Jefferson County Communications Center Authority
JEFFCOM911

November 2023
Monthly Report

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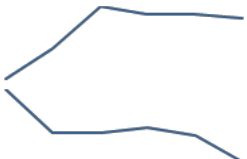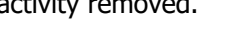
Law Stats

Calls Received, Processed, and Dispatched

Agency	November Calls	% Total	6 Month Trend
Lakewood PD	4,856	27.3%	
Arvada PD	2,763	15.5%	
Jeffco Sheriff	2,552	14.3%	
Wheat Ridge PD	1,458	8.2%	
Golden PD	516	2.9%	
Edgewater PD	314	1.8%	
Lakeside PD	66	0.4%	
Morrison PD	29	0.2%	
CSM PD	29	0.2%	
Mountain View PD	10	0.1%	
Total	**12,593**	**70.7%**	

Average Call Volume Per Time of Day

Time	Value
0:00–2:00	19
2:00–4:00	14
4:00–6:00	13
6:00–8:00	21
8:00–10:00	45
10:00–12:00	48
12:00–14:00	52
14:00–16:00	51
16:00–18:00	55
18:00–20:00	41
20:00–22:00	33
22:00–0:00	28

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	1	168	486	457	103	198	99	1,512	12.9%
Monday	0	149	512	525	145	334	85	1,750	14.9%
Tuesday	1	139	535	526	138	366	72	1,777	15.1%
Wednesday	0	167	656	659	148	466	115	2,211	15.1%
Thursday	3	185	574	669	163	380	104	2,078	14.2%
Friday	0	161	546	520	116	325	95	1,763	15.0%
Saturday	1	147	518	425	106	222	83	1,502	12.8%
Total	6	1,116	3,827	3,781	919	2,291	653	12,593	

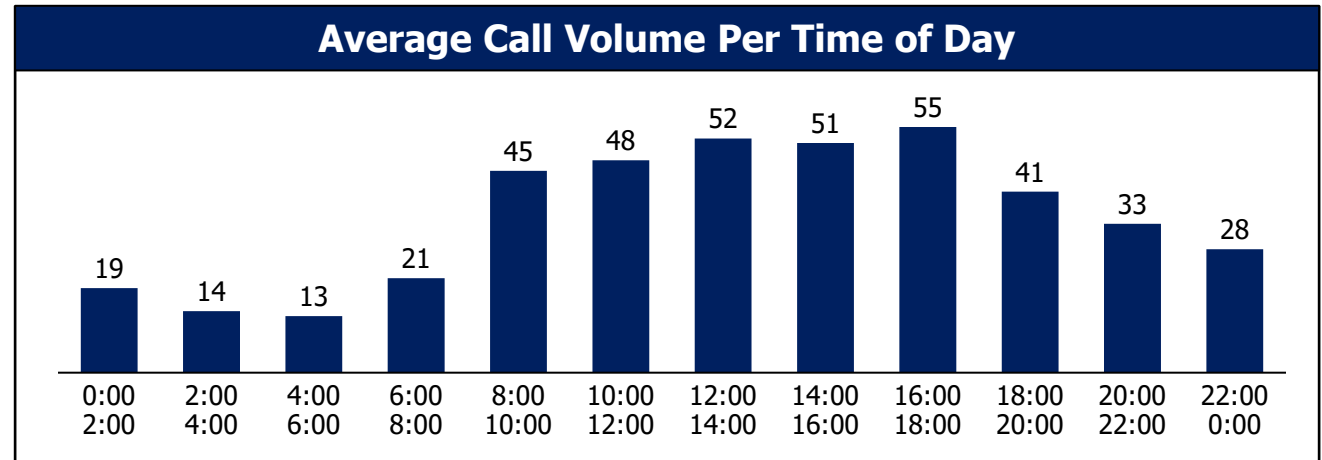Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Fire Stats
Calls Received, Processed, and Dispatched

Agency	November Calls	% of Total	6 Month Trend
West Metro Fire	3,126	17.5%	
Arvada Fire	1,333	7.5%	
Golden Fire	238	1.3%	
Evergreen Fire	171	1.0%	
Fairmount Fire	67	0.4%	
Elk Creek Fire	86	0.5%	
Highland Rescue	54	0.3%	
Pleasant View Fire	50	0.3%	
Foothills Fire	25	0.1%	
Inter Canyon Fire	32	0.2%	
Golden Gate Fire	1	0.0%	
Indian Hills Fire	12	0.1%	
Genesee Fire	23	0.1%	
North Fork Fire	6	0.0%	
Total	**5,224**	**29.3%**	
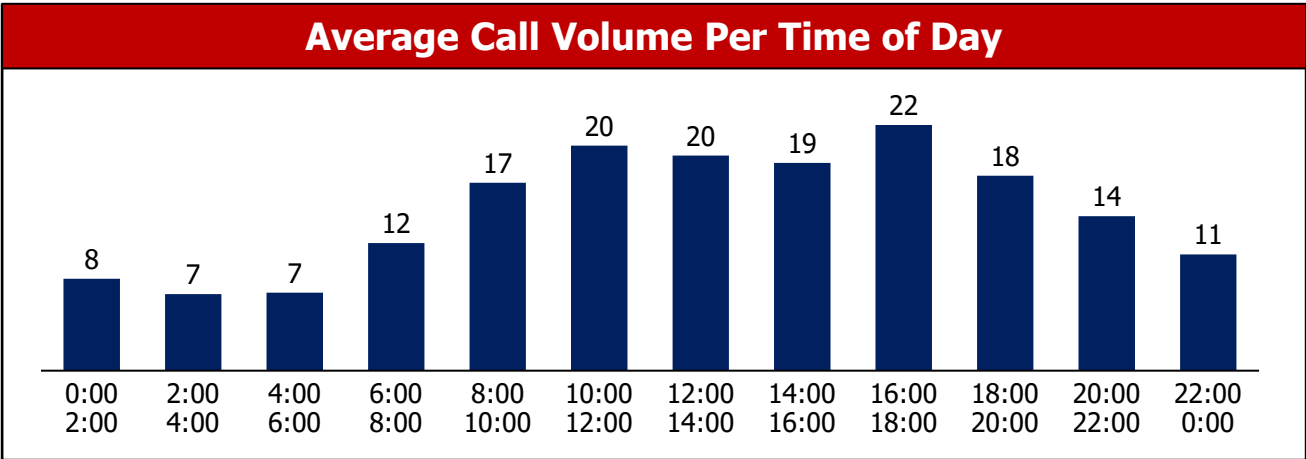
Average Call Volume Per Time of Day

Time	Calls
0:00 – 2:00	8
2:00 – 4:00	7
4:00 – 6:00	7
6:00 – 8:00	12
8:00 – 10:00	17
10:00 – 12:00	20
12:00 – 14:00	20
14:00 – 16:00	19
16:00 – 18:00	22
18:00 – 20:00	18
20:00 – 22:00	14
22:00 – 0:00	11

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	18	396	226	9	0	0	649	13.3%
Monday	9	429	278	5	0	0	721	14.8%
Tuesday	13	466	279	6	0	0	764	15.6%
Wednesday	20	508	320	11	0	7	866	14.2%
Thursday	16	529	289	8	0	3	845	13.8%
Friday	10	410	269	9	0	2	700	14.3%
Saturday	20	376	266	16	0	1	679	13.9%
Total	**106**	**3,114**	**1,927**	**64**	**0**	**13**	**5,224**	

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

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Service Level Agreement
Call Processing

Process	SLA	Result	Target
Call Answering and Processing	**90% of 911 calls answered within 15 seconds**	96.0%	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	53.7%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	89.4%	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**	4.3%	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%**	94.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	97.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	N/A	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 five consecutive months now. The 90 second 911 answering target was missed by only eight calls in November. 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 01:48 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

Service Level Agreement
IT and Records

Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
Dispatch Investigative & Discovery Recording	**Within 3 business days of receipt of a properly authorized request for recordings, including all required information to identify the requested recording**	100%*	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	394/394 DA Discovery Requests 116/116 Internal Requests
Colorado Criminal Justice Records Act (CCJRA) Requests under C.R.S. §§ 24-72-301 to -309	**For all properly authorized request for recordings, including all required information to identify the request recording**	100%*	All requests properly located	66/71 External Requests
	If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6).	100%		**2** pending follow up from requester; **2** denied by Lakewood PD pending investigation and **1** denied by Jeffco SO pending investigation

*Note: Records stats for November 1 – 17, 2023. A new Help Desk was deployed in mid-November and we are working on pulling stats from the new system.

Service Level Agreement and Volume Trends

Call Volumes

Legend:
- 911
- Outgoing
- Non-Emergency Processed by Jeffcom
- Non-Emergency Received by Bot

(Line chart, Dec-22 to Nov-23, values 0k–35k)
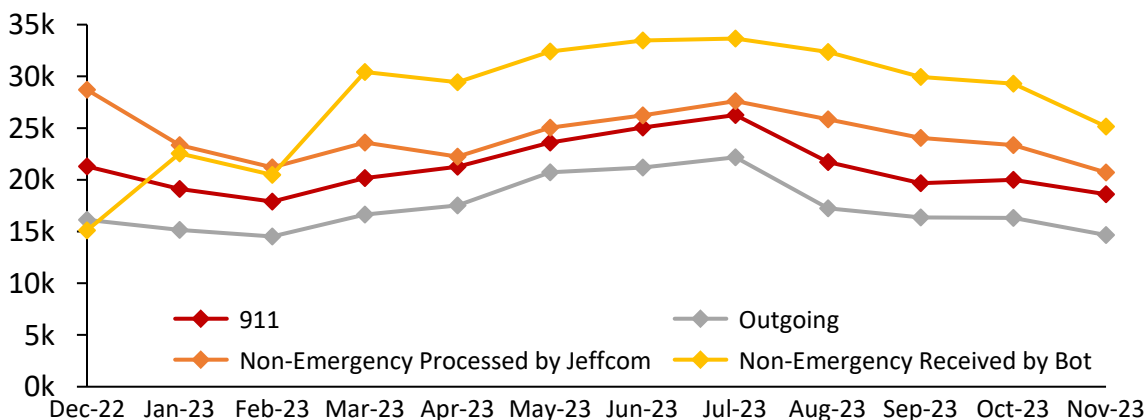
Trend Table

Average Daily Calls	Nov-22	Oct-23	Nov-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	488	526	484	↓ -7%	↑ 1%
Incoming - **Admin** to Bot	838	945		↓ -11%	
Incoming - **Admin** to Jeffcom	690	753	1,067	↓ -8%	↓ -35%
Incoming - **911**	620	645	615	↓ -4%	↑ 1%
911 calls answered within 15 seconds	96.0%	94.8%	83%	↑ 1.2%	↑ 13.0%
911 calls answered within 40 seconds	98.96%	98.8%	95%	↑ 0.2%	↑ 4.0%

911 Calls Answered within 15 Seconds

Legend: Result — Target

Values by month (Dec-22 to Nov-23):
84%, 89%, 92%, 89%, 91%, 92%, 87%, 92%, 90%, 95%, 95%, 96%

911 Calls Answered within 40 seconds

Legend: Result — Target

Values by month (Dec-22 to Nov-23):
96%, 98%, 98%, 98%, 98%, 98%, 97%, 98%, 97%, 99%, 99%, 99%
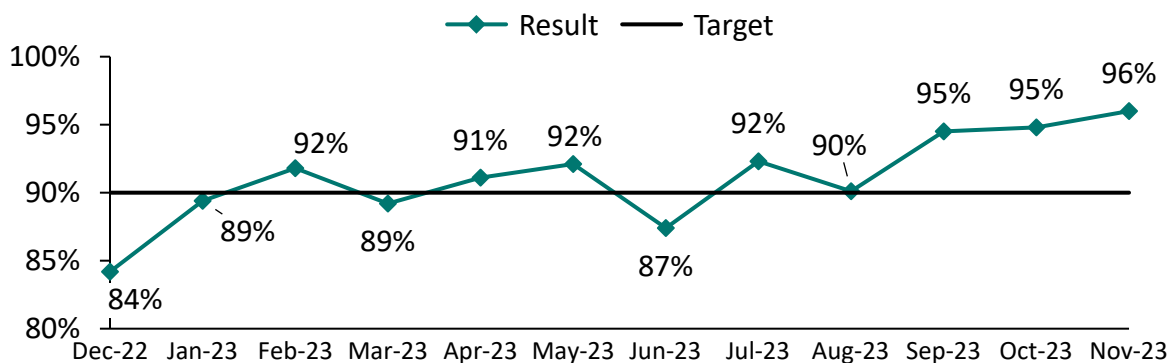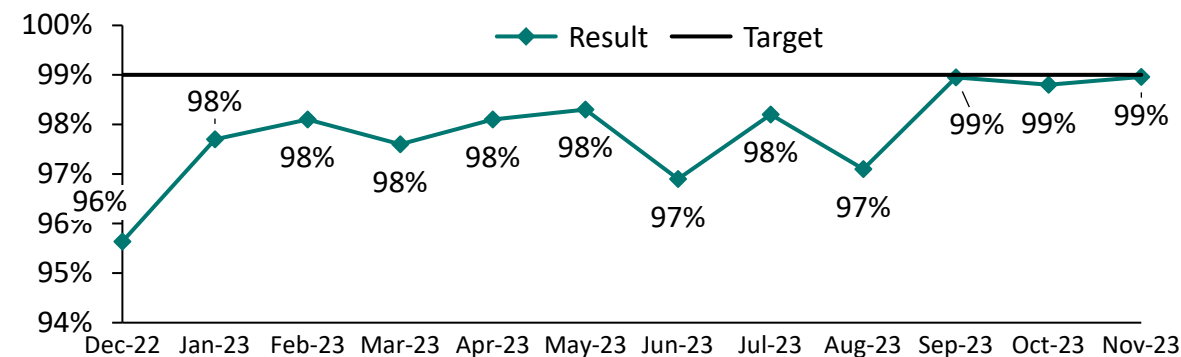
Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

Month	Value
Dec-22	21.3k
Jan-23	19.1k
Feb-23	17.9k
Mar-23	20.2k
Apr-23	21.3k
May-23	23.6k
Jun-23	25.1k
Jul-23	26.3k
Aug-23	21.7k
Sep-23	19.7k
Oct-23	20.0k
Nov-23	18.6k

Non-Emergency Calls Processed by Jeffcom

Month	Value
Dec-22	28.7k
Jan-23	23.4k
Feb-23	21.2k
Mar-23	23.6k
Apr-23	22.2k
May-23	25.0k
Jun-23	26.2k
Jul-23	27.6k
Aug-23	25.9k
Sep-23	24.0k
Oct-23	23.4k
Nov-23	20.7k
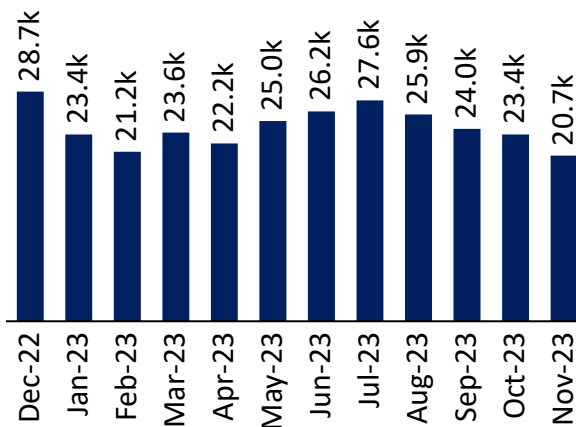
Non-Emergency Calls Received by Bot

Month	Value
Dec-22	15.1k
Jan-23	22.5k
Feb-23	20.5k
Mar-23	30.4k
Apr-23	29.4k
May-23	32.4k
Jun-23	33.5k
Jul-23	33.7k
Aug-23	32.4k
Sep-23	29.9k
Oct-23	29.3k
Nov-23	25.2k

Outgoing Calls

Month	Value
Dec-22	16.1k
Jan-23	15.2k
Feb-23	14.5k
Mar-23	16.6k
Apr-23	17.5k
May-23	20.7k
Jun-23	21.2k
Jul-23	22.2k
Aug-23	17.2k
Sep-23	16.4k
Oct-23	16.3k
Nov-23	14.7k
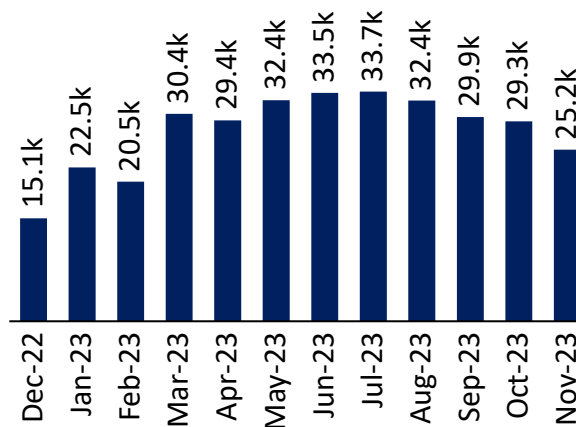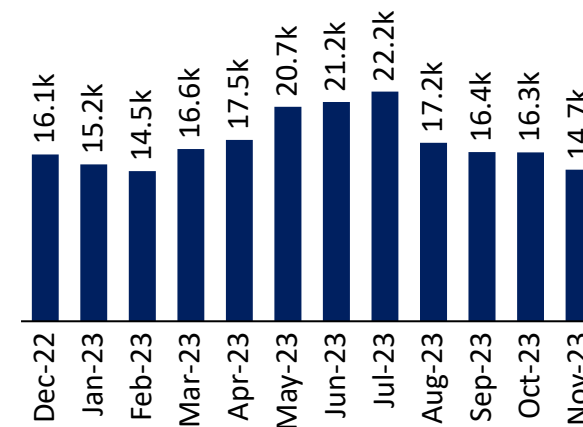
Call Volume

