

Fourth Quarter Report



**Jefferson County Communications Center Authority
October 2022 - December 2022**

CALL TAKING OPERATIONS

Emergency call volume decreased from last year, averaging 65 fewer calls per day in Q4 2022 than in Q4 2021.

Administrative calls processed by Jeffcom decreased from Q4 2021 by 145 calls per day thanks, in part, to the new non-emergency call bot, and Outbound call volume decreased by an average of 112 calls per day. The non-emergency call bot received 15,102 calls since its launch in mid-December.

October was the busiest month of the quarter, averaging 618 emergency calls and 1,402 administrative calls per day.



Cherish, Supervisor of the Year!

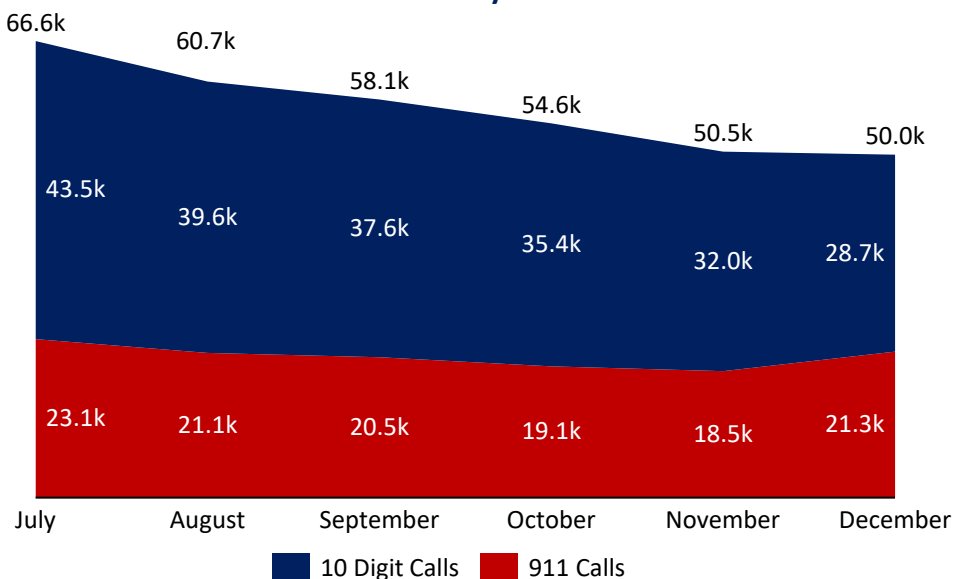
	Quarter 4, 2022	Change from Quarter 3	Q1, 2021 - Q4, 2022 Trend
Average 911 Calls Per Month	21,566	-9.0%	
Average 10 Digit-Calls	40,206	-20.3%	
Average Outbound Calls	16,769	-8.5%	

Jeffcom answered an average of 640 emergency calls per day in Q3 (63 less per day compared to the prior quarter) and 1,045 administrative line calls per day (142 less per day compared to the prior quarter) combining for an average of 1,685 total incoming calls per day.

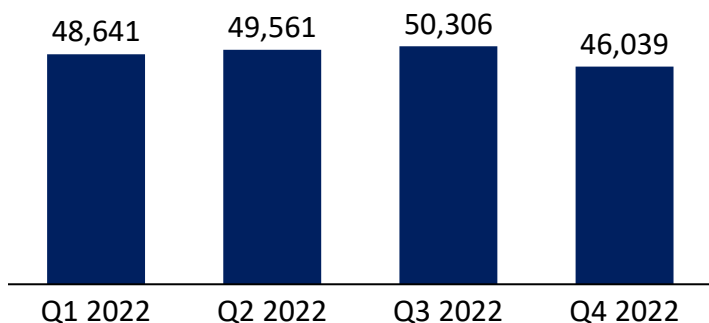


Jeanna earned the Call Taker of the Year Award and started her new career with WMFD as a firefighter!

