

# ANNUAL REPORT 2018

JEFFERSON COUNTY COMMUNICATIONS CENTER AUTHORITY

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# TABLE OF CONTENTS

Identity _____	3
Letter from the Executive Director _____	4
Organizational Structure _____	5
Agencies We Serve _____	6
Board of Directors _____	7
Jeffcom 911 Goes Into Operation _____	8
Call Taking Operations _____	9
Fire Dispatch Operations _____	10
Law Dispatch Operations _____	11
Staffing _____	12
Training _____	13
Quality Assurance _____	14
Information Technology _____	15
Recognitions _____	16
Public Relations _____	17
Projects Completed _____	18
Organizational Goals _____	19

# IDENTITY

## Mission Statement

Jeffcom is the vital link between emergency services and the community.

## Vision Statement

To be a leading example of a consolidated communications center by providing excellence in service to our community, responders, and employees.

## Code of Ethics

As an Emergency Communications Specialist, I regard myself as a member of an important and honorable profession.

I will recognize that I am a public servant with a duty to serve.

I will obey all laws and regulations and avoid any conduct unbecoming of my profession.

I will contribute to our agency culture and respect our Core Values.

I will establish and maintain honorable relationships with those who rely on our professional skills and judgement.

I will give the most efficient and impartial service of which I am capable of at all times.

**Encouragement • Innovation • Ethics • Professionalism**

# LETTER FROM THE EXECUTIVE DIRECTOR

2018 was a very exciting and challenging time with the new consolidation of emergency dispatch services for Jefferson County called Jeffcom911. This was a project that began in planning and discussion as early as 2014 among the Sheriff and Chiefs representing the current dispatch centers operating in the county. The creation of Jeffcom was to promote the safety of the residents and public within Jefferson County. A single point of communication creates better efficiencies and provides improved services throughout the county. This planning and vision was not only for the community in which it serves but also the first responders of law enforcement personnel, firefighters, and emergency medical services.



Jeff Streeter

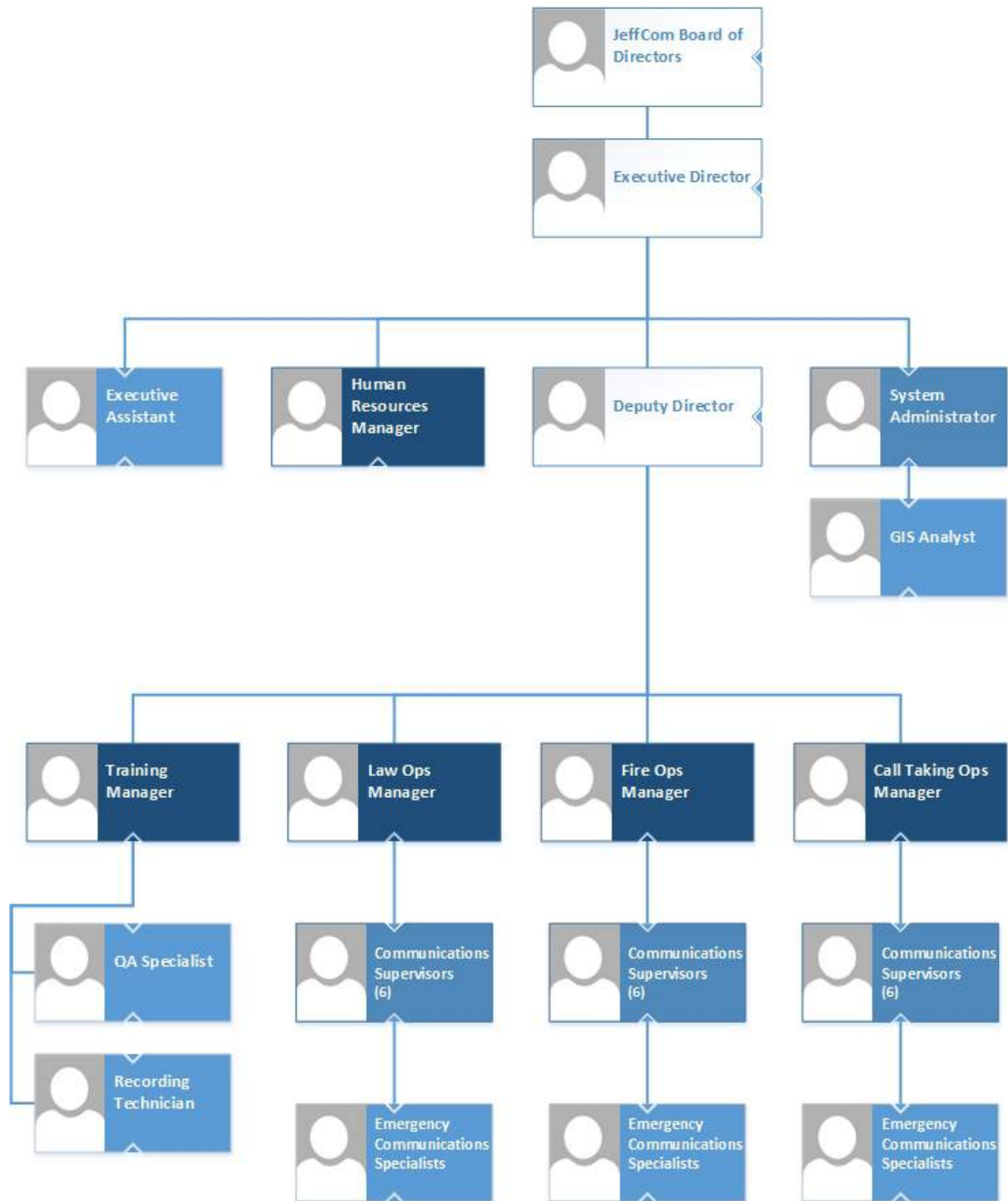
Jeffcom is a consolidation of eight pre-established, Public Safety Answering Points (PSAP's). These included Arvada PD, Golden PD, Jefferson County Sheriff's Office, Lakewood PD, Wheat Ridge PD, Arvada Fire, Evergreen Fire and West Metro Fire. Overall, we provide dispatch services for 23 law and fire agencies throughout all of Jefferson County. This is a very busy center and in volume of calls since the final transition April 4, 2018 through December 31, 2018, we average nearly 62,000 calls a month into the center, average nearly 19,000 911 calls each month.

