

2024

Annual Report



JEFFERSON COUNTY COMMUNICATIONS CENTER AUTHORITY

440 Indiana St. | Golden, CO 80401

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From the Executive Director

As we reflect on the achievements and milestones of 2024, I am immensely proud of the progress Jeffcom has made through strategic partnerships within our community, with the agencies we serve, and across the broader 9-1-1 network. These collaborations have solidified our position as leaders in the industry, particularly in the areas of hiring practices, training, technology, and our ability to effectively adapt to the ever-changing landscape of call volumes and types.

Excitement was evident throughout the year as we moved closer to the remodel and build-out of our new facility. We began the year with anticipation that the project would be completed by year end, allowing us to move into our new location. The opportunity to purchase a larger building arose in late 2023, and the planning, design, and construction of this complex infrastructure necessary for 9-1-1 services proved to be a significant undertaking. Our employees played a crucial role in the design process, including selecting floor plans, furniture, layouts, and logistics. This was a team effort from start to finish. Although the timeline for opening the building has been adjusted, we are excited to announce that the new, state-of-the-art center will open in early 2025.

Throughout the year, Jeffcom faced numerous challenges and changes. However, thanks to the dedication of our internal staff and the steadfast support of our Board of Directors, we successfully navigated these obstacles.

In February 2024, we proudly completed the successful transition of Clear Creek County agencies into Jeffcom. This integration added five new agencies—four law enforcement and one fire agency—to our network. It was the result of extensive planning and collaboration, beginning with feasibility studies in 2023. In a remarkably short time, a shared vision became reality. This expansion strengthens our regional partnerships and enhances our ability to deliver high-quality public safety services to the Clear Creek community.

We are honored to serve the residents, visitors, and first responders of Clear Creek County and look forward to a strong and lasting partnership.

A key priority for our agency has been identifying opportunities for increased efficiency, and we made significant strides in this area during 2024.

One of our major accomplishments this year was the acquisition of a state-of-the-art phone system. This advanced system incorporates cutting-edge AI technologies that have significantly enhanced our customer service and operational efficiency. A standout feature is its language interpretation capabilities, which have become increasingly crucial in our industry. By breaking down language barriers early in an event, we can facilitate better communication, ultimately leading to more effective outcomes for those in need.

In addition to language support, the new system includes a call triage function that identifies multiple calls related to the same incident through location mapping. This enables faster and more precise response coordination. After a set number of calls, the system automatically directs additional callers to a recorded message, informing them that responders have been notified and are en route. This feature helps eliminate unnecessary delays and ensures that callers are not left waiting for extended periods.

These are just a few of the innovative features in our new phone system, which have already proven to be valuable investments in our ability to deliver efficient, high-quality service.

In tandem with this upgrade, we also implemented a new recording system utilizing the latest secure technologies. This system integrates seamlessly with our phone network and Computer-Aided Dispatch (CAD) platforms, recording all activity within our center and further enhancing our operational capabilities.

Additionally, Jeffcom partnered with a local company that has quickly made its mark in the industry with a software application designed to enhance intelligence sharing among 9-1-1 centers and law enforcement agencies. This innovative tool quickly identifies addresses that have had previous calls for service, providing valuable context that can assist in determining the type of response needed. The application can also serve as an investigative tool, offering insights into vehicle types, colors, and suspect descriptions related to other incidents. This intelligence-sharing technology significantly contributes to the safety of our first responders and enhances our ability to successfully apprehend suspects.

At Jeffcom, we remain committed to providing the best service possible. Our culture of exploring new ideas often begins with discussions about what may seem impossible, knowing that we have the ability to adapt, innovate, and partner with others to accomplish what has never been done before in the 9-1-1 field.

While technology plays a key role in these advancements, our greatest strength lies in our outstanding staff. They serve with tremendous pride and commitment, and nothing outlined in this report would be possible without their dedication. We are incredibly thankful to each and every member of our team for their contributions.