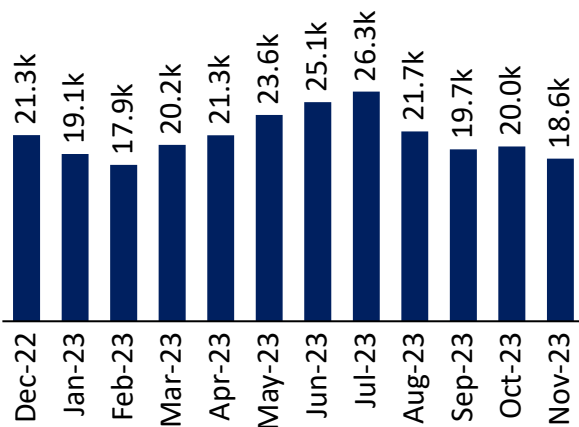| Line	Calls	Notes
Outgoing	14,654	10% Decrease from October
Incoming - **Admin** to Bot	25,151	14% Decrease from October
Incoming - **Admin** to Jeffcom	20,709	7% Decrease from October
Incoming - **911**	18,601	11% Decrease from October
Total Incoming to Jeffcom	**39,310**	**9% Decrease from October**

November Inquiries

Legend: Agency | Citizen | Commendations

Agency	Agency	Citizen	Commendations
Arvada Fire	1 (Agency), 1 (Commendations)		
Wheat Ridge PD	1 (Commendations)		
Lakewood PD	1 (Citizen)		
Jeffco Sheriff	1 (Commendations)		
Golden Fire	1 (Agency)		
Evergreen Fire	1 (Agency)		
Arvada PD	1 (Citizen)		
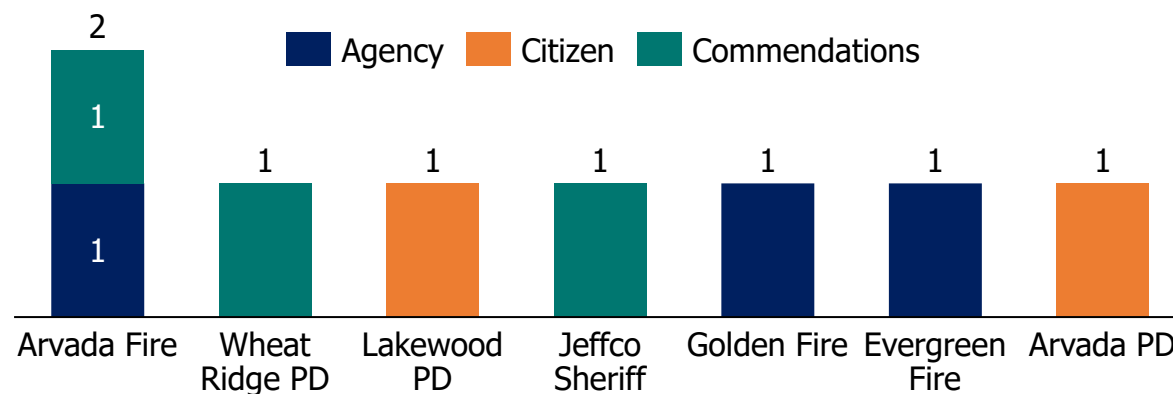
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)

Positive CPSS Answers

89%   11%

Survey Response Rate

Responded
34%
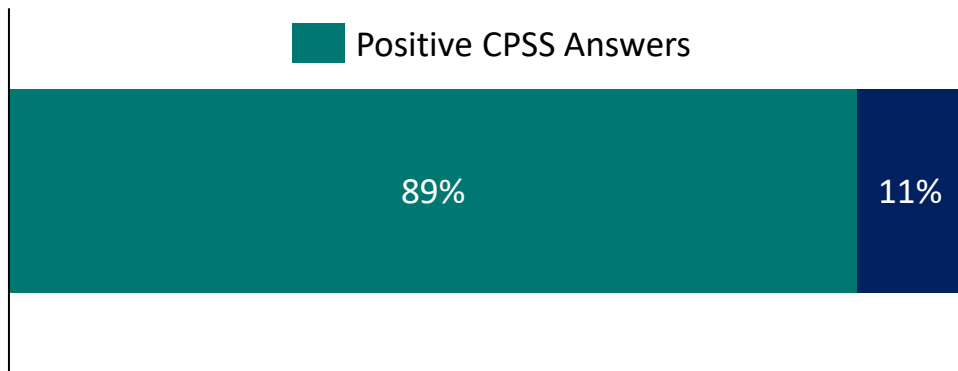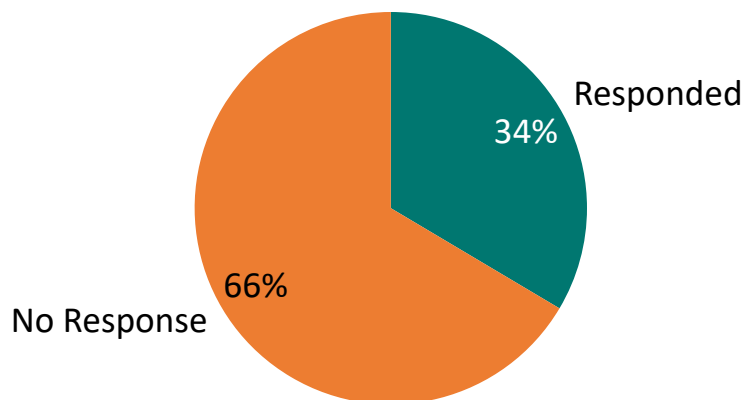
No Response
66%

Survey Responses

- "Operator was very cool and collective and kept me calm and I appreciate that cuz I have Parkinson's and I get overworked up and I'd also like to thank him for his service."

- "They listened while I explained what has happened. I have nothing but praise. They (she) was courteous and understanding. "

- "Extremely professional...helped me stay calm and focused... appreciated the fact that the call taker stayed with me until 1st responders were on scene."

- "She was very responsive to my concerns. I felt comforted that she was there and asking the right questions."
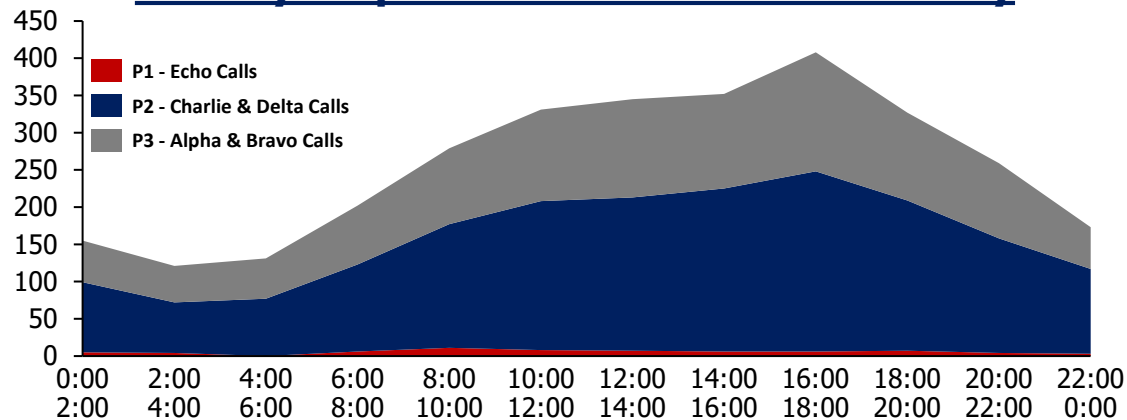
West Metro Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	11	244	127	382	76
Monday	5	252	174	431	86
Tuesday	8	289	160	457	91
Wednesday	17	304	205	526	132
Thursday	10	312	171	493	123
Friday	6	238	165	409	102
Saturday	10	220	155	385	96
Assignment <1 min	97%	97%			

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

Monthly Call Volume

Top Five Problem Natures

- Falls: 478
- Sick Person: 413
- Alarms: 272
- Breathing Problems: 200
- Unconscious/Fainting: 185
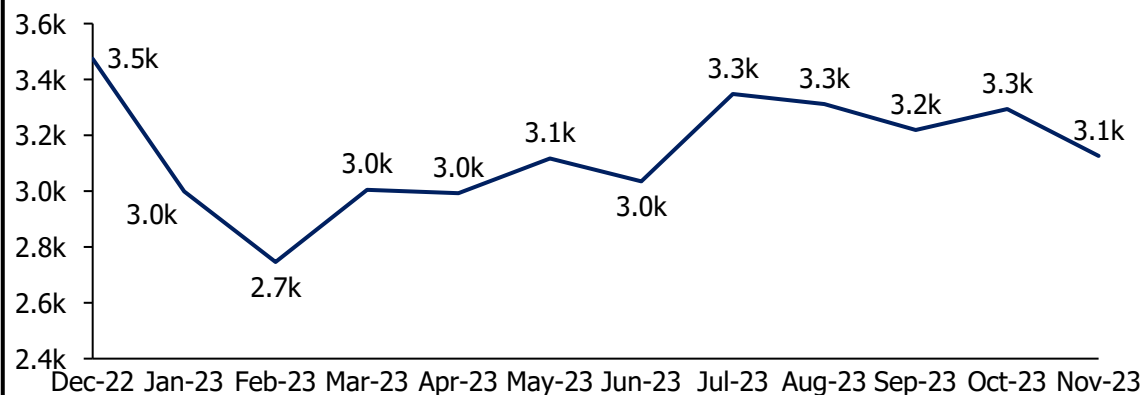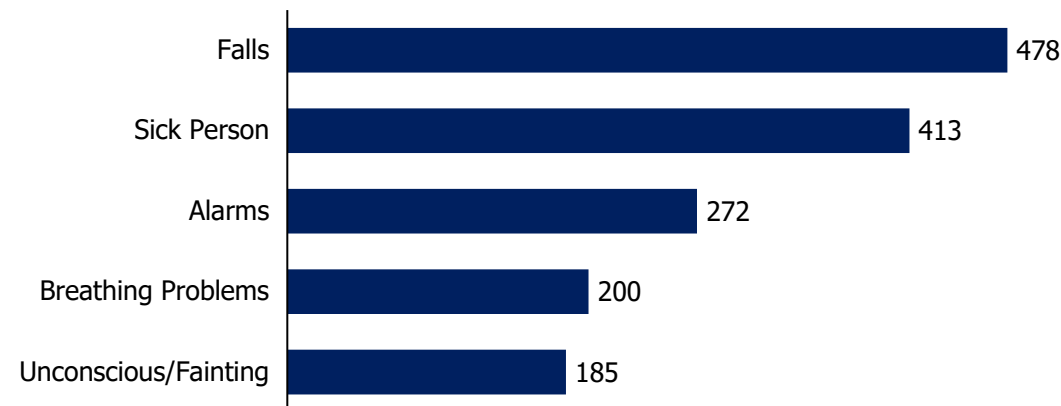
Arvada Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	101	59	165	33
Monday	3	108	72	183	37
Tuesday	4	108	71	183	37
Wednesday	2	131	72	205	51
Thursday	2	127	87	216	54
Friday	2	112	66	180	45
Saturday	6	93	80	179	45
Assignment <1 min	96%	96%			

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

Monthly Call Volume

Top Five Problem Natures

Sick Person	192
Falls	184
Breathing Problems	109
Unconscious/Fainting	86
Chest Pain	69

Golden Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls
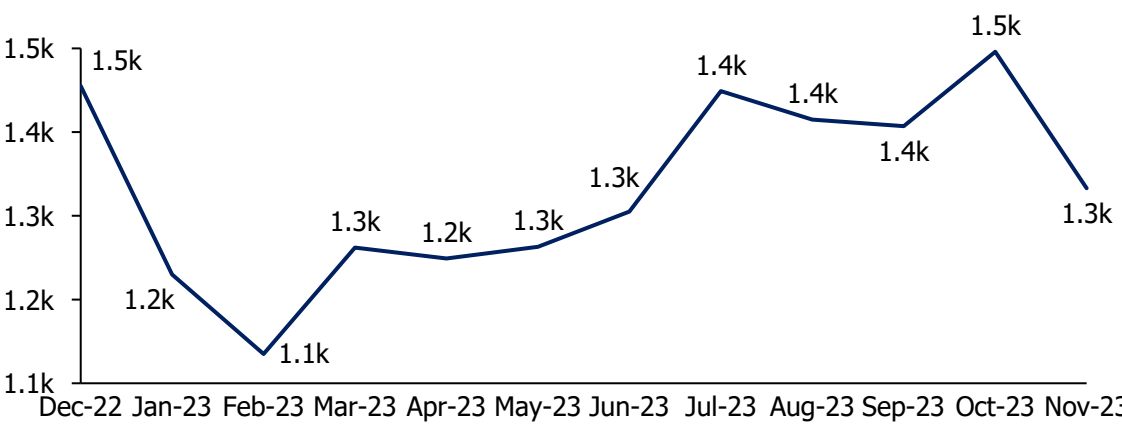
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	14	6	21	4
Monday	0	25	10	35	7
Tuesday	0	25	19	44	9
Wednesday	0	30	8	38	10
Thursday	1	22	8	31	8
Friday	1	25	12	38	10
Saturday	1	16	12	29	7
Assignment <1 min	**100%**	**87%**			

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

Monthly Call Volume

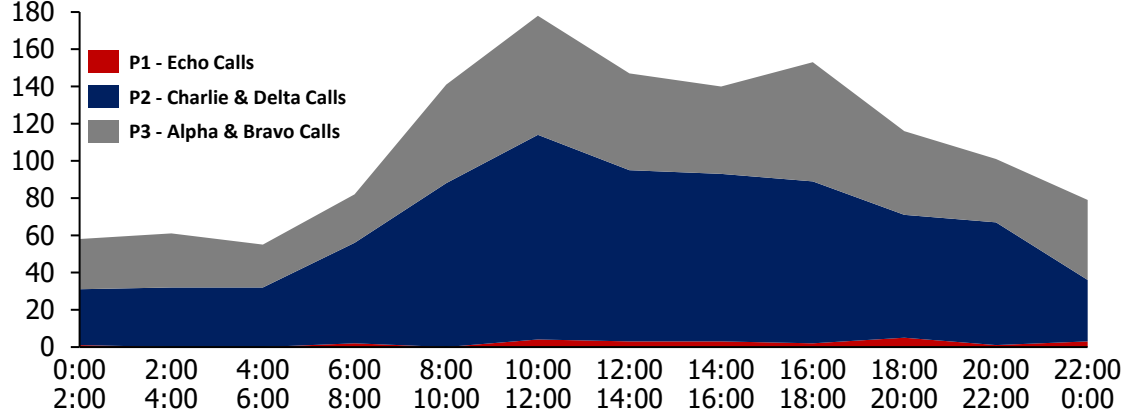Values: 256 (Dec-22), 235 (Jan-23), 227 (Feb-23), 213 (Mar-23), 250 (Apr-23), 215 (May-23), 256 (Jun-23), 271 (Jul-23), 266 (Aug-23), 257 (Sep-23), 245 (Oct-23), 238 (Nov-23)

