



Jefferson County Communications Center Authority
JEFFCOM911

February 2024
Monthly Report



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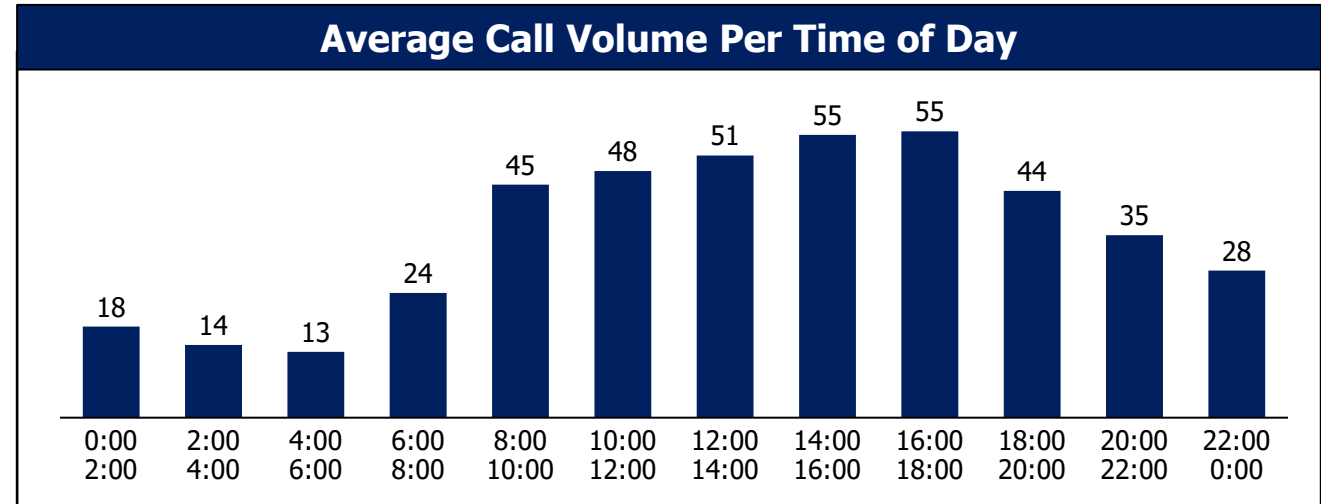


Law Stats

Calls Received, Processed, and Dispatched



Agency	February Calls	% Total	6 Month Trend
Lakewood PD	4,907	28.2%	
Arvada PD	2,624	15.1%	
Jeffco Sheriff	2,431	14.0%	
Wheat Ridge PD	1,393	8.0%	
Golden PD	496	2.9%	
Edgewater PD	311	1.8%	
Clear Creek Sheriff*	95	0.5%	
Idaho Springs PD*	42	0.2%	
Lakeside PD	51	0.3%	
Morrison PD	42	0.2%	
CSM PD	21	0.1%	
Mountain View PD	18	0.1%	
Empire PD*	0	0.0%	
Georgetown PD*	0	0.0%	
Total	12,431	71.5%	















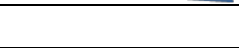


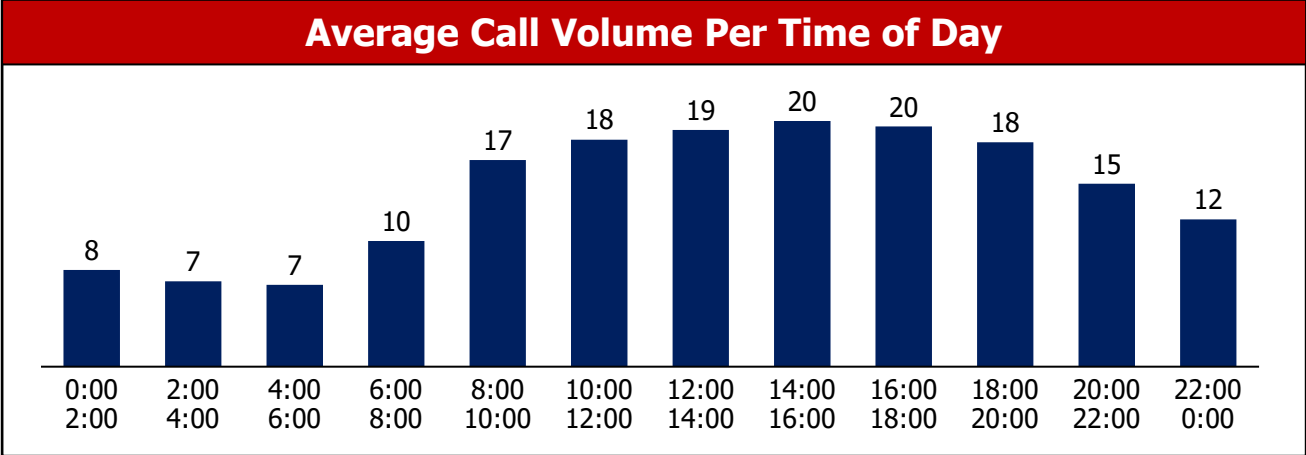
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	182	538	472	115	216	69	1,593	13.3%
Monday	1	143	510	482	146	334	70	1,686	14.1%
Tuesday	2	138	540	529	127	338	81	1,755	14.6%
Wednesday	3	142	538	524	148	352	83	1,790	14.9%
Thursday	1	174	642	706	184	394	100	2,201	14.7%
Friday	1	154	598	524	121	320	85	1,803	15.0%
Saturday	0	191	494	496	114	239	69	1,603	13.4%
Total	9	1,124	3,860	3,733	955	2,193	557	12,431	

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

*Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Agency	February Calls	% of Total	6 Month Trend
West Metro Fire	2,913	16.8%	
Arvada Fire	1,266	7.3%	
Golden Fire	211	1.2%	
Evergreen Fire	164	0.9%	
Elk Creek Fire	94	0.5%	
Clear Creek Fire*	61	0.4%	
Pleasant View Fire	59	0.3%	
Fairmount Fire	49	0.3%	
Highland Rescue	46	0.3%	
Foothills Fire	32	0.2%	
Inter Canyon Fire	23	0.1%	
Indian Hills Fire	16	0.1%	
Genesee Fire	10	0.1%	
Golden Gate Fire	3	0.0%	
North Fork Fire	3	0.0%	
Total	4,950	28.5%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	13	413	224	13	0	1	664	13.9%
Monday	8	425	230	9	0	1	673	14.1%
Tuesday	11	414	252	8	0	1	686	14.4%
Wednesday	15	387	246	4	0	1	653	13.7%
Thursday	21	514	318	8	0	3	864	14.5%
Friday	16	431	253	7	0	1	708	14.8%
Saturday	18	410	260	12	0	2	702	14.7%
Total	102	2,994	1,783	61	0	10	4,950	

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
 *Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	94.5%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.96%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.3%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	91.2%	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	7.1%	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%	97.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	97.1%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	89.5%	Target average of 95% with a minimum of 80%

Analysis
Root Cause and Remediation: Call Answering Time The 99% of 911 calls answered within 40 seconds SLA was missed by 0.04% (8 calls). This is attributed to increasing call volume consistent with annual trends, as well, Jeffcom has 12 personnel training in our academy and will be advancing to live-training in March with expected qualification attained in April. Jeffcom has also initiated a hiring process for a May academy to continue to add depth in call-taking and radio dispatch operations.
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 01:42 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

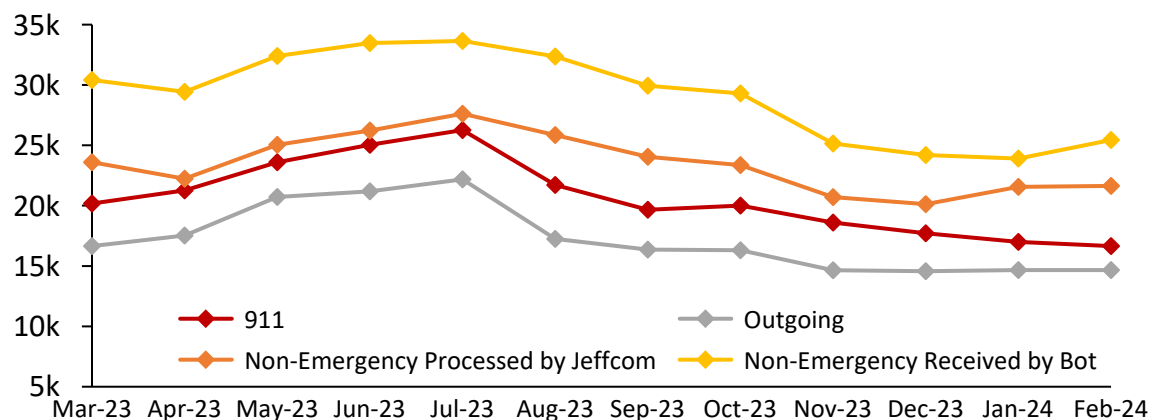
Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.



Service Level Agreement and Volume Trends



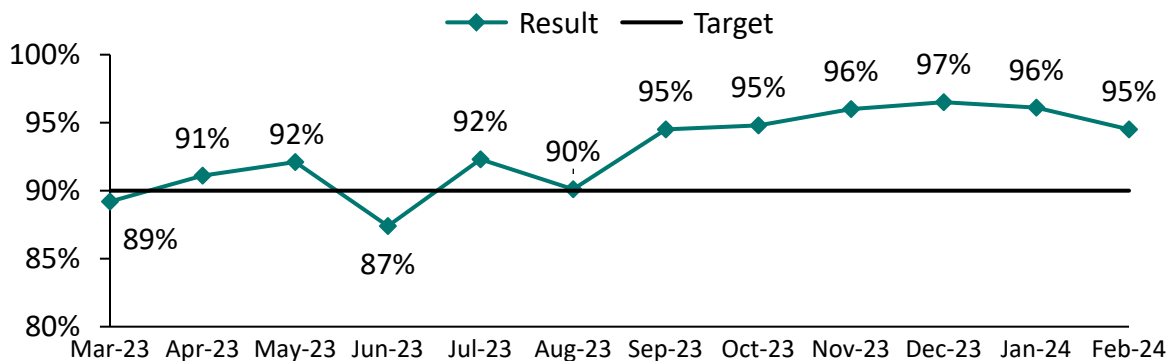
Call Volumes



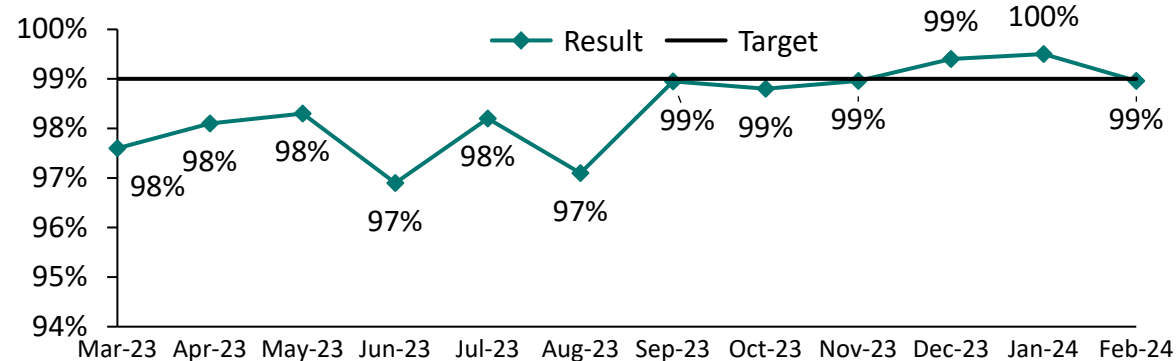
Trend Table

Average Daily Calls	Feb-24	Jan-24	Feb-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	506	473	501	↑ 7%	↑ 1%
Incoming - Admin to Bot	877	771	706	↑ 14%	↑ 24%
Incoming - Admin to Jeffcom	746	695	731	↑ 7%	↑ 2%
Incoming - 911	574	548	617	↑ 5%	↓ -7%
911 calls answered within 15 seconds	94.5%	96.5%	91.8%	↓ -2.0%	↑ 2.7%
911 calls answered within 40 seconds	98.96%	99.4%	98.1%	↓ -0.4%	↑ 0.9%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





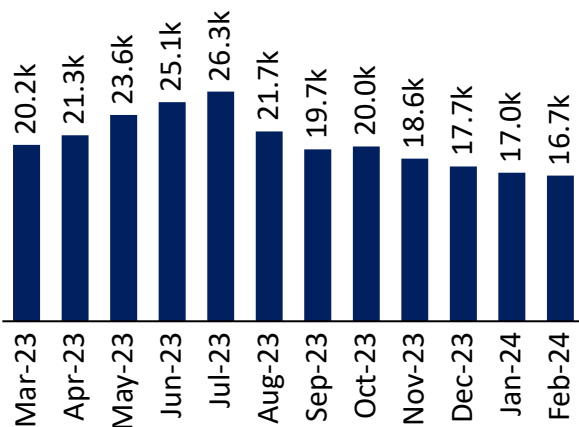
Call Volume/Agency Specific Inquiries

JEFFCOM

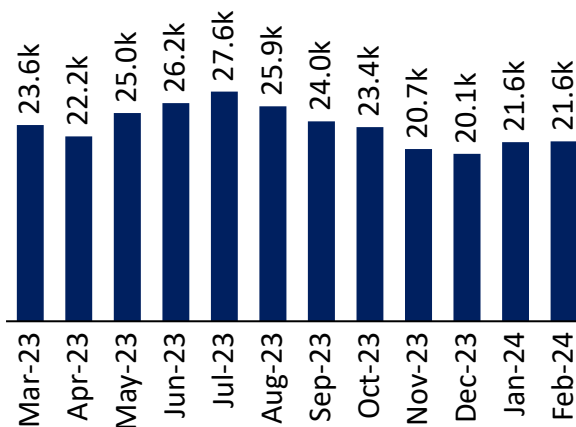


12 Month Trends

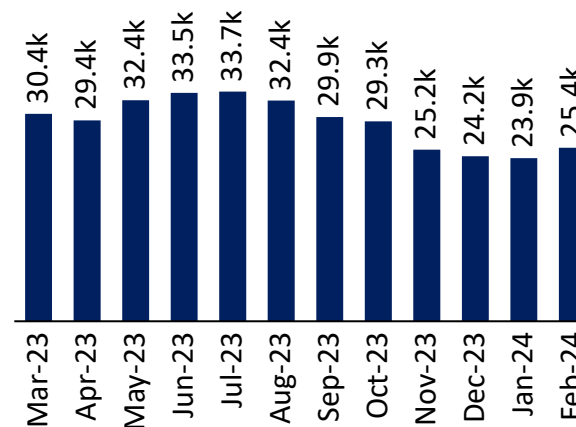
Emergency Calls



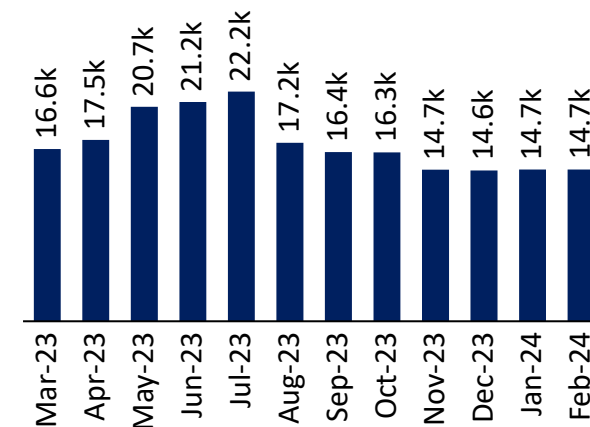
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



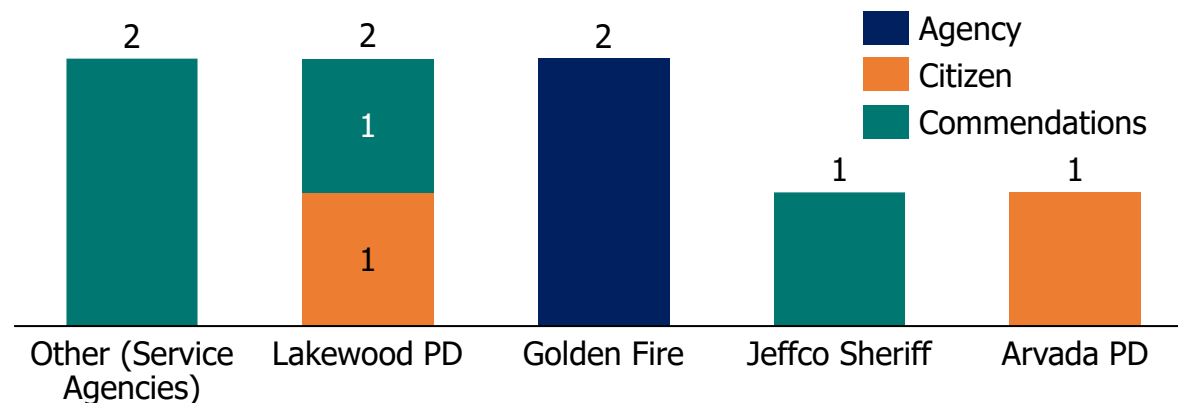
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	14,666	0.1% Increase from January
Incoming - Admin to Bot	25,436	6% Increase from January
Incoming - Admin to Jeffcom	21,633	2% Decrease from January
Incoming - 911	16,657	0.4% Increase from January
Total Incoming to Jeffcom	38,290	1% Decrease from January

