



Jefferson County Communications Center Authority
JEFFCOM911

September 2023
Monthly Report



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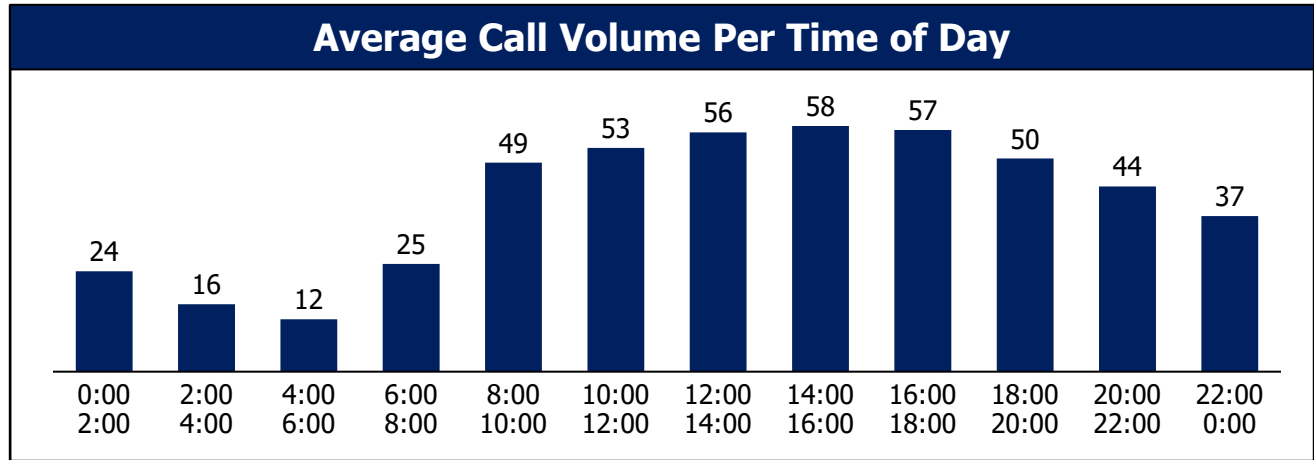


Law Stats

Calls Received, Processed, and Dispatched



Agency	September Calls	% Total	6 Month Trend
Lakewood PD	5,631	28.3%	
Arvada PD	2,988	15.0%	
Jeffco Sheriff	2,880	14.5%	
Wheat Ridge PD	1,682	8.5%	
Golden PD	652	3.3%	
Edgewater PD	382	1.9%	
Lakeside PD	117	0.6%	
Morrison PD	40	0.2%	
CSM PD	30	0.2%	
Mountain View PD	23	0.1%	
Total	14,425	72.5%	



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	1	184	575	535	120	211	111	1,737	12.9%
Monday	2	173	606	523	148	348	139	1,939	14.4%
Tuesday	1	160	589	637	160	359	119	2,025	15.0%
Wednesday	2	158	579	595	126	366	123	1,949	14.5%
Thursday	1	149	563	621	126	388	107	1,955	14.5%
Friday	0	206	757	767	176	464	151	2,521	15.0%
Saturday	2	255	749	674	143	323	153	2,299	13.7%
Total	9	1,285	4,418	4,352	999	2,459	903	14,425	

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

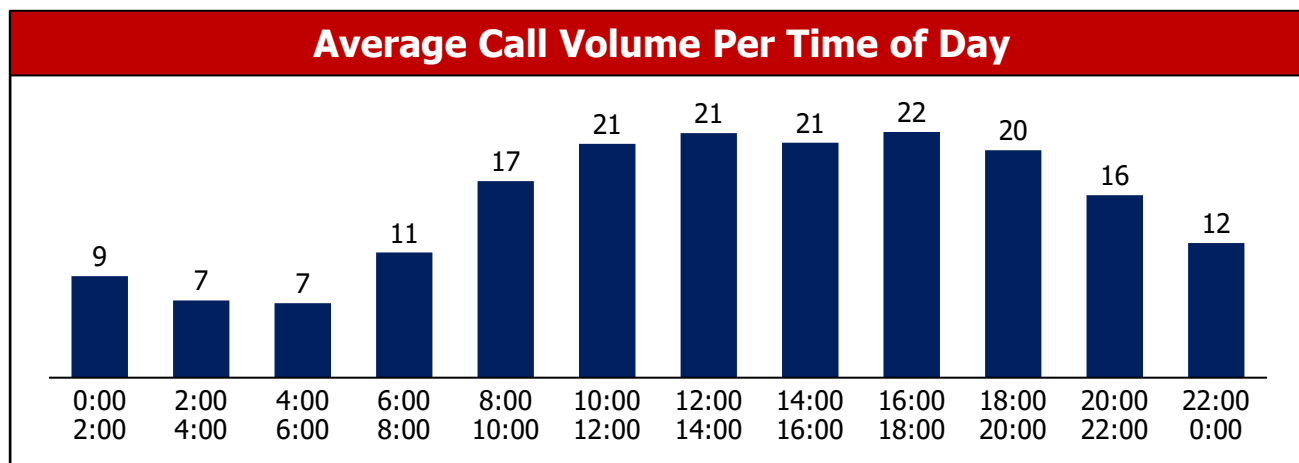


Fire Stats

Calls Received, Processed, and Dispatched



Agency	September Calls	% of Total	6 Month Trend
West Metro Fire	3,219	16.2%	
Arvada Fire	1,407	7.1%	
Golden Fire	257	1.3%	
Evergreen Fire	190	1.0%	
Elk Creek Fire	96	0.5%	
Highland Rescue	70	0.4%	
Pleasant View Fire	57	0.3%	
Foothills Fire	48	0.2%	
Fairmount Fire	40	0.2%	
Inter Canyon Fire	26	0.1%	
Indian Hills Fire	19	0.1%	
Genesee Fire	18	0.1%	
North Fork Fire	15	0.1%	
Golden Gate Fire	4	0.0%	
Total	5,466	27.5%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	8	410	251	4	1	6	680	13.3%
Monday	13	442	292	7	0	6	760	14.9%
Tuesday	11	424	242	3	0	4	684	13.4%
Wednesday	14	434	282	5	0	4	739	14.5%
Thursday	11	455	272	9	0	2	749	14.7%
Friday	17	568	325	11	0	4	925	14.5%
Saturday	15	551	349	10	2	2	929	14.6%
Total	89	3,284	2,013	49	3	28	5,466	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	94.5%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.95%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	38.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.0%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	7.1%	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less
Quality Assurance Scores	EMD; Target average of 75%	87.3%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	96.1%	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 third quarter of the year until final qualifications are achieved for ECS hired in the previous months. In addition, month-over-month increases in emergency call volume continue to increase above historical averages (14% above YOY trends).
Remediation: Call Answering Jeffcom exceeded the 15 second 911 answering target again in September and narrowly missed achieving the 40 second target by only 0.05% (10 calls). The current academy has seven new Emergency Communications Specialists in week 6 of classroom training and two new Communications Specialists undergoing floor training.
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 02:05 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

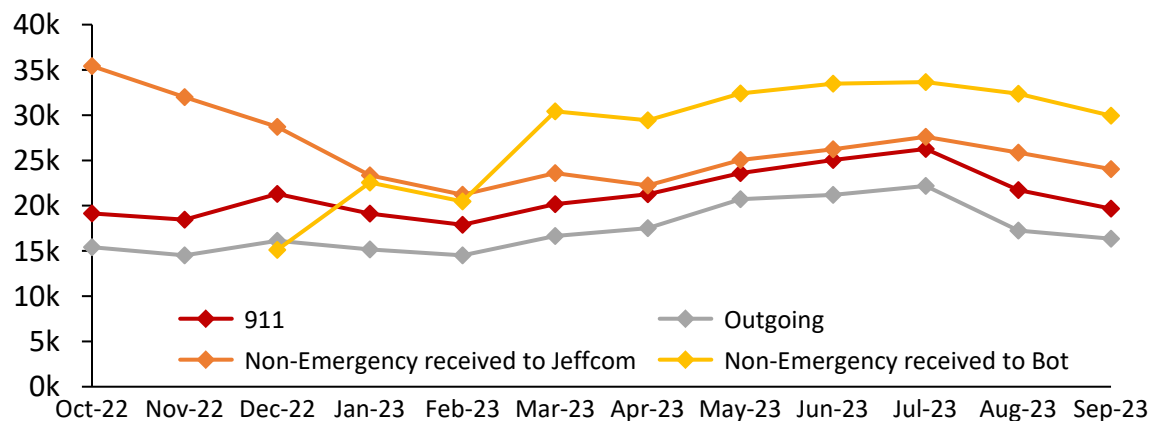
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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	97.8%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	483/602 DA Discovery Requests (111 due in October) 215/223 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	95.3%	All requests properly located	139/150 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%		3 pending follow-up from requester, 1 pending signed HIPAA form



Service Level Agreement and Volume Trends



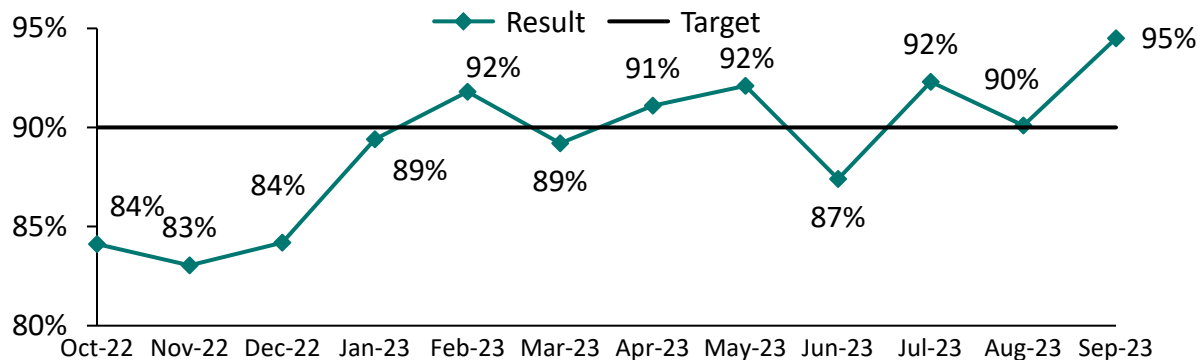
Call Volumes



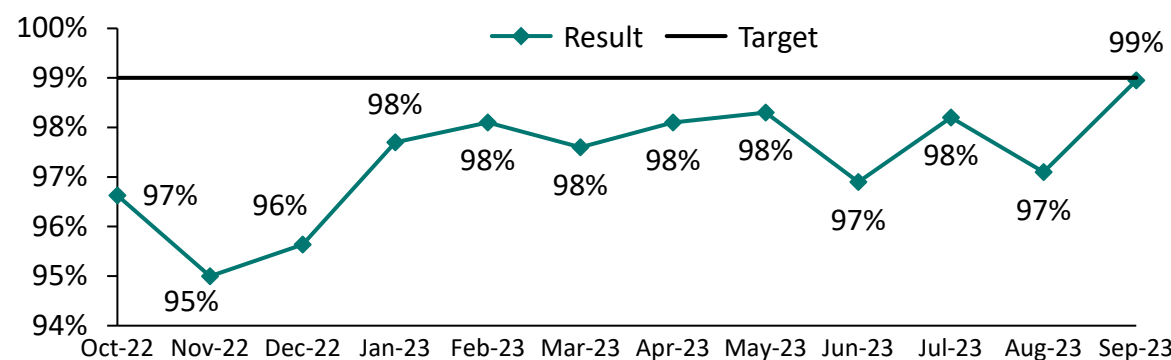
Trend Table

Average Daily Calls	Sep-23	Aug-23	Sep-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	545	556	536	↓ -2%	↑ 2%
911 to Bot	998	1,044	0	↓ -4%	
911 to Jeffcom	802	834	1,253	↓ -4%	↓ -36%
911 - 911	656	701	683	↓ -6%	↓ -4%
911 calls answered within 15 seconds	94.5%	92%	86%	↑ 2.2%	↑ 9.0%
911 calls answered within 40 seconds	98.95%	98%	98%	↑ 0.8%	↑ 1.3%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





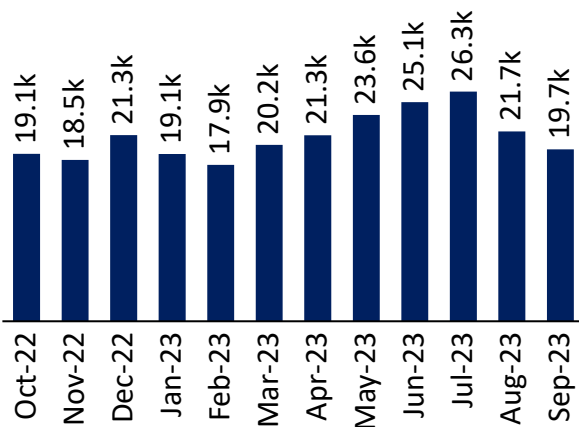
Call Volume/Agency Specific Inquiries

JEFFCOM

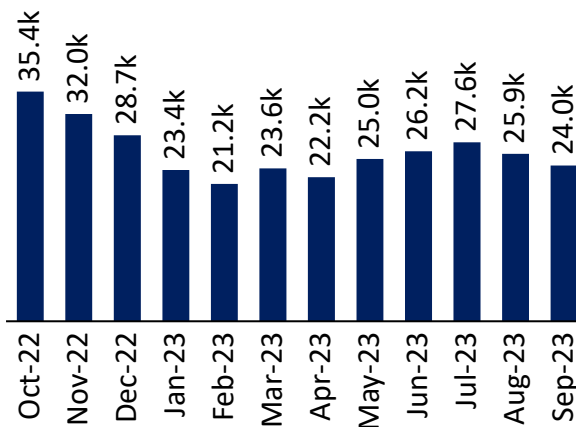


12 Month Trends

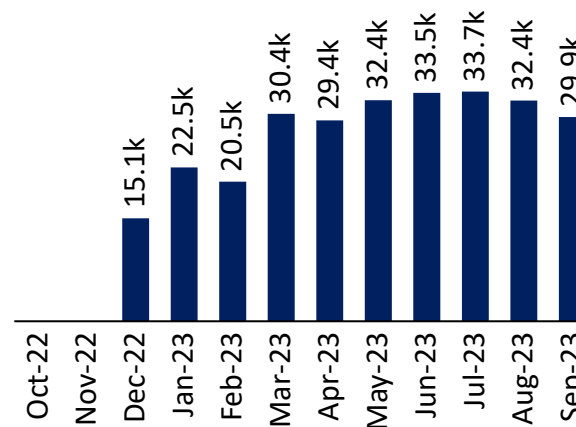
Emergency Calls



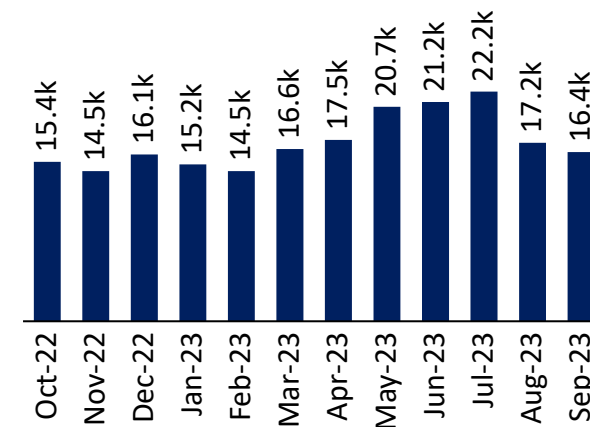
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



