



## Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

August 20, 2020, 9:00 am

This meeting was held by Zoom only and accessible for the public to attend and listen via phone conference.

### CALL TO ORDER

**The board meeting of the Jefferson County Communications Center Authority (Jeffco) was called to order by Jeff Shrader at 9:05am. This meeting was held in accordance with the applicable statutes of the state of Colorado.**

#### I. ROLL CALL

President Jeff Shrader (Jeffco Sheriff's Office)	Present
Vice President Don Lombardi (West Metro Fire)	Present
Secretary/Treasurer Mike Weege (EFD)	Present
Member Mike Piper (Arvada Fire)	Present
Member Chris Murtha (Wheat Ridge PD)	Present
Member Link Strate (Arvada PD)	Present
Member Bill Kilpatrick (Golden PD)	Not Present
<i>Proxy Joe Harvey</i>	<i>Present</i>
Member Dan McCasky (Lakewood PD)	Present

Also in attendance were:

Jeff Streeter, Michael Brewer, Vicki Pickett, Gina Ramirez, Kevin Biegert, Bess Joyce, Ethan Honaman, Gabrielle Rathfon and Gayle Johnston.

Brian Wilkerson of Talion Defense  
Kathryn Winn and Peggy Rupp of Collins Cockrel & Cole, P.C.  
Angie Kelly of Community Resource Services, LLC  
Jeff Irwin of JCECA  
Jim Hermann of Willis Towers Watson

Dean Davis of Jeffco Sheriff's Office  
Kirk Lock of Arvada Fire Protection District  
Dave Pickett of Wheat Ridge PD  
Ed Loar of Lakewood PD  
Alan Fletcher of Fairmount Fire Protection District  
Chris Malmgren of Pleasant View Fire Station

## II. PUBLIC COMMENT – (Limited to 3 minutes each)

No public comment

## III. APPROVAL OF RECORD OF PROCEEDINGS

**MOTION: It was moved by Dan McCasky and seconded by Don Lombardi to approve the record of proceedings of the board meeting for July 16, 2020. The motion was voted upon and approved unanimously.**

## V. REPORTS

### A. Jim Hermann – Director, Willis Towers Watson

- Insurance trends and updates – CEBT is a non-profit trust for public entities providing medical, dental, vision and life coverage for employees. Jim reviewed the renewal and 3% rate increase and 0% increase to vision, dental and life insurance. Jeffcom will offer supplemental life insurance from 2021 that employees will pay.

### B. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Angie Kelly

- July 2020 Financial Statements - Angie Kelly presented the July financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. CRS continues to track Covid expenses for reimbursement and has submitted to DOLA and CARES Act for reimbursement.
- Review Draft Budget 2021 – Angie Kelly presented the 2021 draft budget with zero increase in contributions to the member agencies and a slight decrease in projections to the user groups. User fee schedule will be finalized the end of August. Jeffcom will send out draft budget with adjusted user fees in September and will come to the Board for approval in October/November 2020. PTO payout is still highlighted in this draft and is up for discussion. Due to the new Health and Family Workplace Act that is coming out in 2021, Jeffcom will be making some changes to leave plans.
- Capital Improvement Plan is 2020 through 2027 on upcoming expenditures. Expenditures are for server infrastructure and mobile communications. The Capital Improvement plan is built very conservatively.

### C. Kevin Biegert – IT Presentation and updates

- ASAP to PSAP – One of Jeffcom’s operational goals is to identify and reduce administrative call volume to free up the resources for higher priority tasks, 911 calls. ASAP to PSAP allows alarm companies to send the emergency communication center an alarm without having to phone it in. ASAP to PSAP eliminates these administrative calls and provides near instant dispatch. Jeffcom will be the first PSAP in the state to have this functionality. Go live is tentatively scheduled for 45 days.
- CAD to CAD – reduction of calls and major initiative crossing jurisdictional and political boundaries. Jeffcom is at the beginning stages of CAD to CAD. The options for vendors for CAD to CAD are limited. Central Square acquired Tellus Systems in

2019 which is one of the larger vendors in this space. Jeffcom has completed a thorough evaluation of available options. Central Square is Jeffcom's existing CAD vendor and offers a product that will meet their needs. South Metro will be a partner in this venture and have mutually agreed to establish the hub. Jeffcom's initial cost to establish the hub is \$80k which was budgeted in the 2020 budget. The cost decreases substantially in 2021 and will be budgeted each year moving forward.

Question was asked why Jeffcom has chosen to not go with UASI. Jeffcom expressed interest in the UASI project 2 years back and due to the lack of communication feel that Central Square is a better option.

**MOTION TO RATIFY THE EXPENDITURE OF \$80k FOR CAD TO CAD THAT WAS APPROPRIATED IN THE 2020 BUDGET**

**It was moved by Don Lombardi and seconded by Mike Piper to ratify the expenditure of \$80k for CAD to CAD that was appropriated in the 2020 budget. The motion was voted upon and carried.**

D. Executive Director Update

- General Update and Overview – Jeff Streeter gave an update on employment and Jeffcom's response to Covid. Jeffcom has applied to DOLA and CARES fund for reimbursement of Covid expenses.
- SLA Discussion – Dispatch Investigative & Discovery Recording  
SLA states within three business days of receipt of a properly authorized request of recordings, including all required information to identify the requested recording. Jeffcom has assumed they must be 100% compliant and that will stay red as there is no feasible way to reach that requirement at this point in time. Compiling with CORA 100% regarding release to civilians. NICE is difficult to work with and the Harris platform. NICE does not allow for multiple technicians to pull recordings at once and NICE has no ability to monitor outages. Jeffcom continues to evaluate staffing needs and the number of hours required to complete requests in a timely manner. Jeffcom is looking for direction of the intent of the SLA and looking for Board approval for a RFP to upgrade the recording system.  
Question was asked if Jeffcom can attach a cost to the hours and the duplication of the work that is required. Kathryn Winn's understanding of the SLA is that it was not intended to include the public requests and her recommendation is to remove the public requests from those numbers as it was intended to be separate from the SLA. Jeffcom will move forward with a RFP to upgrade the recording system.

