

SUBJECT: **ORDINANCE NO. 1875, SERIES 2024 – AN ORDINANCE
IMPLEMENTING A RATE INCREASE IN THE EMERGENCY
TELEPHONE CHARGE – 2nd READING, PUBLIC HEARING
(advertised *Daily Camera* 6/23/24)**

DATE: **JULY 9, 2024**

PRESENTED BY: **RAFAEL GUTIERREZ, CHIEF OF POLICE**

SUMMARY:

The Boulder Regional Emergency Telephone Service Authority (BRETSA) proposes a rate increase for Emergency Telephone Charges effective February 1, 2025. The City of Louisville is a party to an Intergovernmental Agreement by which BRETSA was formed, and agreed to pass an ordinance imposing an Emergency Telephone Charge (ETC) on its constituents in the amount set by the BRETSA board. The proposed fee will increase the current cost for users by \$0.50 to the new rate of \$1.25 per line per month for telephone services billed in Boulder County. The proposed rate is below the current statewide average cost of \$1.93 per user per month. The federally-subsidized lifeline service for our low-income constituents is not subject to ETCs.

FISCAL IMPACT:

The proposed increase changes the current cost of \$0.75 per telephone user per month to \$1.25 per telephone user per month for telephone services billed in Boulder County.

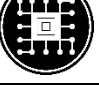
RECOMMENDATION:

Staff recommends approval of the ordinance.

ATTACHMENT(S):

1. Ordinance
2. Letter from BRETSA re: City of Louisville rate increase

STRATEGIC PLAN IMPACT:

☐		Financial Stewardship & Asset Management	☒		Reliable Core Services
☐		Vibrant Economic Climate	☐		Quality Programs & Amenities
☐		Engaged Community	☐		Healthy Workforce
☐		Supportive Technology	☒		Collaborative Regional Partner

**ORDINANCE NO. 1875
SERIES 2024**

**AN ORDINANCE IMPLEMENTING A RATE INCREASE IN THE EMERGENCY
TELEPHONE CHARGE**

WHEREAS, the Colorado Emergency Telephone Service Act, C.R.S. § 29-11-101, et seq. (the “Act”), authorizes governing bodies to enter into intergovernmental agreements for the purpose of providing an enhanced emergency telephone service system (“E-911 System”) and to impose an emergency telephone charge to pay for the equipment and installation costs and the directly related operating costs of the E-911 System; and

WHEREAS, pursuant to said authority, the City entered into an Intergovernmental Agreement concerning the implementation of an E-911 Emergency Telephone Service with the County of Boulder in September 1987 and adopted Chapter 3.30 of the Louisville Municipal Code imposing an emergency telephone charge in an amount not to exceed \$0.75 per month; and

WHEREAS, the Boulder Regional Emergency Telephone Authority (BRETSA) was formed pursuant to the Intergovernmental Agreement in 1987 to provide E-911 telephone and dispatching services in the City; and

WHEREAS, BRETSA has recommended an increase in the emergency telephone charge from \$0.75 to \$1.25 per phone call beginning February 1, 2025 to cover support and operating expenses for E-911 telephone services, emergency notification systems (e.g. reverse 911), computer aided dispatch (CAD), digital loggers (phone/radio recorders), other capital/non-capital equipment and maintenance needs, network infrastructure to include inter-connecting the PSAPs (fiber, redundancy, backup support), technical training needs, and the maintenance of massive databases that directly support CAD: Geographic Information System (GIS), Master Street Address Guide (MSAG), and Automatic Location Information (ALI).

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOUISVILLE, COLORADO:

Section 1. Section 3.30.010 of the Louisville Municipal Code is hereby by amended to read as follows (words to be added are underlined; words to be deleted are stricken through):

Sec. 3.30.010. Imposed

There is hereby imposed, pursuant to C.R.S § 29-11-101 et seq., as amended, (the Act) an emergency telephone charge in an amount not to exceed ~~\$0.75~~ \$1.25 per month per exchange access facility, per wireless communications access, and per interconnected voice-over-internet-

protocol service in those portions of the City for which emergency telephone service will be provided, the proceeds from which shall be collected and administered according to the terms of the Intergovernmental Agreement concerning the implementation of a "E911" Emergency Telephone Service between the County of Boulder, the city of Boulder, et al. dated September 22, 1987, as amended, and the Act, as amended. The city council further authorizes the authority board as described in the intergovernmental agreement to set such lesser charges as the authority board may from time to time determine are appropriate in the course of the authority board's exercise of its functions under the intergovernmental agreement.

Section 2. If any portion of this ordinance is held to be invalid for any reason, such decision shall not affect the validity of the remaining portions of this ordinance. The City Council hereby declares that it would have passed this ordinance and each part hereof irrespective of the fact that any one part be declared invalid.

Section 3. The repeal or modification of any provision of the Municipal Code of the City of Louisville by this ordinance shall not release, extinguish, alter, modify, or change in whole or in part any penalty, forfeiture, or liability, either civil or criminal, which shall have been incurred under such provision, and each provision shall be treated and held as still remaining in force for the purpose of sustaining any and all proper actions, suits, proceedings, and prosecutions for the enforcement of the penalty, forfeiture, or liability, as well as for the purpose of sustaining any judgment, decree, or order which can or may be rendered, entered, or made in such actions, suits, proceedings, or prosecutions.

