



Jefferson County Communications Center Authority
JEFFCOM911

January 2024
Monthly Report



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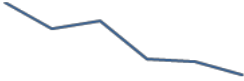


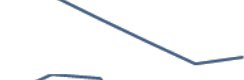





Elk Creek Fire.....	18
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Highland Rescue.....	20
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Jeffco Sheriff.....	23
Lakewood PD.....	24
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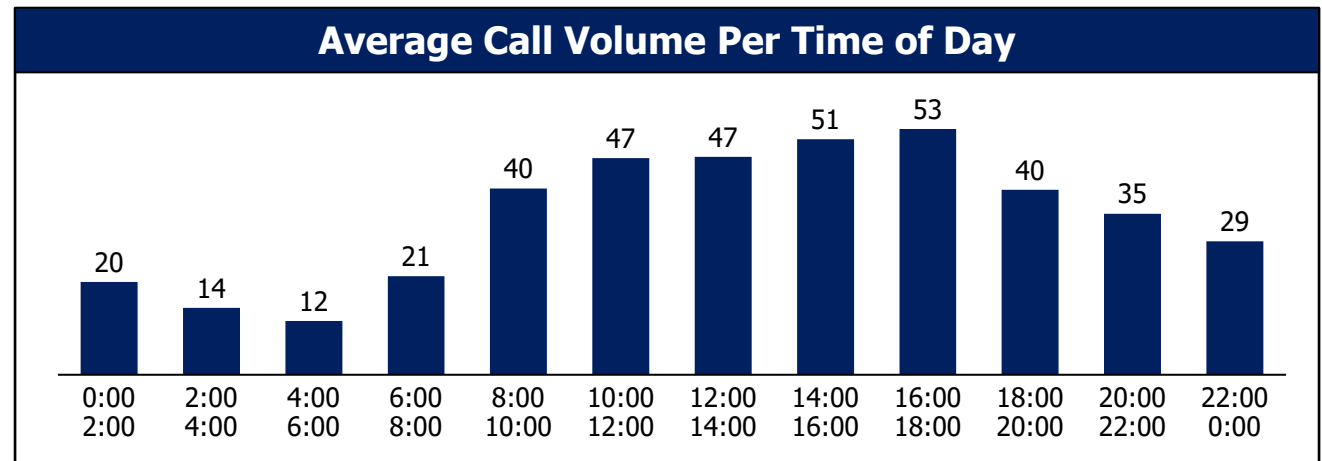


Law Stats

Calls Received, Processed, and Dispatched

















Agency	January Calls	% Total	6 Month Trend
Lakewood PD	5,047	27.9%	
Arvada PD	2,644	14.6%	
Jeffco Sheriff	2,611	14.4%	
Wheat Ridge PD	1,392	7.7%	
Golden PD	467	2.6%	
Edgewater PD	322	1.8%	
Lakeside PD	75	0.4%	
Morrison PD	37	0.2%	
CSM PD	23	0.1%	
Mountain View PD	21	0.1%	
Total	12,639	69.9%	

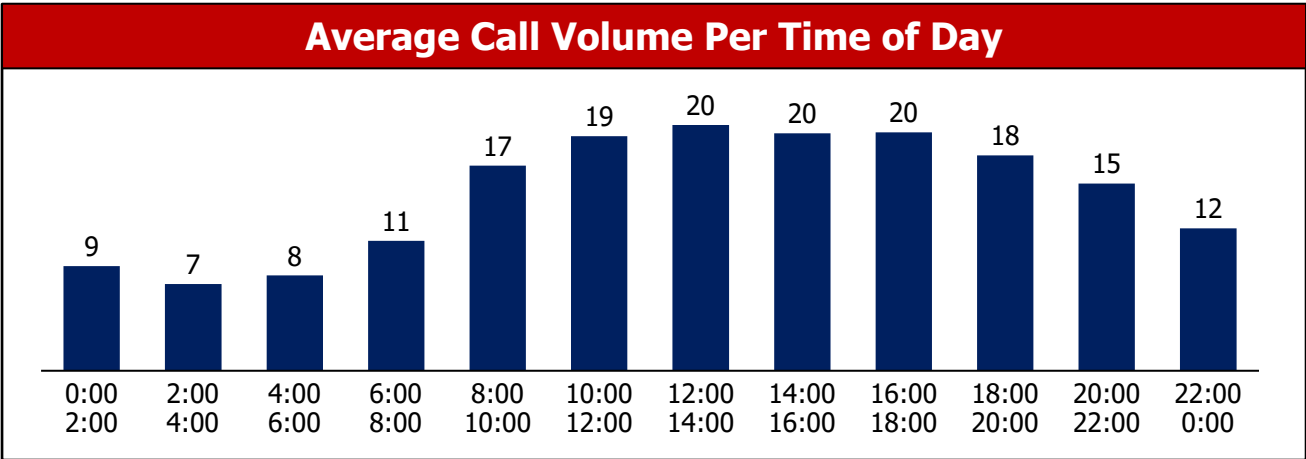


Total CAD Dispatched Calls by Day of Week

Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	3	147	440	431	120	215	84	1,440	12.6%
Monday	3	172	648	635	134	373	76	2,041	14.3%
Tuesday	1	188	632	650	155	408	81	2,115	14.9%
Wednesday	0	163	612	665	148	404	94	2,086	14.7%
Thursday	2	130	519	538	135	321	73	1,718	15.1%
Friday	3	159	551	473	119	325	72	1,702	14.9%
Saturday	4	140	517	458	121	219	78	1,537	13.5%
Total	16	1,099	3,919	3,850	932	2,265	558	12,639	

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

Agency	January Calls	% of Total	6 Month Trend
West Metro Fire	3,277	18.1%	
Arvada Fire	1,408	7.8%	
Golden Fire	233	1.3%	
Evergreen Fire	189	1.0%	
Elk Creek Fire	66	0.4%	
Highland Rescue	63	0.3%	
Fairmount Fire	60	0.3%	
Pleasant View Fire	48	0.3%	
Foothills Fire	35	0.2%	
Genesee Fire	23	0.1%	
Inter Canyon Fire	22	0.1%	
Golden Gate Fire	7	0.0%	
Indian Hills Fire	6	0.0%	
North Fork Fire	4	0.0%	
Total	5,441	30.1%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	6	393	247	12	0	1	659	13.5%
Monday	21	563	295	10	0	1	890	14.6%
Tuesday	13	600	343	11	0	2	969	15.9%
Wednesday	7	555	314	15	0	4	895	14.6%
Thursday	12	402	223	6	0	2	645	13.2%
Friday	13	395	255	13	0	0	676	13.8%
Saturday	14	410	276	6	0	1	707	14.5%
Total	86	3,318	1,953	73	0	11	5,441	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	96.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	99.5%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	55.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.7%	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	4.9%	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%	90.3%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	93.6%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	87.7%	Target average of 95% with a minimum of 80%

Analysis
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.

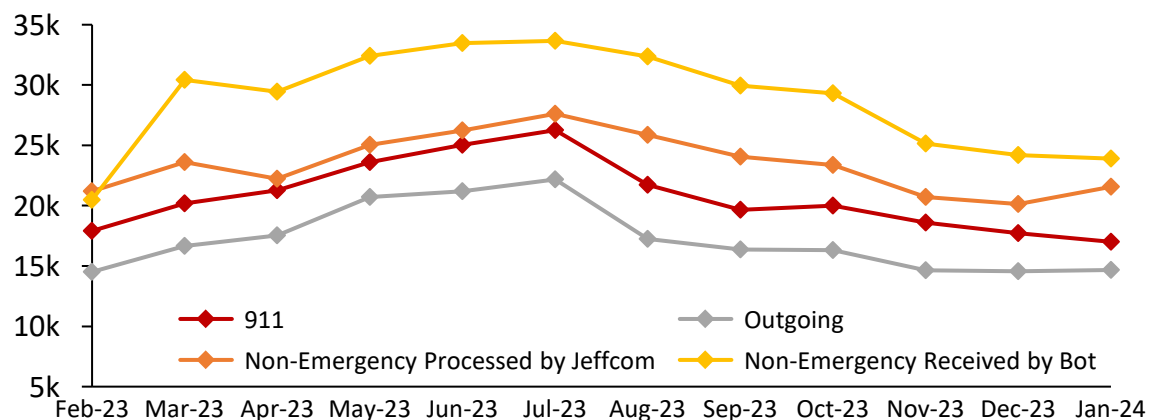
Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.



Service Level Agreement and Volume Trends



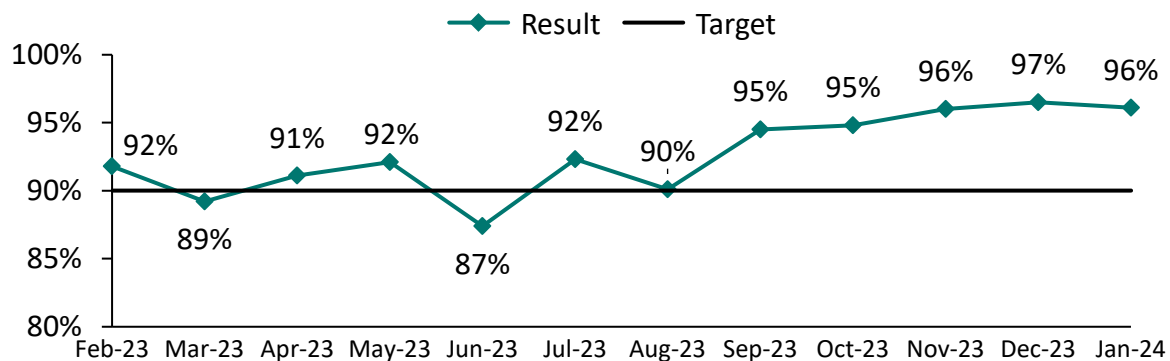
Call Volumes



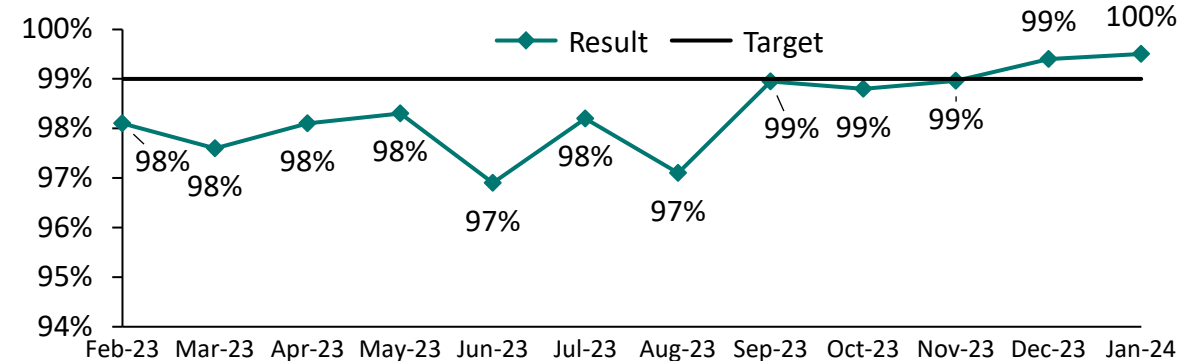
Trend Table

Average Daily Calls	Jan-24	Dec-23	Jan-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	473	470	727	↑ 1%	↓ -35%
Incoming - Admin to Bot	771	781	727	↓ -1%	↑ 6%
Incoming - Admin to Jeffcom	695	649	753	↑ 7%	↓ -8%
Incoming - 911	548	571	617	↓ -4%	↓ -11%
911 calls answered within 15 seconds	96.5%	96.5%	89.4%	→ 0.0%	↑ 7.1%
911 calls answered within 40 seconds	99.4%	99.4%	97.7%	→ 0.0%	↑ 1.7%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





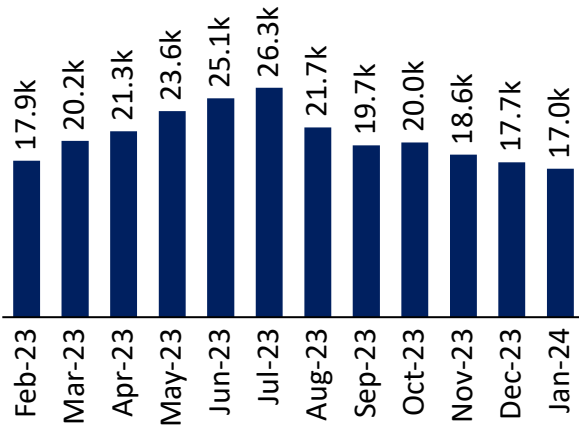
Call Volume/Agency Specific Inquiries

JEFFCOM

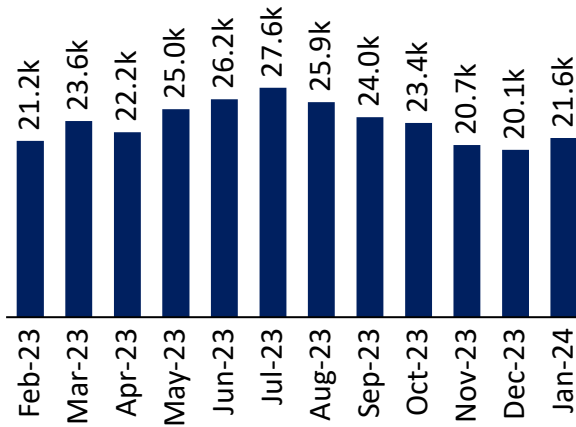


12 Month Trends

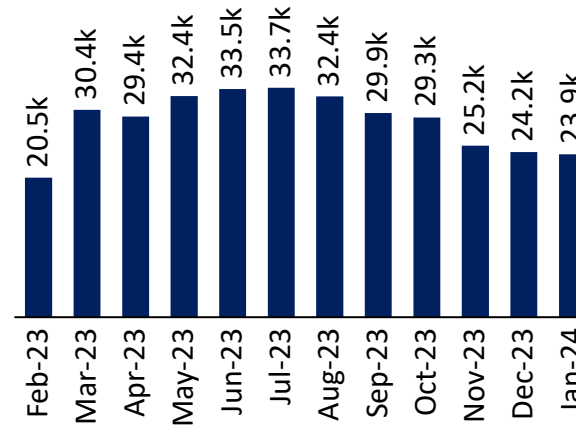
Emergency Calls



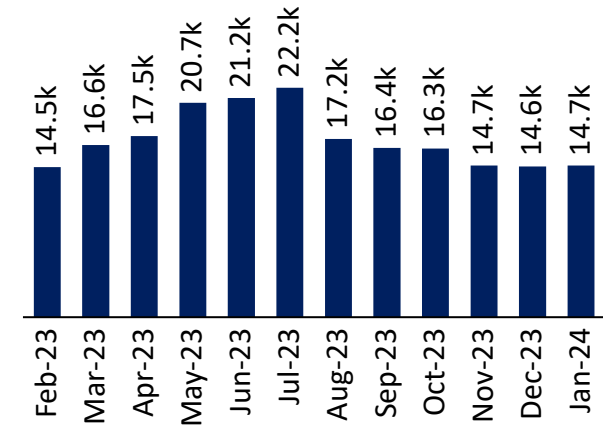
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



