



2020

JEFFCOM 911 ANNUAL REPORT

JEFFERSON COUNTY COMMUNICATIONS CENTER AUTHORITY

JEFFCOM911.ORG

 JEFFCOM911

 @JEFFCOM911CO

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FROM THE EXECUTIVE DIRECTOR

THE YEAR 2020 WILL CERTAINLY GO DOWN IN HISTORY AS ONE WHICH WAS FILLED WITH MANY CHALLENGES, A FACT WHICH SHOULD NOT BE OVERSHADOWED BY THE MANY LOSSES OUR COMMUNITY, STATE, AND COUNTRY HAVE SUFFERED. What makes people and society resilient is our ability to adapt and overcome during these difficult times. Jeffcom continues to partner with our local law enforcement, fire, and emergency medical agencies, to plan and prepare for the everchanging landscape of emergency services. The recent pandemic has required first responders to adjust protocols and policies to ensure that we continue providing the quality of service that is and should be expected by all community members. The key areas of focus for Jeffcom this past year centered on community and first responder safety at all times. In doing so, Jeffcom has remained dedicated to our mission and serving as the lifeline between our community and emergency services.

THIS PAST YEAR JEFFCOM WAS FORCED TO EVALUATE HOW BUSINESS WAS BEING CONDUCTED. We are very pleased to announce that the Jeffcom Board of Directors supported the re-classification of our Emergency Communications Specialists as “First Responders”. This classification has been long overdue and is now being addressed at the local, state, and national levels. Our staff, as well as every other dispatch center’s staff, are deemed critical employees who are necessary to support the safety and well-being of the communities in which we serve. Throughout this turmoil, our committed staff members made personal adjustments within their lives to be at work daily and ensure operations continued as normal as possible. I could not be more proud of our staff and the work completed daily by these committed professionals.

Lock-downs and stay-at-home orders provided Jeffcom with an opportunity to discover new ways of conducting business. We continued to hire communications personnel while also changing our process to conduct interviews and testing online. In early 2020 we also began conducting academy training online whenever possible. Throughout that 7-week academy, our in-house instructors held classes as scheduled while also allowing our newest employees to remain home and safe from potential exposures. This time has allowed us to put into place many safeguards for our employees in the form of wellness checks and screenings, social distancing, as well as additional cleaning and sanitizations of the communications floor. We continue to evaluate information from the Centers for Disease Control and Prevention, as well as state and county public health agencies, to keep apprised of timely information, updates and changes in science-based guidance for our staff.

Jeffcom will continue to be a resource for our community and partnering agencies. We grow through our continual education, training, and ability to adapt to the needs of the community. We have made it a priority to be to be a leader in the industry and this has been best demonstrated through both local and national accolades received this year, (APCO Telecommunicator of the Year, Next Generation 911 Public Safety Professional of the Year, and Colorado NENA/APCO Team of the Year).

In 2020, rather than allowing the pandemic to define us, we have instead sought out opportunities to come together with our community, as well as local and national professional public safety partners to provide an even better service to meet these increasingly challenging times.

I AM VERY PLEASED TO PRESENT OUR 2020 ANNUAL REPORT.

You will find that 2020 proved to be a very strong year for our agency.



Jeff Streeter

Executive Director | Jeffcom 911

MISSION

Jeffcom is the lifeline between our community and emergency services.

VISION

To be the leader in emergency communications by providing excellence in service to our community, responders, and employees.

STRATEGY

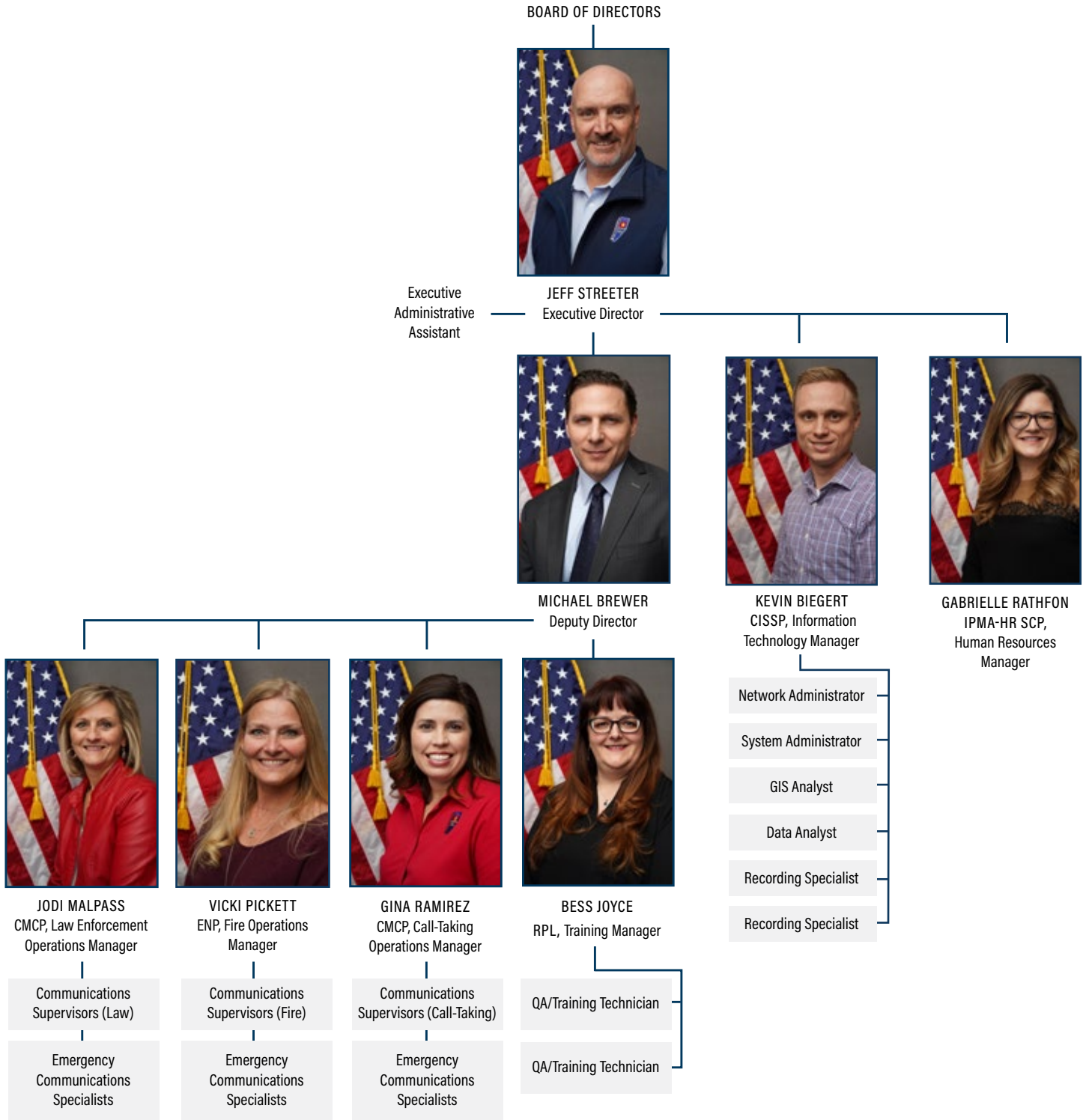
Deliver superior (Tier 1) operational execution. Build diverse teams, strong leadership, and sustainable expertise at every level. Lead the Jefferson County emergency service brand through partnership and community relations

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



ORGANIZATIONAL STRUCTURE



AGENCY PARTNERSHIPS

Member Agencies

Arvada Police
Arvada Fire
City of Golden Police & Fire
Jefferson County Sheriff's Office
Lakewood Police
Evergreen Fire
West Metro Fire
Wheat Ridge Police

User Agencies

Colorado School of Mines Police
Edgewater Police
Elk Creek Fire
Fairmount Fire
Foothills Fire
Genesee Fire
Golden Gate Fire
Highland Rescue Team
Indian Hills Fire
Inter-Canyon Fire
Lakeside Police
North Fork Fire
Morrison Police
Mountain View Police
Pleasant View Fire



BOARD OF DIRECTORS

The Jefferson County Communications Center Authority's governing board is comprised of eight representatives, one from each member agency as defined in the intergovernmental agreement.