Top Five Problem Natures

- Sick Person — 31
- Falls — 26
- Unconscious/Fainting — 25
- Alarms — 17
- Motor Vehicle Accident — 13
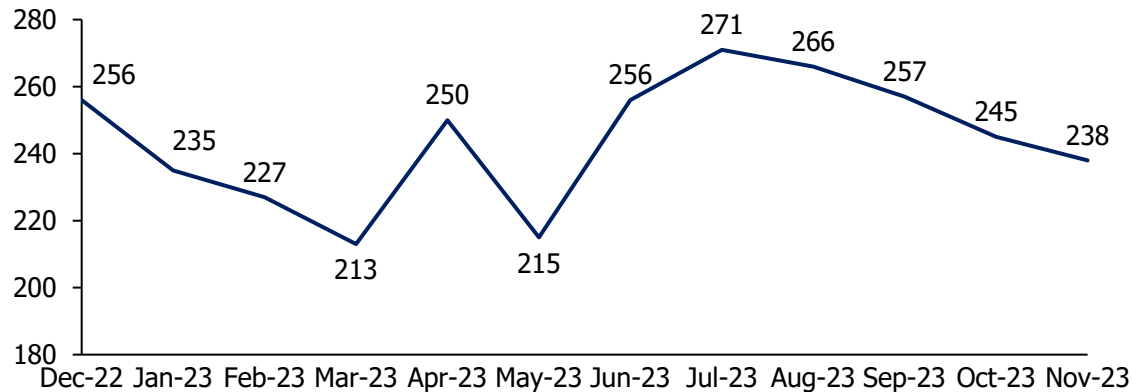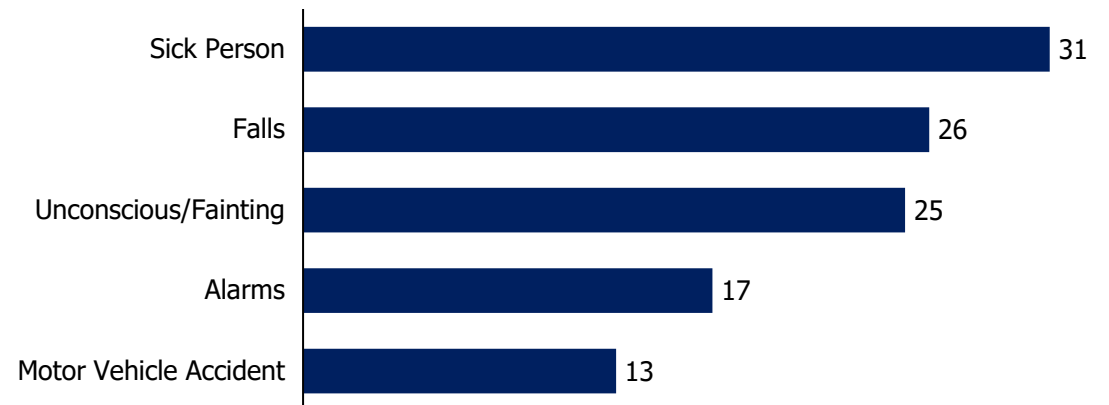
Fairmount Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

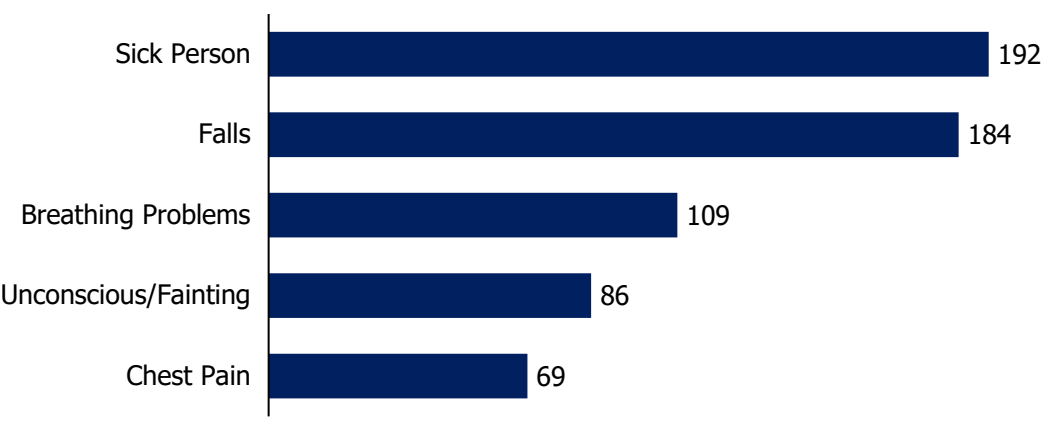| Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	5	10	2
Monday	0	5	3	8	2
Tuesday	0	5	3	8	2
Wednesday	0	7	4	11	3
Thursday	0	10	3	13	3
Friday	0	4	5	9	2
Saturday	1	4	2	7	2
Assignment <1 min	100%	80%			

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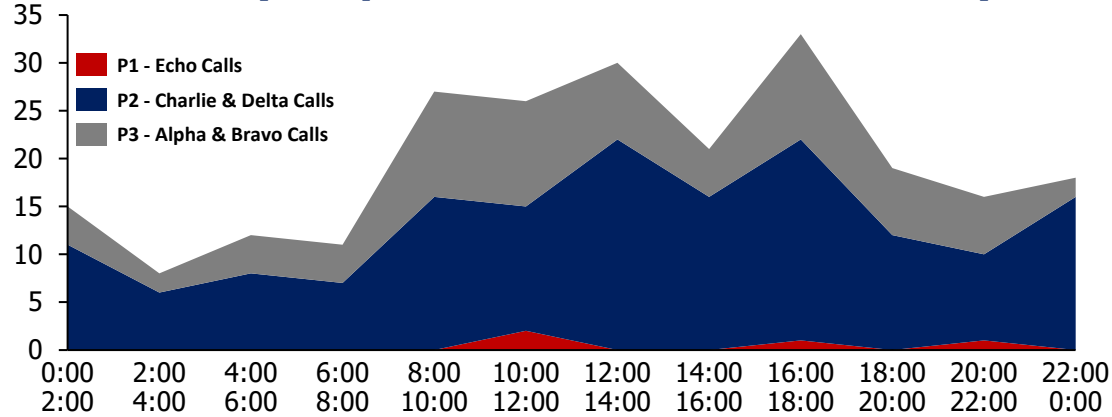
Monthly Call Volume

Dec-22: 79, Jan-23: 75, Feb-23: 63, Mar-23: 66, Apr-23: 59, May-23: 62, Jun-23: 58, Jul-23: 70, Aug-23: 58, Sep-23: 40, Oct-23: 84, Nov-23: 67

Top Five Problem Natures

- Motor Vehicle Accident: 11
- Sick Person: 9
- Falls: 7
- Unconscious/Fainting: 5
- Stroke/TIA: 5

13
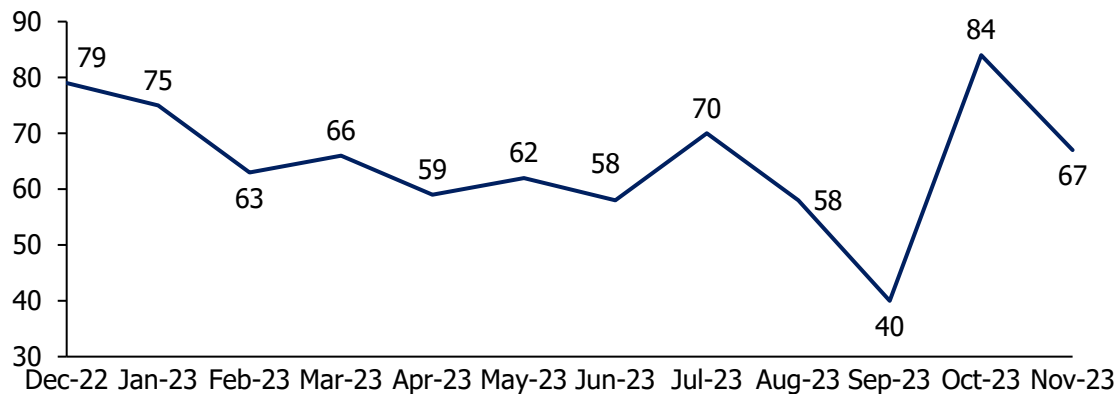
Pleasant View Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

X-axis: 0:00-2:00, 2:00-4:00, 4:00-6:00, 6:00-8:00, 8:00-10:00, 10:00-12:00, 12:00-14:00, 14:00-16:00, 16:00-18:00, 18:00-20:00, 20:00-22:00, 22:00-0:00

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	4	7	1
Monday	0	6	4	10	2
Tuesday	0	3	2	5	1
Wednesday	0	3	6	9	2
Thursday	0	7	2	9	2
Friday	0	5	1	6	2
Saturday	0	2	2	4	1
Assignment <1 min	N/A	86%			

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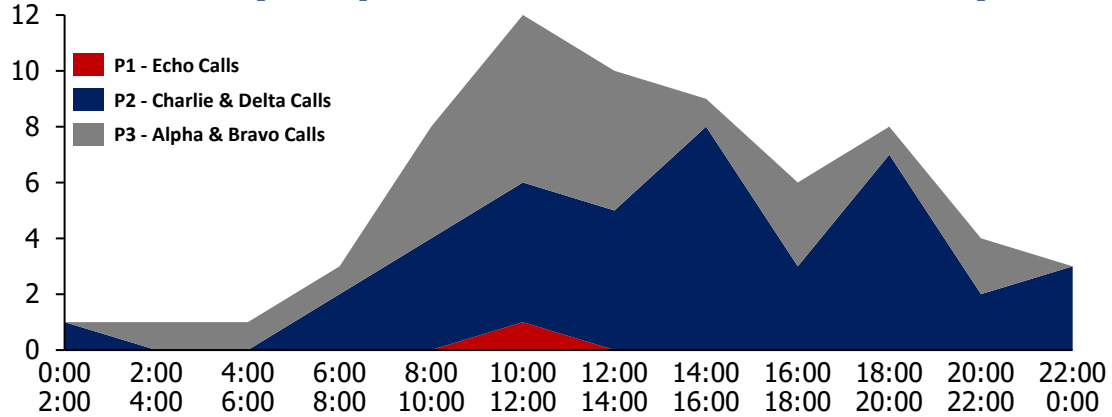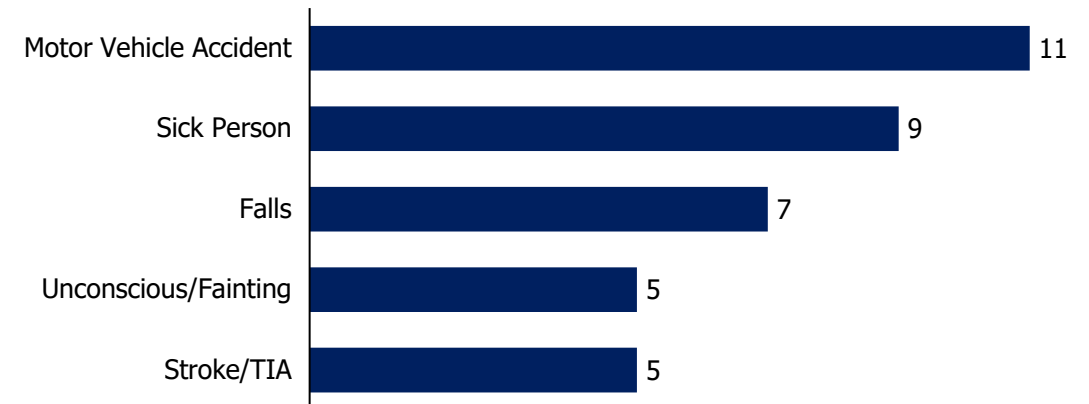
Monthly Call Volume

Month	Calls
Dec-22	66
Jan-23	40
Feb-23	42
Mar-23	43
Apr-23	48
May-23	39
Jun-23	69
Jul-23	51
Aug-23	61
Sep-23	57
Oct-23	53
Nov-23	50

Top Five Problem Natures

Problem Nature	Count
Sick Person	12
Alarms	4
Falls	4
Chest Pain	3
Motor Vehicle Accident	3
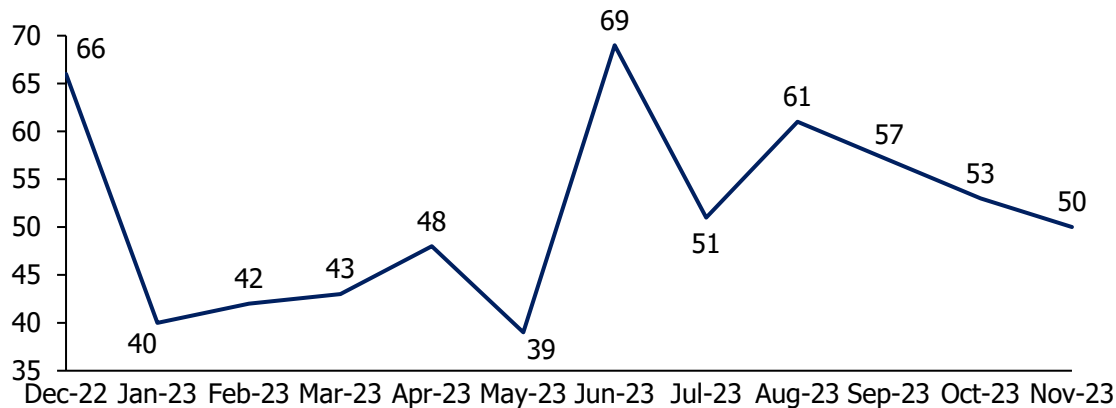
Golden Gate Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls (red)
- P2 - Charlie & Delta Calls (dark blue)
- P3 - Alpha & Bravo Calls (gray)

Y-axis: 0.0, 0.5, 1.0, 1.5, 2.0

X-axis: 0:00 2:00, 2:00 4:00, 4:00 6:00, 6:00 8:00, 8:00 10:00, 10:00 12:00, 12:00 14:00, 14:00 16:00, 16:00 18:00, 18:00 20:00, 20:00 22:00, 22:00 0:00

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	0	0	0	0
Tuesday	0	1	1	2	0
Wednesday	0	0	0	0	0
Thursday	0	0	0	0	0
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.
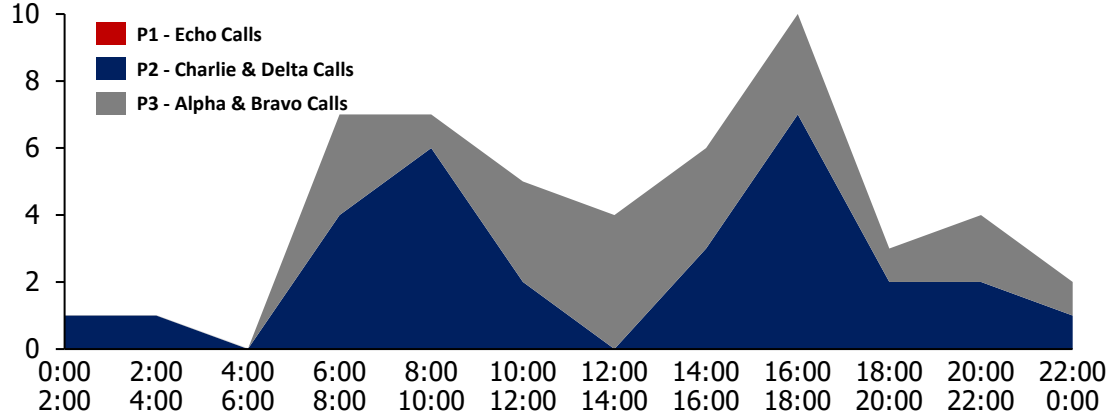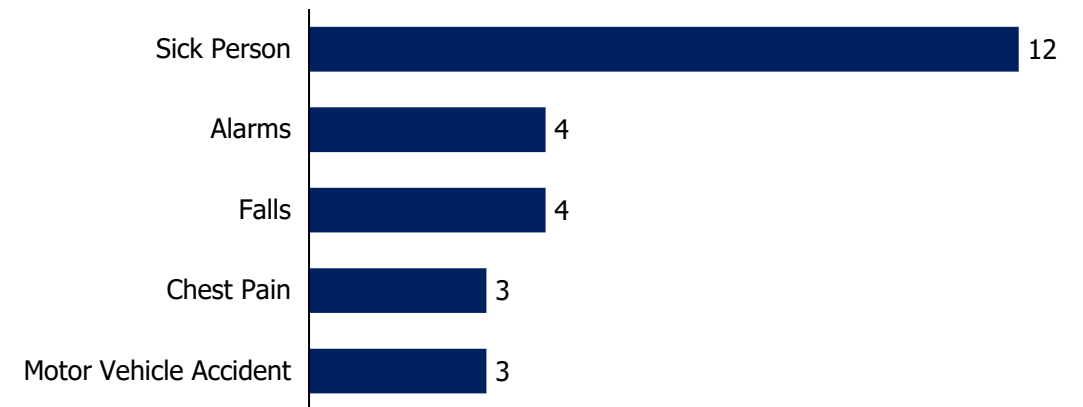
Monthly Call Volume

Data points: Dec-22: 4, Jan-23: 4, Feb-23: 1, Mar-23: 2, Apr-23: 8, May-23: 9, Jun-23: 5, Jul-23: 9, Aug-23: 7, Sep-23: 4, Oct-23: 16, Nov-23: 1
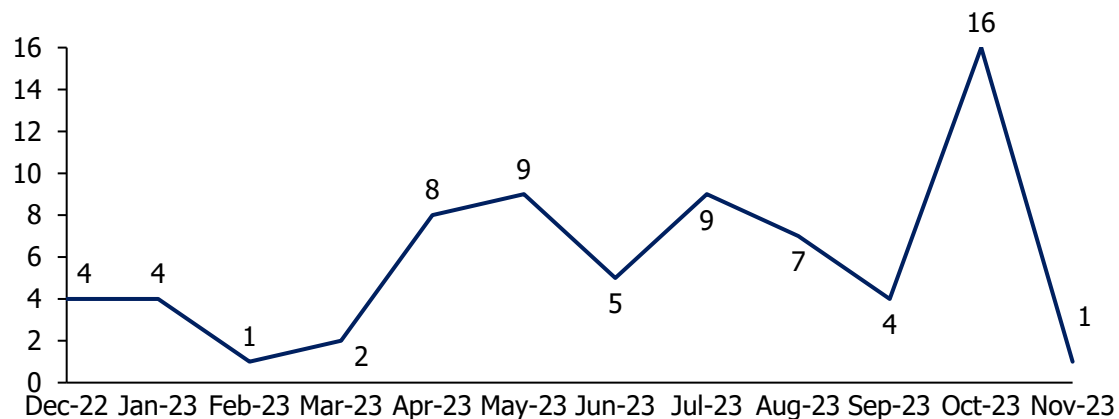
Problem Natures

