

Fourth Quarter Report



**Jefferson County Communications Center Authority
October 2024 – December 2024**

CALL TAKING OPERATIONS

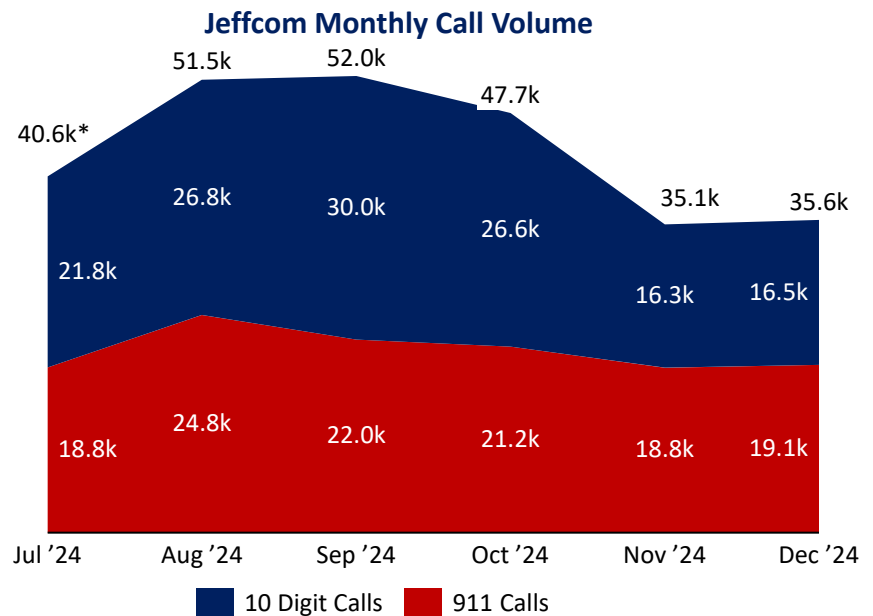
Emergency call volume increased from last year, averaging 29 more calls per day in Q4 2024 than in Q4 2023. Administrative calls processed by Jeffcom decreased from Q3 2023 by 52 calls per day despite the bot being shut down for 15 days in October. The admin bot received 850 calls per day for the days it was running. Outbound call volume decreased by an average of 4 calls per day from the previous year.

October was the busiest month of the quarter, averaging 683 emergency calls and 857 administrative calls per day.



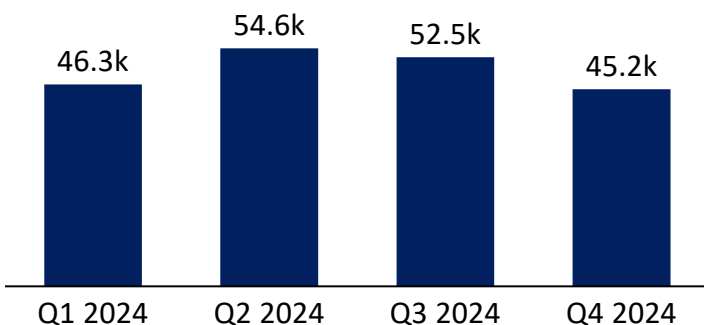
	Quarter 3, 2024	Change from Quarter 2	Q4 2023 - Q3 2024 Trend
Average 911 Calls Per Month	21,844	6%	
Average Admin Calls to Bot	25,486	-19%	
Average Admin Calls to Jeffcom	26,176	4%	
Average Outbound Calls	17,507	-4%	

Jeffcom answered an average of 642 emergency calls per day in Q4 (71 less per day compared to the prior quarter) and 645 administrative line calls per day (208 less per day compared to the prior quarter) combining for an average of 1,287 total incoming calls per day.



