

Third Quarter Report



**Jefferson County Communications Center Authority
July 2023 – September 2023**

CALL TAKING OPERATIONS

Emergency call volume increased from last year, averaging 32 more calls per day in Q3 2023 than in Q3 2022.

Administrative calls processed by Jeffcom decreased from Q3 2022 by 469 calls per day as a result of J.A.N.E, the Jeffcom Artificial Non-Emergency AWS Connect bot. The bot received 1,043 calls per day in Q3 2023 and reduced the volume of admin calls that reached Jeffcom personnel by 36%. Outbound call volume increased by an average of 60 calls per day.



July was the busiest month of the year so far, averaging 847 emergency calls and 891 administrative calls per day.

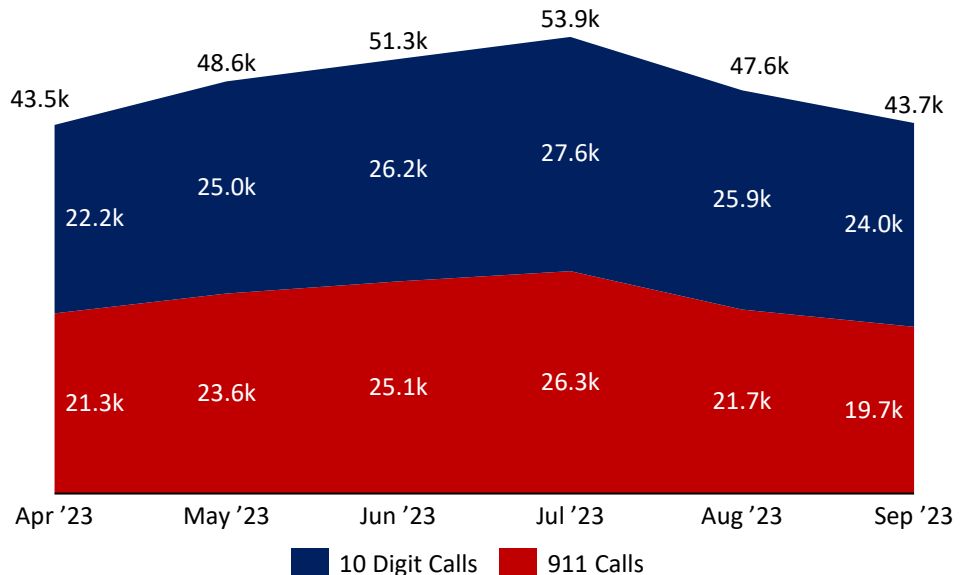
Quarter 3, 2023 Change from Quarter Q4, 2022 - Q3, 2023 Trend			
Average 911 Calls Per Month	22,547	-3%	
Average Admin Calls to Bot	31,984	1%	
Average Admin Calls to Jeffcom	25,836	5%	
Average Outbound Calls	18,593	-6%	

Jeffcom answered an average of 735 emergency calls per day in Q3 (33 less per day compared to the prior quarter) and 842 administrative line calls per day (35 more per day compared to the prior quarter) combining for an average of 1,578 total incoming calls per day.

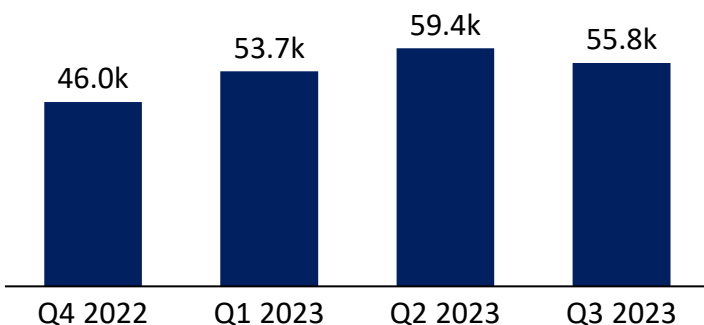


Congratulations to Emergency Communications Specialist Kaylee for giving life-saving CPR instructions!

