



Record of Proceedings Special Meeting
Jefferson County Communications Center Authority
Board of Directors
April 16, 2020, 9:00 am

This meeting was held by audio conference only and accessible for the public to attend and listen via phone conference.

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.

II. ROLL CALL

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| 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) <i>Not Present</i> | Ed Loar Present |

Other Attendees:

Dave Pickett
Kathryn Winn
Angie Kelly
Brian Wilkerson
Jeff Irvin

Jeffcom Attendees:

Jeff Streeter
Mike Brewer
Jodi Malpass
Vicki Pickett
Kevin Biegert
Gabrielle Rathfon
Gayle Johnston

III. APPROVAL OF RECORD OF PROCEEDINGS (2/20/2020)

MOTION: It was moved by Mike Weege and seconded by Mike Piper to approve the record of proceedings of the board meeting for February 20, 2020. The motion was voted upon and carried.

APPROVAL OF RECORD OF PROCEEDINGS (3/26/2020)

MOTION: It was moved by Ed Loar and seconded by Mike Weege to approve the record of proceedings of the special board meeting for March 26, 2020. The motion was voted upon and carried.

IV. REPORTS

A. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Angie Kelly

• March Financial Statement

- The financials that were emailed are ending March 31st.
- On our revenue we are realizing 25% of revenue.
- Member contributions and user fees for second quarter are about halfway paid.
- Interest, we are 75% of year to date, as we know that tends to be a guess.
- The JCECA contribution for April was initiated 4/15/2020.
- Expenditures, General Operating Expenses under Consultants we are trending at 28% year to date. The big 98% is the National QA, that is paid and will stay at the 98%.
- Dues and Memberships, we are at 58%, but again these are all one time payments that we tend to trigger early in the year. Those will not continue except for the zero's we haven't paid yet.
- On Software we are at 10% on the year. A lot of these have not taken place yet, although the NICE annual software maintenance is already paid. That is done for the year. The Schedule software is also done for the year. Those are the two big one's that have already been paid.
- On Phone System / IT System and Hardware, we are at 39% on the year. Again, Motorola and InfoTech System are paid for the year.
- Total Meeting and Office expenses, we have created a new line for Covid-19 related expenses. Part of the purpose for doing that is to ensure it is called out very specifically so that any time reimbursement is applied for we can point to it exactly in the financials and provide a full list for any government entities that we might be applying for reimbursement from. We are hoping to be able to recoup that. For the year we are at 20% of budget, the Covid-19 line will likely change that number depending on the expenses.
- Facility costs we are at 32% on the year, there was a renewal for Inteconnex that spiked the security line. That is a little higher than we had budgeted, but trending for the year just a little over the 25%.
- Total Operational expenditures we are right at 25% for the year. It is tough to tell with some of the payments that come once a year at the beginning, but that should stay pretty consistent with the average for where we are for the year.
- Employment expenses we are trending lower, still have some open positions, so salaries and benefits are under the 25% for the year. Trending at about 18% for salaries and benefits right now.
- Other Employment Expenses, the big one's that have been paid, Workers Comp. at 82%. We did budget higher for that this year at the recommendation of our

insurance broker. Luckily it came in lower than what we had budgeted, close to \$4500 lower.

- Police Legal Services has been paid for the year.
- Total Employment Expenses are right at 19%.
- Total Expenditure for the year at 19% and the Ending Fund Balance of year to date at \$2.9 million at the end of March.
- The \$2.1 million has been transferred over to a separate contingency fund and is gaining interest. That number is lower than where our beginning fund balance would be but that is moving the money to contingency.
- Contingency Fund, the \$2.1 million has been moved over and we are gaining interest on it, no expenditures are budgeted for the year.
- Capital Fund, we have not moved the million over, that tends to happen at the end of the year when we have been able to evaluate expenses and make sure we can move that money. We do have the \$851,000 with the interest that we have gained from the previous money that we had moved over. Hopefully by the end of the year we will have the million to move over. No expenditures budgeted there.
- Cash position, BOK checking account \$2.5 million, unrestricted cash balance. The payroll account is the JCECA monies, that gets transferred out to pay payroll. ColoTrust account \$2.1 million for contingency is gaining interest, that is not in the unrestricted. Both the Contingency and Capital are both restricted funding. Total account unrestricted is \$3.2 million and restricted is \$2.9 million.

