

Colorado PSAP Profiles – Revised 1/20/07

1.

Name and location of PSAP:	Denver Combined Communications Center 950 Josephine Street Denver, CO 80206 720-913-2000
Agencies within the center:	Denver Police Denver Fire Denver Health Paramedics
Describe your staff:	Police: One Bureau Commander One Administrative Analyst Three Lieutenant Shift Commanders Nine Shift Sergeants One Training Sergeant Six Lead Police Dispatchers Five Lead Call Takers Forty-five Police Dispatchers Sixty-three 911 Call Takers Fire: One Assistant Fire Chief One Fire Captain Twenty-six working fire fighters, who rotate through the center EMS: One Chief Paramedic Twenty-nine EMS personnel who rotate through the center
How many calls for service per year?	Approximately 1,200,000
What types of calls are common?	Denver receives every type of call imaginable, ranging from report calls, such as Auto Theft and Burglary Reports to major crimes, such as Shootings, Stabbings and Car Jackings

Circumstances unique to you?
and

911 Call Takers receive incoming calls,

Interview callers to determine which agency is needed, then create a CAD incident. If the caller needs fire or EMS, the call is transferred for further questioning. The police, fire and EMS dispatchers are not cross-trained, and communicate mostly via CAD.

Describe your dispatch technology:

Positron Lifeline, and the Meridian phone system, in association with Tri-Tech CAD.

Describe your radio communications:

MA/COM radios, from a trunked 800 megahertz system. Denver is divided into six police districts, each with its own primary and sub channels. There is a dedicated 'clearance' channel for NCIC/CCIC and DMV records.

Major Projects or Implementations:

Denver Police is one of the first agencies in the country to implement Crisis Intervention Team training for 911 Call Takers and Police Dispatchers. This is a 16 hour abbreviated course based on the 40 hour Officer training.

Public Ed/Community Programs?

Denver conducts annual training involving all city and county agencies to prepare for major events. Various agencies participate in a mock critical incident to test operational readiness, training methods, equipment and interoperability. Denver is also involved in a state-wide project to improve interoperability between various metro and rural agencies.

Message to APCO?

The Denver Combined Communications Center has all the excitement of a large city, with the camaraderie and family spirit of a small community. Please visit our center to see what we are all about.

2.

Name and location of PSAP: Center	Delta County Communications 555 Palmer Street Delta, CO
Who we dispatch for:	Sixteen law enforcement, fire and/or ambulance agencies, plus up to ten additional agencies as the need demands
Describe your staff:	We are under the direction of the Delta County Sheriff and Undersheriff Seven full time dispatchers One part-time dispatcher Our E911 is managed by the Office of Emergency Management
How many calls for service per year?	Approximately 25,500
What types of calls are common?	We are a small agricultural area with six municipalities, and we are growing fast. Vehicle accidents, fire and/or ambulance runs and criminal calls make up one third of our volume, the rest are miscellaneous in nature.
Circumstances unique to you?	We still “stamp” cards and keep track of our officers on a written log sheet. When there are two people on duty, we have an organized system of trading every two hours and we “do it all”.
Describe your dispatch technology:	We have two consoles and are installing a third. We are Phase I Enhanced 911 with eight administrative lines and three 911 trunks. We have Contact One electronic mapping and everything is recorded by Dictaphone.
Describe your radio communications:	We have Motorola radios which were just upgraded for future 800 megahertz.

Major Projects or Implementations: We will upgrade our Policy and Procedures, as well as our in-house training program.

Public Ed/Community Programs? In March and April of 2005 our supervisor wrote four very informative articles that were published in our local newspaper, in an effort to improve public awareness, and as a prelude to National Telecommunicator Week. This fall, she is planning to work with some of the local elementary schools to educate youngsters about 911.

Message to APCO? Whether we are with a small agency or a large one, those of us who have chosen this profession are unique in our own right and can be proud of the roles we play in carrying out the duties and responsibilities that are left to our charge. We are a vital link to the safety of our law enforcement personnel and emergency responders, and to the care and safety of the citizens we serve. We may be strangers to one another, but are all part of a special “family” and are bonded through the job tasks that we perform.

