

# Second Quarter Report



**Jefferson County Communications Center Authority  
April 2021 – June 2021**

# CALL TAKING OPERATIONS

Emergency call volume increased drastically compared to Q2 2020, averaging 74 more calls per day. Administrative (+17) and Outbound (+6) call volume also increased compared to Q2 2020.

During June of Q2 the center averaged a total of 789 calls per day, the highest daily average emergency call volume for any month in Jeffcom's history. One contributing factor occurred on June 28th when the center received **1,079 emergency calls - the second highest daily total in Jeffcom history and the highest of Q2**. Between 17:45 and 20:15, the center received **329 calls** from one calling number. These calls were received from one disconnected cell phone with no audio on the line. The team did a great job to share the workload with **21** different personnel answering calls.



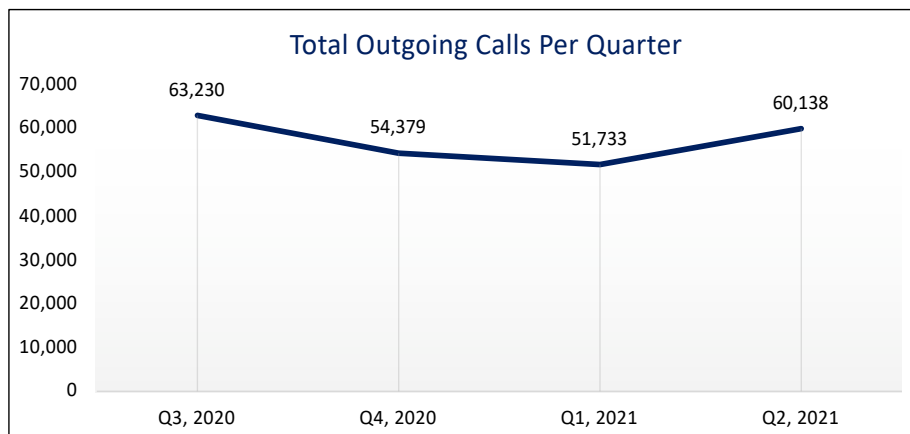
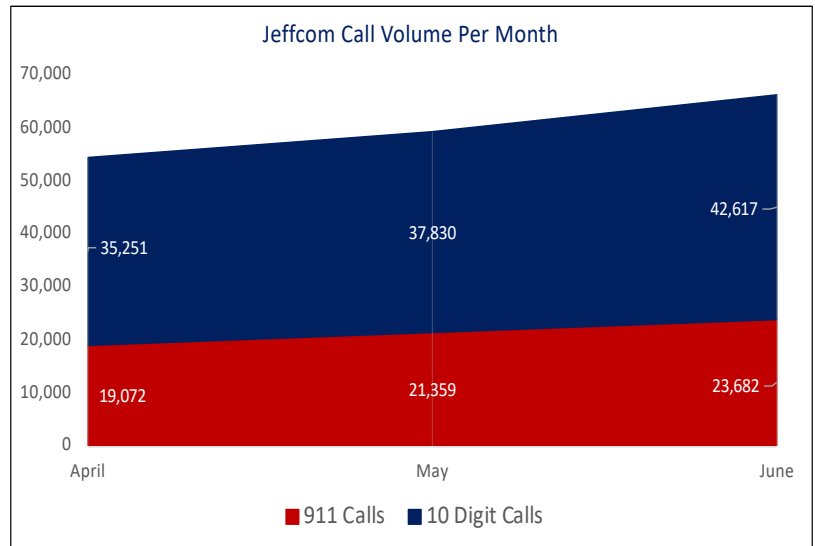
Jeffcom employee Joey S. guided a frantic father through instructions to help his wife deliver their baby in the home kitchen! EMS arrived seconds after the baby boy was born!

2021	Quarter 2	Change from Quarter 1	Q3, 2020 - Q2, 2021 Trend
Average Monthly 911 Calls Per Month	21,371	19.9%	
Average 10 Digit-Calls	38,566	13.3%	
Average Outbound Calls	20,046	16.2%	

Jeffcom answered an average of 705 emergency calls per day in Q2 (110 more per day compared to the prior quarter) and 1,271 administrative line calls per day (137 more per day compared to the prior quarter) combining for an average of 1,976 total incoming calls per day.



Last year, Jeffcom Employee Tony O. talked to a suicidal male with a gun for 8 minutes. He got the male to put down the gun and go outside to the waiting officers. Thanks to Tony's empathy and good judgment, the male was taken to the hospital without incident. We are proud to award Tony with a Scene Safety Award!

