

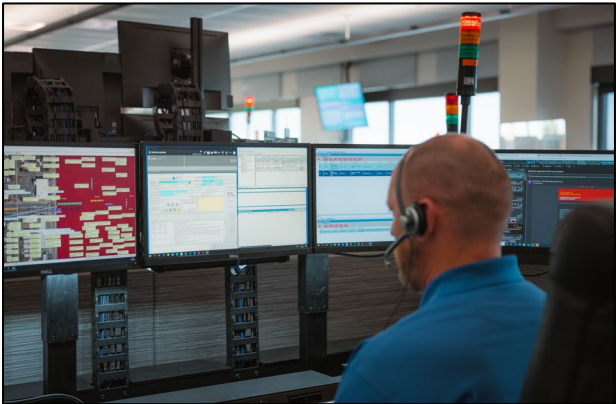
# Second Quarter Report



**Jefferson County Communications Center Authority  
April 2023 - June 2023**

# CALL TAKING OPERATIONS

Emergency call volume increased significantly from last year, averaging 93 more calls per day in Q3 2023 than in Q3 2022. Administrative calls processed by Jeffcom decreased from Q2 2022 by 513 calls per day as a result of J.A.N.E, the Jeffcom Artificial Non-Emergency AWS Connect bot. The bot received 1,047 calls per day in Q2 2023 and reduced the volume of admin calls that reached Jeffcom personnel by 39%. Outbound call volume increased by an average of 108 calls per day.



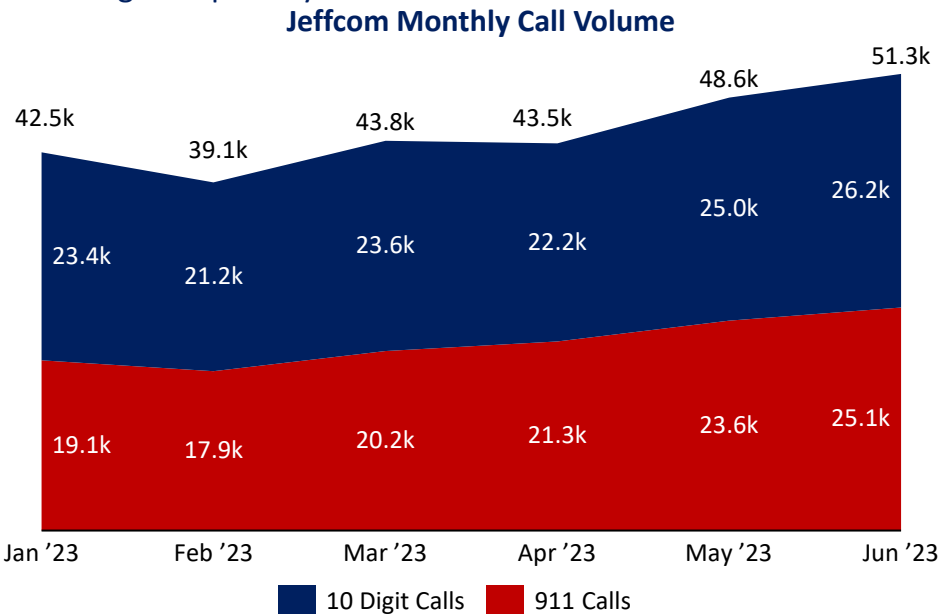
June was the busiest month of the quarter, averaging 835 emergency calls and 874 administrative calls per day.