3.

Name and location of PSAP: **Adams County Communications Center, Inc. (aka Adcom911)**
7321 Birch Street
Commerce City, CO 80022

Who we dispatch for:

Police:
Adams County Sheriff’s Office
Brighton Police
Commerce City Police
Northglenn Police
Thornton Police

Fire/EMS:
Southwest Adams County Fire

South Adams County Fire
North Washington Fire
Sable Altura Fire
Greater Brighton Fire
North Metro Fire Rescue
Thornton Fire
Strasburg Fire
Bennet Fire and Rescue

Describe your staff:

One Executive Director
One Deputy Director
Three IT personnel
One GIS person
Two radio technicians
One secretary
One Operations Manager
Four Shift Supervisors
Four Lead Dispatchers
Thirteen Fire Dispatchers
Twenty-seven Police Dispatchers
Fifteen part-time Dispatchers

How many calls for service per year? Approximately 180,000

What types of calls are common? The area Adcom911 serves is both metropolitan, bordering the city limits of Denver on the north side, and rural, extending to the eastern Adams County border where there are smaller farming communities.

Circumstances unique to you? We are unique in that we are not technically employed directly by any of the jurisdictions we dispatch for. We are classified as a not for profit quasi-governmental agency, contracting our dispatch services to the agencies we serve. Our center is governed by a Board of Directors, made up of one representative from each of our member agencies.

Describe your dispatch technology: We use the Intergraph Public Safety CAD (I/CAD) and mobile (I/Mobile). In addition we host a county wide

Intergraph police RMS (I/LEADS). Our 911 CPE is Positron.

Describe your radio communications: We are on the Colorado state wide Motorola 800 megahertz DTRS.

4.

Name and location of PSAP:

Grand Junction Regional Communications Center
625 Ute Avenue
Grand Junction, CO 81501
(970) 242-6706

Who we dispatch for:

Police:
Grand Junction Police
Mesa County Sheriff's Office
Fruita Police
Palisade Police
BLM Rangers
Colo Natl Monument Rangers
Forest Rangers
State Parks Officers
Debeque Marshal
Collbran Marshal

Fire/EMS:
Grand Junction Fire
Clifton Fire
Lower Valley Fire
Palisade Fire
East Orchard Mesa Fire
Central Orchard Mesa Fire
Plateau Valley Fire
Debeque Fire
Glade Park Fire
Lands End Fire
Gateway Fire

Describe your staff:

One Comm Center Manager
Five Shift Supervisors
One Administrative Assistant
One GIS Specialist
Twenty-two Dispatchers

How many calls for service per year? Approximately 111,200

What types of calls are common? Domestic violence, vandalism, suicide and theft from autos.

Circumstances unique to you? Recreational usage; our geographical dynamics are unique.

Describe your dispatch technology: Printrak CAD 6.7; Vesta Telephone system; Motorola Premier ATM (maps); VisionTech MDC's; Medical Priority Dispatch

Describe your radio communications: County wide VHF; ACU-1000 to interface with other agencies not on VHF, including state digital 800 megahertz trunked radio system.

Major Projects or Implementations: Mobile Communications Vehicle

Public Ed/Community Programs? Mesa County Safety Fair

Message to APCO? We welcome the opportunity to share experiences and stories with everyone.

5.

Name and location of PSAP: **Loveland Emergency Communications Center**
810 E. Tenth Street
Loveland, CO 80537
(970) 962-2209

Who we dispatch for:

Police:
Loveland Police

Fire/EMS:
Loveland Fire
Loveland Rural Fire
Berthoud Fire
Thompson Valley Ambulance

Describe your staff: One Communications Manager
Two Communications Supervisors
Two Lead Communications Specialists
Twelve Communications Specialists

How many calls for service per year? Approximately 157,600

What types of calls are common? Minor theft, vandalism, domestic violence

Circumstances unique to you? Foothills and some mountainous terrain as well as plains.

Describe your dispatch technology: Tri-Tech Police/Fire CAD system and Plant VESTA phone system

Describe your radio communications: Motorola 800 megahertz radio system.

