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GJRCC Mission and Values

We protect those who serve, we serve those who protect, we help those in need. Anytime and every time.

We will achieve these goals and provide excellent customer service by adhering to these values:

Integrity, Teamwork & Respect

2014 Achievements

1. Successfully incorporated technology—No new applications were procured, but we did complete successful re-trainings on multiple systems.

2. Successfully implemented the Console Lead Program.

3. Incorporated NENA & NFPA Phone Answering Standards as a performance measure tool—has been added in to policy.

4. Improved schedule management—Met our objective; eliminated some service delivery expectations and put significant restrictions on overtime to meet budget expectations.

5. Successfully conducted an All TC Meeting in the fall.

6. Enhance approach to QA process—Due to staffing challenges, quality assurance was focused on EMD calls only.

2015 Goals

1. Incorporate new technology; new recording system and CAD Enterprise upgrade

2. Refresher training; plans to include retraining staff on the phone system, Everbridge, Schedule Express, CCIC, conflict resolution and vicarious trauma.

3. Achieve Partner status with the National Center for Missing and Exploited Children.

4. All TC meeting

5. Review the recruitment and training practices used in the Communication Center.
Who We Are

The Grand Junction Regional Communication Center is the combined public safety answering point for all citizens in Mesa County. Our staff provides dispatching services to 11 Law Enforcement agencies, 12 Fire/EMS agencies and the Grand Junction Regional Airport.

Our service area is just over 3,300 square miles, with terrain ranging from mountains and agriculture to municipalities. We provide service to the busy Interstate 70 & Highway 50 traffic arteries, as well as a city core that is the regional center for employment and commerce.

Staff of the Grand Junction Regional Communication Center are City of Grand Junction employees and operate out of the Grand Junction Police Department.

Members of the Board

Chief John Camper, Chairman ~ Grand Junction Police Department

Chief Ken Watkins ~ Grand Junction Fire Department
Sheriff Rebecca Spiess ~ Mesa County Sheriff’s Office
Chief Tony Erickson ~ Palisade Police Department
Chief Judy Macy ~ Fruita Police Department
Chief Kent Holsan, Vol. Agency Rep ~ Clifton Fire Department
City Attorney John Shaver, Advisor ~ City of Grand Junction

Authority Boards

All user agencies are represented on the Grand Junction Regional Communication Center Authority Board and the Grand Junction Emergency Telephone Safety Authority Board.

An Intergovernmental Agreement is in place which describes the mission and responsibility of the Grand Junction Regional Communication Center. It also describes the relationship that exists between the City of Grand Junction and other agencies that utilize the GJRCC to provide both enhanced 9-1-1 services and telecommunications for law enforcement, fire and emergency medical services in Mesa County.
Law Enforcement Agencies
21st Judicial District Probation Department
Collbran Marshal
Colorado National Monument
Colorado State Parks—Highline
DeBeque Marshal
Fruita Police Department
Grand Junction Police Department
Mesa County Sheriff’s Office
Criminal Justice Services
Palisade Police Department
Veteran’s Administration Police

Fire Agencies
Central Orchard Mesa Fire Department
Clifton Fire Department
DeBeque Fire Protection District
East Orchard Mesa Fire District
Gateway-Unaweep Fire Department
Glade Park Volunteer Fire Department
Grand Junction Fire Department
Grand Junction Regional Airport
Lands End Fire Protection District
Lower Valley Fire District
Palisade Fire Department
Plateau Valley Fire Protection District

EMS Agencies
St. Mary’s Hospital CareFlight Transport
Our Team!