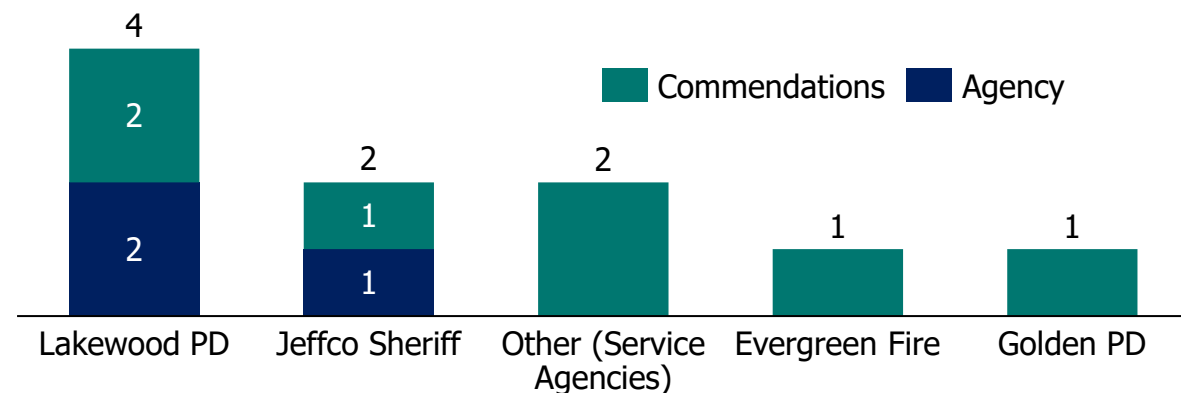
Outgoing Calls



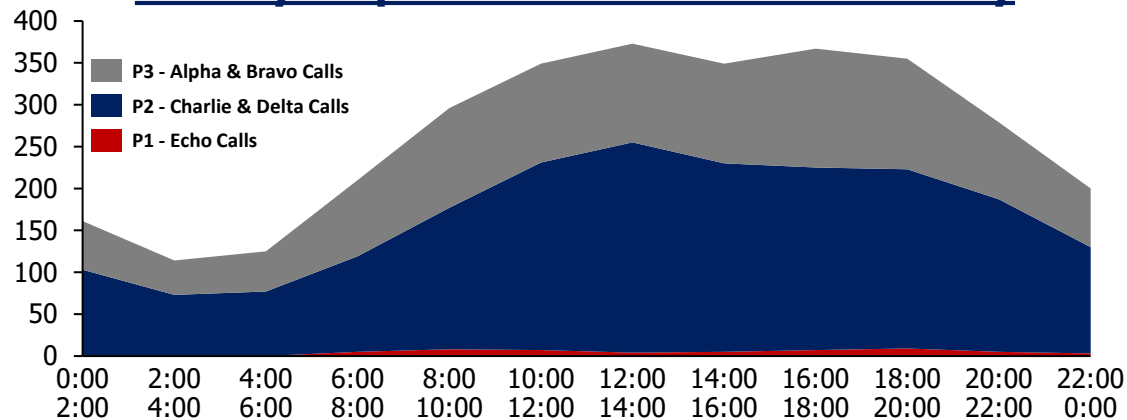
Call Volume

Line	Calls	Notes
Outgoing	16,354	5% Decrease from August
- Admin to Bot	29,939	7% Decrease from August
Admin to Jeffcom	24,046	9% Decrease from August
Incoming - 911	19,666	7% Decrease from August
Total Incoming to Jeffcom	43,712	8% Decrease from August

September Inquiries



Priority Dispatched Calls Per Time of Day



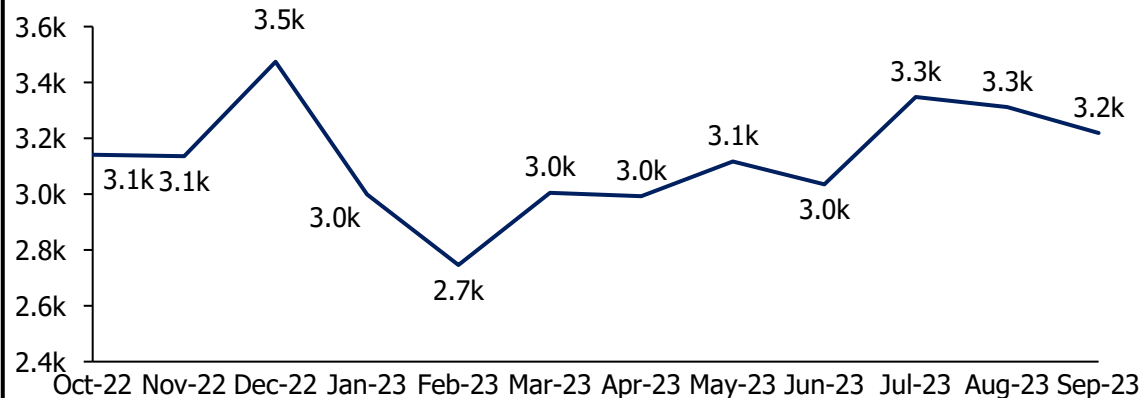
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	280	136	420	105
Monday	8	250	158	416	104
Tuesday	7	266	150	423	106
Wednesday	10	258	159	427	107
Thursday	7	259	154	420	105
Friday	12	345	200	557	111
Saturday	6	318	191	515	103

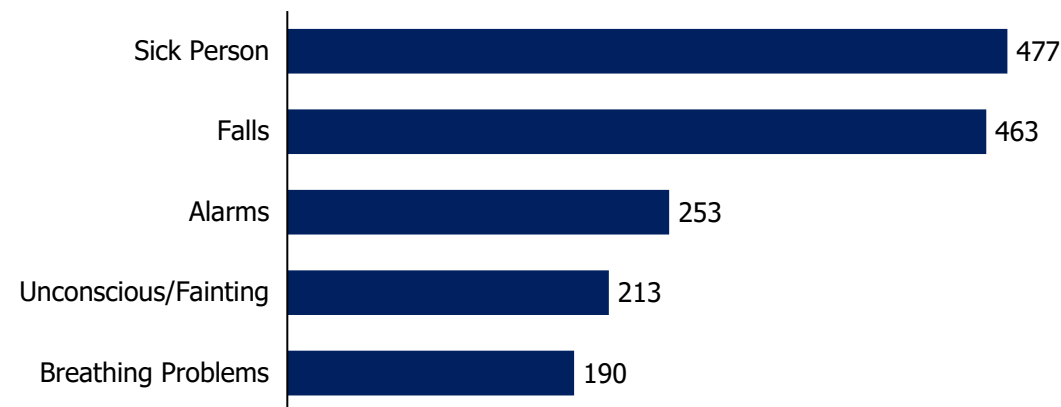
Assignment <1 min 98% 96%

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

Monthly Call Volume



Top Five Problem Natures

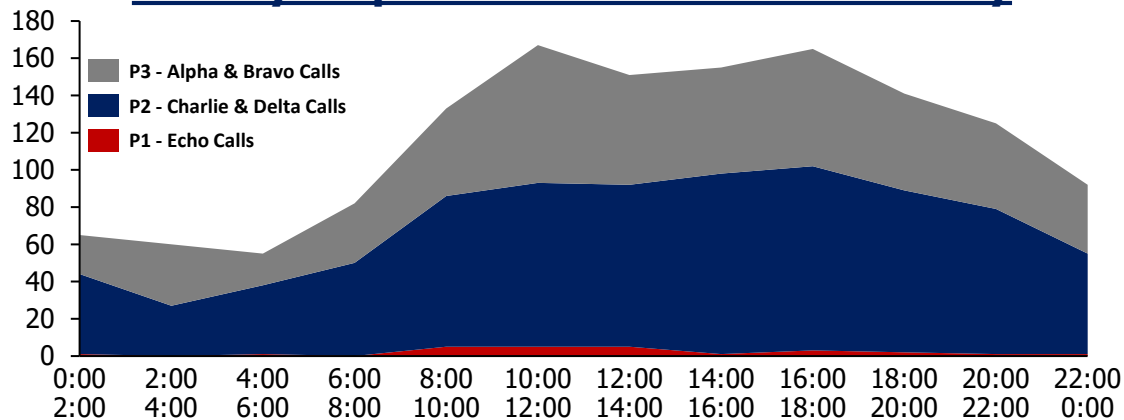




Arvada Fire



Priority Dispatched Calls Per Time of Day

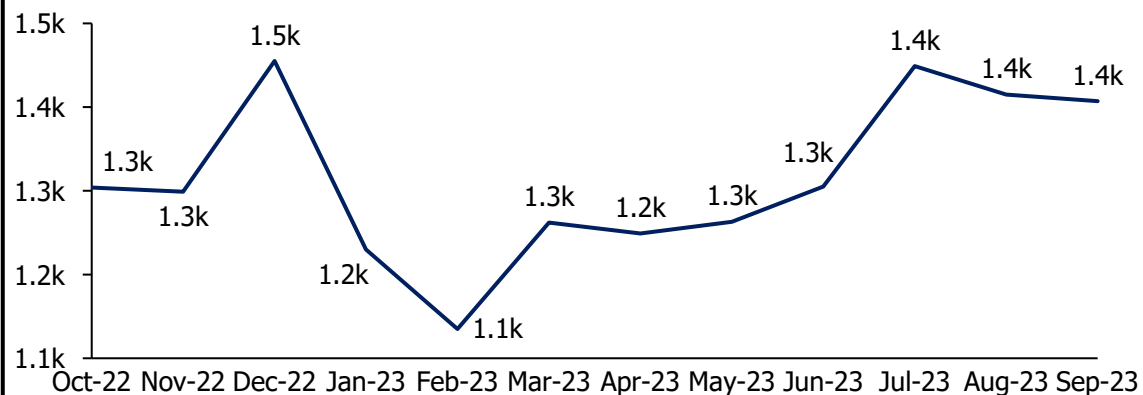


Daily Priority Call Volume and Entry to Assignment

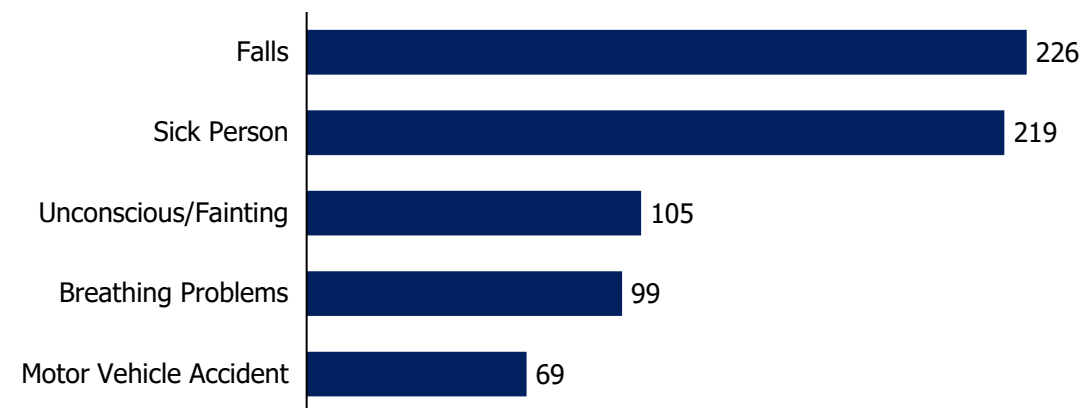
Day of Week	P1	P2	P3	Total	Average
Sunday	1	85	84	170	43
Monday	4	125	80	209	52
Tuesday	3	94	56	153	38
Wednesday	2	116	74	192	48
Thursday	4	133	63	200	50
Friday	3	136	80	219	44
Saturday	8	139	101	248	50
Assignment <1 min	100%	95%			

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

Monthly Call Volume



Top Five Problem Natures

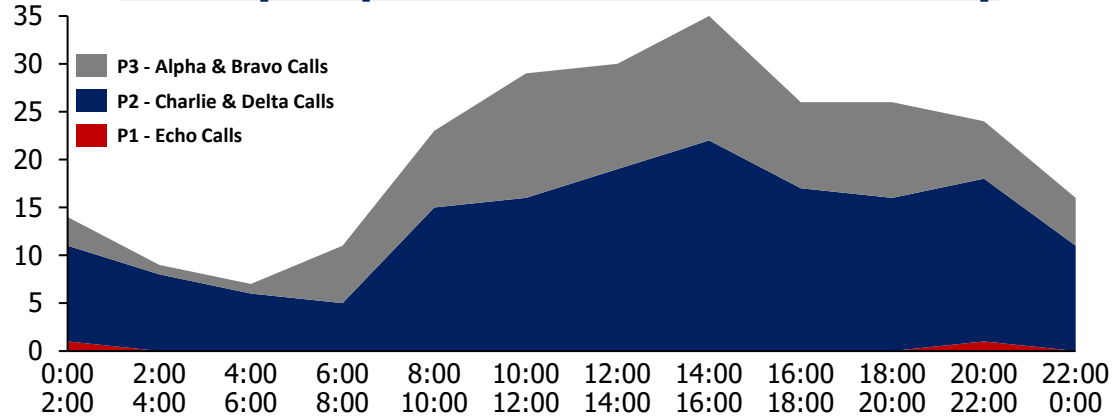




Golden Fire



Priority Dispatched Calls Per Time of Day

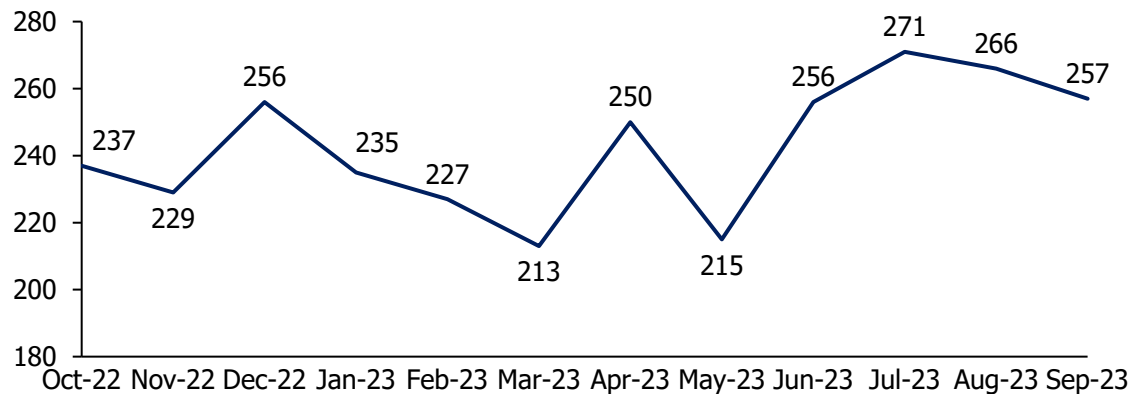


Daily Priority Call Volume and Entry to Assignment

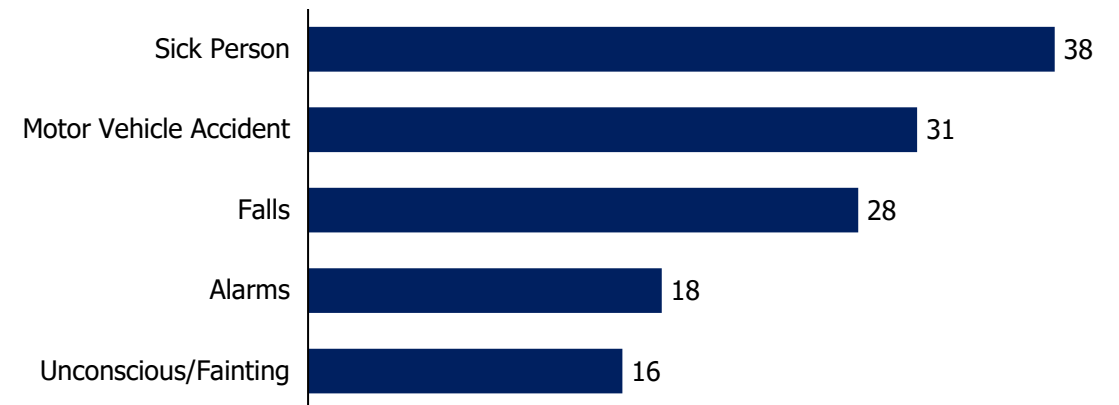
Day of Week	P1	P2	P3	Total	Average
Sunday	0	15	15	30	8
Monday	0	21	22	43	11
Tuesday	1	20	7	28	7
Wednesday	0	20	11	31	8
Thursday	0	26	12	38	10
Friday	1	26	10	37	7
Saturday	0	34	9	43	9
Assignment <1 min	100%	85%			

