



# Boulder County Sheriff's Office

Curtis Johnson  
Sheriff

April 29, 2024

Victoria Simonsen  
Town Administrator  
432 5<sup>th</sup> Avenue  
Lyons, CO 80540

## Delivered via Email

Dear Ms. Simonsen,

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 Town of Lyons is a party, Lyons 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 1<sup>st</sup>, the ordinance must be passed prior to November 1<sup>st</sup>. We request the Town of Lyons pass the ordinance as soon as feasible.

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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,



Curtis Johnson  
Boulder County Sheriff  
Chair, BRETSA Board

cc: Sgt. Cody Sears