

Grand Junction Regional Communications Center

Month / Year January 2017

Staffing

Positions budgeted 52

Positions staffed 45

Training

Number of Trainees 6

Entry Level 1

Intermediate 5

Probationary

Activity

GJPD Calls for Service 6,286

GJPD Response Times (dispatch to arrival):

Priority 1 Not Available

Priority 2 Not Available

Priority 3 Not Available

All Law Enforcement CFS 10,570

All Fire/EMS CFS 1,951

All Agency Phone Calls 25,648

All Agency CFS 12,521

Mobile Comm. Vehicle Used 0

Summary-

1/1 – Since the start of the new year there have been 9 suicidal subjects; 612 Starlight – 40 year old female parked her vehicle in a friends garage and died from carbon monoxide poisoning.

1/5 – 833 W Main Street – the GJPD was actively looking for one male subject, the subject was spotted driving a stolen vehicle and was followed to the Riverside area, the subject fled the vehicle on foot and broke in to a residence and barricaded himself, SWAT and IDT responded, subject eventually surrendered; 2322 Hwy 6 & 50 - Mobile City – a male subject called in to report his trailer was on fire, LE had contacted the male earlier and took a female from the address to Latimer House, there was no fire and the male was under the influence of drugs.

1/7 – 1035 Teller – 29 year old male asked his girlfriend to come to his house and as she walked into the residence the male shot himself inside his mouth, male was transported C3 to the hospital; Douglas Pass – Mesa County RAD assisted Garfield County SARC for a lost male in the area; Quincy’s Bar – Code3 backup was requested for several subjects, two were taken into custody; 6th & Pitkin – a male

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passenger fled on foot from a traffic stop, he dropped his backpack while running which contained a stolen gun and drugs, the male was a wanted subject but not located and the driver from the traffic stop was arrested.

1/8 – DeBeque – an 84 year old male subject who has dementia and is diabetic was reported missing since the day before, he was eventually found near the Winter Flats area.

1/9 – Grand Junction’s first ever ICE STORM...aka CHAOS!

1/12 – Several crashes this morning and no ice on the roads; 656 Highland Drive – The SO was working on a missing person/possible kidnapping issue involving a divorce and questionable husband who was taken into custody during a high risk stop at 360 27 ½ Road, as SWAT was preparing to make entry into the Highland residence, an intoxicated female approached the area from down the street which was the missing female, SWAT still made entry into the residence and found a stolen vehicle on the property, Ace Towing was the next wrecker on rotation but was skipped due to the fact they may somehow be involved since the male subject involved was stopped and arrested at Ace Towing’s tow yard.

1/16 – Bangs Canyon – Mesa County SARC was dispatched for two female subjects that were lost, a ground crew located the females, both had injuries including a rolled ankle and other broken bones.

1/17 – a female went in to labor in Garfield County and was being transported by a private vehicle to Grand Junction, the vehicle met up with Palisade Fire at Exit 42 and the baby was delivered in the ambulance prior to arriving at St. Mary’s.

1/20 – Kmart on North Avenue – a glass break alarm was activated and responding LE found the front door to be broken, officers cleared the building and did not find anyone inside; 2464 Thunder Mountain Drive #1008 – a male victim reported two males and a female walked up behind him while he was walking his dog, the three subjects hit him in the head and then attempted to stab the male multiple times, the knife did not penetrate through the man’s jacket and the subjects ran when a car passed by, the suspects were not immediately located; Westgate Inn – patient found to have overdosed, was in possession of Vicodin and alcohol; 166 Lyndhurst – a female reported being burglarized recently and the same male suspect now stole her car and purse, the PD was able to locate the suspect and arrested him without incident; 27 ½ Rd/27 ½ Court – rollover vehicle accident with one patient who sustained an injury to her shoulder.