Jeff Streeter
Executive Director, Jeffcom 911

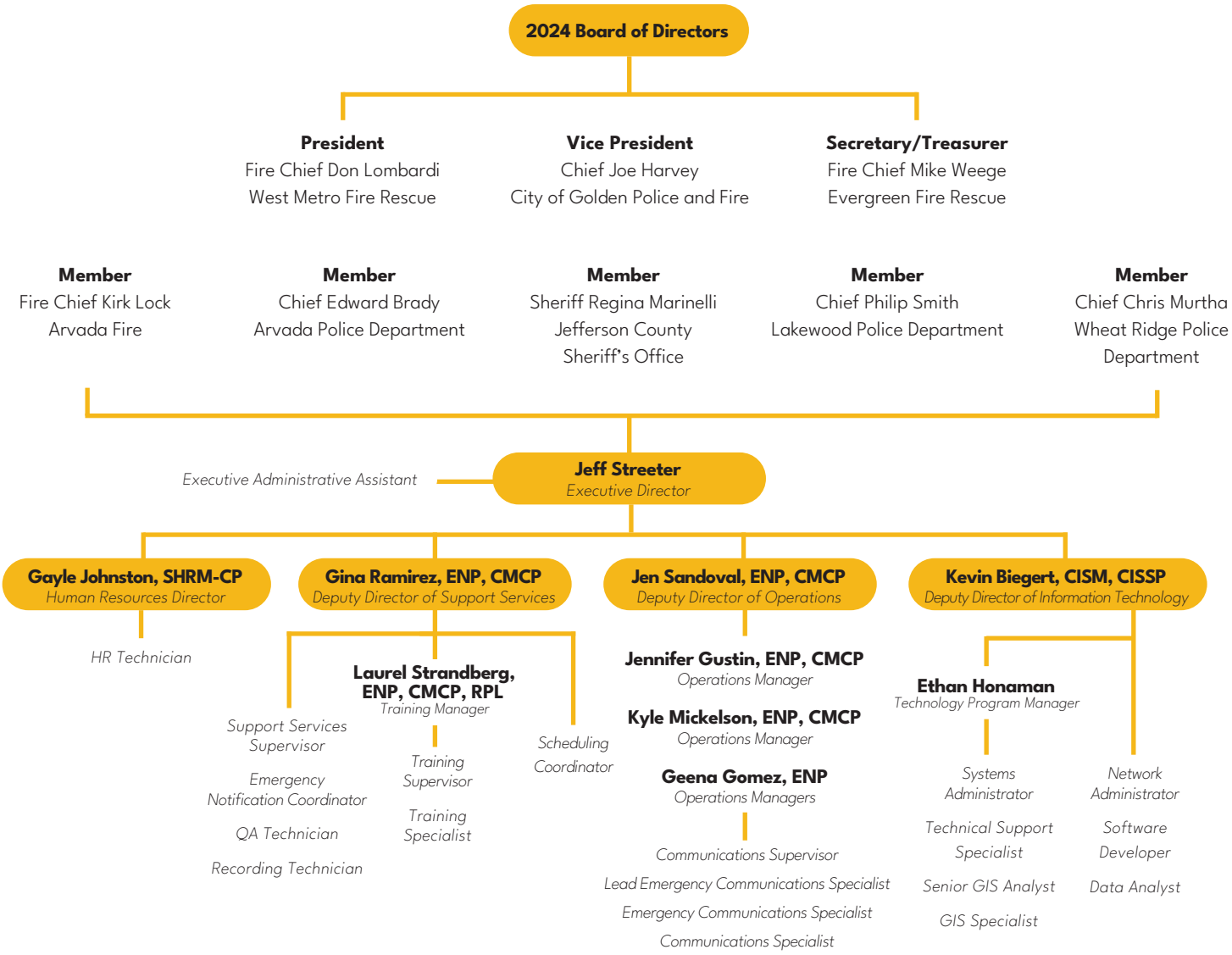


CONNECTING LIVES, SURPASSING EXPECTATIONS

Definition: A commitment as first responders to build meaningful relationships with the community and each other by delivering exceptional service driven by innovation and a commitment to excellence.

Introducing Core Values:

- Compassion
- Professionalism
- Integrity
- Respect
- Unity
- Accountability
- Adaptability



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
- Clear Creek Sheriff's Office
- Clear Creek Fire

- Clear Creek EMS
- Idaho Springs Police
- Georgetown Police
- Empire Police



2024 Overview

In 2024, Jeffcom reached its highest staffing levels to date, driven by sustained, proactive recruitment efforts across the organization. Despite an organizational restructuring completed in Q4, which provided new opportunities for internal candidates, the center finished the year nearly fully staffed.

