

CELEBRATING



YEARS OF JEFFCOM

EST. APRIL 2018

2023
ANNUAL REPORT



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from the EXECUTIVE DIRECTOR

It is with great honor to present the 2023 Jeffcom911 Annual Report and share with you the significant accomplishments and milestones that have been achieved over the past year.

Our most noteworthy and valued asset is our extremely professional and highly trained team members. In 2023, we were very successful in increasing our staffing levels despite recruitment difficulties faced by Jeffcom and the 911 community in previous years. We not only were able to attract new recruits, but also implemented strategies to retain our talented workforce.

As a commitment to continuous quality improvement, the team members participated in ongoing training to enhance their skills and stay up to date on the latest emergency protocols and technologies. This dedication to continuous learning has been instrumental in maintaining the high standards of service that our community relies upon and should expect.

Jeffcom implemented new technologies such as artificial intelligence and data analytics to improve workflows within our operations. In many cases, this has lessened the burden of some of the high call volumes we were experiencing, allowing Jeffcom to concentrate on emergency calls for service.

Investment in technological advancements are constantly being considered to ensure Jeffcom is prepared and equipped with the best in the industry. We have found that over the years the technological advancements in this industry do not always solve a problem. We take a strategic approach in the changes we implement to maintain a state-of-the-art organization and facility. Advanced technology and a robust infrastructure improve our dispatching capabilities and enhance coordination with first responders.

Jeffcom embraces industry standards and metrics, and we hold ourselves accountable to delivering exceptional service with every call we receive. We regularly evaluate our performance against key performance indicators, such as call answering times, call handling and dispatch processing times, and strict adherence to established procedures. We receive input from our customers to identify areas for improvement and ensure that we are consistently meeting the needs of our community. These high standards, coupled with quality service, integrity, and compassion are the driving force ensuring we provide swift, efficient, and empathetic service in times of crisis.

To accommodate our growth and organizational advancements, we are proud to announce the acquisition of a new building located here in Jefferson County. This new location will provide the necessary infrastructure to support our expanding operations and serve the community more effectively. We anticipate relocating in approximately one year.

Jeffcom has consistently maintained a very strong and sound financial position while optimizing staffing and resource allocation to sustain the highest quality emergency services possible. Our agency stakeholders detailed in this report have been very instrumental in the decision-making processes and supporting our initiatives throughout the year.

Looking ahead, we remain committed to advancing our mission and serving our community with excellence. I extend my deepest appreciation and gratitude to our dedicated team members, stakeholders and partners for their unwavering support and commitment to our shared vision.

Thank you for your continued trust and confidence in Jeffcom. It is an honor that I serve as the Executive Director. Together, we will continue to make a meaningful difference in the lives of those we serve.



Jeff Streeter

Executive Director | Jeffcom 911

Our MISSION

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.



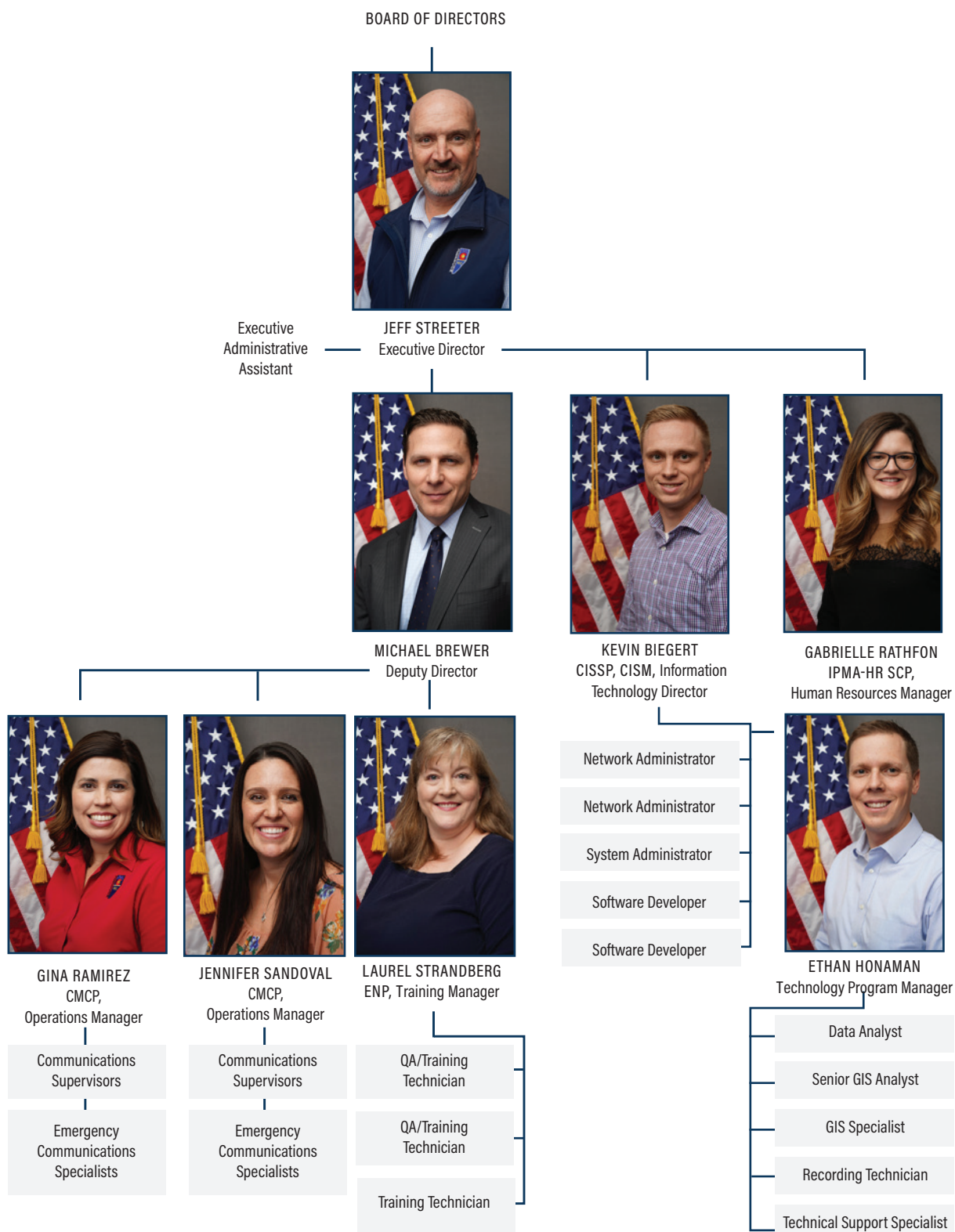
INNOVATION

MANAGEMENT

Professionalism

ETHICS

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



2023 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.

President - Fire Chief Don Lombardi
West Metro Fire

Vice President - Chief Joe Harvey
City of Golden Police and Fire

Secretary/Treasurer - Fire Chief Mike Weege
Evergreen Fire Rescue

Member - Fire Chief Mike Piper
Arvada Fire Rescue

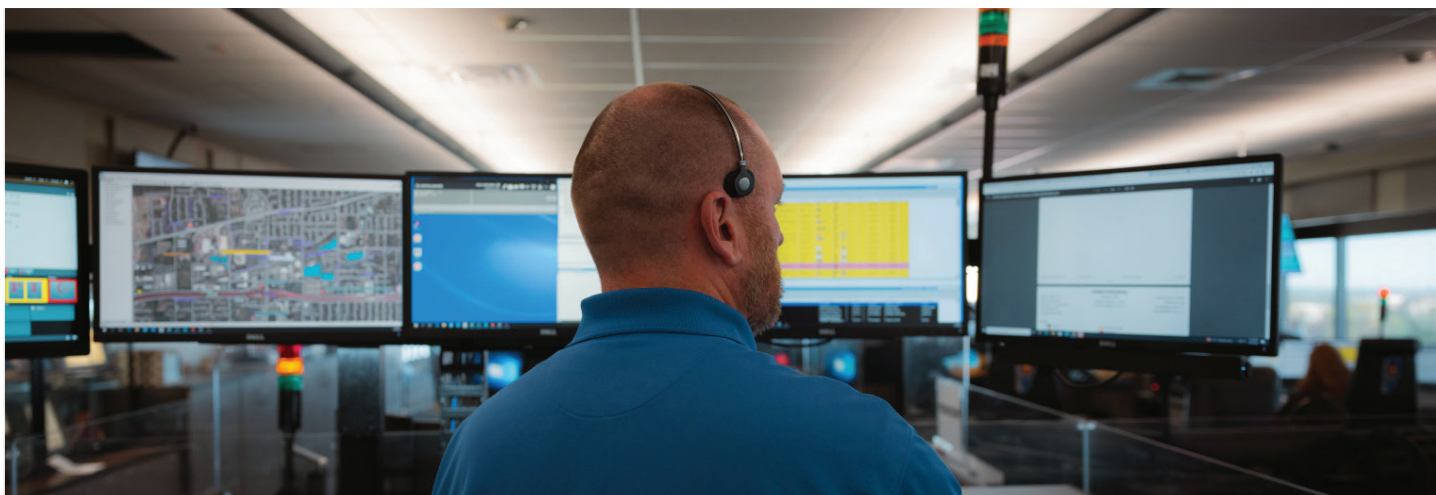
Member - Chief Edward Brady
Arvada Police Department

