



**WORK SESSION AGENDA**  
**WESTERN COLORADO REGIONAL DISPATCH CENTER**  
**Monday, December 2, 2019**  
**13:30 p.m. in the Centennial Conference Room**  
**Located in the Montrose City Annex Building, 433 S 1<sup>st</sup> Street,**  
**Montrose CO 81401**  
**Conference Bridge: 1 219-321-0378, PIN: 646 759 259#**

1. EXECUTIVE DIRECTOR UPDATE: MANDY STOLLSTEIMER    **2-9**
  - a. Operational Update - Report
  - b. EMD Program Update (grant funding)
  - c. CPE Research Update
  - d. Staffing
2. LAW ENFORCEMENT RADIO PROTOCOLS
3. AMMENDED & RESTATED IGA DISCUSSION
4. MRCC / WESTCO IGA LANGUAGE UPDATE    **10-12**
5. WESTCO BACKUP SITE AND CONTINUED SUPPORT
6. ESINET TRANSITION AND 911 TRUNK SUPPORT
7. ANNUAL MEEITNG DATE/TIME DISCUSSION
8. BOARD OPEN DISSCUSSION
9. ADJOURNMENT



**WestCO**  
Western Colorado Regional  
Dispatch Center

1140 N. Grand Ave  
Montrose, Colorado 81402

[www.wcrdc.net](http://www.wcrdc.net)

## **Executive Director Report**

**Date:** December 2019

### **Administration:**

- 2020 User agency contracts have been emailed to all users who are not WestCO Members.
- Monthly ESInet User group meetings continue. CenturyLink has agreed to move WestCO's ESInet Migration to November 2020 allowing ample time to iron out any issues or concerns prior to installation of a new phone system.
- Call Handling Equipment/System demonstrations continued along with additional research on emerging technologies.
- WestCO leadership performed a site visit to Pitkin County where they are utilizing Priority Dispatch's EMD protocols with FLEX (Spillman) integration. We were able to discuss operational and technical considerations.
- I continue to hold a voting position on the Colorado Training Standards Committee. We have started creating a Communications Supervisor Class that will be offered free of charge to any Colorado PSAP.
- I've volunteered to be a voting 9-1-1 Representative on the PUC 9-1-1 Advisory Task Force. Elections have not yet taken place.
- A grant application was submitted to WRETAC in the amount of \$30,000.00 for the purpose to assist with funding of a new EMD program. The WRETAC Board approved the funding request, but it must be approved and by the Montrose County BOCC.

### **Operations:**

- In October Montrose Fire and Olathe Fire transitioned to the regional call signs for radio operations. After some testing and adjustment, all is going well. Olathe Fire was migrated to the City of Montrose FLEX Server at the same time as the call sign transition.
- In November Nucla Naturita Fire and all Ouray area Fire and EMS agencies were migrated to the new regional call signs and to the City of Montrose FLEX Server
- We are tentatively scheduled to migrate Montrose County Sheriff's Office and Black Canyon Rangers to the City of Montrose FLEX Server on December 10<sup>th</sup>, 2019.
- ESN Routing – With assistance from METSA, a request was submitted to CenturyLink to update ESN routing for 9-1-1 calls as well as the overflow and make busy routing. As of November 15<sup>th</sup>, 2019 all 9-1-1 calls within WestCO's coverage directly route to our PSAP located at 1140 N Grand Ave. In overflow situations, calls will first "roll" to WestCO Backup. WestCO Backup is in a state of "make-busy" that forwards calls to Delta County's Dispatch Center. In the event of a physical evacuation, WestCO primary would be placed in "make busy" and WestCO Backup would receive all 9-1-1 calls.

- SchoolSafe continues to experience technical issues that are being addressed on their end. At this time WestCO doesn't have capabilities to bridge all Montrose County School District Schools. Weekly tests continue but additional operational procedures have been delayed.
- WestCO worked with the Dolphin House, Montrose Police Department, and the Montrose County Sheriff's Office to establish a protocol for SANE exams available to the entire 7<sup>th</sup> Judicial District.
- Worked with Montrose Police Department, the Montrose County Sheriff's Office, Telluride Marshal's Office, Mountain Village Police Department, and Telluride Fire Protection District on proper co-responder notification.