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

Monthly Call Volume



Top Five Problem Natures

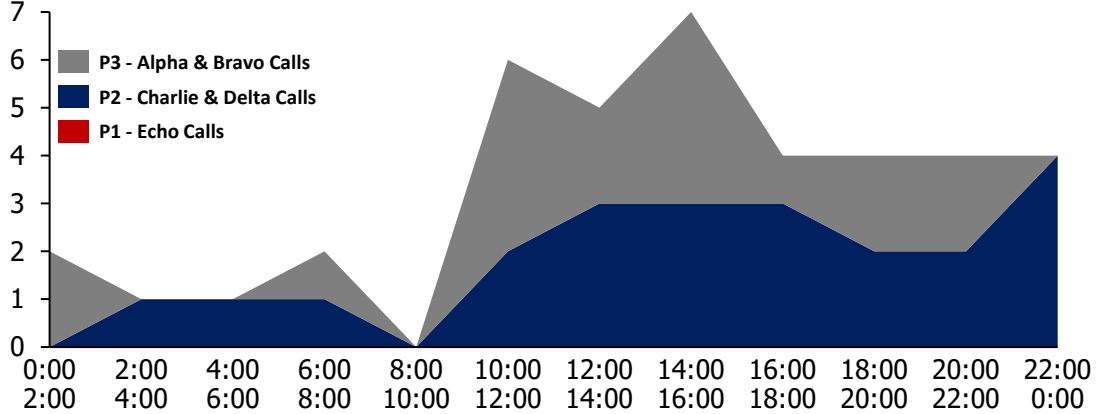




Fairmount Fire



Priority Dispatched Calls Per Time of Day

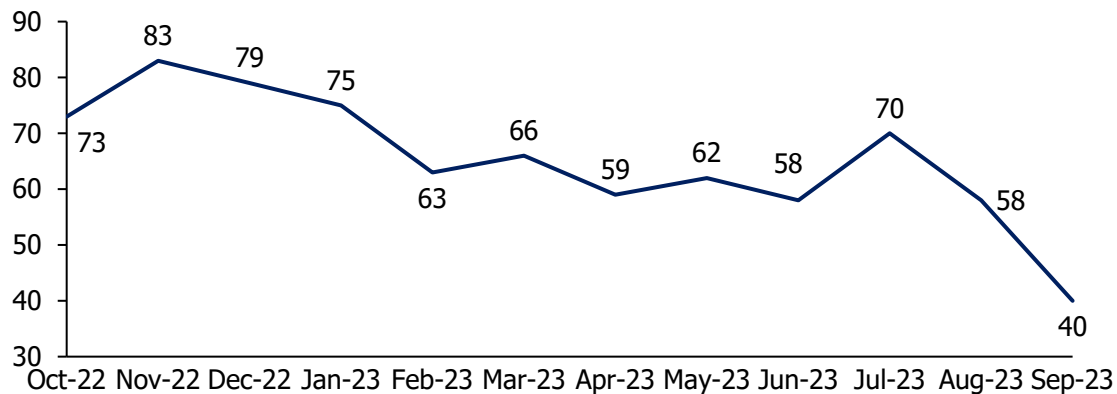


Daily Priority Call Volume and Entry to Assignment

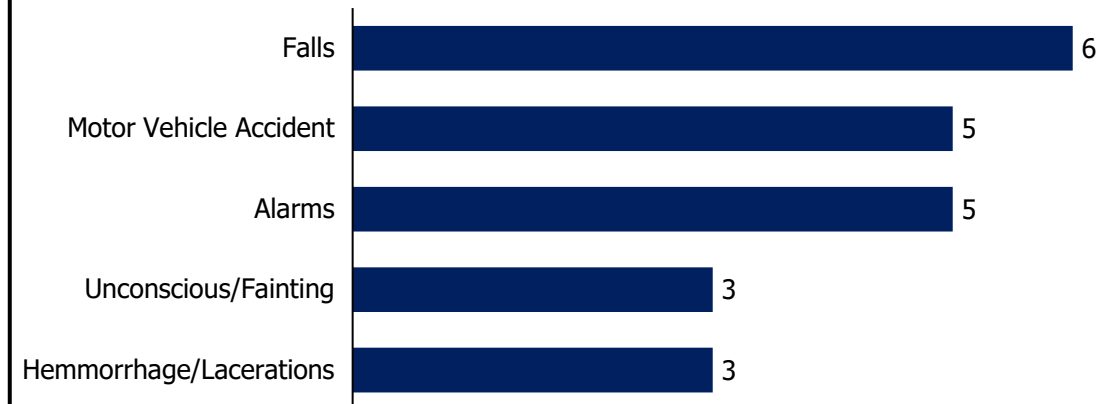
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	3	2	5	1
Tuesday	0	4	2	6	2
Wednesday	0	5	3	8	2
Thursday	0	2	5	7	2
Friday	0	6	3	9	2
Saturday	0	0	3	3	1
Assignment <1 min	N/A	86%			

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

Monthly Call Volume



Top Five Problem Natures

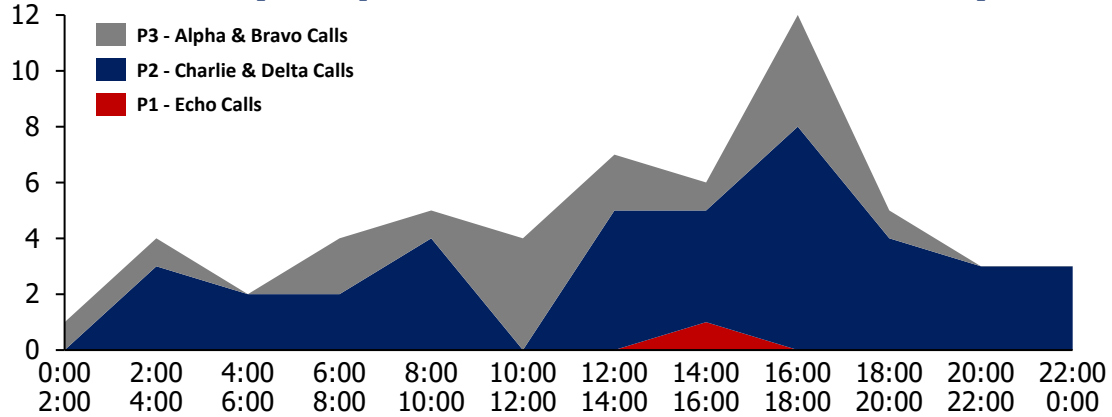




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



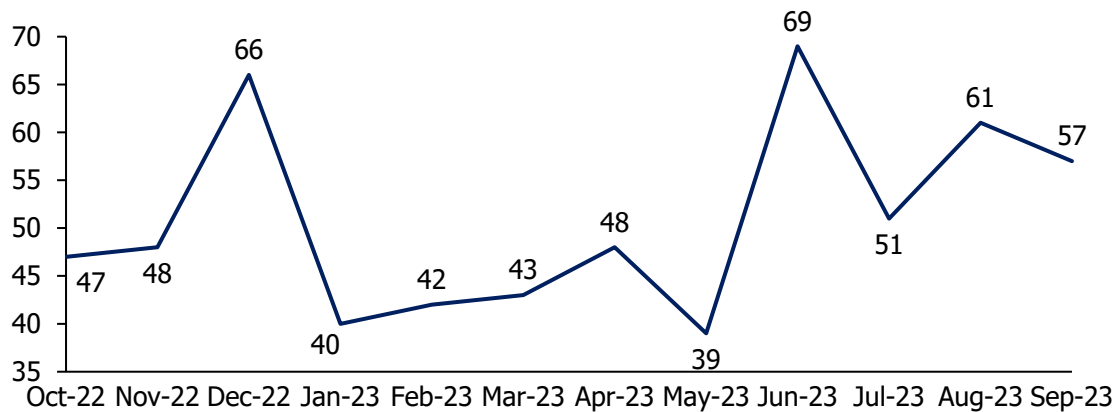
Daily Priority Call Volume and Entry to Assignment

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

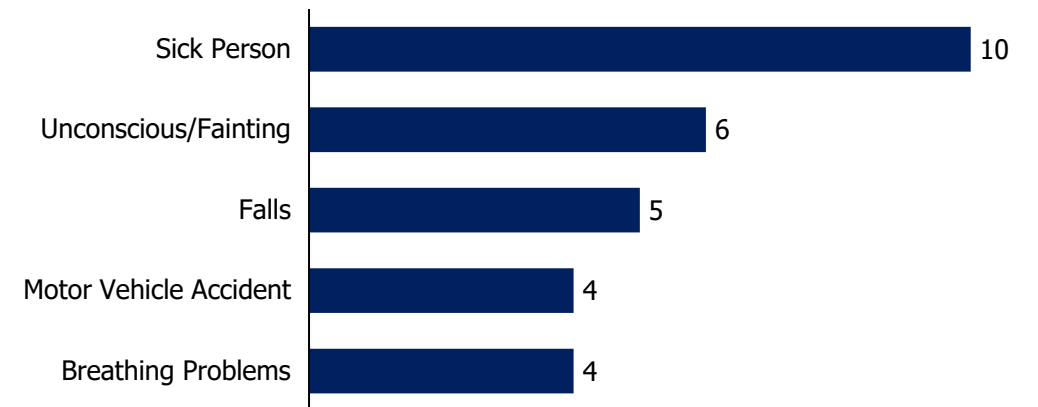
Assignment <1 min 100% 89%

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

Monthly Call Volume



Top Five Problem Natures

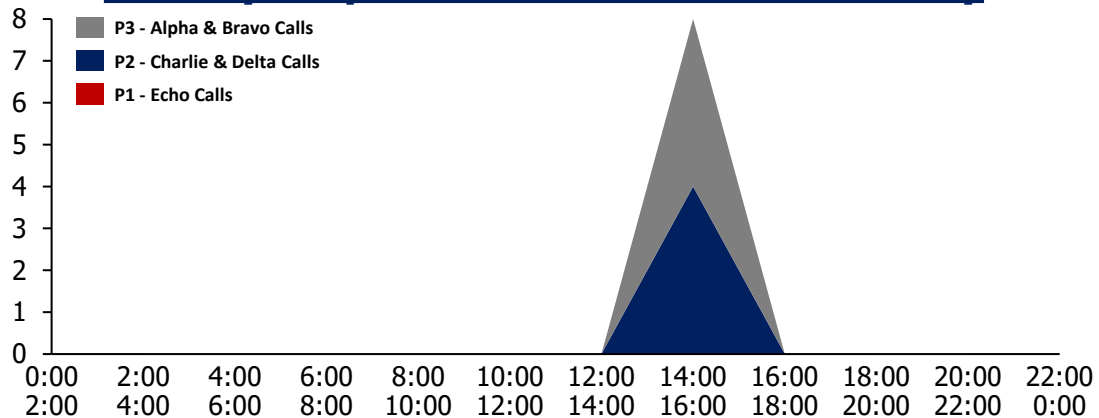




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



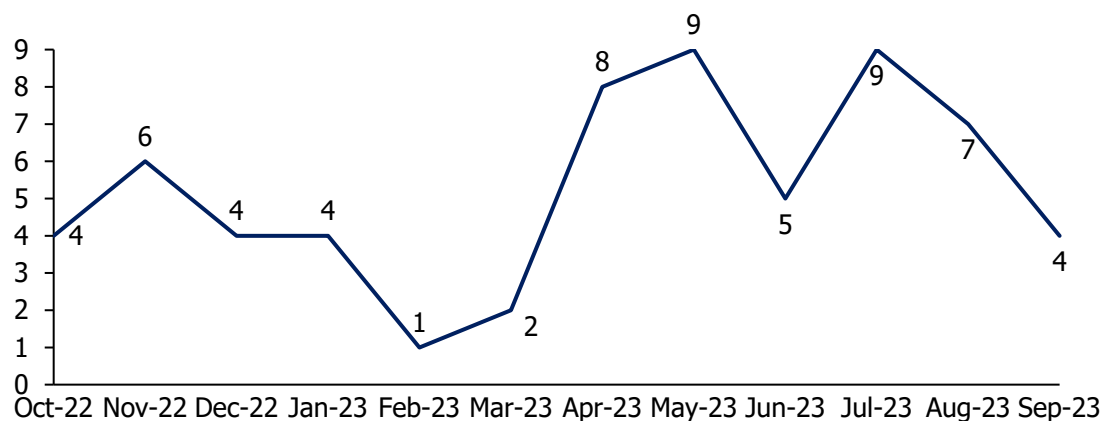
Daily Priority Call Volume and Entry to Assignment