Member - Sheriff Regina Marinelli
Jefferson County Sheriff's Office

Member - Chief Philip Smith
Lakewood Police Department

Member - Chief Chris Murtha
Wheat Ridge Police Department

Call Taking OPERATIONS



2023 TOTAL INCOMING VOLUME **604,198**

Total 911 Calls
251,051

Average 911
Calls Per Day
688

Average 911 Calls
Per Month
20,921

Total Non-Emergency Calls
343,952

Average Non-Emergency
Calls Per Day
942

Average Non-Emergency
Calls Per Month
28,662

Total Outgoing Calls
214,456

Average Outgoing
Calls Per Day
588

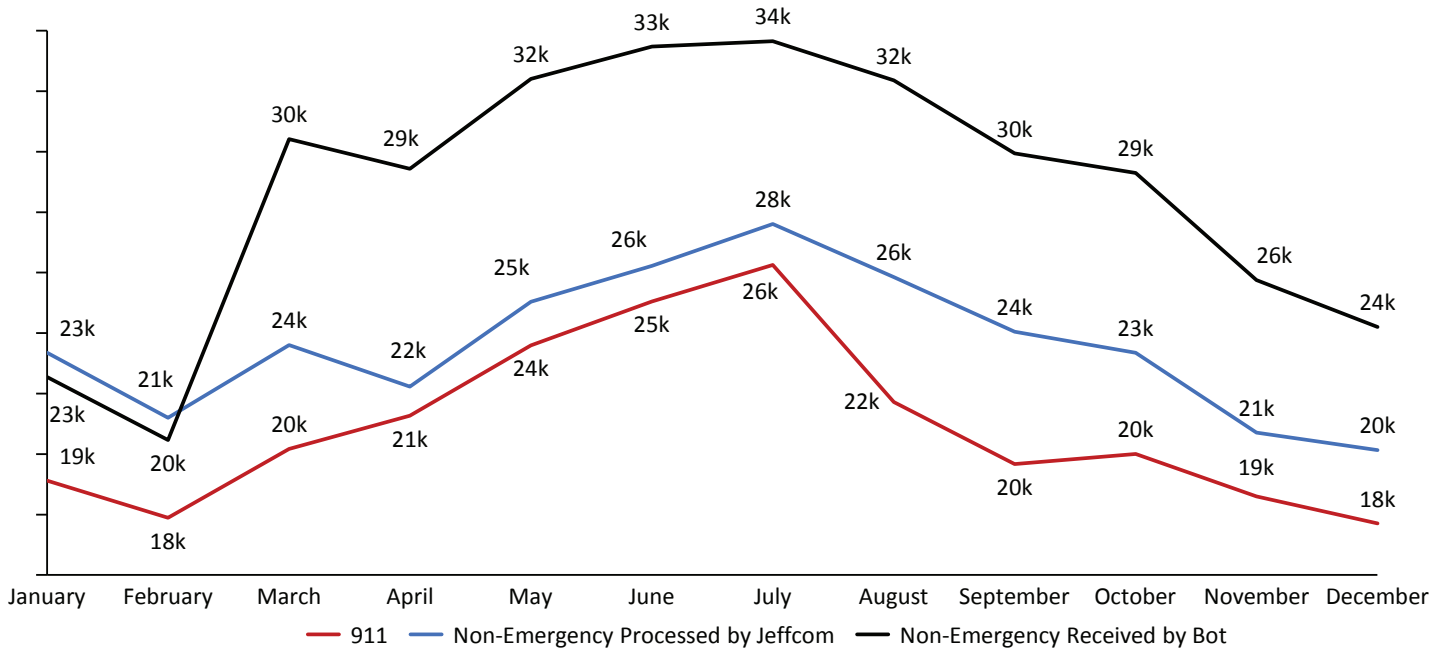
Average Outgoing
Calls Per Month
17,871

Text-to-911 **1,212** | Online Reports **7,983** | ASAP-to-PSAP **8,621**
Non-Emergency Calls Received to Jeffcom Floor **283,365**

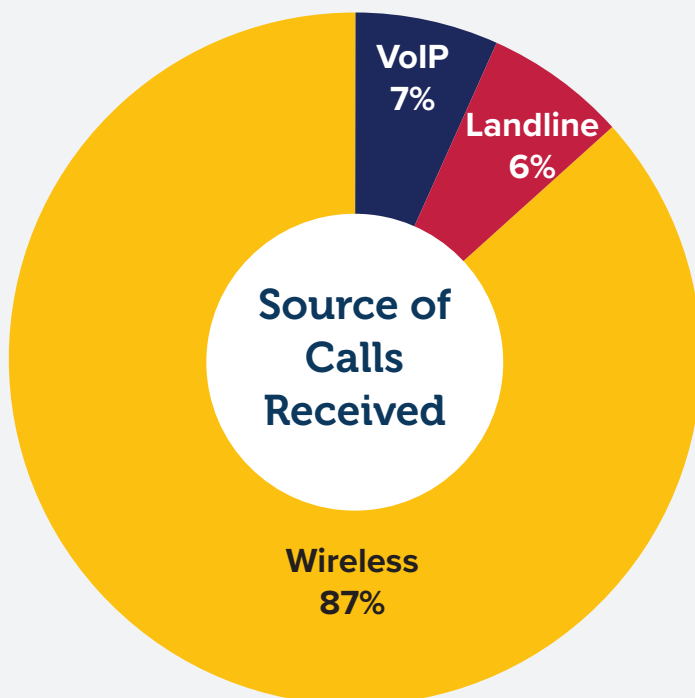
Total incoming volume includes 911 calls, Non-emergency calls, Text-to-911, and Online Reports. The number of non-emergency calls that are processed by Jeffcom calltakers is down 36% from 2022 as a result of the implementation of the AI call-bot and online reporting tool, as well as due to the impact of community education. Reporting parties are now empowered and educated to contact the resources they need directly as well as submit reports online without the need to speak to a calltaker.

Call Taking OPERATIONS

Incoming Call Volume



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



The number of emergency calls placed from a wireless phone remained steady from last year.

Fire OPERATIONS

Jeffcom provides dispatch services to 14 fire and emergency medical agencies that serve the urban, suburban, rural, and mountainous areas of Jefferson County. Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) calls make up 27.1% of Jeffcom's total call volume. Fire dispatchers use their extensive training to dispatch the appropriate equipment, monitor radio communications, and ensure efficient communication across multiple jurisdictions. Dispatchers are furnished with cutting-edge technologies and mapping solutions to enhance decision-making and deliver exceptional service to the people of Jefferson County.

Total Fire Calls
Taken, Processed, and
Dispatched

62,060

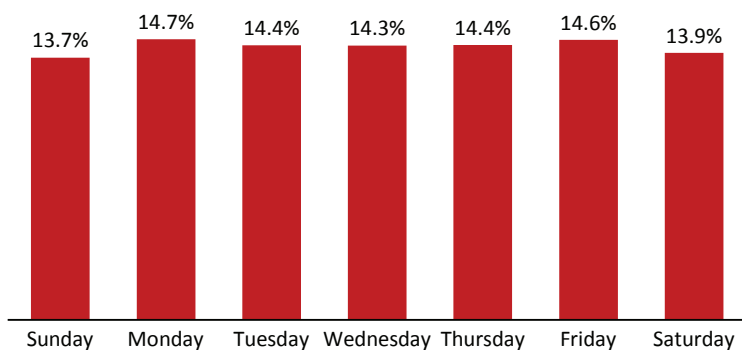
Average Monthly Fire Calls
Taken, Processed, and
Dispatched

