

**LAS ANIMAS COUNTY  
EMERGENCY TELEPHONE SERVICE AUTHORITY  
REGULAR MEETING  
APRIL 27, 2023**

Board Members Present: Gabe Moreno, Derek Navarette, Charles Glorioso, Dave Bacharach,  
Mike Tihanovich

Other Attendees: Motorola Reps Lisa Mansuetti and Pete, DigitCom Reps Walt Garbo and Rene,  
911 Solutions Rep. Jaci Martie Louise, Priority Dispatch Reps via  
Zoom Tim Martin, (zoom) Luke Barritt, (zoom) Sebastian

**SUBJECT**

**DISCUSSION**

Call to Order/Pledge Meeting was called to order at 1:44pm by Chairperson Gabriel Moreno followed by the recitation of the Pledge of Allegiance.

Roll Call There was a quorum of five (5) board members.

Public Comments The meeting was announced on lac911.com wherein the public was directed to contact Barbara Fisk with requests to participate in the Public Comments section of this meeting. NO requests were received.

Approval of Minutes **Motion** was made by Dave Bacharach to approve the February 23, 2022 minutes as presented.

**Second:** Derek Navarette

**Yea:** Gabe Moreno, Charles Glorioso, Dave Bacharach, Derek Navarette, Mike Tihanovich

**Nay:** None

**Abstain:** None

**The February 23, 2023 minutes were approved.**

Financial Report Bernadette Cappellucci of Mountain State Financial prepared the March 2023 Financial Statements for review with the following comments, "Cash in the bank totaled \$490,298.43 as of March 31, 2023. Revenues collected in March were \$46,037.22. Total cash expenses for the month were \$16,224.82 resulting in a net income of \$29,861.04.

**Motion** to approve the March 2023 financial reports as presented was made by Dave Bacharach.

**Second:** Mike Tihanovich

**Yea:** Gabe Moreno, Derek Navarette, Charles Glorioso, Dave Bacharach, Mike Tihanovich

**Nay:** None

**Nay:** None

**Abstain:** None

**The March 2023 financial reports were approved as presented.**

Motorola CAD  
System

Lisa Mansuetti and Peter of Motorola, Walt Garbo and Rene of Digitcom, and Jaci Marie Louise of 911 Solutions were in attendance to present information regarding the Motorola CAD System. It is a one license/site license system for all departments. It is modular based. Integration is most likely not an issue. Data conversion can be partial or complete. Using just CAD is an option. Flex within Colorado has a Users Group allowing for data sharing throughout Colorado, if desired. Interface with eForce could be two or one way in order for law to retain their records with eForce. Flex does interface with Image Trend and ESO, eForce RMS interface needs to be confirmed. Lisa can provide a list of interfaces for Flex. Lisa Mansuetti will set-up a 30 minute webinar. Jaci will prepare an RFI.

Walt Garbo has checked with the State on console proposal and recommends the current MCC7500E model. The Motorola console will need a microwave shot from Bowen Hill to tie in with Shot 6 in Pueblo. Transfer from Trinidad to Denver, Zone 1 core, will be E911 responsibility. The State will pay for upgrades/software and implementation. He is working with the State and CDOT to create a corridor site at the Starkville CDOT tower. Hardware and routine maintenance and equipment are E911 responsibility i.e. a switch and router but State pays for implementation and new software releases.

Priority Dispatch  
QA & AI

Tim Martin introduced Luke Barret with the QPlusR (weekly case review) Team and Sebastian who reported on AI via Zoom. Review time per call depends on length of call i.e. length of call plus 2-3 minutes. It's up to local departments on how the quality improvement information is used. The first couple weeks of case reviews are done by entirely by Priority Dispatch then transitioned to local staff. This is included with Priority Dispatch for six months; begins for each discipline after their "go live" date and provides total outside quality assurance review. Initially 3% or less of the calls are randomly selected for review which counts toward accreditation. The board discussed waiting until after EMD goes live (May 8?) using what's already been purchased and see if QA is too overwhelming for local review.

QPlusR is separate from Priority Dispatch and AI. It breaks months down to weeks i.e. April has four weeks when calls are taken Apr 1-7, sent to reviewer by 10<sup>th</sup> and delivered back to call takers by the 15<sup>th</sup>. Aqua Software is used via a remote, secure, encrypted portal used to listen to the calls. The Computer Kernel has set up two machines for Priority Dispatch to use for the process. The review work is done right inside our system. No access to CAD, jail, EMS, etc. systems. During the six month period, all call reviews are done by Priority Dispatch.