	Quarter 2, 2023	Change from Quarter 1	Q3, 2022 - Q2, 2023 Trend
Average 911 Calls Per Month	19,064	22%	
Average Admin Calls to Bot	26,459	20%	
Average Admin Calls to Jeffcom	22,720	8%	
Average Outbound Calls	17,904	11%	

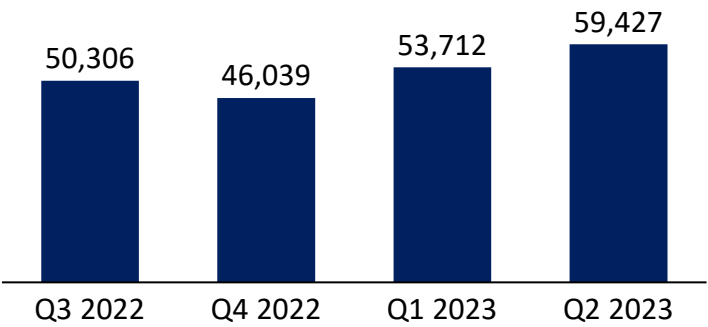
Jeffcom answered an average of 768 emergency calls per day in Q2 (133 more per day compared to the prior quarter) and 808 administrative line calls per day (50 more per day compared to the prior quarter) combining for an average of 1,576 total incoming calls per day.



Congratulations to Kim, presented with the 2022 Calltaker of the Year award!



## Total Outgoing Calls per Quarter



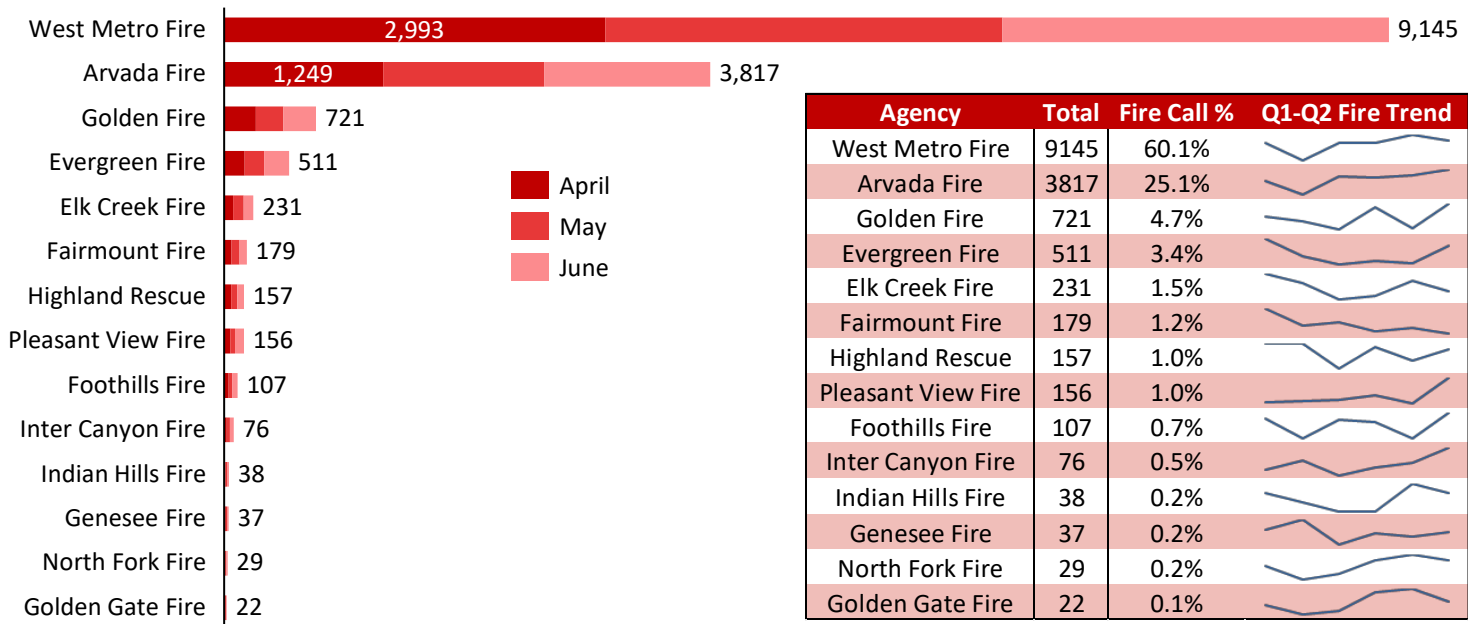
Outbound Calls increased by 56 calls per day compared to the prior quarter.