5,172

Average Daily Fire Calls
Taken, Processed, and
Dispatched

170

Call Volume Per Day of Week



TOP FIRE CALL TYPES

8,887 SICK PERSON

14.3% of Fire Calls

8,545 FALLS

13.8% of Fire Calls

4,675 ALARMS

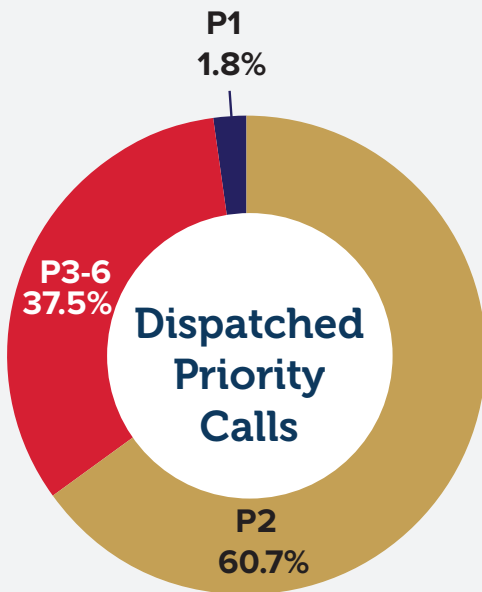
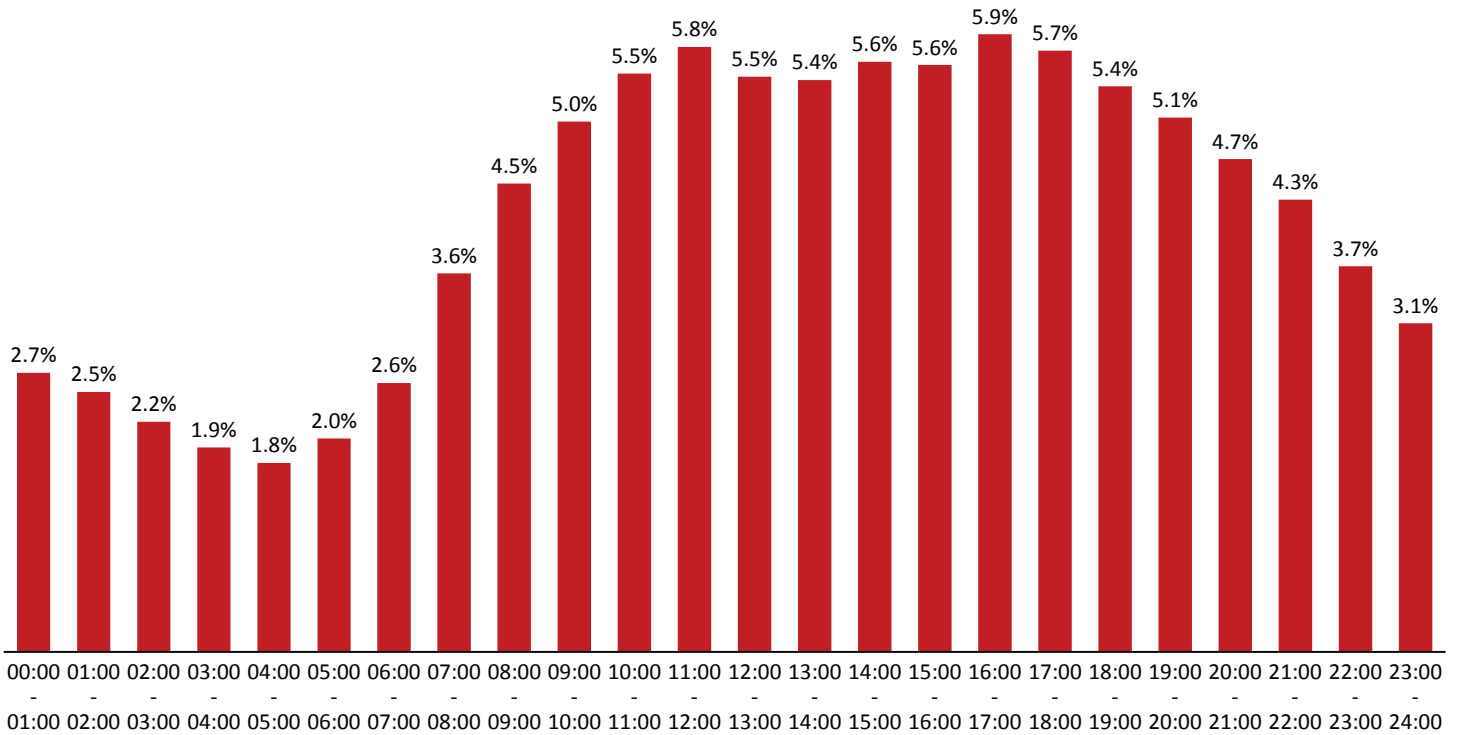
7.5% of Fire Calls

Fire Agency	Totals	% of Fire Calls
West Metro Fire	37,232	60.0%
Arvada Fire	15,969	25.7%
Golden Fire	2,903	4.7%
Evergreen Fire	2,218	3.6%
Elk Creek Fire	1,000	1.6%
Fairmount Fire	774	1.2%
Highland Rescue	694	1.1%
Pleasant View Fire	595	1.0%
Foothills Fire	468	0.8%
Inter-Canyon Fire	324	0.5%
Genesee Fire	180	0.3%
Indian Hills Fire	163	0.3%
North Fork Fire	104	0.2%
Golden Gate Fire	74	0.1%



Fire OPERATIONS

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.

Law OPERATIONS

Jeffcom is responsible for dispatching services for 10 different law enforcement agencies within Jefferson County. Law-related calls constitute the majority of Jeffcom's total call volume, accounting for 72.9%. Dispatchers working for Jeffcom must possess exceptional communication skills, be able to multitask and operate effectively under pressure, and demonstrate strong problem-solving abilities. Additionally, a successful dispatcher must remain composed and level-headed during high-stress situations and possess a solid understanding of geography and direction.

Total Law Calls
Taken, Processed, and
Dispatched

167,193

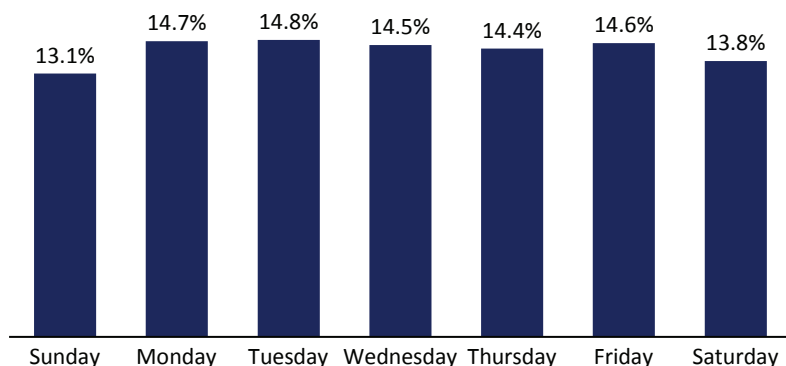
Average Monthly Law Calls
Taken, Processed, and
Dispatched