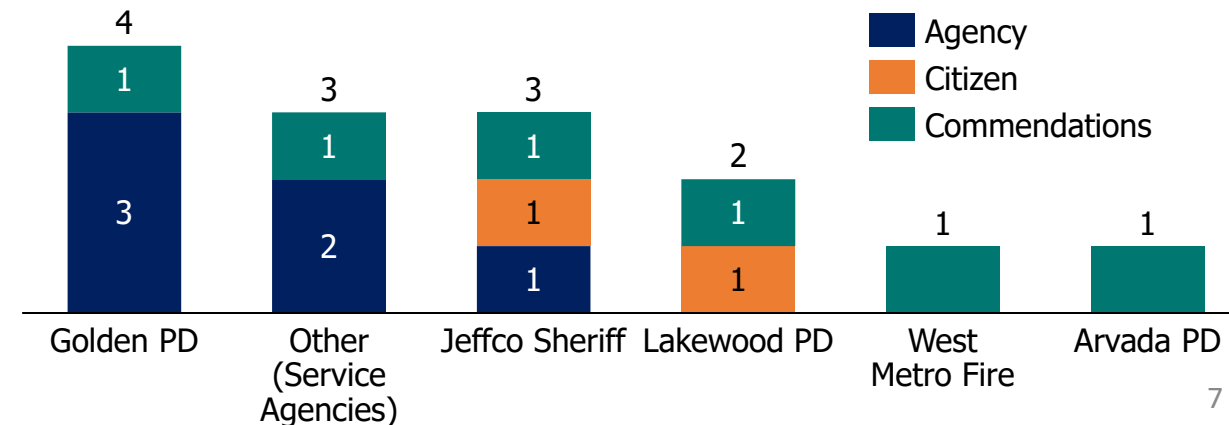
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	14,658	1% Increase from December
Incoming - Admin to Bot	23,904	1% Decrease from December
Incoming - Admin to Jeffcom	21,551	4% Decrease from December
Incoming - 911	16,999	7% Increase from December
Total Incoming to Jeffcom	38,550	2% Increase from December

January Inquiries



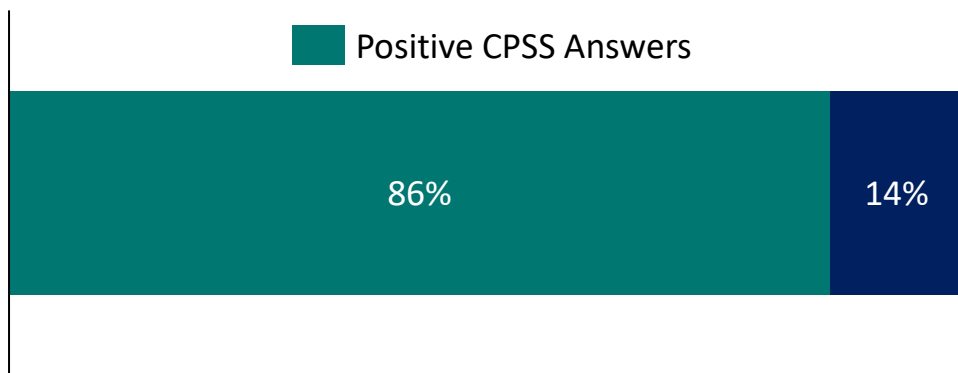


PowerEngage Survey Results

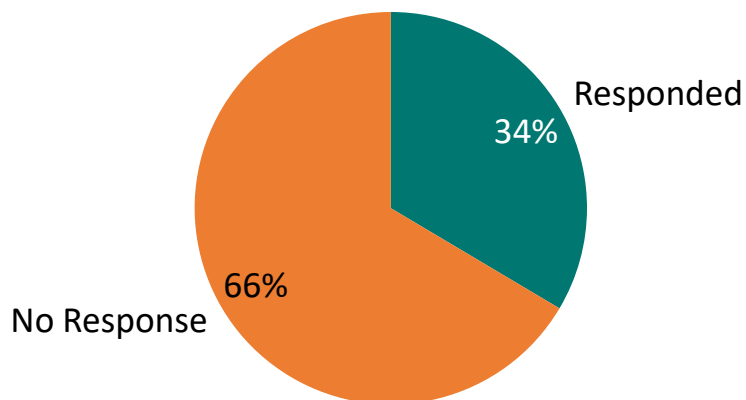
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



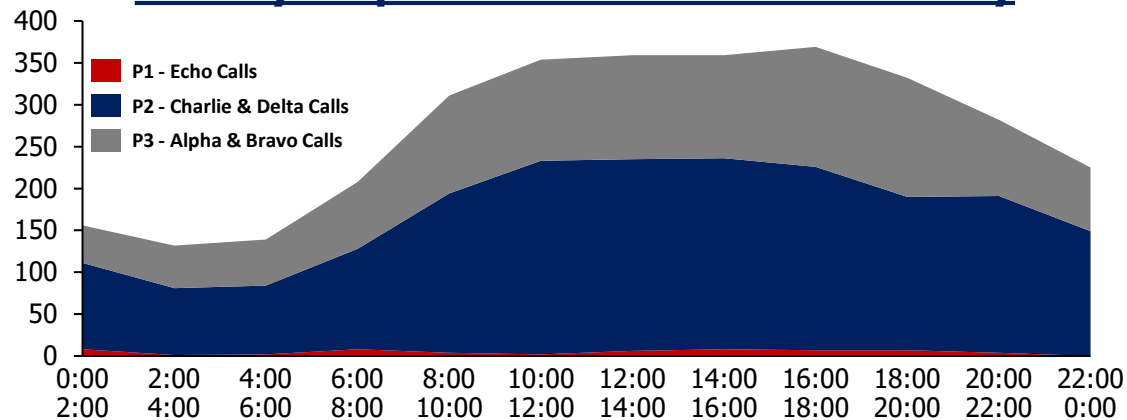
Survey Response Rate



Survey Responses

- “The woman helping me did a wonderful job at getting the information needed and keeping me calm.”
- “Dispatch and officers were very kind and compassionate towards the reason for the call. Thank you, First Responders!!
- “I was in an area with very little to no service, so I kept having to call multiple times and so I ended up speaking with probably five or six different dispatchers. I was impressed at their obvious coordination, as I was not required to repeat the entire story each time: they knew who I was and they were each able to pick up where the previous dispatcher had left off, made things a lot easier and faster considering the short period of time I kept service and how cold it was.”

Priority Dispatched Calls Per Time of Day

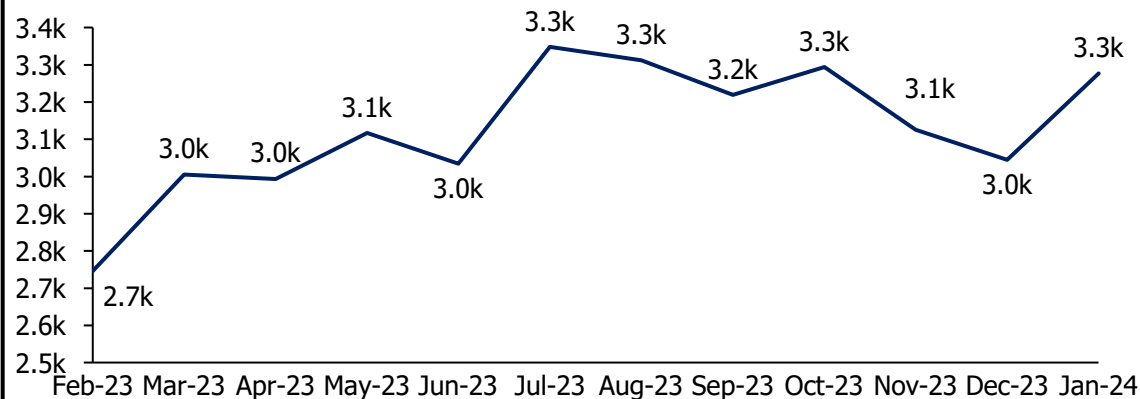


Daily Priority Call Volume and Entry to Assignment

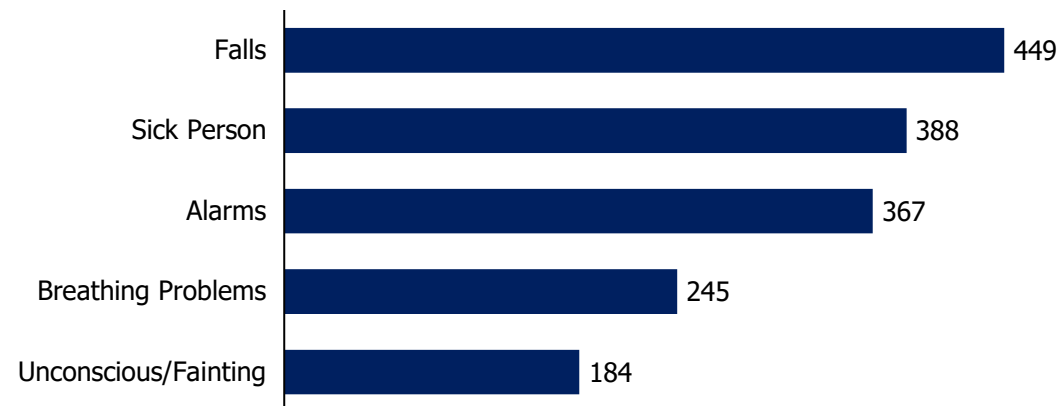
Day of Week	P1	P2	P3	Total	Average
Sunday	6	240	147	393	98
Monday	14	340	172	526	105
Tuesday	6	367	210	583	117
Wednesday	3	365	197	565	113
Thursday	7	227	137	371	93
Friday	9	225	149	383	96
Saturday	12	237	156	405	101
Assignment <1 min	93%	96%			

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

Monthly Call Volume



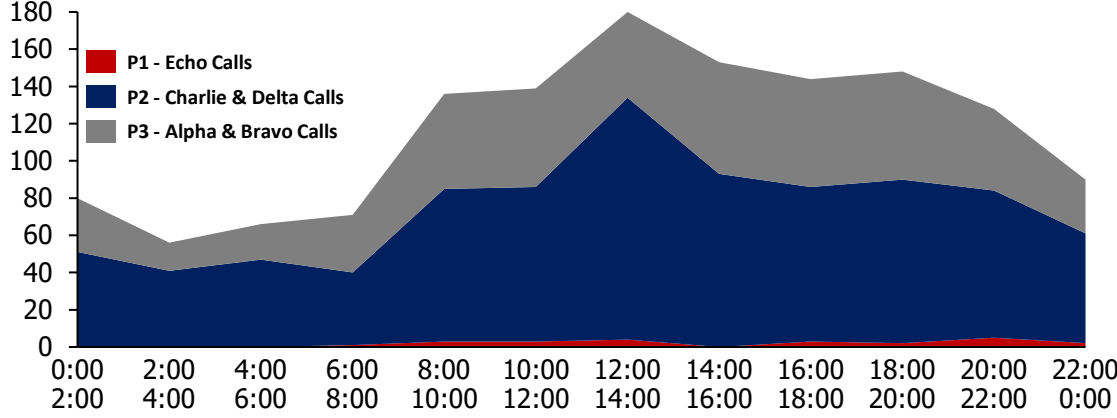
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day

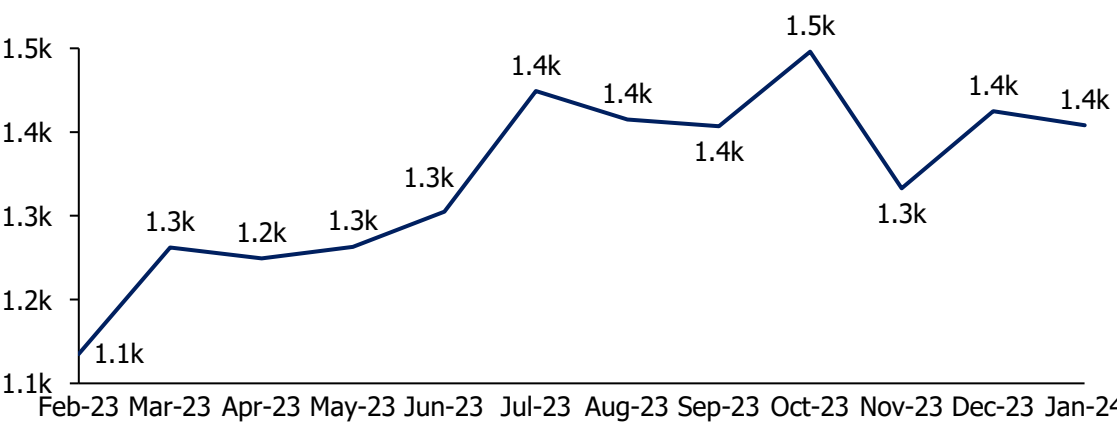


Daily Priority Call Volume and Entry to Assignment

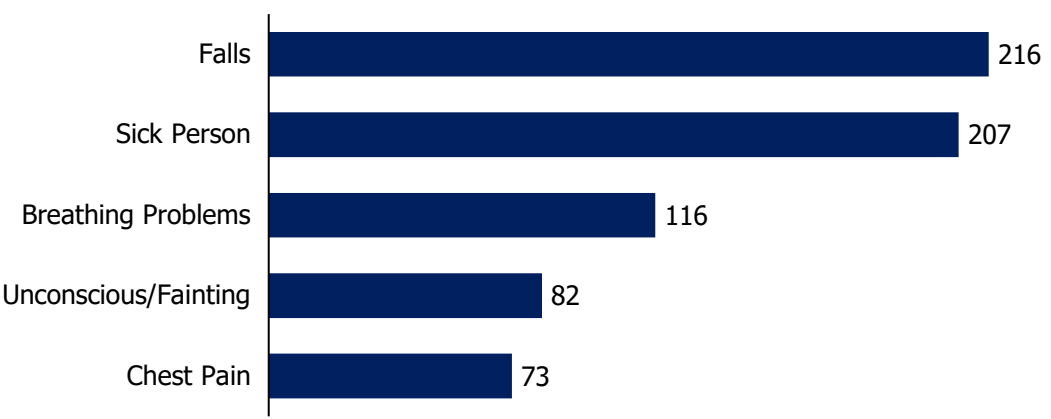
Day of Week	P1	P2	P3	Total	Average
Sunday	0	106	50	156	39
Monday	5	146	73	224	45
Tuesday	6	160	96	262	52
Wednesday	4	131	69	204	41
Thursday	4	113	55	172	43
Friday	2	104	69	175	44
Saturday	2	115	81	198	50
Assignment <1 min	87%	95%			

