Second Quarter Report

Jefferson County Communications Center Authority
April 2019 – June 2019

CALL TAKING OPERATIONS

The second quarter saw a large spike in all call activity: 911, non-emergency and outbound calls. This can be attributed to large-scale incidents, warmer weather and school being released for summer. Notable events during the quarter included the Columbine threat manhunt, I-70 mass casualty incident(s) and various incidents including SWAT activity. The teacher strike on April 26 resulted in the largest overall incoming call volume with 2,479 incoming calls for the day. On May 10th, a young female minor was missing from Littleton, which resulted in 812 emergency calls in a single day - the highest of the Second Quarter. Q2 included 43 days of precipitation (any snow/rain recorded) and Memorial Day on May 25th.
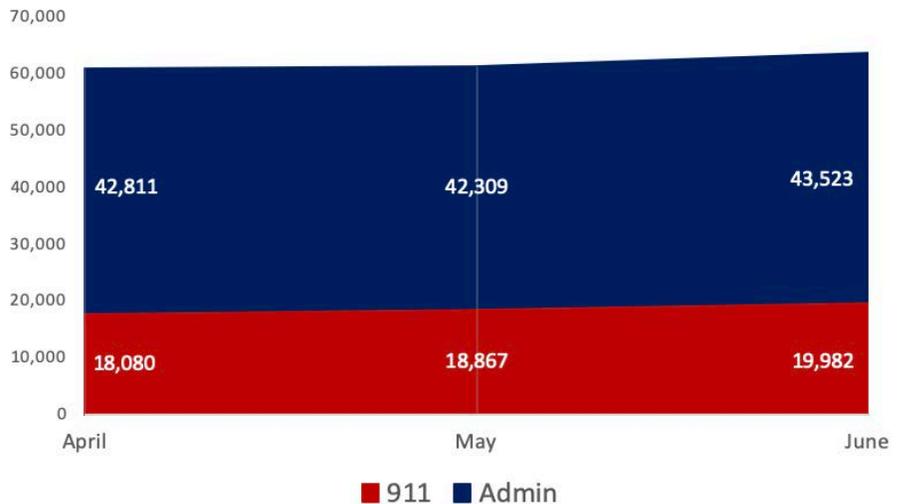
2019	Second Quarter	Change from Quarter 1
Average Monthly 911 Calls Per Month	18,976	⬆ 2,172
Average 10 Digit-Calls	42,881	⬆ 4,024
Average Outbound Calls	19,243	⬆ 2,370

Jeffcom averaged 629 calls on a 911 line per day for the quarter, 69 more per day compared to Q1.

