ANNUAL REPORT 2017

CALL IF YOU CAN, TEXT IF YOU MUST!

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WHAT IS NEXT GENERATION 9-1-1 AND WHY DOES IT MATTER?

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LOOKING FORWARD

DIGITAL TECHNOLOGY

CONNECTED NETWORK

PSAPs should be connected on a network to help manage call overload, natural disasters, and high stress high demand situations.

LETA has a network connecting all of the PSAPs and their 9-1-1 answering equipment to allow call load share and balance for any situation. LETA is upgrading this network with the help of our government partners in June of 2018.

Next Generation allows the ability to text 9-1-1 if you are in a dangerous situation where a voice call could put you or others in greater danger.

In July of 2014, all PSAPs in Larimer County started handling Text to 9-1-1 calls. Today we average 80 text emergency calls per month.

TEXT TO 9-1-1 MULTIMEDIA

9-1-1 will be able to handle photos and videos. Currently we can receive notice that a caller has sent a photo with their text message. Discussions how this information will be received in the future are ongoing.
ANNUAL CALL VOLUME

Busiest Month: July (55,477 calls)
Slowest Month: February (38,981 calls)
Total 911 Calls: 107,405
Total 911 hang-ups: 9,413
Total Calls in 2017: 555,874

TEXT TO 9-1-1 VOLUME

Total Text to 9-1-1 Calls: 921
Busiest Month: June (136 texts)
Slowest Month: December (38 texts)

CALL IF YOU CAN, TEXT IF YOU MUST!
In January of 2017, LETA Board of Directors made a very difficult decision. They needed to weigh the benefits of pursing legal action against CenturyLink, the only 9-1-1 provider in Colorado, or drop their concerns about the lack of physical diversity in the 9-1-1 network. The concerns arose in 2013 during the floods that washed away the 9-1-1 infrastructure that connected the Estes Valley to their only lifeline, 9-1-1.

Prior to the floods of 2013, LETA was not aware that CenturyLink had only a single network path supporting 9-1-1 for the Estes Valley. In attempt, after attempt, after attempt, to reach resolution of CenturyLink restoring their original 9-1-1 network as well as CenturyLink committing to a diverse physical path to support 9-1-1 in the Estes Valley, we reached a stale mate. It was the fall of 2016 – 3 years post flood and CenturyLink had not restored their primary path and had not taken steps towards a physical diverse 9-1-1 path.

The LETA Board knew they could no longer negotiate their position towards a resolution and legal action was the only course forward. The formal complaint was filed with the Public Utilities Commission. Through the legal process we are happy to report CenturyLink has corrected the issue. 9-1-1 for the Estes Valley has two completely separate physical connections in and out of the area. The risk has been corrected and we can now look forward to more opportunities to strengthen our infrastructure.

To our amazing Larimer County Residents, you have been patient and so gracious as we walked this long and cumbersome road. We appreciate your support and words of encouragement as we endured the legal process.

Sincerely,

Kimberly Culp

Kimberly Culp, ENP, MA, MS
Chief Executive Officer
LETA has the lowest 9-1-1 surcharge in Colorado.

LETA's funding comes from a 9-1-1 surcharge. The 9-1-1 surcharge is set by the LETA Board of Directors and is currently 45¢ per month per phone line. We collect 9-1-1 surcharge on wireline, wireless, and voice over internet phone lines. The average surcharge in Colorado is $1.08 per month per line.

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 capital expenditures. In 2019, LETA will need to consider an increase to the 9-1-1 surcharge 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.

All five Public Safety Answering Points (PSAP) in Larimer County adhere to a Medical Priority Dispatch System provided by the International Academies of Emergency Dispatch (IAED). When you dial 9-1-1, the dispatcher is trained to assist you immediately with lifesaving instructions.

In 2017, Loveland Emergency Communications Center dispatcher Erin Berry was awarded Dispatcher of the Year by IAED at the annual Navigator Conference in New Orleans, LA, for her amazing efforts to provide lifesaving instructions for a student that suffered from a sudden cardiac event. Due to the quick actions of the dispatcher, citizens on scene and the first responders, the student made a full recovery. He and his family were able to join Erin as she received this award.

(Left to Right: Loveland Police Chief Robert Ticer, Dispatcher Erin Berry, Student Zander Kuselman, Parents Dirk & Shaudin Kuselman)
LETa provides the Emergency Alert System in Larimer County, Colorado, through a contract with Everbridge. Everbridge is an international company that has been in the industry for greater than ten years. Emergency alerts are sent for imminent threats to life or property only.

**KEYWORDS**

In 2017, LETA used the system to deploy a quick and easy short code text to opt in for emergency alerts. Short codes give Larimer County an advantage when communicating to groups about emergencies or special events. The short code was used for the Solar Eclipse and alerts were sent out to those that opted in to receive communication.

- Did you find the information you received during the event helpful?
  - Yes (83.14%)
  - No (16.86%)

- Would you participate in other public service messages like this?
  - Yes (77.07%)
  - No (20%)
  - Maybe (2.93%)

- How did you hear about the text alerts?
  - Social Media (43.43%)
  - News channel (27.36%)
  - Friend/Family/word of mouth (13.14%)
  - Other (16.07%)

**FEEDBACK**

Our last question in the poll was anything else you would like to share? Citizens shared great feedback. The overarching theme was MORE. More alerts, more information, more communication from us to them. Our goals for 2018 are directly responding to this request. We are working on being the “more” they described in the feedback.

**TEXT ONLY EMERGENCY ALERTS**

Visitors to Larimer County can opt-in for emergency alerts by texting “Go LETA” to 888777.

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