



2018

**ANNUAL
REPORT**

LARIMER EMERGENCY TELEPHONE AUTHORITY

VISION

The Larimer Emergency Telephone Authority assumes a leadership role by identifying current and future 9-1-1 progress. It is our vision to be renowned for setting the industry standard in 9-1-1.

EXECUTIVE SUMMARY

2018 was a special year for me professionally. It marked my 25th year working in public safety. 25 years ago in Colorado; the 1st Chipotle opened, Colorado Rockies had their very first home game at Mile High Stadium and the rock pile seats were only \$4.00. Pope John Paul II arrived in Denver to celebrate World Youth Day, and I started my career as a 9-1-1 dispatcher in Adams County (ADCOM) at their regional communications center. Specifically, in 9-1-1 twenty-five years ago, wireless 9-1-1 calls were what we call phase zero 9-1-1. Phase zero wireless 9-1-1 calls did not ring into 9-1-1 on a dedicated 9-1-1 line but instead rang on a ten-digit administrative line. The majority of the public did not have cell phones and cell phones were for talking only, that's right no text, no data, and no social media. In dispatch, we went live with our first computer system to enter calls for service, and we were one of the first agencies in Colorado to implement Emergency Medical Dispatching protocols. Giving CPR over the phone was a brand-new concept and we were excited to be able to offer this, now standard, level of care. The 9-1-1 calls over the years haven't changed, and the heart wrenching voices still echo in your head as we wonder if that call turned out okay. Did that person survive, will that kiddo be alright?

As my career progressed I left ADCOM and accepted other positions in the 9-1-1 field. On October 1st, 2006 I was hired by Larimer Emergency Telephone Authority as their Chief Executive Officer. Not only has my landscape changed to Northern Colorado, 9-1-1 has changed. While the passion of the people who serve faithfully in the 9-1-1 profession will remain untouched, the challenge of the job has reached max capacity. Salaries are low, demands are high. Staffing is always short and calls for service have reached a record level. New technology promising to make the job easier, adds more time to training and complexity to the already complex position. Wireless 9-1-1 calls are more than 80% of our call volume, in fact who has a landline anyway? And about text? Not only do we text each other more than calling, we can even send a text to 9-1-1. Truly amazing. 25 years of working alongside amazing people has made even the moments that still bring tears to my eyes, a lifetime of rewards.



KIMBERLY CULP

Chief Executive Officer

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 sucharges.



2018 LETA BOARD MEMBERS



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Chief Wes Kufeld



Vice Chair

Chief Randy Leshner



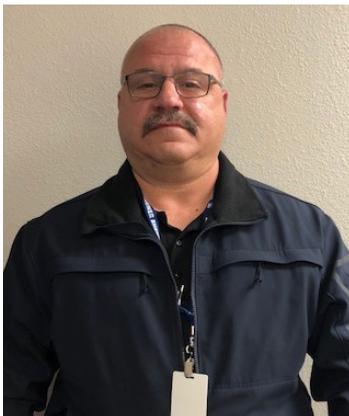
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Tracy Oldemeyer

