

# ANNUAL REPORT 2021



**4872 ENDEAVOR DR SUITE 200**

**JOHNSTOWN CO 80534**

**970-962-2170 - GENERAL NUMBER**

**970-962-2173 - TEXT OR CALL**

**WWW.LETA911.ORG**

**WWW.NOCOALERT.ORG**

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# ANNUAL REPORT



Kimberly Culp, Chief Executive Officer

## Executive Summary

October 1st, 2021, I celebrated my 15 year anniversary working for LETA. 2021 also marked my 29th year working in public safety. Looking back over the 15 years, I am amazed with the technological advancements in 9-1-1 and even more energized about where the organization is heading. LETA is governed by a Board of Directors (BoD). The BoD, LETA staff, and LETA contract staff all share in the successes and accomplishments over the last 15 years. Some of the accomplishments include; creating a dedicated 9-1-1 network connecting all of the 9-1-1 centers together, implementing text to 9-1-1 where citizens can text 9-1-1 in situations that voice calls can't be made, and deploying a state of the art emergency alert system with constant evolution to leverage new technology. The list is exhaustive and through the next several pages reflecting on 2021, it is clear we are not slowing down. Without a supportive, visionary BoD we wouldn't be known as the agency in the State that sets the standard for 9-1-1. The LETA BoD are the ones that deserve credit for their support, encouragement, and vision. The LETA BoD are the ones that have braced for adversity when we have challenged the norm. The LETA BoD have listened to our partner agencies, heard the concerns of our community, and has adopted a proactive vs reactive work model that has yielded a strong and redundant 9-1-1 system in Larimer County. I am privileged to work for LETA and for our community. I am thankful for the opportunity to serve.

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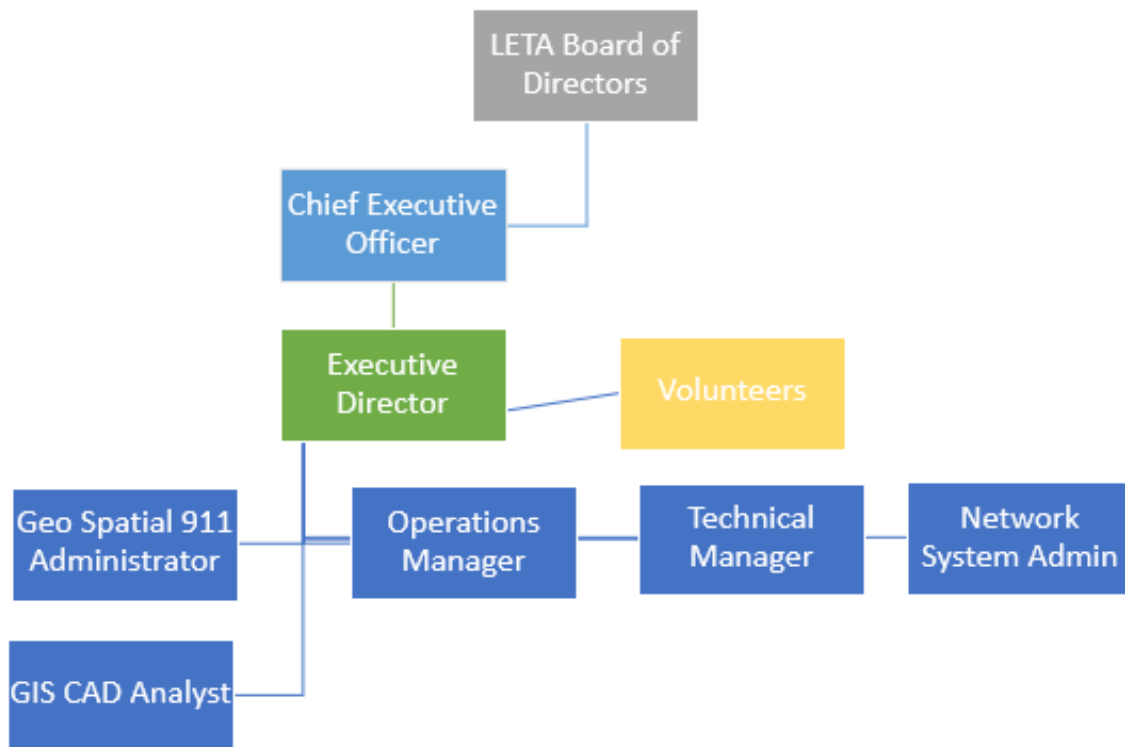
## Who We Are

LETA is formed through an intergovernmental agreement between 30 government agencies in Larimer County including all City/County/Towns/Fire Districts and EMS District.