Dany Hurley, Sarah Arrants, Tom Holman, Melita Trousdale & Adam Wolfe

Christine Gaty, Kelly Wilkinson, Mary Edris & Deanna Saelens

Amanda Orr, Gina Monroe, Jeremy Lambert, Glen Klaich, Melissa Johnson & Nate Blevens

Front: Cindy Casteel, Andee Nessler, Bev Lindsay & Brad Flanagan
Back: Jeanette Rollins & Donnie Smith

Mark Hellstrom & Jonathan Builteman
Our Team!
Expenses by Category

Total Expenses

2012 ~ 2014
### Total Incidents Dispatched

- **Fire/EMS Incidents**
  - Central OM FD: 126
  - Clifton FD: 3,106
  - DeBeque FPD: 165
  - East OM FD: 29
  - Gateway-Unaweep FD: 54
  - Glade Park FD: 71
  - Grand Jct Airport: 42
  - Grand Junction FD: 160
  - Lands End FPD: 160
  - Lower Valley FPD: 1,691
  - Palisade FD: 775
  - Plateau Valley FD: 195
  - St. Mary's Transport: 5

### YTD Totals

- **Law Enforcement Incidents**
  - 21st Judicial Dist Probation: 1,401
  - Collbran Marshal: 220
  - Colo National Monument: 406
  - Colo State Parks: 152
  - Criminal Justice Service: 140
  - DeBeque Marshal: 762
  - Fruita PD: 8,807
  - Grand Junction PD: 72,313
  - Mesa County SO: 37,907
  - Palisade PD: 2,945
  - Veteran's Admin Police: 14

### YTD Totals by Year

- **2012**
  - 127,782
- **2013**
  - 135,205
- **2014**
  - 144,803

### Notes

- The data includes incidents dispatched from January 1 to December 31, 2014.
One major project that was completed in 2014 was the Collbran Radio Tower. Approval for the winning contractor was given on July 2nd, with site construction beginning shortly thereafter. The building for the site was finished at the end of September and tower construction was completed on October 24th. The tower went online November 14th, providing radio coverage for the town of Collbran and surrounding areas within Mesa County.

The Department of Local Affairs contributed $600,000 of grant funding towards this project. Excess costs were funded with 9-1-1 dollars.

Another project that was approved in 2014 was the Radio Consultant study. The GJRCC will move forward with a consulting service to create a design for the expansion of radio coverage in the canyon and rural areas of Mesa County. Specific areas to be included in the study are DeBeque Canyon along I-70, Highway 65 from I-70 over Grand Mesa, Highway 330 from Highway 65 to Collbran, Hightower Mountain east of Collbran, Highway 141 from Whitewater to Gateway and West Glade Park area toward Utah. The scheduled completion date for this project is July 31, 2015.
AUDIO REQUESTS

GJRCC phone lines and radio channel transmissions are recorded. Various public safety agencies and citizens may request a copy of a 9-1-1 or non-emergent phone call and the relating radio traffic.

GJRCC policy states that a standard discovery request for 9-1-1 audio will be completed in two weeks. The Colorado Open Records Act dictates that a citizen requesting audio will receive their request within three business days, unless otherwise notified. The GJRCC stores audio records for two years.

Requests Per Agency Per Year

<table>
<thead>
<tr>
<th>Agency</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>DA</td>
<td>612</td>
<td>477</td>
<td>440</td>
</tr>
<tr>
<td>Public Def</td>
<td>439</td>
<td>381</td>
<td>416</td>
</tr>
<tr>
<td>GJPD</td>
<td>91</td>
<td>103</td>
<td>155</td>
</tr>
<tr>
<td>MCSO</td>
<td>20</td>
<td>23</td>
<td>25</td>
</tr>
<tr>
<td>GJFIRE</td>
<td>13</td>
<td>12</td>
<td>9</td>
</tr>
<tr>
<td>GJRCC</td>
<td>32</td>
<td>50</td>
<td>39</td>
</tr>
<tr>
<td>Citizen</td>
<td>152</td>
<td>149</td>
<td>199</td>
</tr>
<tr>
<td>Def Atty</td>
<td>32</td>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>23</td>
<td>32</td>
<td>20</td>
</tr>
</tbody>
</table>

