



## **Record of Proceedings**

Jefferson County Communications Center Authority

Board of Directors

February 20, 2020, 9:00 am

433 S. Allison Pkwy, Lakewood, CO 80226

### **I. CALL TO ORDER**

**The board meeting of the Jefferson County Communications Center Authority (Jeffcom) was called to order by Jeff Shrader at 9:00am. This meeting was held in accordance with the applicable statutes of the state of Colorado, at 433 S. Allison Parkway, Lakewood, Colorado.**

### **II. ROLL CALL**

|  |         |
|--|---------|
| President Jeff Shrader (Jeffco Sheriff's Office) | Present |
| Vice President Don Lombardi (West Metro Fire)    | Present |
| Secretary/Treasurer Mike Weege (EFD)             | Present |
| Member Mike Piper (Arvada Fire)                  | Present |
| Member Chris Murtha (Wheat Ridge PD)             | Present |
| Member Link Strate (Arvada PD)                   | Present |
| Member Bill Kilpatrick (Golden PD)               | Present |
| Member Dan McCasky (Lakewood PD)                 | Present |

### **III. PUBLIC COMMENT - (Limited to 3 minutes each)**

### **IV. APPROVAL OF RECORD OF PROCEEDINGS**

**MOTION: It was moved by Dan McCasky and seconded by Mike Piper to approve the record of proceedings of the board meeting for January 16, 2020. The motion was voted upon and carried.**

### **V. REPORTS**

- A. Swear in new Jeffcom Board Member (Chief Chris Murtha)
- B. Introduction of Jeffcom Academy Class 20-1
- C. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Angie Kelly
  - January Financial Statement

- Items to note, in March we can expect a report for the forecast we presented for 2019 with closer numbers preaudit. Show what we forecast and where we ended up.
- Revenues are in, everyone has paid their first quarter dues. Second quarter will be sent out the first week of March. JCECA contributions are set up monthly and continue to come in as scheduled.
- Expenditures - there are a few once a year payments made, so we see a jump in some of those bigger expenses.
- The Harris radio \$15,000 will be moved back to 2019. That was the radio purchases that the Board approved at the end of 2019.
- National QA, is a one-time annual cost to start working on accreditation.
- CISC is the one-time payment. Dues and memberships are a once a year payment and at 51% on the year.
- Software, NICE annual software maintenance and Schedule Express are both one-time payments. Total software is at 9% on the year.
- Phone system, IT System and Hardware, the Kansas State Bank and Motorola/NICE warranty once a year payment, we are high at 27% because of the \$93000 expenditure.
- Meetings and office expenses, 3% on the year.
- Facility cost, the facility, maintenance and upgrades are high. There was a \$1200 bill that got paid and we have sent that back to JCECA for reimbursement. It was for the backup center. Once the reimbursement is received that will be offset.
- Property and liability, we paid \$38,000. We had been warned by our broker that the insurance was going to increase, and we budgeted \$50,000 for this to be safe.
- Rent payment was made and West Metro has until the end of March to come back with the true up. The true up is part of the rental agreement.
- Employment expenses we are tracking at 8% for the year. Other employment expenses, the insurance for workers compensation, we had a warning that was going up due to a large claim. That did not go up as much as anticipated. That is a one-time payment with a savings of \$6000.
- Police legal services is a one-time payment, so the 98% won't continue to grow.
- Total operational and employment expenses are at 9%. Total expenditures on the year thus far is at 9%.
- Note the general operating contingency line title is incorrect. We did zero on operating contingency. That is the number for the performance recognition pay out bonuses.
- After these financials were created the accounting team moved the \$2.1 million in the contingency fund from the BOK account to the ColoTrust account to gain interest. The million for capital will be moved the end of Q2 to start gaining interest.
- In the general fund, the ending fund balance is \$3.9 million.
- Cash position, the \$2.1 million was moved and moving forward will be reflected as a restricted fund according to internal policies.

- Total funds available of \$4.6 million, but taking out the restricted funds that amount goes down to \$2.5 million.
- Question as to the term of the Century Link lease.
- Board requests that a corrected copy of the financials be sent out after the changes are made.
- Audit Team Selection
  - Jeffcom was unhappy with the service from the audit team that they used last year and they also did the audit for JCECA and felt it was a conflict of interest. Working with Angie and CRS, Jeffcom went out to bid. Angie received four formal bids. Jeffcom would like to move forward with Haynie and Company. Don't see any conflict of interests with them. They came in at \$7000 for the audit, exactly the same as what the previous company charged.