### **Operating Systems:**

- FLEX (formally Spillman) –
  - All agencies with the exception of Montrose County Sheriff's Office and the National Parks Rangers have been migrated to the City of Montrose Spillman Server. WestCO has been working with Montrose County Sheriff's Office and the Montrose Police Department to get MCSO and the National Parks Rangers migrated by year end. A tentative date of Tuesday December 10<sup>th</sup>, 2019 has been set for the migration.
  - Continued work with Montrose Police Department, and other agencies, to reduce CAD Nature Code and properly prioritize them.
- Radio –
  - After a routine re-set of all the MCC7500 radio consoles at WestCO backup, we lost connectivity on three of the four radio positions. Motorola was contacted and a work ticket was created. This same thing happened at another PSAP in the state and the issue was identified. The State of Colorado is working on a DTR upgrade and some when reset, some consoles are reverting to an older software version. Bear Com was on site at WestCO Backup and fixed the issue and updated all four console positions.
  - Bear Com is schedule to be on-site at WestCO primary Thursday December 5<sup>th</sup> – Friday December 6<sup>th</sup> to update and upgrade all seven radio positions.
- Long term recording -
  - Worked with Equature to update the recording system at WestCO primary to record phone calls at the trunk level creating greater ease when searching for calls.
  - On Sunday November 17<sup>th</sup>, 2019 dispatchers noticed that they were unable to retrieve audio recordings. A help ticket was placed to Equature and after a remote dial in by the tech, it was discovered that the system was still recording, but the retrieval application had crashed. Attempts to reset the retrieval application caused additional degradation to the system and we stopped all recordings. A physical reset of the server was required and audio recordings were restored. The follow day Equature discovered that an external drive connected to the Equature system had failed. A new drive was shipped and the City of Montrose IT installed the new drive.
  - On November 25<sup>th</sup>, 2019 Equature detected that a RAID battery is not presenting on the hardware. A new battery was ordered and once onsite will be scheduled for install.
- Xerox Machine -

- Multiple help tickets have been submitted due to machine failure. A tech has been on site twice and ordered multiple replacement parts.
- Universal Power Supply (UPS) –
  - Both the Primary UPS and Backup UPS received service and passed with no issues.
  - Replacement batteries for the Primary UPS have been ordered and will be installed once onsite.

**Community Involvement:**

- WestCO members attended Mountain Village’s Coffee with a Cop in early October.
- WestCO will be presenting at the Montrose County Sheriff’s Office Citizen’s Police Academy in December.
- WestCO will be presenting at the Montrose Police Department’s Citizen’s Police Academy in early 2020.

**Personnel:**

- Staffing: WestCO welcomed 4 new employees in October and November making us one position shy of being fully staffed.

	<b>Budgeted</b>	<b>Filled</b>	<b>Vacant</b>
<i>Administration (FTE)</i>	1	1	0
<i>Operations: Supervisor (FTE)</i>	3	3	0
<i>Operations: Telecommunicator (FTE)</i>	18	17** 8 in CTO	1
<i>Operations: Part Time</i>	0	1	0