Total Requests:

- 2014: 1,303
- 2013: 1,232
- 2012: 1,442

Average Number of Days to Complete by Month

- JAN: 13
- FEB: 13
- MAR: 9
- APR: 7
- MAY: 6
- JUN: 7
- JUL: 14
- AUG: 15
- SEP: 16
- OCT: 16
- NOV: 23
- DEC: 15
Personnel at the Grand Junction Regional Communication Center regularly utilize the state and national crime computer systems known as CCIC and NCIC. These systems are integral to our daily operations as we help officers investigate crimes and other incidents. The NCIC database currently consists of 19 files, which are separated into two of the following categories:

- **Property Files** which include Records of Stolen Articles, Boats, Guns, License Plates, Parts, Securities and Vehicles.

- **Persons Files** which include Supervised Release, National Sex Offender Registry, Foreign Fugitive, Immigration Violator, Missing Person, Protection Order, Unidentified person, U.S. Secret Service Protective, Gang, Known or Appropriately Suspected Terrorist, Wanted Person and Identity Theft.

GJRCC Telecommunicators placed **173,691** inquiries into the State and National databases during 2014 and received back **327,740** responses. They logged in to these systems a total of **16,260** times.
GJRCC uses the Medical Priority Dispatch System (MPDS), developed by Priority Dispatch, for all medical calls. Every telecommunicator and supervisor must be certified in both CPR & MPDS and must complete 24 hours of medical continuing education every two years, in alignment with the recertification schedule.

In 2014, our continuing education included topics such as Active Assailants, Subjects in Emotional Crisis, Customer Service and Sick Patients without any Priority Symptoms. In total, our employees logged 536 hours of medical continuing education this year. They processed 15,822 medical calls and of those, 724 calls were put through our formal Quality Assurance process to ensure we were providing a high level of service to the community. We, as a center, received the following overall scores on the calls which were put through that process:

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Entry</td>
<td>99.21%</td>
</tr>
<tr>
<td>Key Questions</td>
<td>98.97%</td>
</tr>
<tr>
<td>PDI’s</td>
<td>99.76%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>99.91%</td>
</tr>
<tr>
<td>Chief Complaint</td>
<td>96.48%</td>
</tr>
<tr>
<td>PAI’s</td>
<td>84.99%</td>
</tr>
<tr>
<td>Final Coding</td>
<td>97.45%</td>
</tr>
<tr>
<td>Overall Compliance</td>
<td>98.10%</td>
</tr>
</tbody>
</table>

Five employees received exemplary scores (100%) on all of their graded EMD calls in 2014.

Those employees were:

*Jeremy Lambert, Tara McCarty, Mary Edris, Laura Etchevery & Brad Flanagan*
The Incident Dispatch Team is a select group of eleven proficient dispatchers and two supervisors, trained to respond to a significant incident at the request of the Incident or Tactical Commander. Extensive training is provided so they can effectively facilitate and support communication operations as directed by the Incident Commander. The team will often be deployed to the scene, but can also operate in the Communication Center on a tactical channel. The IDT has a Mobile Communication Vehicle furnished with the equipment necessary to directly communicate with first responders and law enforcement officers at the scene. The Mobile Communication Vehicle is also the evacuation point for on-duty dispatchers in the event of an emergency at the GJRCC.
North Avenue gas leak, October
Parade of Lights, Downtown Grand Junction, December
NUWAIX Mock Incident, April
Collbran Mudslide, May
Airport Exercise, May

2014

- Planned Events: 45%
- Training: 29%
- Call Outs: 26%
The Policy Review Committee is a group comprised of a GJRCC Supervisor and several telecommunicators empowered by the Communications Board to review, revise, update and make policy and procedure recommendations. The PRC reviews requests and makes recommendations for changes or additions to existing policy.

This year, the group only needed to meet twice. They made changes, additions, and updates to over 20 policies. In June, four new committee members were added, bringing the total to eight.