CURRENT BOARD OF DIRECTORS

President - Sheriff Jeff Shrader
Jefferson County Sheriff's Office

Vice President - Fire Chief Don Lombardi
West Metro Fire Rescue

Secretary/Treasurer - Fire Chief Mike Weege
Evergreen Fire Rescue

Member - Chief Chris Murtha
Wheat Ridge Police Department

Member - Chief Link Strate
Arvada Police Department

Member - Chief Bill Kilpatrick
City of Golden Police and Fire

Member - Chief Dan McCasky
Lakewood Police Department

Member - Fire Chief Mike Piper
Arvada Fire Rescue



TOTAL INCOMING CALLS **682,124**

Total 911 Calls
232,007

Average 911 Calls Per Day
634

Average 911 Calls
Per Month
19,334

Total Non-Emergency Calls
450,117

Average Non-Emergency
Calls Per Day
1,230

Average Non-Emergency
Calls Per Month
37,510

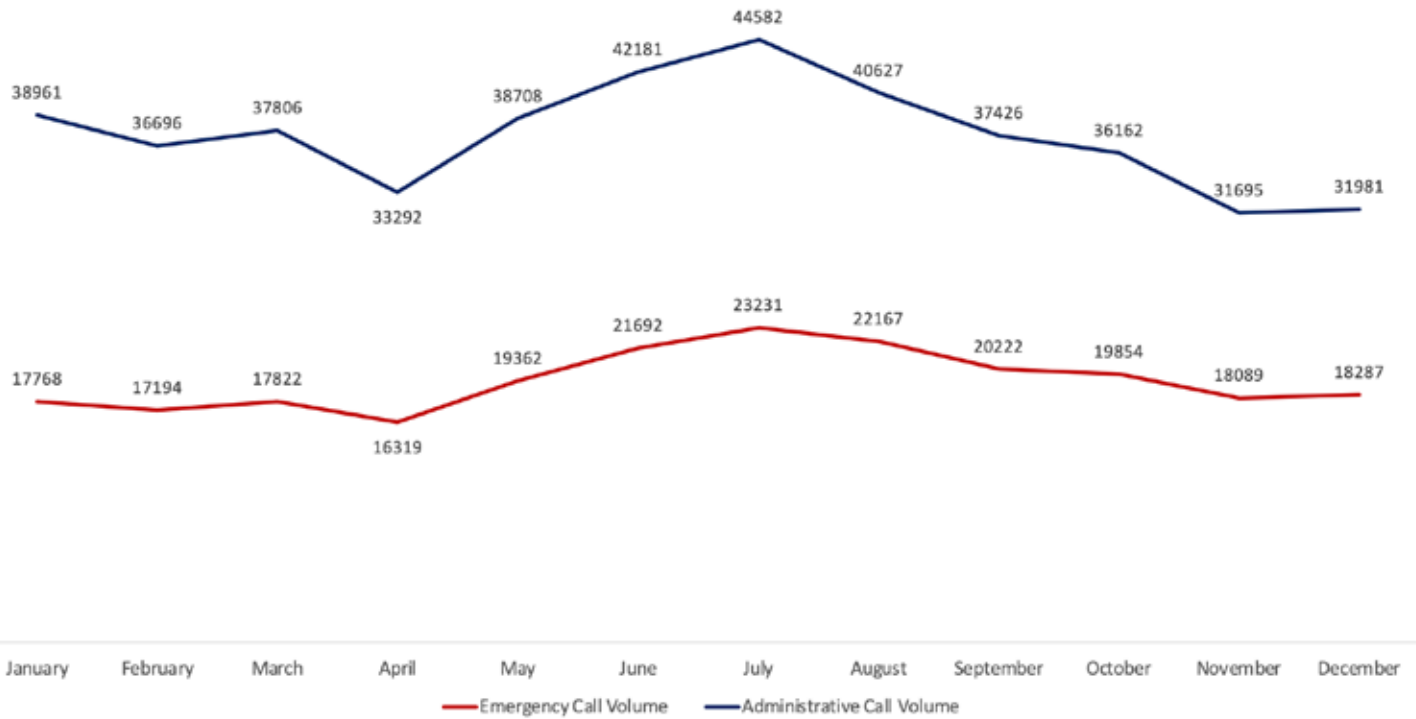
Total Outgoing Calls
224,744

Average Outgoing
Calls Per Day
614

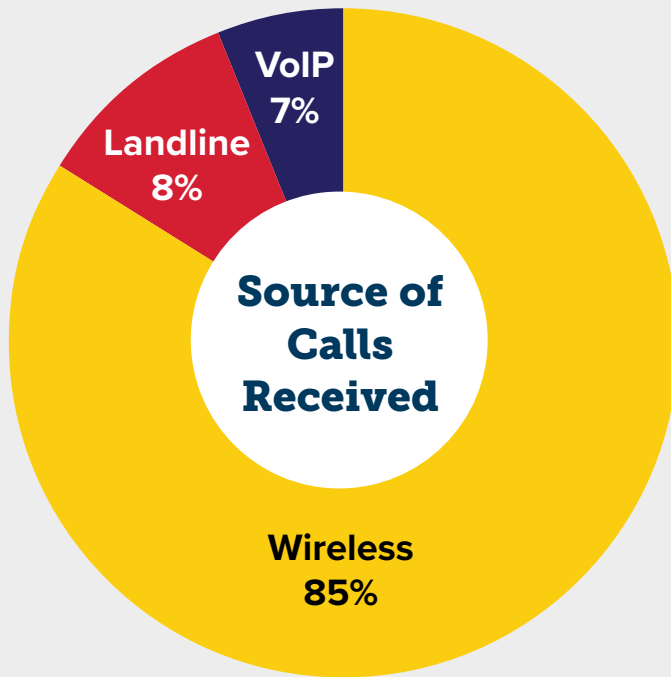
Average Outgoing
Calls Per Month
18,729

Text-to-911 **757**

Incoming Call Volume



Similar to prior years, call volume peaked during summer months.



The number of emergency calls placed from a wireless phone continue to increase year-over-year.

FIRE OPERATIONS

Jeffcom provides dispatch services for 14 fire and emergency medical agencies spanning urban, rural, and mountainous areas of Jefferson County. Emergency Medical Dispatch (EMD) and Emergency Fire Dispatched (EFD) calls represent 21.3% of Jeffcom’s total call volume. The fire dispatch operation is made possible by 28 trained Emergency Communication Specialists supported by six Communications Supervisors. When a major incident occurs, such as the Elephant Butte or Pioneer Grass fires, fire dispatchers rely on their extensive training to dispatch the proper apparatus, monitor radio traffic, and ensure efficient communication across multiple jurisdictions.

Total Fire Calls
Taken, Processed and
Dispatched

55,129

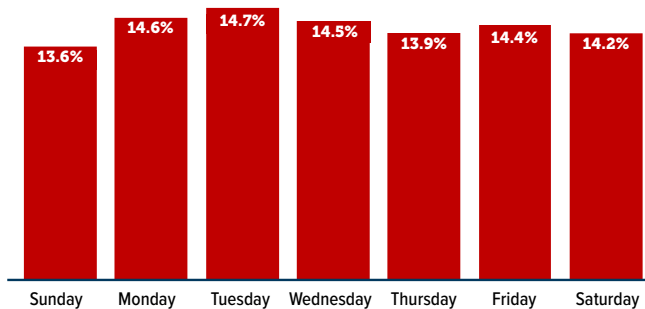
Average Monthly
Fire Calls Taken, Processed
and Dispatched