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

Monthly Call Volume



Top Five Problem Natures

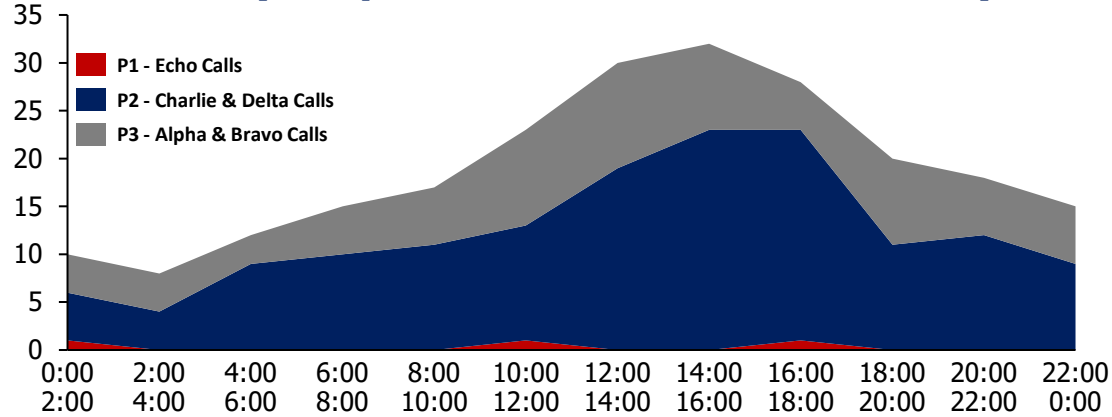




Golden Fire



Priority Dispatched Calls Per Time of Day

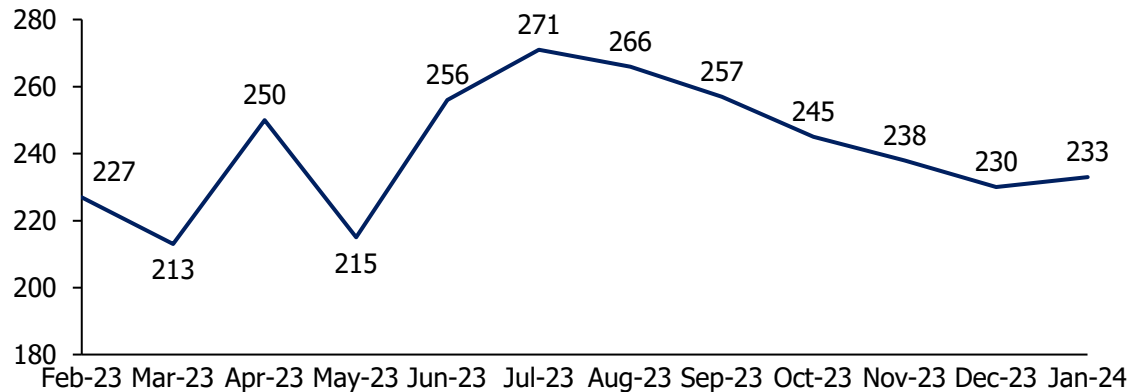


Daily Priority Call Volume and Entry to Assignment

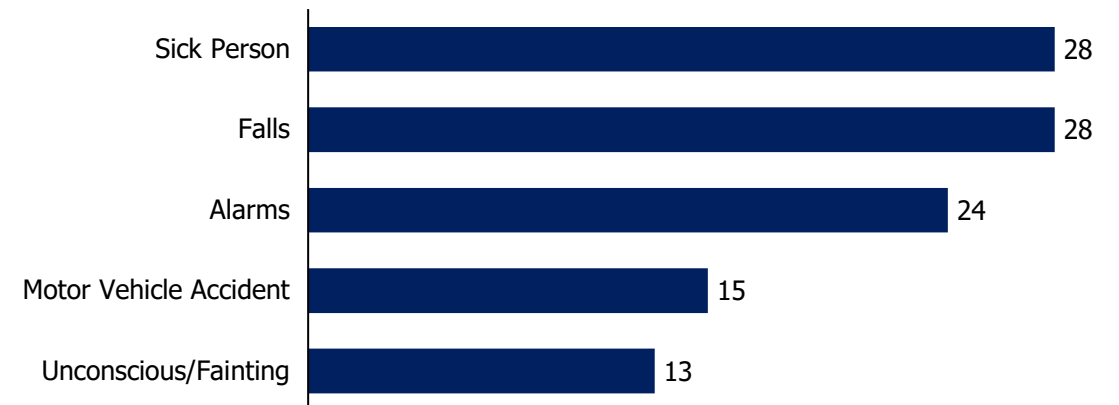
Day of Week	P1	P2	P3	Total	Average
Sunday	0	15	8	23	6
Monday	2	21	12	35	7
Tuesday	0	24	11	35	7
Wednesday	0	24	14	38	8
Thursday	1	24	9	34	9
Friday	0	17	11	28	7
Saturday	0	22	13	35	9
Assignment <1 min	67%	88%			

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

Monthly Call Volume



Top Five Problem Natures

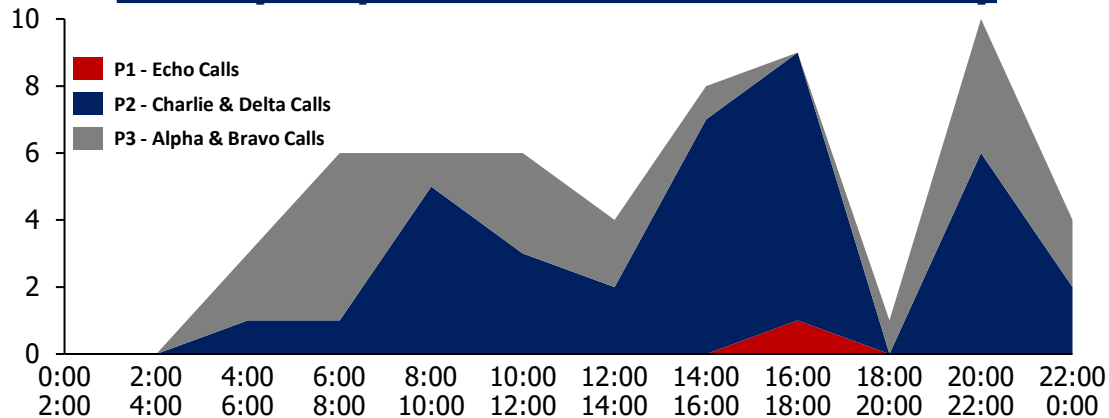




Fairmount Fire



Priority Dispatched Calls Per Time of Day

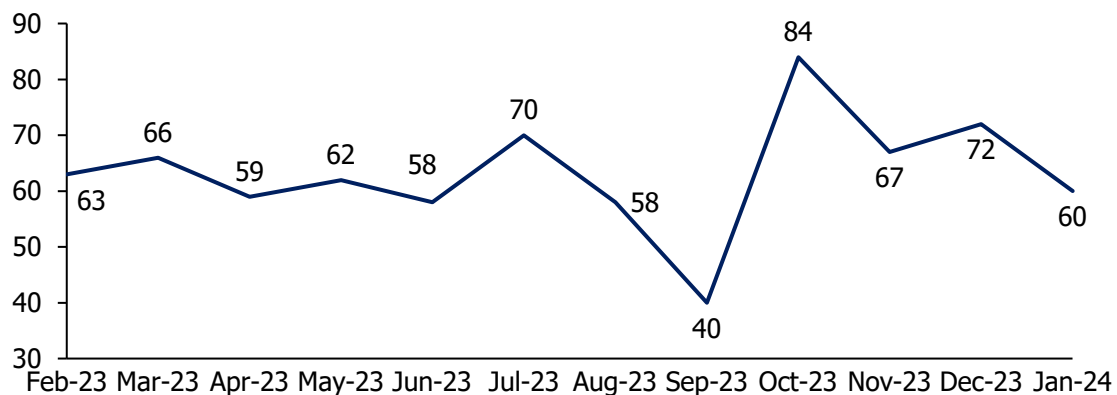


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	9	3	12	2
Tuesday	0	6	2	8	2
Wednesday	0	5	2	7	1
Thursday	0	4	1	5	1
Friday	1	6	6	13	3
Saturday	0	3	5	8	2
Assignment <1 min	100%	83%			

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

Monthly Call Volume



Top Five Problem Natures

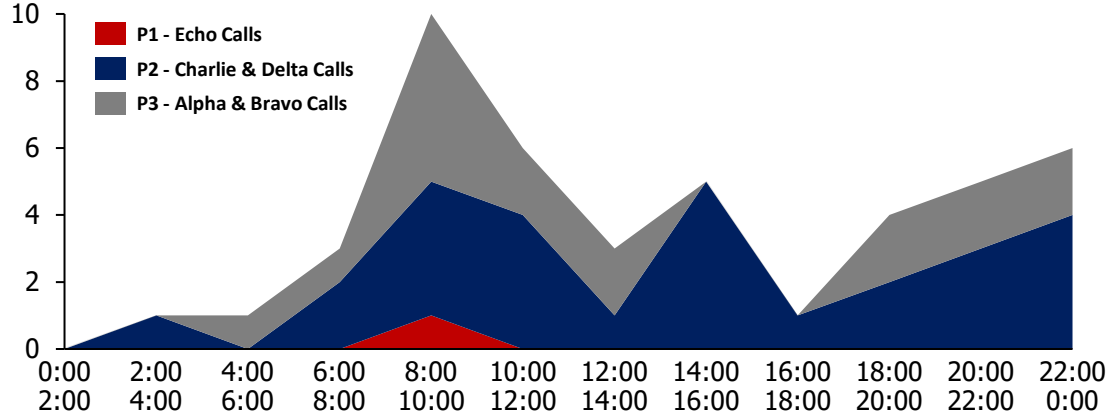




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

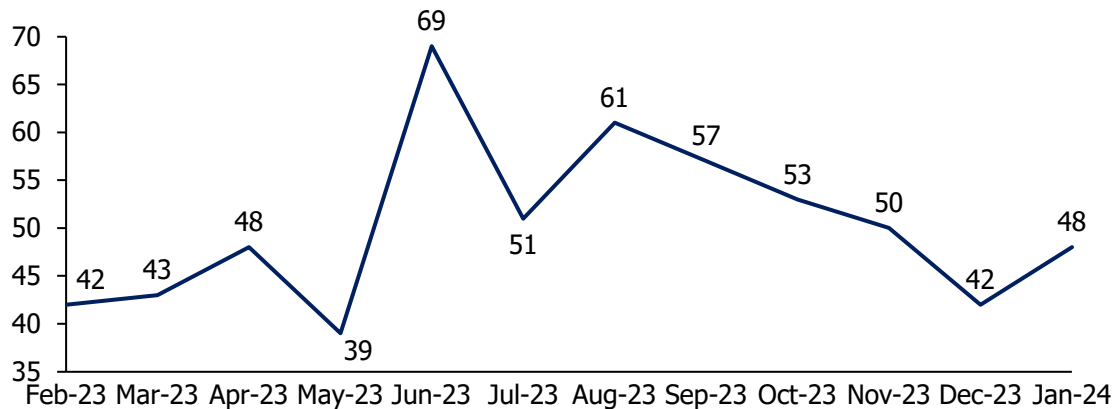


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	5	6	2
Monday	0	4	5	9	2
Tuesday	0	7	3	10	2
Wednesday	0	4	1	5	1
Thursday	0	6	1	7	2
Friday	1	4	0	5	1
Saturday	0	1	2	3	1
Assignment <1 min	100%	85%			

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

Monthly Call Volume



Top Five Problem Natures

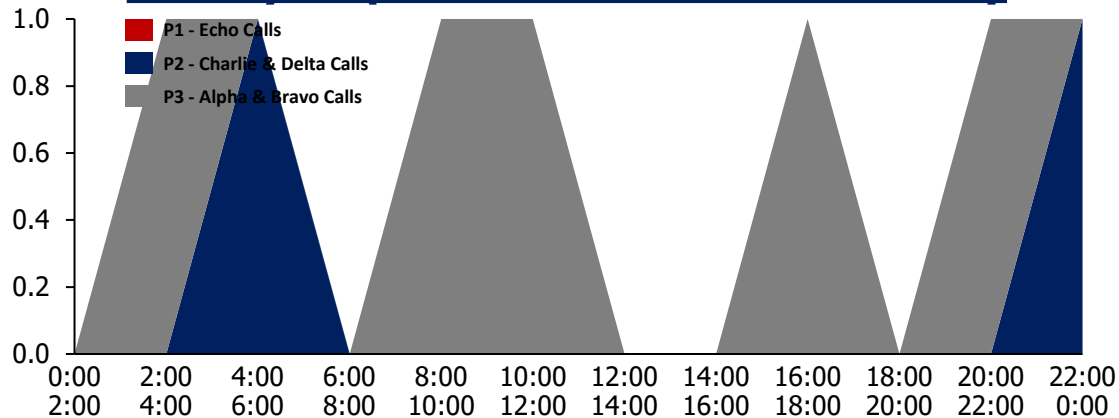




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

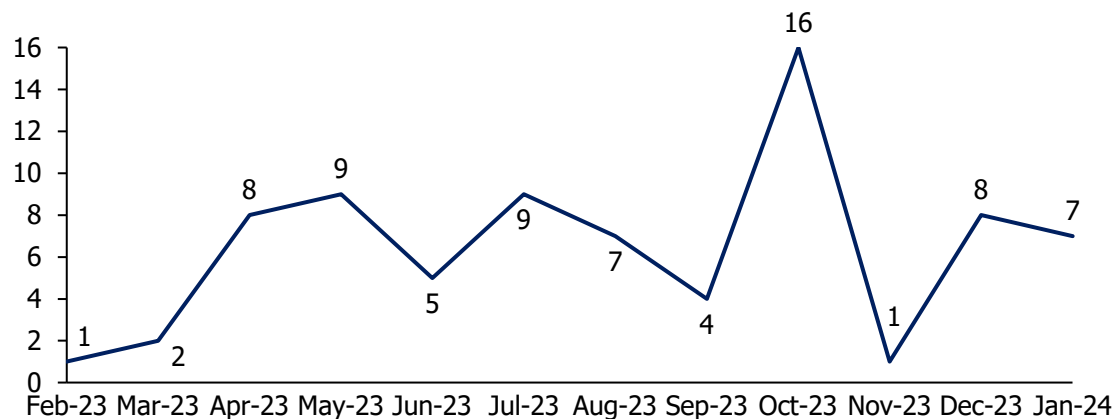


Daily Priority Call Volume and Entry to Assignment

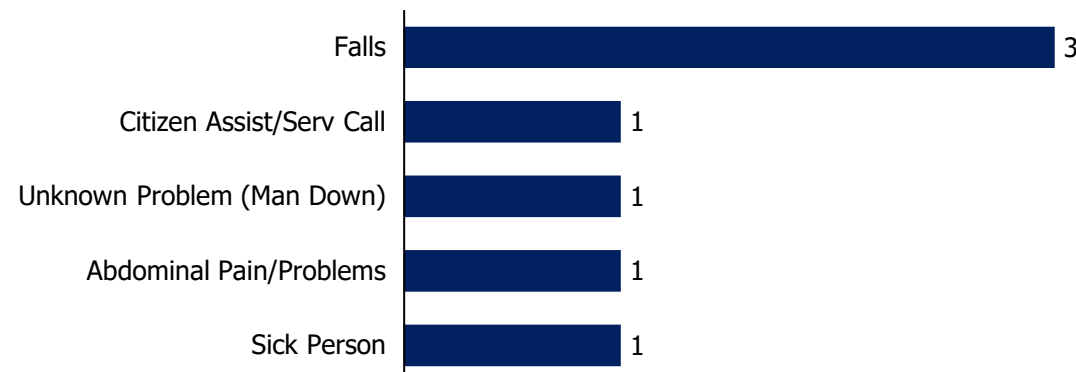
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	3	3	1
Monday	0	1	0	1	0
Tuesday	0	0	1	1	0
Wednesday	0	1	0	1	0
Thursday	0	0	1	1	0
Friday	0	0	0	0	0
Saturday	0	2	5	7	2
Assignment <1 min	N/A	100%			