Jeffcom Monthly Call Volume



Total Outgoing Calls per Quarter



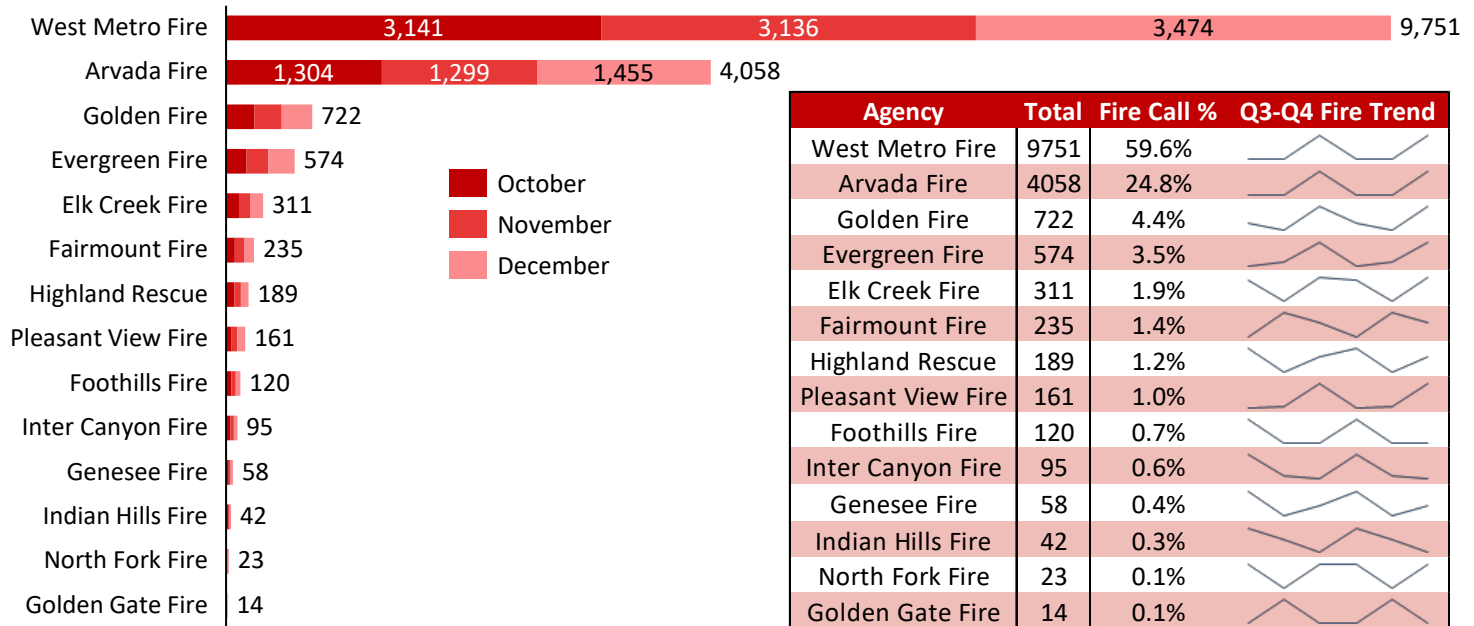
Outbound Calls decreased by 46 calls per day compared to the prior quarter.

- Administrative transfers decreased by 28%, averaging 132 per day.
- "911 Hangup/Check" increased from the prior quarter by 3% to average 118 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service decreased **2%** per day compared to the prior quarter. Overall, an average of **5,451** Fire calls were dispatched per month (178 calls per day, no change from Q4 2021) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

