Jefferson County Communications Center Authority
JEFFCOM911

October 2023
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	October Calls	% Total	6 Month Trend
Lakewood PD	5,683	28.6%	
Arvada PD	3,044	15.3%	
Jeffco Sheriff	2,826	14.2%	
Wheat Ridge PD	1,580	7.9%	
Golden PD	582	2.9%	
Edgewater PD	378	1.9%	
Lakeside PD	86	0.4%	
Morrison PD	38	0.2%	
CSM PD	30	0.2%	
Mountain View PD	20	0.1%	
Total	**14,267**	**71.7%**	

Average Call Volume Per Time of Day

Time	Calls
0:00–2:00	20
2:00–4:00	16
4:00–6:00	12
6:00–8:00	23
8:00–10:00	47
10:00–12:00	55
12:00–14:00	53
14:00–16:00	57
16:00–18:00	58
18:00–20:00	48
20:00–22:00	39
22:00–0:00	31

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	5	235	669	640	116	282	106	2,053	12.7%
Monday	3	189	738	639	198	502	127	2,396	14.9%
Tuesday	1	178	740	691	182	438	141	2,371	14.7%
Wednesday	2	148	571	508	161	381	111	1,882	14.6%
Thursday	2	144	565	606	132	359	100	1,908	14.8%
Friday	0	170	561	576	138	370	103	1,918	14.9%
Saturday	1	174	581	530	119	229	105	1,739	13.5%
Total	**14**	**1,238**	**4,425**	**4,190**	**1,046**	**2,561**	**793**	**14,267**	

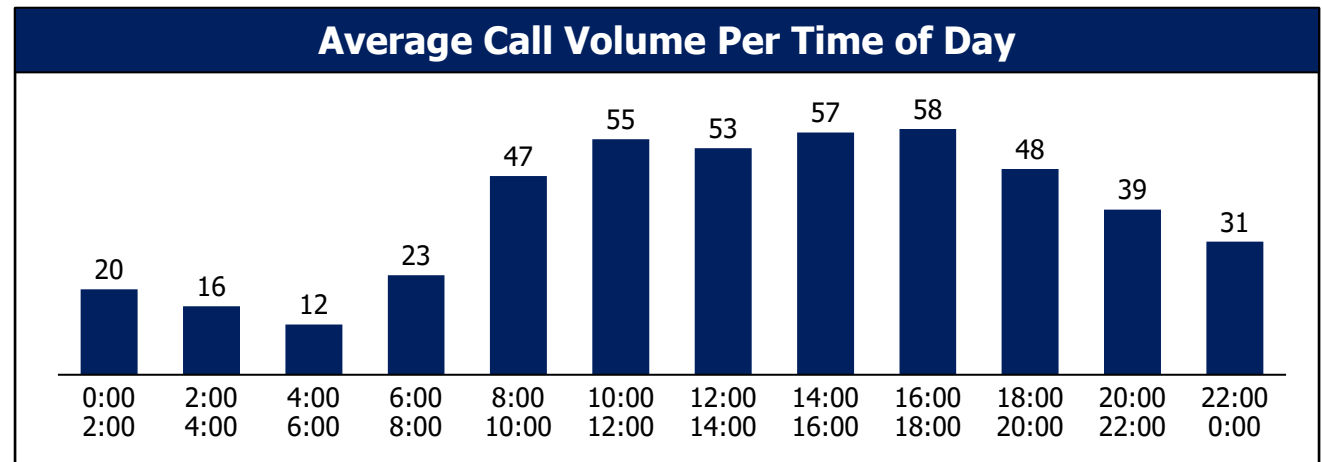Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Fire Stats
Calls Received, Processed, and Dispatched

Agency	October Calls	% of Total	6 Month Trend
West Metro Fire	3,294	16.6%	
Arvada Fire	1,496	7.5%	
Golden Fire	245	1.2%	
Evergreen Fire	197	1.0%	
Fairmount Fire	84	0.4%	
Elk Creek Fire	83	0.4%	
Highland Rescue	61	0.3%	
Pleasant View Fire	53	0.3%	
Foothills Fire	44	0.2%	
Inter Canyon Fire	23	0.1%	
Golden Gate Fire	16	0.1%	
Indian Hills Fire	14	0.1%	
Genesee Fire	10	0.1%	
North Fork Fire	8	0.0%	
Total	**5,628**	**28.3%**	
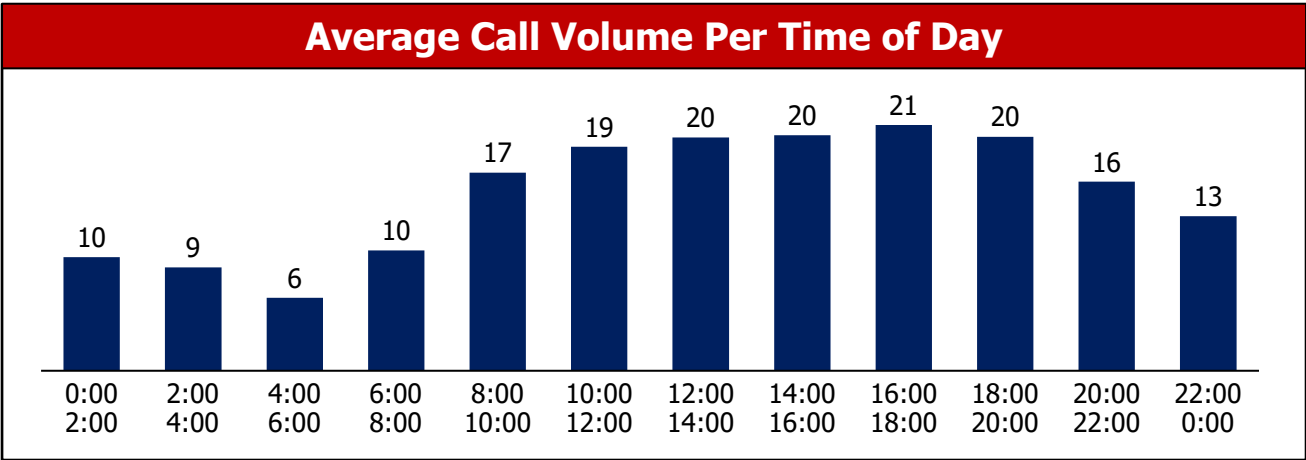
Average Call Volume Per Time of Day

Time	Calls
0:00-2:00	10
2:00-4:00	9
4:00-6:00	6
6:00-8:00	10
8:00-10:00	17
10:00-12:00	19
12:00-14:00	20
14:00-16:00	20
16:00-18:00	21
18:00-20:00	20
20:00-22:00	16
22:00-0:00	13

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	15	531	291	13	1	1	852	13.4%
Monday	14	600	391	10	1	3	1019	16.1%
Tuesday	16	569	295	9	0	4	893	14.1%
Wednesday	14	481	263	5	1	1	765	15.1%
Thursday	12	412	264	7	0	6	701	13.8%
Friday	13	448	253	8	1	2	725	14.3%
Saturday	11	415	237	7	0	3	673	13.3%
Total	**95**	**3,456**	**1,994**	**59**	**4**	**20**	**5,628**	

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

Service Level Agreement
Call Processing

Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	94.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.8%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	45.0%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	85.9%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	6.7%	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%	89.2%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	90.9%	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 end of the year until final qualifications are achieved for ECS hired in the previous months.

Remediation: Call Answering
Jeffcom continues to exceed the 15 second 911 answering target, meeting the target for four consecutive months now and are within a fraction of a percent of meeting the 40 second goal.

The current academy has six Emergency Communications Specialists in week two of floor training and are on track to qualify by the end of the year. Jeffcom is now accepting applications and conducting interviews for a January 2024 academy.

Jeffcom retention continues to improve with two consecutive quarters of retaining above national averages. Jeffcom will 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 02:00 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.	540/710 DA Discovery Requests (281 due in November) 246/246 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**	67.2%	All requests properly located	158/277 External Requests (77 from a single requester currently being processed)
	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%		**1** pending follow up from requester, **4** denied by Jeffco for open/pending investigation and mental health privacy issues, **2** pending from Lakewood, **1** denied by Lakewood due to privacy/mental health concerns

Service Level Agreement and Volume Trends

Call Volumes

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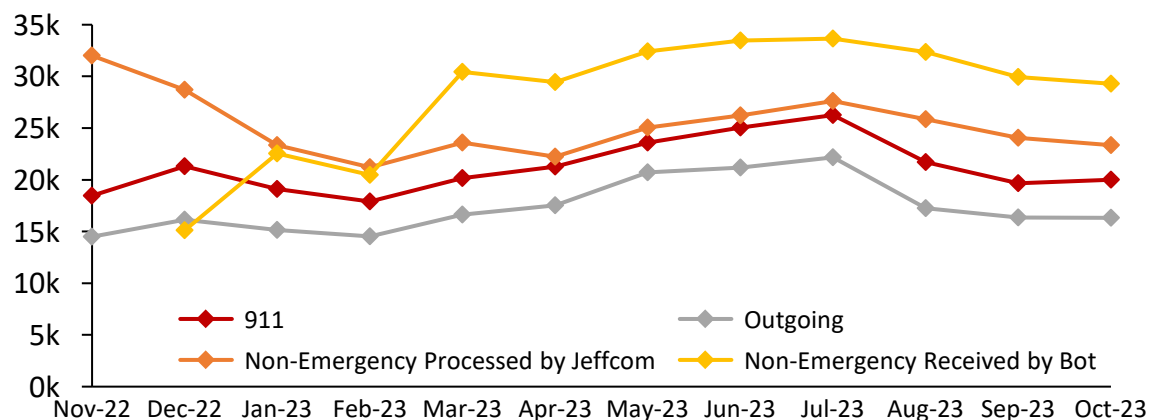
Trend Table

Average Daily Calls	Oct-23	Sep-23	Oct-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	526	545	497	⬇ -3%	⬆ 6%
Incoming - **Admin** to Bot	945	998	0	⬇ -5%	
Incoming - **Admin** to Jeffcom	753	802	1,143	⬇ -6%	⬇ -34%
Incoming - **911**	645	656	618	⬇ -2%	⬆ 4%
911 calls answered within 15 seconds	🟢 94.8%	🟢 94.5%	🔴 84%	⬆ 0.3%	⬆ 10.7%
911 calls answered within 40 seconds	🟡 98.8%	🟡 98.95%	🟡 97%	⬇ -0.2%	⬆ 2.2%

911 Calls Answered within 15 Seconds
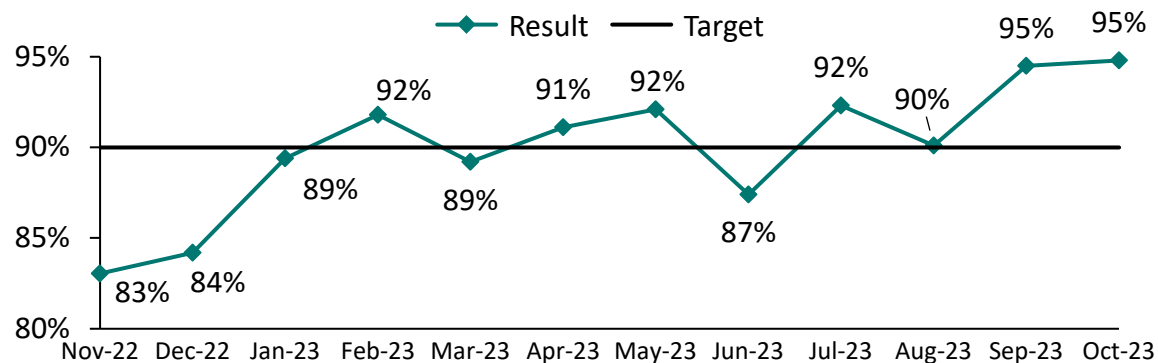
911 Calls Answered within 40 seconds
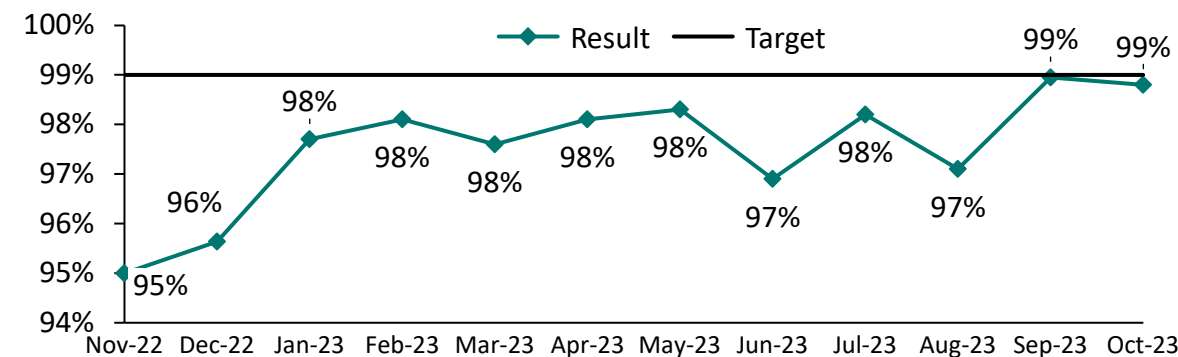
Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

Nov-22: 18.5k
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
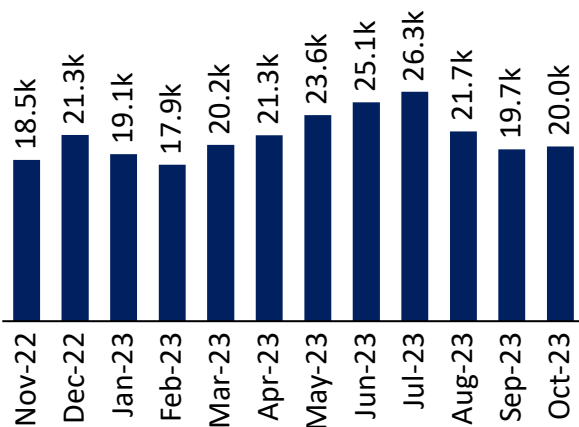
Non-Emergency Calls Processed by Jeffcom

Nov-22: 32.0k
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
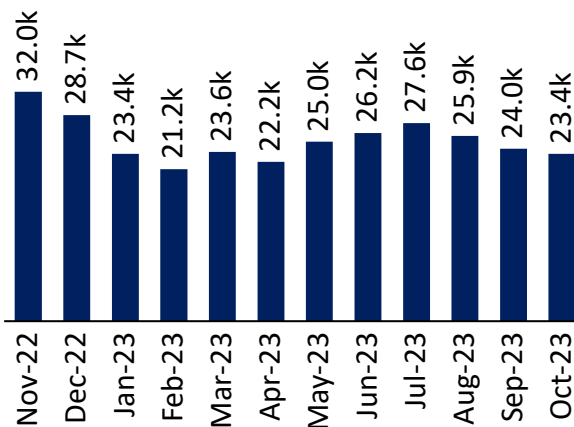
Non-Emergency Calls Received by Bot

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

Outgoing Calls

Nov-22: 14.5k
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
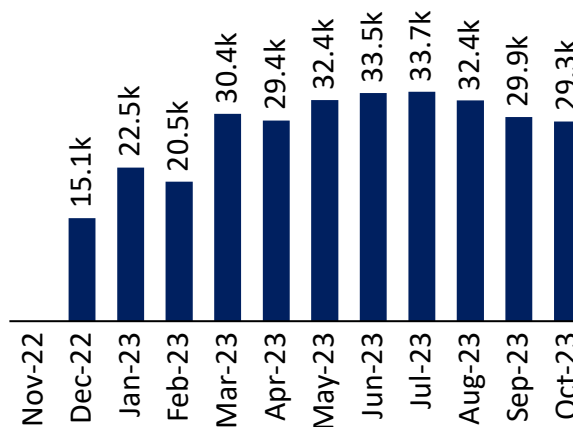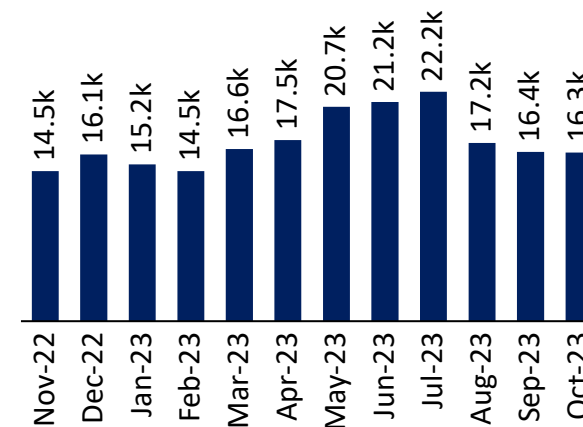
Call Volume

