

METCOM AUTHORITY

BOARD OF DIRECTORS' MEETING MINUTES

May 21, 2015

I. MEETING CALL TO ORDER: 9:02 a.m.

II. ROLL CALL

Executive Director	Paul Smith	MetCom Director
Chair / Treasurer	Vince Turner	SMFRA Assistant Chief - Support Services
Vice Chair / Secretary	Mike Dell'Orfano	SMFRA Deputy Chief
Alternate	Doug Bloomquist	SMFRA Administrative Executive Officer (Excused Absence)
Alternate	Bob Baker	SMFRA Fire Chief (Excused Absence)
Legal Counsel	Bob Cole	Attorney with Collins, Cockrel & Cole (via conference call)

III. CHANGES TO THE AGENDA

There were no changes made to the agenda.

IV. PUBLIC COMMENT / RECOGNITION

There was no public comment.

V. PRESENTATIONS

A. Executive Director's Update

KPI and Year-to-Date Statistics: Smith reported that the new dispatch contracts with Englewood, Bennett and Sable Altura have contributed to a 29% increase in call volume. Performance standards dipped slightly during the first quarter, due to this additional volume and changes in dispatching processes for these agencies. However, as of April, MetCom's performance is compliant.

In reviewing the MetCom Dispatch Statistics sheet, Chief Dell'Orfano asked why the total number of calls differs between "Call Volume" (8169) and "Response Compliance" (7453). Smith explained that when MetCom dispatches Bennett Fire and Sable Altura Fire to the same call, it counts as two calls. Exceptions reported at 5.37%; Smith stated that he prefers exceptions to be less than 5%.

Englewood Contract: Smith reaffirmed that as of June 1, 2015, MetCom will no longer dispatch calls for the City of Englewood Fire Department (EFD). EFD has paid fees for the first two quarters of 2015; an invoice has been sent for fees owed for the 3rd and 4th quarters (approximately \$104,000).

Bennett and Sable Altura: MetCom has been meeting with Bennett Fire and Sable Altura Chiefs on a monthly basis. A discussion ensued about neighboring agencies in that area (Strasburg, Deer Trail, Byers) moving their dispatching to MetCom. Although interested, lack of funding seems to be the main issue. Smith indicated that Arapahoe County agencies can receive funds if dispatched by an Arapahoe County agency.

JACC CAD Project: The project was completed on time and under budget. Smith, along with Kim McAndrews and Jeremy Hixon has visited all the JACC PSAPs. All agencies have provided positive feedback. The PrePlan search feature has been updated and a CAD mobile application is in the works with TriTech. Chief Dell'Orfano asked about the status of the MSR Group; Smith indicated that Chief Potts is determining who will represent SMFRA Line personnel in this advisory group.

Text-to-911: All Arapahoe County PSAPS are live with Text-to-911. The impact on MetCom has been very minimal. Some concerns have been raised regarding the ability to EMD these calls (using text messaging).

Staffing: With the resignation of Wendi Palmer, Dustin Kern was hired to fill the vacancy. Three part-time dispatchers (approved positions) have also been hired.

VI. FINANCIAL REPORT

Smith explained there are no major projects planned for 2015. MetCom will continue to provide analytic services to West Metro Fire; however, future GIS projects will be done as part of JACC. With the final implementation of JACC, no further build-out funds will be collected. There will be a budget for annual maintenance which will be funded by Arapahoe E-911 and Jefferson County (JCECA). MetCom is not responsible for payment of any JACC expenses.

With regard to the 2014 financial presentation, Smith explained that the draft financial statements provided by David Green failed to include GIS revenue. There will be a need to modify the budget to account for additional unbudgeted expenses needed to cover the Motorola radio system upgrade. Smith had informed the Board of this during the November 19, 2014 meeting.

Smith stated that he checked with Bob Cole to see if a formal public hearing would be necessary to amend the 2014 budget, to reflect the additional \$50,000+ needed for the radio upgrade. Cole explained that a public hearing was not necessary as MetCom can be over budget but cannot exceed fund balances.