Jeffcom Call Volume Per Month

	April	May	June
Admin	42,811	42,309	43,523
911	18,080	18,867	19,982

■ 911 ■ Admin

Jeffcom Outgoing Calls Per Month

April: 18,559
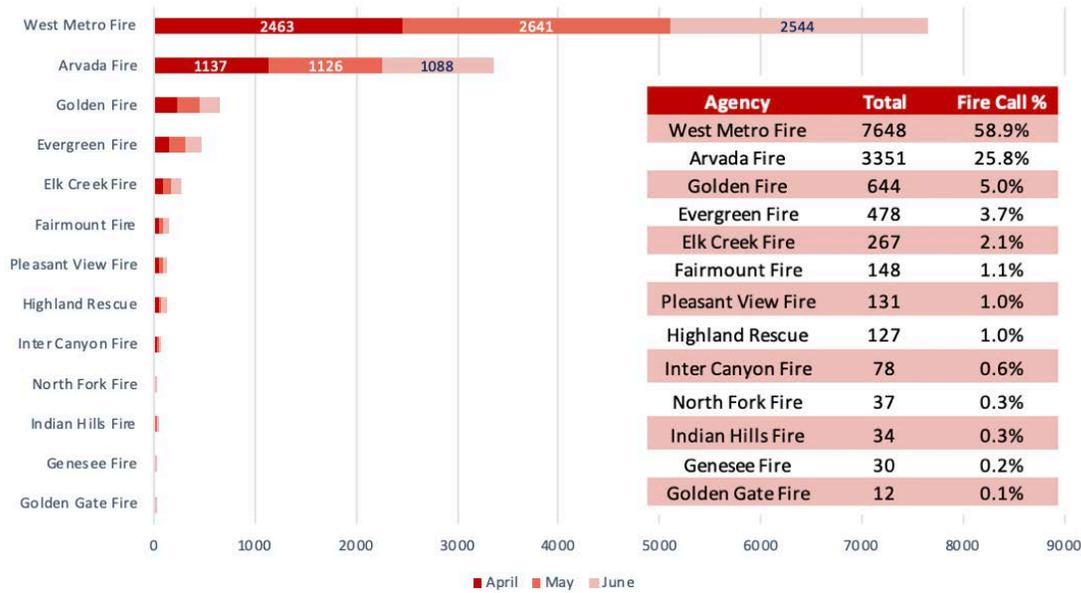May: 19,430
June: 19,741

4.7%
1.6%

With the increase in both emergency and non-emergency calls, the outgoing calls also increased. One factor includes a 17% increase from Q1(10,928) to Q2 (12,836) in 911 hang-ups logged into the system. That equates to 20 additional hang-ups and callbacks a day.
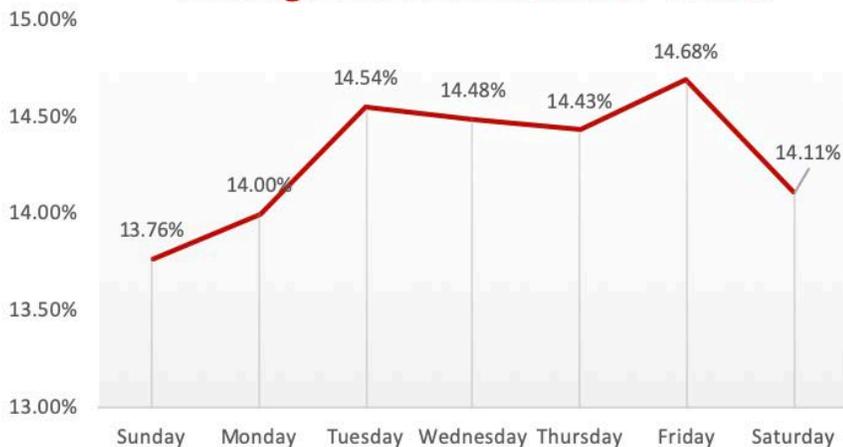
Fire Dispatch Operation

Dispatched fire calls for service decreased 5.8% from Q1 to Q2. Overall, an average of 4,328 fire calls were dispatched per month (142 calls per day) representing a slight decrease in calls per day. These numbers are a reflection of calls received, processed and dispatched by Jeffcom 911.

Fire Call Volume Per Month

Agency	Total	Fire Call %
West Metro Fire	7648	58.9%
Arvada Fire	3351	25.8%
Golden Fire	644	5.0%
Evergreen Fire	478	3.7%
Elk Creek Fire	267	2.1%
Fairmount Fire	148	1.1%
Pleasant View Fire	131	1.0%
Highland Rescue	127	1.0%
Inter Canyon Fire	78	0.6%
North Fork Fire	37	0.3%
Indian Hills Fire	34	0.3%
Genesee Fire	30	0.2%
Golden Gate Fire	12	0.1%

Bar chart values:
- West Metro Fire: April 2463, May 2641, June 2544
- Arvada Fire: April 1137, May 1126, June 1088