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

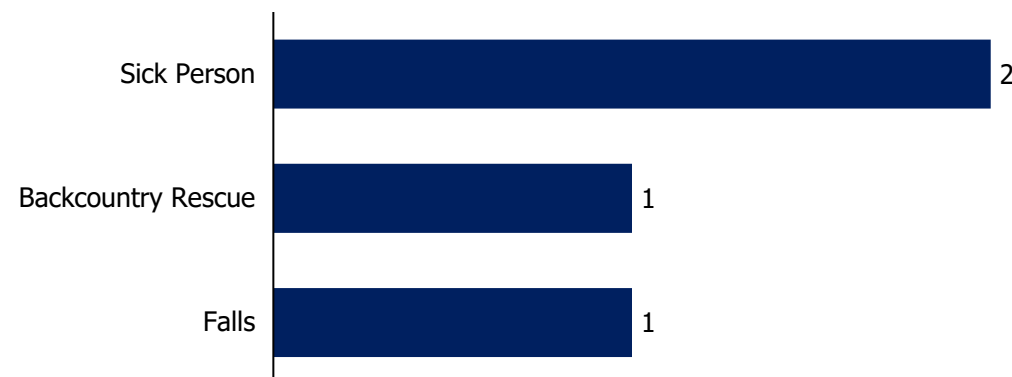
Assignment <1 min N/A 50%

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

Monthly Call Volume



Problem Natures

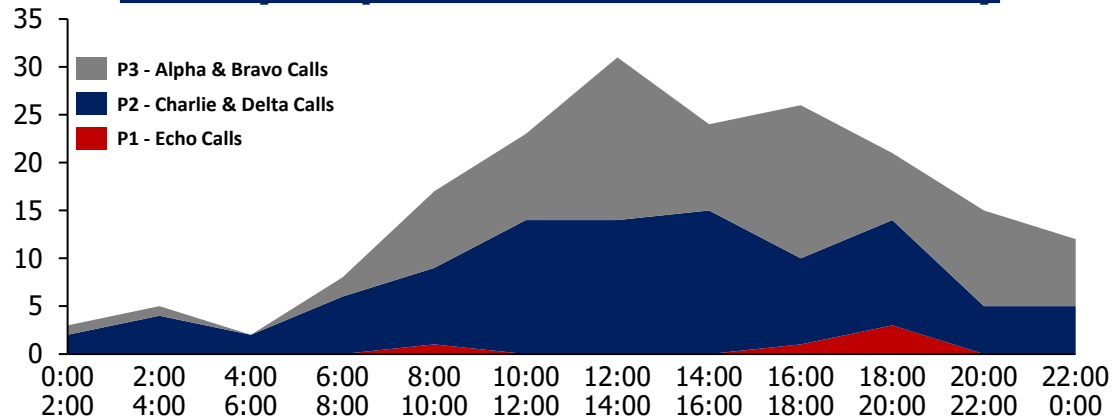




Evergreen Fire



Priority Dispatched Calls Per Time of Day

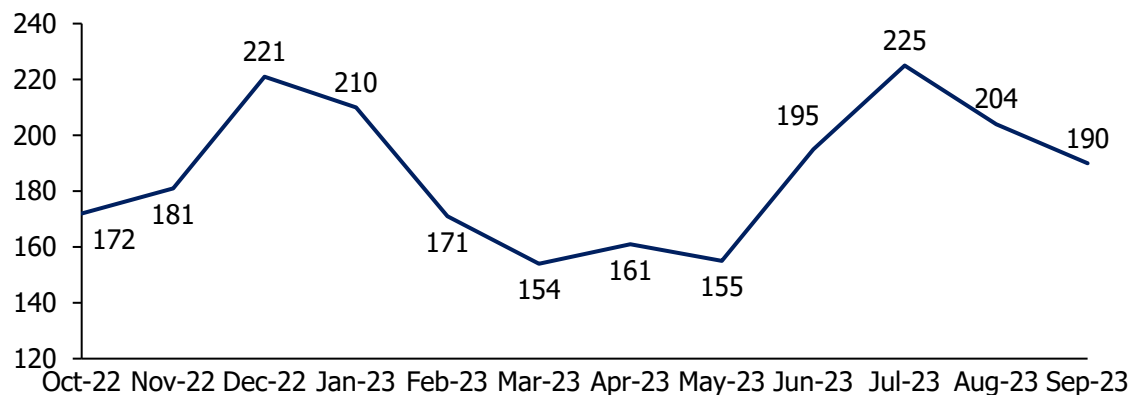


Daily Priority Call Volume and Entry to Assignment

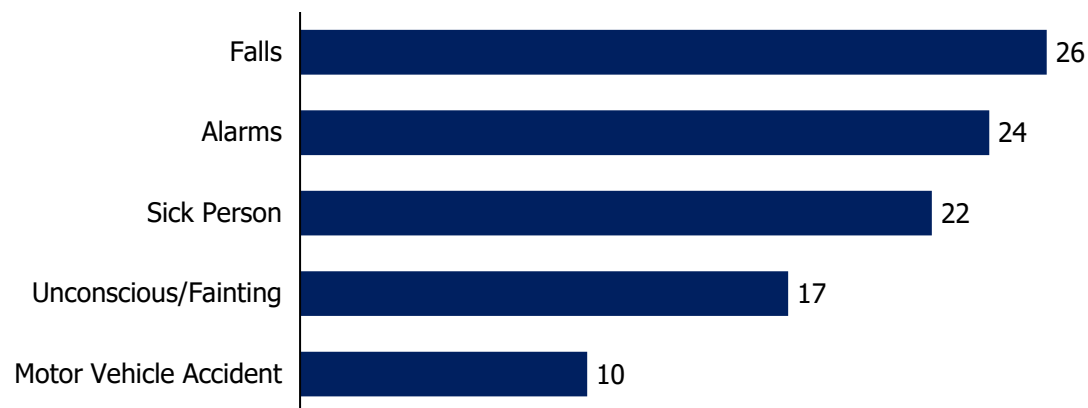
Day of Week	P1	P2	P3	Total	Average
Sunday	2	9	4	15	4
Monday	0	10	14	24	6
Tuesday	0	14	13	27	7
Wednesday	2	11	12	25	6
Thursday	0	15	12	27	7
Friday	0	14	14	28	6
Saturday	1	22	18	41	8
Assignment <1 min	100%	82%			

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

Monthly Call Volume



Top Five Problem Natures

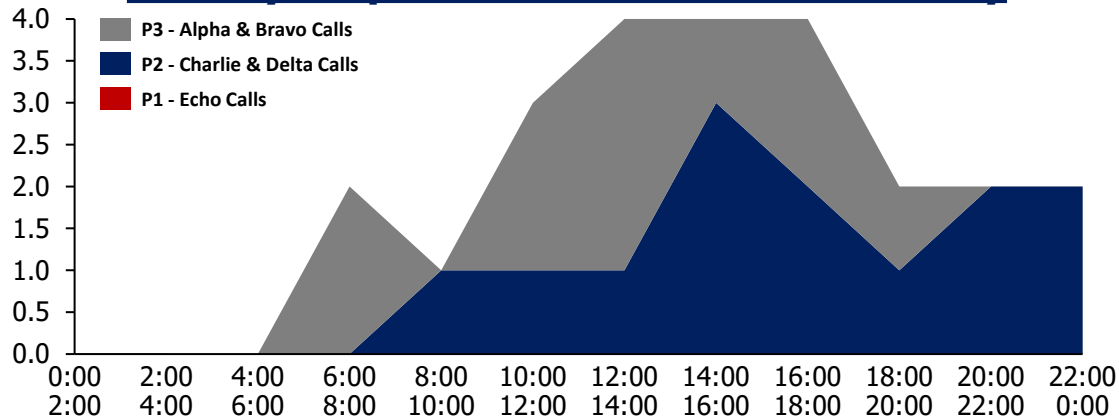




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

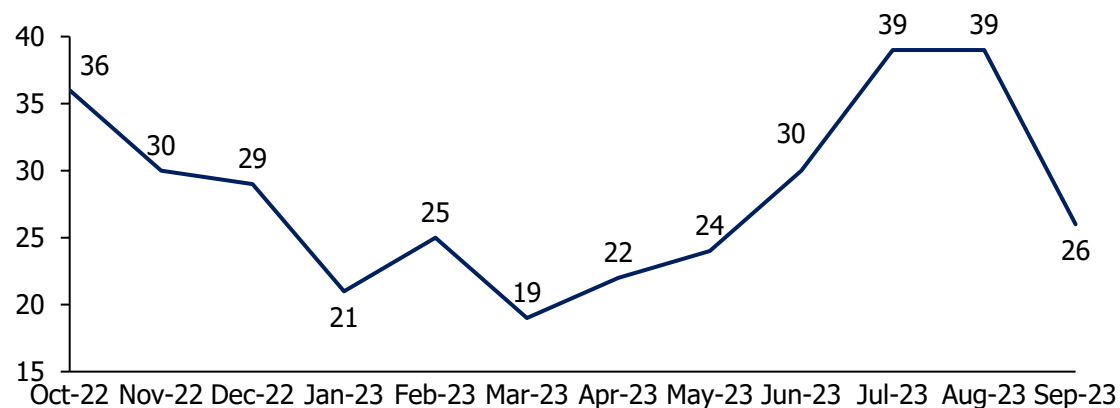


Daily Priority Call Volume and Entry to Assignment

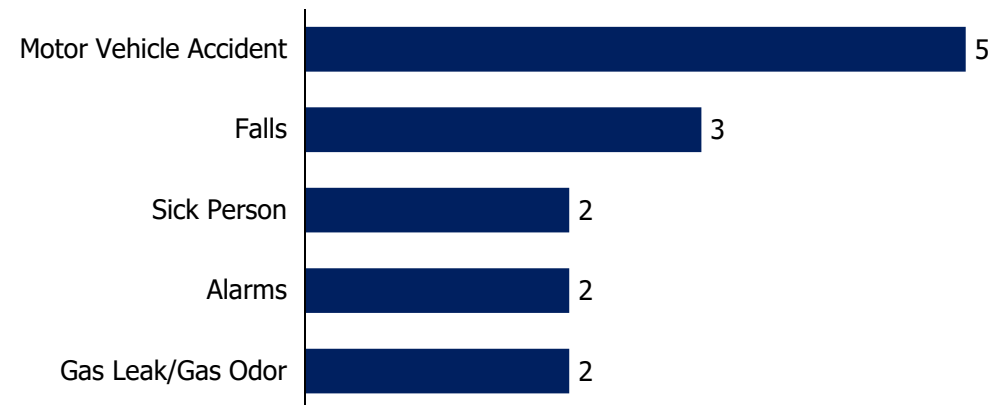
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	2	2	1
Monday	0	6	2	8	2
Tuesday	0	0	1	1	0
Wednesday	0	1	1	2	1
Thursday	0	0	1	1	0
Friday	0	3	1	4	1
Saturday	0	3	3	6	1
Assignment <1 min	N/A	69%			

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

Monthly Call Volume



Top Five Problem Natures

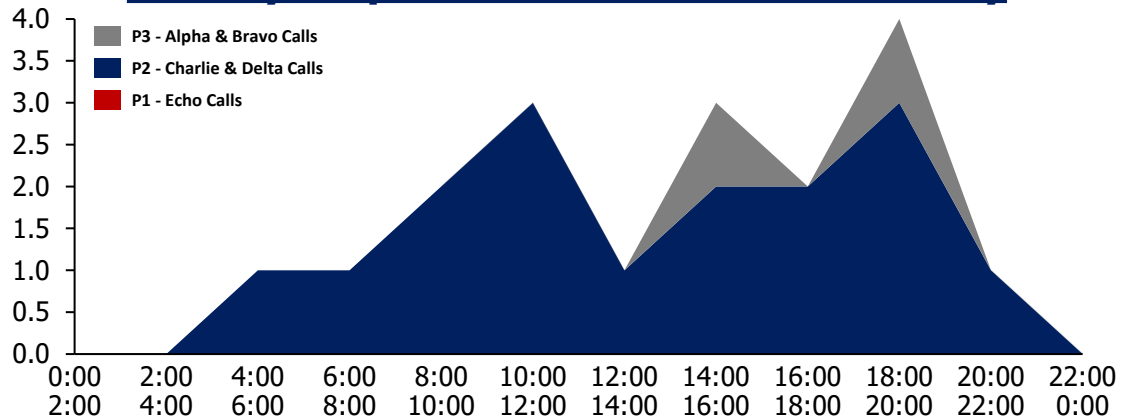




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



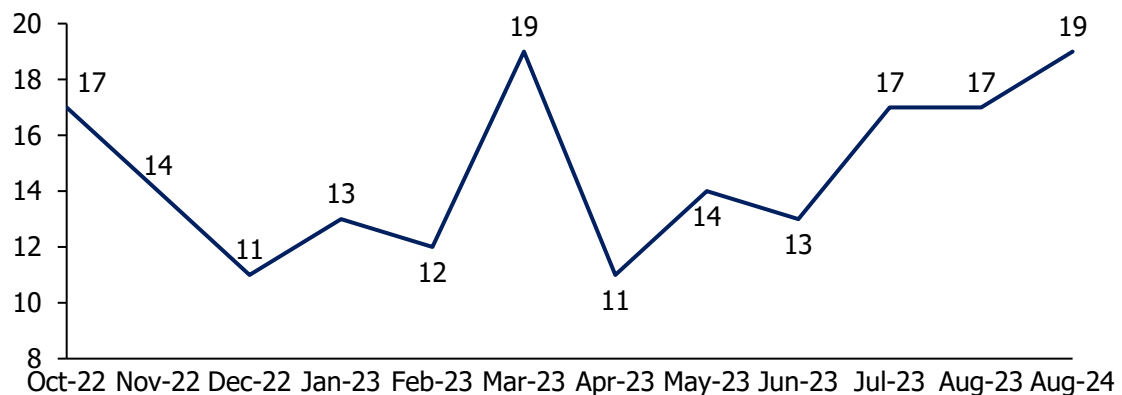
Daily Priority Call Volume and Entry to Assignment