## LETA is governed by a seven member Board of Directors

The Board is comprised of one member from Larimer County, one from the City of Fort Collins, one from the City of Loveland, one from the Fire Districts, one from the Hospital District, and two individuals from Small Towns



## MISSION STATEMENT

**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.**

## Vision Statement

**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.**

## Value Statement

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



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## 9-1-1 Center Opens in Johnstown

On July 28, 2021, LETA held a ribbon cutting ceremony to mark the opening of a new Emergency Communications Center (ECC). The opening of the 17-seat ECC completed a long time goal of the LETA Board to have a fully operational backup 9-1-1 center that can be used by our partner agencies. The new center is connected through a fiber infrastructure and is up, operational, and ready at all times. The backup ECC improves the continuity of 9-1-1 operations.



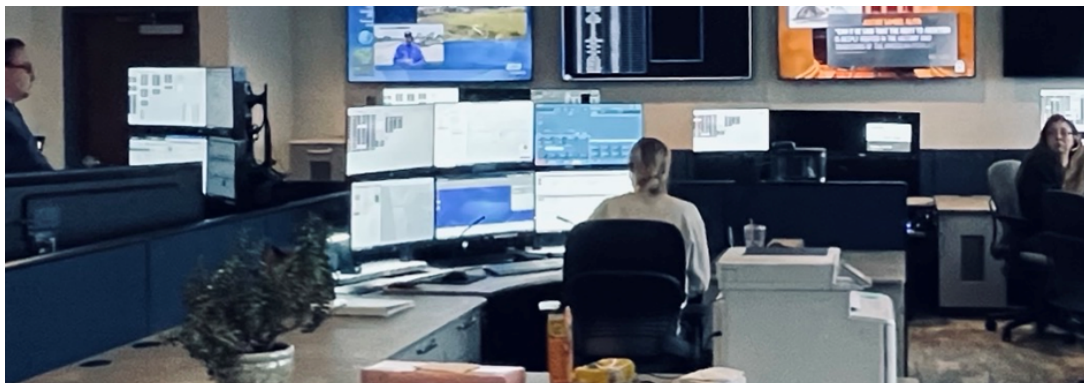
The backup ECC is a hot site, ready to accommodate any PSAP at any time. It also functions as a training lab for different program and processes used by 9-1-1 personnel.

## Continuity in 9-1-1

Continuity of operations planning, also known as COOP, is creating and developing plans and processes to ensure primary mission essential functions continue to be performed during a wide range of emergencies. LETA evaluates essential functions and ensures programs, processes, and technology used by the 9-1-1 personnel can be continued throughout a disaster or after a disruption can be rapidly resumed. The new backup 9-1-1 center has improved our continuity of operations for all government agencies in Larimer County.



