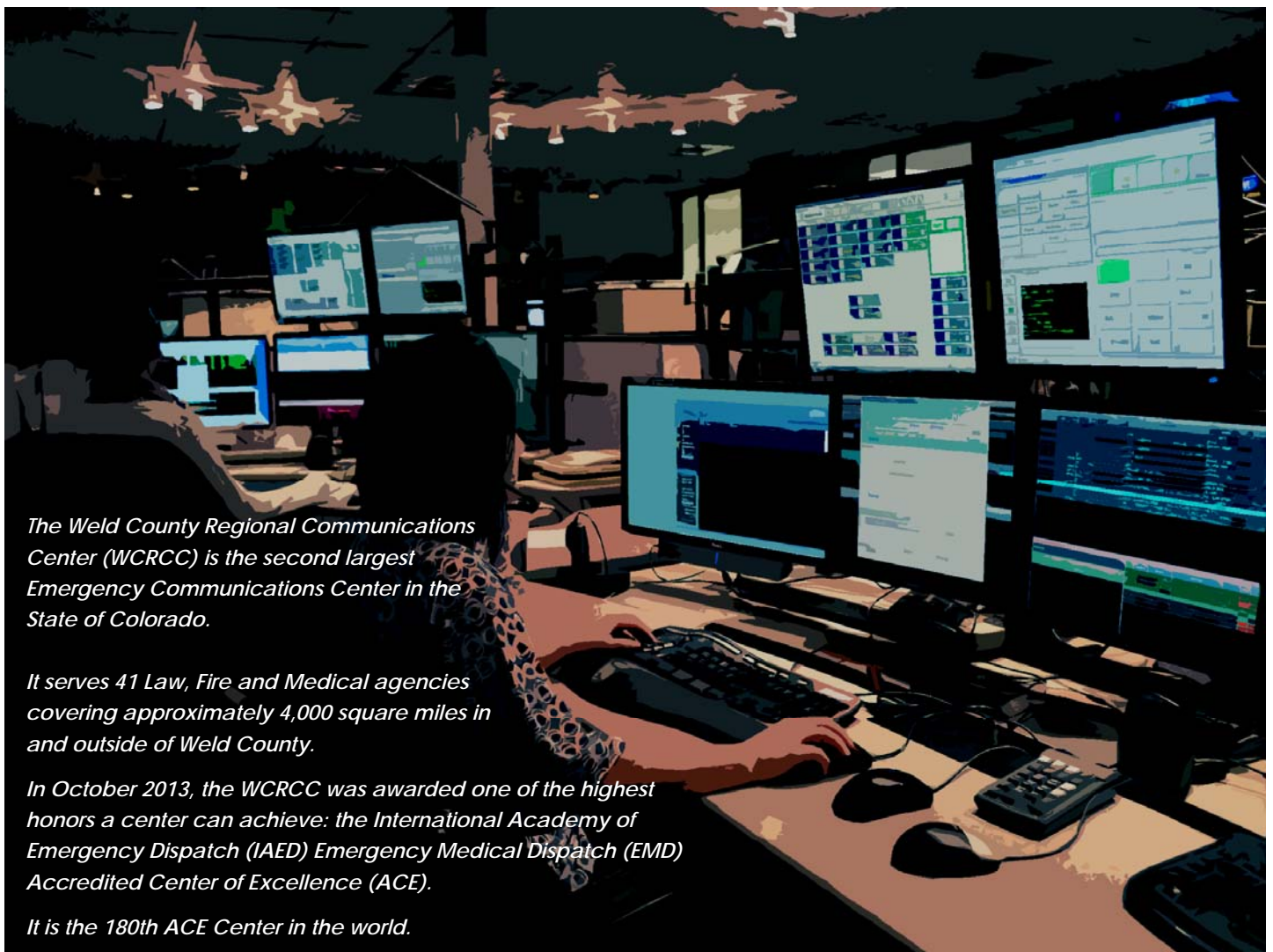


# WELD COUNTY REGIONAL COMMUNICATIONS CENTER (WCRCC)

EXCELLENCE IN PUBLIC SAFETY



*The Weld County Regional Communications Center (WCRCC) is the second largest Emergency Communications Center in the State of Colorado.*

*It serves 41 Law, Fire and Medical agencies covering approximately 4,000 square miles in and outside of Weld County.*

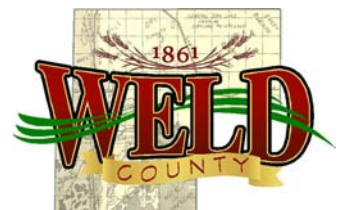
*In October 2013, the WCRCC was awarded one of the highest honors a center can achieve: the International Academy of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) Accredited Center of Excellence (ACE).*

