



Jefferson County Communications Center Authority
JEFFCOM911

December 2023
Monthly Report



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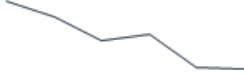








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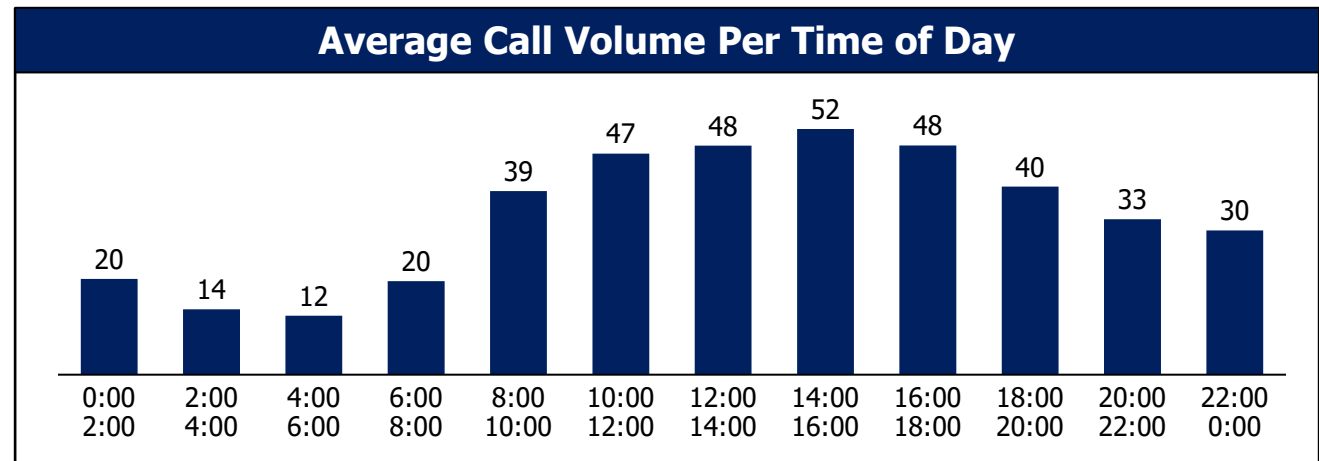


Law Stats

Calls Received, Processed, and Dispatched














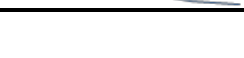


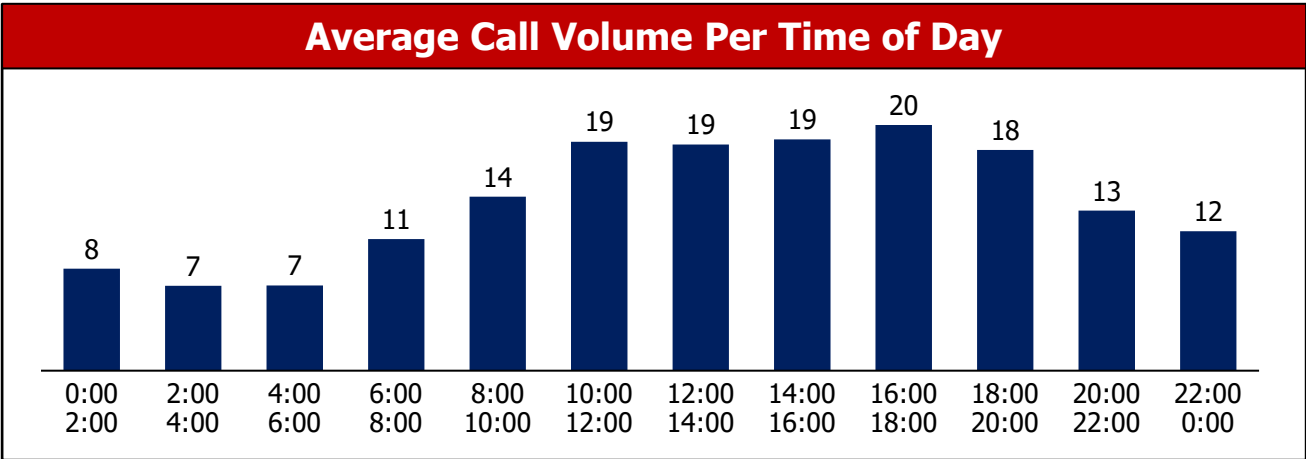
Agency	December Calls	% Total	6 Month Trend
Lakewood PD	5,131	28.9%	
Arvada PD	2,750	15.5%	
Jeffco Sheriff	2,371	13.4%	
Wheat Ridge PD	1,354	7.6%	
Golden PD	446	2.5%	
Edgewater PD	331	1.9%	
Lakeside PD	66	0.4%	
Morrison PD	30	0.2%	
CSM PD	23	0.1%	
Mountain View PD	13	0.1%	
Total	12,515	70.6%	



Total CAD Dispatched Calls by Day of Week

Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	4	230	560	595	132	230	106	1,857	13.1%
Monday	3	156	471	469	106	281	88	1,574	13.9%
Tuesday	2	153	520	524	120	308	87	1,714	15.2%
Wednesday	1	104	485	528	93	307	72	1,590	14.1%
Thursday	1	152	508	473	105	256	98	1,593	14.1%
Friday	2	176	671	649	147	410	98	2,153	15.2%
Saturday	2	220	658	603	117	308	126	2,034	14.4%
Total	15	1,191	3,873	3,841	820	2,100	675	12,515	

Agency	December Calls	% of Total	6 Month Trend
West Metro Fire	3,045	17.2%	
Arvada Fire	1,425	8.0%	
Golden Fire	230	1.3%	
Evergreen Fire	185	1.0%	
Elk Creek Fire	78	0.4%	
Fairmount Fire	72	0.4%	
Highland Rescue	47	0.3%	
Pleasant View Fire	42	0.2%	
Foothills Fire	28	0.2%	
Inter Canyon Fire	24	0.1%	
Genesee Fire	15	0.1%	
Indian Hills Fire	10	0.1%	
Golden Gate Fire	8	0.0%	
North Fork Fire	5	0.0%	
Total	5,214	29.4%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	16	481	297	6	0	0	800	13.7%
Monday	18	394	236	12	0	0	660	14.1%
Tuesday	7	414	239	8	0	0	668	14.3%
Wednesday	8	402	263	6	0	0	679	14.5%
Thursday	14	379	253	1	0	0	647	13.8%
Friday	14	577	334	13	0	1	939	16.0%
Saturday	12	473	297	16	0	1	799	13.6%
Total	89	3,120	1,919	62	0	2	5,192	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	96.5%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	99.4%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	57.0%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.9%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	4.2%	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less
Quality Assurance Scores	EMD; Target average of 75%	94.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	91.3%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	84.0%	Target average of 95% with a minimum of 80%

Analysis
Root Cause: Call Answering Jeffcom has recovered in overall staffing strength, however, training required for rapid upstaffing will continue to be a capacity inhibitor through the fourth quarter of the year until final qualifications are achieved for ECS hired in the previous months. It is anticipated that authorized staffing numbers for ECS will be raised in 2024 to meet experienced YOY increases in call volume, which will require additional recruiting, hiring, and training through 2024.
Remediation: Call Answering Jeffcom continues to exceed the 15 second 911 answering target, meeting the target for six consecutive months now. The 90 second 911 answering target was achieved as well! Jeffcom continues to aggressively recruit, hire, and train new personnel to maximize the number of call takers on duty during busy periods, as well as explore and leverage new technologies. We are constantly examining the way we do business to enhance our productivity through modifying our current practices to fit the needs of our community and our organization.
Root Cause: Call Processing Time Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.
Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:43 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

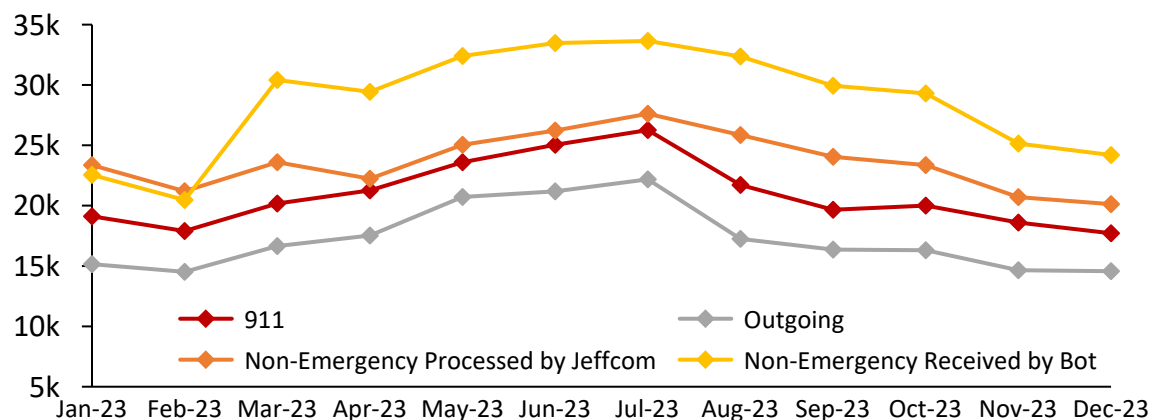
Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.



Service Level Agreement and Volume Trends



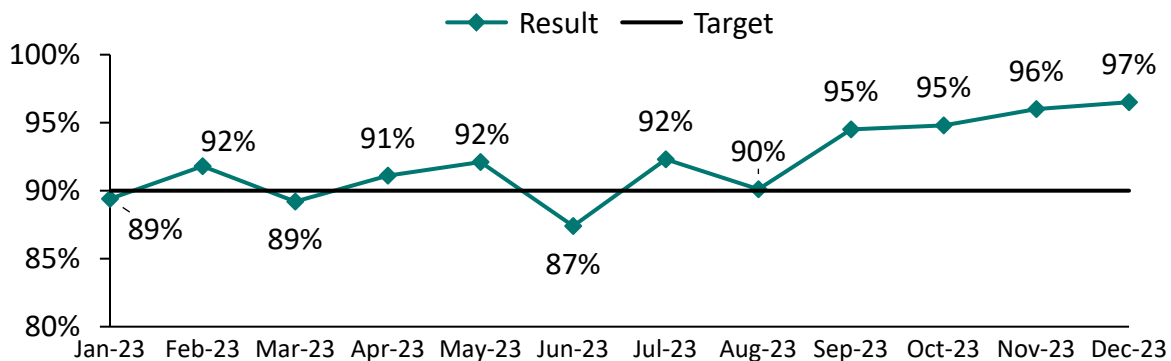
Call Volumes



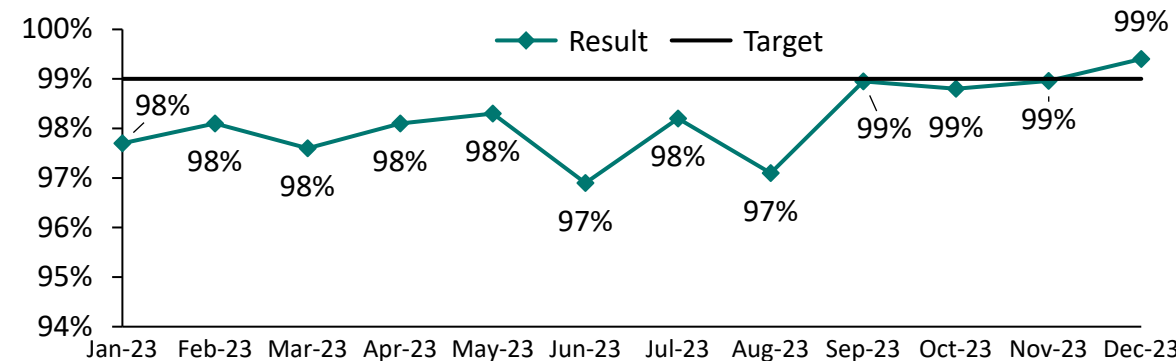
Trend Table

Average Daily Calls	Dec-23	Nov-23	Dec-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	470	488	520	↓ -4%	↓ -10%
Incoming - Admin to Bot	781	859	487	↓ -9%	↑ 60%
Incoming - Admin to Jeffcom	649	690	926	↓ -6%	↓ -30%
Incoming - 911	571	620	687	↓ -8%	↓ -17%
911 calls answered within 15 seconds	96.5%	96.0%	84%	↑ 0.5%	↑ 12.3%
911 calls answered within 40 seconds	99.4%	99.0%	96%	↑ 0.4%	↑ 3.8%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





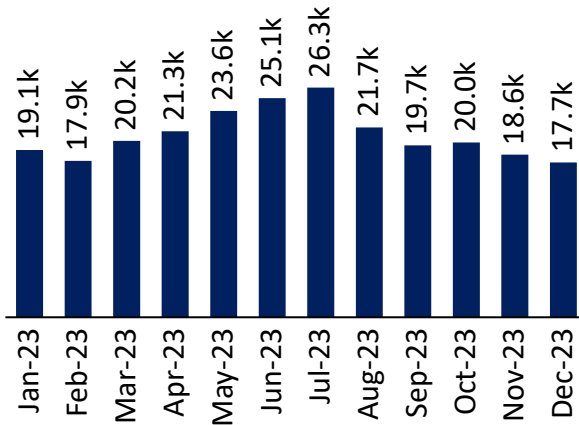
Call Volume/Agency Specific Inquiries

JEFFCOM

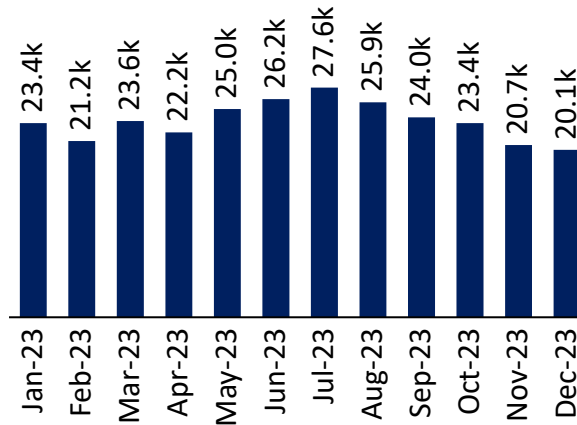


12 Month Trends

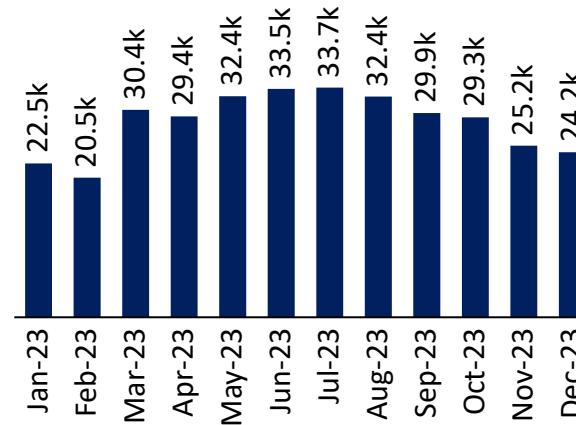
Emergency Calls



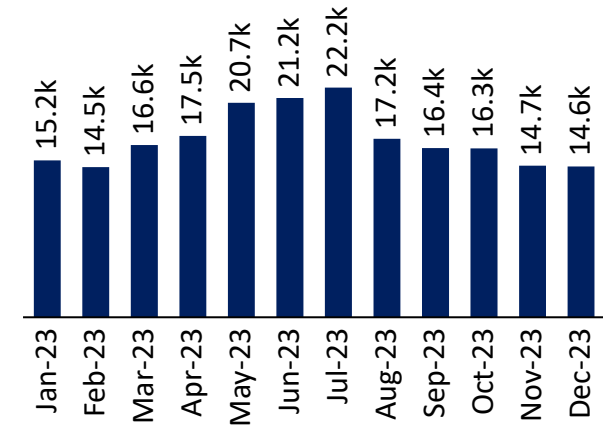
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



