



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

August 17, 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

President Don Lombardi (West Metro Fire)	Present
Vice President Joe Harvey (Golden PD)	Present
Secretary/Treasurer Mike Weege (EFD)	Not Present
<i>Proxy Dave Montesi</i>	<i>Present</i>
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 Phil Smith (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
Javon Quarles of Collins, Cole, Flynn, Winn & Ulmer, PLLC
Brian Wilkerson of Talion Defense
Cathy Fromm with Fromm & Company LLC
Jeff Irvin of JCECA

Mike Hendershot with Golden Police Department
Kirk Lock of Arvada Fire Department
Mark Reeves of Lakewood Police Department
Bob Fager of Highland Rescue Team
Dan Vinnola of Highland Rescue Team

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

No public comment

IV. EXECUTIVE SESSION

- Executive Session pursuant to §§24-6-402(4)(e) C.R.S., for determining positions relative to matters that may be subject to negotiation, developing strategy for negotiations, and instructing negotiators related to a request for service from Clear Creek County.

MOTION: At approximately 9:03am it was moved by Chris Murtha and seconded by Ed Brady to move into executive session pursuant to §§24-6-402(4)(e) C.R.S., for determining positions relative to matters that may be subject to negotiation, developing strategy for negotiations, and instructing negotiators related to a request for service from Clear Creek County. The motion was voted upon and carried.

MOTION: At approximately 9:50am it was moved by Mike Piper and seconded by Joe Harvey to reconvene the regular meeting of the Jefferson County Communications Authority board of directors. The motion was voted upon and carried.

V. APPROVAL OF RECORD OF PROCEEDINGS

MOTION: It was moved by Chris Murtha and seconded by Mike Piper to approve the record of proceedings of the board meeting for July 20, 2023. The motion was voted upon and approved unanimously.

VI. REPORTS

A. Financial and Budget Update – Fromm and Company LLC

- July 2023 Financial Statement – Cathy Fromm with Fromm and Company LLC presented the July financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. Dues and memberships are right on budget. Meeting expenses are on budget at 59% and facility costs slightly ahead of budget at 61%. Total salaries and benefits slightly under budget at 52%. Total expenditures are just under budget at the end of July. The interest on the contingency and capital fund continues to grow. Total expenditures will remain under budget for the year.
- Mr. Streeter is putting the budget together for 2024 and trying to keep costs down but inflation is up, and prices are up. The board and user agencies have gone 6 years with zero net increase, but members and user agencies should expect an increase this year.

B. Executive Director Update

- General Updates
 - CALEA accreditation letter was received last week, and all files are in order. Mr. Streeter to send out to the board members.

- At the APCO conference last week, Jeffcom was awarded the APCO Technology Leadership Award.
- Carbyne contract is signed and moving forward. It is an aggressive timeline to get set up on this new system.

C. Legal Update

- Update on 440 Indiana St, Golden - Inspection is complete, the title commitment is underway, waiting on a few changes that the lender requested. The survey is wrapping up this week. A couple of the dates have been pushed back that are related to the due diligence. The closing has been pushed back to August 30th due to the title commitment.
- Legal is waiting on confirmation on closing on August 30th and then will come back with a Resolution for board approval.
- There is an existing lease in place that runs through October 31st, 2023. There is also an existing property management group that currently manages the property. There is a discussion to enter into an agreement with the property manager to manage the property through the end of the leases. The SDA pool was on site during inspection, and they walked the property, they understand that there are tenants.
- The lease purchase agreement is an annual payment, the first payment will be next August/September depending on when closing takes place.
Mr. Streeter discussed with the board the cash position of Jeffcom looking at the checking, capital and contingency fund. The board decided at the onset of Jeffcom to always have 3 months of payroll available as a backup. A spreadsheet with anticipated expenses for 2023 and 2024 for the new building was discussed. The projected timeline for construction is one year.
The backup center is agreed upon and paid for by JCECA. The vision is to keep a portion of the communication center at West Metro as a hot backup center that Jeffcom, Broomfield or Westminster would be able to utilize if a catastrophic event occurred.
- Ms. Winn reviewed the policy, and it states Jeffcom will have 4 pay periods available as a backup.

VII. NEW BUSINESS

VIII. OLD BUSINESS

- Cost Allocation Update and Technical Review – Brian Wilkerson
 - Mr. Wilkerson gave an update to the board on the technical review. A large amount of internal data review is complete, the last agency interview is scheduled for next Tuesday. Anticipation is to provide a preliminary report to the board at the next board meeting in September.
 - User Fee with CPI Adjustments – if Jeffcom had been charging what they could charge since the beginning with CPI adjustments, the spreadsheet shows how the user fee would have grown every year. That is very close to the projected cost for both fire and law. Mr. Wilkerson also looked at what it would be if they used the ECI (Employer

Cost Index) instead. The percentage difference is slightly further off and taking into consideration they could not get projections for 2024.

