



Record of Proceedings

Jefferson County Communications Center Authority

Board of Directors

May 29, 2025, 9:00 am

This meeting was held in person and via Zoom video conference. It was accessible for the public to listen via phone conference.

I. CALL TO ORDER

The board meeting of the Jefferson County Communications Center Authority (Jeffcom) was called to order by Joe Harvey at 9:00am. This meeting was held in accordance with the applicable statutes of the state of Colorado.

II. ROLL CALL

President Joe Harvey (Golden PD)	Present
Vice President Mike Weege (EFD)	Not Present
<i>Proxy Todd Reeves</i>	<i>Present</i>
Secretary/Treasurer Ed Brady (Arvada PD)	Present
Member Don Lombardi (West Metro Fire)	Not Present
<i>Proxy Jeremy Metz</i>	<i>Present</i>
Member Reggie Marinelli (Jeffco Sheriff's Office)	Not Present
<i>Proxy Del Kleinschmidt</i>	<i>Present</i>
Member Kirk Lock (Arvada Fire)	Present
Member Chris Murtha (Wheat Ridge PD)	Not Present
<i>Proxy Eric Kellogg</i>	<i>Present</i>
Member Phil Smith (Lakewood PD)	Present

Also in attendance were:

Jeff Streeter, Kevin Biegert, Gayle Johnston, Gina Ramirez, Jen Sandoval, Jen Gustin, Geena Gomez, Ethan Honaman, Kyle Mickelson, Laurel Strandberg, Shane Palmer, Cherish Moon, Kellie Vaughan and Brooke Brunetti.

Isuri Lawson of Collins, Cole, Flynn, Winn & Ulmer, PLLC

Brian Wilkerson of Talion Defense

Cathy Fromm with Fromm & Company LLC

Jeff Irvin of JCECA

Matt Osier with Arvada Fire

Bob Fager with Highland Rescue

Kasey Beal with Golden Fire
Randy McNitt with Edgewater PD
Anita Koester with Lakewood PD

III. PUBLIC COMMENT – (Limited to 3 minutes each)

No public comment

IV. APPROVAL OF RECORD OF PROCEEDINGS

- Minutes of the April 17, 2025 Regular Meeting

MOTION: It was moved by Del Kleinschmidt and seconded by Jeremy Metz to approve the record of proceedings of the regular board meeting for April 17, 2025. The motion was voted upon and approved unanimously.

V. REPORTS

- A. Financial and Budget Update – Fromm and Company LLC
- April 2025 Financial Statement – Cathy – April unaudited 25% through 2025 Total Revenues at 40%. Dues and memberships at 48%. Software 68%, Phone systems 55%, Meeting and Office expense 34%. Facility cost 49%. Total Employment expenses at 29% and total Expenditures overall budget at 32%.

MOTION TO APPROVE THE APRIL 2025 FINANCIAL STATEMENT.

It was moved by Kirk Lock and seconded by Mike Weege to approve the April 2025 financial statement. The motion was voted upon and carried unanimously.

- B. Executive Director Update
- General Updates
 - Thank you for making adjustment with the date for today's Board of Directors Meeting.
 - Annual Report was sent out. We will not be printing it out this year. If there are and questions or concerns let us know.
 - Audit should go faster this year and is underway
 - APCO Baltimore in July will be recognizing Matt Palfy as Telecommunicator of the Year and Rylee Legreide as Trainer of the Year. Honored on their achievement
 - NTIA May 8th AI symposium – Included Jeffcom, North Central Texas and New Orleans. Federal Government wanted to come out with white paper. Radio Techs Jeffcom is on frontline.
 - Bob Norton Executive Coaching 1:1
 - June 16th Training day for Exec Team

- Fireworks hotline Kyle is spearheading July 4th, 5th, and 6th. Academy/ support staff. All Ops' Boards have been advised.
- Fire Department CAD Training – CAD operations to familiarize June 4th.
- AV will be getting 3 bids for complete AV operations.
- Academy May 13th. There are 8 with 3 laterals. The 8 will attend to the fireworks.
- CEO Luncheon June 4th
- Platte Canyon next 30-60 days. Infrastructure on radio systems has already been approved by Board. Park County is struggling they approached asking about Jeffcom dispatching. Brian Wilkerson working up feasibility. Reached out to us low tech explore transition analysis minimal amount of calls per year.