February Inquiries



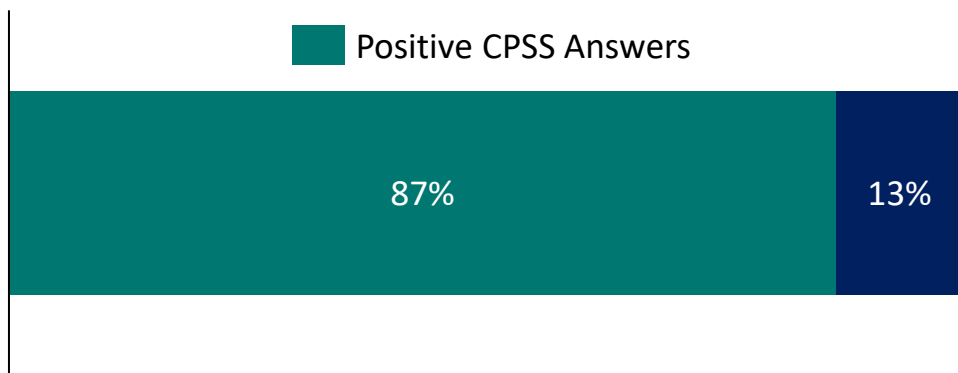


PowerEngage Survey Results

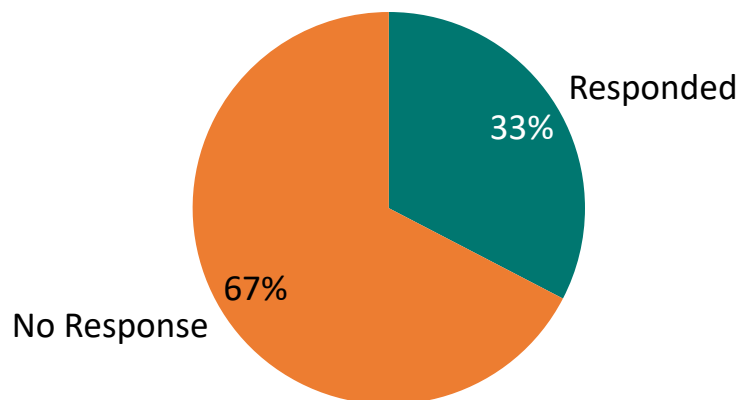
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



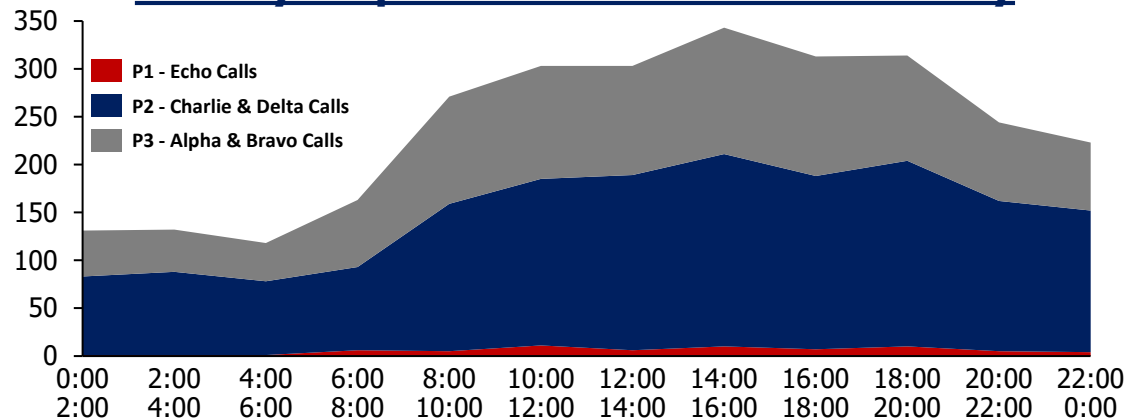
Survey Response Rate



Survey Responses

- “She was patient and kind. I was having a hard time explaining where I was but she was able to ask the right questions to determine where I was and get an officer dispatched quickly.”
- “Dispatch was very helpful and made sure everyone involved was safe.”
- “The call taker was very kind and helped me through a stressful time after my car accident. She was very supportive and helped calm me down while still ensuring she was getting the correct information. “
- “Dispatcher was calm, reassuring and called back when the original call was dropped. Double checked that everything was okay before ending the call. Outstanding! “

Priority Dispatched Calls Per Time of Day

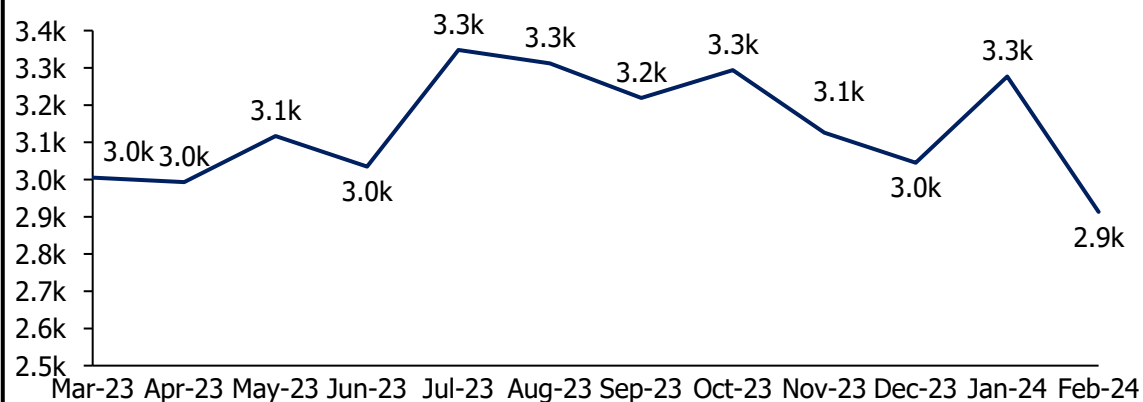


Daily Priority Call Volume and Entry to Assignment

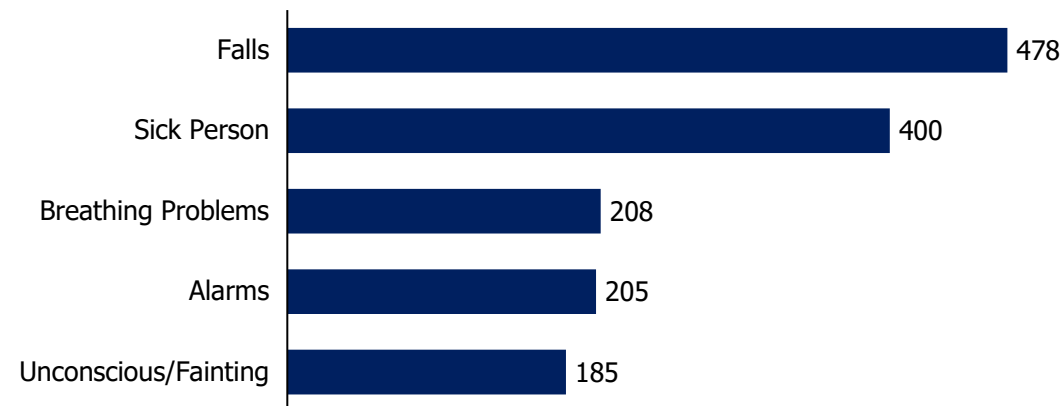
Day of Week	P1	P2	P3	Total	Average
Sunday	10	233	130	373	93
Monday	4	257	139	400	100
Tuesday	8	257	139	404	101
Wednesday	10	213	146	369	92
Thursday	13	304	200	517	103
Friday	12	233	157	402	101
Saturday	10	228	155	393	98
Assignment <1 min	97%	97%			

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

Monthly Call Volume



Top Five Problem Natures

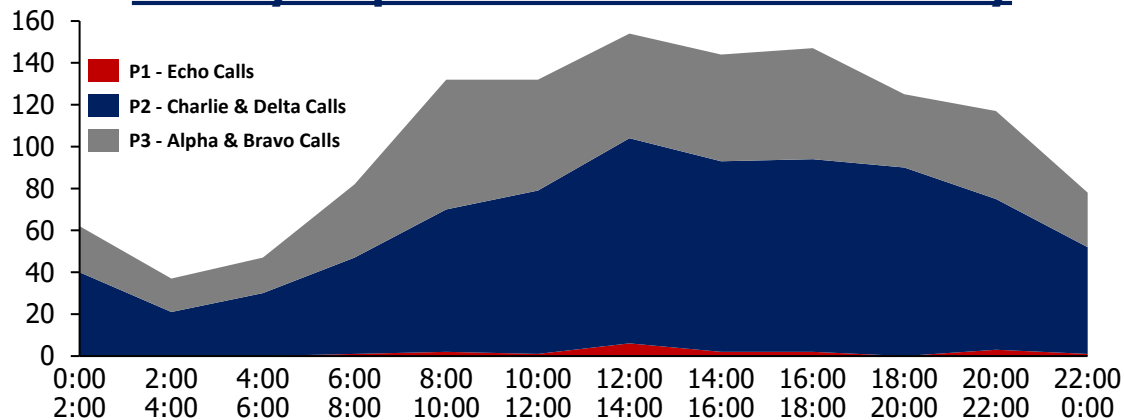




Arvada Fire



Priority Dispatched Calls Per Time of Day



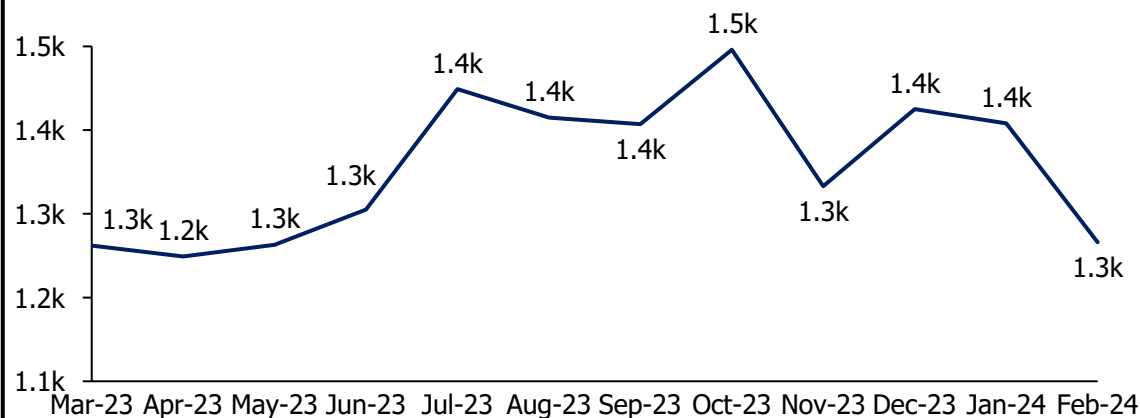
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	92	61	155	39
Monday	2	118	61	181	45
Tuesday	2	110	62	174	44
Wednesday	5	103	66	174	44
Thursday	3	122	75	200	40
Friday	2	124	62	188	47
Saturday	2	108	75	185	46

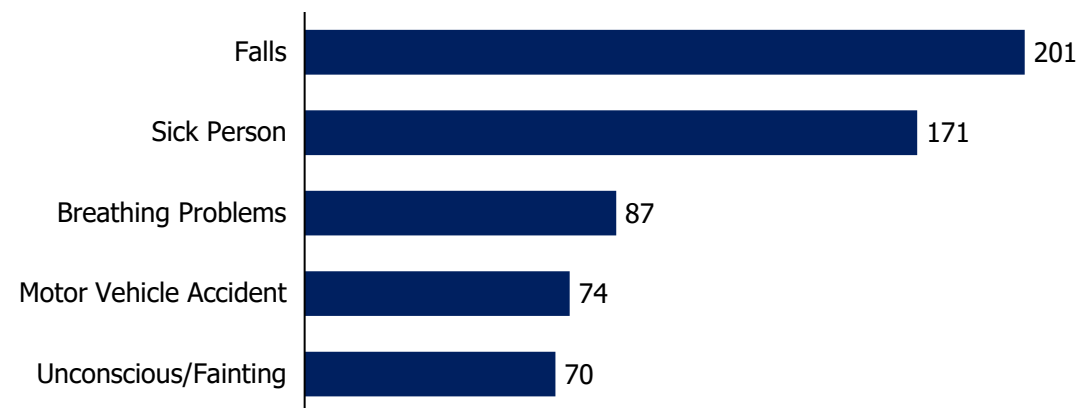
Assignment <1 min 100% 94%

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

Monthly Call Volume



Top Five Problem Natures

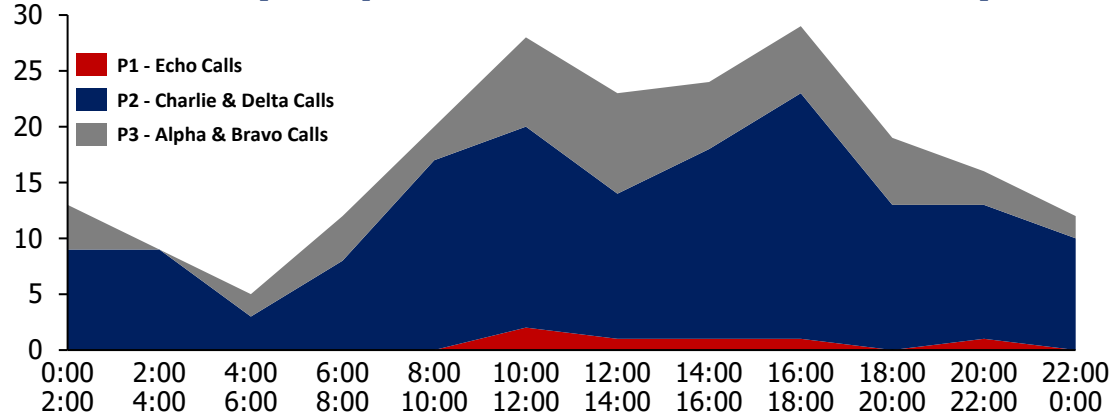




Golden Fire



Priority Dispatched Calls Per Time of Day

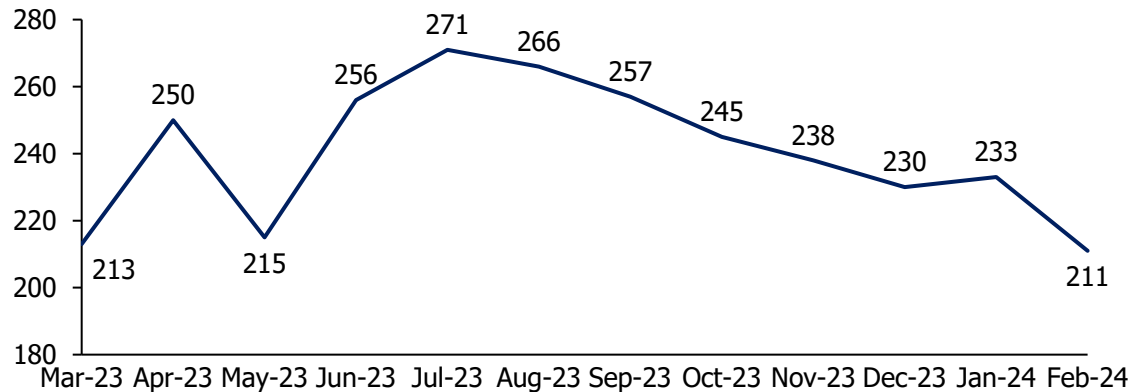


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	29	10	39	10
Monday	2	16	11	29	7
Tuesday	0	16	9	25	6
Wednesday	0	22	4	26	7
Thursday	2	32	10	44	9
Friday	1	18	4	23	6
Saturday	1	18	5	24	6
Assignment <1 min	100%	85%			

