



Jefferson County Communications Center Authority  
JEFFCOM911

March 2024  
Monthly Report



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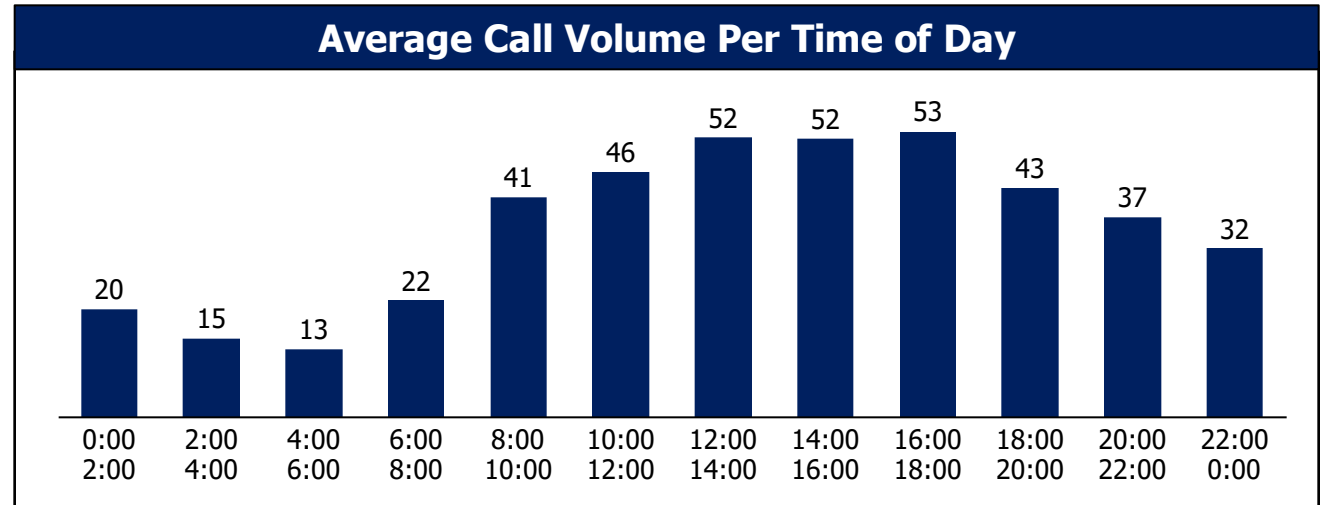


# Law Stats

Calls Received, Processed, and Dispatched



Agency	March Calls	% Total	6 Month Trend
Lakewood PD	5,059	27.0%	
Arvada PD	2,786	14.9%	
Jeffco Sheriff	2,480	13.2%	
Wheat Ridge PD	1,426	7.6%	
Golden PD	495	2.6%	
Edgewater PD	387	2.1%	
Clear Creek Sheriff	95	0.5%	
Idaho Springs PD	42	0.2%	
Lakeside PD	66	0.4%	
Morrison PD	53	0.3%	
Morrison PD	53	0.3%	
CSM PD	14	0.1%	
Georgetown PD	5	0.0%	
Empire PD	2	0.0%	
<b>Total</b>	<b>13,211</b>	<b>69.1%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	207	659	598	132	249	110	1,956	13.1%
Monday	3	164	587	492	150	320	91	1,807	15.1%
Tuesday	1	141	572	469	137	289	72	1,681	14.1%
Wednesday	2	163	555	480	110	308	86	1,704	14.3%
Thursday	0	149	515	465	136	293	85	1,643	13.8%
Friday	3	189	660	676	161	428	108	2,225	14.9%
Saturday	2	235	700	640	139	349	130	2,195	14.7%
<b>Total</b>	<b>12</b>	<b>1,248</b>	<b>4,248</b>	<b>3,820</b>	<b>965</b>	<b>2,236</b>	<b>682</b>	<b>13,211</b>	

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

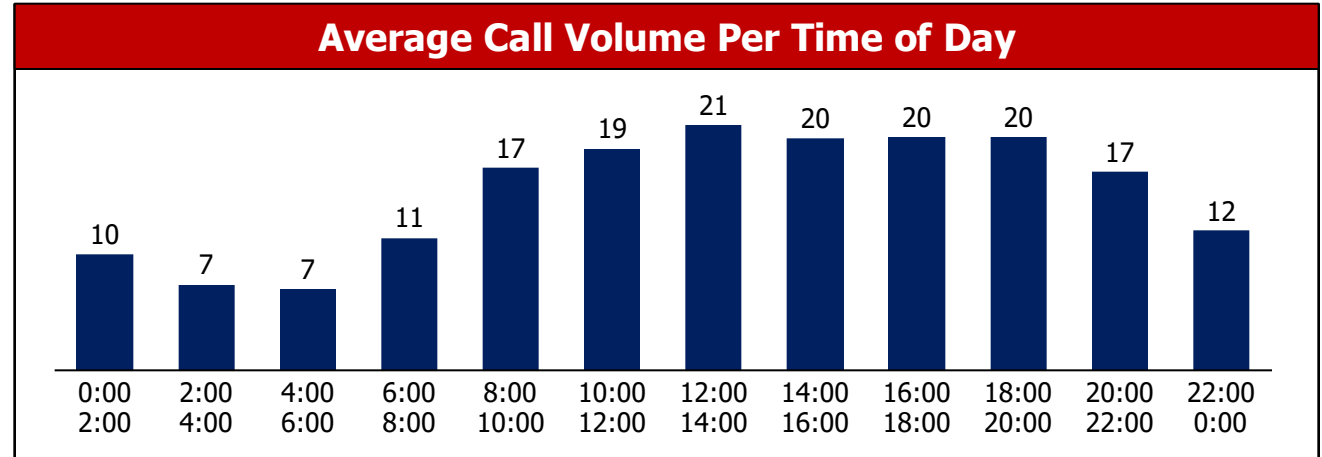


# Fire Stats

Calls Received, Processed, and Dispatched



Agency	March Calls	% of Total	6 Month Trend
West Metro Fire	3,126	16.7%	
Arvada Fire	1,263	6.7%	
Golden Fire	228	1.2%	
Clear Creek EMS	181	1.0%	
Clear Creek Fire	167	0.9%	
Evergreen Fire	170	0.9%	
Elk Creek Fire	80	0.4%	
Highland Rescue	78	0.4%	
Fairmount Fire	65	0.3%	
Pleasant View Fire	59	0.3%	
Foothills Fire	55	0.3%	
Inter Canyon Fire	28	0.1%	
Genesee Fire	22	0.1%	
Indian Hills Fire	14	0.1%	
North Fork Fire	8	0.0%	
Golden Gate Fire	3	0.0%	
<b>Total</b>	<b>5,547</b>	<b>29.6%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	15	508	282	10	0	2	817	13.0%
Monday	18	476	237	6	0	1	738	14.7%
Tuesday	12	419	249	7	0	3	690	13.7%
Wednesday	16	449	211	6	0	7	689	13.7%
Thursday	12	492	274	8	0	1	787	15.7%
Friday	16	541	331	6	0	5	899	14.3%
Saturday	18	581	323	4	0	1	927	14.8%
<b>Total</b>	<b>107</b>	<b>3,466</b>	<b>1,907</b>	<b>47</b>	<b>0</b>	<b>20</b>	<b>5,547</b>	

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



# Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	92.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.3%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.2%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	10.2%	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%	93.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	97.6%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	93.2%	Target average of 95% with a minimum of 80%

Analysis
<p><b>Root Cause: Call Answering Time</b>            Jeffcom has recovered in overall staffing strength, however, training required for rapid upstaffing will continue to be a capacity inhibitor until final qualifications are achieved for ECS hired in the previous months. In addition, month-over-month emergency call volume increased by 4% while administrative volume increased 14%.</p> <p><b>Remediation: Call Answering Time</b>            Although the 90% of 911 calls answered within 15 seconds SLA was met for nine consecutive months, the 99% SLA was missed by 4 calls per day in March. This is attributed to increasing call volume consistent with annual trends. Additionally, Jeffcom has 12 personnel training on the floor with expected qualification attained in April. Jeffcom has also initiated a hiring process for a May academy to continue to add depth in call-taking and radio dispatch operations.</p> <p><b>Root Cause: Call Processing Time</b>            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.</p> <p><b>Remediation: Call Processing Time</b>            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 01:45 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

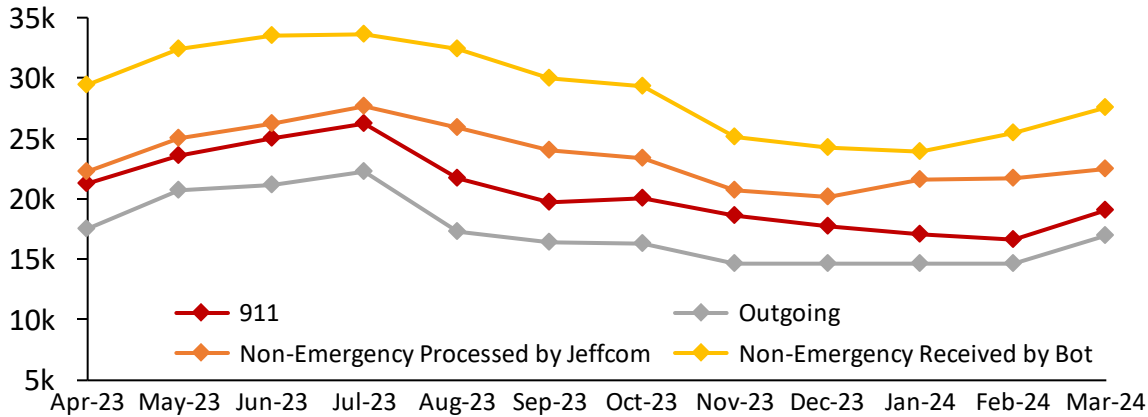
Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.



# Service Level Agreement and Volume Trends



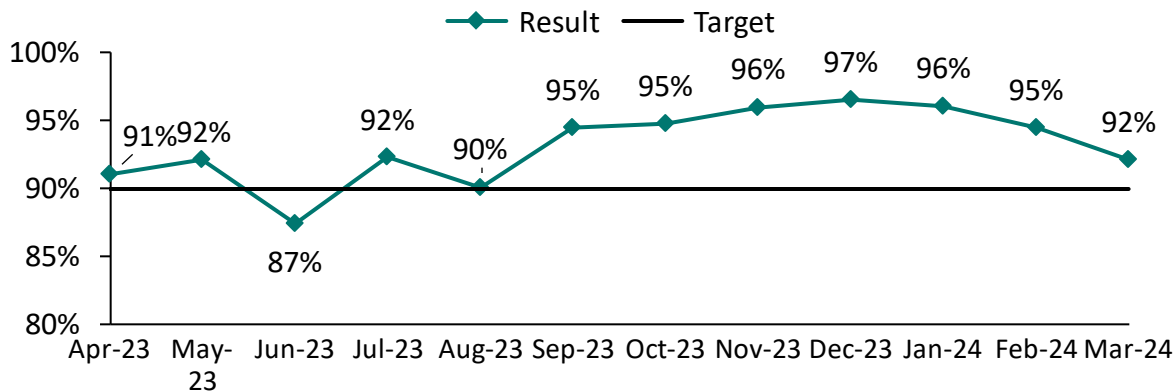
## Call Volumes



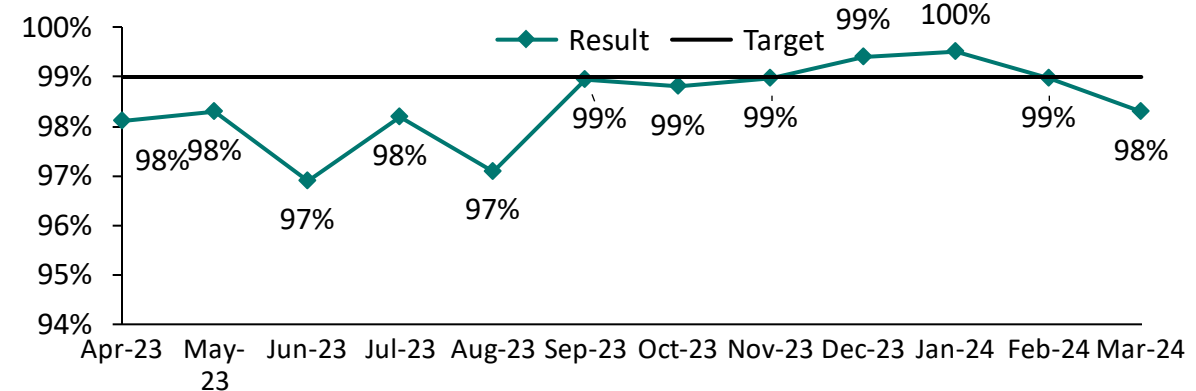
## Trend Table

Average Daily Calls	Mar-24	Feb-24	Mar-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	547	506	537	↑ 8%	↑ 2%
Incoming - <b>Admin</b> to Bot	888	877	981	↑ 1%	↓ -9%
Incoming - <b>Admin</b> to Jeffcom	724	746	761	↓ -3%	↓ -5%
Incoming - <b>911</b>	612	574	651	↑ 7%	↓ -6%
911 calls answered within 15 seconds	92.1%	94.5%	89.2%	↓ -2.4%	↑ 2.9%
911 calls answered within 40 seconds	98.3%	99.0%	97.2%	↓ -0.6%	↑ 1.1%

## 911 Calls Answered within 15 Seconds



## 911 Calls Answered within 40 seconds





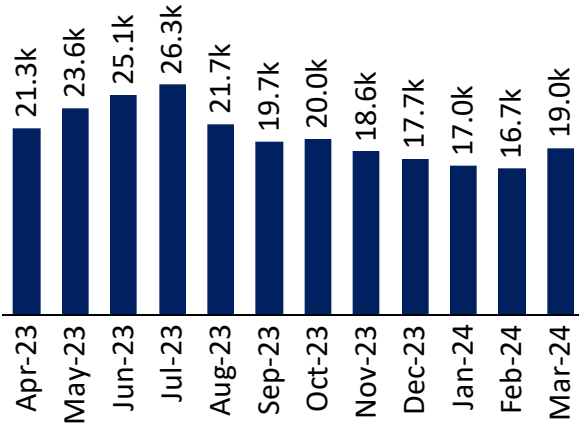
# Call Volume/Agency Specific Inquiries

JEFFCOM

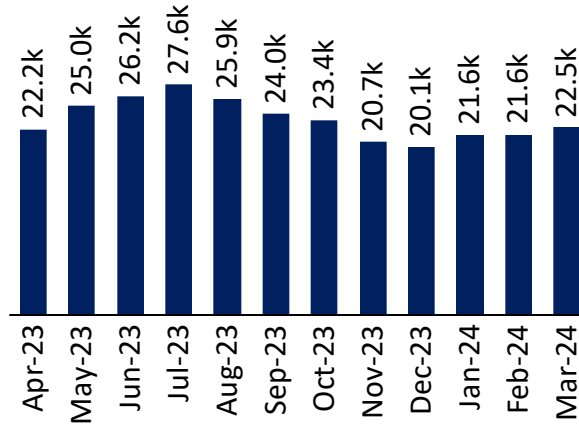


## 12 Month Trends

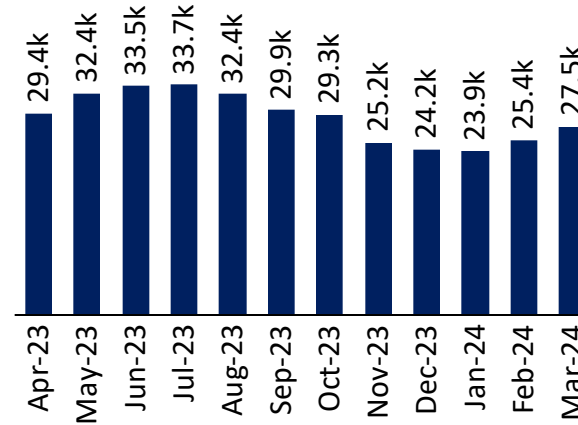
### Emergency Calls



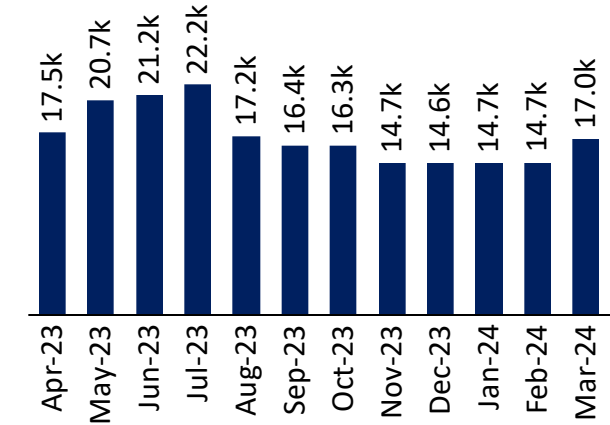
### Non-Emergency Calls Processed by Jeffcom



### Non-Emergency Calls Received by Bot



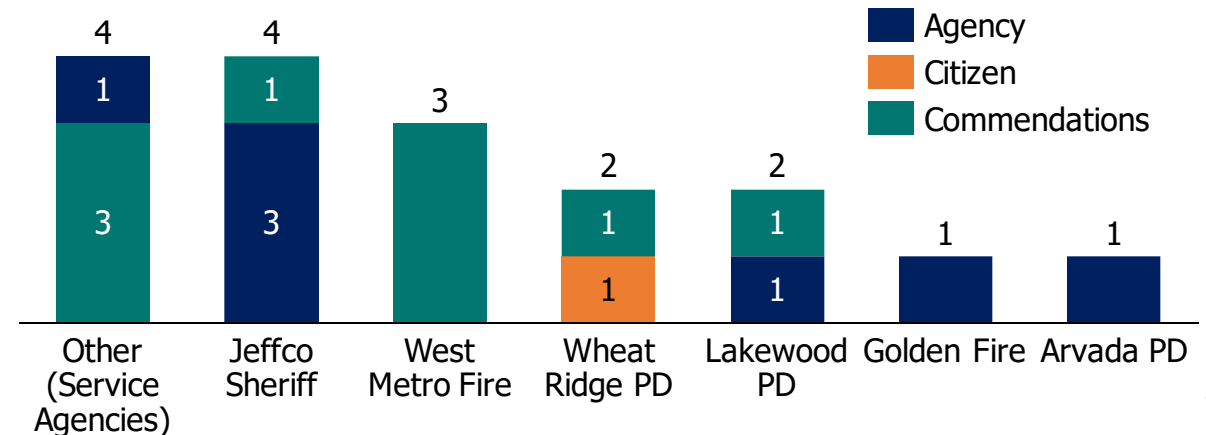
### Outgoing Calls



## Call Volume

Line	Calls	Notes
Outgoing	16,972	16% Increase from February
Incoming - <b>Admin</b> to Bot	27,533	8% Increase from February
Incoming - <b>Admin</b> to Jeffcom	22,451	14% Increase from February
Incoming - <b>911</b>	18,979	4% Increase from February
<b>Total Incoming to Jeffcom</b>	<b>41,430</b>	<b>8% Increase from February</b>

