

First Quarter Report



**Jefferson County Communications Center Authority
January 2023 - March 2023**

CALL TAKING OPERATIONS

Emergency call volume remained relatively flat from last year, averaging three more calls per day in Q1 2023 than in Q1 2022. Administrative calls processed by Jeffcom decreased from Q1 2022 by 381 calls per day as a result of J.A.N.E, the Jeffcom Artificial Non-Emergency AWS Connect bot. The bot received 882 calls per day in Q1 2023 and reduced the volume of admin calls that reached Jeffcom personnel by 33%. Outbound call volume increased by an average of 56 calls per day.

March was the busiest month of the quarter, averaging 651 emergency calls and 761 administrative calls per day.

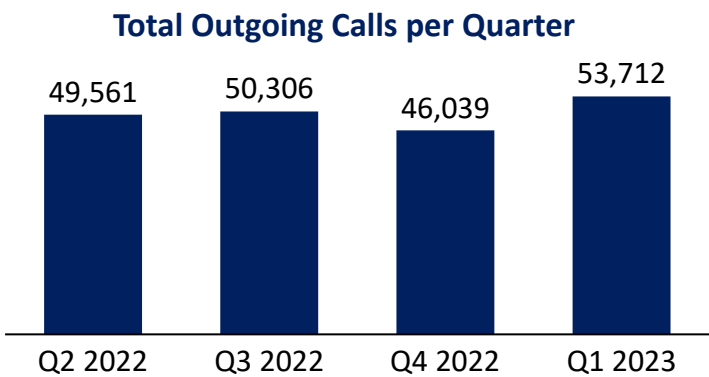
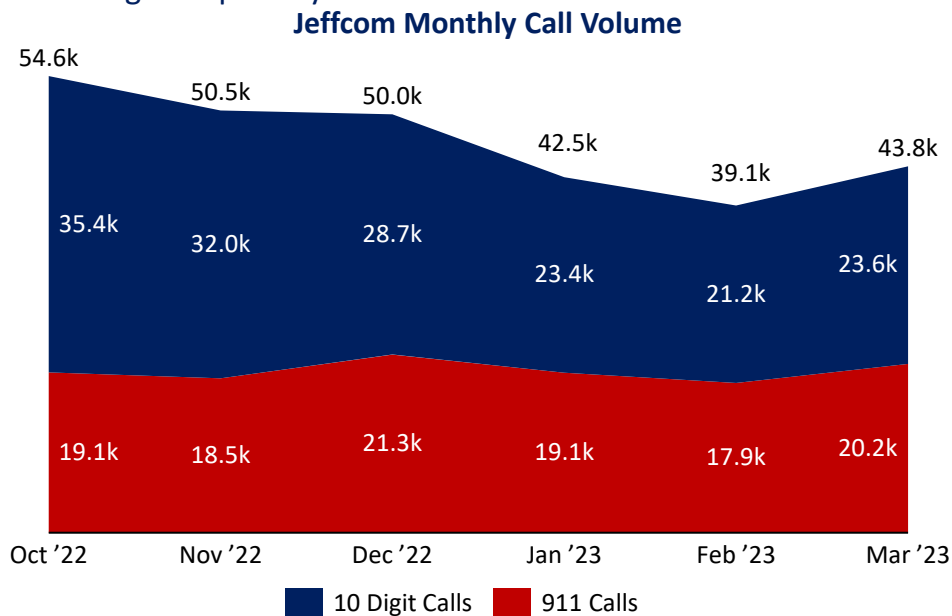


	Quarter 1, 2023	Change from Quarter 4	Q2, 2022 - Q1, 2023 Trend
Average 911 Calls Per Month	19,064	-2.9%	
Average Admin Calls to Bot	26,459	425.6%	
Average Admin Calls to Jeffcom	22,720	-29.1%	
Average Outbound Calls	17,904	16.7%	

Jeffcom answered an average of 635 emergency calls per day in Q1 (five less per day compared to the prior quarter) and 757 administrative line calls per day (288 less per day compared to the prior quarter) combining for an average of 1,393 total incoming calls per day.



Thank you, Emily, for instructing a caller through life-saving CPR for more than EIGHT minutes!