Line	Calls	Notes
Outgoing	16,311	0.3% Decrease from September
Incoming - **Admin** to Bot	29,296	2% Decrease from September
Incoming - **Admin** to Jeffcom	23,354	2% Increase from September
Incoming - **911**	19,999	3% Decrease from September
Total Incoming to Jeffcom	**43,353**	**1% Decrease from September**

October Inquiries

Legend:
- Agency
- Citizen
- Commendations

Wheat Ridge PD — Total: 4 (Citizen: 1, Commendations: 3)
Lakewood PD — Total: 3 (Citizen: 1, Agency: 2)
Jeffco Sheriff — Total: 1
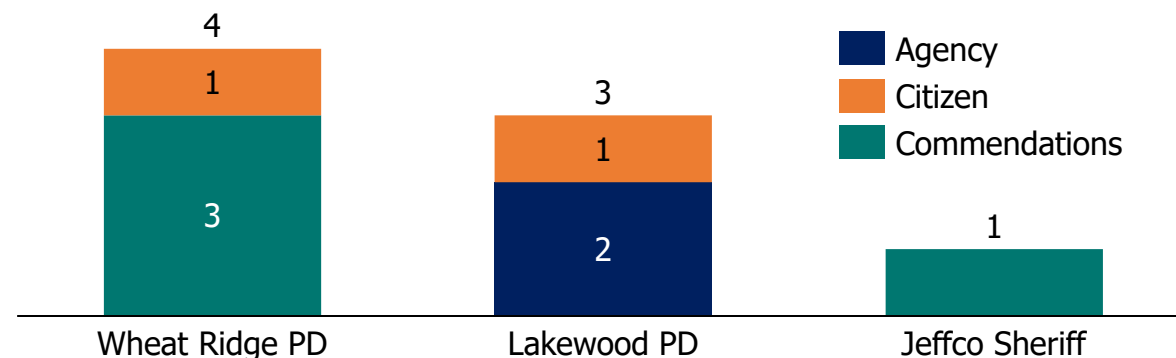
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)

Positive CPSS Answers

| 86% | 14% |

Survey Response Rate

34% (744) Responded
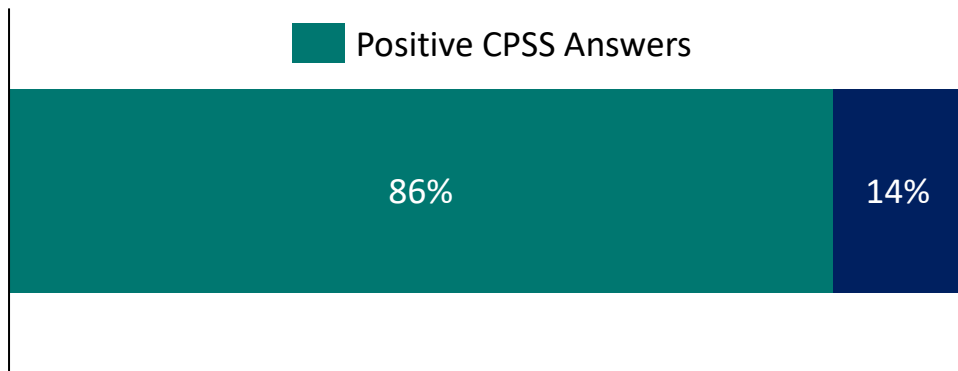
66% (1442) No Response
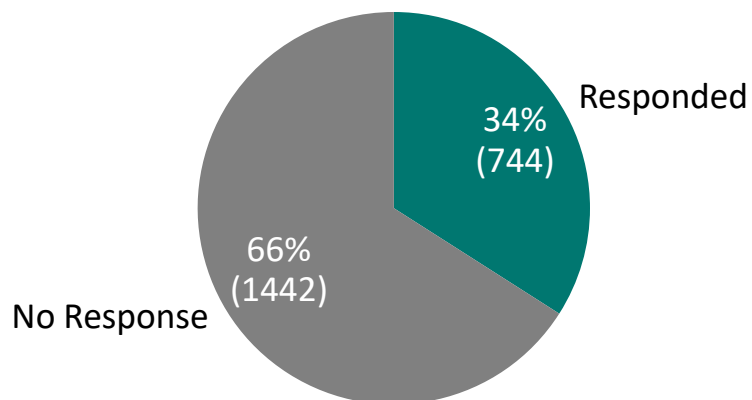
Survey Responses

- "The person who answered my call was professional and thorough."

- "The person who took my 911 call was patient and clear. She helped me through the incident until the police officer showed up."

- "It was a serious car accident with one party trying to run. The call-taker was on top of the situation and taking information as fast as I was relating it. Really a positive experience."

- "Thankful for the help, patience, and understanding from the dispatcher. They were very kind and gentle. Made me feel heard and safer with their presence."
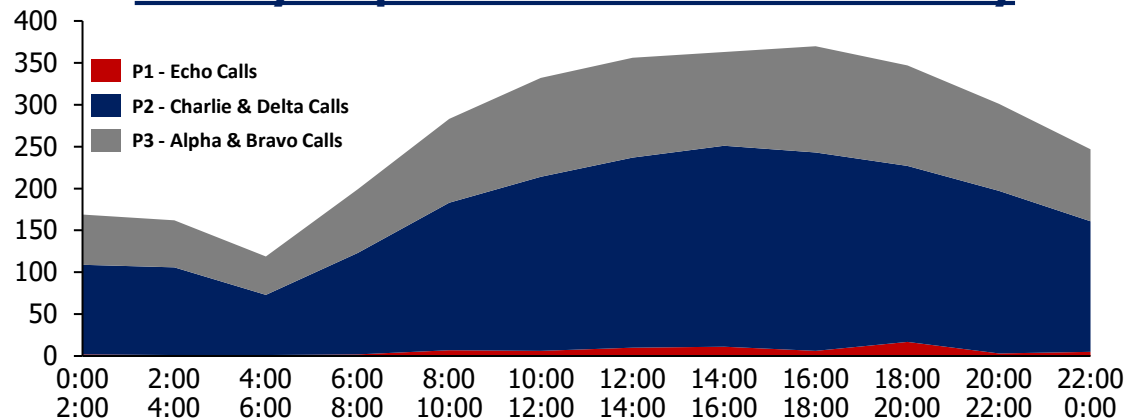
West Metro Fire

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	321	164	496	99
Monday	12	356	227	595	119
Tuesday	10	362	181	553	111
Wednesday	11	284	140	435	109
Thursday	7	232	150	389	97
Friday	10	271	134	415	104
Saturday	10	227	128	365	91
Assignment <1 min	96%	96%			

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Falls	474
Sick Person	461
Alarms	265
Motor Vehicle Accident	211
Unconscious/Fainting	209
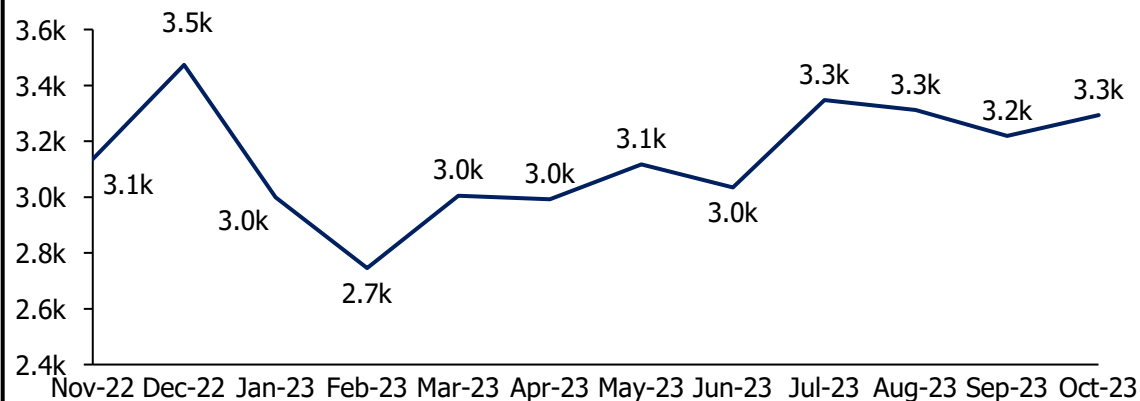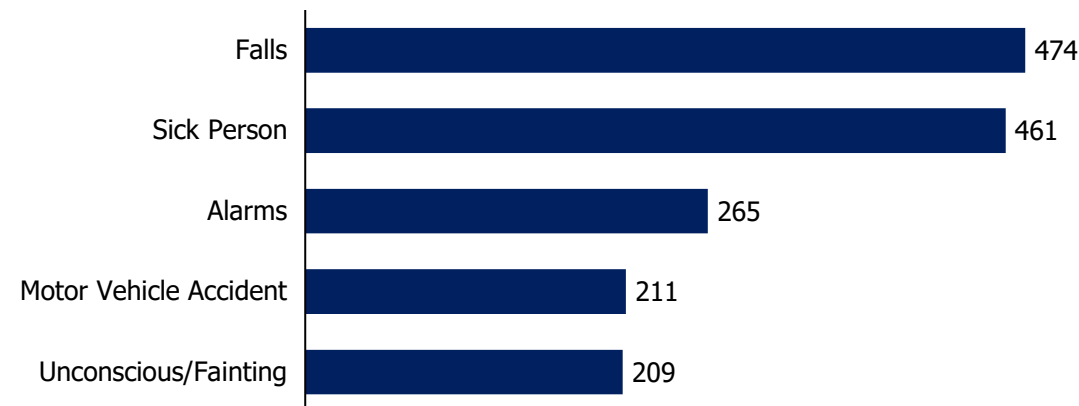
Arvada Fire

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	4	138	80	222	44
Monday	1	168	99	268	54
Tuesday	4	131	82	217	43
Wednesday	1	128	80	209	52
Thursday	4	127	75	206	52
Friday	1	100	78	179	45
Saturday	0	114	53	167	42
Assignment <1 min	93%	94%			

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

Monthly Call Volume

Nov-22: 1.3k, Dec-22: 1.5k, Jan-23: 1.2k, Feb-23: 1.1k, Mar-23: 1.3k, Apr-23: 1.2k, May-23: 1.3k, Jun-23: 1.3k, Jul-23: 1.4k, Aug-23: 1.4k, Sep-23: 1.4k, Oct-23: 1.5k

Top Five Problem Natures

- Falls: 247
- Sick Person: 224
- Unconscious/Fainting: 105
- Breathing Problems: 97
- Motor Vehicle Accident: 90

Golden Fire

Priority Dispatched Calls Per Time of Day

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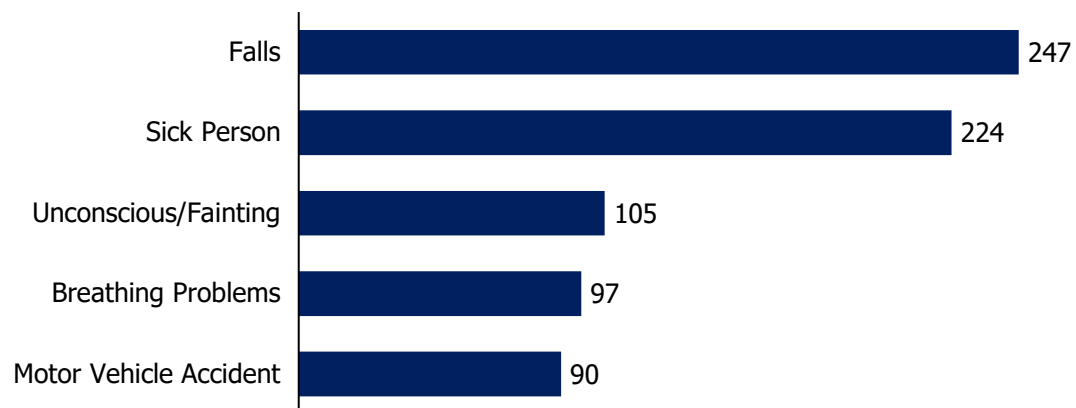
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	23	12	35	7
Monday	0	24	15	39	8
Tuesday	0	18	9	27	5
Wednesday	2	29	13	44	11
Thursday	0	13	10	23	6
Friday	1	19	12	32	8
Saturday	1	20	21	42	11
Assignment <1 min	100%	87%			

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

Monthly Call Volume

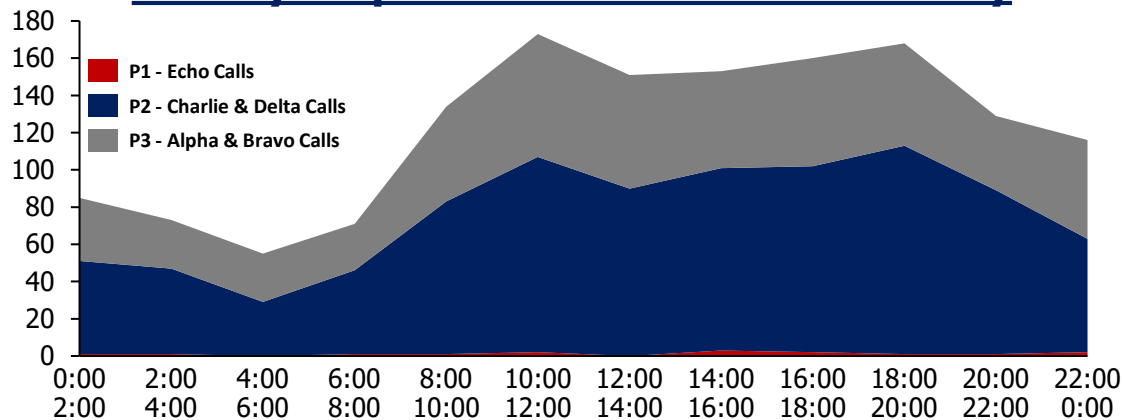| Month	Value
Nov-22	229
Dec-22	256
Jan-23	235
Feb-23	227
Mar-23	213
Apr-23	250
May-23	215
Jun-23	256
Jul-23	271
Aug-23	266
Sep-23	257
Oct-23	245