## March Inquiries



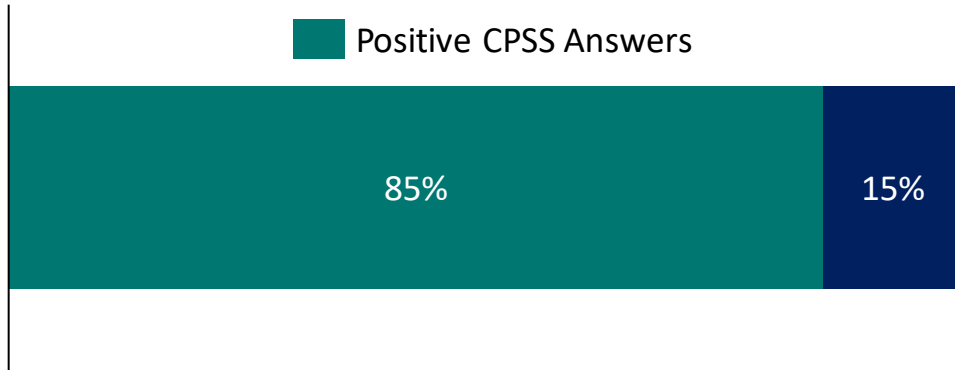


# PowerEngage Survey Results

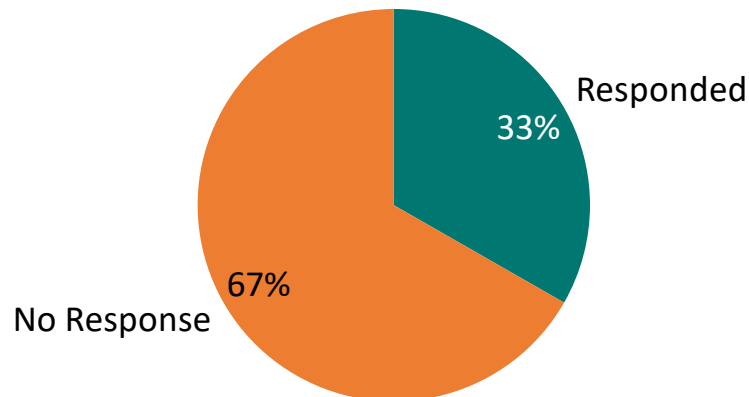
JEFFCOM



## Citizen Positive Satisfaction Score (CPSS)



## Survey Response Rate

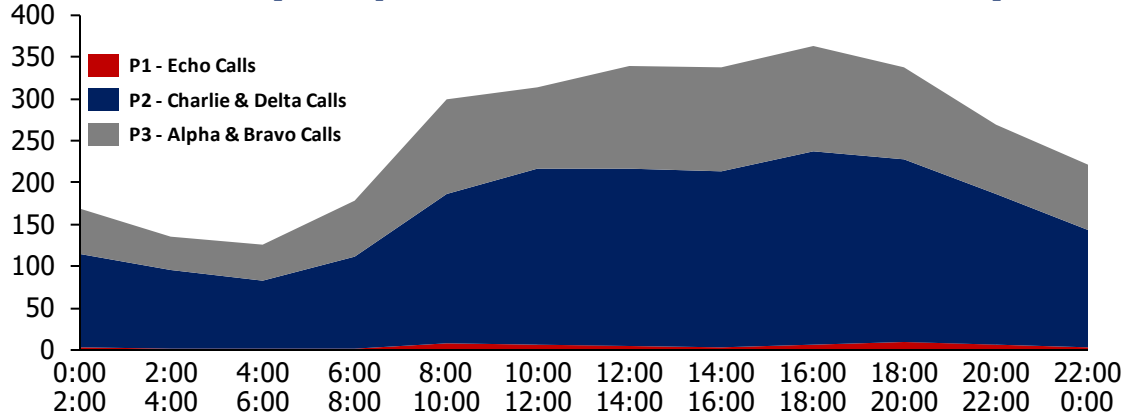


## Survey Responses

- “He was professional and asked intelligent questions in order to gather a large amount of information quickly and calmly.”
- “They are so fast and nice thank you! “
- “The 911 operator was wonderful! Very professional and patient.”
- “The person I spoke with was calm and helpful when I was scared and excited. They spoke with clear questions when I was confused about what just happened, and they didn't get upset with me when I didn't know the answer.”
- “Very compassionate and professional. Thank you for helping me and my son through our crisis.”



## Priority Dispatched Calls Per Time of Day

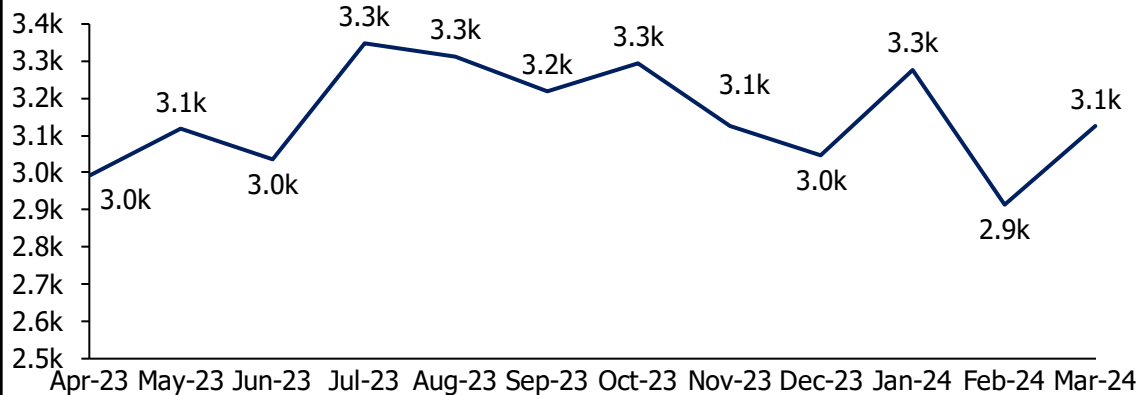


## Daily Priority Call Volume and Entry to Assignment

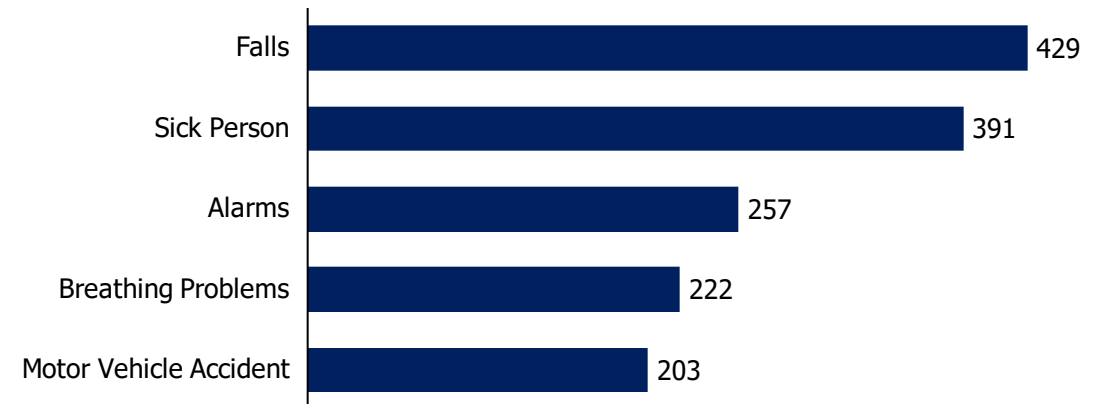
Day of Week	P1	P2	P3	Total	Average
Sunday	10	274	159	443	89
Monday	9	283	138	430	108
Tuesday	8	240	127	375	94
Wednesday	6	259	122	387	97
Thursday	6	275	153	434	109
Friday	8	296	181	485	97
Saturday	10	346	180	536	107
<b>Assignment &lt;1 min</b>	<b>98%</b>	<b>98%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

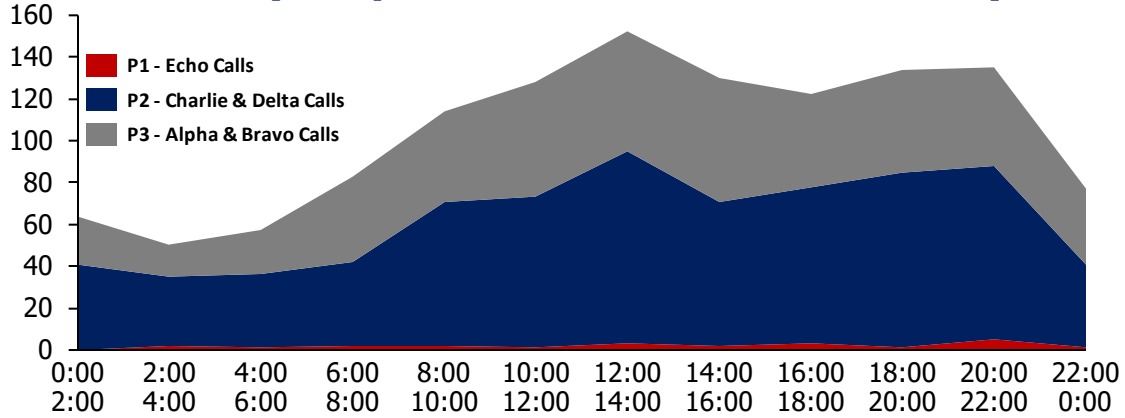




# Arvada Fire



## Priority Dispatched Calls Per Time of Day

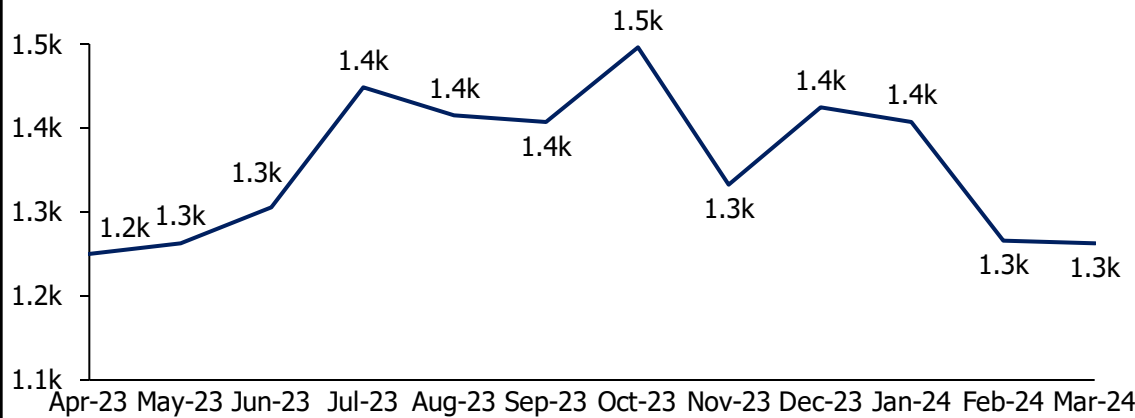


## Daily Priority Call Volume and Entry to Assignment

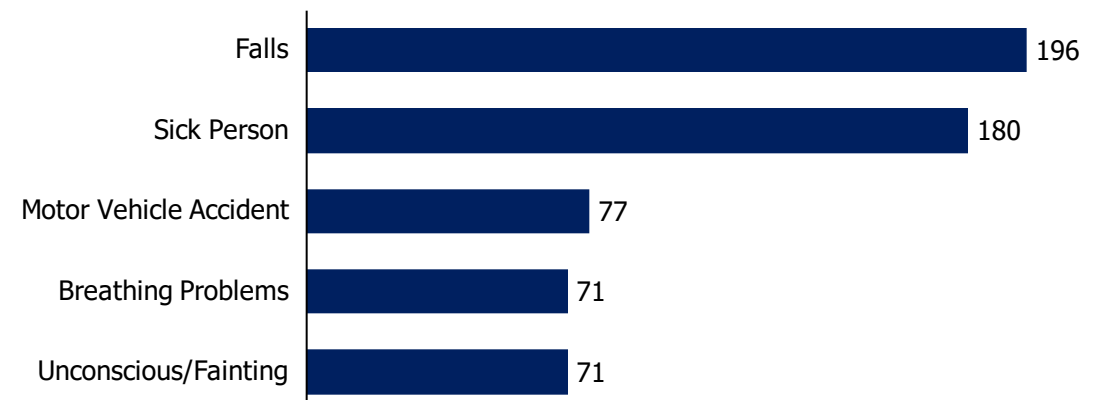
Day of Week	P1	P2	P3	Total	Average
Sunday	4	121	65	190	38
Monday	5	95	61	161	40
Tuesday	3	96	77	176	44
Wednesday	2	92	52	146	37
Thursday	3	95	73	171	43
Friday	2	122	79	203	41
Saturday	4	112	83	199	40
<b>Assignment &lt;1 min</b>	<b>96%</b>	<b>95%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

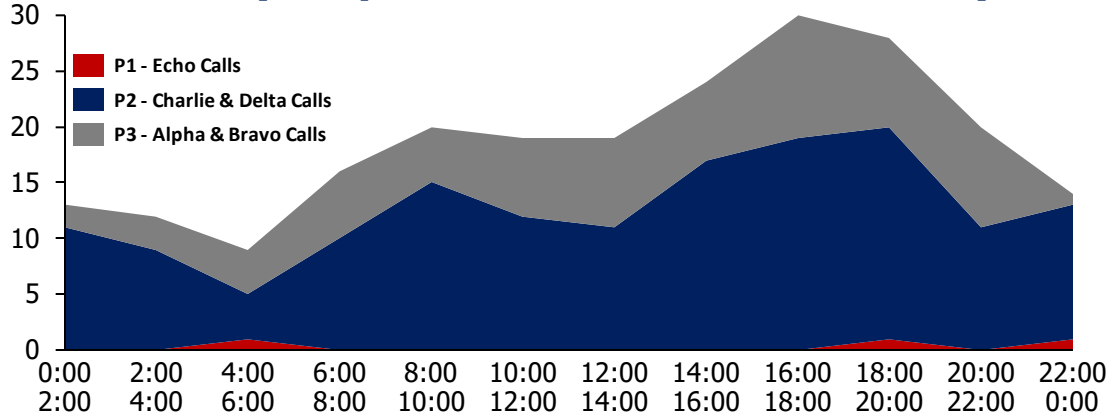




# Golden Fire



## Priority Dispatched Calls Per Time of Day

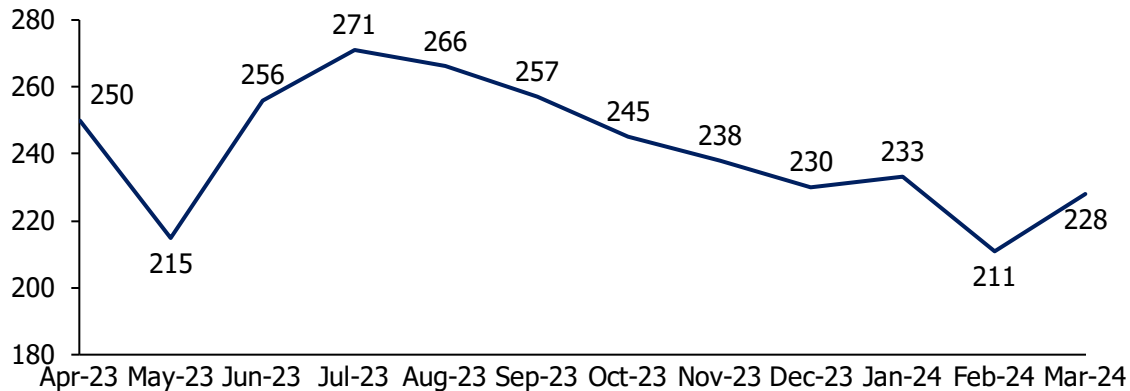


## Daily Priority Call Volume and Entry to Assignment

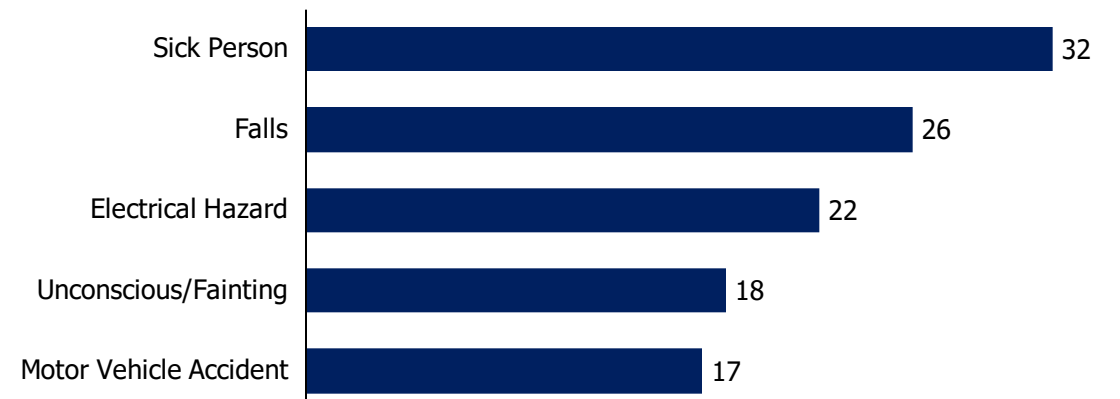
Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	7	25	5
Monday	0	21	12	33	8
Tuesday	0	15	5	20	5
Wednesday	1	13	11	25	6
Thursday	0	32	10	42	11
Friday	2	21	14	37	7
Saturday	0	30	12	42	8
<b>Assignment &lt; 1 min</b>	<b>100%</b>	<b>92%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

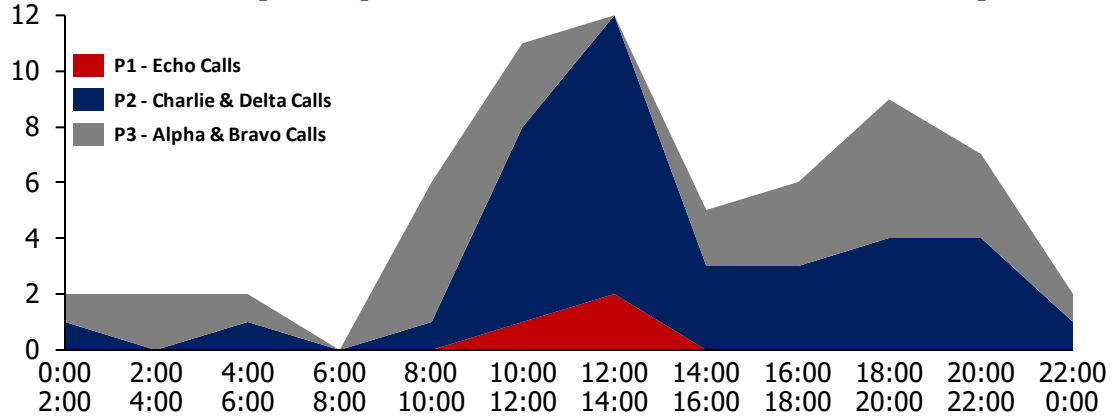




# Fairmount Fire



## Priority Dispatched Calls Per Time of Day

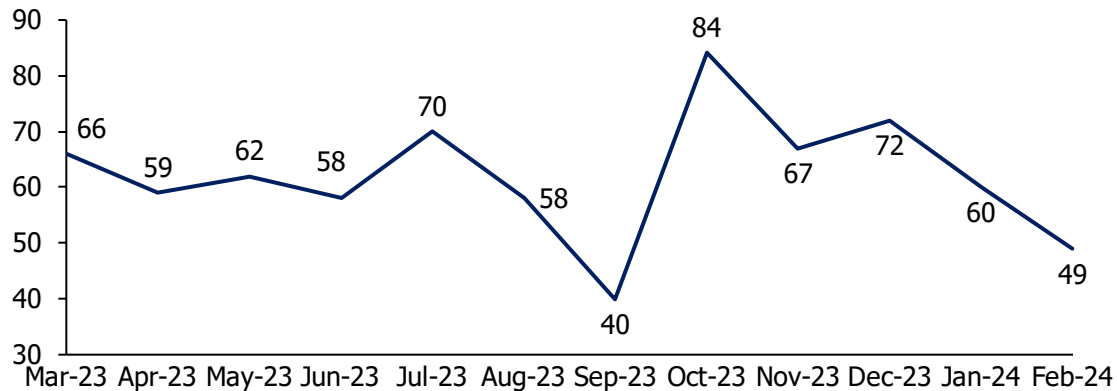


## Daily Priority Call Volume and Entry to Assignment

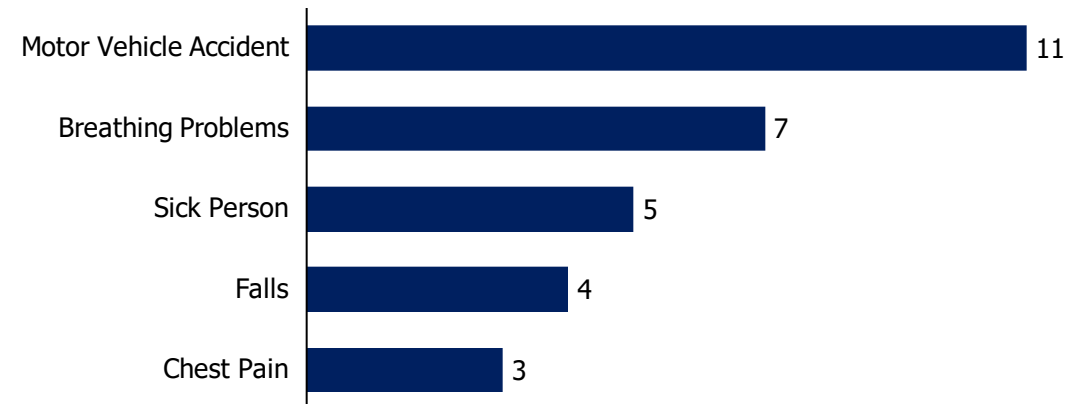
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	6	9	2
Monday	1	3	3	7	2
Tuesday	0	7	3	10	3
Wednesday	0	5	3	8	2
Thursday	1	4	4	9	2
Friday	1	5	2	8	2
Saturday	0	8	5	13	3
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>94%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