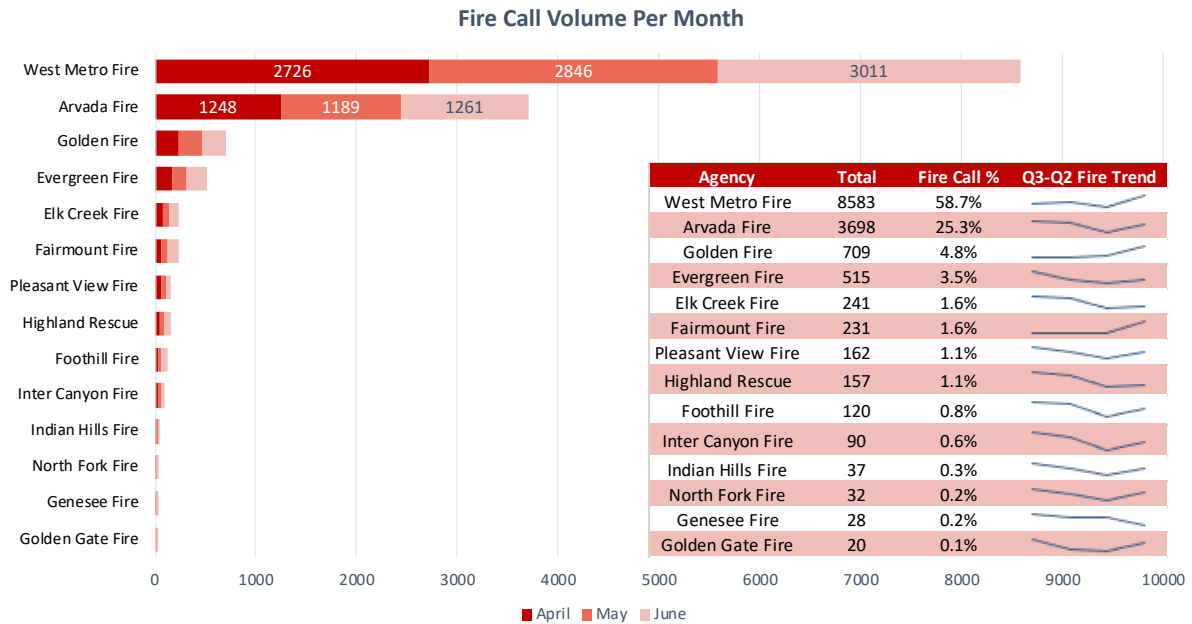


Outbound Calls increased by 15% per day compared to the prior quarter.

- Administrative transfers increased by 6%, averaging **230 per day**.
- "911 Hangup/Check", increased from the prior quarter, increasing 49 to average **220 calls per day**.

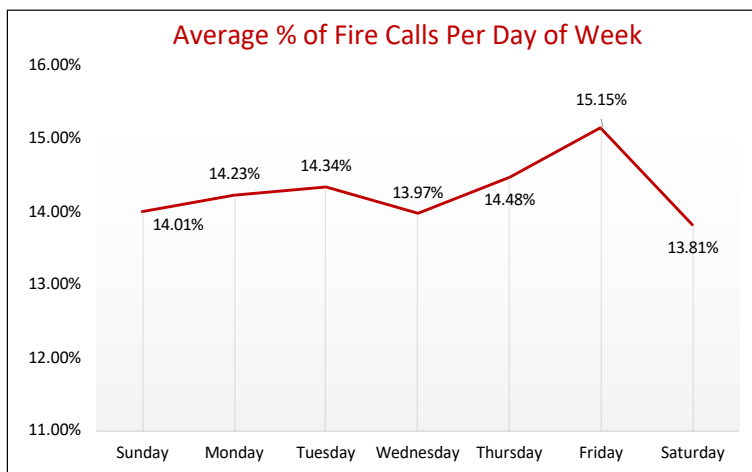
# Fire Dispatch Operation

Dispatched fire calls for service increased **7.8%** per day compared to the prior quarter. Overall, an average of 4,874 Fire calls were dispatched per month (161 calls per day, +20 calls per day compared to Q2 2020) – numbers which reflect calls received, processed, and dispatched by Jeffcom.



P1, P2 and P3 calls all increased from Q1 to Q2 by 7.4% (+22), 8.3% (+677) and 11.3%(+532) respectively. Fire operation calls dispatched per day averaged three P1 calls and 98 P2 calls.