1/21 – 15266 58 ½ Road – a barn fire was reported with the structure fully engulfed and possibly filled with livestock and hay; A 47 year old male collapsed in the kitchen of a residence, the RP was unwilling to do CPR and the patient was found DOA by first responders; 431 Lark Drive – a female subject was threatening her husband with a butcher knife, he ran into the bedroom and she continued to stab the door several times, the female was taken in to custody and the male was evaluated and released by the squad on scene; Highway 65 – two

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avalanches blocked the roadway in both directions, the second slide caught a truck and trailer occupied by five subjects, CDOT was able to get them out with no injuries; Mesa County SARC was dispatched to the Monument for two subjects who were able to self-rescue before help arrived; 402 E Grove Drive – a juvenile male was threatening suicide with a gun and was taken to Mind Springs; Officers had to respond to all of CMU's registered parties over the weekend; Area of the College – multiple calls for intoxicated subjects going into the wrong houses; 553 Garfield Drive #1 – 50 plus subjects fighting in the street, reported that shots were fired, turned out to be fireworks and the fight dispersed when deputies arrived; A male subject picked up an intoxicated male and drove him to Haliburton because the intoxicated subject said he wanted to break in to the business, the male did actually break in and was taken in to custody by the GJPD; Highway 340 – a vehicle failed to yield to CSP, SO was dispatched to assist, the vehicle finally stopped for CSP at mile marker 5 on Highway 340 and the driver was a 14 year old male who admitted to taking his grandfather's car; 29 Rd/Sandra Ave. - MCSO deputies came into contact with a mentally handicapped male who told deputies that his uncle had been doing drugs all night and the male felt like he was also high and wanted to be checked, the SO then made contact with the uncle at the Racquet Club apartment complex, who decided to jump from a 2nd floor balcony window while deputies were running his information, he was located outside of the building with a hurt ankle.

1/23 – One vehicle rollover with one patient ejected and transported C3, it was thought that there was another occupant, but Fire was only able to locate one; 15 year old stabbed in the upper chest/shoulder area, stated he was “jumped” in the ally at 7th and Orchard, did not have any suspect info; Waterdog Reservoir – one male and one female lost in the area, no injuries but were very cold; A juvenile female stole her mother's gun and left her residence claiming she was going to “jump” someone, she then posted suicidal comments on Facebook, her stepfather called later indicating she was still suicidal and her phone was pining to the area of 2889 C Road, the PD and SO arrived and remained at the location for an extended period of time trying to get the female to exit, shelter in place was issued for nearby residences and SWAT was dispatched, the house was gassed multiple times and two individuals were eventually taken into custody without further incident; 106 Cuttings Court – a intoxicated male left the residence last night and had not been seen since, he was later located on 25 Road and transported by his family; 387 ½ Skyler – a stolen vehicle was recovered, two females and one male were taken into custody; North Avenue Walmart – a suspicious male was reported waiting in the store near the entrance with a cart full of electronics and other items, a second male came in to the store and spoke with the male then left, the PD contacted the male inside and attempted to contact the male outside, a foot pursuit ensued with the male complying when held at taser point, the vehicle had false

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plates, both subjects were taken to jail; Parkside Apartments – RP reported a suspicious male knocking on her door that would not respond when the RP asked what he needed, when deputies arrived three males ran from the location and one female drove away in a vehicle, the female was contacted at 2906 Sandra but would not respond to deputies, she eventually provided a fake name, but was later identified and had three warrants, a sword was found under her vehicle and it was not immediately determined if it belonged to her or was stolen, one of the males that fled the original scene was found at Peachtree True Value, tried to run again but was caught and arrested; Mind Springs – a suicidal male tried to hang himself in the doorway of his room, then tried to suffocate himself with a cushion, he was then transported to Community Hospital.

1/26 – Placer St. and Krista St. – elementary aged kids reported that an older male with a white beard, dirty white shirt, driving a rusted white van with mud on the bottom tried to lure them into his vehicle, the SO started an investigation; Baxter Pass area – a male called in a suspicious vehicle that was checked on the previous day as abandoned, there was female in the trunk who refused to come out for the RP, deputies responded and got her out of the trunk and returned her to her parent's house, the female had previously been reported as missing; Street Crimes units for PD and SO were actively looking for a vehicle that kept eluding, the suspects were known, with warrants and believed to be delivering drugs around town, because they were known to flee to an unknown address in the Parachute area, Garfield County and CSP were advised to use caution if they come into contact with the vehicle.

1/27 – 19 Road & L Road – a hazmat incident required the GJFD, Lower Valley Fire and CSP to respond.

