

ANNUAL REPORT

LARIMER EMERGENCY
TELEPHONE AUTHORITY

2019



380 N. Wilson Ave.
Loveland, CO 80537
(970) 962-2170



EXECUTIVE SUMMARY

BY: KIMBERLY CULP, LETA CEO

In January of 2019, LETA implemented our first 9-1-1 Surcharge increase. The surcharge is set at \$.70 per phone line per month and will generate roughly \$4.5 million dollars in annual revenue. The need for a surcharge increase was identified by the Public Utilities Commission (PUC) approving a CenturyLink Next Generation 9-1-1 Tariff (NG911) in the fall of 2018. With the PUC tariff approval, LETA's annual 9-1-1 tariff will increase 500%.

The NG911 Tariff will accomplish a significant step forward for the 9-1-1 network. The tariff will upgrade the old legacy 9-1-1 network to a new internet protocol (IP) network. Moving 9-1-1 to an IP network creates the foundation for what we commonly refer to as Next Generation 9-1-1 or NG911. NG911 is the passing of data from the caller to the 9-1-1 dispatch center. This data could be photos or videos of a crime in progress, a medical call in progress, etc.

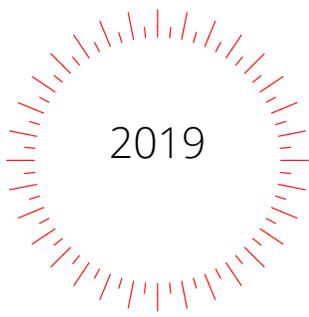
As much as we oppose the 500% increase to our tariff rate, we understand the need for this critical foundation and paving the path for future of 9-1-1 in Colorado. To do our part in this critical project, I have volunteered to Chair the Statewide 9-1-1 user group that is working with CenturyLink on the deployment of the new network to every public safety answering point in Colorado.

In the fall of 2019, we also were faced with two wildfires in the Red Feather Lakes / Glacier View Communities. The wildfires were named the Elk and McNay Fire. The conversation after the fires proved to be valuable to LETA and specifically the tools LETA and our partners use to communicate with the public in times of imminent threat to life. LETA has created a new website to serve as a single point of emergency alerts www.nocoalert.org. On this website we have a map that will allow citizens to view the impacted area, read the alert that was issued, and search for their address so they can determine if they are In or out of the alert zone. We thank the citizens for the communication about what worked and what didn't work for them during the evacuation. Their communication makes us stronger for all our citizens.

LETA's Mission: To serve as the vital link between our community and lifesaving resources in Larimer County. 9-1-1 is not a job, it's a responsibility to our community and partner agencies.

LETA's Vision: Always here, always ready. LETA will be among the best in the country for efficient use of public resources, effective deployment of evolving technology, and delivery of innovative 9-1-1 services.

LETA's Values: LETA is committed to providing excellent 9-1-1 to the Larimer County community through integrity, leadership, and accountability.



LETA BOARD MEMBERS



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Represents Small Towns



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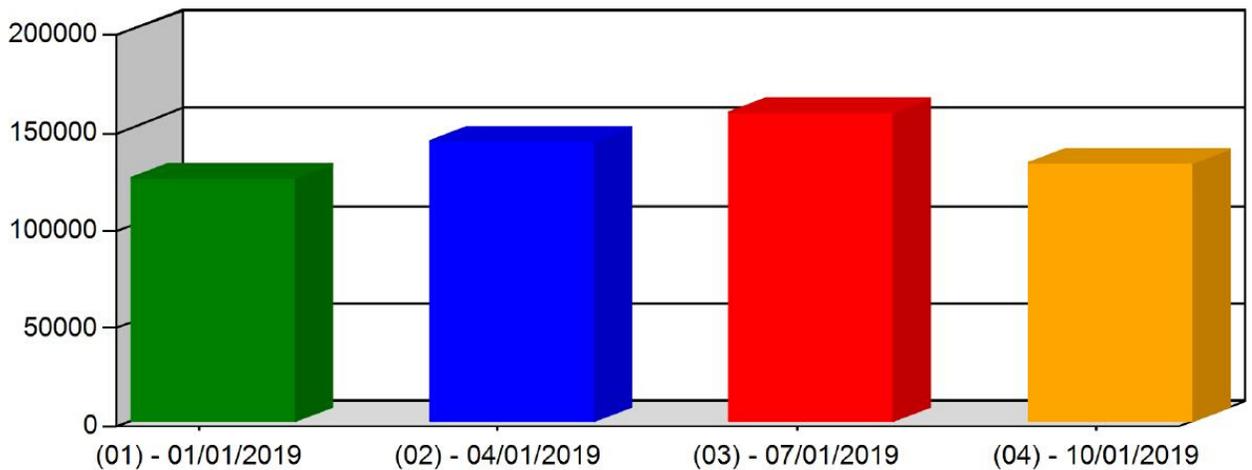
2019 CALL STATISTICS