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

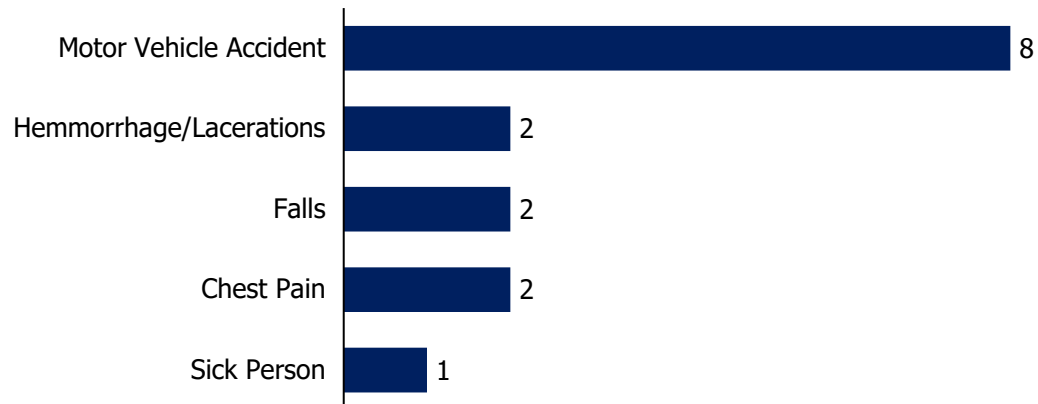
Assignment <1 min N/A 81%

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

Monthly Call Volume



Top Five Problem Natures

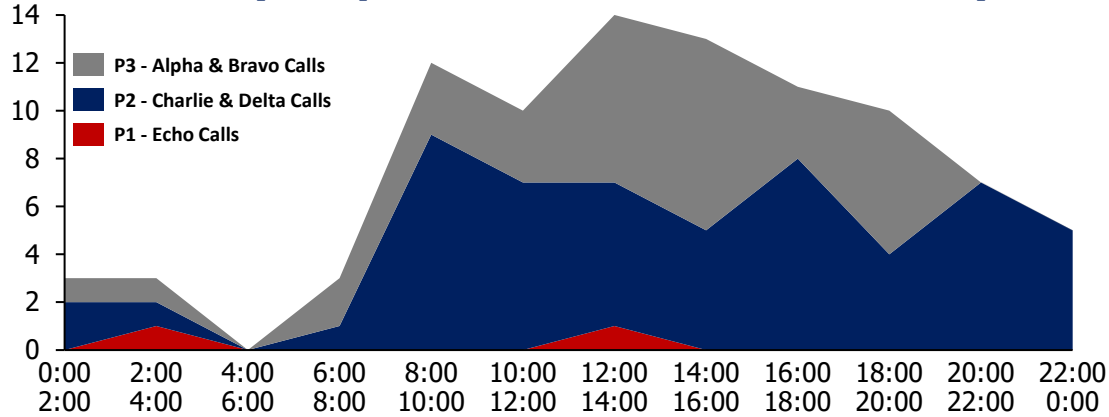




Elk Creek Fire



Priority Dispatched Calls Per Time of Day

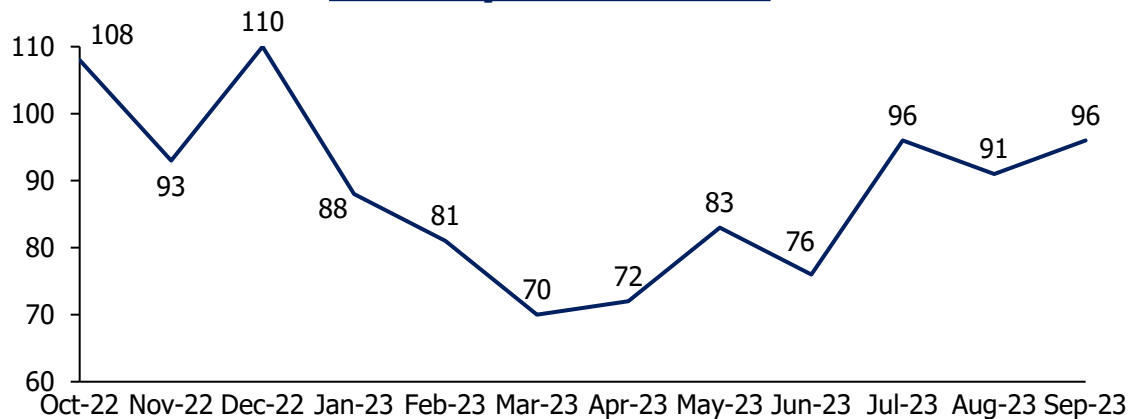


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	4	8	2
Monday	1	9	5	15	4
Tuesday	0	10	1	11	3
Wednesday	0	8	10	18	5
Thursday	0	5	5	10	3
Friday	0	13	4	17	3
Saturday	0	7	5	12	2
Assignment <1 min	100%	84%			

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

Monthly Call Volume



Top Five Problem Natures

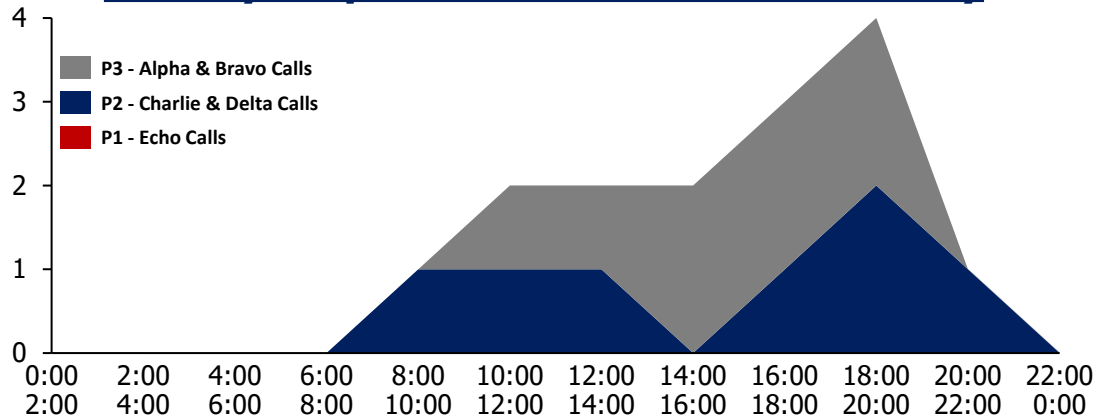




North Fork Fire



Priority Dispatched Calls Per Time of Day

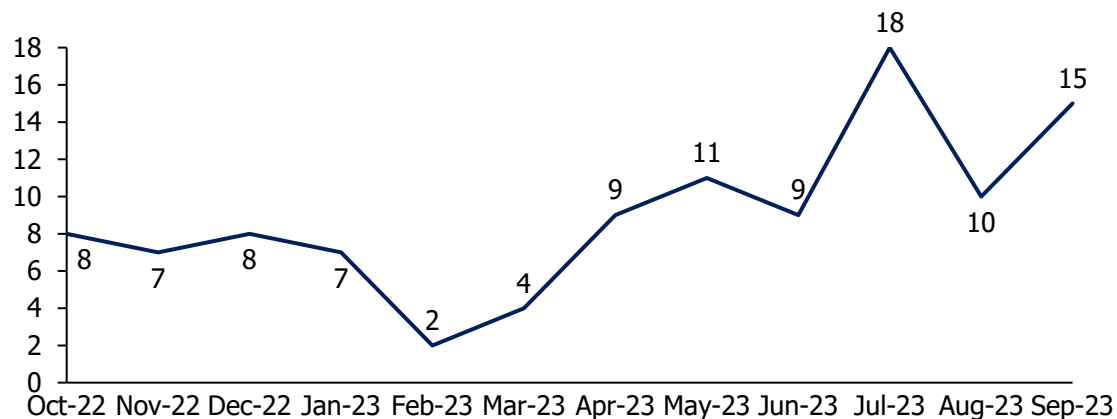


Daily Priority Call Volume and Entry to Assignment

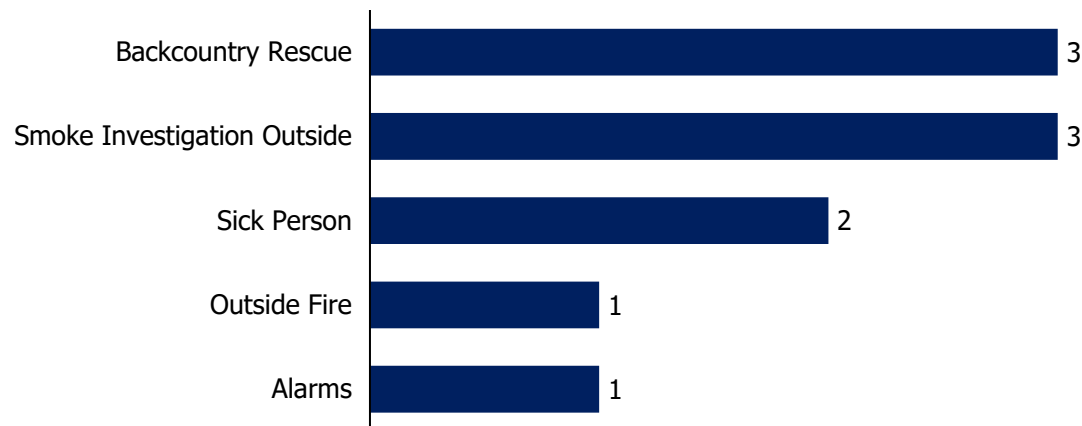
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	0	2	2	1
Tuesday	0	0	1	1	0
Wednesday	0	1	0	1	0
Thursday	0	2	2	4	1
Friday	0	4	2	6	1
Saturday	0	0	0	0	0
Assignment <1 min	N/A	71%			

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

Monthly Call Volume



Problem Natures

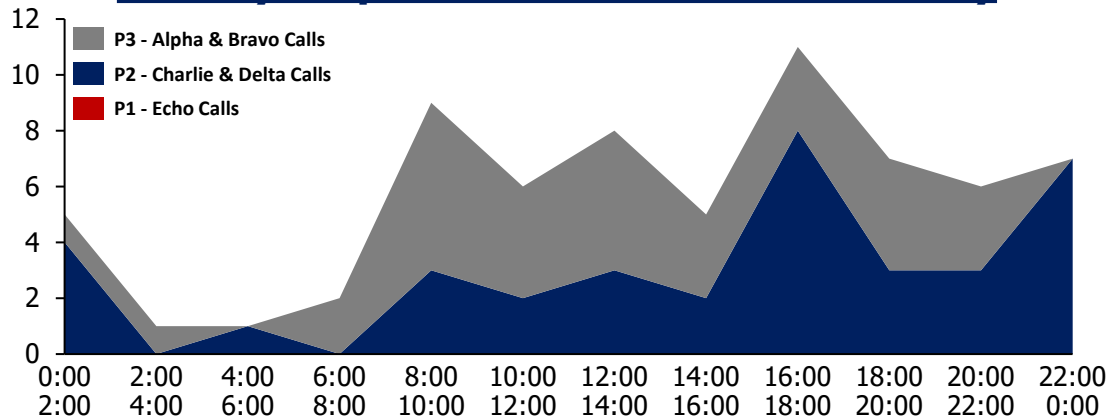




Highland Rescue



Priority Dispatched Calls Per Time of Day

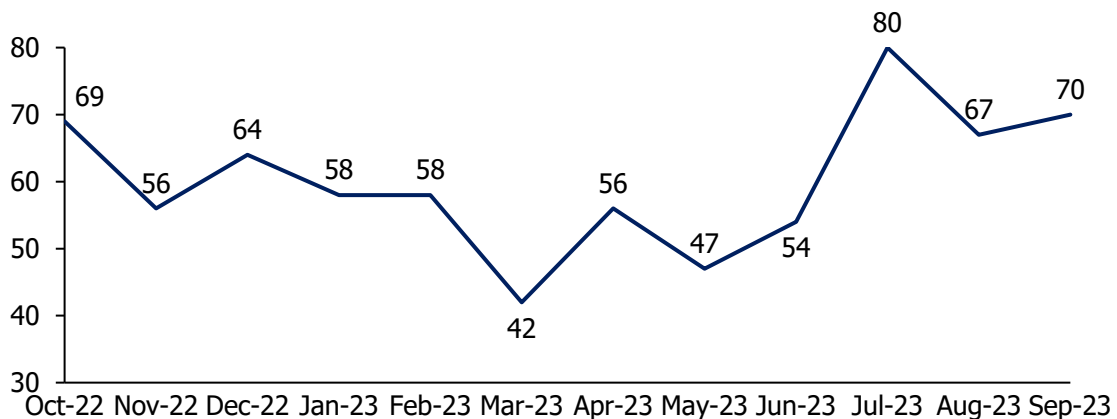


Daily Priority Call Volume and Entry to Assignment

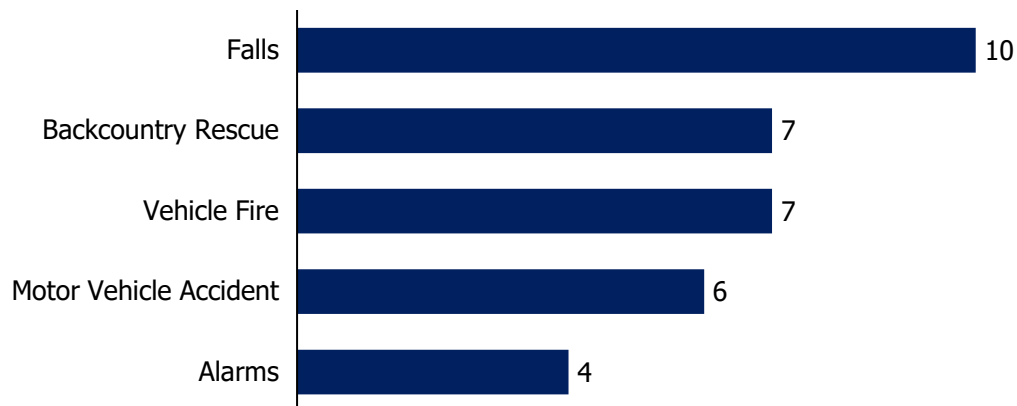
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	1	5	1
Monday	0	6	2	8	2
Tuesday	0	2	4	6	2
Wednesday	0	5	6	11	3
Thursday	0	6	9	15	4
Friday	0	5	4	9	2
Saturday	0	8	6	14	3
Assignment <1 min	N/A	86%			

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

Monthly Call Volume



Top Five Problem Natures

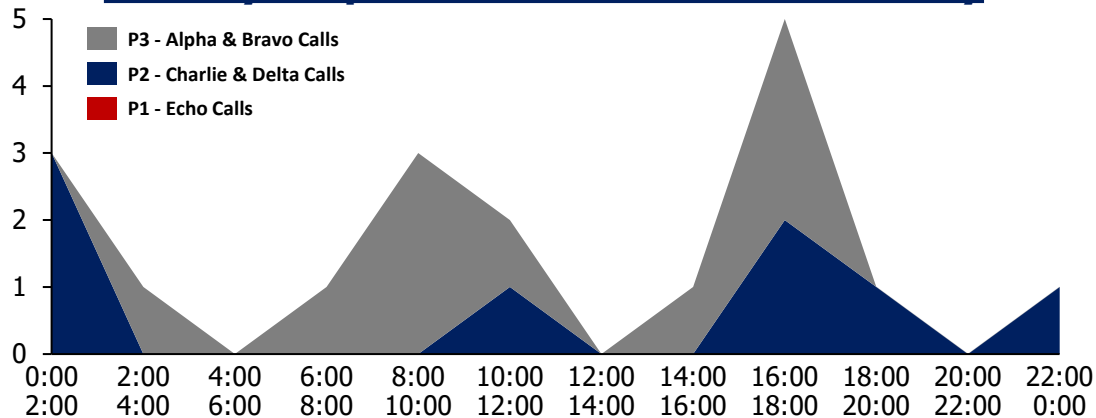




Genesee Fire



Priority Dispatched Calls Per Time of Day

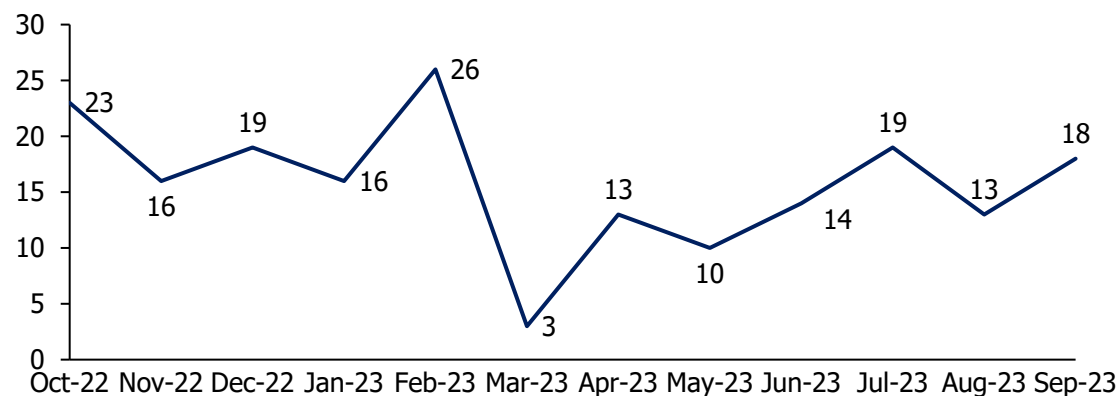


Daily Priority Call Volume and Entry to Assignment

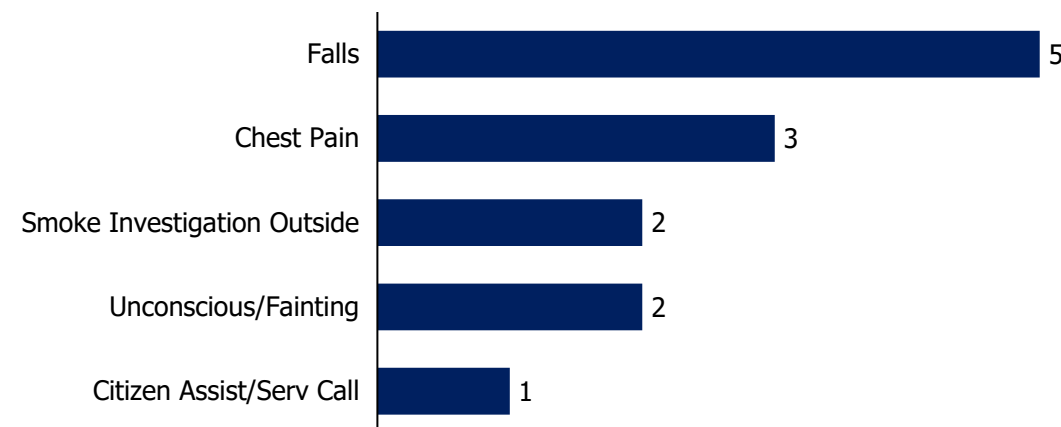
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	1	0	1	0
Tuesday	0	0	2	2	1
Wednesday	0	1	2	3	1
Thursday	0	2	3	5	1
Friday	0	0	1	1	0
Saturday	0	2	2	4	1
Assignment <1 min	N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures

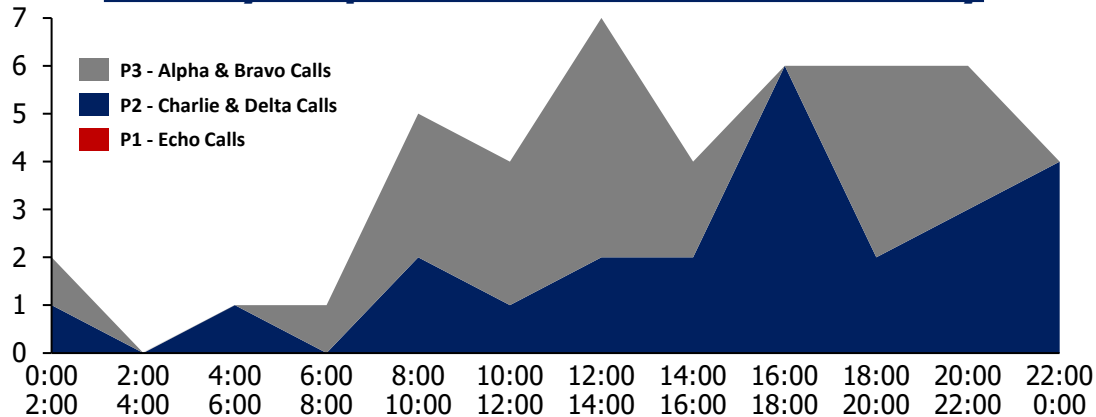




Foothills Fire



Priority Dispatched Calls Per Time of Day

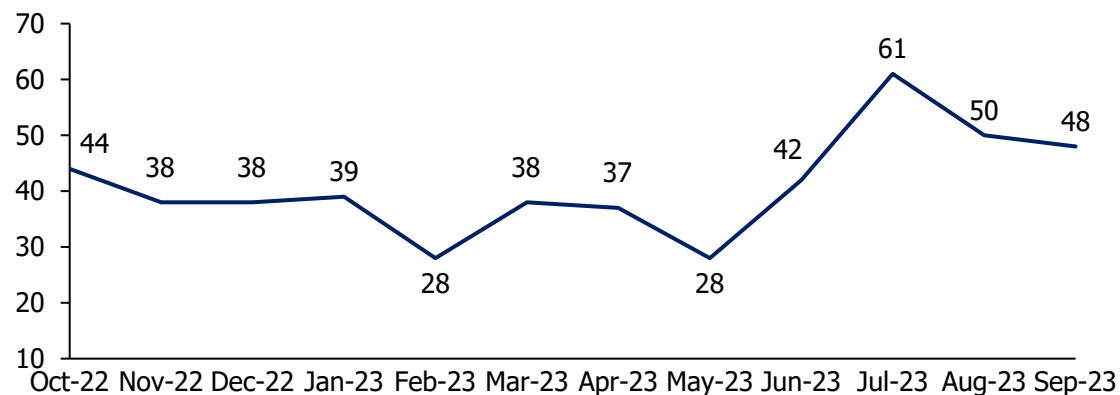


Daily Priority Call Volume and Entry to Assignment

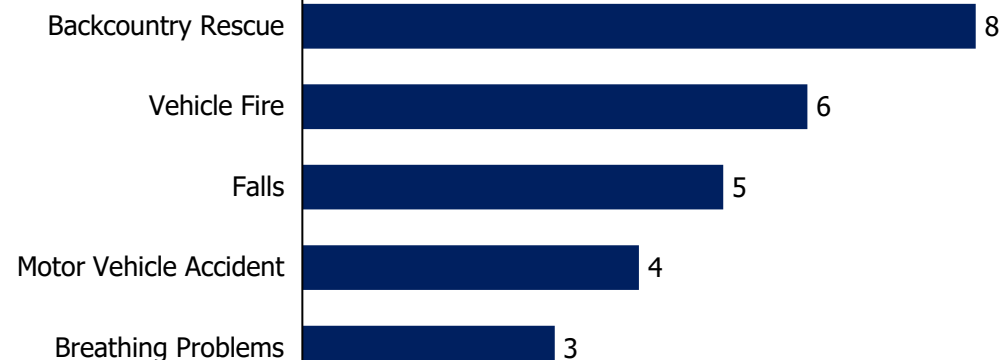
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	5	2	7	2
Tuesday	0	2	2	4	1
Wednesday	0	2	3	5	1
Thursday	0	3	6	9	2
Friday	0	5	3	8	2
Saturday	0	5	4	9	2
Assignment <1 min	N/A	88%			

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

Monthly Call Volume



Top Five Problem Natures

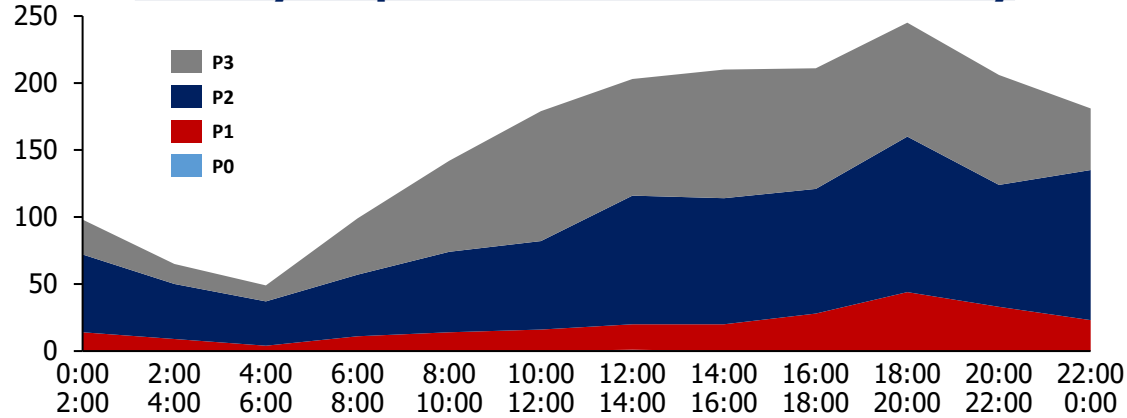




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

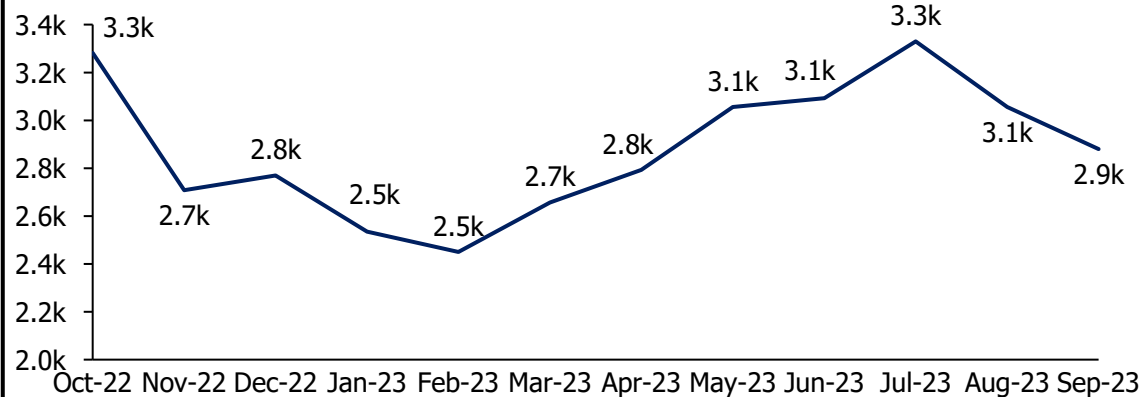


Daily Priority Call Volume and Entry to Assignment

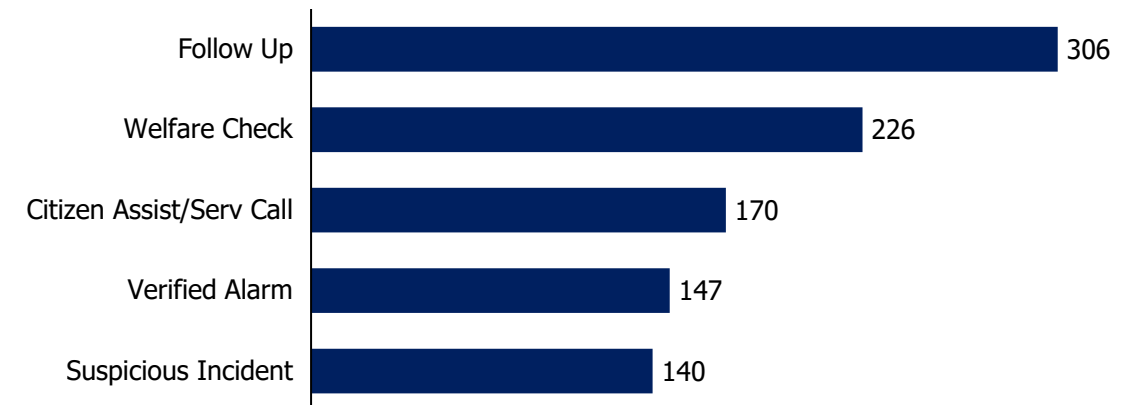
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	27	128	104	259	65
Monday	1	25	114	122	262	66
Tuesday	0	31	102	99	232	58
Wednesday	0	23	121	86	230	58
Thursday	0	28	95	112	235	59
Friday	0	40	165	104	309	62
Saturday	0	61	181	119	361	72
Assignment <2 min		75%	51%			
Assignment <4 min		92%	78%			

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

Monthly Call Volume



Top Five Problem Natures

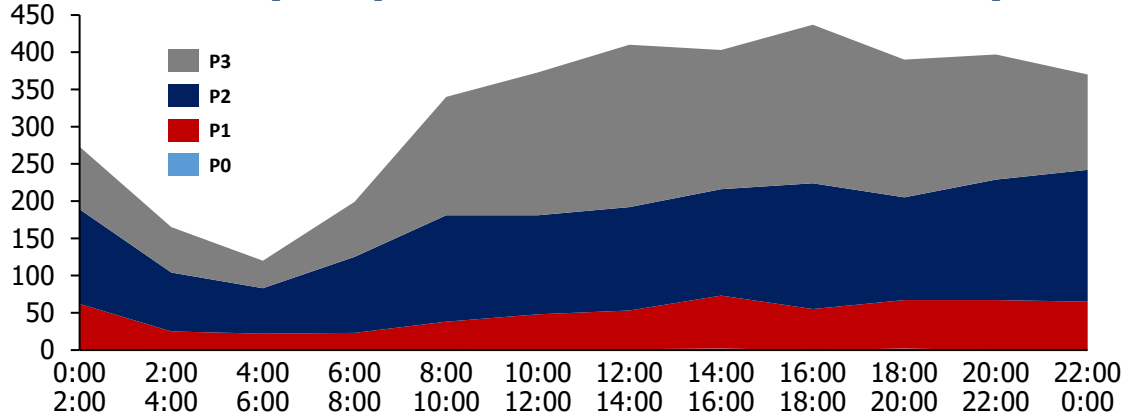




Lakewood PD



Priority Dispatched Calls Per Time of Day

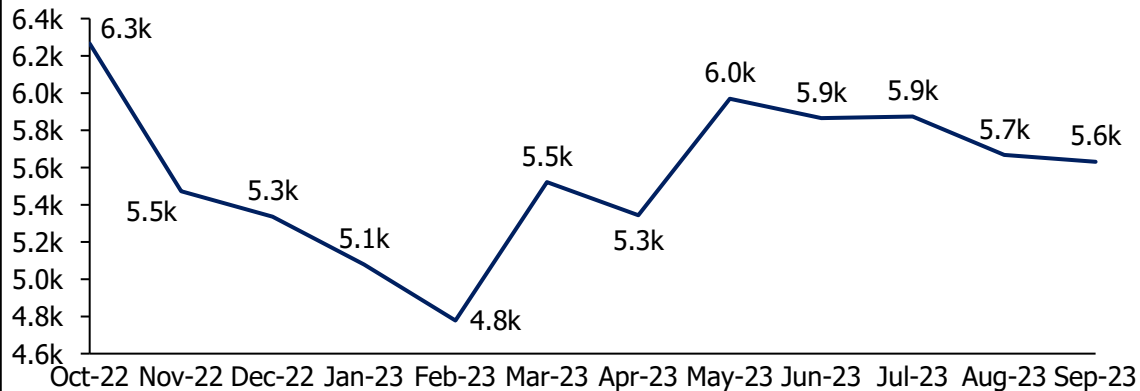


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	88	209	180	478	120
Monday	1	84	223	184	492	123
Tuesday	1	72	236	259	568	142
Wednesday	1	78	197	251	527	132
Thursday	1	74	191	262	528	132
Friday	0	88	268	306	662	132
Saturday	2	107	249	264	622	124
Assignment <2 min		58%	35%			
Assignment <4 min		76%	54%			

