



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

May 19, 2022, 9:00 am

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

I. CALL TO ORDER

The board meeting of the Jefferson County Communications Center Authority (Jeffcom) was called to order by Link Strate at 9:00am. This meeting was held in accordance with the applicable statutes of the state of Colorado.

II. ROLL CALL

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

Also in attendance were:

Jeff Streeter, Michael Brewer, Gina Ramirez, Kevin Biegert, Gabrielle Rathfon, Ethan Honaman, Jennifer Sandoval, Jessica Hapgood and Gayle Johnston.

Bob Cole of Collins, Cole, Flynn, Winn & Ulmer, PLLC

Sue Blair of Community Resource Services, LLC

Jeff Irvin of JCECA

Brian Wilkerson of Talion Defense

Dean Davis of Jeffco Sheriff's Office

Darrel Guadnola of Wheat Ridge Police Department

Mike Hendershot of Golden Police Department

AJ DeAndrea of Arvada Police Department

Bob Fager of Highland Rescue

Chris Malmgren of Pleasant View Fire Department

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

No public comment

IV. APPROVAL OF RECORD OF PROCEEDINGS

MOTION: It was moved by Dan McCasky and seconded by Mike Piper to approve the record of proceedings of the board meeting for April 21, 2022. The motion was voted upon and approved unanimously.

V. REPORTS

A. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Sue Blair

- April 2022 Financial Statement – Sue Blair presented the April financial statements and reviewed with the Board the comparison of budget to actual revenue and expenditures. Tracking well with revenues at 33% of budget. Total software expenditures are 75% of budget. Total operating expenditures through April are at 48% of budget. The 2021 audit is under way and that will be presented at the next board meeting.

MOTION TO APPROVE THE APRIL 2022 FINANCIALS

It was moved by Mike Piper and seconded by Dan McCasky to adopt the April 2022 financials. The motion was voted upon and carried unanimously.

B. Executive Director Update

- General Updates
 - Jeffcom employees had the opportunity to present at the state APCO/NENA conference this year. They did a four-hour presentation on NCI incidents and shared their lessons learned as a regional center.
 - Congratulations to Cherish Moon on her selection from APCO International as Supervisor of the Year. Cherish will accept the award at the upcoming APCO conference in Anaheim. That is four years running that staff members from Jeffcom have been recognized on the national stage.
 - Jeffcom has had two deployments of the IDT vehicle, the Wamblee Fire in Elk Creek and in Arvada for a SWAT Warrant. Jeffcom has received good feedback and the after-action report is complete from the Wamblee Fire with lessons learnt. Jeffcom employees are receiving training for the IDT vehicle and the plan is to send the team out in pairs with one law person and one fire person.
- Ace presentation – Michael Brewer
 - Mr. Brewer did an ACE presentation six months ago and this is a follow up presentation. This update covers the QA program, ACE accreditation and artificial intelligence QA. It will be a Board decision to move forward with ACE accreditation.
 - Overview of the QA program – EMD (Emergency Medical Dispatch) protocols and EFD (Emergency Fire Dispatch) protocols are followed through IAED (International

Academies of Emergency Dispatch) system. Both random and focused calls are reviewed, but ACE accreditation looks at only the random calls. ACE requirement for application is to meet the standard for a minimum of three consecutive months.

- Overall look back the trend line is positive, however with the low ACE thresholds, two of the four months are non-compliant. Staffing continues to be a problem at Jeffcom and maintaining a level of consistency.
- Jeffcom is currently looking at artificial intelligence for 100% call review of EMD/EFD calls. It would be a significant increase in data pulled and would reduce the review time from 30 minutes a call to 3-5 minutes a call. Jeffcom would then be able to focus on the areas that require improvement and specialized training.
- Jeffcom would like to first explore this AI QA program before moving towards ACE accreditation.
- The board supports Jeffcom exploring the AI QA technology. Jeffcom would like to continue to evaluate ACE accreditation and will revisit ACE accreditation in the future. No objection from the board.
- The PowerPoint presentation is attached hereto and incorporated herein.