Legend: ■ April ■ May ■ June

The decrease in Q2 call volume was in line with a decrease in Priority 1 calls from 329 down to 258. Call volume per day shifted, from Wednesdays experiencing the highest call volume to Fridays being the busiest day. Wednesday, the most active day in Q1, dropped 1.41% to account for 14.48% of total call volume during the week. Saturday, the fifth most active day of the week, increased .96% to 14.11% of calls during the week. With the weather shifting to warmer patterns and schools being released for Summer, weekend activities can account for these shifts. Major weather events of Q1 also occurred on Wednesdays, helping drive percentages higher on that day.
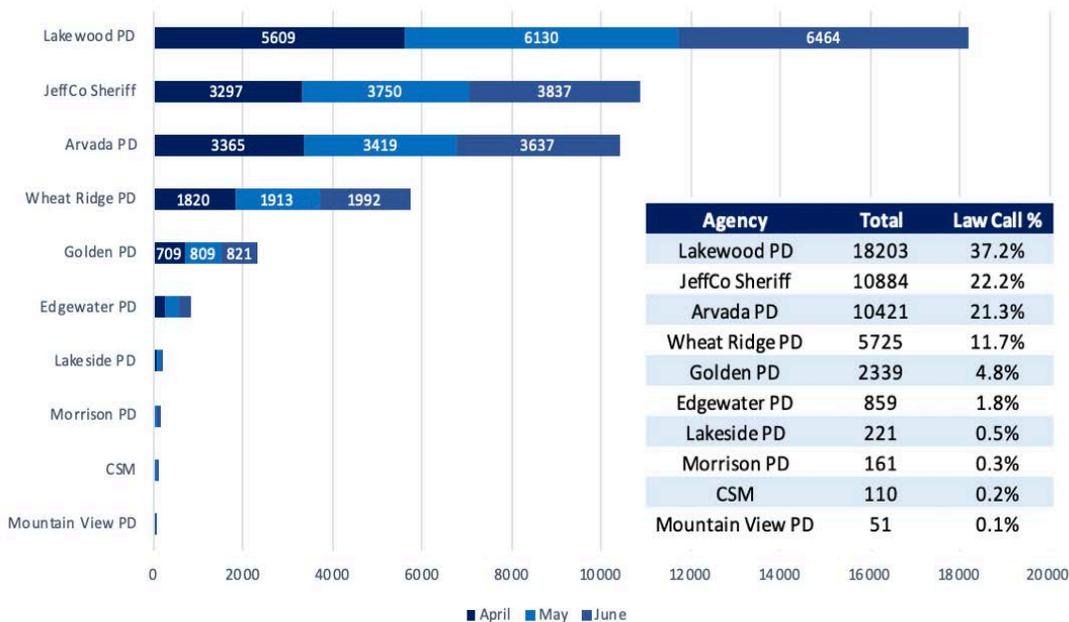
Average % of Fire Calls Per Week

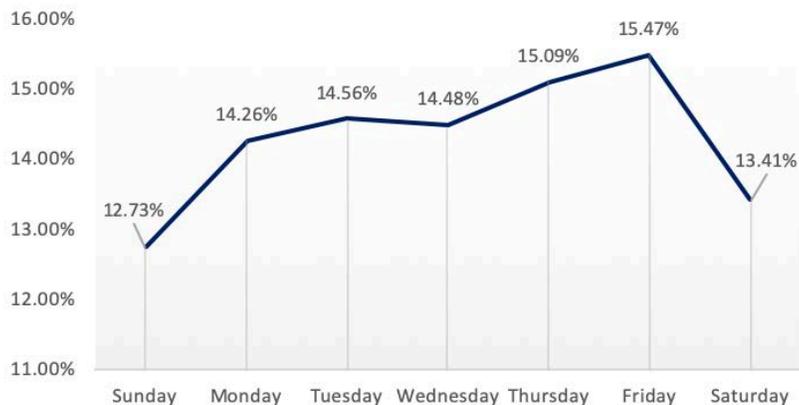| Day	Percentage
Sunday	13.76%
Monday	14.00%
Tuesday	14.54%
Wednesday	14.48%
Thursday	14.43%
Friday	14.68%
Saturday	14.11%

Law Dispatch Operation

Dispatched law calls for service increased 17.8% overall from Q1 to Q2. An average of 16,324 law calls were dispatched per month (538 calls per day, 76 more per day than Q1) throughout the second quarter. These numbers are a reflection of calls received, processed and dispatched by Jeffcom911.

Law Call Volume Per Month

Agency	Total	Law Call %
Lakewood PD	18203	37.2%
JeffCo Sheriff	10884	22.2%
Arvada PD	10421	21.3%
Wheat Ridge PD	5725	11.7%
Golden PD	2339	4.8%
Edgewater PD	859	1.8%
Lakeside PD	221	0.5%
Morrison PD	161	0.3%
CSM	110	0.2%
Mountain View PD	51	0.1%

Bar chart "Law Call Volume Per Month" (■ April ■ May ■ June):
- Lakewood PD: 5609, 6130, 6464
- JeffCo Sheriff: 3297, 3750, 3837
- Arvada PD: 3365, 3419, 3637
- Wheat Ridge PD: 1820, 1913, 1992
- Golden PD: 709, 809, 821
- Edgewater PD
- Lakeside PD
- Morrison PD
- CSM
- Mountain View PD

Q2 law calls also experienced an increase in call volume with the shift in the public's outdoor activity. P0 calls increased from 17 total in Q1 to 19 in Q2, and P1 calls increased by 158, from 4501 to 4659. Tuesday's call volume decreased .94% and Wednesday call volume dropped 1.09%, as Monday's call volume increased .98% and Saturday increased .82%. The most significant holiday this Quarter, Memorial Day, occurred on Monday, May 25th. Friday, the busiest day this Quarter, had events such as a missing minor in Littleton (who was later found) and a Teach Strike Day drive activity.