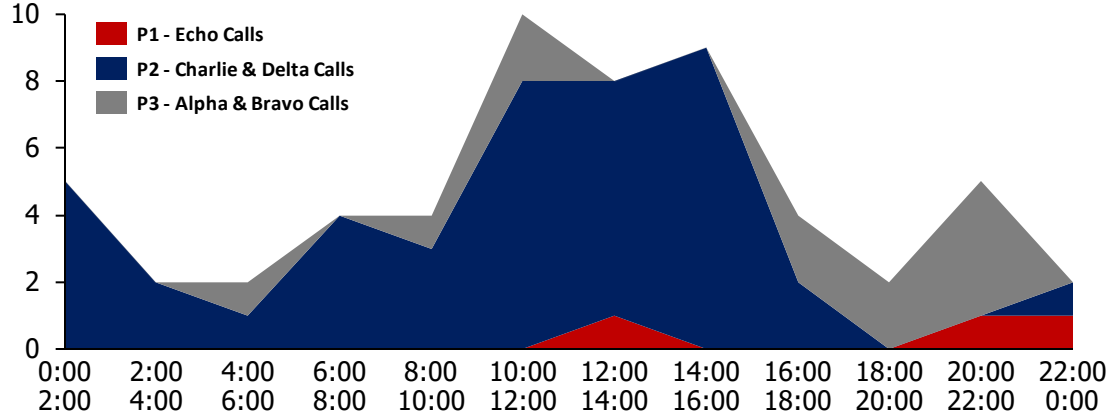




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day



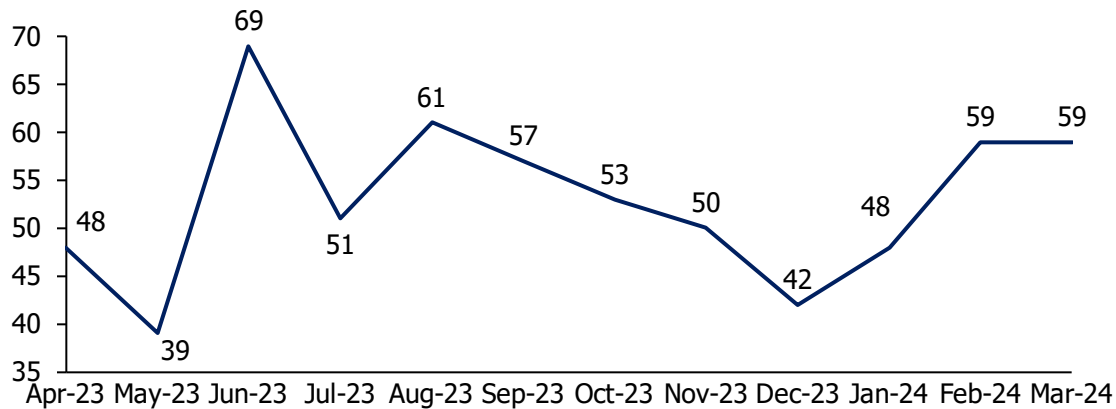
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	0	7	1
Monday	2	5	1	8	2
Tuesday	1	8	1	10	3
Wednesday	0	3	1	4	1
Thursday	0	10	4	14	4
Friday	0	6	3	9	2
Saturday	0	3	2	5	1

**Assignment <1 min 100% 88%**

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

## Monthly Call Volume



## Top Five Problem Natures

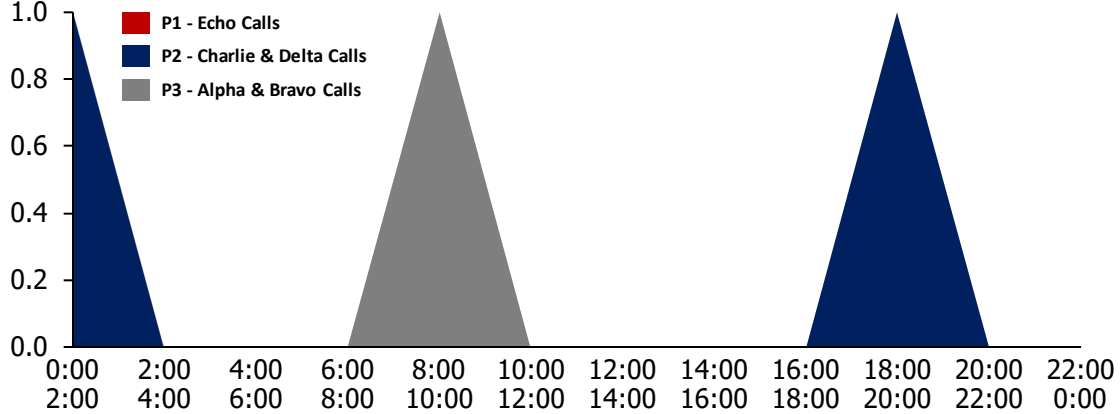




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day

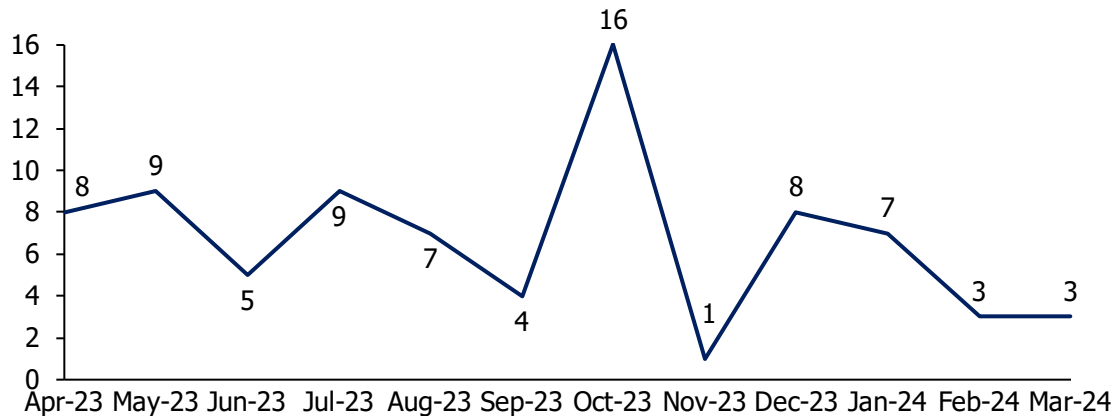


## Daily Priority Call Volume and Entry to Assignment

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

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

## Monthly Call Volume



## Problem Natures

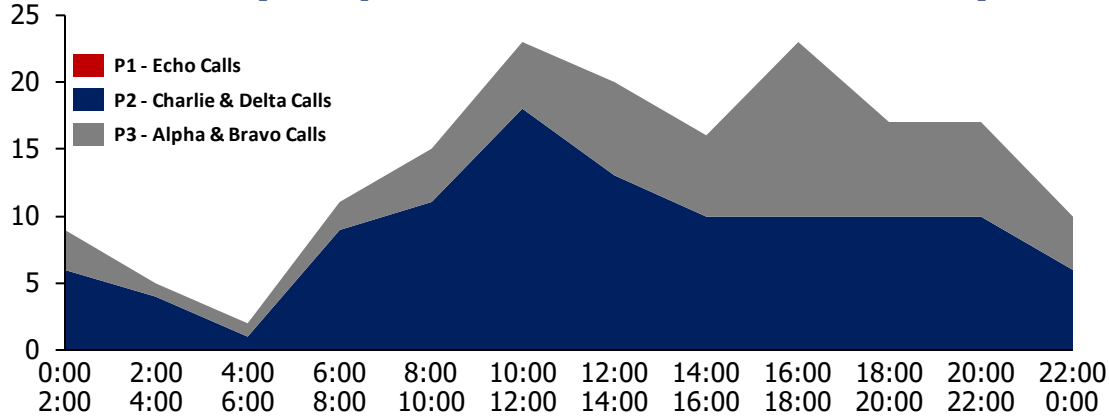




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

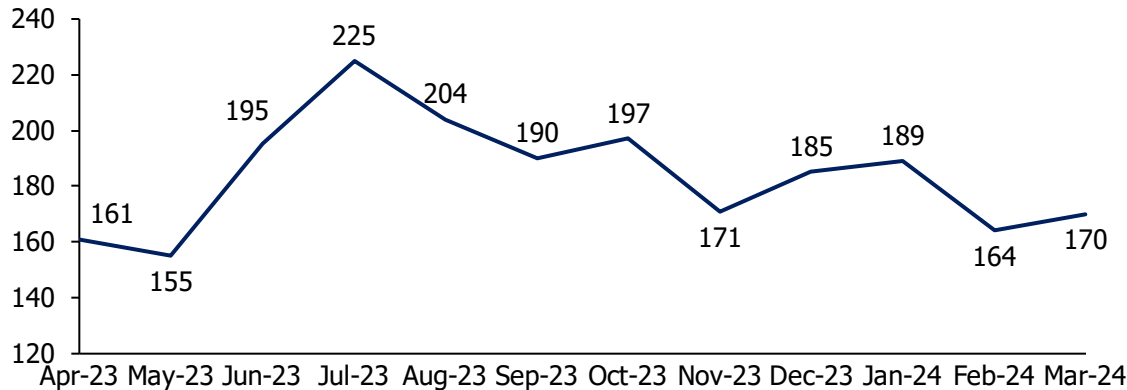


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	15	14	29	6
Monday	0	13	7	20	5
Tuesday	0	19	13	32	8
Wednesday	0	15	3	18	5
Thursday	0	17	6	23	6
Friday	0	16	13	29	6
Saturday	0	13	4	17	3
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>81%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

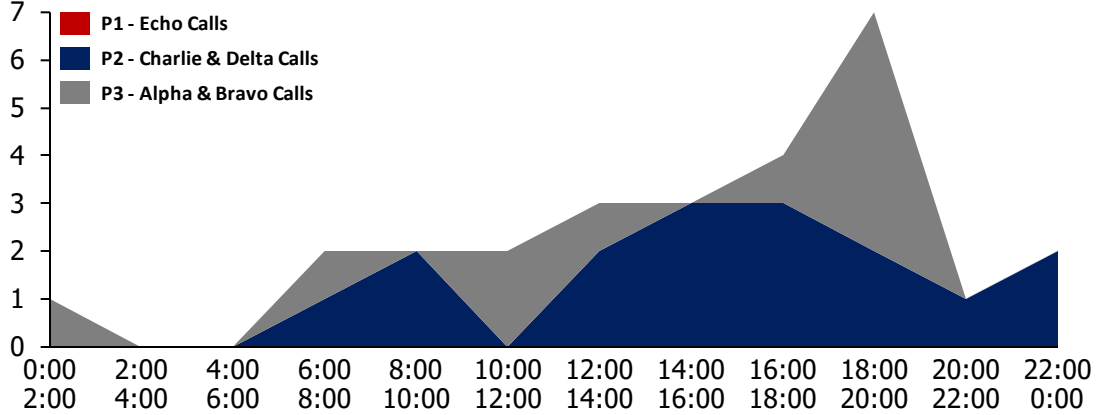




# Inter-Canyon Fire



## Priority Dispatched Calls Per Time of Day

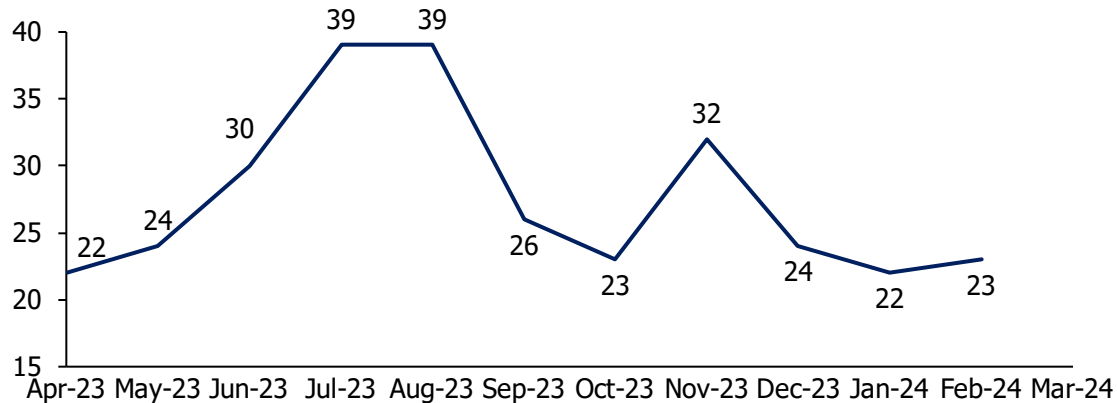


## Daily Priority Call Volume and Entry to Assignment

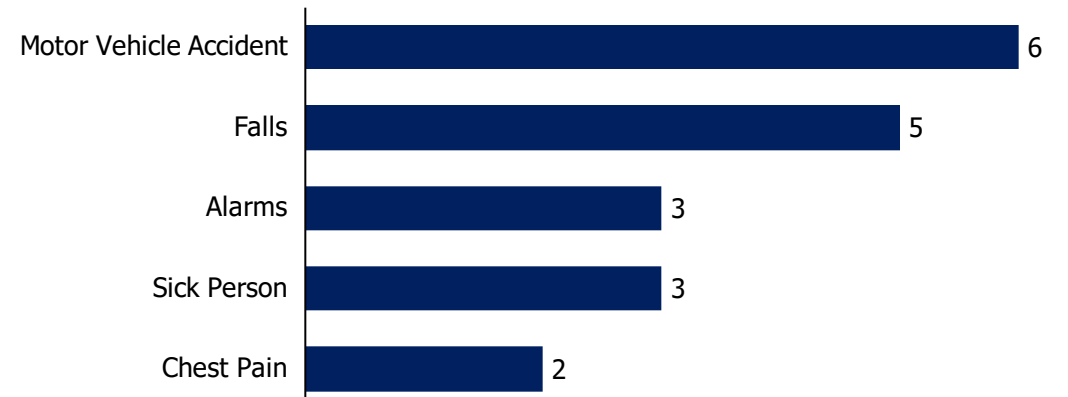
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	3	3	6	2
Tuesday	0	1	1	2	1
Wednesday	0	1	2	3	1
Thursday	0	3	0	3	1
Friday	0	3	2	5	1
Saturday	0	3	1	4	1
<b>Assignment &lt; 1 min</b>	<b>N/A</b>	<b>88%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



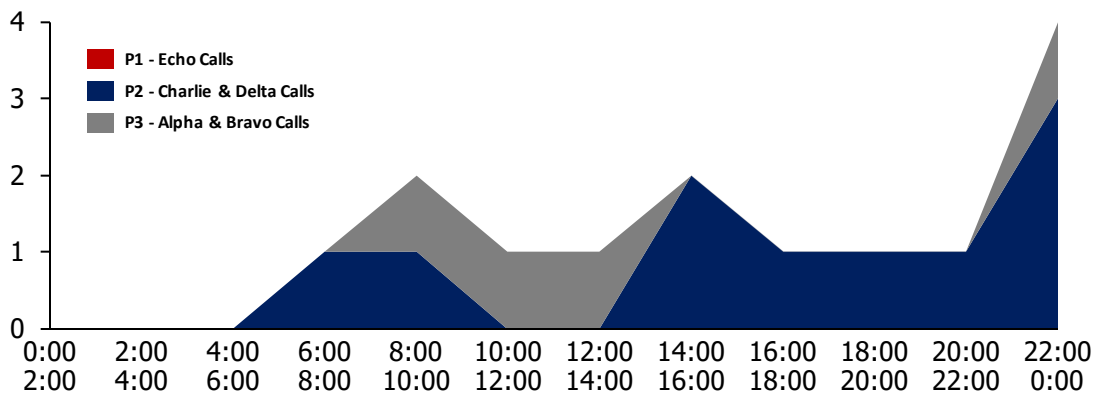




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day



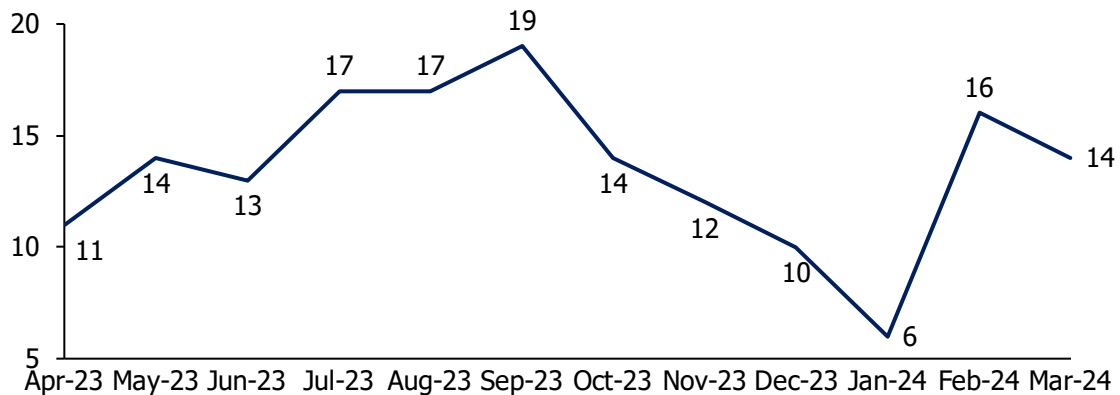
## Daily Priority Call Volume and Entry to Assignment