Jeffcom Monthly Call Volume



Total Outgoing Calls per Quarter



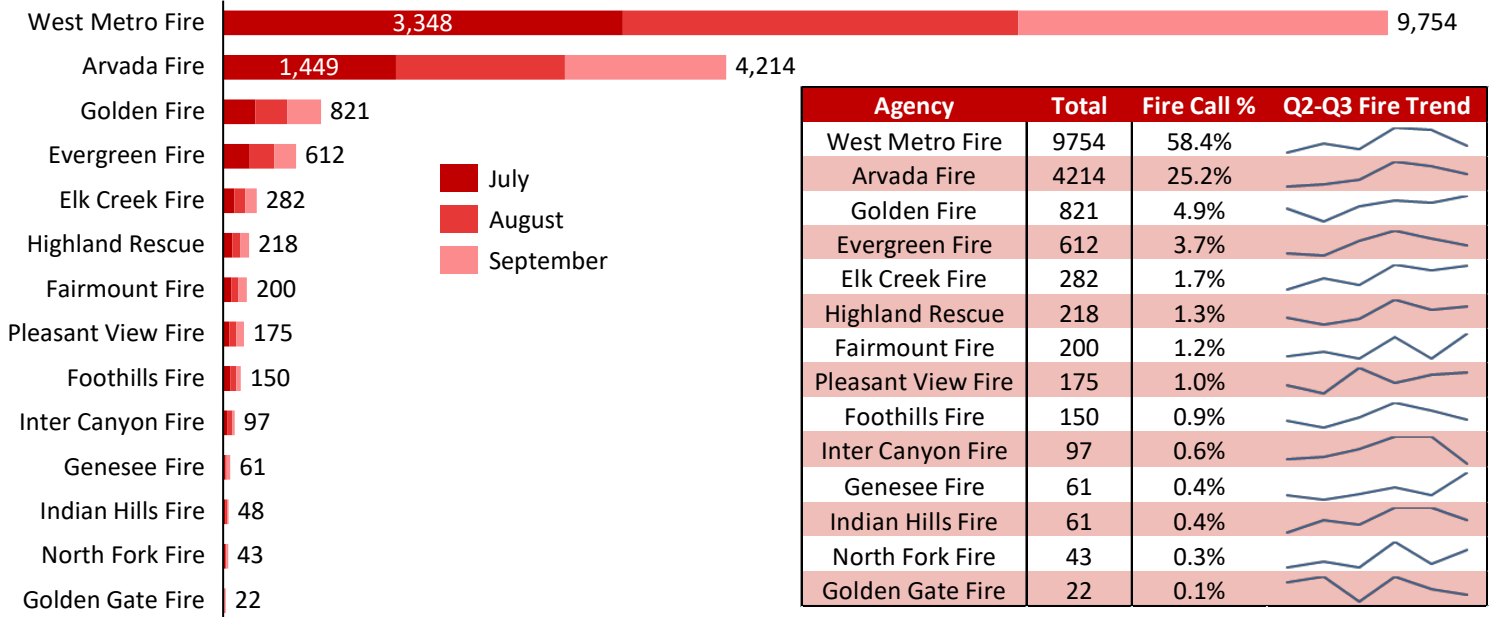
Outbound Calls decreased by 47 calls per day compared to the prior quarter.

- Administrative transfers increased by 2%, averaging 138 per day.
- "911 Hangup/Check" increased from the prior quarter by 22% to average 144 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service increased **8%** per day compared to the prior quarter. Overall, an average of **5,566** Fire calls were dispatched per month (183 calls per day, no change from Q3 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Fire Call Volume per Month

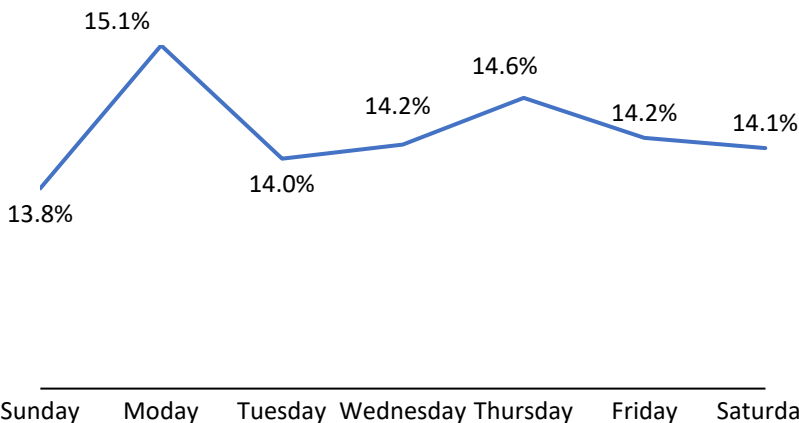


Agency	Total	Fire Call %	Q2-Q3 Fire Trend
West Metro Fire	9754	58.4%	
Arvada Fire	4214	25.2%	
Golden Fire	821	4.9%	
Evergreen Fire	612	3.7%	
Elk Creek Fire	282	1.7%	
Highland Rescue	218	1.3%	
Fairmount Fire	200	1.2%	
Pleasant View Fire	175	1.0%	
Foothills Fire	150	0.9%	
Inter Canyon Fire	97	0.6%	
Genesee Fire	61	0.4%	
Indian Hills Fire	61	0.4%	
North Fork Fire	43	0.3%	
Golden Gate Fire	22	0.1%	