Mr. Harvey voiced concerns. At what point do we say this is enough. Advised to proceed with caution.

Mr. Harvey also congratulated Rylee and Matt for their accomplishment on behalf of the board. Jeffcom being recognized as leader State-of-the-art.

- Jeffcom 911 Operations & Technology Review Findings and Preliminary Recommendations – October 2023 Update – Jeffcom Deputy Directors
 - The presentation was sent out with the board packet for review.
 - Gayle Johnston – Hiring and Staffing Update: 2023 Staffing levels, struggles, adding 6 additional Emergency Communications Specialist in September to account for attrition.
 - Jennifer Sandoval – Process Improvement: Policy SOP Team was created to remove training and expectations from policy. Ticketing process to track. Back-up center previously had restraints. Interpreter Services: Operations working with IT and Carbyne to work on AI based Tech. Management Dynamics: The revamping of the leadership team promoted development opportunities and increased interaction with the supervisor team and partner agencies. Call volume, Standardization: Channel Marker, Notifications, Phone number displayed by all agencies, Data Pod, Continued meetings with talion defense on standardization initiatives. Supervisor fatigue Supervisors were used to staff console positions 50-80% of their time, leaving insufficient time to focus on supervisory tasks and support floor staff. May 17th 2 Supervisors out of deployment. Jurisdictional boundaries: Training has enhanced the geography portion of the academy.
 - Kevin Biegert – Phone system, recording system, new building revolves around communication. CAD upgrade June 10th line level folks involved.
 - Gina Ramirez – Quality Assurance, Scheduling, Training: Surpassed expectations of 1.5% of goal in 2024 reviewing calls. New initiatives on AI calls. EMD/EFD contracted out. Shift bid was annual changed to

every 4 months. Training department 7 new hires on radio first great success.

- The PowerPoint presentation is attached hereto and incorporated herein.

C. Legal Update
No update

VI. OLD BUSINESS

- Brian Wilkerson
 - SLA Progress -
 - The presentation was sent out with the board packet for review.
 - SLA Trends matches accreditation standards. Root cause Analysis and action plan needs to be implemented. NFPA study #'s. Complexity factors. Proposing creating more detailed
 - SLA progress. Making sure they are measurable and realistic. Does it measure what our agencies are needing and allow room for us to move.
 - The PowerPoint presentation is attached hereto and incorporated herein.
 - Cost Analysis –
 - The presentation was sent out with the board packet for review. The areas of discussion included objectives and approach, actions taken to date, updated analysis, observations, and next steps.
 - JCECA 76% of cost personnel 97% member agency. Simplification of formulas. Differentiating pricing. Calls or service / CAD hours/ Radio PTT / Duration/ Service factors/ community demographics. Suggests using 3 year averages. Call transferred not included in data. GIS to determine which agency using AI to determine call nature. Dispatcher assist FTE Radio Traffic.
 - The PowerPoint presentation is attached hereto and incorporated herein.
 - This model is verified with 911 calls. August 2024 analysis, CAD call distribution, calls for service. The board decided to wait 60 days to have additional information. Data will show disproportionately Calls for service vs Admin calls.
 - The board agreed to table the discussion for the day and come back with a date for working group. Organizations are not ready to vote today. Mr. Wilkerson meet with 3 leaders to go over. There will need to be a meeting June or July, expectations get with your city managers. Working session coordinate date face to face. Reevaluation 3 years vs 5 years.