VII. CONSENT AGENDA

- A. Approval of November 19, 2014 Regular Session Meeting Minutes
- B. Approval of Financial Report (YTD through April 30, 2015)

Chief Dell'Orfano requested that the November 19, 2014, be revised as follows, under Agenda Item X, Old Business / Contract Updates:

In speaking with other fire departments, Smith indicated he is being cautious in speaking about MetCom's reintegration with SMFRA. He is reporting that MetCom is "exploring reintegration" with SMFRA. Smith said the reintegration matter needs to be

communicated properly. He requested that Chief Baker meet with the Fire Chiefs from Bennett Fire and Sable Altura Fire to convey the reintegration message. All dispatch contracts with fire departments will need to be ~~renegotiated~~ reviewed when MetCom is reintegrated with SMFRA.

Also, a request was made to add JACC revenue of \$111,000 for GIS support to future Financial Reports. There was no further discussion. A motion was duly made, seconded and unanimously carried by the Board to approve the consent agenda, with the requested changes.

VIII. ACTION ITEM

None.

IX. NEW BUSINESS (Bob Cole, Esq., present via conference call)

A. **Englewood Contract**

Legal counsel was consulted regarding MetCom's response to the letter from City Manager Keck, which stated MetCom dispatch services were no longer needed as of June 1, 2015. Chief Dell'Orfano suggested that a letter be sent to Mr. Keck, referencing the contract and the requirement that early termination must be agreed to by both parties. However, the Board approved releasing the City of Englewood from the contract as of December 31, 2015. Smith will draft a letter to City Manager Keck for Cole's review.

B. **MetCom Reintegration**

With MetCom's reintegration with SMFRA, all contracts for services will need to be rewritten; these include JACC, West Douglas, West Metro, etc. These agencies should be advised of the reintegration and that their contracts will be incorporated under SMFRA. If they inquire, the agencies would have a right to terminate their contracts with MetCom.

Once reintegrated, MetCom will continue to offer contracts for services. As a bureau of SMFRA, revenue will remain exempt from TABOR requirements. Another option would be to have MetCom become an Enterprise Fund, which would allow for greater flexibility. MetCom will continue to be partially supported by user fees but SMFRA will still be responsible for the majority of expenses to operate MetCom. Whether MetCom is a bureau or an enterprise fund, there is a need to consider the impact on agency contracts. Cole suggested sending a letter to the impacted agencies (September/October timeframe) to let them know of MetCom's status.

C. **Adams County Discussion**

It was suggested that a Memorandum of Understanding (MOU) be prepared to define that the north area fire departments want to engage in reviewing the possibility of MetCom providing their dispatching services. Smith noted that these fire departments want to have a voice in the process but do not want to become member/partner agencies.

Cole requested a copy of the Bennett Fire contract for services as it may be a good template to use. Cole stressed the importance that contracts should be clear about the scope of services and how the agency can provide input, such as an operations committee (in lieu of serving as a board member).

X. OLD BUSINESS

A. **Discussion Pertaining to MetCom Authority**

Smith reported MetCom job descriptions have been provided to Niki Coleman. Smith and Cathy DaVisio will be meeting with Marie Hoover to discuss transfer of financial information and mapping account codes. In terms of GIS/Analytics data, it was discussed whether this should be stored on MetCom's servers or South Metro's. Chief Turner expressed that GIS is a dispatch function and the data should remain on MetCom's servers; however, SMFRA would need to have access to it. He continued by stating that MetCom data needs to be distinct, unique and separate from SMFRA IT data. Business-related information, such as email, will run on SMFRA's servers.

Smith reported that he is maintaining and updating an FAQ document for MetCom personnel to provide on-going information about the reintegration and its impact on the employees, their jobs and benefits.

MetCom branding is important and will impact uniforms, vehicles, badges, etc. Smith and Chief Dell'Orfano will meet with Becky O'Guin to discuss these issues. Smith requested that a MetCom employee be included in this meeting.

Smith would like to have a MetCom Staff Meeting in July with specific SMFRA bureau heads present (Chief Dell'Orfano, Chief Turner, Niki Coleman, Marie Hoover) as well as a representative from Voya Financial, to provide an opportunity for an exchange of information. It is hoped that job classifications, compensation and benefits will be finalized by that time.

XI. ADJOURNMENT

The meeting adjourned at 11:27 a.m.

The next meeting is scheduled for 8:00 a.m. on Tuesday, June 16, 2015.