D. Executive Director Update – Executive Director Jeff Streeter

- General Update and Overview

**Law Enforcement Standardization Efforts – Update from Law Op's Meeting – Jodi Malpass – LE Operations Manager**

- Last month presented 5 topics that we thought we had standardized but have since drifted due to influence and feedback from the street. The topics were discussed at the last law ops meeting on January 23 to come to consensus on one standard way of doing business. Attendance at the meeting was light due to swat events, only two of the five agencies were present.
- Event types to be alert toned – discrepancy was that incidents involving physical force was dependent on the agencies. We have decided to remove incidents involving physical force as a mandatory alert tone and leave it up to dispatcher discretion based on notes and information receiving from the call taker. Jefferson county, Lakewood and Wheat Ridge agreed on this topic. Waiting to connect with Golden and Arvada.
- Event types to receive a Code 1 – discrepancy was around hold up alarms and incidents involving physical force. It was agreed to remove the holdup alarm in incidents involving physical force as a mandatory receiving of Code 1 and leave it up to dispatcher or officer discretion on scene if they felt it required a Code 1. Consensus from Jeffco, Lakewood and Wheat Ridge. Waiting on Golden and Arvada.
- When to initiate a Code 1 – discrepancy was upon initial dispatch of the call or when the first officer was on scene or in the area. Those in attendance, Jefferson county, Lakewood and Wheat Ridge agreed that we would initiate the Code 1 when the first officer was on scene or in the area.
- The reclassification of calls – has a negative impact to Jeffcom operations. CAD is a Jeffcom database, RMS is the agencies tool. It was agreed upon that change will not be made in CAD, rather the officer will make the change in the RMS system. Agreed upon with Jeffco, Lakewood and Wheat Ridge.

## **ESInet/ NextGen911 Update – Vicki Pickett – Fire Operations Manager**

- ESInet definition is the emergency services IP network. It is the first step toward NextGen911. It is the foundation where all the technology will ride.
- As a State we have some unique challenges the way that 911 is governed. It is mainly local control. The 911 surcharges are collected locally and maintained at the different authority boards. The only oversight in the State is the Public Utilities Commission. They have a 911 task force.
- The State will be in this transition process for one year. Aurora was the first agency to transition in January. Jeffcom will be the 15<sup>th</sup> agency on May 5<sup>th</sup>. The transitions should all be complete early 2021.
- Will have better ability to differentiate calls. Ability to break out the appearance of wireless 911 calls vs landlines. For a large event can differentiate where the calls are coming from and prioritize accordingly.
- Better reporting and monitoring capabilities. It is more network, but it will enable CenturyLink to have a better overview of what is happening in the network and be aware of outages.
- Location delivery right now takes about 5 -6 seconds before we get that screen, it will be instantaneous.
- It is going to allow us to add new components onto the system, like location-based routing. That means when you call 911 on a cellphone it is routed according to the cell tower you hit. It is not an exact science. The new model will base location on the physical location of the handset that is making the call. We will need better GIS data in the State before that can be enabled. Everyone will need to be moved to the main baseline. In Jefferson county we have a really good GIS base, we work with GeoComm.
- Dynamic call routing, you can identify a large event and draw a polygon on a map and tell the system to route these calls to this PSAP.
- Better diversity in the network.
- Data delivery, OnStar data delivery as part of the 911 call. Pictures and video are coming.
- Health Information, there are apps that send heart rate and those are also items that can be transmitted to 911.
- Location information, WIFI hotspots will be used to better locate a person. Right now, we have the XY, but we don't have the Z axis. That will help in the mountain to determine how high up a person is located.

## **911 Funding Update – Vicki Pickett Fire Operations Manager**

- A legislative subcommittee negotiated with Century Link for the tariff for the ESInet. JCECA's costs will double from what we are currently paying. Rural centers could have up to a 1600% increase.
- Received a federal grant to assist with the build out. That is funding the initial one-time cost for the ESInet and about the first six months of service. The cost increase

will necessitate a different funding source model. We need a larger scale funding source to better address this. House Bill 20-1293, this was drafted by the legislative subcommittee of the PUC task force. It was introduced on 2/11/20 and is going under hearing on 3/4/20 by the House Business Affairs and Labor Committee. It is asking to change the 911 surcharge threshold level. It is currently .70 cents and that has not changed since the nineties. They want the Public Utilities Commission to better establish what that threshold is.

- Auditing remittance for 911 surcharges.
- It would create an additional Statewide surcharge, that amount would be up to .50 cents per a line. Right now, with the build out of the ESInet we are looking at .10 cents per line to support that. If they did .50cents per line, it works out to \$32 million a year Statewide.
- It would be the Department of Revenue that would collect this fund. They are currently collecting prepaid wireless charges right now and distributing them among the 911 authority boards. It would be similar to that structure. They have to distribute the funds within 60 days of collecting so it is basically a pass-through trust fund.
- We currently have 911 trunks, at Jeffcom we have 40 911 trunks. We can have 40 911 calls simultaneously. Transition that to the IP network, it is called sessions. Jeffcom still wants 40 sessions. Not all PSAP's did that, when they saw the price, they lowered their number of sessions.
- If the bill passes it would cover JCECA's costs for the session, for that IP base. JCECA pays the line costs.

