



LETA Meeting Minutes

Date: 06/03/15

1 CALL TO ORDER ROLL CALL

Board Chair Wes Kufeld called the meeting to order at 0858 and conducted a roll call of all members present. Members present: Chairman Wes Kufeld, Vice Chair Bill Nelson, Secretary Steve Charles, Treasurer Westbrook, Director Christensen and Director Frank Johnson. Excused Absence: Director Leshner

Staff members present: Executive Director Kimberly Culp, Technical Manager Ed Roth, Operations Manager Val Turner, GIS Analyst Ben Butterfield, Attorney John Frey, and Contract Employee Lee Novotny

2 REVIEW OF THE AGENDA

Board Chair Wes Kufeld reviewed the agenda and asked for the addition of any items to be considered by the Board. No comments.

3 PUBLIC COMMENT

Board Chair Wes Kufeld called for public comment. No comments.

4 CONSENT AGENDA

a. Approval of April 1, 2015 meeting minutes

b. Approval of March-April finance report

c. Approval of March-April deposits and bills report

d. Approval of a resolution adopting the LETA policies as discussed and modified at the April 1, 2015 meeting.

Board Chair Kufeld called for a motion to approve the items on the Consent Agenda. Director Christensen made a motion to approve. Vice Chair Nelson seconds the motion with one change to the meeting minutes where his name was listed as Chair. The motion passed:

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

5 **BOARD ACTION**

a. **Discussion of DRAFT 10 year financial projection**

i. **Audit Report – Alan Holmberg**

Alan Holmberg stated that it is the board's responsibility to have a financial system and controls in place and that the report does fairly present the financial position of LETA. He stated that the \$5M fund balance has been assigned to NG911 projects and that this is a way to communicate that there are plans for the money. Holmberg stated that he budgets cautiously so that the revenue is a bit more than the actual budget. Holmberg explained that LETA investments were short term and conservative but yields far more than a bank. He explained to the board that this fund cannot be accessed like other accounts and that they are isolated. Treasurer Westbrook stated that there was a disconnect between the table of contents and the actual page numbers. Holmberg stated that he would check on this and correct it.

ii. **Discussion of 10 year financial projections – Alan Holmberg**

Holmberg stated that at the current surcharge rate, it will not be possible to support operations and upgrades by 2019. He advised that a surcharge increase to \$0.70/month in 2018 would keep \$2M in annual reserve and stay in line with the policy that states there will always be 1 year average spending in that account. Secretary Charles asked what the process would be to increase the surcharge to \$0.70. Executive Director Culp stated that the board would make a motion, LETA would notify the carriers of the surcharge change and they would have a 60 day window for the increase. Vice Chair Nelson suggested that the board spend more time than that to educate commissioners and city council members of the potential surcharge increase. Vice Chair Nelson requested the figures be calculated to reflect raising the surcharge to \$0.60 in 2016. Executive Director Culp advised that the number will change due to population growth, tariffs and overall

change of model and that the document should be reviewed every year to strategically plan each year.

iii. Call Boxes

Executive Director Culp introduced Lee Novotny who has been contracted by LETA to take care of trouble issues, upgrades and rebuilds of the call boxes in Larimer County. Executive Director Culp presented the board with a decision to allow new call boxes. She stated that this is a new direction for the Board and if they allow a new call box that more requests may come in. Executive Director Culp stated that there was a request from LCSO to put a call box on Cherokee Park Road and Hugh Collins is requesting 2 callboxes, with the highest priority being Kelly Flats. Executive Director Culp recommends moving the Horsetooth Box to Cherokee Park and upgrading it to a satellite box, as well as installing a satellite box at Kelly Flats, repairing vandalized boxes, replacing batteries in existing units and repair the Creedmore Box. Vice Chair Nelson suggested that LETA speak with parks before removing the callbox from Horsetooth. The Board stated that if the park disagrees with this direction, that they would like Executive Director Culp to bring the conversation back to the Board. The Board agrees with Executive Director Culp's recommendations and discussion about the Horsetooth callbox.