Years of Service

35 YEARS

Lora Johnson

30 YEARS

Laurel Strandberg

25 YEARS

Mika Rhoden

20 YEARS

Jennifer Cantrall

10 YEARS

Jennifer Gustin

Cherish Moon

5 YEARS

Paige Johnson

Paul Keefe

Elizabeth McBurney

Erica Monroe

Branson Ruble

Trish Williams

Michelle Young

AVERAGE YEARS OF SERVICE:

0-5 years 78.4%

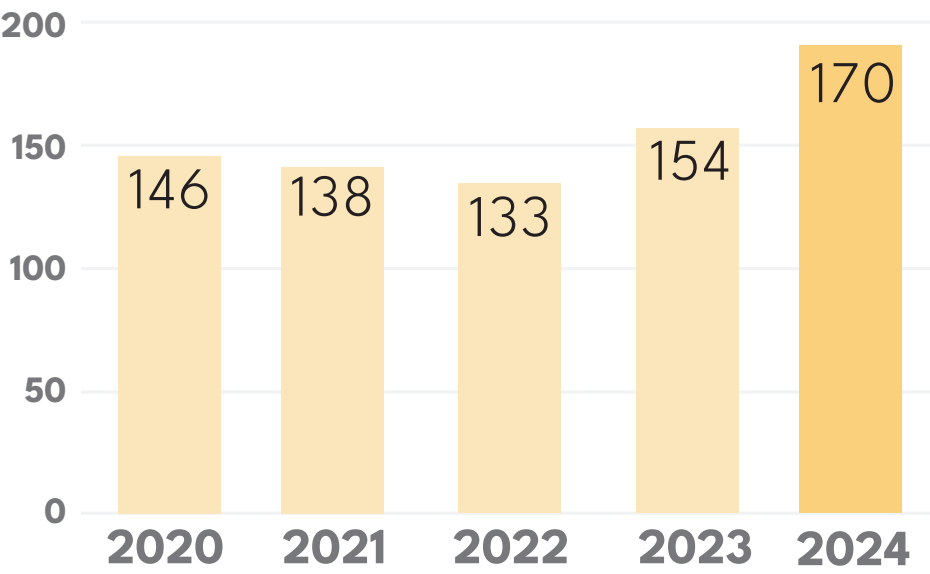
5-10 years 13.6%

Over 10 years 8%

Supervisors average years of service: 8.15

ECS average years of service: 11.88

Employee Headcount



Staffing Additions and Reorganization

Jeffcom’s continued growth, both in staffing numbers and agencies served, necessitated the addition of multiple positions as well as a change in department structure. As a result, Jeffcom is now comprised of four main departments: Executive, Information Technology, Operations, and Support Services. The change further streamlines communications, tasking, and focus areas for management and reporting personnel.

In 2024 Jeffcom hired an **Emergency Notification System Coordinator**, whose primary responsibilities include increasing the utilization and efficiency of reverse 9-1-1 notifications and working with neighboring Emergency Communications Centers who share the same system. This resource reports to another new position, the **Support Services Supervisor**, who oversees the Records division and also spearheads accreditation efforts.

2024 Jeffcom 911 Awards

Emerging Professional of the Year

ECS Daniel Olds

Emergency Communicator of the Year (Call Taking)

ECS Damon Farnham

Emergency Communicator of the Year (Fire)

ECS Michelle Young

Emergency Communicator of the Year (Law)

ECS Ashley Edwards

Communications Supervisor of the Year

Carol Burciaga-Kirchner

Trainer of the Year

Lead ECS Rylee Legreide

IT Professional of the Year

Brian Schilly

Technical Support Specialist

Team of the Year

Certified Training Officer Team

Quarterly Award

2024 Q1: ECS Kristen Thompson

2024 Q2: ECS Kristen Almdale

2024 Q3: ECS Nicole Dewey

2024 Q4: Communications Supervisor Trish Williams

Critical Incident Award

Rachel Ambrose

Joshua Bugtai

Carol Burciaga-Kirchner

Elizabeth Gunn

Tyler Johnson

Rylee Legreide

Erica Monroe

Gina Ramirez

Branson Ruble

Juanita Williams

Law Responder of the Year Award

Sergeant Nick Imrie

Clear Creek County Sheriff’s Office

Fire Responder of the Year Award

Division Chief Gary Armstrong

West Metro Fire

Director’s Commendation Award

CS Jaya Sandoval

ECS Nicole Dewey

Jeffcom Service Award

ECS Renée Napoli

Industry Awards

Beth Gunn was named APCO International’s Telecommunicator of the Year, a national honor recognizing her exceptional performance, leadership, and unwavering commitment to public safety communications. With over a decade of experience, Beth is one of Jeffcom’s most versatile and respected Emergency Communications Specialists—qualified across all fire and multiple law dispatch channels, a dedicated trainer and mentor, and a reliable presence during critical incidents. From coordinating responses to mass casualty events to stepping in to cover critical staffing gaps, Beth consistently goes above and beyond.

