Looking Forward

NG911 and GIS: what does it mean to you?

LETA has been actively involved with the FirstNet Technical Working Group for the State of Colorado. The First Responder Network Authority, or FirstNet, will be the first high-speed interoperable wireless, broadband data and cellular voice network dedicated to public safety, which will facilitate communication for first responders daily and in the event of emergencies. FirstNet will provide a resilient network with public safety-grade quality of service, and local control of prioritization and preemption, enabling access to applications and system coverage where public safety needs it most.

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1. Go to www.leta911.org to register to receive emergency alerts.
2. Choose up to 5 locations: Example: Home, work, child's school, etc.
3. Provide as many contact paths as possible. If we can't reach you, we can't alert you!

Larimer Emergency Connect

Visitors to Larimer County can now anonymously opt-in to the emergency alert system by texting “Go LETA” to 888777.

- No personal information necessary
- Receive countywide emergency alerts via text message
- Emergency alerts available in Spanish
- Quick, easy registration
- Free!

Square Miles

Unique Address Points

Dispatch Centers

EMS Responder Agencies

Fire Responder Agencies

Miles Of Roads

Law Enforcement Agencies

Next generation 9-1-1 (NG911) is using a network to connect your voice call to 9-1-1 instead of using an old fashion phone line. In Larimer County, we have taken the necessary steps to be NG911 ready and for the systems we manage, we are Next Generation 9-1-1.

NG911 and GIS will allow us to route calls based on the location of the device making the phone call, and it allows for location validation prior to a caller making an emergency call. This is known as GEOSPATIAL Call Routing. Geospatial call routing enables more accurate call routing than our traditional 9-1-1 system and can reduce the number of times a caller is transferred due to misrouted 9-1-1 calls. This will improve our emergency response times and in an emergency, seconds matter!

To be NG911 GIS ready, our map data must have accurate emergency service boundaries, address points, and road centerlines. In order to be ready for this transition, LETA hired a dedicated GIS Analyst who has been working to prepare our GIS data to be NG911 Ready. LETA takes pride in being leaders and ready for new technology that would improve emergency services.
9-1-1 was the topic of many statewide discussions in 2016. The discussions were focused around how do we upgrade our 9-1-1 network and the regulations governing the 9-1-1 network. When you dial 9-1-1, that 9-1-1 call travels along a single lane road until it reaches one of our 9-1-1 dispatch centers. The single lane road may have potholes, in some places the road is not paved, there might be construction and the traffic is rerouted or the road is completely closed like Highway 34 has been for months.

The upgrades we need to do for the 9-1-1 network are considered a complete overhaul. Not filling pot holes, or widening the road from two lanes to three but instead our 9-1-1 network needs to be upgraded to transport voice and data packets. Think of a road to support a car to creating a transportation system to manage the traffic flow of hovercrafts.

I started in public safety 24 years ago when the 9-1-1 calls we answered were from a corded land line in your home. We now answer your calls for 9-1-1 on wireless devices, your text device, your TTY, and from a smartphone app. 9-1-1 in Colorado is behind the curve. The network is old, the regulations are old and we are striving for more. We want to challenge our Public Utilities Commission and our 9-1-1 Basic Emergency Service Provider to rebuild the 9-1-1 infrastructure. Build it smart, diverse, resilient, and make sure it can support technology today and into the future.

LETA has remained on the bell curve with our technology and we will continue to do our part to ensure you have a robust network. We need others in the State to do their part so we can be stronger and the entire 9-1-1 system is stronger.

Thank you for the opportunity to continue to serve our amazing communities within Larimer County.

Sincerely,

Kimberly Culp
Kimberly Culp, ENP, MA, MS
Chief Executive Officer
LET A Mission
The Larimer Emergency Telephone Authority strives to provide distinguished 9-1-1 service and innovative 9-1-1 programs through technical excellence, leadership, and open collaborative communication. LETA shall maintain a unified approach to current and future 9-1-1 needs. To support our commitment to 9-1-1, we collect and responsibly manage telephone surcharges.