VII. NEW BUSINESS

VIII. EXECUTIVE SESSION

IX. ADJOURNMENT

MOTION: There being no further business to be presented it was moved by Jeremy Metz and seconded by Kirk Lock to adjourn the board meeting of the Jefferson County Communications Center Authority board of directors. The motion was voted upon and carried.


Meeting was adjourned at 10:49 am.

Prepared by Brooke Brunetti



Technical Review Progress Update

1



Hiring and Staffing Update

2023 Hire Date	#	Still Active	2024 Hire Date	#	Still Active	2025 Hire Date	#	Still Active					
January	3/9/2023	6	2	January	3/9/2024	9	6	January	1/23/2025	10	10		
March	3/7/2023	16	7	May	5/14/2024	9	7	April (Internal)	4/22/2025	3	3		
May	5/15/2023	11	10	May	7/22/2024	9	9	May	5/13/2025	8	8		
August	8/6/2023	6	2	September	9/17/2024	9	6	September	9/9/2025				
Total			39	21	Total			48	35	Total		21	21


Communications Specialists	2023	2024	2025
Budget	2	2	

	2023	2024	2025
ECS	395	131	133
CS	8	6	6
Lead	5	5	5
Supervisor	14	18	17
ECS + CS + Levels	424	172	173

On the Job Training – previously everyone started in call taking, training is testing breaking that up and having some employees start on a radio channel.

Connecting Lives, Surpassing Expectations

2




Hiring and Staffing Update

New Positions Created	ECS promoted to new Positions
Deputy Directors	
Scheduling Coordinator	Added an additional scheduler to break up the week with an A side and B side scheduler
Training Supervisor	1 New position added
Training Technician	1 Position added. One full time and one rotating one year position
QA Technician	Added one-year rotating position and one part time position
Support Services Supervisor	New position over QA, Records and Emergency Notification Coordinator
Lead ECS Position	Created 6 new lead positions.

Connecting Lives, Surpassing Expectations

3




Process Improvement

- Policy** - A SOP team was created to develop a new process to separate training materials and expectations from policy.
 - Reference manuals have been created, and training materials have been separated.
 - A new ticketing process is in place to request changes/additions with the approval of management to ensure accuracy.
- Back-up Center** - Jeffcom dispatch is now supported by a hot backup up center which is regularly tested.
 - The backup center provides the full functionality of the primary center.

Connecting Lives, Surpassing Expectations

4




Interpreter Services

Issues with the current interpreter services used by Jeffcom. The service is slow to deploy and slow to operate.

- Jeffcom is currently working with our cloud-based telephony vendor Carbyne to advance development of an automated AI based language interpretation module. This process is ongoing, and in its infancy. As confidence in the model increases Jeffcom will be in a better position to evaluate effectiveness in a data driven way.
- A workflow has been established with our current translation vendor so their supervision can implement accountability for their personnel.

Connecting Lives, Surpassing Expectations

5



Management Dynamics

Many newer supervisors need more development and support, but there is limited time for managers and other supervisors to support due to workloads.

- Jeffcom separated support services from operations with a hierarchy of one deputy director over each division September of 2024.
- All manager positions are filled. Operations has a new management team with the most tenured manager of 1.5 years in their current position.
- The revamping of the leadership team promoted development opportunities and increased interaction with the supervisor team and partner agencies.
- Supervisors are receiving monthly training from management to include scenario based and leadership. Continual feedback sessions to continue growing the team as a whole.

Connecting Lives, Surpassing Expectations

6

Call Volume



Under current volumes and processes, call takers are at times unable to complete the data entry for a completed call before another call comes in and, in some instances, they must interrupt a non-emergency call to field a 911 call when the 911 que volume is high.