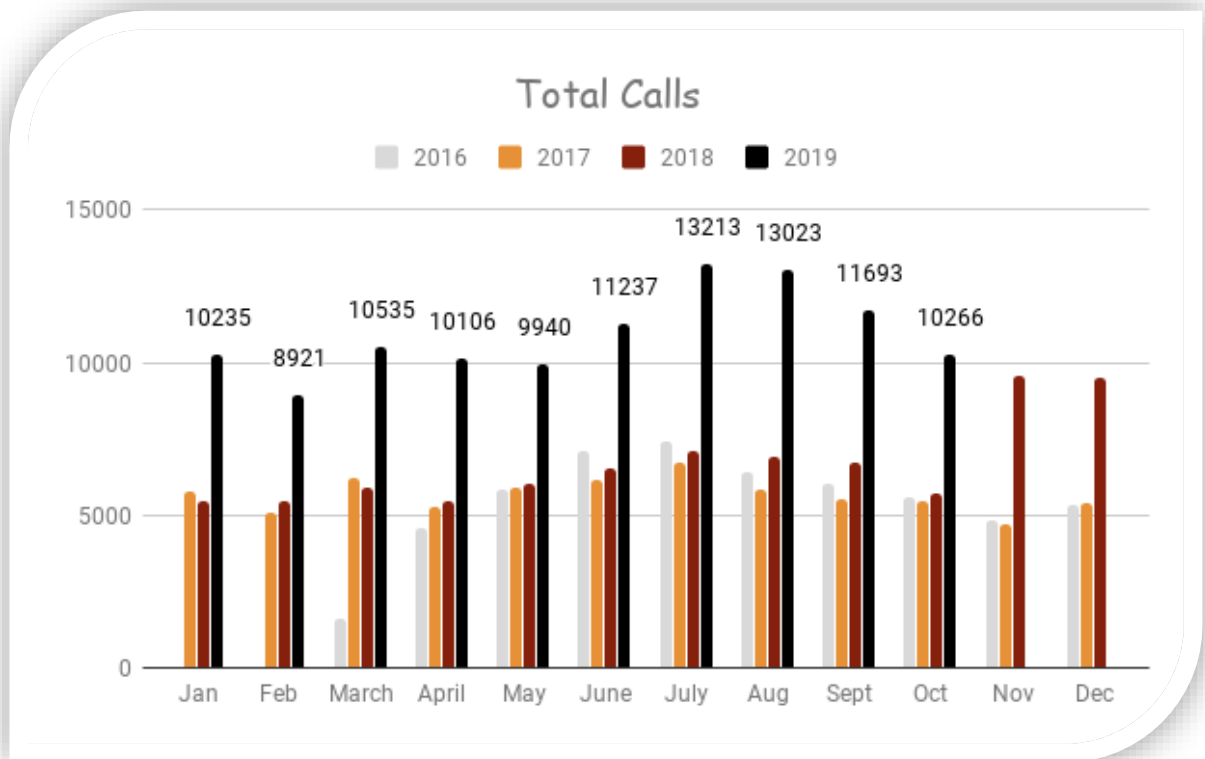
- Recruitment
  - WestCO has slowed recruitment efforts but is still accepting applications. We have one vacancy to fill with the possibility of over hiring by two positions.
- Training
  - CTO: With 8 of our 17 telecommunicators in training, WestCO revamped our CTO program to better fit the needs of the center. The changes reflect the continued desire to adequately train new team members while providing them a welcoming training environment. Some the changes include:
    - Integrating resiliency training into the program
    - Eliminating time requirements on phase completion provided trainee are demonstrating progress
    - Started training new hires on radio dispatch prior to call taking
    - Moved all documentation to the Google drive to better control user access to trainee specific information.
  - Continuing Education
    - Ongoing *APCO Public Safety Communication Monthly Continuing Education Trainings* and the monthly *Police Legal Sciences* training.
    - WestCO leadership attended Continuity of Operations Planning (COOP) Training in Durango and were provided with COOP templates to utilize.
    - Six telecommunicators completed CPR/First Aid certification conducted by our in-house instructor.