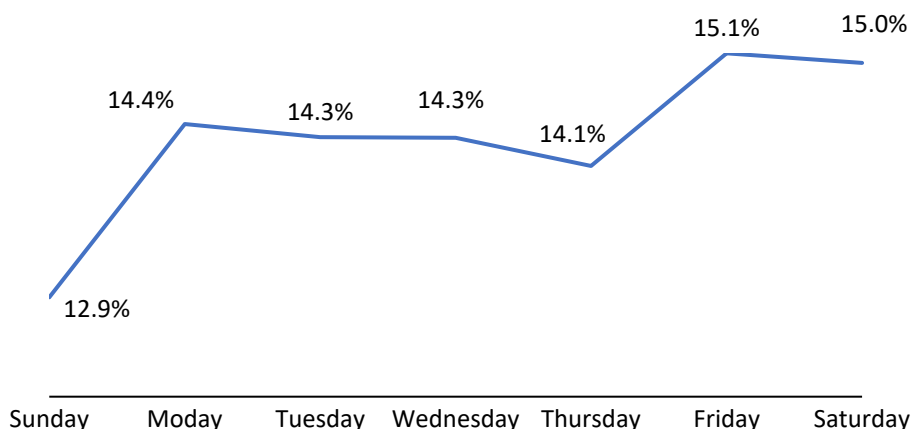
Fire Call Volume per Month



P1 and P2 calls increased from Q3 2022 to Q4 2022 by 6% (+18) and 1% (+111), respectively. P3 calls decreased by 4% (-239). Fire operations calls dispatched per day averaged three P1 calls and 109 P2 calls.

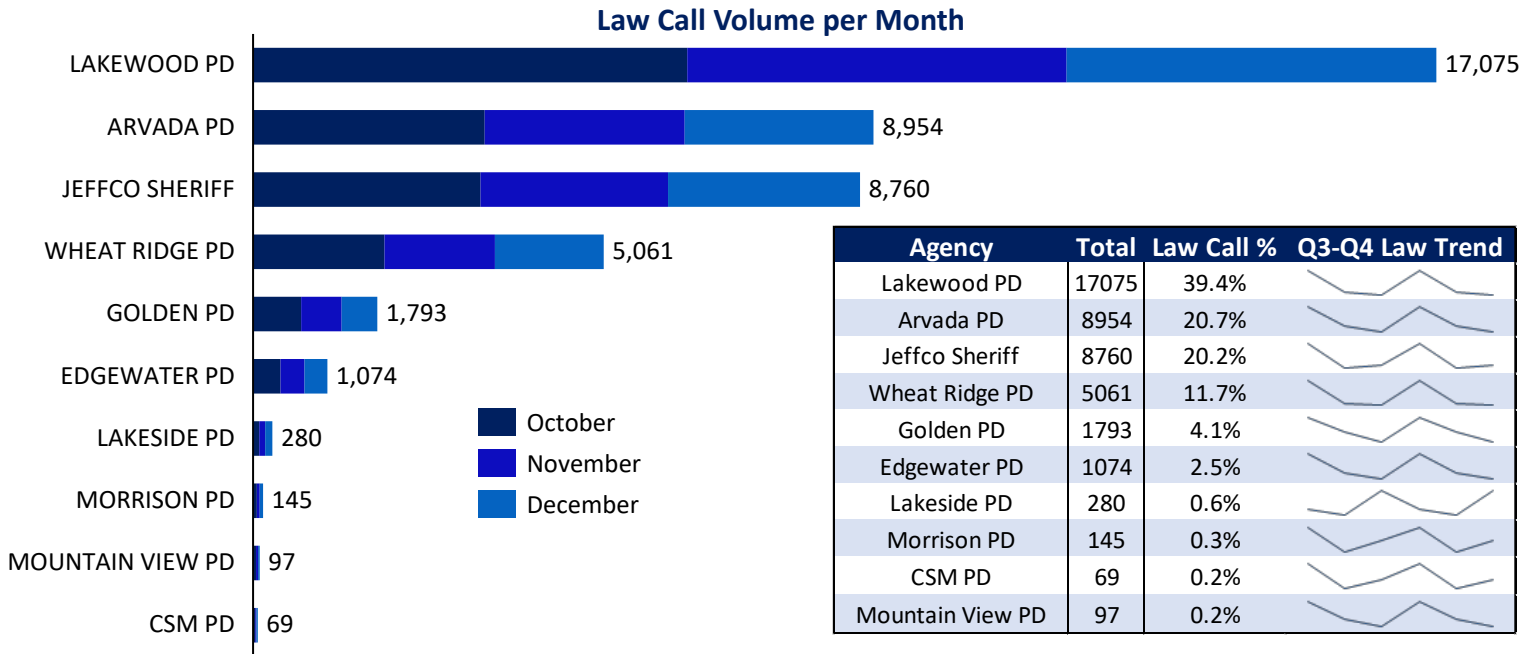
- Throughout the quarter, there were 873 emergent transports, an increase of 52 transports compared to Q3 2022.
- The most common calls for service during Q3 were Falls (13%), Sick Person (13%), and Alarms (9%).
- Compared to Q4 of 2021, Chest Pain calls were up 2389% (+129 calls).
- The Tiffany Square Apartment building caught fire in the early morning of October, 31. 617 comments were recorded for the incident (the most fire comments for the quarter) by 31 personnel, with 69 fire and law vehicles responding. 10 residents were injured in the fire, and a mother and her young daughter were found dead. Two juveniles have been charged with first-degree murder and first-degree arson.
- Jeffcom personnel processed 9,852 calls using the Emergency Medical Dispatch (EMD) protocols (+145 from Q3 2022) and 3,390 Emergency Fire Dispatch (EFD) protocols (-100 from Q3 2022).