Chest Pain: 1

Evergreen Fire

Priority Dispatched Calls Per Time of Day
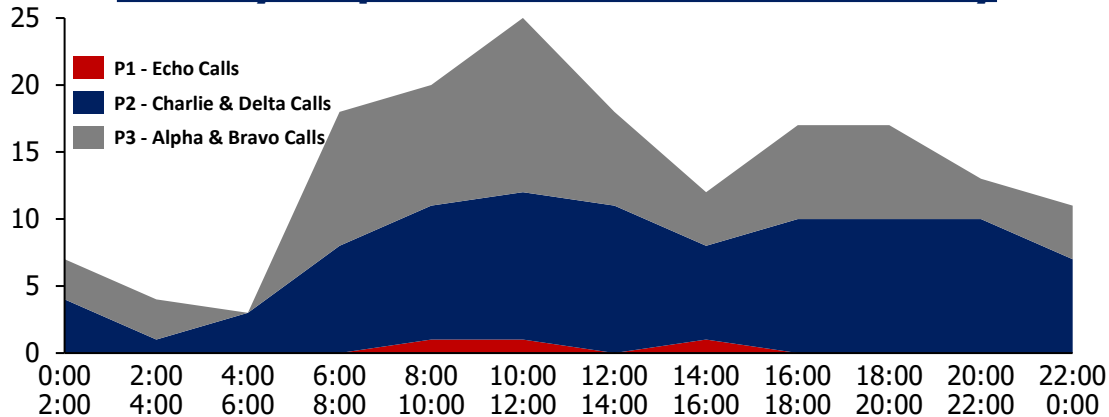
Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	10	17	3
Monday	0	14	11	25	5
Tuesday	1	17	9	27	5
Wednesday	1	9	11	21	5
Thursday	0	16	10	26	7
Friday	1	11	11	23	6
Saturday	0	18	8	26	7
Assignment <1 min	67%	76%			

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

Monthly Call Volume

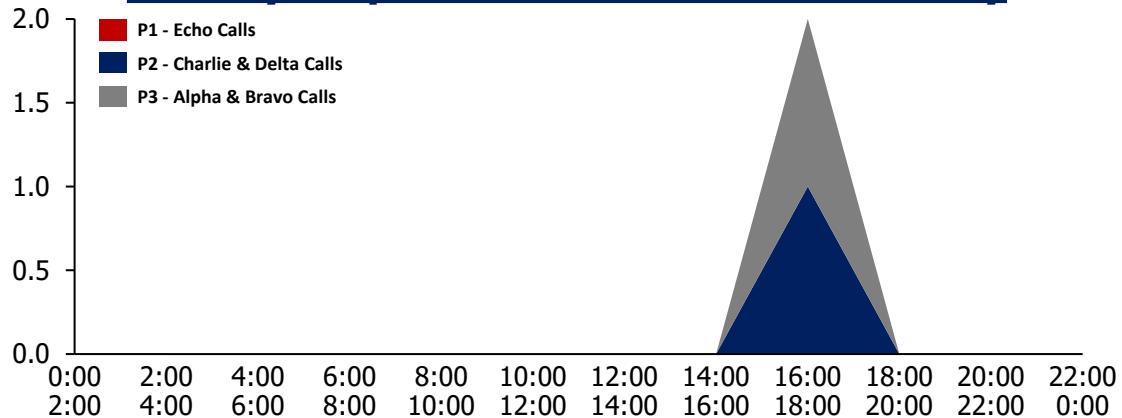Data points: Dec-22: 221, Jan-23: 210, Feb-23: 171, Mar-23: 154, Apr-23: 161, May-23: 155, Jun-23: 195, Jul-23: 225, Aug-23: 204, Sep-23: 190, Oct-23: 197, Nov-23: 171

Top Five Problem Natures

- Falls: 27
- Motor Vehicle Accident: 22
- Sick Person: 21
- Alarms: 15
- Unconscious/Fainting: 11
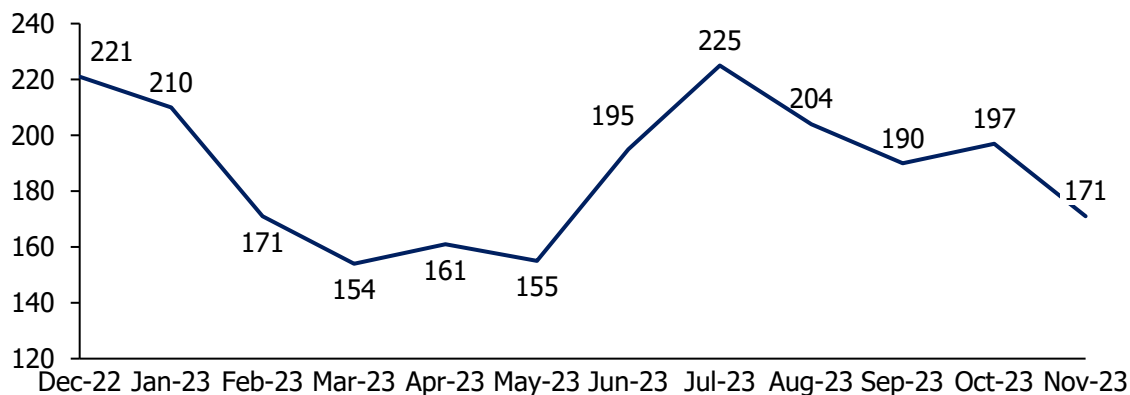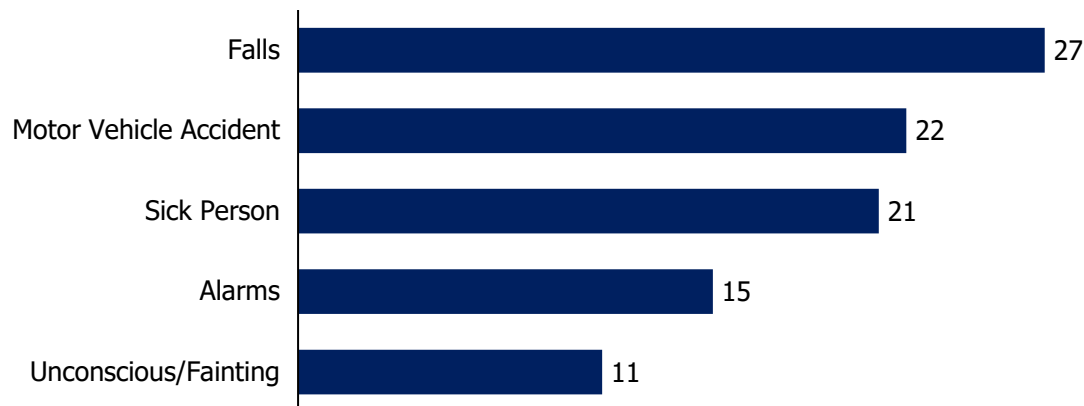
Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

- ■ P1 - Echo Calls
- ■ P2 - Charlie & Delta Calls
- ■ P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	0
Monday	0	3	1	4	1
Tuesday	0	3	2	5	1
Wednesday	0	4	2	6	2
Thursday	0	7	2	9	2
Friday	0	2	2	4	1
Saturday	0	1	0	1	0
Assignment <1 min	**N/A**	**86%**			

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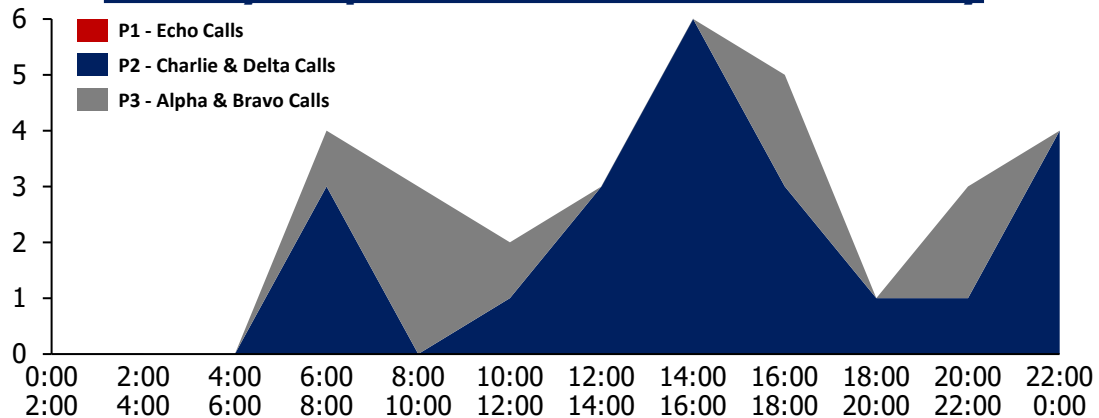
Monthly Call Volume

Dec-22: 29
Jan-23: 21
Feb-23: 25
Mar-23: 19
Apr-23: 22
May-23: 24
Jun-23: 30
Jul-23: 39
Aug-23: 39
Sep-23: 26
Oct-23: 23
Nov-23: 32

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	11
Smoke Investigation Outside	4
Alarms	3
Sick Person	3
Chest Pain	2
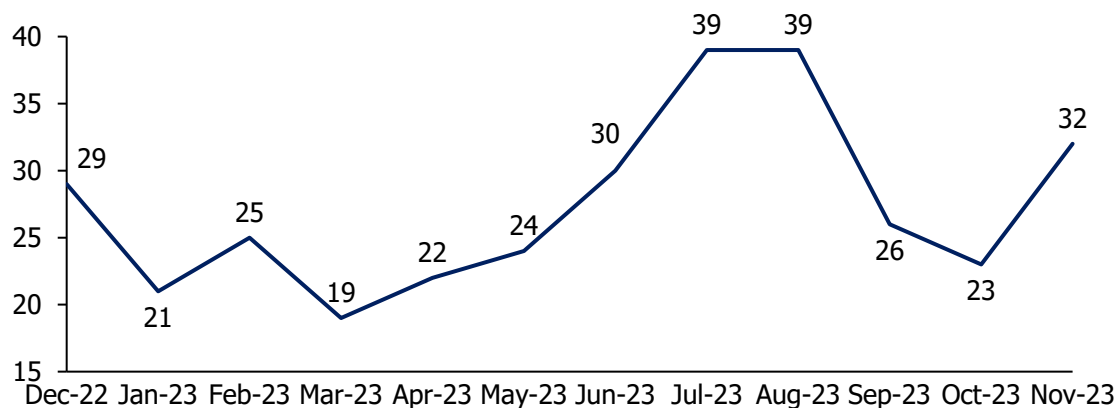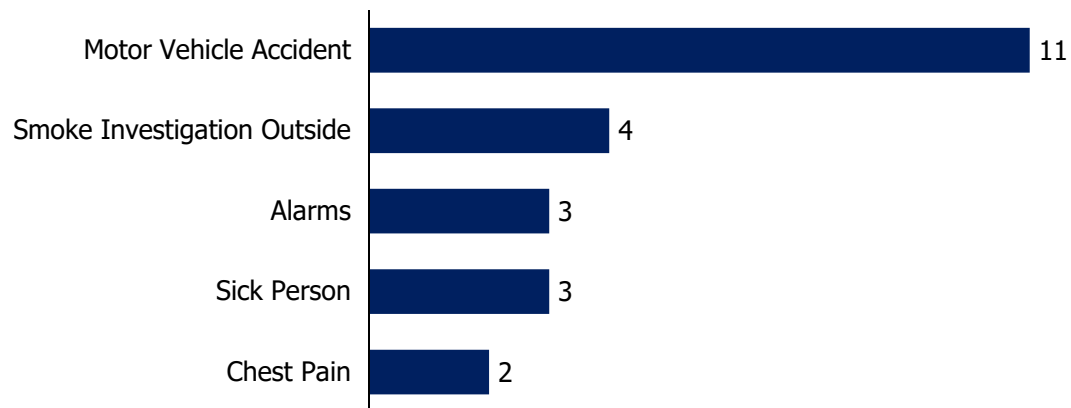
Indian Hills Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0
Monday	0	1	1	2	0
Tuesday	0	1	2	3	1
Wednesday	0	2	0	2	1
Thursday	1	2	1	4	1
Friday	0	0	0	0	0
Saturday	1	6	4	11	3
Assignment <1 min	100%	83%			

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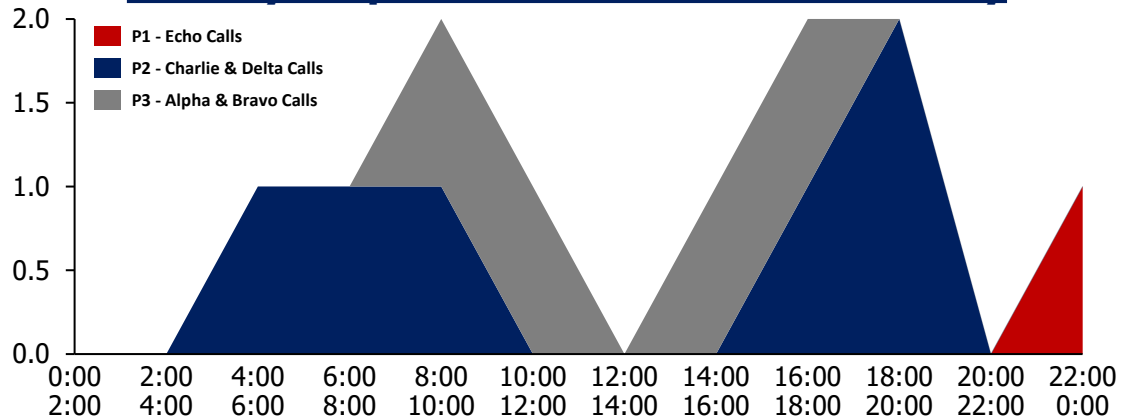
Monthly Call Volume

Data points: Dec-22: 11, Jan-23: 13, Feb-23: 12, Mar-23: 19, Apr-23: 11, May-23: 14, Jun-23: 13, Jul-23: 17, Aug-23: 17, Sep-23: 19, Oct-23: 14, Oct-24: 12

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	3
Sick Person	2
Citizen Assist/Serv Call	2
Unconscious/Fainting	1
Cardiac/Resp Arrest	1
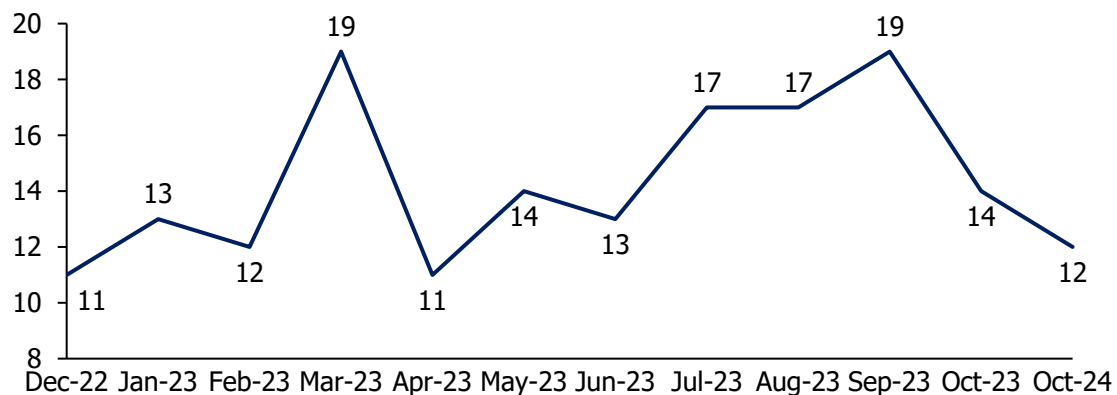
Elk Creek Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