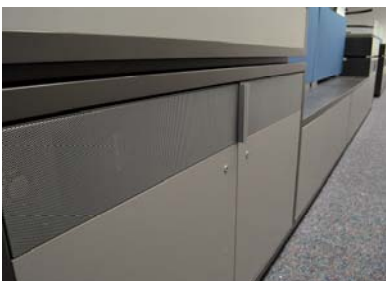
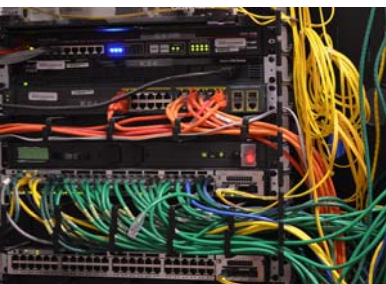
*It is the 180th ACE Center in the world.*

## **WCRCC**

1551 N. 17<sup>th</sup> Ave.  
Greeley CO 80631

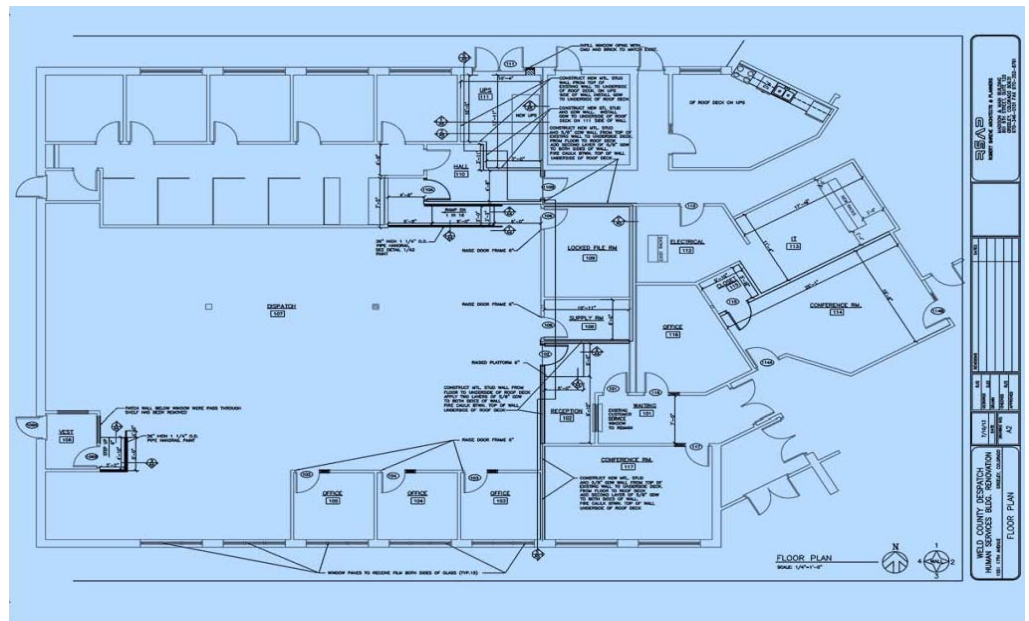
Phone: 970-350-9600  
E-mail: [mrwallace@weldgov.com](mailto:mrwallace@weldgov.com)





## CONFIGURATION

- **Watson Furniture Mercury Dispatch product line** (largest installation in the country).  
-14 Dispatch consoles; each workstation houses four different computer systems: Spillman CAD, Viper 9-1-1 phone, Motorola Radio, stand alone county PC, all configured to dispatch Fire, Law and EMS.
- Approximately **five miles of CAT 6 network cabling**, and **72 electrical circuits** powering the workstations.
- **Herman-Miller Aeron 24x7 ergonomic seating** including a **12-seat Incident Command area**.
- Redundant heating and cooling systems; **250 KW Cummins Generator** and **Liebert UPS System**
- 9-1-1 trunks have dual paths into the Communications Center
- **10,316 square feet**



## 2013 STATISTICS

**Total calls for services: 303,352**  
 - Law - 247,188 incidents/calls  
 - Fire - 30,256 incidents/calls  
 - EMS - 25,908 incidents/calls

**Total incoming calls: 322,738**  
 - 9-1-1 calls - 105,773  
 - Administrative calls - 216,965

**Total outgoing calls: 116,621**

**Total Public Alerts via Emergency Notification System: 83**  
 - emergency reverse notifications  
 (includes those sent during the flood)

# TECHNOLOGY

## Intrado Viper Multi-Node Power 9-1-1 phone system

- Second node installed at the WCRCC back-up communications center
- Installed and maintained by Century Link
- Next Generation 9-1-1 capable
- Prepared to accept 9-1-1 text messages (*in testing phase*)

## Intrado Viper Power Mapping (to map incoming calls)

## Front Range Communications Consortium (FRCC) Radio System

- M3 Core Switch partnered with Adams County Communications
- Motorola MCC7500 Radio Consoles - V7.13

