

# Second Quarter Report



**Jefferson County Communications Center Authority  
April 2024 – June 2024**

# CALL TAKING OPERATIONS

Emergency call volume decreased from last year, averaging 88 less calls per day in Q2 2024 than in Q2 2023.

Administrative calls processed by Jeffcom increased from Q2 2023 by 20 calls per day. Outbound call volume decreased by an average of 54 calls per day compared to Q2 2023. June was the busiest month of the quarter, averaging 725 emergency calls and 845 administrative calls per day.

A total of 140 Call Takers took a phone call that resulted in a call for service. Of all who took a phone call, the highest achieved by a single call taker was a total of 1,594.

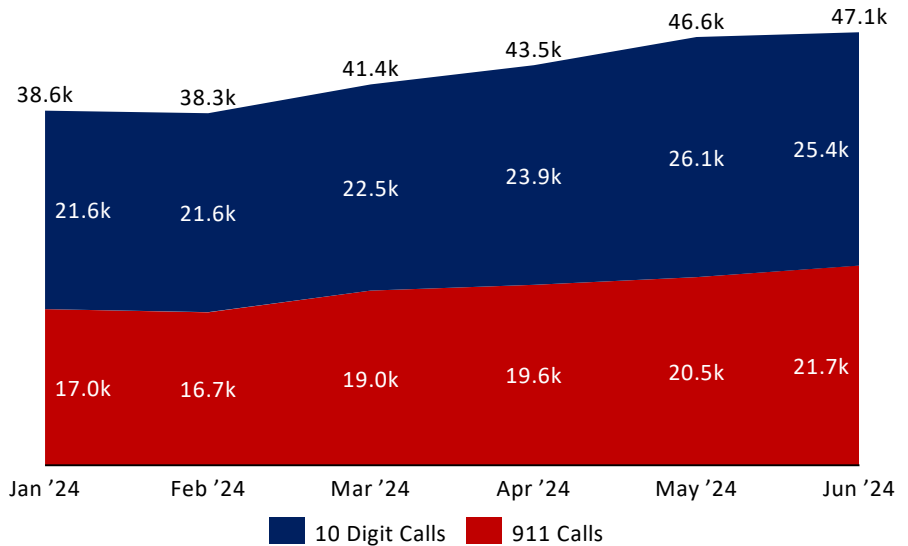


	Quarter 2, 2024	Change from Quarter 1	Q3, 2023 - Q2, 2024 Trend
Average 911 Calls Per Month	20,619	17.5%	
Average Admin Calls to Bot	30,248	18.0%	
Average Admin Calls to Jeffcom	25,114	14.8%	
Average Outbound Calls	18,185	17.8%	

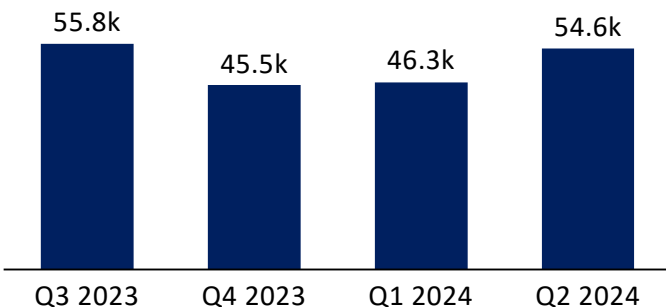
Jeffcom answered an average of 680 emergency calls per day in Q2 (101 more per day compared to the prior quarter) and 828 administrative calls per day (107 more per day compared to the prior quarter) combining for an average of 1,508 total incoming calls per day.