- Call-takers must put non-emergency calls on hold to answer 911's. Training initiatives and accountability will even out call load.
- Dispatchers will assist when their radio channels permit them to do so.
- Ace Towing is currently beta testing a self-service application which means they no longer need to call into dispatch to have their tow entered into CAD and then into CBI. With the self-service application the tow will go directly into CAD eliminating the phone call and entry into CAD from the call-taker. The call-taker can then enter the tow at their own convenience.
- Jeffcom I.T. and Operations continue to explore AI opportunities when possible.

Connecting Lives, Surpassing Expectations

7

Standardization



Board presentations and internal operations realignments:

- Channel Marker
- Notifications
- Phone number displayed by all agencies
- Data Pod
- Continued meetings with talion defense on standardization initiatives

Connecting Lives, Surpassing Expectations

8

Supervisor Fatigue



Supervisors were used to staff console positions 50-80% of their time, leaving insufficient time to focus on supervisory tasks and support floor staff.

- Supervisors have been pulled out of deployment as of May 17, 2025, to focus on supporting line level personnel and sharpening their leadership capabilities.
- Management working directly with supervision on the dispatch floor to promote policies being followed and metrics are met.
- Supervisors will only sign off on a trainee for final approval to be released.
- Six lead positions support the supervisor team with ancillary tasks to allow focus on the operation.
- Supervisors now have the ability to support large scale incidents from a leadership role rather than deployed.

Connecting Lives, Surpassing Expectations

9

Jurisdictional Boundaries



Reports of issues with discernment of jurisdiction boundaries and/or which agency should respond to a particular call. In some cases, these were reported to lead to multiple transfers between PSAPs as the issue was sorted out.

- Training has enhanced the geography portion of the academy. Fire Mini Skills program has been developed and implemented prior to on-the-job training.

Connecting Lives, Surpassing Expectations

10

Inconsistent Protocols (Transfers)



The handoff of a call from another PSAP was handled poorly by the transferring PSAP, leaving the Jeffcom call taker without critical information and often resulting in frustrated callers because of the need to repeat information and in some cases, re-explaining what they were calling about.

- Supervisors are empowered to call the PSAP back when a pattern is noticed. This has supported our relationship with our neighboring counties and has enhanced the ECS experience.

Connecting Lives, Surpassing Expectations

11

Delays Receiving Resources



Delays on ambulances when requested by LE.

- Data pod will expedite these requests due to the ability to work as a team during peak times.

Connecting Lives, Surpassing Expectations

12

Agency Relations: Communication



Need for improved relationships and collaboration between Jeffcom and the agencies it serves.

- Managers have evenly distributed workloads to promote more time with partner agencies and opportunities for ride-alongs etc.
- Supervisors attended agency briefings.
- Taught all JCISO jail deputies how put themselves on calls and pull their own CR's.
- Jeffcom teaches radio etiquette to all LE and some fire agencies.
- CAD training for all fire departments.
- DWG, FWG and ROCC have been established for this effort which include line personnel from dispatch and partner agencies depending on the group.

Connecting Lives, Surpassing Expectations

13

Premise History



Inconsistent usage of premise history – for critical calls like domestic violence, premise history should be used to maximize situational awareness for responders.

- More experienced dispatchers tended to check the premise history without prompting, while less experienced dispatchers tended to do it upon request from the responders.
- Jeffcom is currently working with Force Metrics on an initiative to automate the premise population so the dispatcher can just view the information in a pop-up window after the address has geo-verified.

Connecting Lives, Surpassing Expectations

14

Customer Service



Mistakes made / lack of adherence to protocols; in some cases, the concerns expressed were severe such as Jeffcom taking up to 6 minutes to dispatch resources to an in-progress incident.

- Consistent accountability along with coaching and mentoring when needed. Manager follow up to ensure these are addressed and documented.

Lack of responsiveness in issue resolution.

- Trackit gives a 48 hour turn around for all inquiries pending days off promoting accountability.

Jeffcom displaying a "Cannot Do" attitude

- Enhanced response to agency inquiries by supervisors and management. New approach is "let's explore how we can make this happen and keep standardization".