Emergency Communications Specialist **Miranda Rosso** was named Dispatcher of the Year by the International Academies of Emergency Dispatch at the NAVIGATOR conference in Washington, D.C. Miranda earned national recognition for her professionalism during a complex critical injury medical call, which she handled just weeks before completing her training. Her ability to calmly manage chaotic situations, provide lifesaving instructions, and support callers through their worst moments reflects the very best of Jeffcom.



Beth Gunn



Miranda Rosso

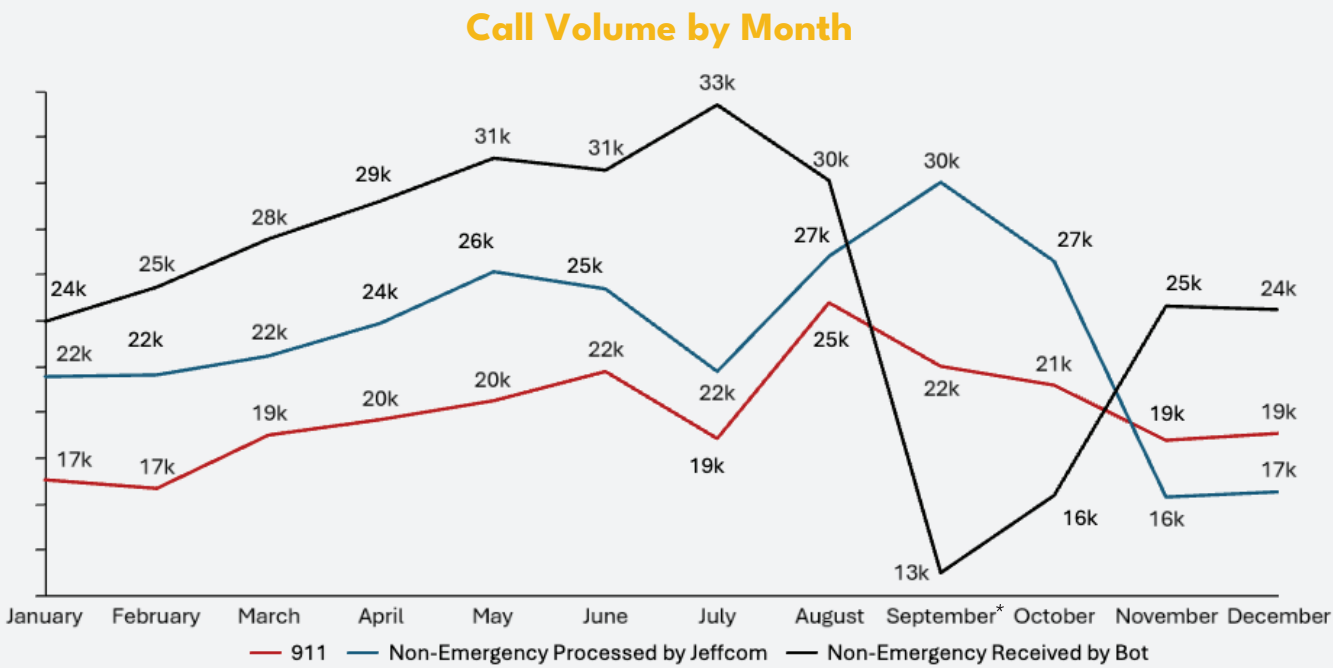
The First Connection in Every Emergency

In 2024, Jeffcom served as the first point of contact for hundreds of thousands of people activating the emergency response system—providing calm, accurate, and timely communication when it mattered most. Behind every call was a trained emergency communications specialist with a commitment to delivering the highest possible standard of public safety service.

