



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

May 20, 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 (Jeffcom) 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>Chief Bob Olme</i>	<i>Present</i>
Secretary/Treasurer Mike Weege (EFD)	Present
Member Mike Piper (Arvada Fire)	Not Present
<i>Proxy Chief Kirk Lock</i>	<i>Present</i>
Member Chris Murtha (Wheat Ridge PD)	Present
Member Link Strate (Arvada PD)	Present
Member Bill Kilpatrick (Golden PD)	Present
Member Dan McCasky (Lakewood PD)	Present

Also in attendance were:

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

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

Dean Davis of Jeffco Sheriff's Office
Ed Loar of Lakewood PD
Joe Harvey of Golden PD
Chris Malmgren of Pleasant View Fire Station
Bob Fager of Highland Rescue Team
Alan Fletcher Fairmount Fire Protection District
Darrel Guadnola of Wheat Ridge PD

Candace Harris with Arvada PD
Kelly Newman 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 Link Strate and seconded by Mike Weege to approve the record of proceedings of the board meeting for April 15, 2021. The motion was voted upon and approved unanimously.

IV. REPORTS

- A. Financial and Budget Update – (CRS) Community Resource of Colorado Ms. Sue Blair
- April 2021 Financial Statements – Sue Blair presented the April 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. Ms. Blair would like to open Edge accounts with Colo Trust for the Contingency and Capital accounts to gain better interest.
- B. Executive Director Update
- General Update and Overview
 - The Annual report was sent out last week.
 - Jeffcom received their final Assessment report from CALEA last week. The report did not contain any negative feedback. Mr. Streeter will send out the report to the Board members.
 - Mobile Communication Vehicle update – there are no vehicles available for purchase due to supply and demand. Ford has our order, but delivery is unknown at this stage. It might be the end of the year before delivery of the vehicle. JCECA is a partner in this vehicle funding and is aware of the delay and agreed to carry over the vehicle funding to 2022 if needed.
 - Jeffcom has 7 trainees on the floor with 10 new hires in our May 10th academy.
 - Working closely with R1 and their purchasing department. The IGA is currently with legal and will come before the Board. The IGA is establishing the CAD services. R1 will pay for the increases to TriTech and the annual fees. R1 is pressed for time and want invoicing on this budget by June 30th.
 - CueHit Pilot Program Presentation (Kevin Biegert)
 - A brief press release was put out a couple weeks ago about this pilot program and Jeffcom’s partnership with CueHit.
 - CueHit was looking for a large PSAP to pilot the program and Jeffcom is one of two agencies testing it. The other PSAP is in New Jersey.
 - The pilot program only looks at cellular 911 calls only. Jeffcom has included 16 incident types, no admin calls and no EMD/EFD calls. Two days after calling 911, the caller receives a two-question survey via text. How did we do on a scale of 1-5. If

they score 3 or less, it pops up a question if they would like to be contacted. Third question is please leave any comments.

- Community Engagement is one of our goals on our three-year roadmap and this helps achieve that. It is a brief snapshot of how we are doing, and we are receiving a satisfaction score of 87.88%.
- It is highly configurable, and Jeffcom would like to work with our partnering agencies on expanding this program.
- PowerPoint presentation is attached hereto and incorporated herein.

C. Legal Update – Ms. Kathryn Winn

- Working with R1 on the CAD IGA and anticipate bringing it to the Board in June.
- Following up on the Investigation and Discipline policies and having them reviewed by an Employment Defense Counsel. Looking at if the policies require more formality.

VI. OLD BUSINESS

Request if there is a way to relay information if an officer or fire fighter has been injured to push the information out faster. Generally, the agency involved pushes out information.

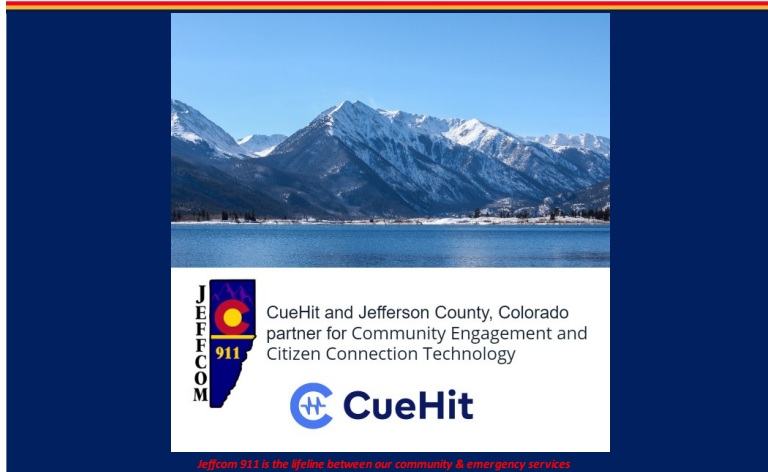
VII. EXECUTIVE SESSION

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 9:41am.