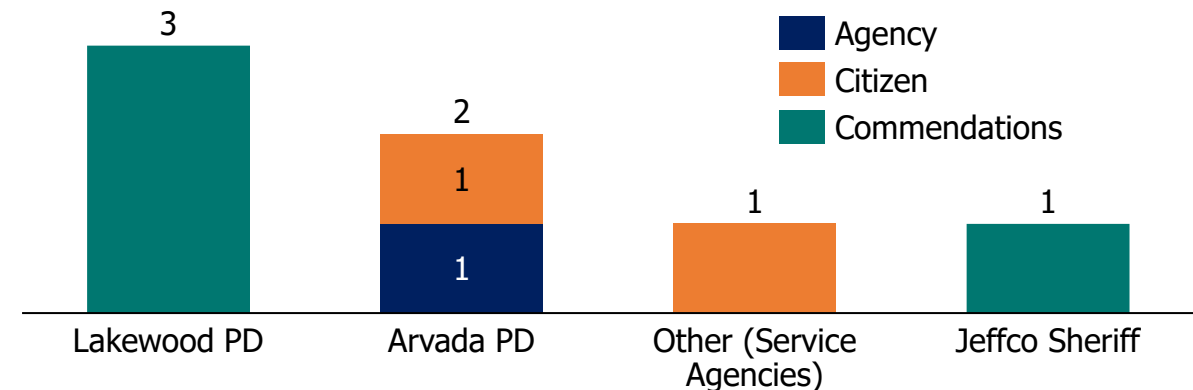
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	14,572	1% Decrease from November
Incoming - Admin to Bot	24,201	6% Decrease from November
Incoming - Admin to Jeffcom	20,130	5% Decrease from November
Incoming - 911	17,711	3% Decrease from November
Total Incoming to Jeffcom	37,841	4% Decrease from November

December Inquiries



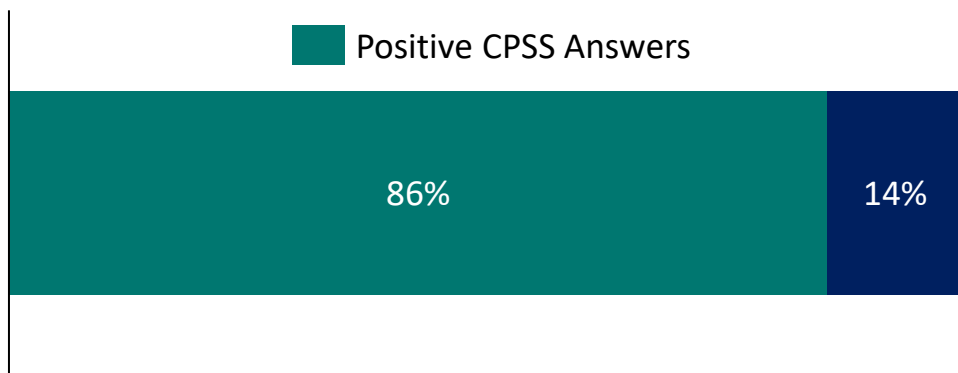


PowerEngage Survey Results

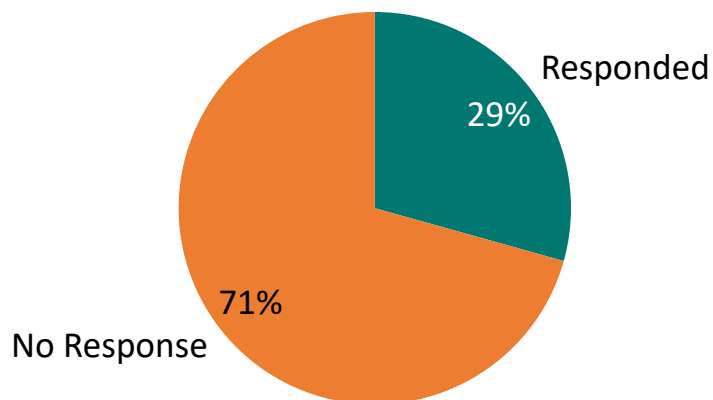
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



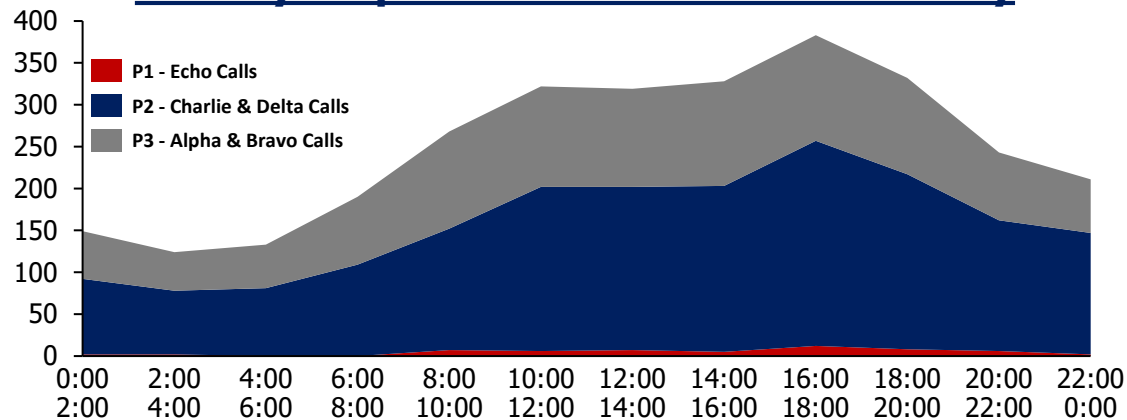
Survey Response Rate



Survey Responses

- “The 911 dispatcher was calm, clear and collected. I felt at ease with the situation and sure that the emergency response would be immediate .”
- “Very professional and quick. Thank you for your service to our community.”
- “I could not have asked for a better Dispatcher to handle our call. I'm sure that my mother and myself were not calm, however the Dispatcher was Calm and Extremely nice the entire time. Which calmed me down. She was just Simply Amazing...!! Please tell her Thank you on our behalf. Thank you”
- “She was professional and kind. She also spoke in a tone that calmed a very hectic situation for me. Thank you!”

Priority Dispatched Calls Per Time of Day

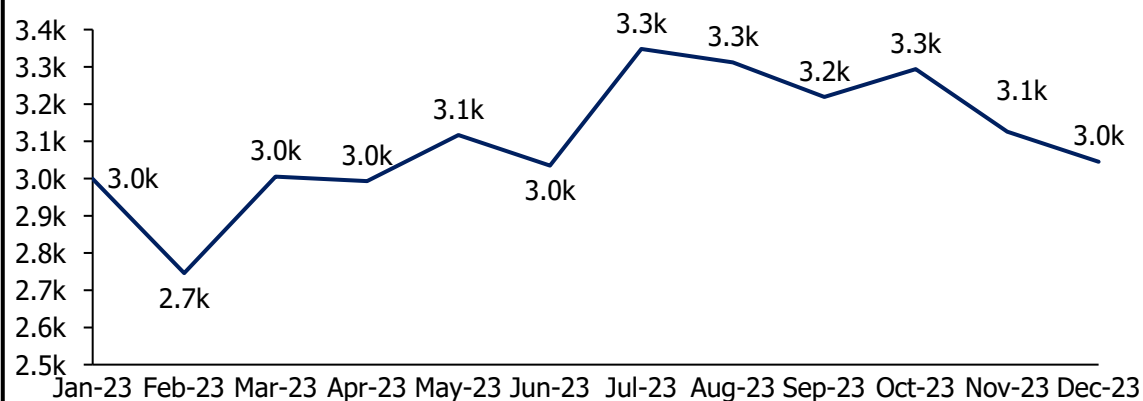


Daily Priority Call Volume and Entry to Assignment

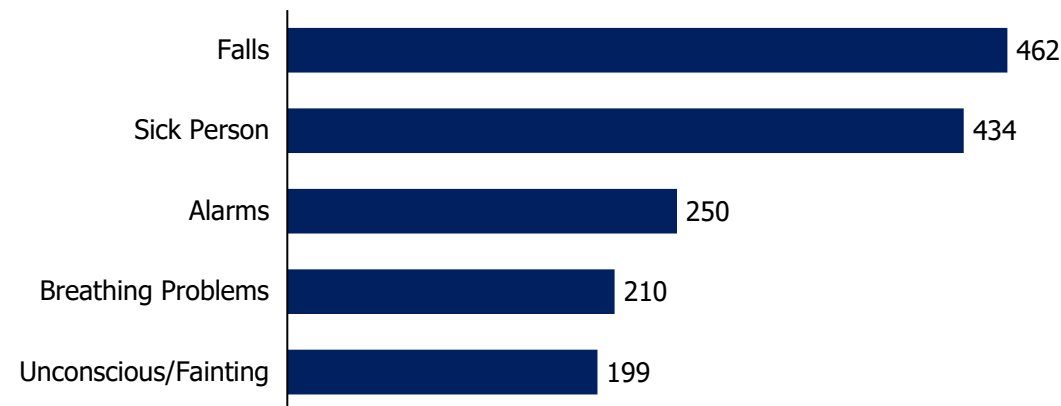
Day of Week	P1	P2	P3	Total	Average
Sunday	9	281	182	472	94
Monday	14	230	140	384	96
Tuesday	4	253	124	381	95
Wednesday	5	253	151	409	102
Thursday	11	217	145	373	93
Friday	9	332	185	526	105
Saturday	5	279	173	457	91
Assignment <1 min	93%	95%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

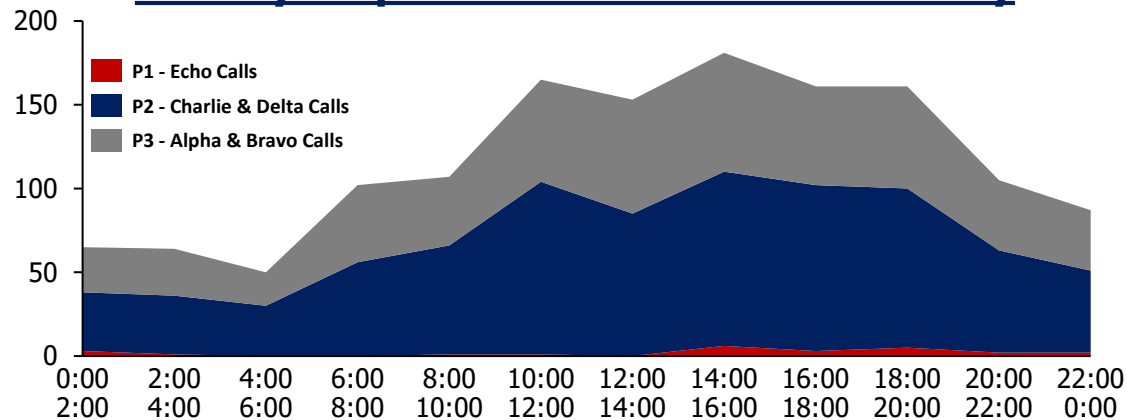




Arvada Fire



Priority Dispatched Calls Per Time of Day



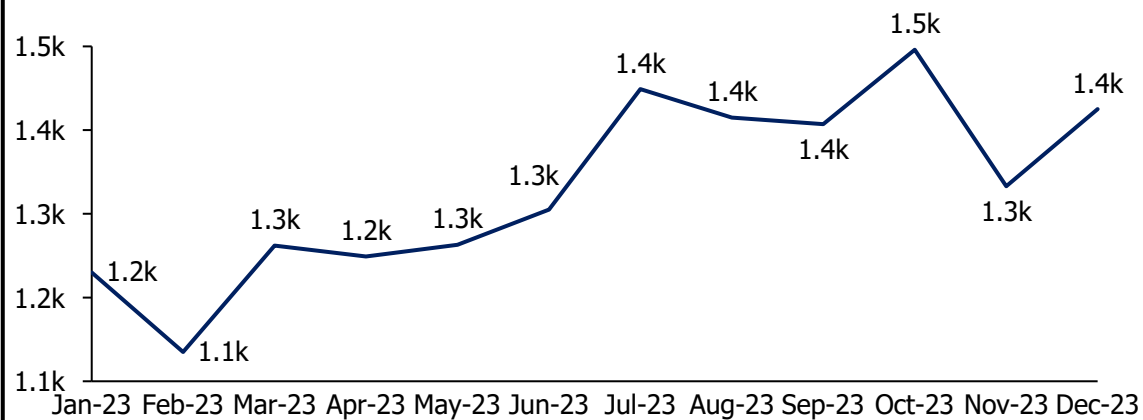
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	125	83	213	43
Monday	3	107	66	176	44
Tuesday	3	104	79	186	47
Wednesday	3	95	82	180	45
Thursday	2	105	60	167	42
Friday	3	159	108	270	54
Saturday	5	122	82	209	42

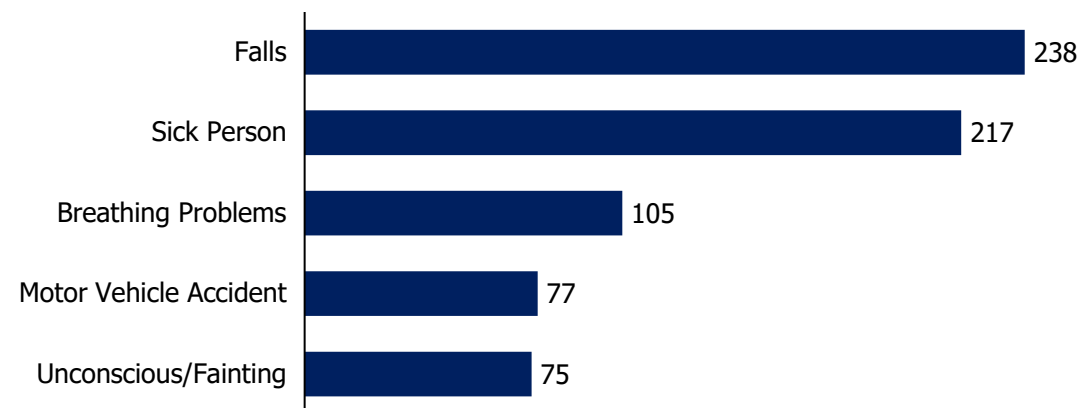
Assignment <1 min 100% 95%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