4,594

Average Daily Fire
Calls Taken, Processed
and Dispatched

151

Call Volume Per Day of Week



TOP FIRE CALL TYPES

6,779 FALLS

12.3% of Fire Calls

6,351 SICK PERSON

11.6% of Fire Calls

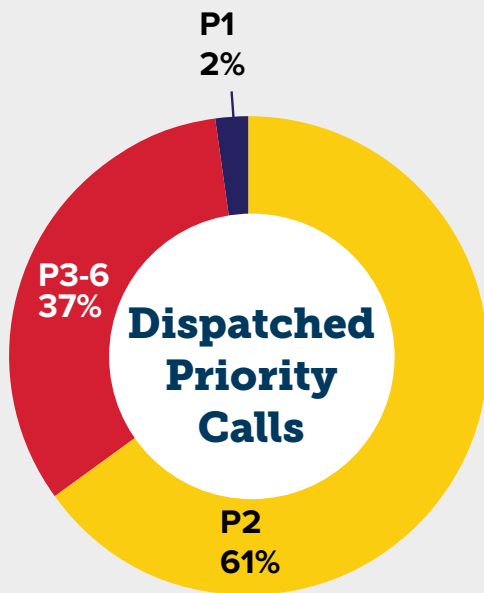
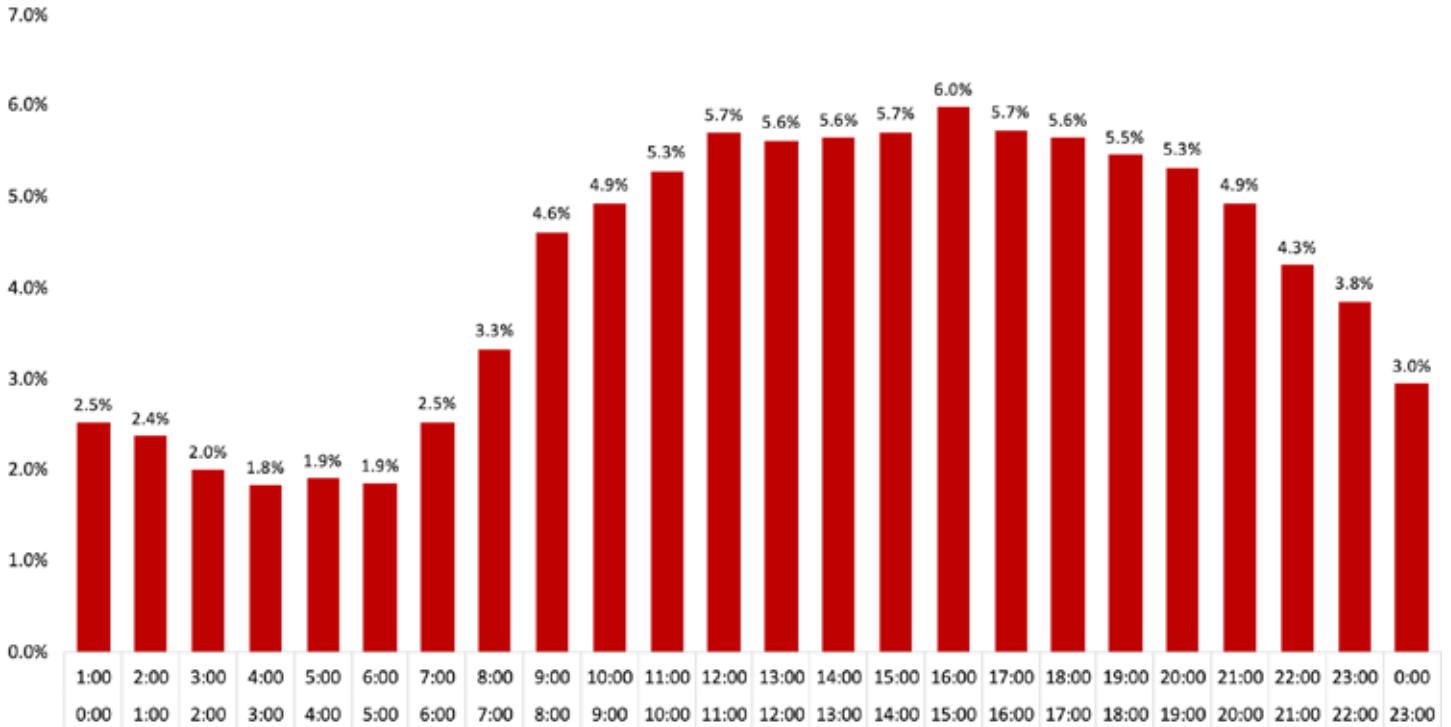
4,896 ALARMS

8.9% of Fire Calls

Fire Agency	Totals	% of Fire Calls
West Metro Fire	31,560	57.2%
Arvada Fire	14,482	26.3%
Golden Fire	2,444	4.4%
Evergreen Fire	2,077	3.8%
Elk Creek Fire	1,198	2.2%
Highland Rescue	714	1.3%
Fairmount Fire	660	1.2%
Pleasant View Fire	580	1.1%
Foothills Fire	518	0.9%
Inter Canyon Fire	384	0.7%
Genesee Fire	153	0.3%
Indian Hills Fire	148	0.3%
North Fork Fire	142	0.3%
Golden Gate Fire	69	0.1%



Fire Calls Per Time of Day



Priority 1 and 2 calls are typically severe enough to warrant an emergent response. All other priorities typically result in a routine response from field crews.

Jeffcom provides dispatch services for 10 law enforcement agencies in Jefferson County. Law calls for service make up 78.7% of Jeffcom’s total call volume. The law dispatch operation is made possible by 49 trained Emergency Communication Specialists supported by 12 Communications Supervisors. Law dispatchers draw upon their extensive training to multitask and manage numerous calls for service and prolonged incidents. Jeffcom utilizes resources across Jefferson county to provide the highest standard of service.

Total Law Calls
Taken, Processed and
Dispatched

203,904

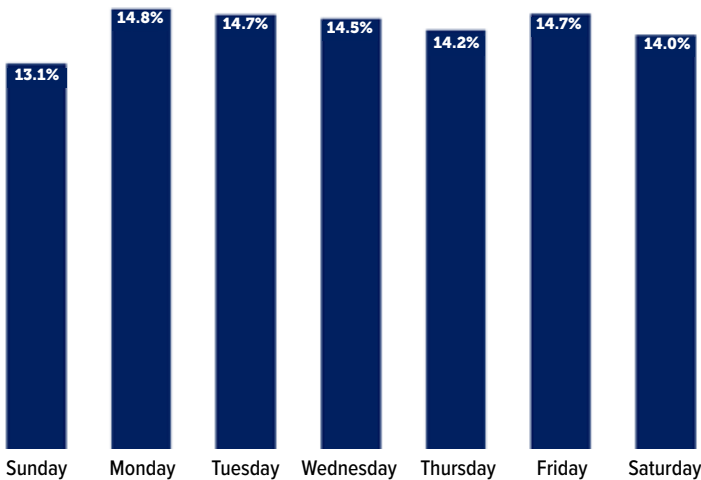
Average Monthly Law Calls
Taken, Processed and
Dispatched