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

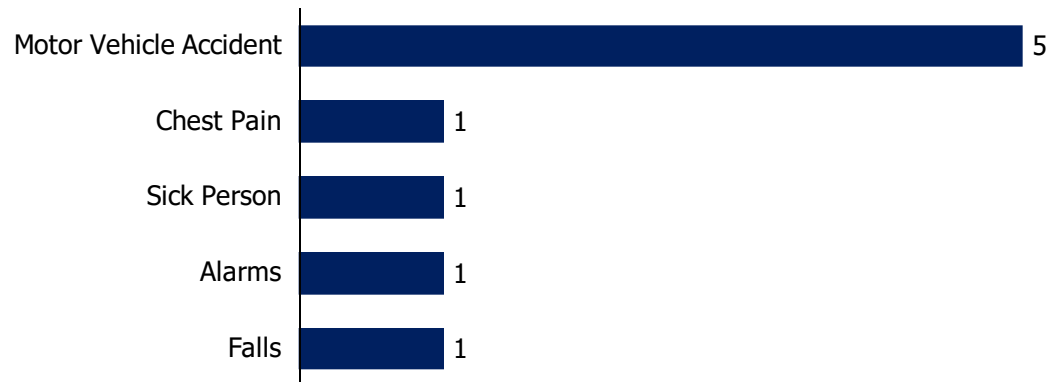
**Assignment <1 min** N/A 90%

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

## Monthly Call Volume



## Top Five Problem Natures

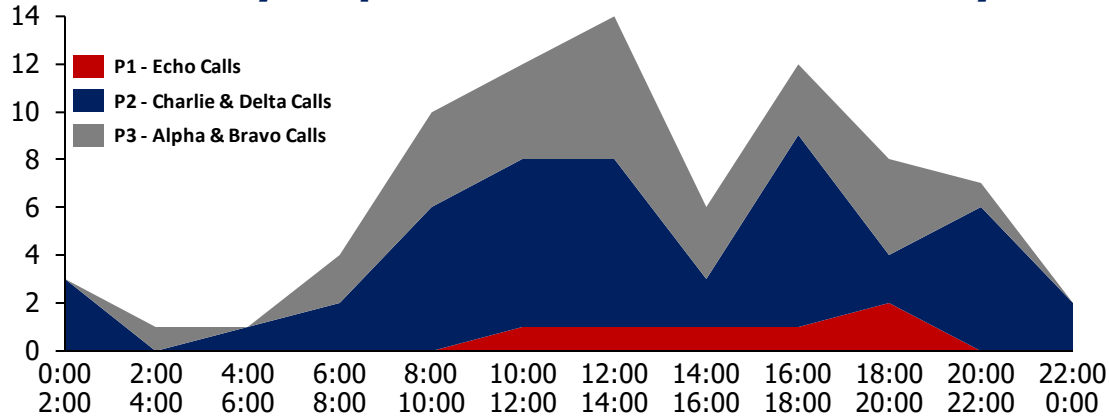




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day



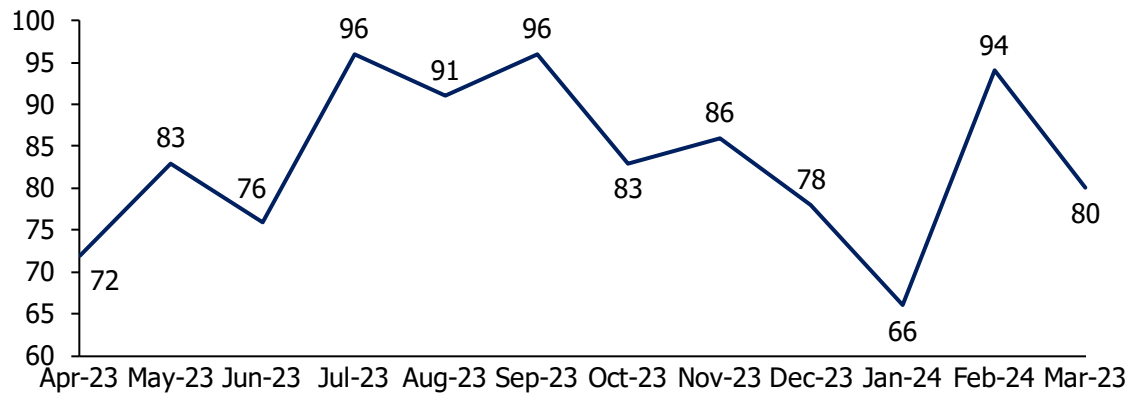
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	9	2	12	2
Monday	1	3	4	8	2
Tuesday	0	5	4	9	2
Wednesday	1	6	3	10	3
Thursday	0	5	2	7	2
Friday	1	10	8	19	4
Saturday	2	8	5	15	3

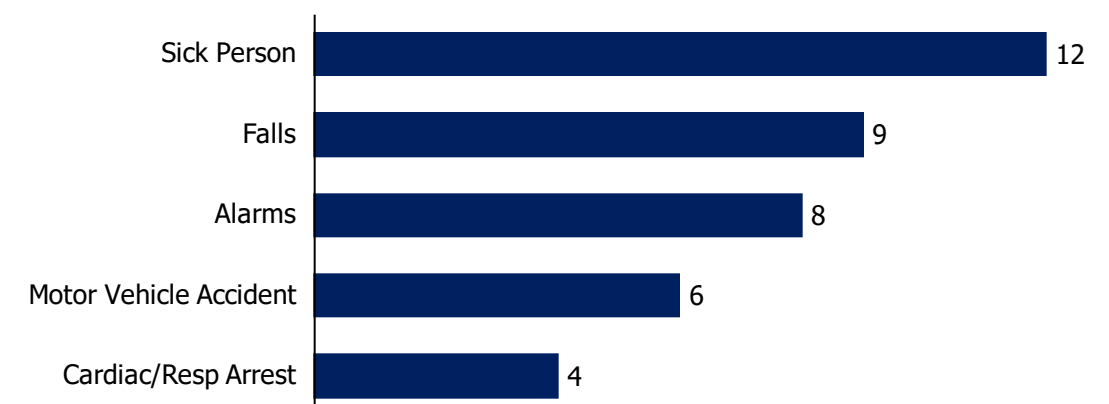
**Assignment <1 min 83% 87%**

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

## Monthly Call Volume



## Top Five Problem Natures

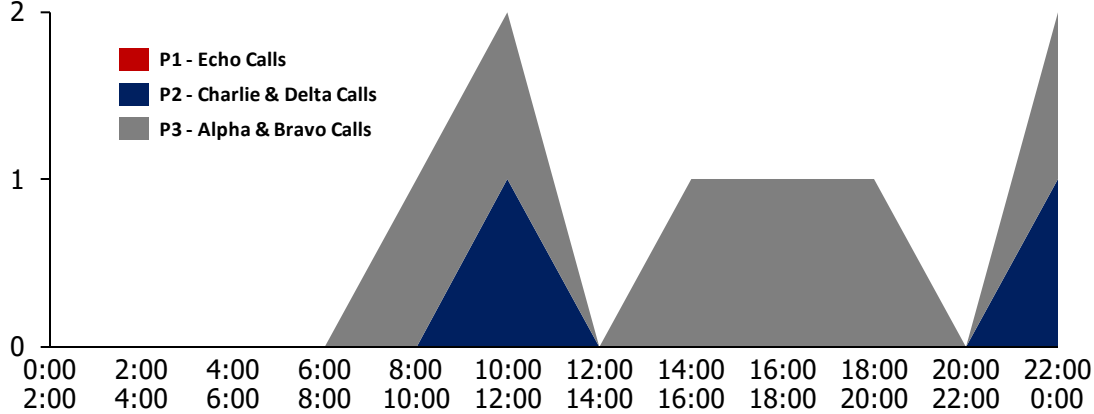




# North Fork Fire



## Priority Dispatched Calls Per Time of Day



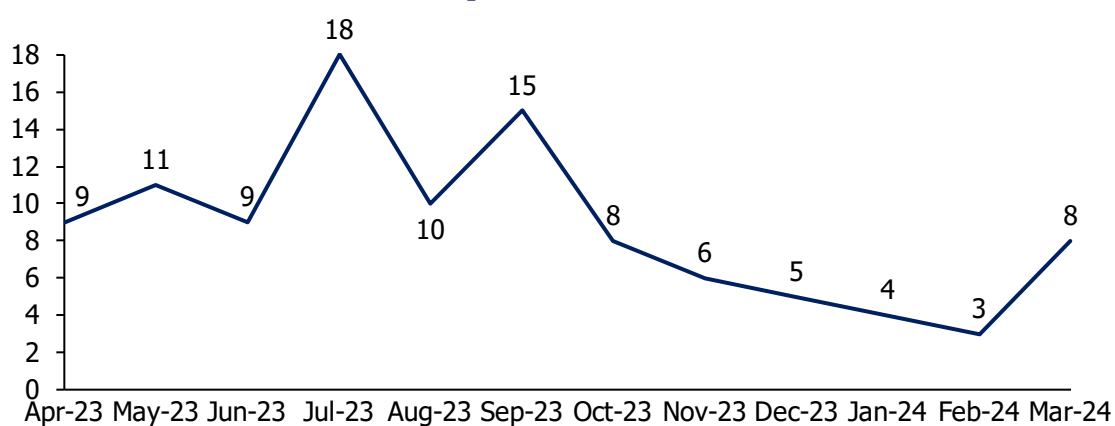
## Daily Priority Call Volume and Entry to Assignment

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

**Assignment <1 min** N/A 100%

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

## Monthly Call Volume



## Problem Natures

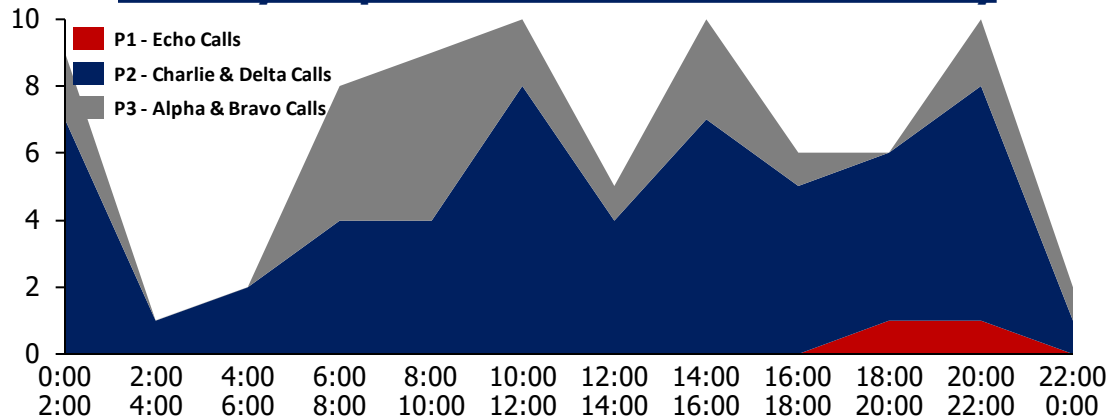




# Highland Rescue



## Priority Dispatched Calls Per Time of Day

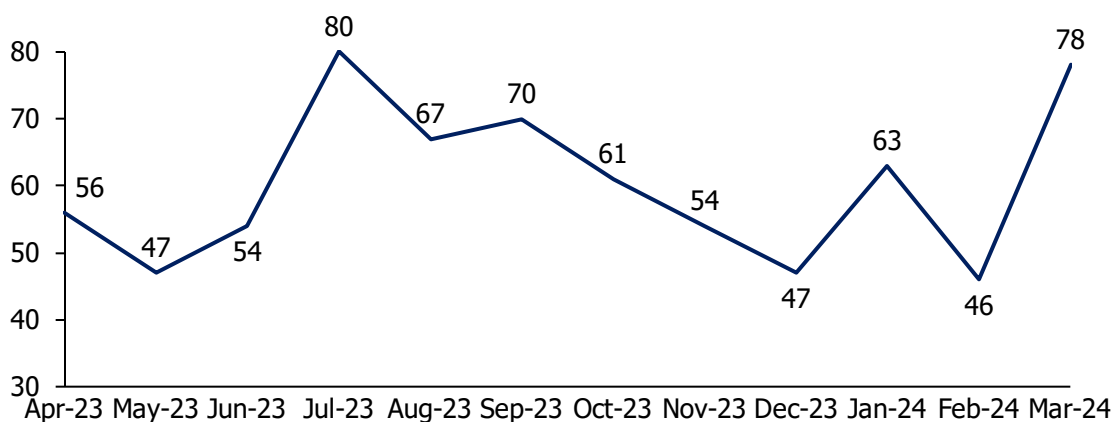


## Daily Priority Call Volume and Entry to Assignment

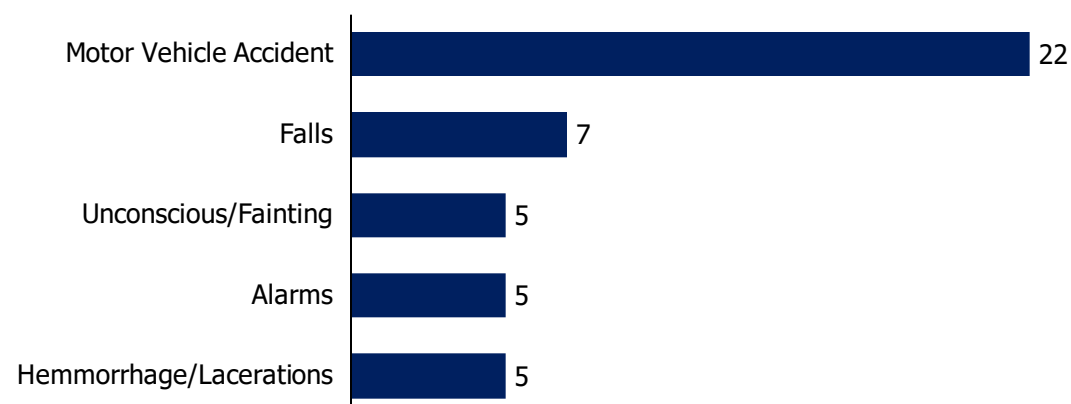
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	3	10	2
Monday	0	7	2	9	2
Tuesday	0	5	1	6	2
Wednesday	0	7	3	10	3
Thursday	1	10	4	15	4
Friday	1	12	5	18	4
Saturday	0	7	3	10	2
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>73%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

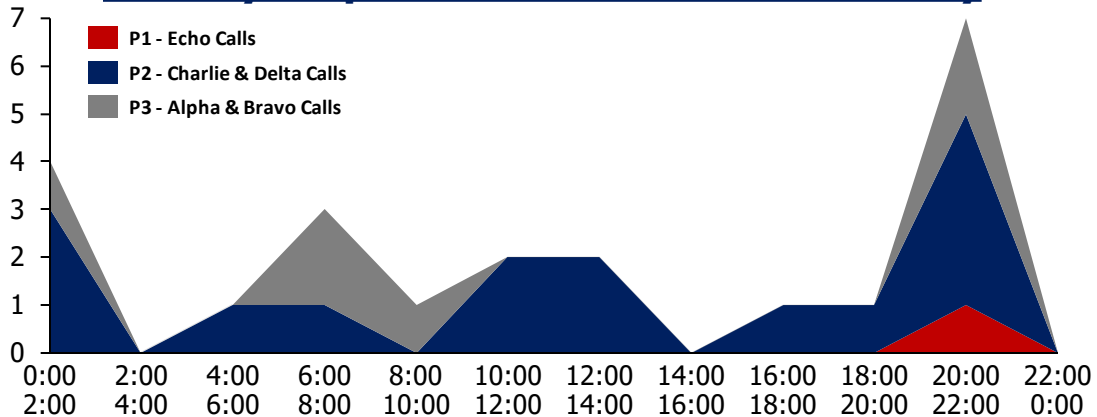




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

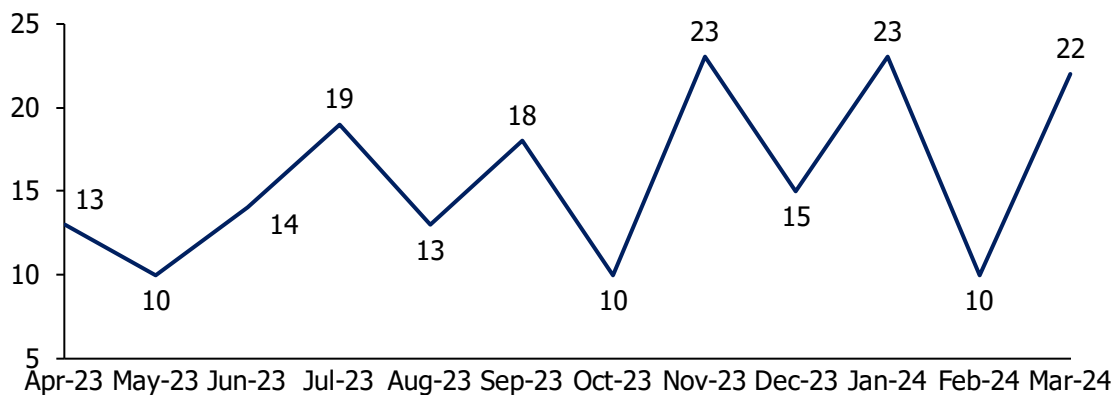


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	1	2	3	1
Tuesday	0	2	1	3	1
Wednesday	0	1	1	2	1
Thursday	0	2	1	3	1
Friday	1	5	0	6	1
Saturday	0	1	0	1	0
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>87%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

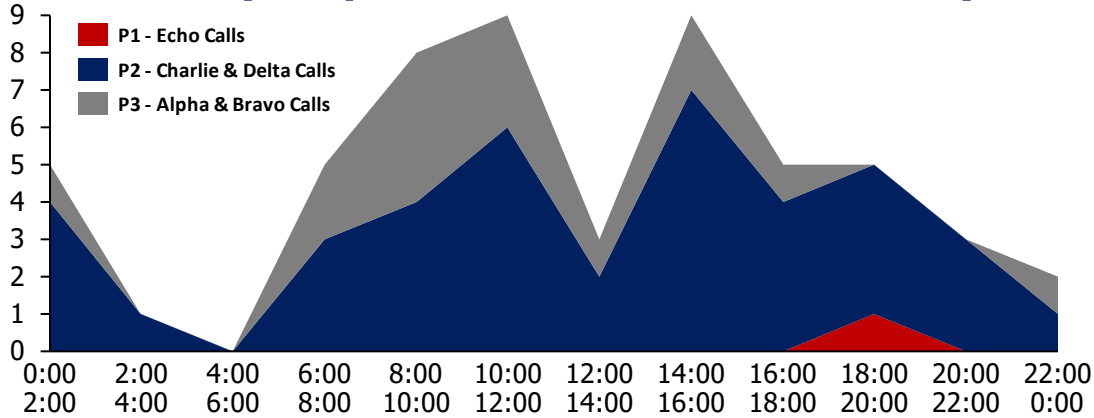




# Foothills Fire



## Priority Dispatched Calls Per Time of Day



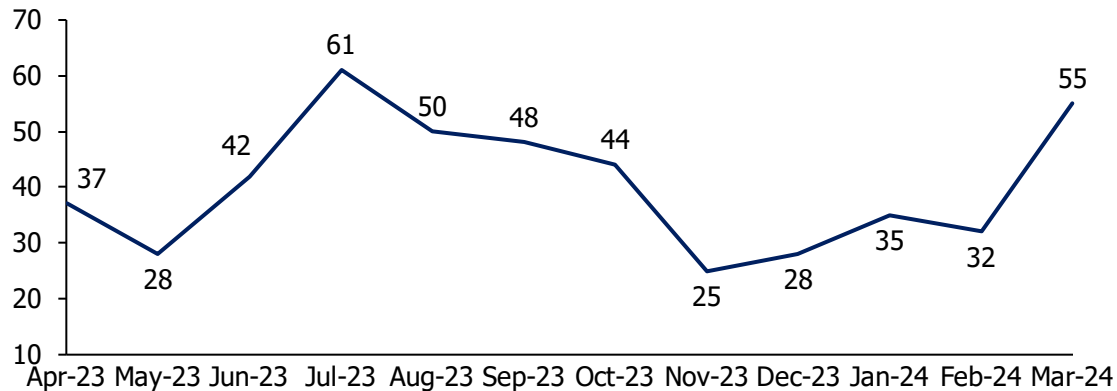
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	2	6	1
Monday	0	6	0	6	2
Tuesday	0	3	0	3	1
Wednesday	0	6	3	9	2
Thursday	1	8	3	12	3
Friday	0	7	4	11	2
Saturday	0	5	3	8	2