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

Monthly Call Volume



Top Five Problem Natures

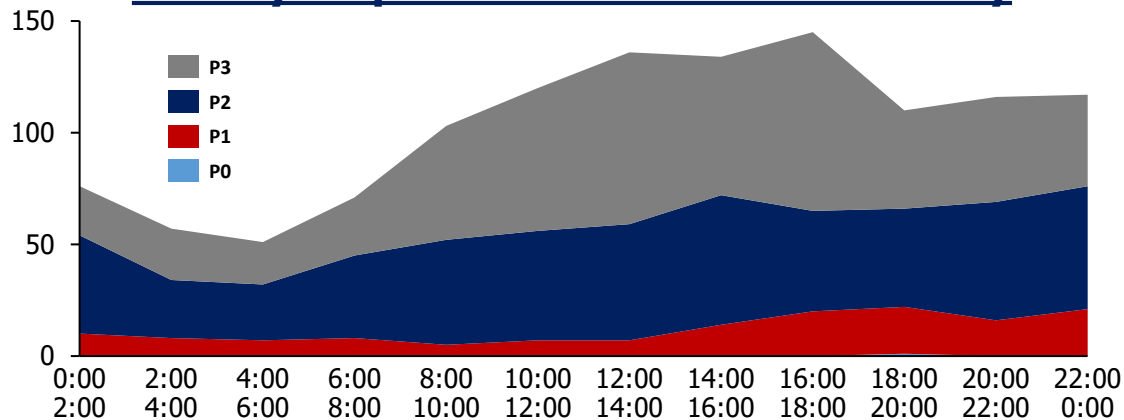




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

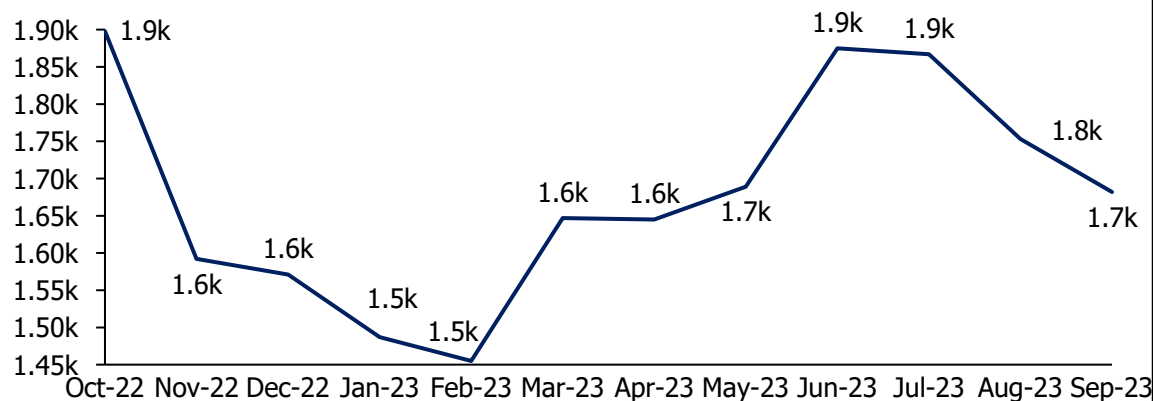


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	21	70	73	164	41
Monday	0	22	83	61	166	42
Tuesday	0	14	61	80	155	39
Wednesday	1	16	66	70	153	38
Thursday	0	18	67	76	161	40
Friday	0	28	88	115	231	46
Saturday	0	25	100	81	206	41
Assignment < 2 min		57%	37%			
Assignment < 4 min		78%	55%			

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

Monthly Call Volume



Top Five Problem Natures

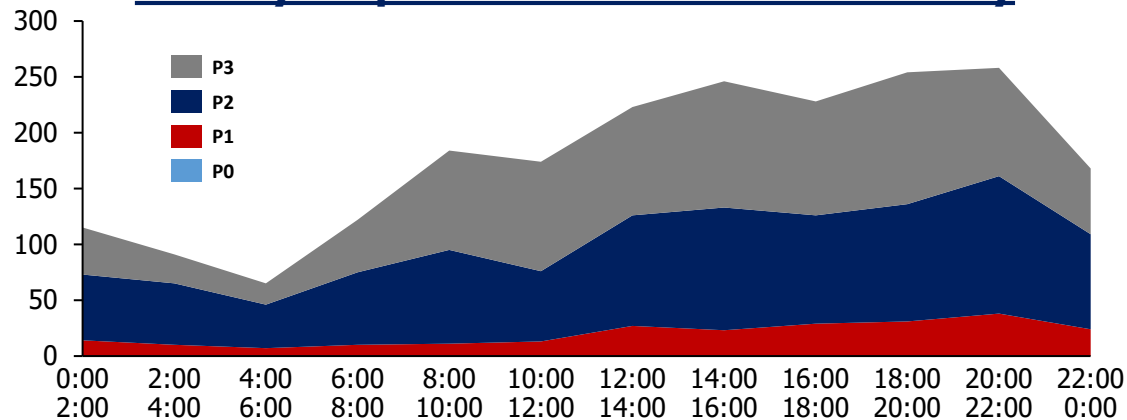




Arvada PD



Priority Dispatched Calls Per Time of Day

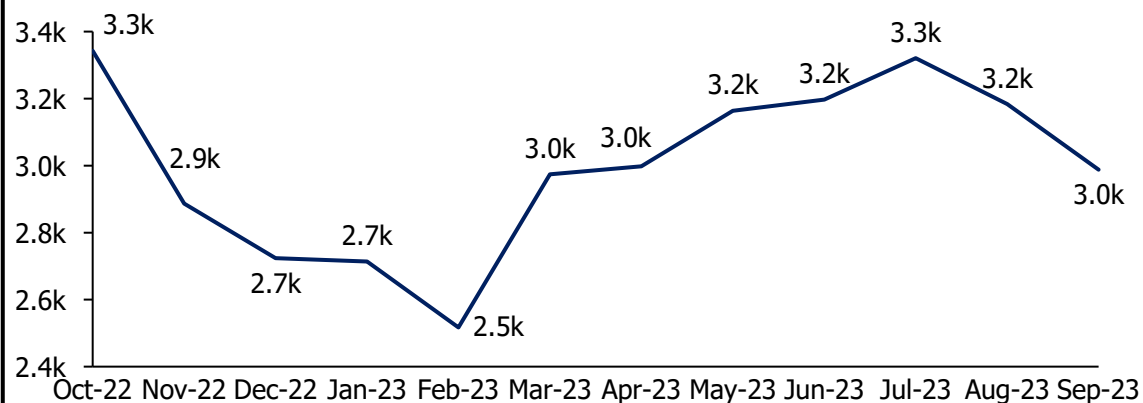


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	35	102	121	258	65
Monday	0	32	123	109	264	66
Tuesday	0	32	148	130	310	78
Wednesday	0	33	152	127	312	78
Thursday	0	24	150	112	286	72
Friday	0	38	161	167	366	73
Saturday	0	43	148	141	332	66
Assignment <2 min		73%	52%			
Assignment <4 min		87%	71%			

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

Monthly Call Volume



Top Five Problem Natures

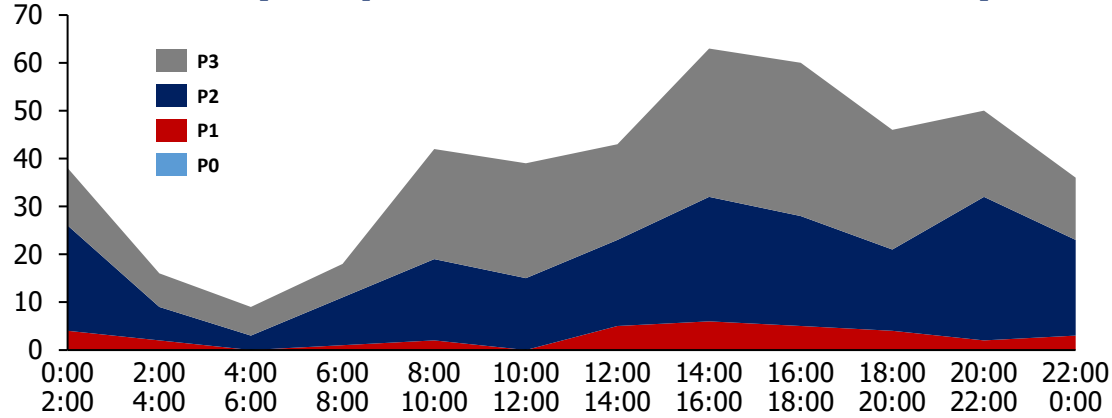




Golden PD



Priority Dispatched Calls Per Time of Day

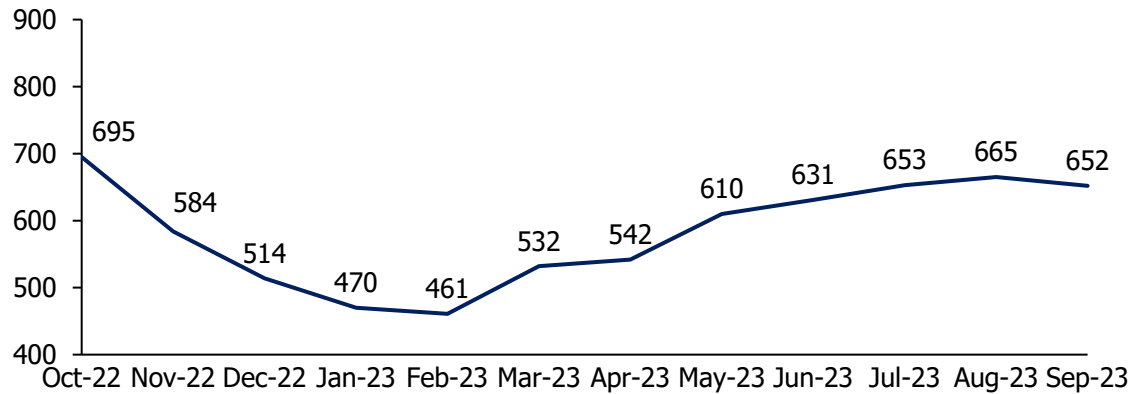


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	34	26	65	16
Monday	0	7	29	26	62	16
Tuesday	0	4	17	41	62	16
Wednesday	0	4	26	29	59	15
Thursday	0	3	30	17	50	13
Friday	0	4	36	42	82	16
Saturday	0	7	36	37	80	16
Assignment <2 min		76%	54%			
Assignment <4 min		91%	76%			

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

Monthly Call Volume



Top Five Problem Natures

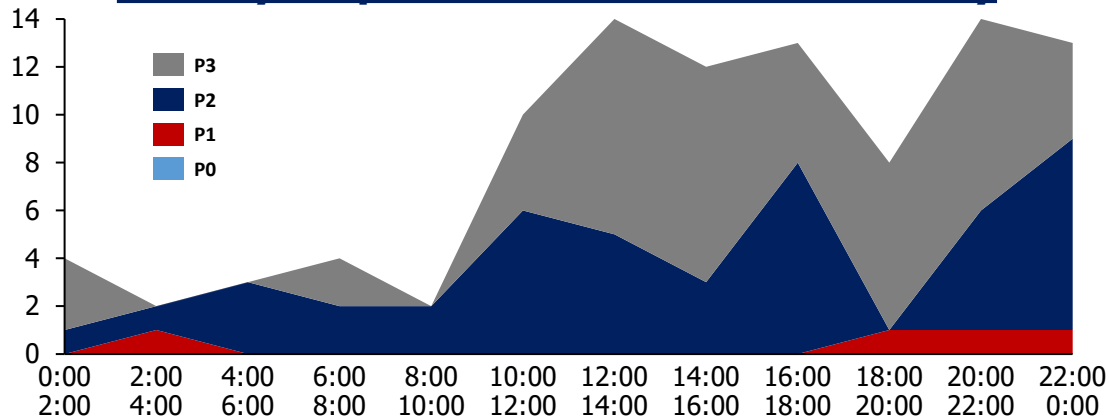




Lakeside PD



Priority Dispatched Calls Per Time of Day

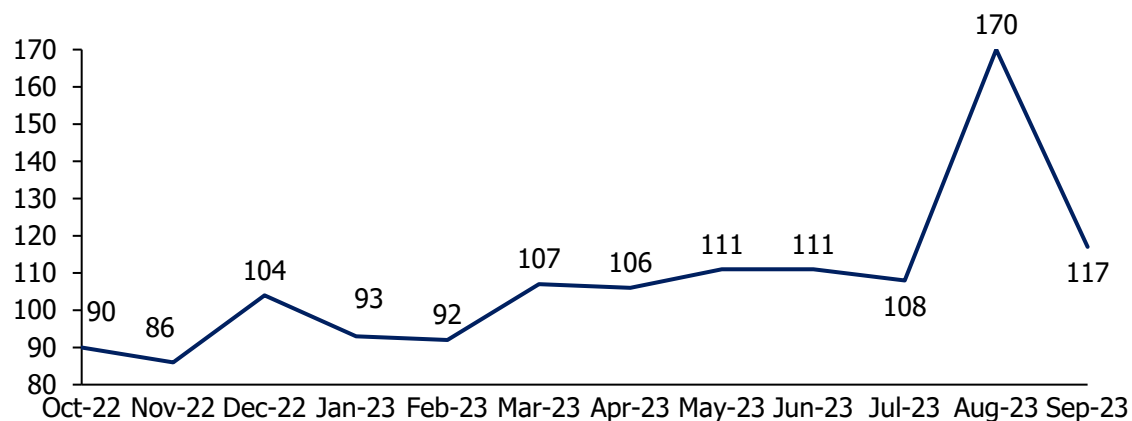


Daily Priority Call Volume and Entry to Assignment

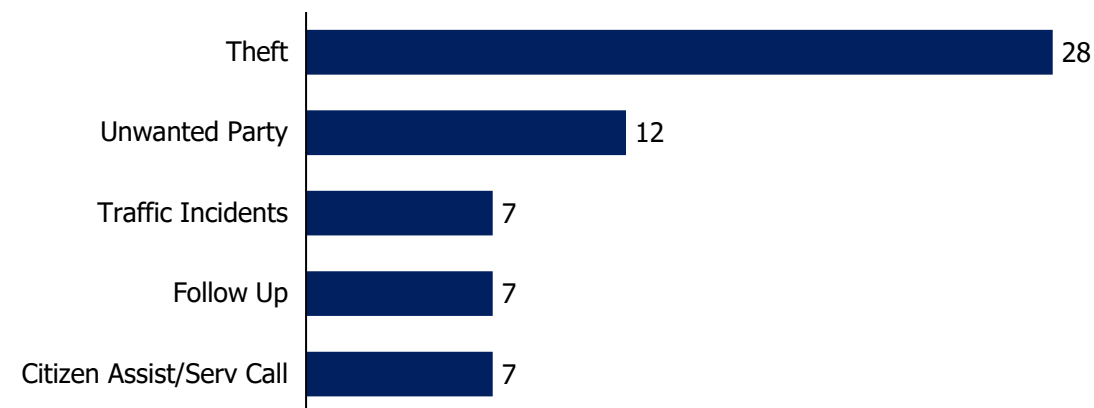
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	8	14	4
Monday	0	0	4	6	10	3
Tuesday	0	2	9	7	18	5
Wednesday	0	0	5	6	11	3
Thursday	0	0	6	8	14	4
Friday	0	0	4	12	16	3
Saturday	0	2	10	4	16	3
Assignment < 2 min		75%	73%			
Assignment < 4 min		100%	89%			