Jeffcom's established 2018 goals were:

1. Enhance Jeffcom's deep, active commitment to safety
  - Responsive educated, trained and respected staff
  - Robust recruitment
  - Develop a diverse workforce and leaders throughout the organization
2. Provide the highest possible level of customer service to citizens
  - This is an attitude about customer service that guides employees' daily interactions with the public. It challenges employees to provide a level of service that exceeds the expectations of the citizens through interactions that demonstrate a high level of compassion, communication skills, fairness and respect.
3. Create a three-year strategic plan for the organization

We have streamlined our emergency services between Police and Fire dispatch throughout Jefferson County. Jeffcom is built on the foundation of efficient and effective 911 services. Through this center we have improved accountability for communication systems, and emphasize quality training, exceptional skills and work ethics.

# ORGANIZATIONAL STRUCTURE



## AGENCIES WE SERVE

Arvada Police

Colorado School of Mines Police

Edgewater Police

Golden Police

Jefferson County Sheriff's Office

Lakeside Police

Lakewood Police

Morrison Police

Mountain View Police

Wheat Ridge Police

Arvada Fire

Elk Creek Fire

Evergreen Fire

Fairmount Fire

Genesee Fire

Golden Fire

Golden Gate Fire

Highland Rescue Team

Indian Hills Fire

Inter-Canyon Fire

North Fork Fire

Pleasant View Fire

West Metro Fire

# BOARD OF DIRECTORS

## PRESIDENT

**Fire Chief Jon Greer**

Arvada Fire

## VICE PRESIDENT

**Sheriff Jeffrey Shrader**

Jefferson County Sheriff's Office

## TREASURER

**Chief Daniel Brennan**

Wheat Ridge Police

**Chief Daniel McCasky**

Lakewood Police

**Fire Chief Donald Lombardi**

West Metro Fire

**Fire Chief Michael Weege**

Evergreen Fire Rescue

**Chief William Kilpatrick**

Golden Police

**Chief Link Strate**

Arvada Police

# JEFFCOM 911 GOES INTO OPERATION

## March 12, 2018: Golden Police Department

- Golden Fire
- Colorado School of Mines Police

## March 13, 2018: Jefferson County Sheriff's Office

- Lakeside Police
- Morrison Police
- Edgewater Police
- Mountain View Police
- Golden Gate Fire
- Pleasant View Fire