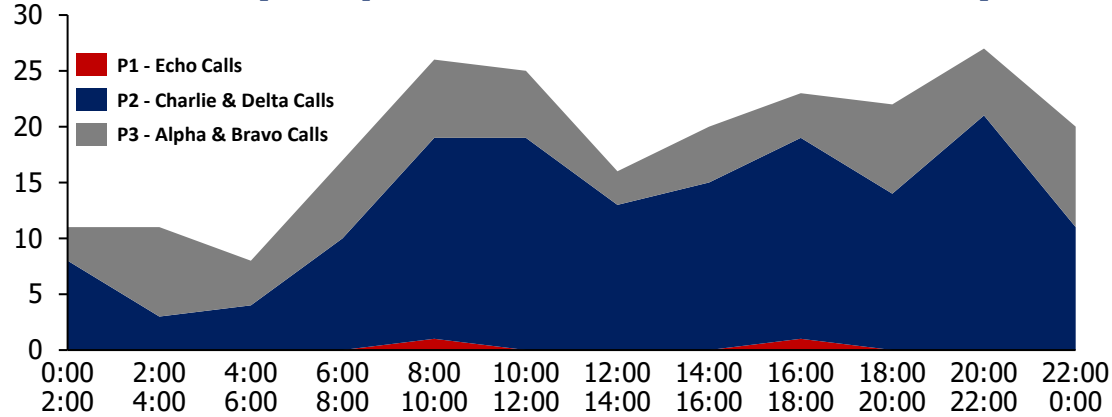




Golden Fire



Priority Dispatched Calls Per Time of Day

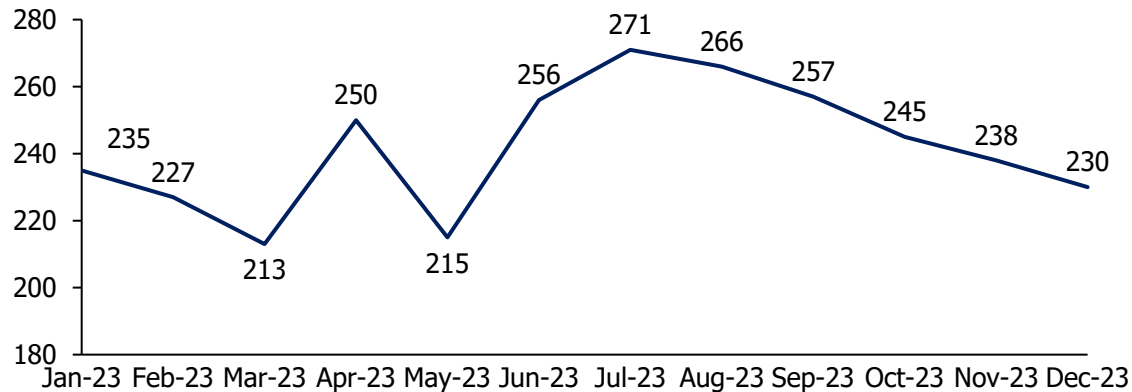


Daily Priority Call Volume and Entry to Assignment

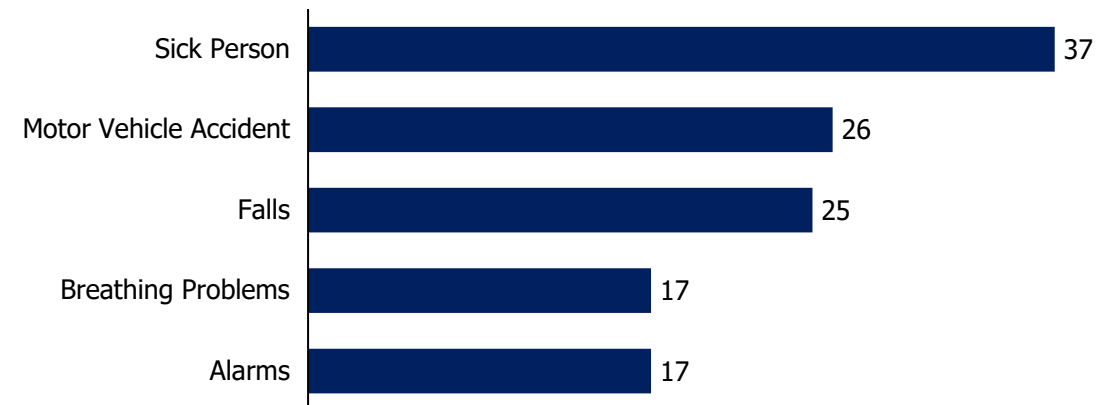
Day of Week	P1	P2	P3	Total	Average
Sunday	1	26	8	35	7
Monday	0	20	10	30	8
Tuesday	0	21	9	30	8
Wednesday	0	17	9	26	7
Thursday	0	20	11	31	8
Friday	1	28	8	37	7
Saturday	0	22	15	37	7
Assignment <1 min	50%	88%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

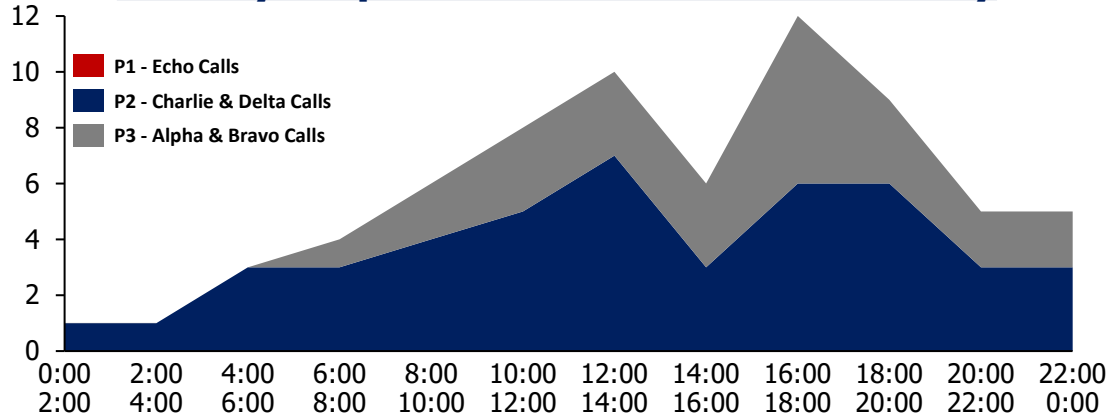




Fairmount Fire



Priority Dispatched Calls Per Time of Day

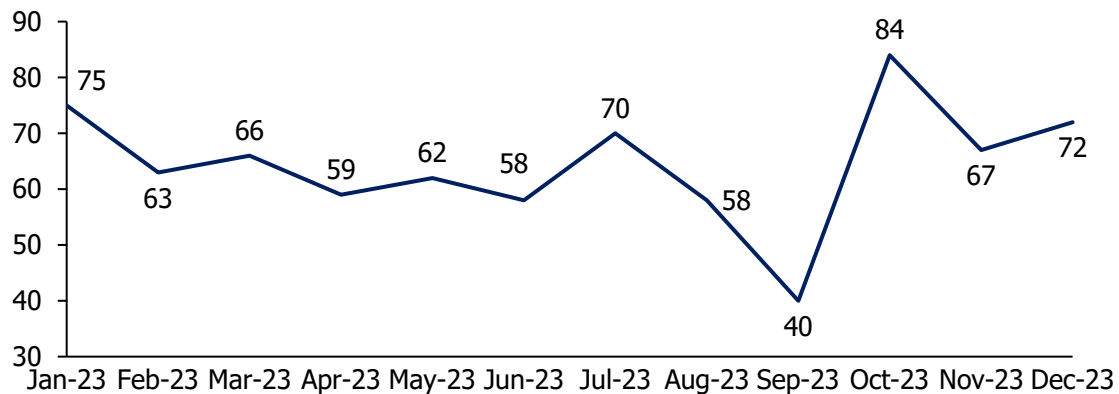


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	1
Monday	0	5	4	9	2
Tuesday	0	2	4	6	2
Wednesday	0	12	2	14	4
Thursday	0	7	8	15	4
Friday	0	8	3	11	2
Saturday	0	6	2	8	2
Assignment <1 min	N/A	91%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

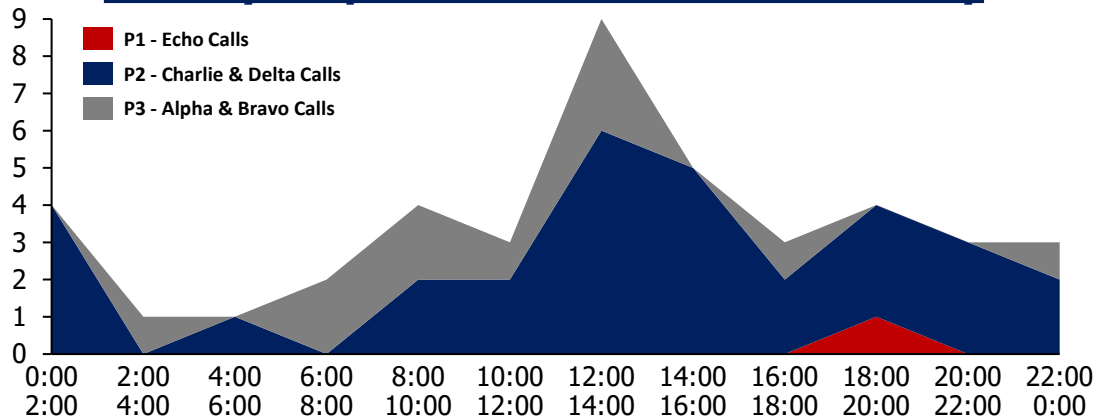




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



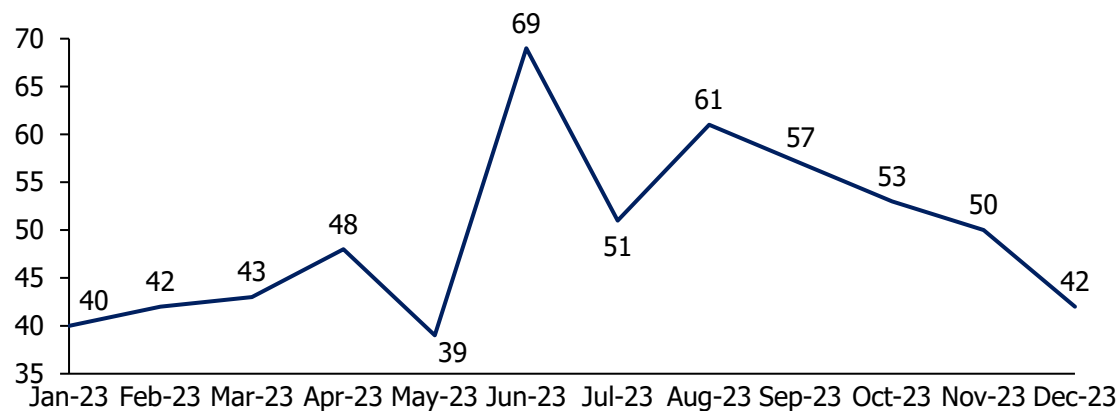
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	0	8	2
Monday	0	2	0	2	1
Tuesday	0	5	4	9	2
Wednesday	0	3	2	5	1
Thursday	1	6	2	9	2
Friday	0	6	3	9	2
Saturday	0	0	0	0	0

Assignment <1 min 100% 93%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

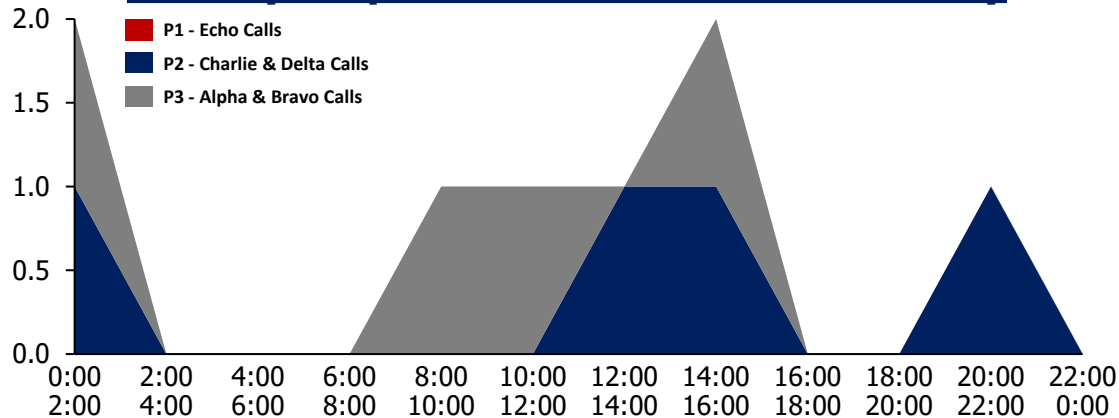




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



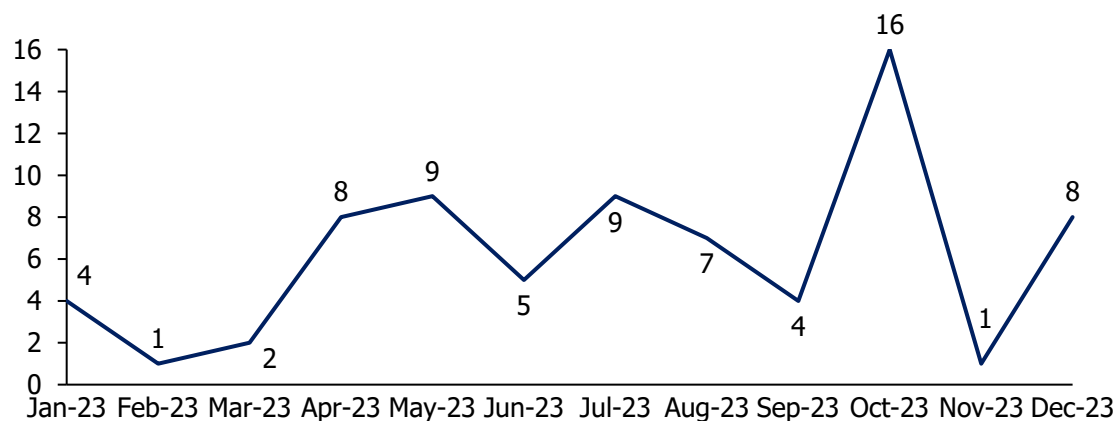
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	0	1	1	0
Tuesday	0	0	3	3	1
Wednesday	0	3	0	3	1
Thursday	0	0	0	0	0
Friday	0	4	4	8	2
Saturday	0	0	0	0	0

