



# LETA Meeting Minutes

Date: 01/02/13

## **1 CALL TO ORDER ROLL CALL**

Board Chair Bill Nelson called the meeting to order at 0900 and conducts a roll call of all members present. Vice Chair Wes Kufeld was absent (excused).

## **2 PUBLIC COMMENT**

Board Chair Bill Nelson called for public comments for any item not currently on the agenda. No public comments received.

## **3 REVIEW OF THE AGENDA**

Board Chair Bill Nelson reviewed the agenda and asked for any addition of items to be considered by the Board. No items added. Agenda stands as presented.

## **4 FINANCIAL REPORT**

- a. Discussion and overview of the Boards Financial Status. Executive Director Culp presented the financial status to the LETA and reviewed budget vs. actual, checks and deposits, and highlighted income and expenses. No further discussion or questions received by the Board.
- b. Audit schedule. Executive Director Culp reported that the audit is scheduled for the end of March. Anderson & Whitney will be onsite, possibly for a full week, completing the audit. Board Chair Bill Nelson asked the Board if there was any interest in having another company complete the audit. It was agreed that this could be looked into for the 2014 audit. This discussion will be considered in the fall of 2013.

## **5 CONSENT AGENDA**

Board Chair Nelson calls for a motion approving of all items on the consent agenda.

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**December Finance Report**

**December Deposits and Bill Reports**

Secretary Charles made a motion to approve the consent agenda. Director Christensen seconded the motion. The motion passed:

UNANIMOUSLY PASSED on the following vote: **AYES:** Chair Nelson, Treasurer Westbrook, Secretary Charles, Director Leshner, Director Christensen, and Director Wolf **NOES:** None. **ABSENT:** Vice-Chair Kufeld **ABSTAIN:** None

### 6 NEW BUSINESS

- A. **CenturyLink Outage-** There was a 9-1-1 network outage on January 18<sup>th</sup> at Estes Park Police Department. The outage was due to CenturyLink equipment and improper equipment configuration. A reason for outage (RFO) was provided by CenturyLink has some inaccuracies. Executive Director Culp is working on obtaining a response to her questions reference the inaccuracies in the RFO.
- B. **CORA** – Channel 7 News requested information on Everbridge alerts sent from July 2012 until current. They were interested in obtaining how many people were called in each alert and the call result. All names, addresses and phone numbers were redacted from the report. LETA has not heard back from Channel 7 since providing the requested information.
- C. **EMD Letter** – Executive Director Culp has created a Deviation to Protocol Notice as requested by the Physician Advisors. The notice will be sent to all PSAP’s advising that if there is a major deviation to the protocol the physician advisors would like to be notified as soon as the agency is made aware in order to notify their insurance providers.
- D. **Legislation** – Executive Director Culp has been working on legislation in regards to the deregulation of IP phone service. If this bills passes it would mean that when 911 moves to IP that we would have no authority to regulate it. Executive Director Culp is monitoring this issue closely as it could cause significant impact to us if it passes.
- E. **Union Telephone** – Union Telephone Company filed a letter with the FCC and other organizations stating that they were exercising their exemption right to not provide Phase II wireless in Larimer County. LETA sent a letter to Union

Telephone Company advising that Larimer County has accepted Phase II calls since 2000 and that they need to comply with this service requirement.

### 7 EXECUTIVE DIRECTOR REPORT

#### A. Project Update

- i. microData – Estes Park phone system is cut and they are very pleased with the system. LETA has offered additional training onsite as needed. Executive Director Culp will be presenting the new phone system to the Estes Park town board on February 14<sup>th</sup>. PECC is currently on track to cut April 16<sup>th</sup>. There is extensive PBX work that will need to be done before then. There are currently only 5 open tickets, none of which are service impacting.

The warranty on the system is still an open item. LETA will start those conversations with microData soon.

- ii. DSS- There is IP recording issues on the system. DSS found that from a microData perspective some of the IP is not recording. The analog recordings are remaining constant. It is not service impacting but something that will need to be figured out. IP radio at Loveland is running smoothly.
- iii. Pictometry – This project is complete and will be out to the PSAP's by the end of the month.
- iv. Everbridge – Executive Director Culp presented the monthly alert report as well as the monthly test alert report.