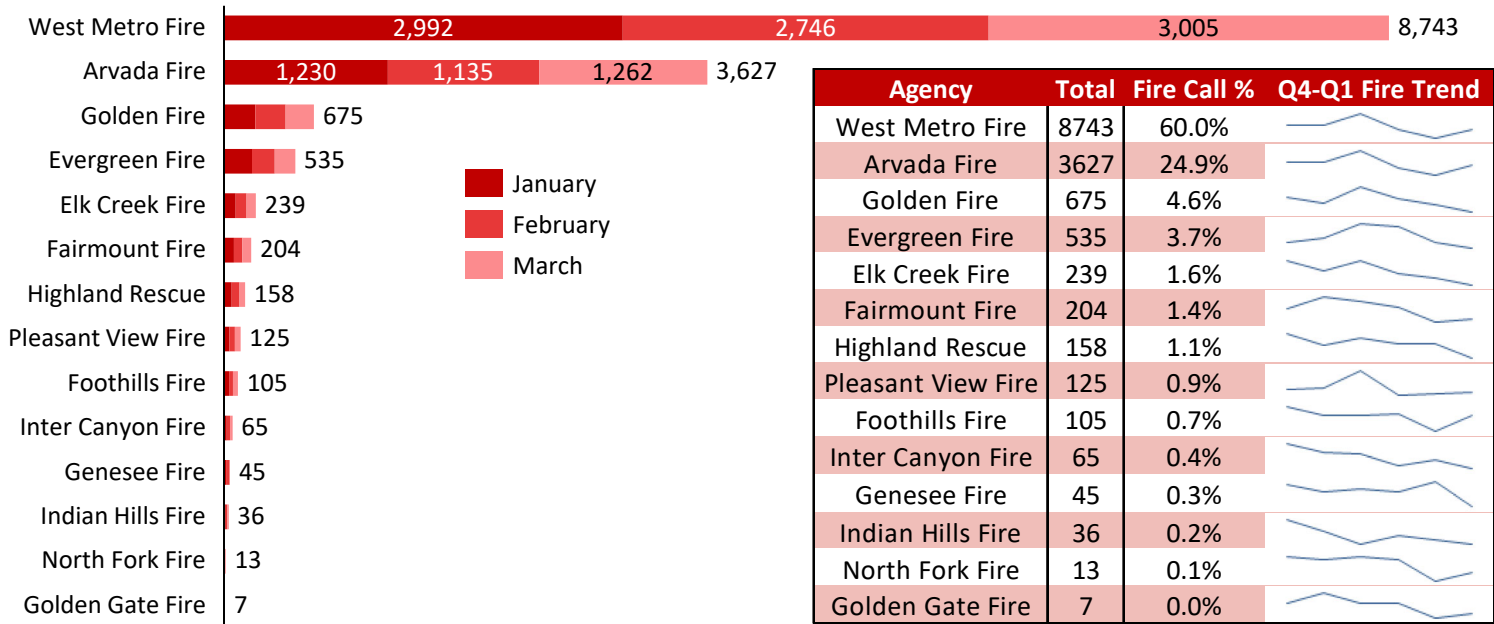
Outbound Calls increased by 96 calls per day compared to the prior quarter.

- Administrative transfers decreased by 4%, averaging 126 per day.
- “911 Hangup/Check” increased from the prior quarter by 22% to average 144calls per day.

Fire Dispatch Operation

Dispatched fire calls for service decreased **9%** per day compared to the prior quarter. Overall, an average of **4,859** Fire calls were dispatched per month (162 calls per day, an increase of 6 calls per day from Q1 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

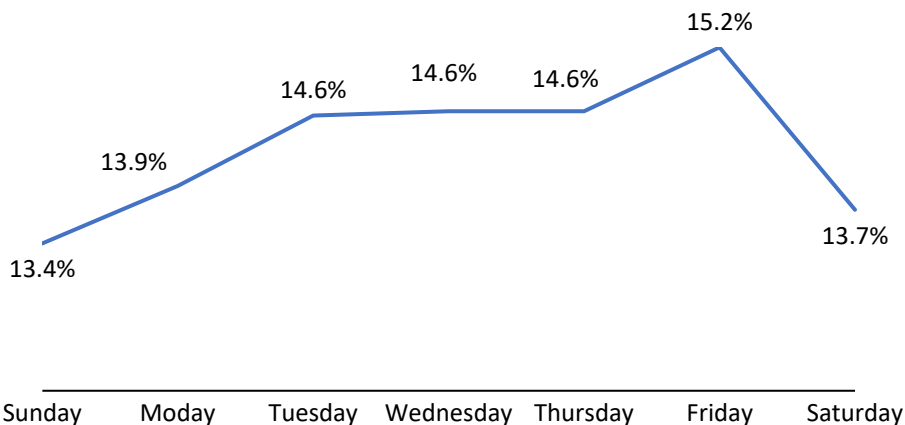
Fire Call Volume per Month



P1, P2, and P3 calls decreased from Q4 2022 to Q1 2023 by 2% (-7) and -9% (-926), and -14% (-812), respectively. Fire operations calls dispatched per day averaged three P1 calls and 99 P2 calls.

