

First Quarter Report



**Jefferson County Communications Center Authority
January 2024 – March 2024**

CALL TAKING OPERATIONS

Emergency call volume decreased from last year, averaging 50 less calls per day in Q1 2024 than in Q1 2023.

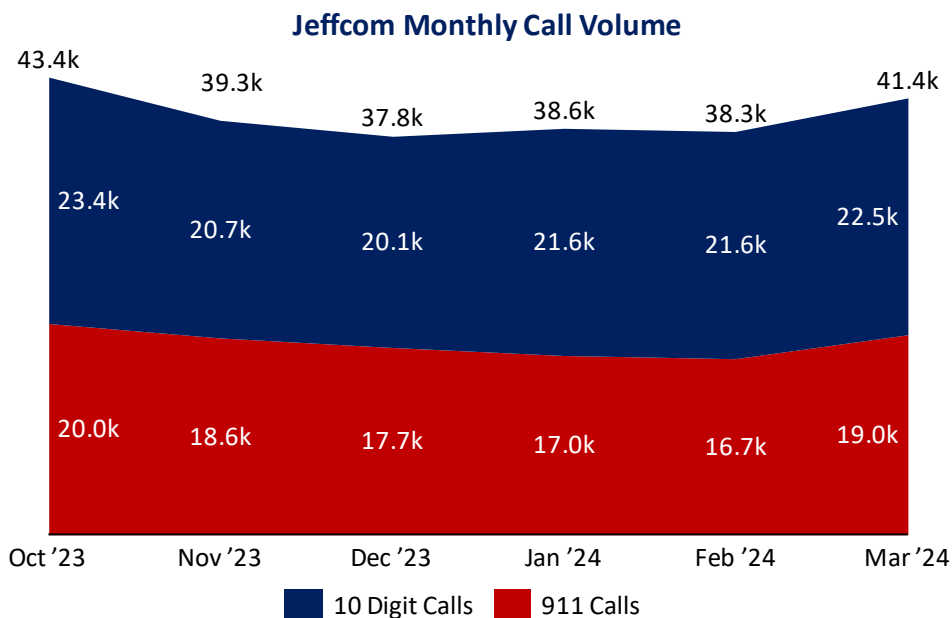
Administrative calls processed by Jeffcom decreased from Q1 2023 by 28 calls. The bot received 845 calls per day in Q1 2024. Outbound call volume decreased by an average of 81 calls per day.

March was the busiest month of the quarter, averaging 612 emergency calls and 724 administrative calls per day.

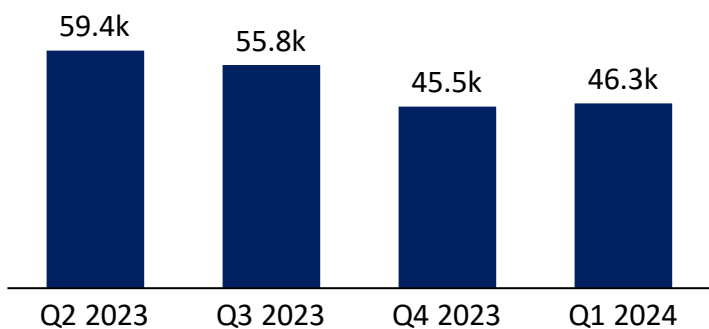


	Quarter 1, 2024	Change from Quarter 4 Q2, 2023 - Q1, 2024	Trend
Average 911 Calls Per Month	17,545	-22%	
Average Admin Calls to Bot	25,624	-20%	
Average Admin Calls to Jeffcom	21,878	-15%	
Average Outbound Calls	15,432	-17%	

Jeffcom answered an average of 578 emergency calls per day in Q1 (34 less per day compared to the prior quarter) and 721 administrative line calls per day (24 more per day compared to the prior quarter) combining for an average of 1,299 total incoming calls per day.