Assignment <1 min N/A 100%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Problem Natures

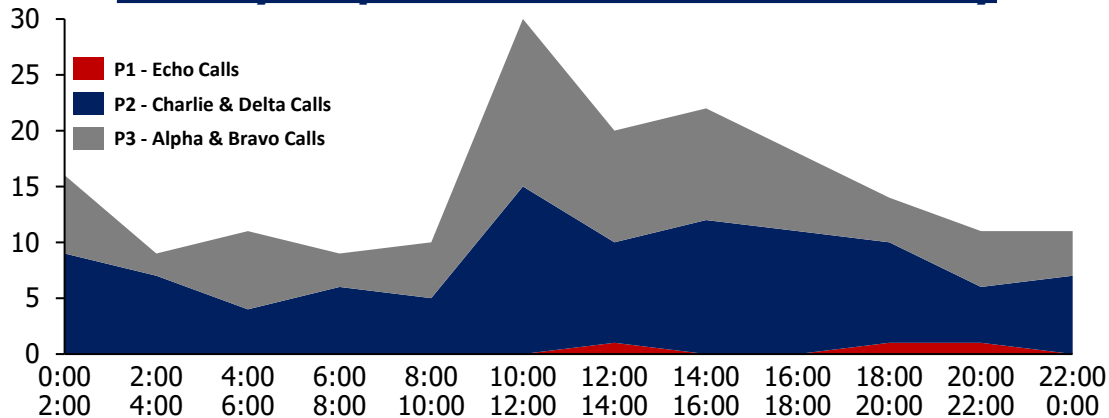




Evergreen Fire



Priority Dispatched Calls Per Time of Day



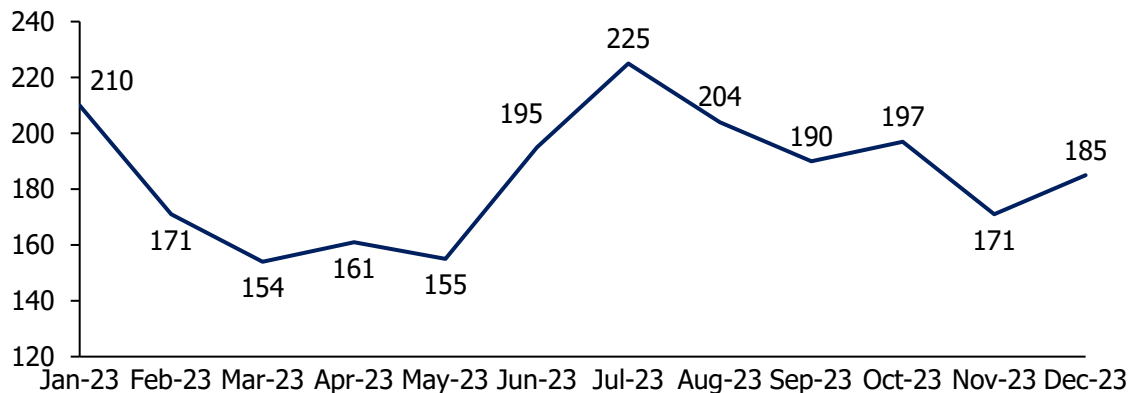
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	10	17	28	6
Monday	0	14	6	20	5
Tuesday	0	14	10	24	6
Wednesday	0	6	10	16	4
Thursday	1	15	14	30	8
Friday	0	22	10	32	6
Saturday	1	18	12	31	6

Assignment <1 min 100% 82%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

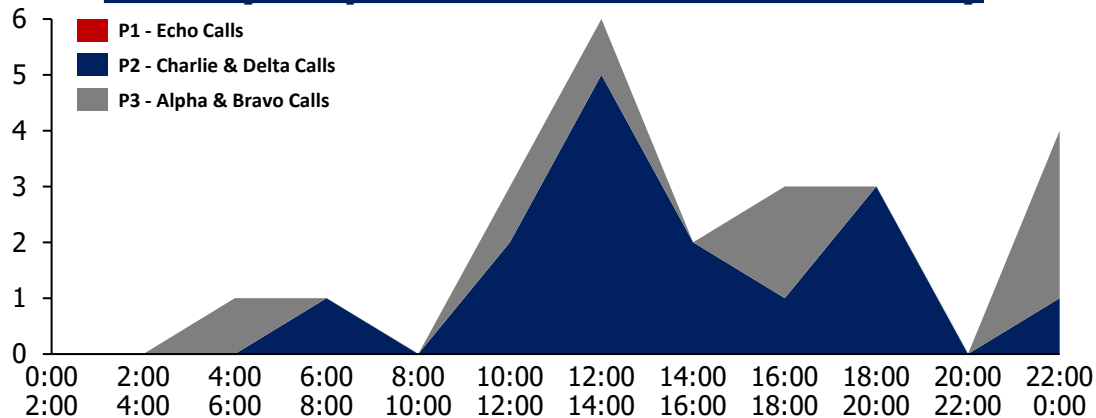




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

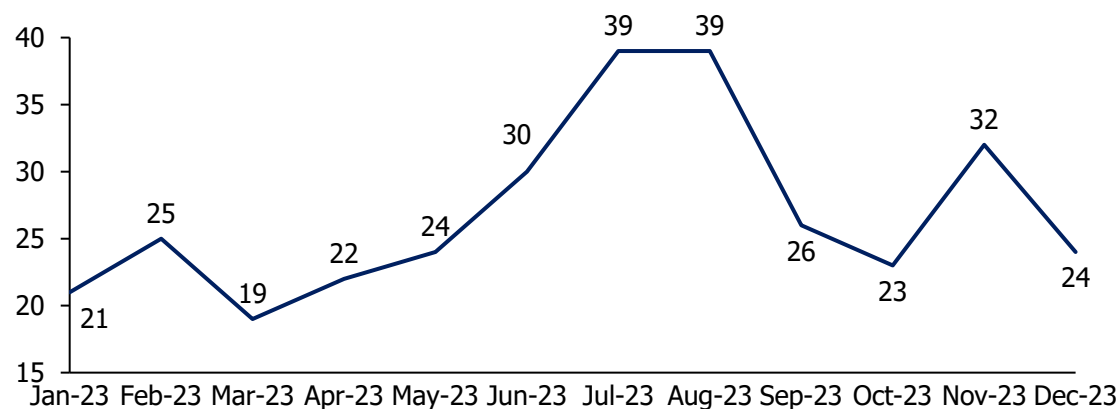


Daily Priority Call Volume and Entry to Assignment

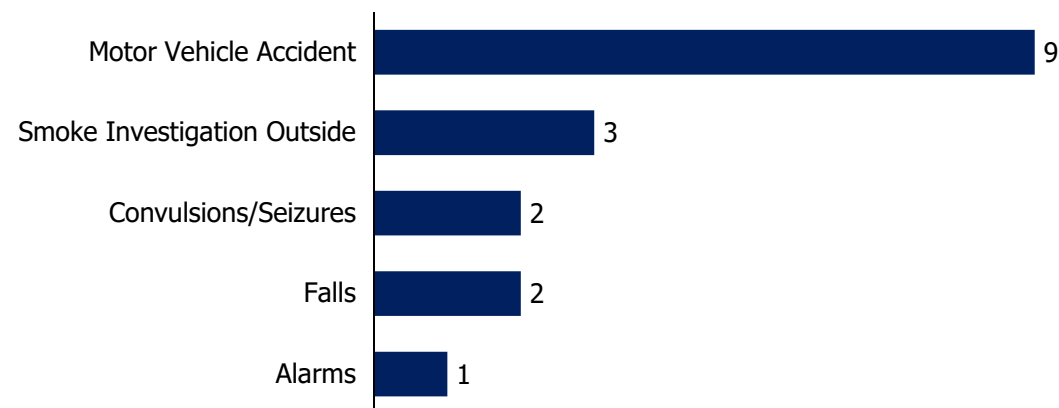
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	3	0	3	1
Tuesday	0	1	2	3	1
Wednesday	0	1	2	3	1
Thursday	0	4	1	5	1
Friday	0	1	0	1	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	87%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

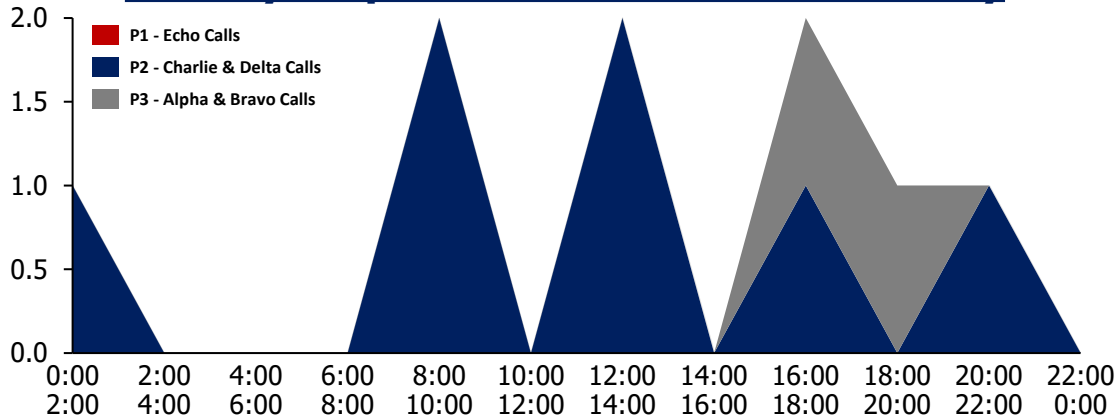




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



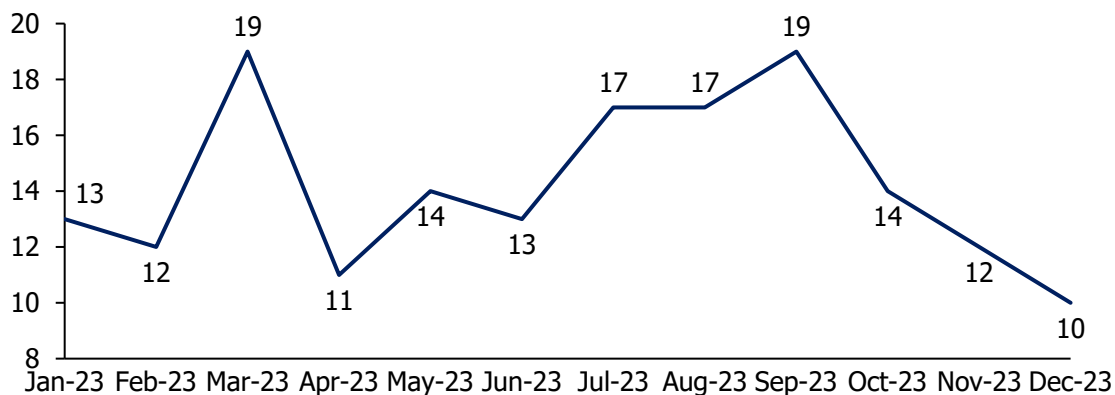
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	0
Monday	0	1	0	1	0
Tuesday	0	1	0	1	0
Wednesday	0	2	0	2	1
Thursday	0	0	2	2	1
Friday	0	1	0	1	0
Saturday	0	0	0	0	0

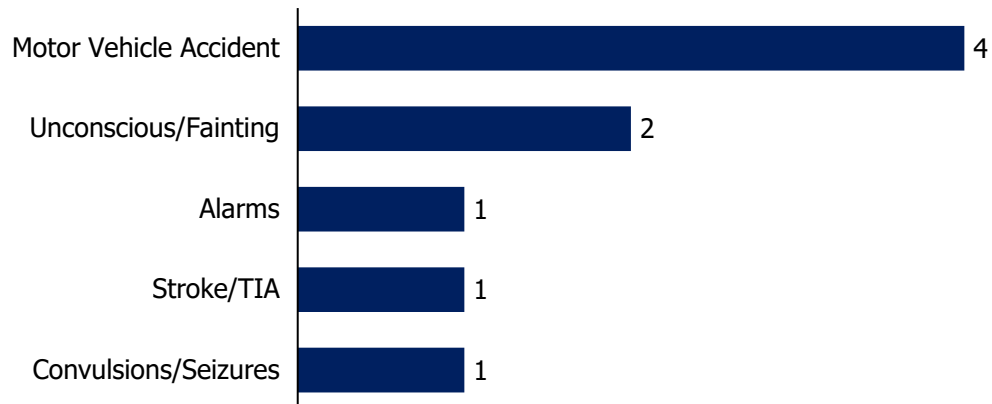
Assignment <1 min N/A 100%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