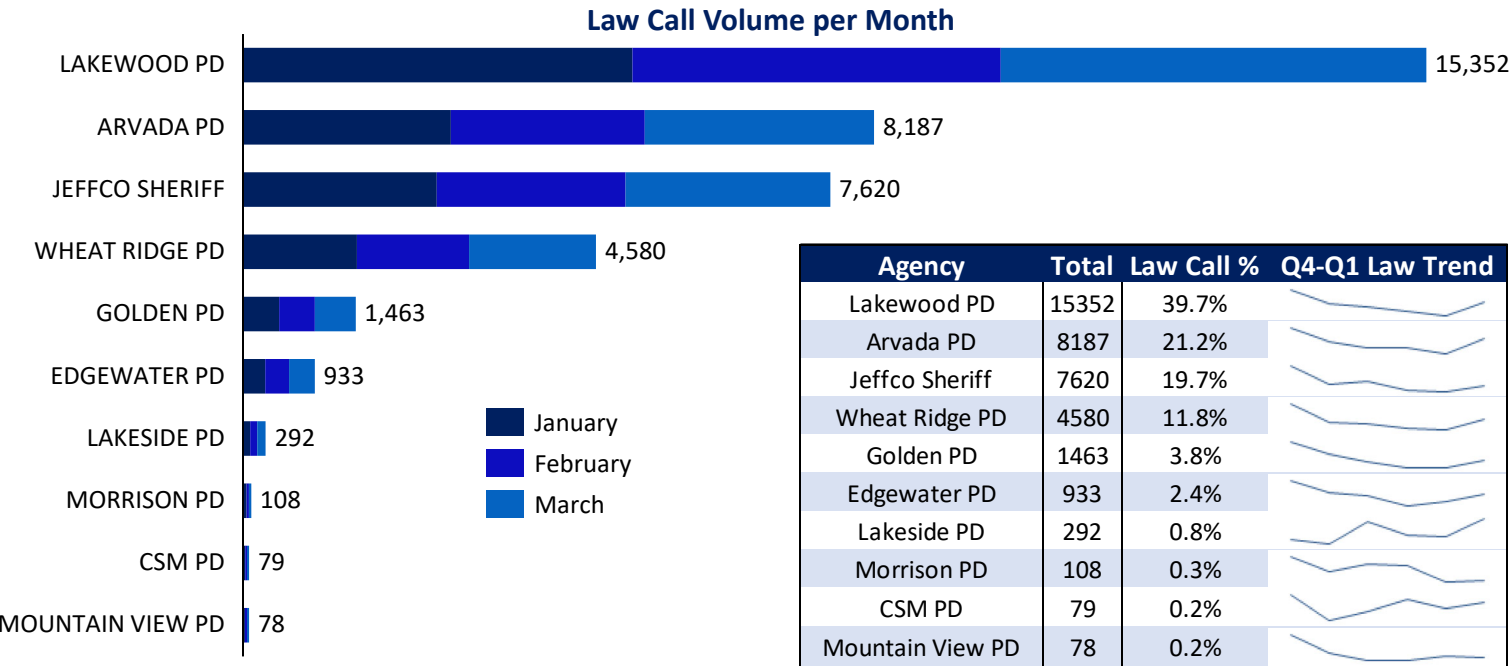
- Throughout the quarter, there were 753 emergent transports, a decrease of 120 transports compared to Q4 2022.
- The most common calls for service during Q3 were Sick Person (14%), Falls (13%), and Alarms (7%).
- Compared to Q1 of 2022, Pregnancy/Childbirth calls were up 104% (+25 calls).
- The Hogback Fire ignited on the afternoon of March 31st, 2023 and resulted in 92 unique 911 emergency calls. 41 emergency calls were received within the first 3:16 of the incident being reported. During the 1st hour of the incident, 25 Jeffcom personnel answered incoming calls and dispatched 61 units from 13 separate agencies. The fire call recorded 919 comments.
- Jeffcom personnel processed 9,101 calls using the Emergency Medical Dispatch (EMD) protocols (-6 daily from Q4 2022) and 2,719 Emergency Fire Dispatch (EFD) protocols (-6 daily from Q4 2022).