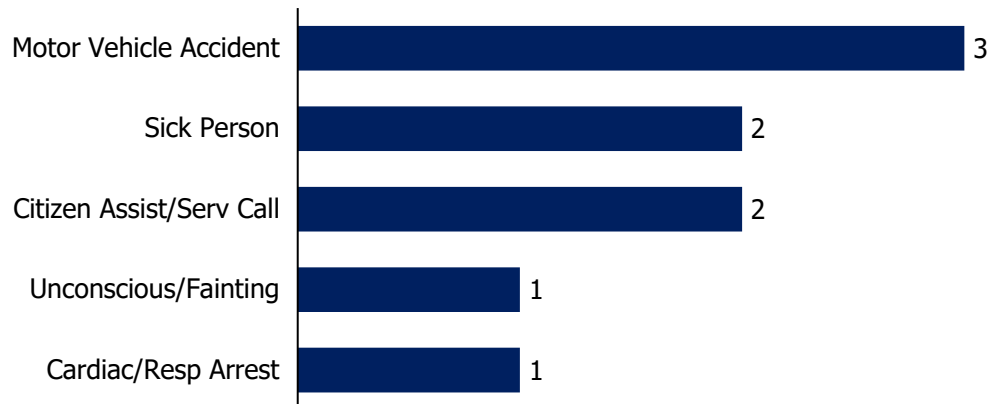| Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	1	9	2
Monday	1	9	0	10	2
Tuesday	0	7	3	10	2
Wednesday	0	12	7	19	5
Thursday	0	14	4	18	5
Friday	0	6	3	9	2
Saturday	1	8	1	10	3
Assignment <1 min	50%	73%			

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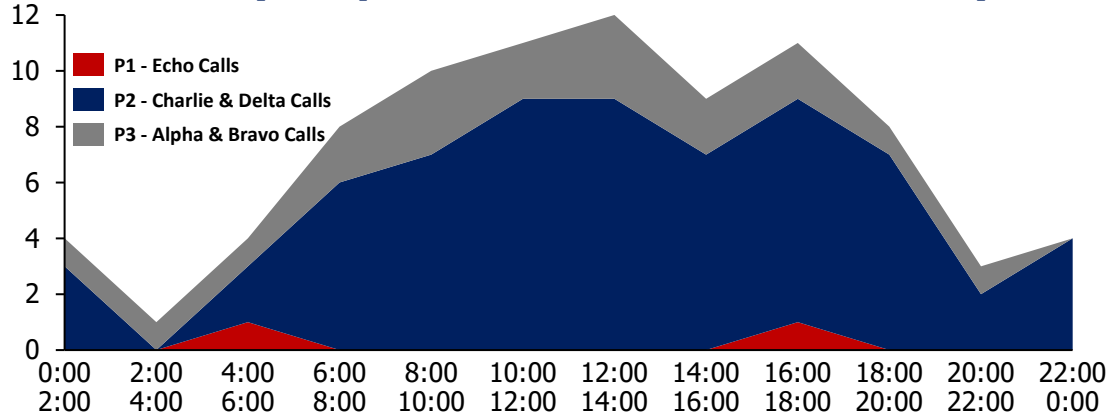
Monthly Call Volume

Dec-22: 110
Jan-23: 88
Feb-23: 81
Mar-23: 70
Apr-23: 72
May-23: 83
Jun-23: 76
Jul-23: 96
Aug-23: 91
Sep-23: 96
Oct-23: 83
Nov-23: 86

Top Five Problem Natures

- Falls: 10
- Motor Vehicle Accident: 9
- Alarms: 9
- Breathing Problems: 8
- Sick Person: 7
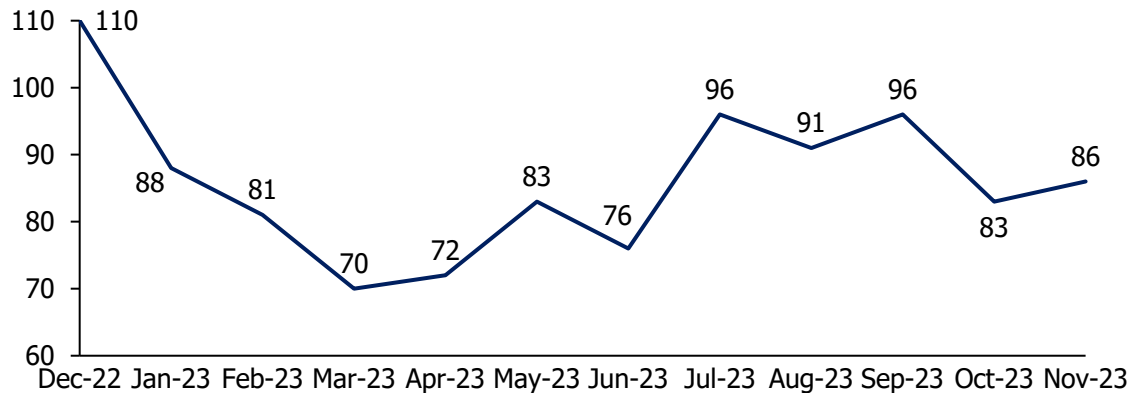
North Fork Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

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

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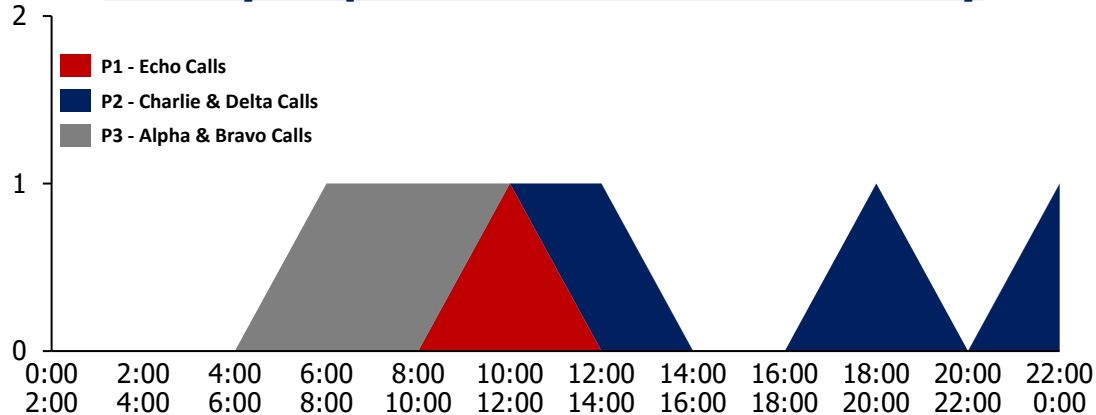
Monthly Call Volume

Dec-22: 8, Jan-23: 7, Feb-23: 2, Mar-23: 4, Apr-23: 9, May-23: 11, Jun-23: 9, Jul-23: 18, Aug-23: 10, Sep-23: 15, Oct-23: 8, Nov-23: 6
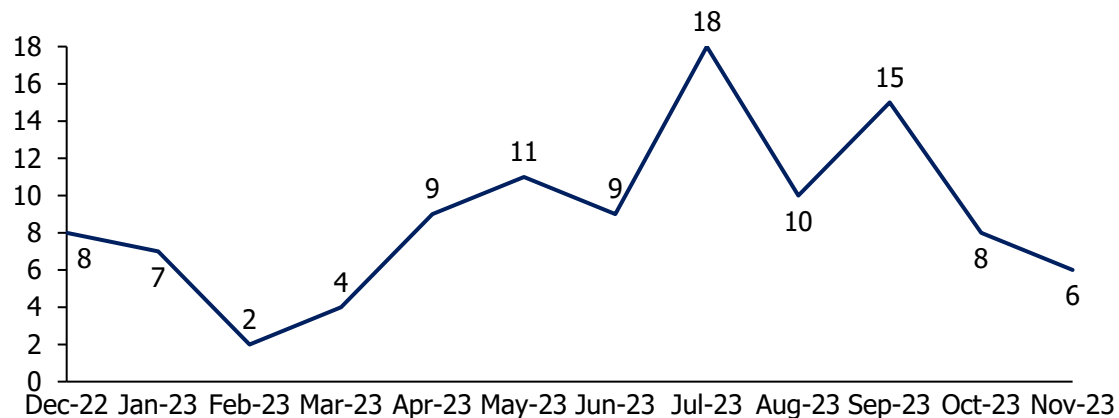
Problem Natures

Cardiac/Resp Arrest	1
Citizen Assist/Serv Call	1
Smoke Investigation Outside	1
Convulsions/Seizures	1
Motor Vehicle Accident	1

Highland Rescue

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	7	7	15	3
Monday	0	3	1	4	1
Tuesday	0	4	4	8	2
Wednesday	0	5	2	7	2
Thursday	1	5	1	7	2
Friday	0	3	2	5	1
Saturday	0	6	2	8	2
Assignment <1 min	100%	61%			

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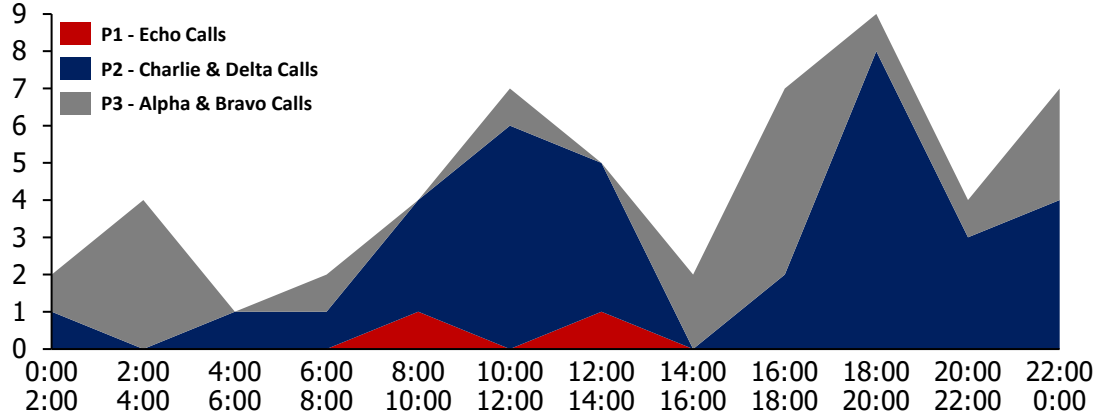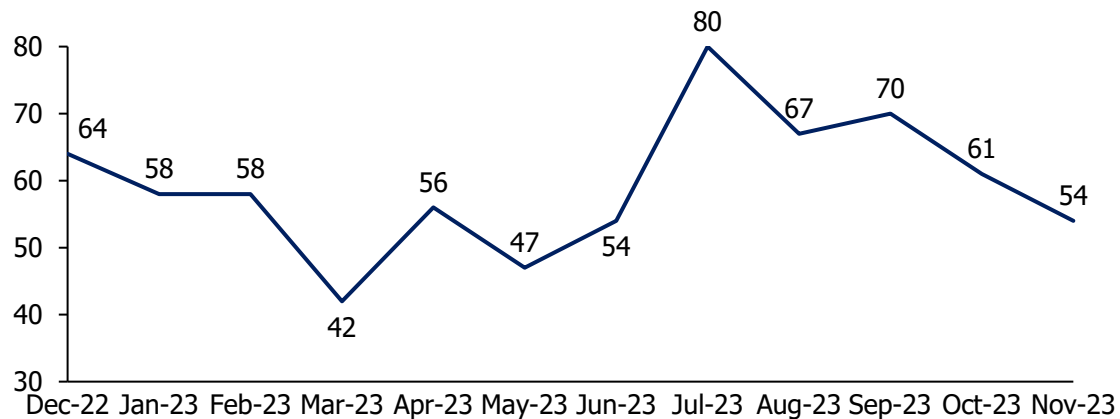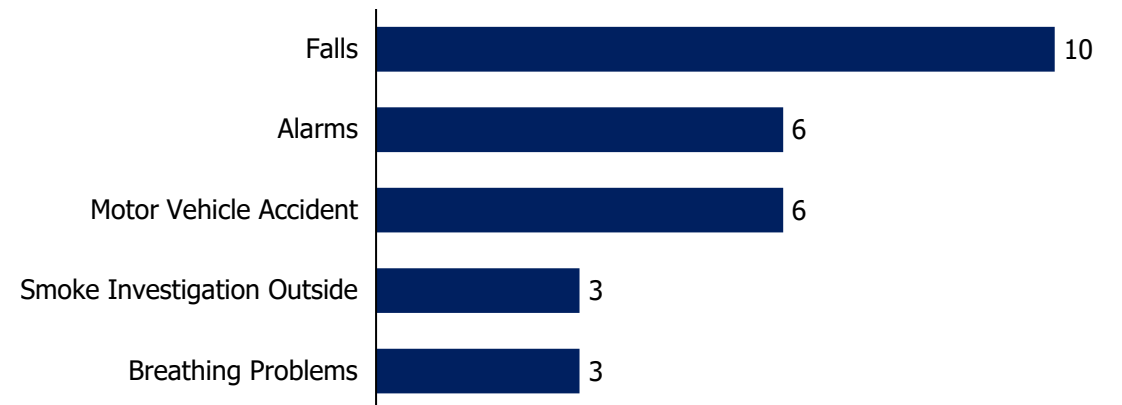
Monthly Call Volume

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Calls	64	58	58	42	56	47	54	80	67	70	61	54

Top Five Problem Natures

Problem Nature	Count
Falls	10
Alarms	6
Motor Vehicle Accident	6
Smoke Investigation Outside	3
Breathing Problems	3

Genesee Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	2	6	1
Monday	0	3	1	4	1
Tuesday	0	3	1	4	1
Wednesday	1	2	0	3	1
Thursday	0	2	1	3	1
Friday	0	2	1	3	1
Saturday	0	0	0	0	0
Assignment <1 min	100%	56%			

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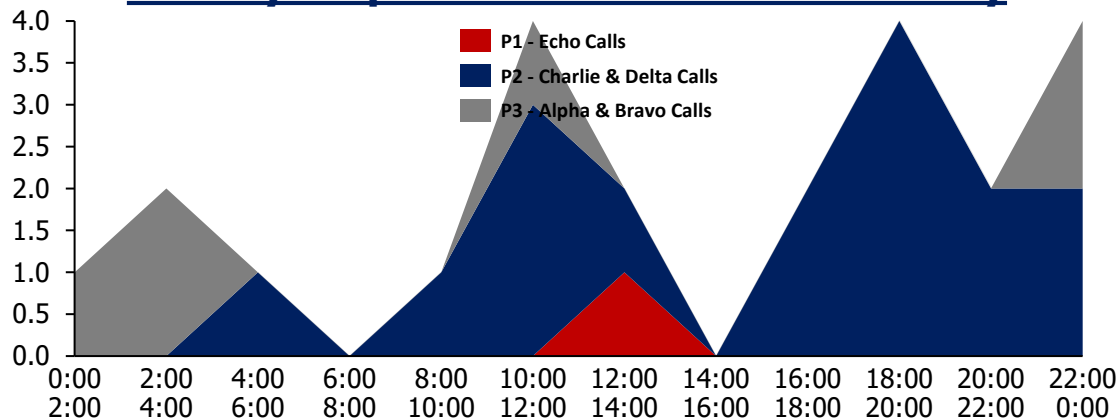
Monthly Call Volume
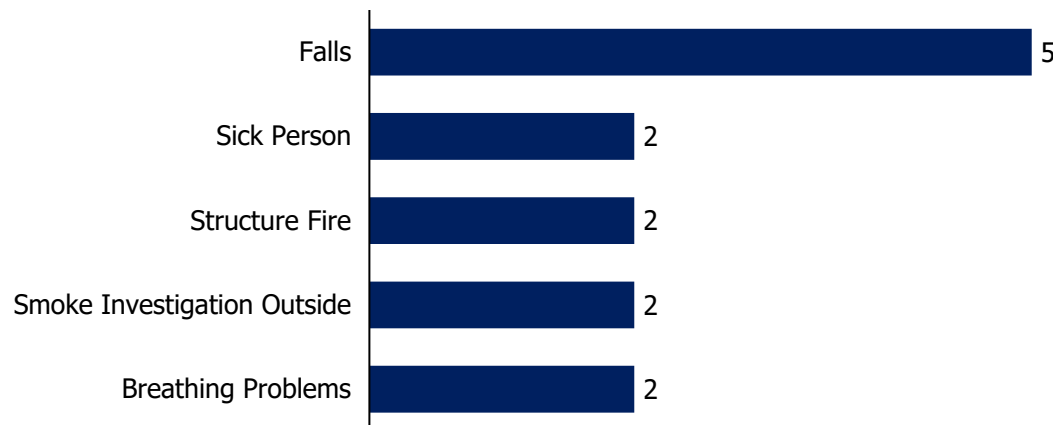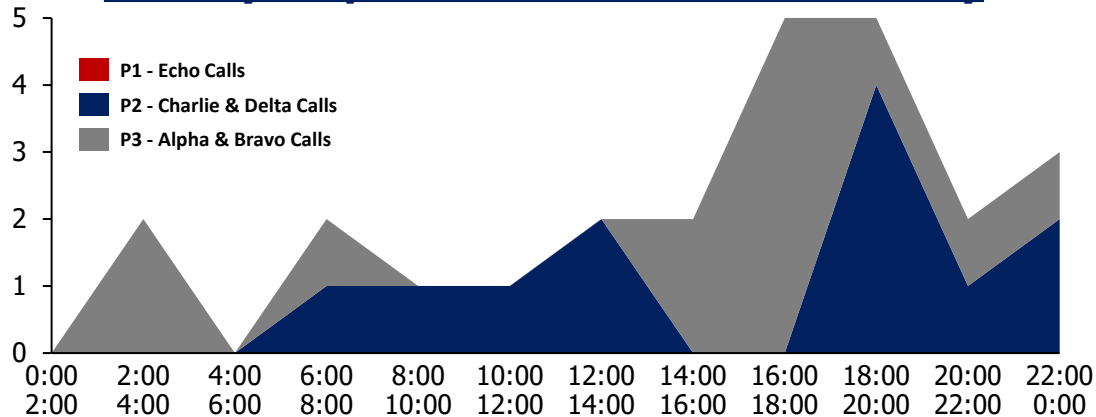