Jeffcom Monthly Call Volume



Total Outgoing Calls per Quarter



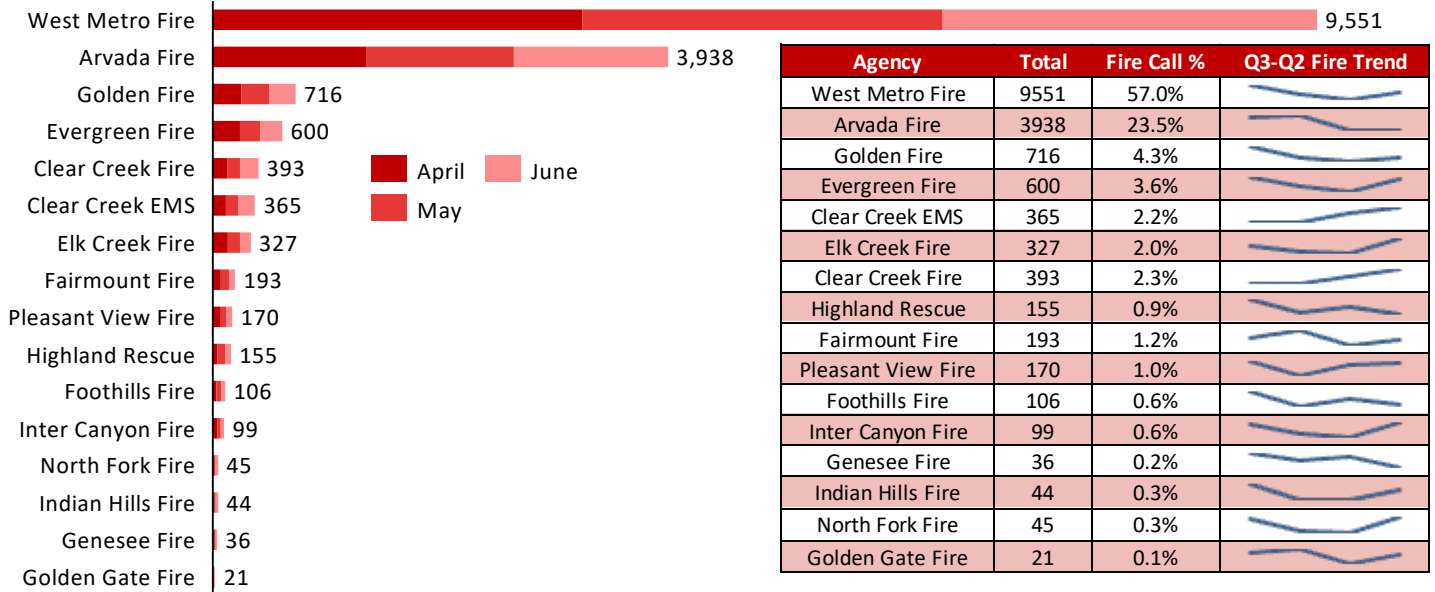
Outbound Calls increased by 91 calls per day compared to the prior quarter.

- “911 Hangup/Check” increase from the prior quarter by 24% to average 139 calls per day.

# Fire Dispatch Operation

Dispatched fire calls for service increased **3%** per day compared to the prior quarter. Overall, an average of **5,586** Fire calls were dispatched per month (184 calls per day, 17 more calls per day from Q2 2023) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

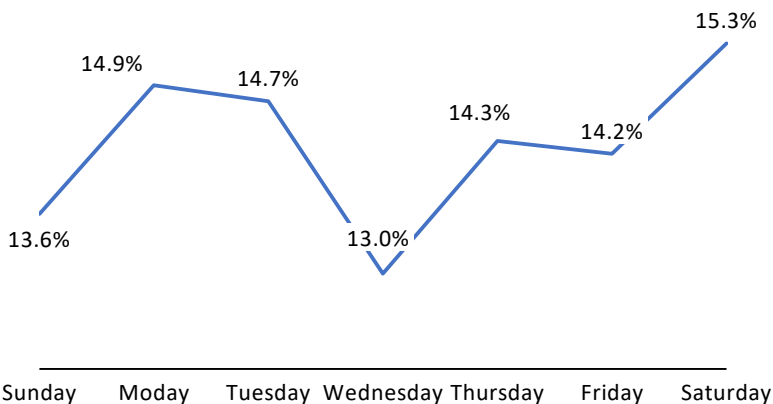
Fire Call Volume per Month



P1 and P2 calls increased from Q1 2024 to Q2 2024 by 6% (+.27 calls) and 5% (+4 calls), respectively per day. P3 calls increased by 3% (+2 calls) per day. Fire operation calls dispatched per day averaged four P1 calls and 113 P2 calls.

- Throughout the quarter, there were 668 emergent transports, a decrease of 42 transports compared to Q1 2024.
- The most common calls for service during Q1 were Falls (13%), Sick Person (12%), and Alarms (7%).
- Compared to Q1 of 2024, Electrical Hazard calls increased by 200% (+220), Backcountry Rescue calls increased by 408.3% (+49) and Smoke Investigation Outside calls increased 64.6% (+64).
- On April 4th, the Fox Hollow Golf Course reported a grass fire near Hole 6 on their Meadow Course via a 9-1-1 call. Subsequent calls soon followed, reporting multiple fires in the same vicinity. Throughout the incident, Jeffcom received a significant amount of information and radio traffic, totaling 607 comments - the highest count for any Fire incident response for the Quarter. In response to these reports, 35 unique fire units were dispatched to respond to the incident.