Major Projects or Implementations: Possibly silent dispatch via MDC

Public Ed/Community Programs? Just began an EMD awareness program through schools and are expanding into businesses and nursing homes.

6.

Name and location of PSAP: Rangely Police Department

Who we dispatch for: Police:
Sheriff's Office

Fire/EMS:
Ambulance
State Patrol
Town Gas Company
Town Water/Wastewater Department
School District
County Hydroelectric Plant
Chevron Texaco for nearby crude oil production field
Alarm Monitoring

Describe your staff: One Communications Supervisor/Dispatcher

Three Fulltime Dispatchers
Two Part-time Dispatchers

How many calls for service per year? Approximately 3,000

What types of calls are common? Traffic accidents, DUI, MIP, assaults and other alcohol related offenses, medicals, fires, especially wildland fires, property damage

Circumstances unique to you? We cover 5,000 square miles with a population of 3,500 people. Response time can be 40-60 minutes. Also dealing with unusual problems, because we don't have many of the services that larger areas have to help with transient assistance, mental health problems, homeless people and other issues.

Describe your dispatch technology: E911, Phase II is scheduled for late 2005, CAD

Describe your radio communications: Eight VHF radio channels. Police VHF is on a repeater that covers the whole area.

Public Ed/Community Programs? We sponsor an annual Bike Safety Rally for kids and a low cost rabies vaccination clinic for pets each spring. We have the Child Safe gunlock program, we participate in the 9 News Health Fair and the Colorado Northwestern Community College Fact Fair.

7.

Name and location of PSAP: **Boulder Police Communications**
1805 33rd Street
Boulder, CO 80301

Who we dispatch for: Boulder Police Department

Describe your staff: One Communications Manager

Three Supervisors
One Administrative Assistant
Two Radio Technicians
Twenty-four Dispatchers

How many calls for service per year? Approximately 77,000

What types of calls are common? Quality of life calls, such as noise disturbances, rowdy college kids, parties, underage drinking.

Circumstances unique to you? Boulder is a college town with an active night life on University Hill. We enjoy our picturesque view of the Flatirons and excellent backup provided by the Boulder County dispatchers.

Describe your dispatch technology: Printrak CAD

Describe your radio communications: VHF radio system.

Major Projects or Implementations: An upgrade to the center is planned in the next two years when the Sheriff's Office finishes their brand new communications center.

Public Ed/Community Programs? We host a Citizens Academy twice a year, we have school resource officers, and community resource officers that host numerous neighborhood meetings.

Message to APCO? The City of Boulder is located 45 minutes northwest of Denver snuggled serenely against the pine-covered foothills, punctuated dramatically with the red Flatirons. Out of town visitors could catch the express RTD bus from Market Square in Denver to the downtown Boulder terminal. From there they could enjoy shopping and lunch on the historic Pearl Street Mall or a stroll on the Boulder Creek path. While here don't forget to tour the Celestial Seasonings Tea Factory.

8.

Name and location of PSAP:	Boulder County Communications Center 1805 33 rd Street Boulder, CO 80301 (303) 441-4444
Who we dispatch for:	Police: Boulder County Sheriff Lafayette Police Louisville Police Erie Police Nederland Police Ward Marshall Twenty-three fire departments, including: Boulder Fire Mountain View Fire Cherryvale Fire Boulder Rural Fire
Describe your staff:	One Department Captain Three Lieutenants Four Dispatch Supervisors One Radio technician Supervisor Two Radio Technicians One Computer Technical Assistant Two Administrative Assistants Twenty-four Dispatchers
How many calls for service per year?	Approximately 120,000
What types of calls are common?	As Boulder County encompasses both mountainous and plains areas and includes several municipalities the calls are widely varied.
Circumstances unique to you?	We have a small ski resort, several various industries and farming within our boundaries.
Describe your dispatch technology:	Printrak CAD; MDC's; Phase II compliant; VoicePrint recording system.

Describe your radio communications: We operate multiple radio channels on a repeated network VHF radio system, with multiple tower sites.