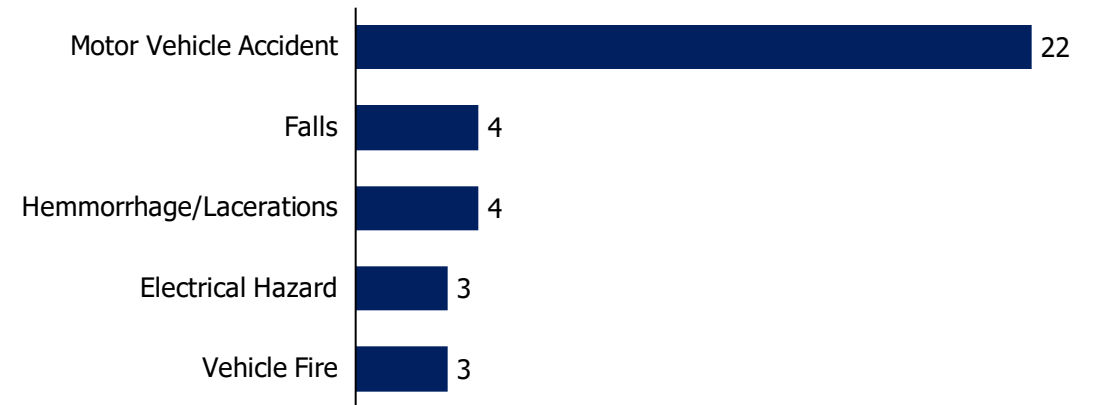
**Assignment <1 min 100% 67%**

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

## Monthly Call Volume



## Top Five Problem Natures

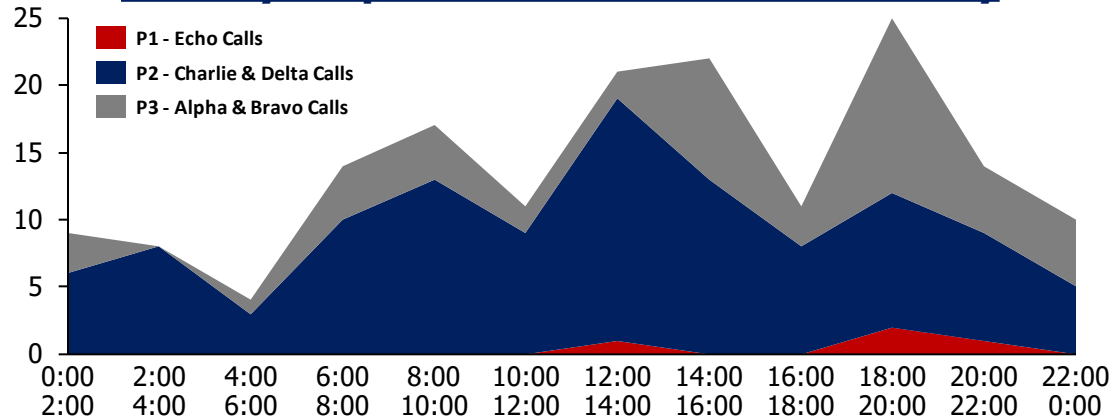




# Clear Creek Fire



## Priority Dispatched Calls Per Time of Day

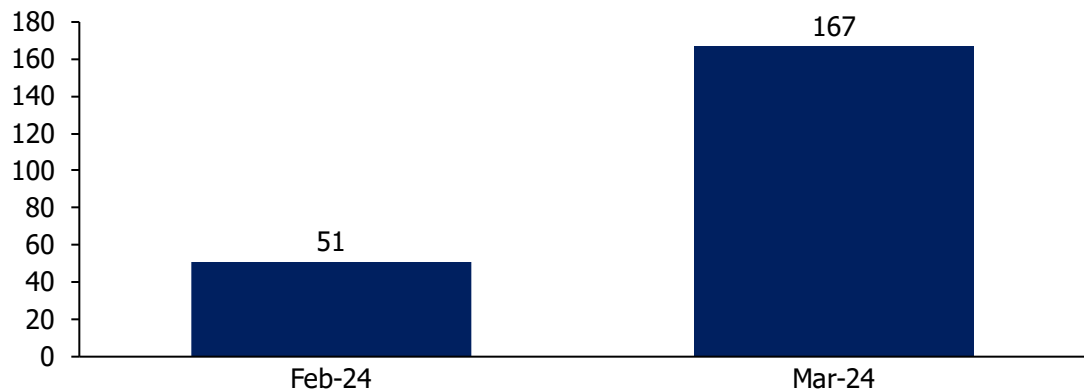


## Daily Priority Call Volume and Entry to Assignment

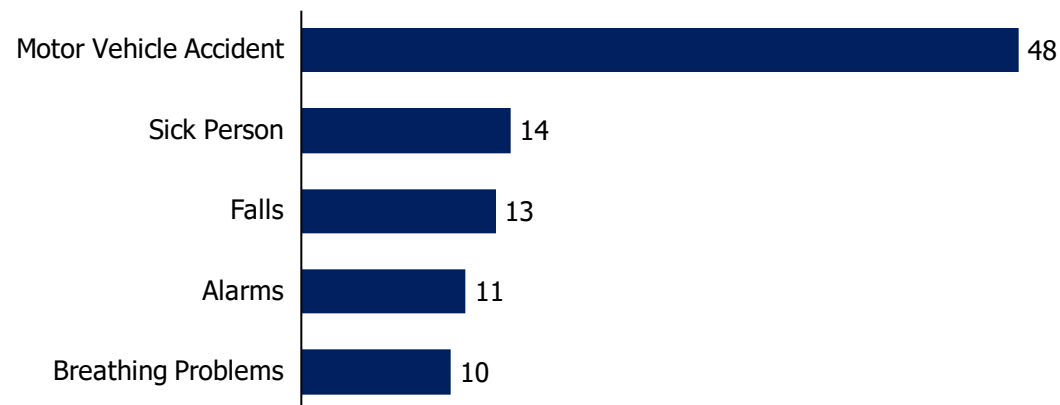
Day of Week	P1	P2	P3	Total	Average
Sunday	0	21	9	30	6
Monday	0	16	1	17	4
Tuesday	0	9	8	17	4
Wednesday	3	19	3	25	6
Thursday	0	13	7	20	5
Friday	0	14	11	25	5
Saturday	1	19	12	32	6
<b>Assignment &lt;1 min</b>	<b>25%</b>	<b>40%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

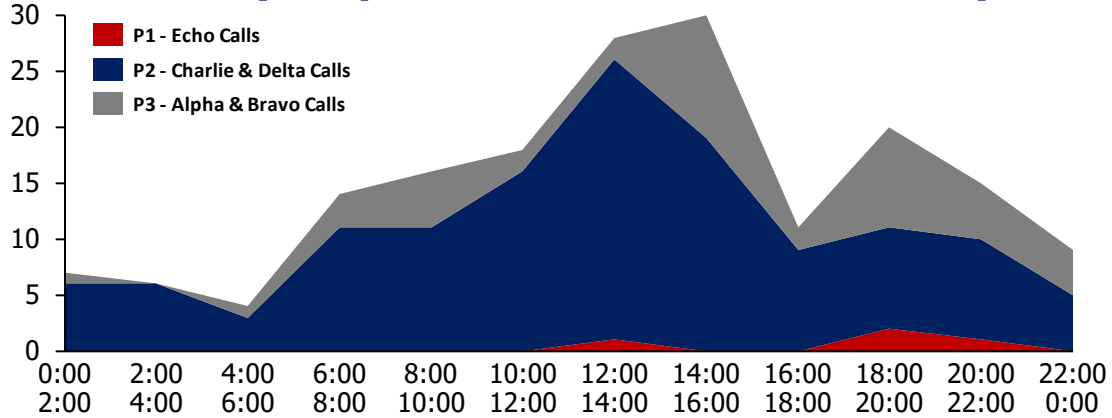




# Clear Creek EMS



## Priority Dispatched Calls Per Time of Day

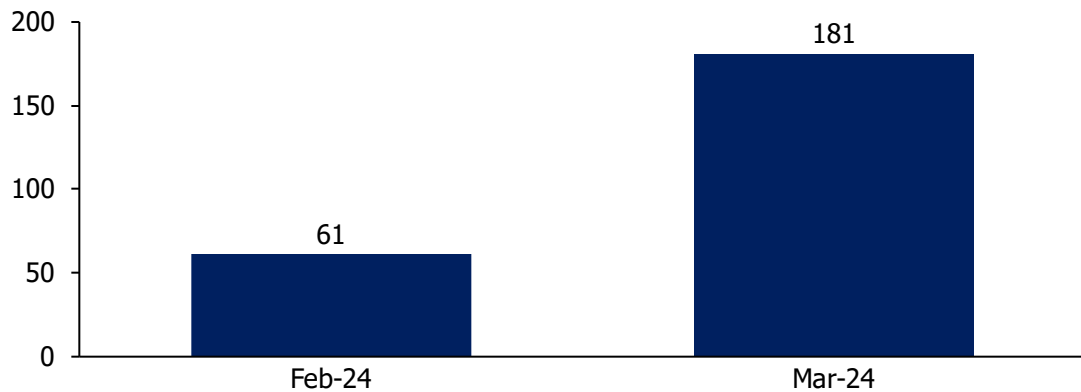


## Daily Priority Call Volume and Entry to Assignment

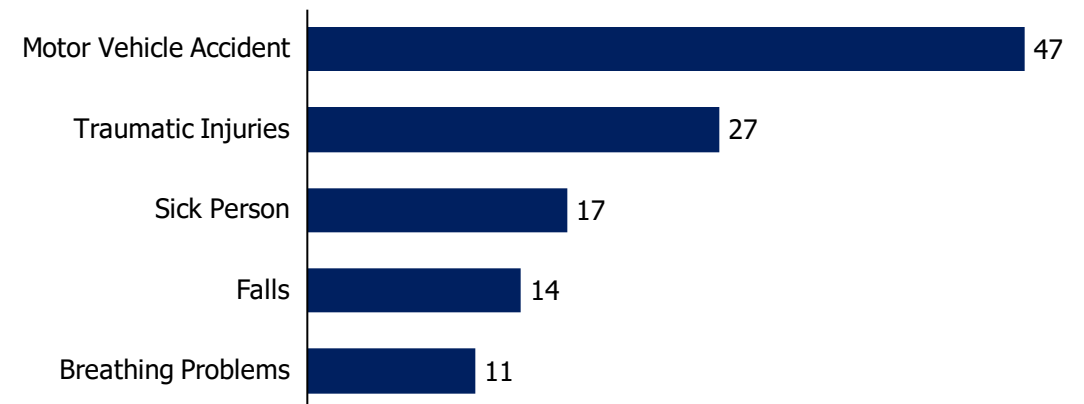
Day of Week	P1	P2	P3	Total	Average
Sunday	0	22	9	31	6
Monday	0	20	2	22	6
Tuesday	0	7	6	13	3
Wednesday	3	20	3	26	7
Thursday	0	16	5	21	5
Friday	0	22	8	30	6
Saturday	1	22	12	35	7
<b>Assignment &lt;1 min</b>	<b>25%</b>	<b>44%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



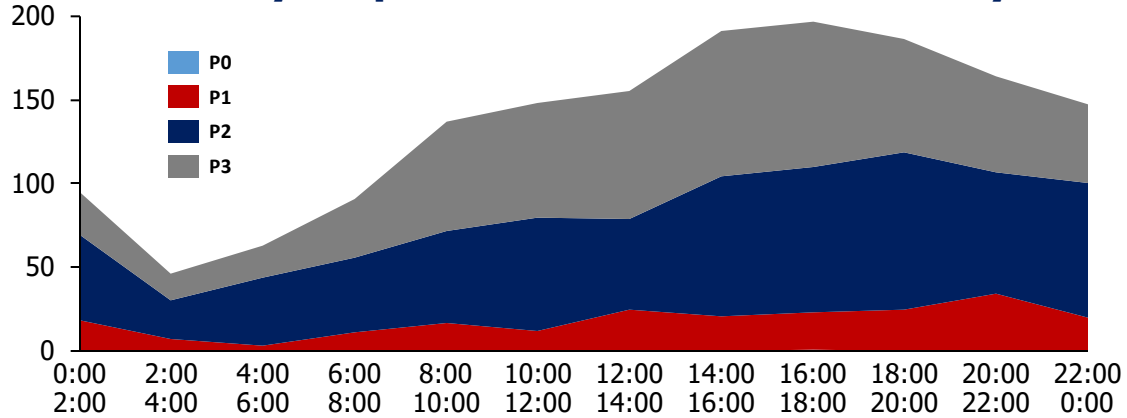




# Jeffco Sheriff



## Priority Dispatched Calls Per Time of Day

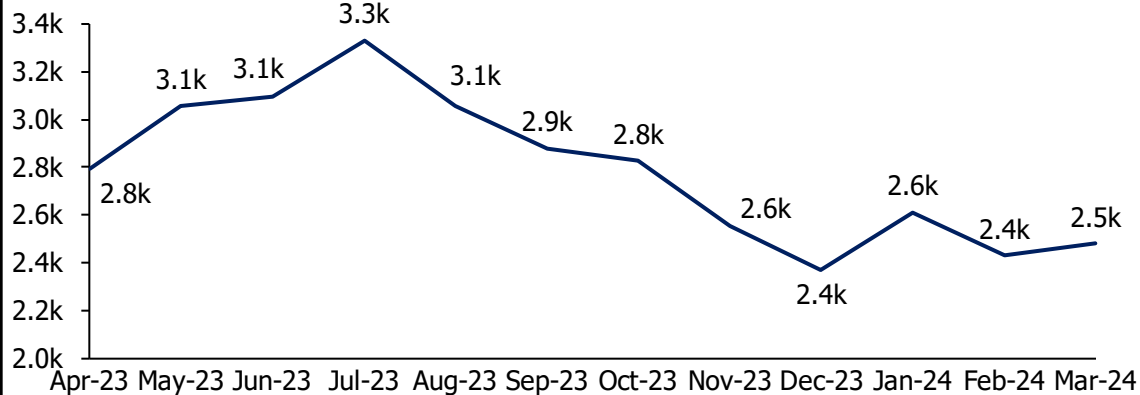


## Daily Priority Call Volume and Entry to Assignment

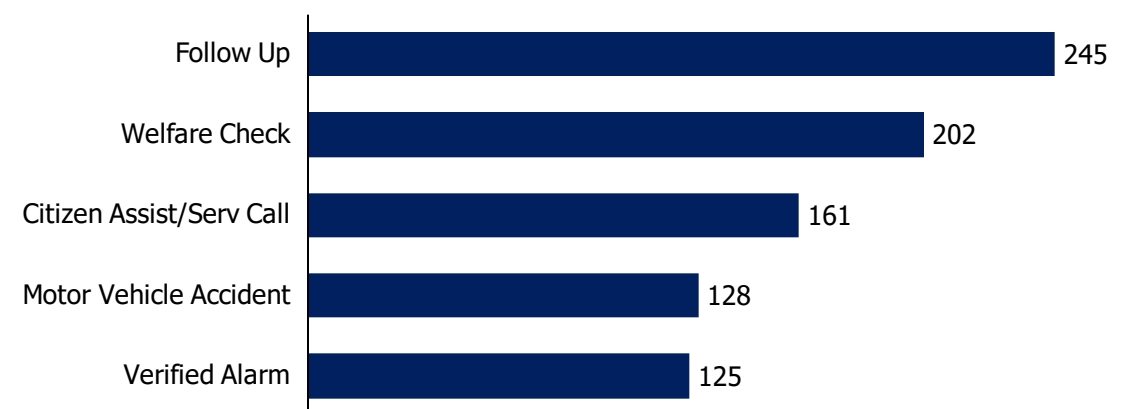
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	43	118	79	240	48
Monday	0	22	82	102	206	52
Tuesday	0	30	108	92	230	58
Wednesday	0	22	87	73	182	46
Thursday	0	24	109	88	221	55
Friday	1	43	119	115	278	56
Saturday	0	31	131	101	263	53
<b>Assignment &lt; 2 min</b>		<b>84%</b>	<b>58%</b>			
<b>Assignment &lt; 4 min</b>		<b>96%</b>	<b>81%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

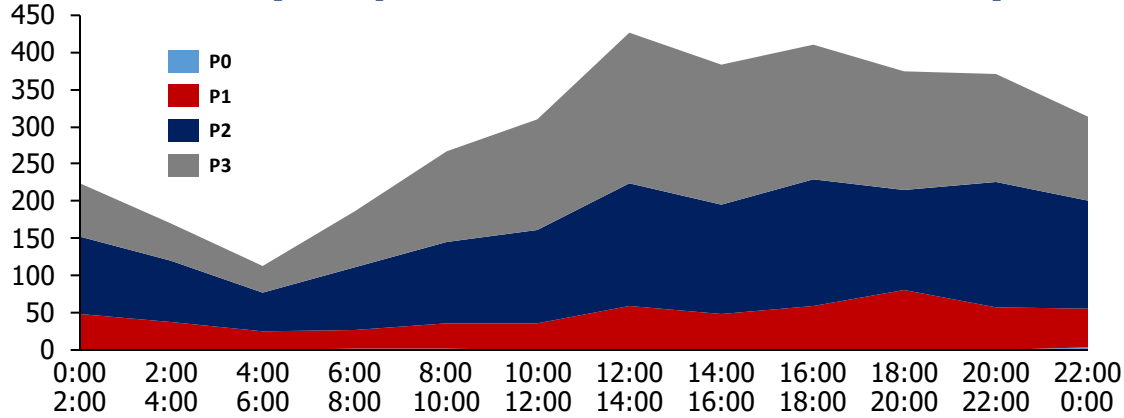




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

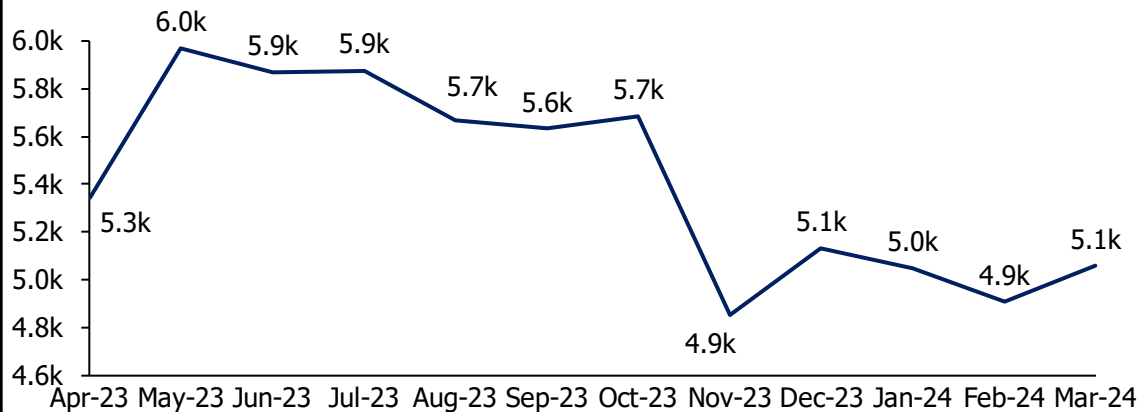


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	87	231	246	564	113
Monday	0	83	226	182	491	123
Tuesday	1	61	208	179	449	112
Wednesday	2	88	203	193	486	122
Thursday	0	65	178	185	428	107
Friday	1	79	229	252	561	112
Saturday	1	103	208	257	569	114
<b>Assignment &lt; 2 min</b>		<b>64%</b>	<b>38%</b>			
<b>Assignment &lt; 4 min</b>		<b>82%</b>	<b>60%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

