



LETA 911

Larimer Emergency Telephone Authority

ANNUAL REPORT

The critical link between the
community and lifesaving
resources

2025

Message from the CEO

Over the past year, LETA stayed focused on what matters most—strengthening the systems, partnerships, and infrastructure that support emergency communications across Larimer and Jackson counties. In 2025, we made steady, intentional progress toward a more resilient, modern, and sustainable system that can meet the expectations of the communities we serve.

We advanced several major infrastructure and technology efforts this year. The transition into our new public safety facility continued to move forward, alongside expanded backup PSAP capabilities and planning for future console growth. We also pushed forward on critical radio and dispatch upgrades, regional fiber resiliency, and the deployment of tools that enhance emergency alerting, translation, and video capabilities. These are not abstract improvements—they are targeted investments to ensure reliability, continuity of operations, and real-world performance when it matters most.

At the same time, we remained disciplined in how we manage public resources and make decisions. LETA continued to prioritize strong financial stewardship, long-term planning, and thoughtful governance, while maintaining close coordination with our local, regional, and statewide partners. This was a year of progress, but more importantly, it was a year of alignment—making sure the work we are doing today positions us well for what is coming next.

Looking ahead, our focus does not change. We will continue to support our partner agencies, invest in resilient and interoperable systems, and deliver on the responsibility we have to the public to ensure emergency communications are reliable, capable, and ready—every time they are needed.



Kimberly Culp

Chief Executive Officer

Larimer Emergency Telephone Authority

Kimberly Culp

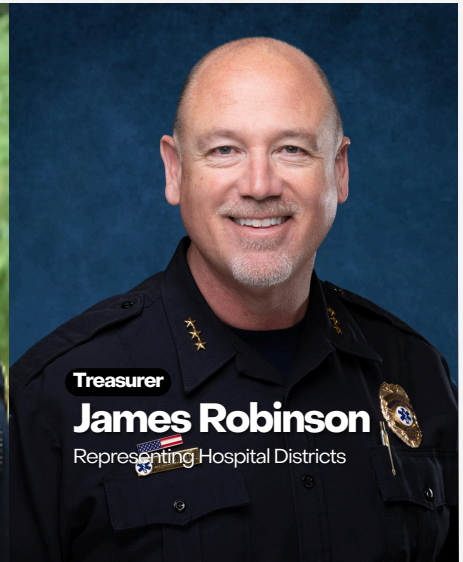
LETA Board of Directors



Chair
Steve Charles
Representing Fire Districts



Vice Chair
Joe Shellhammer
Representing Larimer County



Treasurer
James Robinson
Representing Hospital Districts



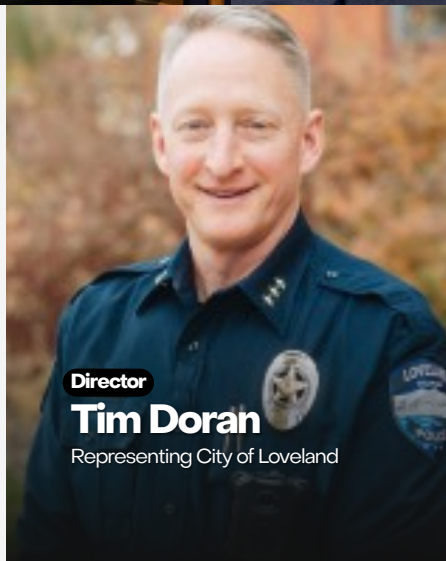
Secretary
Ian Stewart
Representing Estes Park



Director
Justin Allar
Representing City of Fort Collins



Director
Marc Barker
Representing CSU



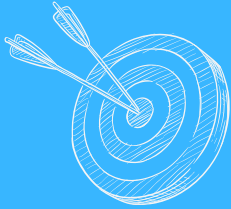
Director
Tim Doran
Representing City of Loveland



Director
Mark McGarry
Representing Jackson County

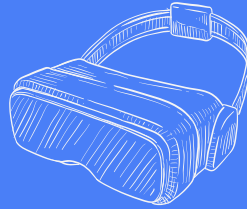
OUR MISSION

To serve as the vital link between our community and lifesaving resources in Larimer and Jackson counties. 9-1-1 is not a job, it's a responsibility to our community and partner agencies.