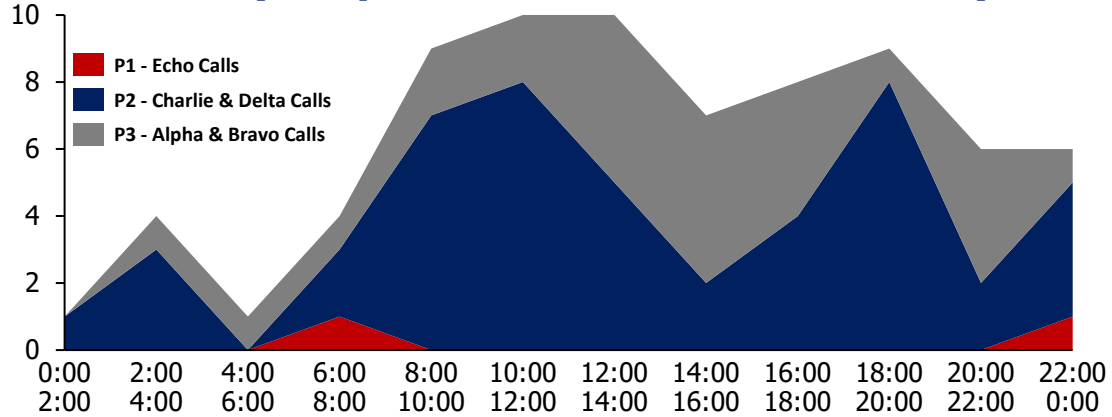




Elk Creek Fire



Priority Dispatched Calls Per Time of Day

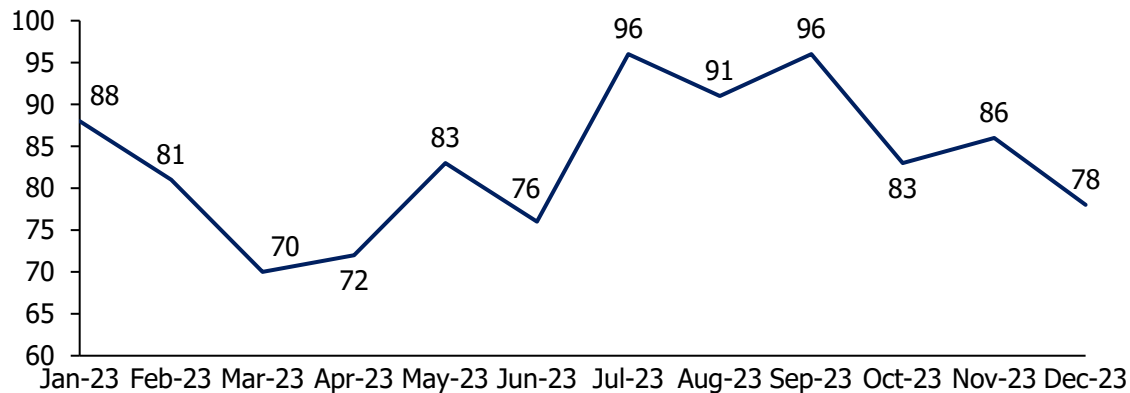


Daily Priority Call Volume and Entry to Assignment

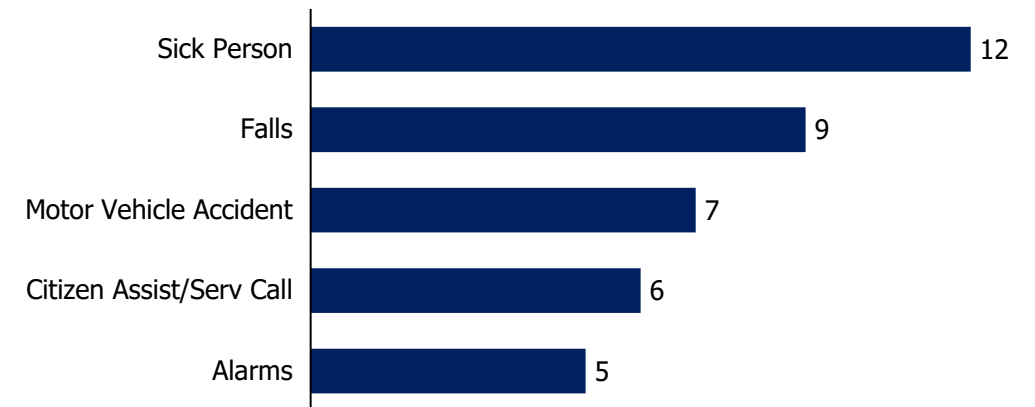
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	2	9	2
Monday	1	9	4	14	4
Tuesday	0	4	5	9	2
Wednesday	0	8	1	9	2
Thursday	0	4	7	11	3
Friday	0	10	3	13	3
Saturday	1	4	5	10	2
Assignment <1 min	50%	80%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

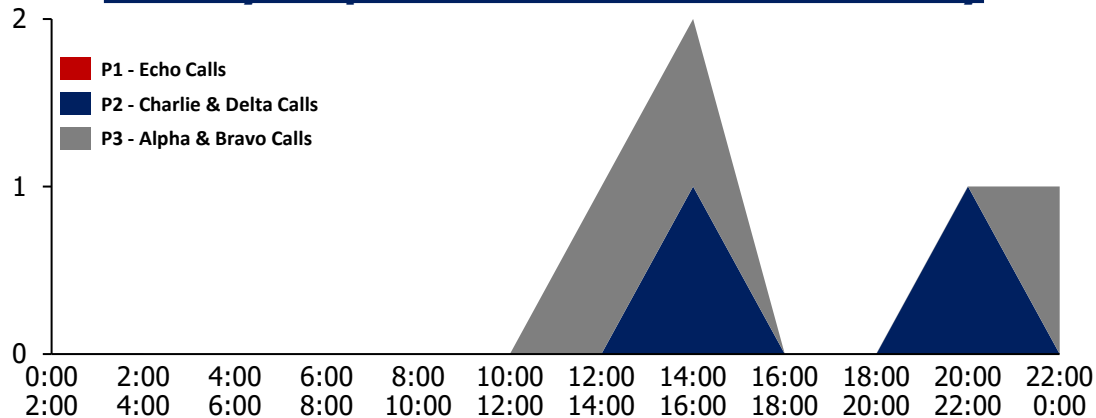




North Fork Fire



Priority Dispatched Calls Per Time of Day

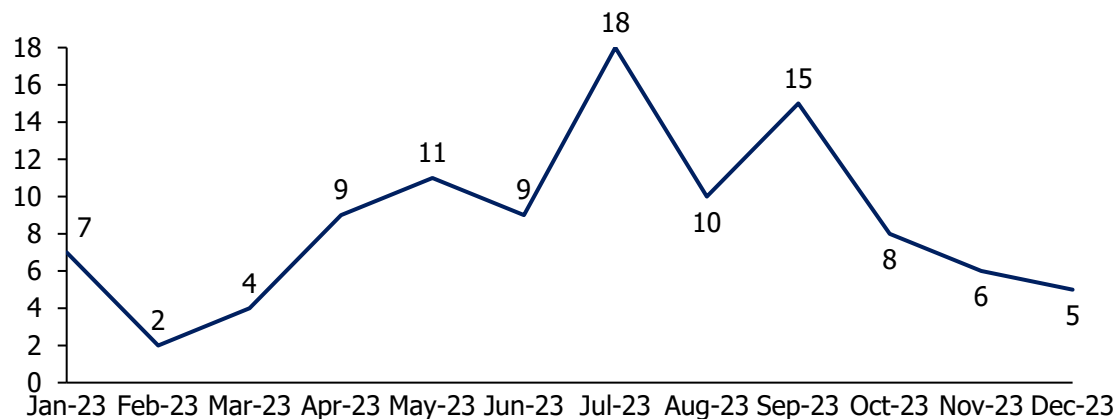


Daily Priority Call Volume and Entry to Assignment

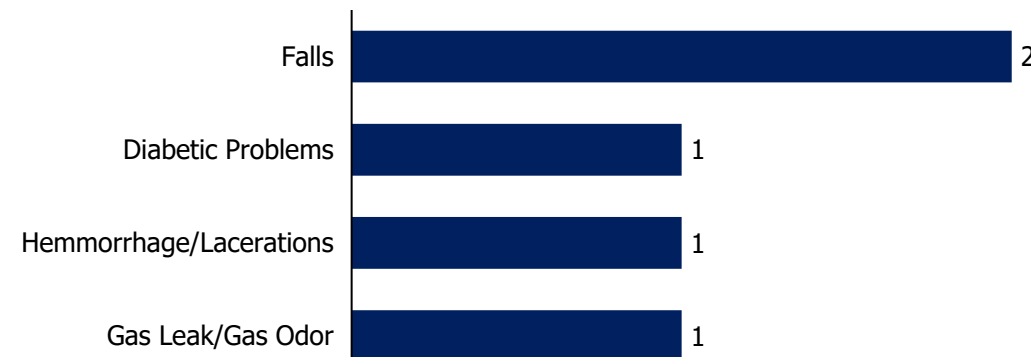
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	1	2	1
Tuesday	0	0	1	1	0
Wednesday	0	0	1	1	0
Thursday	0	0	0	0	0
Friday	0	2	3	5	1
Saturday	0	0	0	0	0
Assignment <1 min	N/A	50%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Problem Natures

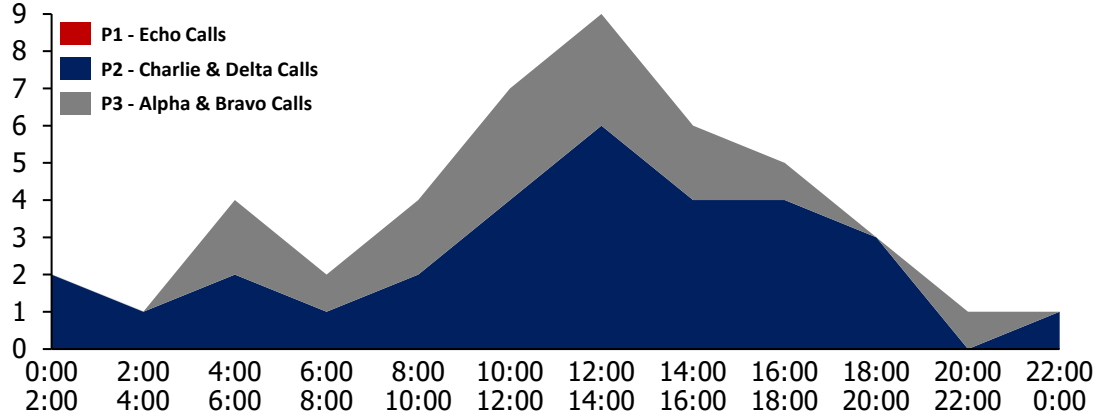




Highland Rescue



Priority Dispatched Calls Per Time of Day



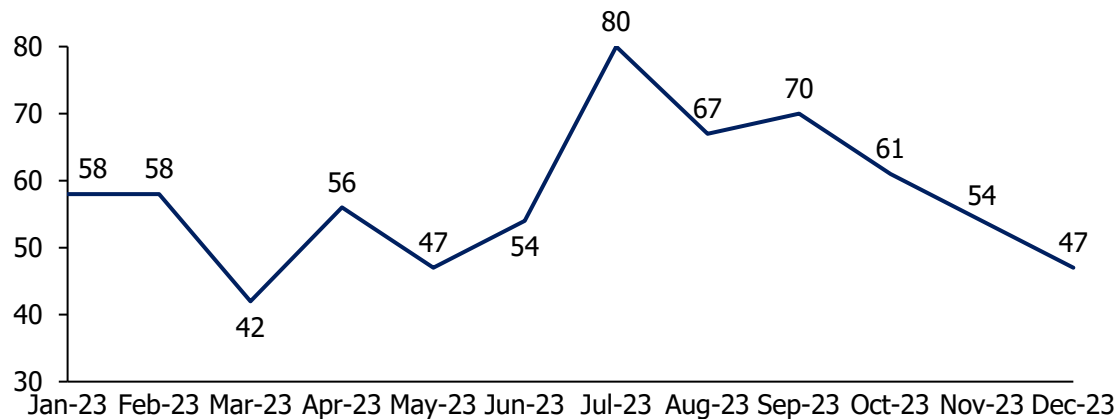
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	0	6	1
Monday	0	1	3	4	1
Tuesday	0	5	1	6	2
Wednesday	0	3	1	4	1
Thursday	0	5	2	7	2
Friday	0	4	6	10	2
Saturday	0	6	2	8	2

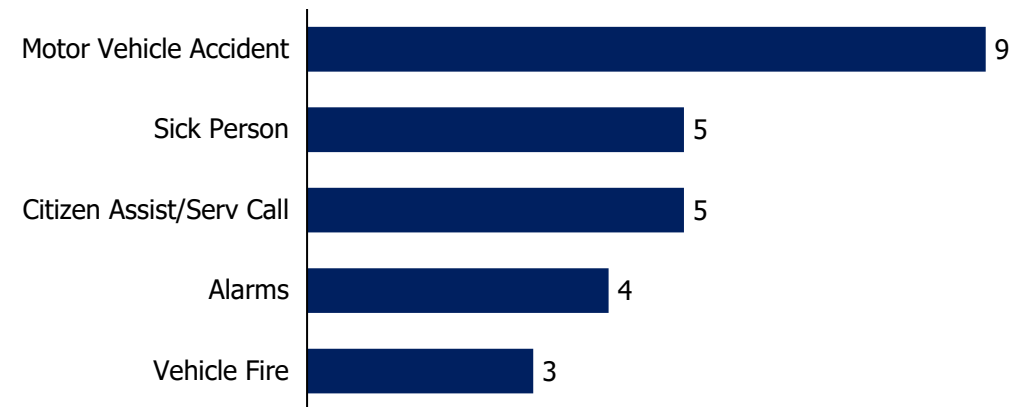
Assignment <1 min N/A 63%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

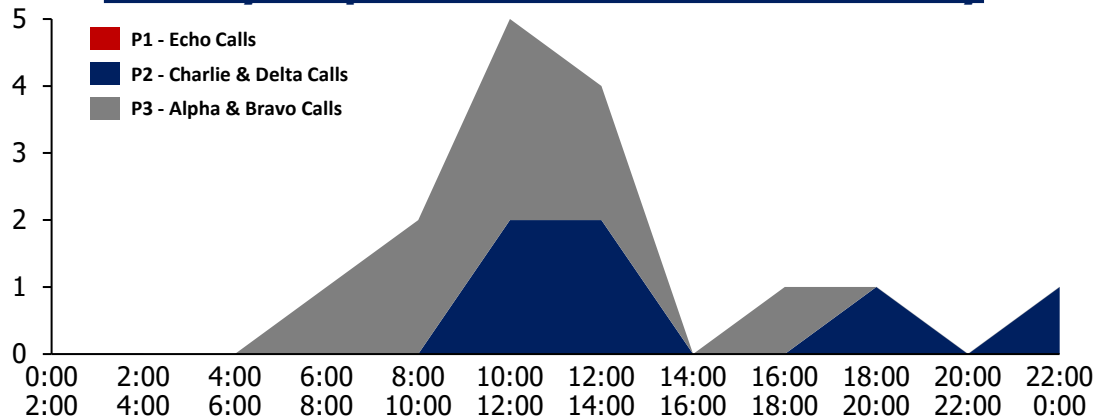




Genesee Fire



Priority Dispatched Calls Per Time of Day



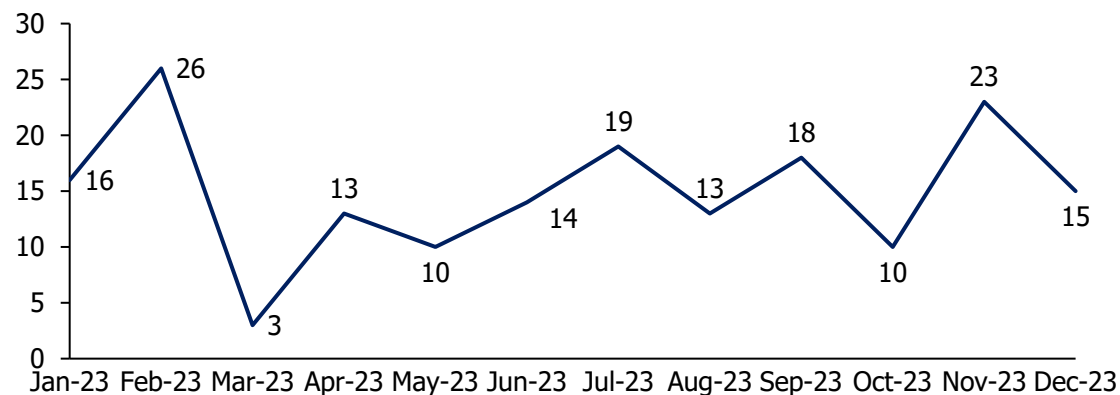
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	1
Monday	0	0	2	2	1
Tuesday	0	1	0	1	0
Wednesday	0	1	1	2	1
Thursday	0	1	6	7	2
Friday	0	0	0	0	0
Saturday	0	6	9	15	3