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

Monthly Call Volume



Problem Natures

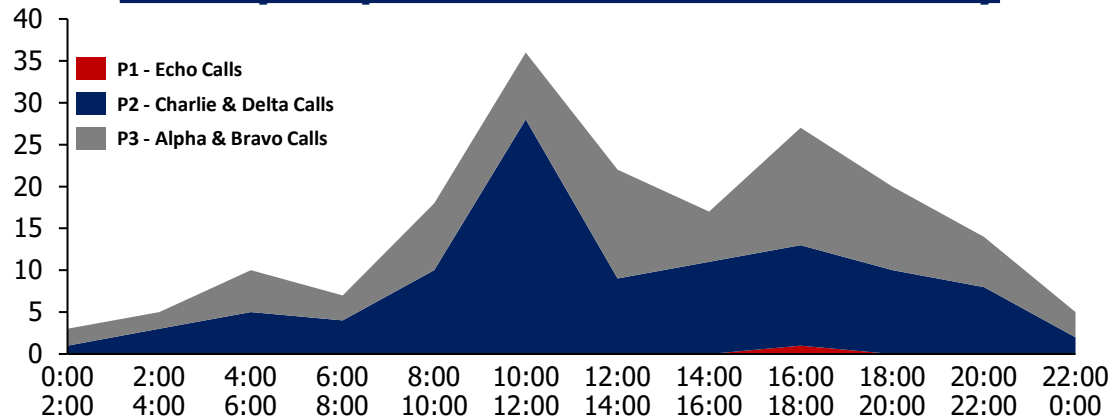




Evergreen Fire



Priority Dispatched Calls Per Time of Day

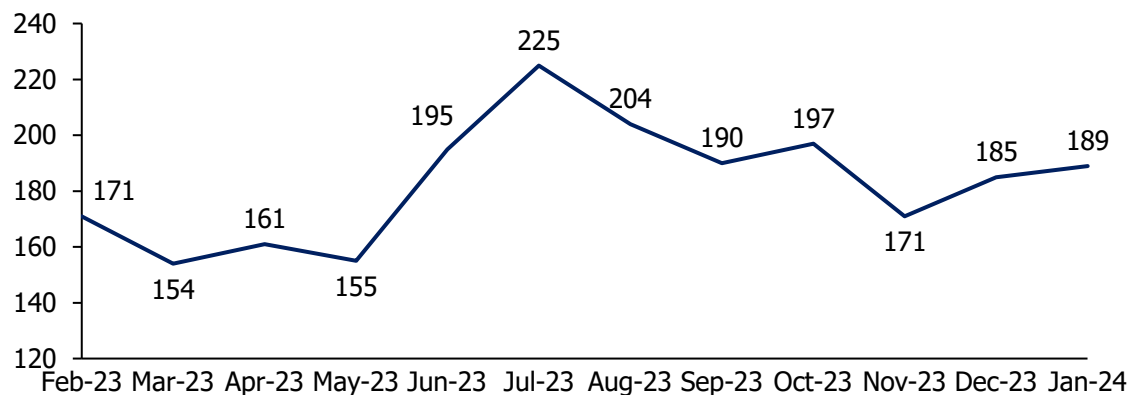


Daily Priority Call Volume and Entry to Assignment

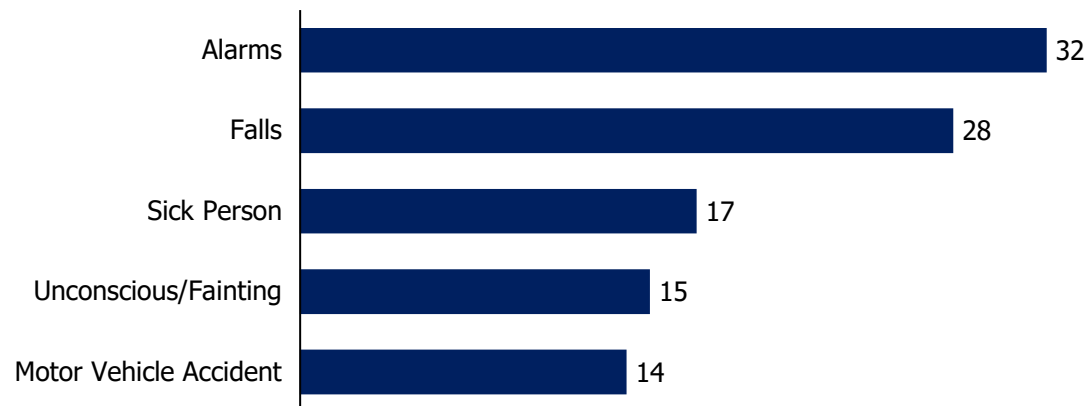
Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	11	27	7
Monday	0	22	14	36	7
Tuesday	1	12	9	22	4
Wednesday	0	14	14	28	6
Thursday	0	13	10	23	6
Friday	0	15	13	28	7
Saturday	0	11	9	20	5
Assignment <1 min	100%	76%			

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

Monthly Call Volume



Top Five Problem Natures

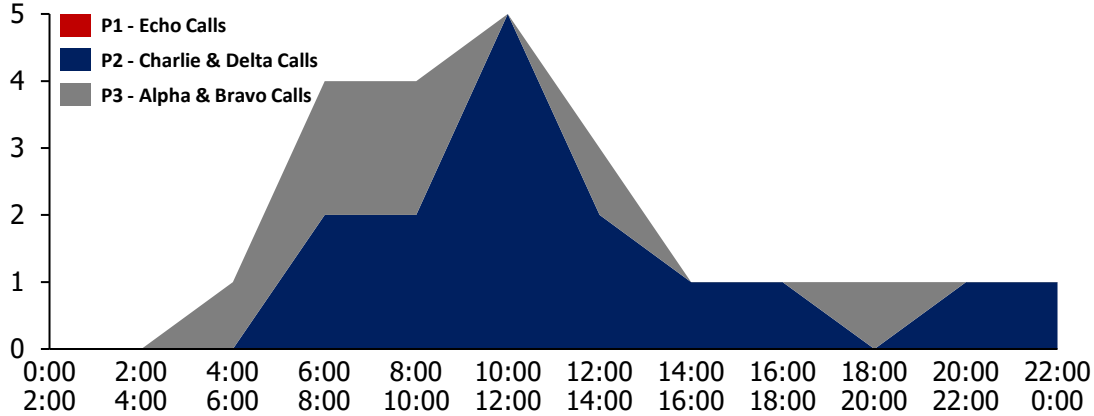




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

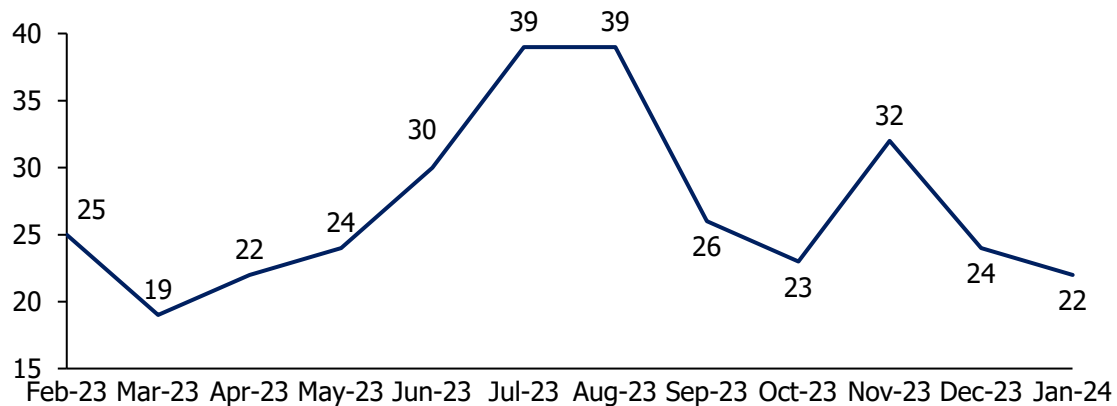


Daily Priority Call Volume and Entry to Assignment

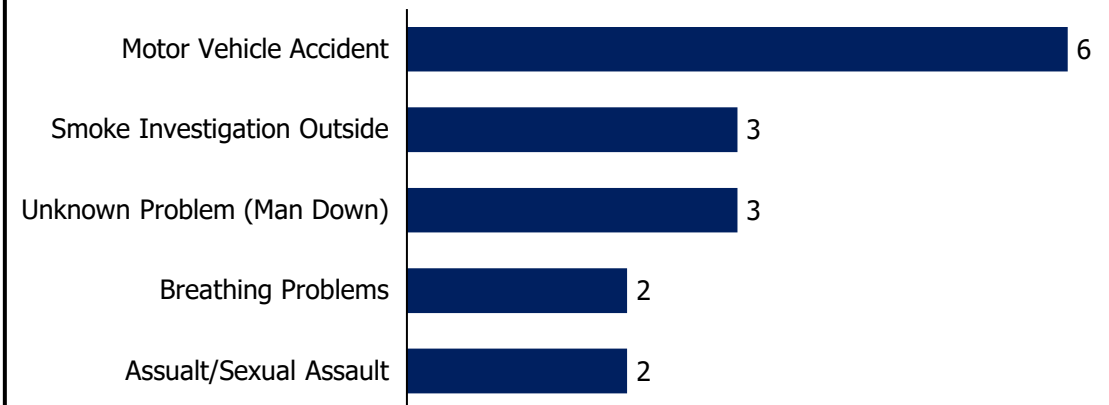
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	1	1	2	0
Tuesday	0	2	2	4	1
Wednesday	0	1	2	3	1
Thursday	0	4	0	4	1
Friday	0	1	0	1	0
Saturday	0	5	0	5	1
Assignment <1 min	N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

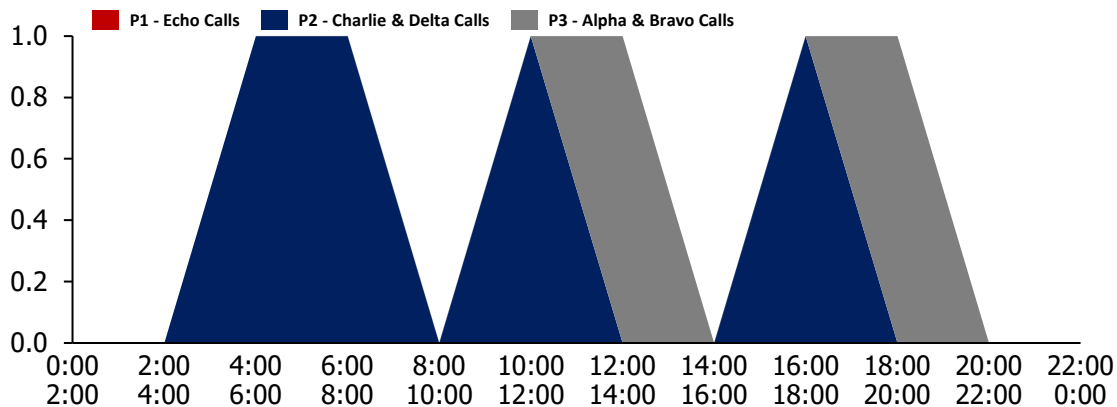




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

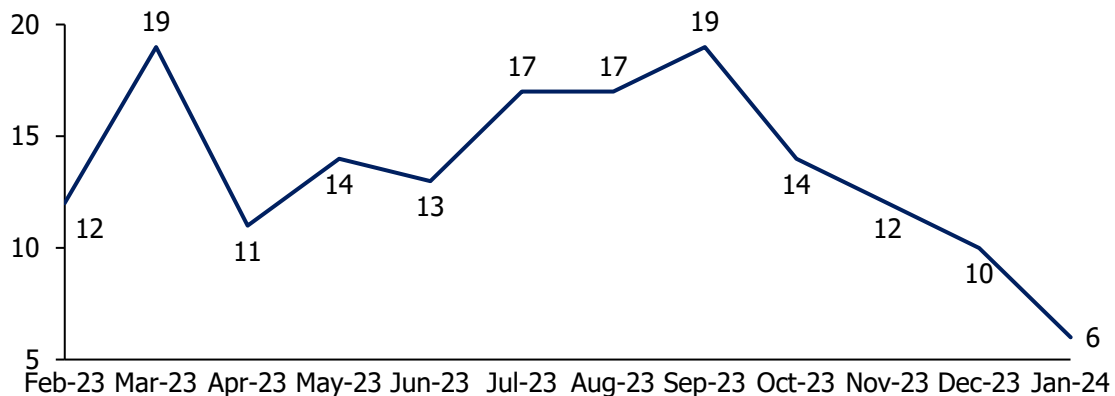


Daily Priority Call Volume and Entry to Assignment

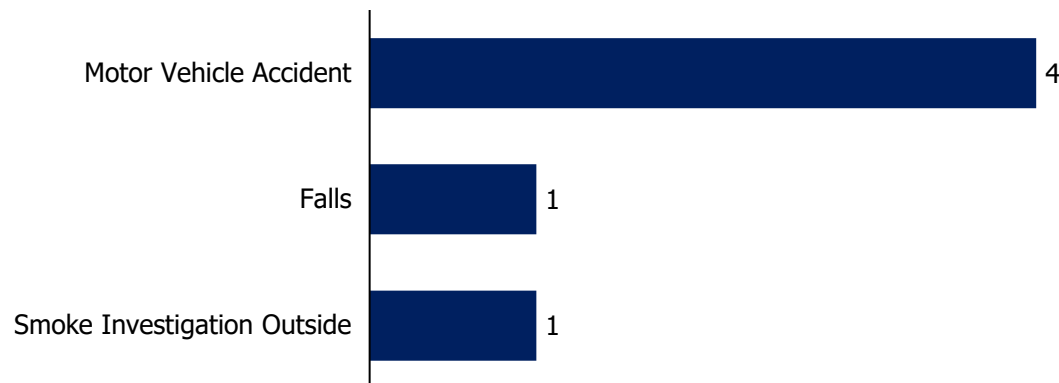
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	2	0	2	0
Tuesday	0	0	1	1	0
Wednesday	0	1	1	2	0
Thursday	0	0	0	0	0
Friday	0	4	2	6	2
Saturday	0	0	0	0	0
Assignment <1 min	N/A	50%			

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

Monthly Call Volume



Top Five Problem Natures

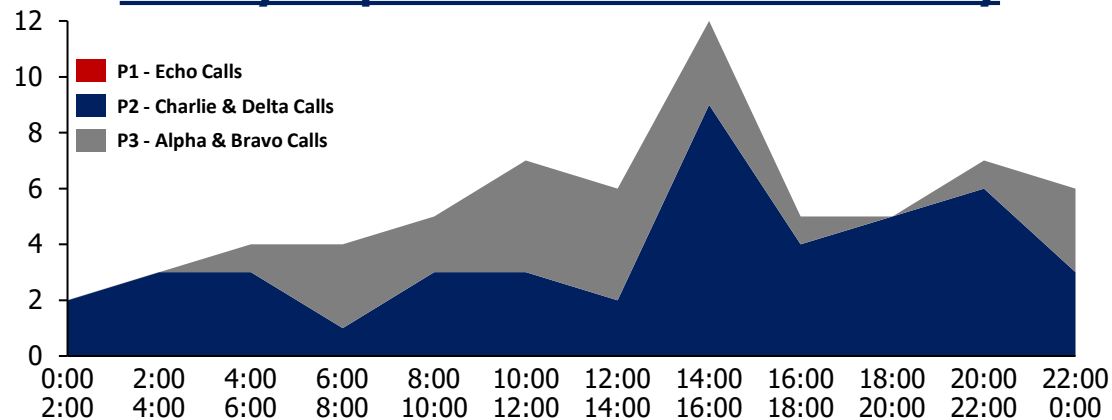




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



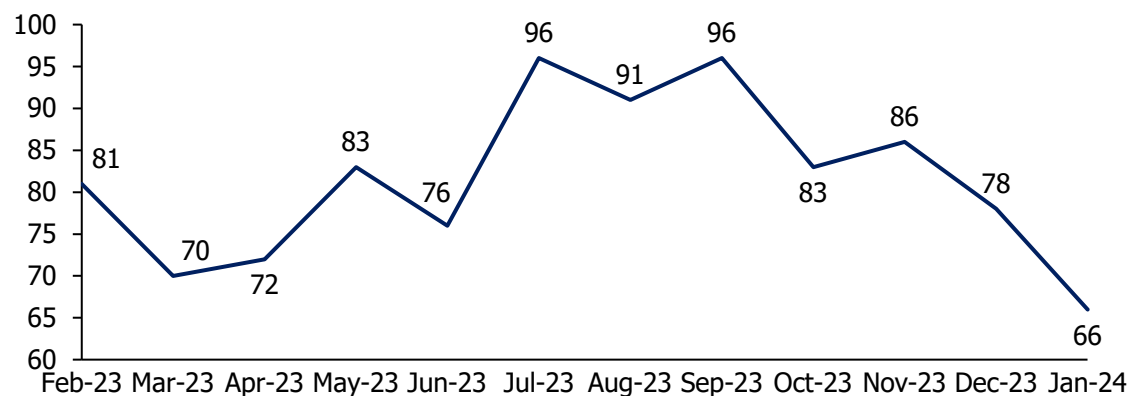
Daily Priority Call Volume and Entry to Assignment

