CALL TAKING OPERATIONS

The long days of summer, warm weather, and wildland fire call volume contributed to an increased number of 911, non-emergency, and outbound calls in Q3. July 4th generated the highest 911 call volume to date with 894 calls. On September 20th, the Bald Mountain Fire contributed to a staggering 875 Emergency Calls, the second most active day of the Quarter. Other notable incidents include the Deer Creek Canyon Park Fire on August 15th which resulted in 2,572 total emergency and non-emergency calls. With school returning to session, September saw a decrease in call volume (2,177 daily calls) yet was still the third most active month of the year trailing only July (2,302) and August (2,268).

In Q3 Jeffcom averaged 712 calls on a 911 line per day, 83 more calls per day than the Q2 and 152 more than Q1.

<table>
<thead>
<tr>
<th>2019</th>
<th>Third Quarter</th>
<th>Change from Quarter 2</th>
<th>Q1-Q3 Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Monthly 911 Calls Per Month</td>
<td>21,840</td>
<td>15.1%</td>
<td></td>
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<tr>
<td>Average 10 Digit-Calls</td>
<td>47,150</td>
<td>10.0%</td>
<td></td>
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<tr>
<td>Average Outbound Calls</td>
<td>21,650</td>
<td>12.5%</td>
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</table>

Outbound Calls increased by 12.5% during Q3 compared to Q2. Outbound call volume consists of transfers, any notifications, calling reporting party’s back and 911 Hang-up callbacks. Not surprisingly, 911 Hang-up callbacks increased 13.3% from Q2 to 120 per day. Each 911 Hang-up requires a call back. Of those, 8.4% required a unit to be dispatched.
Fire Dispatch Operation

Dispatched fire calls for service increased 7.6% from Q2 to Q3. Overall, an average of 4,659 fire calls were dispatched per month (152 calls per day, 10 more per day than Q2; 1 less per day than Q1). These numbers are a reflection of calls received, processed and dispatched by Jeffcom911.

Q3 fire calls saw an increase in call volume yet a decrease in Priority 1 calls: 244 in Q3 down from 258 in Q2. With seasonal temperatures and school’s recess for the summer, Saturday’s call volume increased 0.65% from Q2. The number of traffic collisions with injuries dispatched averaged 10 per day, consistent with Quarter 2. For all problem natures there were 424 emergent transports to the hospital during the Quarter - an increase from 394 in Q2. Emergency telecommunications specialists dispatched 1,751 Falls, 1,682 Sick Person calls and 1,284 Alarm calls - all an increase from Quarter 2 and the greatest call volume for Quarter 3 on the Fire discipline. There were 797 fire alarm calls dispatched throughout the quarter, the single highest problem nature code.

Overall, Jeffcom personnel processed 10,472 calls through the Emergency Medical Dispatch (EMD) protocols and 4,443 calls through Emergency Fire Dispatch (EFD) protocols.
Dispatched law calls for service increased 13.5% from Q2 to Q3. Overall, there were an average of 18,530 Law calls dispatched per month (604 calls per day, 66 more per day than Q2; 142 more per day than Q1). These numbers are a reflection of calls received, processed and dispatched by Jeffcom911.

Weekend law enforcement activity increased during Q3, with Saturday increasing by 0.77% and Sunday increasing by 0.39%. Top problem natures dispatched in Quarter 3 were: Welfare Check with 3,947, Disturbance with 3,017, and Unwanted Party with 2,779. The greatest variance between Quarter 2 and Quarter 3 problem natures were: Unwanted Party with a 675 call increase, Welfare Check with a 629 call increase, and Fireworks calls with an increase of 495. All agency’s call volume increased during the quarter due to July 4th and the warm weather allowing for additional outdoor activities.
Projects Completed

Community Engagement/Recruitment APT:
A newly formed advisory planning team was created to recruit, educate and connect to the community through events. At these events, the team educates the role Jeffcom plays in Public Safety, practice calling 911, when to call 911 and the information that is needed to receive the proper emergency response. This team of ten attended six community events during the quarter.

Tactical Dispatch Roster Increased:
Jeffcom increased the center’s Tactical Dispatch Team from two to nine. The team lends support to Jefferson County and West Metro Regional SWAT teams. Responsibilities of this team includes coordinating tactical radio communication involving SWAT and supporting law enforcement during critical incidents. The tactical dispatcher monitors and maintains records of movement, activities and developments throughout the duration of the incident.

Enterprise Mobile – Test Mobile Version Upgrade:
A software upgrade was performed for the test system on mobile data terminals. Enterprise Mobile’s highlighted improvements include a redesign of the look and simplifying actions by minimizing the number of clicks/taps needed to perform various tasks. Jeffcom is targeting a Q4 release to our agencies.
Awards/Training Emergency Personnel

**PSAP of the Year – NICE Systems:**
Selected by an independent panel of volunteer judges from the public safety community evaluating based on accomplishments, skills, knowledge and dedication, Jeffcom was awarded PSAP of the Year by NICE Systems. The nomination highlighted the strong team effort and hard work put forth by the Jeffcom employees.

**Internal/Hosted Courses:**
- Dispatch Resiliency
- APCO Supervisor
- Tactical Dispatch
- CPR Recertification
- New Hire Academy

**External - Local Trainings:**
- CIT Workshop
- CPR BLS Instructor
- Mass Casualty ICS

**External – With Travel**
- Peer Support
- APCO National Conference
- Nuclear Alarm Response

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**Staffing**

<table>
<thead>
<tr>
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<th>3rd Quarter</th>
<th>July</th>
<th>August</th>
<th>September</th>
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</thead>
<tbody>
<tr>
<td><strong>ECS</strong></td>
<td>104</td>
<td>100</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td><strong>Total Supervisors</strong></td>
<td>18</td>
<td>17</td>
<td>17</td>
<td></td>
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<tr>
<td><strong>Part Time</strong></td>
<td>13</td>
<td>12</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td><strong>New Hires</strong></td>
<td>0</td>
<td>0</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Separations</strong></td>
<td>5</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Extended Leave of Absence</strong></td>
<td>2</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Total Full Time</strong></td>
<td>122</td>
<td>117</td>
<td>119</td>
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</table>

Jeffcom experienced nine separations during Quarter 3, offset by the conclusion of an academy in July and new personnel hired in September. Separations from a role include in house promotions; one Supervisor promoted to Ops. Manager and one Emergency Communication Specialist to Supervisor during Q3. Jeffcom continues to aggressively recruit and hire the best qualified candidates to meet authorized staffing levels.