2016 9-1-1 Surcharge Fees
LETA is funded from a 9-1-1 Surcharge. The 9-1-1 Surcharge is 45¢ per month, per phone line. We capture 9-1-1 surcharge on wireline, wireless, and voice over internet phone lines. The average surcharge in Colorado is .95¢. LETA has the second lowest 9-1-1 surcharge in Colorado with only Arapahoe 9-1-1 Authority lower at .43¢.

The 9-1-1 Surcharge is the only source of funding LETA receives to support 9-1-1 in Larimer County. The surcharge generates ~ 1.4 million dollars in revenue annually. To accomplish our mission we focus on responsible management of our surcharge, pre planning, preparing, and predicting expenditures.

LETA has completed a ten-year projection of our revenue and our predicted capital expenditures. In 2019, LETA will need to consider an increase to our 9-1-1 surcharge in order to maintain adequate emergency funds and reserves.

By State law, LETA is allowed to raise the surcharge up to .70¢. A surcharge over .70¢ requires PUC approval and a public hearing at the Commission.
Message from LETA’s Chief Executive Officer

LETA’s mission is to continuously strengthen our 9-1-1 system and ensure our technology and we will continue to do our part to ensure you have a robust network. We need others in the State to do their part so we can be stronger and the entire 9-1-1 system is stronger.

There are challenges to be met and we cannot do it alone. We want to challenge our Public Utilities Commission for more. We want to challenge our counties to help fill the gap.

LETA has remained on the bell curve with one infrastructure. Build it smart, diverse, resilient, and make sure it can support technology today and into the future.

In 2016, Tracy Oldemeyer joined the team and has made a difference in our team and our community. – The LETA Board and Staff.

To support our commitment to keep the public informed and educated on matters relating to 9-1-1 and Emergency Alerts within Larimer County, LETA accomplishes this by attending public events, visiting schools, and meeting with community organizations.

The newest addition to the LETA team is Cell Phone Sally. The Cell Phone Sally mascot helps teach children the importance of recognizing true emergencies, knowing how to dial 9-1-1 and memorizing important information such as their address and phone number.

How parents can help:

- Teach children how to unlock smart phone devices and dial 9-1-1, especially if it is the only phone in the home.
- Teach children that 9-1-1 is for emergencies only. Help them understand what emergencies are.
- Teach children important information about you and your family such as address, phone number, parents’ names, etc.

The 9-1-1 Surcharge is the only source of funding LETA receives to support 9-1-1 in Larimer County. The average surcharge in Colorado is .95¢. LETA has the second lowest 9-1-1 surcharge in Colorado. The 9-1-1 Surcharge is charged to all landline, wireless, and voice over internet phone lines. We are funded by a surcharge up to .70¢. A surcharge over .70¢ is necessary to cover the costs of the 9-1-1 call center operations.

In 2016, LETA completed a ten-year projection of our revenue and our predicted capital expenditures. In 2019, LETA will need to consider an increase to our 9-1-1 surcharge in order to maintain adequate emergency expenditures.

Legal Counsel

In 2016, Attorney John Frey retired after 26 years of serving as legal counsel for Larimer Emergency Telephone Authority. John Frey was a cornerstone to LETA. His knowledge, guidance, and tenure was valued by the LETA Board Members who have served over the years. Mr. Frey guided LETA through numerous situations, set the tone for excellence and kept the bar raised regardless of the issue we faced over the years. One event captures John’s style, during the High Park Fire in 2012, John called to ask what he could do to help. He knew our citizens were frightened, our emergency responders were taxed beyond words, and LETA was working around the clock to keep citizens alerted to the shifting fire. John offered to staff the phone, return calls, go to the evacuation center, whatever we needed, he was going to fill the gap. That is what John offered to LETA over the years. John offered more than his professional services, he offered his investment in this community and his understanding that this was more than a job, LETA is a responsibility. John, we thank you for your service. You made a difference in our team and our community. – The LETA Board and Staff.

LETA hired Tracy Oldemeyer in 2016. Her practice focuses on general civil litigation, commercial litigation, and insurance defense in state and federal court. Tracy’s firm, Cline Williams, represents clients across Nebraska, Wyoming, and Northern Colorado. LETA is excited to welcome Tracy to the team.
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