



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

April 17, 2022, 9:00 am

This meeting was held both in-person and by Zoom video conference. It was accessible for the public to attend and listen in person or 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

President Don Lombardi (West Metro Fire)	Present
Vice President Link Strate (Arvada PD)	Present
Secretary/Treasurer Mike Weege (EFD)	Not Present
<i>Proxy Dave Montesi</i>	
Member Jeff Shrader (Jeffco Sheriff's Office)	Present
Member Mike Piper (Arvada Fire)	Present
Member Chris Murtha (Wheat Ridge PD)	Not Present
<i>Proxy Darrel Guadnola</i>	<i>Present</i>
Member Joe Harvey (Golden PD)	Present
Member Dan McCasky (Lakewood PD)	Present

Also in attendance were:

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

Kathryn Winn of Collins, Cole, Flynn, Winn & Ulmer, PLLC
Sue Blair of Community Resource Services, LLC
Jeff Irvin of JCECA
Brian Wilkerson of Talion Defense

Steve Davis of Mountain View Police Department
Mark Reeves of Lakewood Police Department
Ed Loar of Lakewood Police Department
Mike Hendershot of Golden Police Department
Damian DiFeo of Golden Gate Fire Department
Bob Fager of Highland Rescue

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

No public comment

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 March 17, 2022. The motion was voted upon and approved unanimously.

V. REPORTS

- A. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Sue Blair
- March 2022 Financial Statement – Sue Blair presented the March financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. Operating expenditures are at 30% of budget. Software is at 75% but most of those expenses are a one-time annual expense. It was noted there are expenditures from the capital fund of \$70,000 for equipment and \$100,000 for server infrastructure year to date. The 2021 audit is under way and that will be presented in the next couple of months.

MOTION TO APPROVE THE MARCH 2022 FINANCIALS

It was moved by Mike Piper and seconded by Dan McCasky to adopt the March 2022 financials. The motion was voted upon and carried unanimously.

- B. Executive Director Update
- General Updates
 - CAD to CAD will be back live at 10am today (04/17/2022). Jeffcom has tested the CAD to CAD with South Metro. One of the glitches was it was showing all the law enforcement cars on AVL as well. The plan is to first build this for fire and then move to the law enforcement agencies. There is a lot of interest in CAD to CAD and adding more agencies. The north metro has also kicked off their CAD to CAD with Adams County Fire and Thornton Fire. The goal for the future is to tie the two systems together.
 - Hiring update, currently have 4 new hires in the academy and they are in week three of training and 6 on the floor in CTO training. Hiring for the next academy scheduled for May 16th.
 - Thank you to all the agencies for your support during Telecom week. This year Jeffcom sponsored another 911 agency in Yuma County. Some staff members made a road trip out to Yuma with some gifts and spent a few hours with them.
 - Brian Wilkerson has been instrumental in working on the IDT vehicle on the radio technology. Brian will finish up the gateway at the backup center on Friday and that will answer some of the mountain radio issues and concerns.
 - 3 Year Road Map Strategic Plan update – Michael Brewer

- Annual look back at Jeffcom's mission, vision and strategy and looking at the five core elements to achieve the strategic objectives. Mike reviewed each element of what was achieved in 2021 and objectives for 2022. The PowerPoint presentation is attached hereto and incorporated herein.

C. Legal Update – Ms. Kathryn Winn

- Kathryn is watching a few bills in the legislature.
 - House Bill 1363 the Accountability to Taxpayers Special Districts. It will affect special districts and increase the accountability of special districts to taxpayers. It is targeted to metro districts. It will require all special districts to have a very complex service plan with a very specific financial plan including a schedule of debt. Operational projections and a list of public improvements that are going to be built and acquired and any deviation from that will be considered a modification to the service plan and an amendment will be required. The way the Bill is currently drafted it would apply to all the state service districts not just the metro districts. Jeffcom would be required to file a transparency notice. It won't have a big impact on Jeffcom going forward but will impact some of the fire districts.
 - Access to Public Records which will modify the Open Records Act and Criminal Justice Records Act. It won't have a big impact on Jeffcom. It will create some parallels between CORA and the Criminal Justice Records Acts.
 - FAMLI program will apply to Jeffcom. Local governments have the option to opt out of the insurance program. Ms. Winn will bring a Resolution back to the Board in consideration to opt out of the FAMLI Family Medical Leave Insurance program. Even if the employer opts out, an employee can individually decide to opt into the program.

VI. NEW BUSINESS

- A. Chief Lombardi administered the oath of office to Division Chief Mark Reeves who was appointed to serve as proxy for Lakewood Police Department.

VII. OLD BUSINESS

Chief McCasky announced that Lakewood PD is having an awards ceremony May 18th for the Belmar event and Chief Kilpatrick's retirement has been moved to May 19th.

VIII. EXECUTIVE SESSION

IX. ADJOURNMENT

There being no further business it was decided to adjourn the Board meeting and move to the parking area for a tour and demonstration of the newly acquired IDT vehicle.

MOTION: There being no further business to be presented it was moved by Mike Piper and seconded by Dan McCasky to adjourn the board meeting of the Jefferson County Communications Center Authority board of directors.

Meeting was adjourned at 9:56am.

Prepared by Gayle Johnston



Jeffcom911 Board of Directors

April 21, 2022

Jeffcom 911



UPDATE: Vision, Mission, & Strategy

Vision	To be the leader in emergency communications by providing excellence in service to our community, responders, & employees.
Mission	Jeffcom is the lifeline between our community & emergency services.
Strategy	<ul style="list-style-type: none">• Deliver superior operational support and services as first responders.• Build diverse teams, strong leadership, & proven expertise at every level.• Champion the advancement of emergency services through partnerships & community relations.