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

Monthly Call Volume



Top Five Problem Natures

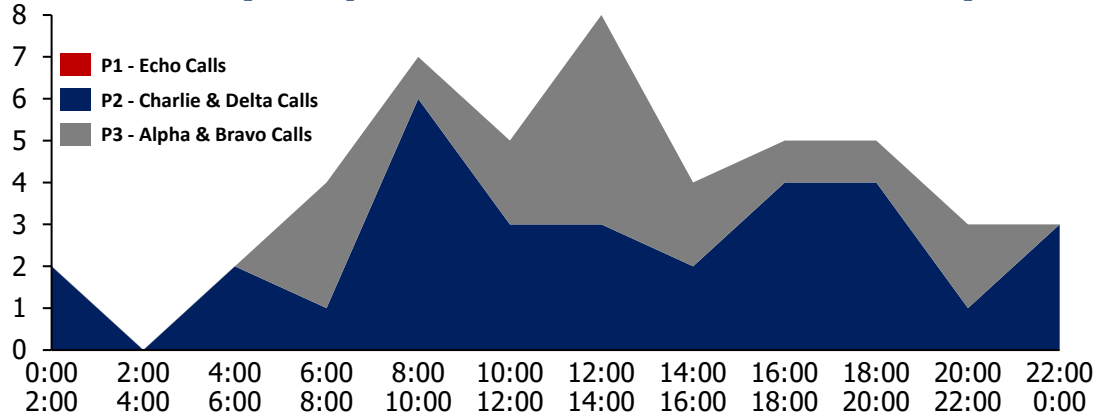




Fairmount Fire



Priority Dispatched Calls Per Time of Day

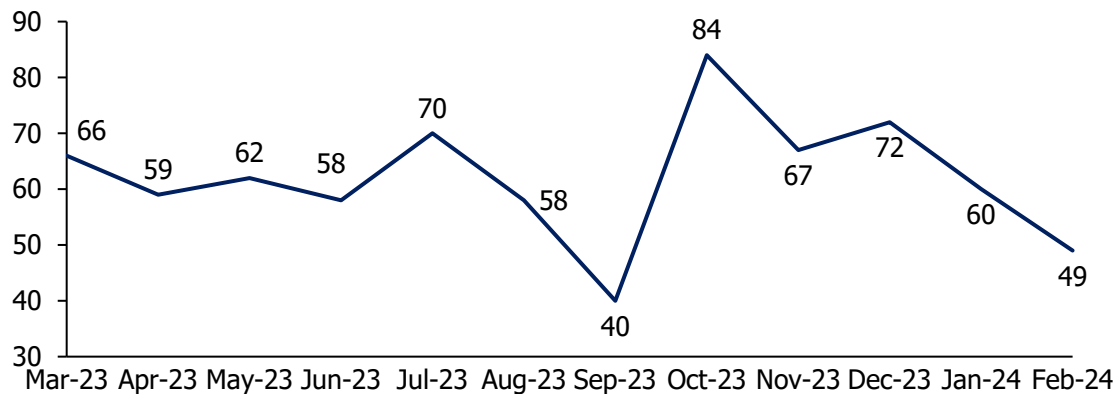


Daily Priority Call Volume and Entry to Assignment

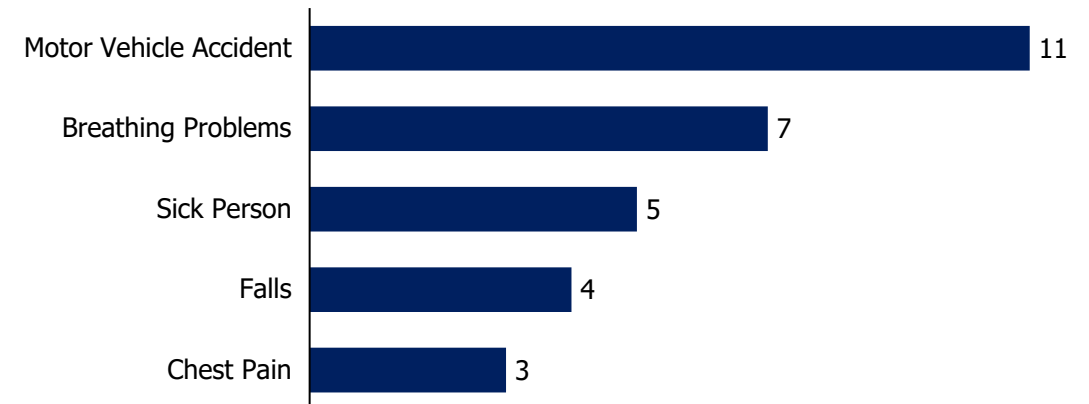
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	5	2	7	2
Tuesday	0	3	5	8	2
Wednesday	0	4	0	4	1
Thursday	0	7	4	11	2
Friday	0	6	3	9	2
Saturday	0	3	1	4	1
Assignment <1 min	N/A	81%			

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

Monthly Call Volume



Top Five Problem Natures

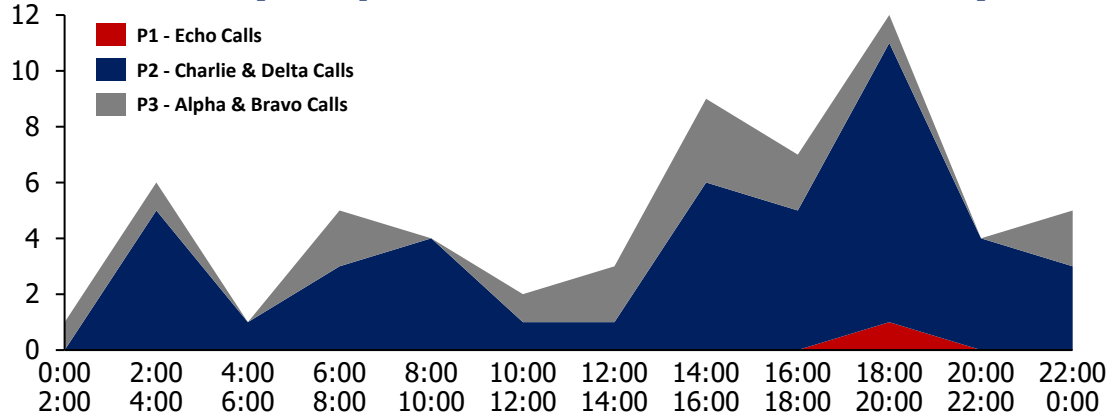




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

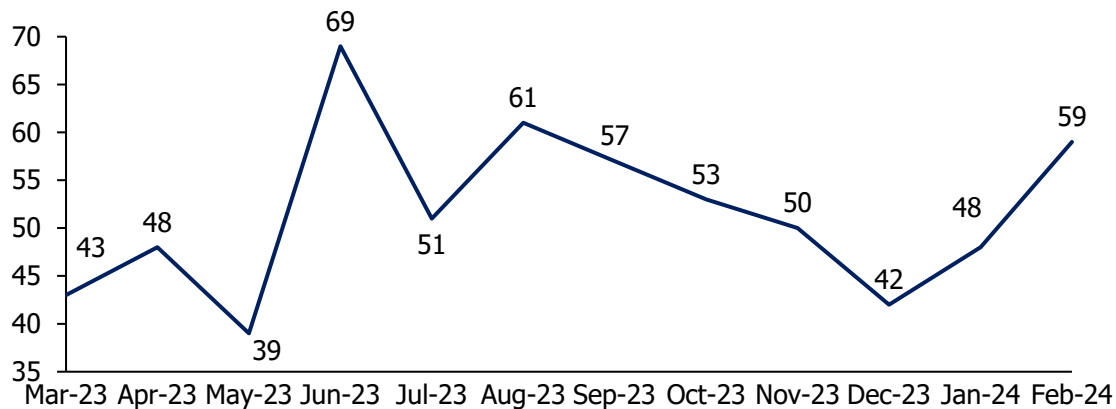


Daily Priority Call Volume and Entry to Assignment

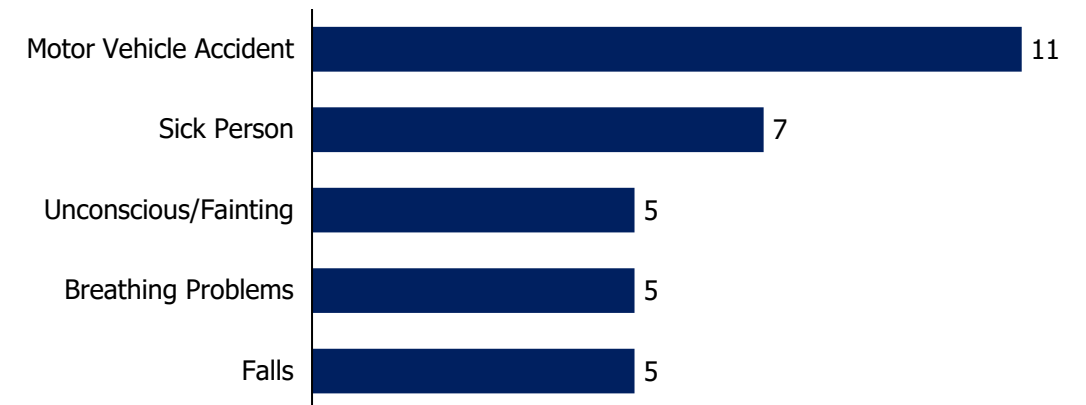
Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	2	11	3
Monday	0	4	2	6	2
Tuesday	0	2	3	5	1
Wednesday	0	6	2	8	2
Thursday	0	7	2	9	2
Friday	0	6	1	7	2
Saturday	1	9	3	13	3
Assignment <1 min	100%	77%			

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

Monthly Call Volume



Top Five Problem Natures

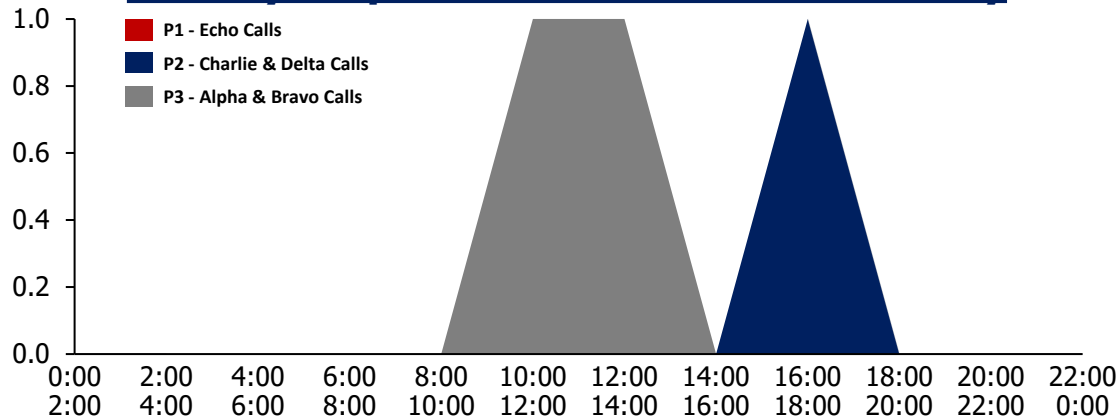




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

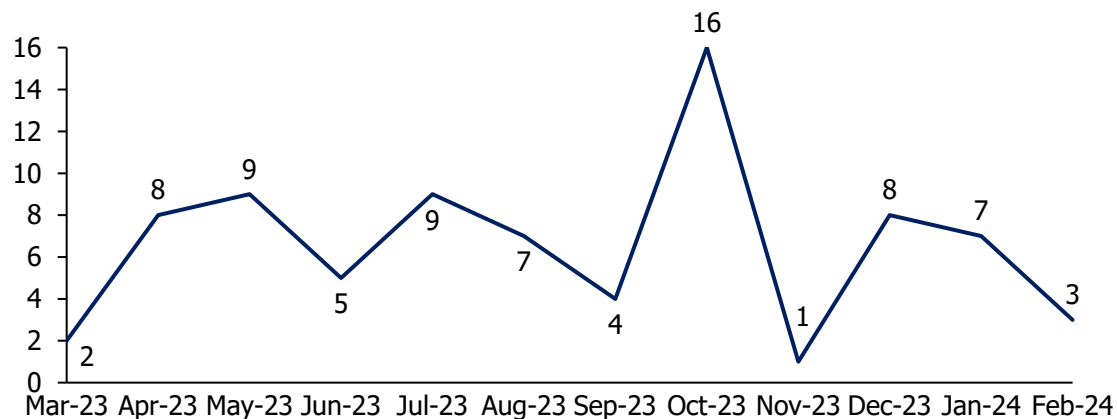


Daily Priority Call Volume and Entry to Assignment

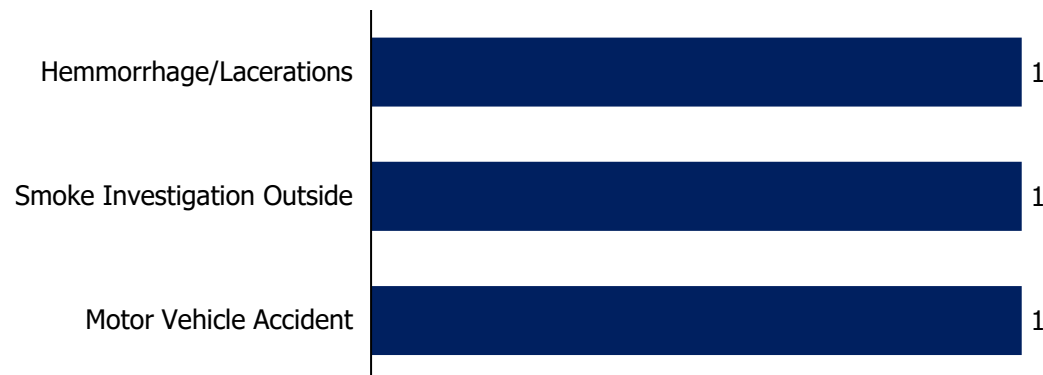
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	0	1	1	0
Tuesday	0	1	0	1	0
Wednesday	0	0	0	0	0
Thursday	0	1	2	3	1
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	100%			

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

Monthly Call Volume



Problem Natures

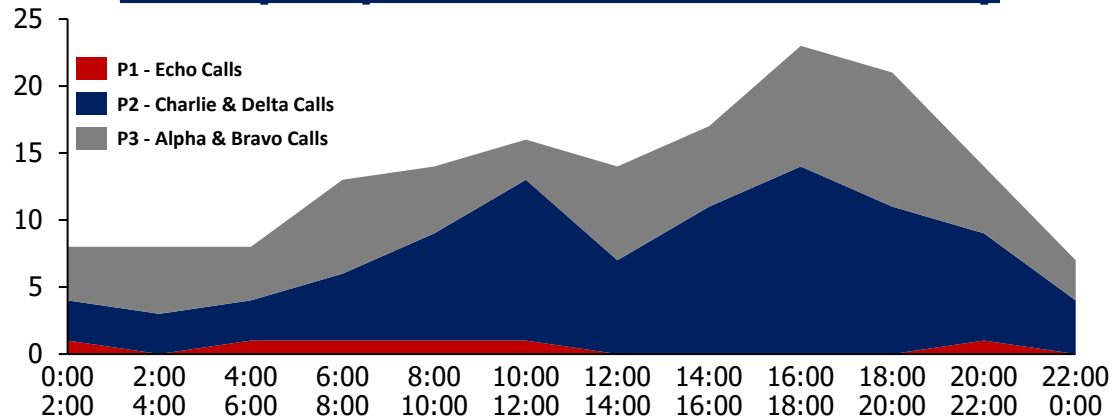




Evergreen Fire



Priority Dispatched Calls Per Time of Day



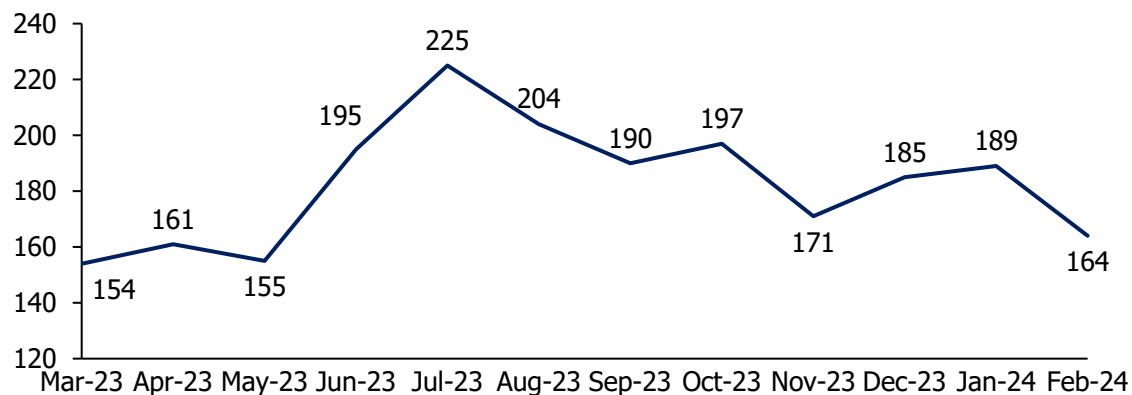
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	8	21	5
Monday	0	9	7	16	4
Tuesday	1	12	12	25	6
Wednesday	0	16	13	29	7
Thursday	2	9	6	17	3
Friday	1	16	14	31	8
Saturday	2	14	8	24	6