16,992

Average Daily Law Calls
Taken, Processed and
Dispatched

557

Call Volume Per Day of Week



TOP LAW CALL TYPES

14,089 WELFARE CHECK
6.9% of Law Calls

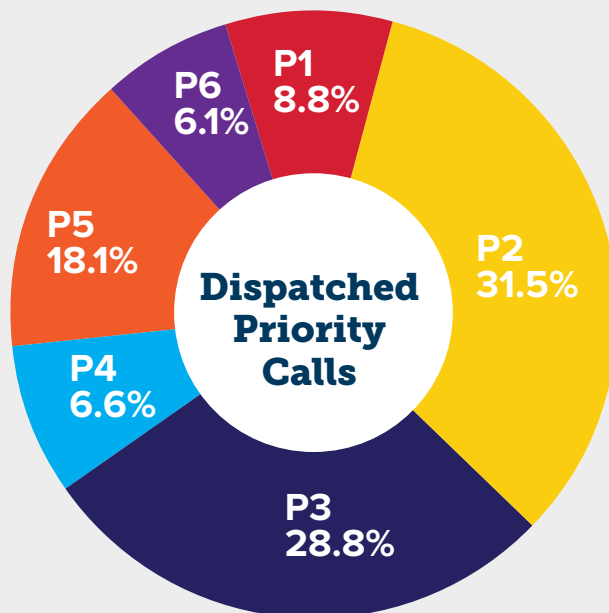
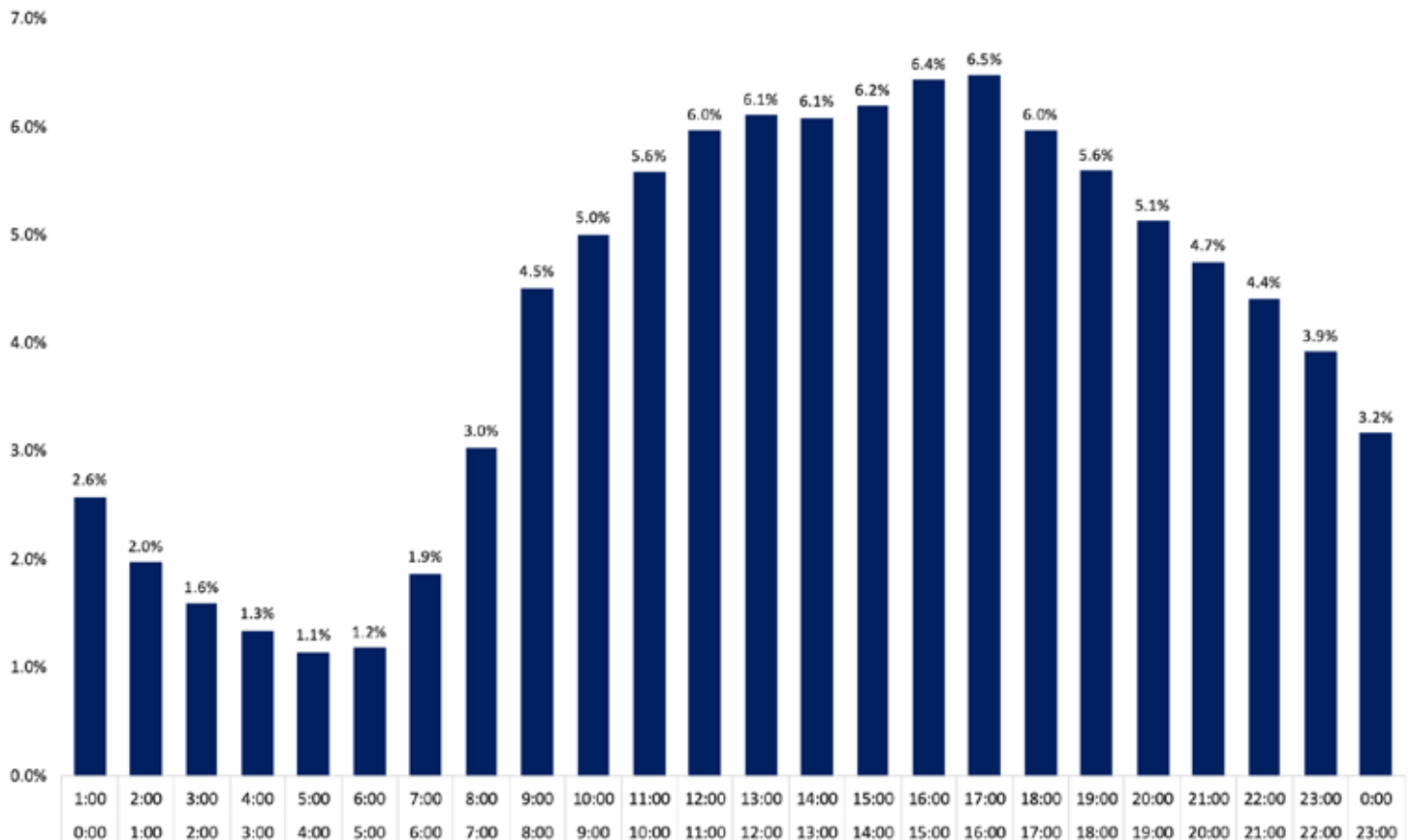
11,498 FOLLOW UP
5.6% of Law Calls

11,324 UNWANTED PARTY
5.6% of Law Calls

Law Agency	Totals	% of Law Calls
Lakewood PD	76,714	37.6%
Jefferson County Sheriff	44,055	21.6%
Arvada PD	43,517	21.3%
Wheat Ridge PD	23,742	11.6%
Golden PD	9,025	4.4%
Edgewater PD	4,254	2.1%
Lakeside PD	1,175	0.6%
Morrison PD	796	0.4%
Colorado School of Mines PD	356	0.2%
Mountain View PD	270	0.1%



Law Calls Per Time of Day



P1 calls are those which are in progress whereas P2 calls have usually just occurred. The majority of calls for service are classified as P3 meaning they are “cold” in nature.

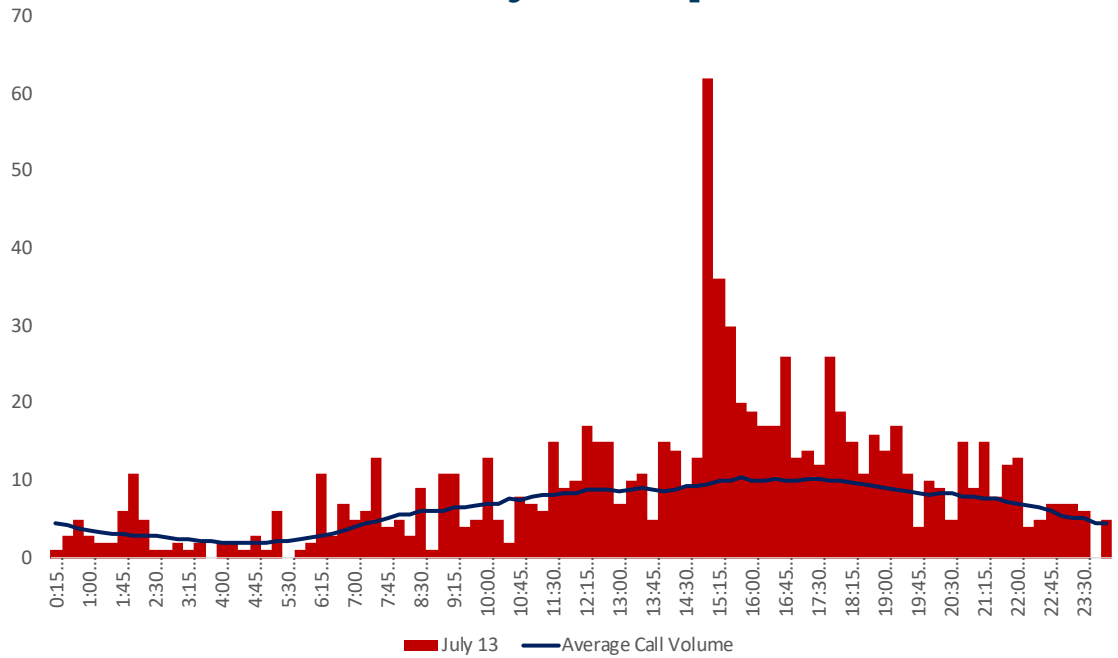
» ELEPHANT BUTTE FIRE July 13th, 2020 – 2,902 Incoming Calls

On July 13, Jeffcom received reports of smoke and a possible wildland fire in Evergreen Fire Protection District's service area. Over the next 30 minutes, Jeffcom received 101 Emergency Calls taken by 26 Emergency Communication Specialists. With the declaration of an active wildland fire and working incident, Jeffcom dispatched additional mutual aid units from surrounding fire protection districts. 928 Incident comments were entered for the incident - the top mark for 2020. In total, 86 fire apparatus were assigned to the fire. The Elephant Butte Fire is touted as a success story by state fire officials given the fast attack strategy and resource orders contained the fire and prevented loss of life and property in a historically destructive fire season.



Elephant Butte Fire

Calls Received the Day of the Elephant Butte Fire

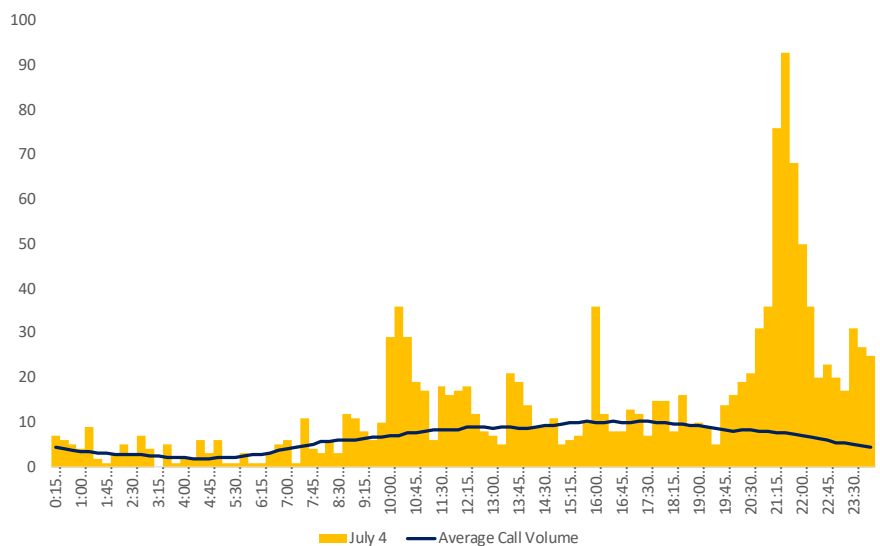


» INDEPENDENCE DAY

July 4, 2020 – 3,603 Total Incoming Calls

On July 4th, 2020, Jeffcom received a total of 3,603 total incoming calls, 445 more calls than any other day in the communication center's history. 1,331 of those calls were Emergency Calls, which was 322 more than on July 4th, 2018 the second highest number of emergency calls in Jeffcom history. Throughout the 24 hours, 1,239 Firework incidents were dropped into the Computer Automated Dispatch queue. One ECS answered a total of 188 incoming calls.