13,933

Average Daily Law Calls
Taken, Processed, and
Dispatched

458

Call Volume Per Day of Week



TOP LAW CALL TYPES

13,193 WELFARE CHECK
7.5% of Law Calls

12,623 FOLLOW UP
7.5% of Law Calls

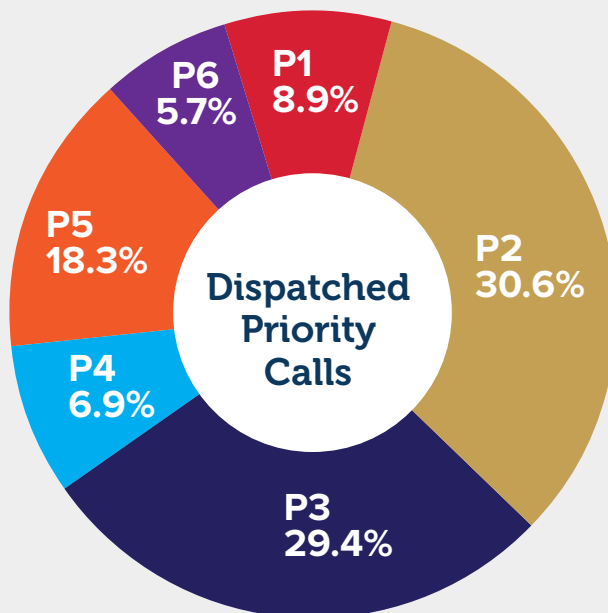
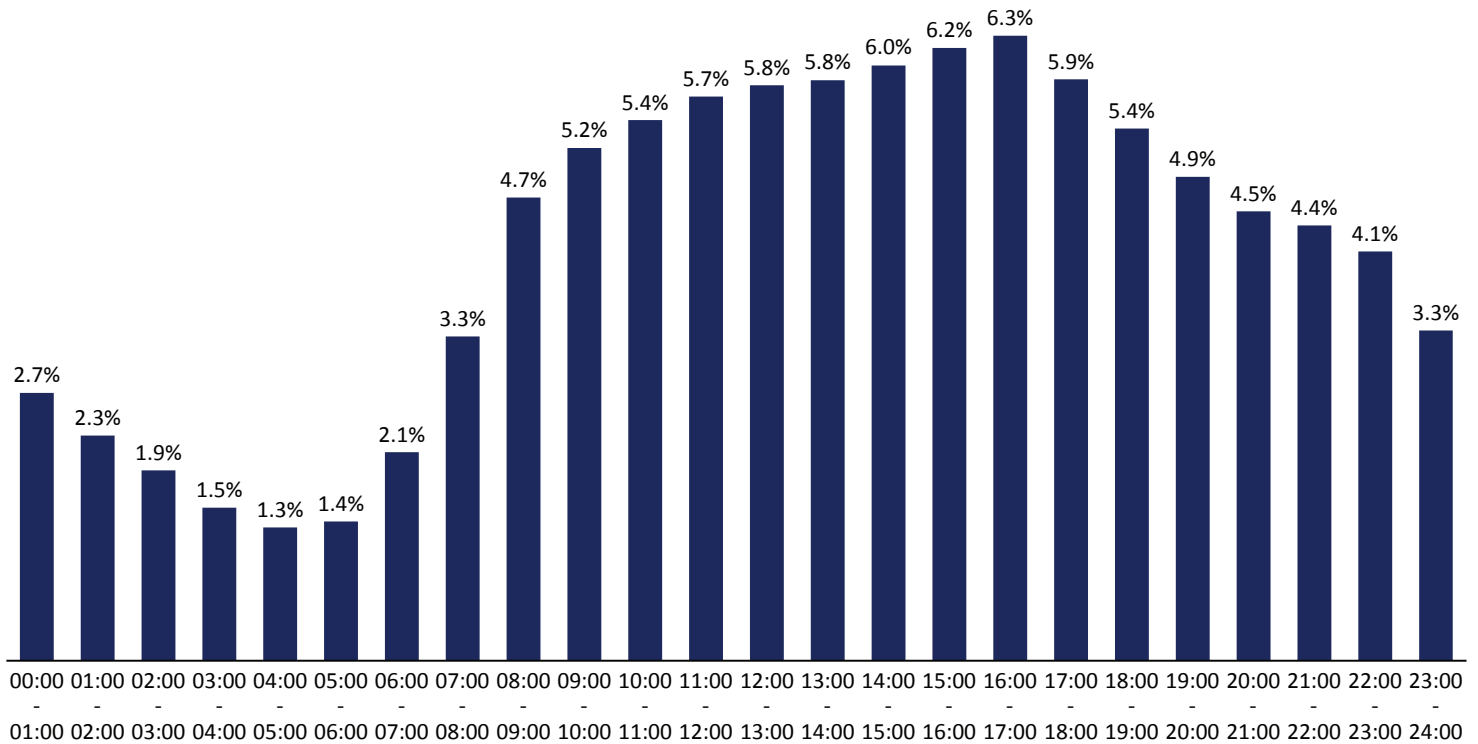
9,755 UNWANTED PARTY
5.8% of Law Calls

Law Agency	Totals	% of Law Calls
Lakewood PD	65,375	39.1%
Arvada PD	35,596	21.3%
Jeffco Sheriff	33,577	20.1%
Wheat Ridge PD	19,483	11.7%
Golden PD	6,760	4.0%
Edgewater PD	4,097	2.5%
Lakeside PD	1,233	0.7%
Morrison PD	499	0.3%
Colorado School of Mines PD	308	0.2%
Mountain View PD	265	0.2%



Law OPERATIONS

Law Calls Per Time of Day



**Dispatched
Priority
Calls**

P1 calls are those which are in progress whereas P2 calls have usually just occurred. P3 calls are "cold" in nature.

Significant EVENTS

» K9 GRAFFIT

February 13, 2023

On February 13th, K9 Graffit was shot and killed while assisting in the search of an armed suspect. Officers responded to a report of a man slumped over in a car, and the man took off in his vehicle, ramming a Golden PD patrol vehicle. After fleeing on foot and hiding in the hills, he opened fire, striking and killing Graffit. 33 personnel recorded 652 comments on this call with a response of 79 vehicles.



» ROCK THROWING FATALITY

April 19, 2023

Alexa Bartell, a 20 year old woman, was tragically killed after being hit in the head by a rock that three teenagers threw through her windshield while she was driving. The teens carried out similar attacks on seven different vehicles that night, injuring three other people. The young men have been charged with first-degree murder with trial dates set for this summer. They are being held at the Jefferson County Jail. Jeffcom Records department provided CAD records and call recordings to the media and partnering agencies.

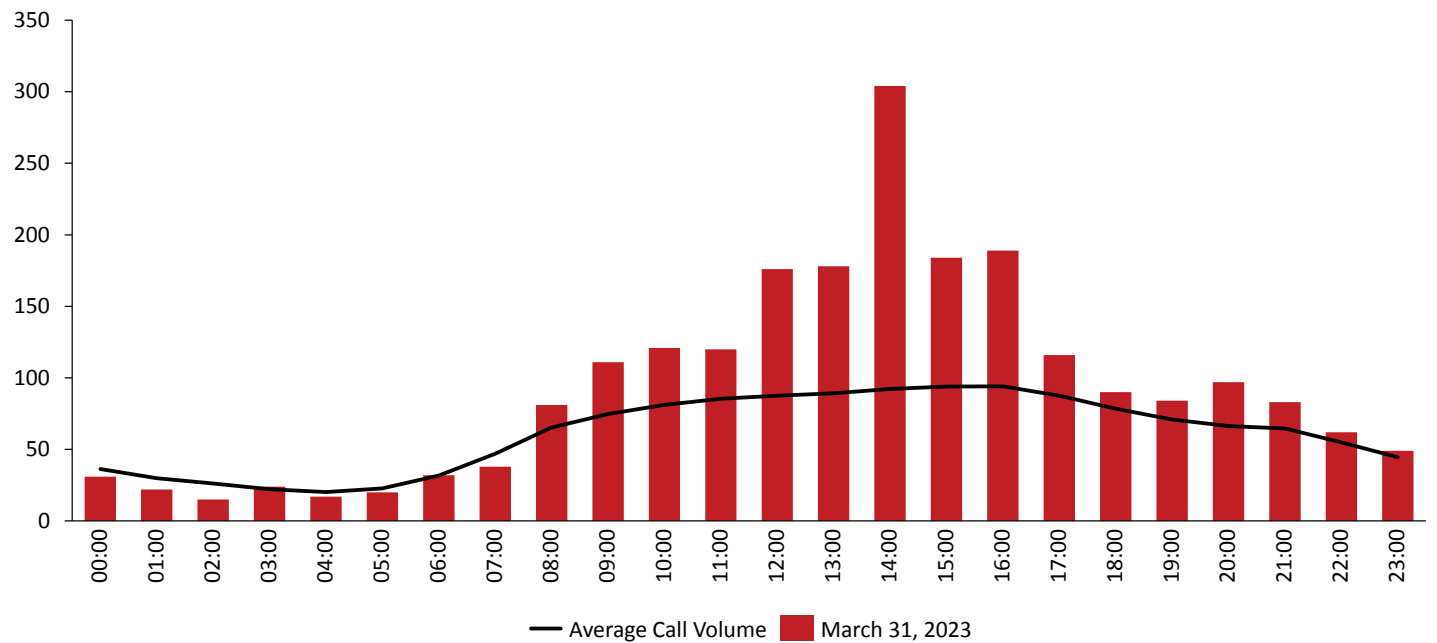


» **HOGBACK FIRE**
March 31, 2023

In the afternoon of March 31st, high winds downed a power line, which sparked an ignition. 23 fire, law enforcement, and other agencies responded to help bring the situation under control. High winds made the fire difficult to fight, yet it was contained to approximately 40 acres. Pre-evacuation orders were sent to three neighborhoods, and fortunately no lives or structures were lost. The incident recorded 919 comments by 61 personnel. The Jeffcom IDT was on-scene for the fire, with four Jeffcom personnel on board managing coms and dispatch.