Connecting Lives, Surpassing Expectations

15

Technology Change Management



At times the Information Technology Department has outpaced Operations in the implementation and rollout of new technology. Prioritization and coordination has been a challenge.

- Facing many impactful technology changes during the transition to the Indiana facility, the Operations, Information Technology, and Support Services departments closely coordinated training and familiarization sessions for all employees.

Connecting Lives, Surpassing Expectations

16

QUALITY ASSURANCE



We surpassed our 1.5% goal by reviewing 6,227 incidents in 2024, an increase from the 3,957 reviewed in 2023. The QA Team, private vendors, and supervisors performed these reviews.

YTD QA Completed/Percentage (2024 call volume 236,916):		6,227 total calls reviewed/ 2.63% of the call volume	
Annual Totals			
Reviewed	6227	Team Breakdown	
EMD/FFD	2063	QA Team	2404
Law Call Taking	2557	QPR	1865
Law Radio	1131	Supervisors	1033
Fire Radio	476	Replay	997

On average, each employee had over 40 incidents reviewed in 2024, marking a 35% increase in incidents reviewed per employee compared to 2023.

In 2024, the averages of our top two compliance levels increased, and our incidents of Low or Non-Compliance decreased compared to 2023.

* Rotator position: Key advantages include succession planning.

Connecting Lives, Surpassing Expectations

17



Percent	
High Compliance	45%
Compliant	38%
Partial Compliance	7%
Low Compliance	4%
Non-Compliant	5%
Totals	100%

SCHEDULING



Mandated Overtime: Our employees must work 8 hours of mandated overtime each month. If we need to mandate additional hours due to gaps in coverage, employees are notified 10-14 days ahead of time.

Mandatory Overtime Hours		
July 2023	June 2024	May 2025
20	12	8

Total Monthly Overtime		
April 2023	April 2024	April 2025
2718	3249	2062

Shift Bid: We have switched to bidding every 4 months instead of annually. This allows us to redistribute personnel more frequently to account for changes like new skill sets, departures, and promotions.

Additional position in 2024 – 7-day coverage

Connecting Lives, Surpassing Expectations

18

TRAINING



- Additional positions: Training Supervisor and 1-year Rotating Training Technician
- Accelerated Lateral Training: Two academies (2024 & 2025) trained five laterals in half the typical duration.
- Successfully trained seven new hires on the radio first has proven beneficial.
- Geography Training Improved: Restructured curriculum (shorter, weekly sessions) enhanced knowledge retention in the large, diverse coverage area.
- Hands-on CAD Training: Practical exercises in locating and entering addresses prepared trainees for real-world geographical challenges.

Connecting Lives, Surpassing Expectations

19

2024 Completed Training Assignments		2025 Completed Training Assignments	
Call-Taking	29	Call-Taking	19
Arvada LE	4	Arvada LE	4
Arvada Data	4	Arvada Data	4
Clear Creek	26	Clear Creek	1
Golden LE	5	Golden LE	4
Jeffco LE	7	Jeffco LE	7
Jeffco Data	9	Jeffco Data	6
Lakewood LE	8	Lakewood LE	4
Lakewood Data	8	Lakewood Data	3
Wheat Ridge	1	Wheat Ridge	5
Arvada Fire	10	Arvada Fire	7
Central Fire	18	Central Fire	4
Mountain Fire	18	Mountain Fire	3
West Metro Fire	5	West Metro Fire	5
Total	152	Total	76



Connecting Lives, Surpassing Expectations

20



21



JEFFCOM COST AND SERVICE ANALYSIS

Activity Updates and Trends
May 29, 2025

1

BASELINE EFFORT AND COST ANALYSIS

What drives cost for Jeffcom?

