

**Notice of Special Meeting of the  
Executive Management Board of  
Archuleta County Emergency Communications Services**

**Thursday, December 2<sup>nd</sup>, 2021 at 9:30am**

**MEETING LOCATION:**

Archuleta County Sheriff's Office Conference Room  
85 Harman Park Dr  
Pagosa Springs, CO 81147

**Virtual access to the public due to COVID-19:**

Web Address: <https://us02web.zoom.us/j/7186713647>

Meeting ID: 718-671-3647

Meeting called by: Derek Woodman, Chairman

**AGENDA**

- 1. Call to Order; Administrative Matters of the Board**
  - a. Confirmation of quorum/attendance
  - b. Identification of proxies
  - c. Approval of agenda and any changes
- 2. Presentations** – none at this time
- 3. Reports**
  - a. Emergency Communications Director Report (prepared/submitted by ECD Harr)
  - b. Financial Report (prepared/submitted by ECD Harr from fiscal agent accounting data)
  - c. Chair Report (provided by Chairman Woodman)
- 4. Old Business** – none at this time
- 5. New Business**
  - a. Formal Classification of ACCDC as Emergency and First Responders (provided by ECD Harr)
- 6. Consent Agenda**
  - a. August 16<sup>th</sup>, 2021 Minutes (attached)
- 7. Items to be Considered for Decision**
  - a. Resolution 2021-01 – Resolution to Support for the Formal Classification by the Archuleta County Board of County Commissioners of the Archuleta County Combined Dispatch Center as an agency of Emergency and First Responders
- 8. Other Business** – none at this time
- 9. Adjourn**

**Emergency Communications Director Report**  
**December 2<sup>nd</sup>, 2021 Dispatch Executive Mgmt Board Mtg**

**Submitted by:** Kati Harr

**Report for:** the months of August, September, and October 2021

**CFS and Stats**

- Calls for service by agency:
  - Tags created, Aug 1 – Aug 31: 1549 (2731)
    - SO CFS: 801 (52%)
    - PD CFS: 518 (33%)
    - EMS CFS: 146 (9%)
    - FD CFS: 84 (5%)
  - Tags created, Sept 1- Sept 30: 1526 (2388)
    - SO CFS: 762 (50%)
    - PD CFS: 523 (34%)
    - EMS CFS: 151 (10%)
    - FD CFS: 90 (6%)
  - Tags created, Oct 1- Oct 31: 1475 (2137)
    - SO CFS: 775 (53%)
    - PD CFS: 456 (31%)
    - EMS CFS: 149 (10%)
    - FD CFS: 95 (6%)
  
- Calls for service received:
  - Aug 2021
    - 911 calls for service – 592
    - Non-emergent calls for service – 2905
  - Sept 2021
    - 911 calls for service – 564
    - Non-emergent calls for service – 2894
  - Oct 2021
    - 911 calls for service – 520
    - Non-emergent calls for service – 2700

**Personnel**

- 3 staff recognized by EMS for life-saving CPR instructions on a call back in May – this was our first cardiac arrest call to the center!
- Staffed at 9 with 2 trainees – open position to start by Jan 2022
- Due to low staffing (holidays, leave, COVID, other illnesses) – staffing with one on 0200\*0800hrs daily
- Focusing on wellness

**Equipment**

- 4<sup>th</sup> Station furniture installed 11/18 – obtaining phone and CAD towers

### **PR Outreach**

- Coverage of ECD budget presentation by The Sun
- Paused due to staffing

### **Operational**

- Hosted Oracle for 2 site visits. Two days for each visit: observed during workflow, participated in fact-finding, provided development input
- DAC – paused due to staffing
- Purchased Pace scheduling software for shift creation, coverage algorithms, and staffing metrics tracking
- COOP/Redundancy
  - Tertiary auto-rollover to Alamosa Regional Comm Center implemented through Intrado
  - Continued discussion with Echo IT and Lumen regarding lease of fiber lines over Wolf Creek
  - Updated CAD down process and forms due to server failure
  - Motorola radios received statewide radio upgrade/maintenance

