on federal funding opportunities and the 911 funding brief, which were included in the packet. The Board discussed raising the issue of funding through various state and local organizations (Association of Chiefs of Police, Fire Chiefs Association, Colorado Municipal League, Colorado Counties Inc, etc.). There is also a private fundraising effort-911colorado.org.

**6. Other Discussion Items**

Andrea gave an update on the Dispatch Manager recruitment process. The deadline for applications is March 29<sup>th</sup>, with review of resumes the week afterwards. The County is serving as the recruitment contact through Flora Goheen.

There are currently two open positions for part time dispatchers in addition to the Dispatch Manager position. Nancy will work with Bob Smith (County HR) to review applications for dispatchers.

Andrea asked whether the Board would consider appointing Connie as the next Board Chair to provide continuity among the Board. Andrea is serving as the interim Chair. The County is the next entity to serve as Chair per the typical rotation, but the new County Manager doesn't start for a few more weeks. He will need some time to get acclimated and learn about Dispatch. The group felt that this could be a possibility. Andrea will add it to the next agenda for consideration and possible action.

Nancy reported that in February the Center took 1,560 calls for service. At least ten calls per day come from citizens who received a call from a county department. The default phone number on the caller ID is Dispatch (road report 264-5555), so the Center is receiving a lot of unnecessary calls. Greg will look into this to see if it can be programmed differently. Nancy said that the overtime is still up due to the need to cover shifts with vacant positions.

**7. Adjourn**

Greg motioned to adjourn the meeting and Sheriff Valdez seconded. The meeting was adjourned at 10:02 am.