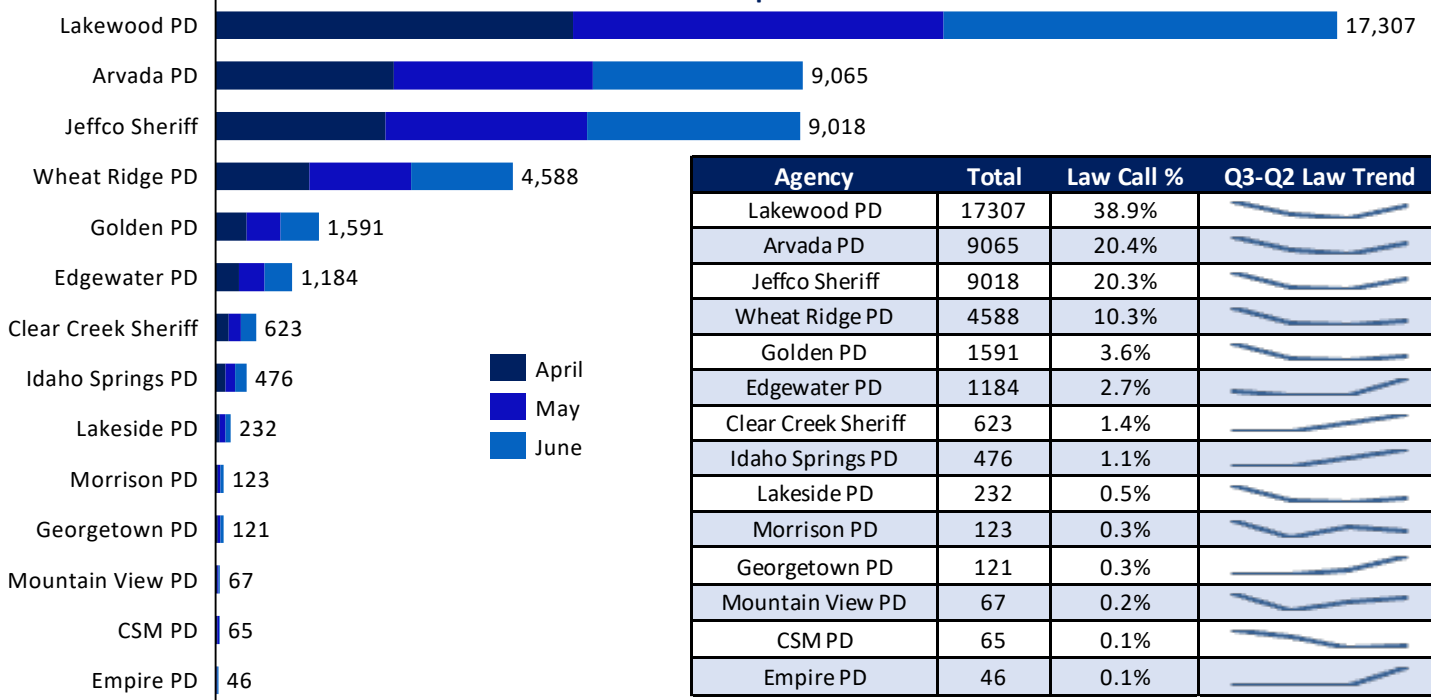
Average % of Fire Calls per Day of Week



# Law Dispatch Operation

Dispatched law calls for service increased **14%** per day compared to the prior quarter. Overall, an average of **14,835** calls were dispatched per month (489 calls per day, an increase of 4 calls per day compared to Q2 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Law Call Volume per Month