Calls on March 31st



Human RESOURCES

OUR TEAM



EMERGENCY COMMUNICATIONS SPECIALISTS

66.7% 0-5 YEARS
17.5% 5-10 YEARS
15.8% > 10 YEARS

SUPERVISORS

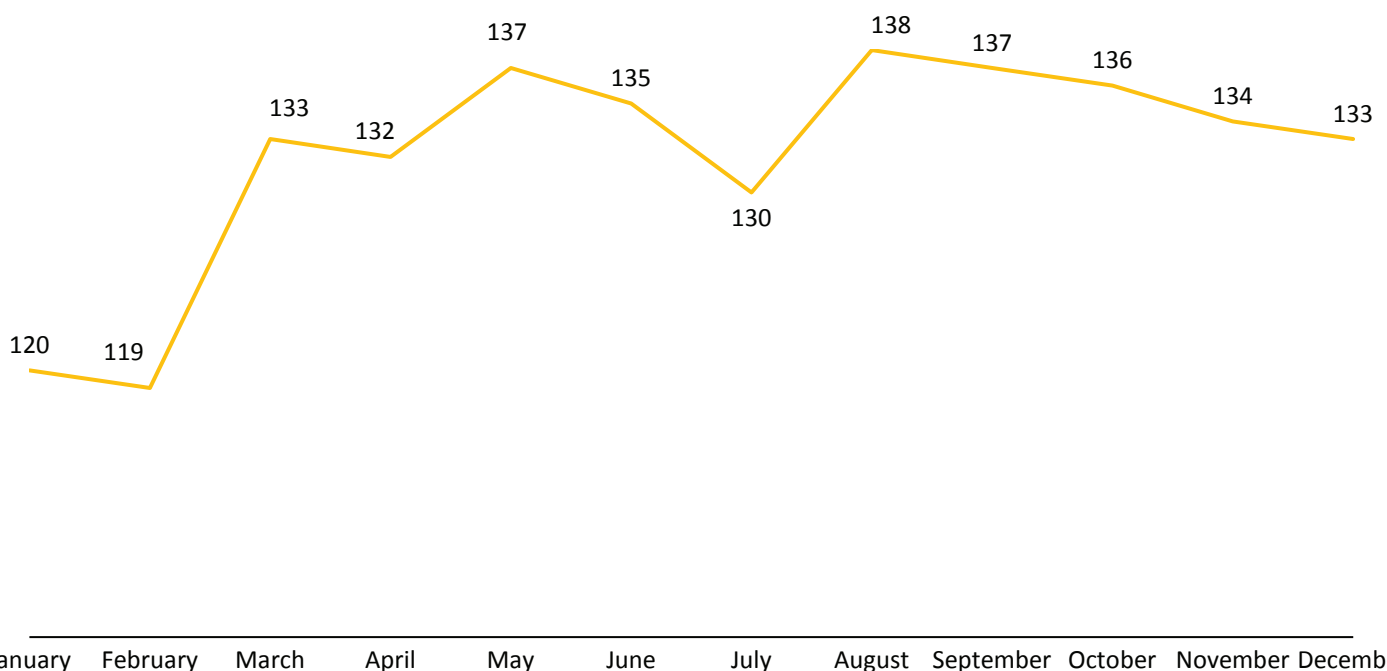
9.5 YEARS

Average years of service

5.5 YEARS Average years of service for ECS

SUPERVISORS: 18 • ADMINISTRATIVE STAFF: 26

Total Staffing Levels - Supervisors and Emergency Communication Specialists
Authorized Staffing = 136



Staff Training & DEVELOPMENT



AWARDS

» Professional Achievement <2 Years:

Ethan Lehrke

» Emergency Communicator of the Year (Law):

Lizzie McBurney

» Emergency Communicator of the Year (Fire):

Beth Gunn

» Emergency Communicator of the Year (Call Taking):

Miranda Rosso

» Communications Supervisor of the Year:

Geena Gomez

» Trainer of the Year:

Matt Palfy

» Information Technologist of the Year:

Kinde Yetemegn

» Team of the Year:

Peer Support Team

Gina Ramirez, Carol Burciaga, Nicole Dewey, Heidi Ford, Kevin Garcia, Chris Green, Geena Gomez, Jen Gustin, Lyndsey Kilpatrick, Chelsie Jacques, Renée Napoli, Kellie Vaughan, Courtney Wolschlager, Gretchen Reeser

» Citizen of the Year

Jim Prado

» Director's Commendation

Brooke Brunetti

» INCIDENT RESPONSE OF THE YEAR Red Rocks Hail Storm

Rylee Legreide, Lora Johnson, Miranda Rosso, Ashley Martinez, Gavin Prejean, Paige Johnson, James Motley, Deborah Rowe, Ryan Beger, Renee Harter, Kevin Norman, Beth Gunn, Jaimee Zarate, Klarissa Felix, Janette Hernandez, Nicole Yamaguchi, Bridget Smith, Jennifer Gustin, Courtney Wolschlager, Joshua Bugtai, Katelyn Culp, Justin Eiffes, Jade Newman, Ethan Lehrke, Elier Escarcega, Katherine Larsen, Ava Mount



TRAINING UPDATE

2023 was a big year for the training department with a record number of newly hired employees completing the academy at Jeffcom.

- 44 operations personnel were hired; 82% completed training.
 - 42 Emergency Communication Specialists
 - 2 Communication Specialists
- 4 academies were conducted totaling 1,280 instruction hours.
- 4 Certified Training Officer (CTO) courses were taught at Jeffcom resulting in 22 new CTOs
- 139 new radio skills were acquired, including new and cross-training
- 23,355 training hours logged by trainers



QUALITY ASSURANCE

Medical Calls Reviewed – 1,532
Fire Calls Reviewed – 1,118
Law Calls Reviewed – 477



APCO INTERNATIONAL TECHNOLOGY LEADERSHIP AWARD

Jeffcom was recognized by APCO International as the recipient of the 2023 Technology Leadership Award. This award recognizes emergency communications centers that use technological advancements to benefit their centers, employees and customers. Our work implementing a unique suite of technology solutions impressed the awards committee, and we are honored to have received their selection.

Information TECHNOLOGY

IT Renovation

Faced with limited space and a growing team, the IT department recognized the need to revamp their office area. Previously divided into three separate offices with underutilized dead spaces, the decision was made to demolish the walls and establish an open, unified design. This transformation aimed to foster enhanced collaboration and provide flexibility for individuals to utilize any workspace.

The open concept layout eliminates physical barriers, promoting seamless communication and knowledge sharing among team members. By breaking down the traditional cubicle structure, the IT department has created an environment that encourages impromptu discussions, cross-functional interactions, and a free-flowing exchange of ideas.

Moreover, the absence of assigned workstations allows for greater mobility and adaptability. Employees can now choose their preferred workspace based on their current task or project, whether it's a quiet corner for focused work or a collaborative area for team huddles. This dynamic approach empowers individuals to find the most conducive setting for their needs, fostering productivity and personal comfort.

The refurbished office area not only optimizes the available space but also cultivates a sense of unity and camaraderie within the IT department. By embracing an open and flexible design, the team can thrive in an environment that encourages collaboration, creativity, and efficient resource utilization.

Website Redesign and .GOV

After five years of operations, it was determined that a comprehensive website refresh was necessary. This revamp would encompass an array of enhancements, including a more user-friendly interface, expanded content offerings, updated visuals, floor operation videos, employee testimonials, an optimized applicant

experience, and improved functionality.

Additionally, the website underwent a migration to a .gov domain. Adopting a .gov account confers several benefits, most notably increased trust and credibility. The .gov top-level domain instills confidence by verifying the website's affiliation with a government entity. Managed by the federal government's Domain Name System infrastructure, this domain offers heightened protection against cyber threats and phishing attempts. Building upon this transition, the team plans to migrate email services to the .gov framework in 2024.

By implementing these changes, the website aims to provide a more engaging and secure online experience for visitors, while reinforcing its status as an official government resource. The updated interface, multimedia content, and streamlined processes will enhance user interactions, while the .gov domain will solidify the website's credibility and safeguard against potential security risks.

Mindbase

Working closely with the Peer Support team, the IT team facilitated the implementation of the Mindbase application. This innovative tool is designed to promote the mental well-being of Emergency Communication Specialists by leveraging data to alert Jeffcom's Peer Support team proactively.

Through seamless integration with the Computer Automated Dispatch system, the Mindbase application ingests relevant data, enabling the Peer Support team to identify personnel who may have experienced critical or multiple high-stress calls within a given timeframe. This early detection mechanism empowers the Peer Support team to reach out promptly and provide the necessary care and support.

Furthermore, the Mindbase application offers a comprehensive suite of features tailored to support mental health. It includes self-paced content, educational resources, and tracking

tools, enabling personnel to actively engage in personal growth and development. These resources not only benefit the Emergency Communication Specialists themselves but also extend to their families, fostering a holistic approach to well-being.

