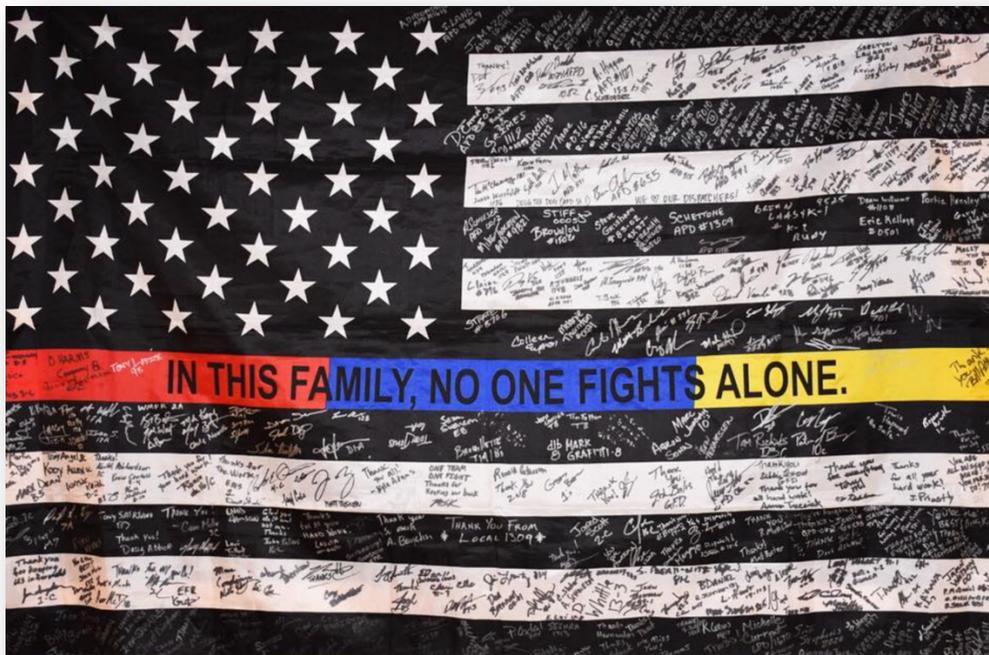


# First Quarter Report



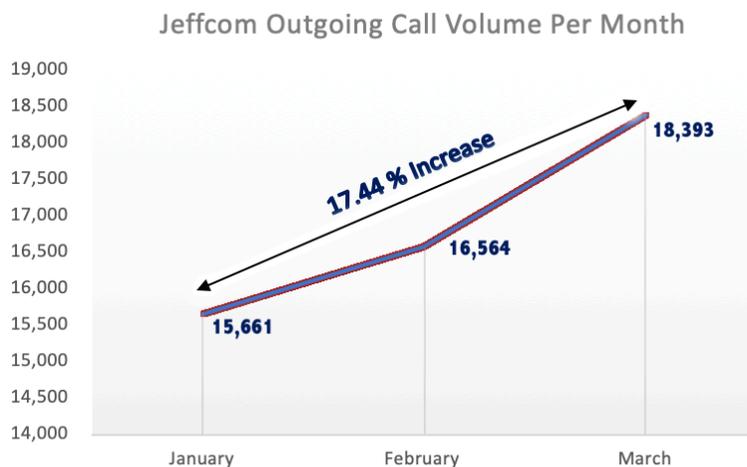
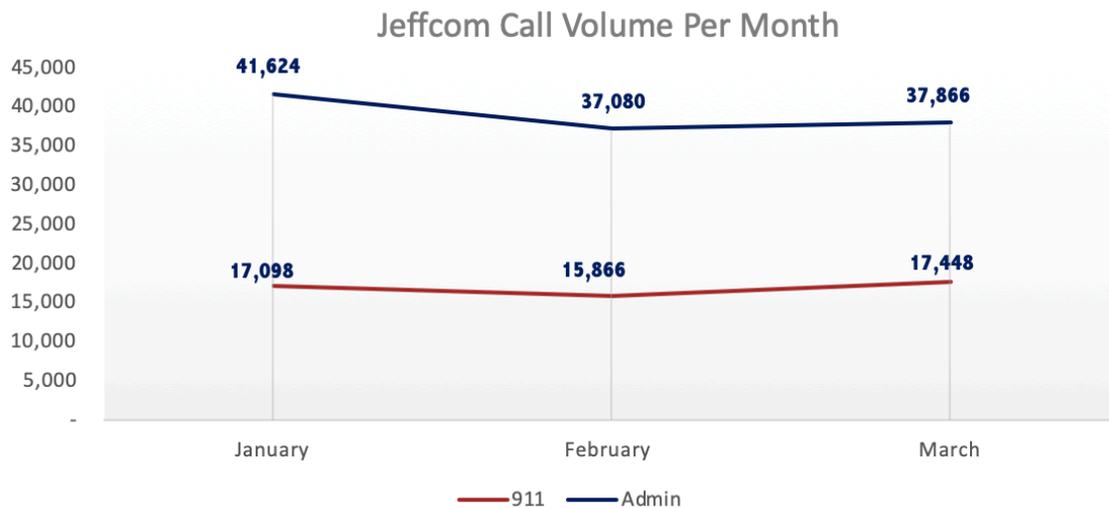
**Jefferson County Communications Center Authority  
January 2019 – March 2019**