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

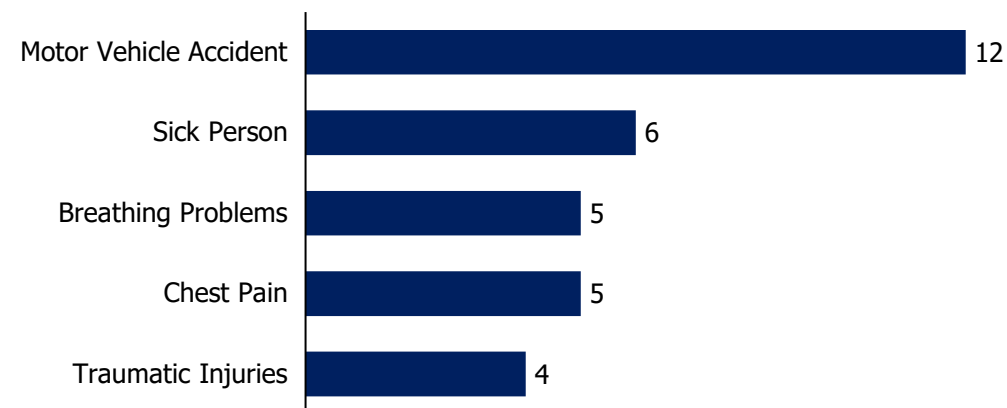
Assignment <1 min N/A 84%

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

Monthly Call Volume



Top Five Problem Natures

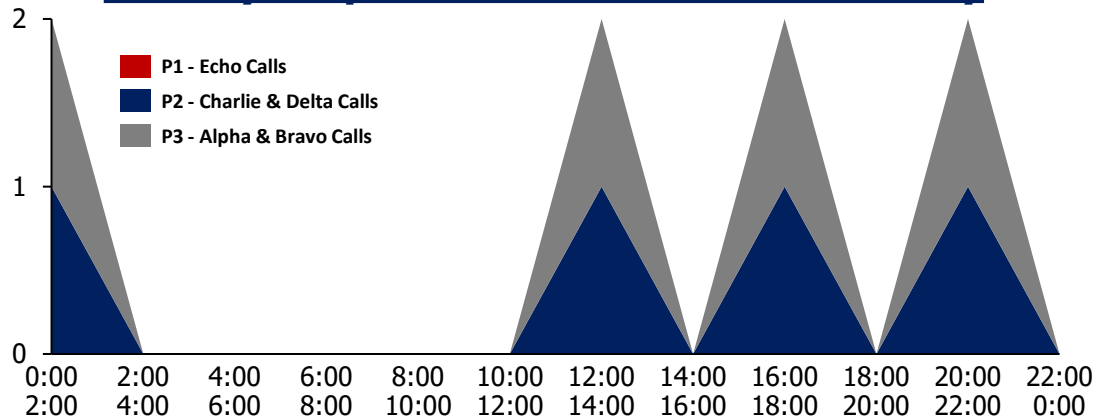




North Fork Fire



Priority Dispatched Calls Per Time of Day

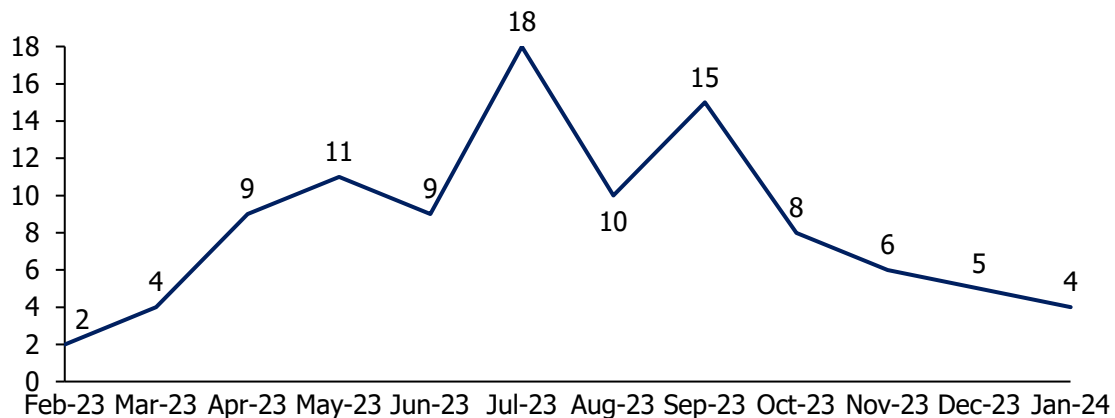


Daily Priority Call Volume and Entry to Assignment

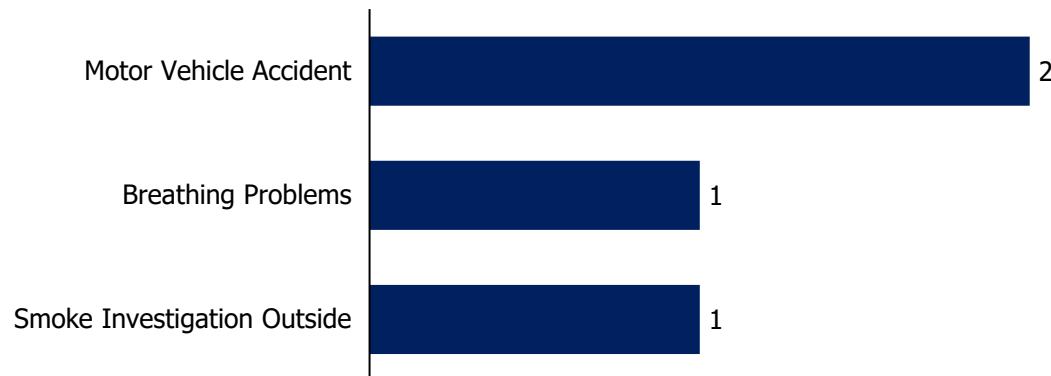
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	2	2	4	1
Tuesday	0	1	1	2	0
Wednesday	0	0	0	0	0
Thursday	0	4	4	8	2
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



Problem Natures

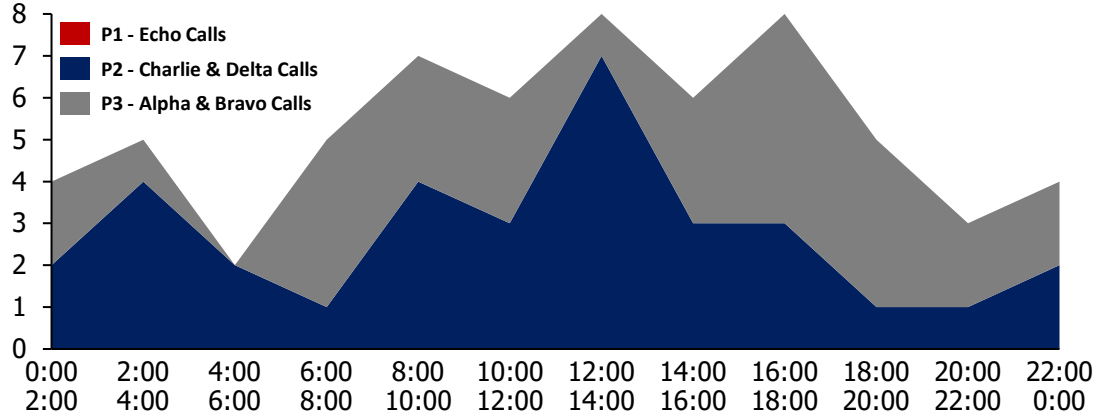




Highland Rescue



Priority Dispatched Calls Per Time of Day



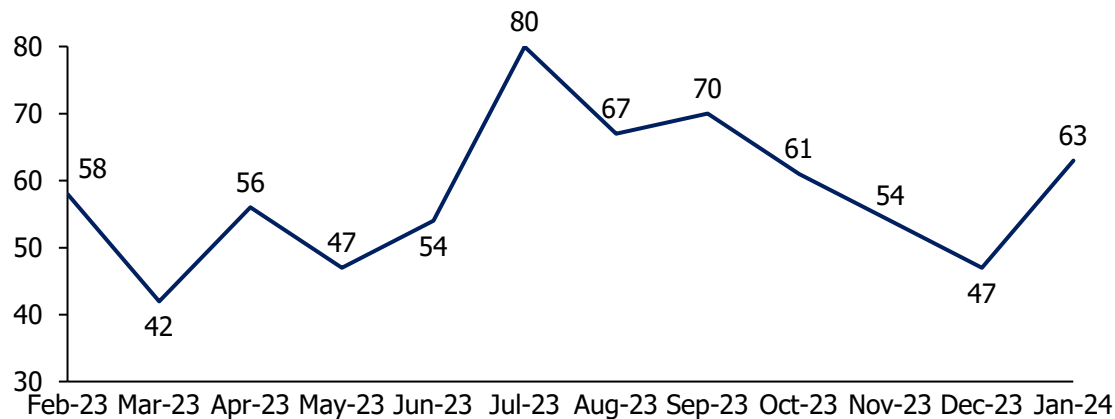
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	8	12	3
Monday	0	8	5	13	3
Tuesday	0	4	4	8	2
Wednesday	0	4	5	9	2
Thursday	0	4	3	7	2
Friday	0	5	2	7	2
Saturday	0	4	3	7	2

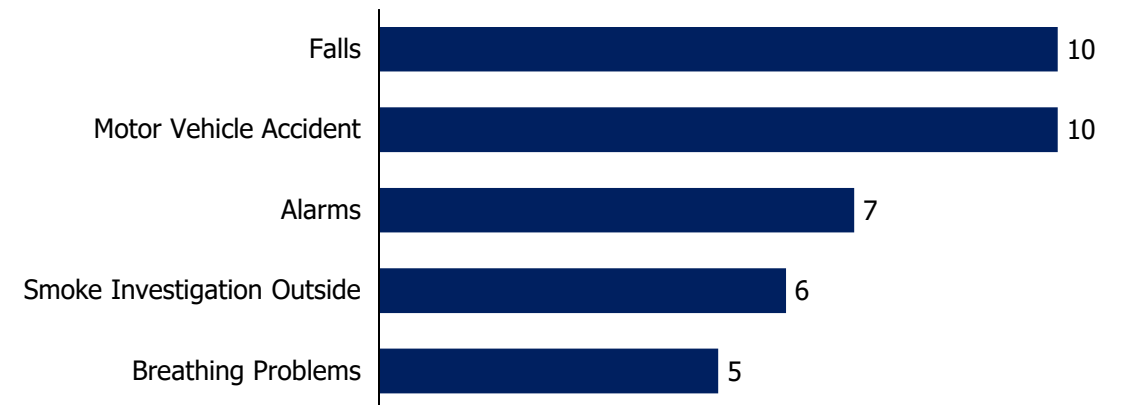
Assignment <1 min N/A 91%

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

Monthly Call Volume



Top Five Problem Natures

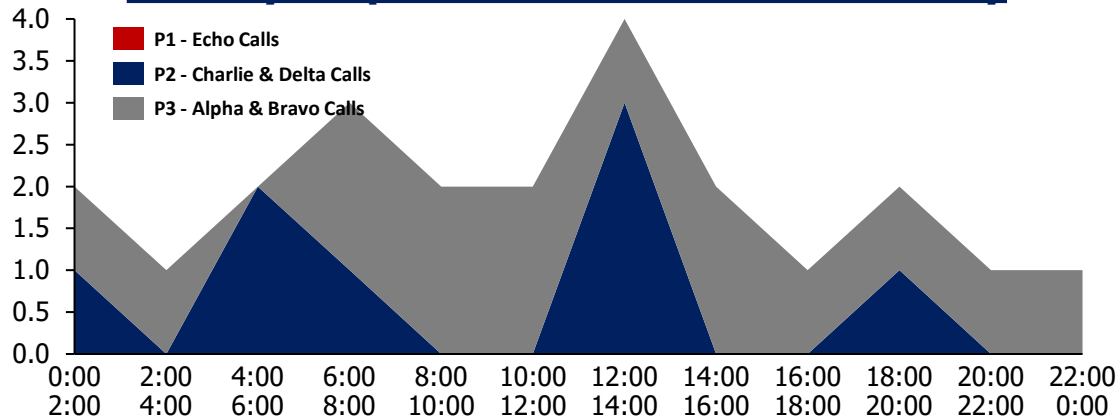




Genesee Fire



Priority Dispatched Calls Per Time of Day



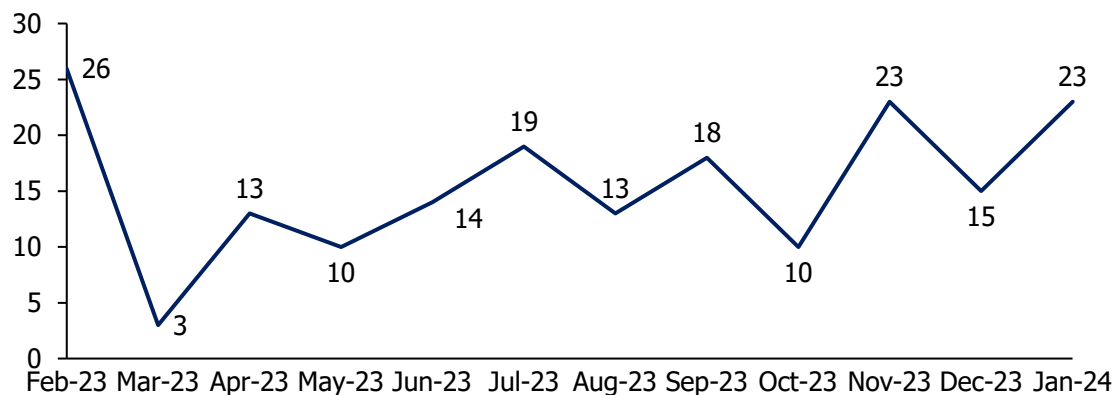
Daily Priority Call Volume and Entry to Assignment

