

# Fourth Quarter Report



**Jefferson County Communications Center Authority  
October 2023 – December 2023**

# CALL TAKING OPERATIONS

Emergency call volume decreased from last year, averaging 28 less calls per day in Q4 2023 than in Q4 2022. Administrative calls processed by Jeffcom decreased from Q4 2022 by 347 calls per day as a result of J.A.N.E, the Jeffcom Artificial Non-Emergency AWS Connect bot. The bot received 861 calls per day in Q4 2023 and reduced the volume of admin calls that reached Jeffcom personnel by 33%. Outbound call volume decreased by an average of five calls per day. October was the busiest month of the quarter, averaging 645 emergency calls and 753 administrative calls per day.

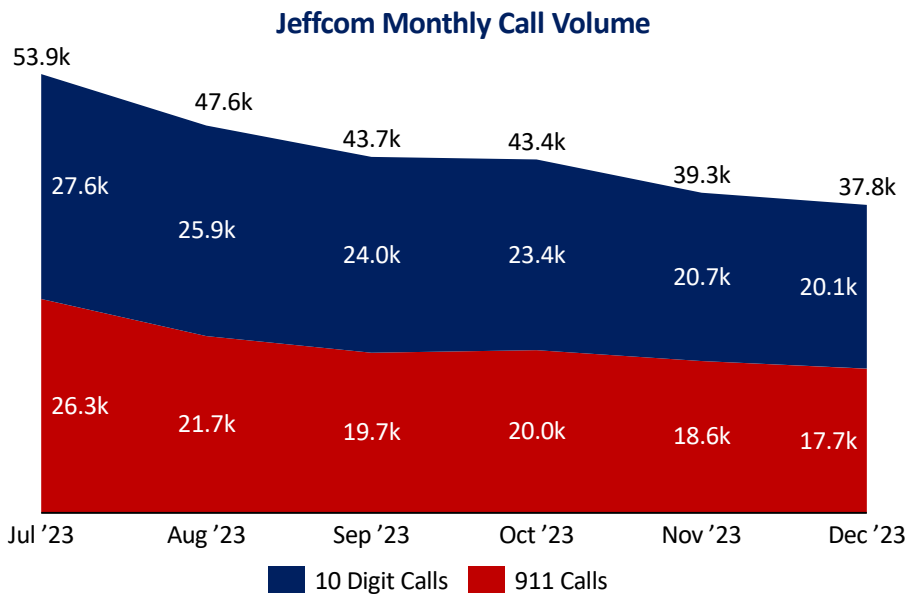


	Quarter 4 2023	Change from Quarter 3	Q1 - Q4 2024 Trend
Average 911 Calls Per Month	18,777	-17%	
Average Admin Calls to Bot	26,418	-21%	
Average Admin Calls to Jeffcom	21,398	-21%	
Average Outbound Calls	15,179	-22%	

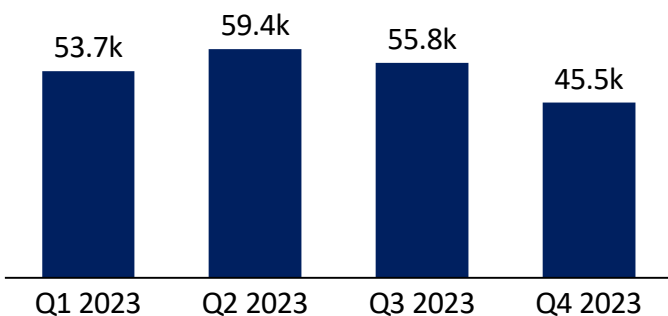
Jeffcom answered an average of 612 emergency calls per day in Q4 (123 less per day compared to the prior quarter) and 698 administrative line calls per day (145 less per day compared to the prior quarter) combining for an average of 1,310 total incoming calls per day.



Congratulations to ECS Juanita for administering life-saving instructions!