Top Five Problem Natures

Problem Nature	Value
Falls	36
Sick Person	28
Motor Vehicle Accident	28
Unconscious/Fainting	19
Psychiatric	16
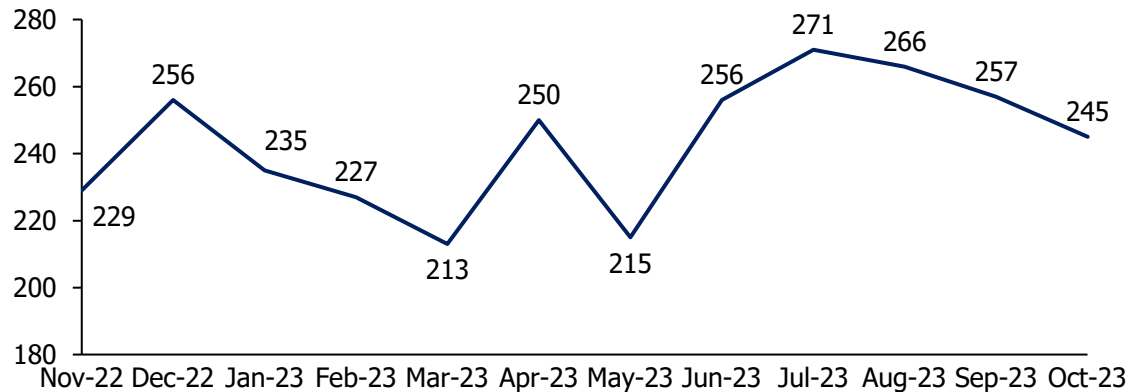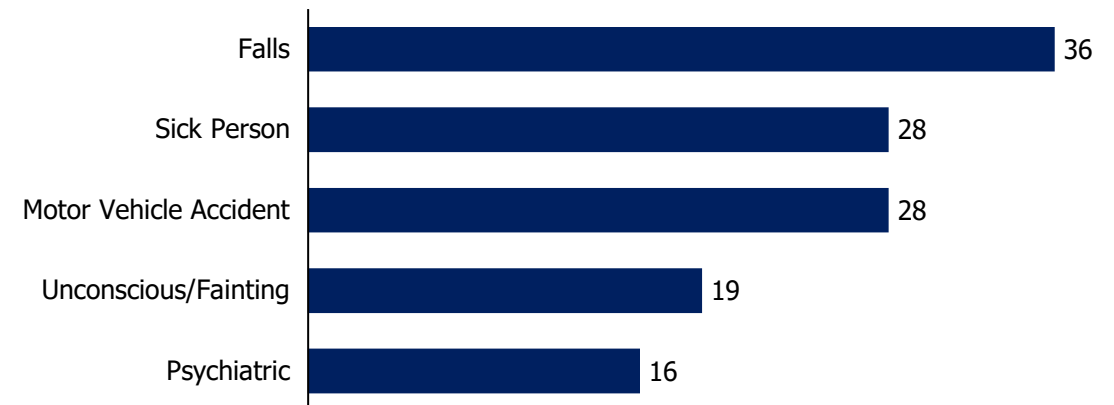
Fairmount Fire

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	4	5	9	2
Monday	0	9	5	14	3
Tuesday	1	11	2	14	3
Wednesday	0	10	2	12	3
Thursday	0	6	4	10	3
Friday	0	10	2	12	3
Saturday	0	4	7	11	3
Assignment <1 min	100%	93%			

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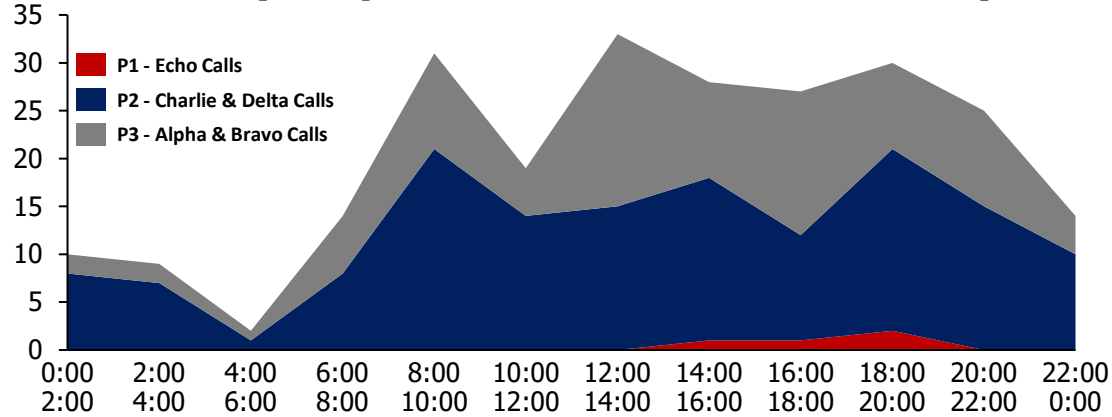
Monthly Call Volume

Values: Nov-22: 83, 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

Top Five Problem Natures

- Motor Vehicle Accident: 15
- Sick Person: 12
- Falls: 10
- Unconscious/Fainting: 6
- Alarms: 6
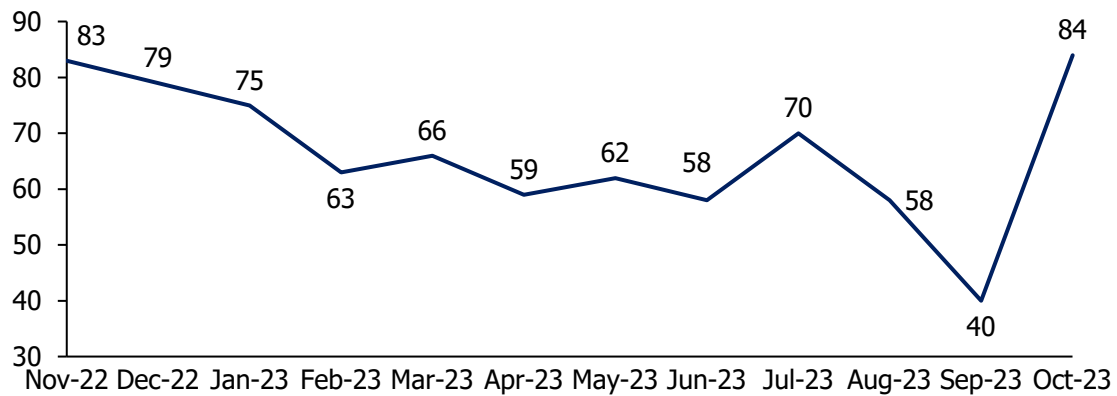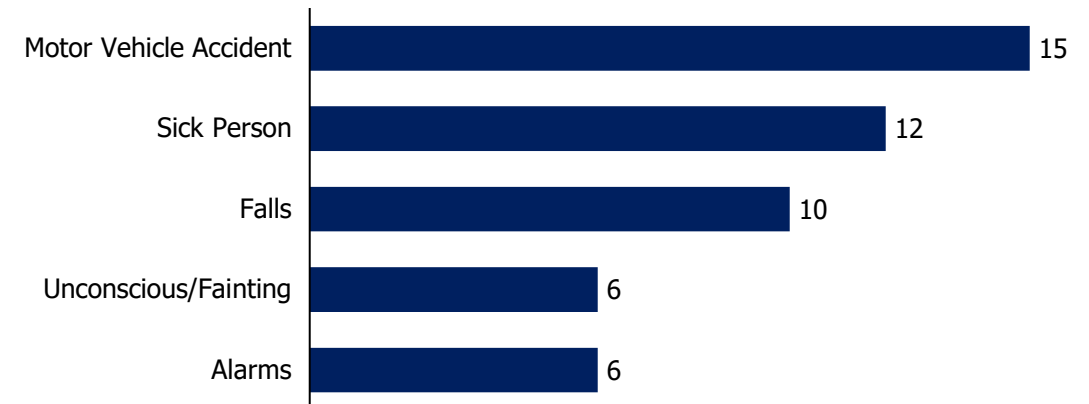
Pleasant View Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	7	4	11	2
Tuesday	0	7	3	10	2
Wednesday	0	4	3	7	2
Thursday	0	4	0	4	1
Friday	0	6	4	10	3
Saturday	0	6	0	6	2
Assignment <1 min	N/A	81%			

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

Monthly Call Volume

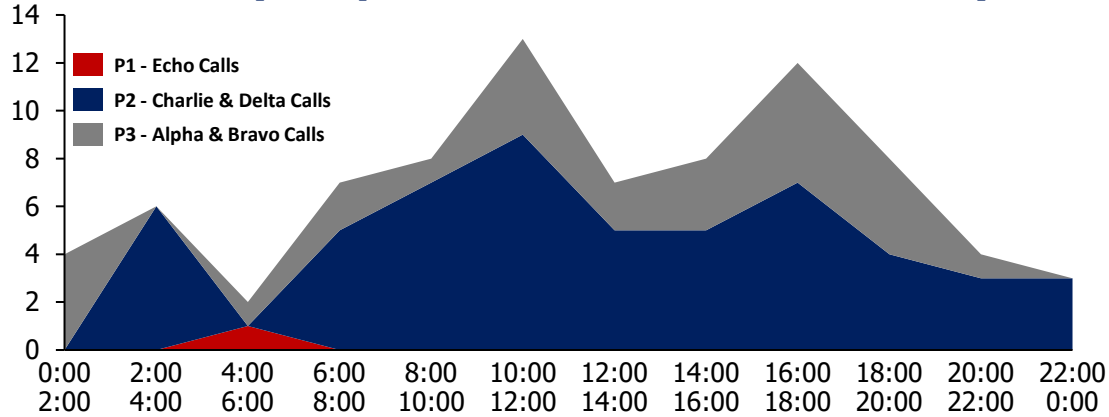| Month	Calls
Nov-22	48
Dec-22	66
Jan-23	40
Feb-23	42
Mar-23	43
Apr-23	48
May-23	39
Jun-23	69
Jul-23	51
Aug-23	61
Sep-23	57
Oct-23	53

Top Five Problem Natures

Problem Nature	Count
Sick Person	11
Psychiatric	5
Motor Vehicle Accident	4
Breathing Problems	4
Falls	4
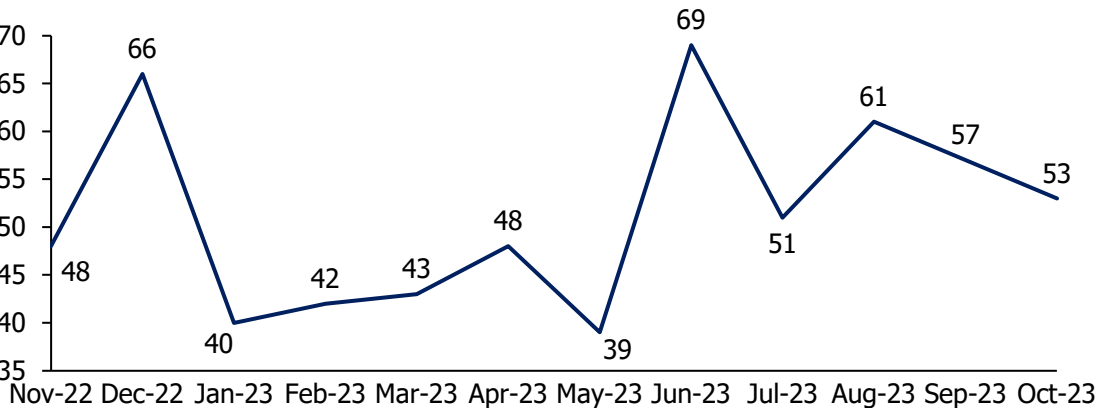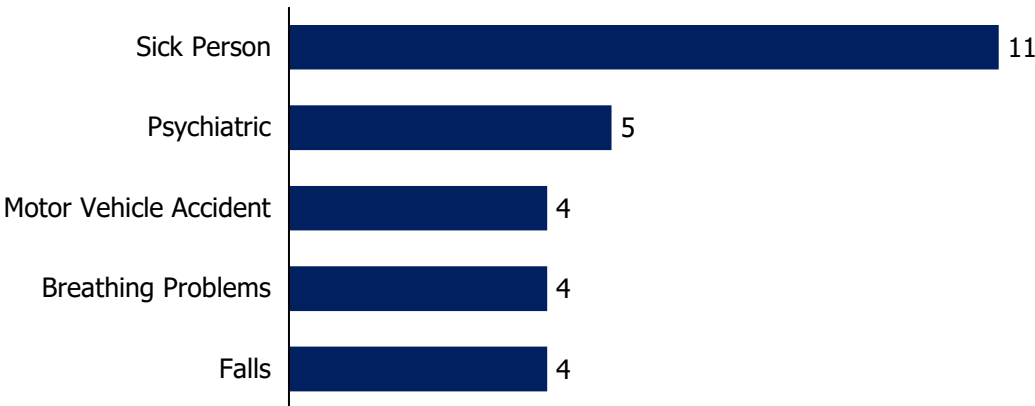
Golden Gate Fire

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	2	2	0
Monday	0	2	1	3	1
Tuesday	0	4	0	4	1
Wednesday	0	3	1	4	1
Thursday	0	2	1	3	1
Friday	0	0	0	0	0
Saturday	0	11	5	16	4
Assignment <1 min	N/A	82%			

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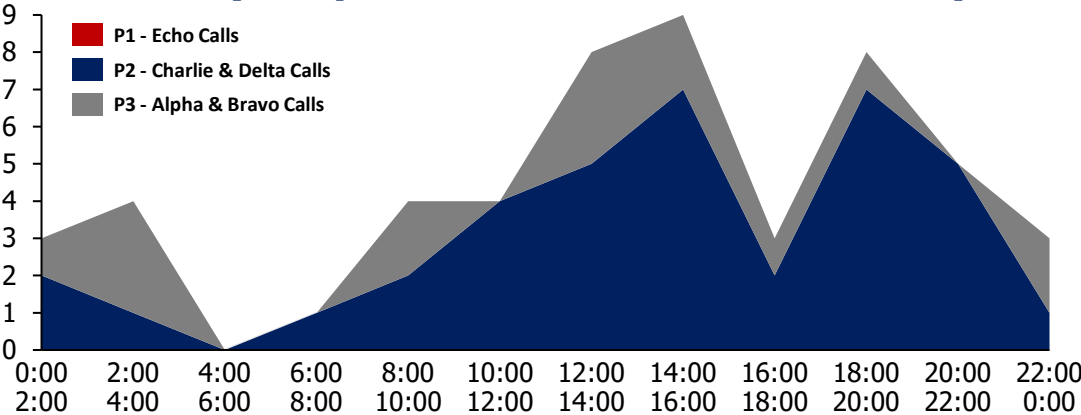
Monthly Call Volume

Problem Natures

Problem Nature	Count
Backcountry Rescue	3
Breathing Problems	3
Motor Vehicle Accident	2
Stroke/TIA	1
Hemmorrhage/Lacerations	1
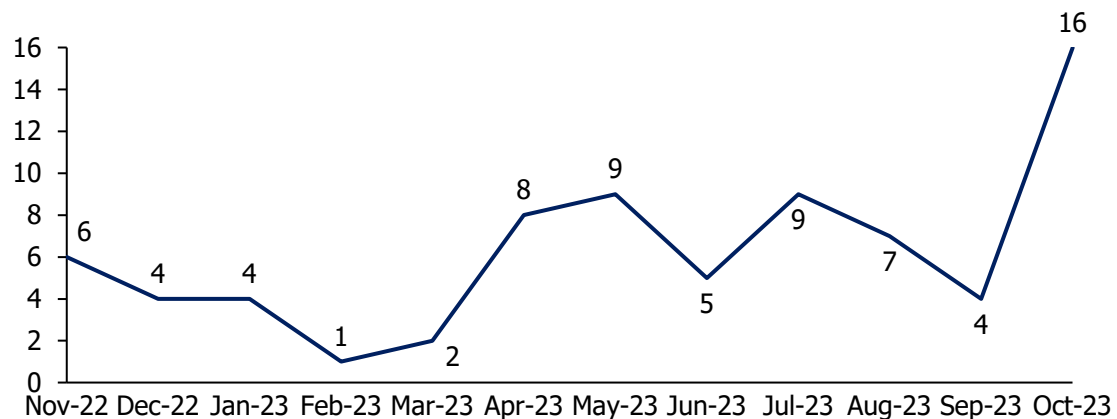
Evergreen Fire

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	26	13	39	8
Monday	0	14	13	27	5
Tuesday	1	19	13	33	7
Wednesday	0	8	14	22	6
Thursday	1	12	12	25	6
Friday	0	16	8	24	6
Saturday	0	18	9	27	7
Assignment <1 min	**100%**	**86%**			