Total Outgoing Calls per Quarter



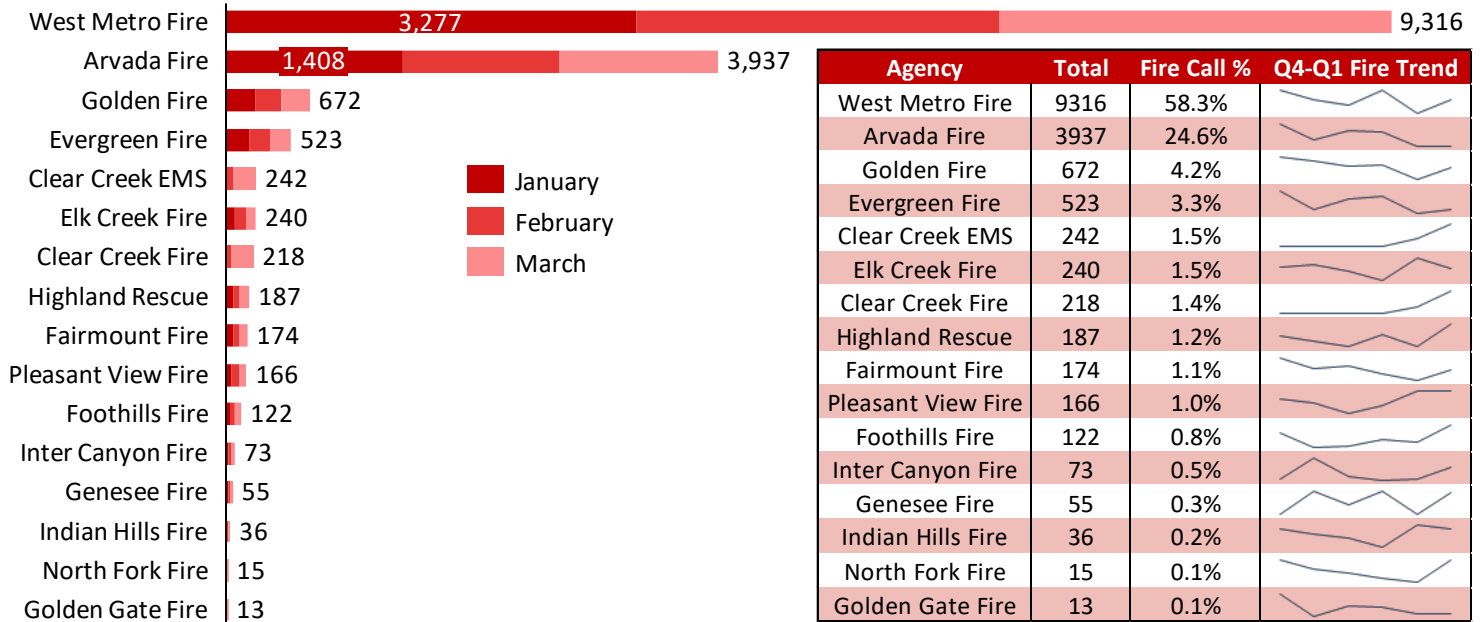
Outbound Calls increased by 14 calls per day compared to the prior quarter.

- Administrative transfers increased by 9%, averaging 130 per day.
- "911 Hangup/Check" decreased from the prior quarter by 3% to average 112 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service increased **11%** per day compared to the prior quarter. Overall, an average of **5,330** Fire calls were dispatched per month (176 calls per day, three less calls per day from Q1 2023) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

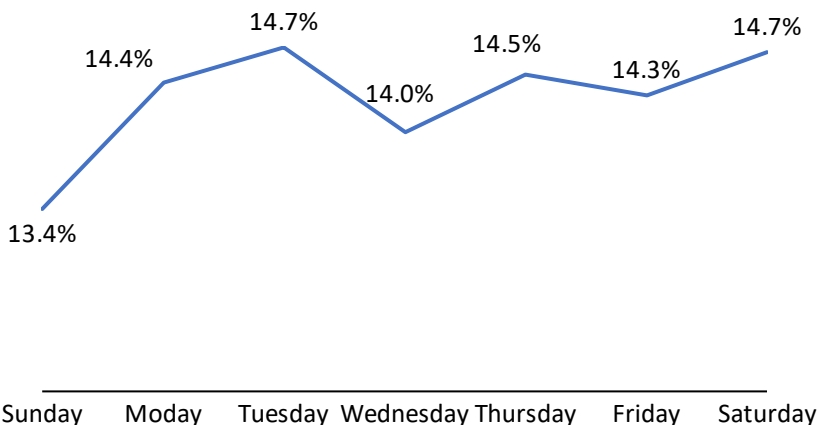
Fire Call Volume per Month



P1 and P2 calls increased from Q4 2023 to Q1 2024 by 2% (+6) and 1% (+127), respectively. P3 calls decreased by 3% (-188). Fire operations calls dispatched per day averaged three P1 calls and 108 P2 calls.

