2016 ANNUAL REPORT

GRAND JUNCTION REGIONAL COMMUNICATION CENTER
Achievements and Goals

2016

✓ Transitioned to a new CAD operating platform
✓ Completed refresher training in First-In Station Alerting and Vicarious Trauma

2017

* Recruit and fill all vacancies
* Finalize documentation for formal training process
* Transition all staff currently in intermediate training status to proficient status

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

Integrity, Teamwork and Respect

We protect those who serve, we serve those who protect, we help those in need.

Anytime and every time.
Who We Are

The Grand Junction Regional Communication Center is the combined public safety answering point for all citizens in Mesa County. During 2016, our staff provided dispatching services to nine Law Enforcement agencies, twelve Fire/EMS agencies, the Grand Junction Regional Airport and St. Mary’s CareFlight Transport.

Our service area is approximately 3,300 square miles, with terrain ranging from mountains, desert and agriculture to municipalities and urban settings. We provide service to the busy I-70 & Highway 50 traffic arteries, as well as a city core that is the regional center for employment and commerce. Staff at the GJGCC are employees of the City of Grand Junction and operate out of the Grand Junction Police Department.

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 outlines 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 GJGCC to provide enhanced 9–1–1 services and telecommunications for police, fire and emergency medical services in Mesa County.

MEMBERS OF THE BOARD

Chief John Camper, Chairman - Grand Junction Police Department
Chief Ken Watkins - Grand Junction Fire Department
Sheriff Matt Lewis - Mesa County Sheriff’s Office
Chief Judy Macy - Fruita Police Department
Chief Deb Funston - Palisade Police Department
Chief Mike Lockwood - Plateau Valley Fire Department, Volunteer Fire Agency Rep
City Attorney John Shaver, Advisor - City of Grand Junction
Our Team!

Brad Flanagan, Jesie Bair, Tara McCarty, Jamie Hutton & Alexis Roberts

Cindy Casteel, Amanda Conrads, Christine Gaty, Cozett Davis, Melissa Johnson & Deanna Saelens

Jeff Burckhalter, Guillermo Ramirez, Madeline Robinson, Shon Kiniston & Mary Edris

Matt Simpson, BriAnne Jacobsen, Sarah Arrants, Anne Sunn & Justin Dillard

Logan Prochazka, Taylor Loo, Nate Blevens & Laura Gavin
Text to 9–1–1 Incidents for Mesa County are received by the Larimer County Sheriff’s Office Communications Center, then relayed to the GJRCC via a phone call. The GJRCC has been actively looking for an in–house texting solution to make this process more streamlined, and anticipate having something in place by the end of 2017.
The Grand Junction Regional Communication Center’s budget has two funding sources: Cost Share and 9–1–1 Funds.

♦ Cost Share revenue comes from the billing of user agencies and is primarily used for salaries, as well as some administrative costs and training.

♦ 9–1–1 funds are used for infrastructure and capital improvements. Revenue is generated from the $1.30 surcharge on landline and wireless telephone accounts, collected monthly by the service provider.

### Cost Share Fund Balance

<table>
<thead>
<tr>
<th>Year</th>
<th>Fund Balance</th>
<th>Use of Fund Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>223,301</td>
<td>13,721</td>
</tr>
<tr>
<td>2015</td>
<td>77,797</td>
<td>145,504</td>
</tr>
<tr>
<td>2016</td>
<td>100,388</td>
<td>-22,591</td>
</tr>
</tbody>
</table>

*2015 updated from last year’s annual report to reflect final audited amounts

### Total Expenditures

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>$6,091,862</td>
</tr>
<tr>
<td>2015</td>
<td>$6,440,927</td>
</tr>
<tr>
<td>2016</td>
<td>$6,132,166</td>
</tr>
</tbody>
</table>
The GJRCC manages three primary radio consoles that are specific to law enforcement operations – PD, SO and DATA. The PD channel is primarily used by the Grand Junction Police Department, but will also dispatch the VA Hospital Police Department when necessary. The SO channel handles traffic from the Mesa County Sheriff’s Office, as well as the other six law enforcement user agencies within the county. The DATA channel is only used by law enforcement to access the state and national crime computers. This channel has reduced hours of operation. When the DATA channel is not staffed, requests are made through the respective primary channel. In an effort to keep the primary channels clear, all public safety agencies, including Fire and EMS, also have access to shared tactical channels for more critical, long-term incidents.