*Limited Carbyne data is available for July 30th and 31st

Total Outgoing Calls per Quarter



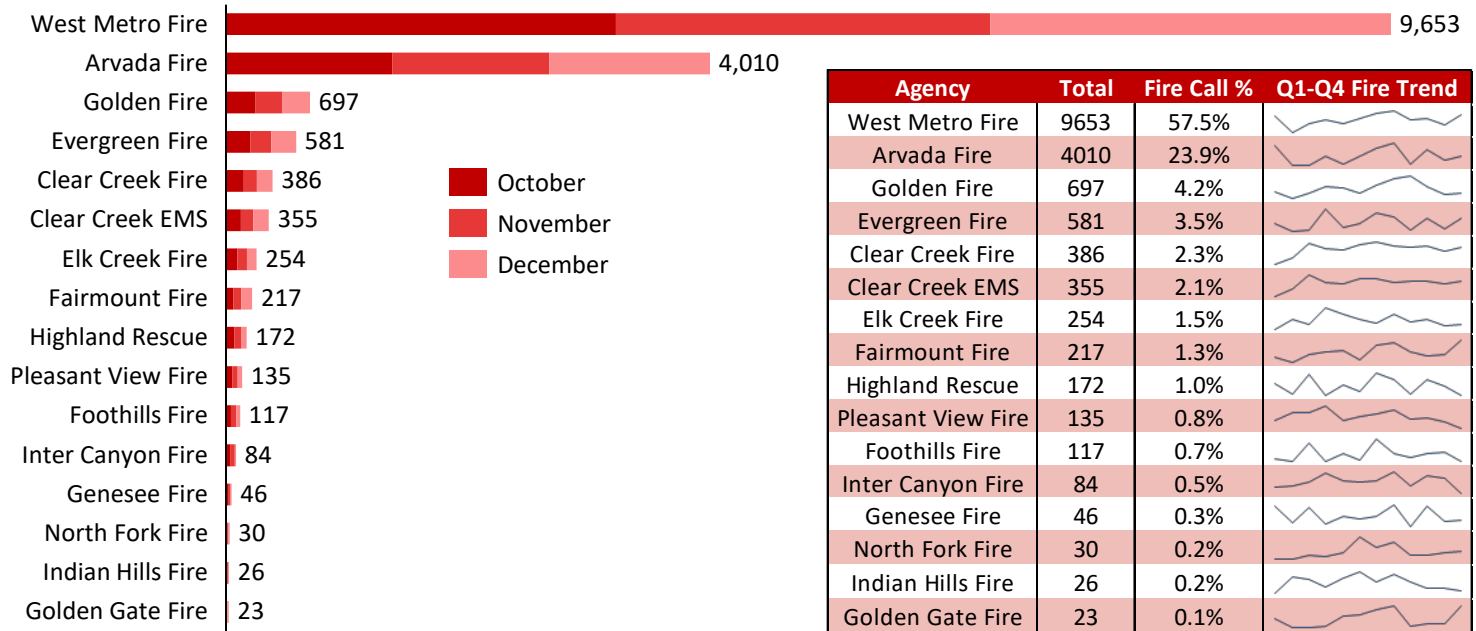
Outbound Calls decreased by 120 calls per day compared to the prior quarter.

- “911 Hangup/Check” decreased from the prior quarter by 11% to average 148 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service decreased **5%** per day compared to the prior quarter. Overall, an average of **5,595** Fire calls were dispatched per month (182 calls per day, nine less calls per day than Q3 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

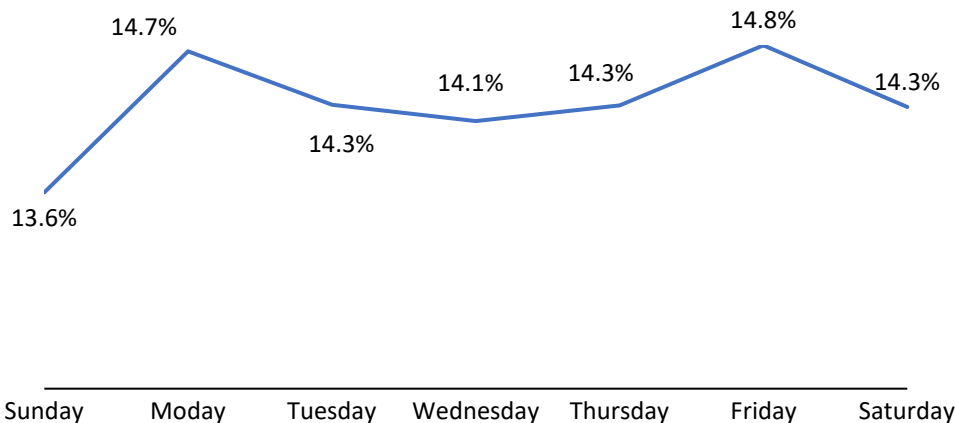
Fire Call Volume per Month



P1, P2, and P3 calls decreased from Q3 2024 to Q4 2024 by 12% (-0.4 calls), 4% (-5 calls), and 4% (-3 calls), respectively, per day. Fire operation calls dispatched per day averaged three P1 calls and 111 P2 calls.

- Throughout the quarter, there were 595 emergent transports, a decrease of 24 transports compared to Q3 2024.
- The most common calls for service during Q3 were Sick Person (14%), Falls (14%), and Alarms (7%).
- Compared to Q3 of 2024, Cardiac/Resp Arrest/Death calls increased by 43% (+17), Choking calls increased by 36% (+27) and Backcountry Rescue calls decreased 53% (-62).
- On November 8th at 16:45, Jeffcom received a call reporting a structure fire at an apartment in Lakewood. The fire was caused by a space heater, with the fire spreading to ceiling and attic before engulfing the entire building. The building was a total loss. There were no human casualties, but two cats perished in the fire. 11 personnel recorded 267 comments on this call. 11 units responded.