- Personnel are 88% of the Jeffcom's \$19.2M Budget
- Call Taking, Dispatch, and Supervisors are 136 staff, the vast majority (97%) of Jeffcom's \$18.9M personnel budget; JCECA pays 76% of these costs
- Member Agency contributions make up nearly 97% of the costs not paid by JCECA

What drives Staffing?

- Member agencies make up 92% of the Call Volume
- Call Volume and associated Patterns determine call taker staffing levels
- Radio Channel coverage needs drive Dispatcher staffing levels
 - Multiple channels per agency drive up required staffing for that agency (each channel generally has to have its own dispatcher, whether there is activity there or not)
 - Each agency's radio protocols are different, so a dispatcher must be trained per channel and only a resource qualified for that channel can work it – this drives up the overall number of required resources (only so much cross-training capacity, only so many channels a dispatcher can reasonably be proficient in)

2

FUNDING FORMULA TRENDS 2025

- Benchmarks continue to show a focus on more simplified formulas in consolidated centers, and these continue to be activity-driven
- Smaller consolidated centers (4-8 agencies) are in some cases using population-based formulas, but these tend to be more rural or suburban centers that have similar populations among the agencies served
- Utilization of hybrid formulas has reduced
- Rapidly growing trend in consolidated centers of differentiating pricing based on service levels and non-standard processes
 - Consistent base rate for standard processes and service levels
 - Surcharge for customized processes or service levels based on resource cost

3

WHAT HAVE WE LOOKED AT?

- Calls for Service
- CAD Hours – Problematic because Low Priority Calls can stay open multiple days
- Radio PTT Duration – Could drive the wrong behavior; has been problematic in other centers
- Service Factors (Multiple Channels, MDT use, etc.)
- Community Demographic Factors (Population, Assessor, etc.)
- Personnel / Asset Based Factors (Front Line Personnel, Vehicles, Radios, etc.)
- Over a Dozen Hybrids and Weighting Factors

Challenge: Many of the formulas show an inherent bias against small or large agencies or are not reflective of the effort to service an agency

4

OVERALL CALL VOLUME 2018-2024

Call Volume Analysis April 2018- December 2024

	Emergency	Percent 911	Administrative	Percent Admin	Outgoing	Percent Out	Total Calls
2018 (partial)	172,746	23%	410,202	55%	166,818	22%	749,766
2019	229,283	24%	504,647	52%	230,254	24%	964,184
2020	232,007	26%	450,117	50%	224,744	25%	906,868
2021	253,082	27%	451,722	48%	231,708	25%	936,512
2022	241,887	28%	439,391	50%	194,547	22%	875,825
2023	251,051	31.0%	343,952	42.5%	214,456	26.5%	809,459
2024	239,065	32.0%	309,508	41.4%	198,553	26.6%	747,126

Issues and Notes

- Emergency Call Volume does not include SMS traffic (1,450 in 2024, up from 1,212 in 2023)
- Implementation of the AI BOT has shifted the dynamics for 2023; 283,865 of the 343,952 admin calls (82.5%) were handled by a call taker, resulting in a 36% reduction in volume to the floor over 2022
- Trend continued in 2024 where the AI BOT reduced to approximately 10% of calls; Bot was offline for 2 months due to Carbyne implementation.