Loveland and CSU Police Dept working out of LETA's ECC



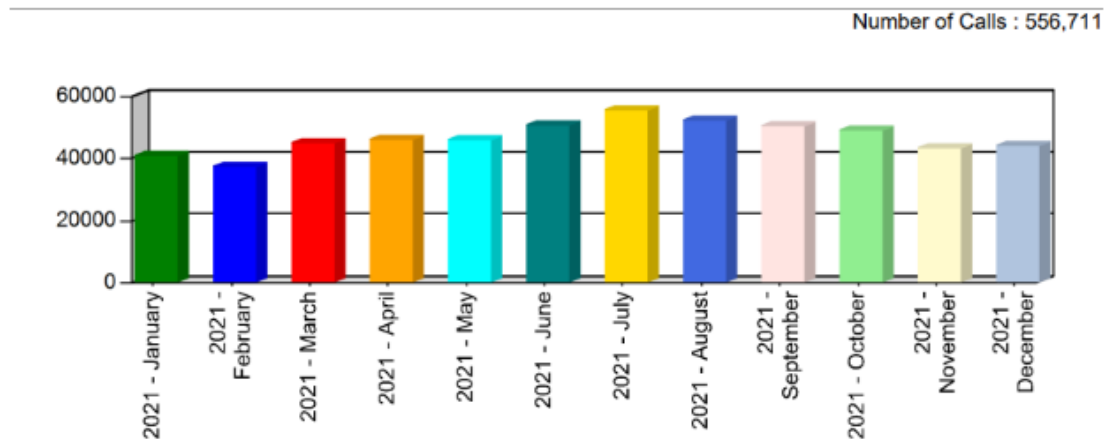
**Always Here, Always Ready**

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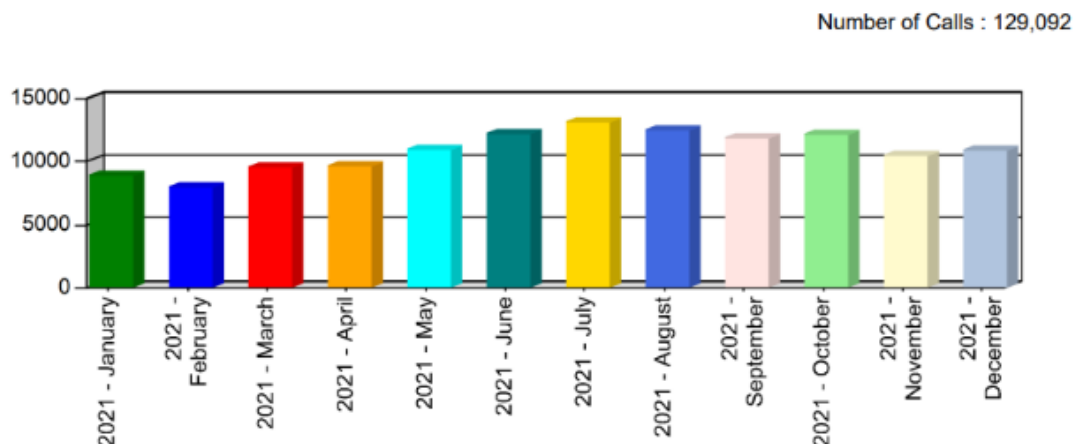
## Total call volume

9-1-1 personnel in Larimer County answered 685,803 calls from citizens in 2021.

9-1-1 personnel answer calls that range from minor events like loud music or barking dogs to life safety events requiring CPR being administered over the phone. 9-1-1 personnel are the first first responder to every call, every disaster, every cry for help. They truly are the unsung heroes. LETA is the administrative agency for 9-1-1. LETA ensures the 9-1-1 personnel have the tools they need to answer the call, that the equipment used to answer 9-1-1 calls is operational, that the 9-1-1 calls are delivered to the proper 9-1-1 center, and that the 9-1-1 network is fully operational. 9-1-1 is more than just a job, it is a responsibility.



2021 911 Call Volume



It's not a **JOB**, it's a **RESPONSIBILITY**



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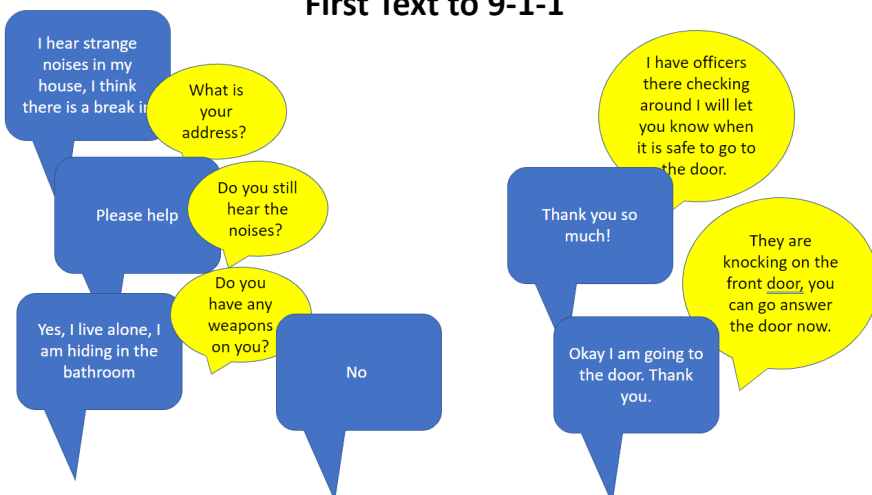