- C. Legal Update – Mr. Bob Cole
No update.

VI. NEW BUSINESS

- A. Chief Strate administered the oath of office to Deputy Chief AJ DeAndrea who was appointed to serve as proxy for Arvada Police Department.

VII. OLD BUSINESS

VIII. EXECUTIVE SESSION

IX. ADJOURNMENT

MOTION: There being no further business to be presented it was moved by Joe Harvey and seconded by Dan McCasky to adjourn the board meeting of the Jefferson County Communications Center Authority board of directors.

Meeting was adjourned at 9:37am.



Jeffcom911 Board of Directors

May 19, 2022



Jeffcom 911



UPDATE:

- Quality Assurance Program
- ACE Accreditation
- AI QA/QI

QA Program



- | | |
|--|---|
| <ol style="list-style-type: none"> 1) EMD (IAED Protocols) 2) EFD (IAED Protocols) 3) Law 4) Radio (Law/Fire) 5) Random vs. Focused | <ul style="list-style-type: none"> • Review 1.5% of dispatched call volume • 2021 = 272,328 = 340 total calls monthly • 152 Monthly Random calls <ul style="list-style-type: none"> ✓ 87 EMD ✓ 65 EFD • 213 Focused QA |
|--|---|

Outsourced QPR

ACE Requirement for application:
Meet standard for minimum 3 consecutive months

QA Scores – ACE Requirements

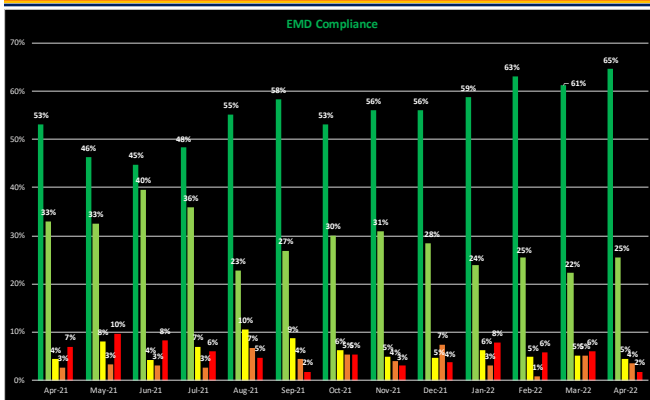


COMPLIANCE LEVEL LIMITS (FROM RANDOM SELECTED CALLS)			
CATEGORY	ALLOWANCE %	EMD	EFD
HIGH COMPLIANT	-		
COMPLIANT	-		
PARTIAL COMPLIANT	10%	8	6
LOW COMPLIANT	10%	8	6
NON-COMPLIANT	7%	6	4

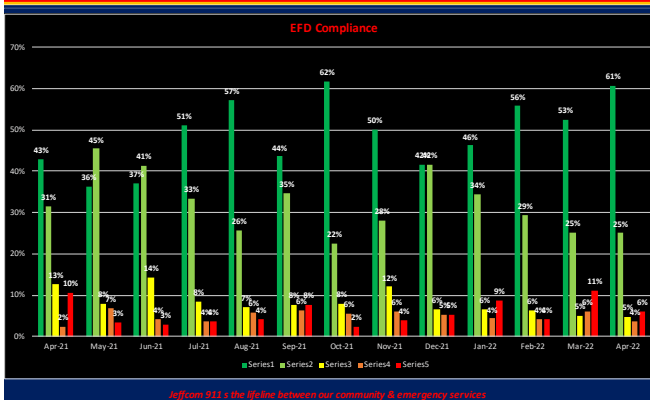
Compliance level is dependent on **number** & **severity** of deviations
minor | moderate | major | critical

Jefcom 911 is the lifeline between our community & emergency services

EMD Performance (Random + Focused)

