



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

October 21, 2021, 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 9:00am. 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)	Not Present
<i>Proxy Chief Jeremy Metz</i>	<i>Present</i>
Secretary/Treasurer Mike Weege (EFD)	Not Present
<i>Proxy Chief Dave Montesi</i>	<i>Present</i>
Member Mike Piper (Arvada Fire)	Present
Member Chris Murtha (Wheat Ridge PD)	Present
<i>Proxy Chief Darrel Guadnola</i>	<i>Present</i>
Member Link Strate (Arvada PD)	Present
Member Bill Kilpatrick (Golden PD)	Present
Member Dan McCasky (Lakewood PD)	Not Present
<i>Proxy Chief Ed Loar</i>	<i>Present</i>

Also in attendance were:

Jeff Streeter, Michael Brewer, Jodi Malpass, Vicki Pickett, Gina Ramirez, Bess Joyce, Kevin Biegert, Ethan Honaman, Gabrielle Rathfon, Jessica Hapgood, David Mahan, Joelle Brehm, Adrien Hoff, Kinde Yetemegn, Yasmine Hernandez, Dallin Beutler and Gayle Johnston.

Kathryn Winn of Collins, Cockrel & Cole, P.C.
Sue Blair of Community Resource Services, LLC
Jeff Irwin of JCECA
Brian Wilkerson of Talion Defense

Dean Davis of Jeffco Sheriff's Office
Chris Malmgren of Pleasant View Fire Department
Bob Fager of Highland Rescue
Candace Harris with Arvada PD

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

No public comment

III. APPROVAL OF RECORD OF PROCEEDINGS

MOTION: It was moved by Mike Piper and seconded by Ed Loar to approve the record of proceedings of the board meeting for September 16, 2021. The motion was voted upon and approved unanimously.

IV. REPORTS

- A. Sheriff Shrader administered the oath of office to Deputy Chief of Administration Jeremy Metz who was appointed to serve as proxy for West Metro Fire.
- B. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Sue Blair
- September 2021 Financial Statement – Sue Blair presented the September financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. Revenues and expenditures are on track according to the budget. Jeffcom has received funding from DOLA to offset the COVID expenditures. A new column under ColoTrust titled salaries, has been added to track the additional monies that are being received from JCECA in 2021 to offset the 2022 employment expenses.
 - 2022 Budget Discussion, Review and Consideration for Approval
Sue Blair presented the 2022 budget with zero increase in contributions to the member agencies and a slight decrease in user fees to the user agencies. There was a jump in the total software line due to the need of upgrading software. There is an increase in employment expenses. Excess of revenues over expenditures is a negative (\$488,811), which is offset by the beginning fund balance of \$1,548,244. The budget does reflect transfers to the capital fund and the contingency fund of \$500,000 each. The ending balance is \$59,433. There are no anticipated expenditures out of the contingency fund for 2022. There are capital and technology expenditures reflected in the Capital Reserve fund.
 - **Public Hearing (Notice published October 7, 2021)**
No public comment
 - **Resolution 21-03 to Adopt 2022 Budget**

MOTION TO ADOPT THE 2022 BUDGET

It was moved by Link Strate and seconded by Mike Piper to adopt Resolution 21-03 to Adopt the 2022 Budget. The motion was voted upon and carried unanimously.

C. Executive Director Update

- General Update and Overview
 - Thank you to JCECA for your continued support.
 - Next month Jeffcom will present to the board a forecast for the remainder of the year on the 2021 budget. A capital improvement plan was created in 2017/2018 and projected out to 2027. The capital improvement plan will be reviewed and will be presented to the board on anticipated expenditures.
 - DOLA funding has been received allowing Jeffcom to explore the option of call taking from home with take home kits. This would be for administrative calls. The IT staff has been working hard on this initiative and Jeffcom would be the first PSAP in Colorado with this technology. Jeffcom will have recording capabilities and a fully functional CAD and anticipate call taking from home to start early 2022.
 - R1 Schools partnership is moving forward. R1 will share Jeffcom's CAD and that will expediate Jeffcom's ability to exchange information during school events. Implementation date is scheduled for quarter one of 2022.
 - Jeffcom is down in staffing, they have a new academy starting 10/25/2021. Jeffcom has three lateral new hires starting and will be modifying the academy to move them forward. Currently accepting applications for the January academy.
 - The IDT vehicle has been secured and Jeffcom is working with a company in Berthoud on the remodeling the interior of this vehicle.
 - Bess Joyce has tendered her resignation with Jeffcom and we wish her the very best in her next endeavor.