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

Monthly Call Volume



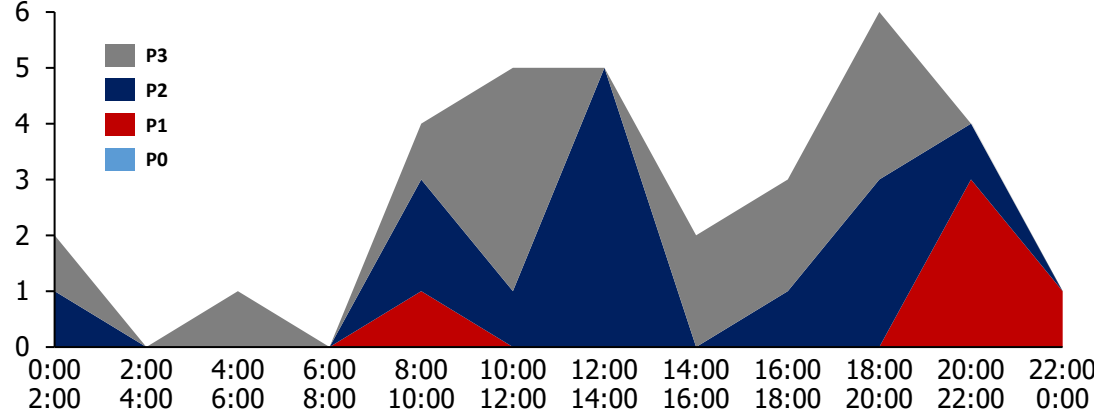
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

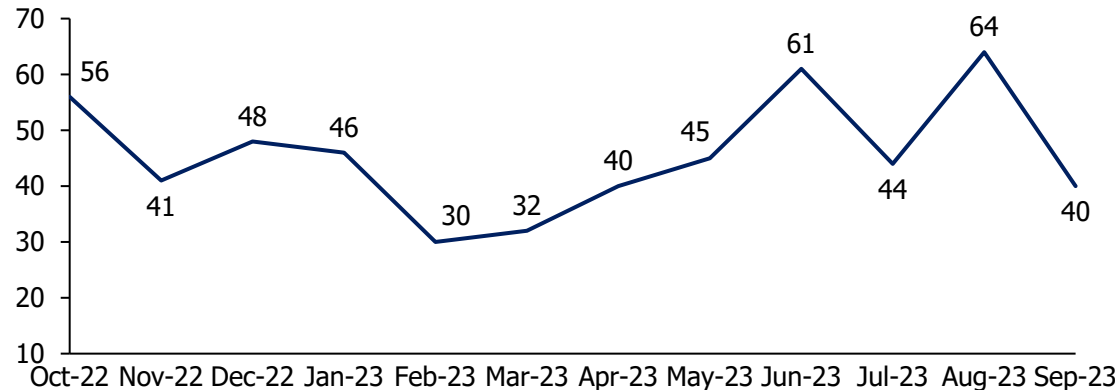


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	2	3	7	2
Monday	0	0	0	2	2	1
Tuesday	0	0	1	3	4	1
Wednesday	0	0	1	0	1	0
Thursday	0	0	2	2	4	1
Friday	0	0	7	3	10	2
Saturday	0	3	1	1	5	1
Assignment < 2 min		100%	50%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



Top Five Problem Natures

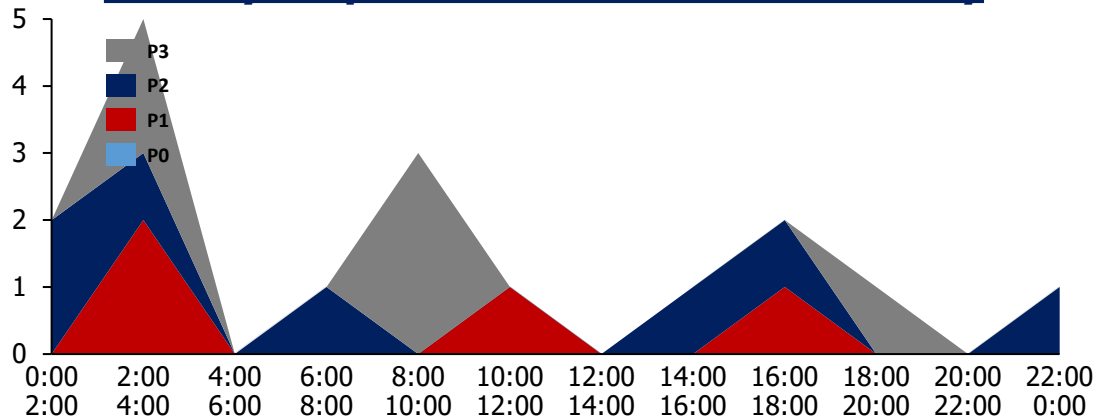




Mountain View PD



Priority Dispatched Calls Per Time of Day

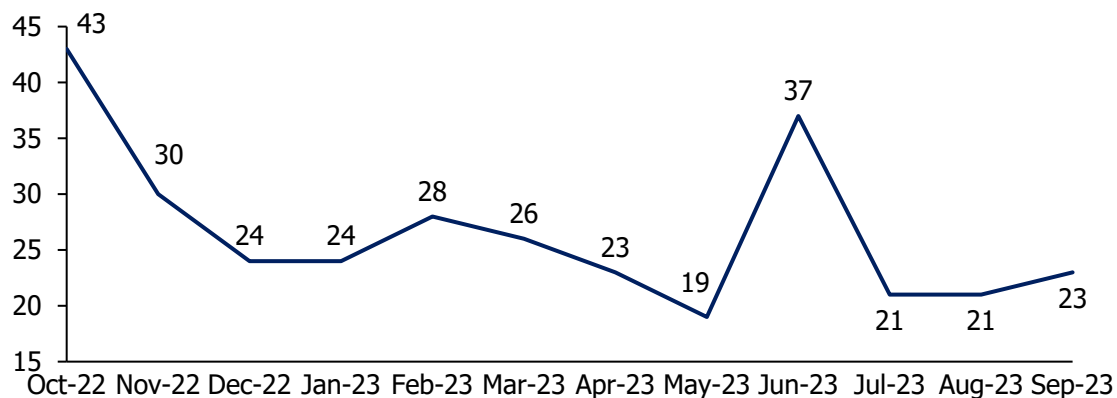


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	1	3	1
Monday	0	1	1	0	2	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	0	2	2	1
Thursday	0	0	2	0	2	1
Friday	0	2	0	2	4	1
Saturday	0	1	1	1	3	1
Assignment <2 min		75%	71%			
Assignment <4 min		75%	100%			

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

Monthly Call Volume



Top Five Problem Natures

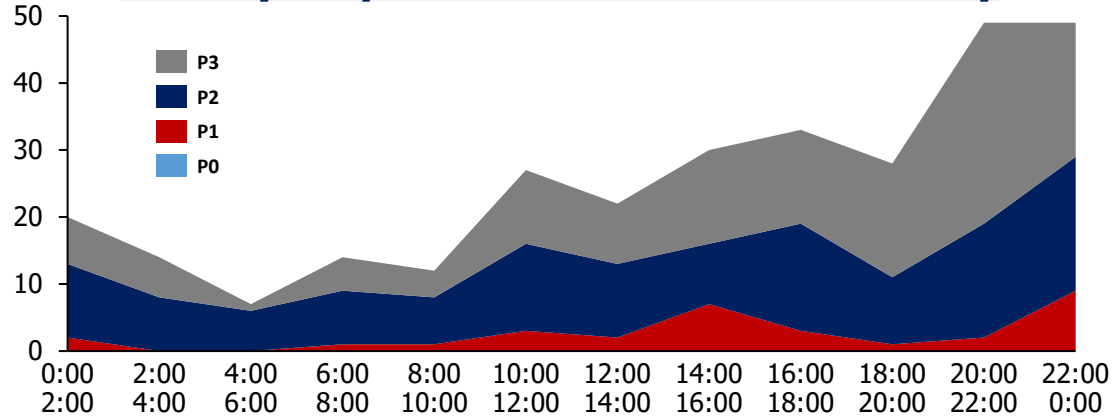




Edgewater PD



Priority Dispatched Calls Per Time of Day

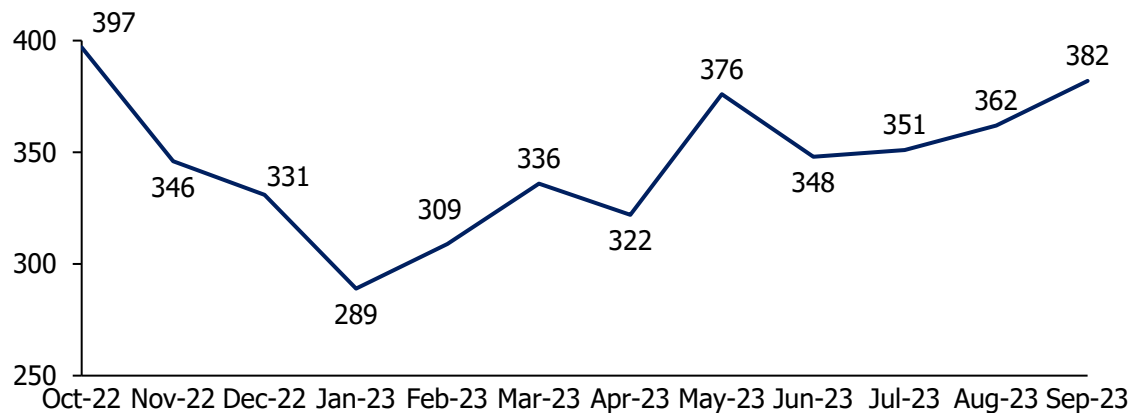


Daily Priority Call Volume and Entry to Assignment

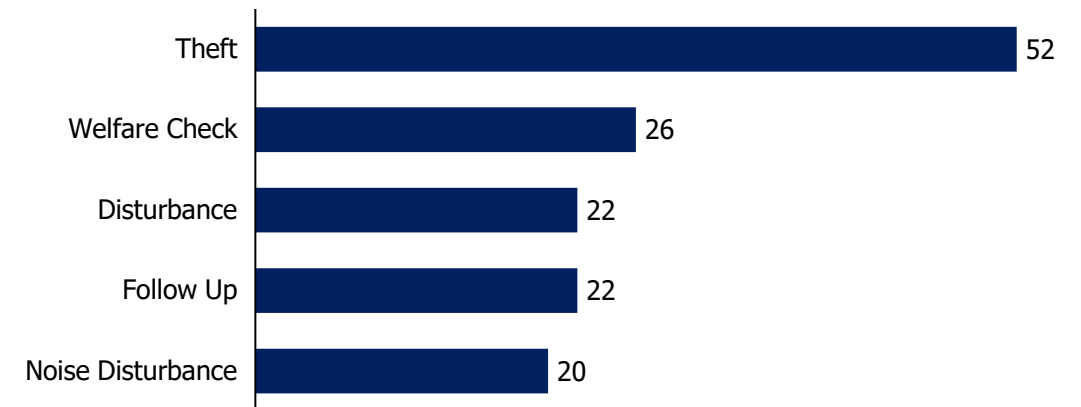
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	20	19	45	11
Monday	0	2	27	11	40	10
Tuesday	0	5	14	16	35	9
Wednesday	0	4	10	22	36	9
Thursday	0	2	18	29	49	12
Friday	0	6	24	15	45	9
Saturday	0	6	23	26	55	11
Assignment < 2 min		74%	63%			
Assignment < 4 min		90%	79%			

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

Monthly Call Volume



Top Five Problem Natures

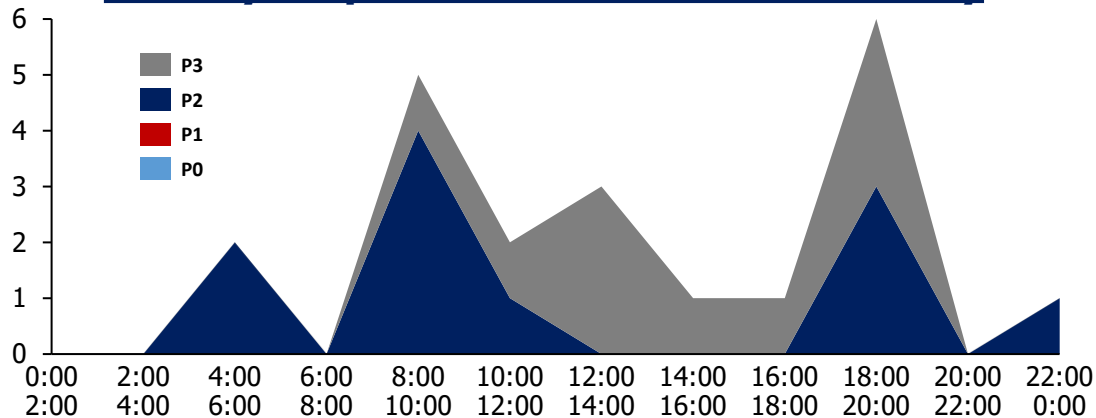




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

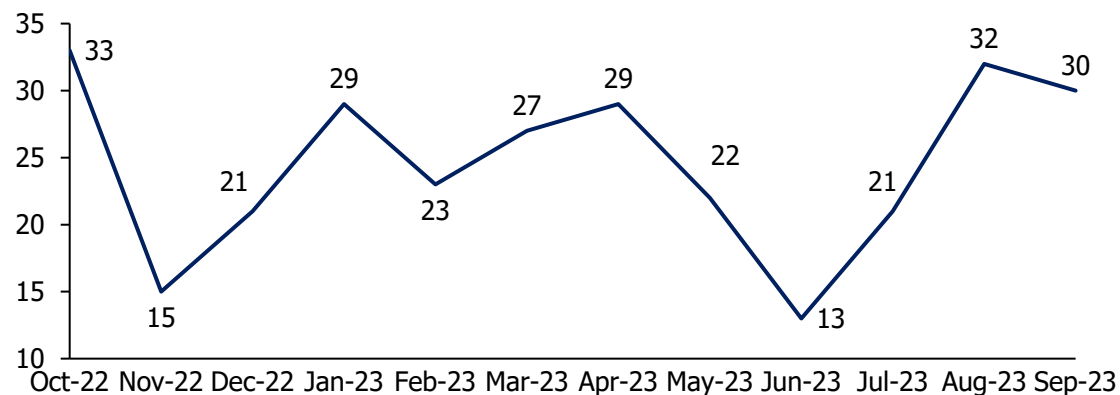


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	0	2	1
Monday	0	0	2	2	4	1
Tuesday	0	0	0	2	2	1
Wednesday	0	0	1	2	3	1
Thursday	0	0	2	3	5	1
Friday	0	0	4	1	5	1
Saturday	0	0	0	0	0	0
Assignment < 2 min		N/A	73%			
Assignment < 4 min		N/A	82%			

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

Monthly Call Volume



Top Five Problem Natures