Section 4. All other ordinances or portions thereof inconsistent or conflicting with this ordinance or any portion hereof are hereby repealed to the extent of such inconsistency or conflict.

**INTRODUCED, READ, PASSED ON FIRST READING, AND ORDERED
PUBLISHED** this _____ day of _____, 2024.

Christopher M. Leh, Mayor

ATTEST:

Meredyth Muth, City Clerk

APPROVED AS TO FORM:

Kelly PC, City Attorney

PASSED AND ADOPTED ON SECOND AND FINAL READING, this _____ day
of _____, 2024.

Christopher M. Leh, Mayor

ATTEST:

Meredyth Muth, City Clerk



Boulder County Sheriff's Office

Curtis Johnson
Sheriff

April 29, 2024

Jeff Durbin
City Manager
749 Main Street
Louisville, CO 80027

Delivered via Email

Dear Mr. Durbin,

I am writing you today as the Chair of the Boulder Regional Emergency Telephone Service Authority (BRETSA) Board. As you may know, BRETSA establishes the amount of the Emergency Telephone Charge (ETC) assessed per-line per-month on telephone services billed in Boulder County. BRETSA also receives and disburses the proceeds of the ETC to partially fund 9-1-1 service and operation of the Emergency Call Centers (ECCs) in Boulder County, which receive 9-1-1 calls and dispatch First Responders.

After 10 years, BRETSA has determined that effective February 1, 2025, it will be necessary to increase in the ETC by \$0.50, from the current \$0.75 established in 2014 to \$1.25. The rate will remain one of the lowest in the State, and below the average of Front Range ETCs. (Please note that federally-subsidized lifeline service for our low-income constituents is not subject to ETCs.)

Rate Information:

BRETSA Current ETC Rate:	\$.75
Proposed BRETSA ETC Rate	\$1.25 (Effective February 1, 2025)
Current State Average ETC Rate:	\$1.93

Amendment of [City/Town] Ordinance

Pursuant to Article VI of the Intergovernmental Agreement by which BRETSA was formed and to which the City of Louisville is a party, Louisville has agreed that it will pass an ordinance imposing an ETC on its constituents in the amount set by the BRETSA Board. For the new rate to be effective on February 1st, the ordinance must be passed prior to November 1st. We request the City of Louisville pass the ordinance as soon as feasible.

Headquarters
5600 Flatiron Parkway
Boulder, CO 80301
303-441-3600

Communications · Emergency Management
3280 Airport Road
Boulder, CO 80301
303-441-4444 · 303-441-3390

Jail
3200 Airport Road
Boulder, CO 80301
303-441-4600

Why BRETSA Is Increasing the ETC

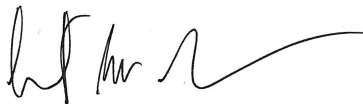
BRETSA has seen its costs, including technology and personnel costs, increase over the past decade. However, we have also improved 9-1-1 service in Boulder County over that time. The BRETSA-supported ECCs have implemented Text-to-911, MMS-to-911, receipt of 9-1-1 calls via a more reliable and robust Emergency Services IP Network, updated and supplemented ECC systems to improve Emergency Response including verification of caller locations. BRETSA has also implemented a system called Smart 9-1-1 which allows residents and businesses to provide information to ECCs regarding personal or property conditions (medical issues, a family member requiring assistance to exit a premises in the event of a fire, storage of hazardous chemicals on a business premises), in advance of an emergency. Dispatchers can access the information in the event of an emergency at the home of business.

BRETSA continues to fund public alerting systems and multilingual alerting capabilities. BRETSA also funds systems to provide the public in the County and each city and town in Boulder County with persistent information regarding the status of alerts, and available resources during public emergencies.

Finally, we can't say enough about our ECC dispatchers, the *first* First Responders who are always there to answer calls from people in the worst moment of their life, to send help, provide instructions in First Aid until First Responders arrive, talk suicidal individuals down, and so much more. Dispatchers at the BRETSA-funded PSAPs have handled at least nine major incidents, many of them federally-declared disasters, when many PSAPs have never handled even a single such incident. These have included the Old Stage Fire, Fourmile Canyon Fire, Flagstaff Fire, 2013 Floods, Cold Springs Fire, Calwood Fire, King Soopers Mass Shooting, and Marshall Fire. But only a small percentage of people have the skillsets to serve as dispatchers, to remain calm under the most stressful situations, effectively and succinctly communicate with both callers and First Responders, utilize multiple technical PSAP systems to verify caller information and location, dispatch the closest units, identify hazards and other relevant environmental information on the caller's location, going from call to call as soon as First Responders arrive, never knowing what the next call will be. It is of course difficult to recruit and retain such talented employees for such stressful positions, which includes shiftwork.

If you have any questions and/or would like to have a representative of BRETSA at a meeting to answer questions about the ETC increase, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Curtis Johnson', with a long, sweeping horizontal line extending to the right.

Curtis Johnson
Boulder County Sheriff
Chair, BRETSA Board

cc: Chief Rafael Gutierrez