## A Raccoon & 911?

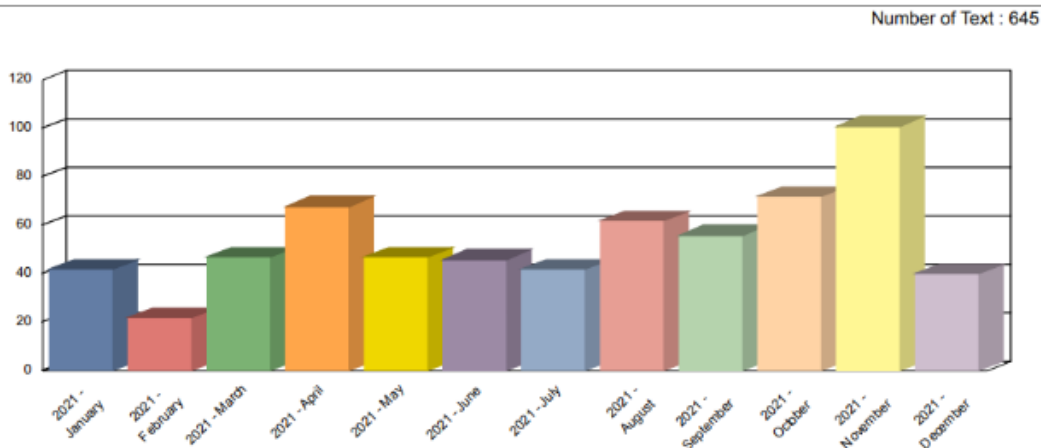
Did you know eight years ago we were the first agency in Colorado live with Text to 9-1-1 for all major cell carriers? Text to 9-1-1 allows our citizens to text 9-1-1 instead of calling. Text is a great solution for times that a voice call could put you in more danger, when cell signal is not strong enough for a call, or if you are speech or hearing impaired.

Our 1st Text to 9-1-1 call was a report of an intruder in an apartment. The resident sent a text to 9-1-1 reporting noises from her kitchen. She hid in her bathroom and communicated with the 9-1-1 personnel until help arrived. When Fort Collins Officer's arrived on scene, they found a raccoon had made entry into the apartment and was enjoying a midnight snack.

### First Text to 9-1-1



2021 Text to 911 Volume



If you cannot make a voice call safely, remember you can TEXT 9-1-1 in Larimer County. In 2021, 9-1-1 personnel processed 645 9-1-1 text calls for service.