Major Projects or Implementations: This year we will begin construction on a new building to house the communications center and Boulder County Emergency Services.

Public Ed/Community Programs? Our agency presents in-classroom instruction with our School Resource officers, teaching at local Citizen's Academy classes, and the 911 kids program that recognizes children who call 911 during emergencies and help save lives or property. In addition our Communications Van appears in local parades and other events.

Message to APCO? In 2005 the Boulder County Communications Center received the Colorado 911 Center of the Year Award from Colorado NENA.

9.

Name and location of PSAP: **Chaffee County Communications Center**
P.O. Box 699
Salida, CO 81201
(719) 539-2814

Who we dispatch for:

Police:
Chaffee County Sheriff's Office
Buena Vista Police
Salida Police
Arkansas Headwater Rangers
Colorado Division of Wildlife

Fire/EMS:
Chaffee County Ambulance
Arkansas Valley Ambulance
Chaffee County Fire
South Arkansas Fire

Buena Vista Fire
Salida Fire
Search and Rescue

Describe your staff:

One Supervisor
Eight Fulltime Dispatchers
Two Part-time Dispatchers
Four Volunteer Reserve Dispatchers
Everyone shares special projects such as EMD, GIS, etc.

How many calls for service per year? Approximately 15,000

What types of calls are common?

With three major mountain passes, the Arkansas River, Monarch Ski Area, and a large retirement community base we handle a lot of accidents and medical emergencies.

Circumstances unique to you?

We have several 14,000 foot mountains within the county and a lot of hikers, kayakers, bicyclists, and host numerous private and commercial raft companies, so our Search and Rescue Teams are kept busy. The Arkansas river has rapids from Class I to Class V. The largest employers in the county are the Buena Vista Correctional Complex and the Chaffee County Government, so we are reliant on the tourist trade.

Describe your dispatch technology:

Sleuth CAD and RMS; Palladium software

Describe your radio communications: Motorola radios

Major Projects or Implementations:

We are upgrading our recording system to Dictaphone Freedom Recorder, and planning on upgrading our radio system and 911 software in 2006, as well as adding a third dispatch console. In 2003 we moved into a new communications center.

Public Ed/Community Programs?

We are always attempting to educate the community and schools about 911

by going into schools and teaching 911 classes along with the fire departments prevention program.

Message to APCO?

If you want to see wildlife you can find antelope, elk, deer, mountain goats, mountain sheep and you might even see a bear wander through town. Come visit us sometime.

10.

Name and location of PSAP:

City of Arvada

Who we dispatch for:

Arvada Police

Describe your staff:

One Communications Manager, Three Communications Supervisors, Nineteen Dispatchers, Five are Training Instructors

How many calls for service per year? Approximately 90,000

What types of calls are common?

Traffic accidents, disturbances, domestic violence, theft, crimes against property.

Circumstances unique to you?

Very low citizen to officer ratio; we are a bedroom community of Denver.

Describe your dispatch technology:

Intergraph CAD; MDC; AVL; GIS Mapping; I/Leads RMS; Vesta Phones

Describe your radio communications: MA/Comm 800 megahertz trunked radio system, backbone equipment shared with Westminster PD. The first PC based radio system installed in Colorado.

Major Projects or Implementations:

2006 expansion and total remodel of center

Public Ed/Community Programs?

Citizens Police Academy, School Career Day, Job Fairs, Communication Center Tours.

Message to APCO?

Arvada prides itself on being a professional organization, responsive to the community and employees, as well as progressive with technology trends. We are fortunate to live in a beautiful part of the country. Located at the foot of the Rocky Mountains and neighboring city of Denver, which provides enjoyment for a diverse group of employees.

11.

Name and location of PSAP:

Englewood Department of Safety Services Communications Center

Who we dispatch for:

Police, fire and EMS.

Describe your staff:

One Comm Center Manager
Two Communications Supervisors
Ten Fulltime Dispatchers
Two Part-time Dispatchers

How many calls for service per year? Approximately 49,000

Circumstances unique to you?

The Englewood Department of Safety Services is the only joint Police and Fire Agency in the state of Colorado.