Elements:	★ Agency Partnership	★ Community Relations	★ Staff Training, Development, & Support	★ Operational Excellence	★ Technology Innovation
Communications	External Stakeholders	Agencies & Community	Internal Stakeholders - Employees		
Strategic Objectives	<ul style="list-style-type: none"> Reputation conveys service, trust, & expertise across all agencies Recognized as a leading emergency communications center Facilitate & provide operational consistency Collaborate with partners on progressing ideas and initiatives 	<ul style="list-style-type: none"> Develop positive partnerships with community groups Promote and facilitate positive sentiment among the connected citizens base through outreach Promote and facilitate positive sentiment among the connected citizens base through outreach 	<ul style="list-style-type: none"> Best-in-Class staff training & leadership development Employer of choice Robust employee awards & recognition program Build skills & capabilities to optimize schedule Achieve optimal staffing 	<ul style="list-style-type: none"> Industry leading service - level performance Culture of continuous improvement Manage & optimize operational performance Consistently deliver high quality service 	<ul style="list-style-type: none"> Culture of innovation & technological advancement Continued evaluation and planning for infrastructure needs as service & staffing grows Invest in solutions which improve organizational performance and efficiencies Leverage technology for increasing interoperability and collaboration
Enabling Objectives (1-3 Years)	<ul style="list-style-type: none"> Establish agency training integration: 1) Jeffcom Staff shadowing with LE/FD/EMS & 2) Jeffcom Instructors training in Academies & 3) Promoting sit - to - longs for Officer development Identify & partner with agencies in community events or volunteer events Communicate & share Jeffcom org. status Host classes and share facility as a regional 911 education center Share agency knowledge and data for advancement of public safety 	<ul style="list-style-type: none"> Identify better ways to provide reports and data to our community Develop and deliver 9 -1-1 public education Enhance public - facing communication platforms and utilize social media strategy Communicate success stories through PR Develop volunteer program, identifying time to volunteer within our community 	<ul style="list-style-type: none"> Analyze data for improved retention and candidate screening Evaluate employee work environment, benefits, compensation, & recognition Standardization of training and evaluation process Deliver quality training through enhanced curriculum and benchmark against standards Professional development planning 	<ul style="list-style-type: none"> Benchmark against and collaborate with other successful peers Identify opportunities for increased efficiencies Continue to evaluate internal communications and improvement opportunities Participate in reality - based exercises Continuous development and review of operations SOPs, workflows, and QA Regularly review organizational design Identify fit - for -purpose Scheduling software 	<ul style="list-style-type: none"> Produce & deliver education focused on technology & operational practices Continue to evaluate and update IT innovation roadmap to be on the leading edge of industry Continuously research, identify and pursue technology opportunities

Agency Partnership



2021

- EFD 7.1 Upgrade
- Response plan standardization initiative
- 4th of July hot line center
- Mobile communication capability
- JFON initiatives
- Emergency Alerting Coordination
- R-1 shared CAD
- 259 engagements w/ partners

2022

- Mobile communication capability/desktop
- JFON initiatives
- Delivery of IDT
- Go live R-1 Shared CAD
- Radio advisory committee (MARC system)
- Reestablish ridealong program
- NPST Week (thank you!)

Community Relations



2021

- Begin reengaging with community in-person events
- Enhanced linking and resource sharing capability on website
- Alignment of APT
- CueHit survey program

2022

- Implement overarching social media strategy
- Enhanced linking and resource sharing capability on website

Staff Training & Development



2021

- Continue to Hire/Train/Crosstrain/Retain
- Continue to refine curriculum and assessment content
- Training Tech
- Present QA/Training relationship at National APCO Conference
- IT Support Positions added

2022

- Continue to Hire/Train/Crosstrain/Retain
- Build organic CTO course and refine quality of instruction/training resources
- Develop required training programs for mobile communications

Operational Excellence



2021

- CALEA on-site assessment and final certification
 - Part time accreditation coordinator
- Drive to ACE accreditation
- 4-10 Schedule (off 12 hr shifts)
- Mountain Fire comms improvements at JBUC
- JFON Development
- Automated abandon call-back
- CAD to CAD development
- Effectiveness of hybrid program

2022

- Internal radio channel structure
- Call process time analysis
- Further evaluation of ACE accreditation
- Remote call taking capability and application
- Industry workgroup participation
- State presentation

APCO Information Technician of the Year
IT Manager Kevin Biegert

Technology & Innovation



2021

- JFON Development
 - R-1
 - Fiber based mobile connectivity
- CAD-to-CAD
- NICE recording upgrades
- Mobile Communications
- Custom software development
- Cyber security infrastructure upgrades

2022

- CAD-to-CAD continued development
- R-1 shared CAD continued development
- IDT
- Remote call taking
- Data analytics
- Enhanced radio operability
- Emergency Notification System
- Cloud initiatives
- AI Strategy

Employee Support



2021

- First annual awards ceremony
- Employee Town Hall
- eSuggestions: 26/38 entries initiating improvements
- Advisory Planning Teams
- Salary/Benefits Survey
- Staffing challenges

2022

- Mentor Program
- Salary & benefits survey
- Consideration of adding full-time HR Tech
- Staffing challenges
- NPST Week