Annual Call Volume

Total Calls: 556,892
Total 911 calls: 126,982

Busiest Month: July (54,919 calls)
Slowest Month: February (37,909 calls)

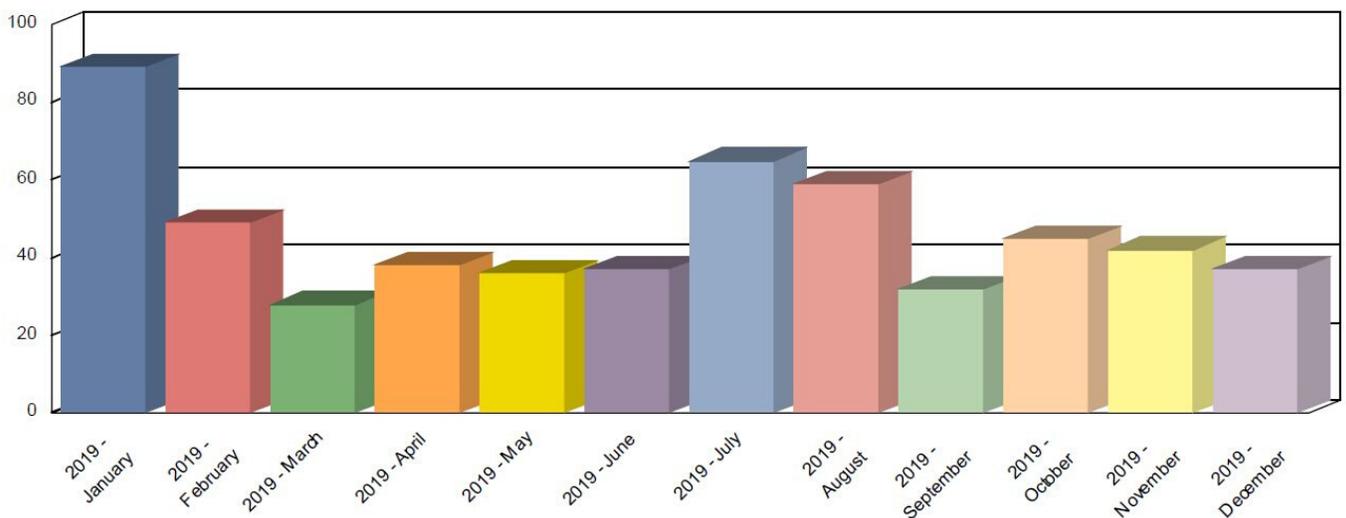
Number of Calls : 556,892



Text to 9-1-1 Volume

Total Text to 9-1-1 Calls: 557
Busiest Month: Jan (89)
Slowest Month: March (28)

Number of Text : 557



TECHNOLOGY

In 2019, LETA focused on a holistic solution to actively monitor the hundreds of systems and multiple networks on which LETA services rely. We leveraged cloud-based solutions to enable better support at any time from any place and developed custom tools to streamline processes and keep institutional knowledge at our fingertips.

Each of LETA's programs require their own technology. LETA implemented a commercial solution to centralize and monitor the following technologies:

- 9-1-1 phone system,
- Voice and radio recording system
- Emergency Services Internet Protocol Network (ESInet)
- LETA's own internal business systems

LETA is now leveraging Microsoft cloud services including Office365 and SharePoint to bolster our support toolset with a focus on document management, collaboration tools, knowledge management, and project management. We have been able to quickly build tools for asset management, circuit inventory, external collaboration portals, trouble ticket automation, and knowledge management.

Overall, 2019 was a great year for solidifying LETA's ability to continue providing support and programs to our partners and the community.



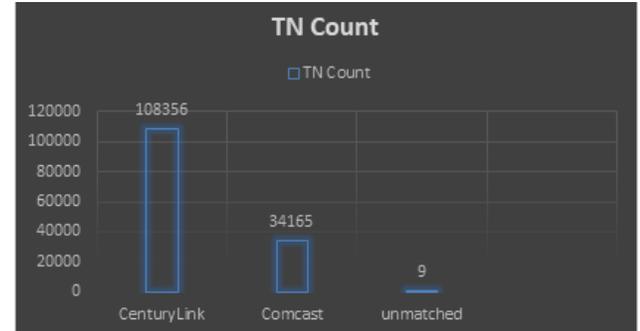
In 2019, LETA contracted with Eagleview for another flight to capture imagery of Larimer County. Over 10TB of data was gathered and distributed to LETA's government partners.