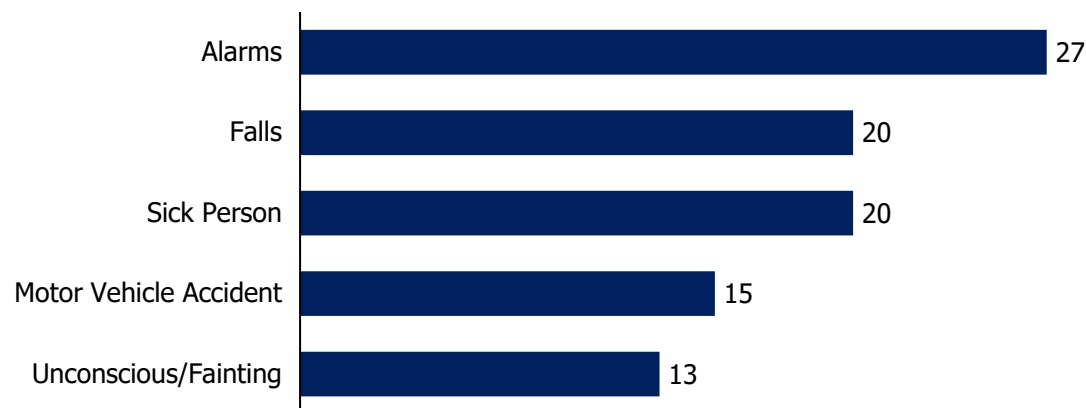
Assignment <1 min 83% 81%

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

Monthly Call Volume



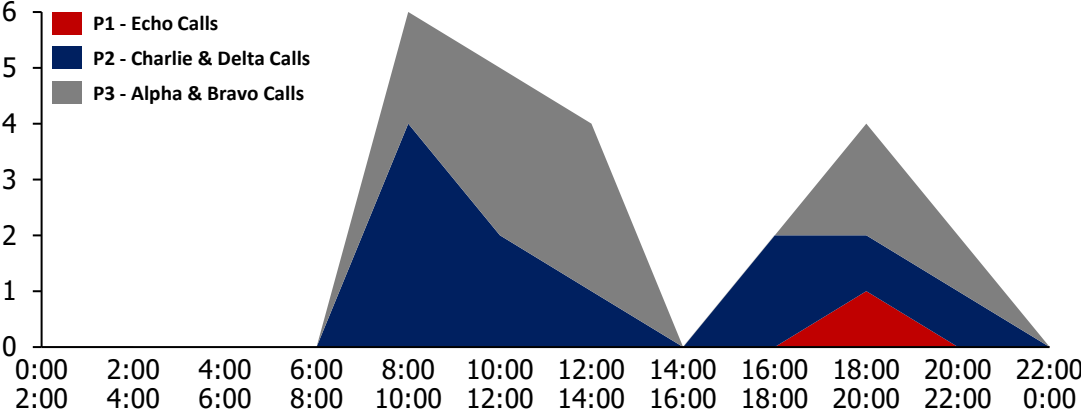
Top Five Problem Natures





Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

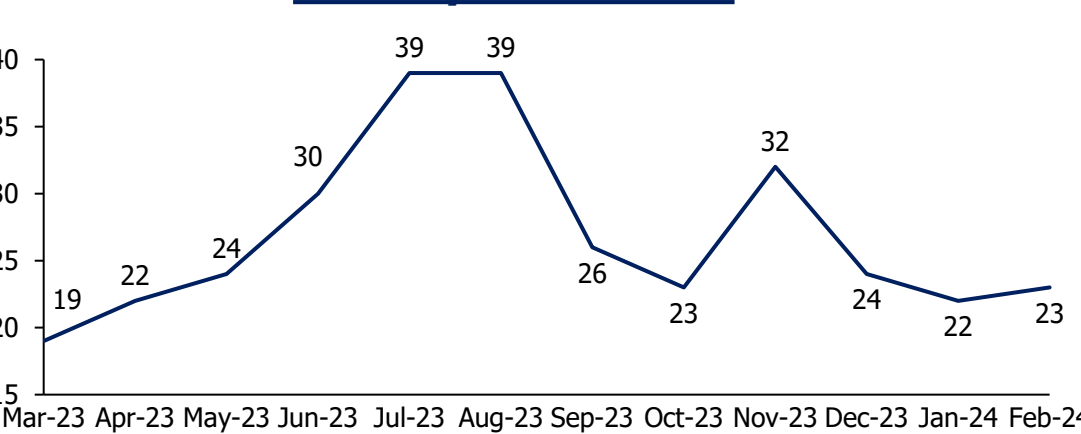


Daily Priority Call Volume and Entry to Assignment

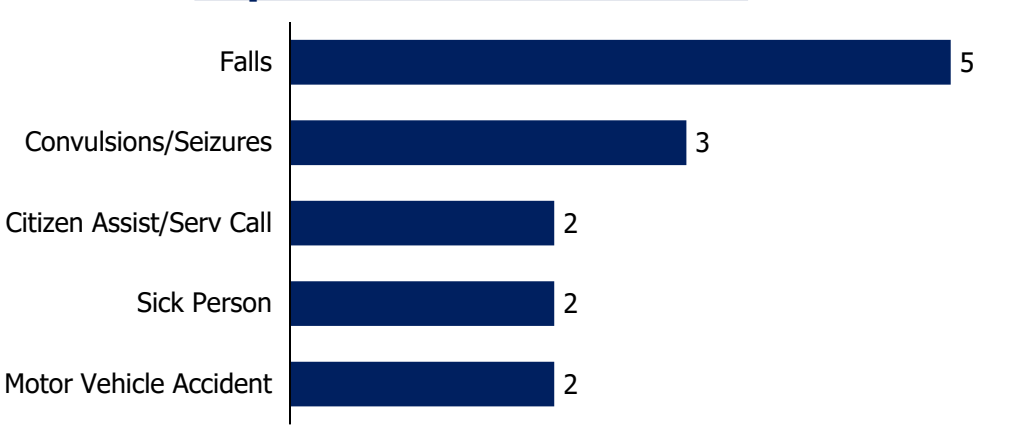
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	2	0	2	1
Tuesday	0	2	4	6	2
Wednesday	0	3	4	7	2
Thursday	1	1	0	2	0
Friday	0	1	1	2	1
Saturday	0	0	0	0	0
Assignment <1 min	0%	64%			

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

Monthly Call Volume



Top Five Problem Natures

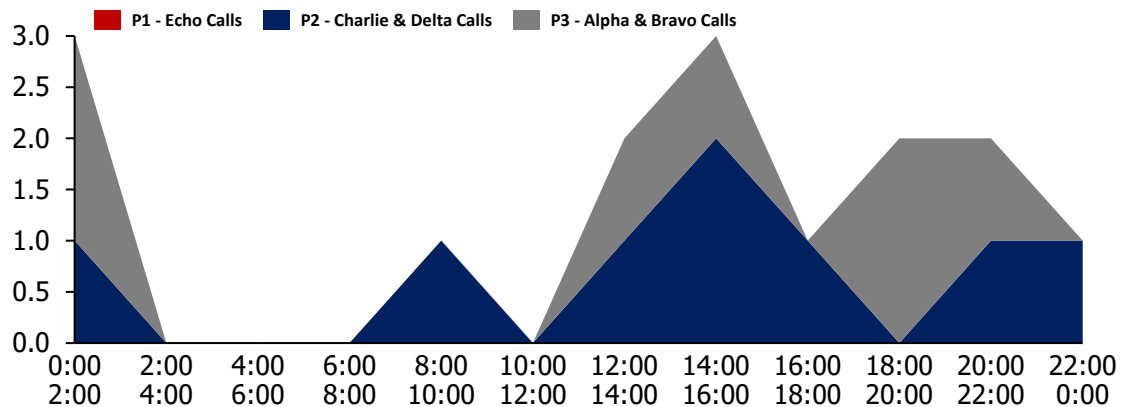




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



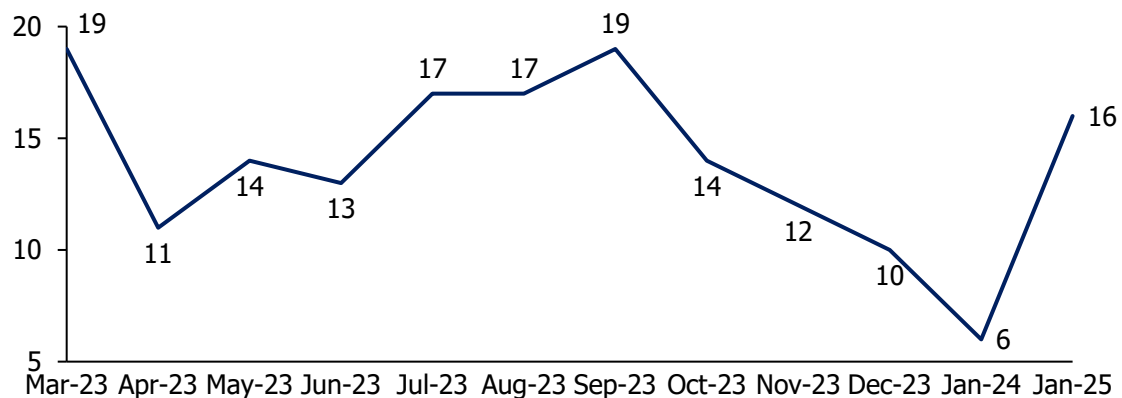
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	0	2	2	1
Tuesday	0	1	1	2	1
Wednesday	0	2	1	3	1
Thursday	0	4	1	5	1
Friday	0	0	0	0	0
Saturday	0	8	7	15	4

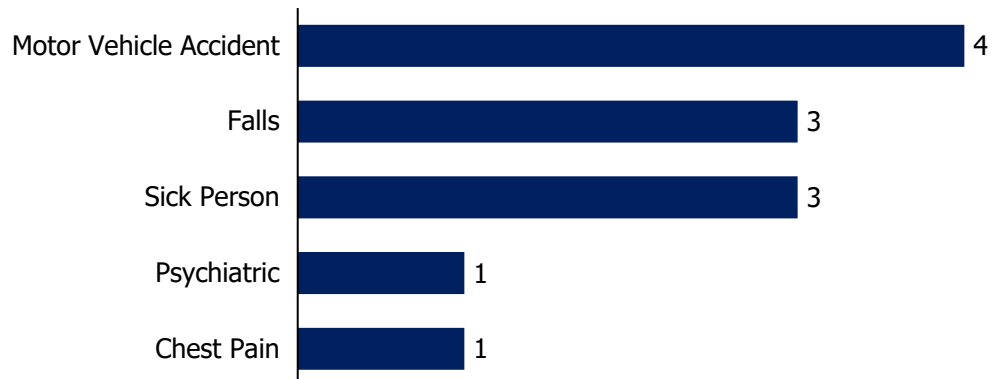
Assignment <1 min N/A 63%

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

Monthly Call Volume



Top Five Problem Natures

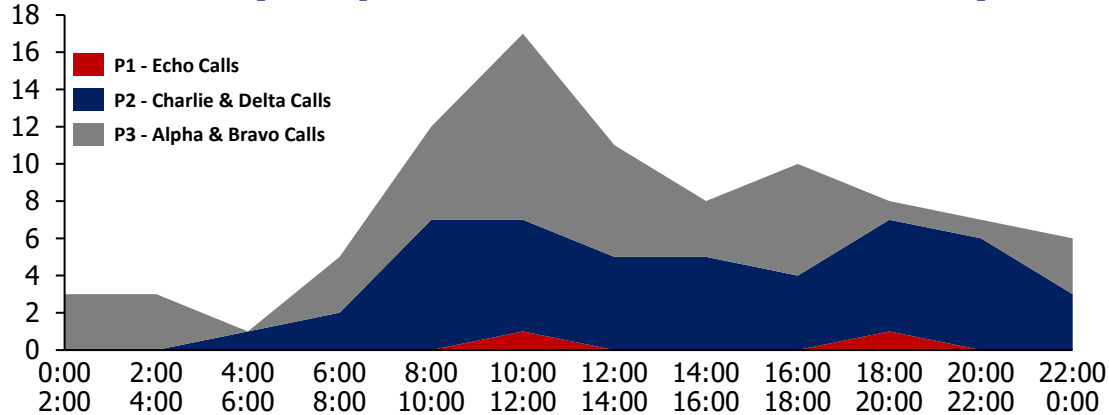




Elk Creek Fire



Priority Dispatched Calls Per Time of Day

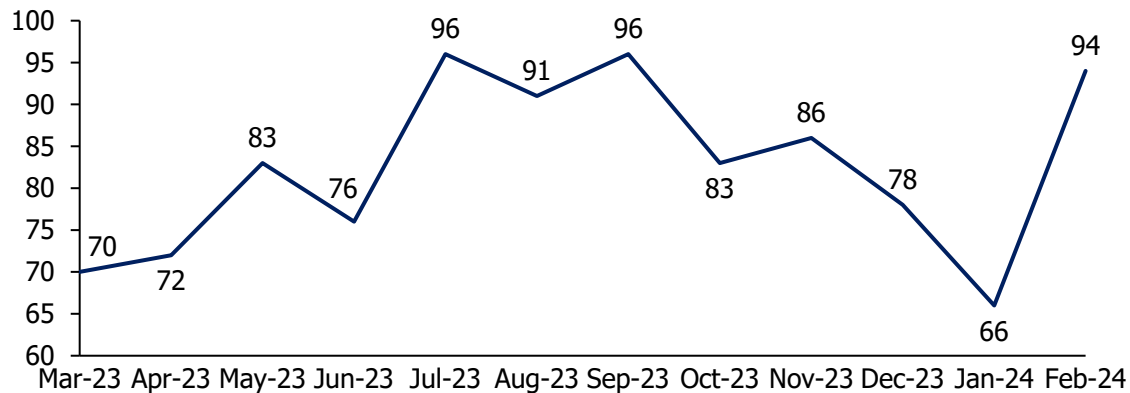


Daily Priority Call Volume and Entry to Assignment

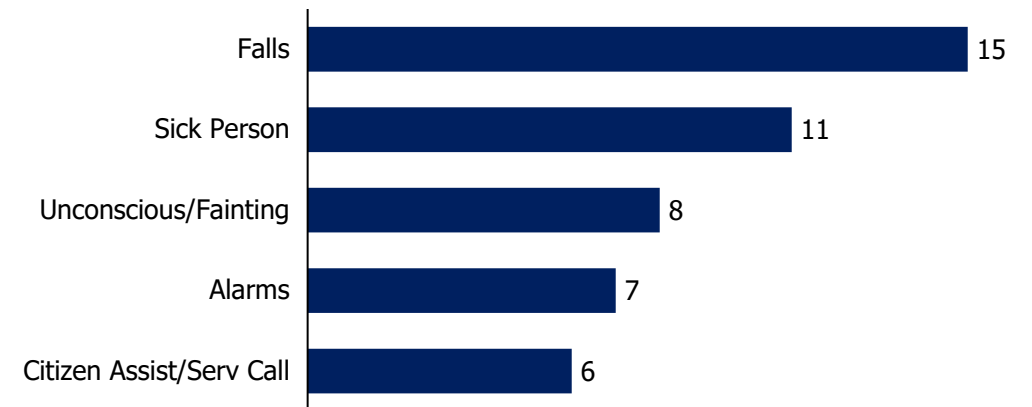
Day of Week	P1	P2	P3	Total	Average
Sunday	1	8	3	12	3
Monday	0	7	3	10	3
Tuesday	0	4	10	14	4
Wednesday	0	5	8	13	3
Thursday	0	8	11	19	4
Friday	0	4	6	10	3
Saturday	1	9	3	13	3
Assignment <1 min	100%	91%			

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

Monthly Call Volume



Top Five Problem Natures

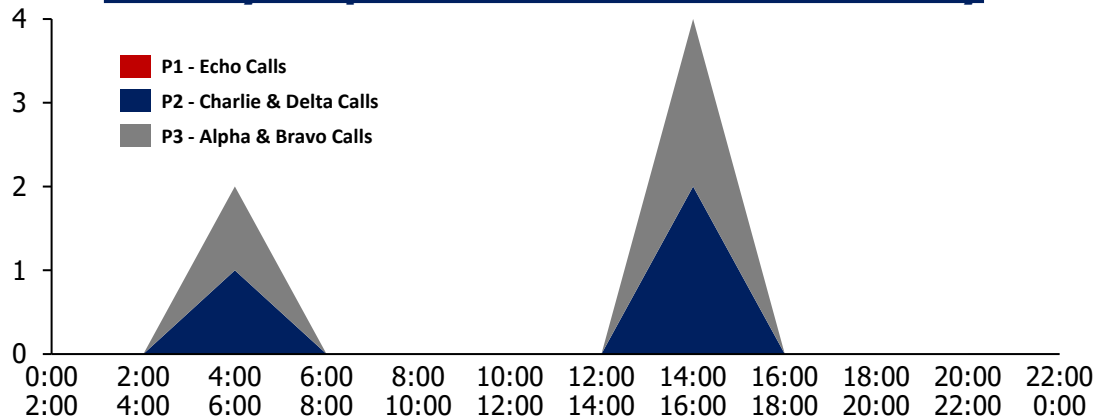




North Fork Fire



Priority Dispatched Calls Per Time of Day

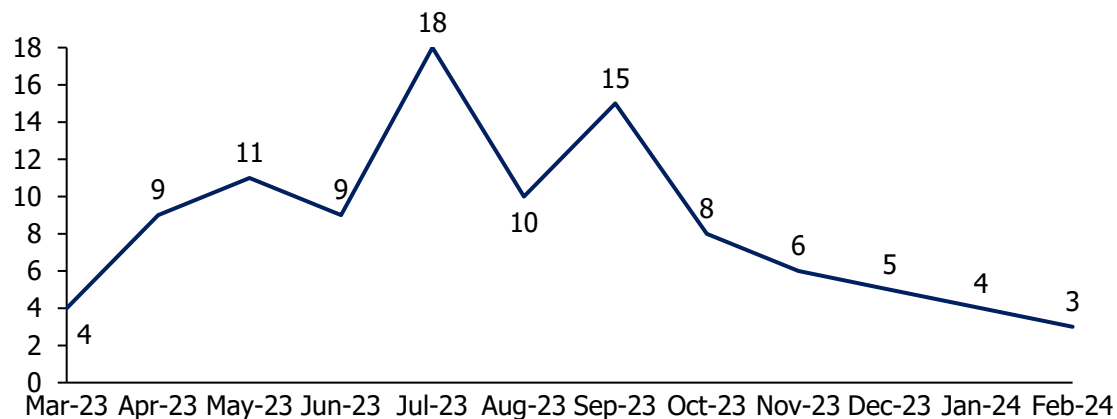


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	1	1	2	1
Tuesday	0	0	0	0	0
Wednesday	0	3	3	6	2
Thursday	0	0	0	0	0
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	33%			