P1, P2, and P3 calls increased from Q2 2023 to Q3 2023 by 1% (+2), 8% (+775), and 15% (+802), respectively. Fire operations calls dispatched per day averaged three P1 calls and 111 P2 calls.

- Throughout the quarter, there were 761 emergent transports, a decrease of 110 transports compared to Q2 2023.
- The most common calls for service during Q2 were Sick Person (15%), Falls (14%), and Alarms (8%).
- Compared to Q3 of 2022, Heart Problem calls were up 45% (+59 calls). Hazmat calls decreased by 80% (-12 calls) from the previous year.
- On August 19th at 14:56, a call came in reporting a structure fire in Arvada. Two attached homes were lost in the fire. Fortunately, no people were injured. 32 personnel recorded 500 comments, answered calls, and dispatched 26 units with mutual aid response from West Metro, Fairmount, and Westminster.
- Jeffcom personnel processed 10,004 calls using the Emergency Medical Dispatch (EMD) protocols (+9 daily from Q2 2023) and 3,425 Emergency Fire Dispatch (EFD) protocols (+5 daily from Q2 2023).

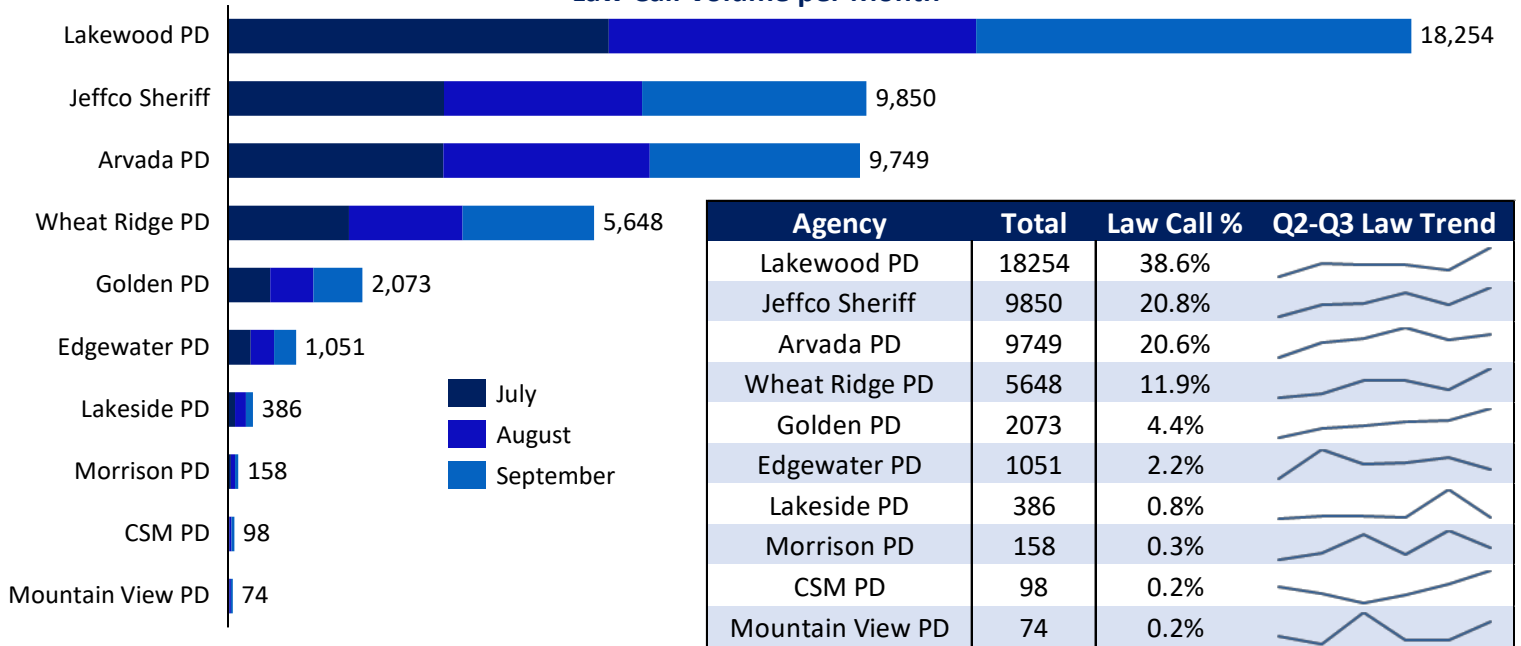
Average % of Fire Calls per Day of Week



Law Dispatch Operation

Dispatched law calls for service increased **6%** per day compared to the prior quarter. Overall, an average of **15,780** calls were dispatched per month (515 calls per day, a decrease of 95 calls per day compared to Q2 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Law Call Volume per Month

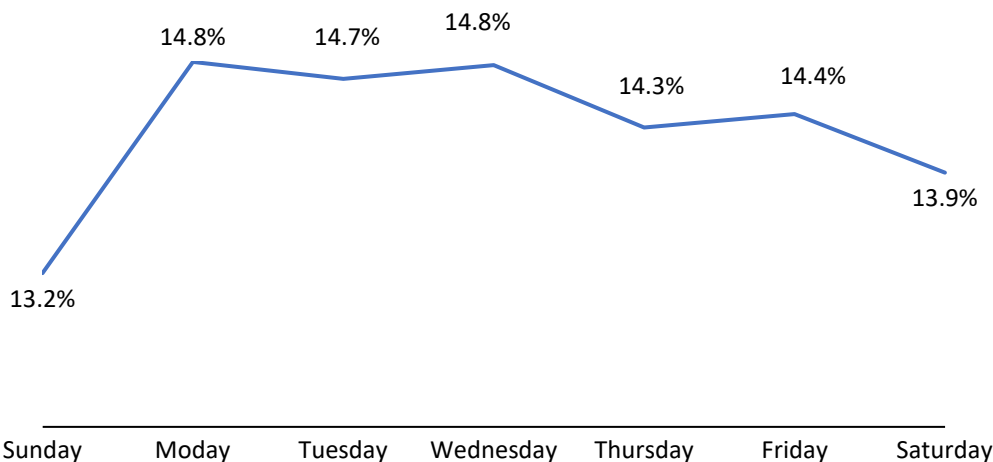


Agency	Total	Law Call %	Q2-Q3 Law Trend
Lakewood PD	18254	38.6%	
Jeffco Sheriff	9850	20.8%	
Arvada PD	9749	20.6%	
Wheat Ridge PD	5648	11.9%	
Golden PD	2073	4.4%	
Edgewater PD	1051	2.2%	
Lakeside PD	386	0.8%	
Morrison PD	158	0.3%	
CSM PD	98	0.2%	
Mountain View PD	74	0.2%	