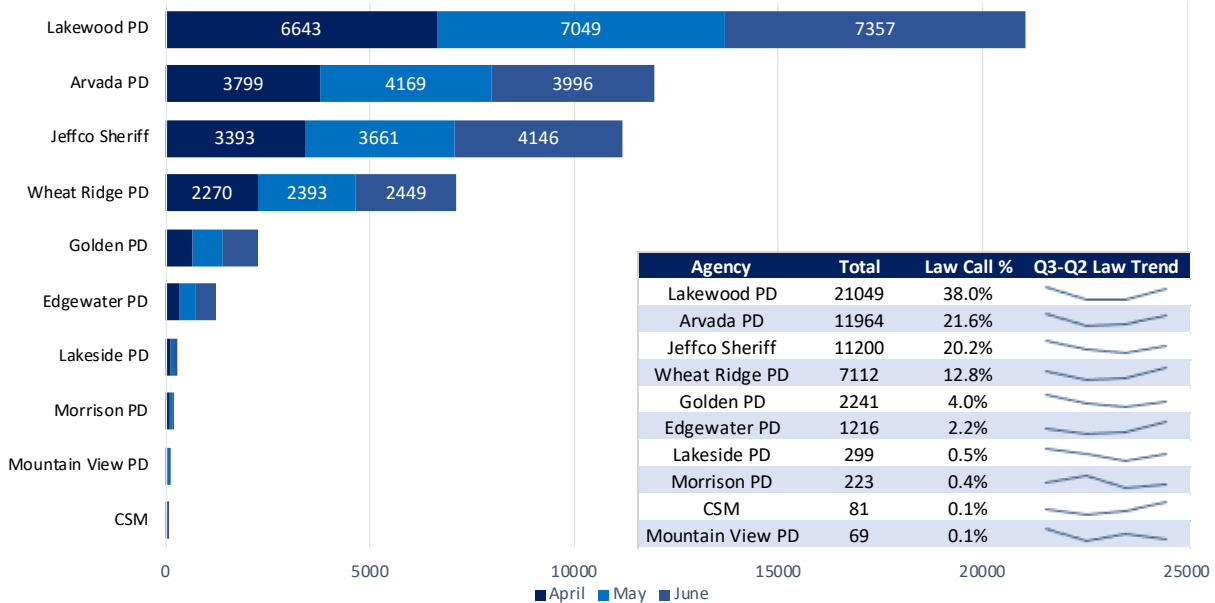
- Throughout the quarter, there were **621** emergent transports to the hospital, an increase of 80 transports compared to 541 in Q1.
- The most common calls for service during Q2 were Sick Person (13.3%), Falls (12.5%) and Alarms (8.0%).
- Compared to Q2 of 2020 motor vehicle collisions increased by **101%** (+459).
- On June 10, a call was received at 14:33:48 for a report of a fire in the North Fork area. Over the next 11 days, **45** Jeffcom employees managed **35** different apparatus from the mutual aid of nine different agencies. Due to the location of the incident, high call volume for the incident was not observed. However, the incident recorded a total of **485** comments: the highest total for a Fire call during Q2.
- Jeffcom personnel processed **8,443** calls using the Emergency Medical Dispatch (EMD) protocols (+556 from Q1) and **2,872** Emergency Fire Dispatch (EFD) protocols (-20 from Q1).



# Law Dispatch Operation

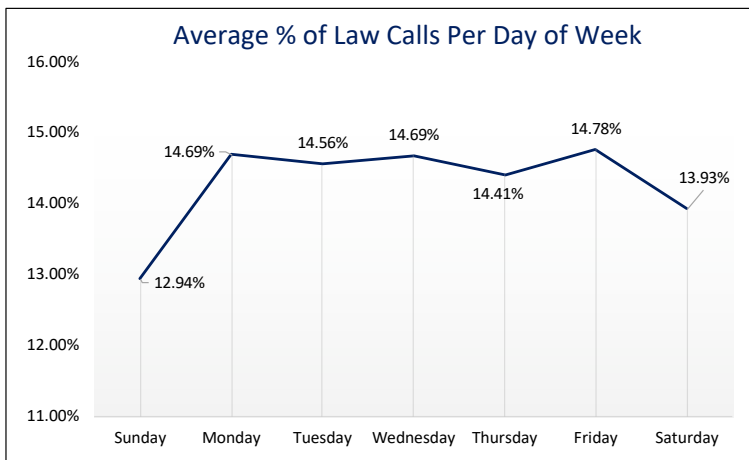
Dispatched law calls for service increased **13.2%** per day compared to the prior quarter. Overall, there were an average of **18,485** Law calls dispatched per month (609 calls per day, +30 calls per day compared to Q2 2020) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Law Call Volume Per Month



All law priority classification increased from Q1 to Q2, highlighted by P1 calls increasing by 12.7% (+549) and P2 calls increasing by 13.8% (+2,115). Law operations calls dispatched per day averaged 53 P1 calls and 192 P2 calls.