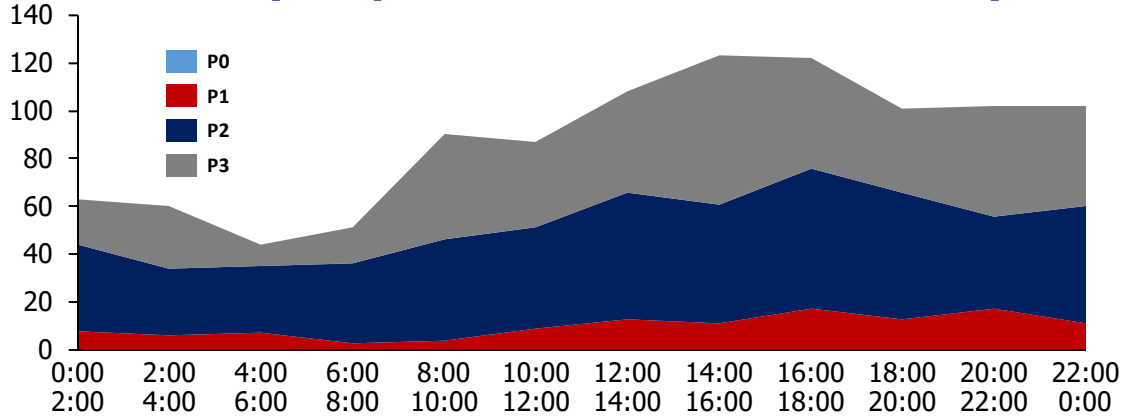




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

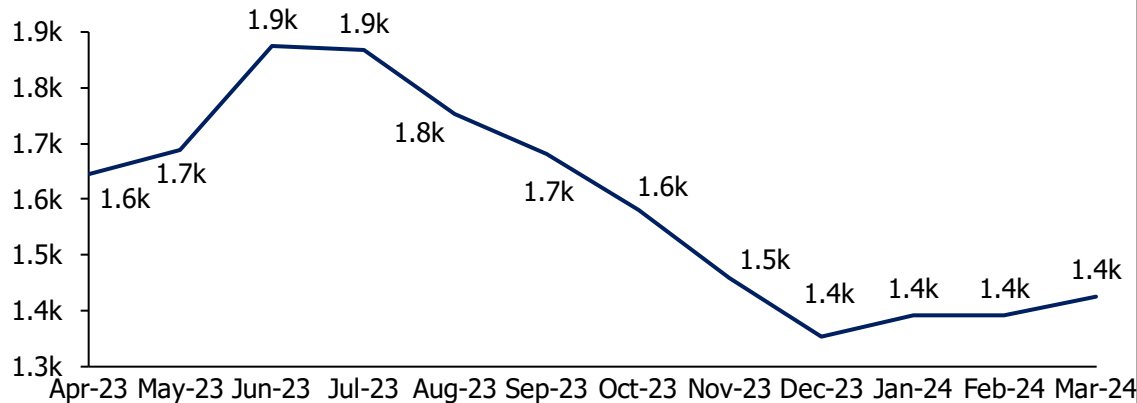


## Daily Priority Call Volume and Entry to Assignment

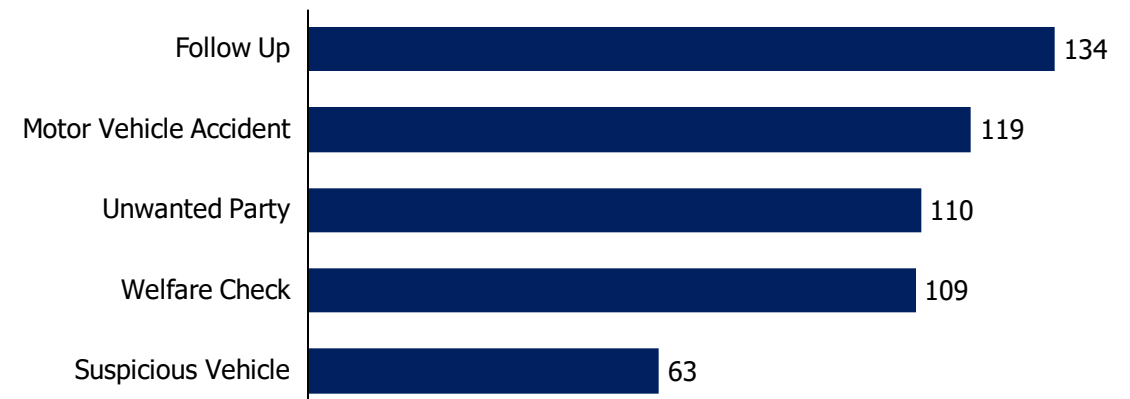
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	16	73	64	153	31
Monday	0	12	81	71	164	41
Tuesday	0	15	69	48	132	33
Wednesday	0	14	67	51	132	33
Thursday	0	12	63	41	116	29
Friday	0	18	80	78	176	35
Saturday	0	32	79	69	180	36
<b>Assignment &lt; 2 min</b>		<b>70%</b>	<b>50%</b>			
<b>Assignment &lt; 4 min</b>		<b>84%</b>	<b>68%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

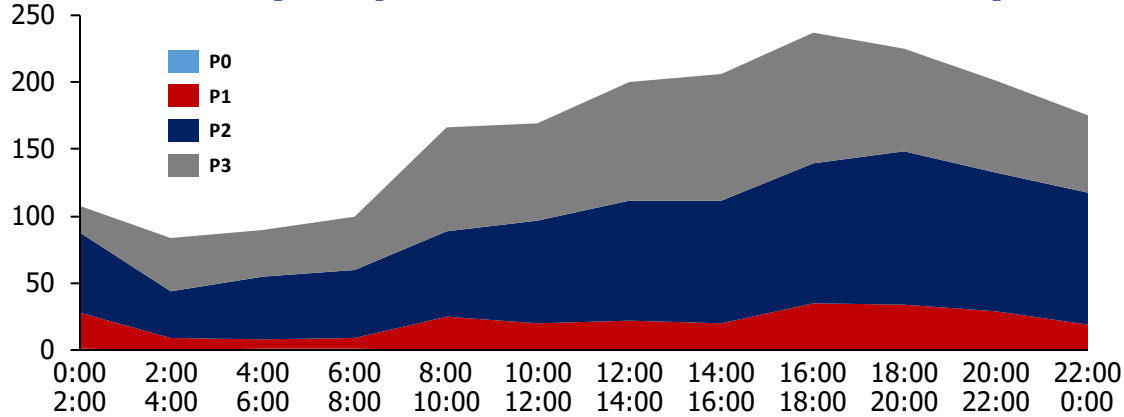




# Arvada PD



## Priority Dispatched Calls Per Time of Day

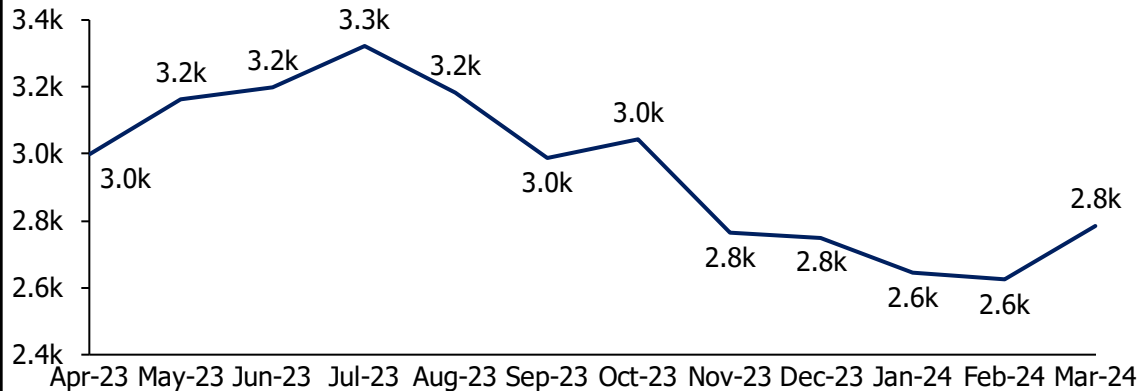


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	45	149	125	319	64
Monday	2	35	128	82	247	62
Tuesday	0	30	127	93	250	63
Wednesday	0	27	126	99	252	63
Thursday	0	33	95	97	225	56
Friday	0	35	138	137	310	62
Saturday	1	50	170	136	357	71
<b>Assignment &lt; 2 min</b>		<b>77%</b>	<b>53%</b>			
<b>Assignment &lt; 4 min</b>		<b>89%</b>	<b>73%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

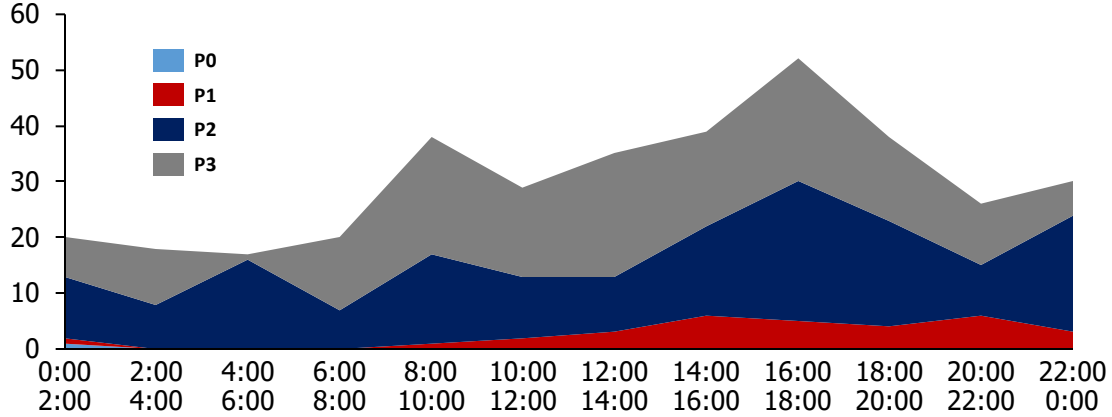




# Golden PD



## Priority Dispatched Calls Per Time of Day

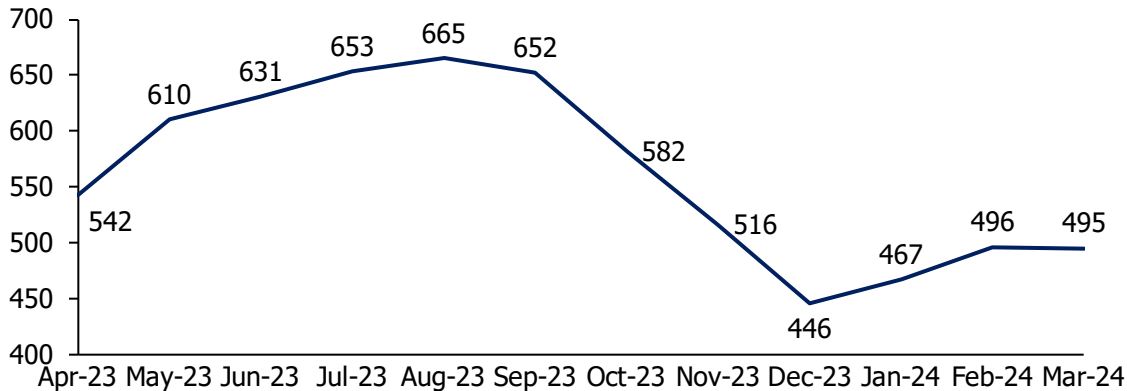


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	5	21	27	54	11
Monday	0	3	18	22	43	11
Tuesday	0	2	20	18	40	10
Wednesday	0	4	25	25	54	14
Thursday	0	6	24	21	51	13
Friday	0	6	30	29	65	13
Saturday	0	5	31	19	55	11
<b>Assignment &lt; 2 min</b>		<b>84%</b>	<b>63%</b>			
<b>Assignment &lt; 4 min</b>		<b>90%</b>	<b>82%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

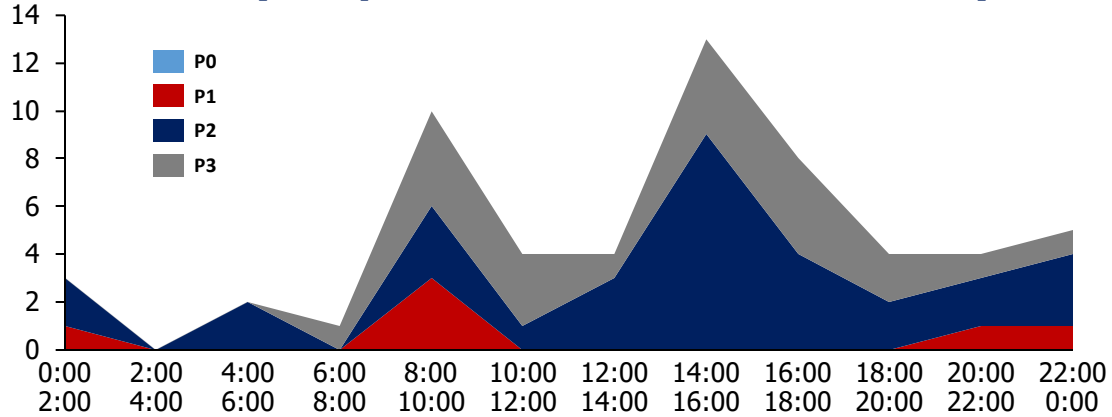




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

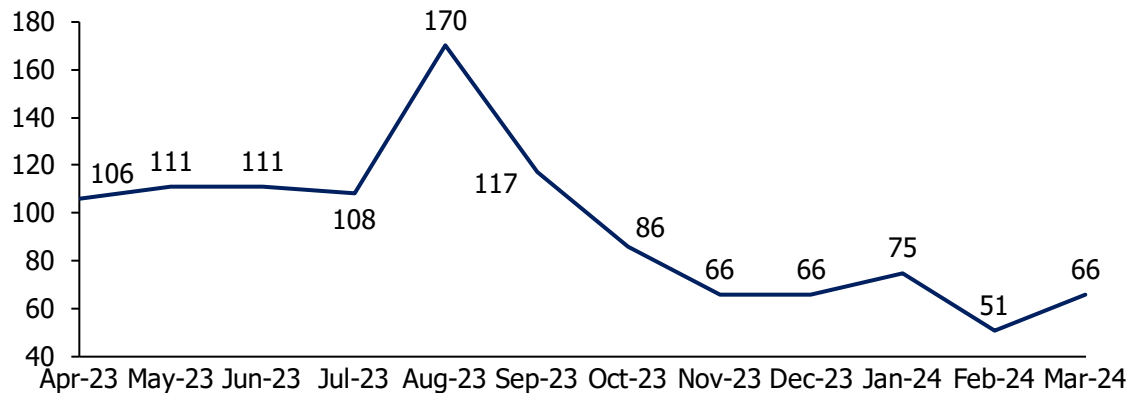


## Daily Priority Call Volume and Entry to Assignment

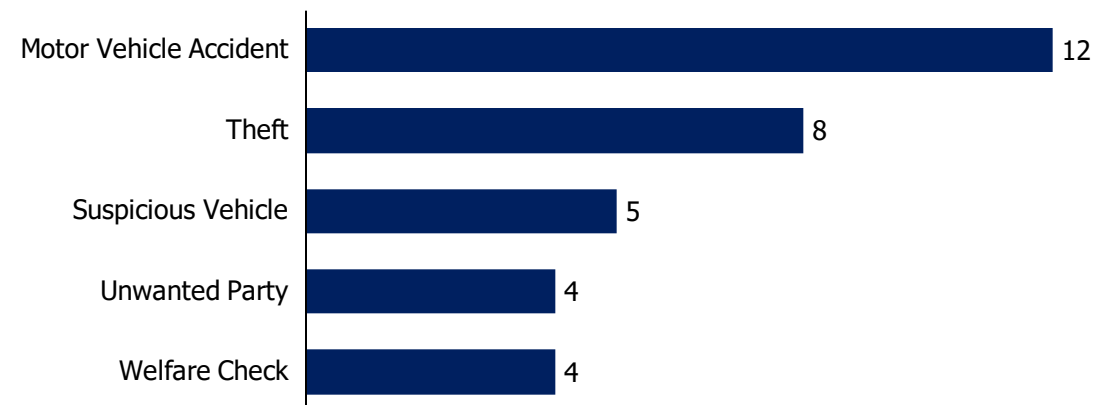
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	3	8	2
Monday	0	2	5	2	9	2
Tuesday	0	0	6	4	10	3
Wednesday	0	0	1	1	2	1
Thursday	0	1	5	4	10	3
Friday	0	0	7	2	9	2
Saturday	0	2	3	5	10	2
<b>Assignment &lt; 2 min</b>		<b>100%</b>	<b>65%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>84%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

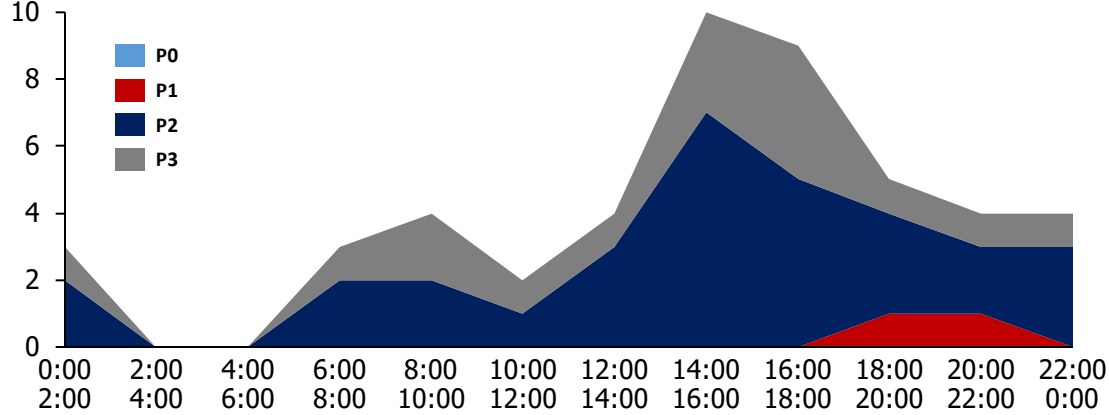




# Morrison PD Jurisdiction



### Priority Dispatched Calls Per Time of Day

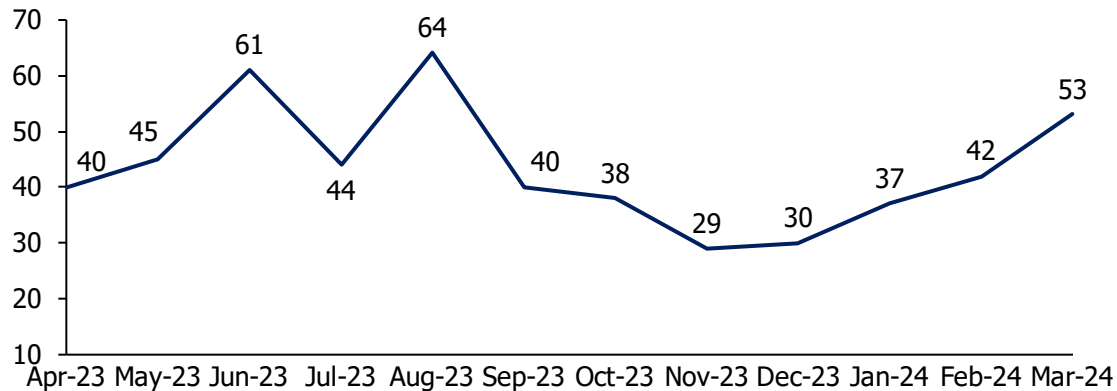


### Daily Priority Call Volume and Entry to Assignment

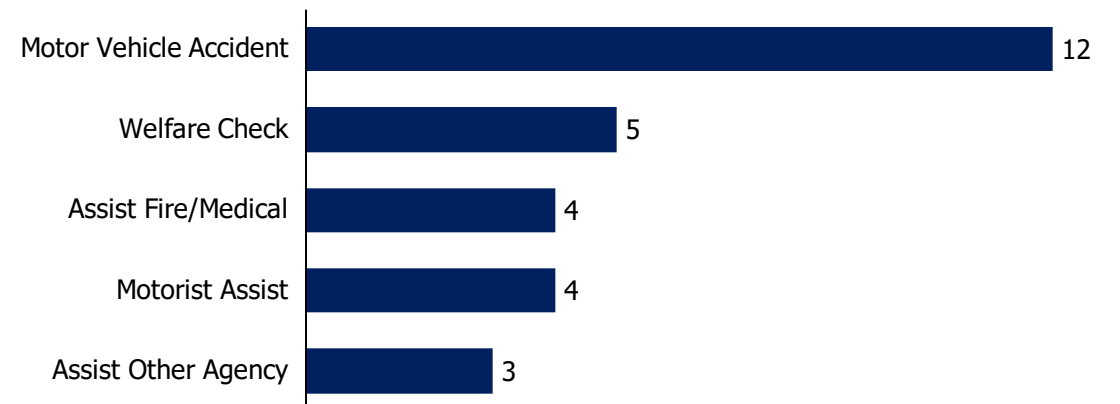
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	3	7	1
Monday	0	0	3	1	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	7	3	10	3
Thursday	0	0	3	2	5	1
Friday	0	1	4	4	9	2
Saturday	0	1	7	2	10	2
<b>Assignment &lt; 2 min</b>		<b>100%</b>	<b>67%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>93%</b>			

