



DENVER
THE MILE HIGH CITY

9-1-1 Emergency Communications

The Denver 9-1-1 Emergency Communications Center is the public safety answering point for 9-1-1 telephone calls and texts for the City and County of Denver. The 9-1-1 Operations program goal is to answer and process 9-1-1 emergency telephone calls and non-emergency telephone calls and texts for the City. Employees obtain and enter critical information into the computer-aided dispatch (CAD) system and dispatch the most appropriate first responder in the least amount of time possible. Other operations supported by this Division include the Support Team Assisted Response (STAR) Program and the National Crime Information Center (NCIC) Unit.



Call-Taking and Dispatch Process

9-1-1 Emergency Communication Technicians (ECT)

- Triage incoming calls as emergent or non-emergent, and quickly document a brief synopsis, including key information for responders. A Nature Code and priority are determined

Next Step Routing

- The call is then routed by the Computer Aided Dispatch (CAD) software, to DPD, DFD and/or Denver Health Dispatch teams. The ECT will continue to gather information and update the CAD notes

Dispatch Response

- The dispatcher(s) receives call notes in real time, and determines what resources are available in order to send the most appropriate responder, based on the Nature Code and priority

Initial Dispatch to Conclusion

- Dispatchers can increase or decrease response priority, add/remove resources, and append information based on information received from call-taker, and responding units

National Standards for Decision-Making



NENA and APCO are the two internationally recognized standards bodies for emergency communications

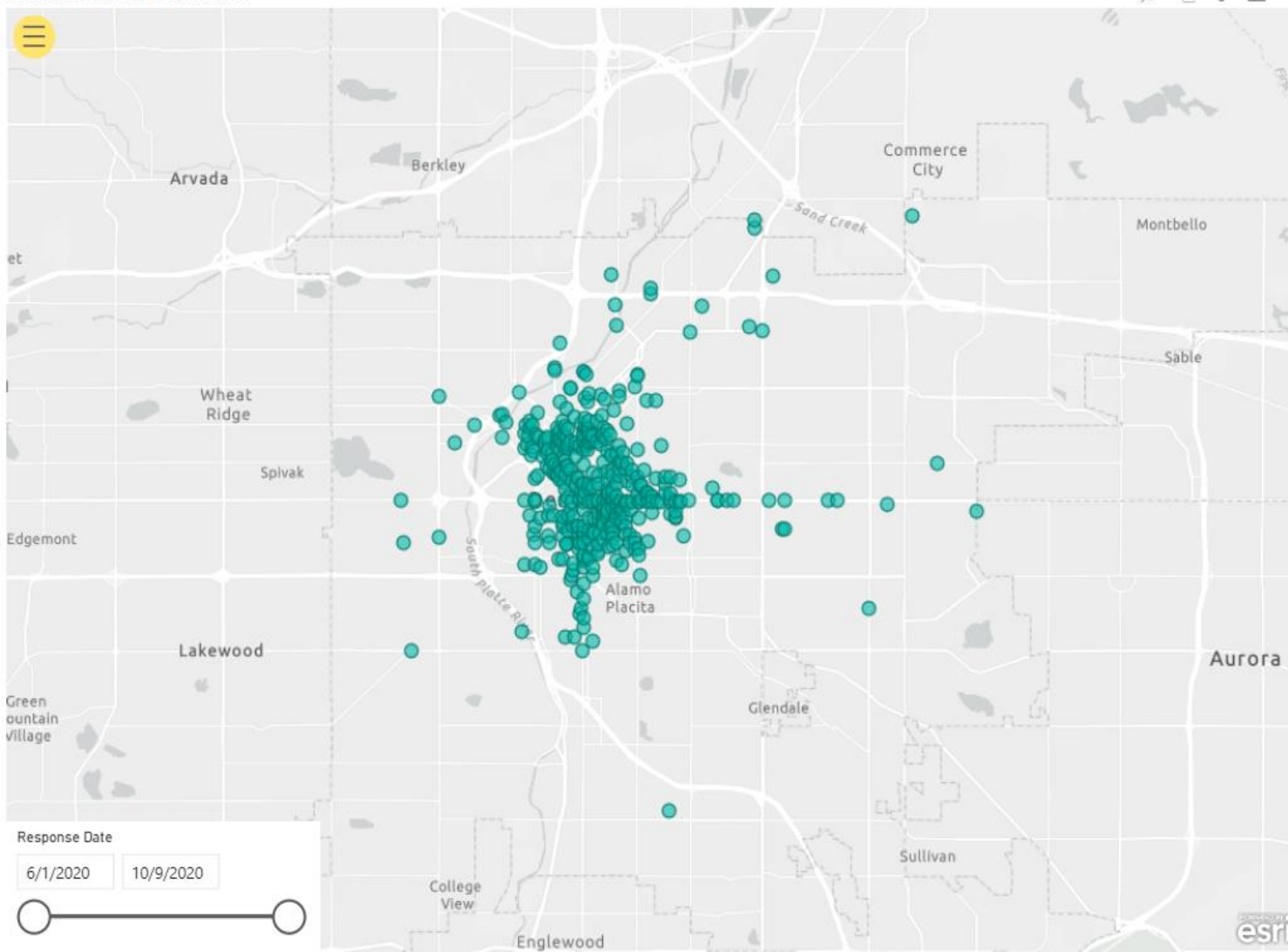
Standard Operating Procedures (SOP)