## March 14, 2018: West Metro Fire Rescue

- Fairmount Fire

## March 20, 2018: Arvada Fire Protection District

## March 21, 2018: Arvada Police Department

## March 22, 2018: Wheat Ridge Police Department



*Construction of Communications Floor (2017)*



*Golden Police/Fire Go-Live (March 12, 2018)*

## April 3, 2018: Evergreen Fire Rescue

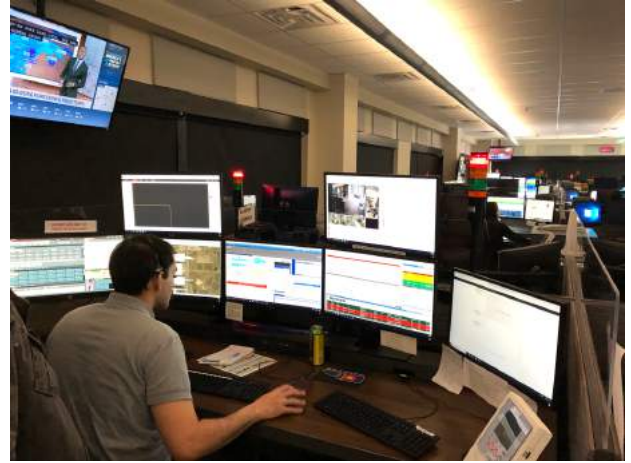
- Elk Creek Fire
- North Fork Fire
- Inter-Canyon Fire
- Indian Hills Fire
- Genesee Fire
- Highland Rescue Team

## April 4, 2018: Lakewood Police Department

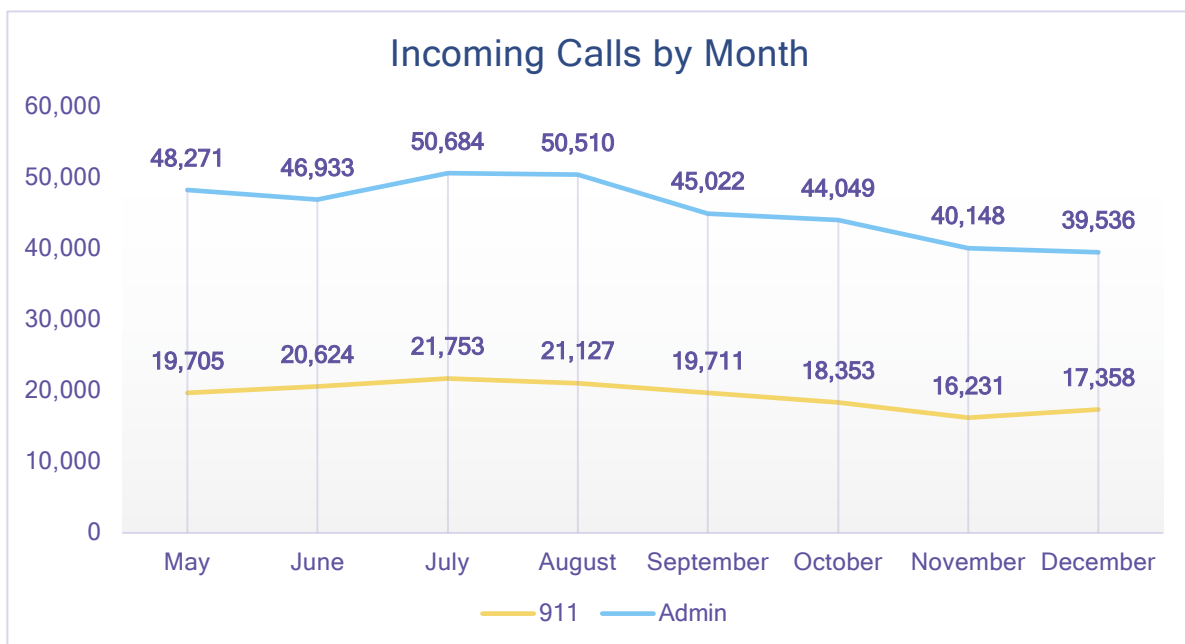


# CALL TAKING OPERATIONS

Jeffcom serves as the public safety answering point (PSAP) for nearly all of Jefferson County. Consolidating eight separate dispatch centers into one greatly reduces the number of calls necessitating a transfer, as well as a reduction in the time to dispatch. As a result, the citizens of Jefferson County receive an increased level of service in faster response.