B. Executive Director Update

• General Update and Overview

- We received an award from APCO/NENA. Thirty of Jeffcom's employees that were active in the MCI Incident on I70 have been recognized as Team of the Year from APCO/NENA. The recognition ceremony will take place later in the year due to Covid-19. Total team effort and appreciate their hard work and dedication.
- Today at 10:30am we have a zoom conference call with Rep. Ed Perlmutter. He wanted to take the time and recognize Telecommunicators Week and recognize our staff for the APCO/NENA award. There will be a few outside entities that will phone in as well. Sheriff Shrader and Chief Lombardi are also planning on taking part in the phone call, representing the board as President and Vice President.
- Update on our academy, academy 20-2 we have 11 new employees all doing well. We are in week four of the academy. A new venture for us this year has been doing the majority of it online via zoom networking. It is working out well, they are getting the instruction they need, they have been able to do some of the certifications online. We have stood up the backup center, it is fully operational although we are only staffing it with a few employees. We have bought the 11 students in to do some hands-on training. Proud of the hard work and it is keeping us on track. We are doing backgrounds on our next academy; we have nine people in backgrounds. That academy starts June.
- Overall Covid-19 update, Jeff Streeter is on the county wide phone call. Pleased to announce Jeffcom is doing quiet well. Jeffcom initiated a lot of measures very

early in February as this was coming online. We have been able to avoid any major illnesses, staff loses, and have made adjustments to our training internally. We are meeting the needs of the county. You can see in the monthly reports the calls are holding steady, we are not seeing huge spikes.

- As we had an issue with the conference ID, a new conference ID did get posted on our website about 5 minutes before start time. We are going to hold off on the engagement of the auditor approval because of the issues and the public not having fair notice of this meeting. We will push this off to the next meeting. The Board has been emailed the recommendations from Jeff Streeter and Mike Weege, we are really just ratifying it. It won't delay anything.
- Vote to Renew Declaration of Local Disaster Emergency (Resolution 20-02 Approved 3/26/2020)

MOTION FOR CONTINUANCE TO RENEW THE DECLARATION OF LOCAL DISASTER EMERGENCY

It was moved by Don Lombardi and seconded by Mike Piper to renew the Declaration of Local Disaster Emergency. The motion was voted upon and carried.

- Engagement of Auditor/ Auditor Process Approval will be postponed to the next meeting.

IV. OLD BUSINESS

- After looking at the agenda Chief Kilpatrick sent an email to Jeff Streeter asking if we were going to discuss the issues that he had raised about a year ago regarding the funding mechanisms and the disparity with what Golden pays and what Wheat Ridge is charged. Golden pays about \$200,000 more a year than Wheat Ridge. There was some communication back and forth between Jeff Streeter, Sheriff Shrader, Kathryn Winn and it was discussed that Jeffcom was going to collect five years of data and not make any changes until 2022 and that is what the Board had agreed upon. This was not Chief Kilpatrick's recollection of what the Board decided. Chief Kilpatrick's recollection was that the Board had decided to hire Brian Wilkerson and he would be doing his research this year 2020. At a meeting earlier this year Brian indicated that he was getting data and would have a report back in April or May. Chief Kilpatrick responded back that his recollection was 2020 was when the study would be completed, and we would be prepared to have a discussion for the 2021 budget. Jeff Streeter responded that he would find the minutes. Jeff Streeter found the written copy of the minutes, however the audio recordings from the Board meeting could not be found. Chief Kilpatrick asked if there were other meetings that the audio recordings are blank, Jeff Streeter is currently researching this.
- Jeff Streeters response back was that we won't have adequate data for three years or more.
- In the monthly report that Jeffcom puts out, it consistently shows for two years now that Wheat Ridge has a higher percentage of calls for service than Golden does. Response

back was that Brian is looking at data broader than that. Chief Kilpatrick said that it does not seem reasonable that any data we are looking at broader than that is ever going to show that Golden with a total of 63 full time sworn and civilian is ever going to match the 80 plus cops that Wheat Ridge has as well as the civilians they have. It was Chief Kilpatrick's expectation and hope that we were going to get this data this year. This month we have two full years of operation, he does not believe that one or two more years of data is going to show any significant changes. Chief Kilpatrick wants to get the report and have discussions at the next Board meeting about reallocation at least of August.