Average % of Law Calls Per Week

- Sunday: 12.73%
- Monday: 14.26%
- Tuesday: 14.56%
- Wednesday: 14.48%
- Thursday: 15.09%
- Friday: 15.47%
- Saturday: 13.41%

Projects Completed

Backup Center Testing/Readiness:
All Emergency Communications Specialists and Communications Supervisors were trained on operations of Jeffcom's backup center. The center was then tested through a partial failover and operational period.

CAD/Mobile Version Upgrade:
A software upgrade was performed for the computer-aided dispatch system adding new features which increase inter-agency awareness and collaboration.

IF YOU CAN'T CALL 911... TEXT 911

Integrated Text-to-911 Messaging:
Text messages sent to 911 are now displayed within the Emergency Communications Specialist's phone call processing screen. Previously a separate application and login was required to view these texts.

Standardized Court Date Assignment:
Jeffcom developed and deployed a new application standardizing the assignment of County court dates. All of Jeffcom's law agencies will utilize this new workflow by the end of 2019.

P3 Software:
Prior to upgrading to P3 Software, Safe2Tell transmissions were all received and processed through fax. P3 Software allows a Safe2Tell transmission to be routed directly to a Jeffcom 911 console where the call taker can then enter the information into the system. Within the P3 Software, real time updates can be viewed and attachments such as screenshots or pictures can be uploaded directly into the CAD.

Enhanced Fire Department Paging:
Jeffcom developed and now maintains a custom CAD paging server which provides fire departments with additional response information for each call.

Safe2Tell

2

Safe2Tell Colorado

Submit an Anonymous Tip ➔

Review / Update Existing Tip ➔

Call to Make a Report ➔

Resources ➔

Powered by P3 version 3.0.0.S2TCO

Training Emergency Personnel

APCO International Trainer of the Year

Jeffcom Training Manger Bess Joyce was recently nominated and selected by APCO International as the 2019 Trainer of the Year in April. Bess was instrumental in identifying training needs and implementing training programs for all of Jeffcom.

Hosted courses:

ETC Instructor
APCO Supervisor

Attended Local Training:

Colorado NENA/APCO State Conference
Leadership Skills for Women
Tactical Dispatch
Power of Resilience
Excelling as Team Leader
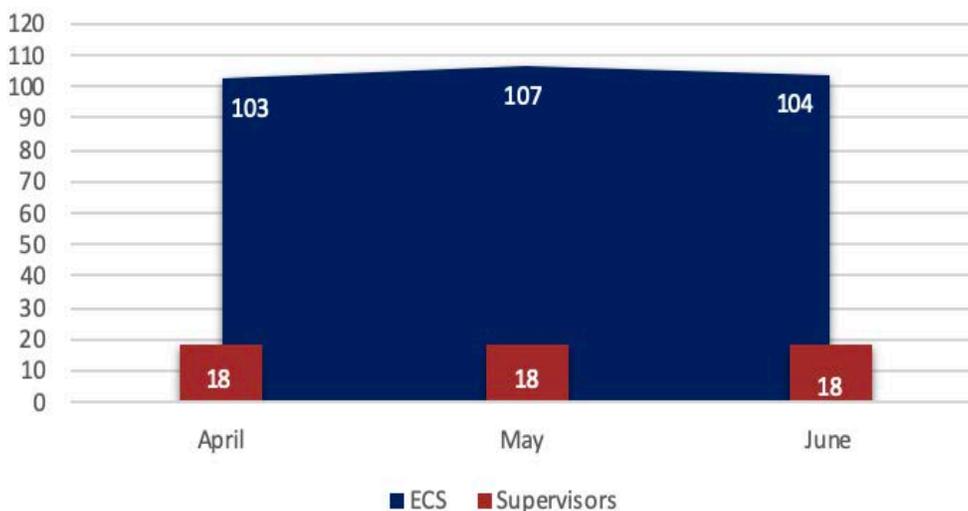SQL Server
Active Shooter

Attended conferences:

IAED Navigator
RAVE National
NENA National

Staffing

2nd Quarter	April	May	June
ECS	103	107	104
Total Supervisors	18	18	18
Part Time	12	13	13
New Hires	5	0	3
Separations	1	3	3
Extended Leave of Absence	2	2	2
Total Full Time	125	122	122

Supervisors and ECS Staffing

Jeffcom continued to maintain staffing levels and pushed to increase the numbers to be at full authorized staffing of Communication Supervisors and Emergency Communications Specialists at 136. We will continue to hire until this staffing number is reached.