<b>Average Monthly 911 Calls</b>	19,358
<b>Average 10-digit Calls</b>	45,644
<b>Average Outbound Calls</b>	18,232

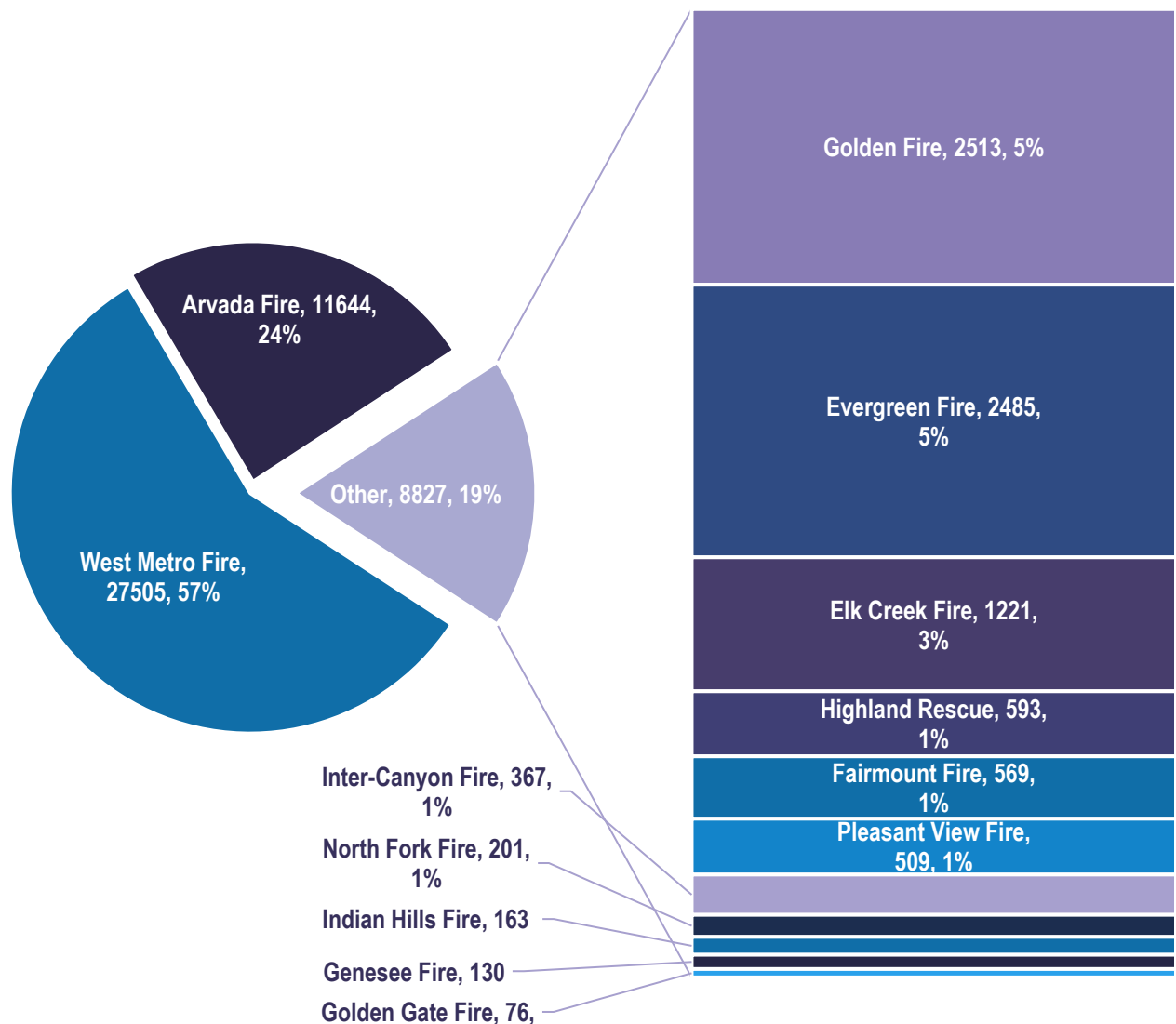


\* Chart begins with May of 2018 being the first full month of operations.