1/28 – 433 South Avenue – a transient was squatting at a vacant house, slammed the door on a PD officer and then was taken in to custody without further incident; Hampton Inn Downtown – two males were seen knocking over trashcans and breaking windows with rocks, they were not immediately located; 536 Pauline – a sex assault on a three year old female was reported by St. Mary's Hospital staff; 1825 Orchard – homeowners asked for assistance from the PD to clear out a house party with over 100 guests; Kmart – C3 backup was requested by an officer for a trespasser, the subject was taken into custody without incident; 377 33 ½ Road – chimney fire was reported.

1/30 – C ½ & 29 Road – a 70 year old male was found DOA after crashing his vehicle into a pole at the intersection, it was believed to have been a medical issue that caused the death prior to the crash; 24 year old male accidentally shot himself in the foot and was transported C2; 3155 Glendam Road – a male subject was reported peeking into windows and going door to door, he was contacted and taken in to custody; 29 Road/Walgreens – a blue Dodge Dakota was reported hitting cars in the parking lot with the male driver acting erratic, the driver was contacted,

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officers and paramedics checked the subject on the scene but was released to leave, he left the area, witnesses then saw him hit a pylon and median on 29 Road and Teller, drive up on the sidewalk, park on the sidewalk at his residence and run inside, outcome unknown; Orchard Mesa Maverik – an irate 45 year old male threatened to beat up the store clerk and asked where the clerk’s “law enforcement buddies” were so he could shoot them, the male left and came back, circled the store in his silver Dodge pickup, the PD located the vehicle but did not contact because there was no probable cause, the same vehicle was later pulled over for a high risk stop, but the driver was a 19 year old male, original suspect never contacted; Avalon Theater – a neighbor that lives across the street from the theater was woken up by loud banging, the RP spotted a male kicking in the front doors and side glass doors of the theater, the male was taken into custody without incident; 970 E Aspen – a suicidal male took multiple pills and was at a house with three other people that he was restrained from, male was extremely uncooperative with LE, but was eventually arrested.

1/31 - Hall Ave & Normandy Way – the PD responded to a fight in the area, a suspect with a broken arm was taken to St. Mary’s; 2907 ¾ Sandra Ave – SO responded for a male with 8 stab wounds and several other injuries, he was taken C3 to St. Mary’s, the male was also involved in the fight at Normandy Way; multiple assaults, fights and trespasses came in at the same time as the stabbing; BURGI’s occurred at 1437 Ouray Ave and 1353 N 21st St, both suspects were caught and taken to jail.

Professional Standards

Month / Year January 2017

Staffing (PSU)

Sworn Positions budgeted	<u>4</u>	Sworn Positions staffed	<u>4</u>
Civilian Positions budgeted	<u>3</u>	Civilian Positions staffed	<u>3</u>
Sworn Training hours (PSU)	<u>76</u>	Civilian Training Hours	<u>0</u>

Backgrounds and Recruitments (Department Wide)

Backgrounds Conducted	<u>7</u>	CVSA Criminal	<u>0</u>
Vacancies Sworn	<u>2</u>	CVSA Civilian	<u>3</u>
Vacancies Civilian	<u>6</u>	Applications in Process Sworn	<u>3</u>
		Applications in Process Civilian	<u>7</u>

Academy / In-Service Instructing

Number Classes	<u>10</u>	Total Training Hours	<u>42</u>
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Volunteer Hours

Administration	<u>97.75</u>	Other	<u>28</u>
Chaplain Program	<u>12</u>	Patrol/Traffic	<u>45</u>
Fire	<u>5.5</u>	Range	<u>4</u>
Investigations	<u>11.25</u>	Records	<u>60.75</u>
Lab and Property	<u>65.5</u>		

TOTAL HOURS VOLUNTEERS:

329.75

Special Projects (hours) – 23.5

**GRAND JUNCTION POLICE DEPARTMENT
PROFESSIONAL STANDARDS**

**OCCURRENCE DETAIL REPORT
Reporting period: 1/1/2017 - 1/31/2017**

Citizen Complaint

Code of Conduct violation

1/8/2017 2017-00009 Complainant believed the officer did not handle an accident correctly
Employee 1 Unfounded *Upon explanation of the law the complainant was satisfied with the outcome of the investigation*

1/12/2017 2017-00010 Complainant felt officer did not adequately address parking and civil issues between her and a neighbor.
Employee 1 Unsustained *Complaint later said she believed officer was doing his job correctly*

1/14/2017 2017-00019 Citizen complained that officer was rude and unprofessional on a traffic stop.
Employee 1 Unfounded *Unfounded*

