

**MEETING DATE:** October 14, 2025

**STAFF PERSON  
RESPONSIBLE:** Division Chief Taylor Davis

**DESCRIPTION:** Temporary Contract Dispatchers for Douglas Regional 9-1-1 in the Amount of \$359,000.00.

**SUMMARY:** Douglas Regional 9-1-1 (DR911) is the largest PSAP serving Douglas and Elbert Counties, processing approximately 300,000 calls annually for 15 public safety agencies. Like many centers statewide and nationwide, DR911 is experiencing a significant staffing crisis. The center is authorized for 38 full-time employees but is currently operating with 11 vacancies (1 supervisor, 5 dispatchers, and 5 overhire positions). In addition, five staff are in training, one is on FMLA with restricted availability, and another will begin a 12-week FMLA in October, leaving only 25 fully independent dispatchers.

On August 21, 2025, the Douglas County Emergency Communications Authority (DCECA) Board unanimously approved funding for a six-month contract with getRESQ911 at a total cost of \$359,000 to provide five temporary dispatchers beginning mid-October 2025. The DCECA Board further authorized a contingency allowing up to seven dispatchers if staffing conditions require, without resubmission to the Board.

These temporary, highly experienced dispatchers will restore safe staffing minimums, reduce overtime, and allow supervisors to resume oversight, training, and QA functions while new hires and supervisory candidates in background complete the hiring and training process

**RECOMMENDED  
ACTION:**

Request that the Board approve the acceptance and allocation of \$359,000 in DCECA surcharge contingency funds to support a six-month contract with getRESQ911 for temporary dispatch staffing, effective mid-October 2025, with authority to expand to seven dispatchers if needed.

**REVIEW:**

Darren Weekly	Approve	10/9/2025
Jeff Garcia	Approve	10/9/2025
Christie Guthrie	Approve	10/9/2025
Doug DeBord	Approve	10/9/2025

**ATTACHMENTS:**

getResQ911\_09122025