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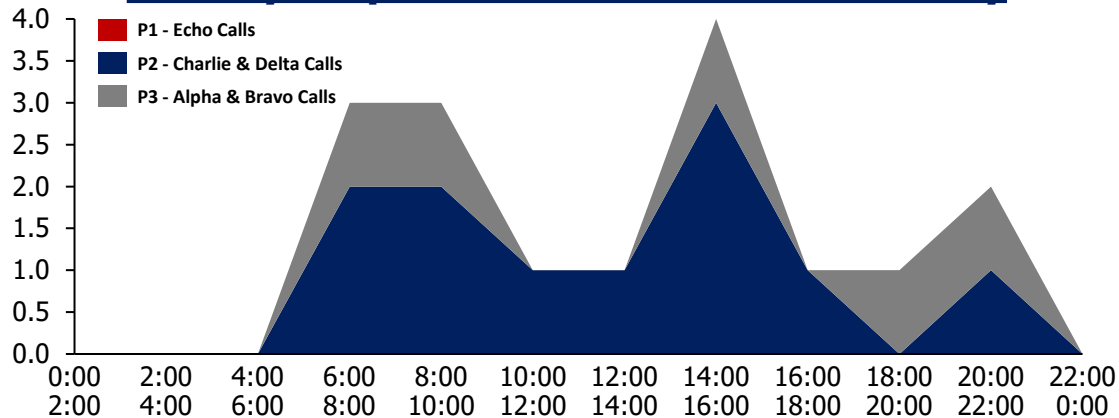
Monthly Call Volume

Values: Nov-22: 181, 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

Top Five Problem Natures

- Falls: 26
- Alarms: 20
- Motor Vehicle Accident: 17
- Sick Person: 17
- Breathing Problems: 12
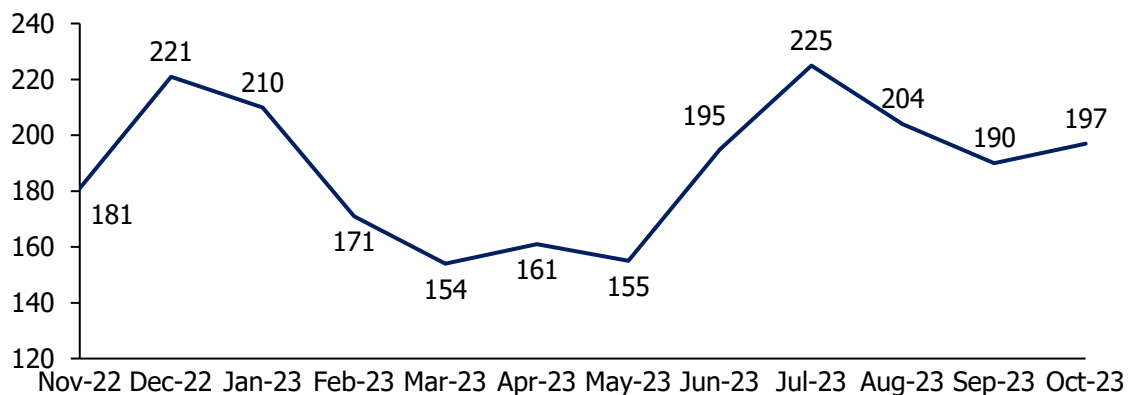
Inter-Canyon Fire

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

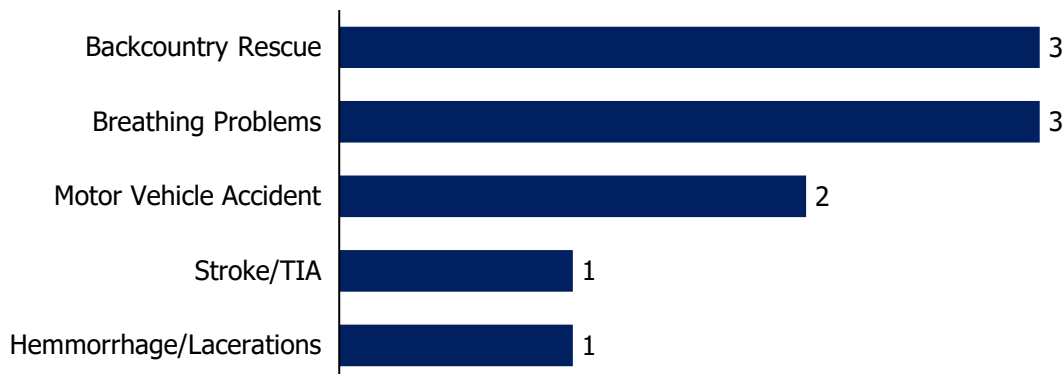| Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	3	4	7	1
Tuesday	0	4	0	4	1
Wednesday	0	1	0	1	0
Thursday	0	1	1	2	1
Friday	0	1	2	3	1
Saturday	0	2	0	2	1
Assignment <1 min	N/A	80%			

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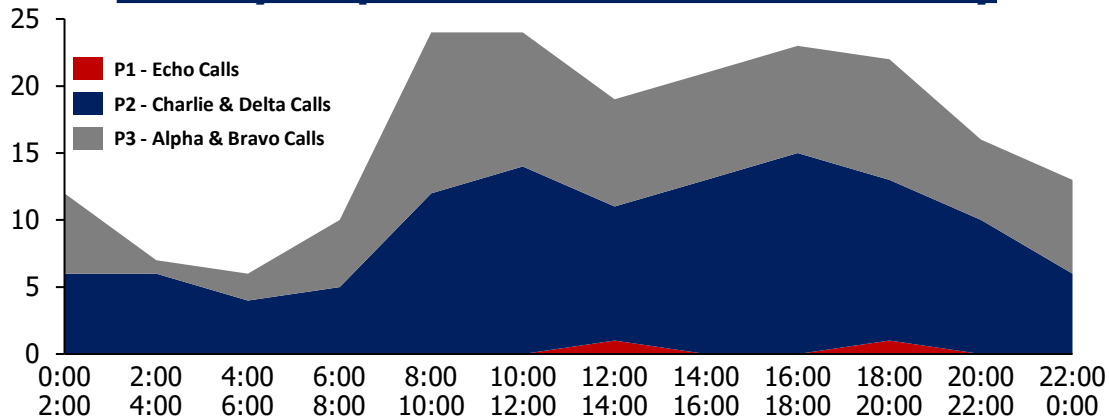
Monthly Call Volume

Values: Nov-22: 30, 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

Top Five Problem Natures

Problem Nature	Count
Smoke Investigation Outside	6
Motor Vehicle Accident	4
Sick Person	2
Falls	2
Assualt/Sexual Assault	1
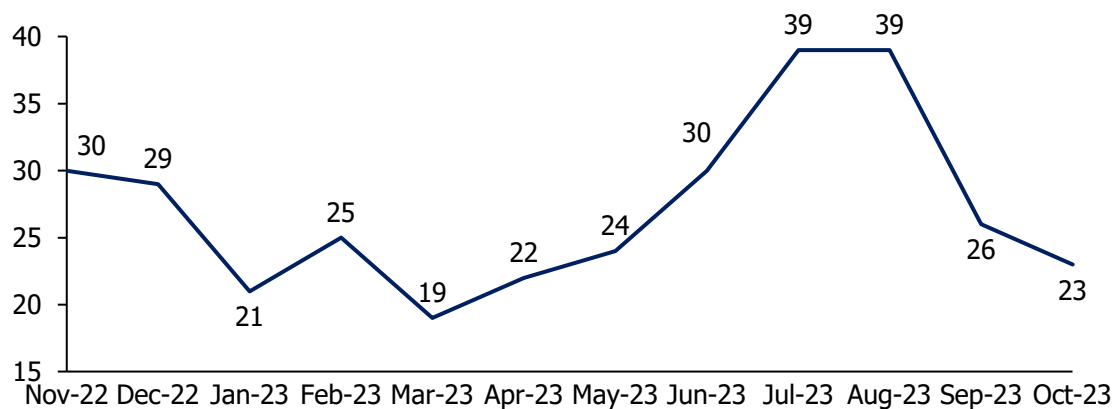
Indian Hills Fire

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	0	1	0
Monday	0	1	0	1	0
Tuesday	0	2	1	3	1
Wednesday	0	3	1	4	1
Thursday	1	0	1	2	1
Friday	0	3	0	3	1
Saturday	0	0	0	0	0
Assignment <1 min	100%	80%			

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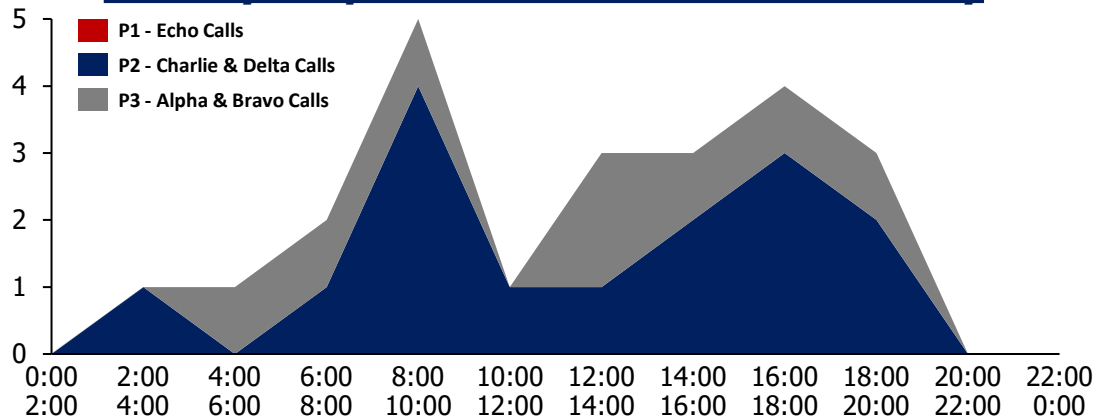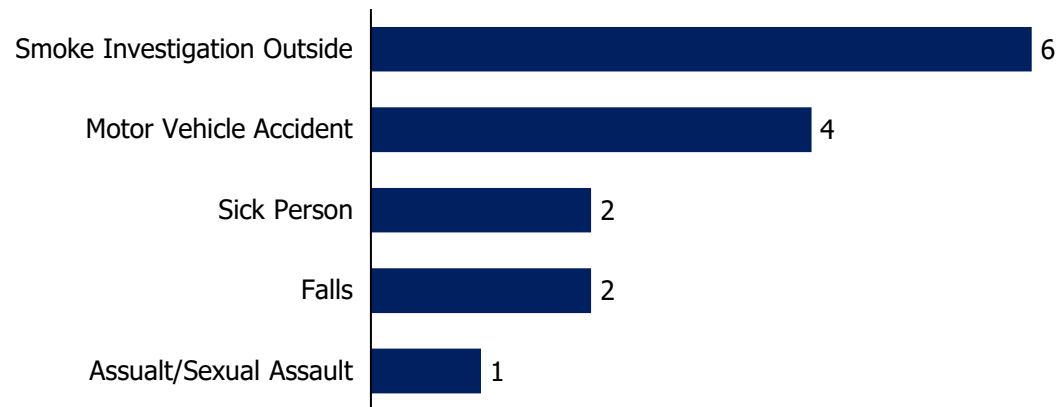
Monthly Call Volume

Month	Value
Nov-22	14
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

Top Five Problem Natures

Problem Nature	Value
Falls	4
Motor Vehicle Accident	2
Breathing Problems	2
Sick Person	2
Active Assailant	1
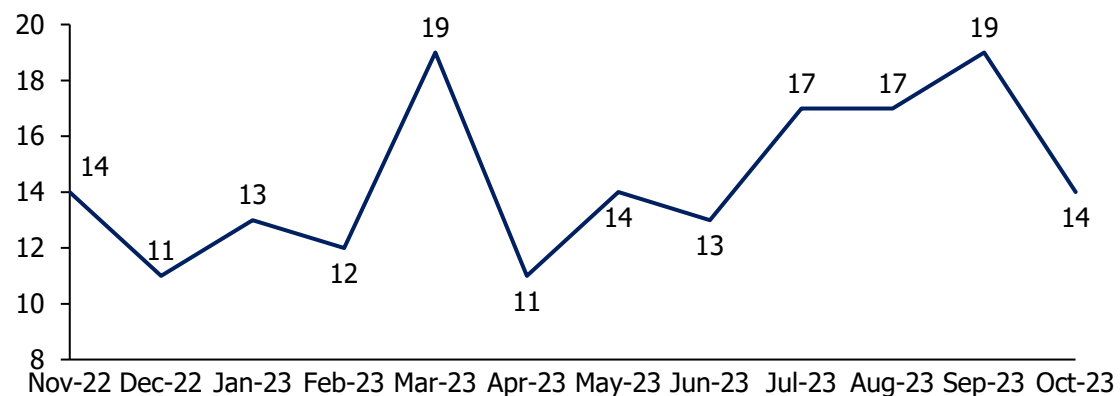
Elk Creek Fire

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	5	8	13	3
Monday	0	5	4	9	2
Tuesday	0	6	2	8	2
Wednesday	0	6	4	10	3
Thursday	0	9	2	11	3
Friday	0	9	3	12	3
Saturday	0	13	5	18	5
Assignment <1 min	N/A	87%			

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

Monthly Call Volume

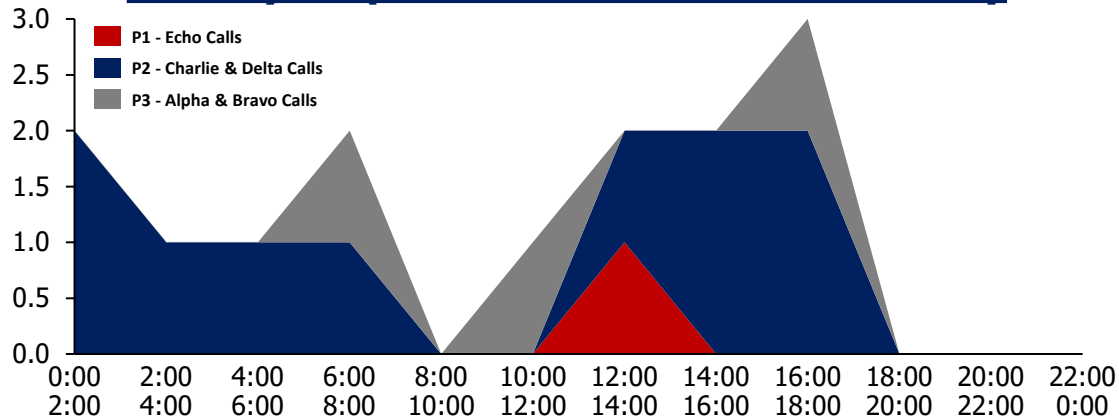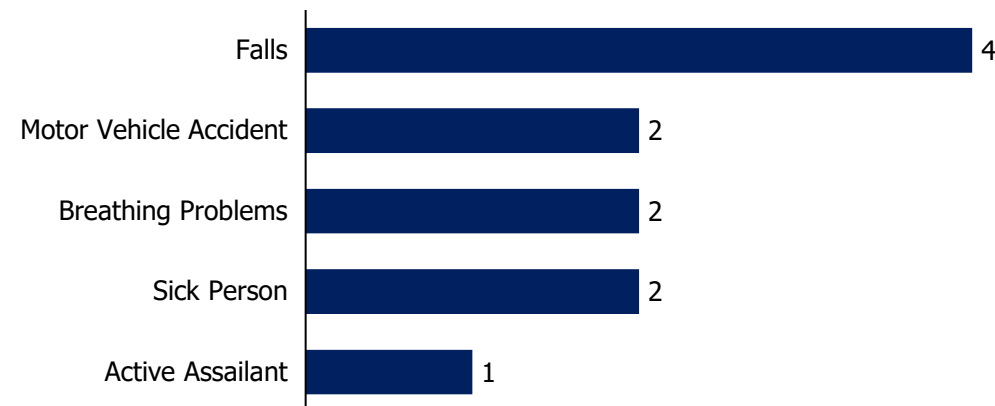Nov-22: 93, Dec-22: 110, Jan-23: 88, Feb-23: 81, Mar-23: 70, Apr-23: 72, May-23: 83, Jun-23: 76, Jul-23: 96, Aug-23: 91, Sep-23: 96, Oct-23: 83