Calls Received on July 4th

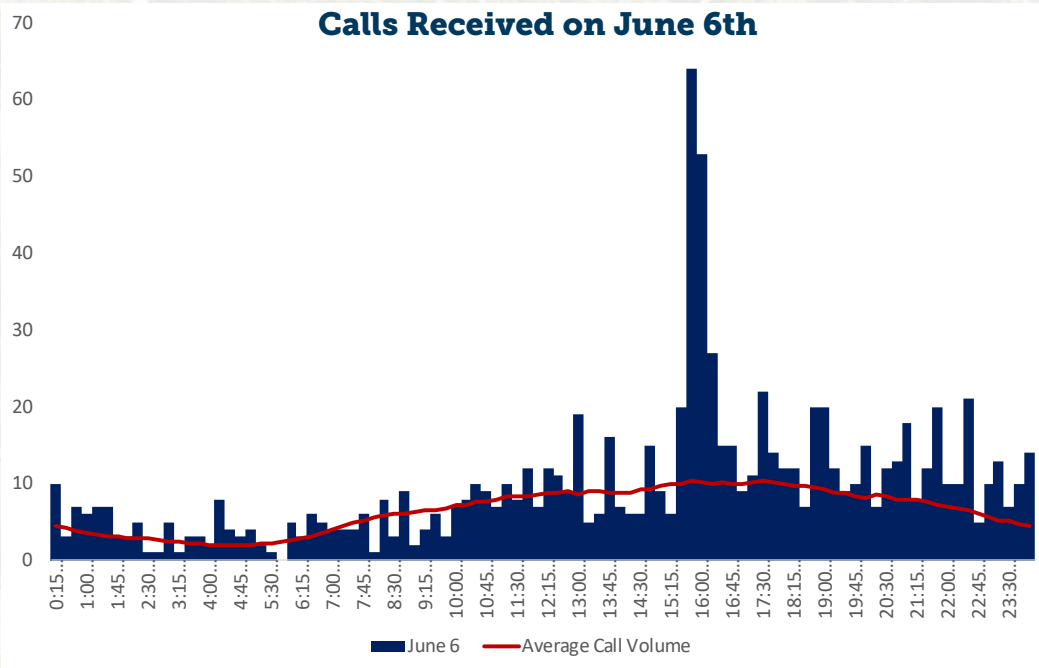


- 1,331** - Top 911 Day of 2020 (+407) and All Time (+322)
- 2,272** - Top Admin Day of 2020 (+273) and All Time (+123)
- 445** - Top Call Volume Day of 2020 (+701) and All Time (+445)
- 55** - Employees Answered Calls in the 24 Hours
- 1,239** - Fireworks Calls Entered Into Queue

» DERECHO WEATHER EVENT

June 6th, 2020 – 924 Emergency Calls:

On June 6th, Jeffcom was notified of a line of intense, fast moving thunderstorms headed towards Jefferson County. Being proactive, Jeffcom initiated a Code Red alert at 15:26 notifying citizens to take shelter. During this storm 122 Emergency calls were received in a span of 30 minutes - answered by 18 Emergency Communication Specialists. The day resulted in 79 Hazard and Electrical Hazard calls for service, compared to 8 of the same nature on any given day. Jeffcom answered 924 Emergency calls on June 6, 2020 making it one of the busiest days in Jeffcom's History.



Derecho by the Numbers:

924 - Second highest 911 Day of 2020

Top 4 Emergency Call Volume of All Time

122 - Emergency Calls in 30 Minutes - 18 Call Takers

79 Hazard / Electrical Hazard Calls - Average 8 Per Day

Proactive Code Red sent at 15:26

Jeffcom's role in the emergency response system became even more important during the COVID-19 pandemic. The emergency communications center focused on safety while maintaining operational effectiveness, continuing to train new personnel, and implementing new technology.

Training



In late March, Jeffcom conducted its first “hybrid” training academy with trainees completing the majority of their classes and study from home. In-person trainings were limited to topics which could not be feasibly taught online, such as CAD skills (pictured above).

Of the five academies that graduated in 2020, four were taught in this manner.

Information Technology

In March, as COVID-19 arrived in Colorado, Jeffcom Information Technology reacted quickly by developing a software addition to the computer-aided dispatch (CAD) system which screens callers for signs and symptoms of COVID-19. Should the caller answer “yes” to any one of four questions, CAD will recommend that additional body substance isolation (BSI) precautions be taken by field responders. Using this data, Jeffcom also provided all dispatched agencies with a dashboard where they could view these incidents and identify geographical “hot spots”.

Streamlining the employee temperature screening process, Jeffcom deployed a temperature kiosk which uses facial recognition to alert supervision in the event an employee's temperature returns above the acceptable threshold. In addition to the kiosk, prior to reporting to work Jeffcom employees are required to self-screen for signs and symptoms of COVID-19 through use of a web/mobile application. These technology tools have saved countless supervision hours as, prior to their adoption and use, a Communications Supervisor was required to meet and manually screen oncoming shifts.

Jeffcom Information Technology supported numerous other COVID-related initiatives, such as the backup center activations which provided an opportunity to completely sanitize the operations floor.

Operations

The safety of Jeffcom's employees is key to sustaining operations and providing life-saving services to the citizens of Jefferson County.

Jeffcom was one of the first emergency communications centers in the State of Colorado to require employee mask use and an employee health screening process. While inconvenient, especially working in an environment where speaking into headsets and handsets is essential, this early action undoubtedly prevented outbreaks on the communications floor.

Representatives from Jeffcom participated in numerous state and local task forces created in response to COVID-19. Additionally, Jeffcom spearheaded an Emergency Medical Dispatch Steering Committee comprised of member and user agency medical officers. This steering committee was the decision-making body which set COVID-19 screening questions and determined whether or not the emergency communications center would enter pandemic-level dispatch protocols.

While Jeffcom employees sanitized workstations in-between shifts, a more thorough sanitization was conducted quarterly. These in-depth sanitizations use fogging machines to produce a solution which adheres to and disinfects surfaces. While foggers are in use the operations floor must be completely vacant, necessitating activation of Jeffcom's backup center. Jeffcom successfully activated and staffed the backup center four times in support of sanitation operations.