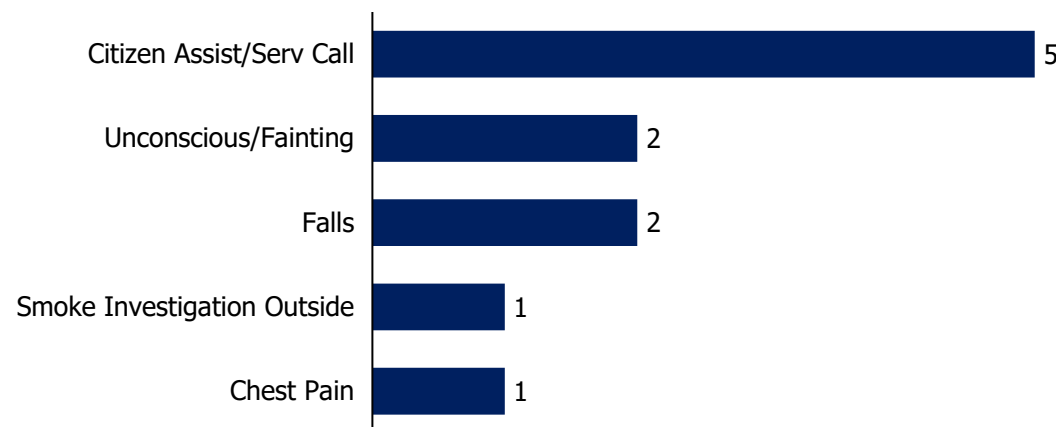
Assignment <1 min N/A 100%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

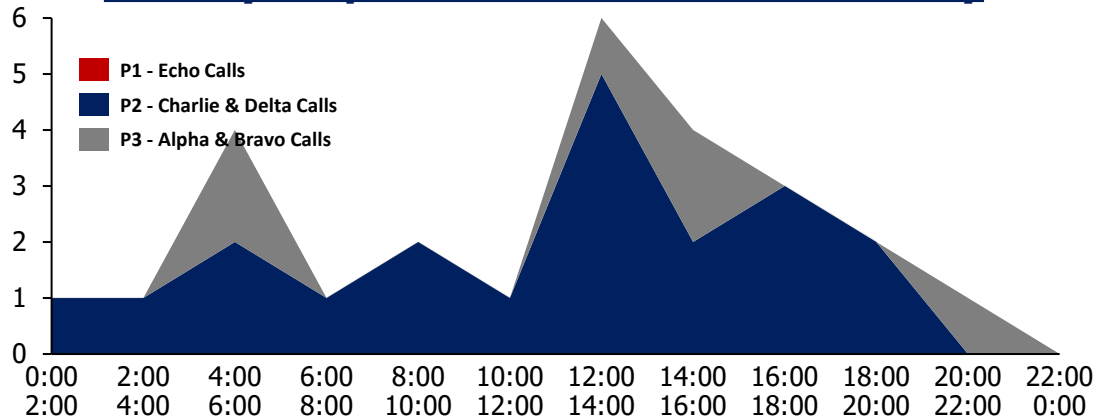




Foothills Fire



Priority Dispatched Calls Per Time of Day



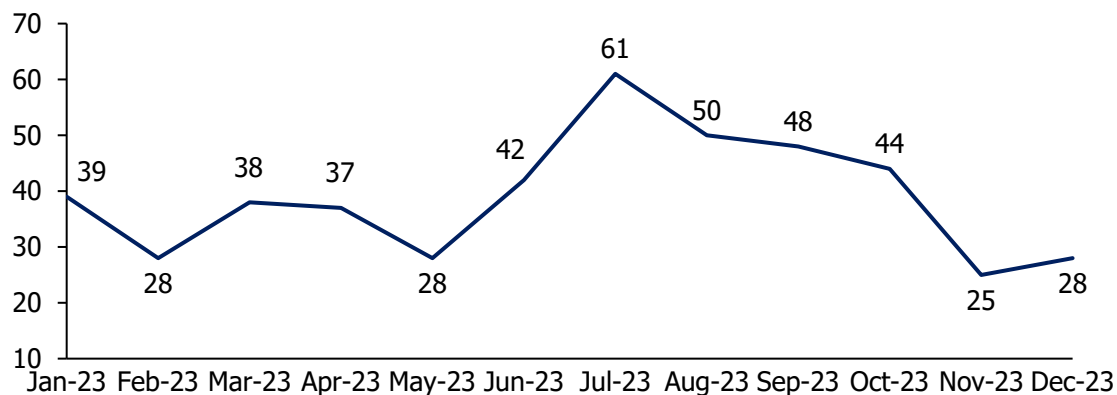
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	0
Monday	0	1	1	2	1
Tuesday	0	4	1	5	1
Wednesday	0	2	1	3	1
Thursday	0	3	1	4	1
Friday	0	3	0	3	1
Saturday	0	5	2	7	1

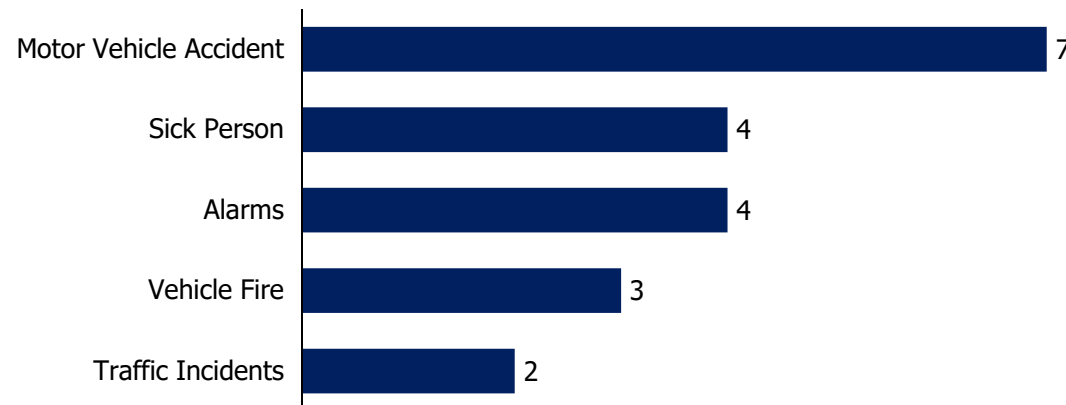
Assignment <1 min N/A 50%

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

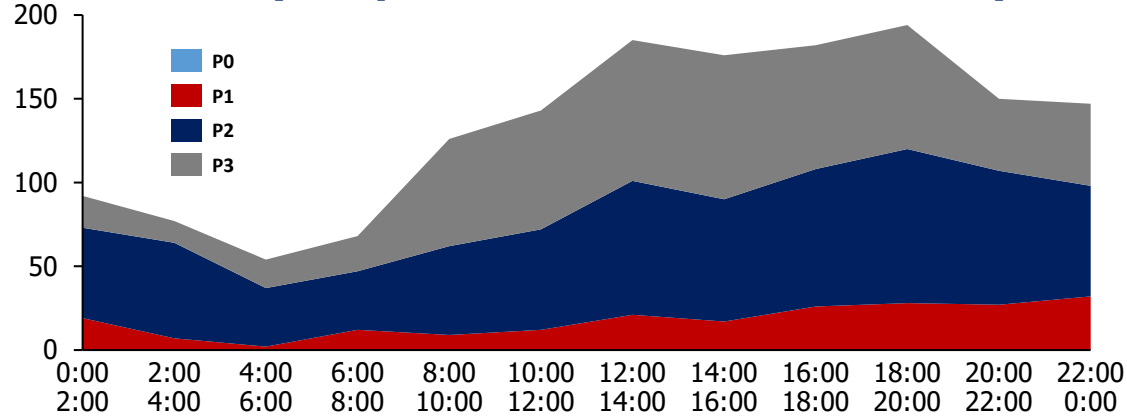




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

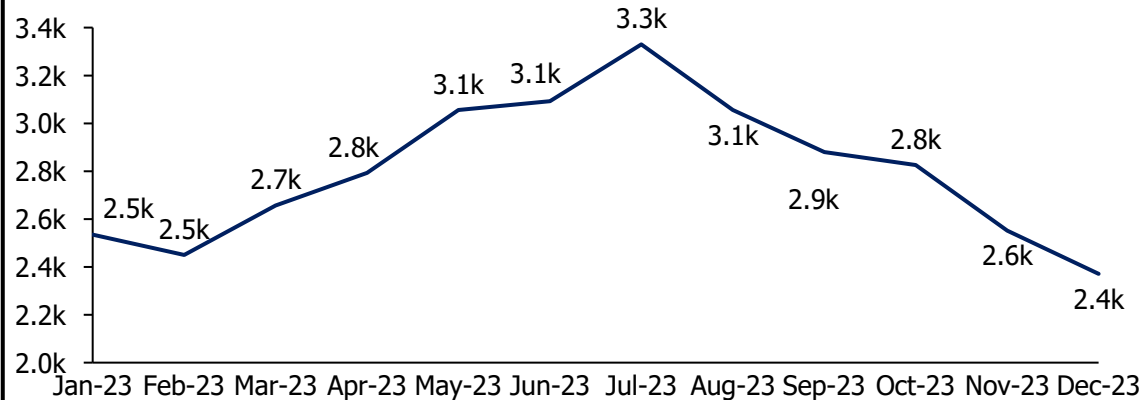


Daily Priority Call Volume and Entry to Assignment

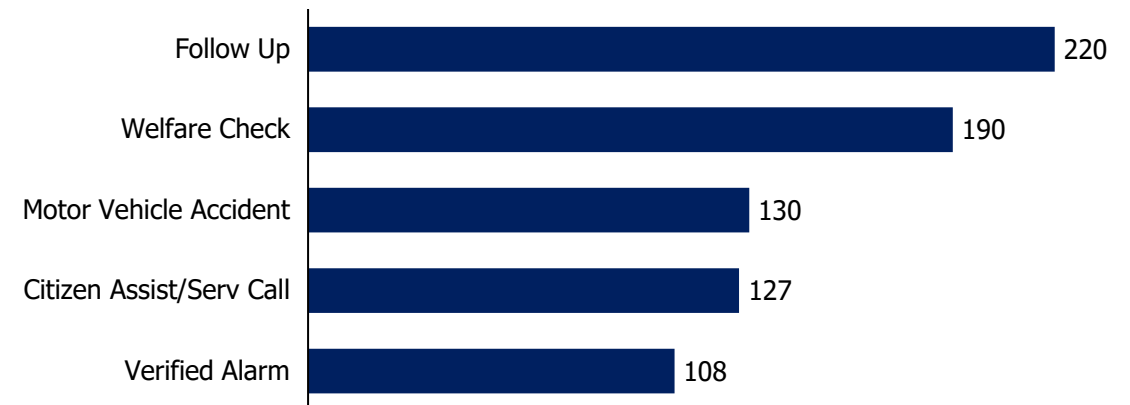
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	51	119	95	265	53
Monday	0	29	98	70	197	49
Tuesday	0	26	93	76	195	49
Wednesday	0	8	92	92	192	48
Thursday	0	27	89	83	199	50
Friday	0	34	144	106	284	57
Saturday	0	37	132	93	262	52
Assignment < 2 min		88%	58%			
Assignment < 4 min		98%	83%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

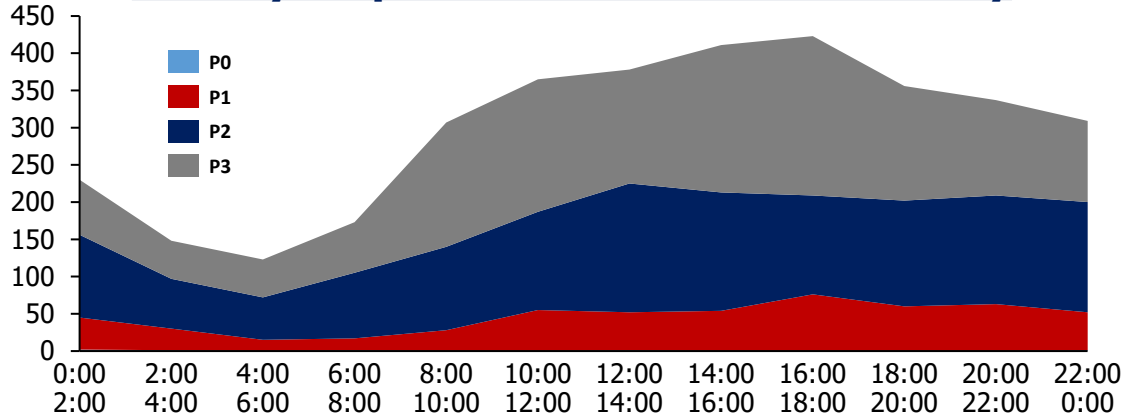




Lakewood PD



Priority Dispatched Calls Per Time of Day

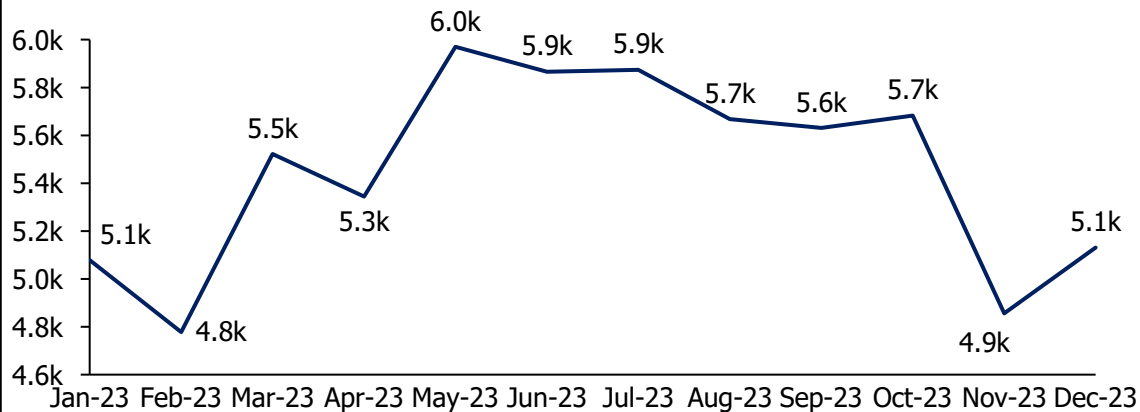


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	90	213	240	545	109
Monday	0	68	170	210	448	112
Tuesday	1	81	212	201	495	124
Wednesday	1	56	190	212	459	115
Thursday	0	68	200	176	444	111
Friday	1	75	237	254	567	113
Saturday	1	103	246	252	602	120
Assignment < 2 min		68%	39%			
Assignment < 4 min		85%	62%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