- Jeff Streeter has been in communication since that agreement with Brian Wilkerson that took place last year. Data has been provided to Brian Wilkerson, he has been working very closely with Jeffcom's data analyst. Jeff received the first download of data from Brian this week. Jeff Streeter's recollection from the Board meeting last year was that we would engage Brian Wilkerson as a consultant to review the data and at a minimum have three years of data. Jeff's recollection was that it was vacillating between 3 years and 5 years' worth of data. The IGA talks about this being more comprehensive than just calls. What you see in the monthly reports that are provided are just calls for service. Those are calls that we process and put up for dispatch. It does not go into a lot of the nuances that Brian had originally explored when Brian set this up in the early phases. They looked at the length of time on the call and a number of other variables, it was going to be very comprehensive. Jeff Streeter's recollection was that it was going to be a minimum of three years before any consideration would be done for any cost allocations. We did just complete two full years of operation and Brian has that data. That is what is reflected in the data that was sent to Jeff Streeter. Jeff Streeter and Brian Wilkerson had hoped to do a presentation to the Board. He feels we would be in a different position if we had some facetime, it does not do it justice by trying to do it on a conference call. There is so much data, Jeff Streeter thinks it will take a stand-alone study session. Jeff Streeter did pull the meeting minutes from that meeting on 5/23/2019, wishes that they were a little more detailed. The meeting minutes somewhat align to Jeff Streeter's recollection but there is also some vagueness in the meeting minutes that can be construed either way. Apologize about the recording, we are continuing to look for that. Jeffcom has every other month except that month. Jeffcom has purchased some software to try go through laptops and try find it. It came at a point in time that the previous executive assistant was transitioning out and Gayle was transitioning in. Jeff Streeter apologizes that right now today they don't have that recording available. Again, Jeff Streeter's recollection was a minimum of 3 years, which in turn could adjust the allocation with Board approval at least for discussion and consideration at the earliest of 2022. That two years of data was not going to make an adjustment to the allocation for 2021's budgeting cycle. This is Jeff Streeter's recollection only.
- Brian Wilkerson to give a brief couple of points. Looking at just call volume definitely does not tell the full story. That is not what we had originally built the cost allocations on. One of the big things to look at in addition is duration around calls and how that influences. When you look at the calls for service, then you look at durations, you see a

number of trends that are interesting. In the first three quarters of operations vs the first full year of operation, call durations went down. In some cases a fair amount. As people got better and got used to procedures, you can see a definite trend in the data in terms of call durations going down. There have definitely been some changes in terms of agencies and the loads from those different agencies in terms of duration. There is almost half a million inbound call records, almost a million administrative call records, all of those are being analyzed to look at can we get to a true cost of providing services to each of the agencies. That is what is being worked on and will be presented to you when we get the opportunity.

- Chief Kilpatrick has a copy of the minutes from the May meeting and it is confusing, the one paragraph reads: (Taken from the 5/23/2019 minutes)
 - *Golden agency would like to look at the fee structure and how it was created. Wheat Ridge is a larger city with a similar size dispatch center with more calls per service, but Golden has a higher cost percentage compared to Wheat Ridge.*
 - *When we looked at different formulas initially, it was agreed that we would hold any adjustments for five years from a cost standpoint and then we would have better data to adjust. In the IGA (section 3.5) it states we would have a 5th year review.*
 - *The board needs to look at this in the future, but it is too early at this stage. We don't have the data needed at this stage to analyze it correctly.*
 - *There is nothing in the IGA that bases this on calls per service. We need to look at multi factor funding models.*
 - *It was recommended that an outside consultant is hired to complete this study, gathering three to five years of data and possible funding formulas. The time frame to finding an alternative funding model, we are looking at 2 to 3 months. It was suggested we start looking at data in 2020 and don't make any changes until 2021.*
- The last bullet is confusing and unfortunately we do not have the audio recording. It is Chief Kilpatrick's recollection that we would look at the data this year and make a funding decision this year for the 2021 budget.
- Sheriff Shrader stated that some of this dates back five years to conversations that we had before we were a formal Board and before Jeffcom was formally stood up. The agreement that we had then in terms of what that funding formula was, was not perfect in terms of how other agreements had been arranged. It was necessary to get us to a point where we had consensus to get Jeffcom stood up and running. The basis of that formula was an equivalent percentage of savings that each agency would see from what they were spending prior. Yes, we did agree. Sheriff Shrader would like to have clarification that when we get to that point and have it reviewed, if it is this year or next year, that it will require a revision to the IGA and funding considerations to all agencies.