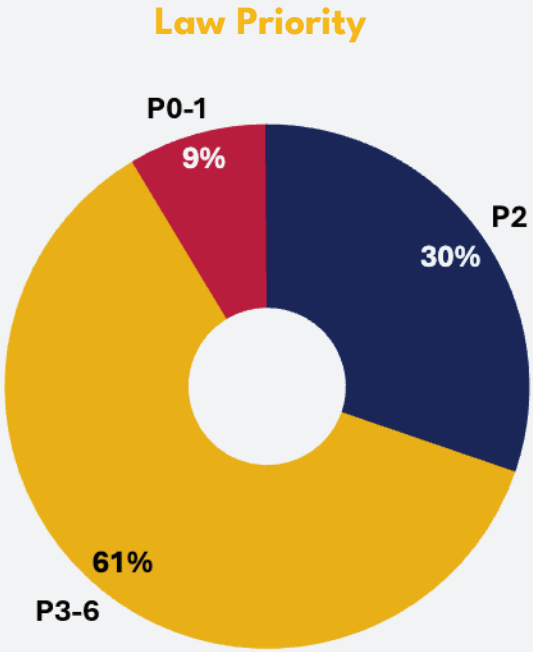
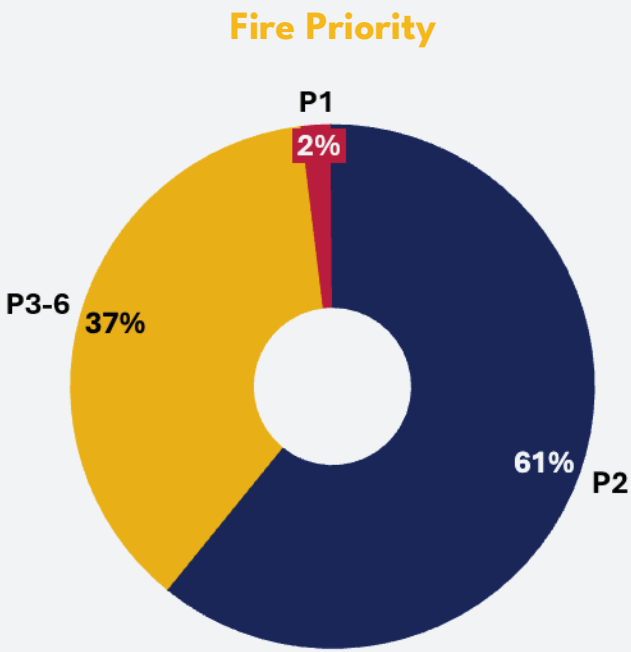


Fire Agency	Totals	% of Fire Calls
West Metro Fire	38,485	57.5%
Arvada Fire	15,982	23.9%
Golden Fire	2,885	4.3%
Evergreen Fire	2,304	3.4%
Clear Creek Fire	1,344	2.0%
Clear Creek EMS	1,237	1.8%
Elk Creek Fire	1,099	1.6%
Fairmount Fire	820	1.2%
Highland Rescue	711	1.1%
Pleasant View Fire	638	1.0%
Foothills Fire	484	0.7%
Inter-Canyon Fire	355	0.5%
Genesee Fire	183	0.3%
Indian Hills Fire	149	0.2%
North Fork Fire	135	0.2%
Golden Gate Fire	85	0.1%
Grand Total	66,896	100.0%

Law Agency	Totals	% of Law Calls
Lakewood PD	66,991	39.5%
Arvada PD	34,970	20.6%
Jeffco Sheriff	33,510	19.7%
Wheat Ridge PD	17,744	10.5%
Golden PD	6,253	3.7%
Edgewater PD	4,103	2.4%
Clear Creek Sheriff	2,178	1.3%
Idaho Springs PD	1,580	0.9%
Lakeside PD	812	0.5%
Morrison PD	531	0.3%
Georgetown PD	446	0.3%
CSM PD	282	0.2%
Mountain View PD	250	0.1%
Empire PD	133	0.1%
Grand Total	169,783	100.0%



*The bot was turned off in September and October



By the Numbers

239,065
9-1-1 Calls

1,450
Texts to 9-1-1

309,508
Non-Emergency (Administrative) Calls

6,969
Online Requests for Assistance

769,529
Total Call Workload

66,896
Dispatched Fire/EMS Calls

169,783
Dispatched Law Enforcement Calls

32
Tactical Dispatch Operations Supported



Clear Creek County Addition

In February 2024, Jeffcom expanded its regional service by formally integrating Clear Creek County’s 9-1-1 dispatch operations. This transition brought six new agencies under the Jeffcom umbrella: Clear Creek County Sheriff’s Office, Clear Creek Fire Authority, Clear Creek EMS, Empire Police Department, Idaho Springs Police Department, and Georgetown Police Department. The transition involved extensive coordination across multiple systems and teams, ensuring that service to the community remained uninterrupted throughout the migration. With this addition, Jeffcom broadened its geographic footprint and strengthened its role as a regional communications center—further reinforcing our commitment to standardized, high-quality service across jurisdictional lines.

Achieved Target Staffing

Throughout 2024, Jeffcom maintained the highest sustained staffing levels since its founding, reaching approximately 170 employees — a steady climb from prior years and a testament to ongoing recruitment and retention efforts.