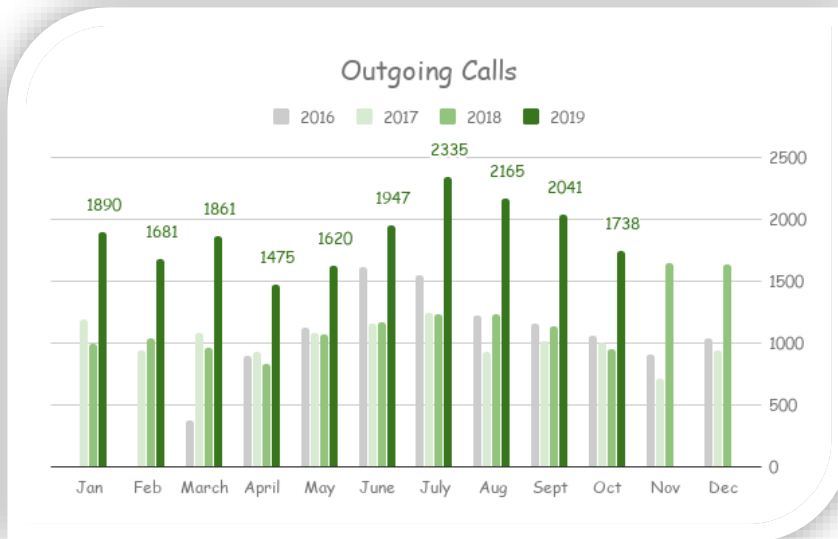
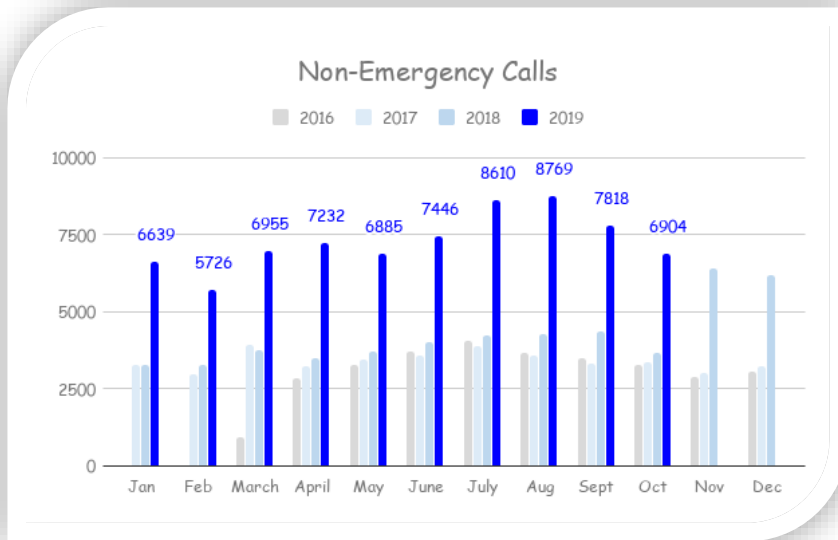
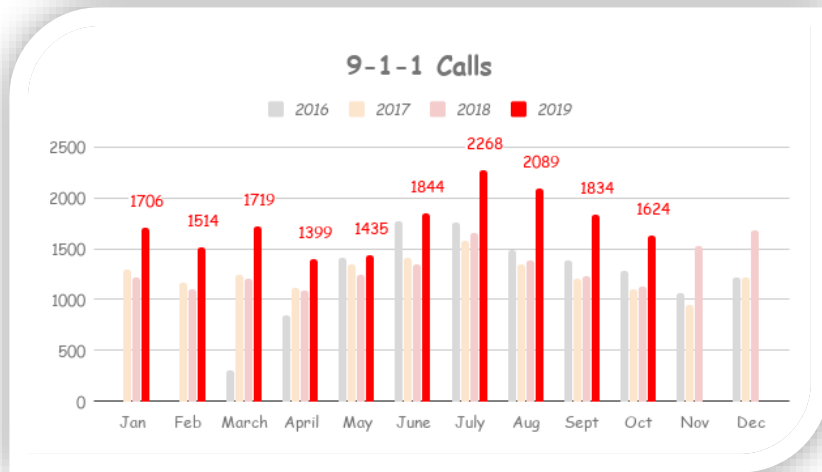
- Five telecommunicators attended the Active Shooter training offered by Mountain Village.
- I attended the 911 Summit in Loveland where PSAP and Authority representatives from across the state convened to discuss the upcoming ESInet migration and the current state of 911.

	CTO Hours			Cont. Education Hours		
	2017	2018	2019	2017	2018	2019
<i>January</i>	368	348	372.5	128.5	36	87
<i>February</i>	272	272	280	50.5	21	32
<i>March</i>	176	368	272.5	145	83	190
<i>April</i>	40	0	136	93	37	465.5
<i>May</i>	182	74	447	255	118	105
<i>June</i>	444	159	370	39	24	252
<i>July</i>	482.5	234	320	93.1	14	23
<i>August</i>	466	530	357	73.9	79	15
<i>September</i>	408	571	326	50	32	71
<i>October</i>	685.5	363	880	109.2	45	45
<i>November</i>	360	386		251.5	41	
<i>December</i>	399.5	340		45	51	
<b>TOTALS</b>	<b>4283.5</b>	<b>3645</b>		<b>1334.7</b>	<b>581</b>	