Average % of Fire Calls per Day of Week



Law Dispatch Operation

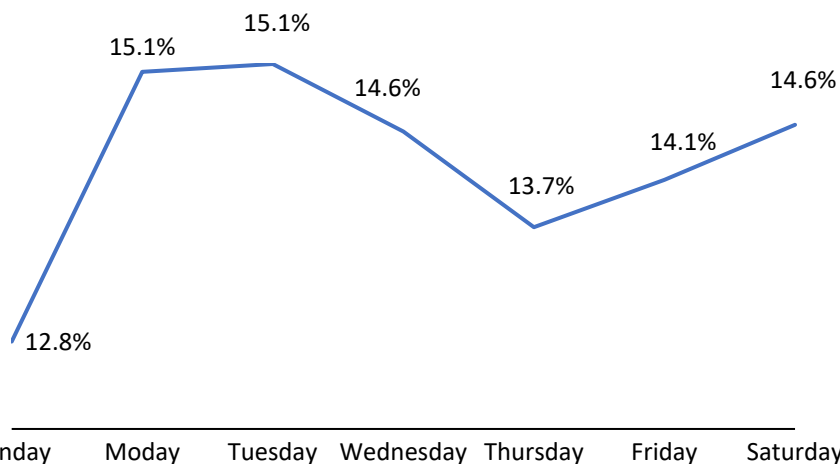
Dispatched law calls for service decreased **20%** per day compared to the prior quarter. Overall, an average of **14,436** calls were dispatched per month (471 calls per day, -91 calls per day compared to Q4 2021) – numbers which reflect calls received, processed, and dispatched by Jeffcom.



P0, P1, P2, and P3 calls decreased from Q3 2022 to Q4 2022 by -35% (-19), -14% (-601), -17% (-2,824), and -21% (-3,606) respectively. Law operations calls dispatched per day averaged 41 P1 calls and 152 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Unwanted Party (7%), and Follow Up (7%).
- Area check calls for service increased from Q4 2021, up 30% (+191 calls). Theft calls decreased by 28% (-657 calls) from the previous year.
- Lakewood PD responded to a menacing call on the afternoon of December 12th. A man was threatening his girlfriend with an axe. SWAT responded and engaged in a five hour standoff with a shelter in place order issued for the surrounding area that ended with the suspect taken into custody. Jeffcom aided in coordinating response with 500 comments entered by 17 personnel and 29 vehicles dispatched.