- The top three dispatched law problem types included Welfare Check (7.8%), Follow Up (6.3%) and Unwanted Party (5.6%).
- Welfare Check’s increased by 23%, or 809 calls compared to Q2 of 2020, the largest increase in calls for service.
- Motor Vehicle Theft continues to increase from the previous year’s quarter, up 37% (+271) calls. Theft calls for service also increased by 11% (+231).
- On June 21, a call was received at 13:35:53 reporting Shots Fired near the Arvada Library. Over the next 30 minutes, 61 emergency calls were answered by 21 Jeffcom Personnel. The center also received 89 administrative calls for a total of 149 calls in 30 minutes. Throughout the duration of the incident, 41 Jeffcom personnel contributed to managing **123** law units from 9 law jurisdictions within Jefferson County, while also receiving support from outside jurisdictions. In addition, there were 14 Fire units assigned to the call. A total of **790** comments were entered into the incident, the highest total for the Q2.





# Projects Completed

## Backup Center Radio

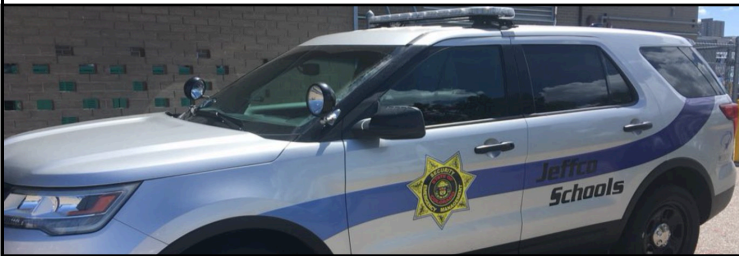
Following the Harris VIP radio console installation completed in Q1, Jeffcom activated the Backup Center in May, utilizing the new consoles for the first time. Utilization of the consoles improved efficiency and transmission clarity when communicating with units in the field. The first operational use of these new radios was considered a success.

## Jeffcom WIKI Launched

In May Jeffcom’s Communications Advisory Planning Team completed and launched a Wiki page designed to house all information for Call taking, Fire/EMS and Law operations in one central location. A huge success, the team created links to each jurisdiction as well as the latest changes and news important to operations. This page provides personnel with a way to get quick answers to questions either they or their callers have.

## NICE Upgrade

During Q2, NICE Systems performed an onsite hardware installation at both Jeffcom and the Backup Center to upgrade Jeffcom’s recording platform. This upgrade will improve the speed of recording retrieval and adding additional redundancy to the system.



An R1 Security Vehicle

## Tactical Dispatch Team

Jeffcom’s Tactical Dispatch Team was dispatched to 7 incidents, totaling 21.5 hours during Q2. The team is trained to handle the most demanding and stressful calls for service.

## Activation of the Backup Center for Sanitization

In May, Jeffcom activated the Backup Center to spray and sanitize the main 911 floor. A total of 16 personnel reported to the Backup Center to cover 8 radio channels and 4 call taking positions. Jeffcom continues to keep personnel as healthy as possible with continued spray sanitization of the working environment.

## Links by Discipline [\[ edit | edit source \]](#)

Choose your own adventure		
Calltaking	Fire and EMS Channels	Dispatch Law Channels
<a href="#">Calltaking</a> <a href="#">[ edit   edit source ]</a>	<a href="#">Fire and EMS</a> <a href="#">[ edit   edit source ]</a>	<a href="#">Law</a> <a href="#">[ edit   edit source ]</a>
<a href="#">Position 19 &amp; 20</a>	<a href="#">EMD &amp; EFD Problem Nature</a>	<a href="#">Law Problem or Nature Code</a>
<a href="#">DAM</a>	<a href="#">Fire Pass Down</a>	<a href="#">Law Pass Down</a>
<a href="#">Breaks List</a>		
<a href="#">External Resources</a>		

Jeffcom’s WIKI developed by the communication team to improve access to information on the web for call takers and dispatchers.

## R1 Intergovernmental Agreement

R1 Security, responsible for patrolling and monitoring Jefferson County Schools, reached an agreement with Jeffcom to utilize the PSAP’s CAD System. This addition to Jeffcom’s CAD will improve communication and timeliness between the two communications centers. R1 will “go live” as a user of Jeffcom’s CAD before the end of 2021.