Board Chair Kufeld called for a motion to approve the callbox recommendations presented. Vice Chair Nelson made a motion to approve. Director Christensen seconds the motion. The motion passed:

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

6 COMMUNICATIONS

- a. Communications from LETA Staff
 - i. **Technical Manager**

Technical Manager Roth advised that he and GIS Analyst Butterfield have been in discussion with Fort Collins about transitional plans. GIS Analyst Butterfield has been working on address points, cell towers, sectors, call boxes and using an Intrado tool for address comparisons. His initial analysis of the data contained 45-50% errors. Executive Director Culp stated that this is a critical snapshot of the data as it is GIS for 9-1-1 and its accuracy is critical. Vice Chair Nelson stated that the county is trying to use the same tools to fix their problems and that it may be worthwhile to talk to someone about it.

ii. Operations Manager

Operations Manager Turner advised that all EMD committees are working well and making progress towards their goals. She stated that the QIU committee has been working on protocol reviews for 2 years now and will discuss the next steps of the program at the next meeting. Operations Manager Turner also stated that the MDRC committee is nearly complete with the Q-Guide and have submitted 2 PFC's to the National Academy. She stated that the Critical Deviations Committee is reviewing approximately 30 deviations per month. The committee now has cooperation from the PVH Medical Director to provide patient outcome in critical cases with LETA's Medical Director. Operations Manager Turner advised the board that LETA had hired Julie Sullivan as the Community Outreach liaison. Julie is very excited and has a long list of events this summer.

Operations Manager Turner stated that PSAP participation has been low in LETA hosted trainings. Operations Manager Turner will continue to work on a ProQA training that is highly desired by the dispatchers.

b. Communications from LETA Executive Director

i. Executive Director

Executive Director Culp stated that the PUC released their rules on May 12th. The rules are a complete re-write with the following issues:

1. Certification process for the TARP (formally BESP)

- 2. Diversity requirements**
- 3. Cost averaging across the State**

Concerns in the rules include:

1. No clear certification or process of selection for providers that supply ALI services
2. Requesting the ability to receive records of all vendors that have interconnected to the TARP for reconciliation of surcharge remittance.
3. Lack of escalation paths for SLA.
4. Missing the ability to use the 911 database for ENS.
5. Rules state you cannot route 911 calls to a business line or outside the TARPs network, this is required for C4 routing and Text to 911.
6. Missed the mark on MLTS systems.
7. Usage of “best effort” language is not clear and subject to interpretation or lack of enforcement.
8. Require the PSAP to notify the TARP prior to activating a ENS.

The LETA Board stated they are relying on Exec. Director Culp to guide them through this effort.

There has been discussion at LETA reference phone calls misrouting to our neighboring jurisdictions and specifically Weld County.

The process for misroutes includes the PSAPs identifying a call as a misroute and submitting an ANI/ALI change form to LETA.

When this issue was discussed at the LETA Board, two items presented:

- Landline routing of calls in the Windsor/Larimer County area.
- Cell phone “miseroutes” of calls in and around Berthoud and TVEMS response area.

The LETA Board extensively discussed the landline routing issue.

Reported during the LETA Board meeting was the lack of misroute forms from the PSAPs on all calls that are determined a misroute. In order to research the root cause, LETA needs the misroute submission. The Comm. Managers were present at the meeting and received the same information in a LETA/ Comm. Managers meeting. No misroute reports were received.

In March 2015, Chief Steve Charles reported that additional misroutes of cell phone calls are occurring in the Berthoud response area and asked if there was

anything I could do. I advised Chief Charles that the PSAPs have not reported any misroutes to LETA but that I would email the PSAPs, include Chief Charles in the email advising them I need phone numbers / dates/ times of all misroutes.

Exec Director Culp discussed misroutes with the Comm. Managers again at the April 2015 LETA/Comm. Managers meeting and she is now getting misroutes submitted by the PSAPs.

**** Executive Director Culp had a Map presentation of the misroutes and summary of the problem and resolutions she has made to the issues. Several required cell tower routing changes.**

ii. LETA Attorney
No communications

iii. LETA Board Members
Vice Chair Nelson asked if the financials were missed during the meeting. K. Culp stated that she now provides the reports in the board packet and would be happy to review the document for any concerns that the board may have. Vice Chair Nelson had no concerns with the financials

9 MEETING ADJOURNMENT

With no further items to be considered, the Board Chair calls for a motion for the meeting to be adjourned. Vice Chair Nelson makes a motion to adjourn. Treasurer Westbrook seconds the motion. All in favor. Meeting adjourned at 1052.