Describe your dispatch technology:

Logistic Systems CAD/RMS; Voice Print Recording; Moducom Dispatch and Radio consoles; Positron Power 911 Phone System; Phase II compliant with Contact One Maps and allows dispatchers to add area aerial photography.

Describe your radio communications:VHF radio system.

Major Projects or Implementations:

We will be migrating to the Motorola 800 megahertz CCNC system mid-summer, and will install Motorola Centracom Gold Elite consoles.

12.

Name and location of PSAP:	Montrose Regional Communications Center 1200 N. Grand Avenue Montrose, CO 81401 (970) 249-6606
Who we dispatch for:	Police: Montrose Police Olathe Police Montrose County Sheriff National Park Service Ouray County Sheriff Ridgway Marshal Telluride Marshal Mountain Village Police Fire: Montrose Fire Olathe Fire Log Hill Fire Ridgway Fire Ouray Fire Three more in Ouray County EMS: Olathe, Montrose Ridgway, Ouray and three more in San Miguel County, along with a separate transport ambulance.
Describe your staff:	One Supervisor Two Lead Dispatchers Eleven Communications Technicians
How many calls for service per year?	Approximately 12,700
What types of calls are common?	Our calls range from urban property type calls to domestic violence to wildlife to narcotics investigations.
Circumstances unique to you?	The main circumstance unique to our area is the geography.
Describe your dispatch technology:	Spillman CAD/RMS

Describe your radio communications: We are dealing with three counties, and within we are using low band radio frequencies, digital trunked low band radios, and one agency is using the state 800 system.

Major Projects or Implementations: We are upgrading our telephone/911 system to Positron.

13.

Name and location of PSAP:

Morgan County Communications Center
400 Warner Street
Fort Morgan, CO 80701
(970) 867-8531

Who we dispatch for:

Police:
Morgan County Sheriff
Brush Police
Fort Morgan Police
Wiggins Police
Log Lane Village Police

Fire/EMS:
Morgan County Ambulance
Brush Fire
Fort Morgan Fire
Wiggins Fire
Hillrose/Snyder Fire
After hours utilities for all municipalities
Morgan County Search and Rescue
Jackson Lake Park Rangers
Colorado Division of Wildlife
Colorado State Patrol
Morgan County Crimestoppers

Describe your staff:

One Director
One Operations Manager
One Information Systems Manager
One Part-time Information Systems technician
One Administrative Assistant

Ten Fulltime Dispatchers
Four Part-time Dispatchers

How many calls for service per year? Approximately 85,780

What types of calls are common? 89% law enforcement, 3% EMS, 1% fire, 7% other (public works, etc)

Circumstances unique to you? Our area is primarily agricultural with corn, pinto beans, potatoes, onions and sugar beets being the predominant irrigated crops, and wheat and barley being the predominant dry land crops. We also have many beef producers and very large dairy producers.

Describe your dispatch technology: Computer Information Systems CAD

Describe your radio communications: Motorola Gold Elite Series radio platform with limited ability to talk to the state 800megahertz system

Major Projects or Implementations: In 2005 we plan to complete the build out of the county infrastructure to the state digital trunked radio system.

14.

Name and location of PSAP: **Jefferson County Sheriff's Office, Communications Unit**
Dakota Building
800 Jefferson County Parkway
Golden, CO 80401

Who we dispatch for: Five police agencies
Nine fire protection districts

Describe your staff: One Communications Unit Center Manager
Four Communications Unit Supervisors
Twenty-four Dispatchers

How many calls for service per year? Approximately 159,150

What types of calls are common? We serve both metropolitan and rural areas. Calls range from major crimes, assaults and criminal mischief to search and rescue, wildland fires and livestock at large. Additionally we provide services for Pike National Forest under a contract with the US Forest Service.

Describe your dispatch technology: Printrak CAD; MDC, AVL mapping; Stencil Ten9 Instant Repeat Software, VoicePrint Recording System, Positron phones.

Describe your radio communications: Motorola Centracom consoles; we are a CCNC 800 megahertz digital network agency.