3 Code of Conduct violation

Department review

Use of force

1/12/2017 2017-00001 Subject fled from officers when he was told he was under arrest. Officer deployed taser. Suspect complied and was taken into custody.
Employee 1 Followed policy *Followed policy and training*

1/19/2017 2017-00008 Suspect attempted to assault officers. Officer used and impact weapon to defend against strikes and gain compliance. Suspect was taken to the ground and in to custody.
Employee 1 Followed policy *Followed policy and training*

2 Use of force

Outside Commendation

Outside commendation

1/16/2017 2017-00012 Sgt. Assisted with Loveland PD sergeant selection process and was commended by the Chief.

Employee 1 None *Great job!*

1/24/2017 2017-00011 Officer was commended by DHS personnel for his professionalism and persistence in conducting a welfare check on a 6 month old baby.

Employee 1 None *Great job!*

2 Outside commendation

END OF REPORT

COLORADO MESA UNIVERSITY



GRAND JUNCTION POLICE DEPARTMENT COLORADO MESA UNIVERSITY/GEORGE AREA MONTHLY ACTIVITY

Month: January 2017

Campus Activity:

Foot Patrol (min)	<u>930/CSO 810</u>	Academic Building Checks	<u>33/CSO 36</u>
Bicycle Patrol (min)	<u>0</u>	WCC Building Checks	<u>5</u>
Residence Hall Checks	<u>8</u>	Library Checks	<u>6/CSO 7</u>
Campus & Other Meetings	<u>10/CSO 4</u>	Skills Instructor Hours	<u>0</u>
Calls for Service	<u>92/CSO 21</u>	Reports	<u>25/CSO 14</u>
Summons/Arrest	<u>2/CSO 2</u>	Warnings	<u>26</u>
Arrests Felony	<u>0</u>	Arrests Other	<u>4</u>
Traffic Stops	<u>32</u>	Traffic Summons	<u>4</u>
Sex Assaults	<u>0</u>		

George Area Activity

Calls for Service	<u>120</u>	Reports	<u>30</u>
Summons	<u>3</u>	Warnings	<u>16</u>
Arrests Felony	<u>2</u>	Arrests Other	<u>7</u>
Parking Summons	<u>5</u>	Traffic Summons	<u>3</u>
Sex Assaults	<u>0</u>	Party Calls	<u>2</u>
Traffic Stops	<u>17</u>		

Special Events/Activity Log:

Weekly Meeting with John Marshall (2)	60 mins	Students of Concern (2)	120 mins
Parent Orientation	30 mins	Safety Presentations (4)	280 mins
Ambassador Program Lockdown	60 mins	Residence Life Training	60 mins
CSA Meeting	60 mins	Crim review Meeting (1)	60 mins
Hunter Education Presentation	30 mins		

Party Smart:

1-20-17 850 Elm Ave
 1-21-17 905 Orchard Ave-Issued summons for loud noise after warning
 1-28-17 954 Orchard Ave
 1-28-17 1325 Texas Ave

K9 MONTHLY REPORT
Month / Year Joker/Nero January 2017

K9 UNIT STAFFING LEVELS					
Positions Budgeted:	2	Positions Staffed:	2		
TRAINING					
Training Hours	33 Hrs	Training Instructors Hours	12		
ACTIVITY					
# of Deployments GJPD	24	Hours on Deployment	43 Hrs. 10 Min		
# of Deployments Other	9	# of Callouts GJPD	1		
# of Mutual Aid Requests	9	# of Callouts Other Agencies			
APPREHENSION					
# of Tracks		# of Finds on Tracks			
# of Building Searches	3	# of Finds on Building Searches			
Evidence		# of Evidence Finds			
Patrol Routes	1	Apprehensions	1		
Directed Area		Handler Protection			
Crowd Control		Demonstrations			
Standbys		# Mutual Aid Requests			
NARCOTICS					
Detections GJPD	17	# of Indications	14	# of Finds	13
Detection Other Agencies	9	# of Indications	9	# of Finds	9
# Callouts GJPD	0	# of Callouts other Agency	0	# Mutual Aid Requests	9
SUMMARY					
<p>NERO In-service started this month. Nero has done the building searches and tracking portion. Has done very well in both during training.</p> <p>Assisted on the SWAT call at 833 W. Main Street. First time Nero was exposed to flash bangs and was asked to stay by Sgt. Christensen with apprehending the suspect if he fled on foot or was resisting arrest.</p> <p>Assisted on felony menacing call at Taco Bell where suspect was armed with a gun.</p> <p>Took Nero to meet a young girl that had emailed Chief Camper and asked to meet a K9 and an officer as she wants to be a K9 officer one day. Very good meeting with the young girl and her family.</p>					
<p>JOKER: assisted with locating: Meth-27.4 grams Guns-1 Arrests-9</p> <p>Joker and Nero are conducting in service training for GJPD.</p>					