By harnessing the power of data analysis and providing readily accessible resources, the Mindbase application represents a proactive step towards prioritizing the mental health and resilience of Jeffcom's dedicated Emergency Communication Specialists. This collaborative effort between the IT team and the Peer Support team underscores the organization's commitment to creating a supportive and nurturing environment for its invaluable personnel.

CAD Browser

Jeffcom's internal development team embarked on extending their Computer Aided Dispatch (CAD) system to be accessible through a cloud connection. This innovative product enables first responders and dispatchers to log in and stay updated on current incidents or review historical data from anywhere.

Mirroring the functionality of the CAD system, incidents can be filtered by agency, jurisdiction, and priority. The user-friendly interface displays all relevant information, including updated comments and a street map. Additionally, a "CAD Map" incorporates mapping layers familiar to first responders from their Mobile Data Terminals (MDTs).

Ongoing development aims to introduce action functionality for responders without MDTs or working remotely. Examples include generating case numbers and closing incidents. Furthermore, this product empowers Communication Specialists to answer calls and enter incidents from remote locations, fostering greater information sharing and flexibility in a remote work environment. The team looks to continue to add functionality to this important product.

IDT Boom and Chair Install

The team remained steadfast in their efforts to enhance the capabilities of the Incident Dispatch Vehicle throughout the year. Two noteworthy improvements were the integration of a boom mast and the addition of a fixed seat, further bolstering the vehicle's operational efficiency and versatility.

The installation of a boom mast is a significant stride towards enhancing situational awareness and real-time data acquisition. This innovative feature aims to mount a camera, enabling the broadcast of live footage from the scene to both the vehicle and remote personnel monitoring the incident. Moreover, the boom mast will accommodate a weather station, providing localized and accurate forecasts to support informed decision-making. Additionally, the boom mast will be equipped with a VHF antenna, ensuring improved connectivity and uninterrupted communication during critical operations.

Furthermore, the team recognized the need for increased personnel capacity and addressed this by installing a fixed seat within the vehicle. This dedicated seating arrangement allows for a third team member to travel safely to incident locations. Notably, the seat swivels to align with console 1, ensuring optimal ergonomics and workspace integration. The addition of an extra team member provides invaluable flexibility, enabling the deployment of dispatchers from both disciplines, as well as a dedicated support role, ensuring comprehensive coverage and enhanced operational efficiency.

Fireworks Update to App

Building upon the success of the previous year's Fireworks hotline initiative, the Operations team further streamlined the online reporting process by introducing a dedicated "Fireworks" option.

The addition of the "Fireworks" option empowered citizens to submit reports directly through the online platform, eliminating the need for a phone call to the communications center. Once submitted,

the problem nature automatically populated for dispatchers, accurately reflecting the situation and saving valuable time that would otherwise be spent deciphering the issue.

The online reporting system provided citizens with a real-time option for inputting incidents without the necessity of verbal communication with a call-taker, while still providing the dispatchers with precise and consistent information. This flexible approach catered to diverse preferences and situations, ensuring that no incident went unreported due to communication barriers or time constraints.

The impact of this enhancement was particularly evident during the July 4th celebrations and the corresponding weekend, when a remarkable 490 online reports were successfully submitted. This substantial volume of reports demonstrated the community's embrace of the online platform and underscored the significance of providing convenient and accessible reporting channels.

JFON V2 Project

The Jeffcom IT networking team completed a Jefferson County Fiber Optics Network upgrade project that addressed the obsolescence of 11 outdated Brocade devices spread across 12 agencies/sites. These devices were replaced with next-generation hardware, aligning with the organization's future aspirations and direction. The new routers offer significantly increased bandwidth, speed, and advanced features to accommodate diverse network demands. Adhering to ISP standards for Next Generation Devices, these routers are expected to remain relevant for the next 10-15 years.

To ensure a seamless transition, the deployment strategy involved building a parallel network, allowing for migration without causing any disruptions to traffic. Unlike the old hardware, which was managed separately, the new routers are securely managed using a dedicated Evolved Programmable Network Manager (EPNM). The project required extensive coordination and collaboration with

the IT teams of the agencies, including the development of fallback plans and redundancy measures.

Additionally, fiber optic transceivers were replaced, and thorough testing was conducted on the fiber links to ensure reliability. With the acquisition of numerous routers, fiber-optic lines, and an advanced network infrastructure, there emerged a need to formalize the company (JFON) as a service provider, including providing Internet access services to third-party organizations (Agencies).

The successful completion of this project now enables the establishment of a metropolitan ring infrastructure, positioning JFON as a service provider for future expansions. This comprehensive upgrade not only addresses current needs but also positions the organization for continued growth and the ability to offer advanced network services.

Help Desk

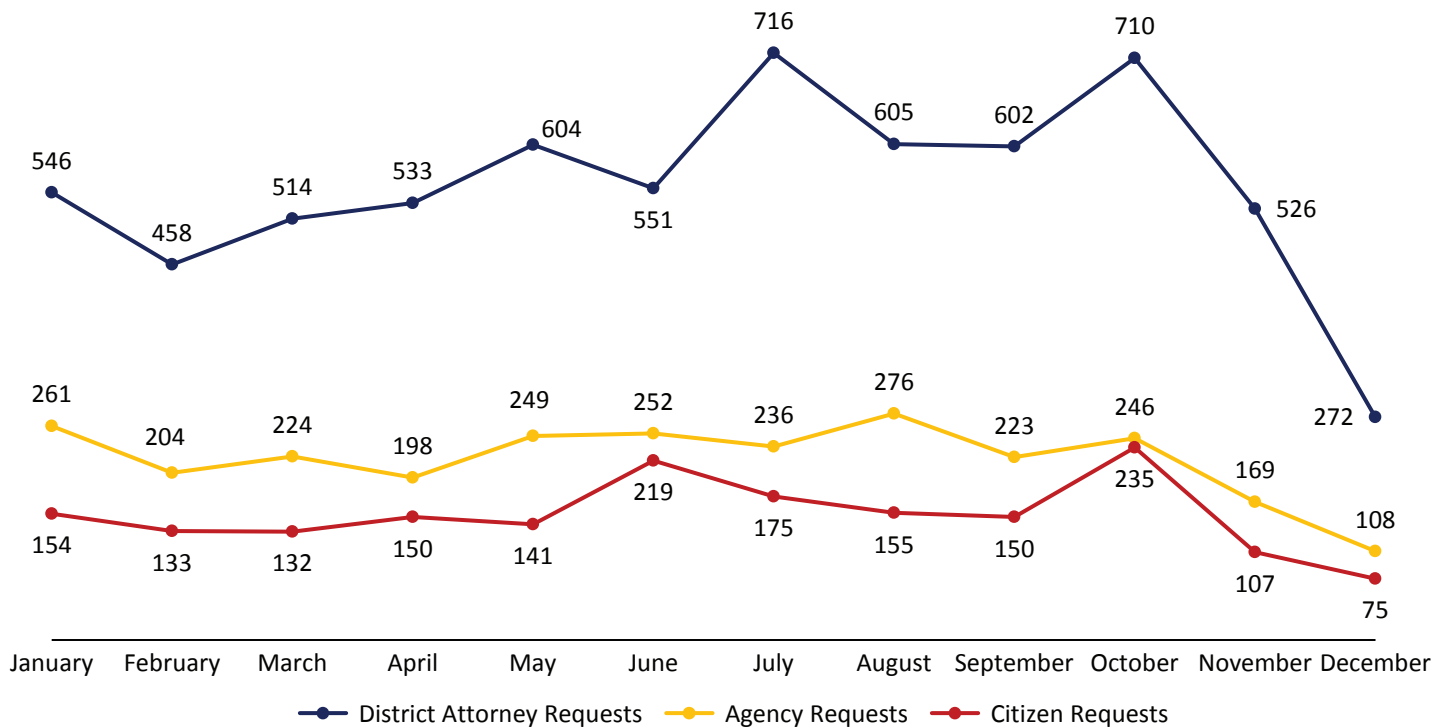
Jeffcom recognized the need for a more robust and integrated help desk solution to enhance customer service and ticket management efficiency. The existing helpdesk lacked the desired integrations and functionality, prompting the team to initiate a migration to a new platform. The decision aimed to streamline ticket tracking processes and elevate overall customer service standards.

The new helpdesk boasts a user-friendly interface tailored for Information Technology team members, facilitating seamless workflow. Additionally, it offers improved communication channels with end-users, ensuring transparent and effective interactions. Furthermore, the platform's enhanced functionality is set to boost the team's overall effectiveness in resolving tickets promptly.

Looking ahead, the new helpdesk's future integrations, such as with Tableau, are poised to unlock new levels of productivity and data-driven decision-making capabilities, empowering the team to deliver exceptional support services.