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

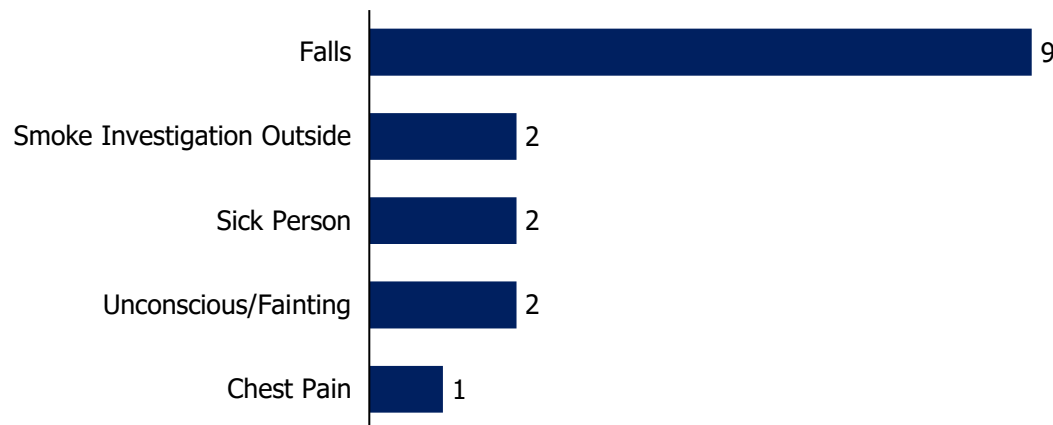
Assignment <1 min N/A 88%

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

Monthly Call Volume



Top Five Problem Natures

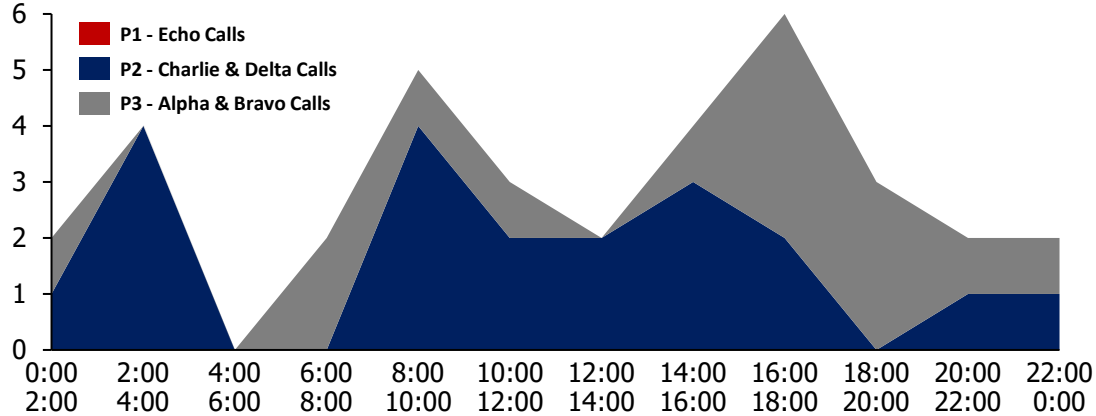




Foothills Fire



Priority Dispatched Calls Per Time of Day

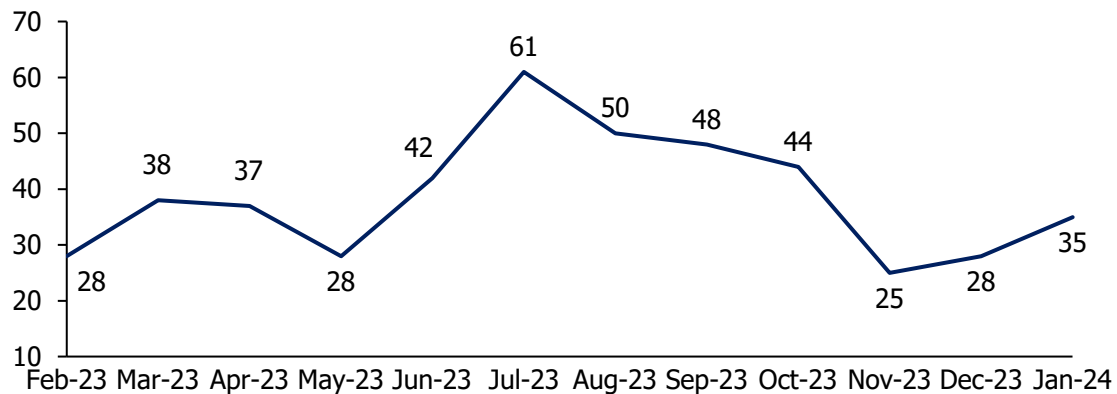


Daily Priority Call Volume and Entry to Assignment

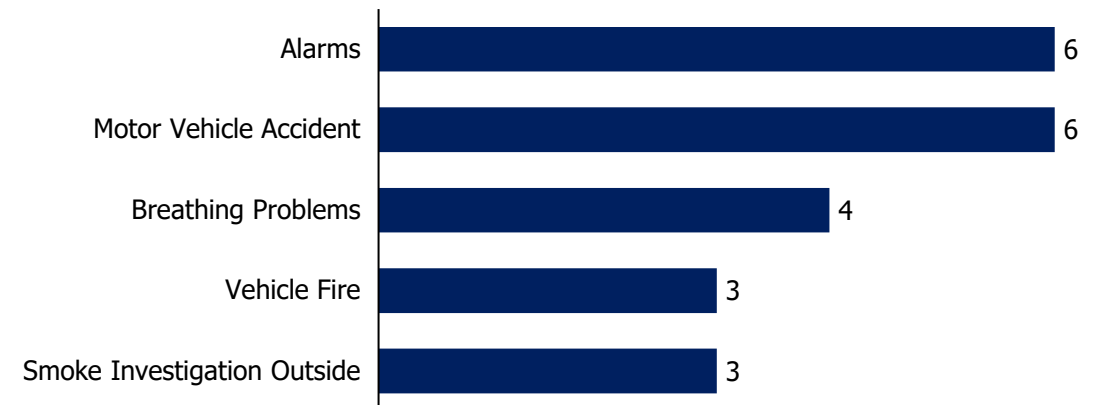
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	3	5	1
Monday	0	4	4	8	2
Tuesday	0	4	0	4	1
Wednesday	0	1	4	5	1
Thursday	0	3	2	5	1
Friday	0	3	1	4	1
Saturday	0	3	1	4	1
Assignment <1 min	N/A	90%			

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

Monthly Call Volume



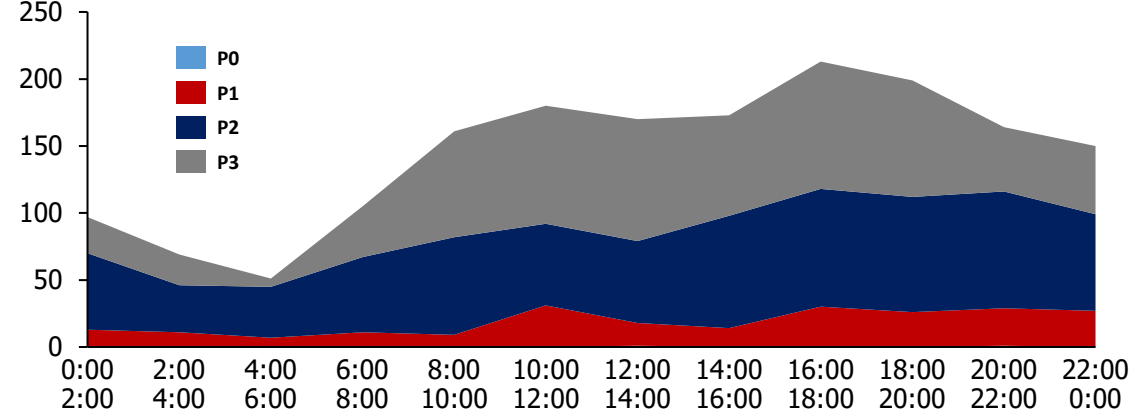
Top Five Problem Natures





Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

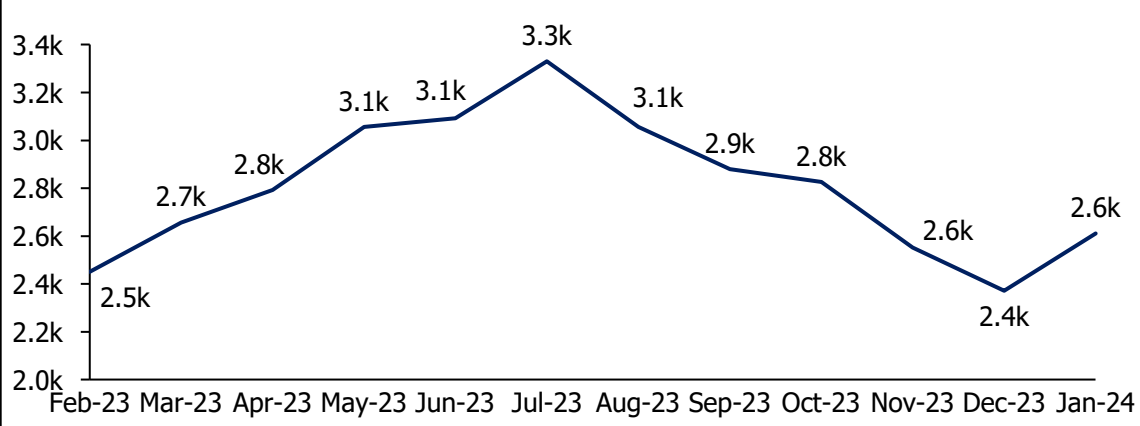


Daily Priority Call Volume and Entry to Assignment

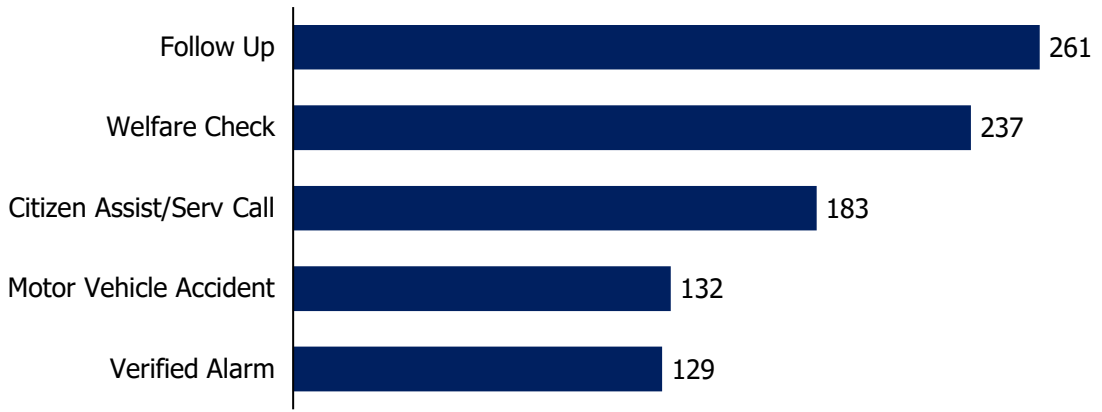
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	26	93	86	205	51
Monday	0	40	134	134	308	62
Tuesday	0	40	119	116	275	55
Wednesday	0	23	129	130	282	56
Thursday	1	22	100	92	215	54
Friday	1	37	121	85	244	61
Saturday	0	36	102	65	203	51
Assignment <2 min		87%	56%			
Assignment <4 min		95%	81%			

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

Monthly Call Volume



Top Five Problem Natures

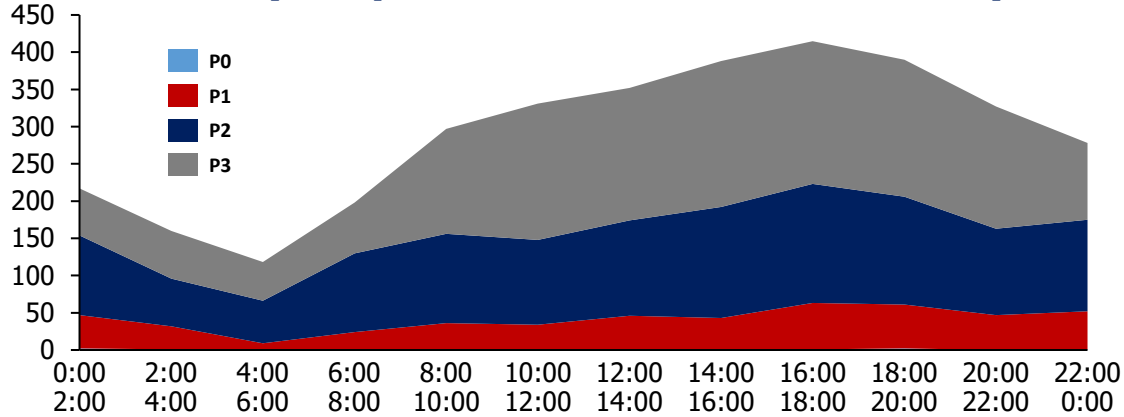




Lakewood PD



Priority Dispatched Calls Per Time of Day

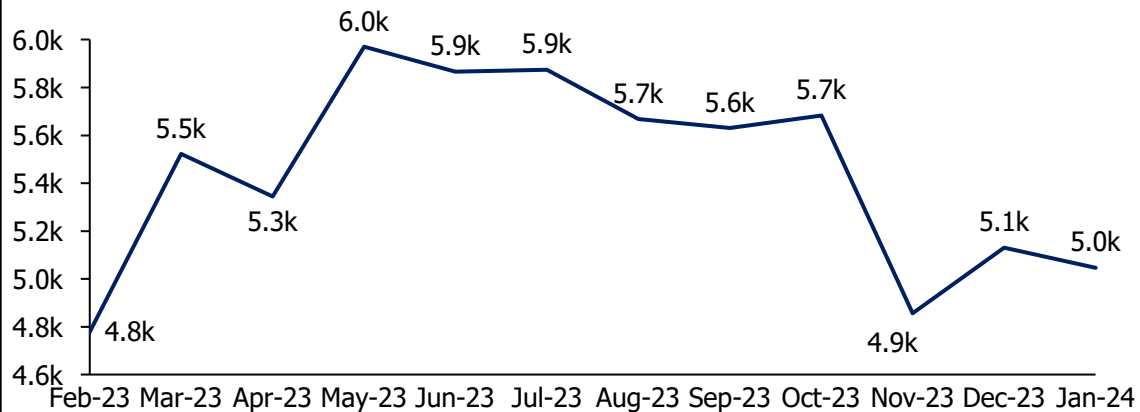


Daily Priority Call Volume and Entry to Assignment

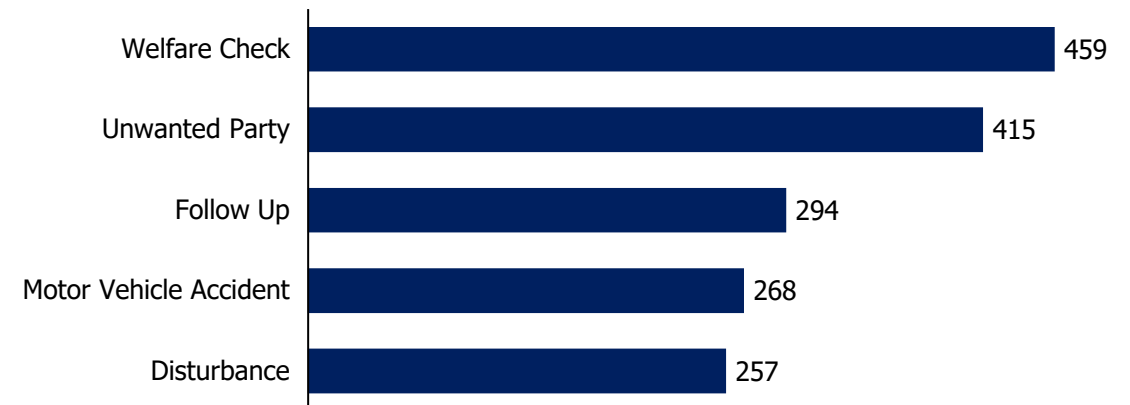
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	75	151	178	405	101
Monday	3	75	213	259	550	110
Tuesday	0	87	237	274	598	120
Wednesday	0	77	225	262	564	113
Thursday	0	57	197	220	474	119
Friday	1	58	196	199	454	114
Saturday	4	56	170	196	426	107
Assignment <2 min		65%	41%			
Assignment <4 min		83%	65%			