Members include Brett Loeb, Sarah Arrants, Cindy Casteel, Dirk Clingman, Shon Kiniston, Gina Monroe, Kelly Wilkinson and Adam Wolfe.
2014 was another challenging year for our Certified Training Officers. They taught in two academies, which had six trainees in each session, and at one point, had eleven trainees in the training program at the same time!

The six core CTO’s (Kelly, Cindy, Gina, Dirk, Sarah and Adam) were assisted by not only the auxiliary CTO’s (Shon, Jeremy, Deanna, Tara, Melita and Takara), but also by several telecommunicators who stepped in to keep the training going when we experienced staffing shortages caused by holidays, vacation time and turnover of proficient employees.

In addition to the nearly 400 hours of academy teaching time, our training staff logged 8,623 hours of on-the-floor training.

What an amazing year we had with equally amazing staff!
The Console Specialist Program was launched in 2014. Our goal was to create a position for one or two TC’s to act as “Leads/Specialists” for each of the five console disciplines—GJPD, MCSO, FIRE, DATA and Call Take. These specialists are responsible for bringing continuing education topics, training items and/or policy issues to the table and disseminating the information to the rest of the staff. They also act as liaisons to the various agencies in the discipline they lead.

Each specialist group was responsible for creating a monthly briefing item topic which resulted in over 70 continuing education topics presented to staff throughout the year. They also successfully completed 12 separate training resulting from console specific policy & procedure changes. The entire staff also participated in two 20-minute tabletop exercises that the groups organized.

Not Pictured:
GJPD Console Specialist Anne Sunn & Cindy Casteel with Supervisor Cozett Davis
DATA Console Specialists Tara McCarty & Cheryl Ferguson with Supervisor Glen Klaich
Our employees are valuable! To keep them well trained and ready to assist citizens and user agencies, we provide continuing education on a regular basis. In 2014, our staff participated in various trainings including Active Assailant, Verbal Judo, Department In-Service, and Conflict Resolution. Monthly training videos, focusing on EMD protocols, were also reviewed by each dispatcher throughout the year.

Successful completion of full system re-trainings were completed on Station Alerting and the Cassidian phone system. The Console Specialists were instrumental in organizing these re-trainings, and also provided weekly briefing topics for staff review to ensure effectiveness.

**3,898 Total Continuing Education & Conference Hours in 2014**
Employees may receive recognitions from the City of Grand Junction for outstanding customer service, teamwork, skill and/or performance. Recognitions are also submitted by an employee’s supervisor and, often times, their peers.

Complaints originate from citizens and may include allegations of misconduct or error on the part of our personnel and require a conclusion of fact. The findings of facts are listed below. Appropriate training and/or corrective action is taken for those complaints that qualify “sustained”.

**2014 Complaints**
- Total = 5
- Sustained = 3
- Unfounded = 2

Cindy Casteel celebrated 20 years of service with the City of Grand Junction in February. 12 of those years have been with the GJRCC.

Cindy was recognized by Chief Camper and other City of Grand Junction department heads at the annual employee celebration banquet in December (pictured left).

**28**
Total Recognitions in 2014
2013 CTO of the Year
Gina Monroe

2013 Supervisor of the Year
Mary Edris

2013 TC of the Year
Anne Sunn

2013 Phoenix Award Recipients
Lonnie Bierbrauer, Tara McCarty & Sarah Arrants
The GJRCC actively uses the Everbridge Mass Emergency Notification System to send internal alerts to employees and external alerts to Mesa County citizens.

This system was implemented in 2007, but the communication center went through a software upgrade in November 2013, which provided some additional features to help better serve our community. Citizens are now able to receive weather alerts from the National Weather Service, as well as the standard community & public safety notifications sent by Communication Center staff.

Citizens have the capability of opting in to this notification system through a link on the City of Grand Junction’s website and can customize or edit their alert subscriptions at their convenience.