Top Five Problem Natures

- Falls — 5
- Sick Person — 2
- Structure Fire — 2
- Smoke Investigation Outside — 2
- Breathing Problems — 2

Foothills Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls
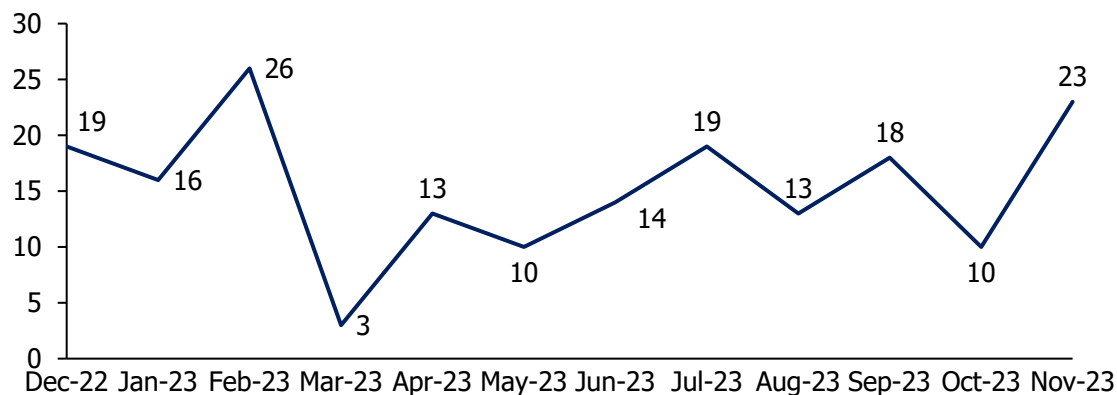
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	5	6	1
Monday	0	3	1	4	1
Tuesday	0	1	3	4	1
Wednesday	0	0	1	1	0
Thursday	0	3	1	4	1
Friday	0	1	1	2	1
Saturday	0	3	1	4	1
Assignment <1 min	N/A	58%			

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

Monthly Call Volume

Dec-22: 38
Jan-23: 39
Feb-23: 28
Mar-23: 38
Apr-23: 37
May-23: 28
Jun-23: 42
Jul-23: 61
Aug-23: 50
Sep-23: 48
Oct-23: 44
Nov-23: 25

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	5
Falls	5
Alarms	3
Smoke Investigation Outside	1
Traumatic Injuries	1
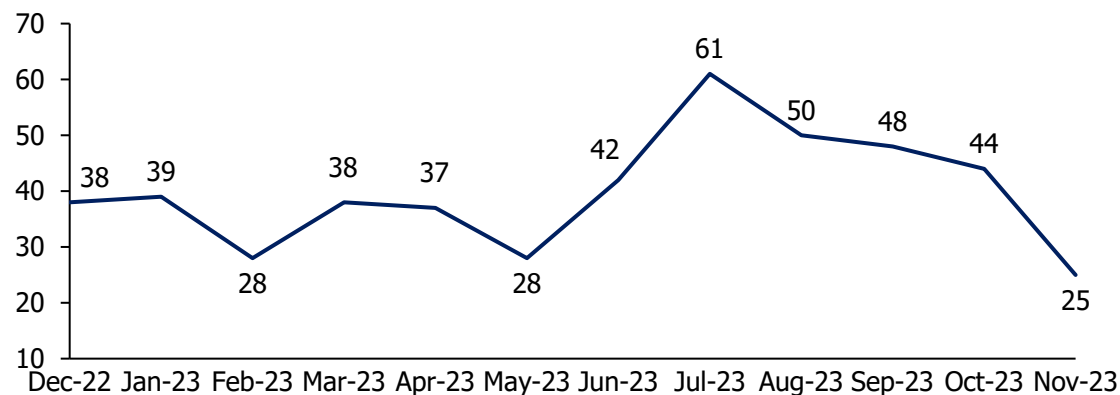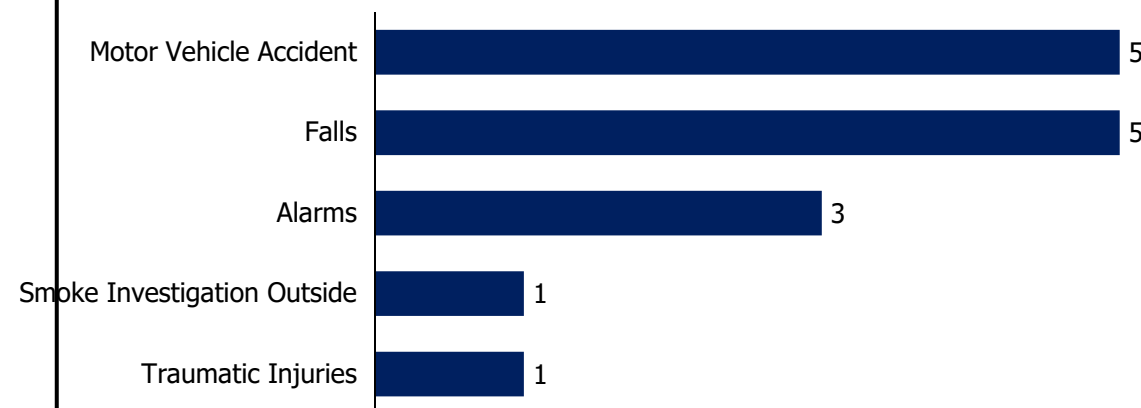
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	25	107	87	219	44
Monday	0	34	96	92	222	44
Tuesday	0	15	96	95	206	41
Wednesday	0	32	125	118	275	69
Thursday	0	38	139	124	301	75
Friday	0	26	134	91	251	63
Saturday	1	30	111	64	206	52
Assignment <2 min		86%	54%			
Assignment <4 min		96%	83%			

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

Monthly Call Volume

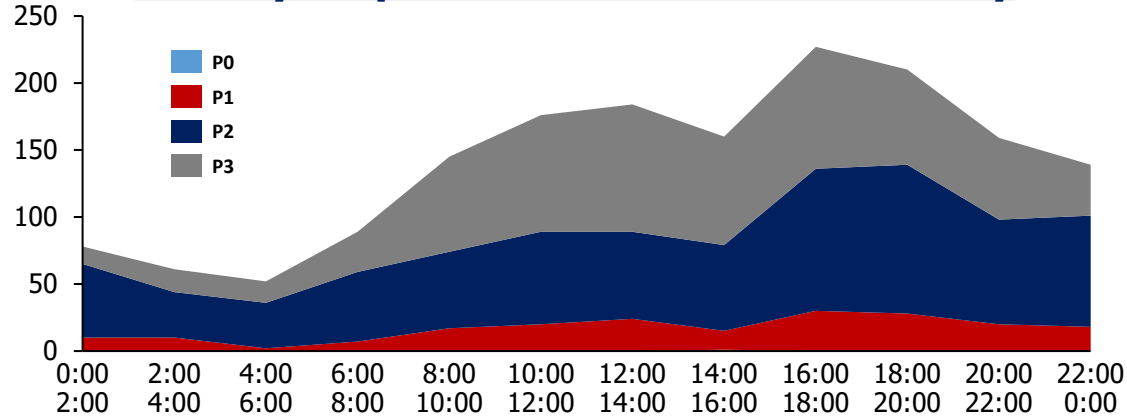Data points: Nov-22: 2.7k, Dec-22: 2.8k, Jan-23: 2.5k, Feb-23: 2.5k, Mar-23: 2.7k, Apr-23: 2.8k, May-23: 3.1k, Jun-23: 3.1k, Jul-23: 3.3k, Aug-23: 3.1k, Sep-23: 2.9k, Oct-23: 2.6k

Top Five Problem Natures

- Follow Up: 264
- Welfare Check: 214
- Motor Vehicle Accident: 143
- Citizen Assist/Serv Call: 132
- Suspicious Incident: 112
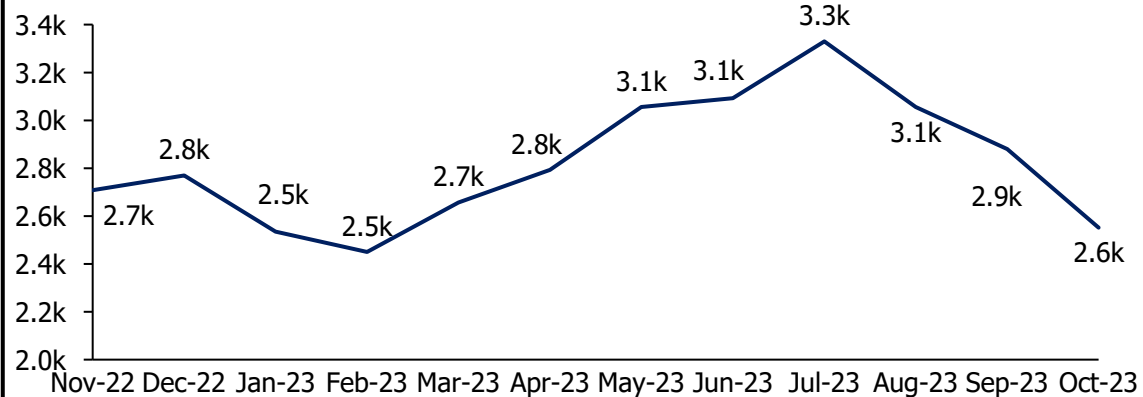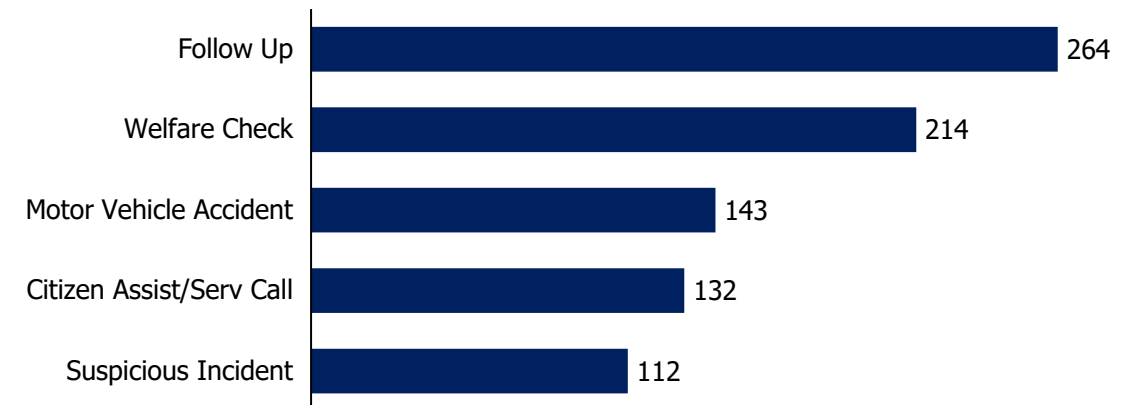
Lakewood PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	77	164	176	418	84
Monday	0	57	172	208	437	87
Tuesday	0	57	186	206	449	90
Wednesday	0	67	225	257	549	137
Thursday	1	73	202	268	544	136
Friday	0	71	188	224	483	121
Saturday	0	61	183	178	422	106
Assignment <2 min		65%	43%			
Assignment <4 min		81%	65%			

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

Monthly Call Volume

Dec-22: 5.3k
Jan-23: 5.1k
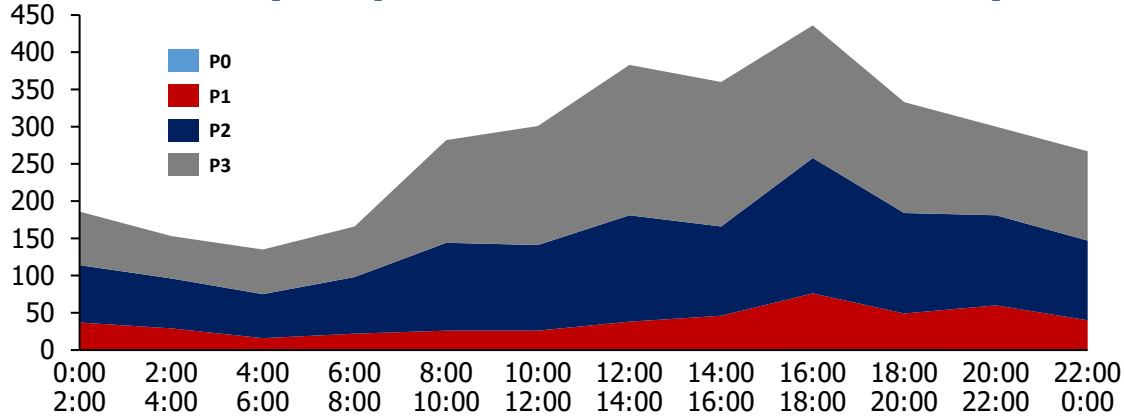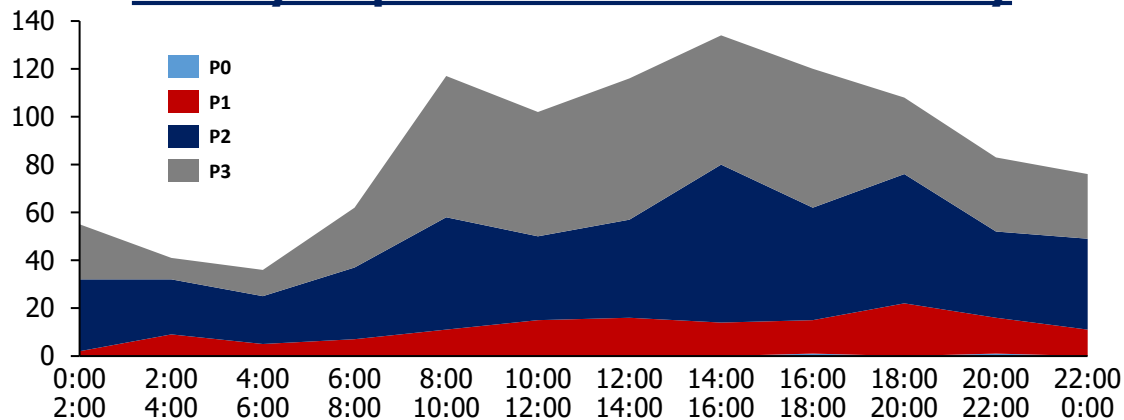Feb-23: 4.8k
Mar-23: 5.5k
Apr-23: 5.3k
May-23: 6.0k
Jun-23: 5.9k
Jul-23: 5.9k
Aug-23: 5.7k
Sep-23: 5.6k
Oct-23: 5.7k
Nov-23: 4.9k

Top Five Problem Natures

Problem Nature	Count
Welfare Check	415
Unwanted Party	356
Disturbance	285
Follow Up	282
Motor Vehicle Accident	264
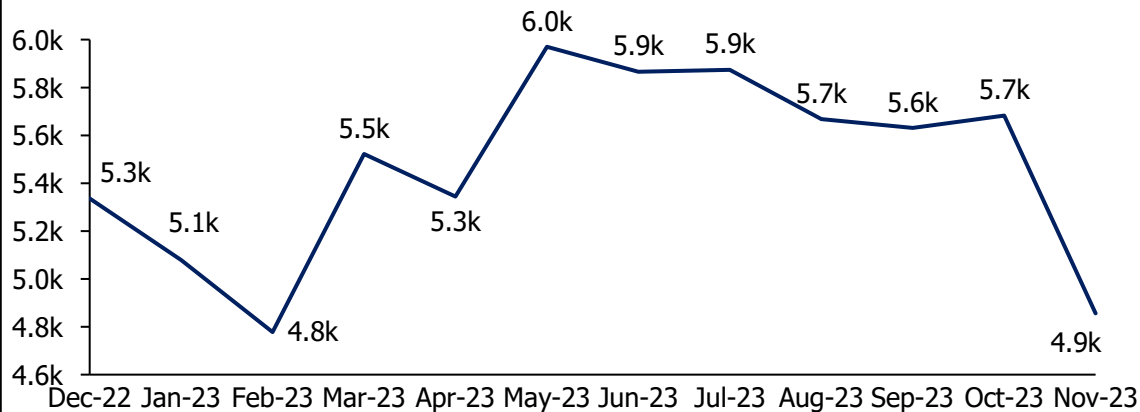
Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

(Y-axis: 0 to 140; X-axis times from 0:00 to 22:00/0:00)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	13	52	58	123	25
Monday	0	20	56	65	141	28
Tuesday	1	16	71	51	139	28
Wednesday	0	19	88	84	191	48
Thursday	1	30	67	72	170	43
Friday	0	19	64	58	141	35
Saturday	0	24	69	52	145	36
Assignment <2 min		69%	42%			
Assignment <4 min		84%	59%			