<table>
<thead>
<tr>
<th>Total 2016 Law Enforcement Incidents</th>
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<tbody>
<tr>
<td>Collbran Marshal's Office</td>
</tr>
<tr>
<td>Colorado National Monument</td>
</tr>
<tr>
<td>DeBeque Marshal's Office</td>
</tr>
<tr>
<td>Fruita Police Department</td>
</tr>
<tr>
<td>Grand Junction Police Department</td>
</tr>
<tr>
<td>Mesa County Sheriff’s Office</td>
</tr>
<tr>
<td>Mesa County Criminal Justice Services</td>
</tr>
<tr>
<td>Palisade Police Department</td>
</tr>
<tr>
<td>VA Police Department</td>
</tr>
<tr>
<td><strong>Total 2016 Law Enforcement Incidents</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2016 Incidents by Radio Console</th>
</tr>
</thead>
<tbody>
<tr>
<td>PD Radio Console</td>
</tr>
<tr>
<td>SO Radio Console</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2016 Push-To-Talk Transmissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>PD Radio Console</td>
</tr>
<tr>
<td>SO Radio Console</td>
</tr>
<tr>
<td>DATA Radio Console</td>
</tr>
<tr>
<td>TAC Radio Console</td>
</tr>
</tbody>
</table>
Fire and EMS

The GJRCC manages one primary radio console that is specific to Fire and EMS operations. The Fire channel is used to dispatch nine Fire agencies, as well as the Grand Junction Regional Airport, St. Mary’s CareFlight Transport and the Mesa County Fire Marshal.

Total Fire/EMS Incidents Dispatched: 22,781
Total Fire Push-To-Talk Transmissions: 471,321

ISO Rating - Insurance Service Office is an organization that provides statistical information concerning risk. The rating they provide has a large impact on most fire departments.

The Grand Junction Regional Communication Center and their performance is a key piece to area Fire Department’s ISO rating. Ten percent of the community’s overall score is based on how well the communications center receives and dispatches fire incidents. The Grand Junction Regional Communication Center recently scored 9.15 out of 10 possible points; a near perfect score that shows the professionalism and dedication of staff and also reflects the capital and operating improvements that have been made to the center. As the regional provider of dispatch services, this score impacts the ISO rating for each fire district in Mesa County and helps to provide potential insurance savings to all Mesa County residents and businesses.

In 2016, Clifton Fire Department received their upgraded ISO rating, which was impacted by our center’s high score in the area of performance. Each year we will report on the fire agencies who have been reviewed in this process and how the GJRCC has impacted their rating.

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Audio Requests

The GJRCC phone lines and radio channel transmissions are recorded. Any public safety agency, attorney’s office or citizen 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 within 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. One part-time audio technician reviews and completes all incoming requests.

Total Requests:
- 2016: 1,119
- 2015: 1,259
- 2014: 1,305

Requests Per Agency

Average Number of Days to Complete

Requests Per Agency

2014
2015
2016
The Everbridge Emergency Notification System is one tool the Communication Center uses to notify employees and user agencies of any active critical incidents, as well as paging volunteers with the Victims Assistance Programs.

The system is also used to alert citizens in Mesa County when there is a public safety issue, road and school closures or power outages in their area. Weather alerts are also sent using the Everbridge system and come directly from the National Weather Service. Citizens have the option to sign up for alerts and customize their subscriptions through the City of Grand Junction’s website, www.gjcity.org.