- Throughout the quarter, there were 7638 emergent transports, a decrease of 74 transports compared to Q4 2023.
- The most common calls for service during Q1 were Falls (14%), Sick Person (13%), and Motor Vehicle Accident (87%).
- Compared to Q1 of 2023, Motor Vehicle Accident calls were up 30% (+271 calls). Water/Ice/Mud Rescue calls decreased by 62% (-8 calls) from the previous year.
- A structure fire was reported at Rocky Mountain Motel, on Colfax, on January 15th at 15:10. Many calls reporting fire and smoke were received over the next few minutes. It was a challenging fire to fight as two of the hydrants on scene were frozen solid, but the fire was put out after an hour and a half. One patient was transported to a hospital. Comments were recorded by 24 personnel. 34 units responded to the incident.
- Jeffcom personnel processed 9,442 calls using the Emergency Medical Dispatch (EMD) protocols (+1 daily from Q4 2023) and 3,295 Emergency Fire Dispatch (EFD) protocols (-4 daily from Q4 2023).

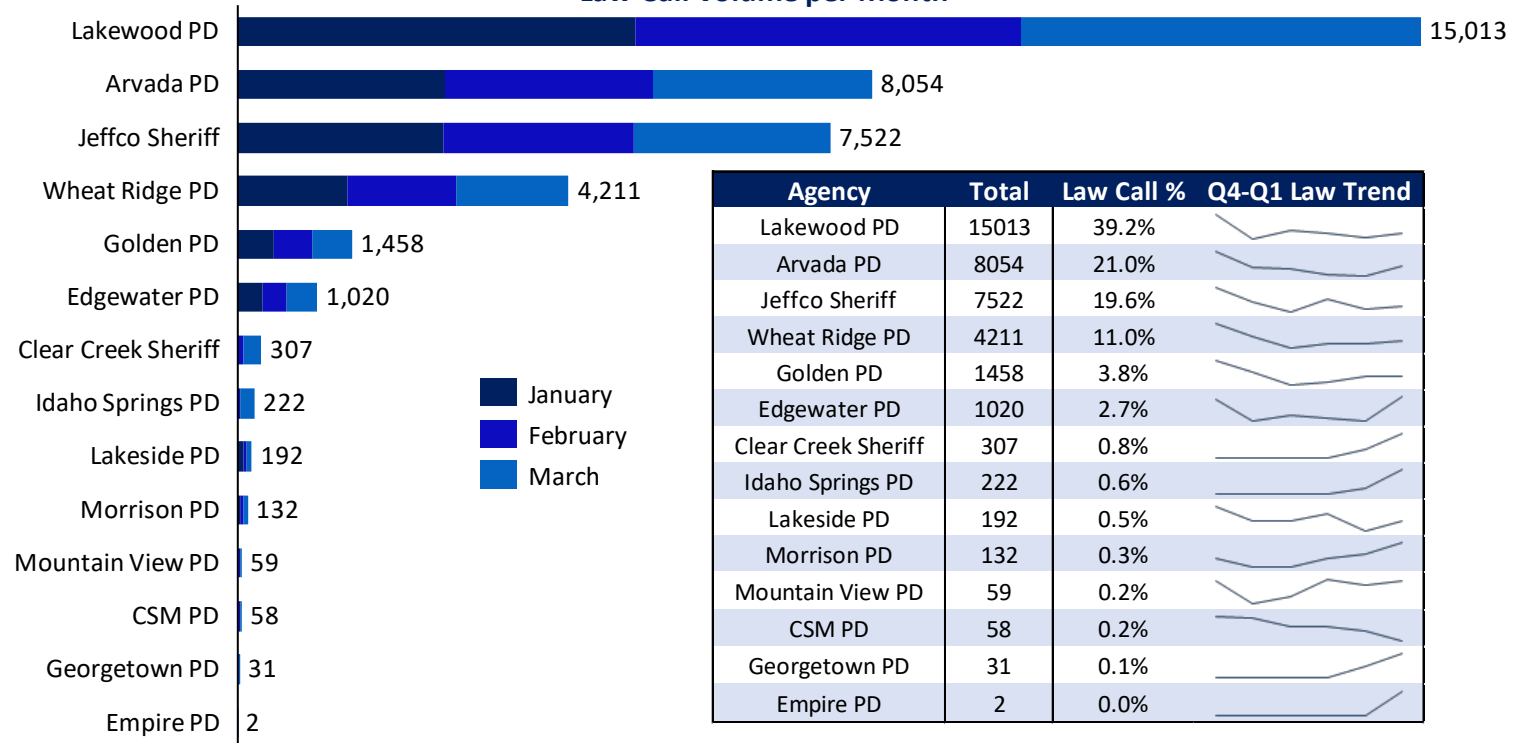
Average % of Fire Calls per Day of Week



Law Dispatch Operation