OUR VISION

Always here, always ready. LETA will be among the best in the country for efficient use of public resources, effective deployment of evolving technology, and delivery of innovating 9-1-1 services.

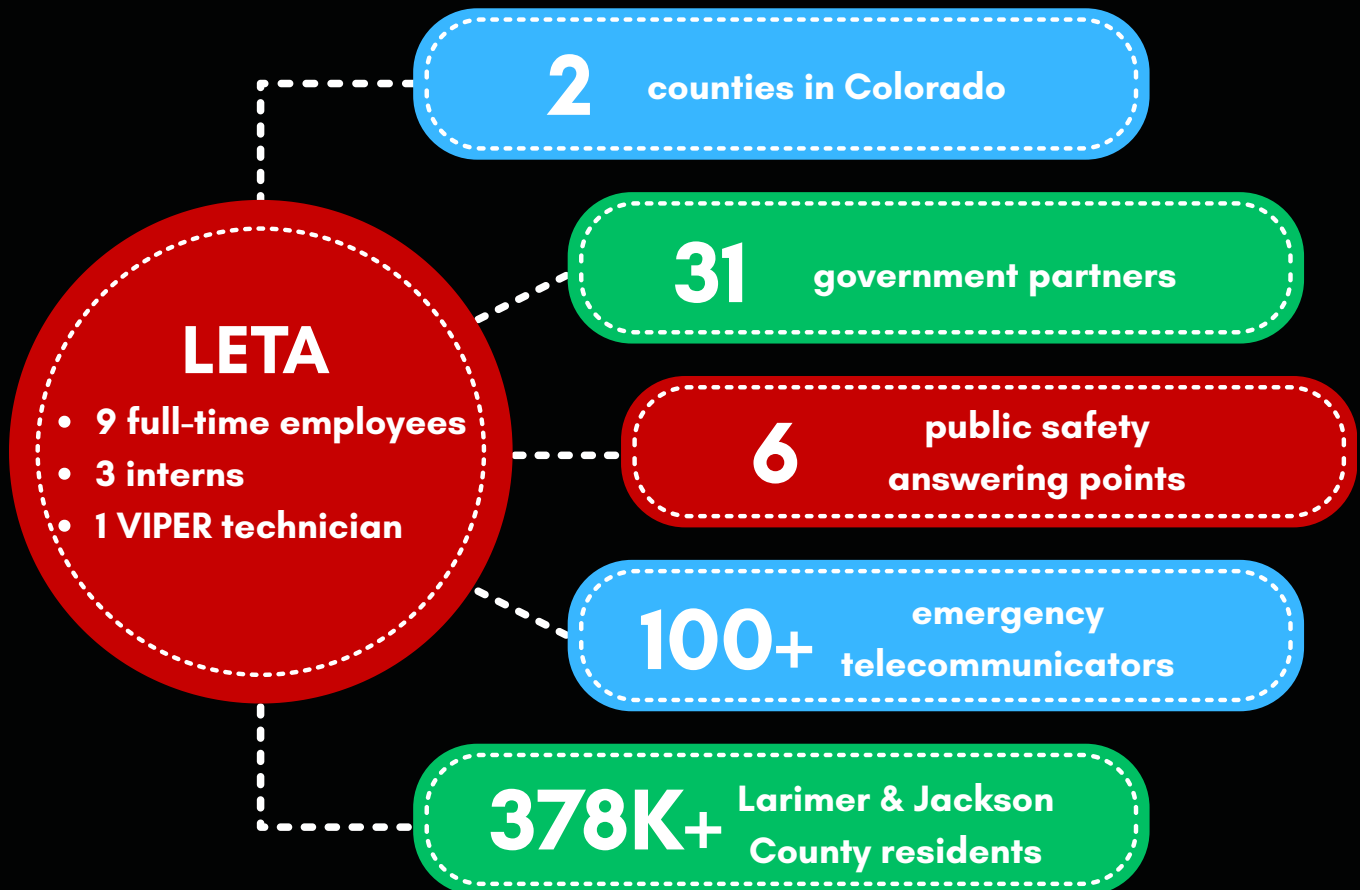


OUR VALUES

LETA is committed to providing excellent 9-1-1 to the Larimer and Jackson county communities through integrity, leadership, and accountability.



Connecting Communities & Agencies



Always here, always ready!

LETA'S TECHNOLOGY IMPACT

LETA provides the following technology & services to our Government Partners and Community in Larimer and Jackson Counties:



**Call
Processing
Equipment**



**Text to 911
Services**



**Mapping &
Aerial
Imagery**



**Translation
Services**



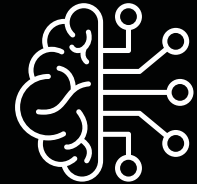
**Emergency
Medical
Dispatch**



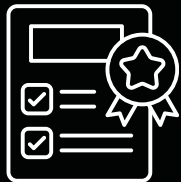
**Dispatch
Radio
Consoles**



**Phone & Radio
Recording
System**



**AI Quality
Assurance**



**Internal QA
Program**



**Backup
Dispatch
Center**



**Live Video &
Location
Services**



**Emergency
Alert System**



**First
Responder
App**



**Supplemental
Equipment
Funding**



**Supplemental
Training
Funding**



**Hiring
Software**

PRIORITIES OF 2025



Jackson County Emergency Callboxes

LETA expanded access to emergency services in Jackson County through the installation of strategically placed call boxes in areas with limited or unreliable cellular coverage. This effort is a direct investment in closing critical coverage gaps and ensuring that residents and visitors have a reliable way to reach 9-1-1