## ProQA/Aqua Upgrade

In June, ProQA EFD and ProQA EMD were both updated to the latest versions. Aqua was also updated to include a new database for queueing calls in Jeffcom’s Quality Assurance division. These upgrades ensure that Jeffcom Personnel are asking the right questions and following correct protocols, improving time and efficiencies.



The Backup Center setup for Emergency Communication Specialists.

# News/Training Emergency Personnel

## Jeffcom Partners with FOX31 Denver

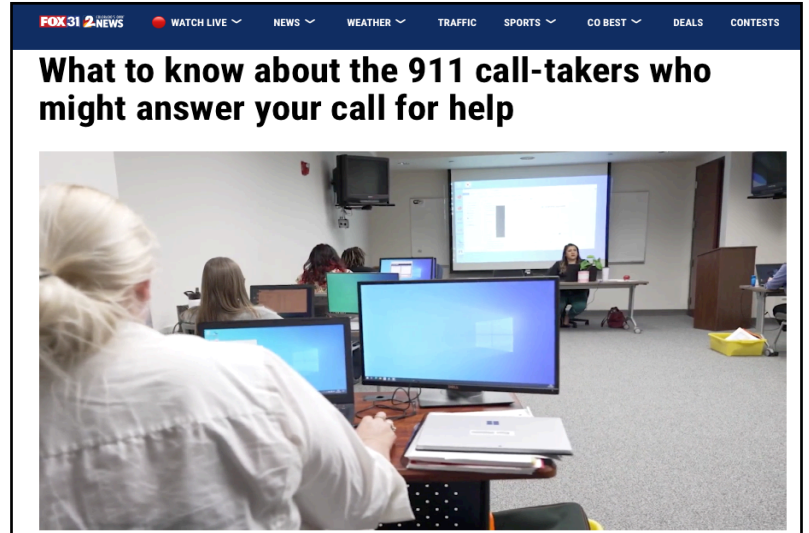
You may have turned on the TV and noticed stories about Jeffcom911. FOX31 Denver has ran multiple stories about Jeffcom's operations, following a training class 21-2 from hire through academy graduation. These stories have functioned as a recruiting tactic as well as an informational video about what questions are asked of 911 and who is on the other side of the phone.

## Internal/Hosted Courses:

- ECT/CPR for May 10 Academy
- EMD/EFD for May 10 Academy
- IAED Recertifications
- APCO CTO Course
- Santelli CIT Course

## External - Local Trainings:

- PSTC Negativity
- Skillpath Coaching and Mentoring
- Dare to be Great Leadership Workshop
- APCO Instructor Techniques and Tactical Dispatch
- IAED Recertifications

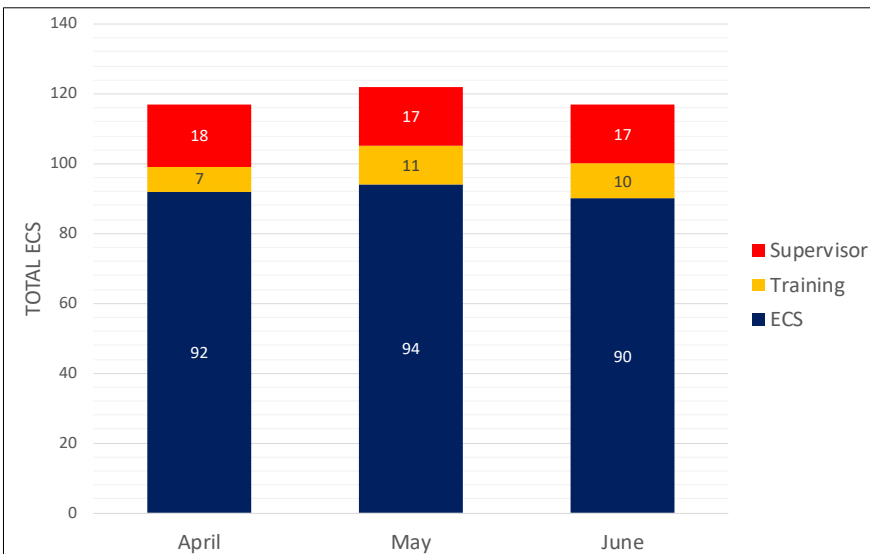


## External with Travel Training:

- Travel will return in Q3 as trainings and conferences resume after COVID restrictions.

# Staffing

With COVID restrictions being lifted, Jeffcom returned to in person trainings for new Emergency Communications Specialists. Jeffcom continues to hire and train with the goal of reaching fully authorized staffing levels.



Jeffcom academy 21-2 taking their oath after completing the academy. The class has now moved to the communications center floor for continued training.