### Total Outgoing Calls per Quarter



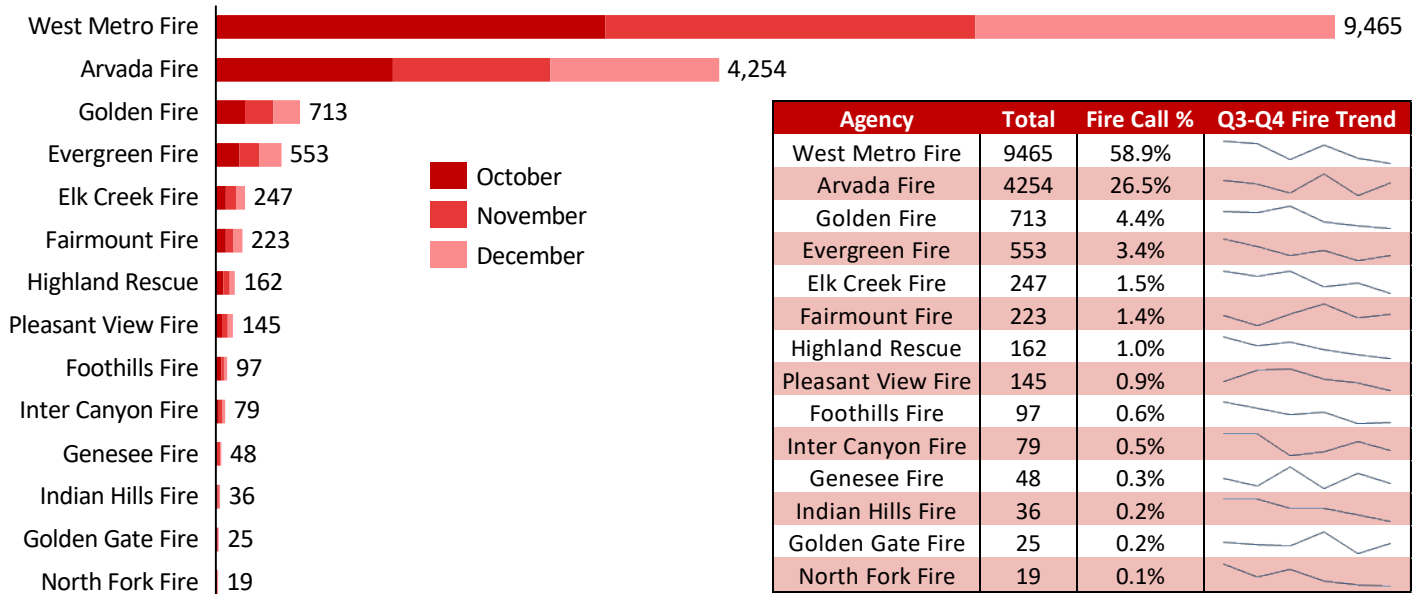
Outbound Calls decreased by 111 calls per day compared to the prior quarter.

- Administrative transfers decreased by 14%, averaging 119 per day.
- “911 Hangup/Check” decreased from the prior quarter by 27% to average 117 calls per day.

# Fire Dispatch Operation

Dispatched fire calls for service decreased by **8%** per day compared to the prior quarter. Overall, an average of **5,355** Fire calls were dispatched per month (175 calls per day) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

