



Jefferson County Communications Center Authority
JEFFCOM911

February 2025
Monthly Report



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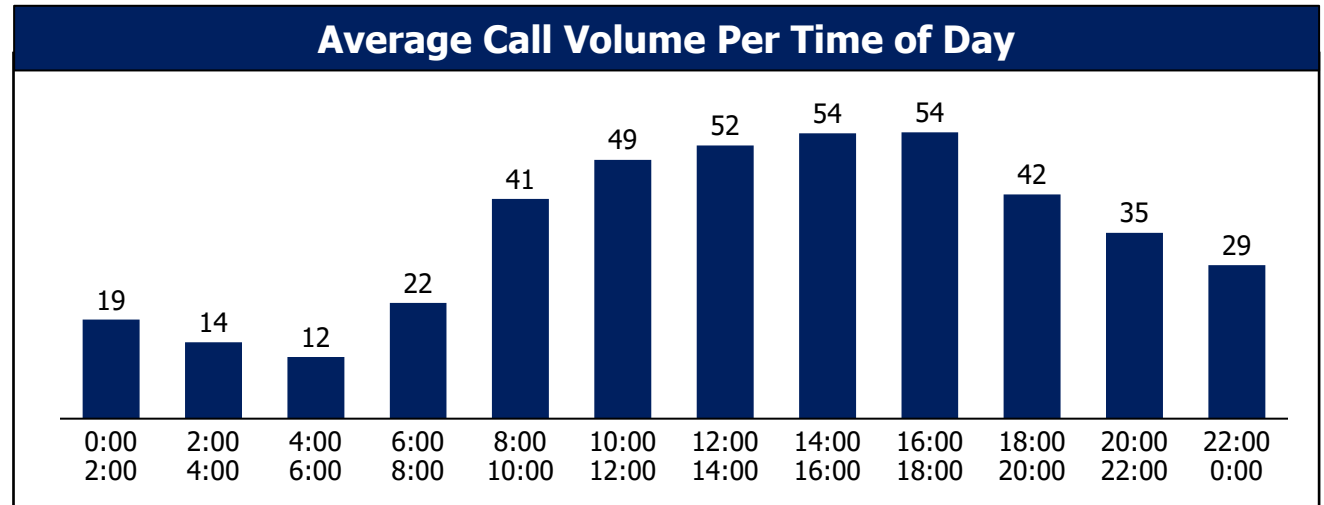


Law Stats

Calls Received, Processed, and Dispatched



Agency	February Calls	% Total	6 Month Trend
Lakewood PD	4,838	28.4%	
Arvada PD	2,461	14.5%	
Jeffco Sheriff	2,216	13.0%	
Wheat Ridge PD	1,265	7.4%	
Golden PD	411	2.4%	
Edgewater PD	212	1.2%	
Clear Creek Sheriff	163	1.0%	
Idaho Springs PD	110	0.6%	
Georgetown PD*	40	0.2%	
Lakeside PD	38	0.2%	
Morrison PD**	25	0.1%	
CSM PD	21	0.1%	
Mountain View PD	20	0.1%	
Empire PD	10	0.1%	
Total	11,830	69.5%	



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	0	158	504	424	143	248	89	1,566	13.2%
Monday	1	137	474	540	148	350	96	1,746	14.8%
Tuesday	1	145	486	498	156	358	83	1,727	14.6%
Wednesday	2	133	488	466	161	313	84	1,647	13.9%
Thursday	0	119	551	522	173	340	70	1,775	15.0%
Friday	2	114	529	546	184	305	87	1,767	14.9%
Saturday	3	148	514	483	130	226	95	1,599	13.5%
Total	9	954	3,546	3,479	1,095	2,140	604	11,827	

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

*Clear Creek Sheriff's Office is currently responding to Georgetown calls as of October 2024. **Jefferson County Sheriff's Office is responding to Morrison calls as of January 2025.