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

# Fire Dispatch Operation

Dispatched fire calls for service increased **3%** per day compared to the prior quarter. Overall, an average of **5,075** Fire calls were dispatched per month (167 calls per day, a decrease of 8 calls per day from Q2 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

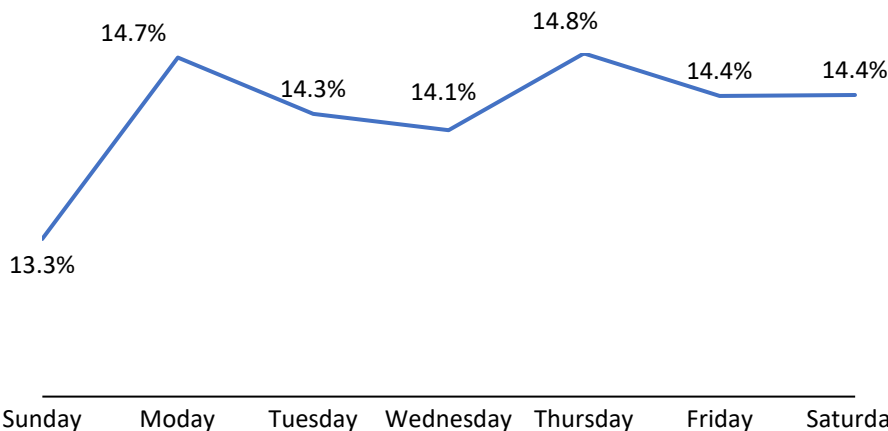
Fire Call Volume per Month



P1 calls decreased from Q1 2023 to Q2 2023 by -9% (-28). P2 and P3 calls increased from Q1 2023 to Q2 2023 by 5% (+410), 4% (+230), respectively. Fire operations calls dispatched per day averaged three P1 calls and 102 P2 calls.

- Throughout the quarter, there were 871 emergent transports, an increase of 118 transports compared to Q1 2023.
- The most common calls for service during Q2 were Sick Person (15%), Falls (13%), and Alarms (8%).
- Compared to Q2 of 2022, Elevator/Escalator Rescue calls were up 26% (+17 calls). Electrical Hazard calls decreased by 76% (-258 calls) from the previous year.
- The On April 1st, a brush fire ignited in Golden Gate Canyon. Bear Fire caused the evacuation of five homes and was ultimately contained to 7.6 acres with no structures damaged. 32 Jeffcom personnel answered incoming calls and dispatched 30 units with mutual aid from several neighboring agencies. The call recorded 432 comments.
- Jeffcom personnel processed 9,081 calls using the Emergency Medical Dispatch (EMD) protocols (-1 daily from Q1 2023) and 2,967 Emergency Fire Dispatch (EFD) protocols (+2 daily from Q1 2023).