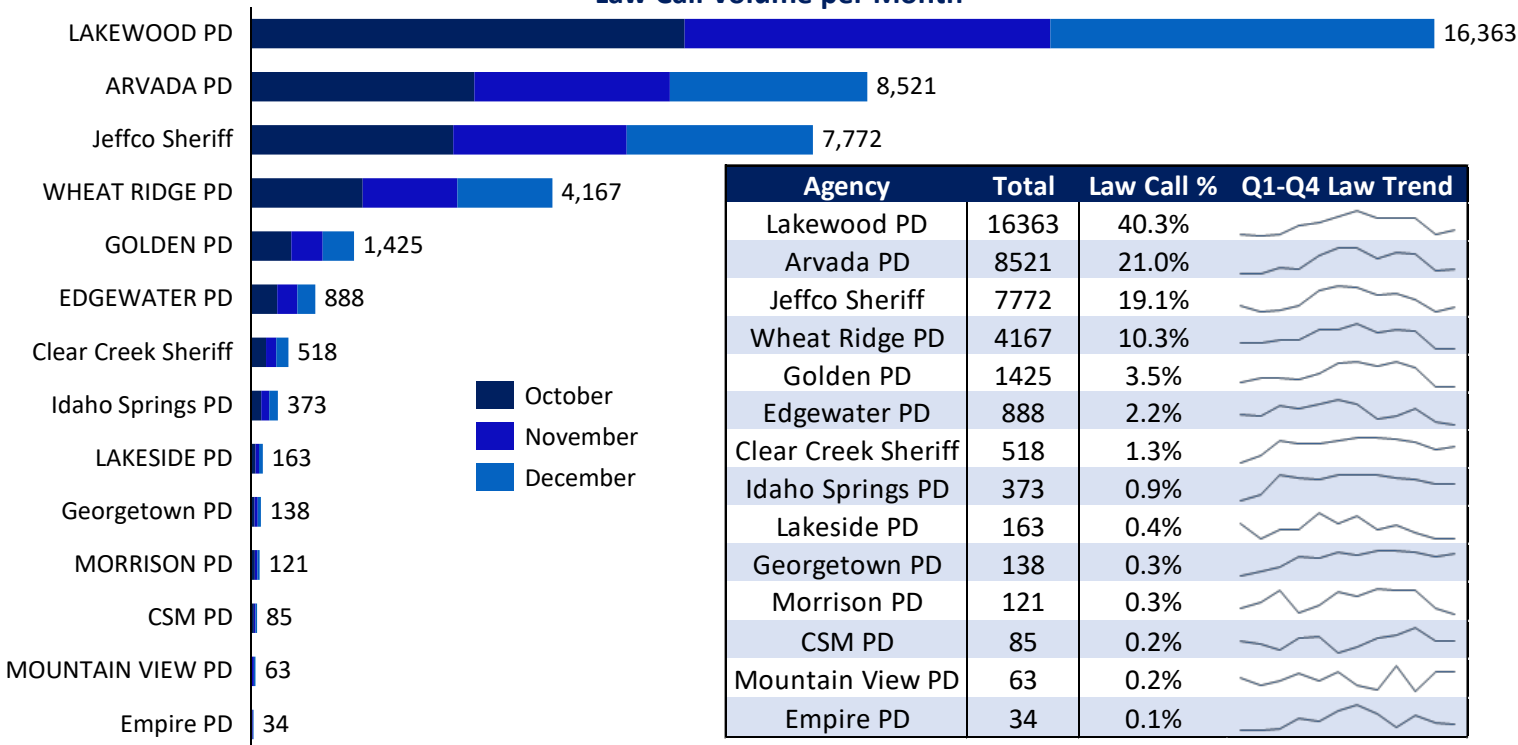
Average % of Fire Calls per Day of Week



Law Dispatch Operation

Dispatched law calls for service decreased **12%** per day compared to the prior quarter. Overall, an average of **13,544** calls were dispatched per month (442 calls per day, an decrease of 62 calls per day compared to Q3 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