IPA integrations with the Computer Aided Dispatch (CAD) system was completed at Loveland Emergency Communications Center. The integration allows for centralized storage of the imagery data. All Larimer County PSAPs will utilize the integration on the new TriTech CAD system in 2020.

GEOGRAPHIC INFORMATION SYSTEM (GIS)

Ongoing TN geolocation

- Total number of landlines in LETA jurisdiction: 143,587
- Landline geolocation at 99.993% (excluding wireless, VOIP, and test lines), meaning 911 centers can locate virtually 100% of landline 911 calls as soon as the call is answered.

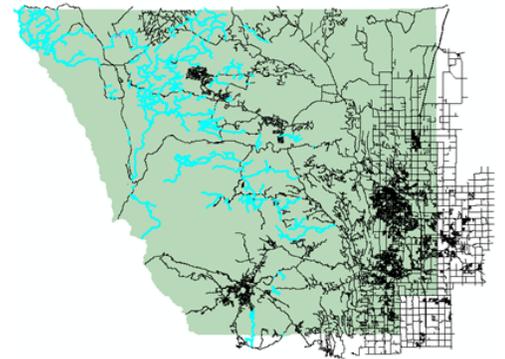


Emergency calls and notifications

- LETA's GIS database contains 227,644 address points, 35,254 road segments, and 387 emergency service zones. All this GIS data is used in the 911 dispatch mapping system to locate any type of emergency call received in any of our five 911 call centers; and the same data is used in our emergency notification platform to help in locating and contacting our 230,979 contacts.

Backcountry enhancement

LETA completed a forest road project incorporating all USFS forest roads into our street centerlines. Approximately 400 forest roads digitized using 2019 aerial imagery.



GIS based cellular routing

Currently 2,835 cellular sectors serving Larimer County, each routed to the appropriate call center based on their individual geographic location.

Public web maps

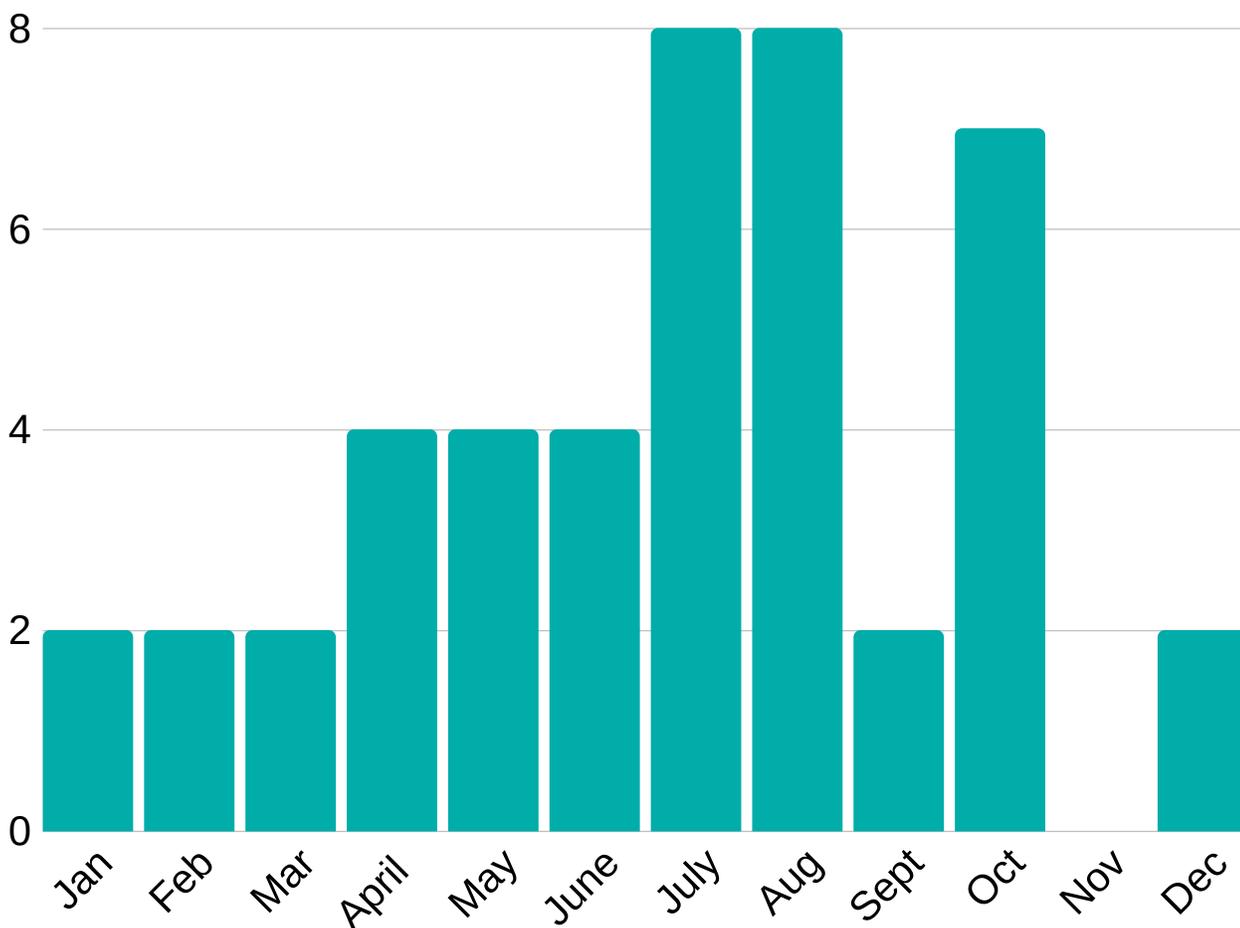
- General web map for browsing and general searches: www.leta911.org/maps
- Emergency alert map: www.nocoalert.org