911 Network Resiliency

LETA continued work to improve network redundancy and regional connectivity. Creating partnerships with state and local entities put LETA in a position to eliminate single points of failure in the 911 system and ensure geographic diversity for emergency communications.

Radio Console Funding

Much of 2025 was spent discussing the need for radio console funding. The LETA Board agreed to fund a one-time upgrade of the radio consoles located at the five PSAPs in Larimer County. The project kicked off in December 2025 and upgrades will begin in 2026. LETA is managing the project with the assistance of the Larimer County radio team.



Artificial Intelligence (AI) is starting to play a practical role in 9-1-1 operations, and at LETA we are using it in a focused, controlled way to support—not replace—our staff.

Today, AI is being used to provide real-time translation across multiple languages, generate call transcription, and assist with quality assurance review. These tools help improve clarity during calls, reduce language barriers, and give us better insight into performance and training needs.

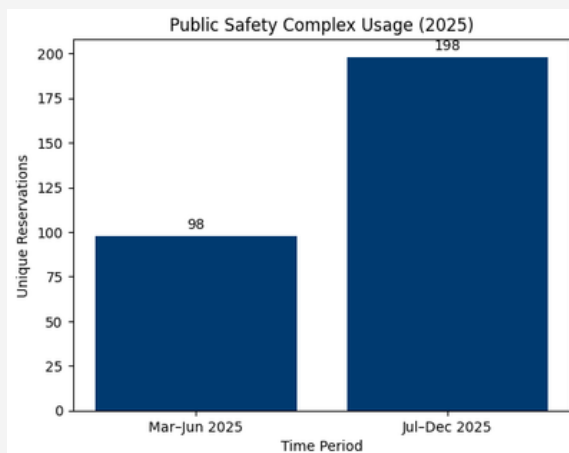
Our approach is straightforward—use AI where it adds value and improves service, while keeping trained emergency communications professionals at the center of every decision.