OUR TEAM

5 YEARS

Average years of service

77% > 1 YEAR

24% > 5 YEARS

17% > 10 YEARS

EMERGENCY COMMUNICATIONS SPECIALIST I

52% of ECS Personnel

EMERGENCY COMMUNICATIONS SPECIALIST II

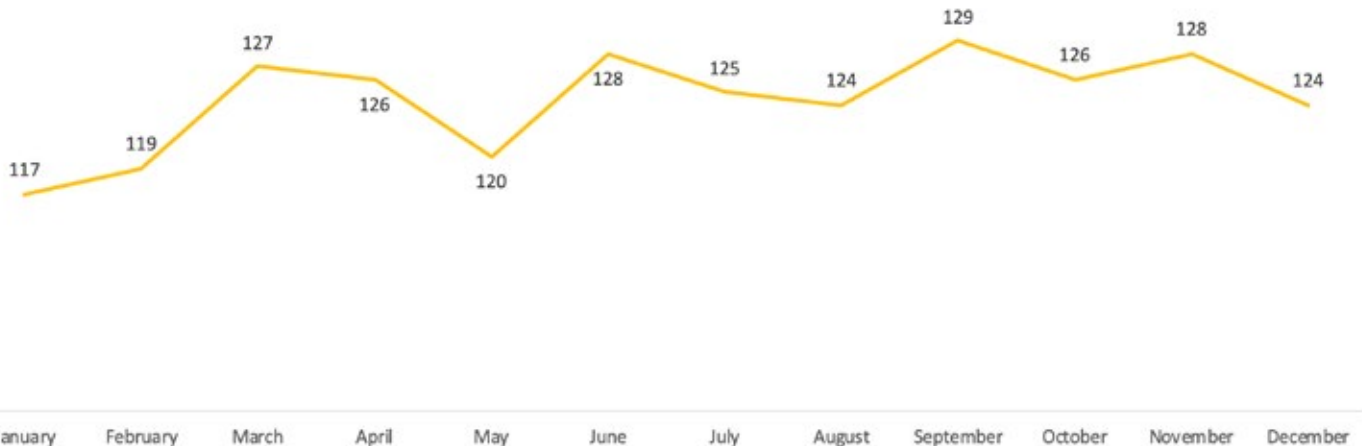
25% of ECS Personnel

EMERGENCY COMMUNICATIONS SPECIALIST III

23% of ECS Personnel

Supervisors: 20 • Administrative Staff: 17

Total Staffing Levels - Supervisors and Emergency Communication Specialists





TRAINING STATS

- 39 personnel hired
- 5 academies conducted (1,400 instruction hours)
- 12,480 On-the-Job Training Hours completed
- Hosted 5 online NENA courses
- Hosted two, 20-hour Crisis Intervention courses for 20 Jeffcom employees
- Hosted two APCO CTO courses for 10 new Communications Training Officers

*Due to COVID, many 2020 Training and Development initiatives were put on hold until the effects of the pandemic had lessened.



HIGH COMPLIANCE EMPLOYEES

Lindsay Ainge, Megan Schlager-Reyes, Andrea Przybytek, Lora Johnson



QUALITY ASSURANCE

Medical Calls Reviewed – 1,617

Fire Calls Reviewed – 1,099

Law Calls Reviewed – 1,660



AWARDS

» **Professional Achievement <2 Years:**

Paul Wagner, ECS I

» **Emergency Communicator of the Year (Law):**

Carol Burciaga-Kirchner, ECS II

» **Emergency Communicator of the Year (Fire):**

Stephanie Forbes, ECS III

» **Emergency Communicator of the Year (Call Taking):**

Trish Williams, ECS I

» **Communications Supervisor of the Year:**

Courtney Wolschlager

» **Trainer of the Year:**

Joseph Samuels, ECS III

» **Team of the Year:**

Training APT

• **15 CPR Saves** • **3 Birth/Stork Pins**

Colorado NENA/APCO Conference “Team of the Year”

July 27, 2020 – July 29, 2020 • Jeffcom was recognized as NENA/APCO “Team of the Year” for the tremendous collaboration and communication during the I-70 MCIs that occurred in April 2019. The 29 Jeffcom Personnel were recognized at the virtual conference.

Project 33:

Jeffcom received APCO Project 33 certification in December, which certified that the Jeffcom training program meets national standards set by APCO.



**APCO INTERNATIONAL
TELECOMMUNICATOR
OF THE YEAR:
MARK NAVA**

On April 29, 2020, **Mark Nava** was announced as APCO International’s Telecommunicator of the Year. Mark is most deserving of this award as he is known for his tireless dedication to the organization and his contributions to Jeffcom’s training programs. Mark’s amazing customer service skills are praised by citizens, responders and coworkers alike.



**PUBLIC SAFETY
PROFESSIONAL
OF THE YEAR:
KEVIN GARCIA**

On February 12, 2020, in Washington D.C., Jeffcom Supervisor **Kevin Garcia**, was honored by the NG911 Institute as the Public Safety Professional of the Year. This award is in recognition of Kevin’s 23 years of dedicated service to the community and his contributions to the development of Jeffcom.

The Jeffcom Information Technology team supports and improves mission critical systems required to sustain emergency communications. In addition to the telephone systems, computer-aided dispatch (CAD), dispatch consoles, and network infrastructure, technology personnel assist with the configuration of mobile CAD software and maintain interfaces for records transfers to agency-managed systems.

ASAP to PSAP

In September, Jeffcom became the first PSAP in the State of Colorado to begin utilizing the ASAP to PSAP protocol. ASAP to PSAP provides alarm companies with the ability to send a dispatch request (call for service) directly to Jeffcom's computer-aided dispatch system, eliminating the need for a phone call to request the same. ASAP benefits Jeffcom, citizens subscribing to alarm monitoring services, and the alarm companies themselves by reducing the time to dispatch as well as the number of phone calls required to communicate details of an alarm. It is estimated Jeffcom will reduce call volume by nearly 20,000 calls a year as a result of ASAP.

Mobile Court Date Utility

On February 17, Jeffcom deployed the Mobile Court Utility: an application built to provide officers with the ability to assign court dates for the 1st Judicial District. This application can be launched via a button on the mobile terminal, and was designed to make field units more efficient with this specific task.

Jurisdiction Lookup Tool

Jeffcom geographic information system (GIS) personnel developed and added a citizen-facing address lookup tool to Jeffcom911.org. This tool gives website visitors the ability to enter any address in Jefferson County and view administrative contact information for their police and fire agencies. This capability is intended to inform citizens, giving them the tools to contact agencies directly without needing to place a call to Jeffcom. This tool is credited with helping reduce the number of administrative calls.

Visual Indicator (Console Light Alerting)

On February 20, Jeffcom IT installed LED console lights intended to function as a visual indicator of unanswered 911 calls for Emergency Communications Specialists. Communications Supervisors are provided with the ability to alert all personnel of periods of increased call volume, or that a major incident is occurring. Jeffcom will continue to expand upon the functionality of this application and alerting platform.

Countywide Fiber Network

In partnership with the Jefferson County Emergency Communications Authority (JCECA), Jeffcom added the new full-time position of Network Administrator. The Network Administrator is charged with securing and maintaining Jeffcom's internal networks, as well as spearheading initiatives dealing with the Jefferson County Fiber Optic Network - a fiber network dedicated to public safety.

