

Third Quarter Report



**Jefferson County Communications Center Authority
July 2024 – September 2024**

CALL TAKING OPERATIONS

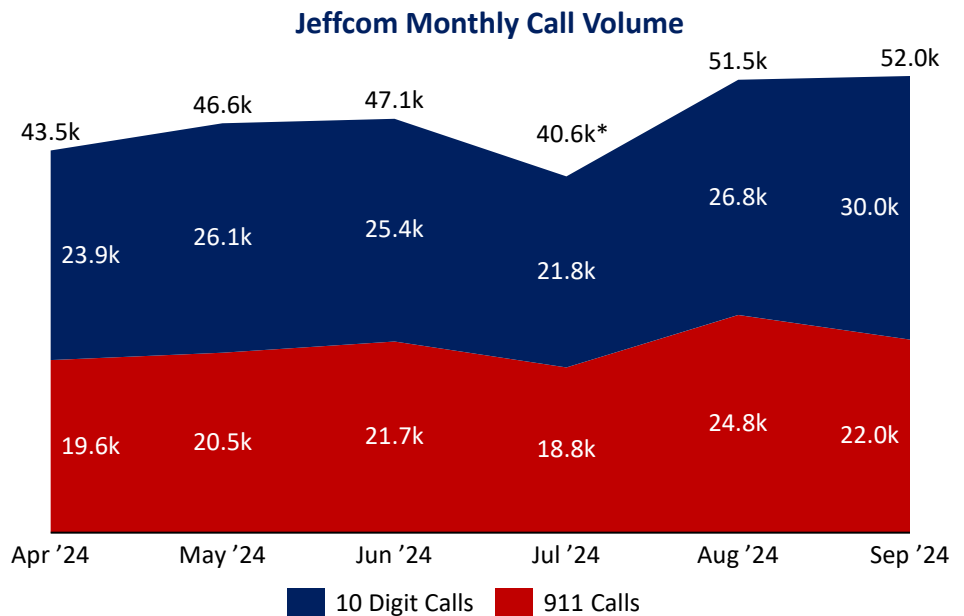
Emergency call volume decreased from last year, averaging 23 less calls per day in Q3 2024 than in Q3 2023. Administrative calls processed by Jeffcom increased from Q3 2023 by 11 calls per day. The increase in admin calls was due, in part, to the bot being shut down for 17.5 days in September. The admin bot received 1,026 calls per day for the days it was running. Outbound call volume decreased by an average of 35 calls per day from the previous year.



September was the busiest month of the quarter, averaging 732 emergency calls and 1,000 administrative calls per day.

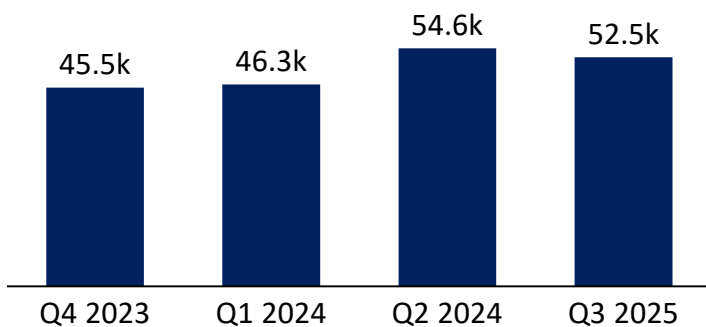
	Quarter 3, 2024	Change from Quarter 2	Q4 2023 - Q3 2024 Trend
Average 911 Calls Per Month	21,844	6%	
Average Admin Calls to Bot	25,486	-19%	
Average Admin Calls to Jeffcom	26,176	4%	
Average Outbound Calls	17,507	-4%	

Jeffcom answered an average of 712 emergency calls per day in Q3 (33 more per day compared to the prior quarter) and 854 administrative line calls per day (26 more per day compared to the prior quarter) combining for an average of 1,566 total incoming calls per day.



