

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto: MileHighOrdinance@DenverGov.org) by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: February 21, 2025

Please mark one: Bill Request or Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

Yes No

1. Type of Request:

Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment

Dedication/Vacation Appropriation/Supplemental DRMC Change

Other:

2. **Title:** (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends Section 16-22 of the Denver Revised Municipal Code (DRMC) regarding an increase to the emergency telephone charge in an amount not to exceed the threshold set by the public utilities commission, citywide.

3. Requesting Agency:

Department of Public Safety

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Andrew Dameron Emily Lauck	Name: Andrew Dameron Emily Lauck
Email: andrew.dameron@denvergov.org emily.lauck@denvergov.org	Email: andrew.dameron@denvergov.org emily.lauck@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

(who, what, why)

By State law, a surcharge is imposed on all exchange access facilities, wireless communication access, and interconnected voice-over-protocol service. This monthly surcharge is collected by wireless and landline carriers and remitted to 9-1-1 Authorities, which in turn distributes the funds to the individual Public Safety Answering Points (PSAPS) within their Authority, based on funds collected in relation to all accounts with a billing address within the jurisdictional boundaries supported by that PSAP. Statute governs allowable use of the collected funds and requires them to be spent to provide and support specified aspects of 9-1-1 emergency telephone services. The surcharge governance is through the Public Utilities Commission (PUC), which annually reviews and establishes a rate threshold for the surcharge. Individual PSAPs determine the needed surcharge to effectively provide 9-1-1 services for their jurisdictions and establish the appropriate surcharge for their jurisdiction at or below the PUC threshold. Denver last adjusted its emergency telephone surcharge in 2019 and now seeks to increase the surcharge to address the operational and infrastructure needs of our emergency communications operations.

Denver 9-1-1 is the authorized emergency communications authority / PSAP for the City & County of Denver. Our current emergency communications surcharge (last changed in 2019) is \$1.20 per month per applicable line / access point registered to a Denver billing address. Denver 9-1-1, via the Department of Public Safety, seeks to increase the surcharge to the current PUC-established rate threshold of \$2.12 per month to address critical operational and infrastructure needs related to the provision of

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emergency telephone services for the City & County of Denver.

Denver is long overdue for a surcharge increase based on the needs of the city and inflationary pressures. Denver's rate is currently 51st out of 56 amongst 9-1-1 Authorities across the State and significantly below the rate threshold established by the PUC. C.R.S. 29-11-104 establishes the allowable uses of the surcharge funds and prioritizes use for infrastructure (e.g. – facilities, hardware, software used to receive and dispatch 9-1-1 calls, telephone networks, administration of emergency notification services (e.g. – reverse 9-1-1, Amber Alerts, Medina Alerts, emergency weather notifications) and emergency telephone service administration, and certain other costs). Funding may then be used for personnel and certain radio expenses once prioritized uses are addressed. Denver utilizes the surcharge funds (also known as the “9-1-1 Trust Fund”) for equipment, training, and personnel costs. In 2025, approximately 86% of Denver 9-1-1's budget is in the 9-1-1 Trust Fund and only 14% in the City's General Fund. Analysis demonstrates that raising the surcharge fee to \$2.12 per month is necessary to sustain the current allocated equipment and personnel expenditures as well as support critical infrastructure and technology replacements for legacy telephone and Computer Aided Dispatch (CAD) systems. Additionally, we are looking to build future capacity to increase authorized personnel strength for 9-1-1 call takers as discussed in the recent Emergency Medical Response System audit and the need for increased staffing to improve speed of answer times when constituents call 9-1-1.

6. City Attorney assigned to this request (if applicable):

Troy Bratton

7. City Council District:

City Wide

8. **For all contracts, fill out and submit accompanying Key Contract Terms worksheet**

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