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

Monthly Call Volume



Top Five Problem Natures

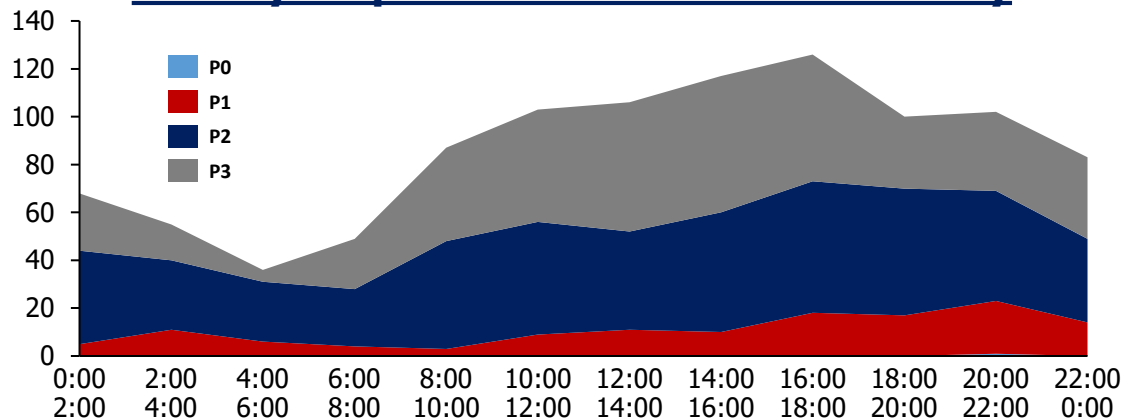




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

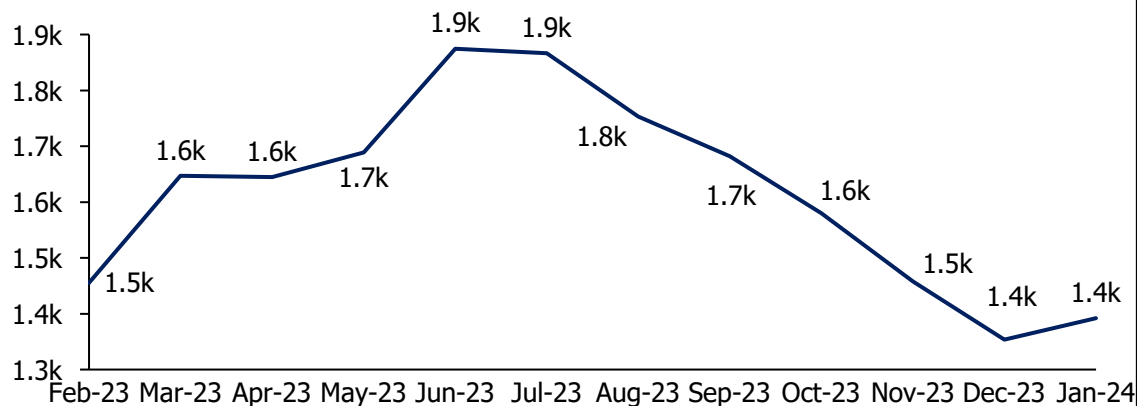


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	15	61	46	122	31
Monday	0	21	88	70	179	36
Tuesday	1	20	71	73	165	33
Wednesday	0	16	73	72	161	32
Thursday	0	22	71	50	143	36
Friday	0	20	57	51	128	32
Saturday	0	16	68	50	134	34
Assignment < 2 min		71%	49%			
Assignment < 4 min		83%	65%			

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

Monthly Call Volume



Top Five Problem Natures

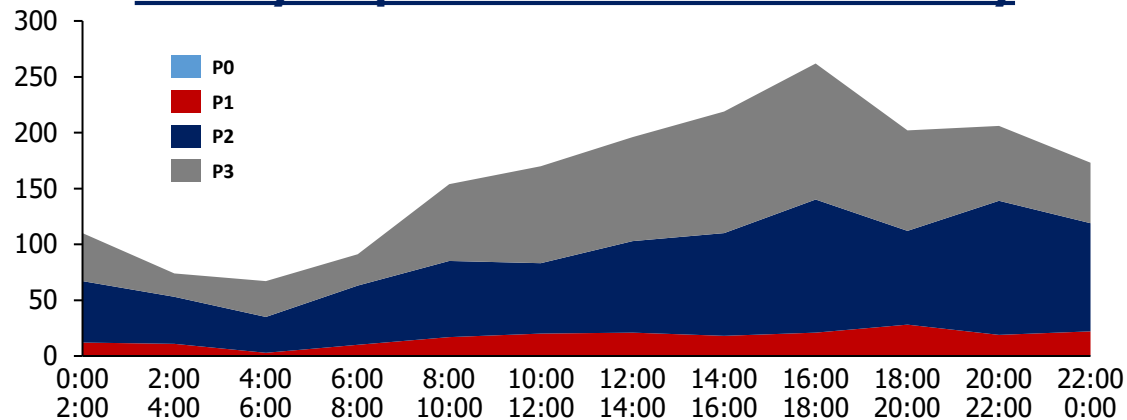




Arvada PD



Priority Dispatched Calls Per Time of Day

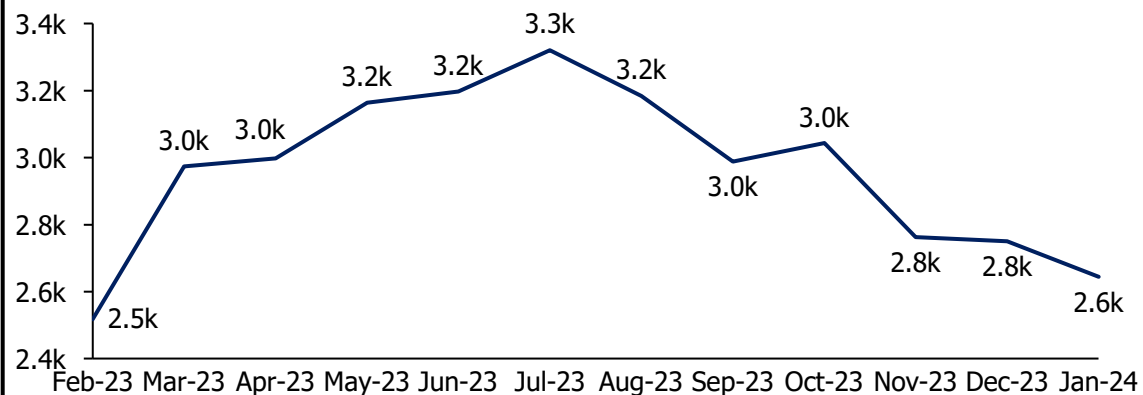


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	23	91	78	193	48
Monday	0	26	150	130	306	61
Tuesday	0	31	151	136	318	64
Wednesday	0	38	143	147	328	66
Thursday	0	24	110	116	250	63
Friday	1	36	134	93	264	66
Saturday	0	22	128	115	265	66
Assignment <2 min		74%	55%			
Assignment <4 min		87%	77%			

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

Monthly Call Volume



Top Five Problem Natures

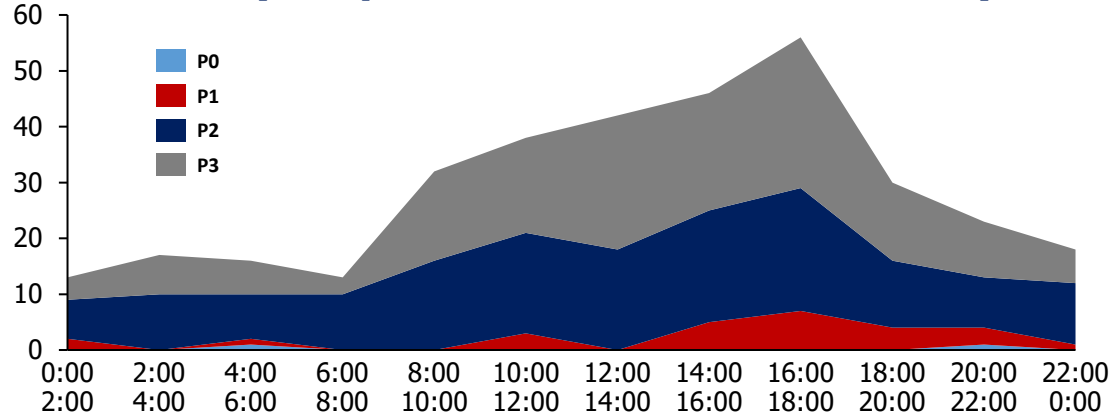




Golden PD



Priority Dispatched Calls Per Time of Day

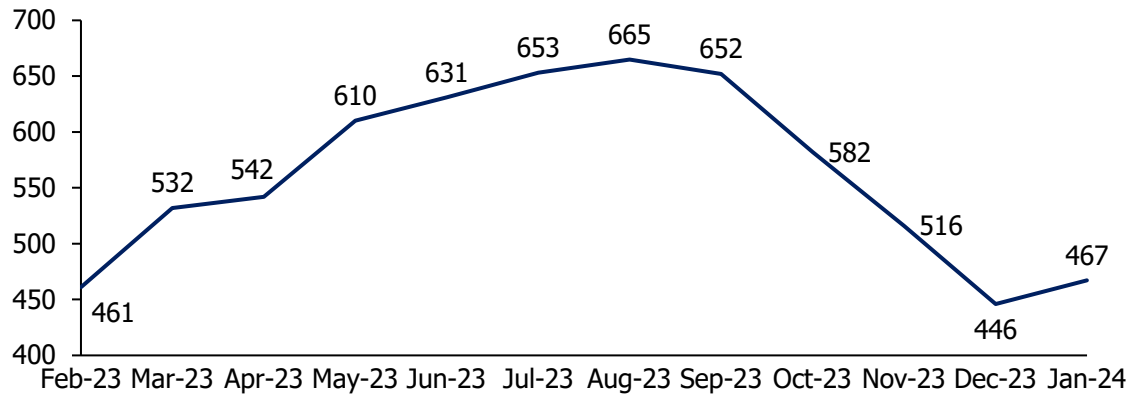


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	2	18	18	39	10
Monday	0	4	30	22	56	11
Tuesday	0	5	24	25	54	11
Wednesday	0	3	23	19	45	9
Thursday	1	2	20	30	53	13
Friday	0	6	18	21	45	11
Saturday	0	4	28	20	52	13
Assignment <2 min		81%	63%			
Assignment <4 min		100%	85%			

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

Monthly Call Volume



Top Five Problem Natures

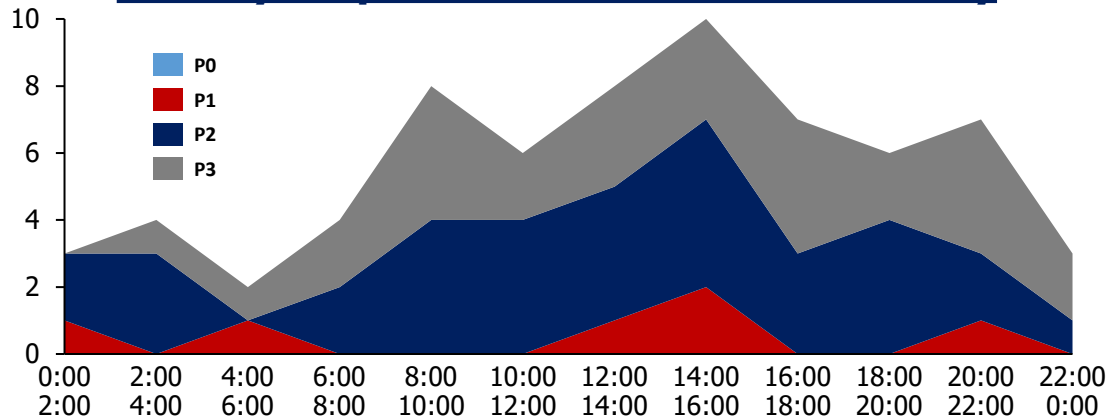




Lakeside PD



Priority Dispatched Calls Per Time of Day

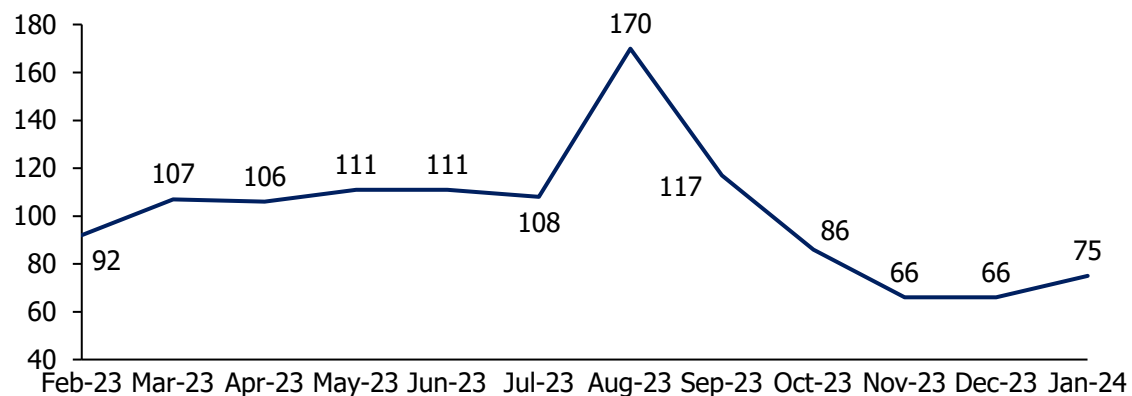


Daily Priority Call Volume and Entry to Assignment

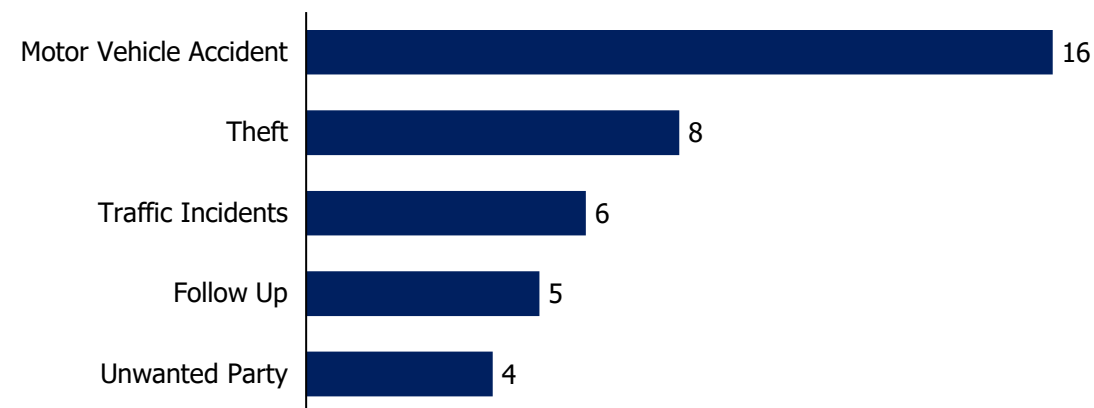
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	5	2	7	2
Monday	0	1	2	3	6	1
Tuesday	0	2	7	6	15	3
Wednesday	0	0	3	6	9	2
Thursday	0	2	4	5	11	3
Friday	0	0	4	3	7	2
Saturday	0	1	9	3	13	3
Assignment < 2 min		83%	79%			
Assignment < 4 min		100%	91%			