- ACE Accreditation Presentation (IAED) International Academy of Emergency Dispatch presentation - Deputy Director Michael Brewer
 - ACE is a product of IAED and that is who Jeffcom contracts with and receives their protocols for both EMD (emergency medical dispatch) and EFD (emergency Fire dispatch) calls. There are separate accreditations for both EMD and EFD. Organizations are required to meet a minimum level of points in various categories. As this is protocol based, it is heavily weighted towards the QA scores. A requirement for application is to meet the standard for three consecutive months prior to application. Due to the heavy focus on QA scores and the staffing variables Jeffcom would like to reevaluate ACE in quarter four of 2022.
 - Fire agencies request that ACE accreditation be reevaluated earlier in 2022. It was agreed to reevaluate in quarter two of 2022.
 - PowerPoint presentation is attached hereto and incorporated herein.

- IT Update – IT Manager Kevin Biegert
 - Welcome Ben and Kinde to Jeffcom, they are both network administrators.
 - Next year marks five years since the initial infrastructure at Jeffcom was put in place. Jeffcom is getting ready to replace that infrastructure. They have completed phase one of replacing the firewalls. Jeffcom has moved from a Cisco platform to Palo Alto.
 - Proofpoint is being used for email security.

- Keeper security is a password management platform that is being utilize by all Jeffcom staff.
- The server infrastructure is coming up on end of life and Jeffcom is working with Nutanix on what is required to move forward. Jeffcom has a quote from Nutanix and have spoken with JCECA as this impacts the backup center. Quote is to completely replace the server virtualization platform and the pricing is dependent on it occurring before the end of October. Jeffcom requests authorization from the Board to make the purchase. This would be a 2022 expenditure from capital.

MOTION TO GIVE AUTHORITY TO THE EXECUTIVE DIRECTOR TO SIGN THE QUOTE ON BEHALF OF THE BOARD

It was moved by Ed Loar and seconded by Jeremy Metz to give authority to the executive director to sign the quote on behalf of the board. The motion was voted upon and carried unanimously.

D. Legal Update – Ms. Kathryn Winn

- Legal has been assisting on some personnel matters and unemployment claims. Currently working on an on-call policy for IT support to be implemented at the beginning of 2022.

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.

Meeting was adjourned at 10:04am.



ACE Accreditation

Jeffcom Board Meeting

October 21, 2021

Jeffcom 911 is the lifeline between our community & emergency services

What is 'ACE'?



ACE | ACCREDITED CENTER
OF EXCELLENCE

- IAED = International Academy of Emergency Dispatch
 - Jeffcom employs IAED protocols for:
 - Emergency Medical Dispatch (EMD)
 - Emergency Fire Dispatch (EFD)
- Accreditation requirements → 20 Points (each)
 - Heavily determined by **QA scores**

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Why ACE?



- ACE promotes organizational excellence in public safety communications by encouraging committed agencies to complete a rigorous set of recognized best practices.
- External & Internal Benefits
 - ***Organization strategic goals:**
 - Community Relations
 - Operational Excellence
 - Staff Training & Development

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QA Scores



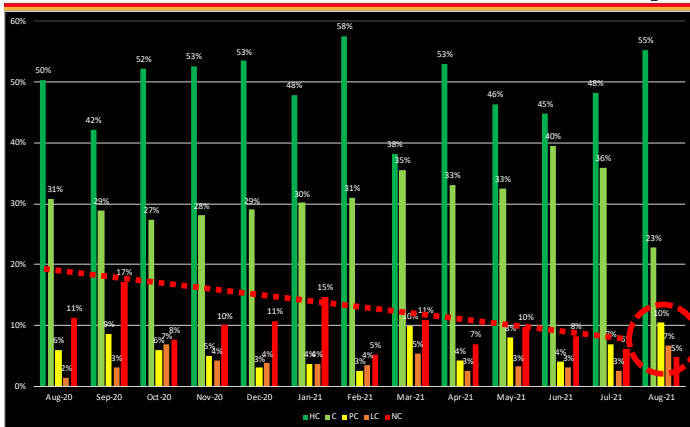
- Review 1.5% of dispatched call volume
 - 2020 = 259,033 = 323 calls monthly
 - 152 Random calls (87 EMD/65 EFD)
 - 172 Focused QA Assessments
- Requirement for application:
 - Meet standard for minimum 3 consecutive months prior