5

PERCENTAGE OF CALLS FOR SERVICE 2018-2024

6

CFS-BASED FORMULA IMPACTS

2024 CFS					3-Year Average CFS				
Agency	CFS	% of Total	Count	Change	Agency	CFS	% of Total	Count	Change
Arvada Fire	15,982	7.3%	6.4%	+0.9%	Arvada Fire	15,956	7.0%	6.4%	+0.6%
Evergreen Fire	2,304	1.1%	4.9%	-3.8%	Evergreen Fire	2,285	1.0%	4.9%	-3.9%
West Metro Fire	38,485	17.6%	13.3%	+4.2%	West Metro Fire	37,889	16.5%	13.3%	+3.2%
Arvada Police	34,970	16.0%	13.7%	+2.3%	Arvada Police	37,274	16.3%	13.7%	+2.6%
Golden Police & Fire	9,138	4.2%	8.0%	-3.8%	Golden Police & Fire	10,029	4.4%	8.0%	-3.6%
Jefferson County Sheriff's Office	33,510	15.3%	22.3%	-7.0%	Jefferson County Sheriff's Office	35,581	15.5%	22.3%	-6.8%
Lakewood Police	66,991	30.6%	25.3%	+5.3%	Lakewood Police	70,006	30.5%	25.3%	+5.2%
Wheat Ridge Police	17,744	8.1%	6.1%	+2.0%	Wheat Ridge Police	20,202	8.8%	6.1%	+2.7%
TOTAL	219,124				TOTAL	229,221			

Member CFS only increased by 11 from 2023 to 2024

7

AGENCY QUEUE — DISPATCHER ASSIST

Agency	Record Count	Total Duration Hours	%
Lakewood PD	36,703	393.6	28%
JCSO	19,845	265.0	19%
Arvada PD	21,425	234.2	17%
Clear Creek	12,543	182.7	13%
Wheat Ridge PD	7,911	97.2	7%
Golden PD	6,745	94.4	7%
Central Mountain Fire	4,060	55.8	4%
West Metro Fire	3,498	41.4	3%
Arvada Fire	1,918	24.5	2%

Data 08/01/24 through 5/28/25

8

THANK YOU

Please do not hesitate to let us know if you have any questions

Project Contact:
 Brian Wilkerson
 720.515.7357
 wilkerson@tallonddefense.com

9

OBSERVATIONS AND IMPLICATIONS

- The majority of activity in the center is driven by call, dispatch, and radio activity – other activities comprise less than 3% of total resources
- While trends can be analyzed from CAD and Radio data, the inability to attribute administrative or outbound call data to an agency, coupled with the shared radio channel activity does not allow a fully objective conclusion on activity by agency
- Data does indicate a need to shift some costs to User Agencies and adjust per call costs
- There are some differences in IGA funding allocations vs. level of activity in Member Agencies, however, the data gaps do not allow a purely objective adjustment to the funding formula
 - Arvada PD, Lakewood PD, and Wheat Ridge PD seem to have some level of activity above their IGA contribution percentage
 - Evergreen Fire, Golden Fire / PD, and Jefferson County Sheriff seem to have some activity levels below their IGA contribution percentage
 - The largest difference is 7% but most are below 4%
- Any change to the funding formula would require moving away from the philosophy of sharing equally in savings – are the differences in activity levels to IGA contributions enough to warrant the shift, given the unknowns?

10

ADDITIONAL FACTORS

Agency	# of Channels
Arvada PD	2
Golden PD & Fire	1 + Fire Shared
Jeffco Sheriff	3 (2 overnight)
Lakewood PD	4 (3 overnight)
Wheat Ridge PD	1
Arvada Fire	1
Evergreen Fire	Shared
West Metro Fire	2

2023 Incoming Call Volume
 Total Handled by Floor Staff: 534,416

- 911: 251,051 (46.9%)
- Non-Emergency (not handled by Bot): 283,365 (53.1%)
- All 911 calls can be directly attributed to a specific agency
- Calls for Service can also be directly attributed to a specific agency

11

APPENDIX: DATA RECEIVED FROM AGENCIES

Agency	Pop (Agency)	Pop (Jeffco)	# Front Line	# Vehicles / Apparatus	# Radios
Arvada Fire	136,726	121,581	165	20	89
Evergreen Fire	24,600	8,972	95	31	150
West Metro Fire	296,917	296,917	402	114	187
Arvada Police	123,066	121,581	157	142	340
Golden Police	20,460	20,460	110	53	156
Jefferson County Sheriff's Office	196,483	550,000	501	212	802
Lakewood Police	158,000	156,120	142	170	572
Wheat Ridge Police	32,000	31,879	56	22	78

12