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

Monthly Call Volume



Top Five Problem Natures

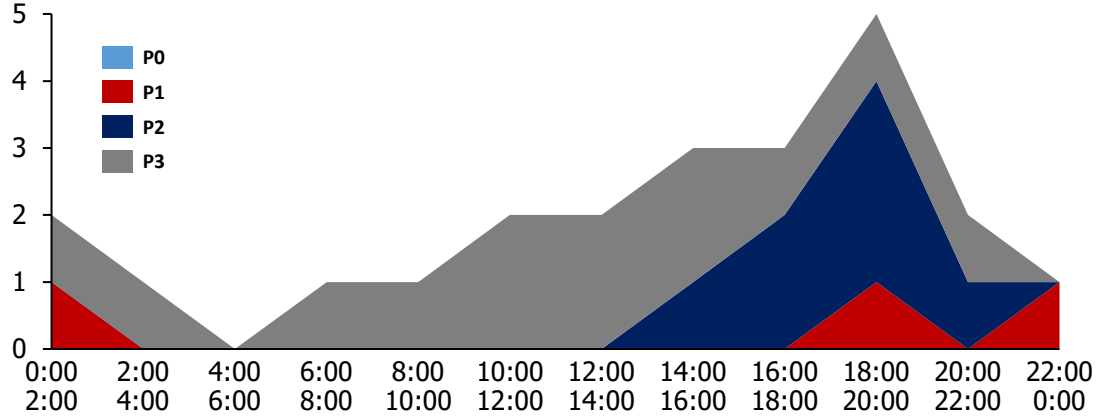




Morrison PD Jurisdiction



Priority Dispatched Calls Per Time of Day

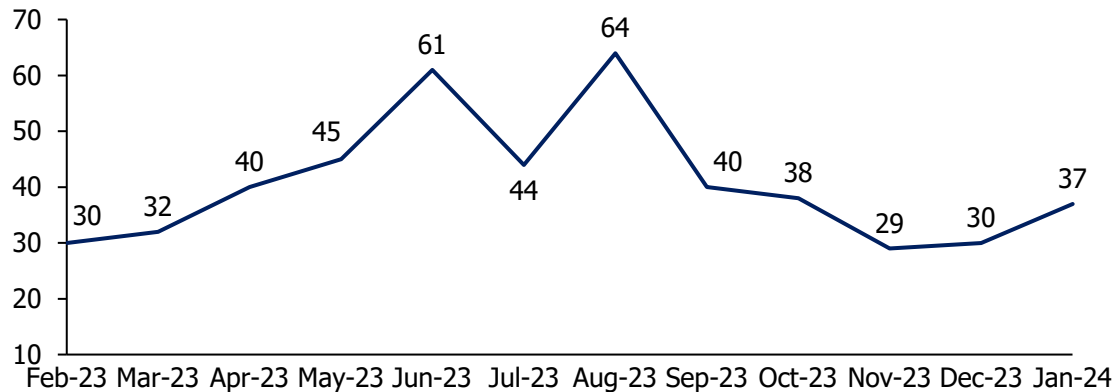


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	0	4	5	1
Monday	0	0	0	6	6	1
Tuesday	0	0	2	1	3	1
Wednesday	0	1	0	0	1	0
Thursday	0	0	1	2	3	1
Friday	0	0	3	0	3	1
Saturday	0	1	1	0	2	1
Assignment <2 min		100%	71%			
Assignment <4 min		100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

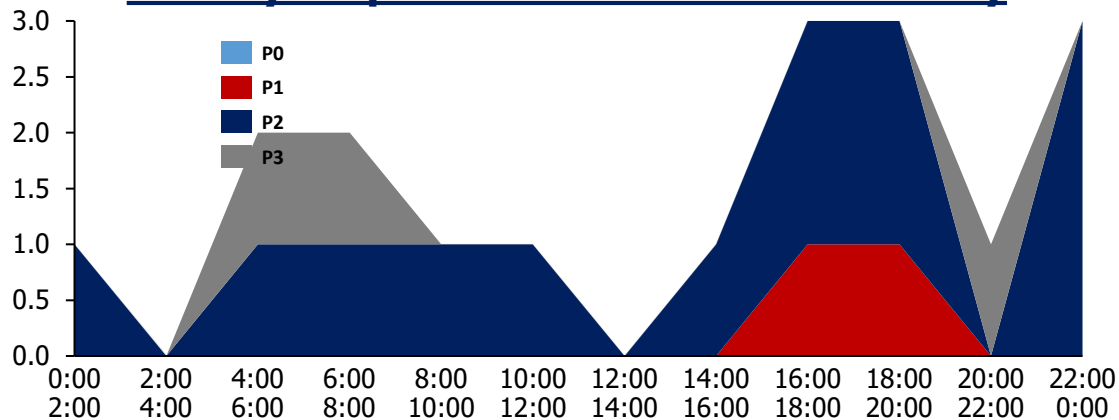




Mountain View PD



Priority Dispatched Calls Per Time of Day

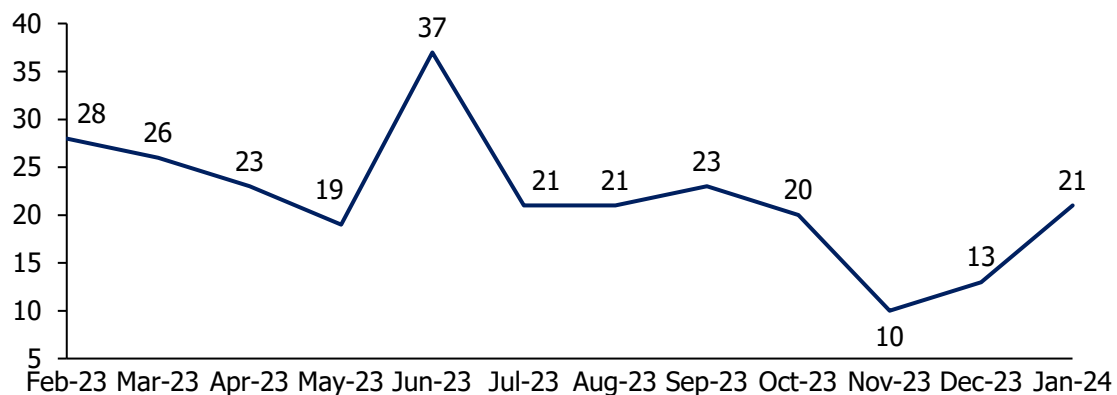


Daily Priority Call Volume and Entry to Assignment

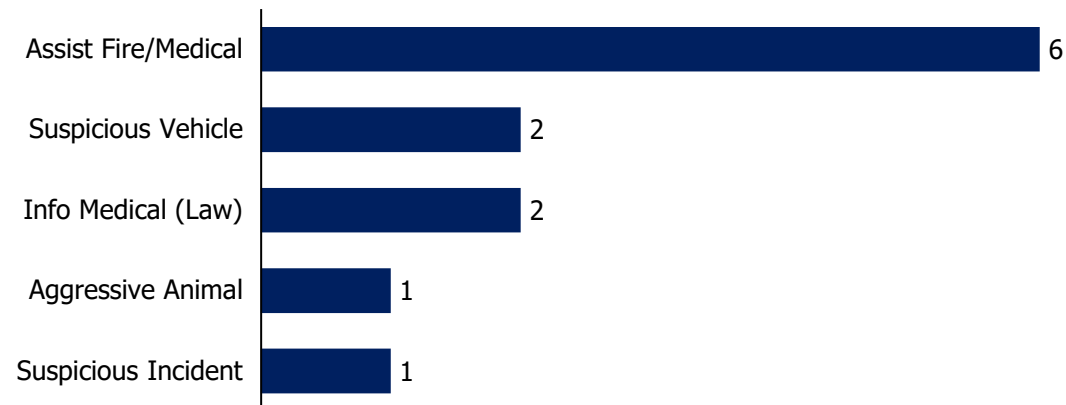
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	5	0	6	2
Monday	0	0	1	1	2	0
Tuesday	0	0	0	1	1	0
Wednesday	0	1	0	0	1	0
Thursday	0	0	3	1	4	1
Friday	0	0	4	0	4	1
Saturday	0	0	0	0	0	0
Assignment < 2 min		100%	54%			
Assignment < 4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

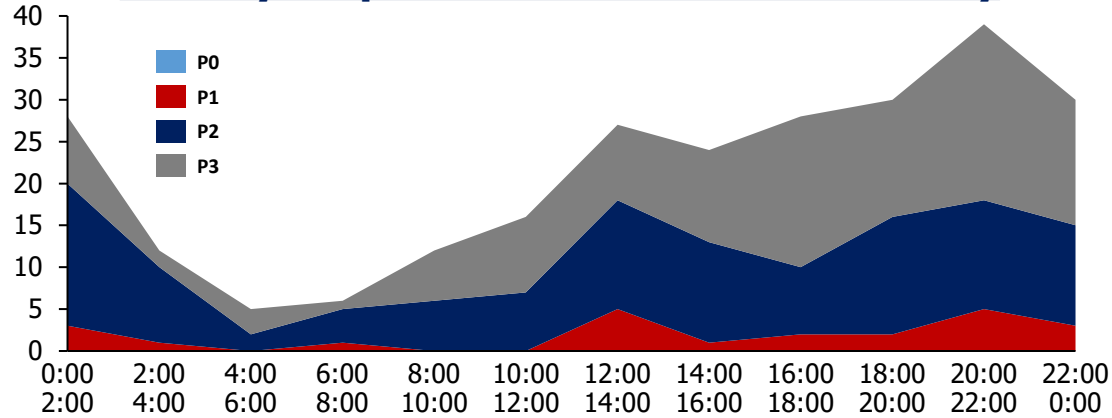




Edgewater PD



Priority Dispatched Calls Per Time of Day

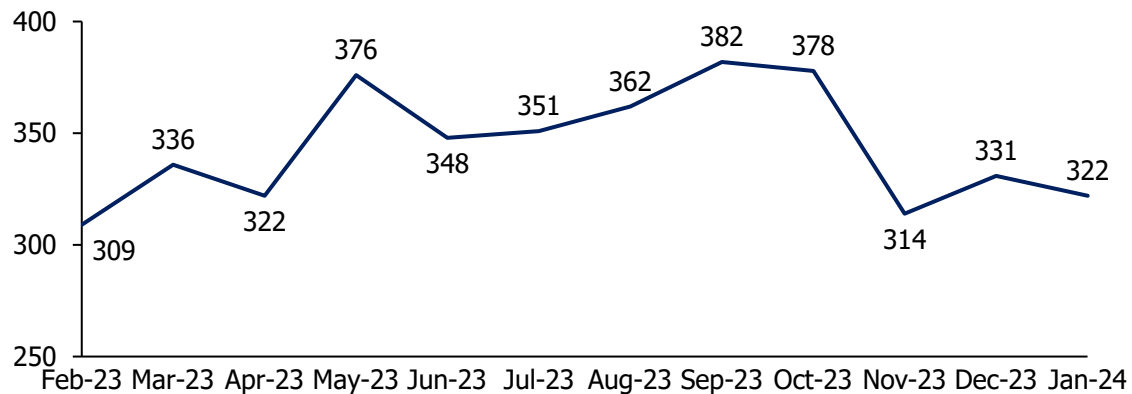


Daily Priority Call Volume and Entry to Assignment

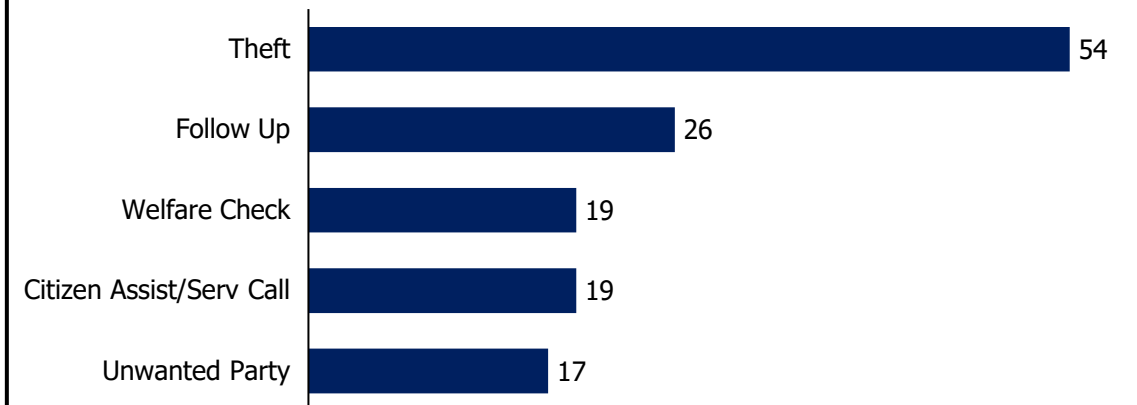
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	16	19	39	10
Monday	0	5	30	8	43	9
Tuesday	0	3	20	18	41	8
Wednesday	0	4	15	25	44	9
Thursday	0	1	13	21	35	9
Friday	0	2	14	18	34	9
Saturday	0	4	9	8	21	5
Assignment < 2 min		70%	66%			
Assignment < 4 min		96%	83%			

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

Monthly Call Volume



Top Five Problem Natures

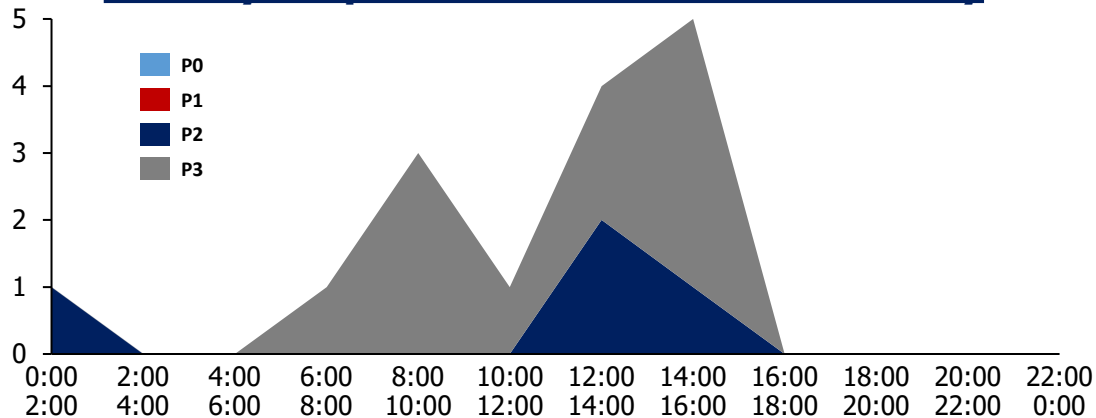




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

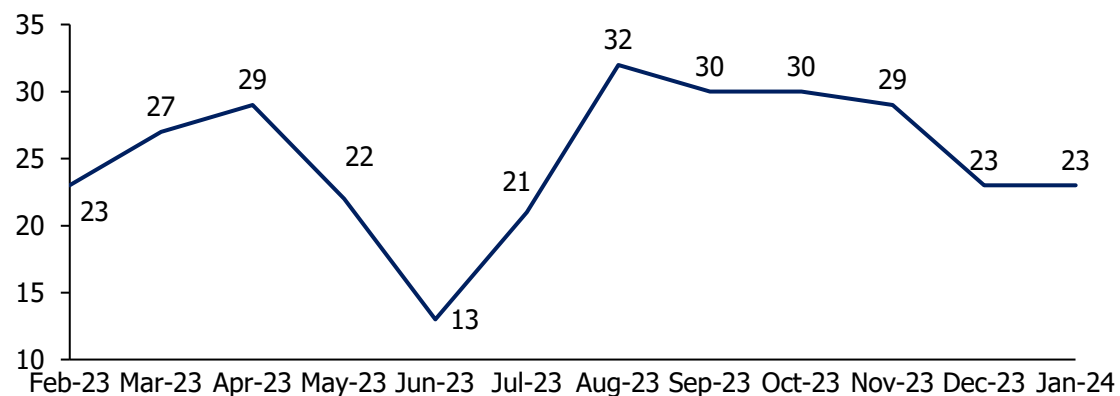


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	1
Monday	0	0	1	0	1	0
Tuesday	0	0	1	4	5	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	0	3	3	1
Friday	0	0	2	1	3	1
Saturday	0	0	0	0	0	0
Assignment <2 min		N/A	50%			
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