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

Monthly Call Volume



Problem Natures

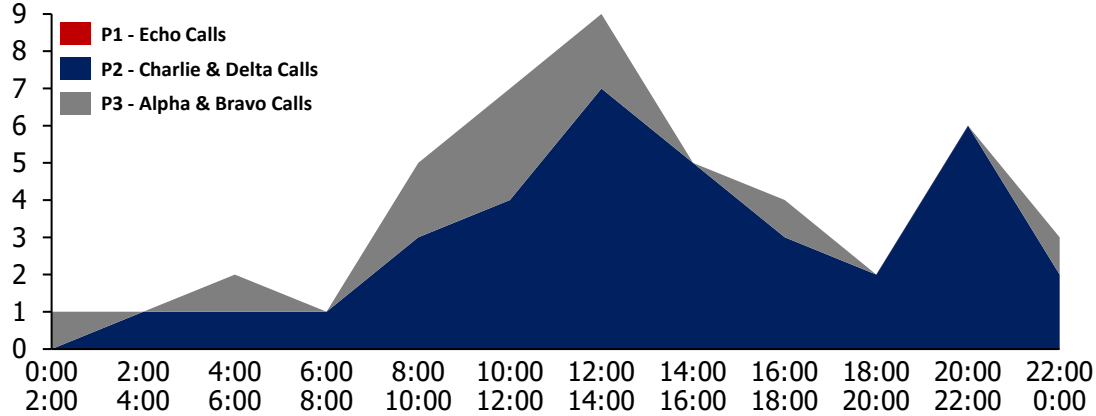




Highland Rescue



Priority Dispatched Calls Per Time of Day

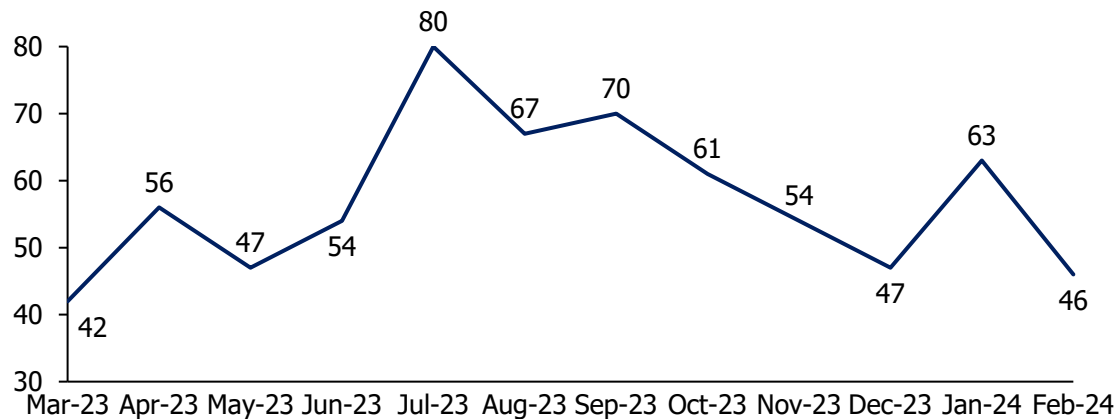


Daily Priority Call Volume and Entry to Assignment

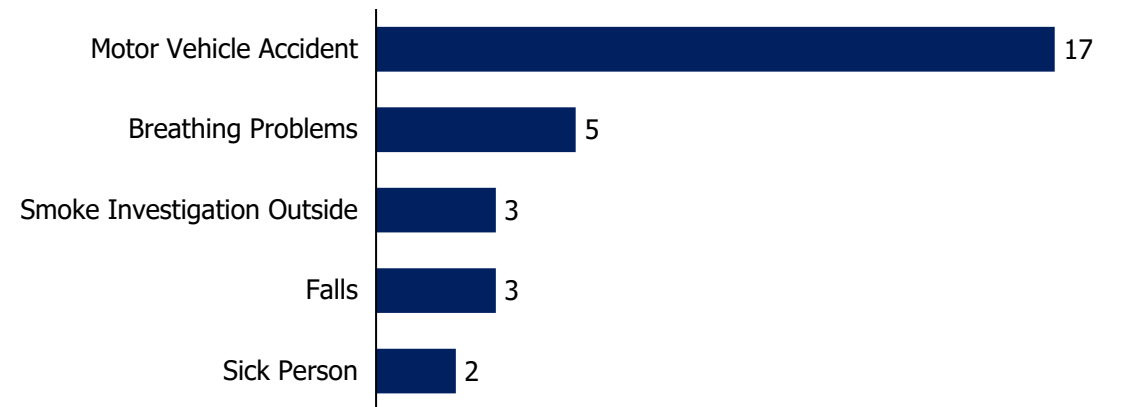
Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	1	10	3
Monday	0	3	1	4	1
Tuesday	0	3	3	6	2
Wednesday	0	5	1	6	2
Thursday	0	3	2	5	1
Friday	0	8	1	9	2
Saturday	0	4	2	6	2
Assignment <1 min	N/A	71%			

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

Monthly Call Volume



Top Five Problem Natures

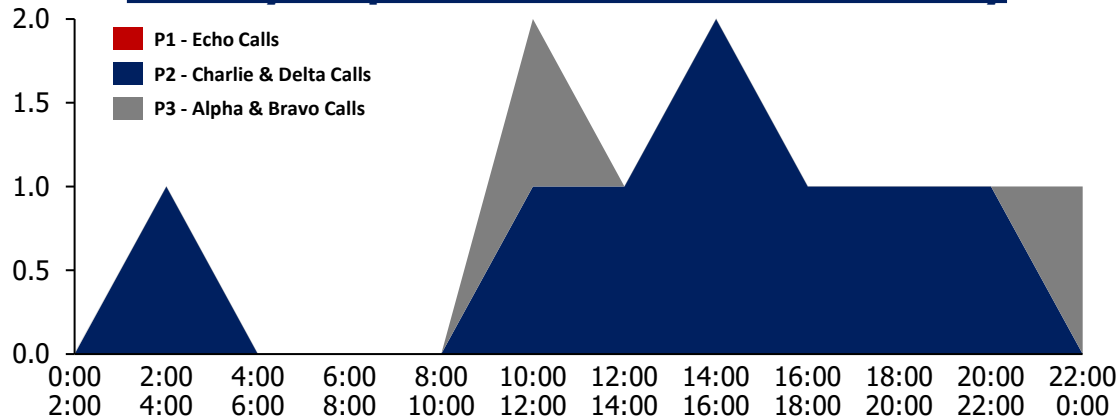




Genesee Fire



Priority Dispatched Calls Per Time of Day

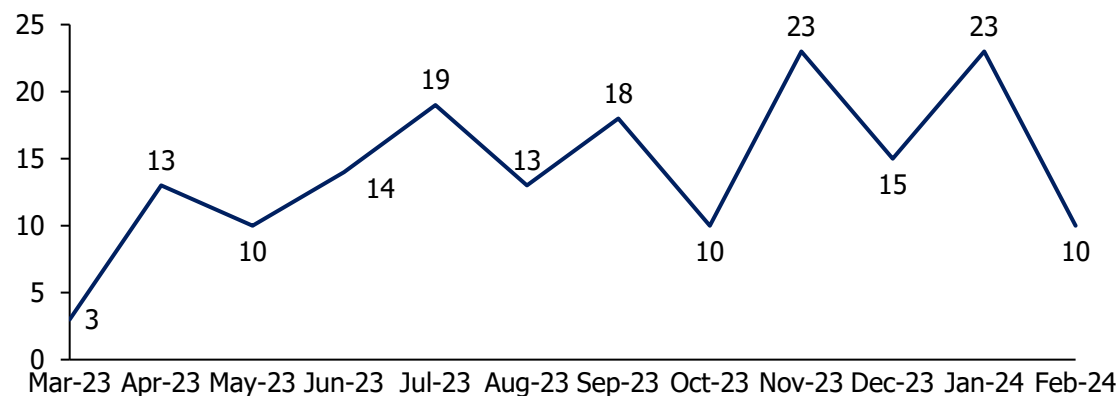


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	1
Monday	0	2	0	2	1
Tuesday	0	1	2	3	1
Wednesday	0	1	0	1	0
Thursday	0	1	0	1	0
Friday	0	0	0	0	0
Saturday	0	8	2	10	3
Assignment <1 min	N/A	88%			

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

Monthly Call Volume



Top Five Problem Natures

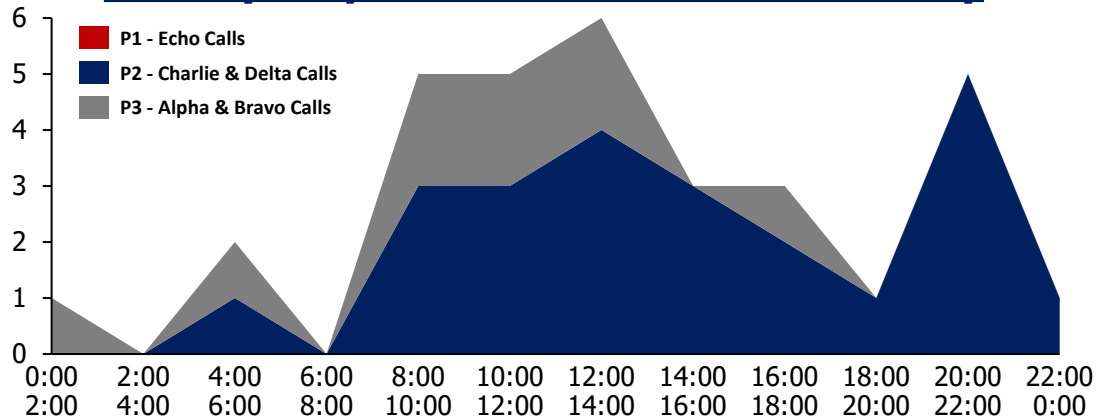




Foothills Fire



Priority Dispatched Calls Per Time of Day



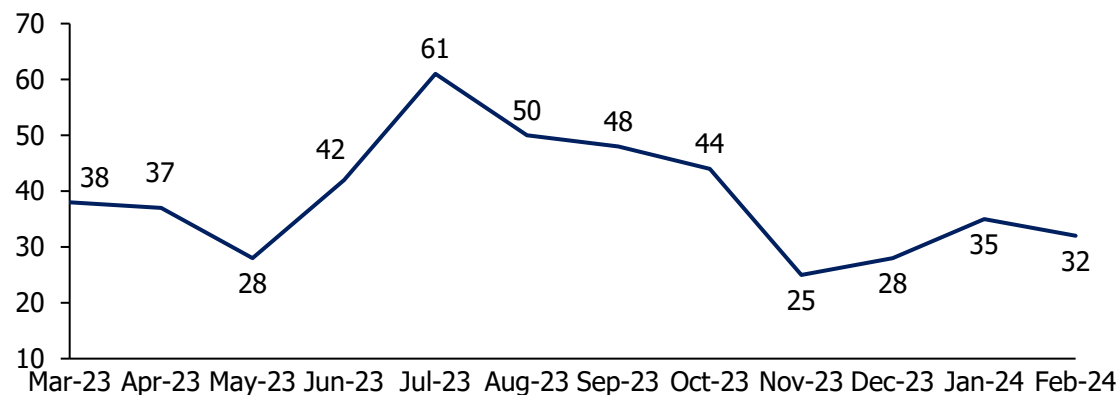
Daily Priority Call Volume and Entry to Assignment

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

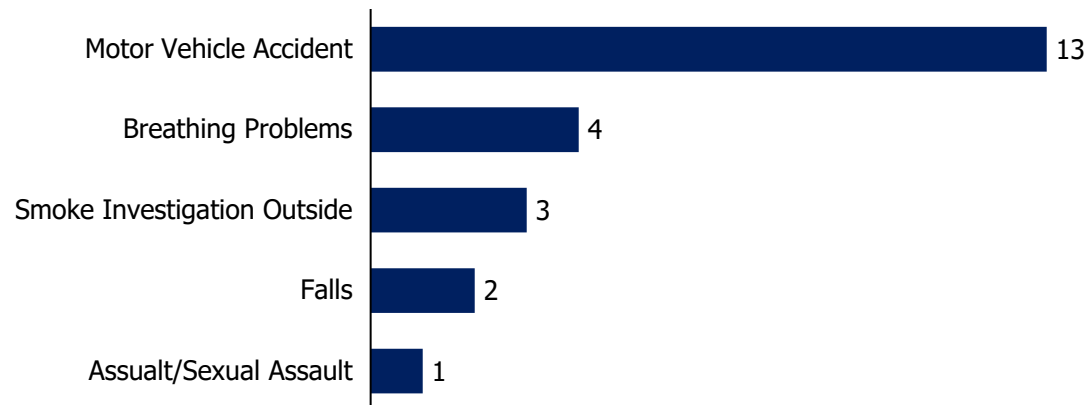
Assignment <1 min N/A 65%

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

Monthly Call Volume



Top Five Problem Natures

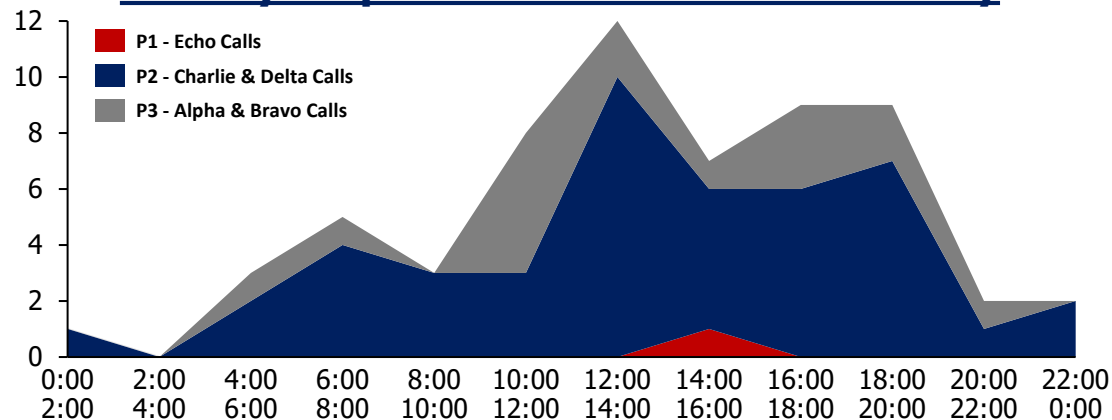




Clear Creek Fire



Priority Dispatched Calls Per Time of Day



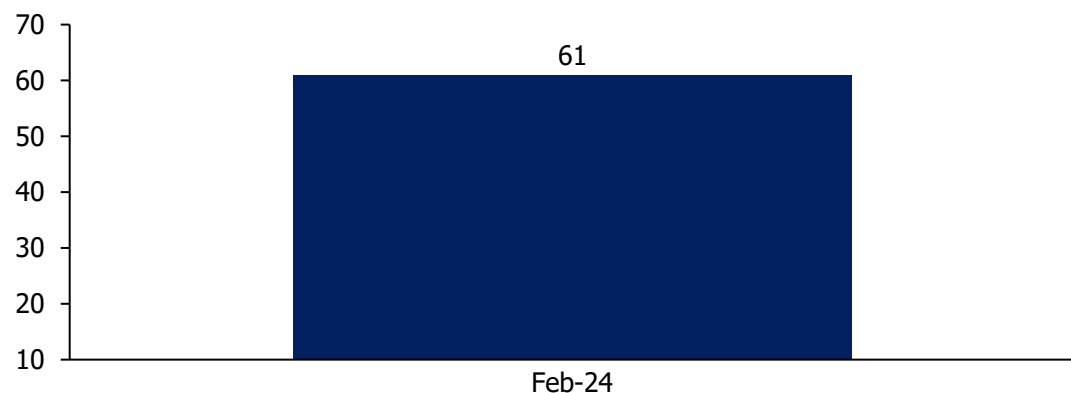
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	2	8	2
Monday	0	1	1	2	1
Tuesday	0	3	1	4	1
Wednesday	0	4	0	4	1
Thursday	0	16	6	22	4
Friday	0	6	2	8	2
Saturday	1	8	4	13	3