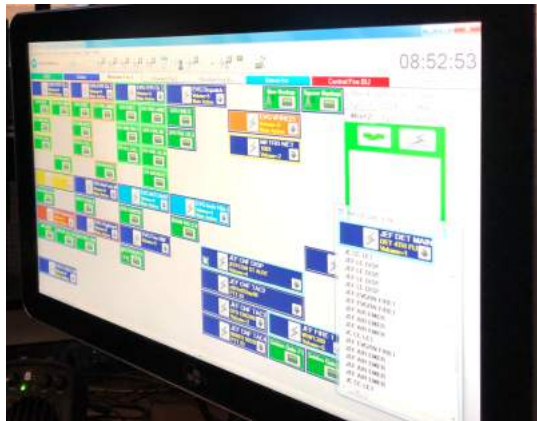
# FIRE DISPATCH OPERATIONS

Jeffcom's consolidation eliminates the need to transfer emergency calls of a fire or medical nature to a separate center. These calls can now be received and processed for both fire and police simultaneously. Jeffcom dispatches for all Jefferson County fire agencies apart from the City of Westminster and some portions of Unincorporated JeffCo.

## Fire Calls by Agency



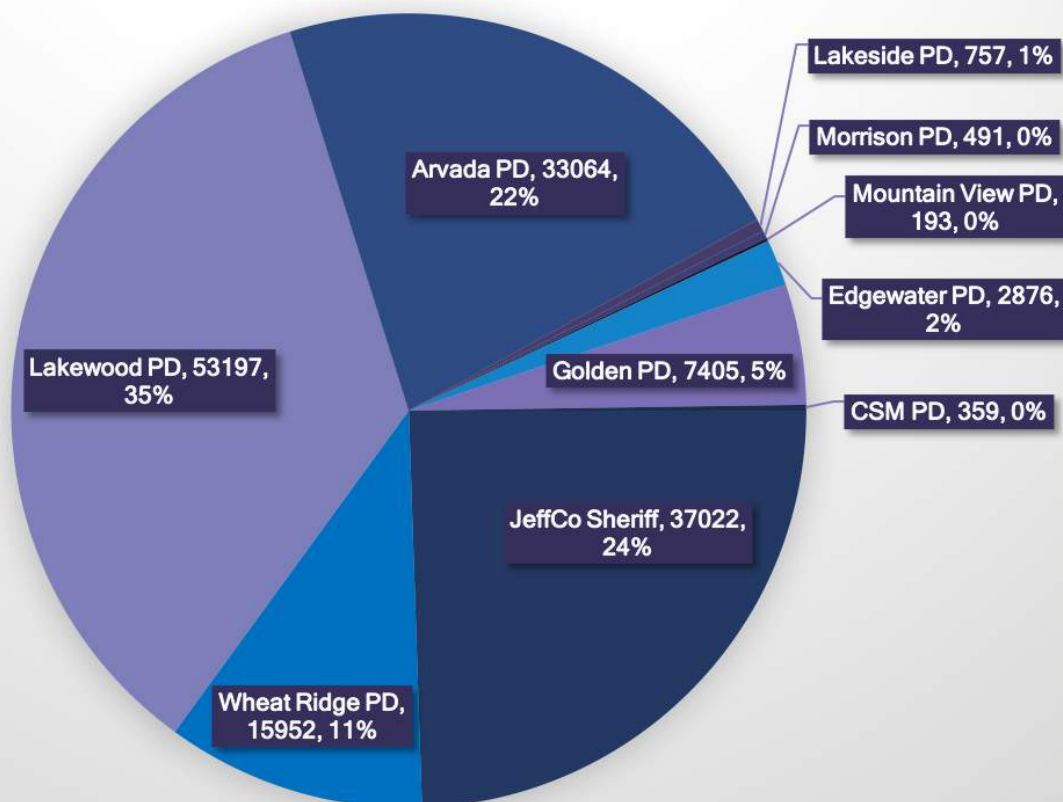
# LAW DISPATCH OPERATIONS



Jeffcom provides dispatch services for all law enforcement agencies within Jefferson County apart from the City of Westminster. Calls for law enforcement assistance make up 76% of all requests for service. Consolidation has provided new

opportunities for cross-district mutual aid assistance and cooperation.

Law Calls by Agency



# STAFFING

## Administrative Staff

Jeffcom's administrative staff support training and quality assurance, maintenance of the organization's budget, information technology systems, and planning alongside all agencies served.