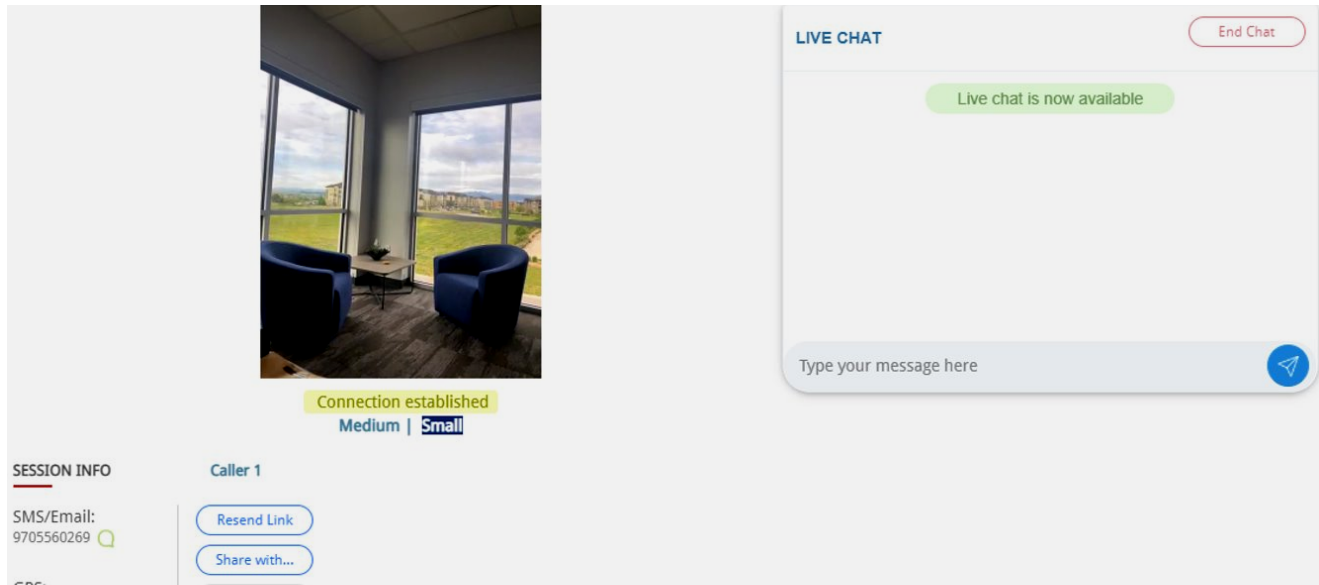
**Call** if you can, **Text** if you must

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## Live Stream Video to 9-1-1

In 2021, LETA took the next step in 9-1-1 technology and deployed a video solution to allow live stream video from a 9-1-1 caller into the 9-1-1 emergency communications centers. If the 9-1-1 personnel determine a live video stream is needed, they will send a text to the caller asking for permission to open a live video stream. The caller can accept (or reject) the request. If accepted, the 9-1-1 personnel will be able to see a live video from the callers cell phone. 9-1-1 personnel is limited to what the person reports and what the 9-1-1 personnel can hear in the background of the call. A video feed now allows the 9-1-1 personnel to have improved situational awareness which can assist in sending the proper field response to the area.



Screen shot of a live video stream from a 9-1-1 caller. The photo is a snap shot of the live video stream. The right box allows text communication or voice communication with the caller.





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## Meeting the Technical Challenge

LETA Technical staff supports LETA's operational staff. In addition to all of the support provided to operations, LETA's Technical Team meets the technical challenge and updated many of our systems and processes.



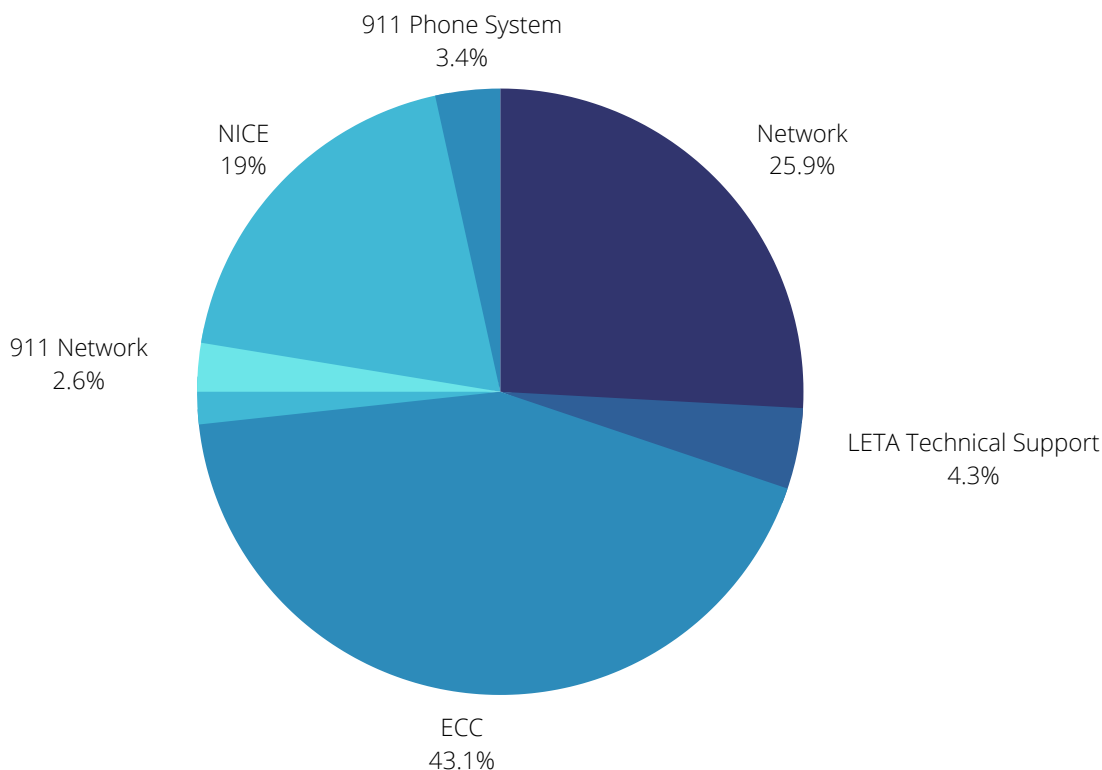
Recording solution replaced for all Emergency Communication Centers