### Community Participation

Throughout the year our staff attends safety fairs to help educate the community about what it means to be a 9-1-1 telecommunicator, as well as explain the proper ways to use 9-1-1. Pictured below are TC’s Tara McCarty and Andee Nessler talking with a group of students at DeBeque Elementary School.

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Citizen Notifications (including NOAA weather alerts)</td>
<td>170</td>
<td>289</td>
</tr>
<tr>
<td>Mesa County Community Notifications Sent</td>
<td>80</td>
<td>39</td>
</tr>
<tr>
<td>Critical Incident Notifications (Internal to User Agencies)</td>
<td>442</td>
<td>700</td>
</tr>
<tr>
<td>Total Internal Notifications</td>
<td>1849</td>
<td>2223</td>
</tr>
</tbody>
</table>
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.

- 18,600 Log-Ins to the system
- 199,729 Inquiries submitted
- 437,535 Responses received
Emergency Medical Dispatch

EMD topics during 2016 included information on delivering babies, recognizing and dealing with cardiac arrests, CPR, eye problems, strokes, diabetic issues, sports injuries, river rescues and protocol review. Two babies were delivered with assistance from telecommunicators and there were several cardiac arrest saves during 2016.

The GJRCC successfully upgraded to version 13 of MPDS in May, 2016. This was the most significant upgrade the National Academies of Emergency Dispatch has ever released with extensive changes to the protocol, including a faster track to CPR. To prepare for the upgrade, multiple changes were needed within our CAD system and employee training was provided.

Call grading also changed in 2016, from a percentage based to compliance level. A total of 1,646 calls were reviewed during the year and the overall scores are listed below. Scores improved throughout the year with prompt performance feedback.

<table>
<thead>
<tr>
<th>Compliance Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Compliance</td>
<td>68%</td>
</tr>
<tr>
<td>Compliant</td>
<td>18%</td>
</tr>
<tr>
<td>Partial Compliance</td>
<td>4%</td>
</tr>
<tr>
<td>Low Compliance</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Compliant</td>
<td>9%</td>
</tr>
</tbody>
</table>

As a provider of Emergency Medical Services, we operate under the authority of a local physician advisor. Any medical call for assistance that activates the use of Emergency Medical Protocols requires a quality review. In 2016, we were able to add a certified Quality Assurance Analyst position to administer this review process.

Because pre-hospital care in Mesa County is provided by our Center, this position received funding assistance from three local hospitals. St. Mary’s Hospital, Community Hospital and Family Health West each committed funding for the QA Analyst position for 2016 and 2017.

In addition to the hospital funding, GJRCC has formal contract agreements with Garfield and Pitkin County Communication Centers to provide QA oversight of their EMD calls. Our QA Analyst has been instrumental in helping these agencies improve their compliance ratings. The GJRCC also provides formal training of protocols and software for the region.

Four employees received scores of compliant or above for the entire year!

Jesie Bair  
Jeff Burckhalter  
Tara McCarty  
Anne Sunn
The Grand Junction Regional Communication Center maintains a team of highly qualified Incident Dispatchers. These dispatchers are available to respond to major incidents and/or special events occurring in the field. The role of the Incident Dispatcher is to provide the Incident Commander with communication support, as well as accurate and timely documentation of events during high risk or large scale, significant operations.

Incident Dispatchers can respond to a scene with the Mobile Communication Vehicle or provide assistance from inside the Communication Center. The Incident Dispatchers are trained in all facets of dispatching and use state of the art communication equipment. They regularly respond to assist the Special Weapons and Tactics Teams, Search and Rescue, large fire and medical operations, as well as attend pre-planned events in support of the many public safety agencies in Mesa County. The Incident Dispatch Team consists of four dispatch supervisors and as many as 12 specially trained dispatchers.