Dispatched law calls for service increased **6%** per day compared to the prior quarter. Overall, an average of **12,760** calls were dispatched per month (421 calls per day, a decrease of 17 calls per day compared to Q1 2023) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

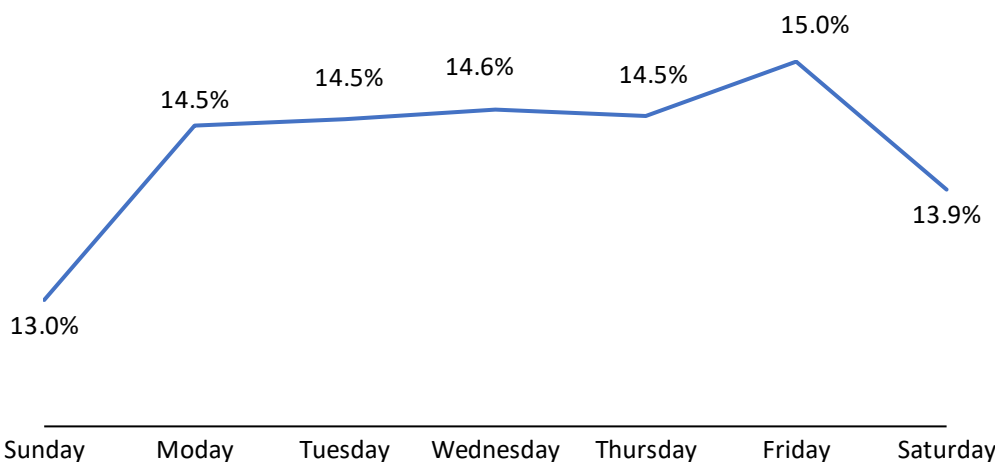
Law Call Volume per Month



P0 calls increased from Q4 2023 to Q1 2024 by 6% (+2). P1, P2, and P3 calls decreased by 2% (-74), 1% (-98), and 3% (-409), respectively. Law operations calls dispatched per day averaged 38 P1 calls and 132 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (7%), and Unwanted Party (6%).
- Area Check calls for service increased from Q1 2023, up 41% (+260 calls). Recovered Stolen Vehicle calls decreased by 47% (-144 calls) from the previous year.
- On the afternoon of January 19th, JCSO responded to a kidnapping incident. A woman walked off with two children, aged three and five, that she did not have permission to take. The children were found safe and the woman was apprehended with them after a six hour search that involved 50 law enforcement units and pleas to the community for any sightings or information. 47 personnel recorded 451 comments on this incident.