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

Total Outgoing Calls per Quarter



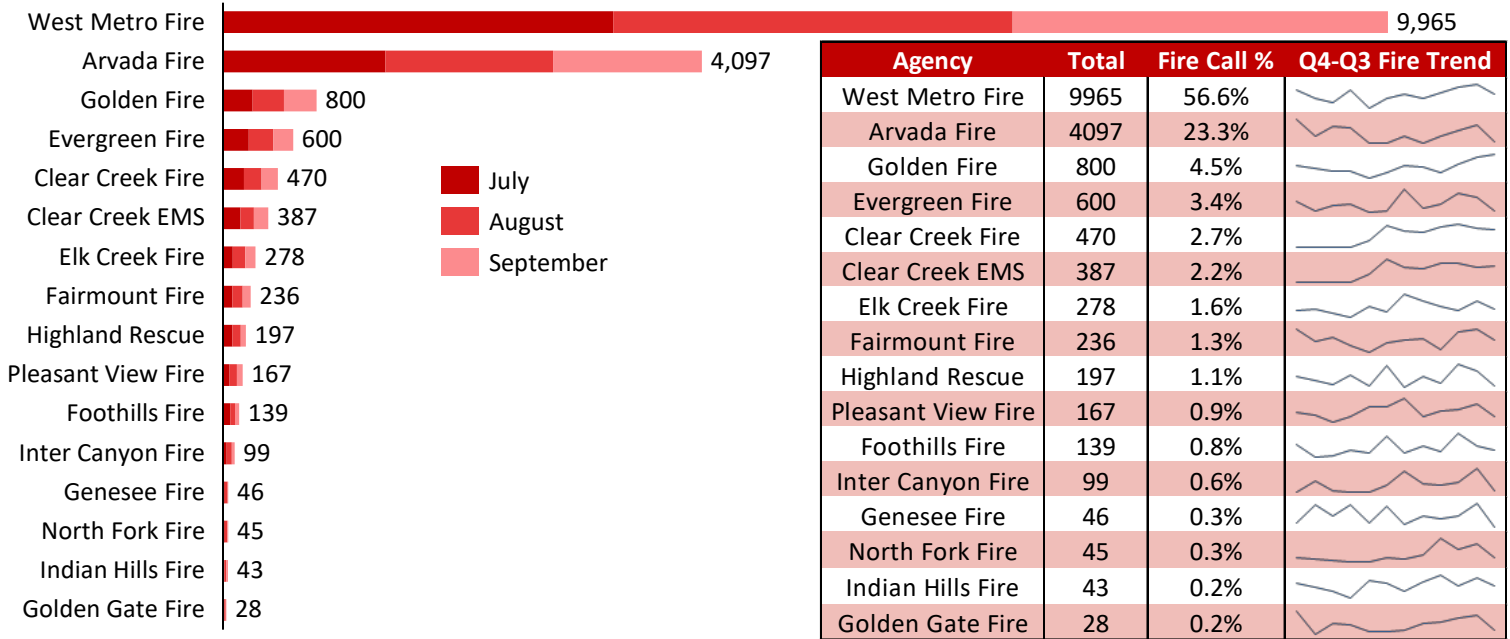
Outbound Calls decreased by 29 calls per day compared to the prior quarter.

- “911 Hangup/Check” increase from the prior quarter by 20% to average 166 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service increased **5%** per day compared to the prior quarter. Overall, an average of **5,866** Fire calls were dispatched per month (191 calls per day, 10 less calls per day than Q2 2023) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

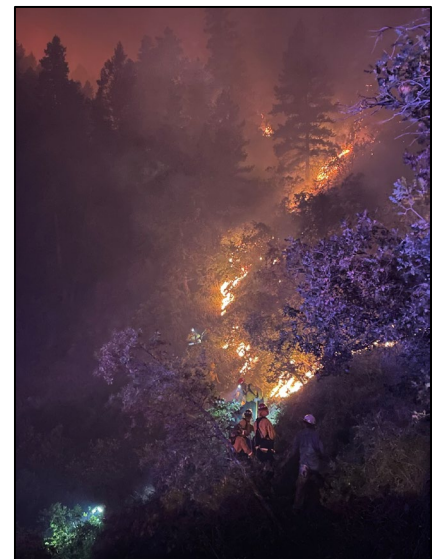
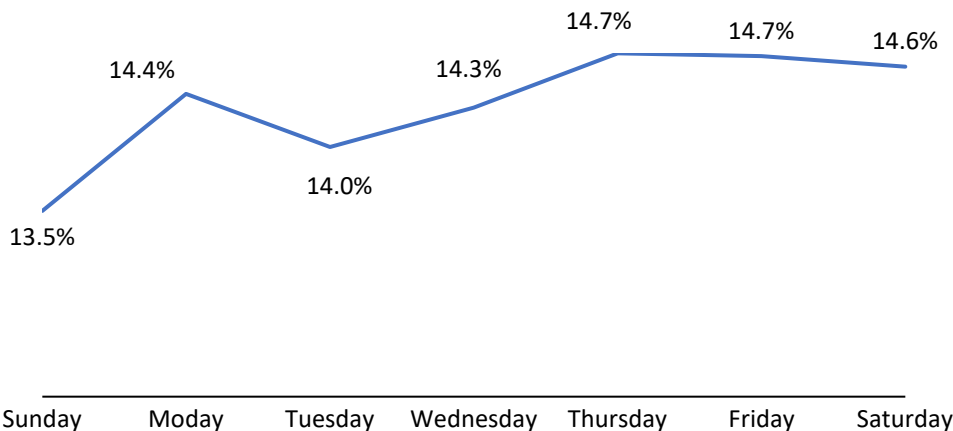
Fire Call Volume per Month