Top Five Problem Natures

- Smoke Investigation Outside: 11
- Falls: 8
- Motor Vehicle Accident: 7
- Hemmorrhage/Lacerations: 6
- Sick Person: 5
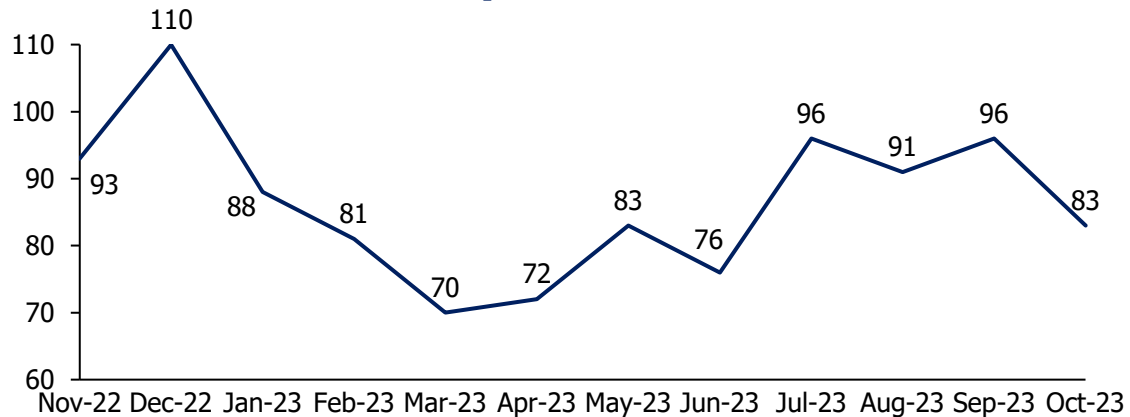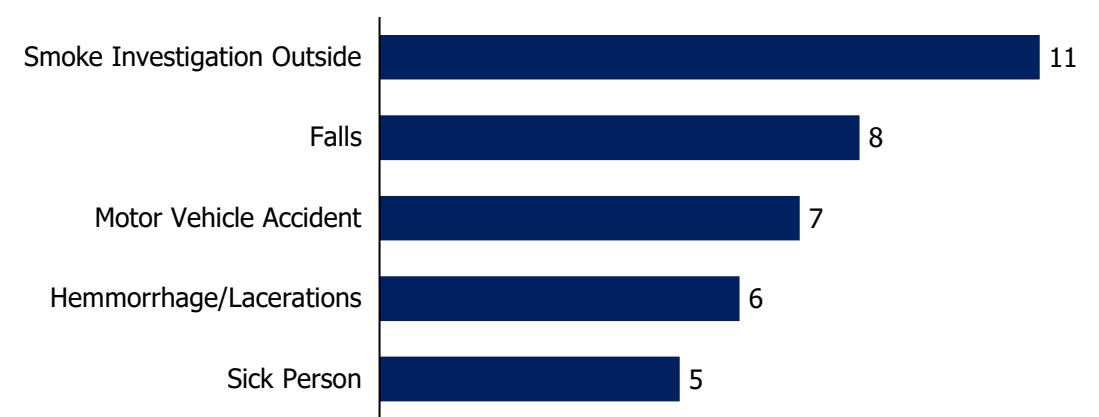
North Fork Fire

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	1	2	0
Monday	1	0	1	2	0
Tuesday	0	1	0	1	0
Wednesday	0	2	0	2	1
Thursday	0	0	1	1	0
Friday	0	0	0	0	0
Saturday	1	4	3	8	2
Assignment <1 min	**100%**	**50%**			

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

Monthly Call Volume

Problem Natures

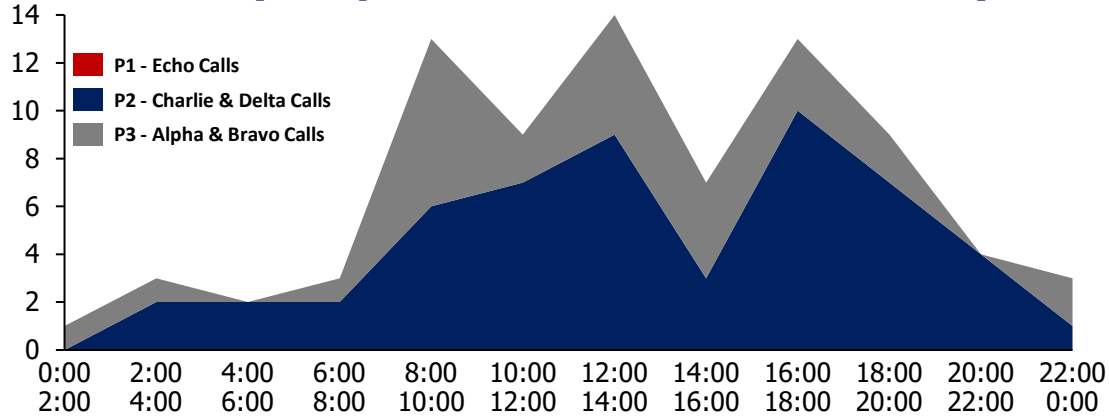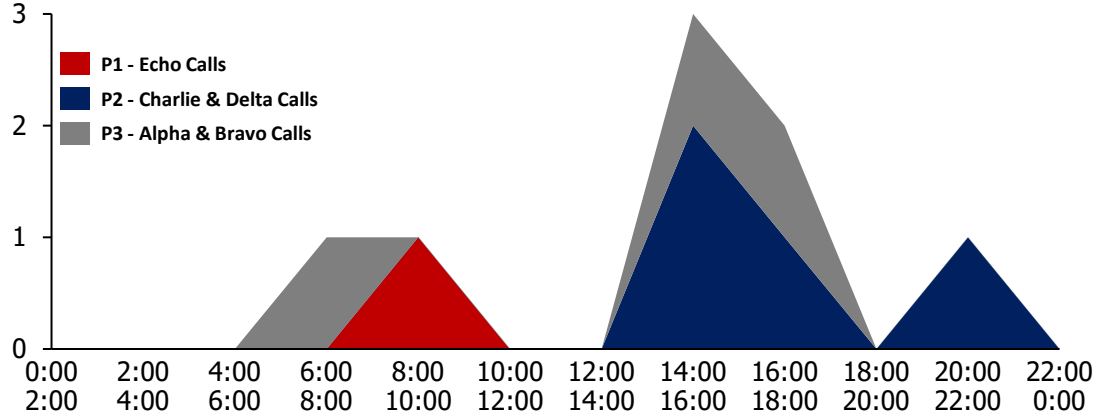|	
Sick Person	2
Cardiac	1
Traumatic Injuries	1
Stab/GSW/Penetrating Traum	1
Falls	1
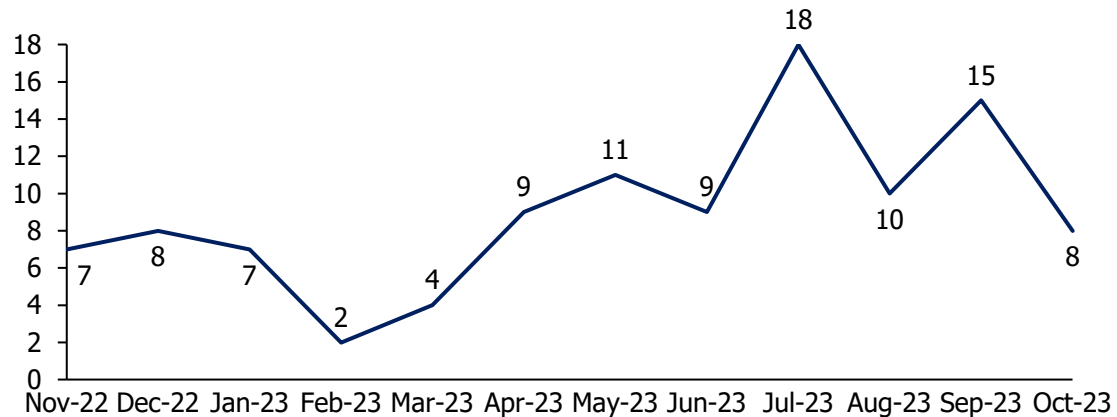
Highland Rescue

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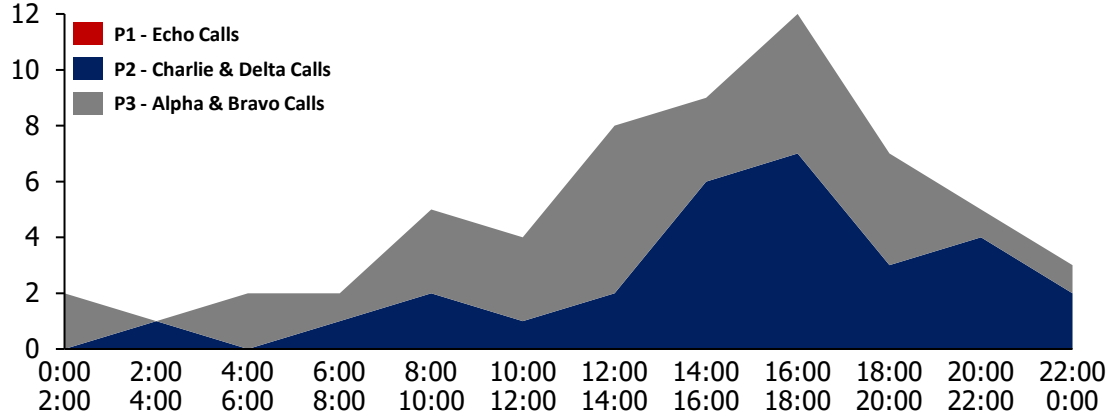
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

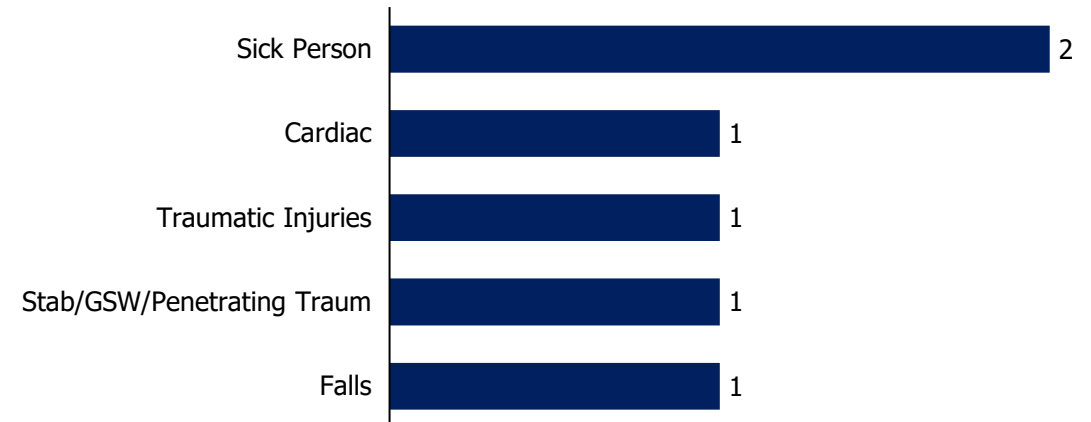| Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	7	10	17	3
Tuesday	0	5	1	6	1
Wednesday	0	2	3	5	1
Thursday	0	0	4	4	1
Friday	0	7	4	11	3
Saturday	0	5	7	12	3
Assignment <1 min	N/A	66%			

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

Monthly Call Volume

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

Top Five Problem Natures

- Motor Vehicle Accident — 12
- Alarms — 11
- Vehicle Fire — 8
- Unconscious/Fainting — 4
- Smoke Investigation Outside — 4
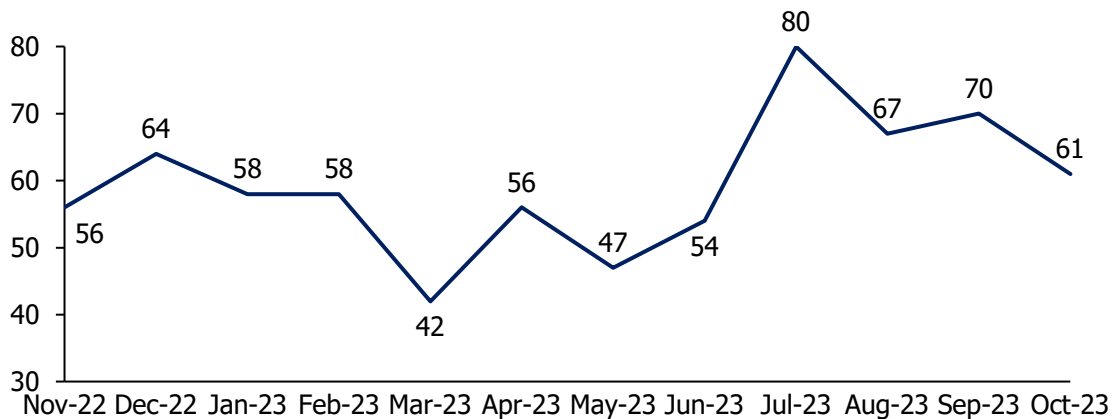
Genesee Fire

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	0	1	1	0
Monday	0	3	3	6	1
Tuesday	0	0	1	1	0
Wednesday	0	0	1	1	0
Thursday	0	0	1	1	0
Friday	0	0	0	0	0
Saturday	0	3	7	10	3
Assignment <1 min	**N/A**	**33%**			

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

Monthly Call Volume

Nov-22: 16
Dec-22: 19
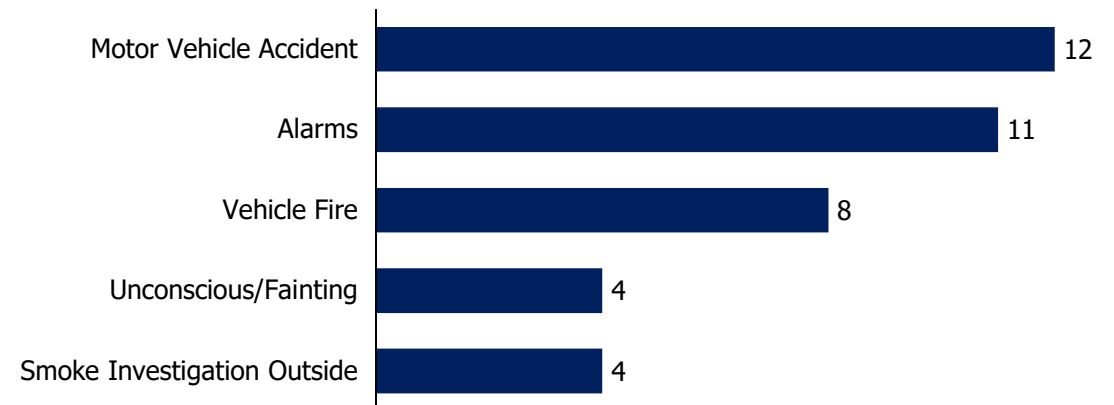Jan-23: 16
Feb-23: 26
Mar-23: 3
Apr-23: 13
May-23: 10
Jun-23: 14
Jul-23: 19
Aug-23: 13
Sep-23: 18
Oct-23: 10

Top Five Problem Natures

Problem Nature	Count
Alarms	3
Overdose/Poisoning	2
Traumatic Injuries	1
Hemmorrhage/Lacerations	1
Unconscious/Fainting	1

Foothills Fire

Priority Dispatched Calls Per Time of Day

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

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	1	4	1
Monday	0	4	6	10	2
Tuesday	0	3	1	4	1
Wednesday	0	2	2	4	1
Thursday	0	0	3	3	1
Friday	0	7	4	11	3
Saturday	0	3	5	8	2
Assignment <1 min	**N/A**	**73%**			