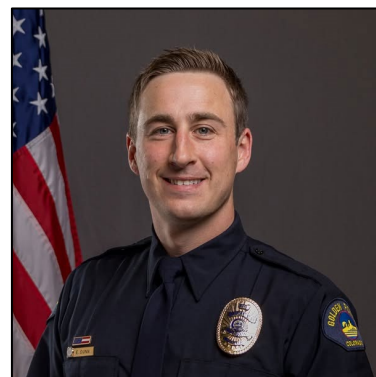
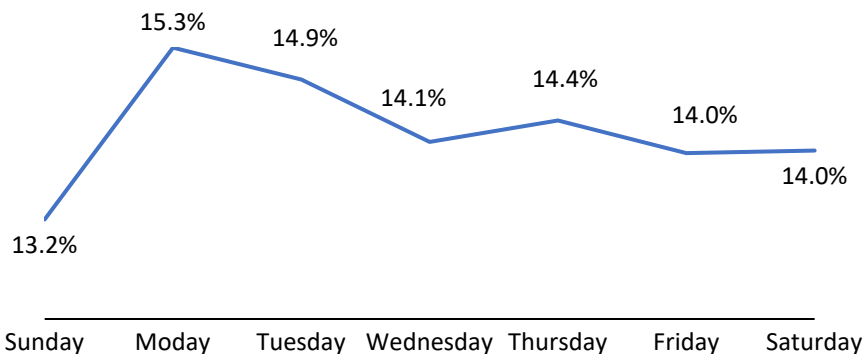
Law Call Volume per Month



P0, P1, P2, and P3 calls decreased from Q3 2024 to Q4 2024 by 13% (-0.1 calls), 11% (-4 calls), 13% (-19 calls), and 13% (-20 calls), respectively, per day. Law operations calls dispatched per day averaged 36 P1 calls and 132 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (8%), and Motor Vehicle Accident (8%).
- Runaway calls for service increased from Q3 2024, up 67% (+99 calls). Overdose/Poisoning calls increased by 35% (+37 calls) from Q3, and Person With a Gun calls decreased 56% (-18 calls).
- Jeffcom and the community are mourning the loss of Golden PD Officer Evan Dunn. On the afternoon of November 6th, Golden PD officers were responding to an MVA on Highway 58. Another motorist hit the back of the vehicles from the initial MVA, striking four people and pinning Officers Evan Dunn and Bethany Grusing under the vehicles. Officer Grusing was transported to the hospital with serious injuries and Officer Dunn did not survive the accident. The driver, Stephen Geer, has been charged with vehicular homicide, two counts of vehicular assault, assault in the third degree, and driving under the influence. 311 comments were recorded on this call by 36 personnel, with 92 units responding.

Average % of Law Calls per Day of Week



Officer Evan Dunn

News/Staffing

Colorado NENA and APCO Awards

Jeffcom is the proud recipient of several Colorado NENA (National Emergency Number Association) and APCO (Association of Public-Safety Communications Officials) awards this year! A big congratulations to our whole team for being recognized for their hard work and dedication to serving the community! Supervisor Trish took home “CTO of the Year”, Communications Specialists won “Team of the Year”, and ECS Reb was awarded the prestigious “Walt Hardesty Servant’s Heart Award”!



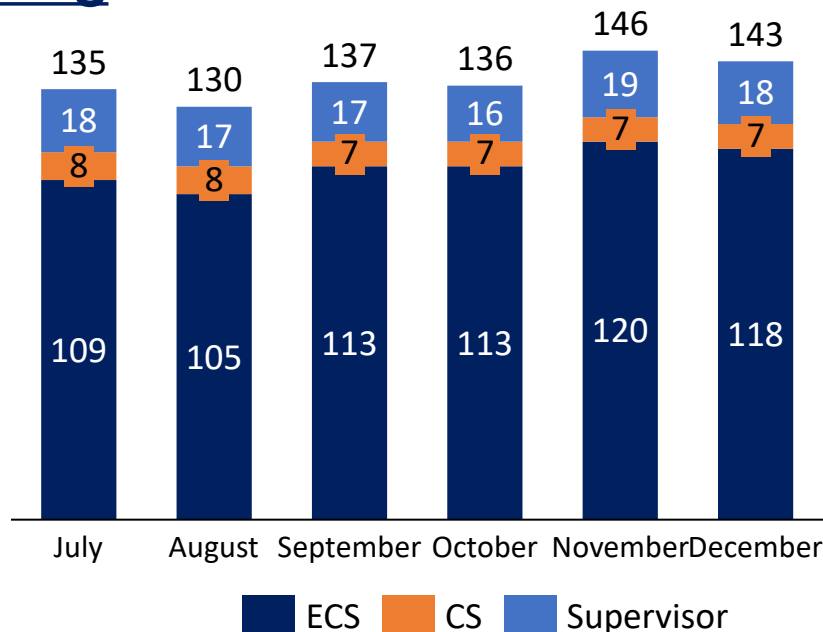
Tactical Dispatch Team

Jeffcom’s Tactical Dispatch Team was dispatched to six incidents/trainings, totaling 19.5 hours during Q4. The team is trained to handle the most demanding and stressful calls for service.

Staffing



Welcome aboard, November Academy graduates!



■ ECS ■ CS ■ Supervisor