P1, P2, P3 calls decreased from Q2 2024 to Q3 2024 by 19% (-1 call), 6% (-7 calls), and 3% (-2 calls), respectively, per day. Fire operation calls dispatched per day averaged three P1 calls and 110 P2 calls.

- Throughout the quarter, there were 619 emergent transports, a decrease of 5 transports compared to Q2 2024.
- The most common calls for service during Q3 were Falls (14%), Sick Person (13%), and Alarms (7%).
- Compared to Q2 of 2024, Backcountry Rescue calls increased by 111% (+61), Heat/Cold Exposure calls increased by 93% (+26) and Electrical Hazard calls decreased 74% (-309).
- On July 30th, Jeffcom responded to an urgent call at 21:09 reporting a grass fire in Deer Creek Canyon. Over the next 24 hours, Jeffcom received a total of 789 emergency calls and 985 administrative calls. In response, the team dispatched a total of 51 unique Fire apparatus and 200 unique Law Enforcement vehicles. The incident saw high activity from Jeffcom personnel, with a record 3,095 fire comments made within the system by 86 staff members - the highest level of activity since Jeffcom's inception in March 2018.

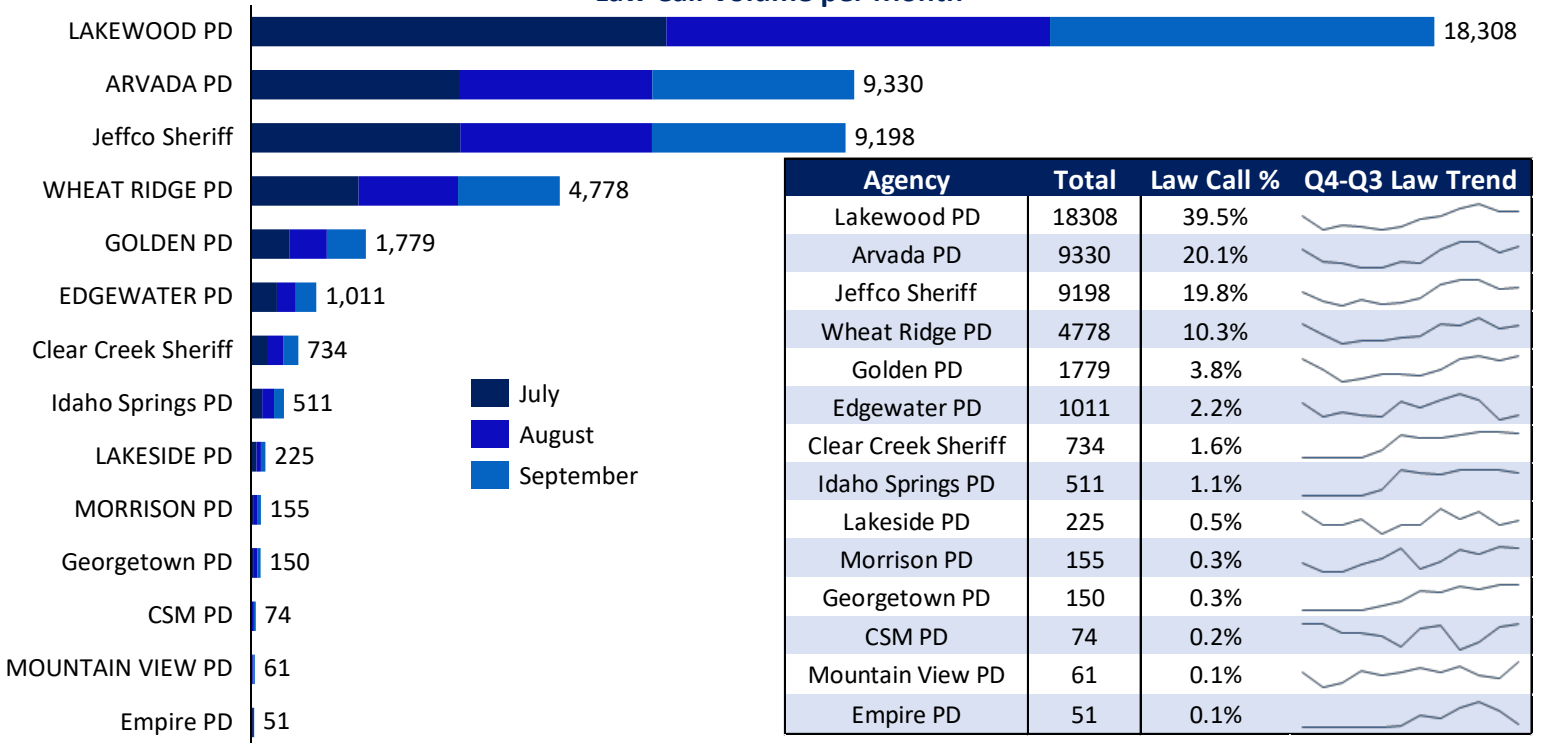
Average % of Fire Calls per Day of Week



Law Dispatch Operation

Dispatched law calls for service increased **3%** per day compared to the prior quarter. Overall, an average of **15,455** calls were dispatched per month (504 calls per day, an increase of 15 calls per day compared to Q2 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Law Call Volume per Month

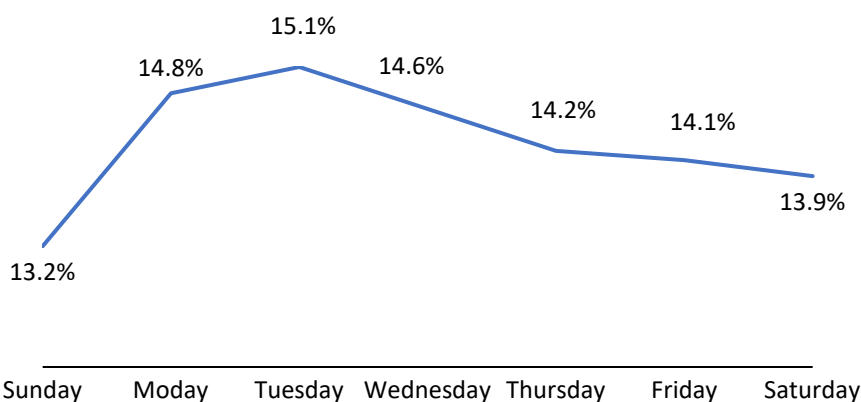


Agency	Total	Law Call %	Q4-Q3 Law Trend
Lakewood PD	18308	39.5%	
Arvada PD	9330	20.1%	
Jeffco Sheriff	9198	19.8%	
Wheat Ridge PD	4778	10.3%	
Golden PD	1779	3.8%	
Edgewater PD	1011	2.2%	
Clear Creek Sheriff	734	1.6%	
Idaho Springs PD	511	1.1%	
Lakeside PD	225	0.5%	
Morrison PD	155	0.3%	
Georgetown PD	150	0.3%	
CSM PD	74	0.2%	
Mountain View PD	61	0.1%	