Incident Dispatchers are on-call 24 hours a day to respond not only within Mesa County, but can serve as a resource to other agencies throughout the state and region.
The Policy Review Committee is a group of proficient telecommunicators that review, edit and create policy for the GJRCC. Members in 2016 included Sarah Arrants, Cindy Casteel, Shon Kiniston, Gina Monroe, Andee Nessler, Deanna Saelens and Adam Wolfe.

The Console Specialists are a group of proficient telecommunicators that provide continuing education for the staff of the GJRCC. Members of this group included the entire supervisor team and telecommunicators Dany Searcy, Anne Sunn, Deanna Saelens, Andee Nessler, Jonathan Builteman, and Tara McCarty.

In August, these two groups combined to form the Console Specialist Program. Together in 2016, this group created approximately 50 briefing items used for continuing education. A river rescue table top exercise was developed and practiced with each telecommunicator. Almost 100 policy revisions were made that included creating new polices, as well as updating current ones. Over 70% of the GJRCC policy manual was reviewed in 2016.
Extensive training in the 9–1–1 communications environment is extremely important in order to provide a high level of service. In 2016, our CTO's logged in excess of 6,000 hours for new hire training. Five of the 10 telecommunicators that began the year in a training assignment reached proficient status before the end of 2016.

As a whole, the GJRCC recorded approximately 3,400 hours of training throughout the year for continuing education. These training hours focused on the CAD Enterprise upgrade, IDT event training, Grand Valley Leadership Academy, CPR, EMD Continuing Education, Vicarious Trauma and a First-In Station Alerting Refresher.

Communication Training Officers & Continuing Education
Recognitions & Complaints

Jeremy Duncan has been the application/network analyst for the Communication Center for over 11 years. He has demonstrated outstanding performance with the management and maintenance of the center’s systems, which include the 9-1-1 telephone system, public safety dispatching system, emergency notification system, 9-1-1 recording system, radio network system and many more. More recently, Jeremy was heavily involved with a multi-year project of upgrading the New World CAD (computer aided dispatch) software. These are among the most critical applications in the City and used on a daily basis by our 9-1-1 telecommunicators.

It is imperative that the systems are functioning properly so staff is able to effectively and efficiently do their jobs. Because of Jeremy’s outstanding performance and dedication to the Communication Center, he was recognized as the Grand Junction Police Department’s 2016 Employee of the Year.

In May, 2016, the GJRCC was recognized at the annual American Red Cross banquet for providing outstanding community service to Mesa County. Supervisor Brad Flanagan, TC Melissa Johnson, TC Anne Sunn and Manager Monica Million attended the event on behalf of the Communication Center.

Often times an employee will receive recognition for excellent customer service, teamwork or performance. Recognitions are submitted internally by supervisors or peers, as well as externally by user agencies and citizens of Mesa County.

Complaints originate from citizens and may include allegations of misconduct or error on the part of our personnel, which require a conclusion of fact. Appropriate training and/or corrective action is taken for those complaints that were “sustained”.

In 2016, the GJRCC received:

1 - Internal Employee Recognition  
6 - External Employee Recognitions

1 - Sustained Internal Complaint  
1 - Sustained External Complaint
TC Week Celebration & Awards

Mesa County Emergency Medical Services holds a luncheon each year to honor first responders who have assisted in saving the life of cardiac arrest victims. During the 2016 luncheon, six employees of the Grand Junction Regional Communication Center were each presented a Phoenix Award. This award is designed to provide recognition of the work first responders do when dealing with life-threatening situations.

TC’s honored in 2016 were Anne Sunn, Kelly Wilkinson, Guillermo Ramirez, Madeline Robinson, Taylor Loo and Deanna Saelens. During the event, Anne had the opportunity to meet the wife she provided CPR instructions to when her husband went into cardiac arrest (pictured top right).

Each April the GJRCC celebrates National Telecommunicator Week. The three main categories of awards presented during the event include Supervisor of the Year, Communication Training Officer of the Year and Telecommunicator of the Year. Communication Center staff votes for their choice based on performance from the previous year.