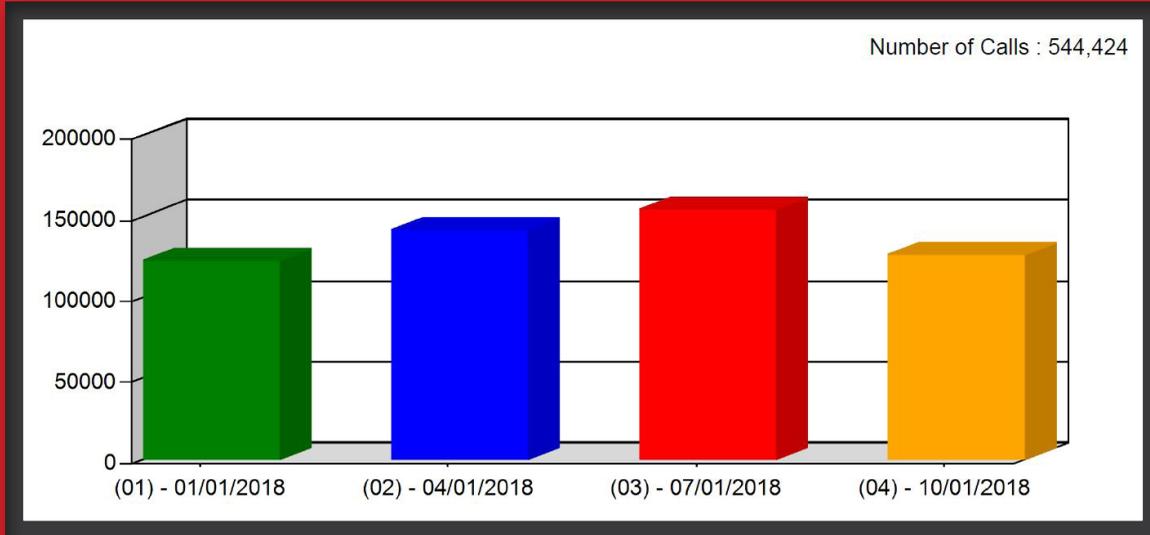
9-1-1 SURCHARGE

LETA's funding is from a 9-1-1 surcharge. The 9-1-1 surcharge is set by the LETA Board of Directors and is currently \$0.45 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. While the surcharge remained the same in 2018, LETA anticipated the need to raise the 9-1-1 surcharge in 2019 due to a revised 9-1-1 Tariff from CenturyLink. This revised Tariff will increase costs to LETA and the \$0.45 surcharge will not be able to sustain the 9-1-1 operations. We take pride in our ability to manage the 9-1-1 operations with a conservative operational model and will continue that model in the future.



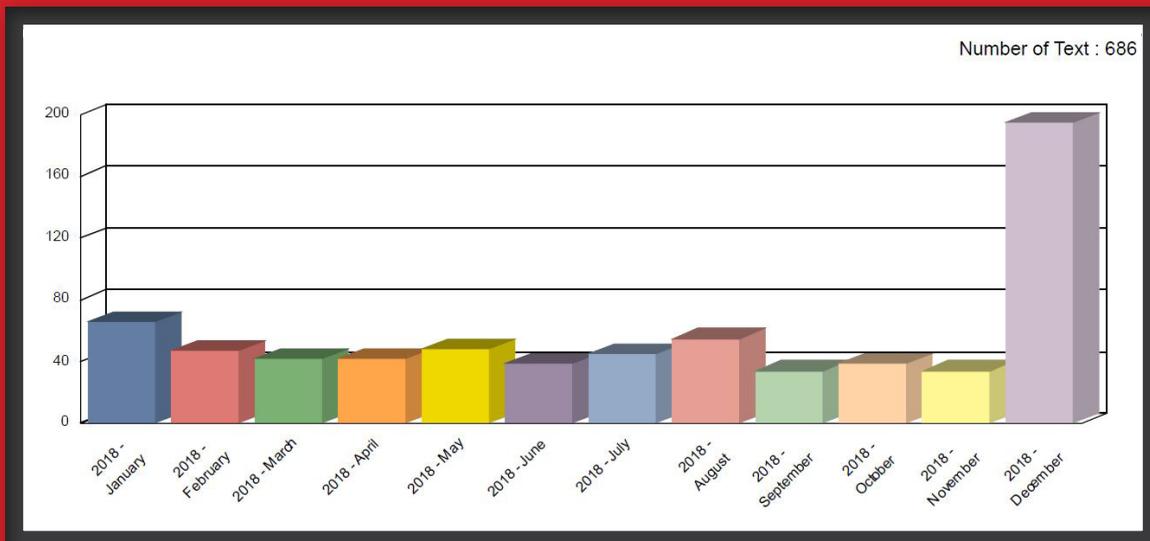
ANNUAL CALL VOLUME

- Busiest Month: July (52,483 calls)
- Slowest Month: February (38,219 calls)
- Total 911 Calls: 117,173
- Total 911 hang-ups: 11,183
- Total Calls in 2018: 544,424



TEXT TO 9-1-1 VOLUME

- Total Text to 9-1-1 Calls: 686
- Slowest Month: Sept & Nov (34)
- Busiest Month: December (195)



COMPLETION OF LETA ESINet

In September of 2018 LETA went live on a new redundant fiber optic ring network designed to replace expensive legacy telecommunications circuits, built on a commercial provider's shared network. This new network is referred to as an Emergency Services IP Network (ESINet). The go-live was the culmination of over a year's worth of planning, designing, sourcing and putting the new infrastructure pieces together. Throughout the process LETA worked with local government partners to secure existing, or build new fiber pathways needed to connect all the Public Safety Answering Points (PSAPs) in the county as well as the LETA Offices. One section of fiber between Loveland and Estes Park is not yet complete and LETA has a temporary circuit in place until the construction of that segment is finalized around Q3 2019.

LETA's RFP process produced an excellent partner to help design and build the network and LETA selected the same partner to provide on-going 24x7 remote monitoring of the critical components in the network. Since going live, LETA has noted excellent reliability, speed, convenience, and compatibility with existing systems in addition to the following benefits.

- Local fiber optic cabling and LETA-owned hardware
- 1 Gigabit speeds between all PSAPs (100x faster than previous circuits)
- Full insight into, and control over network
- Choice of support organizations for LETA-owned environment
- LETA Management Offices are now directly on the network

Building and maintaining this ESINet is key to LETA's mission objectives of technical excellence and maintaining a unified approach to current and future 9-1-1 needs.