### **National/State Legislation**

- Continued push for reclassification on the federal level
  - Formal County-wide classification (see proposed Resolution 2021-01)
  - Updating job descriptions (presenting to EMB Q1 2022)

### **General**

- EOY 2021 Goal Check In
  - Continued focus on communication styles and approaches to support staff success and buy-in to change and continued big-picture view in implementing effective change/evolution for the center
    - Professional Development Academy, liability and staff performance management courses
  - Integrating more robust professional development into staff management
    - APCO courses - EMD certification and EMD training/mgmt., CTO certification, Supervisory training, cultural/wellness trainings)
  - Delegation of daily, time-consuming admin tasks to Leads or other staff
    - Admin assistant request

## Dispatch Financial Report

December 2<sup>nd</sup>, 2021 Dispatch Executive Management Board meeting

Submitted by: Kati Harr, Emergency Communications Director

### Old Business:

1. June 2021 expense/revenue report review and YTD 2021 expense/revenue report review (see below).

October Expenditures	YTD Expenditures	October Revenue	YTD Revenue
\$78,778.90	\$925,936.22	\$83,293.51	\$1,037,769.03

83.33% - October Expected Percent of Budget

76.33% of projected expenditures for 2021

77.41% of projected revenue for 2021

### New Business:

1. Budget Notes
  - a. BoCC 2022 Budget Approval: December 14<sup>th</sup>, 2021
  - b. ECD and Finance Director Martin meeting Q1 2022 to discuss modifying Dispatch budget timing

**Minutes of Regular Meeting of the  
Executive Management Board of  
Archuleta County Emergency Communications Services**

**Monday, August 16<sup>th</sup>, 2021 at 9:30am**

**MEETING LOCATION:**

Archuleta County Sheriff's Office Conference Room  
85 Harman Park Dr  
Pagosa Springs, CO 81147

**Virtual access to the public due to COVID-19:**

Web Address: <https://us02web.zoom.us/j/7186713647>

Meeting ID: 718-671-3647

In Attendance: Randy Larson, Rhonda Webb, Derek Woodman, Connie Cook, Bill Rockensock, Ron Beckman, Kati Harr, Clayton Chaney (The Pagosa Sun)

**MINUTES**

- 1. Call to Order at 0930hrs**
  - a. Confirmation of quorum
  - b. No proxies identified
  - c. Agenda approved
- 2. Presentations – none at this time**
- 3. Reports**
  - a. Emergency Communications Director Report (see packet)
  - b. Financial Report (see packet)
  - c. Chair Report (provided by Chairman Woodman)
    - i. Fencing around building (touchpad entry) is almost complete. Requested contribution is 50% at \$14,000. Per ECD Harr – available contingency funds.
    - ii. Oracle CAD initial steps started. Kick-off meeting held and Oracle will be onsite in September for meetings. DC Cook requests ImageTrend interfacing capability and cost information. ECD Harr to follow up.
- 4. Old Business**
  - a. Dispatch Advisory Committee Roles and Responsibilities Overview (see packet)
    - i. Undersheriff Woodman expressed concern that while we have tech-knowledgeable people filling certain roles currently, this might not be the case in the future. Should this be subcontracted? Chief Larson agrees that this is not efficient and looking at an outside vendor may be a good choice.

- ii. Per ECD Harr, Elk Mtn Tech is contracted to assist with technical gaps. Chief Larson requested information on what is covered in the contract. Just Dispatch specific equipment or all equipment (specifically user agency equipment located on local towers).
- iii. Mr. Beckman suggested reaching outside to other subject matter experts to come up with plans to present to Board.
- iv. Agreed first meeting will be set in October. User agencies will provide ECD Harr with Comte member info.