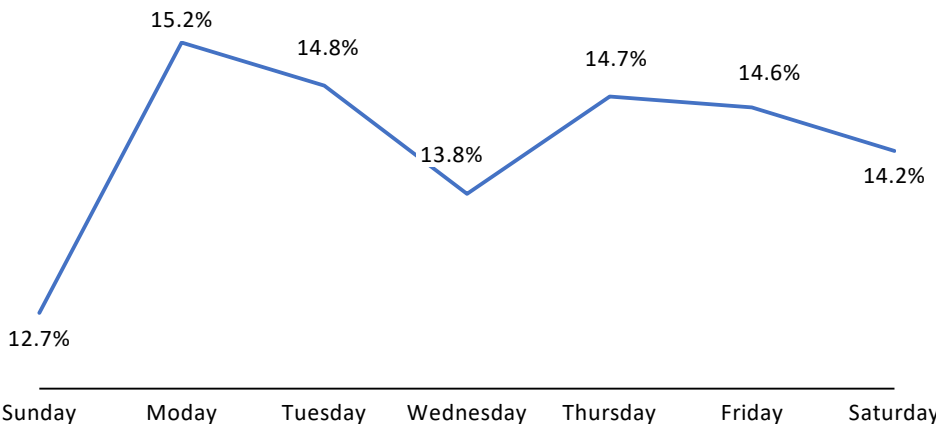


Agency	Total	Law Call %	Q3-Q2 Law Trend
Lakewood PD	17307	38.9%	↔
Arvada PD	9065	20.4%	↔
Jeffco Sheriff	9018	20.3%	↔
Wheat Ridge PD	4588	10.3%	↔
Golden PD	1591	3.6%	↔
Edgewater PD	1184	2.7%	↔
Clear Creek Sheriff	623	1.4%	↔
Idaho Springs PD	476	1.1%	↔
Lakeside PD	232	0.5%	↔
Morrison PD	123	0.3%	↔
Georgetown PD	121	0.3%	↔
Mountain View PD	67	0.2%	↔
CSM PD	65	0.1%	↔
Empire PD	46	0.1%	↔

P0 calls remained flat from Q1 2024 to Q2 2024 with 37 total for both quarters. P1, P2, and P3 calls increased by 8% (+3), 10% (+14), and 14% (+18), respectively per day. Law operations calls dispatched per day averaged 42 P1 calls and 148 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (7%), and Unwanted Party (5%).
- Wildlife calls for service increased from Q1 2024, up 229% (+378 calls). Loud Noise/Noise Disturbance increased by 66.5% (+355) from Q1.
- On May 8th, a Robbery was reported via a 9-1-1 caller that her vehicle had been stolen from the Walmart parking lot in Lakewood. The suspect allegedly pointed a gun at her, demanded she exit the vehicle, and then fled the scene. This incident triggered an extensive police response, with a total of 78 units assigned to the call throughout its duration - the highest number for any throughout the quarter.

Average % of Law Calls per Day of Week





# Projects/News/Staffing

## National Public Safety Telecommunicators Week

Jeffcom 911 celebrated National Public Safety Telecommunicators Week from April 14th to April 20th with a range of activities including food, drinks, games, themed days, and visits from various agencies. This special week was a chance for our team to recognize and honor their crucial role in emergency services. We extend our heartfelt thanks to all the agencies that contributed donations, provided food, or took the time to visit the center.



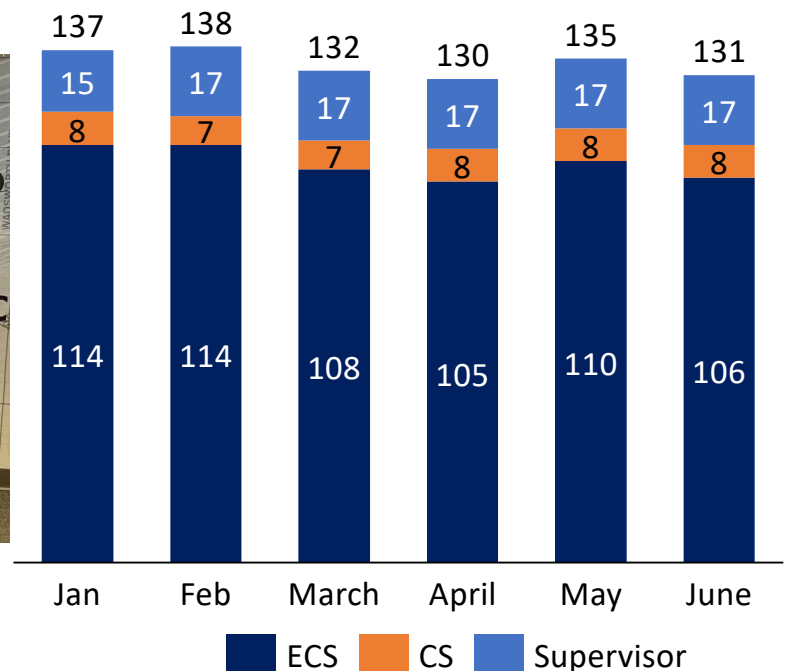
## Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to 11 incidents/trainings, totaling 63.75 hours during Q2. 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