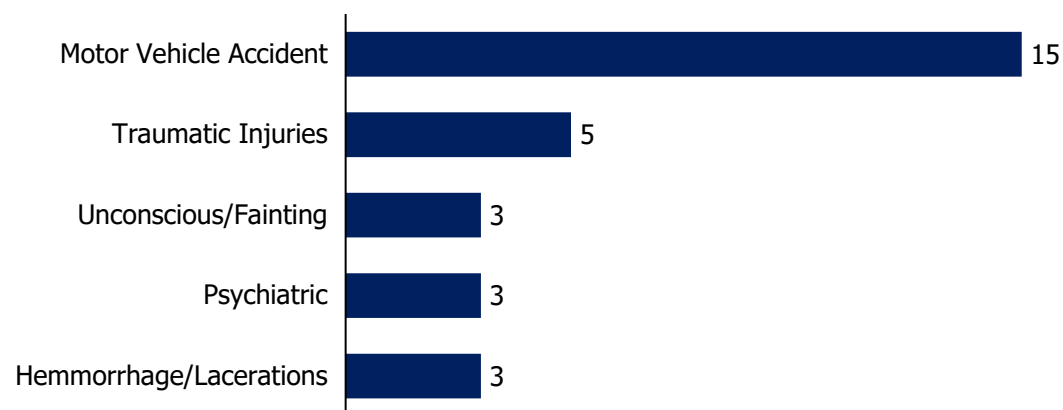
Assignment <1 min 100% 39%

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

Monthly Call Volume



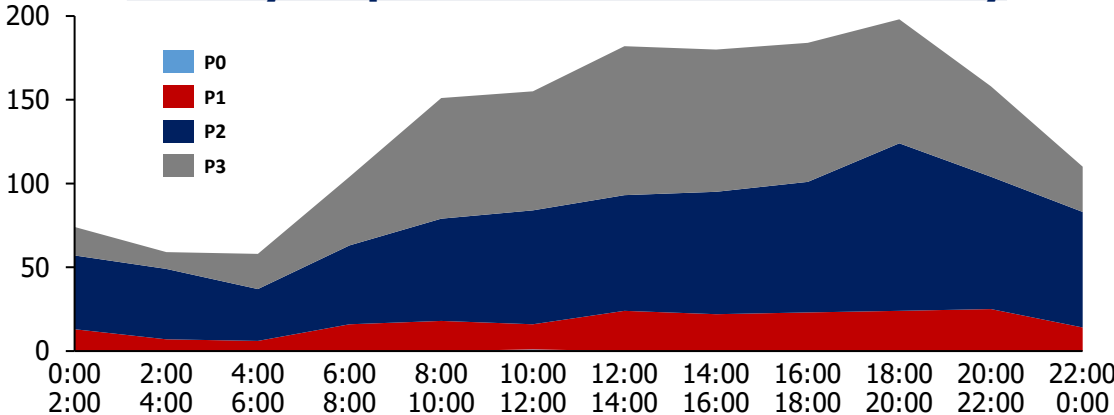
Top Five Problem Natures





Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

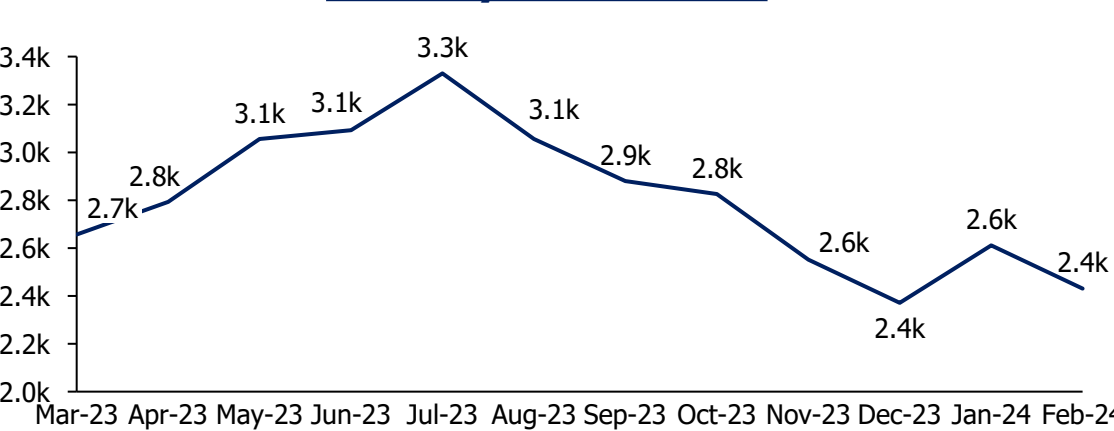


Daily Priority Call Volume and Entry to Assignment

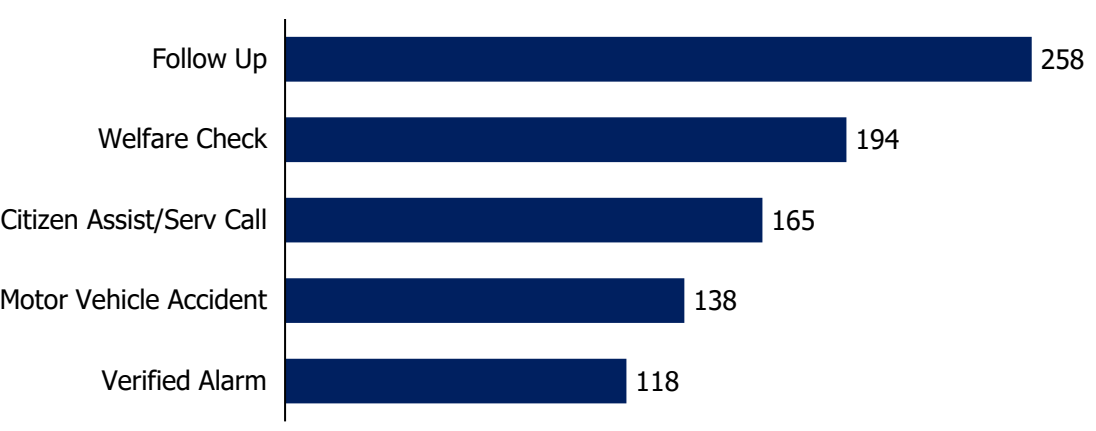
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	30	110	85	225	56
Monday	0	21	108	73	202	51
Tuesday	1	27	97	104	229	57
Wednesday	0	35	87	95	217	54
Thursday	0	31	129	129	289	58
Friday	0	32	116	89	237	59
Saturday	0	31	114	69	214	54
Assignment < 2 min		86%	61%			
Assignment < 4 min		96%	85%			

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

Monthly Call Volume



Top Five Problem Natures

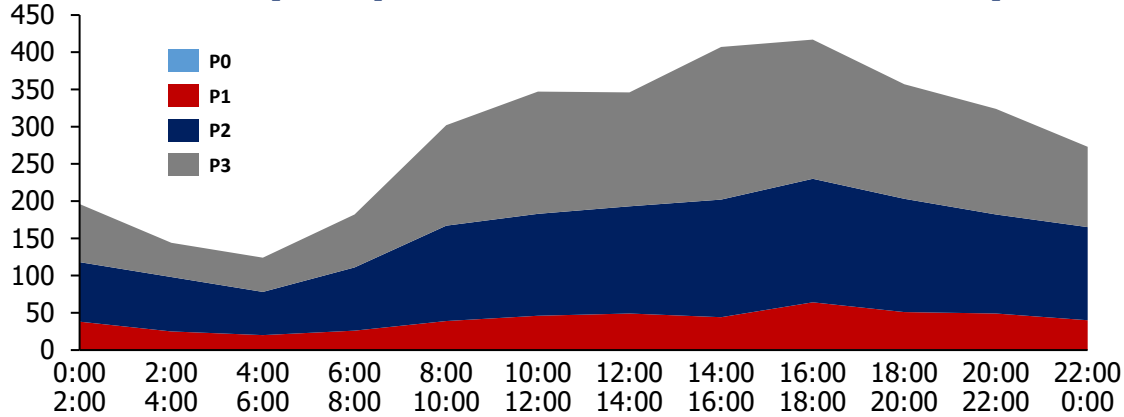




Lakewood PD



Priority Dispatched Calls Per Time of Day

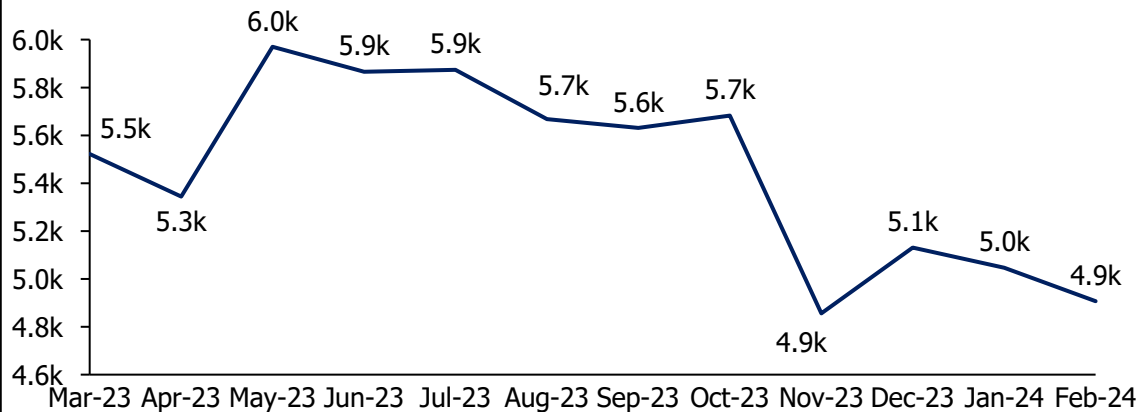


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	73	190	174	437	109
Monday	1	70	182	215	468	117
Tuesday	0	66	222	210	498	125
Wednesday	0	60	208	193	461	115
Thursday	0	64	237	261	562	112
Friday	1	67	220	221	509	127
Saturday	0	89	180	215	484	121
Assignment < 2 min		67%	43%			
Assignment < 4 min		85%	65%			

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

Monthly Call Volume



Top Five Problem Natures

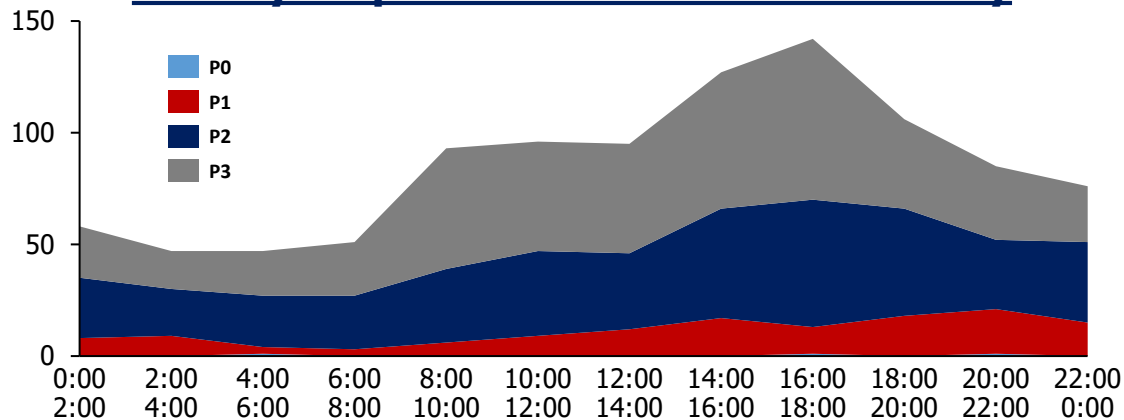




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

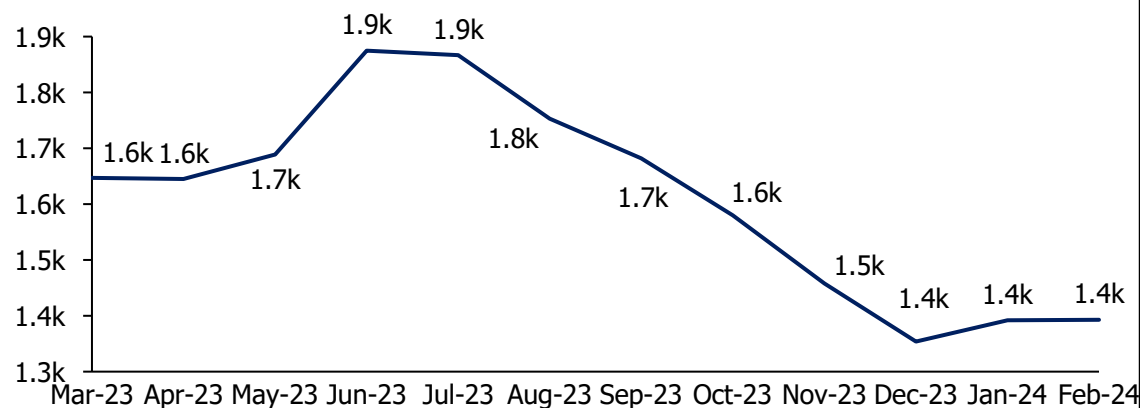


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	23	60	62	146	37
Monday	0	18	47	59	124	31
Tuesday	0	13	50	63	126	32
Wednesday	1	12	62	57	132	33
Thursday	1	17	65	100	183	37
Friday	0	22	84	65	171	43
Saturday	0	27	53	61	141	35
Assignment < 2 min		66%	43%			
Assignment < 4 min		80%	63%			

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

Monthly Call Volume



Top Five Problem Natures

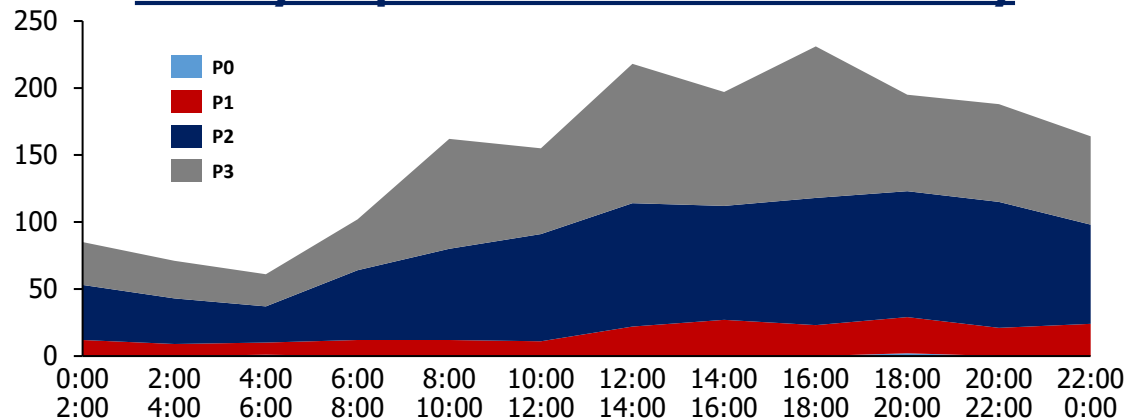




Arvada PD



Priority Dispatched Calls Per Time of Day

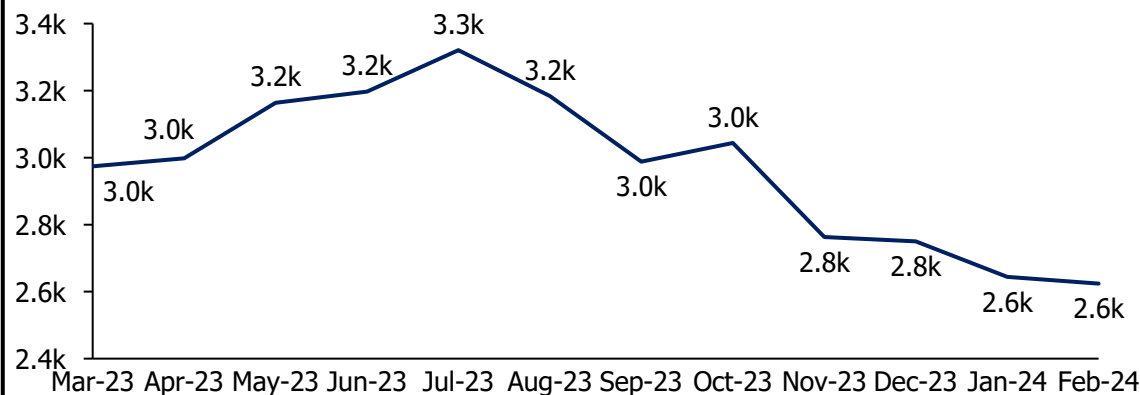


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	39	117	91	247	62
Monday	0	27	111	95	233	58
Tuesday	1	23	115	115	254	64
Wednesday	2	25	127	126	280	70
Thursday	0	36	140	155	331	66
Friday	0	29	124	105	258	65
Saturday	0	30	102	94	226	57
Assignment < 2 min		78%	53%			
Assignment < 4 min		89%	72%			