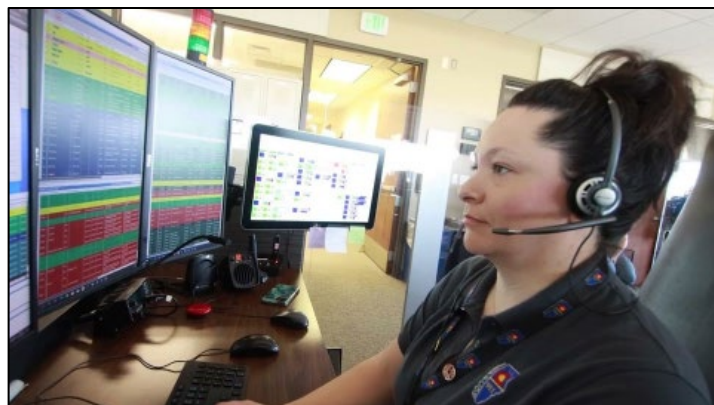
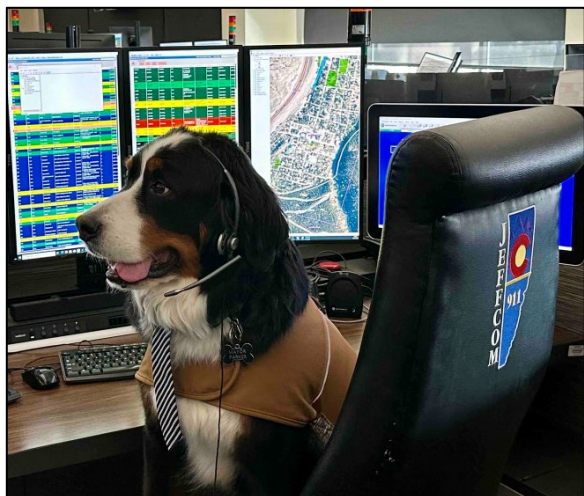
Average % of Law Calls per Day of Week



Projects/News/Staffing

Clear Creek County Integration

Jeffcom 911 began providing dispatch services to Clear Creek County beginning February 21st! Coverage includes Clear Creek Sheriff, Georgetown PD, Empire PD, Idaho Springs PD, Clear Creek Fire, and Clear Creek EMS. Parker the Snowdog, the Mayor of Georgetown, joined us as Jeffcom to kick off the transition!



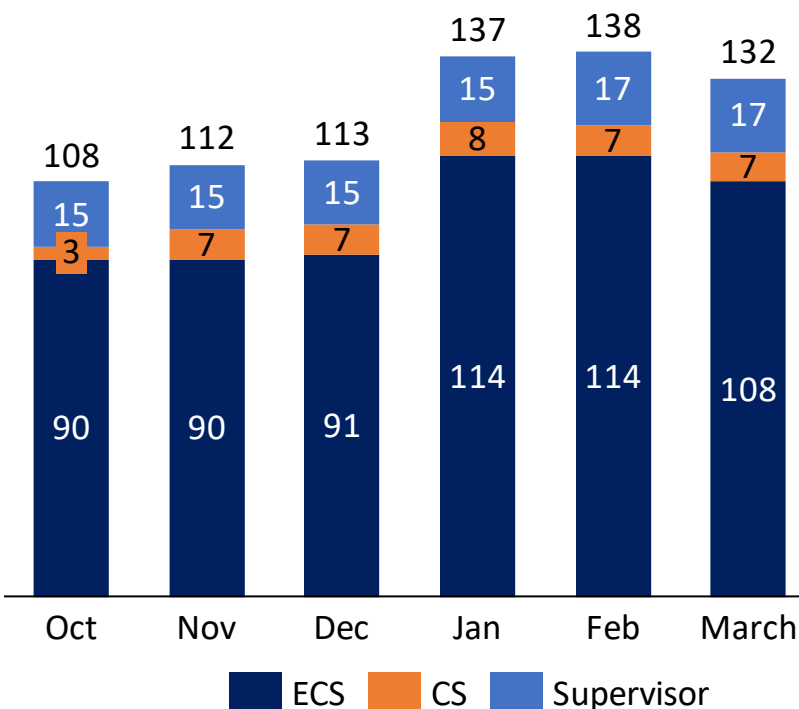
Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to 7 incidents, totaling 18 hours during Q1. The team is trained to handle the most demanding and stressful calls for service.

Staffing



Congratulations to our most recent Academy graduates!



■ ECS ■ CS ■ Supervisor