Fire Radio Channel Realignment

Following extensive data analysis and a request for action from dispatch floor leadership, a new, dedicated radio console was established with central and mountainous fire agencies dispatched from this new position. The added resource creates additional operational efficiencies for fire dispatch operations and reduces the workload expected of a single dispatcher serving these departments.

Continued Use of Technology Tools

Jeffcom also continued to direct non-emergency calls to automated systems, including our AI-powered call bot and online reporting tools, helping reduce workload on dispatchers while maintaining accountability and data visibility.

Structuring Around Operational Excellence

In October 2024, Jeffcom implemented a new leadership structure, bringing call taking, law dispatch, and fire dispatch operations under a single Deputy Director of Operations, supported by three Operations Managers. This realignment is designed to improve supervision, accountability, and consistency across disciplines.

Quarry Fire

On July 30, 2024, a patrol deputy would spot and report the Quarry fire which would become one of the largest and most impactful fires in Jefferson County in recent history. Later determined by the Jefferson County Sheriff's Office to be human caused (arson), the fire would burn 579.6 acres, prompt the evacuation of hundreds of homes, and would require 190 fire personnel, numerous air resources, and a week to reach full containment.



Officer Down: Officer Evan Dunn of Golden Police

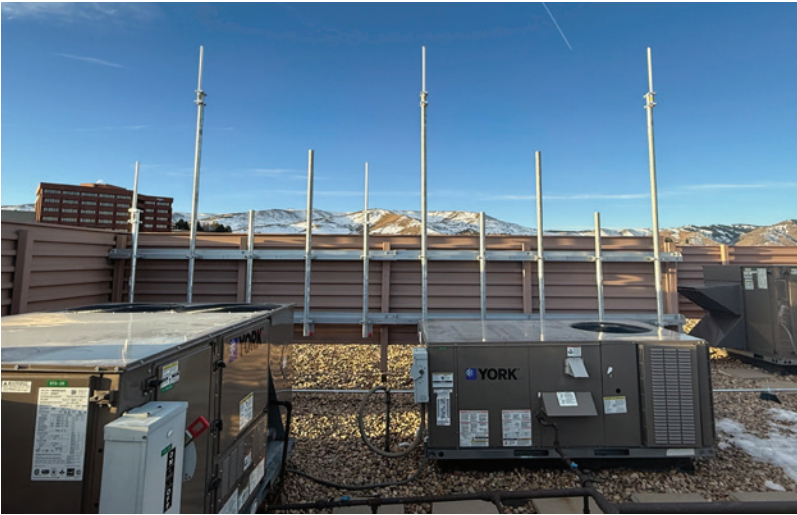
On November 6, 2024, tragedy struck the Golden Police Department when Officer Evan Dunn was killed and Officer Bethany Grusing was seriously injured after being struck by a vehicle while responding to a traffic accident on Highway 58. Jeffcom dispatchers coordinated the initial response and resources across multiple agencies during a rapidly evolving and emotionally charged incident. The loss of Officer Dunn was deeply felt throughout the emergency communications center, particularly by those on the radio who remained composed in the face of devastating news. Jeffcom stands with the Golden Police Department and the broader Golden community in mourning Officer Dunn and supporting Officer Grusing's continued recovery.



Goltra Fire

At approximately 1700 hours on August 20, 2024, a small fire was spotted near Tunnel 1 of US HWY 6. The fire would burn into the next day and just over ten acres. Fire suppression efforts were slowed by challenging steep and rocky terrain.

In 2024, Jeffcom’s Information Technology team navigated a year marked by transformation and forward planning. As many of our core systems approached the end of their lifecycle contracts, the department undertook comprehensive evaluations to identify future-ready replacements—ensuring that the technology supporting our operations remains reliable, secure, and adaptable to emerging needs. At the same time, the team played a critical role in equipping Jeffcom’s new facility on Indiana Street, managing infrastructure design, procurement, and installation with an eye toward long-term scalability and resilience. Throughout these major efforts, the IT team remained committed to delivering responsive, high-quality support to both internal users and partner agencies—keeping Jeffcom running smoothly while laying the groundwork for the next generation of emergency communications.



Projects Completed:

Clear Creek County Addition

The computer-aided dispatch system, interfaces, and Jeffcom’s customer-facing tools (AI bot, online reporting) were modified to support the addition of the six Clear Creek County agencies.

ForceMetrics

A new AI-powered data retrieval and analytics tool was implemented and is now used daily by dispatch personnel. The ForceMetrics platform analyzes prior CAD and RMS records to assist in extracting key pieces of information which can aid first responders in the field.