**5. New Business – none at this time**

**6. Consent Agenda**

- a. June 3<sup>rd</sup>, 2021 Regular Meeting Minutes
- b. June 23<sup>rd</sup>, 2021 Work Session Meeting Minutes
  - i. Motion to approve both sets of **minutes** by DC Cook, Chief Larson seconds, Dr. Webb abstains, none opposed, remaining in favor.

**7. Items to be Considered for Decision**

- a. Approval and Adoption of the **2021-2024 Goals and Objectives** (see packet)
  - i. DC Cook advised these **were** comprehensive goals and objectives as the result of a great process with **strong participation from** all Board members present. ECD Harr **agrees – great tool to keep track clear and focus on big-picture goals.**
  - ii. Chief Larson **motions to approve document as written**, DC Cook seconds, all in favor, none **opposed**.
- b. Facility Security Fence Cost Contribution (provided by Chair Woodman)
  - i. Chief Larson expressed **reservations – under impression that Dispatch move had all costs incurred.** Security is important but will there be other costs/further upgrades?
  - ii. Chief **Webb motions** for EMB to pay for half of the cost of the security fence at the Dispatch/SO facility for \$14,000. DC Cook seconds, Chief Rockensock **abstains due to not discussing with Town Mgr Phillips.** Mr. Beckman **abstains.** Remaining members in favor, none opposed.

**8. Other Business**

- a. Schedule EMB Budget Presentation Special Meeting
  - i. ECD Harr **to get preliminary numbers from in-house projections out to all agencies week of 8/23/21 due to budget timing.**
  - ii. DC Cook indicated **missing presence of County representation is difficult, especially during this time of year with the budget season.** Suggested potential revisiting of the IGA or proxy sent instead.

**9. Adjourn at 1030hrs**

**ARCHULETA COUNTY COMBINED DISPATCH CENTER  
EXECUTIVE MANAGEMENT BOARD**

**Formal Written Resolution 2021-01  
December 3, 2021**

**WHEREAS**, 911 dispatchers are currently incorrectly categorized in the federal government’s Standard Occupational Classification System (“SOCS”) as an “Office and Administrative Support Occupation” (a category which also includes secretaries, office clerks, and taxicab dispatchers,) which fails to recognize the central role that emergency dispatch centers have in public safety and homeland security, their employees’ specialized training and skills, and their uniquely stressful work environment; and

**WHEREAS**, the Supporting Accurate Views of Emergency Services Act of 2019 (“911 SAVES Act”) would reclassify 911 dispatchers as a Protective Service Occupation under the SOCS alongside police, firefighters, security guards, lifeguards, and others whose job it is to protect our communities;

**WHEREAS**, the 911 SAVES Act was introduced in the U.S. House on March 3, 2019 and in the U.S. Senate on April 3, 2019, and has since been stalled in congress; and

**WHEREAS**, the Archuleta County Combined Dispatch Center (“ACDC”) plays a critical role in emergency response within Archuleta County providing lifesaving services for the public and ACDC user agency field units; and

**WHEREAS**, Archuleta County has included ACDC in the Non-P.O.S.T Certified Emergency Services tier of the County’s position classification pay scale for the past five years at minimum; and

**WHEREAS**, formally classifying ACDC as an organization of emergency and first responders publicly and officially acknowledges the critical role ACDC and its employees perform in public safety and homeland security, the uniquely stressful work environment, and employees’ specialized training and skills; and

**WHEREAS**, a formal classification demonstrates user agency and governing body support for accurate reclassification state and nationwide.

**NOW, THEREFORE, BE IT RESOLVED BY THE ARCHULETA COUNTY COMBINED DISPATCH CENTER EXECUTIVE MANAGEMENT BOARD THAT:**

The Archuleta County Combined Dispatch Center Executive Management Board supports the formal classification by the Archuleta County Board of County Commissioners of the Archuleta County Combined Dispatch Center as an agency of Emergency and First Responders.

By: \_\_\_\_\_  
Chair or Vice Chair of the Executive Management Board

Date: \_\_\_\_\_