



# LETA Meeting Minutes

Date: 09/04/13

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

Board Chair Bill Nelson called the meeting to order at 0900 and conducted a roll call of all members present. Present: Chairman Nelson, Vice Chair Kufeld, Treasurer Westbrook, Secretary Charles, Director Leshner, and Director Johnson. Staff: Executive Director Culp, Technical Manager Roth, Training Specialist Turner, Attorney John Frey. Excused Absence: Director Christensen

## **2 PUBLIC COMMENT**

Board Chair Bill Nelson called for public comment. No public comments received.

## **3 REVIEW OF THE AGENDA**

Board Chair Bill Nelson reviewed the agenda and asked for the addition of any items to be considered by the Board. Executive Director Culp requested to update the board on the EMD Physician Advisor position.

## **4 FINANCIAL REPORT**

**A.** Discussion and Overview of the Boards Financial Status - Executive Director Culp advised the board that the revenue is not quite 6 months out but it appears the revenue is increasing. Executive Director Culp will pay attention to this trend to see if it will continue to increase and will look at historical data to average them out. Executive Director Culp noted that the Prepaid DSS is a cost that Alan Holmberg discussed. This cost is for milestone payments that were set aside ahead of time. Executive Director Culp also highlighted the PSAP expense account. She advised that the credit cards are working well and that the Communications Managers use the credit cards to pay for items and LETA pays the invoices direct. Executive Director Culp foresees no changes to this process for next year. Executive Director Culp also noted that the CTL phone support expense was for the extra support of the Fort Collins phone system due to mD cut delay.

## **5 CONSENT AGENDA**

**August meeting minutes**  
**July finance report**

## **July deposits and bills**

Board Chair Nelson called for a motion to approve the items on the Consent Agenda. Director Leshner made motion to approve. Treasurer Westbrook 2nds the motion. The motion passed:

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

## **6 OLD BUSINESS**

### **B. LETA IGA Cleanup**

Executive Director Culp had another conversation with Windsor. She believes that the LETA board will get something in writing from them soon. Executive Director Culp will continue to work with Attorney Frey to get letters sent to the other entities. Executive Director Culp does not expect Windsor to withdraw but they need to continue discussion with their town board.

### **C. EMD Physician Advisor**

Executive Director Culp advised the board that Dr. Sundheim signed the EMD Physician Advisor contract this week. She advised that LETA will start transitioning with the other advisors and Dr. Sundheim will start January 1<sup>st</sup>, 2014. Executive Director Culp addressed Vice Chair Kufeld's concern of Dr. Sundheim's familiarity with other facilities by stating that Dr. Sundheim is familiar with Estes Park Medical Center and works closely with Dr. Chew, therefore she sees no concerns. She also advised the board that the EMD Physician contract does not to exceed \$12,000. The salary is set at \$10,000 with an added benefit of \$2,000 towards conference costs.

## **7 EXECUTIVE DIRECTOR REPORT**

### **A. Project Update**

#### **i. microDATA**

Executive Director Culp advised that board that there are issues with tickets being addressed and there are quite a few that need to be cleaned up. Executive Director Culp stated that there are currently 86 open tickets. She is optimistic that the next release will fix many of these items.

Executive Director Culp told the board of an event that happened this morning in which the system crashed. She advised that she was still waiting to hear more from the technicians on why this occurred.

Executive Director Culp assured the board that she is working on mD every day to get tickets resolved but, in the meantime, she is working with the VP of TCS. She has the VP's engagement but would like to see some resolution. Executive Director Culp advised that TCS agreed to sit down and renegotiate their support contract with LETA.

Director Charles asked if there is light at the end of the tunnel and that if not, what could be the result. Executive Director Culp stated that she is afraid there is not. She advised that she has Attorney Frey's engagement and that LETA is willing to put out an RFP to get a new system if necessary.

Attorney Frey stated that he sees some hope in reviewing the maintenance agreement. Director Leshner suggested training someone on Tier I-III work and paying him or her to maintain the system 24/7. Executive Director Culp acknowledged that this could be an option.

Treasurer Westbrook asked if mD had given an answer to why the system was working before the FCPS cut. Executive Director Culp advised that they did a very poor job on the new release and that they did not finish the codes properly. She believes that in 2 weeks mD should have a build that fixes a good portion of the issues the dispatchers are currently experiencing.