Major Projects or Implementations: We'll install Tiburon RMS in 2005, a major project that will consolidate our RMS and automate our reporting. We are also implementing a redistricting scheme and MDC procedures.

Public Ed/Community Programs? We have an active Crime Prevention Unit and our PIO's are active with the media. We work with the Jefferson County E911 Authority Board to disseminate information about the proper use of 911 and what homeowners and businesses should do in the event of an EPN launch.

Message to APCO? We welcome you with open arms and look forward to sharing our knowledge and experience with you. Please visit us while you are here.

15.

Name and location of PSAP: **Arapahoe County PSAP**

Who we dispatch for: City of Centennial
Cherry Hills Village
Bow Mar
Columbine Valley

Foxfield
Deer Trail
Arapahoe County

Describe your staff:

One Civilian Manager
Four Shift Supervisors
Twenty-four dispatchers

How many calls for service per year? Approximately 86,600

Circumstances unique to you?

We serve Colorado's first county which includes the 7th largest and one of the newest cities in the state. Includes both rural and metro properties, several park districts and several specialized task force teams.

Describe your dispatch technology:

New World CAD/RMS; Voice Print Recording; Xybix Ergo Power Consoles; Contact One aerial mapping; Positron Phones.

Describe your radio communications: Motorola Centracom Gold Elite consoles that control the 800 megahertz digital trunk and conventional radio systems.

16.

Name and location of PSAP:

**Colorado State Patrol
Communications Branch**

The CSP has five regional communications centers located in Denver, Pueblo, Alamosa, Montrose and Craig.

Who we dispatch for:

These centers provide dispatch services to a variety of federal, state, and local government public safety agencies.

Describe your staff:

**Denver Regional Communication
Center**

One Civilian Manager
Six Communications Supervisors
Forty-four Communications Officers

How many calls for service per year? Approximately 350,000

Circumstances unique to you? DRCC covers the northeast quadrant of Colorado, including 19 counties from the Wyoming state line to El Paso County, east to the Kansas state line and west to the Continental Divide. We are also the primary answering point for the National Early Warning System, Amber Alert, School Crime Stoppers, and the Waste Isolation Pilot Program.

Describe your dispatch technology: All five communications centers are linked by Printrak CAD.

Describe your radio communications: The state of Colorado is in the process of implementing an 800 megahertz Digital Trunked Radio System (DTRS).

Major Projects or Implementations: At the completion of the DTRS project, each center will have the ability to take over dispatching of other centers in the event of a catastrophic incident in any regional center location.

Message to APCO? The Communications Branch is proud to be a part of the Colorado State Patrol's Traffic Safety Team and contribute to the agency's goal of being "*First in Traffic Safety*".

17.

Name and location of PSAP: **Washington-Yuma County Combined Communications**
216 E. 3rd Avenue
Yuma, CO 80759

Who we dispatch for: Police:
Washington County Sheriff's Office
Wray Police

Yuma Police
Yuma County Sheriff's Office

Fire/EMS:
Washington County Ambulance
Idalia Ambulance
South Yuma-Washington County
Ambulance
Wray Ambulance
Yuma Ambulance
Akron Fire
Cope Fire
Otis Fire
South Washington Fire
Armel Fire
Eckley Fire
Hale Fire
Idalia Fire
Joes Fire
Kirk Fire
Vernon Fire
Wages Fire
Waunetta Fire
Wray Fire
Yuma Fire

City and County Services
Division of Wildlife
Bonny State Park
Colorado State Patrol
Brand Inspectors

Describe your staff:

One Communications Director
One Operations Coordinator
Three Communications Technician III
Three Communications technician II
Three Communications technician I
Three Part Time Communications
Technician I

How many calls for service per year? Approximately 55,000

What types of calls are common? Medical, trauma, traffic accidents, grass fires.

Circumstances unique to you?

The area we cover is rural, farming and ranching is the major livelihood. Though we cover over 5,500 square miles, most of our dispatchers are related to/or know most people who call for emergencies, which can cause some anxiety for the dispatcher but help calm the caller.