- CPI and ECI are both good options moving forward, ECI tends to track employment costs slightly closer and are more consistent over time. If Jeffcom had been raising user fees as per the current agreements, this is where they would be now. This is more data for the board to consider regarding increasing the user fees moving forward.
- The Spreadsheet is attached hereto and incorporated herein.

- Mr. Wilkerson was asked to further analyze the admin calls to see if they can be attributed to a specific agency. The data quality is not where it needs to be to make decisions. He tried to look at two different angles, first he looked at Jeffcom systems in terms of admin transfers. He did receive a limited set of data. Secondly, he went to the agencies to get what has been transferring from their administrative lines into Jeffcom. He tried to combine the data to get a true picture but unfortunately, he does not have enough data. They did learn some information from a policy and process perspective. Data from 911 call processing takes approximately two weeks, the admin piece takes six weeks. Roughly 90% of the admin calls are law related, most associated with the member agencies, a very small percentage are user agencies. The jail is the largest single source of admin calls and one source that can be tracked. When you look at SOP's, there are three pages of instructions on just how to get someone in contact with an officer. Just this one task varies so much across the different agencies. All but 5 of our agencies have some form of online reporting, but again there are pages of protocols on what can be reported, and differences between different jurisdictions. Even animal control has detailed instructions in terms of how that works per jurisdiction.
- From a Jeffcom perspective there have been several different strategies to handle the admin calls, one being the AI bot.
- Looking at the data, it does not give enough to make any conclusions from an admin call perspective. The new phone system will be an important piece of the puzzle. There is the belief that we will be able to get much better data with the new phone system moving forward.
- Any adjustment to the member fees needs to be very cautious as they are only going on half the data.
- The new phone system will give the data we need. Jeffcom is looking at an 8-10 month deployment of the new phone system and that needs to run to gather the data. Jeffcom would not have the data until the end of 2024. Mr. Wilkerson suggested waiting until Jeffcom has better data at the end of 2024, adjustments would be for the 2026 budget. The fee structure will stay the same until the board decides to take action to change it.
- Mr. Wilkerson will go back to each agency and see if they can standardize the methodology and he will work with Kevin on the new phone system timeline and get a better idea of when we will be able to get data.

IX. ADJOURNMENT

MOTION: There being no further business to be presented it was moved by Chris Murtha 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 10:43am.

Prepared by Gayle Johnston



JEFFCOM COST AND SERVICE ANALYSIS

Admin Calls Review
August 15, 2023

ADMINISTRATIVE CALL ANALYSIS NOTES

- The quality of administrative call data is very poor – there is limited ability to draw call volumes from Jeffcom systems and not all agencies can provide phone transfer data
- What is available is shown on the next page, but we would caution against relying on this data
- Training for 911 call-taking is approximately 2 weeks, while admin calls require 6 weeks
- Anecdotal Observations:
 - Roughly 90% of administrative calls are law related
 - Most are associated with Member agencies, very small percentage are user agencies
 - Jail is one of the largest single sources of Admin Calls
- Detailed review of Jeffcom SOPs illustrates significant variation among agencies for administrative calls:
 - 3 pages of instructions just on how to leave messages for officers / responders because of variation among agencies; even small differences such as JCSO not having numbers with individual voice mails for deputies result in more admin calls
 - All but 5 agencies (Wheat Ridge, Lakeside, Morrison, Mountain View, Edgewater) have some form of online reporting
 - However, what can be done and conditions for online reporting varies dramatically across agencies
 - Animal Control requires detailed procedures based on jurisdiction, day of week, time of day, type of call, etc.

ADMINISTRATIVE CALLS

2022 Jeffcom Administrative Call Analysis
(Agency Reported and VESTA Data)

	Inbound Transfer to Jeffcom	Jeffcom Identified	Total	% of Member Volume
Arvada Fire	70	None	70	0.1%
Arvada PD	54,434	2,851	57,285	70.0%
Evergreen Fire	-	24	24	0.0%
Golden PD	N/A	220	220	0.3%
JCSO	7,509	10,432	17,941	21.9%
Lakewood PD	N/A	4,094	4,094	5.0%
West Metro Fire	674	45	719	0.9%
Wheat Ridge PD	N/A	1,467	1,467	1.8%
Total	62,687	19,133	81,820	

Other Admin Call Sources	Jeffcom Identified	% of Total Volume
User Agencies	137	0.2%
Wild Dog Task Force	187	0.3%
Out-Of-Country	5773	8.1%
"Jeffcom"	19259	27.2%
Unknown	26383	37.2%