## Fire Call Volume per Month

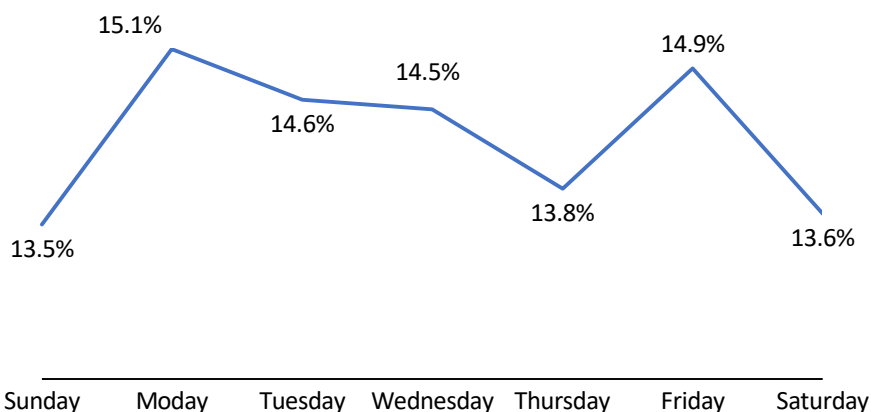


Agency	Total	Fire Call %	Q3-Q4 Fire Trend
West Metro Fire	9465	58.9%	
Arvada Fire	4254	26.5%	
Golden Fire	713	4.4%	
Evergreen Fire	553	3.4%	
Elk Creek Fire	247	1.5%	
Fairmount Fire	223	1.4%	
Highland Rescue	162	1.0%	
Pleasant View Fire	145	0.9%	
Foothills Fire	97	0.6%	
Inter Canyon Fire	79	0.5%	
Genesee Fire	48	0.3%	
Indian Hills Fire	36	0.2%	
Golden Gate Fire	25	0.2%	
North Fork Fire	19	0.1%	

P1 calls increased from Q3 2023 to Q4 2023 by 8% (+21). P2 and P3 calls decreased by 4% (-412) and 6% (-373), respectively. Fire operations calls dispatched per day averaged three P1 calls and 105 P2 calls.

- Throughout the quarter, there were 761 emergent transports, a decrease of 110 transports compared to Q3 2023.
- The most common calls for service during Q4 were Falls (15%), Sick Person (14%), and Alarms (7%).
- Compared to Q4 of 2022, Assault/Sexual Assault calls were up 49% (+125 calls). Citizen Assist/Service calls decreased by 29% (-230 calls) from the previous year.
- On the evening of November 14th, three grass fires ignited on the side of I70 near the Denver West shopping center. 30 personnel recorded 274 comments, the most fire related comments on a single incident in Q4. 20 units responded to the fires.
- Jeffcom personnel processed 9,933 calls using the Emergency Medical Dispatch (EMD) protocols (-1 daily from Q3 2023) and 3,264 Emergency Fire Dispatch (EFD) protocols (-2 daily from Q3 2023).

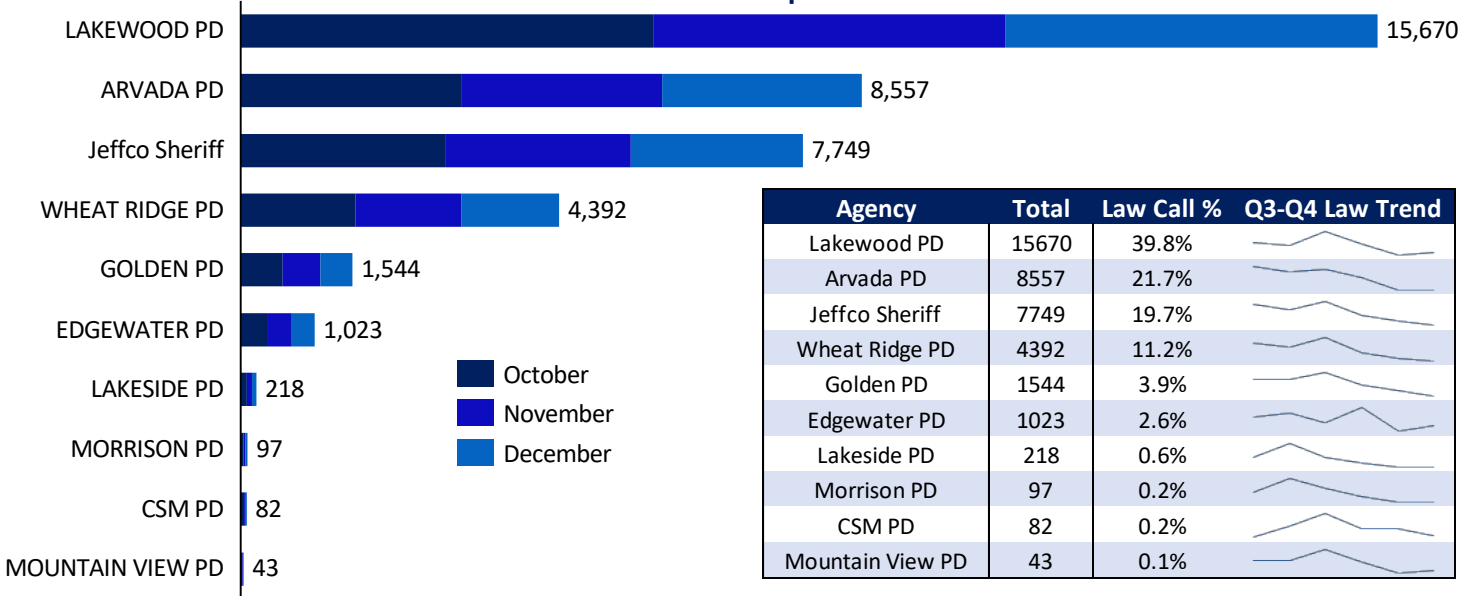
## Average % of Fire Calls per Day of Week