## Spillman Computer Aided Dispatch (CAD) System V6.2

## Priority Dispatch Emergency Medial Dispatch—Paramount Version

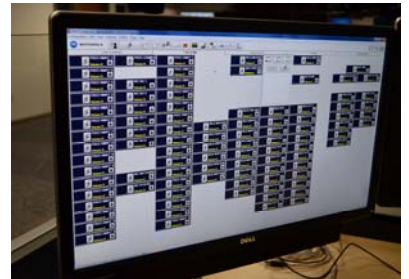
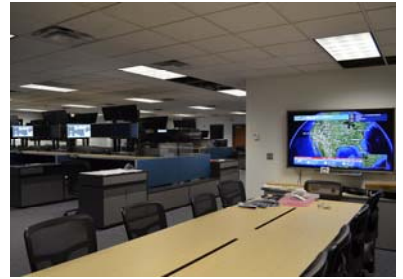
## Visual Electronics - Display Boards

- Emergency Alert System (EAS)
- Amber Alerts
- Weather Alerts
- Federal Alerts

## Multimedia distribution system

- Four 55" monitors capable of displaying Public Safety resources
- One 70" touch screen monitor for Incident Command operations
- Any information displayed on the monitors can be rebroadcasted to the Weld County Emergency Operations Center
- WeatherTAP—HD future weather radar
- Dedicated public safety fiber network

## Expanded/remodeled data room



# STAFF

Public Safety Communications is comprised of 71 staff members.

Director of Public Safety Communications, Michael R. Wallace

Public Safety Communications Operations Manager, Debbie Nasta

Public Safety Information Technology Operations Manager, Jack Statler

Public Safety E9-1-1 MSAG Project Coordinator, Jon Lunsford

### Communications Center Staff:

- 1 Performance and Quality Improvement Coordinator
- 1 Training Coordinator
- 1 Office Technician
- 6 Communications Supervisors
- 53 Communications Dispatchers

### Public Safety Information Technology Staff:

- 2 Systems Administrators
- 2 Systems Analysts
- 1 Data Base Administrator
- 1 Geographic Information Systems Analyst
- 1 Public Safety Technician





## ACKNOWLEDGMENTS



**Weld County Board of Commissioners:**

(from left) Douglas Rademacher, Sean Conway, William Garcia, Mike Freeman, Barbara Kirkmeyer

**Project Team:**

Weld County Public Safety Communications Director:  
Mike Wallace

Weld County Director of Buildings and Ground:  
Toby Taylor

**Funding for the new \$4 million Weld County Regional Communications Center was provided by Weld County government and the E911 Authority Board, whose Board of Directors include:** Barbara Kirkmeyer, Chairman | Chief Matthew B. Skaggs, Dacono Police, Vice Chairman | Captain Jack Statler, Greeley Police | Steve Reams, Weld County Sheriff's Office | Chief Kenneth Poncelow, Fort Lupton Police | Mitch Wagy, Banner Health | Chief Phil Tiffany, Fort Lupton Fire |

**The Weld County Regional Communications Center serves the following agencies:** **LAW:** Ault Police | Dacono Police | Evans Police | Firestone Police | Frederick Police | Ft. Lupton Police | Gilcrest Police | Greeley Police | Johnstown Police | Kersey Police | LaSalle Police | Lochbuie Police | Milliken Police | Nunn Police | Platteville Police | Weld County Sheriff | Windsor Police **FIRE:** Ault-Pierce Fire | Briggsdale Fire | Eaton Fire | Evans Fire | Frederick-Firestone Fire | Ft. Lupton Fire | Galeton Fire | Hudson Fire | Johnstown Fire | Kersey Fire | LaSalle Fire | Milliken Fire | Mountain View Fire | New Raymer Fire | Nunn Fire | Pawnee Fire | Platteville-Gilcrest Fire | Southeast Weld Fire | Greeley Fire | Windsor-Severance Fire **PARAMEDICS:** Banner Health Paramedics | Frederick-Firestone Fire Paramedics | Johnstown Fire Paramedics | Milliken Fire Paramedics | Mountain View Fire Paramedics | Southeast Weld Fire Paramedics | Windsor-Severance Fire Paramedics |

**The Weld County Regional Communications Center worked with the following vendors:**

CenturyLink | Intrado | Watson Furniture | Vel Electronics | Gorman-Redlich EAS | Motorola | Spillman | Phone Supplements | H&H Data Services | Wireless Advance Communications | Newegg | CDW | WeatherTAP | TigerDirect | Mountsdirect | Ford Audio | Robert Shreve Architects and Planners | RJ McNutt | AE Associates | Classic Contractors | Weifield Group | Masters LLC | Greeley Furnace | Johnson Controls Inc. |