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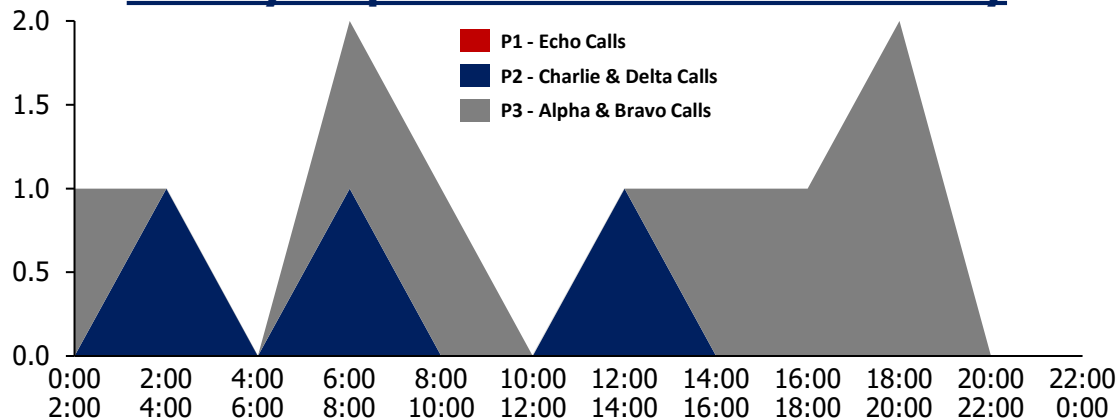
Monthly Call Volume

Month	Value
Nov-22	38
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

Top Five Problem Natures

Problem Nature	Value
Motor Vehicle Accident	10
Alarms	8
Vehicle Fire	6
Falls	4
Backcountry Rescue	3
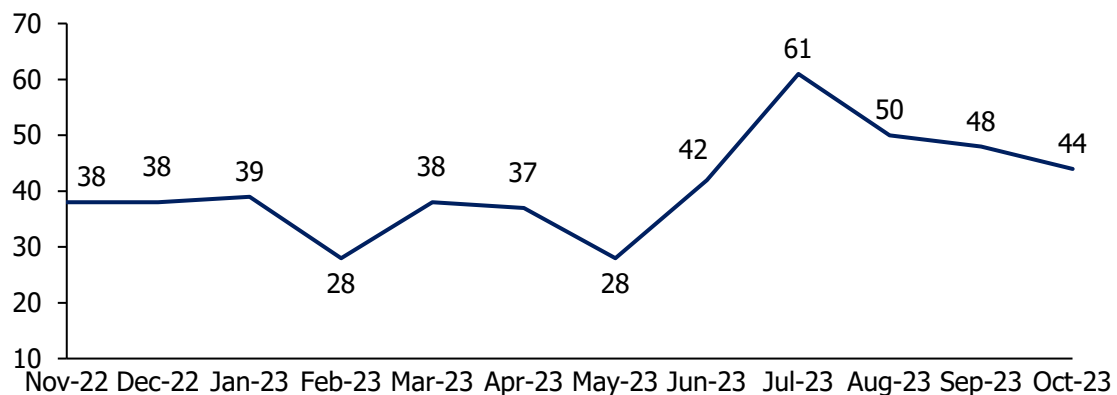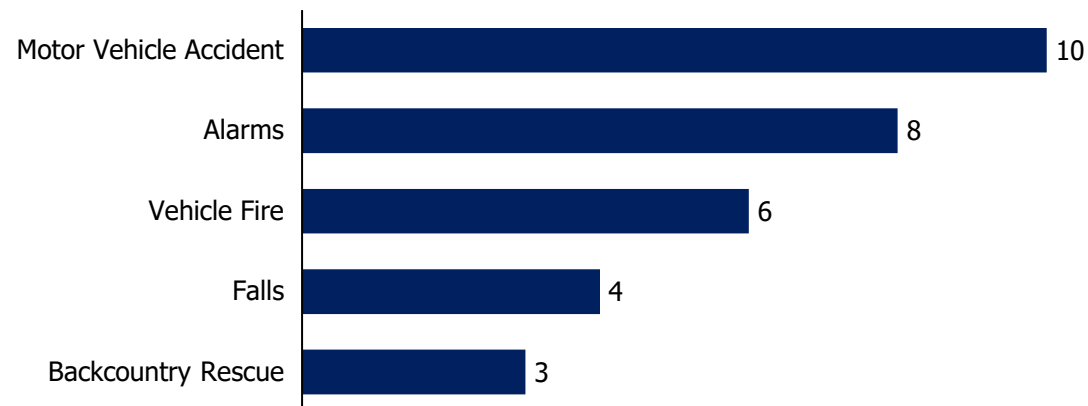
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3
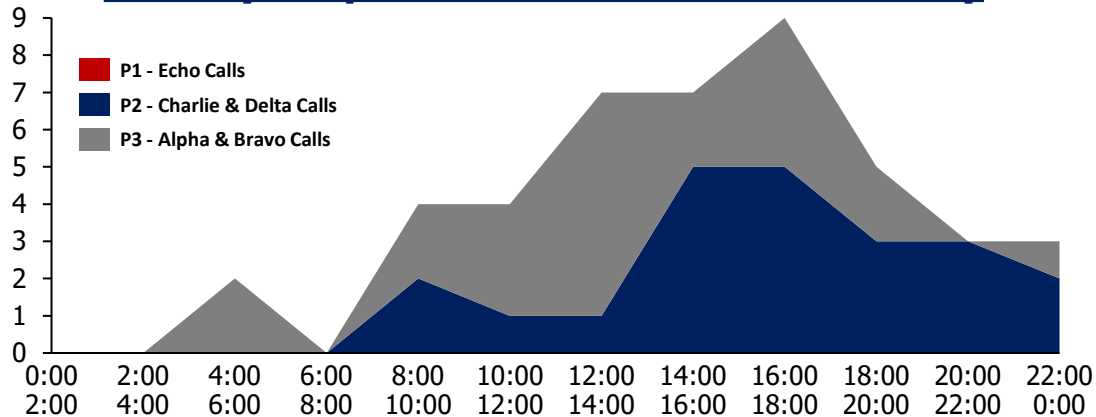
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	27	128	104	259	65
Monday	1	25	114	122	262	66
Tuesday	0	31	102	99	232	58
Wednesday	0	23	121	86	230	58
Thursday	0	28	95	112	235	59
Friday	0	40	165	104	309	62
Saturday	0	61	181	119	361	72
Assignment <2 min		75%	51%			
Assignment <4 min		92%	78%			

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

Monthly Call Volume

Oct-22 3.3k, 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

Top Five Problem Natures

Follow Up	306
Welfare Check	226
Citizen Assist/Serv Call	170
Verified Alarm	147
Suspicious Incident	140
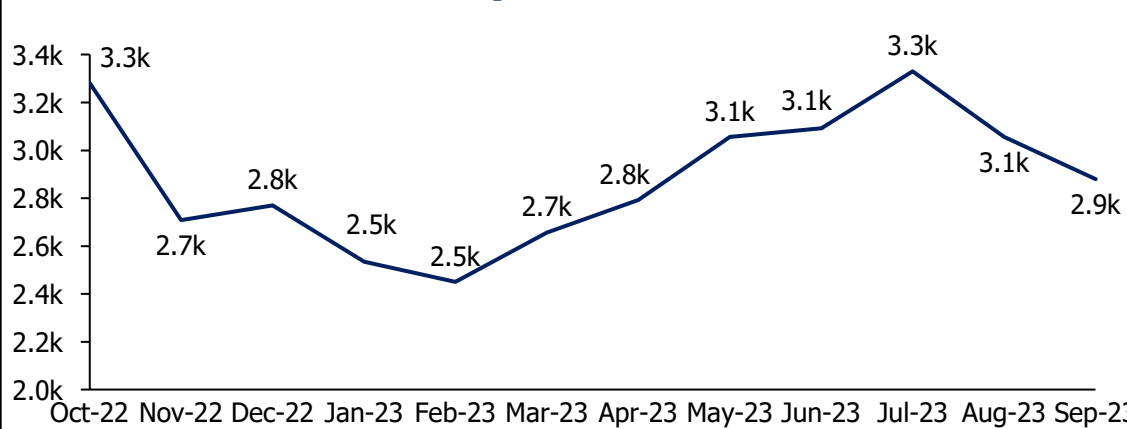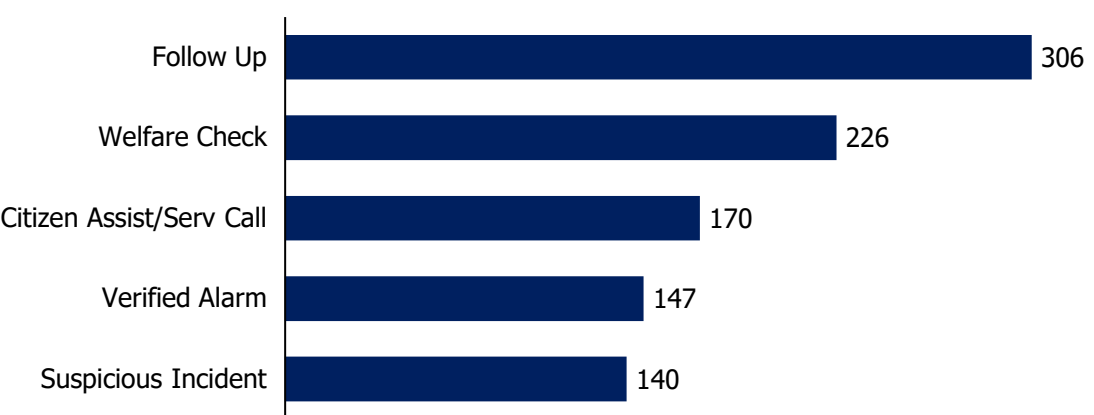
Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

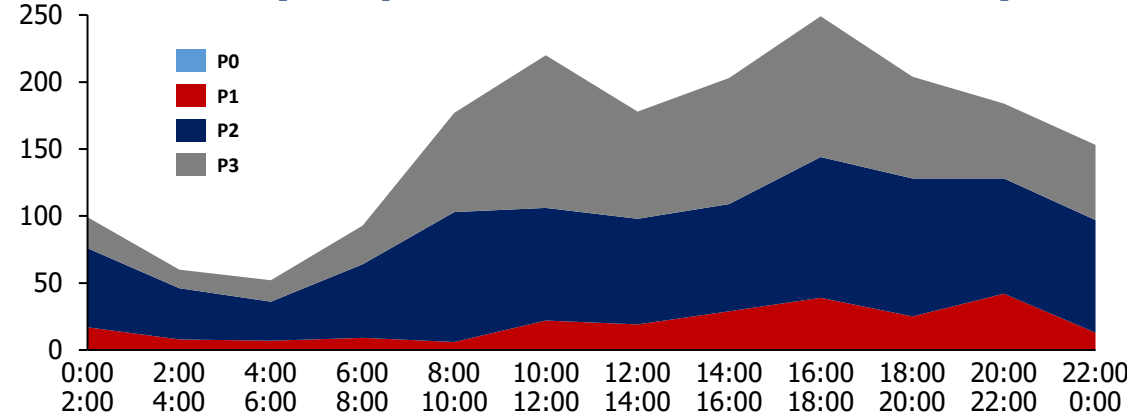| Day of Week	P0	P1	P2	P3	Total	Average
Sunday	3	115	249	255	622	124
Monday	0	87	272	258	617	123
Tuesday	0	73	294	253	620	124
Wednesday	2	60	210	199	471	118
Thursday	0	61	188	263	512	128
Friday	0	76	185	207	468	117
Saturday	1	74	200	219	494	124
Assignment <2 min		65%	40%			
Assignment <4 min		80%	60%			

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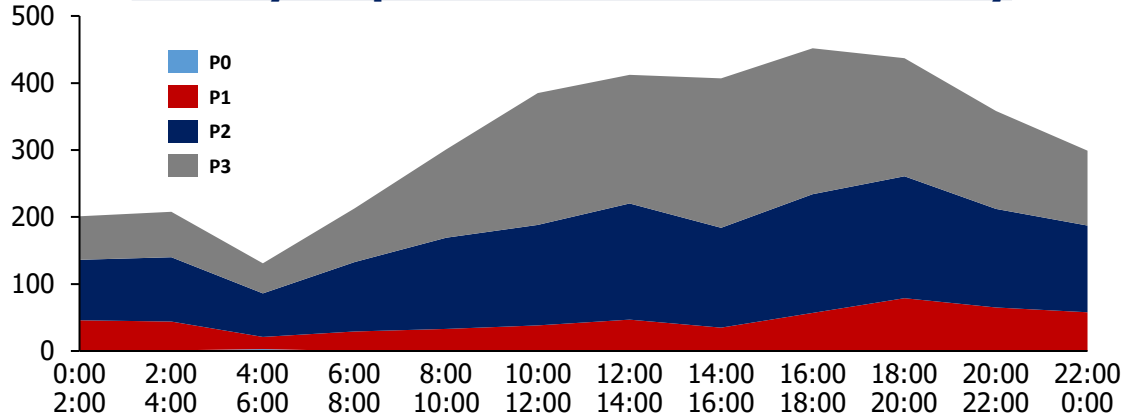
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Value
Welfare Check	455
Unwanted Party	443
Follow Up	354
Motor Vehicle Accident	322
Disturbance	319
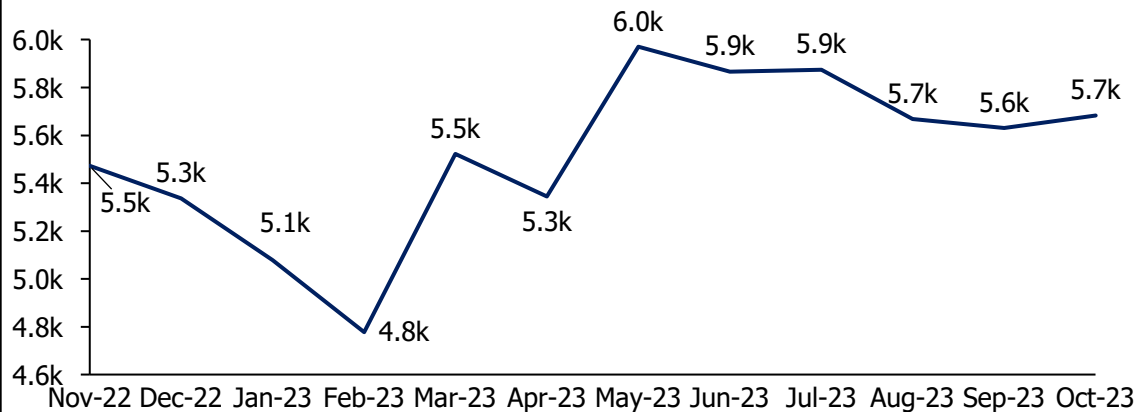
Wheat Ridge PD

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	19	88	71	178	36
Monday	2	17	104	91	214	43
Tuesday	0	18	76	86	180	36
Wednesday	0	18	53	53	124	31
Thursday	1	12	82	63	158	40
Friday	0	13	73	83	169	42
Saturday	0	17	62	60	139	35
Assignment <2 min		64%	43%			
Assignment <4 min		79%	56%			