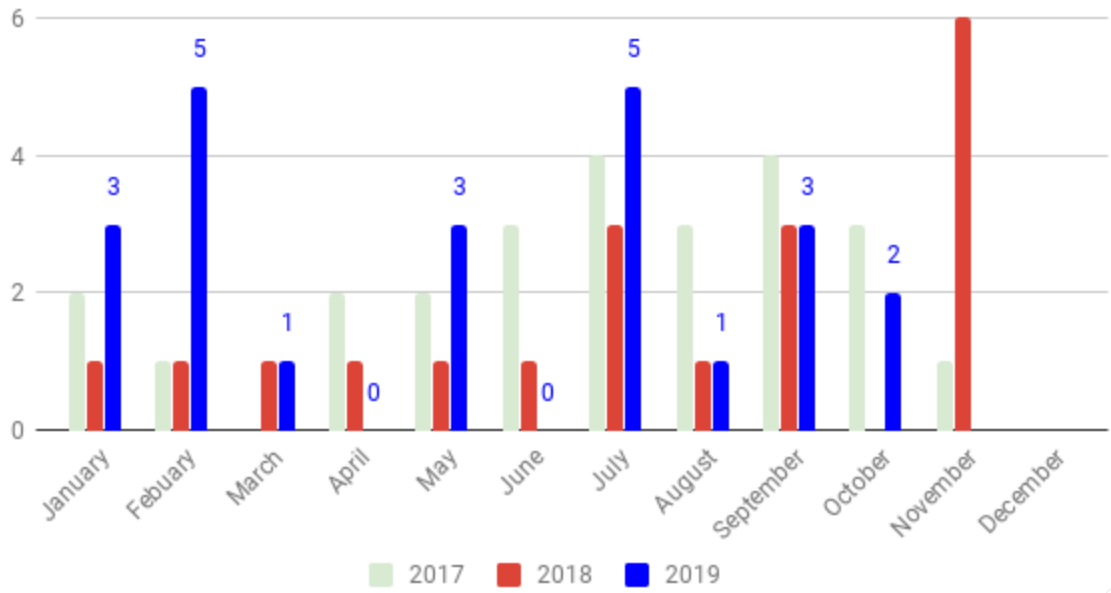
## STATISTICAL DATA

### CALL & TEXT VOLUMES

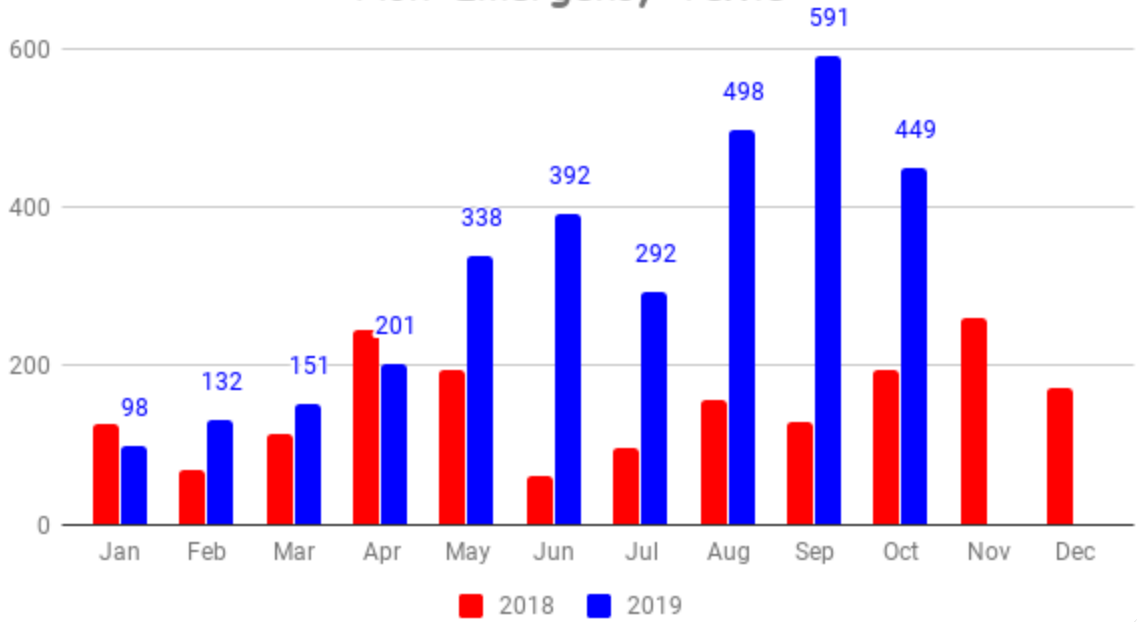




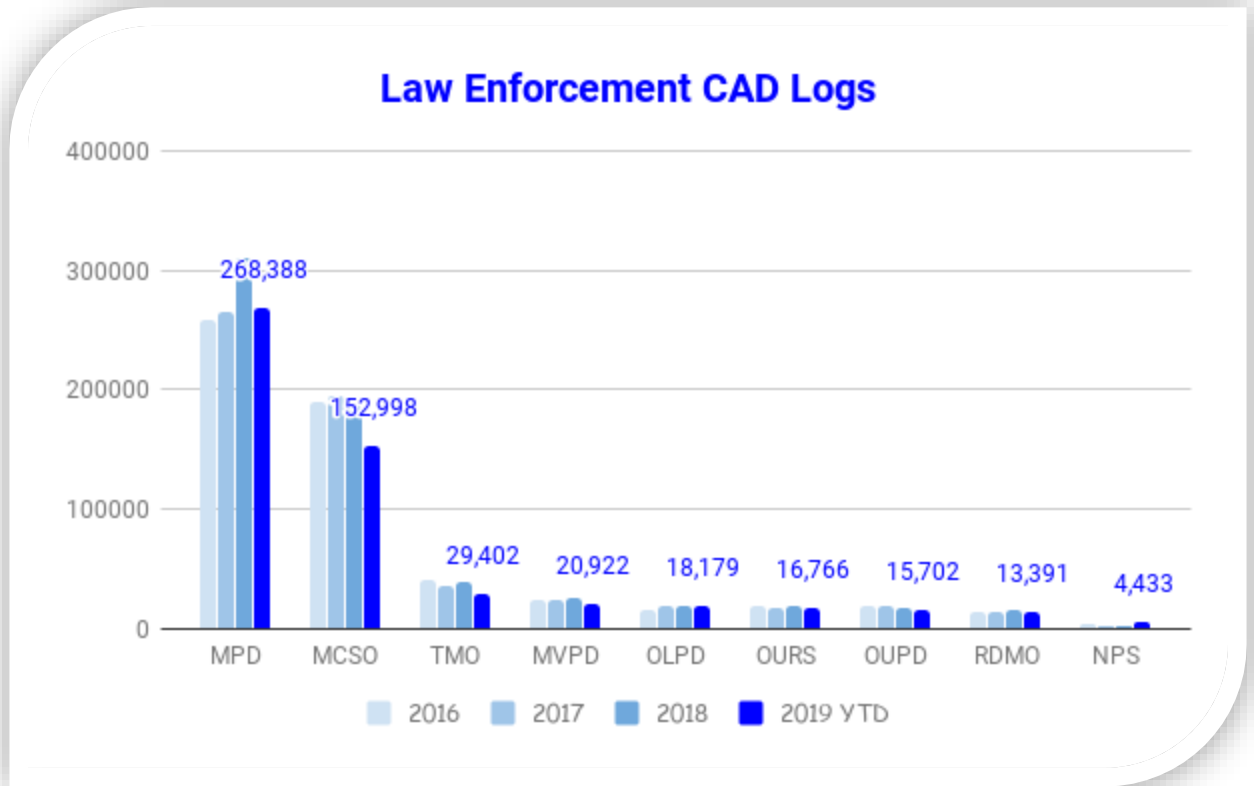
### Text to 9-1-1



### Non-Emergency Texts



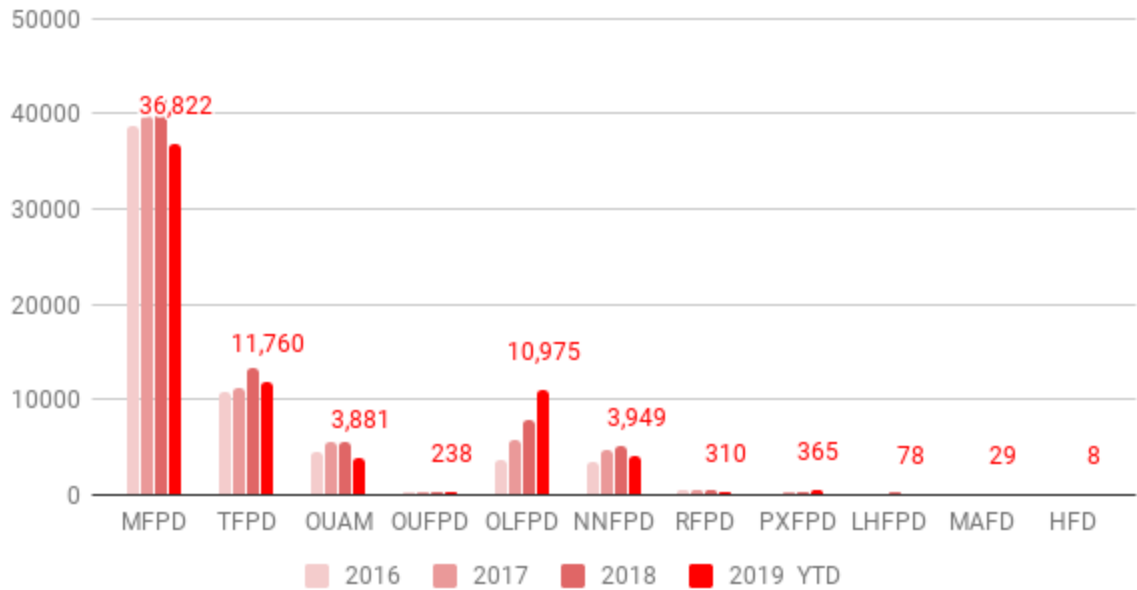
## CAD BILLING LOGS BY YEAR



	2016	2017	2018	2019 YTD
<b>MPD</b>	258,081	265,715	309,856	268,388
<b>MCSO</b>	189,237	194,029	185,774	152,998
<b>TMO</b>	40,492	35,873	38,505	29,402
<b>MVPD</b>	23,575	24,353	25,776	20,922
<b>OLPD</b>	15,983	17,991	18,410	18,179