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

Monthly Call Volume

1.6k (Dec-22), 1.5k (Jan-23), 1.5k (Feb-23), 1.6k (Mar-23), 1.6k (Apr-23), 1.7k (May-23), 1.9k (Jun-23), 1.9k (Jul-23), 1.8k (Aug-23), 1.7k (Sep-23), 1.6k (Oct-23), 1.5k (Nov-23)

Top Five Problem Natures

Problem Nature	Count
Follow Up	164
Unwanted Party	127
Welfare Check	105
Motor Vehicle Accident	93
Citizen Assist/Serv Call	76
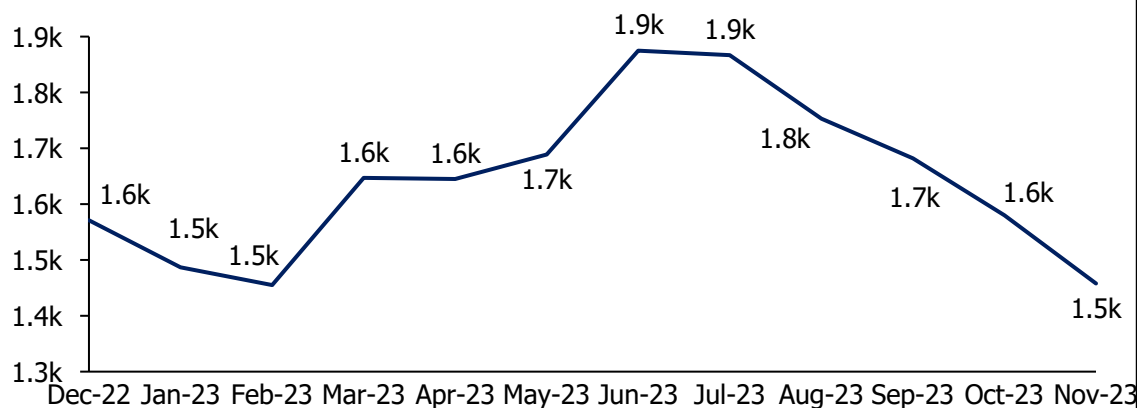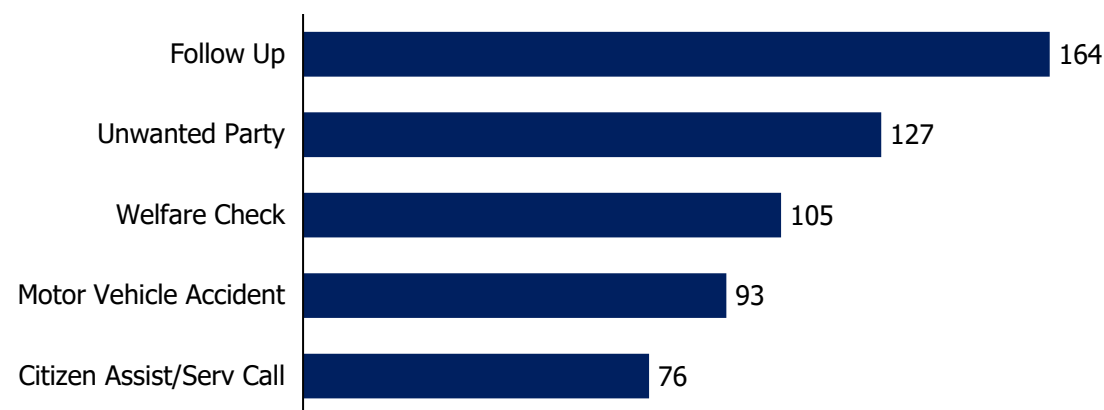
Arvada PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

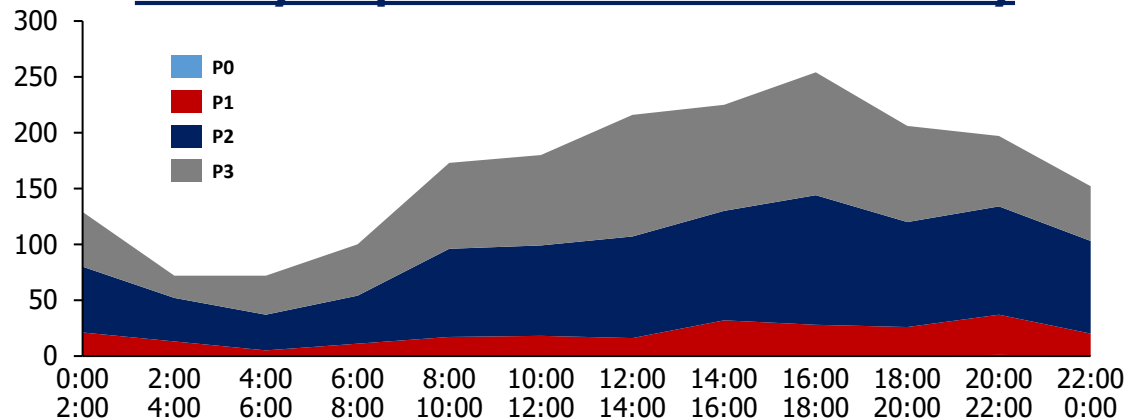| Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	38	113	93	244	49
Monday	0	27	153	114	294	59
Tuesday	0	45	135	140	320	64
Wednesday	0	41	156	137	334	84
Thursday	1	31	125	149	306	77
Friday	0	36	116	102	254	64
Saturday	0	25	114	85	224	56
Assignment <2 min		75%	57%			
Assignment <4 min		89%	79%			

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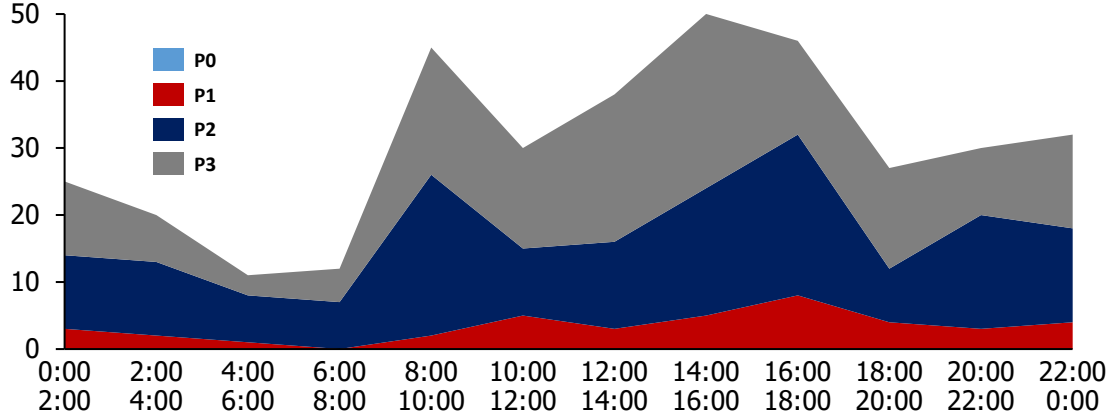
Monthly Call Volume

Top Five Problem Natures
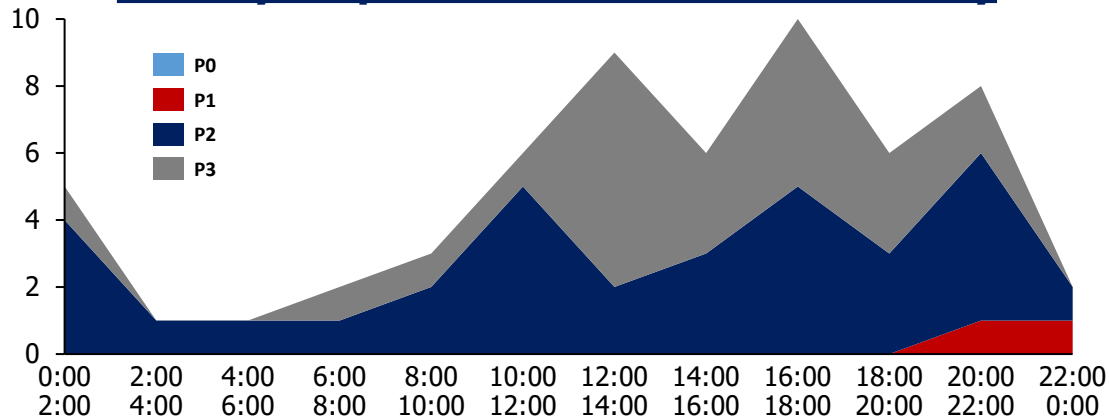
Follow Up	208
Welfare Check	184
Citizen Assist/Serv Call	178
Unwanted Party	166
Motor Vehicle Accident	145
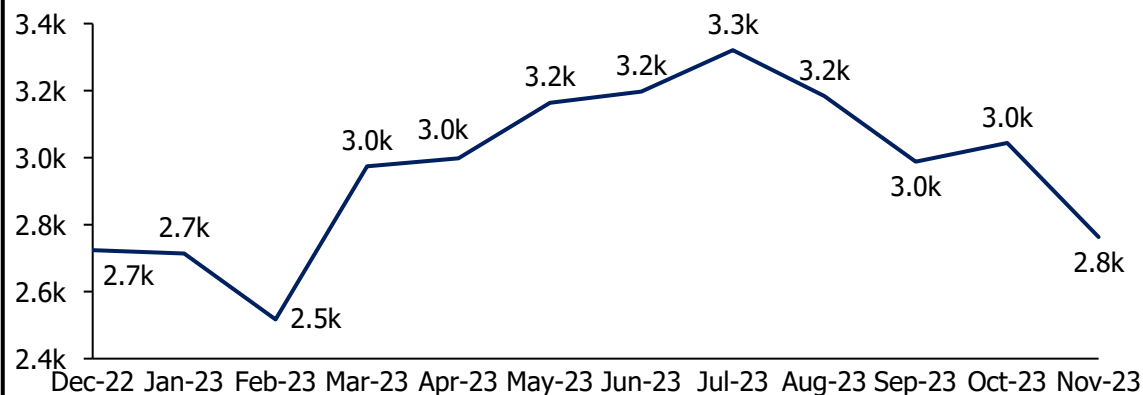
Golden PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	10	28	20	58	12
Monday	0	6	19	27	52	10
Tuesday	0	2	19	15	36	7
Wednesday	0	6	26	24	56	14
Thursday	0	8	24	30	62	16
Friday	0	4	26	25	55	14
Saturday	0	4	23	20	47	12
Assignment <2 min		78%	53%			
Assignment <4 min		95%	82%			

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

Monthly Call Volume

Month	Value
Dec-22	514
Jan-23	470
Feb-23	461
Mar-23	532
Apr-23	542
May-23	610
Jun-23	631
Jul-23	653
Aug-23	665
Sep-23	652
Oct-23	582
Nov-23	516

Top Five Problem Natures

Problem Nature	Count
Welfare Check	49
Unwanted Party	35
Follow Up	35
Motor Vehicle Accident	29
Citizen Assist/Serv Call	24
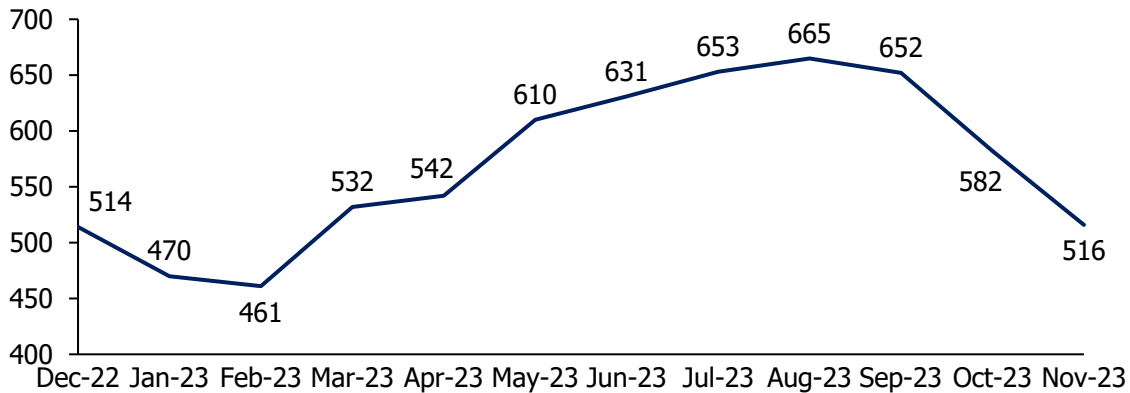
Lakeside PD

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

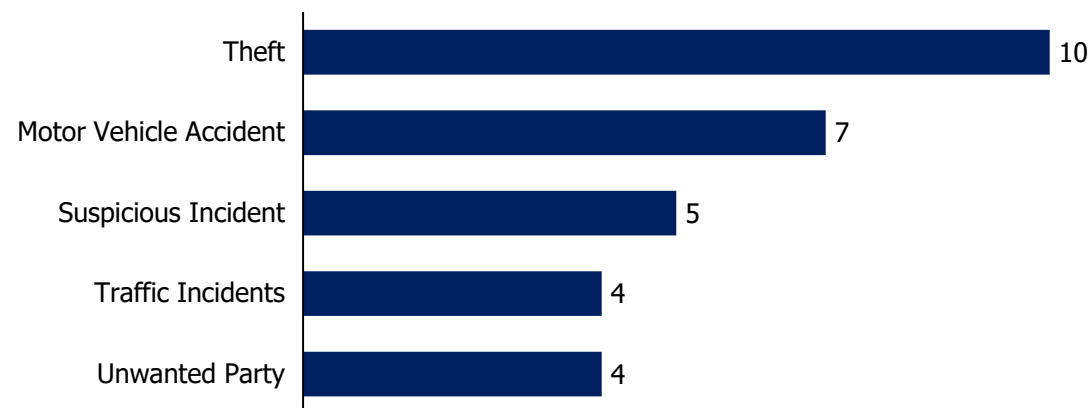| Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	3	5	1
Monday	0	0	5	6	11	2
Tuesday	0	0	5	2	7	1
Wednesday	0	0	11	6	17	4
Thursday	0	1	3	5	9	2
Friday	0	0	5	0	5	1
Saturday	0	0	3	2	5	1
Assignment <2 min		100%	79%			
Assignment <4 min		100%	94%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
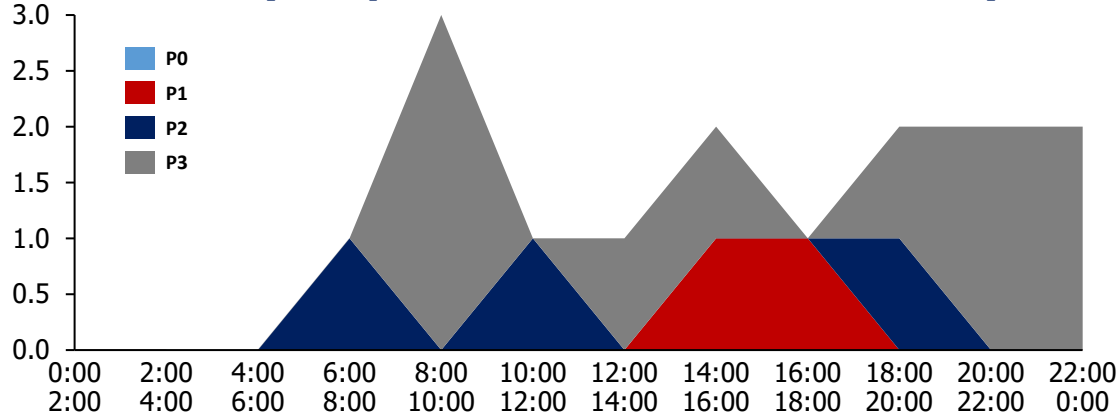
Monthly Call Volume
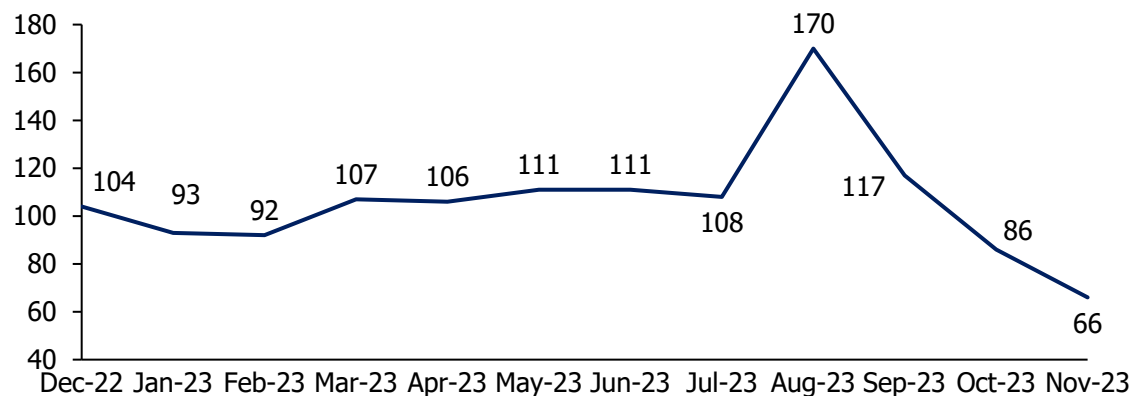
Top Five Problem Natures