# Law Dispatch Operation

Dispatched law calls for service decreased by **12%** per day compared to the prior quarter. Overall, an average of **13,125** calls were dispatched per month (428 calls per day) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

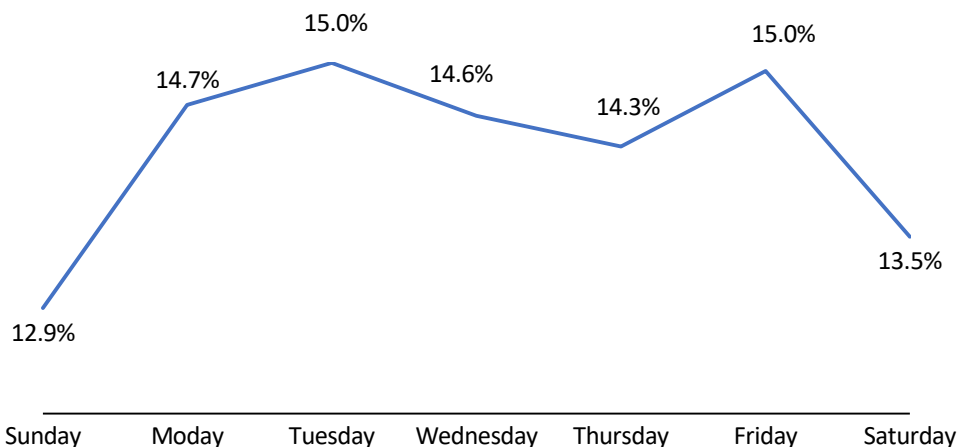
Law Call Volume per Month



P0, P1, P2, and P3 calls decreased from Q3 2023 to Q4 2023 by 26% (-12), 13% (-531), 12% (-1580), and 11% (-1484), respectively. Law operations calls dispatched per day averaged 39 P1 calls and 132 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (7%), and Unwanted Party (6%).
- Animal Follow Up calls for service increased from Q4 2022, up 89% (+111 calls). Hazard calls decreased by 42% (-242 calls) from the previous year.
- On November 27th, an RP called reporting that their father had shot their mother multiple times. The three children in the home were able to escape and were met outside by law enforcement. The father shot at LE and the children, striking one of the children with a bullet before taking his own life. The child survived their injuries. This murder-suicide call recorded 442 comments by 39 personnel, with 64 units responding.

Average % of Law Calls per Day of Week



# Projects/News/Personnel

Jeffcom enhanced the Incident Dispatch Vehicle by installing a third mounted chair and adding a boom mast. The additional console chair, shown on the right, enables three dispatchers to safely travel to incident locations, providing flexibility for an extra team member to assist as needed. The boom mast, equipped with a mounted camera, offers responders a bird's-eye view of the incident scene. Both enhancements aim to continue to grow utilization of this important piece of equipment.



## Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to seven incidents, totaling 22.5 hours during Q4. The team is trained to handle the most demanding and stressful calls for service.



## Staffing