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

Monthly Call Volume



Top Five Problem Natures

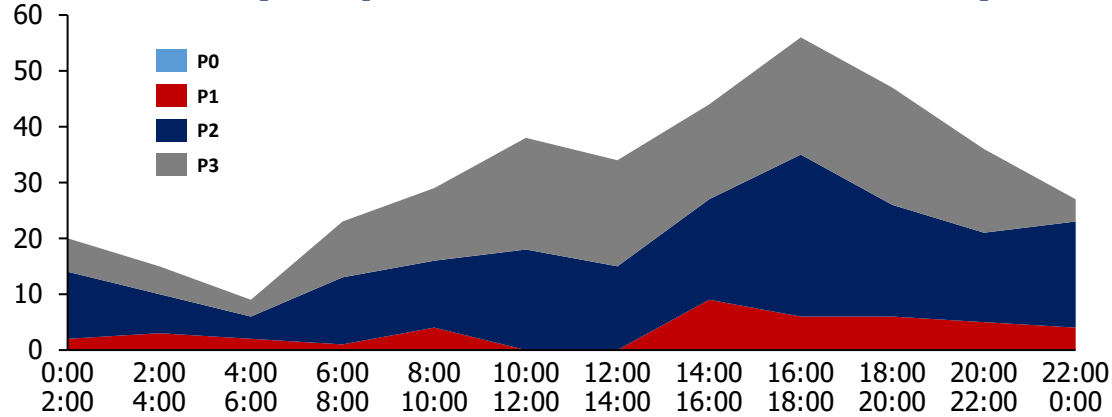




Golden PD



Priority Dispatched Calls Per Time of Day

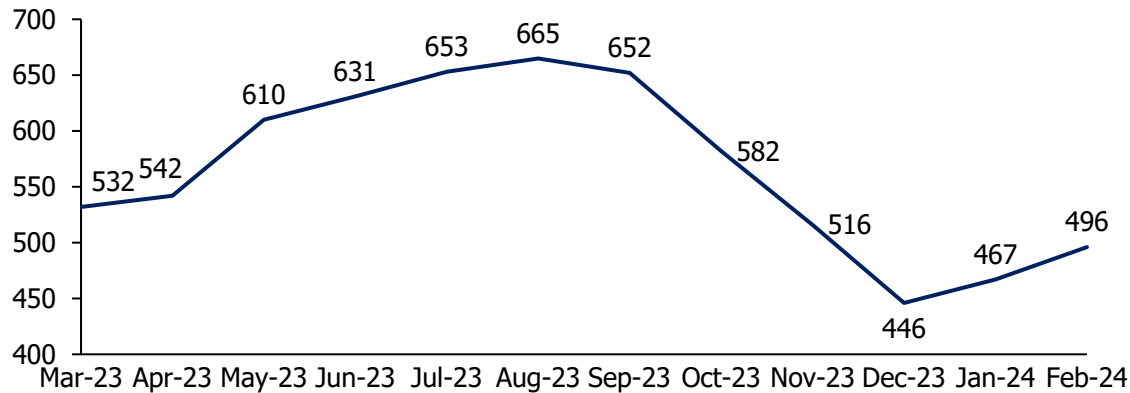


Daily Priority Call Volume and Entry to Assignment

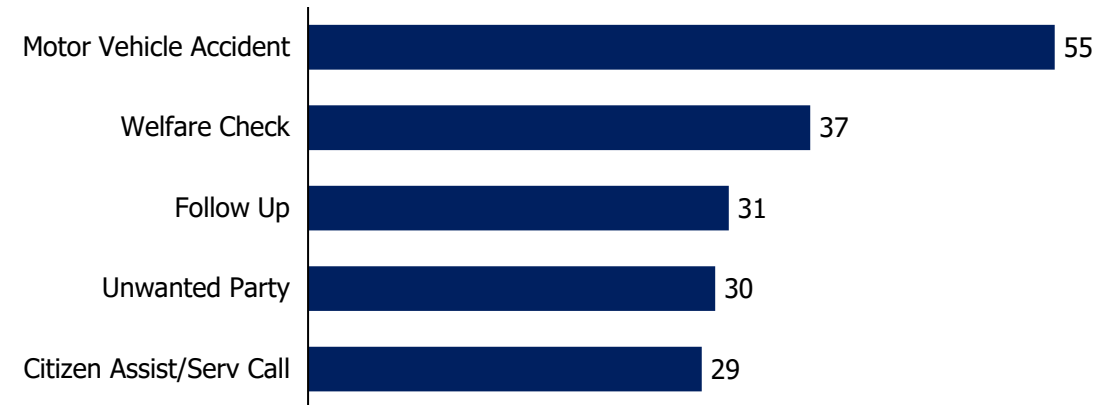
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	23	30	59	15
Monday	0	2	32	15	49	12
Tuesday	0	2	27	18	47	12
Wednesday	0	7	26	20	53	13
Thursday	0	17	33	26	76	15
Friday	0	2	20	18	40	10
Saturday	0	6	21	27	54	14
Assignment < 2 min		93%	60%			
Assignment < 4 min		98%	85%			

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

Monthly Call Volume



Top Five Problem Natures

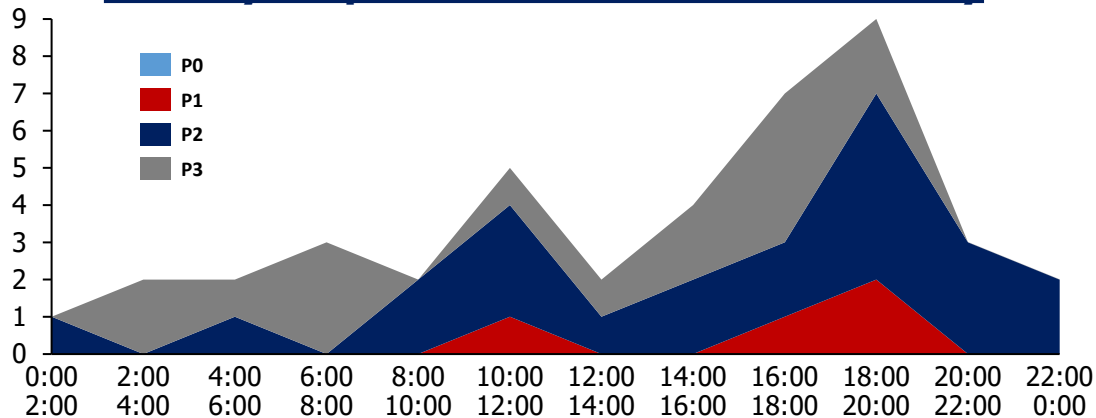




Lakeside PD



Priority Dispatched Calls Per Time of Day

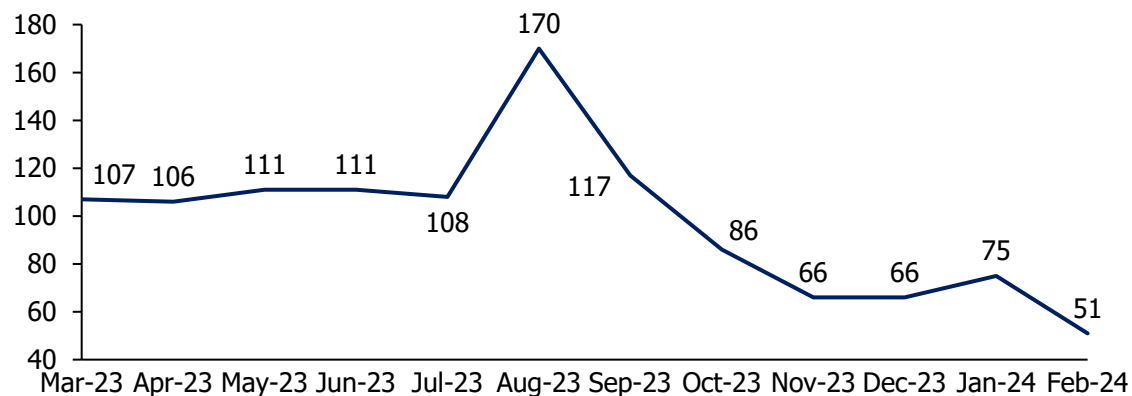


Daily Priority Call Volume and Entry to Assignment

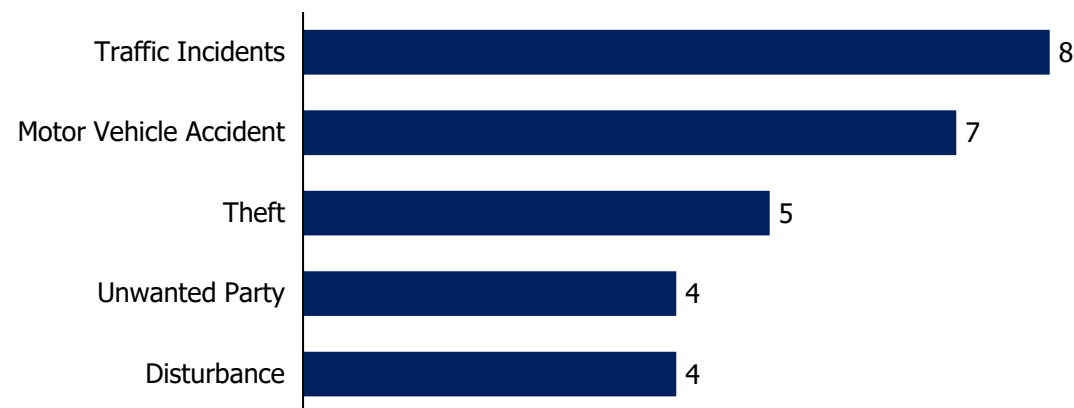
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	3	2	7	2
Monday	0	0	3	1	4	1
Tuesday	0	1	0	4	5	1
Wednesday	0	0	5	2	7	2
Thursday	0	1	5	5	11	2
Friday	0	0	4	0	4	1
Saturday	0	0	2	2	4	1
Assignment < 2 min		100%	86%			
Assignment < 4 min		100%	95%			

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

Monthly Call Volume



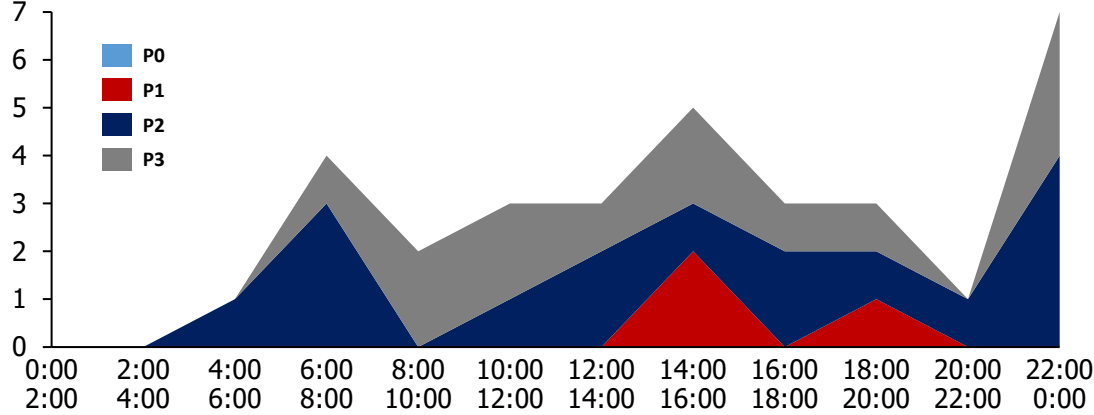
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

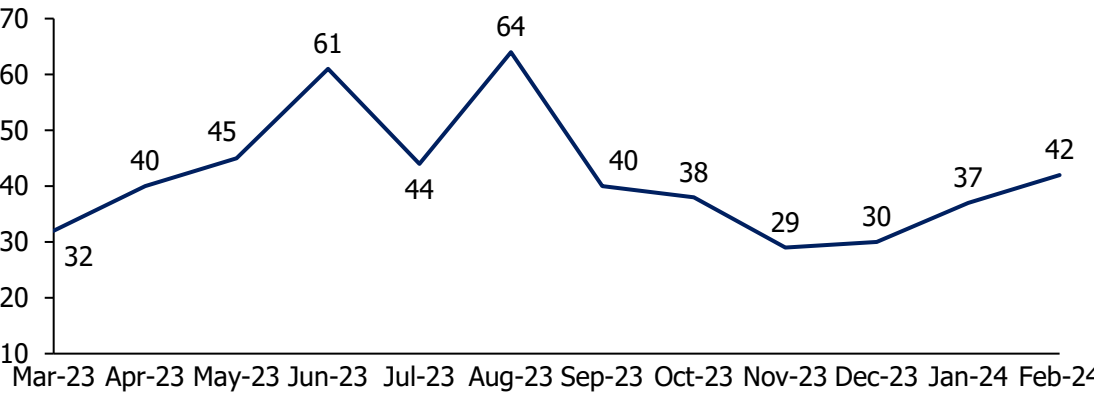


Daily Priority Call Volume and Entry to Assignment

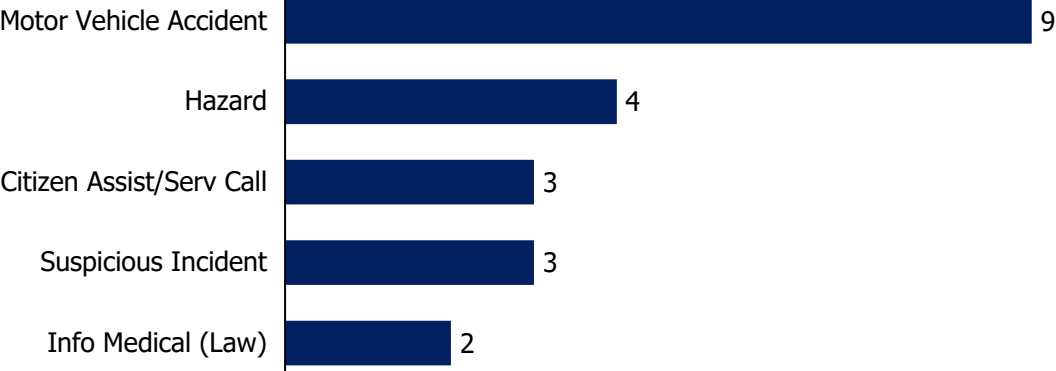
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	2	2	7	2
Monday	0	0	3	0	3	1
Tuesday	0	0	3	1	4	1
Wednesday	0	0	0	3	3	1
Thursday	0	0	2	3	5	1
Friday	0	0	5	3	8	2
Saturday	0	0	1	1	2	1
Assignment < 2 min		67%	69%			
Assignment < 4 min		100%	88%			

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

Monthly Call Volume



Top Five Problem Natures

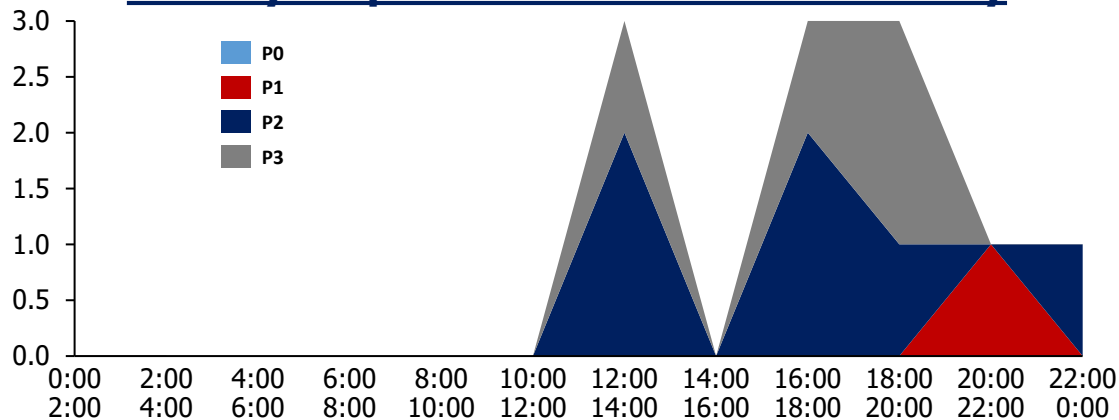




Mountain View PD



Priority Dispatched Calls Per Time of Day

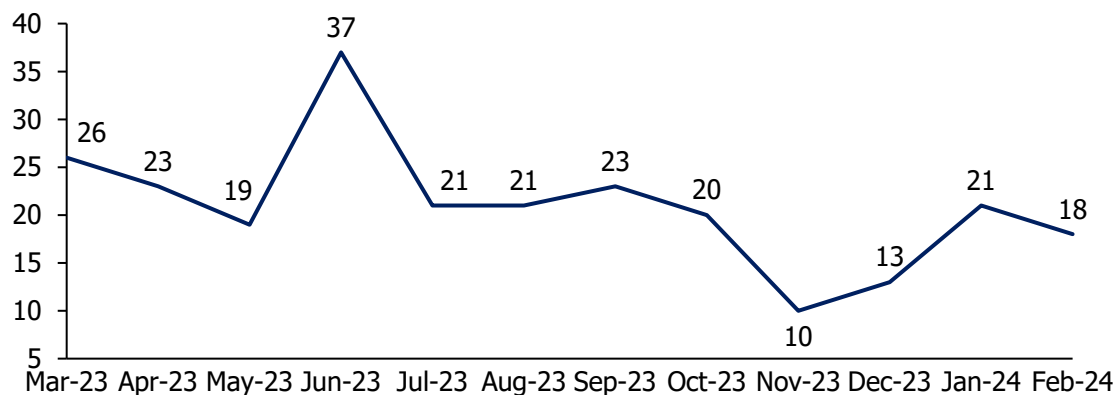


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	0	4	1
Monday	0	0	0	0	0	0
Tuesday	0	0	0	3	3	1
Wednesday	0	0	0	0	0	0
Thursday	0	0	0	1	1	0
Friday	0	0	1	0	1	0
Saturday	0	0	2	0	2	1
Assignment <2 min		0%	83%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