EMERGENCY ALERTS

LETA continues to utilize the Everbridge Mass Notification system to alert Larimer County citizens to life threatening emergencies. Forty-five emergency alerts were sent in 2019. The summer months sustain the highest usage of the system.

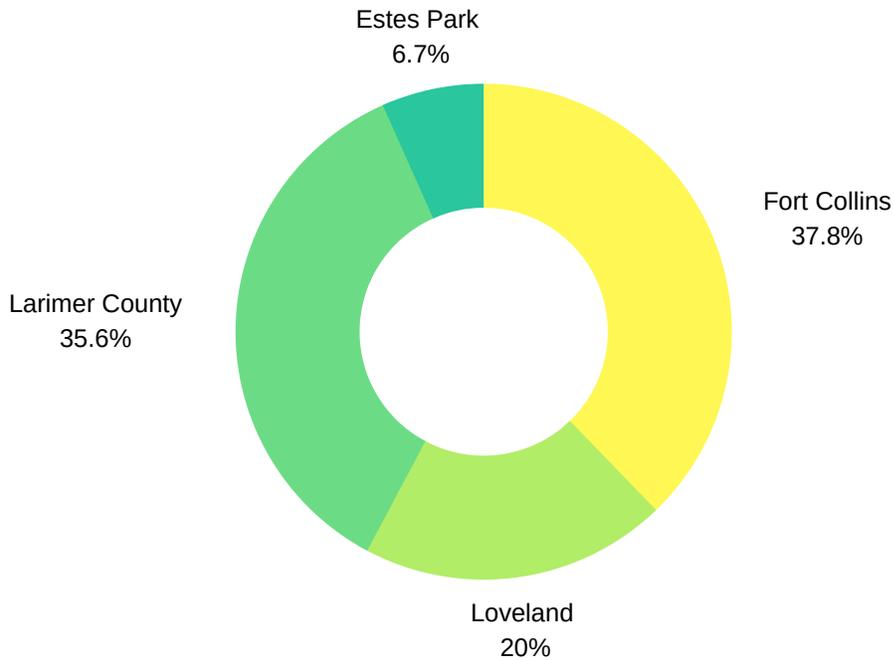
In 2019, LETA finalized a Memorandum of Agreement with the Federal Emergency Management Agency (FEMA) to allow LETA the use of Integrated Public Alert & Warning Systems (IPAWS). IPAWS alerts are sent through the Everbridge system and include the use of the Emergency Alert System and the Wireless Emergency Alert system. LETA can now send alerts via broadcast TV, radio, and wireless alerts, similar to Amber Alerts. Through the addition of these dynamic alerting tools, LETA's ability to communicate with Larimer County residents and visitors has increased tremendously.

Emergency Alerts sent in 2019



Wildfire of Change

Alerts sent by agency



Two wildfires ignited in the late summer into early fall of 2019. The Elk and McNay fires resulted in evacuation orders for residents in the Glacier View and Red Feather Lakes area.

LETA participated in many after-action and community meetings. From these discussions, LETA determined that more education on the emergency alert system was necessary.

In 2019, LETA created NOCO Alert. NOCO Alert, and its website, www.nocoalert.org, will serve as the central location for all information pertaining to emergency alerts. Citizens will now be able to view all alerts sent in Northern Colorado, determine if they live inside an active alert area, find out what community alerts are available, and learn more about other ways to receive emergency alerts.