Average % of Fire Calls per Day of Week



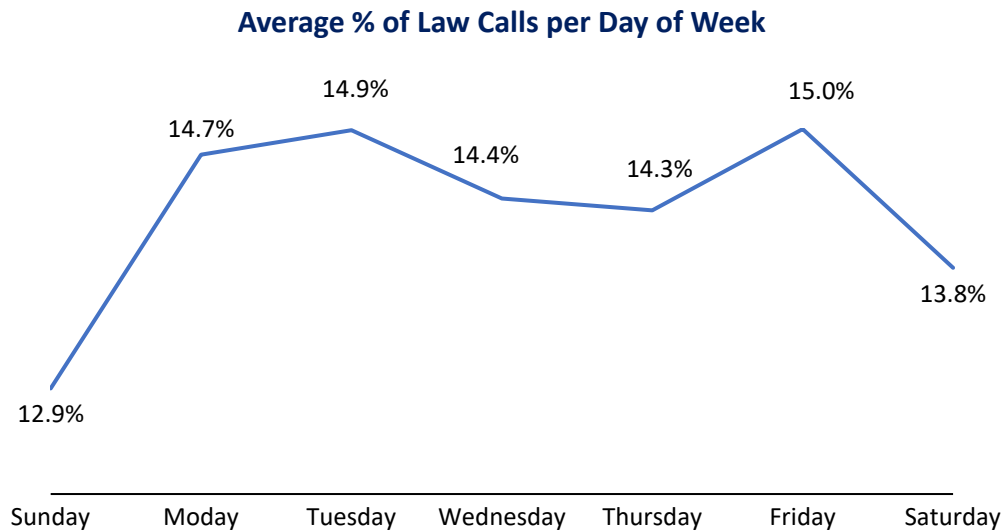
Law Dispatch Operation

Dispatched law calls for service decreased **9%** per day compared to the prior quarter. Overall, an average of **12,897** calls were dispatched per month (430 calls per day, a decrease of 101 calls per day compared to Q1 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.



P0, P1, P2, and P3 calls decreased from Q4 2022 to Q1 2023 by -3% (-1), -10% (-359), -12% (-1,626), and -13% (-1,690), respectively. Law operations calls dispatched per day averaged 36 P1 calls and 134 P2 calls.

- The top three dispatched law problem types included Follow Up (8%), Welfare Check (8%), and Unwanted Party (5%).
- Child Abuse calls for service increased from Q1 2022, up 50% (+50 calls). Animal Bite /Attack calls decreased by 55% (-52 calls) from the previous year.
- On the evening of March 22, 2023, Jeffco Sheriff’s officers responded to a restraining order violation and disturbance that resulted in shots fired by both the suspect and the RP, a swat deployment, and a 10.5 hour manhunt before the suspect was taken into custody. 738 comments were entered by 42 personnel and 68 units were dispatched to the incident.



News/Training Emergency Personnel

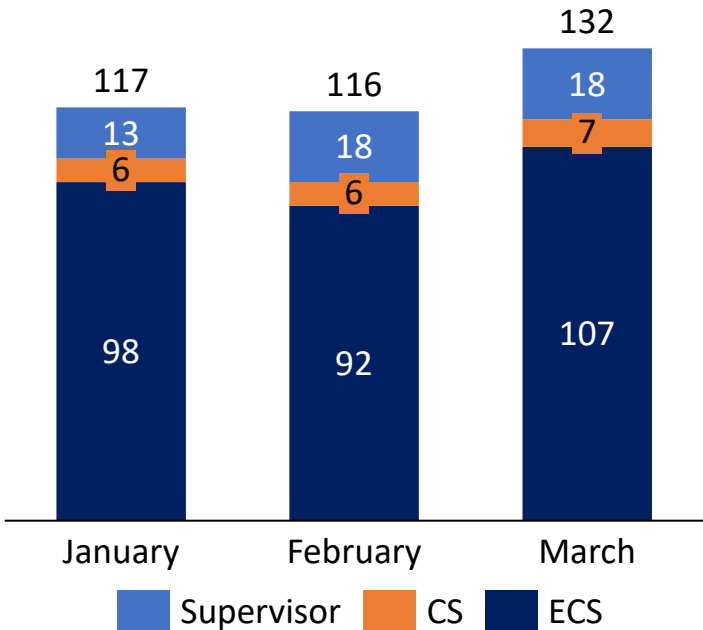
NG9-1-1 Institute – Outstanding 911 Call Center!

Jeffcom is honored to receive the Outstanding 911 Call Center/Program Award from the NG9-1-1 Institute. This award recognizes a 911 call center for overall excellence in serving the public including the handling of emergency situations reported to 911 and the deployment and management of new technology. Also, this award recognizes a state or regional 911 program for excellence in serving the public including the handling of emergency situations and the deployment and management of new technology.



Executive Director Jeff Streeter and Deputy Director Michael Brewer accepted the award while in Washington, DC for 9-1-1 Goes to Washington.

Staffing



Congratulations to our new Academy graduates, Brianna, Carole, and Taryn!