CueHit



Summary



- CueHit offers a Community Engagement and Citizen Connection platform linked to CAD and other public safety data sources.
- The platform offers a wide variety of use cases and is highly adaptable to the specific needs of 911, Law Enforcement, and Fire/EMS.
- Jeffcom is currently functioning as a pilot customer for CueHit, providing product feedback, user stories, and real-world experience.

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Capabilities for 911



- Satisfaction surveys
 - Currently the primary use case for Jeffcom
 - 911 callers (cellular only) are sent automated surveys based on rules, filters, and a minimum amount of time since the incident occurred
- NG911 functions
 - Advanced location finding methods
 - Caller's ability to text back/forth with ECS personnel
 - Video conferencing
 - File sharing, service referrals, and more
- Text-based updates on a call for service
 - Unit assignment and ETA
 - Call close-out updates (case number, officer name, etc.)

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Satisfaction Surveys



- Highly configurable
- Specific filters and rules are created using problem types, priorities, caller types, etc.
- After a minimum amount of time has passed (48 hours), a textbased survey is sent to the 911 caller's phone
- Callers answer 23 questions about the 911 call:
 - "How satisfied are you with your overall experience calling 911?" (1-5)
 - If answer to question #1 is < 2: "Would you be willing to receive a call to discuss additional details about your experience?" (Y/N)
 - Please provide any feedback and/or comments you have related to the service provided by the 911 call -taker.

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Satisfaction Surveys



- Jeffcom is currently only sending surveys to the following LAW problem natures:
 - Burglary
 - Criminal Trespass
 - Disturbance
 - Domestic
 - Harassment
 - Menacing
 - Mental Health
 - Motor Vehicle Theft
 - MVA Injury
 - MVA Property Damage
 - MVA Unknown Injury
 - REDDI
 - Robbery
 - Stabbing
 - Suicidal Person/Attempt
 - Theft

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Results



- Response Rate: **43.3%** (701/1619)
- Positive Satisfaction Score: **88.30%**

Very Pleasant	The call-taker was very professional and calm, and made sure things were conveyed clearly in a noisy environment.
The questions were many; however, I understand the safety of the officers. The 911 personal was clear to understand with concern for my safety and situation. Thank you for being available in my need.	They were very professional and compassionate
Awesome job, kept me calm. Thank you	She was very helpful and kind
They were efficient and pretty fast at getting the details.	She was cool, when I started straying from the specific info she needed, she got it right back on track. It was good we needed the officers as quick as possible.

Data from 04/30 - Present

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Results Cont.



He was very helpful and thorough. I felt awful I had so little details, but he was kind and made the what I could contribute feel valid. He did well, I thought, and handled everything well.	The 911 operator was very helpful, kind, and polite and was able to keep me calm during the situation as well as keep me on track as to what I needed to do.
they were great listening and taking info before the police arrived	Listened and was sturn to ensure I kept my head about me.
Excellent, professional, concerned, pinpoint, and quick	Professional, calm, detailed
Did every thing right gave me clear clear instructions on how to respond to the situation while I was waiting for officers they did a fantastic job 5 out of 5	Very professional Thank God he was calm because I wasn't. Thank you for all you do.

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Follow Up



- If a survey respondent rates overall satisfaction (1-5) as a 2 or below, and consents to contact from the communications center, a task is created and assigned to Jeffcom personnel.
- Details of the incident, including the recording, are then reviewed and a call placed to the reporting party for a follow-up conversation.

Upcoming	
Follow-Up Call Unassigned • Reported on May 18	May 25
Follow-Up Call Unassigned • Reported on May 18	May 25
Follow-Up Call Unassigned • Reported on May 18	May 25
Follow-Up Call Unassigned • Reported on May 17	May 24
Follow-Up Call Unassigned • Reported on May 17	May 24
Follow-Up Call Unassigned • Reported on May 17	May 24
Follow-Up Call Unassigned • Reported on May 17	May 24
Follow-Up Call Unassigned • Reported on May 14	May 21

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Next Steps



- Analyze and further refine rules, filters, and surveys.
- Coordinate with member and user agencies to expand upon the number of incidents triggering a survey (Fire/EMS).
- Test other NG911 functions. Update policies and SOPs as required.
- Offer a dedicated data source from the CAD database whereby interested agencies can work with CueHit for agency -specific accounts.

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