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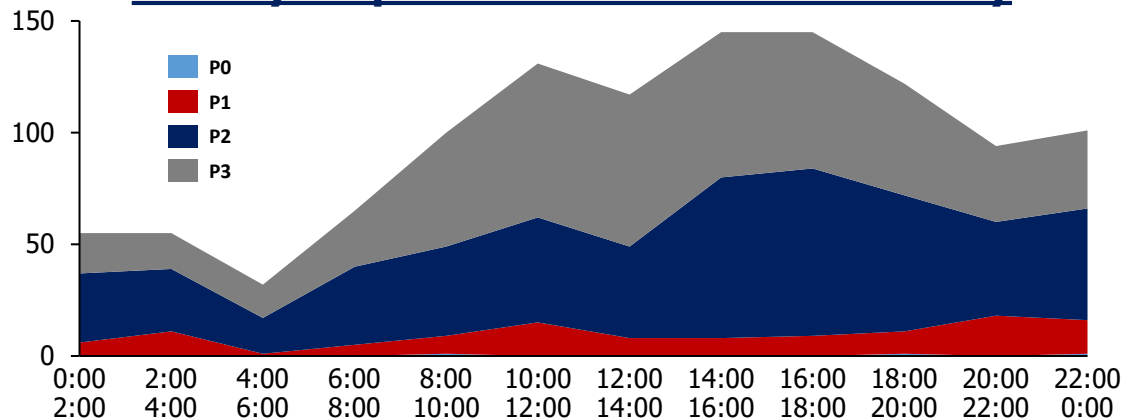
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Unwanted Party	150
Follow Up	149
Welfare Check	139
Motor Vehicle Accident	120
Disturbance	65
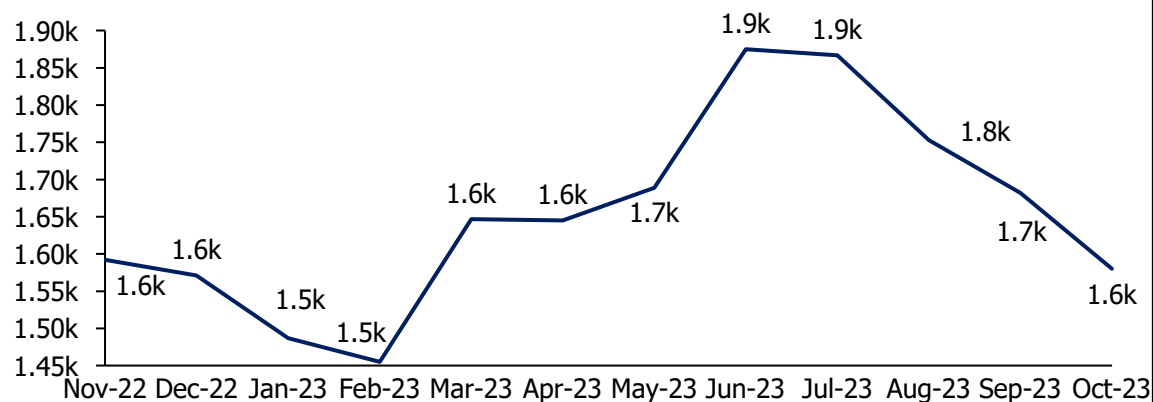
Arvada PD

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	2	43	146	157	348	70
Monday	0	38	170	124	332	66
Tuesday	0	42	161	156	359	72
Wednesday	0	31	150	119	300	75
Thursday	1	37	112	110	260	65
Friday	0	34	133	121	288	72
Saturday	0	34	123	108	265	66
Assignment <2 min		76%	51%			
Assignment <4 min		88%	72%			

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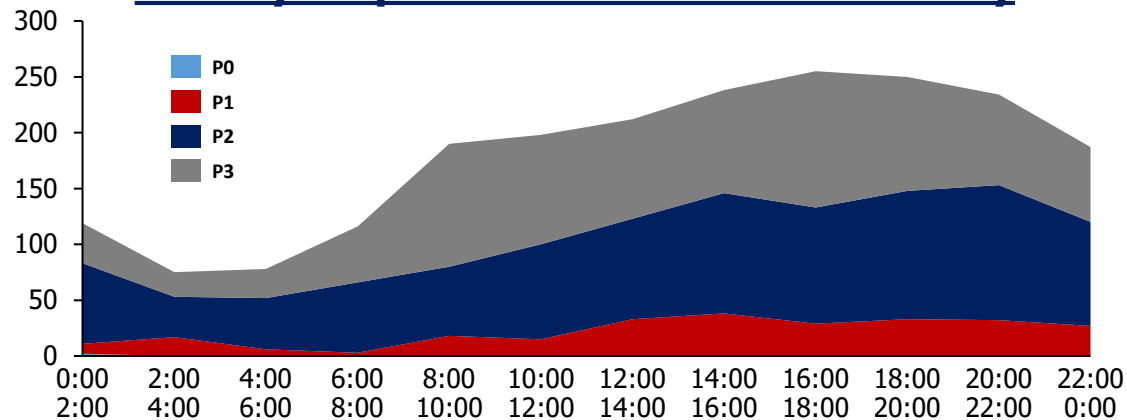
Monthly Call Volume

Top Five Problem Natures

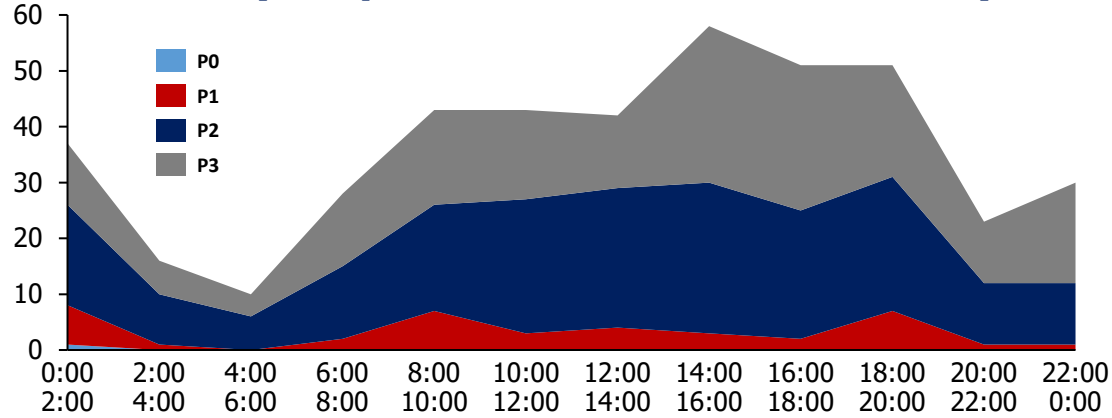| Problem Nature	Count
Follow Up	239
Welfare Check	206
Citizen Assist/Serv Call	192
Motor Vehicle Accident	166
Suspicious Incident	163
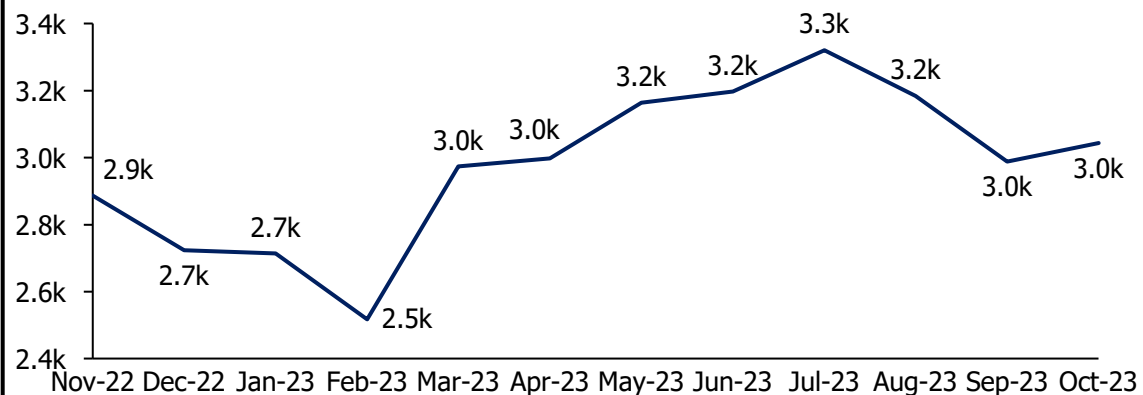
Golden PD

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	7	22	17	46	9
Monday	0	8	27	29	64	13
Tuesday	1	6	47	31	85	17
Wednesday	0	2	30	28	60	15
Thursday	0	4	30	28	62	16
Friday	0	6	28	26	60	15
Saturday	0	5	26	24	55	14
Assignment <2 min		79%	54%			
Assignment <4 min		92%	81%			

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

Monthly Call Volume

Nov-22: 584, 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

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	62
Welfare Check	50
Unwanted Party	47
Follow Up	38
Citizen Assist/Serv Call	30
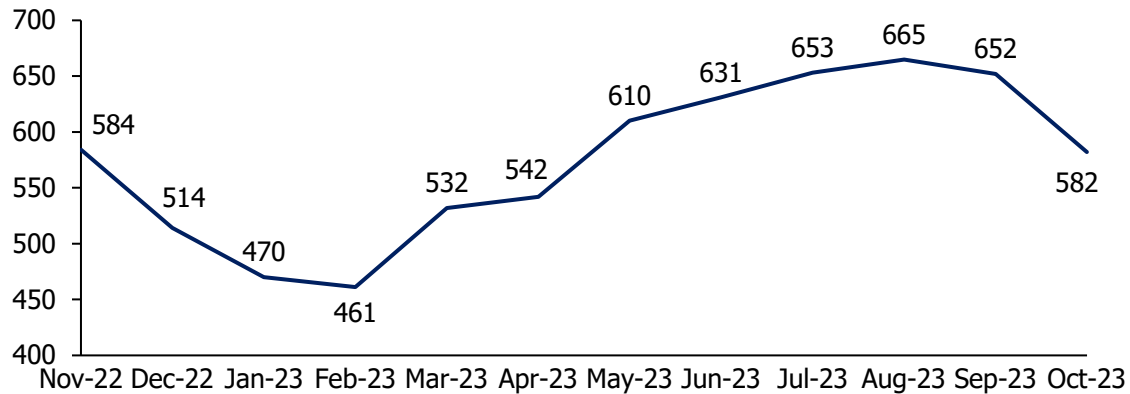
Lakeside PD

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	1	7	7	15	3
Monday	0	0	9	5	14	3
Tuesday	0	0	6	5	11	2
Wednesday	0	1	2	5	8	2
Thursday	0	0	1	5	6	2
Friday	0	0	5	6	11	3
Saturday	0	1	4	6	11	3
Assignment <2 min		67%	65%			
Assignment <4 min		100%	85%			

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

Monthly Call Volume

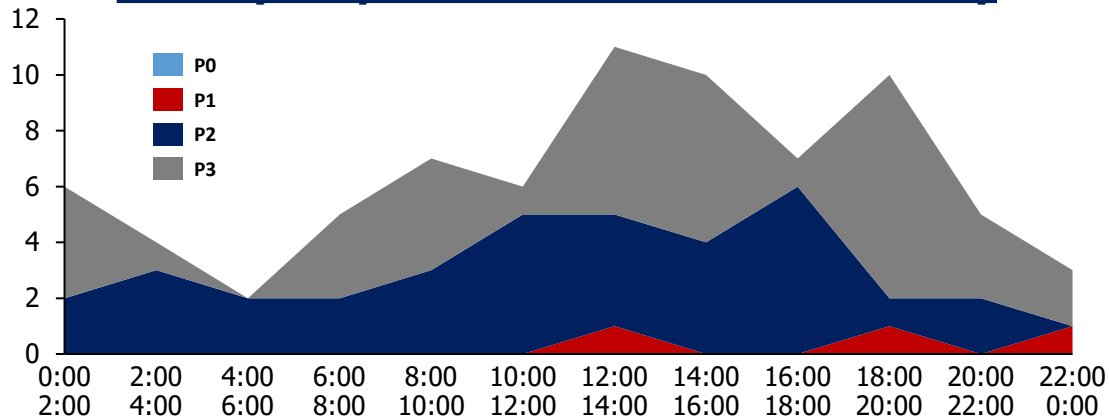Values: Nov-22: 86, Dec-22: 104, Jan-23: 93, Feb-23: 92, Mar-23: 107, Apr-23: 106, May-23: 111, Jun-23: 111, Jul-23: 108, Aug-23: 170, Sep-23: 117, Oct-23: 86

Top Five Problem Natures

Problem Nature	Count
Theft	12
Unwanted Party	8
Suspicious Vehicle	7
Traffic Incidents	6
Hazard	5
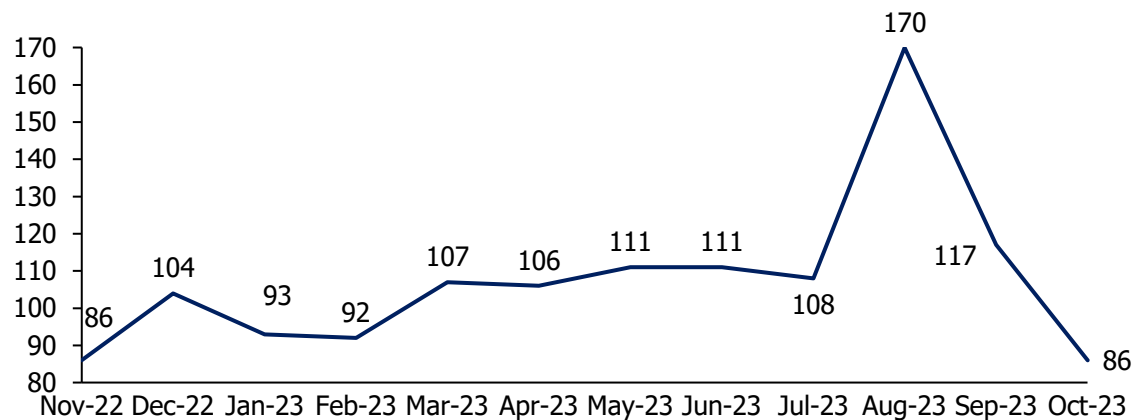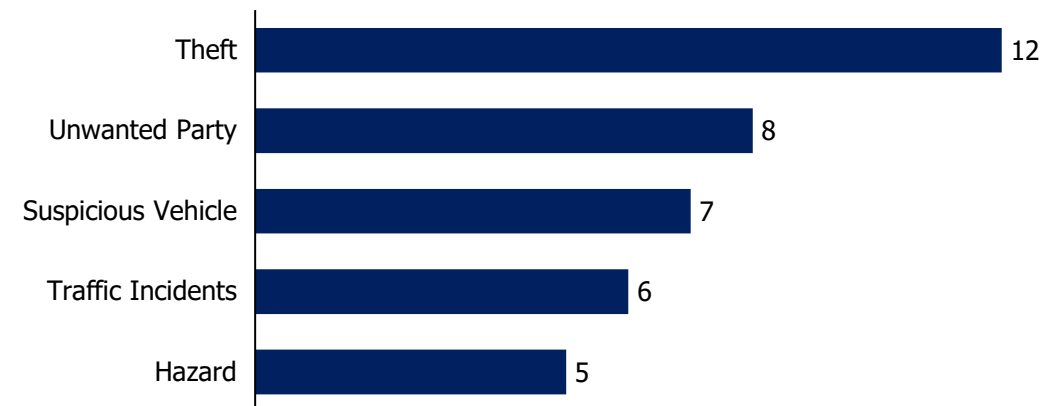
Morrison PD Jurisdiction

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	1	2	3	1
Monday	0	0	2	0	2	0
Tuesday	0	1	2	1	4	1
Wednesday	0	1	1	1	3	1
Thursday	0	0	3	6	9	2
Friday	0	1	1	2	4	1
Saturday	0	0	1	1	2	1
Assignment <2 min		100%	73%			
Assignment <4 min		100%	91%			