Records REQUESTS

Jeffcom Requests for Records



1,826 – Citizen Requests

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

2,646 – 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.

6,637 – 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.

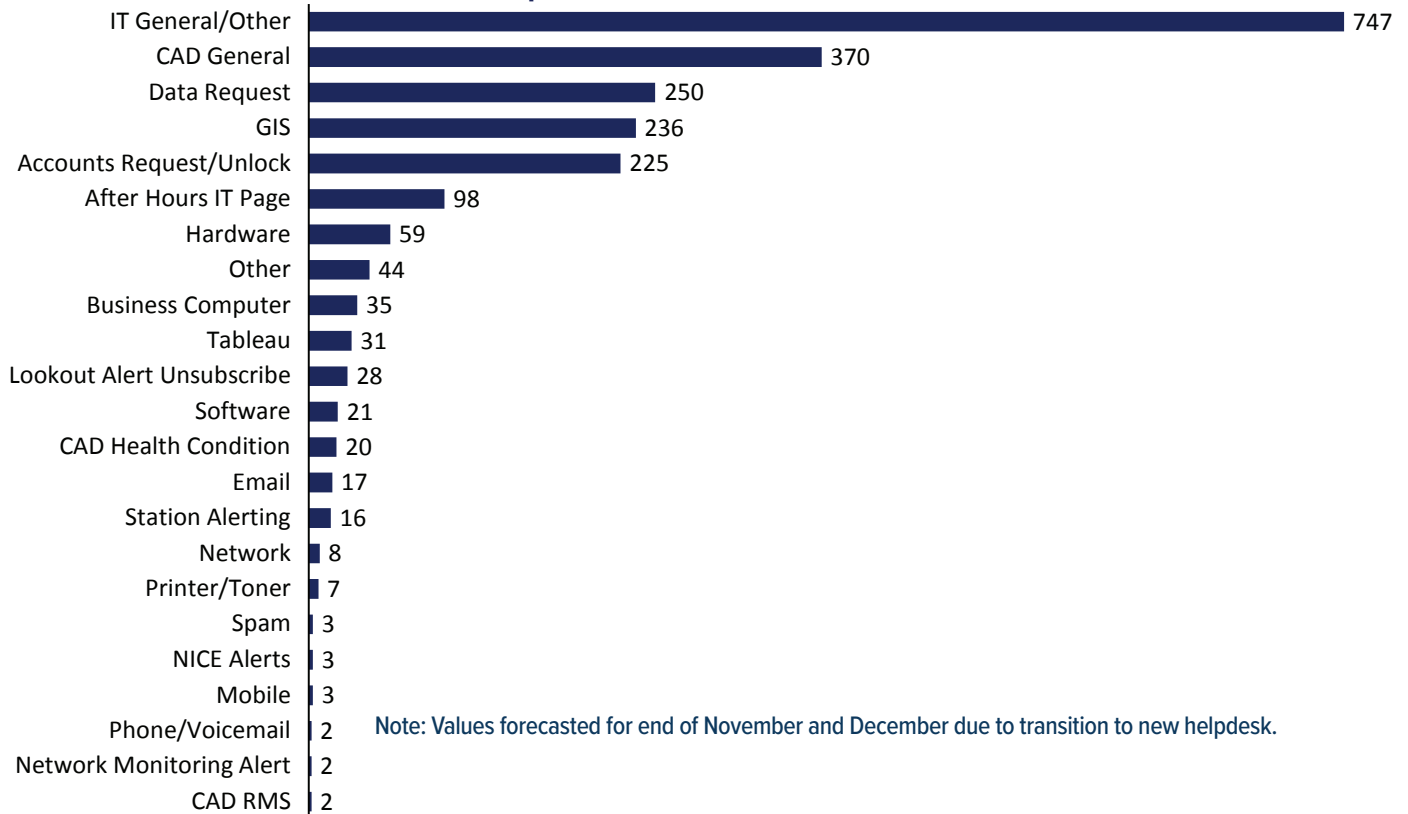
11,109– Total Jeffcom Records Requests

Note: Breakdown of Citizen vs Agency vs DA requests unknown for end of November and December due to transition to new helpdesk. Historical % split applied to these months to arrive at values.

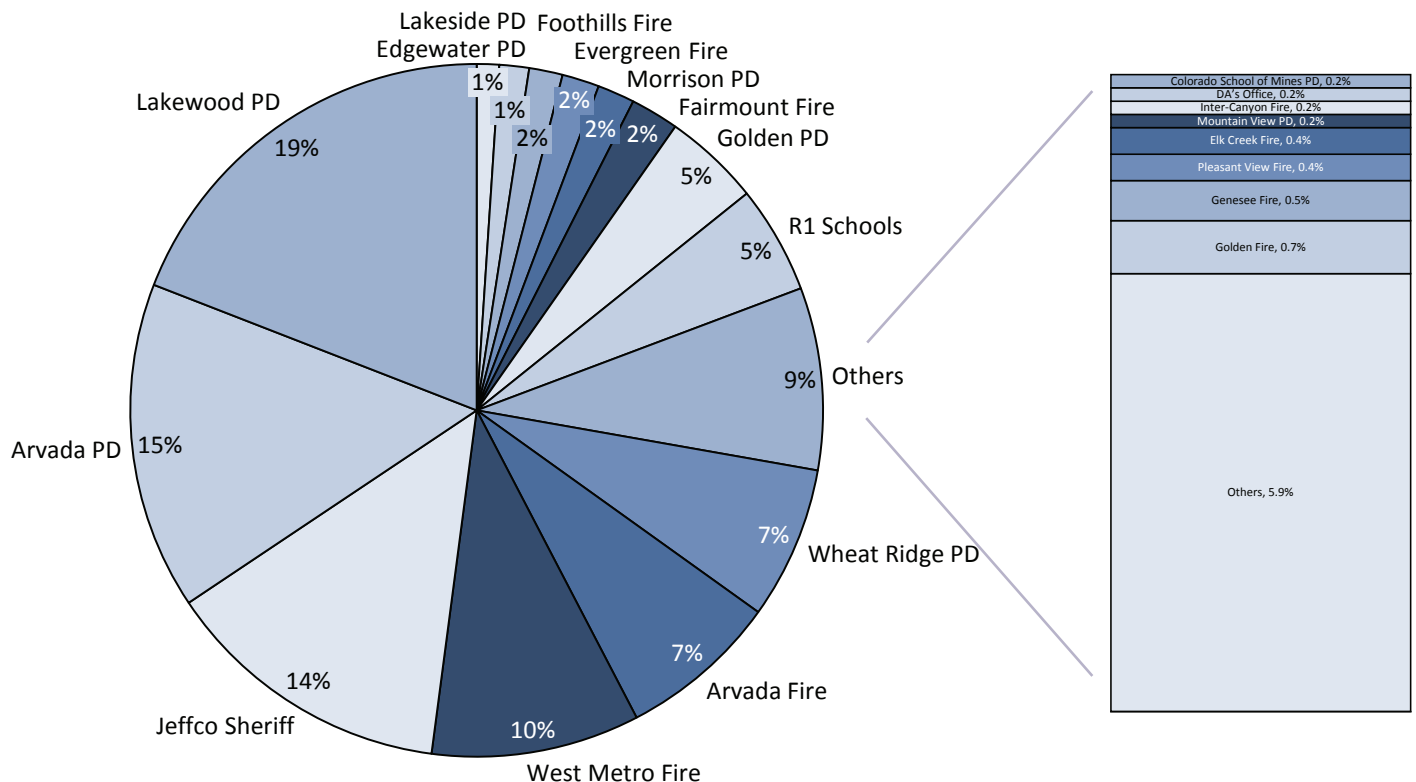
Help Desk SUPPORT

Team members resolved 2,229 support requests from both internal and external users.

IT Help Desk Problem Natures



Help Desk Tickets by Jurisdiction Served



Emergency PREPAREDNESS

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 eight 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. The Tactical Dispatch Team also deploys to special events, such as

dignitary visits and annual festivals. The team was dispatched out to 30 incidents that required services for 135 hours throughout 2023.

Backup Center

Jeffcom's disaster recovery site is equipped with 12 answering positions and 12 dispatch positions designed to provide uninterrupted service in case of a major disruption to the primary 911 center. The backup center is equipped with dedicated hardware

and software, as well as backup power and communication lines. The center's team performs quarterly activations to test the equipment and ensure that personnel are trained to handle any situation that may arise. By maintaining a well-prepared disaster recovery backup center, Jeffcom can minimize downtime, maintain customer service levels, and safeguard their reputation in the face of unexpected events.