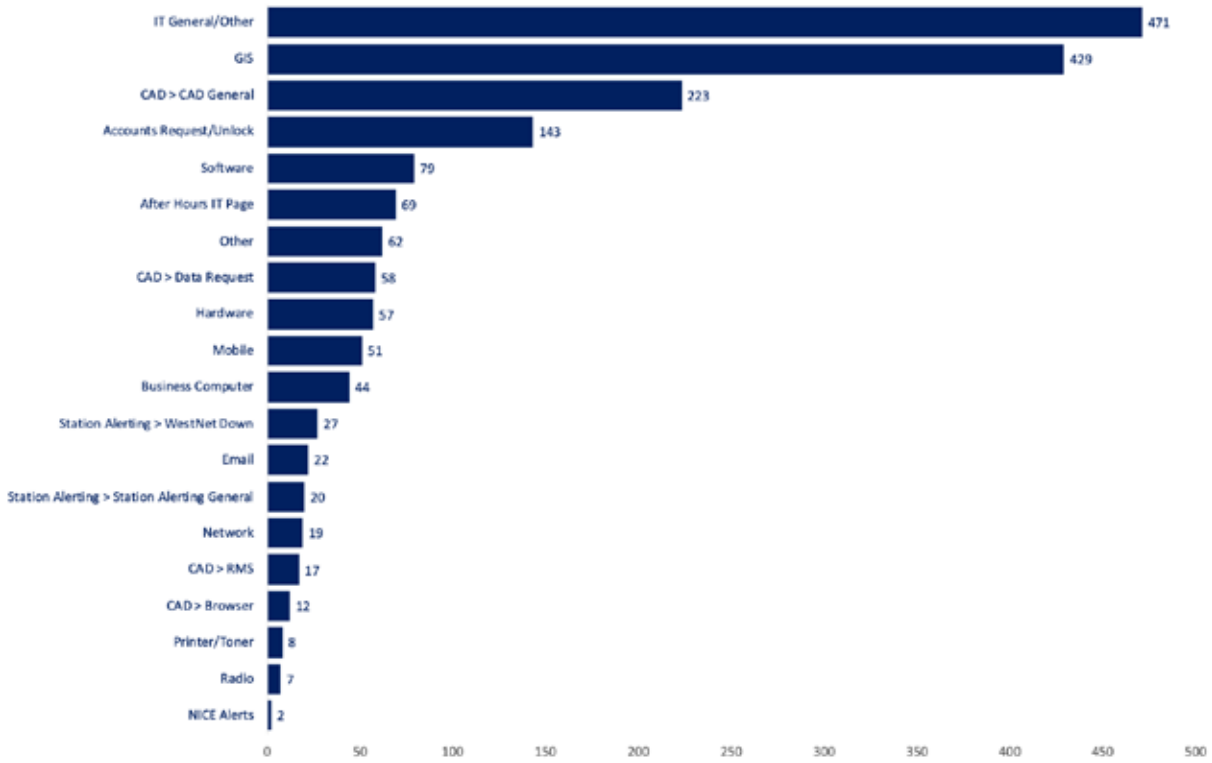
Online Delivery of Records Requests

In support of online records requests, and the establishment of eCommerce on the Jeffcom website, the Records Division transitioned to the online retrieval of records requests via a file delivery portal. This transition was completed early in the year, proving to be a timely change given walk-in requests and the handling of paper were not possible as a result of COVID-19. Records requests and their delivery were unaffected by the pandemic. In fact, external requests (citizen-based requests) increased in 2020.

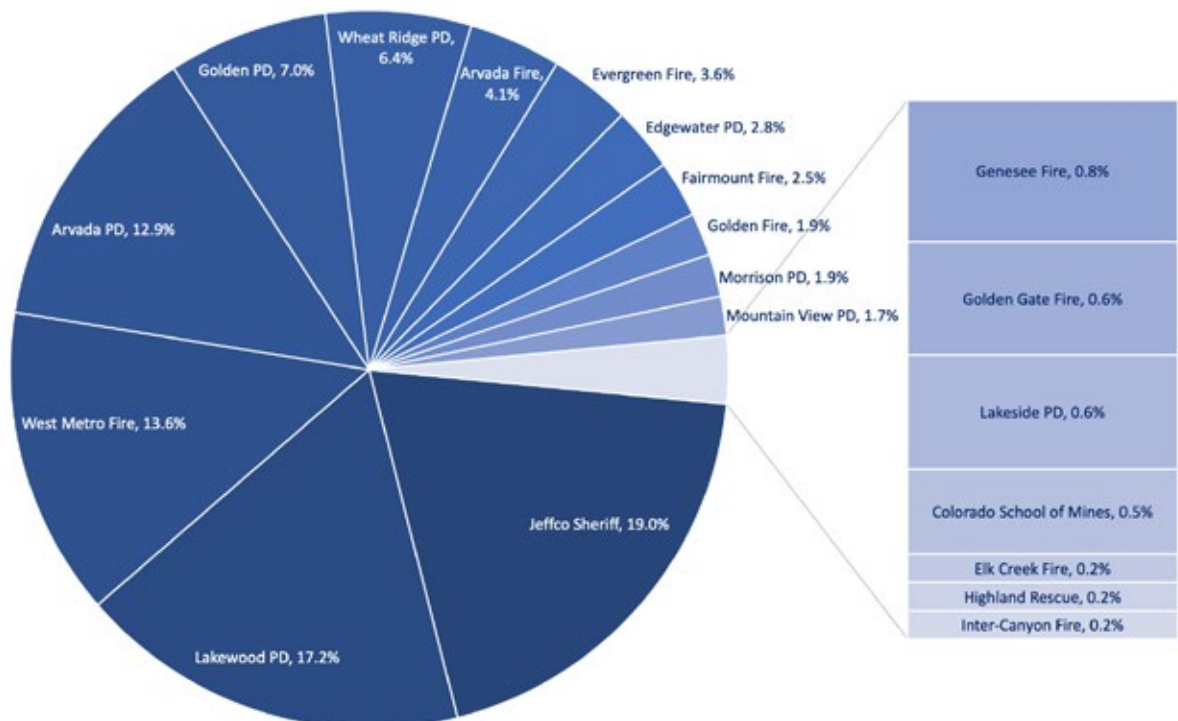


Team members resolved over 1,820 support requests from both internal and external users.

IT Help Desk Problem Natures



Help Desk Tickets by Jurisdiction Served



740 – Citizen Requests

External requests are requests made by citizens, private attorneys, public defenders or media outlets.

2,730 – Agency Requests

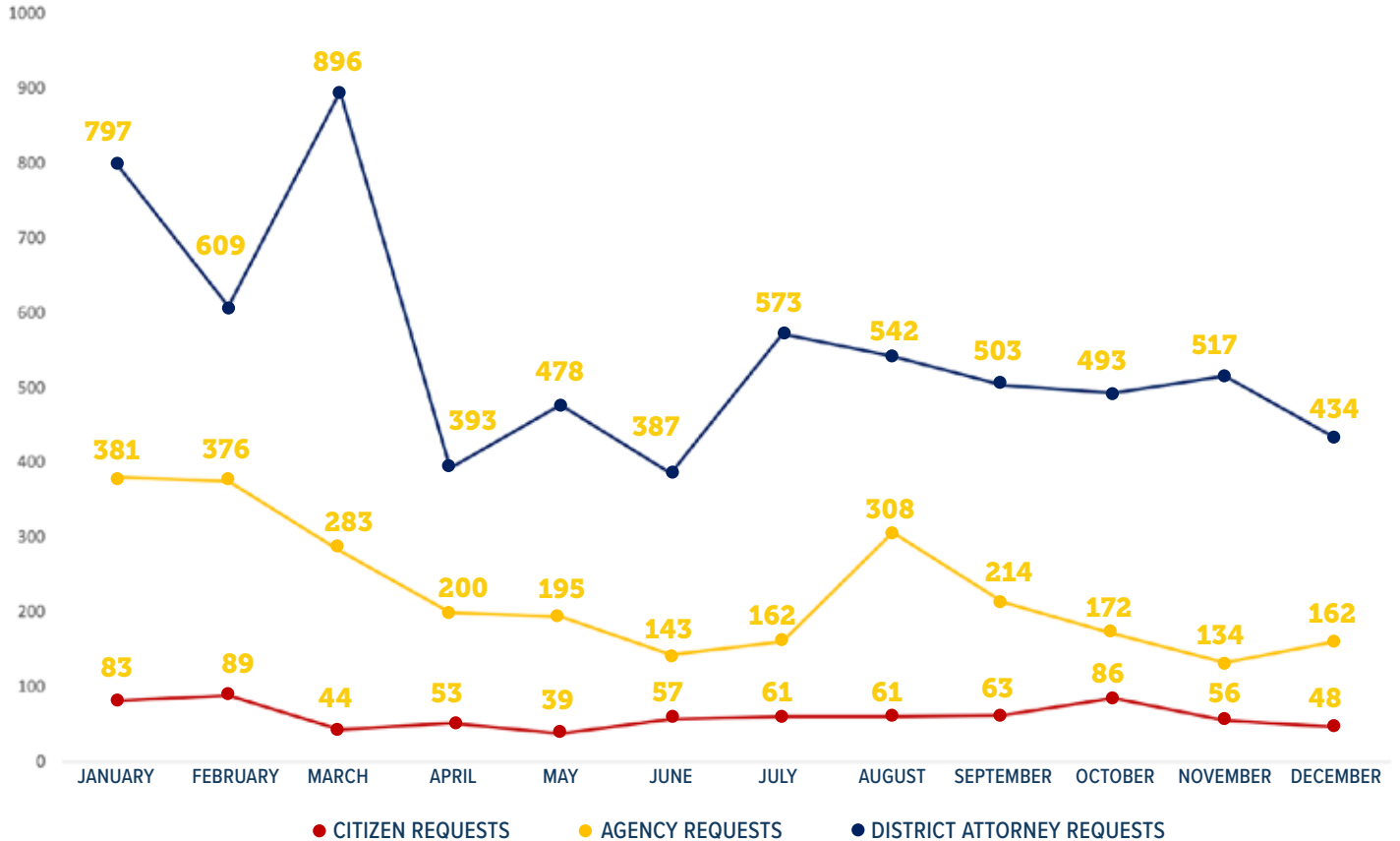
Internal Requests are requested by agencies/investigators on specific cases and typically assist in an investigation (pending charges, pursuit and use of force issues, IA investigations). Internal requests can also be used for training and debriefings of major incidents.