ProQA Version Upgrade

In February, a major upgrade was implemented for the Emergency Medical and Emergency Fire Dispatch protocols, introducing version 14.0 of the EMD system. This update featured a significant revision of Protocol 25, enhancing the handling of psychiatric and mental health conditions, suicide attempts, and abnormal behavior. It also included an updated first-party stroke diagnostic tool, new patient instructions, improved CPR guidance, and additional system integrations. A follow-up upgrade in September addressed various bug fixes.

Movement of Administrative Offices

In December, with construction wrapping up at the new Indiana facility, the IT team moved and reestablished office technology setups for administrative offices, including training, human resources, management, and IT. This was done as a prerequisite for the pending move of operations in Q1 of 2025.

New Recording Platform

To replace another system original to Jeffcom, and to ensure compatibility with the new call processing equipment, Jeffcom selected and implemented a new platform for recording and retaining radio transmissions, telephony, computer displays, and more. The new system is available in the cloud, making it highly flexible for remote work and access by partner agencies, also providing redundancies that were not previously possible.

Next Generation Phone System

At the end of July, Jeffcom completed “go-live” activities and switched from a legacy, on-premises call processing equipment (CPE) to the innovative and cloud-native Carbyne APEX CPE. The selection of Carbyne and implementation process started in Q3 of 2023, with a significant amount of time dedicated to establishing fiber infrastructure to directly connect Jeffcom to public cloud providers. Carbyne provides operations with a true “next generation” 9-1-1 platform, offering advanced functionality in the form of video, text and voice translation, transcription, enhanced caller location, and more. The system is also more resilient with numerous pathways for failover prior to the need for ESInet level redundancies. Carbyne improves upon prior programs developed by Jeffcom, such as the remote work program, as well as the overall disaster recover posture of the center.

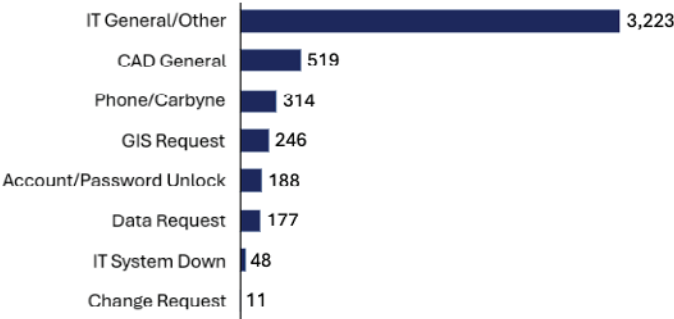


Jeffcom began taking calls using Carbyne on July 30, 2024.

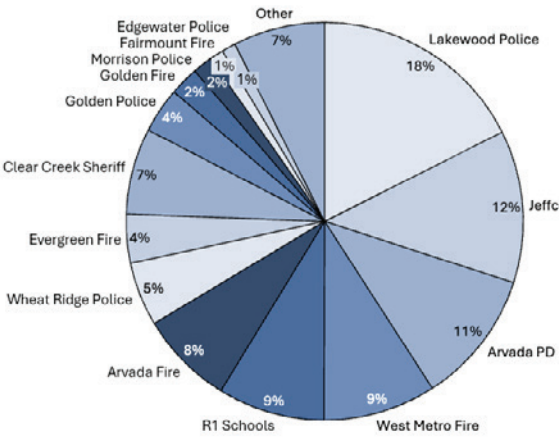
Help Desk

TOTAL TICKET COUNT: 4,726

Help Desk Ticket Types



By Jurisdiction Served



Training

48 newly-hired Emergency Communications Specialists
5 academies
83% new hire training success rate
152 new cross trained skillsets acquired

Training Improvements:

Academy Bridge Week

A new “bridge week” has been implemented for academy graduates, designed to transition them from classroom learning to the on-the-job experience. This approach reduces pressure while reinforcing skills, building confidence, and creating a supportive environment that enhances both learning and performance.

Flexible Training for Lateral Hires

In 2024, Jeffcom onboarded two lateral employees with previous dispatch experience. These individuals completed only the necessary classroom content and partnered with CTOs for practical skills, enabling them to finish training in nearly half the standard timeframe. This new model allows experienced employees to start outside the academy cycle and pursue an accelerated training track focused on their needs, primarily radio dispatch, with limited call-taking training as necessary.

Ongoing Assessment and Targeted Training

Jeffcom significantly improved continuous performance evaluation through enhanced collaboration between training and quality assurance, including: broader QA reviews that cover call-taking and radio dispatch across all three disciplines, the use of QA insights to identify knowledge and skill gaps early, and targeted training interventions are designed to close those gaps before they impact performance.