Artificial Intelligence (AI) is a separate product from QPlusR and both products are separate from Priority Dispatch. It would listen to 100% of the calls. If AI flags a call, based on entered parameters, it will be reviewed by an individual. With AI, call

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may be viewed retroactively. Listening to and analyzing entire call volume. The Analytic Cockpit/Dashboard allows for data manipulation based on protocols. The ability to determine how new hires are onboarding and overall performance review allows for adjustments in training, etc. as necessary. Not yet certain how this product will work towards accreditation. There are currently only 15 Priority Dispatch public safety customers using the product with good reviews.

Jaci Louise Marie's experience is reviewing all medical calls and being always behind due to numbers. Since AI reviews 100% of calls and 3% review is required for accreditation and, if it isn't more expensive than QPlusR, she would suggest AI since it reviews all calls. Chief Bacharach knows that 65% of fire department calls are medical. There needs to be clarification that one call equals one review not one review for each responding department. The average dispatch call is 2-3 minutes plus, typically, dispatcher stays on the line until help arrives but not in our large geographic area. There is concern about current issues with AI being used around the globe.

- Dispatch Report      The Communications Director did not provide any written or verbal report. Charles Glorioso noted they've received 4-5 employment applications; one may be moving forward to a background check.
- Unfinished Business      **Priority Dispatch QPR.** See above.  
**CNC Technical Services.** The extender has been placed on a water tank but will be adjusted soon. The school can hear more radio traffic but can't call out. Chief Moreno noted more receptions but missing calls. Placing the extender on a different tower or putting a repeater at the school were considered.
- New Business      Purchase radio consoles in order to tie into the State. Suggestion to get quotes from other manufacturers beside Motorola. Motorola may be the only manufacturer providing consoles that integrate with the State.
- Accounts Payable      Barbara Fisk noted two expenses beyond the typical monthly bills. VHF area law enforcement FCC renewal (Digitcom \$375). This is a backup system and couldn't find out why E911 was paying instead of the County. IAED recertification for Cliff (\$55).
- Motion** to approve payment of the two expenses noted by Barbara Fisk was made by Charles Glorioso.  
**Second:** Dave Bacharach  
**Yea:** Gabriel Moreno, Derek Navarette, Charles Glorioso, Dave Bacharach, Mike Tihonovich  
**Nay:** None  
**Abstain:** None  
**Payment of \$375 to Digitcom and \$55 to IAED was approved.**

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Annual Election  
Of Officers

President Nomination of Gabriel Moreno was made by Charles Glorioso and Seconded by Mike Tihonovich. Accepted by Gabriel Moreno  
**Yea:** Derek Navarette, Charles Glorioso, Dave Bacharach, Mike Tihonovich  
**Nay:**  
**Abstain:** Gabriel Moreno  
**Gabriel Moreno was elected to the President position.**

Vice President Nomination of Derek Navarette was made by Charles Glorioso and Seconded by Mike Tihonovich. Accepted by Derek Navarette  
**Yea:** Gabriel Moreno, Charles Glorioso, Dave Bacharach, Mike Tihonovich  
**Nay:**  
**Abstain:** Derek Navarette  
**Derek Navarette was elected to the Vice President position.**

Secretary/Treasurer Nomination of Dave Bacharach was made by Charles Glorioso and Seconded by Mike Tihonovich. Accepted by Dave Bacharach  
**Yea:** Gabriel Moreno, Derek Navarette, Charles Glorioso, Mike Tihonovich  
**Nay:**  
**Abstain:** Dave Bacharach  
**Dave Bacharach was elected to the Secretary/Treasurer position.**

Miscellaneous      The Cordova Pass tower is up and running

Next Meeting Date      The next regular meeting is scheduled for May 25, 2023.

Adjournment      **Motion** was made by Derek Navarette to adjourn the meeting.  
**Second:** Mike Tihonovich  
**Yea:** Gabe Moreno, Derek Navarette, Charles Glorioso, Dave Bacharach, Mike Tihanovich  
**Nay:** None  
**Abstain:** None  
**The meeting adjourned at 3:28pm.**

Minutes Approved by the Las Animas County Emergency Telephone Authority on May 25, 2023.

  
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Gabriel Moreno, Chairperson

June 22, 2023