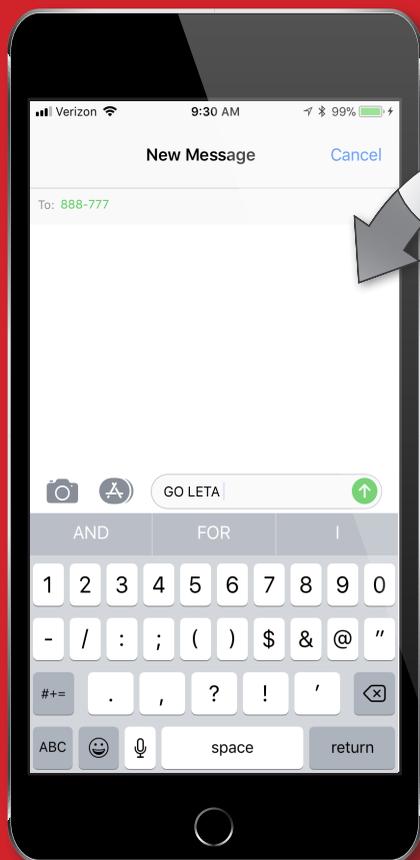


EMERGENCY ALERTS

IF WE CAN'T REACH YOU, WE CAN'T ALERT YOU!

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. If you have a landline phone, you are automatically in the system and will get called on your landline. If you have a cell phone or an internet phone, you need to sign up to receive alerts, essentially, opt in, for the program. You can opt in by going to www.leta911.org and select sign up for emergency alerts.

Did You Know?

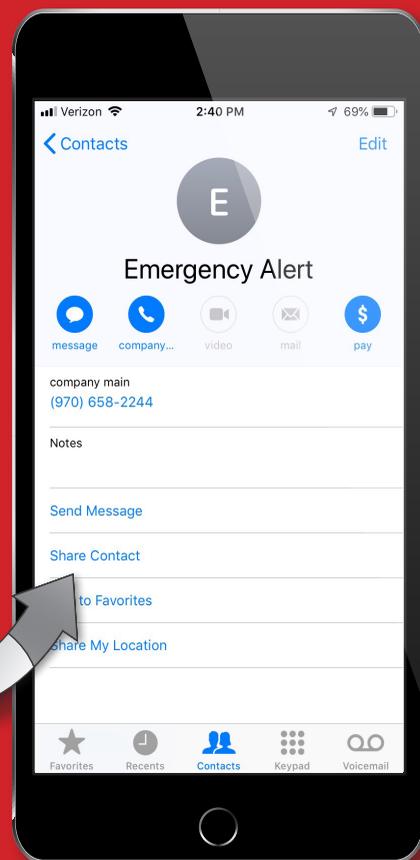


1. Visitors to Larimer County can opt-in for emergency alerts by texting "GO LETA" to 888777.

This method of opt-in does not require personal information. You will receive countywide emergency alerts via text message only. These messages are available in Spanish.

2. All emergency alerts in Larimer County are sent from the same phone number!

Enter 970-658-2244 as a contact in your phone so you know when you are receiving an emergency alert.



WHAT IS NEXT GENERATION 9-1-1?

9-1-1 systems were originally built using analog technology. Public Safety Answering Points (PSAPs) need to update their equipment to digital technology that is capable of receiving digital calls vs analog calls. Upgrading equipment also allows the ability of text to 9-1-1 to be answered in dispatch, as well as preparing for better location tracking of 9-1-1 callers, and LETA takes pride in planning and preparing for changes.



LETA completed an upgrade of the equipment we use in the PSAPs to answer 9-1-1 and Administrative calls in 2012.

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 has upgraded 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.

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 and once the wireless carriers are ready to provide this information, we will be ready on our end.

NG9-1-1 in 2019



CenturyLink will be upgrading their 9-1-1 infrastructure in the fall of 2019. This upgrade will connect 9-1-1 calls across an IP connection vs an analog line.





LETA completed the second phase of the school floor plan project with EagleView, formerly known as Pictometry. The second phase included the integration of floor plans from charter schools, county buildings and some hospitals in Larimer County.

The addition of these floor plans allows first responders to quickly and appropriately respond to emergencies. It also highlights LETA's dedication to public safety and giving essential tools to our PSAPs and our First Responders.

- GIS data schema fully NG9-1-1 compliant
- County-wide fire district boundary update
- CSU Vet Teaching Hospital readdressing project
- YMCA of the Rockies geolocation project

GIS Updates



LOOKING FORWARD

LETA is researching leasing a new building that would allow LETA to have a regional back up PSAP.

CDOT is working with Crown Castle to install fiber along Hwy 36 from Estes Park to Longmont. This project is scheduled to be complete the fall of 2019.