Empire PD	51	0.1%	

P0 calls remained flat from Q2 2024 to Q3 2024 with an average of 0.4 calls per day. P1 calls decreased from Q2 2024 by 4% (-1.5 calls) per day. P2 and P3 calls increased by 2% (+3) and 6% (+8), 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 (9%), Follow Up (7%), and Motor Vehicle Accident (5%).
- Fireworks calls for service increased from Q2 2024, up 85% (+84 calls). Animal Cruelty calls increased by 28% (+104 calls) from Q2, and Runaway calls decreased 27% (-60 calls).
- JCSO responded to a menacing call on the evening of September 13th. At 18:09 an RP called in to report that an old lady was being held at gunpoint in a home. After a five-and-a-half-hour standoff involving a shelter-in-place order for neighbors and the deployment of a flashbang, the suspect surrendered to officers. The subject was arrested on two counts of felony menacing and false imprisonment. This call recorded 530 comments by 30 personnel with 48 units responding.

Average % of Law Calls per Day of Week



Projects/News/Staffing



Carbyne

At the end of July, Jeffcom deployed a cloud-native emergency call handling platform, Carbyne APEX, that offers enhanced security, agility, and redundancy, while allowing Jeffcom911 to provide faster and more efficient emergency responses.

In addition to the reduced server space and cost benefits of the cloud-based system, the Carbyne system allows us to integrate new technologies more easily. We are eager to roll-out new features including a call-triage solution that helps identify calls in a geographic area that are reporting the same emergency as well as AI-powered translation and transcription.

Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to 19 incidents/trainings, totaling 91 hours during Q3. The team is trained to handle the most demanding and stressful calls for service.

Staffing



Congratulations to our September Academy graduates!