- Kathryn Winn went back and looked at the IGA. The IGA is set up so that the cost allocation formula is an attachment to the IGA and it is intended to be changed by the Jeffcom Board. It does not require going back to the member agencies and getting approval of the funding.
- Sheriff Shrader's recollection was along that three-year timeframe of building data, does not disagree with Chief Kilpatrick that data over two years is not lightly to shift substantially with data over three years. Also agrees with Jeff Streeter that it is difficult to have a conversation without further presentation and face to face study. It is Jeff Streeter's suggestion that we continue to have some evaluation done and have a study session on this at a future point when we are able to all meet in the same room at the same time.
- Sheriff Shrader asked Chief Kilpatrick if we can agenda this topic for the next regular physical Board meeting that we are able to have.
- Chief Kilpatrick's hesitation is we don't know when that will be. We don't know if that will be July or November. We have a budget process. To the degree that this happens in a timely enough fashion that it can address the budget assuming that it was going to change for 2021 then ok. But has more hesitation if this isn't going to happen until October or November. Golden has a two-year budget cycle, they are doing their 2021,2022 budget cycle. They do their budget relatively late, so Chief Kilpatrick can wait a bit longer, but does not want it to turn out that because we couldn't have an in face meeting we couldn't discuss it this year and Golden is potentially paying \$200,000 more than they should be required to pay in the first place.
- Sheriff Shrader's suggestion is to put it on next month's agenda and Jeffcom staff, if we are not meeting physically, to identify an alternative medium that can be utilized where we can see a presentation and are able to have a discussion and understanding. It is requested to provide some documentation at least a week ahead of time to evaluate what that picture looks like and what the impacts may be to all agencies that participate.
- Brian Wilkerson does not see an issue getting this information out a week before the meeting in May. Jeff Streeter agreed that we would coordinate a meeting.
- Chief Murtha had a question just to be clear that this was not Golden versus Wheat Ridge, this is the funding process where every agency will be evaluated for their use of services and then if there are indications that this was in fact supposed to be a five year plan, if that information is discovered in the next month how does that figure into the process. Wheat Ridge is also budgeting, and his understanding of the funding process described is that it was based on a reduction of whatever each individual agency had been paying minus their 24%. Whatever the savings were by having Jeffcom. That is Chief Murtha's understanding of the funding and Chief Brannan had told him it was a five-year plan. He had dismissed it, not knowing that we would be coming back to this in

a month. This is something he would need to dig into on his end. Chief Brannan sat on the Board, he may have good notes on this that suggests what the timeframe was. That will be relevant for our next conversation and wants to be prepared for that. In the overall scheme of funding we are talking about looking at every agency and what their load on Jeffcom is.

- Sheriff Shrader's understanding of the conversation would be changing from the percentage of savings, from what we each used to spend in our dispatch operations to a new formula. It would not be a Wheat Ridge / Golden discussion. Chief Kilpatrick is just utilizing that as an illustration in terms of size comparison. It would reallocate to all involved agencies, and likely would have impact on all agencies. May be some increases and some decreases for agencies if there is a different formula. We do need to dig deeper in terms of what that understanding of timeframe was and it is a point for continued discussion.
- Chief Murtha made the point that considering the environment that we are in, not sure what the data that this year is going to provide, but it is not reasonable to include. Not sure how you include the year of Covid-19 data in that overview, that will certainly create some issues. Thinks it has probably changed the dynamic of Jeffcom.
- Brian Wilkerson to clarify a couple of things on the analysis, it is all agencies. In terms of the data for this year, it ends at the end of March. Based on the data that we have through the end of March we did not see a difference in call durations or things of that nature. We may have been catching the front end of that wave in the data, as we start to look at April and beyond it will have a more significant impact. So far it has been minimal.

VI. 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 9:50am.

This meeting is open to the public.