PRIORITIES OF 2025

LETA's Regional Public Safety Complex

In 2025, LETA continued the transition into a Regional Public Safety Complex—an important step in strengthening how emergency communications and public safety partners operate across Larimer and Jackson counties.

Bringing agencies together in a shared environment improves coordination, supports faster decision-making, and allows information to be shared more effectively during both daily operations and critical incidents. Co-location reduces barriers between agencies, improves communication, and strengthens a unified approach to response. The facility is designed with resiliency at its core, including hardened infrastructure, redundant systems, and the ability to support backup 9-1-1 operations—ensuring continuity of service when systems are disrupted or demand is high.



LETA's Regional Public Safety Complex reservations in 2025. Our Government Partners have used the facility for meetings, retreats, and various hiring processes. The facility has become a widely known and valued asset for Public Safety.

The complex also positions the region for the future. It supports next-generation 9-1-1 capabilities, including enhanced data sharing, video, and real-time situational awareness tools. It creates opportunities for joint training, coordinated planning, and more efficient use of resources across agencies. By leveraging shared infrastructure, partners can reduce duplication, control costs, and invest more strategically in technology and operations.

This transition reflects LETA's continued commitment to regional collaboration, operational resilience, and long-term planning. For our partners, it means stronger coordination and shared capability. For the community, it means a more connected, reliable, and responsive public safety system—built to perform when it matters most.

PRIORITIES OF 2025

LETA files formal complaint against CenturyLink

In 2025, LETA took formal action to address a long-standing reliability issue affecting 9-1-1 service to Estes Park. As the sole 9-1-1 provider in Colorado, CenturyLink is responsible for delivering a resilient 9-1-1 network. Instead, the 9-1-1 network serving Estes Park had a single physical path and did not provide true physical diversity—creating a real single point of failure.

This is not a new issue. LETA filed a formal complaint following the 2013 floods to correct the same deficiency in the 9-1-1 Network that is provided by CenturyLink. At that time, the issue was reported as resolved. However, due to various factors leading up to the Alexander Mountain Fire, CenturyLink had once again provided only 1 physical network path to support 9-1-1 in and out of Estes Park. The Alexander Mountain Fire exposed that true diversity had not been changed in the 9-1-1 Network, and that same risk exposed during the 2013 floods, had resurfaced.

That risk is not theoretical. A fiber cut, wildfire, or an upstream outage can prevent 9-1-1 calls from completing, delay routing, or limit the delivery of location and callback information. When that happens, it directly impacts our community from reaching 9-1-1. LETA filed a formal complaint against CenturyLink. The Administrative Law Judge agreed that the 9-1-1 Network did not meet the intent of true geographic diversity. The ruling reinforced 9-1-1 redundancy must work in real-world conditions.

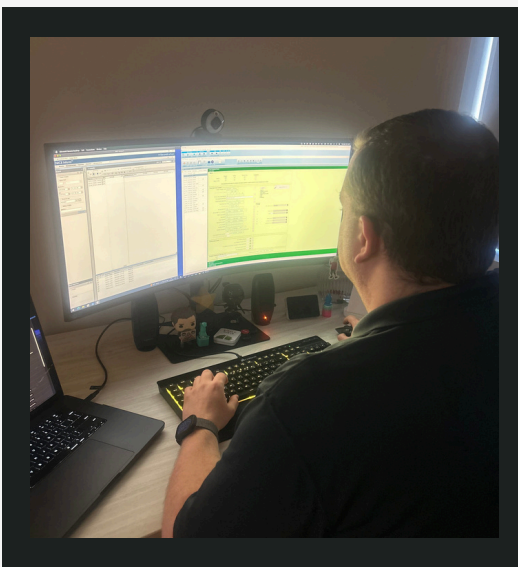
Reliable access to 9-1-1 is not optional. LETA will continue to hold providers accountable and ensure the infrastructure serving our communities performs the way it is expected to, every time it is needed.