6,622 – District Attorney Requests

Discovery Requests are requests that are made by the Jefferson County District Attorney’s office. A request is made for each case in which someone has been charged through the county court.

10,092 – Total Jeffcom Records Requests

Jeffcom Requests for Records



SMART911, CODERED, SAFE2TELL

Jeffcom partners with Smart911, CodeRED and Safe2Tell to enhance services provided to the citizens of Jefferson County.

Residents who sign up for Smart911 are able to create a household profile which includes information about family members, possible medical emergencies, and how responders may access the location. This information is then provided to Emergency Communications Specialists who can guide and advise responders. Smart911 is the fastest way to provide actionable, life-saving information directly to 911.

Emergency and mass notifications are sent to the public through CodeRED. Jeffcom sent a total of 232 CodeRed notifications in 2020, advising residents to shelter in place, evacuate a location, or to be prepared for pending dangerous weather. Subsequent notifications are also sent when the situation has been resolved.

Safe2Tell is a program which provides students with an anonymous reporting to help someone who is struggling or hurting. Jeffcom received 1,487 total Safe2Tell's in the past year 2020.





Seconds Matter in an Emergency




EMERGENCY ALERTS


HOUSEHOLD INFO


MEDICAL HISTORY


PET INFO

Protect your loved ones by creating a **Smart911 Safety Profile**.
You can provide 9-1-1 with life-saving information in an emergency
and receive important community and weather alerts.

Download the App Today.

Jeffcom uses CodeRED for reverse notifications, alerting the public of critical events and potentially dangerous situations occurring nearby.

CodeRED and Smart911 services are free for all residents of Jefferson County.

For more information visit www.jeffcom911.org

ADVISORY PLANNING TEAMS

Communications

The Communication team worked to improve internal communication throughout Jeffcom. The team produced three technical video trainings for Emergency Communications Specialists to inform the team of methods which may improve their workflow. The team focused on creating new ways in which information can be better organized in one central location and consolidate all information resources. This initiative will be continued into 2021 aimed at making personnel more efficient through a new means of communication and information sharing.

Community Engagement & Recruitment

The Community Engagement & Recruitment team shifted their attention to how Jeffcom can make an impact in the community while dealing with new obstacles created by COVID-19. The team participated in the virtual “More than Pink” walk, exceeding the team’s goal of \$500 raised. With impacts to the Colorado due to wildfires, the team created BonFire clothing, a Jeffcom created design that raised a total of \$2,509 that was distributed to Grand Lake Fire Department, American Red Cross and the Colorado Wildfires Recovery Fund. The team also hosted a Winter Clothing Drive in December. Internally, the team improved informational handouts and filmed a recruitment video to set the team up for success in 2021. The team will look to get back into the community when guidance is more favorable after restrictions are lifted.

Employee Enrichment

The Employee Enrichment team improves the work environment for Jeffcom employees through activities and resources. The team was faced with many challenges in 2020 due to COVID-19. The team worked hard to schedule the National Public Safety Communications Week in April but was limited on activities and giveaways with guidelines to physically distance. The week turned out well thanks to the team’s hard work to partner with Law and Fire agencies and Jefferson County businesses. Due to the scaled down week, a Jeffcom Appreciation Week was scheduled for the end of September that consisted of meals, games, raffles and theme days. The team also organized activities and meals for national holidays for those employees working.

Scheduling

The Scheduling team’s purpose is to improve the communications centers work schedule to account for call activity to better serve Jefferson County residents. The team also takes into consideration the health and wellbeing of Emergency Communication Specialists. The team researched and used modeling tools to determine the best possible schedule based on the number of personnel trained on specific channels. The team was tasked with determining if moving from a 12-hour schedule to a 10-hour schedule was feasible. The team presented the findings, and a 10-Hour shift schedule was adopted and slated to begin on January 4, 2021.

Strategic Planning

The Strategic team helps guide the other Advisory Planning Teams by working to achieve Jeffcom’s directions and goals. The team worked diligently to assess the current Emergency Communication Specialists classifications and if the process could be improved upon. The team also created a plan to improve upon participation in teams to continue to have employees’ voices heard. Moving forward, a process has been created to achieve full capacity on teams beginning in February of each year. The team will focus on continued efforts in 2021 to set Jeffcom and its employees up for continued success in the future.



Training

Awarded the Team of the Year in 2020, the Training team focused on how to train Jeffcom employees and drive service levels through fun trainings. Centered around the slogan, “Every day is a Training Day”, the team produced seven entertaining videos focused on ways to improve service. Such topics discussed include what is now a “Sick Person” incident, staying on the line and wildlife management. The fun videos created a memorable talking point amongst personnel that improved employee performance and service to Jefferson County citizens.

Peer Support

The Jeffcom Peer Support Team’s mission is to provide confidential emotional support during and following times of personal or professional crises. Hampered by COVID-19 restrictions, the team of 11 was limited to meeting one-on-one with employees seeking help. The team coordinated with the Rocky Mountain Police Chaplain Program to offer outside resources and sit with employees while physically distancing as they are working to better enhance relationships. The team continued a partnership with Denver Pet Partners to offer emotional support dogs via visits multiple times a month. The team also drives initiatives such as the Peer Support Tree located on the communication floor as a fun reminder that resources are there should one need it. The team receives resources and training by Dr. Brower of Brower Psychological to provide the best resources possible to Jeffcom.



In the event of an emergency, or major incident occurring in one of the jurisdictions that Jeffcom serves, the center is always prepared to take action.



TACTICAL DISPATCH TEAM

The Jeffcom Tactical Dispatch team is made up of 8 highly trained dispatchers who lend support to the Jefferson County Regional SWAT team and the West Metro SWAT team. This team goes through extensive training to prepare for situations that warrant the most attentive, dedicated response to potential life-threatening situations. Traditional, the team is also available for dignitary visits and annual festivals but were not deployed to any due to COVID-19 restrictions. The team was dispatched out to 30 incidents that required services for 91.5 hours throughout 2020.

BACKUP CENTER

In the situation of an emergency that would limit or restrict access to the 911 communication center, Jeffcom is equipped to move operation to a backup center. Throughout 2020, Jeffcom activated the backup center five times to test readiness and sanitize the communication center as a precaution for COVID-19. This operation occurred overnight allowing for minimal impact to agencies served by Jeffcom. With physical distancing guidelines, Jeffcom utilized the backup center to space out personnel by sending multiple employees and a Supervisor per day to feel comfortable at a different location. While the backup center was setup, it was also used to teach Emergency Communication Specialist Academy's to limit exposure to the communication center. With increased activity at the backup center, Jeffcom made improvements by adding wireless capabilities to connect to secure networks, saving time and effort should an emergency arise. These successful activations ensure Jeffcom is prepared should a disaster occur.

Jeffcom has developed a strategy to support the vision to be the leader in emergency communication. It is Jeffcom's objective to deliver superior operational execution, build diverse teams, foster strong leadership with sustainable expertise at every level. In doing so Jeffcom will lead the Jefferson County emergency service brand through partnership and community relations.

To accomplish this strategy, five focus areas have been defined which contribute to Jeffcom reaching its long-term goals.

AGENCY PARTNERSHIP

- A reputation that conveys service, trust, & expertise across all agencies
- Recognition by agencies as the leader in consolidated emergency communications centers
- Agency operational consistency

COMMUNITY RELATIONS

- Strong positive community development & branding
- Positive media engagement & connected citizens
- Lead Cross agency in community engagement & relations
- Proactive communications with stakeholders

STAFF TRAINING AND DEVELOPMENT

- Culture of staff engagement, success, & leadership
- Employer of choice
- Best-in-Class staff training & leadership development
- Build skills & capabilities to optimize schedule
- Robust employee awards & recognition program

OPERATIONAL EXCELLENCE

- Industry leading service-level performance
- Culture of continuous improvement
- Sustain optimal staffing, financial, & operational levels
- Manage & Optimize operational objectives through scheduling solution
- Operational Consistency

STATE-OF-THE-ART FACILITIES AND TECHNOLOGY INNOVATION

- Plan for facilities & infrastructure needs as service & staffing grows
- Culture of innovation & technology ownership
- Invest in technology & innovation that more than offsets costs

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