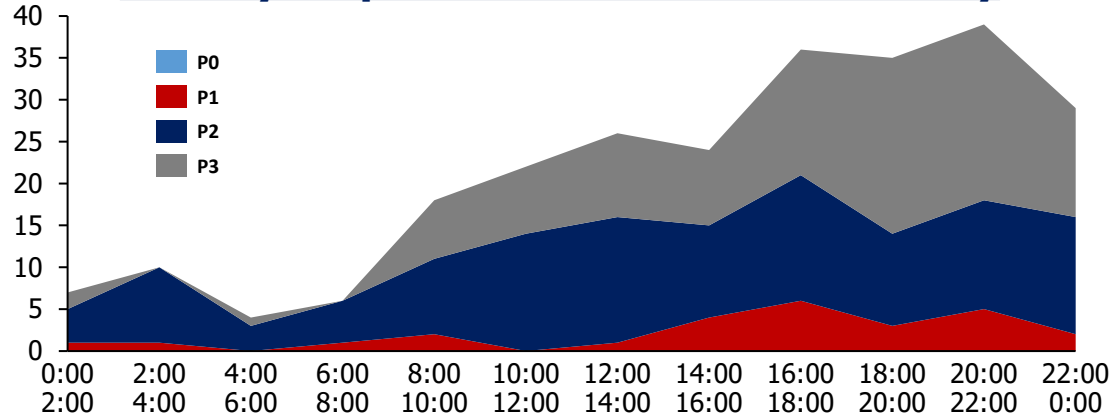




Edgewater PD



Priority Dispatched Calls Per Time of Day

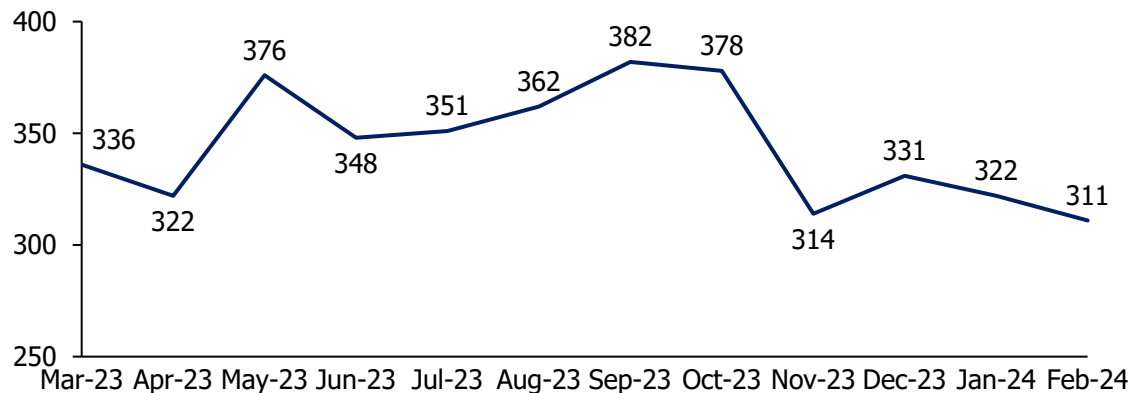


Daily Priority Call Volume and Entry to Assignment

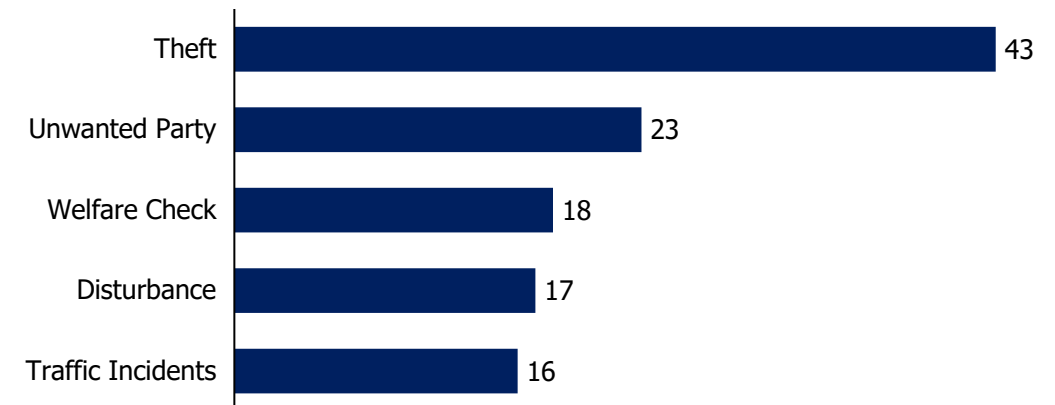
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	22	19	46	12
Monday	0	2	24	19	45	11
Tuesday	0	5	18	7	30	8
Wednesday	0	2	13	15	30	8
Thursday	0	6	21	12	39	8
Friday	0	1	17	19	37	9
Saturday	0	5	8	16	29	7
Assignment < 2 min		77%	66%			
Assignment < 4 min		81%	82%			

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

Monthly Call Volume



Top Five Problem Natures

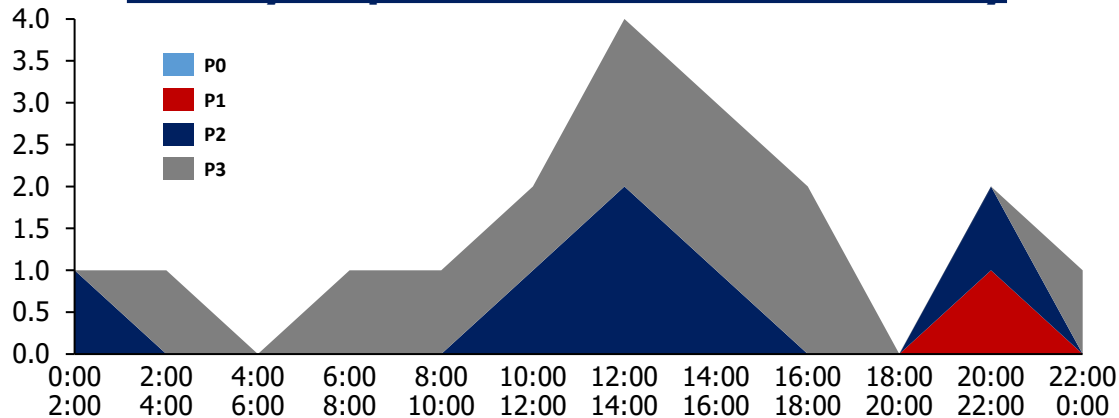




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

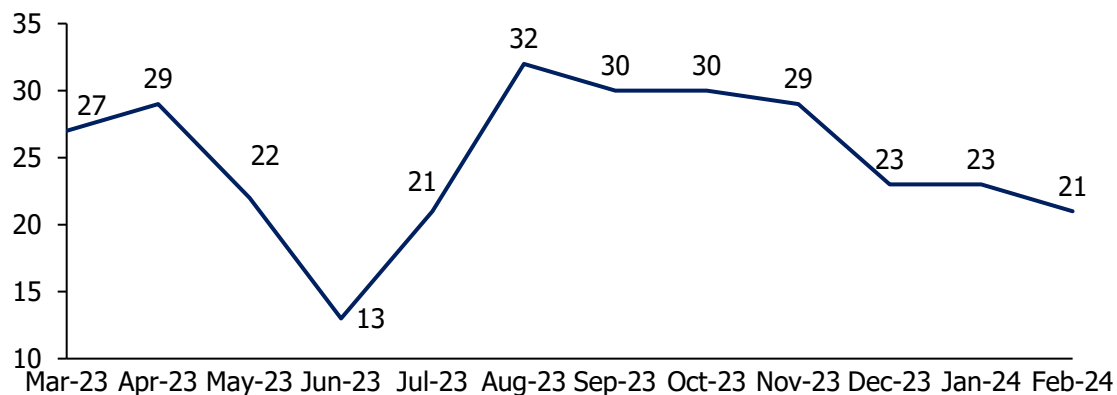


Daily Priority Call Volume and Entry to Assignment

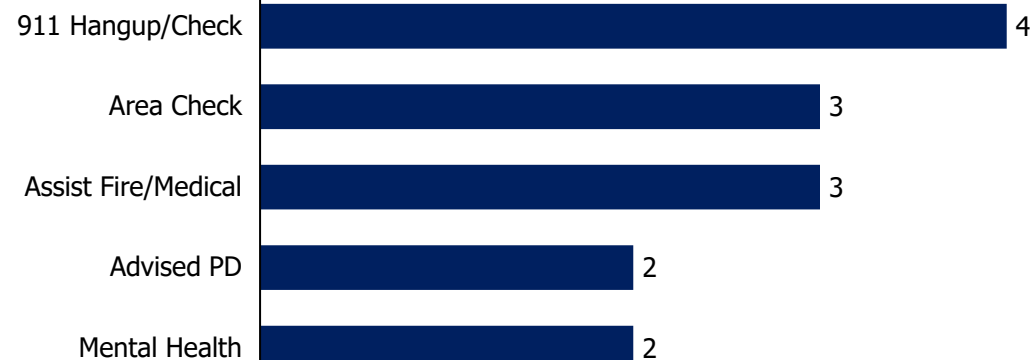
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	1	2	1
Monday	0	0	0	1	1	0
Tuesday	0	1	2	0	3	1
Wednesday	0	0	1	3	4	1
Thursday	0	0	1	2	3	1
Friday	0	0	1	2	3	1
Saturday	0	0	0	2	2	1
Assignment <2 min		100%	100%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

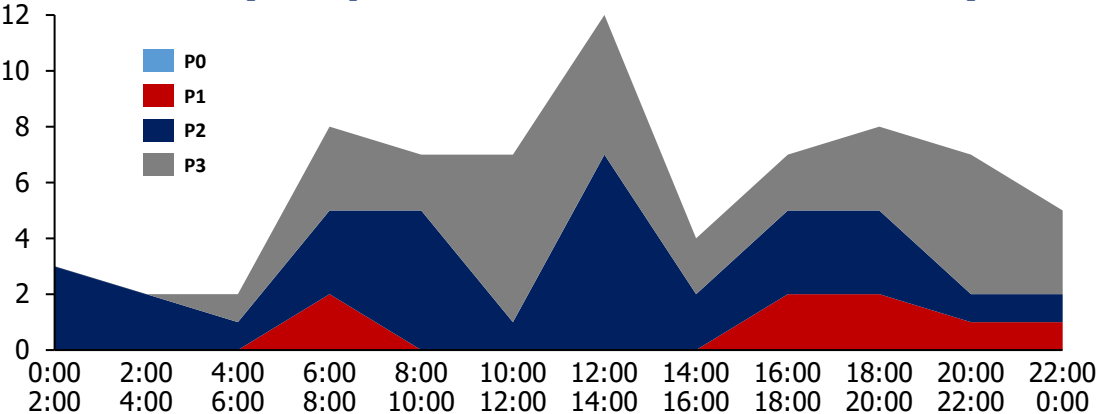




Clear Creek Sheriff



Priority Dispatched Calls Per Time of Day

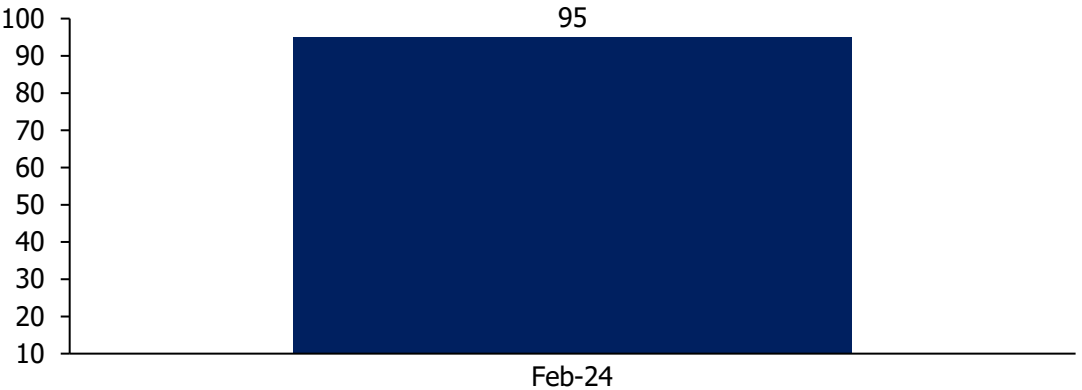


Daily Priority Call Volume and Entry to Assignment

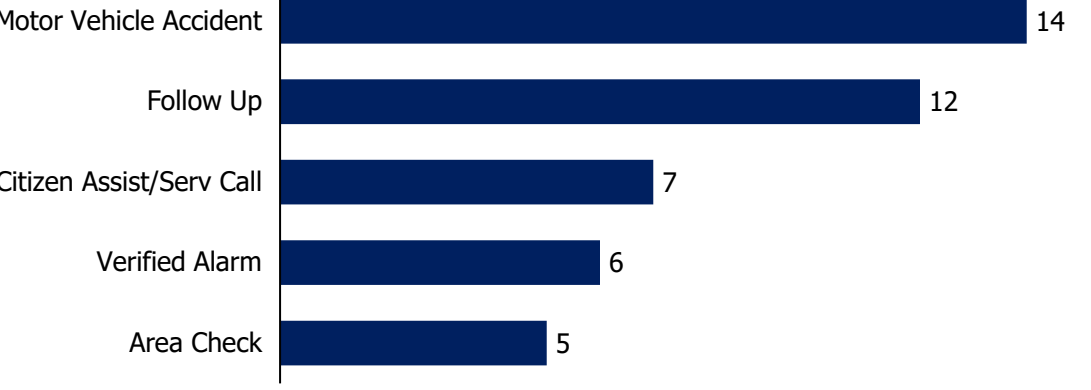
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	2	8	2
Monday	0	2	0	3	5	1
Tuesday	0	0	4	2	6	2
Wednesday	0	0	4	8	12	3
Thursday	0	2	7	11	20	4
Friday	0	1	6	1	8	2
Saturday	0	3	5	5	13	3
Assignment < 2 min		38%	38%			
Assignment < 4 min		100%	75%			

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

Monthly Call Volume



Top Five Problem Natures

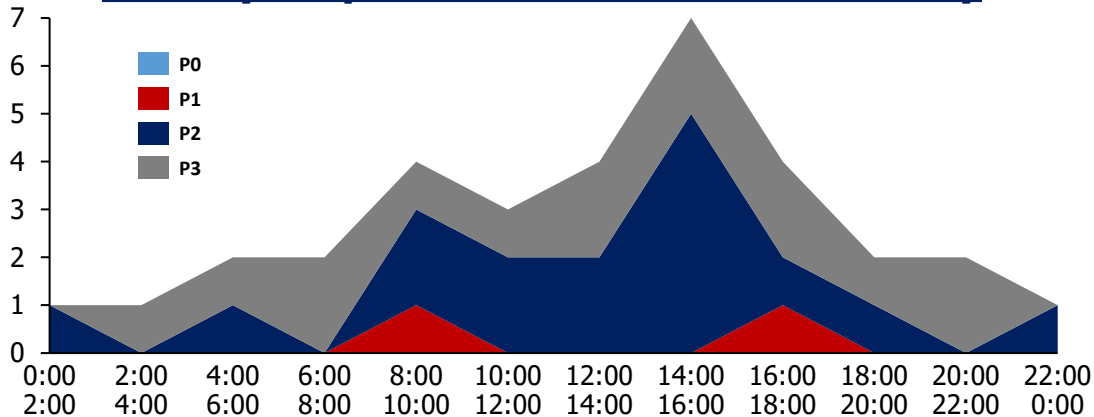




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

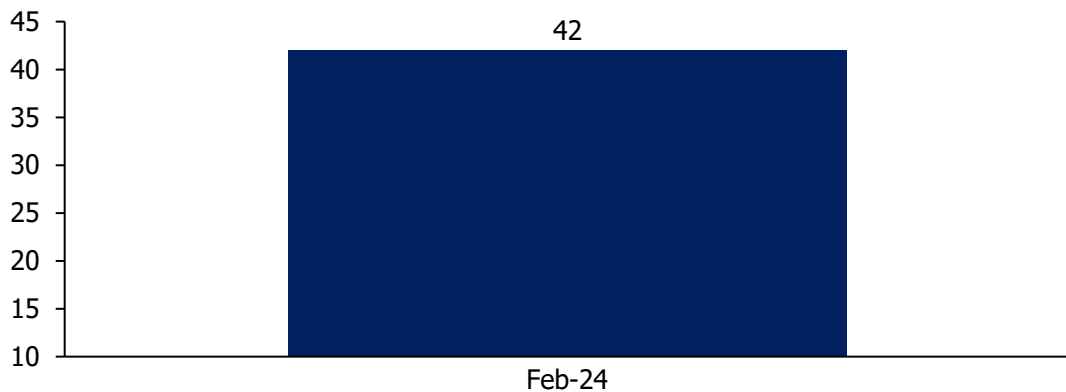


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	4	5	1
Monday	0	1	0	1	2	1
Tuesday	0	0	2	2	4	1
Wednesday	0	1	5	2	8	2
Thursday	0	0	2	1	3	1
Friday	0	0	0	1	1	0
Saturday	0	0	6	4	10	3
Assignment < 2 min		100%	81%			
Assignment < 4 min		100%	94%			

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

Monthly Call Volume



Top Five Problem Natures