Jeff Streefer – Executive Director	Amanda Adams – Executive Assistant
Gabrielle Rathfon – Human Resources Manager	Jodi Malpass – Law Operations Manager
Karyn Kretzel – Fire Operations Manager	Vicki Pickett – Call Taking Operations Manager
Bess Joyce – Training Manager	Kevin Biegert – Systems Administrator
Jessica Hapgood – Quality Assurance Specialist	Lauren DiGiovanni – GIS Analyst
Jessica Gunn – Recording Technician	

## Emergency Communications Personnel

All employees of the consolidating PSAPs were offered positions working at Jeffcom 911. Full authorized staffing for Emergency Communications Specialists (ECS) and Communications Supervisors is 136 personnel.

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<i>ECS</i>	91	89	86	83	86	93	95	104
<i>Supervisors</i>	16	16	16	16	16	16	16	16
<i>Part Time</i>	13	13	11	14	16	15	14	12
<i>Separations</i>	5	3	3	4	0	4	2	1
<i>New Hires</i>	3	0	0	6	7	6	11	0
<b>Total Full Time</b>	105	102	99	101	109	111	120	119

# TRAINING

Jeffcom emergency communications specialists take part in a comprehensive training plan on their path to becoming skilled servants of the community. Training sessions include call taking essentials, geography, policy and procedures, CPR, emergency medical and fire dispatch protocols, systems, scenario-based training, and more. The combination of formal training classes and on-the-job training prepares new and experienced dispatchers for all emergency and non-emergency situations they may encounter.



## 2018 Training Statistics

<b>Dispatch Academies Conducted</b>	7
<b>Total Academy Training Hours</b>	1120
<b>New Hire Trainees</b>	39
<b>Total On-The-Job Training Hours</b>	6720

## Cross Training

Nearly all Emergency Communications Specialists are cross-trained on at least one other dispatch position. The following dispatchers have completed all cross training within the fire discipline:

**Rebecca Fuller**

**Mark Nava**

**Lisa Kruse**

## QUALITY ASSURANCE

Jeffcom's dedicated Quality Assurance Specialist and training team review calls for law enforcement, fire, and medical assistance on a monthly basis. In preparation for consolidation, transitioning Emergency Communications Specialists who did not already possess Emergency Medical Dispatch and Emergency Fire Dispatch certifications were trained and certified in 2018. Quality assurance for fire and medical calls are measured based on standards established by the National Academy of Emergency Dispatch. Law enforcement quality assurance is graded using an internal quality assurance process.

<b>Medical Calls Reviewed</b>	<b>870</b>
<b>Fire Calls Reviewed</b>	<b>74*</b>
<b>Law Enforcement Calls Reviewed</b>	<b>306</b>

\* EFD Quality Assurance certification achieved November of 2018

### Frequently Reviewed Employees Achieving Greater Than 95% Compliance

Amy Anderson	Kelsey Bonsante	Raegan Bostrom
Carol Burciaga-Kirchner	Daniel Ehrlich	Cody Frye
Karin Griffis	Yasmine Hernandez	Jessica Kunz
Kevin Norman	Marie Sanchez	Ivonne Sierra
Nina Stringham	Danielle Vargas	Angela Widick

# INFORMATION TECHNOLOGY



Jeffcom Information Technology supports and maintains key systems and networks used by emergency communications personnel to locate callers and dispatch appropriate resources. IT also completes internal and external requests to update system information, extract reporting data, and provide assistance expertise on the mobile technologies used by first responders.

## Service Request Statistics

Average Requests Completed Per Month

<i>Request Type</i>	<i>Requests Completed</i>
CAD	57
Accounts Request	39
GIS	38
Mobile	15
IT General	15

## Geographic Information Systems (GIS)

- Jeffcom hired a dedicated GIS Analyst, providing faster data updates and services
- Created and deployed three new custom data layers
- Digitized 2600 preplan documents, including over 11,000 points, making them easily available in both CAD and Mobile CAD



Mobile CAD ArcGIS Runtime 100 Engine

# RECOGNITIONS

## Life Saving Award

Daniel Ehrlich

Hailey Gessner (x2)