Street Crimes Unit

Month of January 2017

Staffing

Training Hours 21 Hours Court Hours _____

Activity

Felony Arrests	<u>9</u>	Misdemeanor Arrests	_____
Warrant Arrests	<u>6</u>	Summons/Citations	_____
Other Unit Assists	<u>1</u>	Crime Stoppers Tips	_____
Knocks and Talks	<u>11</u>	Search Warrants	<u>2</u>
Community Policing	<u>2 Jail Interviews</u> <u>2 Ped Contacts</u>	Other	_____
		Traffic Stops	

Recovered Evidence - Cases

Methamphetamine	<u>5 (four ounces)</u>	Marijuana	_____
Heroin	_____	Psilocybin Mushrooms	<u>1</u>
Cocaine	_____	Prescription Pills	_____
Firearms Seized	<u>1</u>	Ecstasy	_____
Stolen Property	_____	Auto Theft	<u>2 Recovered</u>

Summary:

Michelle Dt. Instructor

Schuman assist Det. In arrest and transport of prisoner.

Vehicle meeting.

Assist Investigation in repairing Bait vehicle. (Officer Kopp)

Officer Kopp and Officer Schuman wrote search warrants

In service instruction VCT and PIN Kopp and Schuman, Moore

Transport to jail prisoner for Det. Heil

Assist DTF on surveillance on buy walk.

Assist in RBT training all day with SGT. Chapola.

Worked with MCSCU several stops 5 arrests 4 ounce. meth

Assist MCSCU on car stop and arrest.

Assist DTF on buy walk.

**Surveillance for Emilio Cordova . In custody over the weekend
crash in Denver area.**

Street Crimes Unit

Finish up CATPA budget report
Surveillance on Spurber .
Two knock and talks on C6 subjects
Pit training practice at driving track for in-service
Assist DTF in security buy.
Assist DTF on buy walk.
Assisted patrol with calls for service
Assist Investigations on wanted subject C6.
Meeting for in-service prep RBT
Surveillance on Gonzalez
Located Gonzales who fled.. Foot pursuit in which Gonzalez
barricaded himself in residence. SWAT called suspect in custody.
Assist patrol with civil stolen auto call. Subject C6
Assist Det. Heil with trying to locate victim who was C6.
Attempted to contact Lofreda @1151 Belford, made Ped contact.
Locate Bevan Hall foot pursuit Taser deployment in custody for Poss
Meth.,resisting, and obstruction.
Auto theft investigation training for Battle West, Catpa.
Located gun in Riverside which added new felony charges to
Florencio Gonzalez.
Returned car seat to Gonzalez baby momma.

Overtime

Late Call-

Call Back- 0 Training-0

Court- 0

Other-

Records Management

Month / Year

January 2017

Staffing

Positions budgeted	<u>8</u>	Positions staffed	<u>8</u>
Training Hours	<u>46</u>	Non proficient staff	<u>0</u>

LERMS Record Merges

Total Merges	<u>1,818</u>
Case Narratives Merged	<u>625</u>
Arrest Narratives Merged	<u>87</u>
Traffic Accidents	<u>267</u>
Arrests	<u>447</u>
FIR Cards	<u>125</u>
Traffic Citations	<u>159</u>
TOTAL	<u>3,528</u>

Documents scanned 2,189

Warrants

Arrest Warrants	<u>37</u>
FTA / COC	<u>141</u>
TOTAL	<u>178</u>

Registered Sex Offenders

Annual Registrations	<u>39</u>
Quarterly Registrations	<u>39</u>
Total RSO Contacts	<u>81</u>

Customer Service Activity

Open Records Requests 384

Summary

Cori & Katie attended eight hours of Conflict Management Training. Cori, Amy K., Amy S., and Christine attended one hour of One Drive Training. Christine completed eight hours of Academy sit in training. Theresa attended seven hours of GJ Chamber Leadership training.