Average % of Law Calls per Day of Week



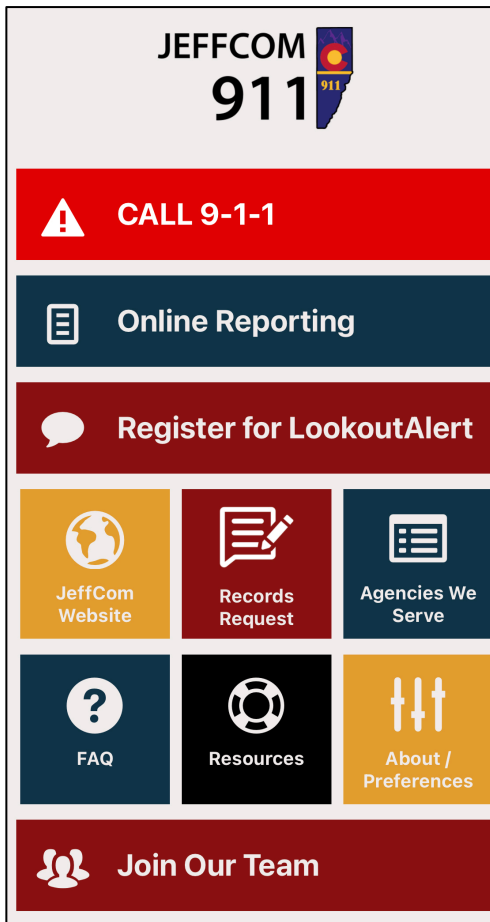
Projects Completed

AWS Connect Bot – J.A.N.E

The Jeffcom Artificial Non-Emergency (J.A.N.E) call bot was launched mid-December 2022. J.A.N.E processes non-emergency calls and reduces the number of administrative calls our personnel need to manually address. It is programmed to be able to recognize common administrative requests from callers, such as the need to speak to a jail representative, records department, animal control group, and more. JANE can also send callers a text message with the link to various city/county resources, or the link to the Jeffcom Online Reporting page. 15k non-emergency calls were routed through the bot in the last two weeks of December and administrative calls received by Jeffcom personnel decreased 10% from November. This is a dramatic reduction when compared to the increase in outgoing calls and incoming 911 calls (+11% and +15% from November, respectively).



AMAZON CONNECT



Online Reporting – Z-APP

Sensing a demand for an alternate way to request non-emergency police/fire responses, Jeffcom Information Services created an online reporting workflow where citizens can complete a simple form and have it populate directly into the CAD system. Dispatchers are then able to review the call's details to ensure all needed information has been received, then properly classify the call for service. The reporting party is sent text messages which acknowledge receipt of the call and provide updates once the call has been reviewed and is classified for service. A reference number is also sent directly to the reporting party. 438 online Z-APP reports were received in 2022.

Jeffcom App (iOS/Android)

In Q4, Jeffcom designed, configured, and deployed a custom-built application, available on the iOS App and Google Play Stores. The Jeffcom 911 app provides citizens with an alternative means of reporting, access to jurisdictional maps and GIS tools, and more. Citizens who would prefer not to wait in a hold queue and speak with a dispatcher are now able to request assistance on their phone or computer. This also reduces the number of calls into the ECC.

News/Training Emergency Personnel

Awards and Achievements All Around at Jeffcom!



Michelle received Jeffcom's Professional Achievement Award!

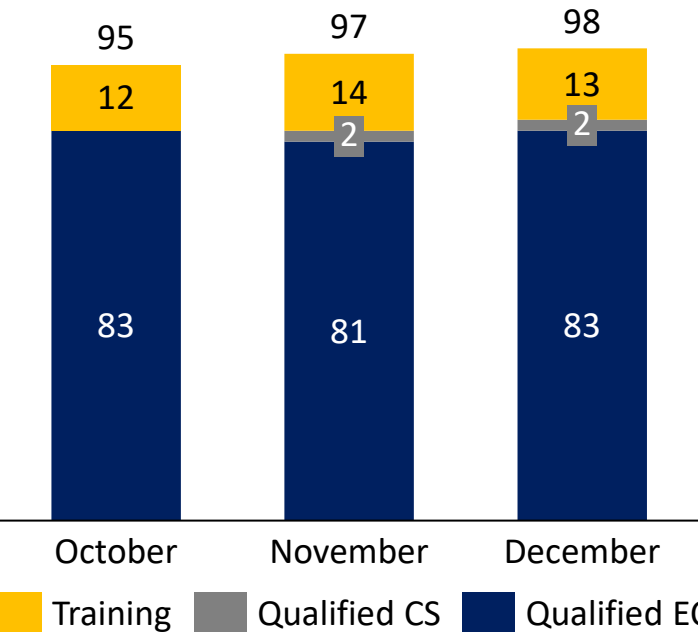


Thank you to Sam, Trainer of the Year!



Members of the Jeffcom Leadership team completed the National Emergency Number Association Center Management Certification Program!

Staffing



Congratulations to our new Academy graduates!