# CALL TAKING OPERATIONS

The first quarter presented a variety of challenges including 22 total days of measurable snowfall, one of which was the “bomb cyclone” occurring on March 13, 2019. Also notable was the report of multiple shots fired in Lakewood resulting in the deployment of SWAT and a drone. There were no civilian injuries associated with the incident. Holidays during the First Quarter included New Year’s Day, Martin Luther King Day and President’s Day.

2019	First Quarter
Average Monthly 911 Calls per Month	16,804
Average 10-digit Calls	38,857
Average Outbound Calls	16,873

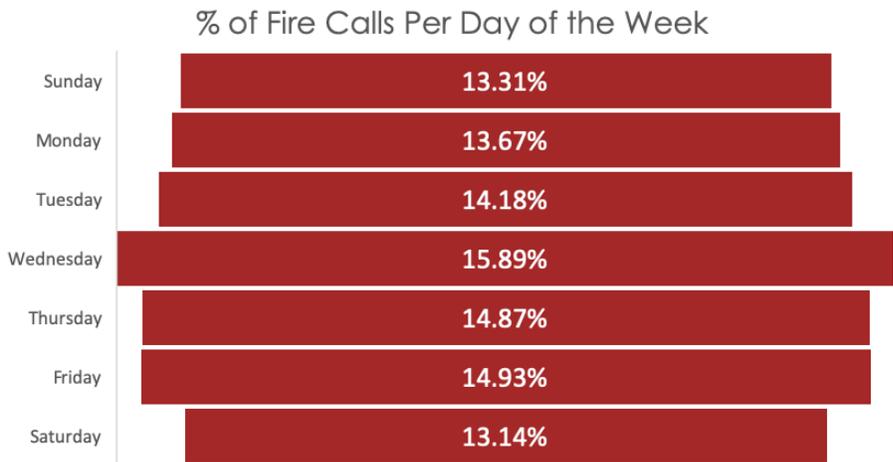
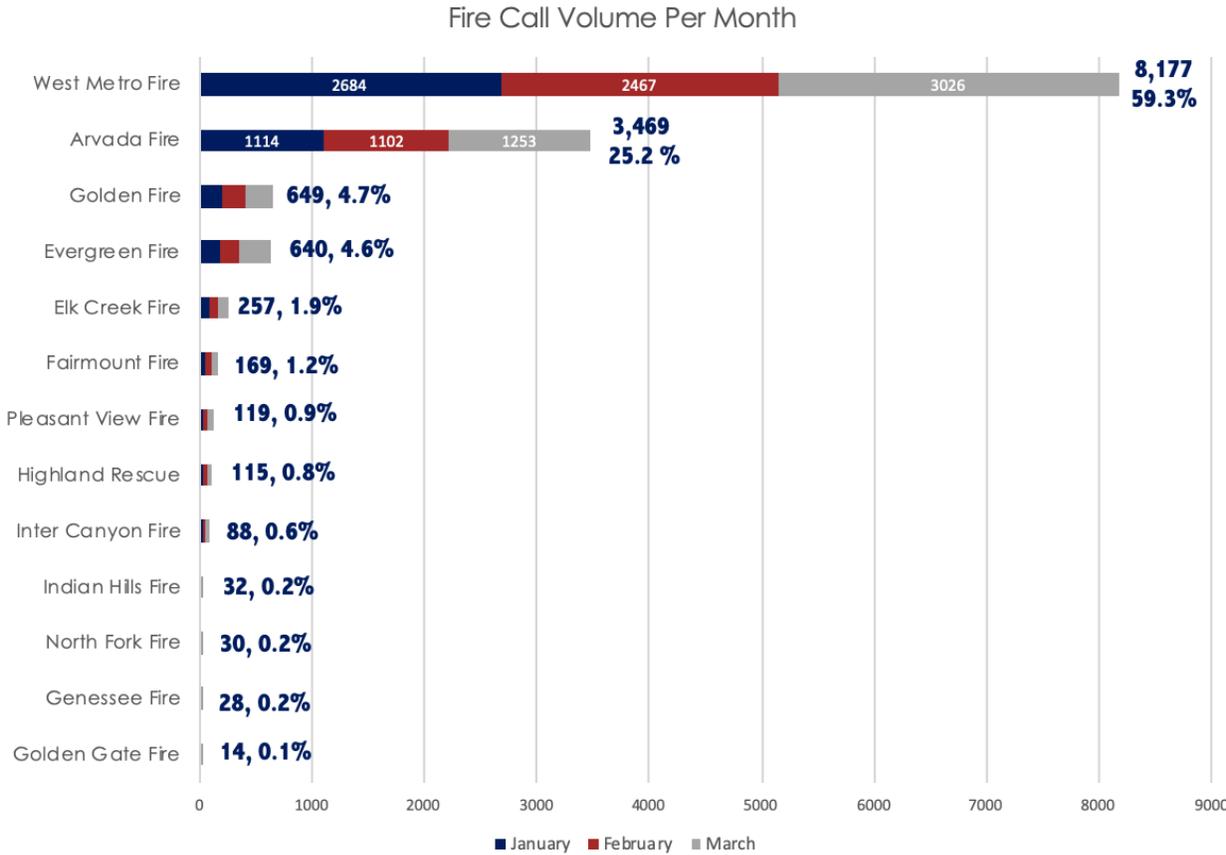
Jeffcom averaged 560 calls on a 911 line per day for the quarter.



A significant increase in outgoing calls was observed month-over-month. In March there was an average of 593 outgoing calls per day. One possible cause is the number of 9-1-1 hang-up calls which must be called back.