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

### Monthly Call Volume



### Top Five Problem Natures

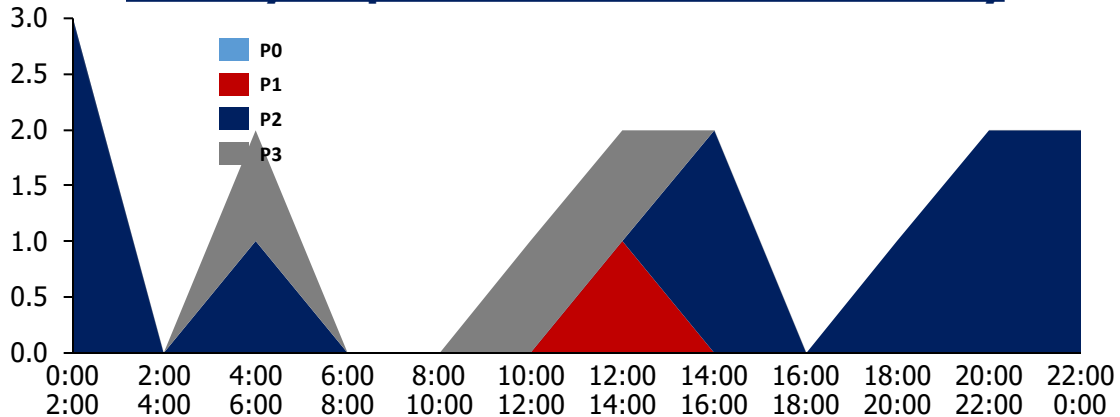




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

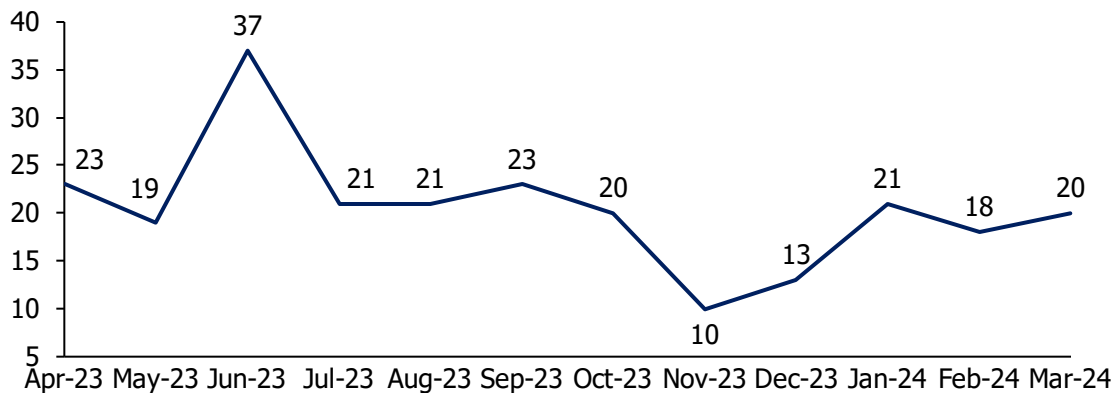


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	1	4	1
Monday	0	0	3	0	3	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	0	2	2	1
Thursday	0	0	1	0	1	0
Friday	0	1	1	0	2	0
Saturday	0	0	2	0	2	0
<b>Assignment &lt; 2 min</b>		<b>0%</b>	<b>82%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>91%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



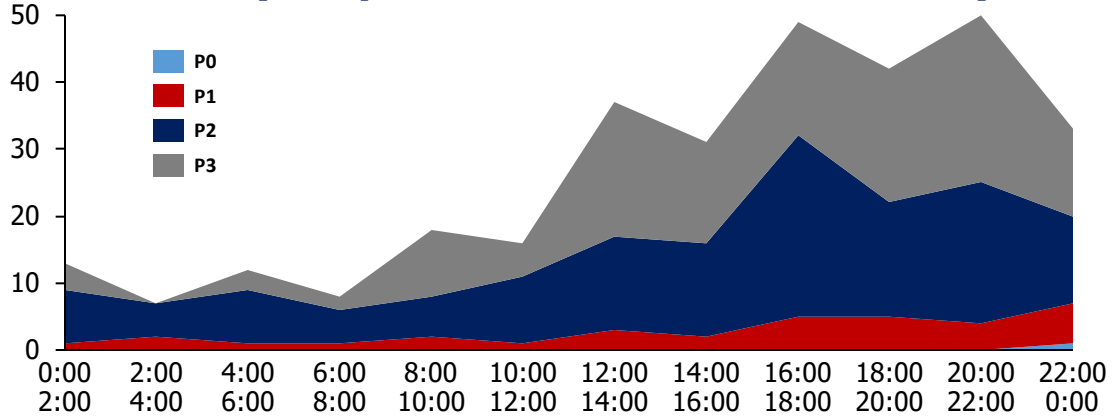




# Edgewater PD



## Priority Dispatched Calls Per Time of Day

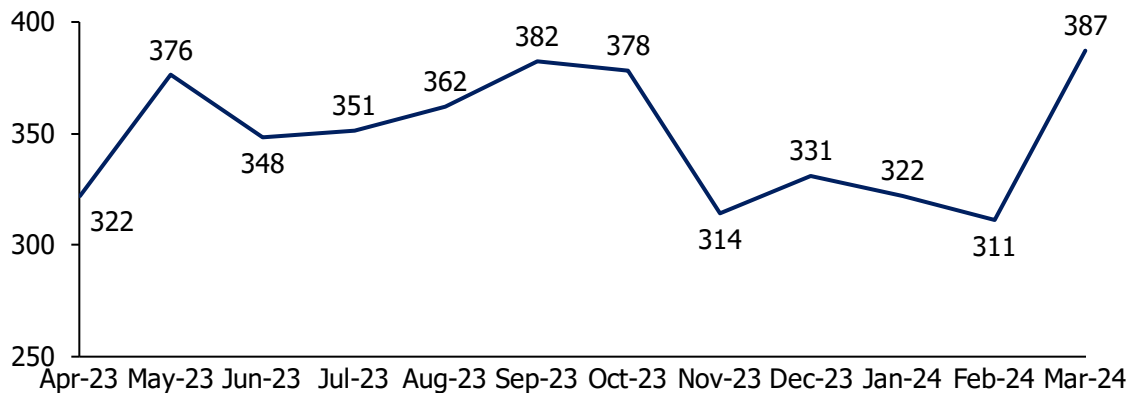


## Daily Priority Call Volume and Entry to Assignment

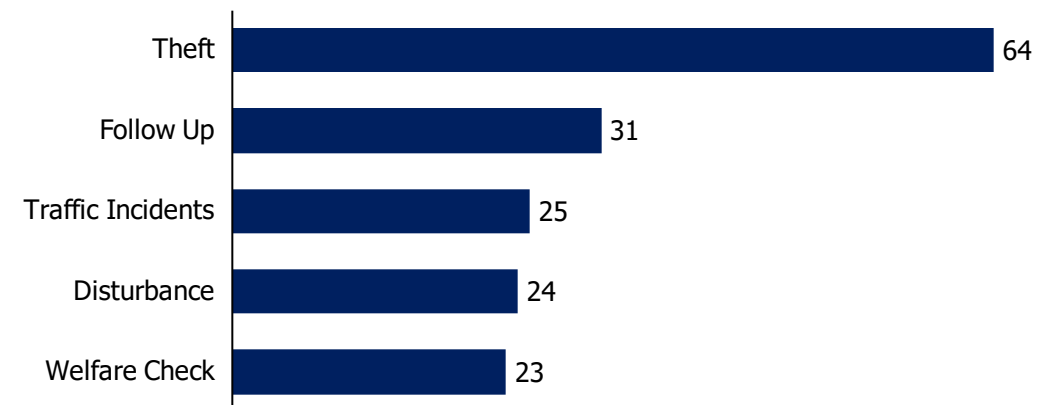
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	31	20	57	11
Monday	0	5	12	13	30	8
Tuesday	0	1	15	16	32	8
Wednesday	0	4	23	20	47	12
Thursday	0	5	22	14	41	10
Friday	1	4	22	27	54	11
Saturday	0	8	23	24	55	11
<b>Assignment &lt; 2 min</b>		<b>79%</b>	<b>68%</b>			
<b>Assignment &lt; 4 min</b>		<b>91%</b>	<b>79%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

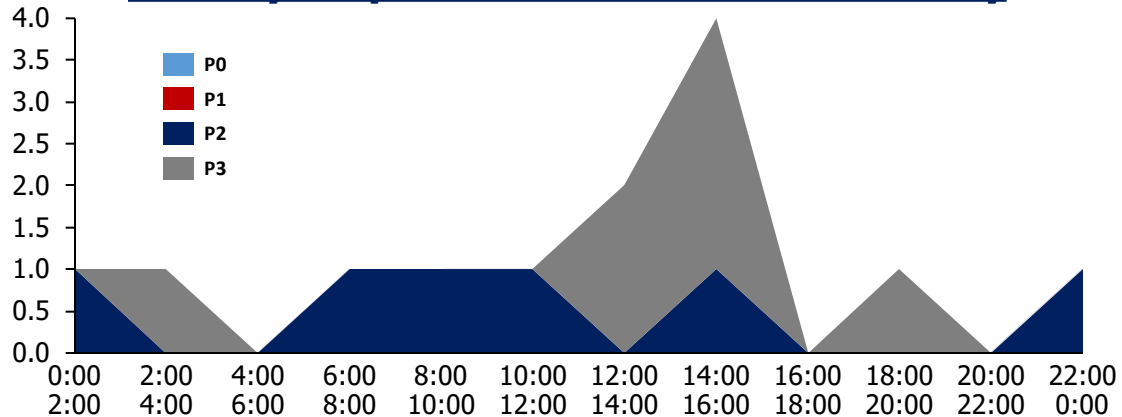




# Colorado School of Mines PD



### Priority Dispatched Calls Per Time of Day

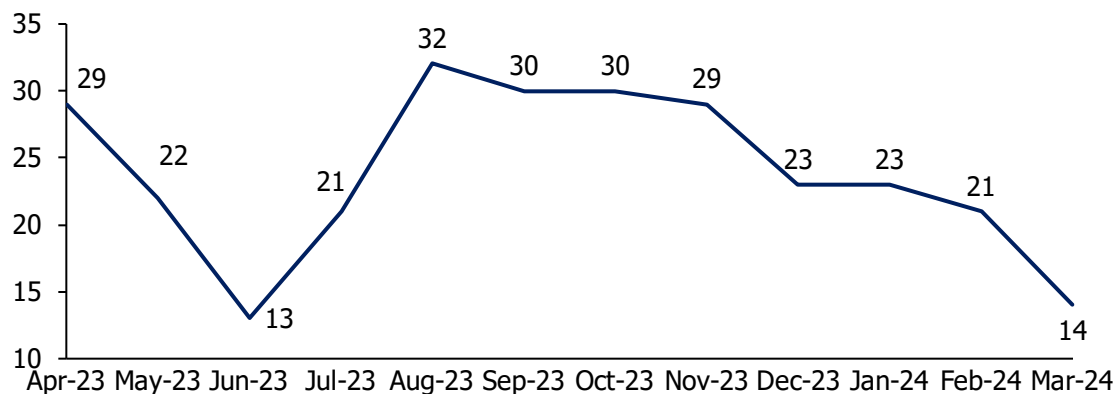


### Daily Priority Call Volume and Entry to Assignment

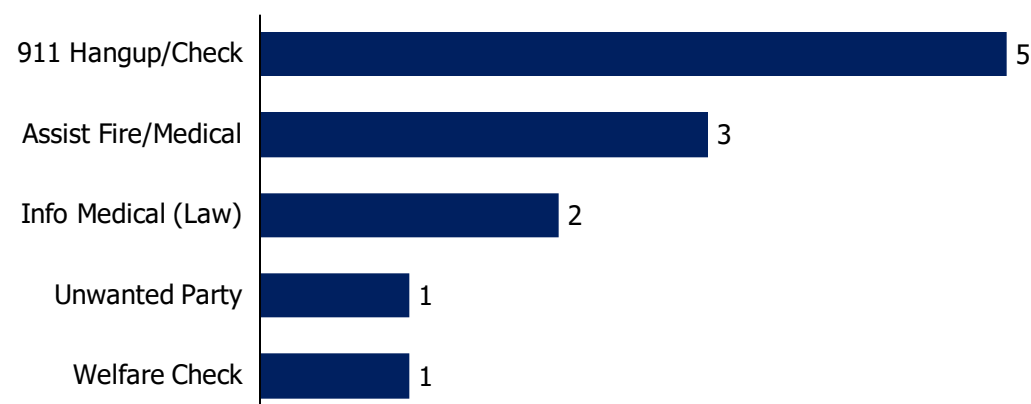
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	2	0	2	1
Tuesday	0	0	0	1	1	0
Wednesday	0	0	2	3	5	1
Thursday	0	0	0	3	3	1
Friday	0	0	1	0	1	0
Saturday	0	0	6	7	13	3
<b>Assignment &lt; 2 min</b>		<b>N/A</b>	<b>83%</b>			
<b>Assignment &lt; 4 min</b>		<b>N/A</b>	<b>100%</b>			

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

### Monthly Call Volume

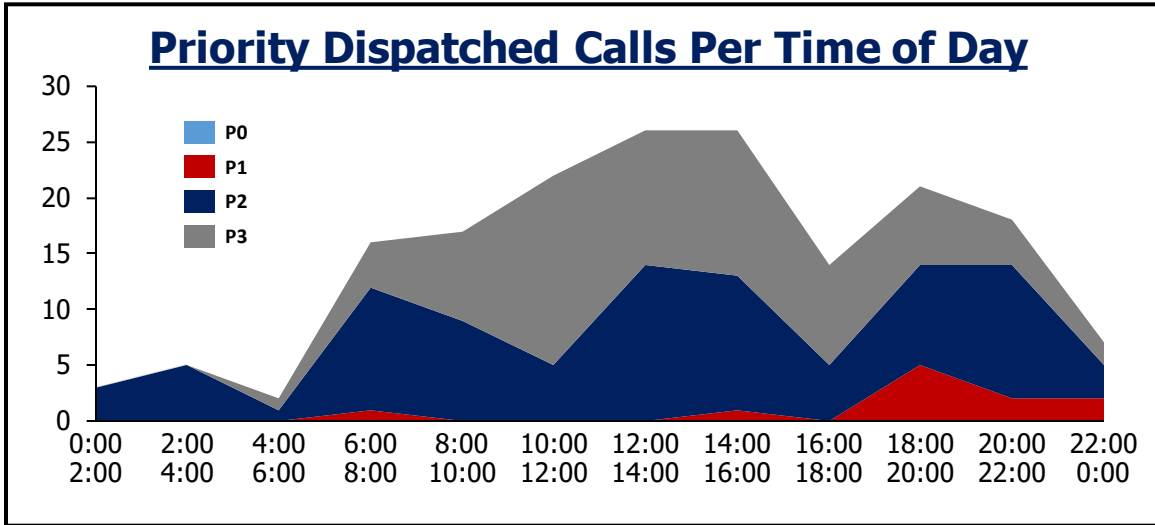


### Top Five Problem Natures





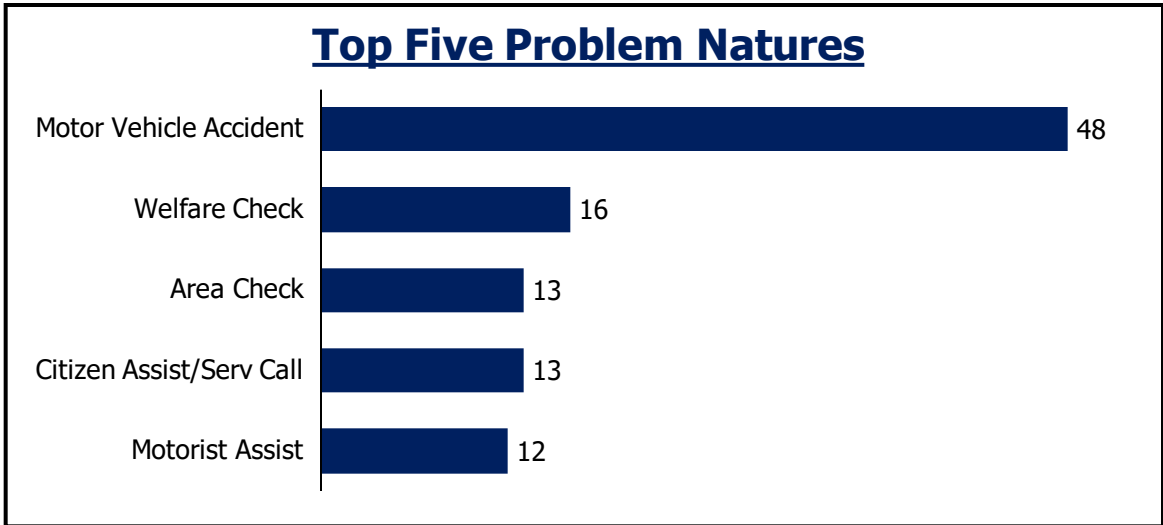
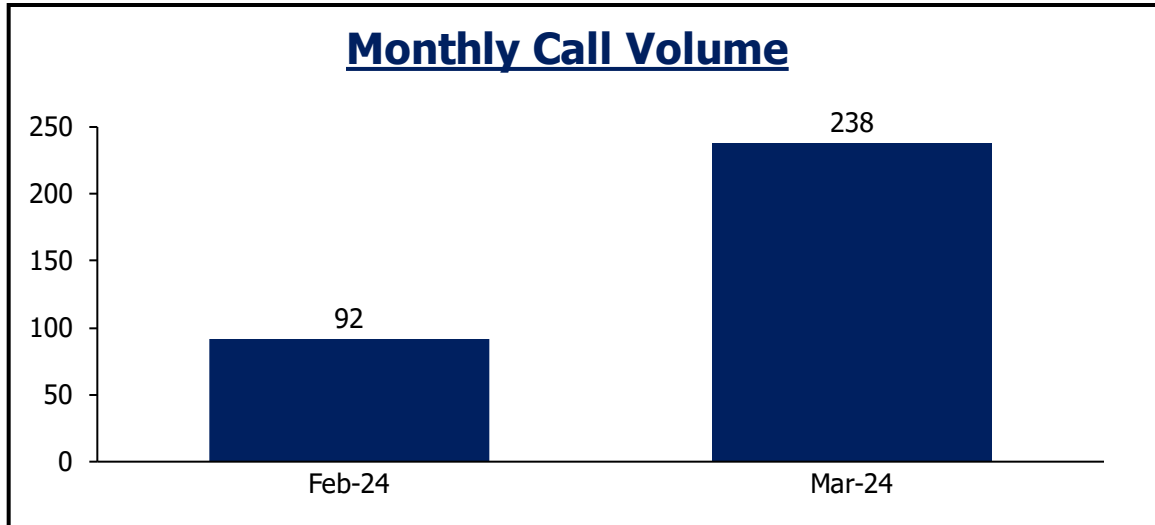
# Clear Creek Sheriff