Network used to connect LETA with the Emergency Communications Centers was hardened.



LETA continued to work with DHS to improve security and resiliency to bad actors.



LETA Staff tracks their time working on projects. Summary of time spent on various technical initiatives in 2021.

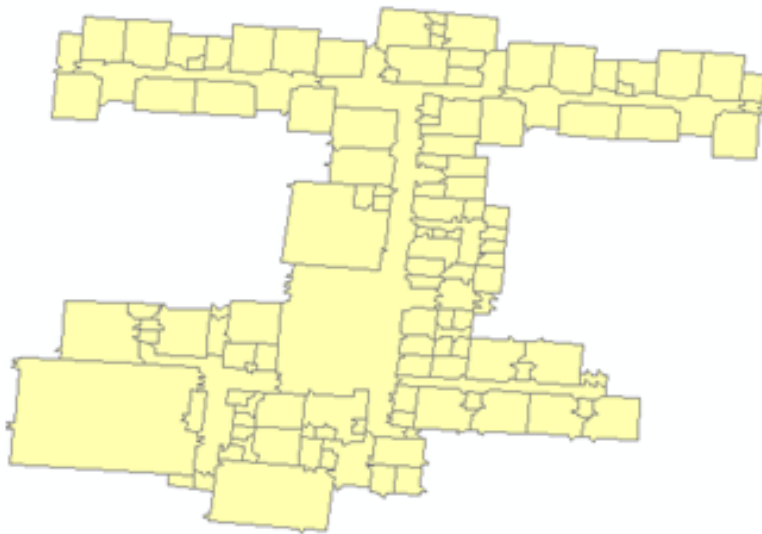
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## LETA GIS

**For accurate 9-1-1 location mapping, LETA, in partnership with Larimer County, updated county wide imagery to provide the most accurate and updated GIS data.**



LETA has floor plans for all schools, government facilities and other large meeting spaces in our GIS 9-1-1 data. The floor plans are available in the field to first responders and to the 9-1-1 dispatchers in their computer aided dispatch system.

**LETA had several GIS accomplishments in 2021:**

- LETA worked with their partner agencies to update the street naming standards document.
- School floor plans were updated with new buildings added.
- LETA hired a GIS Intern who is a student at CSU. The LETA Intern program is a way for LETA to train young minds in the critical hands-on applications used for public safety.

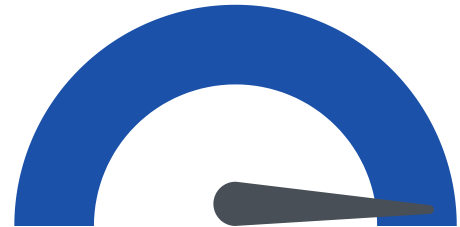
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If we can't **FIND** you, we can't **REACH** you.