# FIRE DISPATCH OPERATIONS

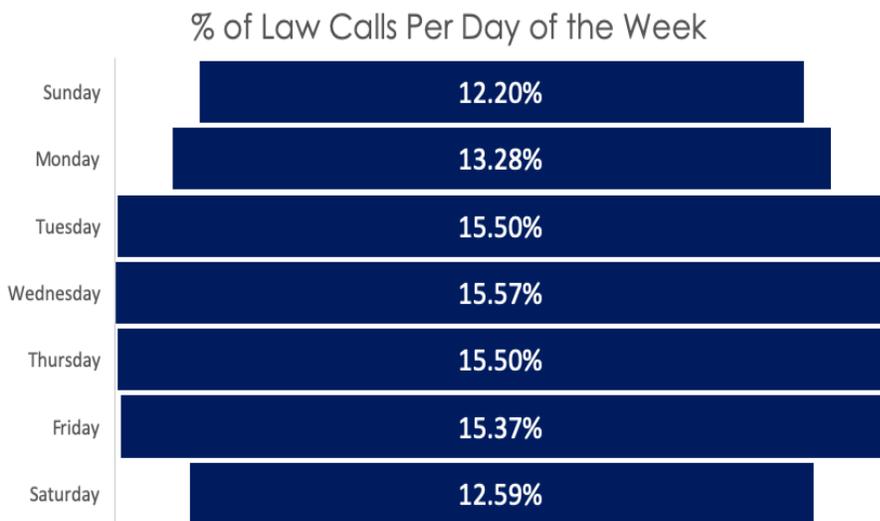
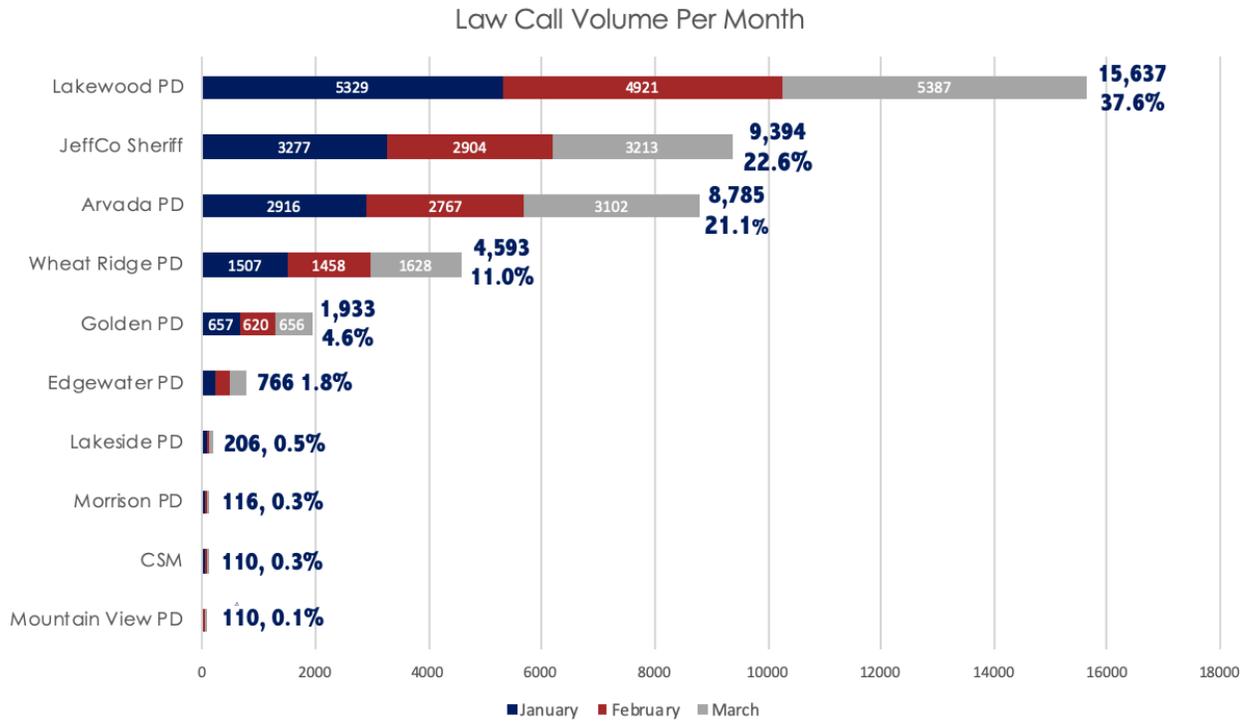
Dispatched fire calls for service increased 15% from January to March. Overall, an average of 4,596 calls were dispatched per month (153 calls per day) throughout the first quarter.



The max snow accumulation during the first quarter occurred on Wednesday, March 13. Other weather-related incidents occurred most often on Fridays and Saturdays with five storms on each day.

# LAW DISPATCH OPERATIONS

Dispatched law calls for service increased for each agency with the exception of JCSO, Golden PD and Morrison PD. The total increase in volume was a combined 2.3% from January to March. Overall, Law dispatch averaged 13,863 calls dispatched per month (462 calls per day) dispatched throughout the first quarter.