### **911 Goes to Washington – Deputy Director Michael Brewer**

- NG911 Institute recognized Jeffcom Supervisor Kevin Garcia as the Public Safety Professional of the Year at their awards ceremony. He was recognized for his 23 years of service to the industry and his extensive knowledge, leadership and commitment.
- Legislative Initiatives at the national level that we were supporting as an industry. Met with staff from six of the seven representatives and both senators. 911 Saves Act, to reclassify dispatchers under a protective service. That is what first responders are classified in the SOC system. It has passed the house and it is in the senate side. The SB 20-026 Worker's Compensation for Audible Psychological Trauma, that has passed the house senate. One of Jeffcom's dispatcher was invited to provide testimony. Legislation provides treatment for first responders that have been diagnosed with PTSD. This was an amendment to the bill to include audible trauma.

### **Employee Incentive Program – Deputy Director Michael Brewer**

- We have salary savings and want to reinvest in the workforce and incentivize performance. The bonus amount that could potentially be achieved from April to the end of the year is \$4500 (\$1500 a quarter). The incentive will be tied to our metrics on a monthly basis and with quarterly pay outs.

- Jeffcom has developed a very comprehensive instruction policy for the incentive program and reviewed by legal. The bonus will be in next month's in-service training which is mandatory for all employees to attend. The bonus program will be explained by the Executive Director and Deputy Director and how it can be achieved.
- Big three goals are call answer times, quality of the call (QA scores) and attendance. It is a team effort, but attendance is one individual component.

#### **Updates – Executive Director Jeff Streeter**

- Jeffcom did make application with CALEA and completed training with the regional director this week. A few staff members will be attending the CALEA conference in Florida in March. We are under file review for CALEA and have created a POAM. SOP's were created to meet these standards. Jeffcom is aiming for an 18 month turn around. We will be doing on sites next year.
- Brian Wilkerson is here today with the cost allocation work that he is undertaking. Met with our data analyst and broke down the data that he requires. Currently looking at the data we have and looking for any gaps or integrity problems, so that when we have the full second year of data in April we are ready to go. Right now focusing on the initial data analysis. When looking at the funding formula we are not just looking at the budget we are also looking at the service level components. The goal is to come back to the board with an analysis of distribution of effort and costs and a go forward recommendation for a funding formula.
- Staffing update, current academy will hit the floor March 8<sup>th</sup>. The next academy starts March 23 with 12 people.
- Management had a Retreat earlier in February, breaking down our strategies, and where we want to be next year.
- National Q went into effect in January, to help us reach our QA numbers.
- Meet with NICE last month, still waiting for a letter from NICE regarding the outages, once we receive it we will forward it to the Board for your records. Jeffcom acquired equipment from various agencies during the transition, some is nearing end of life. It is creating delays in our ability to pull up recordings and meet some of the standards in the metrics. Need to start looking at quotes for a new server for the NICE recording system.

#### **E. Legal Update – Kathryn Winn**

- **Summary of Amended and Restated Purchasing Policy**
  - Memo was sent out of the summary of changes to the Purchasing Policy.
  - Added the Deputy Director into the policy and gave him the authority to make purchases of \$5000. The managers were removed from the policy.
  - Major changes are to increase the Executive Directors spending limit from \$10,000 to \$25,000. Between \$25,000 and \$50,000 would be the Executive

Director and the Treasurer. Purchases requiring Board approval would be increased to anything over \$50,000.

- Changed the bidding process minimums and requirements. Previously needed informal quotes up to \$2,000. That amount has been increased to \$50,000. Three formal quotes are required from \$50,000 to \$100,000. Formal competitive bids were required for \$50,000 that has been increased to \$100,000.
- There was a requirement in the policy that the formal bids had to be published in the newspaper. There is no legal requirement for that. There are now online bid networks. Asking to eliminate that process.
- Clarified when we have a formal bid the Executive Director will be selecting a committee, with the caveat that the Board could be the committee.
- Concept of “Single Source Supplier” was added. May be other suppliers available but Jeffcom can get more favorable terms and has a long-standing relationship with a single supplier.
- The selection of the new auditor was within the Executive Directors spending limits of the Purchasing Policy. The duty of the auditor is to the Board.
- If there are specific contracts the Board would like to see, that can be added to the Purchasing Policy. The Board requests that a recommendation for the new auditor comes from the Treasurer of the Board. This will be added to the Purchasing Policy.

## **VI. OLD BUSINESS**

## **VII. EXECUTIVE SESSION**

A. Executive session pursuant the Section 24-6-402(4)(f), C.R.S. for personnel matters for the annual review of the Executive Director.

**MOTION: At approximately 10:34am it was moved by Don Lombardi and seconded by Dan McCasky to move into executive session pursuant the Section 24-6-402(4)(f), C.R.S. for personnel matter for the annual review of the Executive Director. The motion was voted upon and carried.**

## **VIII. ADJOURNMENT**

**MOTION: There being no further business to be presented it was moved by Jeff Shrader to adjourn the board meeting of the Jefferson County Communications Center Authority board of directors. The motion was voted upon and carried.**

**Meeting was adjourned at 11:04am.**

This meeting is open to the public.