<b>OURS</b>	19,018	17,378	18,312	16,766
<b>OUPD</b>	18,517	17,953	17,107	15,702
<b>RDMO</b>	14,383	13,724	15,429	13,391
<b>NPS</b>	2,906	2,619	2,238	3,973



## Fire/EMS CAD Logs



	2016	2017	2018	2019 YTD
<b>MFPD</b>	38,774	39,746	41,763	36,822
<b>TFPD</b>	10,765	11,083	13,243	11,760
<b>OUAM</b>	4,392	5,507	5,529	3,881
<b>OUPFD</b>	169	179	232	238
<b>OLFPD</b>	3,540	5,650	7,747	10,975
<b>NNFPD</b>	3,371	4,678	5,049	3,949
<b>RFPD</b>	366	402	514	310
<b>PXFPD</b>	121	280	188	365
<b>LHFPD</b>	69	65	158	78
<b>MAFD</b>	47	42	47	29
<b>HFD</b>	3	9	4	8

Additional data provided upon request.

**INTERGOVERNMENTAL AGREEMENT CONCERNING CERTAIN SERVICES TO BE PROVIDED BY THE WESTERN COLORADO REGIONAL DISPATCH CENTER (WESTCO) TO THE MONTROSE REGIONAL COMMUNICATIONS CENTER**

THIS INTERGOVERNMENTAL AGREEMENT (“the Agreement”) is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2019, by and between the WESTERN COLORADO REGIONAL DISPATCH CENTER, hereinafter referred to as “WESTCO”; and the COLORADO STATE PATROL MONTROSE REGIONAL COMMUNICATIONS CENTER, hereinafter referred to as “the MRCC”.