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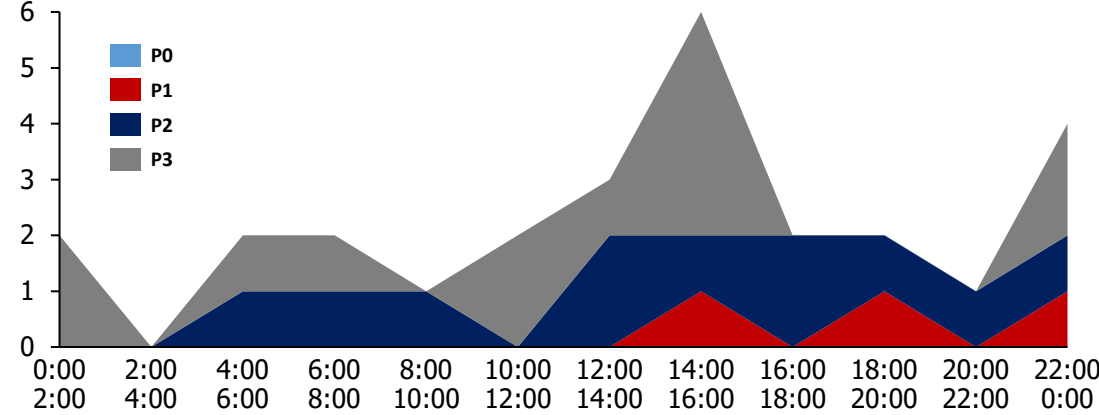
Monthly Call Volume

Nov-22: 41, 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

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	5
Hazard	4
Welfare Check	3
Follow Up	2
Extra Patrol	2
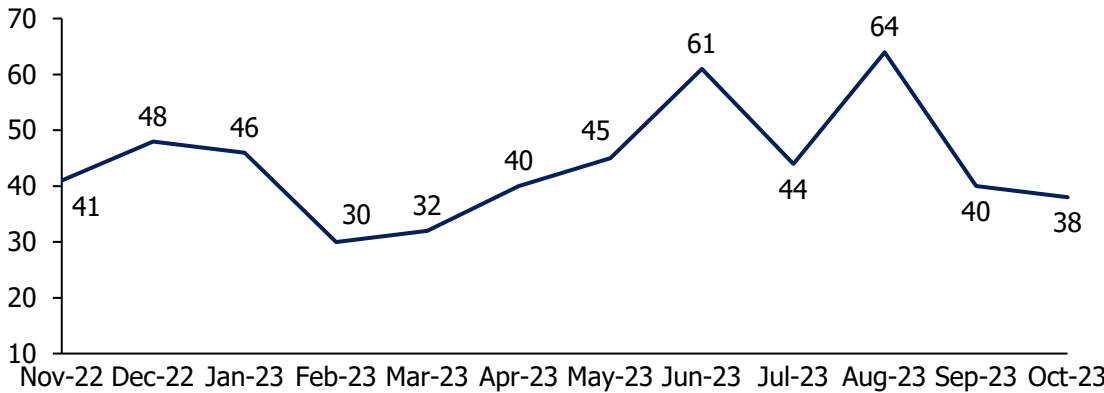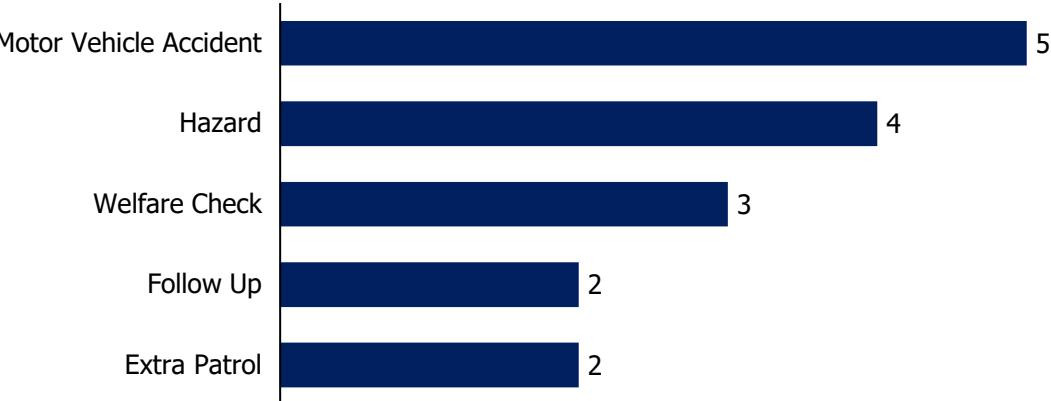
Mountain View PD

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	1	1	0	2	0
Monday	0	1	3	1	5	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	1	1	0
Friday	0	1	1	2	4	1
Saturday	0	0	0	0	0	0
Assignment <2 min		100%	88%			
Assignment <4 min		100%	100%			

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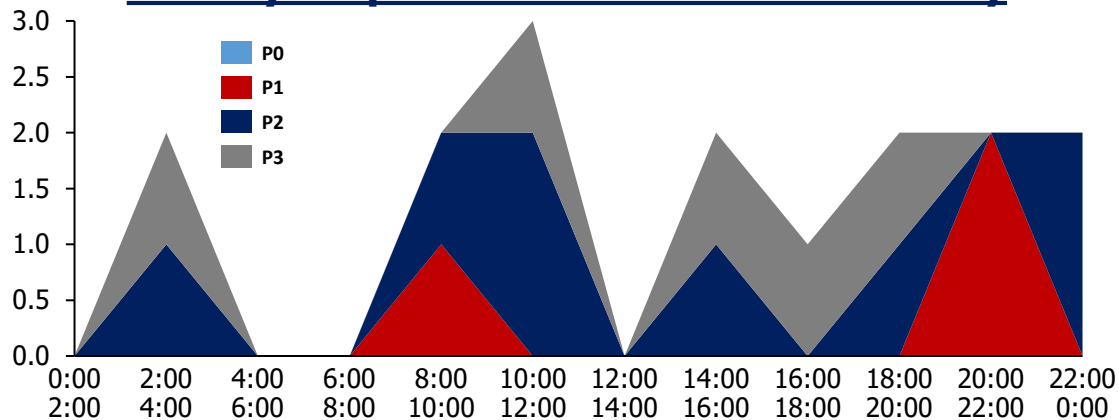
Monthly Call Volume

Data points: Nov-22: 30, Dec-22: 24, Jan-23: 24, Feb-23: 28, Mar-23: 26, Apr-23: 23, May-23: 19, Jun-23: 37, Jul-23: 21, Aug-23: 21, Sep-23: 23, Oct-23: 20

Top Five Problem Natures

Nature	Count
911 Hangup/Check	2
Suspicious Person	2
Leash Law Violation	2
Theft	1
Disturbance	1
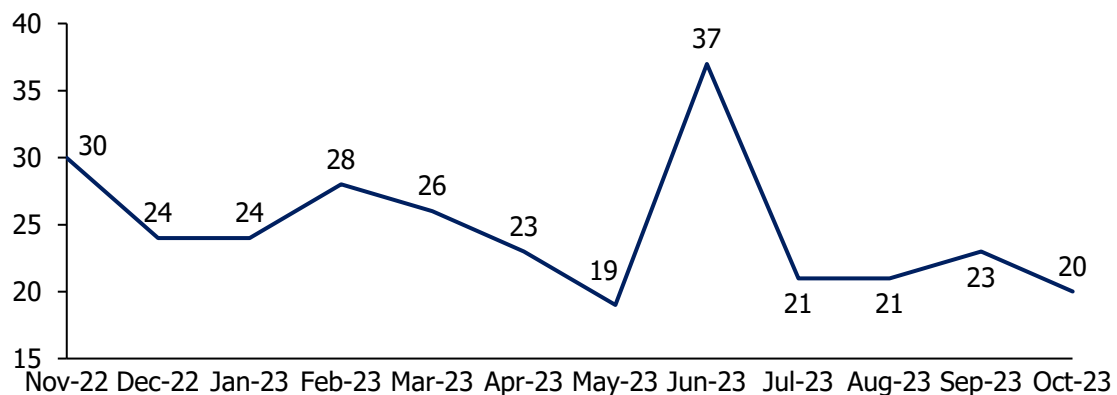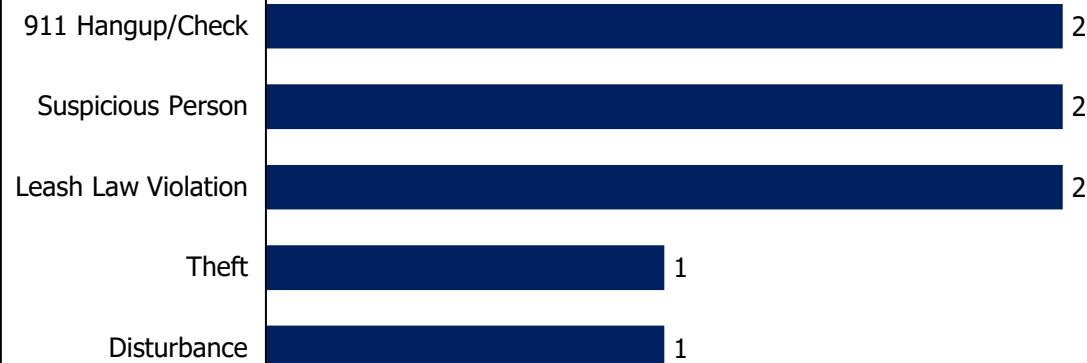
Edgewater PD

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	9	24	26	59	12
Monday	1	1	24	15	41	8
Tuesday	0	4	19	22	45	9
Wednesday	0	6	14	13	33	8
Thursday	0	4	14	20	38	10
Friday	0	8	12	27	47	12
Saturday	0	3	19	19	41	10
Assignment <2 min		69%	63%			
Assignment <4 min		86%	83%			

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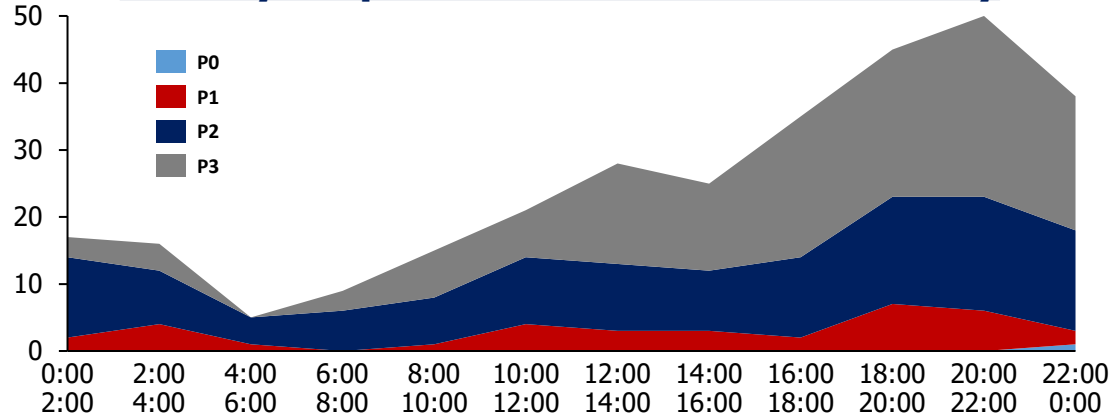
Monthly Call Volume

346, 331, 289, 309, 336, 322, 376, 348, 351, 362, 382, 378

Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23

Top Five Problem Natures

Theft	61
Disturbance	28
Follow Up	23
Unwanted Party	20
Welfare Check	18
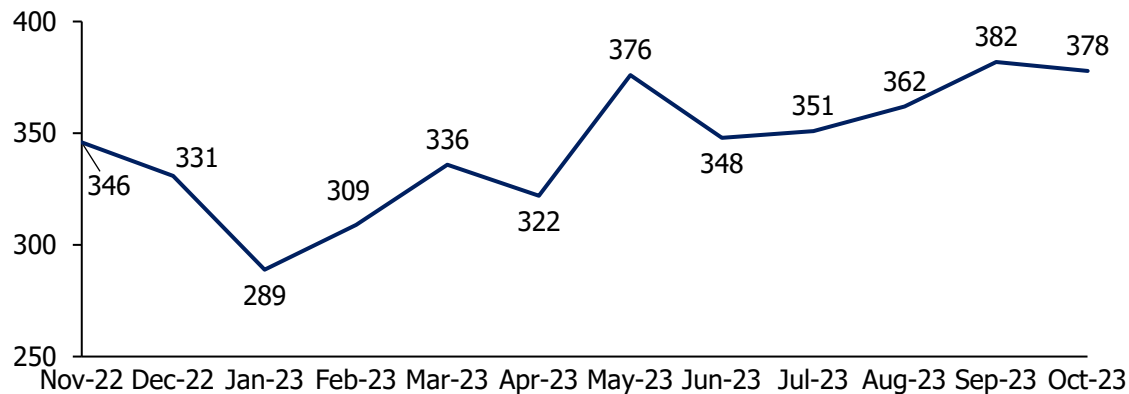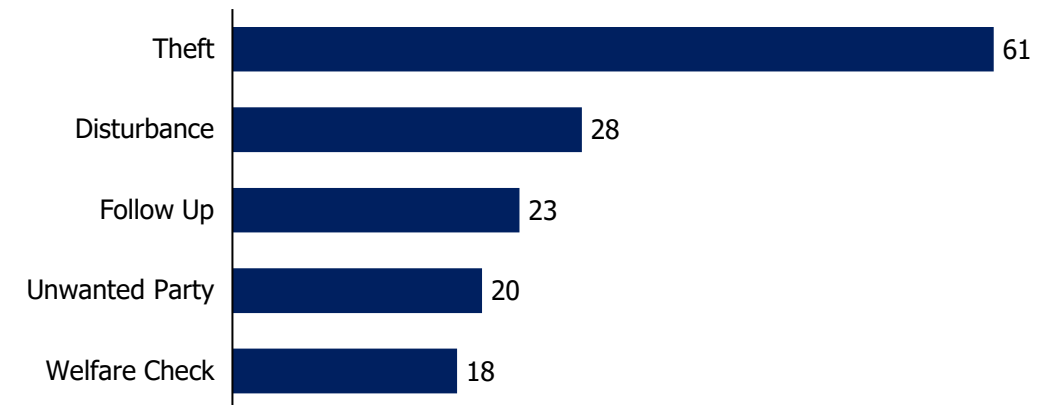
Colorado School of Mines PD

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	1	1	2	0
Monday	0	0	1	4	5	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	0	1	1	0
Thursday	0	0	0	3	3	1
Friday	0	0	0	3	3	1
Saturday	0	1	3	3	7	2
Assignment <2 min		100%	83%			
Assignment <4 min		100%	100%			

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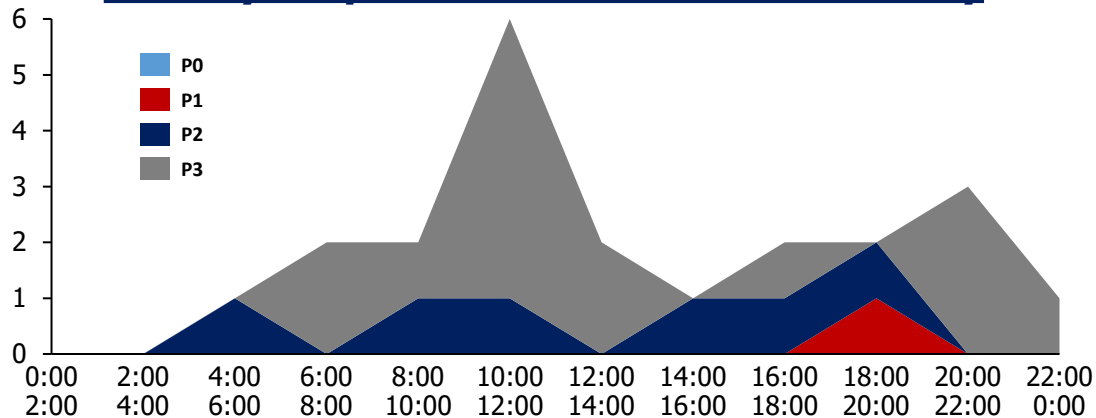
Monthly Call Volume

Month	Value
Nov-22	15
Dec-22	21
Jan-23	29
Feb-23	23
Mar-23	27
Apr-23	29
May-23	22
Jun-23	13
Jul-23	21
Aug-23	32
Sep-23	30
Oct-23	30

Top Five Problem Natures

Problem Nature	Value
911 Hangup/Check	10
Advised PD	8
Unverified Alarm	5
Assist Fire/Medical	3
Verified Alarm	1