P0, P1, P2, and P3 calls increased from Q2 2023 to Q3 2023 by 62% (+18), 2% (+96), 3% (+341), and 3% (+421), respectively. Law operations calls dispatched per day averaged 45 P1 calls and 151 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (7%), and Unwanted Party (6%).
- Attempt to Locate calls for service increased from Q3 2022, up 57% (+52 calls). Recovered Stolen Vehicle calls decreased by 39% (-129 calls) from the previous year.
- On July 7th, a burglary call came in at 20:20. The suspect was already known to LE to be dangerous and had been issued kidnapping charges earlier that day and had his guns removed. He stole more guns from a neighbor's house before breaking into another house. After LE response, the subject fled in his vehicle and then on foot and a manhunt ensued. He was not apprehended, fled to Las Vegas, Nevada, and was arrested there after a standoff in a Caesar Palace hotel room in which he held a woman hostage and threw furniture from a window. This call recorded 387 comments by 15 personnel, with 33 units responding (in Colorado).

Average % of Law Calls per Day of Week



Projects/News/Staffing

Fireworks

This year Jeffcom staffed a Fireworks Hotline again, and provided a new way to report Fireworks incidents by checking a “Fireworks” box on the Online Reporting tool. 490 online Fireworks reports were entered, and the Fireworks Hotline processed 1,128 calls between July 1st and July 4th!



These programs reduced fireworks calls on 911 lines and standard admin lines, allowing emergency calls to continue to be answered in a timely manner.

Tactical Dispatch Team

Jeffcom’s Tactical Dispatch Team was dispatched to 6 incidents, totaling 12 hours during Q3. The team is trained to handle the most demanding and stressful calls for service.

Staffing