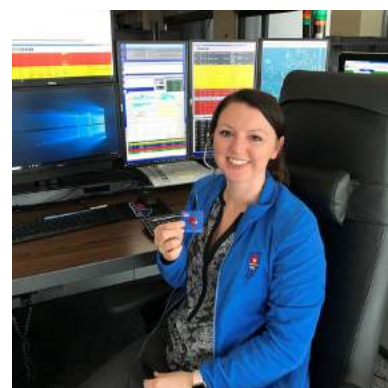
Kaycee Hinrichs

Kevin Norman

Makenzie Northern

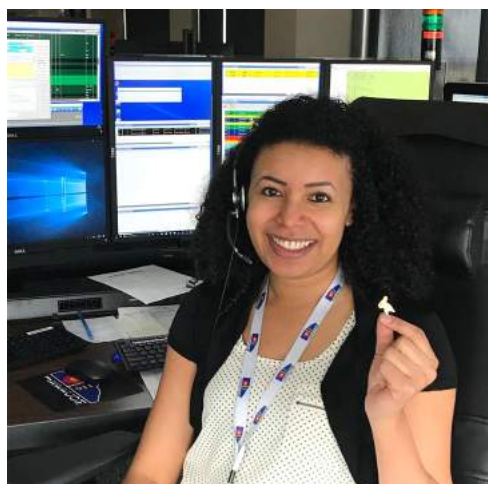
Angela Scadden

Angela Widick



Makenzie Northern

## Babies Delivered via Phone



Paige Wilson

Paige Wilson (x2)

## Personnel Recognized by Agencies We Serve

Joseph Samuels

Megan Schlager-Reyes

Jennifer Pyles-Lepro

Crystal Clement

Heather Azbill

Thomas Taylor

Karin Griffis

Sarah Franz

... and many other accolades commending the entire team



# PUBLIC RELATIONS

Jeffcom employees attended a number of public education and recruitment events in 2018. In addition, many tours of the new center were conducted showcasing the advanced technology and operations of Jeffcom.



Practice Calling 911 at the West Metro Fire Muster

## 2018 Events Attended

- Reliant Law Enforcement Job Fair
- Arapahoe Community College Law Enforcement Job Fair
- Colorado Law Enforcement Hiring Expo
- Boulder All Campus Fair
- West Metro Fire Muster
- Columbine HS Future Leaders
- National Night Out
- Golden Fire Safety Day
- Golden Police Citizen's Academy
- Safety in Faith Summit
- Evergreen Health and Safety Day



Jeffcom 911 and Lakewood Police at a Recruitment Event

# PROJECTS COMPLETED

## Warren Tech Dispatch Program

Warren Tech, in partnership with Jeffcom 911, this year introduced an education program dedicated to emergency dispatch. Warren Tech's computer-aided dispatch system is based on Jeffcom's own system, providing students the opportunity to train on a true-to-life system. Jeffcom also provided access to thirty different Emergency Communications Specialist mentors and facilitated over 100 hours of sit-a-long time on the communications floor.

Read more about Warren Tech's program at:

[http://www.warrentech.org/our\\_programs/health\\_sciences\\_public\\_safety\\_programs/emergency\\_dispatch/program\\_information](http://www.warrentech.org/our_programs/health_sciences_public_safety_programs/emergency_dispatch/program_information)

## Mobile CAD ArcGIS Runtime 100 Upgrade

Mobile mapping technologies used in law enforcement vehicles and fire apparatus have been upgraded providing improved capabilities, a simplified update process, and faster performance.

## RapidSOS NG911 CAD Interface

Jeffcom completed integrating the computer-aided dispatch system with RapidSOS, providing emergency communications specialists the ability to more accurately locate many caller's location. RapidSOS location requires iOS 12.0 and above, and Android 4.0 and above.

# ORGANIZATIONAL GOALS

The Jeffcom Board of Directors has set the focus areas as a part of the strategic plan for 2019.

## Staffing/Retention

Continue current successful hiring practices and reduce turnover.

## Training

Improve upon the already successful new hire training program, standardize training across radio channels, and participate in agency-facilitated, large-scale exercises.

## Public Outreach

Participate in public education events to promote Jeffcom and further our brand, regularly attend agency leadership meetings, and improve regularly produced reports.

## Transparency

Review and improve current communications strategies, both internal and external, and continue development of employee Advisory Planning Teams (APT).

## Service Levels

Spearhead achieving consistency of practices, define measurements for customer satisfaction, and begin working towards Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation.

## Technology

Assist in improving interface functionality and function as the model of a center with advanced and reliable systems.

# JEFFERSON COUNTY COMMUNICATIONS CENTER AUTHORITY

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433 S ALLISON PKWY  
LAKEWOOD, CO 80226

Emergencies: 911

Non-emergencies: 303.980.7300

[www.jeffcom911.org](http://www.jeffcom911.org)