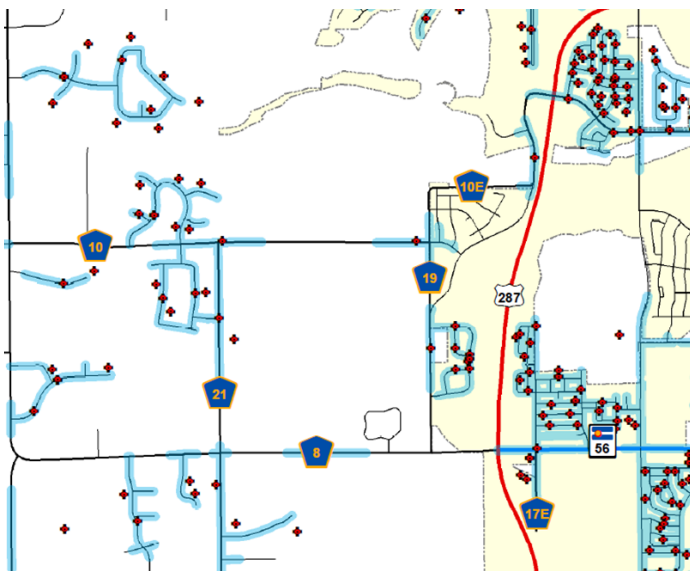
LETA submitted GIS data to our 9-1-1 vendor and requested an analysis of the accuracy of our GIS data.

Result of the analysis = LETA's GIS 9-1-1 data is >99% accurate.



This level of accuracy means we can find you, and we can reach you when you need help.

GIS data is used to help us locate you when you dial 9-1-1 and when we need to call you during an imminent life emergency



"A picture is worth a thousand words" is an adage in multiple languages meaning that complex and sometimes multiple ideas can be conveyed by a single still image, which conveys its meaning or essence more effectively than a mere verbal description. This is especially true for 9-1-1. GIS data and now live video in dispatch is a critical advancement that creates a picture to help the 9-1-1 personnel to "see" an incident even though they are working inside a 9-1-1 center.



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## How will you be alerted in an emergency?

LETA's emergency alert system is a layered approach to ensure we can reach you during an emergency.

Landlines are added into our system.

You can get text alerts for all emergencies in Larimer County by texting the word NOCOALERT to 888777.

You can create an account and add multiple locations and multiple contact paths.

You can follow us on social media.

The choice is yours but you must choose or you risk not being notified during an emergency.

**EMERGENCY ALERTING TOOLS**

**911 DATABASE**  
Landlines are automatically added in the Emergency Alert System. The landline data is called an ALI DATABASE. The ALI DATABASE is geocoded by LETA staff and uploaded in the Everbridge System. This process occurs every month to keep the data updated.

**LANGUAGE TRANSLATION**  
Download the ReachWell by Flyer Connect APP. LETA will publish the emergency alert to the APP. Select your preferred language to receive the emergency alert.

**KEYWORD**  
Sign up for updates on Evacuation orders by texting the word LCEVAC to 888777. Sign up for Countywide Emergency Alerts by texting the word NOCOALERT to 888777.

**NOCOALERT**  
All emergency alerts are published to [www.nocoalert.org](http://www.nocoalert.org). The map on NOCOALERT will display the area impacted, the emergency message, and any other critical information associated with the emergency event.

**COMMUNITY OPT IN**  
Create an account by signing up at [www.leta911.org](http://www.leta911.org). Add multiple addresses and multiple contact paths;  
• Cell phones, Text, Email  
• WEATHER ALERT OPTION

**WHITE PAGES**  
LETA purchases numbers publicly available historically referred to as white/ yellow pages data. LETA provides updated phone numbers in the Everbridge system monthly.

**SOCIAL MEDIA**  
• Posting to Facebook  
• Website  
• Twitter

**IPAWS**  
Integrated Public Alert Warning System



Review your options for receiving emergency alerts



Take action, sign up, opt in via text, follow us on social media. Don't wait take action today



Share the information! Tell your neighbors, family, friends, help us share the information about emergency alerts



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## *Emergency Alerts*

IN THE LANGUAGE YOU CHOOSE!

- 103 languages
- Emergency alert map
- Two-way text communication
- Events Calendar
- Countywide resources



Download it today!



**April 1st of 2022 LETA launched the ReachWell App for Emergency Alerts.**

**LETA became the 1st agency in the nation to offer language translation for emergency alerts.**