E. Legal Update – Ms. Kathryn Winn

- Emergency Declaration – it was agreed by the Board to maintain the current standing emergency declaration.

**VI. OLD BUSINESS**

**VII. EXECUTIVE SESSION**

**VIII. ADJOURNMENT**

**MOTION: There being no further business to be presented it was moved by Jeff Shrader to adjourn the board meeting of the Jefferson County Communications Center Authority board of directors. The motion was voted upon and carried.**

**Meeting was adjourned at 10:18am.**

Prepared by Gayle Johnston

## ASAP to PSAP



- In 2019 JeffCom answered a total of 504,647 administrative calls.
  - There were 22,262 calls for service coded as alarms (fire, verified/unverified, hold up/panic)
- Often alarm companies must call and speak to a JeffCom call taker several times, throughout the duration of the call, to relay additional information.
- ASAP to PSAP eliminates these administrative calls and provides a better service to Jefferson County citizens, creating a near-instant dispatch.
- JeffCom is the first PSAP in the State of Colorado to take advantage of this functionality and has made it possible for other NLETS-connected centers to do the same.
- “Go live” tentatively scheduled for 45 days from now

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## CAD to CAD



- Since JeffCom’s inception the center has constantly evaluated options for CAD to CAD functionality.
  - Agency partners also evaluating/implementing C2C:
    - South Metro Fire Rescue
    - Jefferson County R1
    - Arapahoe County Sheriff
    - Douglas Regional Dispatch
    - City of Aurora
    - UASI North Central Region
- In 2019 CentralSquare Technologies acquired Tellus Systems, an industry leader in interconnected CAD systems.
- Partner interest, cost, and speed of implementation are primary points of consideration.
- JeffCom has identified CentralSquare’s Tellus Unify product as the most appropriate solution to meet our needs both now and moving forward into the future.

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# CAD to CAD Cont.



- JeffCom and South Metro Fire will be the two participating agencies in the establishment of this hub.
- JeffCom’s initial (2020) cost to establish a cloud-based CAD to CAD hub for interested Denver Metro agencies in the region: \$80k.
  - 2021 costs decrease substantially and will be budgeted each year moving forward

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# SLA



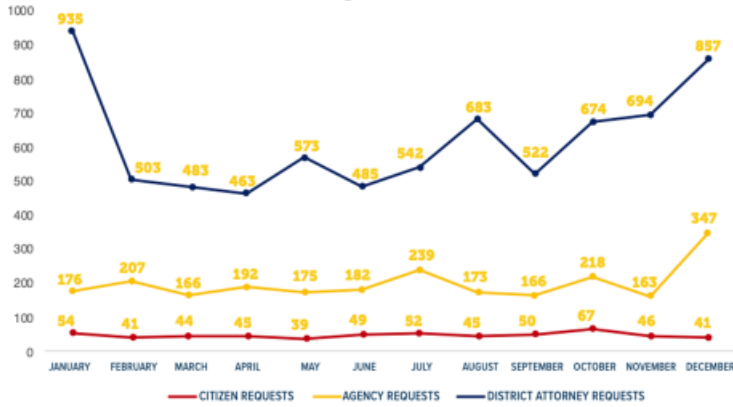
Process	Service Level Agreement	Metric	Target	Notes
Dispatch Investigative & Discovery Recording	Within 3 business days of receipt of a properly authorized request for recordings, including all required information to identify the requested recording	70.0%	All requests properly identified and in compliance of 3 days to include response to all request by the DA’s office.	573 DA Discovery Requests (402/573), 162 Internal Requests (97/162), External Requests (58/61)
Colorado Criminal Justice Records Act (CCJRA) Requests under C.R.S 24-72-305(6)	For all properly authorized request for recordings, including all required information to identify the requested recording	100%	All requests properly located	
	If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6)	100%		1 Pending release from agency, 2 denied due to pending investigation

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# SLA



**Jeffcom Requests for Records**

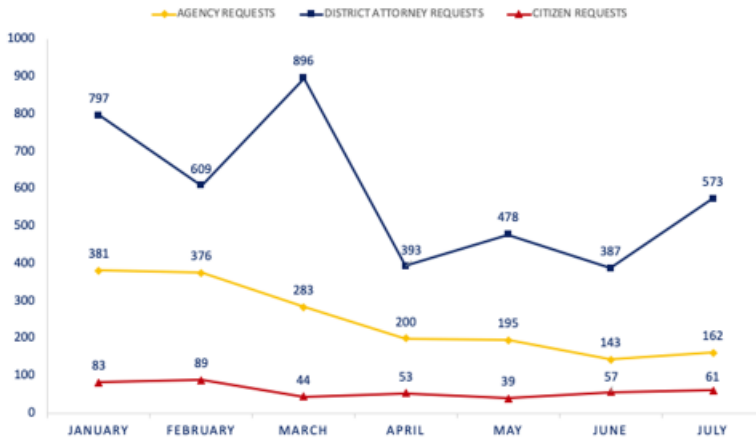


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# SLA



**2020 JEFFCOM REQUESTS FOR RECORDS**



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