Treasurer Westbrook also asked if LETA had accessibility to the source code. Executive Director Culp advised that LETA does not but it does state in the contract that if something were to happen to the company that LETA would acquire the source code. Treasurer Westbrook also asked if mD was testing the upgrades before releasing them. Executive Director stated that yes; they are testing in their labs. She also stated that AT&T has a lab that they test in before it goes out to the customers. Executive Director Culp advised that historically, they are finding problems after the testing process.



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Attorney Frey is going to prep Executive Director Culp for the upcoming meeting and they will discuss resetting the maintenance contract.

**ii. DSS**

Executive Director Culp advised that things with DSS are going well. She stated that LETA is still waiting on a build to fix issues with VOIP recordings. Executive Director Culp advised that the right people are engaged in the project and that DSS is being responsive.

**iii. Pictometry**  
No updates.

**iv. Everbridge**  
No updates.

**B. State 9-1-1**

**Century Link Tariff & RFP**

Executive Director Culp advised that some agencies are submitting comments but she does not feel that LETA needs to add comments at this time. Executive Director Culp and Attorney Frey will continue to monitor the issue.

**C. Federal 9-1-1 Issues**

**EAS Committee Update**

Executive Director Culp advised that she has been accepted into this committee and her first meeting will be next week. She plans to have an update for the board next month. Executive Director Culp advised that she is the only person in the 911 field on this committee; the rest are all broadcasters and television representatives. This committee will be discussing how to send out emergency alerts.

## **8 ATTORNEY REPORT**

### **a. AT & T Notice**

Attorney Frey met with the AT&T local counsel on August 20<sup>th</sup>. Attorney Frey advised the board that AT&T couldn't determine when they started billing and what the line counts are. Attorney Frey does not believe the board should take the \$1400 offered but instead continue to monitor this issue.

### **b. LETA Board Term Expirations**

Attorney Frey advised that three board members' terms would be expiring at the end of the year: Chief Steve Charles (Fire Districts), Chief Wes Kufeld (Estes Park |Small Towns) and Director Bill Westbrook (City of Loveland). Executive Director Culp advised that the board would approve the Fire District and Small Town seats and the City of Loveland seat would need the approval of the Loveland City Council.

## **9 NEW BUSINESS**

### **a. 911 outage - Century Link**

Executive Director Culp advised the board that on Wednesday, August 21<sup>st</sup> around noon, dispatch centers were receiving 911 calls and the ANI was only showing nine digits. The root cause was due to Intrado. Executive Director Culp said that 92 911 calls were impacted, seven of which were abandoned and not able to be called back. Executive Director Culp stated that after 4 ½ hours of trouble shooting, it was found that Intrado had made a change on Wednesday afternoon that was not documented and not communicated to LETA.

Executive Director Culp said that Century Link and Intrado customer service were both very difficult and that she has reached out to the PUC to file a complaint. The PUC's response was that they could file a complaint but it would take a lot of time, energy and money to pursue. Executive Director Culp believes that it is worth it. The RCA that Executive Director Culp received from Intrado stated that they made a change and that they accidentally inserted a new character into the ANI but there was no acknowledgement of what is going to change in the future, and how they are going to communicate these changes to the customer.

Executive Director Culp and Attorney Frey will need to have a phone conversation with Century Link and Intrado to discuss this issue. Attorney Frey believes that the best outcome is going to be that the PUC finds Intrado at fault and advises them not to do it again. Executive Culp believes that it could be the catalyst to change the rules within the PUC.

The board agrees with Executive Director Culp's recommendation that she and Attorney Frey have a conversation with Century Link and Intrado and, depending on the outcome, move forward with filing a formal complaint through the PUC.

**b. AT&T Discussion**

Executive Director Culp advised the board that representatives with AT&T came to discuss NG911. She stated that AT&T advised LETA to submit a letter stating that we are ready for NG911 and they we will keep it on file until they are ready for NG911 services. Executive Director Culp will draft and submit this letter but doesn't want to commit to any funding. AT&T does have a beta site in Tennessee and that case study is going well. Executive Director Culp stated that the other three major carriers were also in Beta productions at other locations but they are not willing to give LETA that information.

### **10 MEETING ADJOURNMENT**

With no further items for consideration, the LETA Board Chair called for a motion to adjourn. Secretary Charles made a motion to adjourn. Treasurer Westbrook seconds the motion. The meeting adjourned at 10:06.