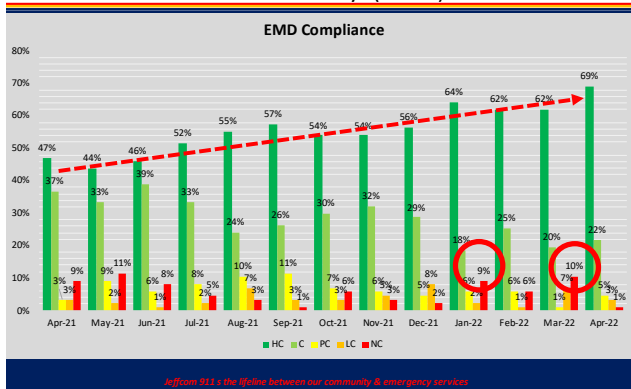


EFD Performance (Random + Focused)

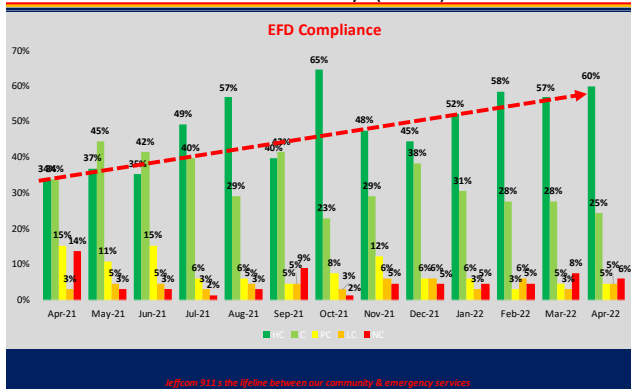


Jefcom 911 is the lifeline between our community & emergency services

EMD Performance Random Only (ACE)



EFD Performance Random Only (ACE)



Certification?



- Concerns of staffing remain
 - 88 deployable ECS of 118 authorized ECS
 - 10 in training (5 floor, 5 academy)
 - 17 supervisors
- Other factors
 - Changes in QA program

Artificial Intelligence



- Vendor: Corti
- Product: 100% EMD/EMD calls reviewed and graded against criteria
- 80%-90% of work is automated
 - 30 minutes to review a CPR call reduced to 3 minutes
- Dashboard
 - Call information down to individual level
 - Focus areas of improvement/training
 - Trend analysis for organization
- Cost: ~\$25K for EMD
- Impact to certification goals



Jeffcom911 Board of Directors

April 21, 2022

Jeffcom 911



UPDATE: Vision, Mission, & Strategy

Vision	To be the leader in emergency communications by providing excellence in service to our community, responders, & employees.
Mission	Jeffcom is the lifeline between our community & emergency services.
Strategy	<ul style="list-style-type: none">• Deliver superior operational support and services as first responders.• Build diverse teams, strong leadership, & proven expertise at every level.• Champion the advancement of emergency services through partnerships & community relations.