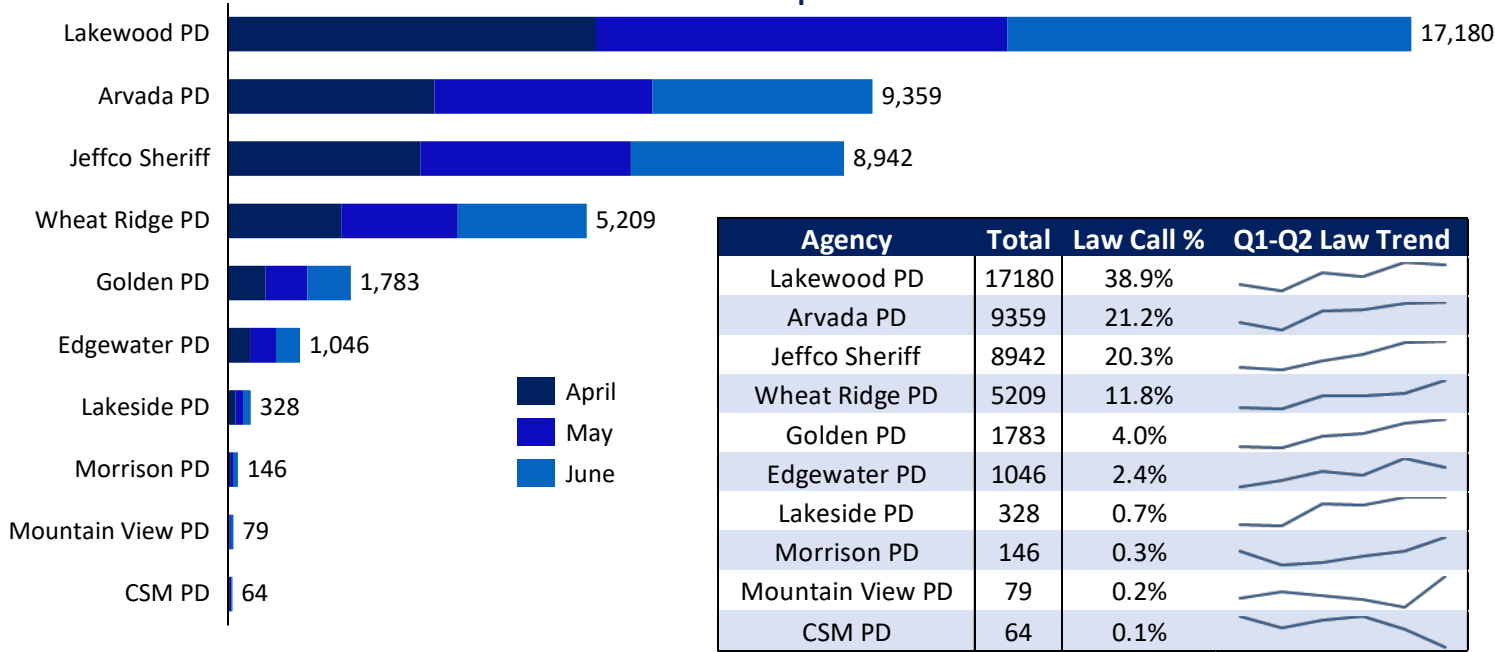
Average % of Fire Calls per Day of Week



# Law Dispatch Operation

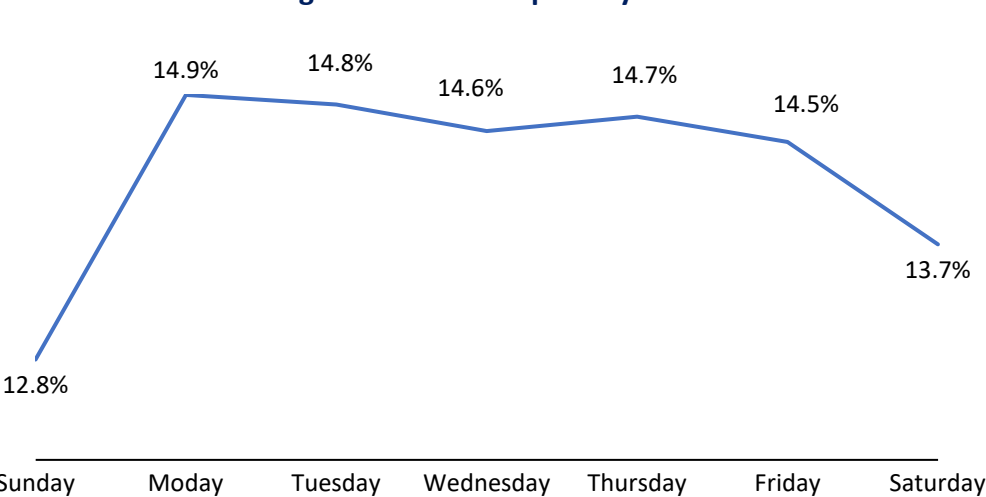
Dispatched law calls for service increased **13%** per day compared to the prior quarter. Overall, an average of **14,712** calls were dispatched per month (485 calls per day, a decrease of 95 calls per day compared to Q2 2022) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