Describe your dispatch technology: CCSS CAD

Describe your radio communications:VHF and UHF radio system.

Major Projects or Implementations: Construction of a new radio tower; coming on line with the new state 800megahertz radio system; upgrade mapping system; become Phase II compliant.

Public Ed/Community Programs? We have a "911 for Kids" program in the schools, and will be implementing the CARES program, to include senior citizens, day care, assisted living and nursing homes. We participate in parades and have booths at community events.

18.

Name and location of PSAP:

Summit County Communications Center
0227 County Road 1003
Frisco, CO 80443

Who we dispatch for:

Police:
Summit County Sheriff's Office
Frisco Police
Breckenridge Police
Dillon Police
Silverthorne Police
Blue River Marshal

Fire/EMS:
Lake Dillon Fire
Lower Blue Fire
Copper Mountain Fire

Red, White & Blue Fire
Summit County Ambulance

Assist With:
Colorado State Patrol
Colorado Dept of Transportation
Colorado Division of Wildlife
US Forest Service
BLM Rangers

Describe your staff:

One Communications Director
Three Communications Supervisors
Thirteen Dispatchers
One Radio Technician
One Public Safety Administrator
One Administrative Assistant
One Part Time CBI Coordinator

How many calls for service per year? Approximately 100,000

What types of calls are common? Alarms, thefts, traffic accidents, alcohol-related incidents, hang-ups, parking complaints, search and rescue, wildlife calls and ambulance transports.

Circumstances unique to you? We are surrounded by mountain ranges and passes as high as 14,000 feet above sea level, with four major ski areas and numerous lakes in addition to seven municipalities. The county population soars from 23,000 to 200,000 during peak seasons. Many callers don't speak English and aren't sure where they are. We have one of/or the highest number in the continental United States for: suicides during the month of April; avalanche calls; search and rescue calls; and out-of-county ambulance transports.

Describe your dispatch technology: The first Motorola CAD installed in the world; MDC; ATMapping; Voice Print Recording; EPN; Phase II compliant; Plant Vesta phones.

Describe your radio communications: UHF/VHF/microwave repeated radio system, and we are assisting the state with the DTRS build out.

Major Projects or Implementations: County wide RMS for police, fire and ambulance, including automated field reporting. Also working with the school district to install bi-directional amplifiers so that responders can be heard inside all school buildings.

Public Ed/Community Programs? We provide 911 Kids classes and participate in Career Days at the schools, and man a booth at various community fairs and events. We've published numerous magazine and newspaper articles, and appeared on local radio and TV shows with public service announcements or to promote Nat'l Telecommunicator Week. Our new hospital, scheduled to open in 2006, has been active with the EMD program.

Message to APCO? We dispatch from one of the most beautiful places in the world, and we're excited to share our state with APCO members. Welcome!

19.

Name and location of PSAP: **Routt County Communications**
2025 Shield Drive
Steamboat Springs, CO 80487

Who we dispatch for: Police:
Steamboat Springs Police
Routt County Sheriff's Office
Hayden Police
Oak Creek Police
Yampa Police

Fire
EMS

Assist With:
Colorado Division of Wildlife
Colorado State Parks
Mental Health
Visiting Nurses Association
Local and county public works

Describe your staff:

One Communications Director
Three Communications Supervisors
Three Communications Specialist III
Eight Communications Specialist II
One Part time Comm Specialist II
One Administrative Assistant
One Part time Administrative Assistant

How many calls for service per year? Approximately 45,600

What types of calls are common? Animal calls such as horses and cows on the road or dogs at large.

Circumstances unique to you? The numbers of bears in the area has increased since the recent drought. Our area varies from coal mining to cattle ranches, tourism from our ski area, hunting, camping and some wheat harvesting.

Describe your dispatch technology: Vision AIR CAD, linked to two law enforcement records management systems and the jail; CML Sentinel 911 telephones;

Describe your radio communications: Motorola Centracom Gold Series using a Harris microwave and five repeaters. Cars have Zetron encoders for backup.

Message to APCO? Routt County is located approximately 150 miles (three hour drive) northwest of Denver, and we border the state of Wyoming.