



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

February 16, 2023, 9:00 am

This meeting was held in person and by Zoom video conference. It was accessible for the public to listen via phone conference.

I. CALL TO ORDER

The board meeting of the Jefferson County Communications Center Authority (Jeffcom) was called to order by Don Lombardi 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 Don Lombardi (West Metro Fire) | Present |
| Vice President Joe Harvey (Golden PD) | Present |
| Secretary/Treasurer Mike Weege (EFD) | Present |
| Member Reggie Marinelli (Jeffco Sheriff's Office) | Present |
| Member Mike Piper (Arvada Fire) | Present |
| Member Chris Murtha (Wheat Ridge PD) | Present |
| Member Ed Brady (Arvada PD) | Present |
| Member Ed Loar (Lakewood PD) | Present |

Also in attendance were:

Jeff Streeter, Michael Brewer, Kevin Biegert, Gabrielle Rathfon, Jen Sandoval, Gina Ramirez, Ethan Honaman, and Gayle Johnston.

Kathryn Winn of Collins, Cole, Flynn, Winn & Ulmer, PLLC

Jeff Irvin of JCECA

Brian Wilkerson of Talion Defense

Cathy Fromm with Fromm & Company LLC

Mike Hendershot of Golden Police Department

Chris Malmgren of Pleasant View Fire Department

Alan Fletcher of Fairmount Fire Department

Bob Fager of Highland Rescue

Kasey Beal of Golden Fire Department

Candace Harris of City of Arvada

III. PUBLIC COMMENT – (Limited to 3 minutes each)

No public comment

IV. OATH OF OFFICE FOR NEW BOARD MEMBERS

- A. Chief Lombardi administered the oath of office to:
Sheriff Reggie Marinelli who was appointed to serve as board member for Jeffco Sheriff's office.
Division chief Del Kleinschmidt was appointed to serve as proxy for Jeffco Sheriff's office.
Division Chief Jim Lorenz was appointed to serve as proxy for Wheat Ridge Police Department.

V. APPROVAL OF RECORD OF PROCEEDINGS

MOTION: It was moved by Chris Murtha and seconded by Ed Brady to approve the record of proceedings of the board meeting for January 19, 2023. The motion was voted upon and approved unanimously.

VI. REPORTS

- A. Financial and Budget Update – Fromm and Company LLC
- January 2023 Financial Statement – Cathy Fromm with Fromm and Company LLC presented the January financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. Seeing some interest earnings on the ColoTrust account. Most of the checks that were written in January are accruing back to 2022.

MOTION TO APPROVE THE JANUARY 2023 FINANCIALS

It was moved by Mike Weege and seconded by Ed Loar to adopt the January 2023 financials. The motion was voted upon and carried unanimously.

- B. Executive Director Update
- General Updates
 - Welcome to our newest board member Sheriff Marinelli and our new proxies Chief Kleinschmidt and Chief Lorenz.
 - Staffing update: Jodi Malpass our Law Operations Manager has accepted a position as manager at Thornton PD. The new point of contact for the law agencies will be Gina Ramirez, she has reached out to the law representatives for the law operations group.

- Jeffcom currently has 88 ECS signed off, 6 ECS in the academy that graduate next week and move to CTO training. Five CS and one more in training. Communication Specialist (CS) is the new position designed to answer admin calls. That gives Jeffcom a total of 100 ECS and CS, and 18 supervisors. Jeffcom is currently authorized 118 ECS and 18 supervisors.
- Human Resources just closed the hiring process Monday to finish processing applicants for the next academy due to start March 27th. The process for the March academy was opened in December and Jeffcom received the largest yield in applications since operations began. Five applicants have accepted offers and 18 are in the process. One lateral is due to start March 6th.
- The hiring process will open again next week for the May 8th academy for both ECS and CS positions.
- The ECS training academy is 7 weeks, and the CTO program is 8 weeks. The program can be extended depending on how the person is progressing.
- Update on the BOT and App Armor. The bot was turned on December 15, 2022 to help with non-emergency calls. Jeffcom is seeing a 34% reduction in admin calls, from when the bot was turned on in December it has handled 40,908 calls.
- The bot is AI technology, and the IT team are having weekly meetings to review utterances, what someone said vs what they intended to be transferred to. The bot is continually “learning” and adjusting.
- Jeffcom will be reaching out to the agency PIO’s to help engage the community with AppArmor and online reporting.
- Jeffcom was selected by the NTIA to do a tour of the center, the honorable Alan Davidson, the Assistant Secretary of Commerce for Communications and Information visited Jeffcom in early February. He oversees NG 911 and was very receptive to the ask for help with NG911 across the state.
- Mr. Streeter and Mr. Brewer will be attending 911 Goes to Washington and are honored to receive the 2023 Outstanding Call Center recognized by NG911.
- Telecom week is coming up April 9-15th, the Employee Enrichment team will be reaching out for donations.
- Town Hall meeting is scheduled for tonight for all employees to update employees on staffing, new technology developments and answer any questions.

C. Legal Update
No update

VII. OLD BUSINESS

• Discussion of 5-year review of technical processes, hiring, retention and standardization of procedures – President Lombardi

- Cultural study was completed 5 years ago when Jeffcom opened, when 8 different centers joined to form one center.
- All board members agreed that both a cultural review and a technical review would be most beneficial. It is important to look at the people process and the systems and have a different set of eyes to look at them. The SLA’s need to be reviewed along with the financial contributions from the agencies.

- A balanced statement of purpose was suggested when looking at all these topics to give clear direction.
- Board will come back next month with a proposal of parameters and scope of work. People, retention and hiring parameters will be reviewed by Joe Harvey and Mike Piper with Ed Loar being a consultant. A statement of work for the technical side, processes, training, SLA's and funding will be reviewed by Mike Weege and Ed Brady with Chris Murtha being a consultant.
- Brian Wilkerson has been a great asset to Jeffcom since the inception and once we have a statement of work from the technical side to get a proposal from Brian from a cost prospect.
- Mr. Streater to let Jeffcom staff know during the Town Hall meeting of the proposed 5-year review.

VIII. NEW BUSINESS

- Approval of engagement letter for 2022 audit (Haynie and Company)

MOTION TO APPROVE THE LETTER OF ENGAGEMENT WITH HAYNIE AND COMPANY FOR THE 2022 AUDIT

It was moved by Chris Murtha and seconded by Joe Harvey to approve the letter of engagement with Haynie and Company for the 2022 audit. The motion was voted upon and carried unanimously.

- Board election for vice president

MOTION: It was moved by Chris Murtha and seconded by Ed Brady to nominate Joe Harvey as vice president to the board.

The motion was voted upon and carried unanimously.

IX. EXECUTIVE SESSION

- Executive Session pursuant to §24-6-402(4)(d), C.R.S., for contract negotiations and instructing negotiators related to a possible Service User Agreement.

MOTION: At approximately 10:33am it was moved by Joe Harvey and seconded by Ed Brady to move into executive session pursuant to §24-6-402(4)(d), C.R.S., for contract negotiations and instructing negotiators related to a possible Service User Agreement. The motion was voted upon and carried.

X. ADJOURNMENT

MOTION: There being no further business to be presented it was moved by Mike Weege and seconded by Mike Piper 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 11:09am.

Prepared by Gayle Johnston