Law Call Volume per Month



- P0 calls decreased from Q1 2023 to Q2 2023 by -15% (-5). P1, P2, and P3 calls increased from Q1 2023 to Q2 2023 by 22% (+717), 11% (+1,314), and 16% (+1,772), respectively. Law operations calls dispatched per day averaged 44 P1 calls and 147 P2 calls.
- The top three dispatched law problem types included Welfare Check (8%), Follow Up (8%), and Unwanted Party (6%).
  - Warrant Arrest calls for service increased from Q2 2022, up 46% (+61 calls). Transport calls decreased by 84% (-54 calls) from the previous year.
  - On April 29th, a call reporting a vehicle stolen out of a garage resulted in a vehicle chase followed by a standoff with the suspect in a residence, a Lookout Alert being sent to issue a shelter in place for the neighborhood, and Swat and K9 response. 605 comments were entered by 32 personnel and 51 units were dispatched to the incident. This was the highest comment count for a Law call in Q2 2023.

Average % of Law Calls per Day of Week



# Projects Completed

## Jeffcom911 Team Awareness Kit

Jeffcom911 released a new tool for firefighters that provides enhanced situation awareness, communication, and mission planning.

With the implementation of Jeffcom Team Awareness Kit (JTAK) in fire operations, firefighters no longer need to rely solely on two-way radio or cellular operators and their handwritten notes to relay information during wildfire containment. There now exists a solution where anyone, from any echelon within the ranks, any agency, can communicate with interoperability anywhere. This increase in Situational Awareness helps firefighters combat wildfire more effectively and saves lives by preventing personnel from being put in an otherwise unrecognizably dangerous situation. JEFFCOM911 is uniquely adept to distribute this technology being a conglomerate of county resources, and as such we can implement and operate JTAK on a large scale more easily than other agencies.



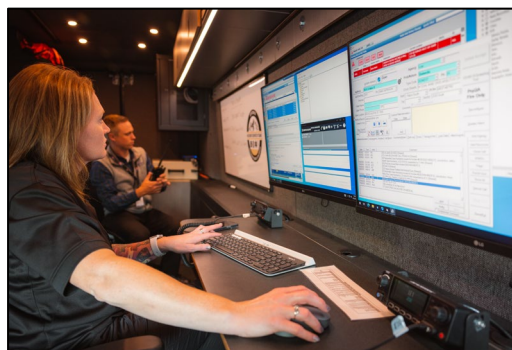
JTAK gives firefighters several advantages to tackle their assignments, including:

- Improved situational awareness: Firefighters are provided real-time data, such as the location of other firefighters and the location of wildfires. This allows firefighters and incident commanders to make better decisions about where to go and what to do. With increased awareness of hazards, JTAK prevents situations that may otherwise endanger the lives of firefighters.
- Enhanced communication: Allows firefighters to communicate with each other in real-time, even in areas with no cell phone coverage. JTAK can coordinate efforts and ensure that everyone is on the same page, going beyond the limits of radio alone.
- Increased access to mission-specific data: Agencies can create new data and share pre-plans and tactical features electronically. This ensures mission critical data is accessible to all firefighters, which can help to improve the efficiency of wildfire operations.

TAK is a valuable tool for fire rescue agencies. It can help to improve situational awareness, communication, and access to information. The TAK app is available now for free on any Android or iPhone application store.

## Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to 12 incidents, totaling 57 hours during Q2. The team is trained to handle the most demanding and stressful calls for service.





# News/Training Emergency Personnel



Our very own Nancy B. was honored as the 2023 OneGoat Foundation 911 Dispatch Operator of the Year! Congratulations, Nancy, on this remarkable achievement! Your unwavering commitment, exceptional skills, and selfless service have been recognized and celebrated by OneGoat and Jeffcom alike. You make us proud!

## Staffing