Holidays this quarter occurred on Tuesday, January 1<sup>st</sup>, Monday, January 21<sup>st</sup> and Monday, February 8<sup>th</sup>. Unofficial holidays included Valentine's Day on Thursday, February 14<sup>th</sup> and St Patrick's Day on Saturday, March 17<sup>th</sup>.

# PROJECTS COMPLETED

## Backup Center Readiness and Training

Training was completed with Emergency Communications Specialists and Communications Supervisors detailing the steps to make the backup center operational.

## Updated Call-Taking Protocols

New and improved fire protocols and nature codes were implemented, providing more accurate responses.

## Station Alerting System Updates

Two station alerting systems were updated to support the new fire protocols and the addition of “move-up” alerting.

## New Hire Training Academies

Two five-week academies were conducted to onboard and train ten new employees.

## In-Service Training

In-service training conducted for both ECS and Supervisor positions. Topics included the new fire protocols, law call-taking best practices, supervisory functions within the computer-aided dispatch system, and more.



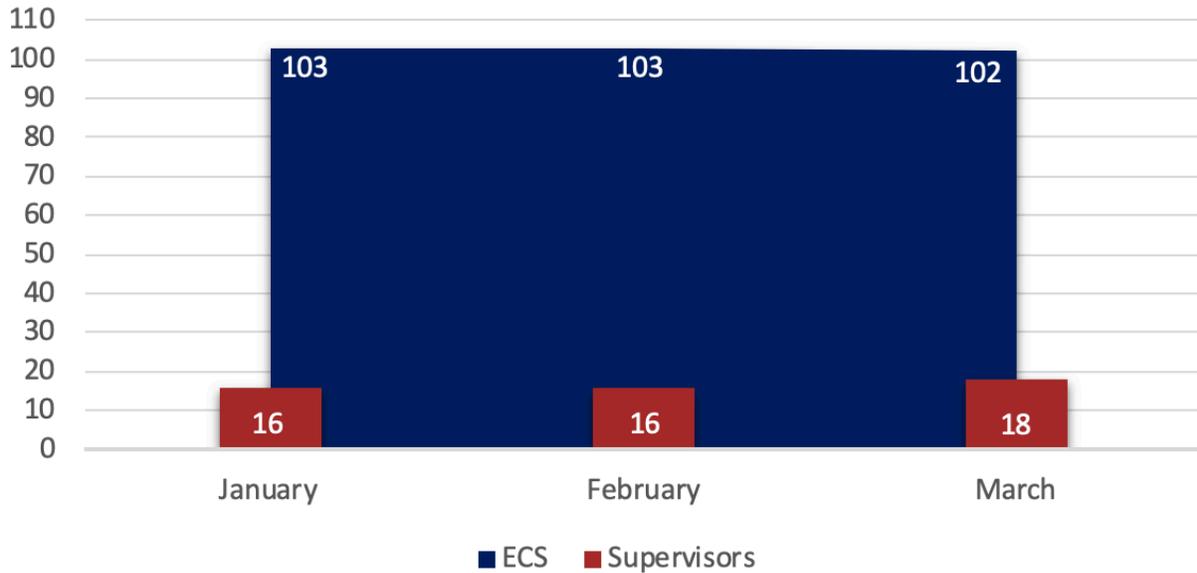
## Partner Mobile Data Terminals Deployed

Installed mobile software for American Medical Response units operating out of Golden, enhancing the amount of information available to medic crews.

# STAFFING EMERGENCY PERSONNEL

Jeffcom continued its hiring push to be full authorized staffing of Emergency Communications Specialists and Communication Supervisors at 136. This will continue to be a focus as we move into the 2nd Quarter as Jeffcom911 maintained its staffing levels with new hires and separations.

## Supervisors and ECS Staffing



1st Quarter	January	February	March
ECS	103	103	102
Total Supervisors	16	16	18
Part Time	13	14	14
New Hires	5	0	5
Separations	5	1	4
Extended Leave of Absence	2	2	2
Total Full Time	119	118	121