Citizen ENGAGEMENT

Jeffcom has contracted with CueHit to provide community outreach support and facilitate Jeffcom in conducting community surveys. CueHit is a third-party software application focused on community engagement and citizen connection. The software provides a technology platform that has the ability to automatically send information to a citizen's mobile smart phone after an interaction with emergency services. Currently, Jeffcom is using the CueHit platform to interact with reporting persons who call Jeffcom. CueHit sends an automatic SMS text notifications from CAD. The survey is transmitted two days after the call on select non-critical Law call types. In 2023, the survey response rate was 33.5%.

2023 Citizen Positive Satisfaction Score

84.6%



Survey Responses

"They listened while I explained what has happened. I have nothing but praise. They (she) was courteous and understanding."

"Extremely professional...helped me stay calm and focused... appreciated the fact that the call taker stayed with me until 1st responders were on scene."

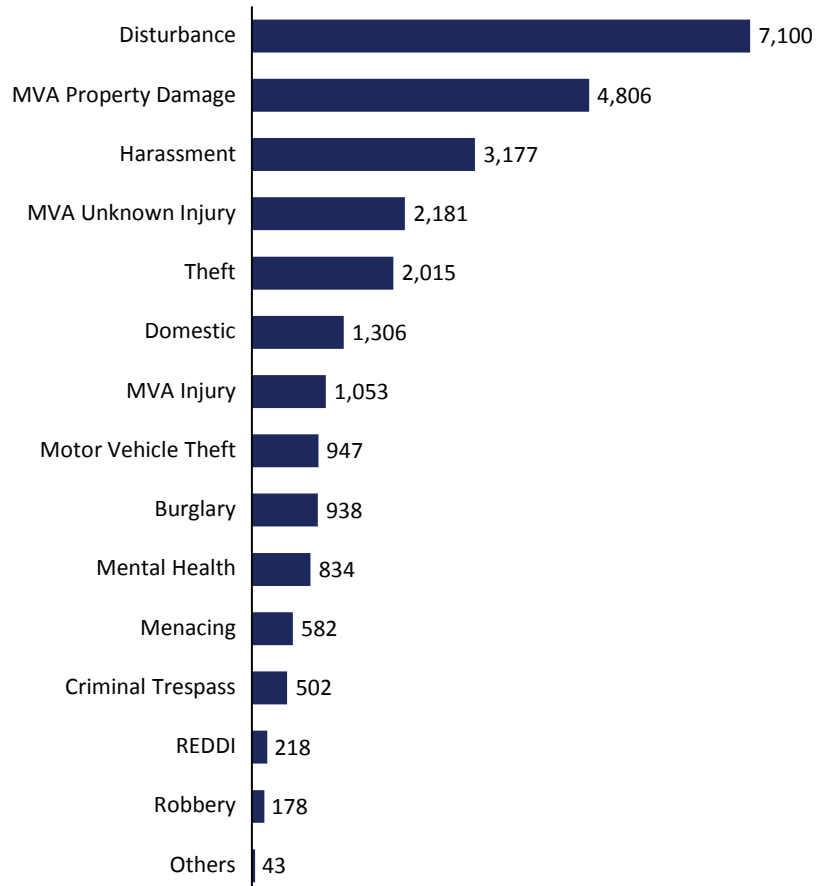
"She was very responsive to my concerns. I felt comforted that she was there and asking the right questions."

"The 911 dispatcher was calm, clear and collected. I felt at ease with the situation and sure that the emergency response would be immediate"

"I could not have asked for a better Dispatcher to handle our call. I'm sure that my mother and myself were not calm, however the Dispatcher was Calm and Extremely nice the entire time. Which calmed me down. She was just Simply Amazing...!! Please tell her Thank you on our behalf. Thank you"

"She was professional and kind. She also spoke in a tone that calmed a very hectic situation for me. Thank you!"

Surveys Sent by Problem Type



Our TEAMS



Advisory Planning Teams

Communications

The Communications Team is driven by two key objectives: to streamline the organization and accessibility of information for enhanced communication and to serve as a conduit between staff and our informational resources, addressing any training needs, questions, or concerns that may arise. The team's efforts have centered on consolidating Standard Operating Guidelines (SOGs) and Standard Operating Procedures (SOPs) from disparate sources such as Binders, SharePoint, verbal communications, emails, and more, onto an internal website. Furthermore, they actively gather feedback from staff to identify areas for potential improvement in our information resources. Through these initiatives, the Team aims to facilitate seamless access to crucial information, fostering effective communication across the organization.

Community Engagement & Recruiting
In 2023, the Community Engagement & Recruiting team actively participated in 18 events, including Career/Job Fairs, National

Night Out gatherings, and health and safety days. Notable among these engagements were the presence at Jefferson County's "Red, White and You" Independence Day celebration and Jeffcom's second annual Trunk or Treat event. Throughout these initiatives, the team's primary goal remains twofold: to attract top-tier applicants to Jeffcom and to educate citizens on the crucial responsibilities of the Emergency Communication Center. By engaging with diverse community events, the team not only bolsters recruitment efforts but also foster a deeper understanding of our organization's vital role within the community.

Strategic Planning

The team embarked on conducting an internal SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to pave the path for success. They actively sought feedback from organization employees, using this input to craft a concise report. This analysis, alongside an external assessment, promises a thorough grasp of the emergency communication center's present condition. Additionally, the team has initiated a review of various

Advisory Planning Team roles, assessing any necessary adjustments to achieve organizational objectives. The team will continue to analyze the organization's best path forward to celebrate success and make improvements.

Training

The training team went on hiatus due to many members being occupied with dispatch floor duties. However, they intend to resume meetings and prioritize fun and engaging methods for staff training throughout 2024.

Peer Support

The Peer Support team provided significant assistance to the team at Jeffcom and the community through successful initiatives and partnerships in 2023. Collaborating with Denver911, the team organized a successful cold weather clothing drive, surpassing expectations by donating two full carloads of items and fostering a strong relationship with Denver911. Additionally, the team orchestrated the Second Annual Trunk or Treat event, which saw participation from 15 partner agencies and brought joy to approximately 75 children. Another notable



partnership with Maple Star Colorado Foster Care resulted in providing gifts and support to 77 kids, greatly impacting the organization, and solidifying a long-term relationship for years to come. Moreover, the team collaborated with Mindbase, a peer support application providing data and support resources, enabling the team to effectively perform checks on individuals in need and access beneficial tools and programs. These accomplishments reflect the Peer Support Team's dedication and commitment to serving their community, establishing valuable partnerships, and making a positive impact on those they work with.

Legislative

The Legislative team's primary focus is on analyzing government regulations at both federal and state levels to evaluate their potential impact on the emergency communications industry, with a particular emphasis on Jeffcom. This involves close collaboration with legislators. For example, the team worked alongside representatives and other 9-1-1 professionals to advocate for the reclassification of 911 Emergency Dispatchers as first responders rather

than clerical workers. Additionally, the team remains dedicated to advocating for legislation that aims to secure funding, support, and protection for emergency communication centers and first responders. The team also participated in 9-1-1 Goes To Washington to advance these discussions further. Moving forward, the team aims to continue these conversations and assist in promoting the necessary reclassifications.

Scheduling

Following the team's evaluation process in 2022, it was concluded that the schedule would remain unchanged. The team continues in utilizing data for decision-making, considering factors such as staffing levels and call volume for future scheduling refinements.

Employee Enrichment

The Employee Enrichment Team strives to introduce positive initiatives, programs, and events aimed at enhancing workplace satisfaction. Throughout the year, the team orchestrated a variety of engaging activities, including the establishment of a book club featuring a unique genre-based drawing for book suggestions. Additionally, they

introduced the popular "Themed Roulette" game, where employees could spin a wheel and dress accordingly, fostering a spirited atmosphere and boosting morale. Special events such as the "I'm Thankful For You" Thanksgiving notes and a fundraiser for Breast Cancer Awareness were also promoted by the team, further enriching the work environment. Moreover, the team ensured the smooth coordination of significant annual events such as holiday celebrations, and National Public Safety Telecommunicator Week. We extend our gratitude to all who contributed to the success of these initiatives.

For the second year in a row, the team stepped up to support another facility lacking the means to adequately celebrate National Public Safety Telecommunication Week. This time, Jeffcom extended its generosity to Park County, providing food and treats. Additionally, the team received a wooden art piece featuring the "thin gold line" flag. Continuously, the team commits to uplifting those in the industry, recognizing the vital role they play.

3 Year STRATEGY

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 & 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

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

The Future
OF JEFFCOM

WE ARE MOVING



**ESTIMATED COMPLETION
IN Q1 2025**

440 Indiana Street
Golden, Colorado 80401

CONNECT WITH US!



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Jefferson County Communications Center Authority

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