**B. CTL Support** – Fort Collins experienced a phone system problem on their Vesta Meridian. It took technicians 4 days to respond on site. Being able to contact the right people after hours has proven difficult. This site is fully covered on maintenance.

#### C. State 9-1-1

- a. NG 9-1-1 CO – met with CenturyLink and they would like to move forward with a tariff for the NG 911 service offering. A survey of other states has shown that everyone has gone with a contract and not a tariff. Executive Director Culp requested CenturyLink to build a service level agreement in the tariff.
- b. Task Force Meeting – LETA will be hosting the next Task Force meeting which is March 14 at Loveland Police Institute.

### **D. National 9-1-1**

- a. Text to 9-1-1 – In the 2<sup>nd</sup> quarter of 2014, the larger carriers are stating that they will be ready to provide text to 9-1-1 to their customer base if the PSAP's are ready. Executive Director Culp will continue monitoring the discussion at the FCC, engaging with NENA reference rules around text to 9-1-1, and working with microDATA to understand development changes that might be required in the software to comply with a text to 9-1-1.

### **E. Out of Office**

- a. February 21-25

## **8 ATTORNEY REPORT**

Nothing reported.

## **9 OLD BUSINESS**

- A. RFI** – All board members are invited to attend the Vendor presentations that are being held March 15<sup>th</sup> at Loveland Police Institute. Communications Managers are asked to attend.

- B. Windsor – Call Routing/911 Surcharge/Surcharge Routing** – Executive Director Culp explained that there are several components to this issue. The issue of call routing is being researched and she has asked for reports from various agencies to help with the foundation for this discussion. She is hopeful to have an update on this portion next month. From a historical perspective, LETA made the decision to route the calls in this area to Weld County. LETA also made the decision to pay Weld County part of the surcharge and eventually CenturyLink started remitting the surcharge directly to Weld County. Executive Director Culp reported that we cannot tell if other providers are routing surcharges to Weld County. For the surcharge remittance for this area, LETA is preparing to send letters to phone providers to review this specific area of Windsor and ensure that the surcharge is being properly collected and remitted. The LETA Board agreed that the letters need to be sent.

Director Leshar stated it seems as if Exec. Director Culp is more concerned more about the \$.80 than the real problem which is service to our citizens that they deserve. Director Leshar stated he would like to see the call routing

addressed before the surcharge. Executive Director Culp stated she would like to be provided with specific examples of response delays to take to the Town of Windsor to help facilitate that discussion. She stated without those examples what is the foundation for a change?

Attorney Frey advised that if there were no previous MOU's or agreements with the Town of Windsor that this would be any an easy change however we have MOU's in place and agreements between the entities on how calls will be routed.

Director Leshar stated he would like to see the previously mentioned documents to prove there is an agreement in place. Director Leshar stated that the right focus is not in place and the routing of calls is an issue that needs to be address and not worrying about \$.80.

Executive Director Culp stated she and Attorney Frey will meet with the Town Chief and Town Administrator to discuss this issue. A resolution from the Town Board to the LETA Board may be needed for this change to be implemented.

Chairman Nelson stated he agrees with Director Leshar and if citizens are not receiving service we need to get this changed.

Director Christensen stated that this seems like an operational – personnel issue and has this been addressed directly with Weld County to improve their operation.

Director Leshar stated he has spoken with them and he knows how the system works at Weld County. They dispatch from top to bottom and EMS is delayed and they will not change.

Executive Director Culp stated she would provide another report to the Board next month.

Treasurer Westbrook stated he was confused and asked what direction are we taking? He stated he agrees with Director Leshar that this needs to be given a priority by Executive Director Culp and he is not sure he is hearing that.



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Exec. Dir Culp stated that she is working on both items and will have an update at the next Board meeting.

**C. CML and SDA memberships** - Executive Director Culp recommends that the Board join CML only due to the high cost of SDA membership. The Board was in agreement.

### **10 MEETING ADJOURNMENT**

With no further items to be considered, the Board Chair calls for a motion for the meeting to be adjourned. Meeting adjourned at 1034 hrs.