All Records Specialists attended an hour of CBI PreLog training facilitated by Lab Manager Oswald.

Amy & Christine attended the Chief's hour at InService Training. Katie attended two hours of Business Writing Etiquette training at City Hall.

January 2017 - Code Enforcement Monthly Summary Report

Total New Cases for the Month 61

Total Closed Cases for Month 55

Citations

Warning 16

Voluntary Compliance Request 8

Notice of Violation 27

Administrative Citation 0

Summons 0

Total Active Cases 36

Year to Date

Total New Cases Year to Date 61

Total Closed Cases Current Year 55

Citations YTD

Warning 16

Voluntary Compliance Request 8

Notice of Violation 27

Administrative Citation 0

Summons 0

Crime Lab and Property

Month / Year January 2017

Staffing

Sworn positions budgeted	<u>0</u>	Civilian positions budgeted	<u>9</u>
Sworn positions staffed	<u>0</u>	Civilian Positions staffed	<u>9</u>
Sworn training hours	<u>0</u>	Civilian training hours	<u>18</u>

Activity

Property / Received	<u>1471</u>
Items Out	<u>568</u>
Firearms Seized	<u>21</u>
Cash Seized	<u>\$1,345.51</u>
Fingerprint Latent Comparisons	<u>53</u>
AFIS Comparisons	<u>723</u>
Latent Processed	<u>162</u>
Drug Analysis	<u>203</u>
Lab Requests Received	<u>212</u>
Lab Requests Completed	<u>199</u>
Media (Discs) Copied	<u>278</u>
Media Enhancements / Exams	<u>46</u>
Cell Phone / Computer Exams	<u>18</u>

Summary (crime scenes activity, court appearances, complex cases, use of resources, problems or unusual events):

CBI is transitioning to a paperless web based submission process. Evidence Staff are training officers on the new procedure during the officer's In-Service.

Met with I.T. in reference to starting the DigitalOnQ project. DigitalOnQ is a fully dedicated video and image evidence management product that is fully integrated with our Evidence software. DigitalOnQ will allow officers direct access to media files (i.e. photos, interviews) stored in evidence without having to wait for Evidence Staff to make copies.

Victim Services Program

Month / Year January 2017

Staffing

Positions budgeted	1	Positions staffed	1
Number VAP volunteers	26	Training hours (on duty)	3.5
VAP calls taken by coordinator	1	VAP Training Hours	2
New victims served by coordinator through VRA mail notification, office visits, phone calls, (not counting victims from follow-up VAP contacts)	35	Meetings/Events Attended	5

Victim Advocate Activity

Number of first-response calls	18
Number of victims from call-outs	33
Total hours on active calls	35.75
TOTAL HR. VOLUNTEERED	1,365

Types of calls (first response only)

Domestic Violence	10
Unattended Deaths	2
Sexual Assaults	2
Assaults	2
Suicide	2
Robbery/Agg. Robbery	1
Homicide	1
Felony menacing	1
Sex assault on a child	1
Traffic crash	1
Kidnapping	1
Vehicular homicide	1
Child abuse	1
At-risk adult involved	1
Other: follow-up with DV	1
TOTAL	18

Victim Services Program

Summary

Meetings/events:

- Attended monthly meetings of Western Slope Volunteer Management Association and Mesa County Domestic Violence Task Force
- Attended quarterly meetings of Mesa County SART and Disaster Behavioral Health Coalition
- Attended first brainstorming session (with MCSO) to develop model for suicide prevention

Training:

- Participated in COVA webinar that outlined new Emergency Fund for Crime Victims (fund administered at state level with \$1 million VOCA grant)
- Focus of monthly VAP meeting was presentation by coordinator and VAP Jenn Daniels on the importance of self-care to address secondary trauma/compassion fatigue

Other:

- Completed 4th quarter grant assessment for 2016 VALE grant
- Enrolled victim in Address Confidentiality Program
- Began “mini” VAP training/immersion academy for three new VAP applicants
- Volunteer placed 49 follow-up calls to victims of inactivated property crimes (left messages for 31 of these welfare calls who did not answer)