Compliance Level Limits (from random selected calls)			
Category	Allowed %	EMD Calls	EFD Calls
Partial-Compliant	≤10%	8	6
Low-Compliant	≤10%	8	6
Non-Compliant	≤7%	6	4

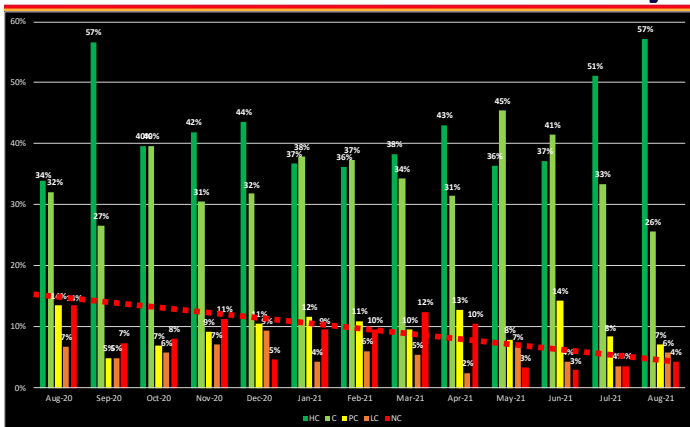
*Compliance dependent on #/severity of protocol deviations
 • Minor/Moderate/Major/Critical

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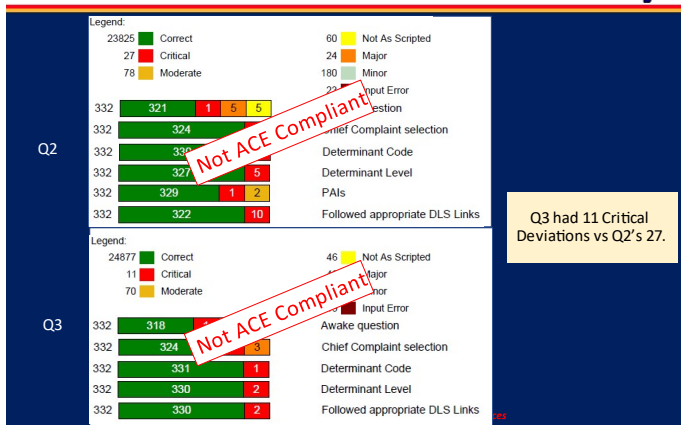
Jeffcom Performance (EMD)



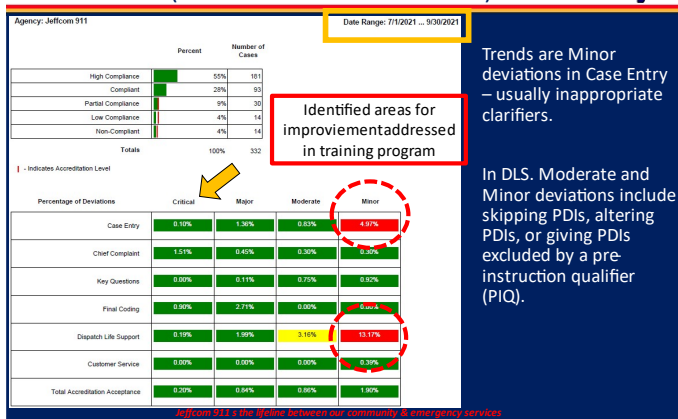
Jeffcom Performance (EFD)



EMD Critical Deviations



EMD Agency Trends (random and focused)



ACE Agencies



- ~2,000 ECCs use IAED protocols
- 80% are not Accredited Centers of Excellence (ACE)
- 20% (400) agencies are ACE
 - At least one discipline (EMD, EFD, EPD)
- 5% (100) are currently in the ACE application process
- In Colorado there are 9 agencies EMD ACE, **none are EFD**
- None of the 9 have comparable dispatching requirements/volume

In Context



Risk -- Can lose accreditation!

- Relies on Call Taking questions/instructions (Protocols)
- Staff losses this year = 30+
- Current ECS taking 90% of calls will transition to radio
- Hiring/training to replace will take 9-12 months
- Ability to sustain performance levels is unknown

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Recommendation



Due to the heavy focus on QA scores and the unknown variables in staffing, it is recommended to re-evaluate ACE in Q4 of 2022 for application in 2023

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