PRIORITIES OF 2025

Internal Quality Assurance (QA) Program

At the request of communications center managers across the county, LETA implemented an internal Quality Assurance program to grade medical calls throughout Larimer and Jackson counties. 2025 was the first full year of grading for LETA's Quality Assurance team, who graded a total of 1,164 medical calls that year.

In 2025, LETA hired an Emergency Medical Dispatch (EMD) Program Manager to oversee the program. The EMD Program Manager attended the International Academies of Emergency Dispatch's Instructor Academy, becoming certified as LETA's in-house EMD Instructor. In addition to the EMD Instructor, LETA staff members also hold positions on IAED's Council of Standards and ACE Review Team.



2026 will bring many valuable changes to the EMD program overall. We look to onboard a new Medical Director, who brings a new perspective and new tools to the program. LETA will onboard Fort Collins 911 to the internal QA program, implement the use of aspirin for patients throughout Larimer & Jackson counties, explore new protocol opportunities, and continue to work towards ACE accreditation for all agencies. LETA's QA team strives to assist PSAPs with quality improvement and education opportunities, as well as achieving the highest level of patient care.



Community Education

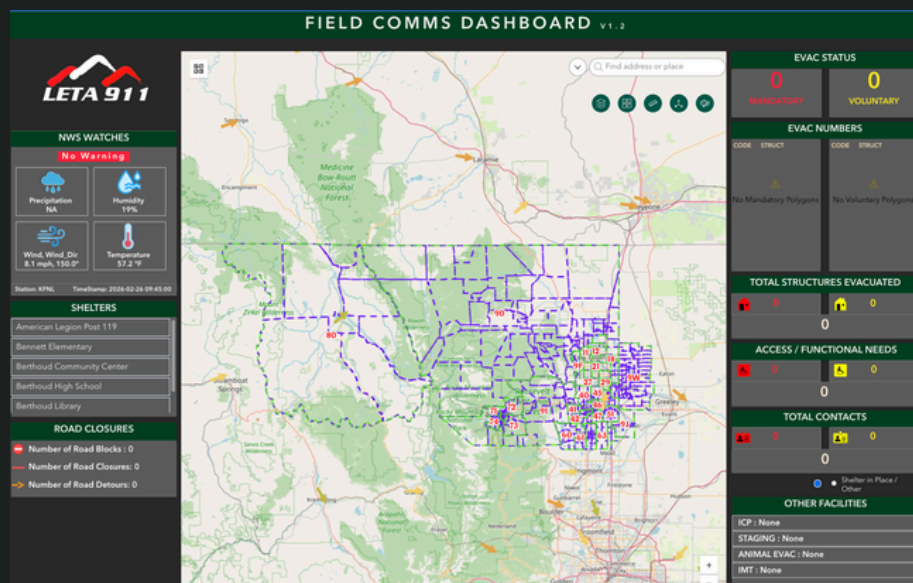
Educating the public on 9-1-1 and the emergency alert system is important to us! Each year, LETA staff prioritizes events where we can connect and speak to the public about the 9-1-1 technology and services that are available to them. We also look to our government partners to spread the word and help us educate throughout Larimer and Jackson counties!

FIELD COMMS IMPLEMENTATION

LETA's GIS team worked with Larimer County Emergency Services to develop a toolset that first responders and dispatch could use to send and receive real time data during emergency events.

Those tools include:

- Field Maps, which allows first responders to display on a map emergency evacuation requests or evacuation status
- Field Comms, which can be used by 911 centers and Emergency Managers to view evacuation data.