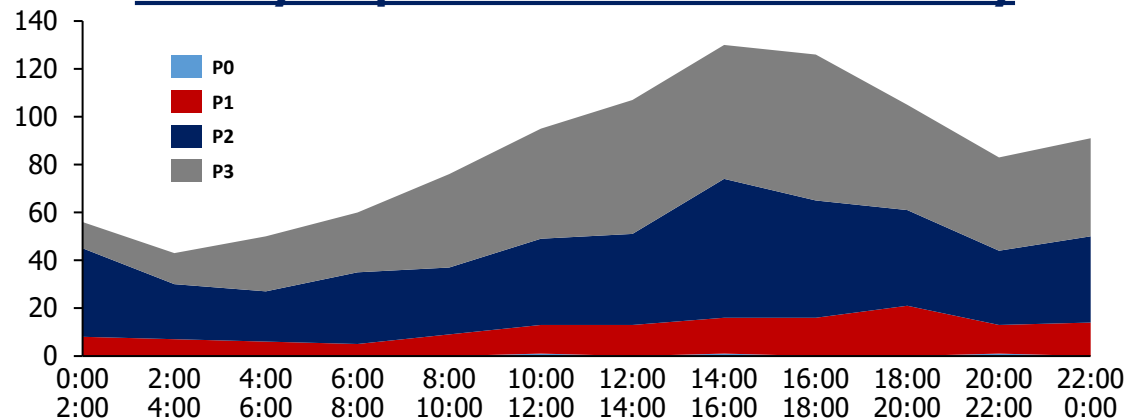




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

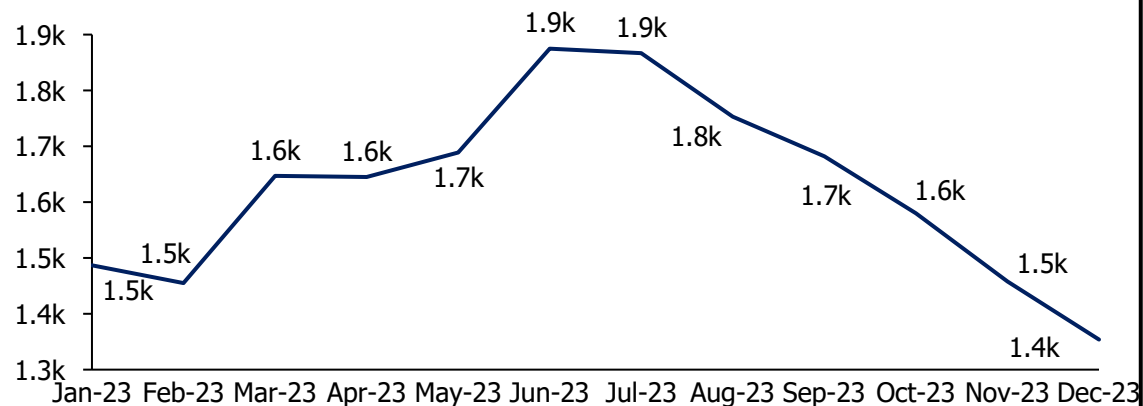


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	28	69	65	163	33
Monday	1	16	62	65	144	36
Tuesday	1	12	59	56	128	32
Wednesday	0	11	53	63	127	32
Thursday	0	25	51	44	120	30
Friday	0	20	64	92	176	35
Saturday	0	26	69	69	164	33
Assignment < 2 min		70%	51%			
Assignment < 4 min		88%	69%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

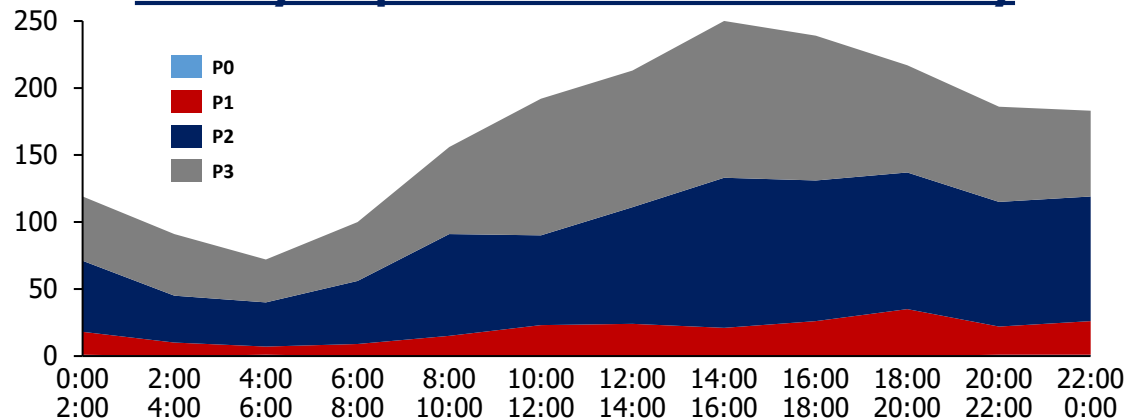




Arvada PD



Priority Dispatched Calls Per Time of Day

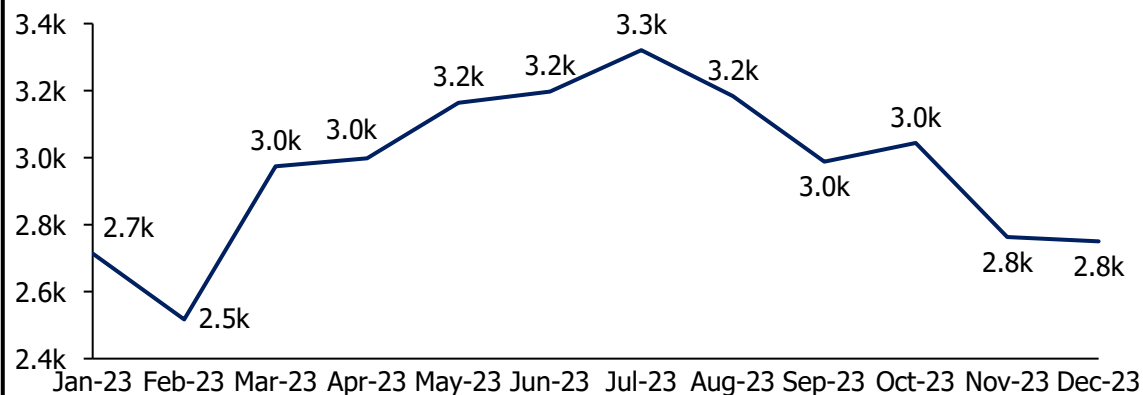


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	45	117	152	315	63
Monday	1	34	106	91	232	58
Tuesday	0	26	118	136	280	70
Wednesday	0	25	113	104	242	61
Thursday	0	25	117	128	270	68
Friday	1	38	174	142	355	71
Saturday	1	39	158	126	324	65
Assignment < 2 min		74%	51%			
Assignment < 4 min		89%	72%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

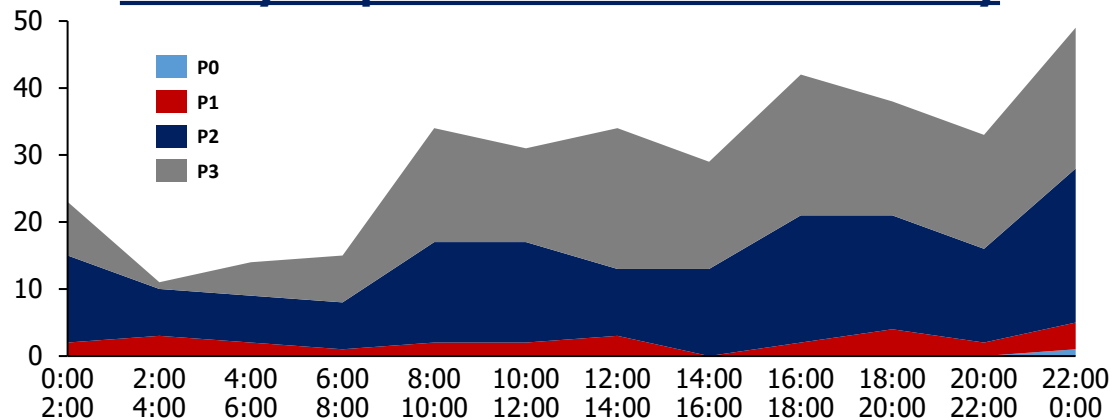




Golden PD



Priority Dispatched Calls Per Time of Day

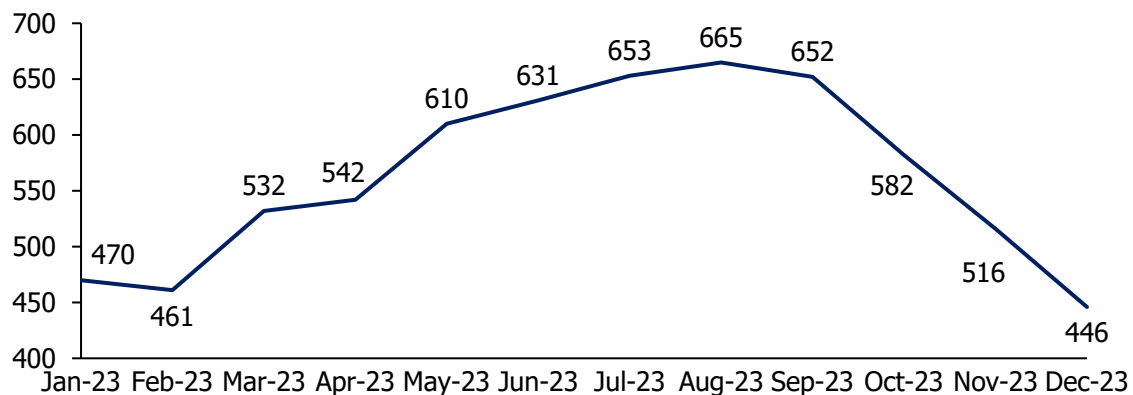


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	22	21	49	10
Monday	1	3	13	11	28	7
Tuesday	0	1	19	28	48	12
Wednesday	0	4	23	26	53	13
Thursday	0	2	26	24	52	13
Friday	0	5	23	24	52	10
Saturday	0	6	34	31	71	14
Assignment < 2 min		81%	64%			
Assignment < 4 min		96%	84%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

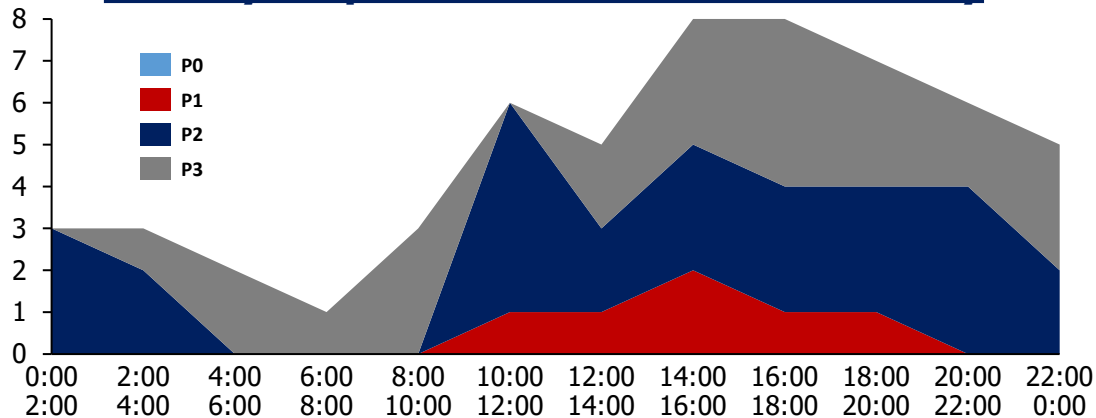




Lakeside PD



Priority Dispatched Calls Per Time of Day

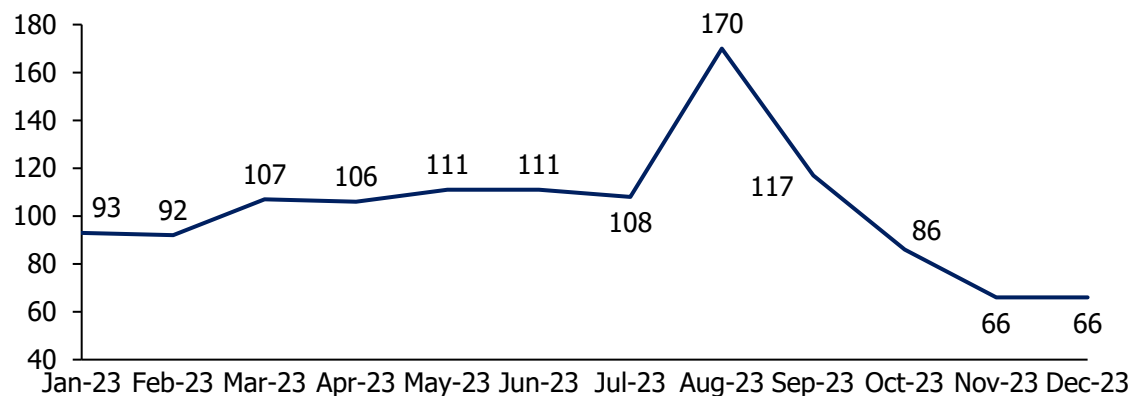


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	2	2	5	1
Monday	0	2	2	2	6	2
Tuesday	0	1	4	4	9	2
Wednesday	0	0	3	6	9	2
Thursday	0	2	6	1	9	2
Friday	0	0	6	1	7	1
Saturday	0	0	4	8	12	2
Assignment < 2 min		100%	78%			
Assignment < 4 min		100%	93%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



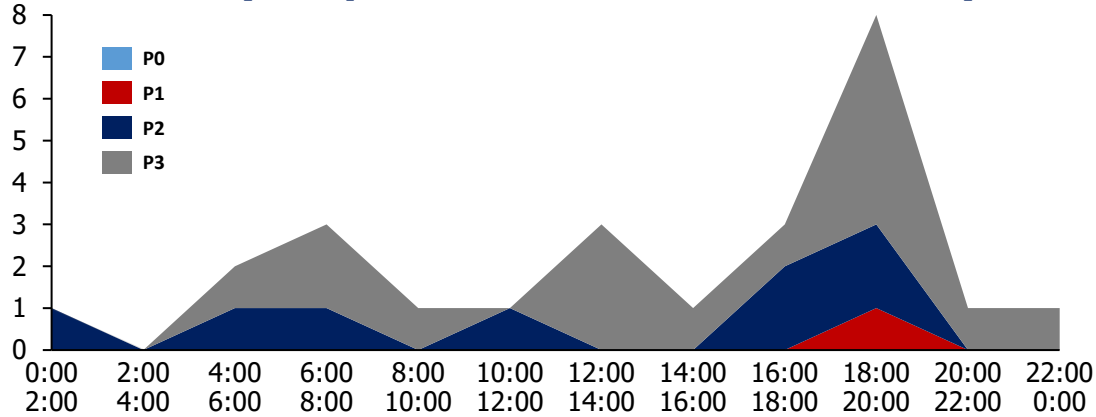
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