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	13	17	30	6
Monday	0	1	14	10	25	6
Tuesday	0	0	13	6	19	5
Wednesday	0	4	12	6	22	6
Thursday	0	3	4	6	13	3
Friday	0	2	15	14	31	6
Saturday	0	1	18	18	37	7
<b>Assignment &lt;2 min</b>		<b>45%</b>	<b>35%</b>			
<b>Assignment &lt;4 min</b>		<b>82%</b>	<b>69%</b>			

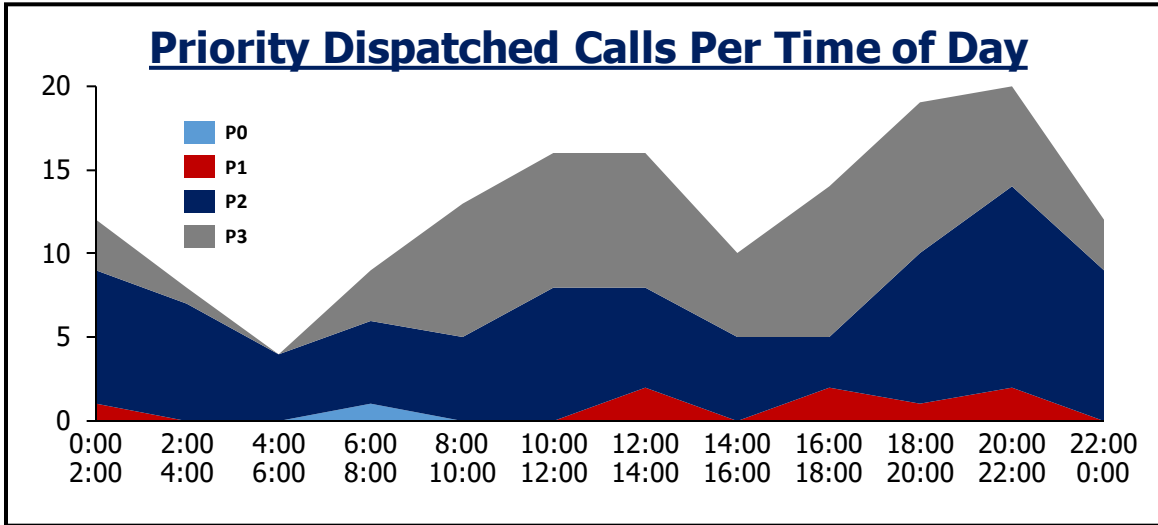
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



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



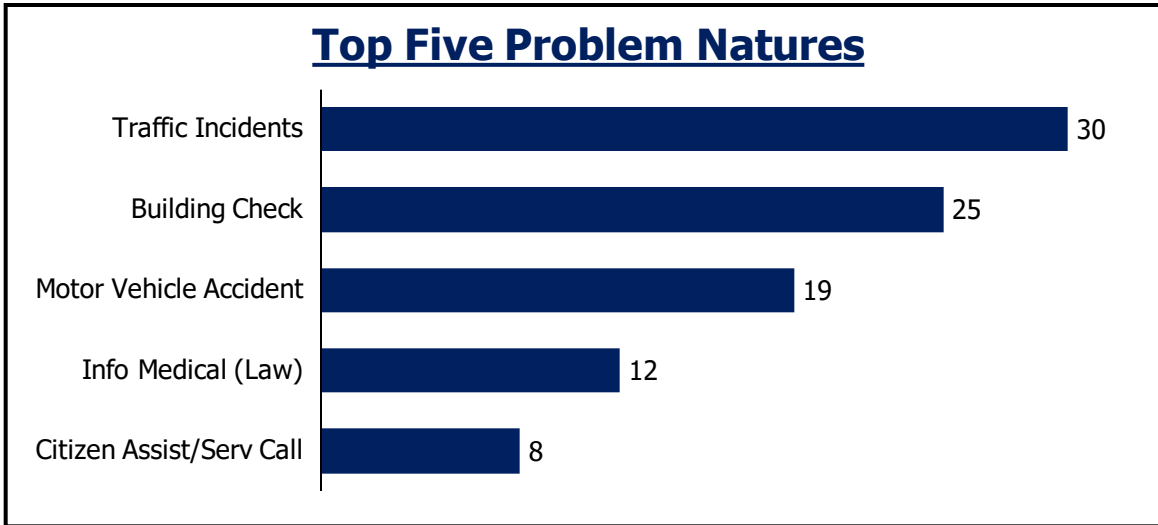
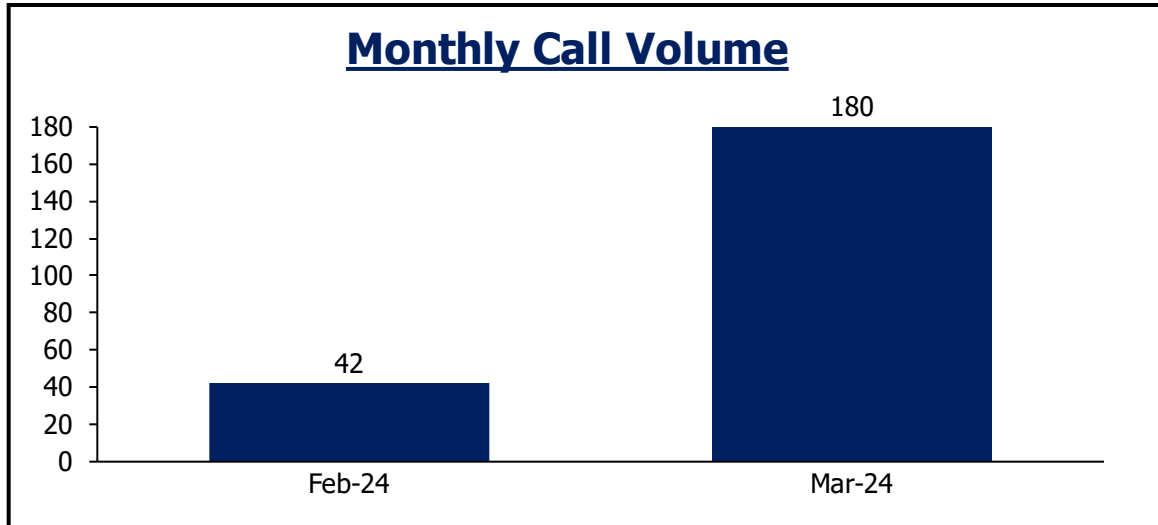
# Idaho Springs PD



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	11	12	27	5
Monday	1	1	13	7	22	6
Tuesday	0	2	3	10	15	4
Wednesday	0	0	3	6	9	2
Thursday	0	0	9	4	13	3
Friday	0	0	15	15	30	6
Saturday	0	1	27	9	37	7
<b>Assignment &lt; 2 min</b>		<b>75%</b>	<b>68%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>85%</b>			

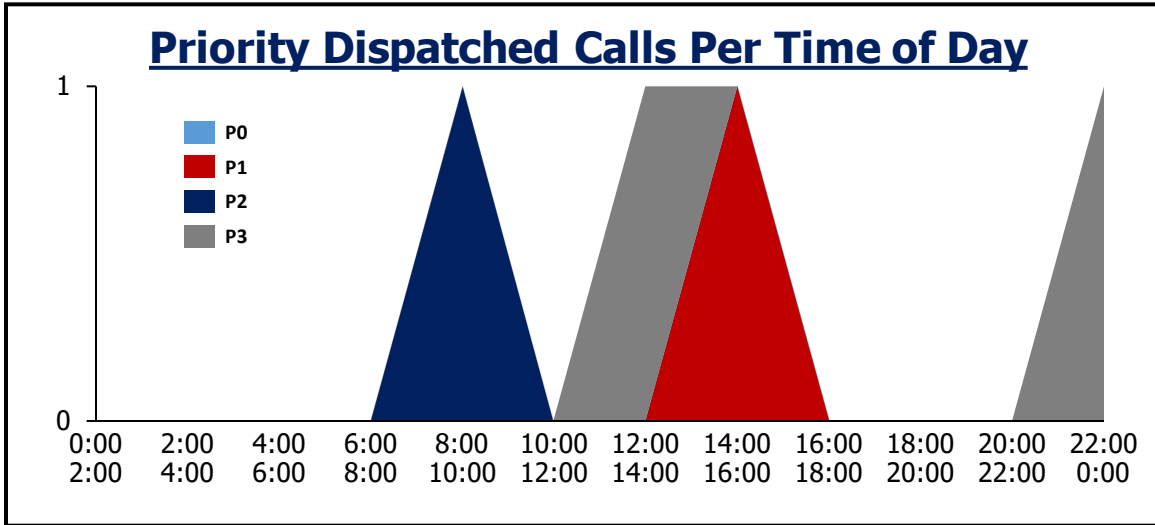
**Notes:** Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



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



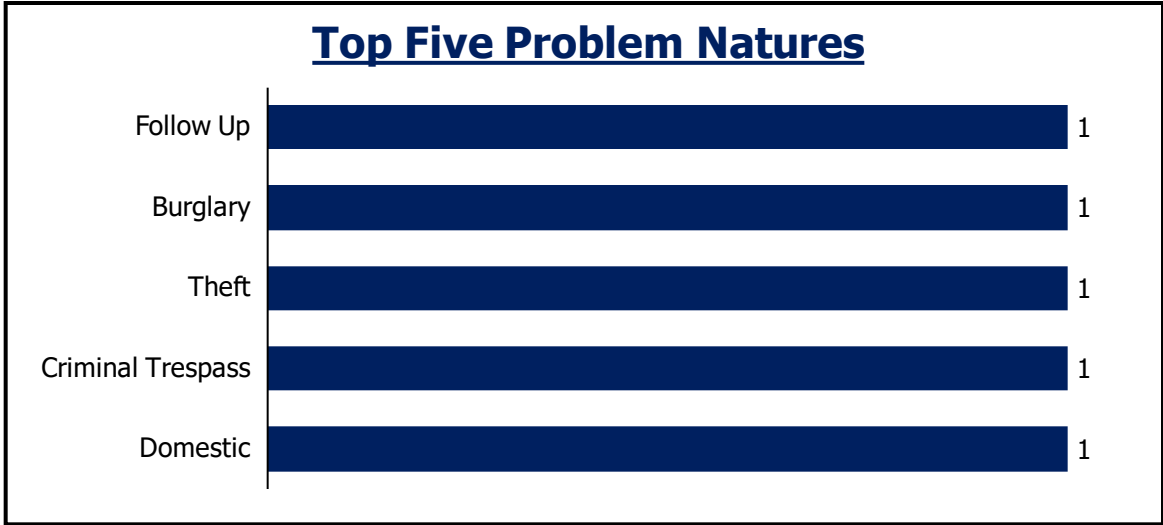
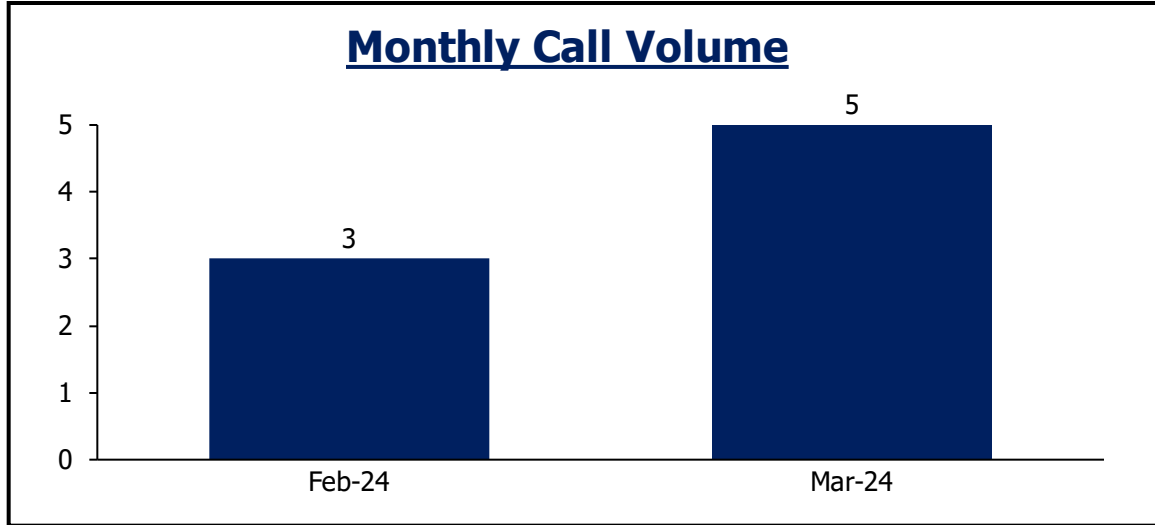
# Georgetown PD



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	0	0	0	0
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	1	0	0	1	0
<b>Assignment &lt;2 min</b>		<b>100%</b>	<b>100%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>100%</b>			

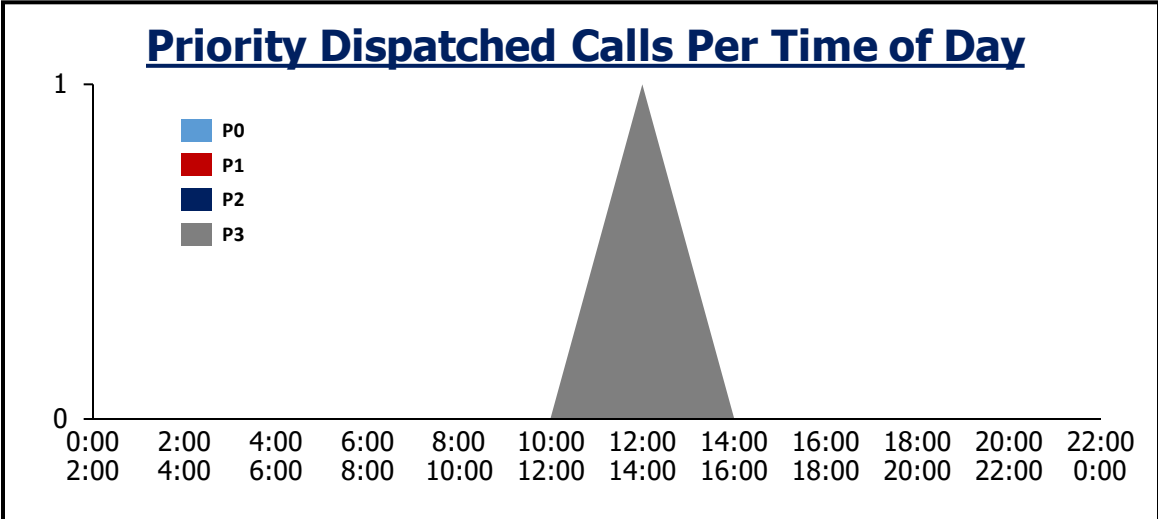
**Notes:** Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



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



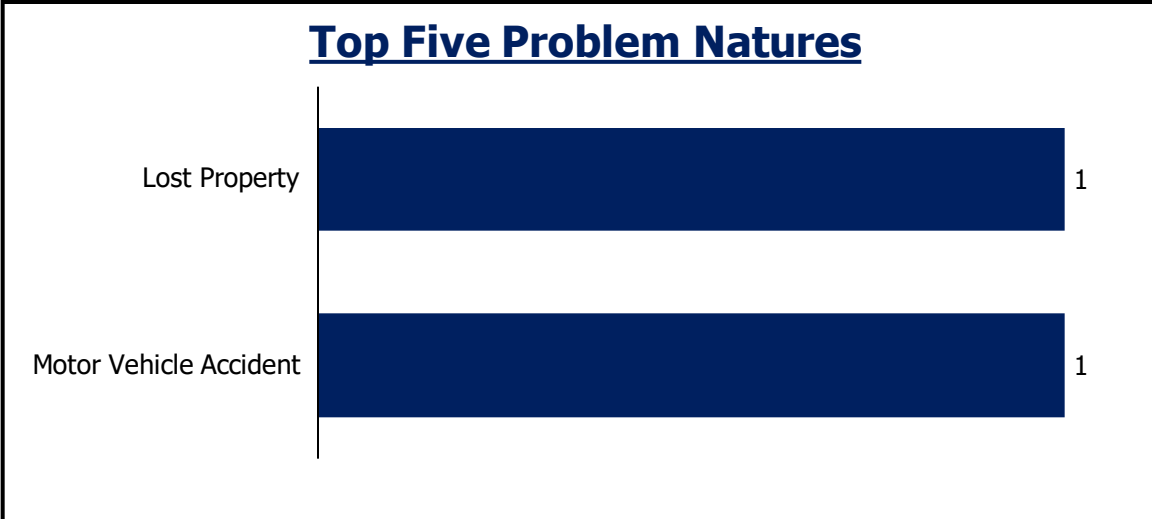
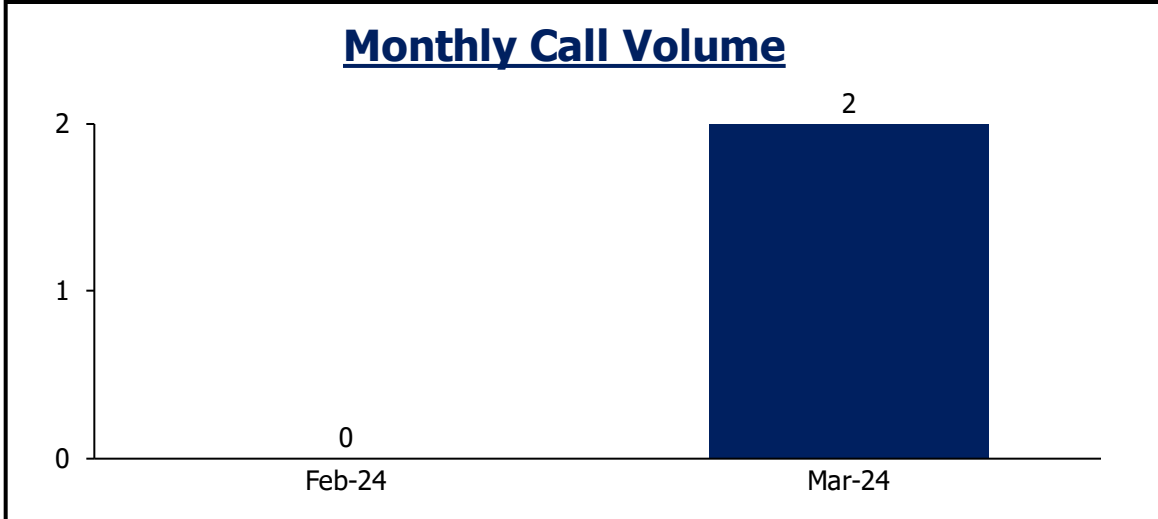
# Empire PD



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	0	0	0	0
Tuesday	0	0	0	0	0	0
Wednesday	0	0	0	1	1	0
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	0	0	0	0	0
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>N/A</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>N/A</b>			

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



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