- All Denver 9-1-1 SOPs are developed in accordance with APCO and NENA standards and best practices, but still consider the unique requirements of Denver's communities
- SOPs are subject to stringent review, requiring multiple levels of approval before implementation

APCO Project 33 Certification

- Denver 9-1-1 is one of only 84 PSAPs in North America to have achieved this certification of the Agency Training Department (less than 1.5%)

STAR Incident Locations



STAR began operation June 1, 2020 and has responded more than 560 times to calls traditionally fielded by police, fire, and/or EMS

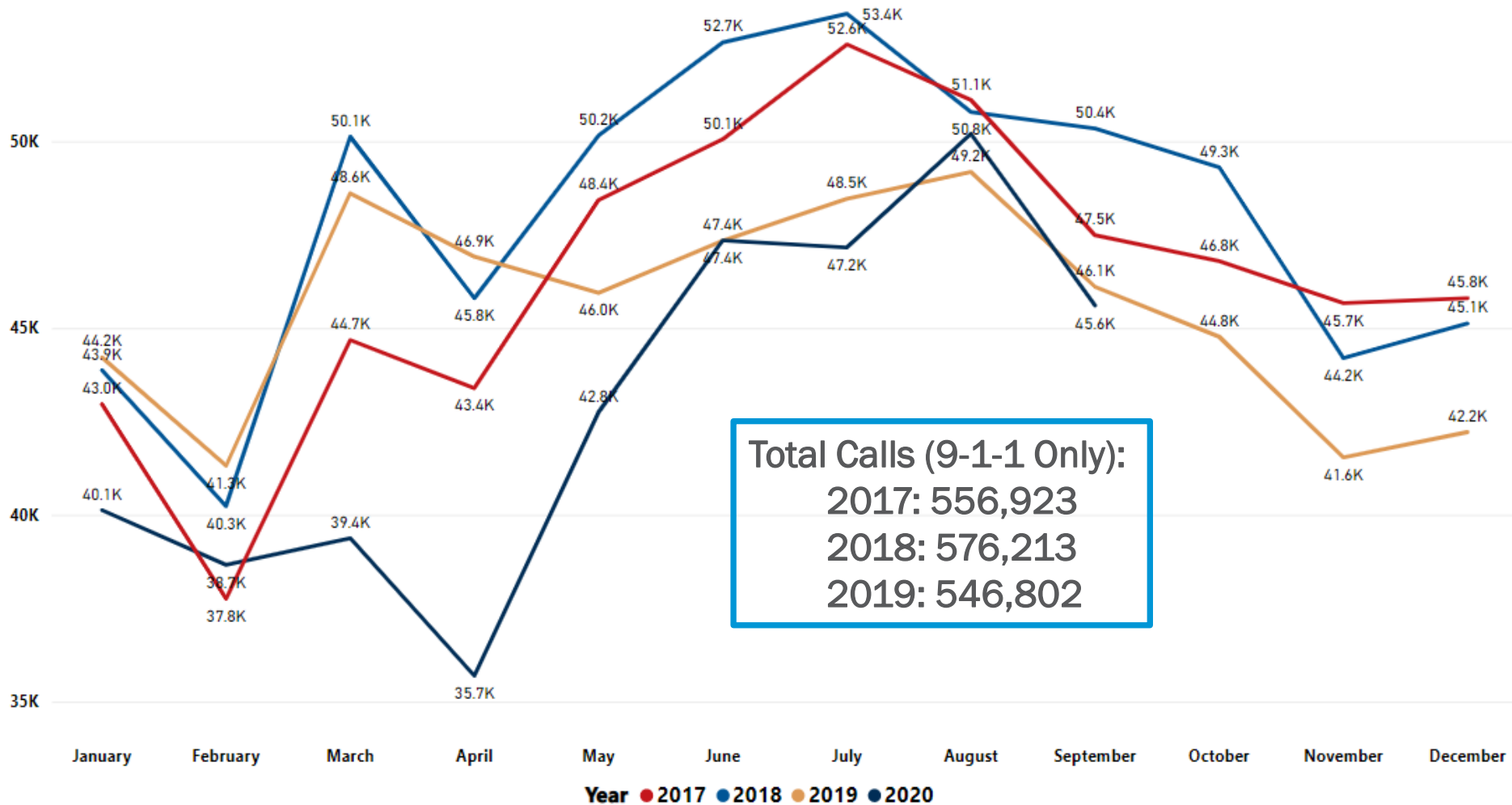
STAR is a lower profile response from Public Safety: Data to date show **37% less personnel time** is required when STAR responds

Response Criteria

- Originally designed by the STAR workgroup, including input from MHCD, Community Groups, Safety, Denver Health, and Council
- Focus on a specific set of nature codes related to “persons” that indicate a person could be compromised in some way, without any other concerns for responder safety.
 - Assist
 - Intoxicated Person
 - Suicidal Series
 - Welfare Check
 - Indecent Exposure
 - Trespass/Unwanted Person
 - Syringe Disposal/HRAC



E911 Call Volume



Responding Agency Distribution

January 1st through September 30th:

Multi-Agency CAD Entries	Incidents	Percentage
9110ps	462,533	
w/PD	332,693	71.93%
w/Fire	72,981	15.78%
w/EMS	60,490	13.08%

September 1st through October 21st.*

Multi-Agency CAD Entries	Incidents	Percentage
9110ps	86,594	
w/STAR	1,340/250 (Flagged/Responded)	1.5% / .29%*

**9-1-1 began flagging all potential STAR calls in late August, regardless of time of day or geographical location.*



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QUESTIONS?