Morrison PD Jurisdiction
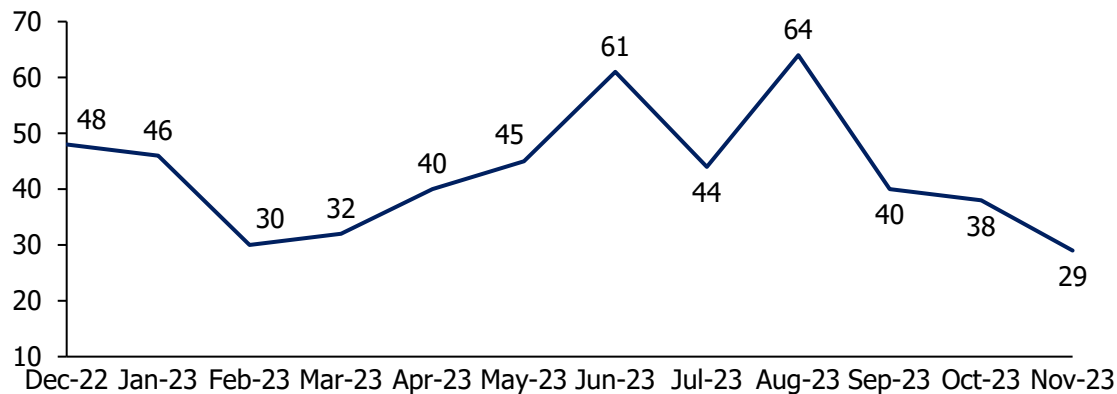
Priority Dispatched Calls Per Time of Day

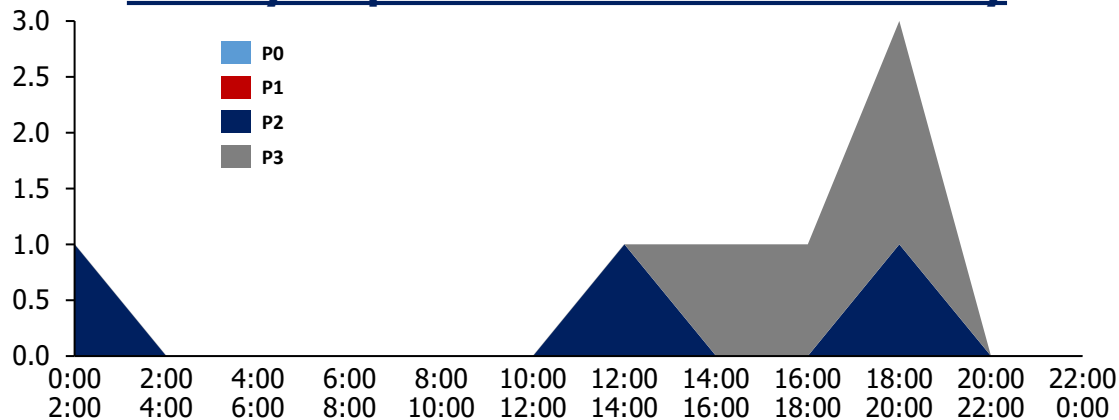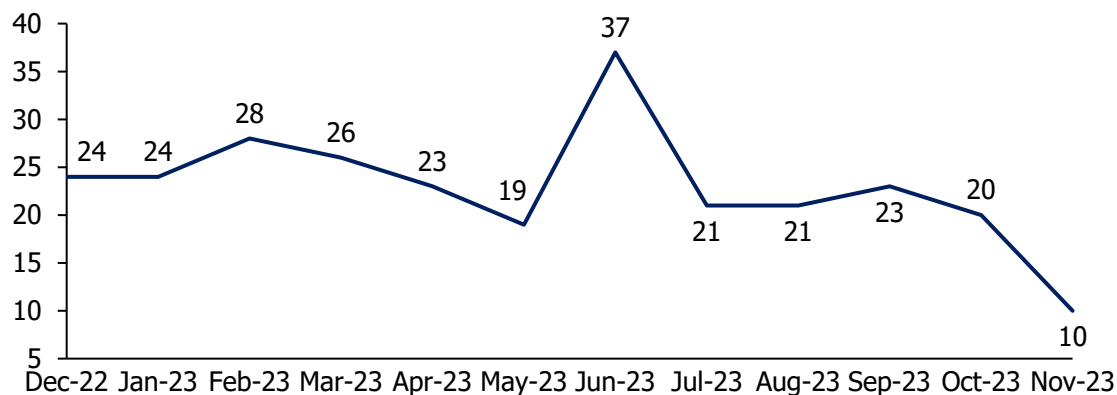Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	0
Monday	0	0	0	0	0	0
Tuesday	0	0	3	2	5	1
Wednesday	0	0	0	2	2	1
Thursday	0	0	0	2	2	1
Friday	0	2	0	0	2	1
Saturday	0	0	0	2	2	1
Assignment <2 min		50%	100%			
Assignment <4 min		50%	100%			

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

Monthly Call Volume

Values: Dec-22: 48, Jan-23: 46, Feb-23: 30, Mar-23: 32, Apr-23: 40, May-23: 45, Jun-23: 61, Jul-23: 44, Aug-23: 64, Sep-23: 40, Oct-23: 38, Nov-23: 29

Top Five Problem Natures

- Welfare Check: 4
- Advised PD: 3
- Follow Up: 3
- Citizen Assist/Serv Call: 2
- Suspicious Vehicle: 2
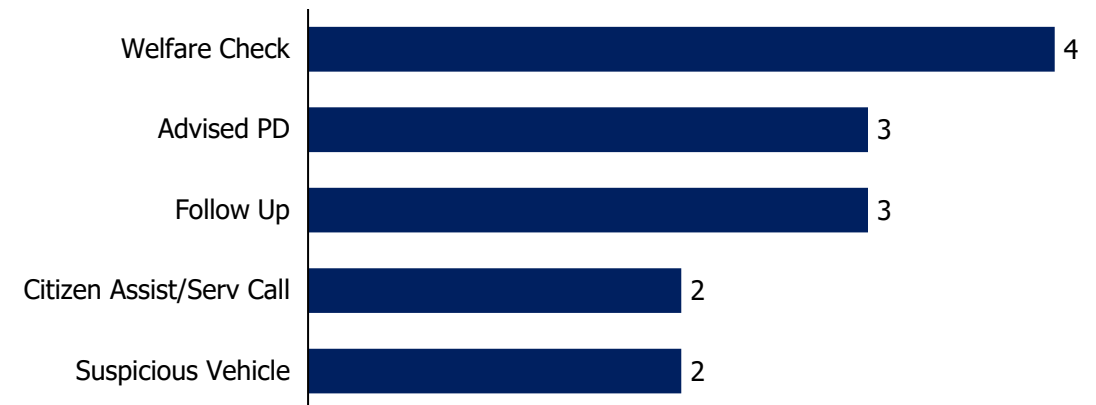
Mountain View PD

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

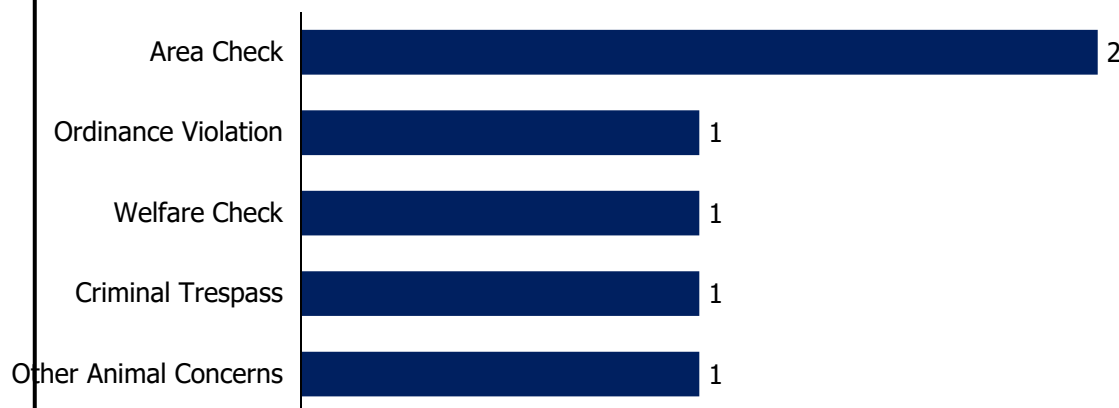| Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	1	0	1	0
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	2	3	1
Thursday	0	0	0	1	1	0
Friday	0	0	0	0	0	0
Saturday	0	0	3	4	7	2
Assignment <2 min		N/A	67%			
Assignment <4 min		N/A	100%			

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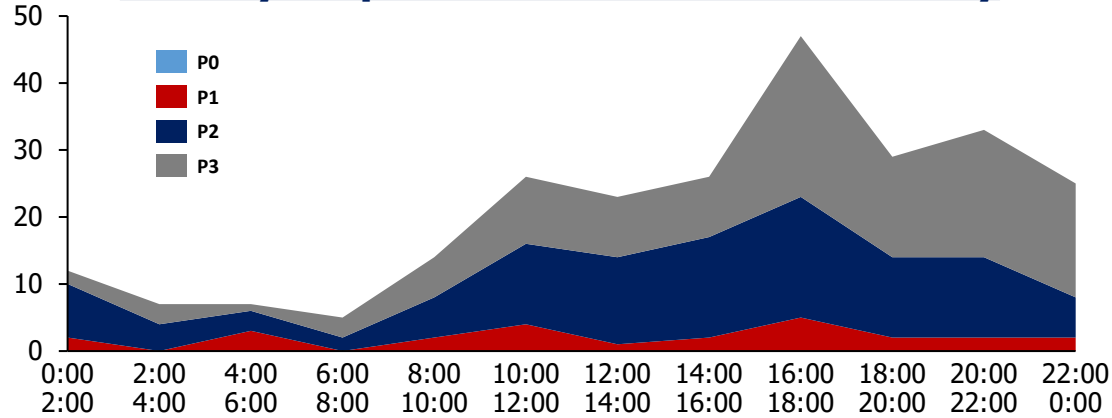
Monthly Call Volume

Top Five Problem Natures

Edgewater PD

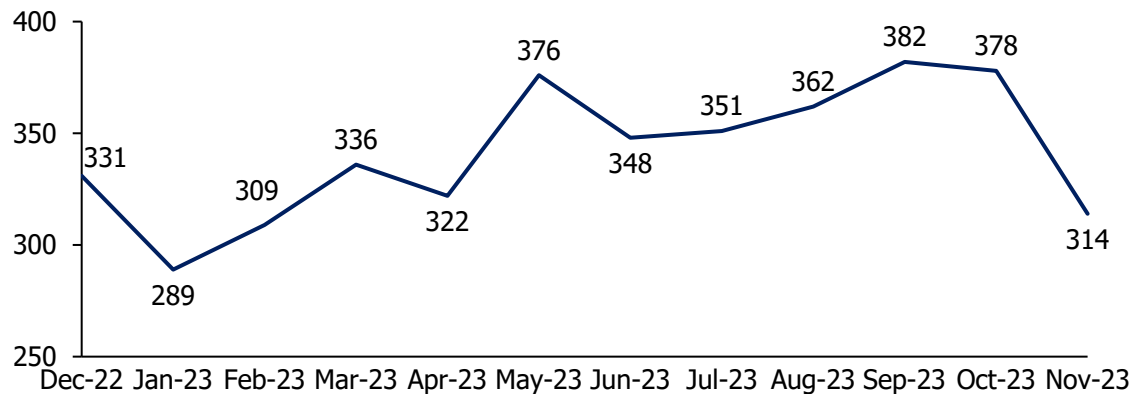## Priority Dispatched Calls Per Time of Day

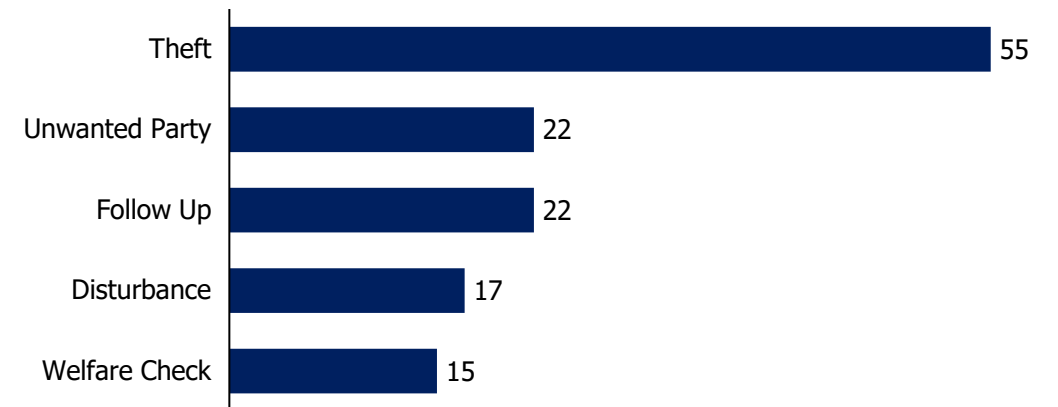## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	20	15	39	8
Monday	0	5	10	12	27	5
Tuesday	0	4	19	11	34	7
Wednesday	0	2	24	25	51	13
Thursday	0	4	12	18	34	9
Friday	0	3	12	19	34	9
Saturday	0	3	14	18	35	9
Assignment <2 min		80%	71%			
Assignment <4 min		88%	88%			

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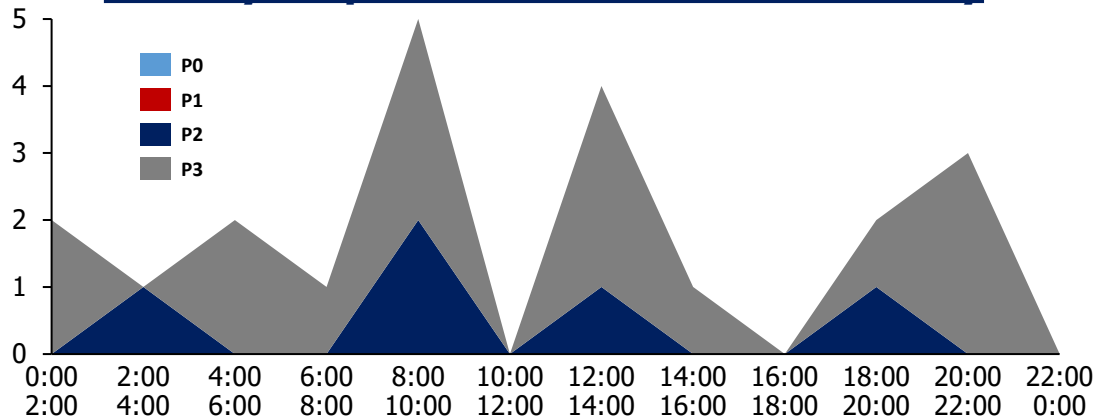
Monthly Call Volume

Top Five Problem Natures

Colorado School of Mines PD
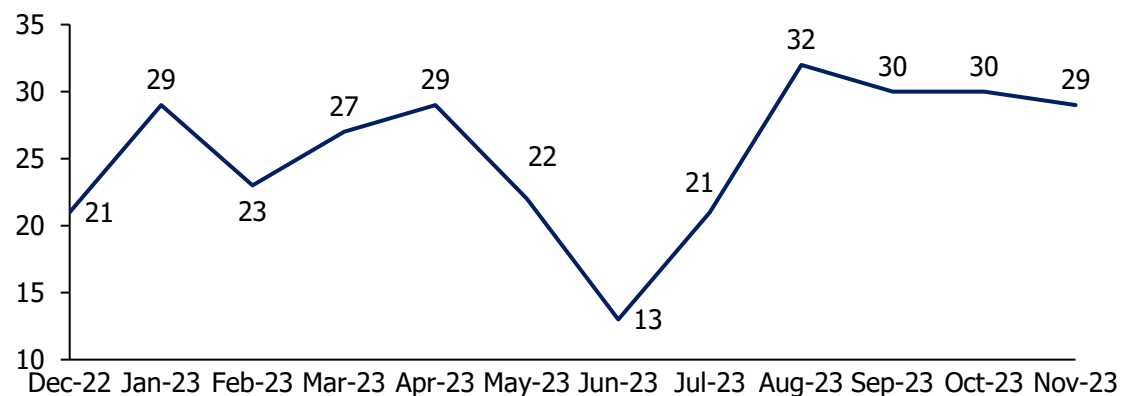
Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	3	3	1
Monday	0	0	0	1	1	0
Tuesday	0	0	1	3	4	1
Wednesday	0	0	0	4	4	1
Thursday	0	0	2	1	3	1
Friday	0	0	1	1	2	1
Saturday	0	0	1	3	4	1
Assignment <2 min		N/A	80%			
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

Problem Nature	Count
911 Hangup/Check	6
Advised PD	6
Unverified Alarm	3
Citizen Assist/Serv Call	2
Area Check	2