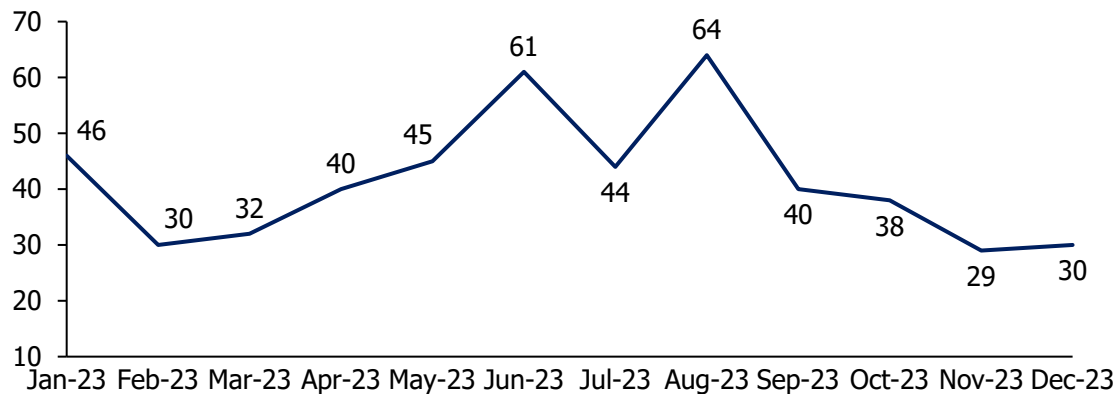


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	2	3	1
Monday	0	0	2	1	3	1
Tuesday	0	1	1	5	7	2
Wednesday	0	0	1	3	4	1
Thursday	0	0	2	1	3	1
Friday	0	0	0	3	3	1
Saturday	0	0	1	1	2	0
Assignment < 2 min		100%	88%			
Assignment < 4 min		100%	100%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

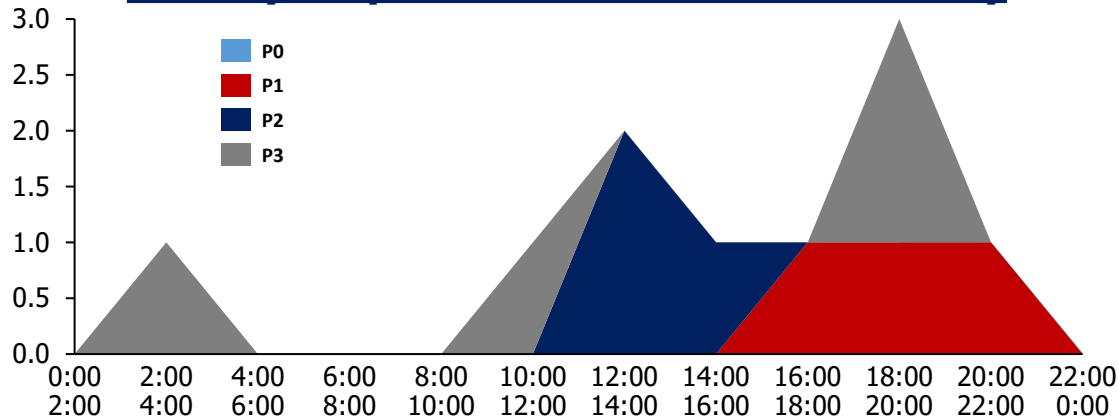




Mountain View PD



Priority Dispatched Calls Per Time of Day

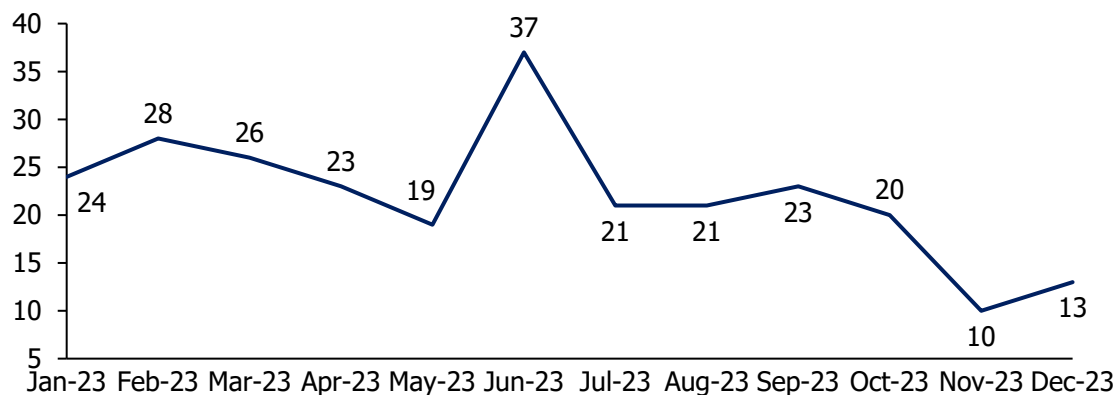


Daily Priority Call Volume and Entry to Assignment

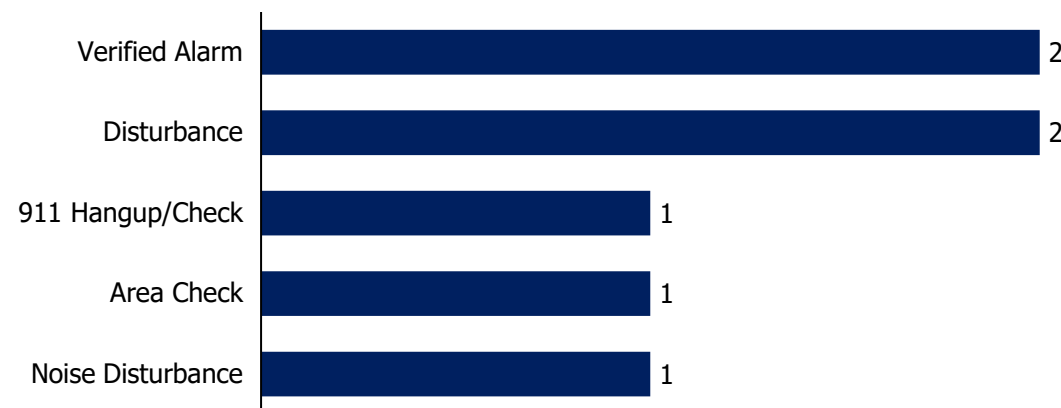
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	1	3	1
Monday	0	1	0	0	1	0
Tuesday	0	0	0	1	1	0
Wednesday	0	1	2	0	3	1
Thursday	0	0	0	2	2	1
Friday	0	0	0	0	0	0
Saturday	0	3	3	4	10	2
Assignment < 2 min		100%	67%			
Assignment < 4 min		100%	100%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

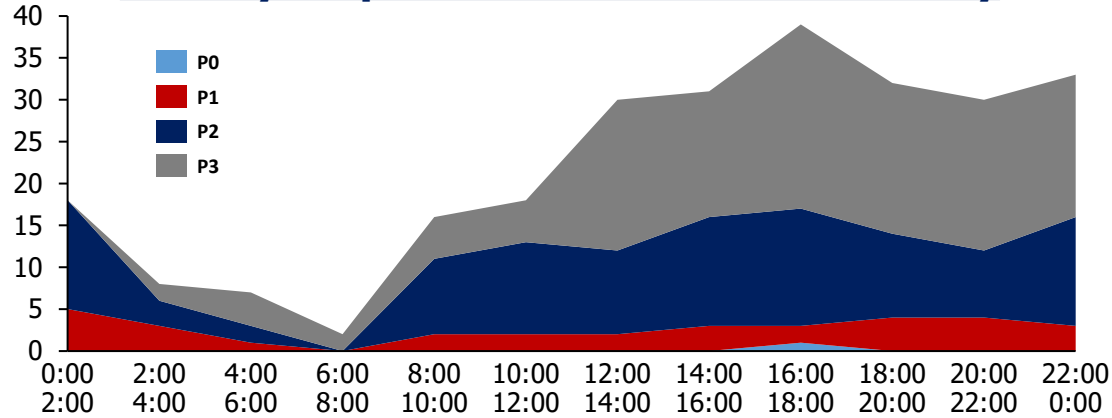




Edgewater PD



Priority Dispatched Calls Per Time of Day

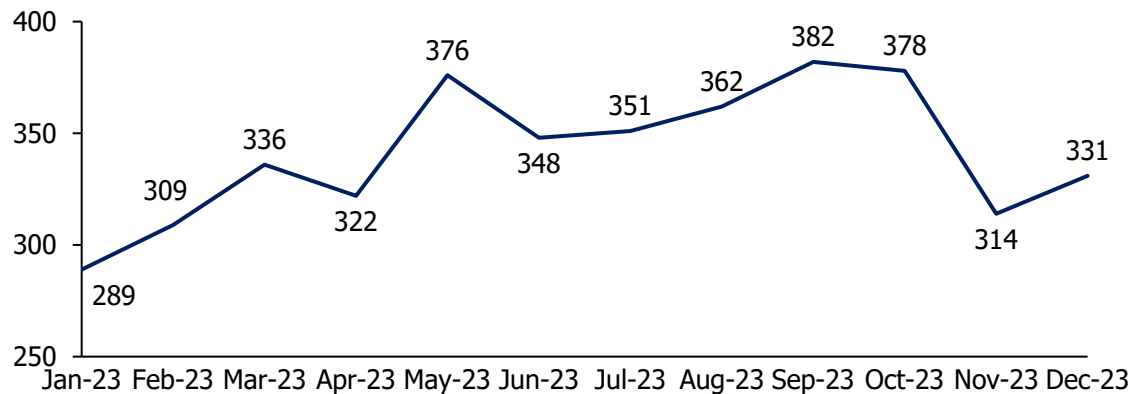


Daily Priority Call Volume and Entry to Assignment

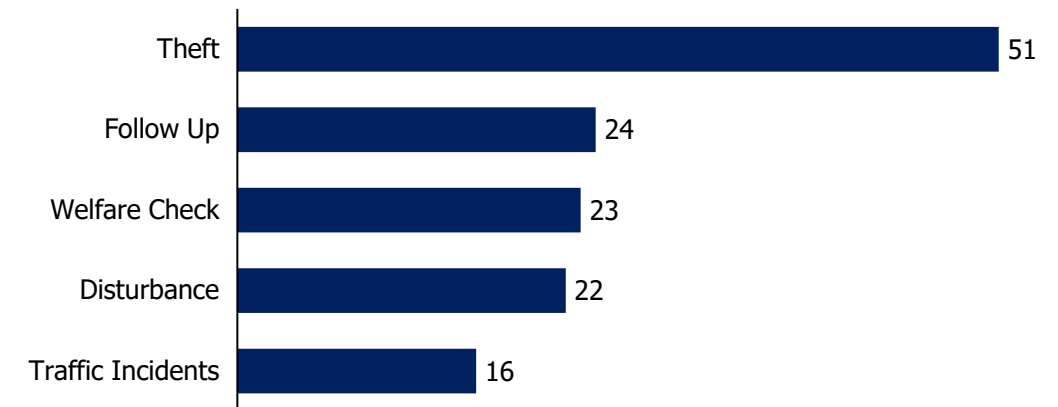
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	8	16	16	40	8
Monday	0	3	17	17	37	9
Tuesday	0	5	14	17	36	9
Wednesday	0	0	9	21	30	8
Thursday	1	3	17	14	35	9
Friday	0	3	20	23	46	9
Saturday	0	9	13	18	40	8
Assignment < 2 min		84%	61%			
Assignment < 4 min		87%	75%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

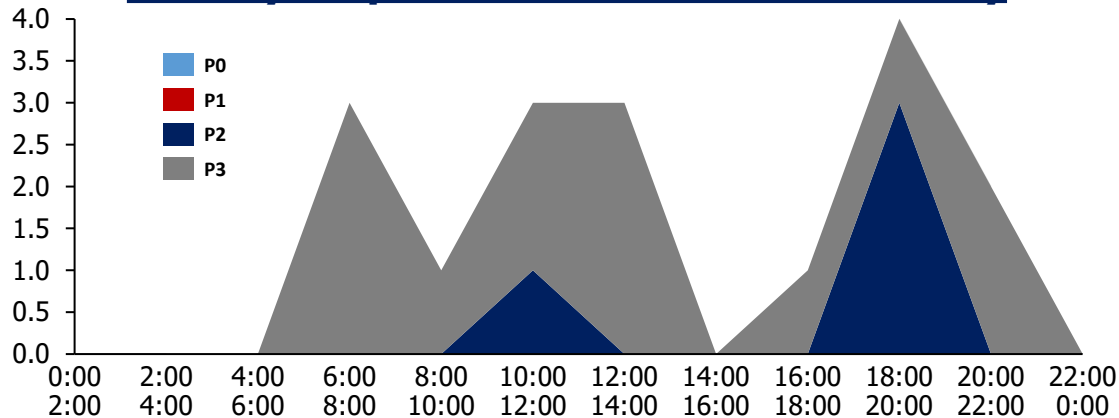




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

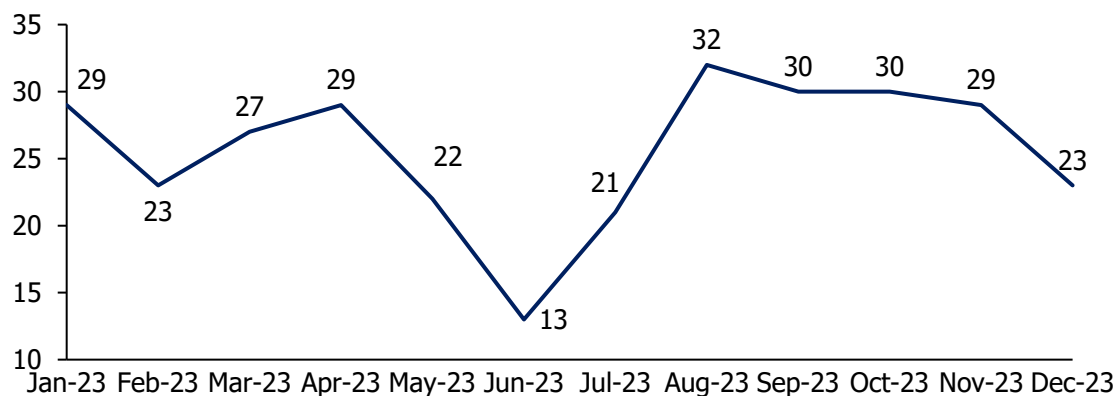


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	1	2	3	1
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	1	2	1
Thursday	0	0	0	1	1	0
Friday	0	0	1	4	5	1
Saturday	0	0	1	3	4	1
Assignment < 2 min		N/A	100%			
Assignment < 4 min		N/A	100%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