WITNESSETH:

WHEREAS, WESTCO operates and maintains a 9-1-1 dispatch center in the City of Montrose, State of Colorado, for the provision of emergency and non-emergency communication (“Dispatch Services”); and

WHEREAS, the MRCC provides emergency telephone services to the residents of Silverton, Colorado, San Juan County, Colorado; and

WHEREAS, the MRCC and WESTCO are authorized by law to enter into intergovernmental agreements for the benefit of WESTCO and the MRCC; and

WHEREAS, WESTCO has recently incorporated technology that enables residents of Montrose County to place emergency calls to WESTCO using text messaging rather than voice communication, such services being hereinafter be referred to as “text to 9-1-1 services”; and

WHEREAS, the MRCC has been advised that certain telecommunications providers are now capable of providing text to 9-1-1 services in the MRCC’s service area; and

WHEREAS, the MRCC is not presently able to accept text to 9-1-1 services, but wishes to enable such capability in their service area on an interim basis prior to the acquisition and installation of equipment which would enable the MRCC to accept such calls; and

WHEREAS, WESTCO is capable of accepting text to 9-1-1 services on behalf of the MRCC and has agreed to do so pursuant to the terms and conditions of this IGA.

NOW, THEREFORE, in consideration of the mutual promises contained herein, and other good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the parties agree as follows:

1. Preamble. The parties agree that the recitals set forth above are true and correct, and those recitals are hereby incorporated into the body of this Agreement.

2. Term and Termination. This Intergovernmental Agreement shall remain in full force and effect for a period of one (1) year from its effective date. Thereafter, it shall be automatically renewed for successive one-year periods, unless sooner terminated in accordance with the provisions of this Agreement. Either party may terminate this Agreement upon (30) days written notice to the other party.

3. Effective Date. This Intergovernmental Agreement shall be presented to the appropriate authorities of the MRCC and WESTCO for approval by both parties.

4. Text to 9-1-1 Services. WESTCO agrees that it shall commence to receive text to 9-1-1 messages from residents in San Juan County that would be directed to the MRCC. WESTCO shall have a policy established for the appropriate handling of the MRCC text to 9-1-1 messages.

5. Compensation. ~~While no costs associated with configuration or testing of the WESTCO 9-1-1 system to receive MRCC text to 9-1-1 calls are anticipated, all financial obligations will be agreed upon prior to any work being done. MRCC agrees to reimburse WESTCO for any costs associated with configuration or testing of the WESTCO 9-1-1 system to receive MRCC text to 9-1-1 calls.~~

6. Liability. Each of the parties hereto shall be solely responsible for the actions or omissions of its officers and employees, but shall not be responsible or legally liable for the negligent acts of the other party to this Agreement or of its officers and employees. In no event shall WESTCO be liable for any loss or damages related to the accuracy or completeness of the data provided to the MRCC, nor shall WESTCO be liable for any special, incidental or consequential damages. Nothing in this Agreement shall be construed as a waiver of the notice requirements, defenses, immunities and limitations either party may have under the Colorado Governmental Immunity Act (Sec. 24-10-101, C.R.S. *et seq.*) or of any other defenses, immunities, or limitations of liability available to either of the parties by law.

7. Relationship of the Parties. The parties enter into this Agreement as separate and independent entities and shall maintain such status throughout the term of this Agreement.

8. Amendment. No amendment or other modification of this Agreement shall be valid unless pursuant to a written instrument signed by both parties.

9. Assignment. The benefits and burdens under this Agreement may not be assigned by either party without the written consent of the other.

10. Parties to Exercise Good Faith. WESTCO and the MRCC agree to devote their best efforts and to exercise good faith in implementing and adhering to the provisions of this Agreement.

11. Intent of Agreement. This Agreement is intended to describe rights and responsibilities only as between the named parties hereto. It is not intended to, and shall not be deemed to confer rights to any persons or entities not named as parties herein.

12. Notices. All notices provided for under this Agreement shall be effective when mailed, postage prepaid, and sent to the following addresses:

Colorado State Patrol Montrose Regional Communications Center  
2420 N. Townsend Avenue  
Montrose, CO 81401

Western Colorado Regional Dispatch Center  
1140 N. Grand Avenue  
Montrose, CO 81401

IN WITNESS WHEREOF, the parties hereto have caused this Intergovernmental Agreement to be executed the day and year first written above.

CENTER WESTERN COLORADO REGIONAL DISPATCH

By \_\_\_\_\_  
Mandy Stollsteimer, Executive Director WestCO

ATTEST:

\_\_\_\_\_  
Secretary

COMMUNICATIONS CENTER COLORADO STATE PATROL MONTROSE REGIONAL

By \_\_\_\_\_  
Barry Bratt, Lieutenant Colonel

ATTEST:

\_\_\_\_\_