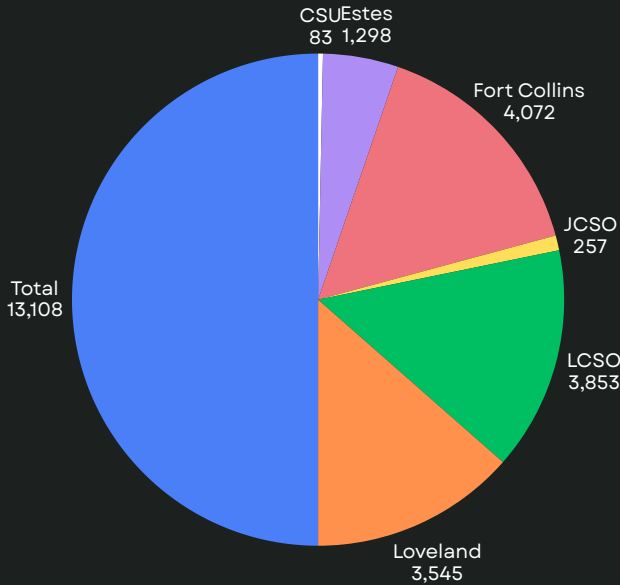


2025 BY THE NUMBERS

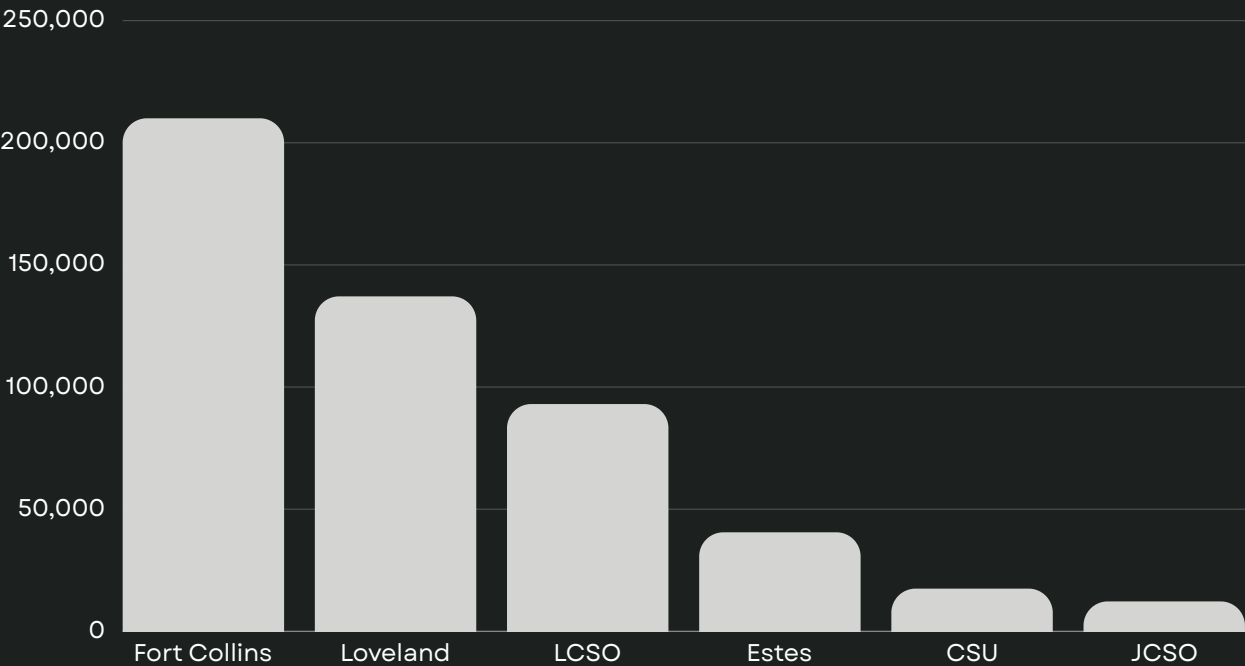
911 Calls
Total: 131,650



Text to 911
Total: 13,108



Total Calls by Agency
Total: 510,376



**THANK
YOU**

2025