Elements:	★ Agency Partnership	★ Community Relations	★ Staff Training, Development, & Support	★ Operational Excellence	★ Technology Innovation
Communications	External Stakeholders	Agencies & Community	Internal Stakeholders - Employees		
Strategic Objectives	<ul style="list-style-type: none"> Reputation conveys service, trust, & expertise across all agencies Recognized as a leading emergency communications center Facilitate & provide operational consistency Collaborate with partners on progressing ideas and initiatives 	<ul style="list-style-type: none"> Develop positive partnerships with community groups Promote and facilitate positive sentiment among the connected citizens base through outreach Promote and facilitate positive sentiment among the connected citizens base through outreach 	<ul style="list-style-type: none"> Best-in-Class staff training & leadership development Employer of choice Robust employee awards & recognition program Build skills & capabilities to optimize schedule Achieve optimal staffing 	<ul style="list-style-type: none"> Industry leading service - level performance Culture of continuous improvement Manage & optimize operational performance Consistently deliver high quality service 	<ul style="list-style-type: none"> Culture of innovation & technological advancement Continued evaluation and planning for infrastructure needs as service & staffing grows Invest in solutions which improve organizational performance and efficiencies Leverage technology for increasing interoperability and collaboration
Enabling Objectives (1-3 Years)	<ul style="list-style-type: none"> Establish agency training integration: 1) Jeffcom Staff shadowing with LE/FD/EMS & 2) Jeffcom Instructors training in Academies & 3) Promoting sit - to -longs for Officer development Identify & partner with agencies in community events or volunteer events Communicate & share Jeffcom org. status Host classes and share facility as a regional 911 education center Share agency knowledge and data for advancement of public safety 	<ul style="list-style-type: none"> Identify better ways to provide reports and data to our community Develop and deliver 9 -1-1 public education Enhance public -facing communication platforms and utilize social media strategy Communicate success stories through PR Develop volunteer program, identifying time to volunteer within our community 	<ul style="list-style-type: none"> Analyze data for improved retention and candidate screening Evaluate employee work environment, benefits, compensation, & recognition Standardization of training and evaluation process Deliver quality training through enhanced curriculum and benchmark against standards Professional development planning 	<ul style="list-style-type: none"> Benchmark against and collaborate with other successful peers Identify opportunities for increased efficiencies Continue to evaluate internal communications and improvement opportunities Participate in reality -based exercises Continuous development and review of operations SOPs, workflows, and QA Regularly review organizational design Identify fit -for -purpose Scheduling software 	<ul style="list-style-type: none"> Produce & deliver education focused on technology & operational practices Continue to evaluate and update IT innovation roadmap to be on the leading edge of industry Continuously research, identify and pursue technology opportunities

Agency Partnership



2021

- EFD 7.1 Upgrade
- Response plan standardization initiative
- 4th of July hot line center
- Mobile communication capability
- JFON initiatives
- Emergency Alerting Coordination
- R-1 shared CAD
- 259 engagements w/ partners

2022

- Mobile communication capability/desktop
- JFON initiatives
- Delivery of IDT
- Go live R-1 Shared CAD
- Radio advisory committee (MARC system)
- Reestablish ridealong program
- NPST Week (thank you!)

Community Relations



2021

- Begin reengaging with community in-person events
- Enhanced linking and resource sharing capability on website
- Alignment of APT
- CueHit survey program

2022

- Implement overarching social media strategy
- Enhanced linking and resource sharing capability on website

Staff Training & Development



2021

- Continue to Hire/Train/Crosstrain/Retain
- Continue to refine curriculum and assessment content
- Training Tech
- Present QA/Training relationship at National APCO Conference
- IT Support Positions added

2022

- Continue to Hire/Train/Crosstrain/Retain
- Build organic CTO course and refine quality of instruction/training resources
- Develop required training programs for mobile communications

Operational Excellence



2021

- CALEA on-site assessment and final certification
 - Part time accreditation coordinator
- Drive to ACE accreditation
- 4-10 Schedule (off 12 hr shifts)
- Mountain Fire comms improvements at JBUC
- JFON Development
- Automated abandon call-back
- CAD to CAD development
- Effectiveness of hybrid program

2022

- Internal radio channel structure
- Call process time analysis
- Further evaluation of ACE accreditation
- Remote call taking capability and application
- Industry workgroup participation
- State presentation

APCO Information Technician of the Year
IT Manager Kevin Biegert

Technology & Innovation



2021

- JFON Development
 - R-1
 - Fiber based mobile connectivity
- CAD-to-CAD
- NICE recording upgrades
- Mobile Communications
- Custom software development
- Cyber security infrastructure upgrades

2022

- CAD-to-CAD continued development
- R-1 shared CAD continued development
- IDT
- Remote call taking
- Data analytics
- Enhanced radio operability
- Emergency Notification System
- Cloud initiatives
- AI Strategy

Employee Support



2021

- First annual awards ceremony
- Employee Town Hall
- eSuggestions: 26/38 entries initiating improvements
- Advisory Planning Teams
- Salary/Benefits Survey
- Staffing challenges

2022

- Mentor Program
- Salary & benefits survey
- Consideration of adding full-time HR Tech
- Staffing challenges
- NPST Week