Same emergency alert system with a new name!

Larimer Emergency Telephone Authority (LETA) recently unveiled the re-branding of their emergency alert system. Now known as NOCO Alert, the re-branding centralizes emergency alert information for Larimer County residents. The website, www.nocoalert.org, highlights an interactive alert map for residents to view alert details and determine if they are within the alert area. Information about community alerts and resources, text only alerts, and IPAWS are also available. Residents who have already signed up for emergency alerts with LETA do not have a sign up again with NOCO Alert!



Website

www.nocoalert.org



Text alerts

Text NOCOALERT to 888777



Social Media

Find NOCO Alert on Facebook, Twitter and Instagram!

www.nocoalert.org

EMERGENCY MEDICAL DISPATCH (EMD)

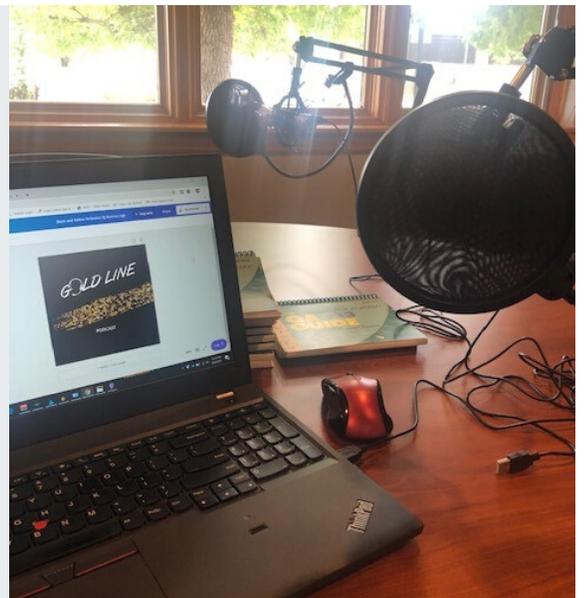


In 2019, LETA's medical committees made a commitment to improve response to Sudden Cardiac Arrests (SCA) in Larimer County.

The "Don't Hesitate, Resuscitate" campaign focused on educating emergency medical dispatchers on their role in the chain of survival for SCA patients. Training included hands-on practice in LETA's training lab and scenarios completed in the PSAPs. The campaign focused on dispatcher recognition by posting hearts in the LETA board room to represent the hundreds of CPR events handled in Larimer County.

In 2019, a new training resource was introduced. The Gold Line Podcast was released to emergency medical dispatchers for them to receive training in a new, exciting way.

The first podcast guests were cardiac doctor Brad Oldemeyer and American Heart Association instructor Drue Bralove. They discussed the process cardiac arrest patients go through from the 911 call to release from the hospital.



PUBLIC EDUCATION

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9-1-1 Simulator



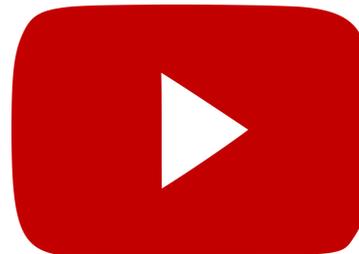
Public Education tools had to change in 2019 to keep up with ever changing technology. Gone are the days of the corded telephones and the children that grew up using them.

Thanks to NextGen Hero Project, LETA now has a 9-1-1 simulator that has cell phone and text capabilities. Children in Larimer County can now practice contacting 9-1-1 with technology they are familiar with!



9-1-1 Tip

All emergency alerts sent in Larimer County are sent from the same phone number. Add 970-658-2244 to your contact list so you will know you are receiving an emergency alert.



Educational Videos

In 2019, LETA, with the help of their government partners, created seven public education videos on topics such as how to call 9-1-1 from a cell phone, accessibility issues, and emergency alerts.

All videos are available in Spanish. They can be found on our YouTube channel LETA911 or by clicking [HERE](#).

We encourage our partners and citizens of Larimer County to use these educational videos in their communities!



LOOKING FORWARD

INTO 2020

In the summer of 2020, LETA will be moving into a new building at 4872 Endeavor Drive in Johnstown, CO. The larger building will give the LETA team dedicated space for board meetings, large training or meetings, and even a back-up dispatch center. LETA looks forward to the many opportunities this new space will provide in 2020 and beyond.



LETA's five PSAPs will be transitioning to an IP network known as Next Generation 9-1-1, or NG911, in September 2020. NG911 allows more current data, such as photos or videos, to be passed along to the dispatch center. This is an important and long overdue upgrade to the 911 systems that have been working on analog technology.