Specialized In-House Training Development

To expand our internal training catalog and reduce costs, Jeffcom developed and launched two specialized courses in 2024:

- Crisis Intervention Training (CIT)
- Tactical Dispatch Training

Both courses were created and are now taught by experienced Jeffcom employees with specialized expertise, marking an important step toward building a sustainable, high-quality in-house training program.

Citizen Surveys



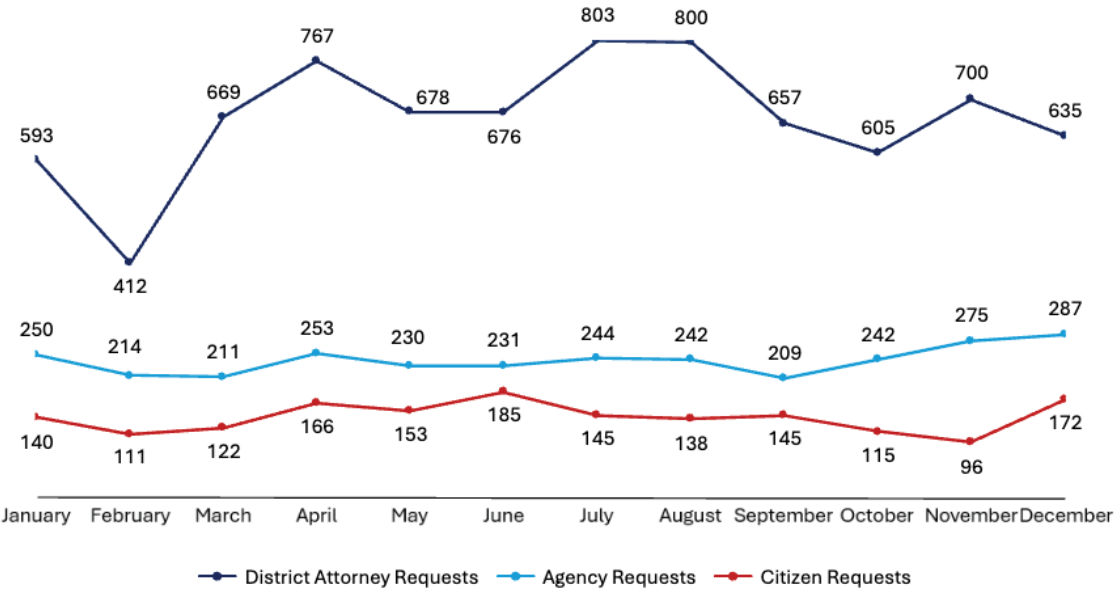
32%
Survey completion rate



84.3%
positive satisfaction score

“Dispatch did a fantastic job making me important and handled the emergency very well. The dispatcher was great in handling my situation as I was so upset. She kept me in the moment of what was needed to help me. I’m thankful for her. As a retired 911 Dispatcher I know she did what she has been trained to do! Thank you!”

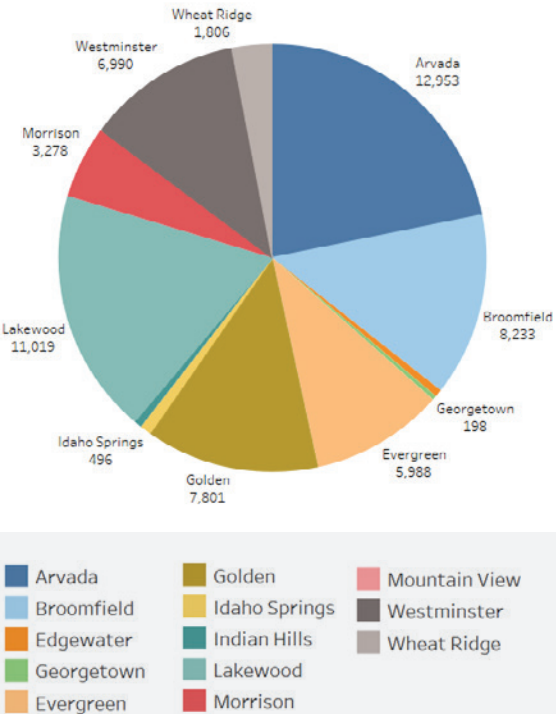
TOTAL RECORDS REQUESTS: 12,571



Citizen Engagement



Emergency Notification Opt-Ins



TOTAL LOOKOUT ALERT OPT-INS: 79,207