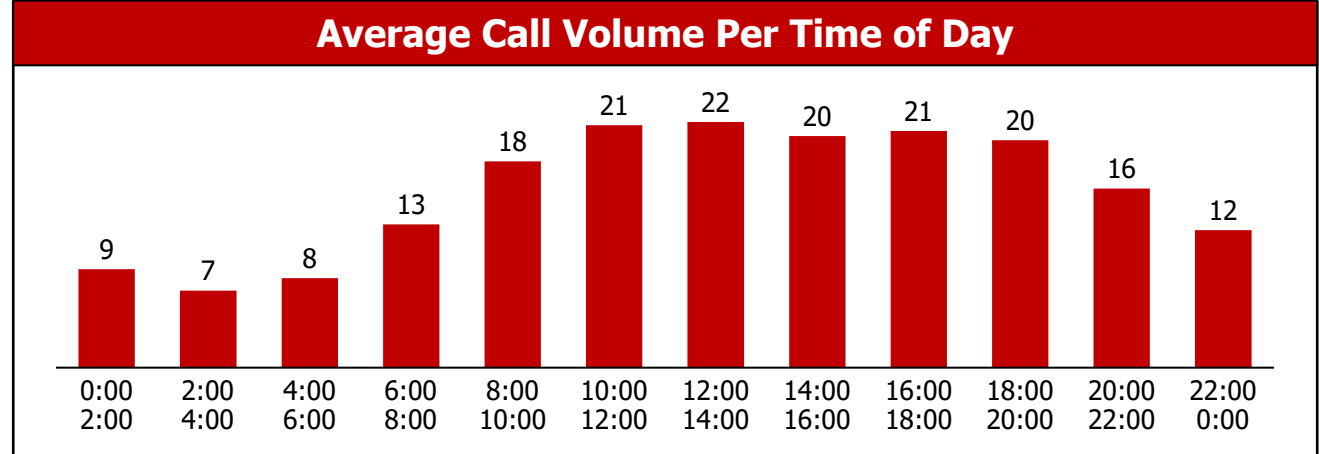


Fire Stats

Calls Received, Processed, and Dispatched



Agency	February Calls	% of Total	6 Month Trend
West Metro Fire	2,928	17.2%	
Arvada Fire	1,276	7.5%	
Golden Fire	210	1.2%	
Evergreen Fire	205	1.2%	
Clear Creek Fire	154	0.9%	
Clear Creek EMS	145	0.9%	
Elk Creek Fire	92	0.5%	
Highland Rescue	61	0.4%	
Foothills Fire	51	0.3%	
Pleasant View Fire	31	0.2%	
Inter Canyon Fire	18	0.1%	
Indian Hills Fire	10	0.1%	
North Fork Fire	7	0.0%	
Genesee Fire	6	0.0%	
Golden Gate Fire	4	0.0%	
Total	5,198	30.5%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	12	406	239	16	0	3	676	13.0%
Monday	15	429	253	4	0	3	704	13.5%
Tuesday	12	458	258	4	0	3	735	14.1%
Wednesday	6	472	236	2	0	1	717	13.8%
Thursday	9	473	288	8	0	5	783	15.1%
Friday	15	491	298	7	0	1	812	15.6%
Saturday	10	470	275	9	0	7	771	14.8%
Total	79	3,199	1,847	50	0	23	5,198	

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	86.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	93.4%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	54.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	89.7%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	*	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%	97.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	89.1%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	92.0%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering Time The call answering implementation of a new phone answering system, which introduced unfamiliar functionality and a different interface, leading to a temporary adjustment period for staff. This included changes to "Abandoned Call Back" and "Cherry Picking" for dispatchers to assist in answering 9-1-1 calls.</p> <p>Remediation: Call Answering Time The call answering metrics remain below target but are up significantly from the Carbyne go-live. Jeffcom continues to collaborate with Carbyne to enhance call-handling efficiency, including improving the ability to prioritize calls more effectively. Carbyne and the Jeffcom team continue to meet on training opportunities and remedy identified issues. February was a busy month for the training department at Jeffcom. Twelve employees hired in November are completing field training with Communications Training Officers (CTOs) and ten additional new employees are in the classroom portion of the academy. Eight new radio skills were acquired by tenured employees. In-service training was assigned to all staff during February and includes Office Safety, Sexual Harassment Awareness, and a 4.5 hour training course related to Emergency Fire Dispatch (EFD) protocols update.</p> <p>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.</p> <p>Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:47 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

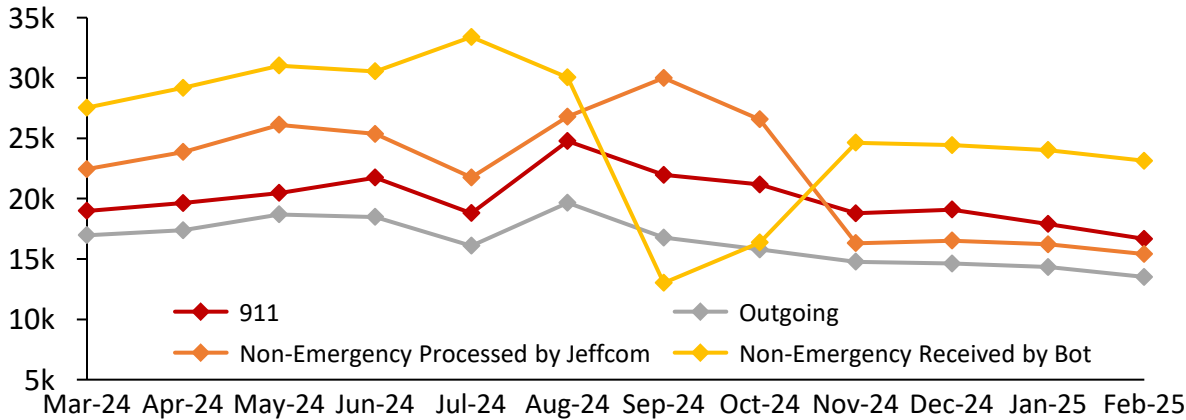
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



Service Level Agreement and Volume Trends



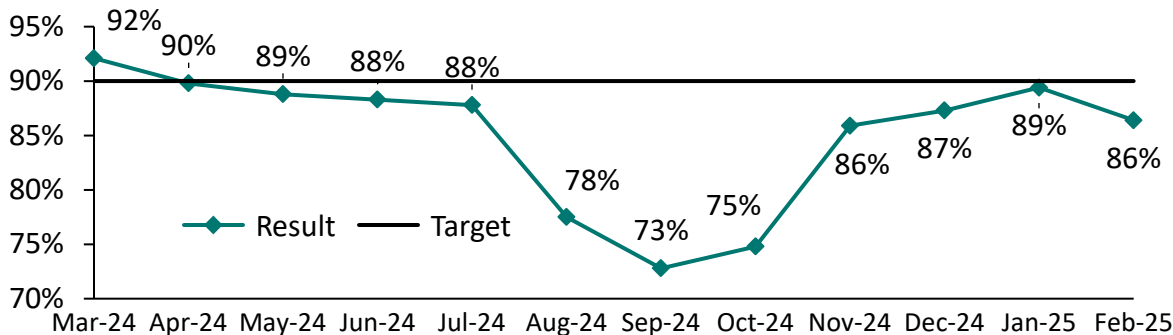
Call Volumes



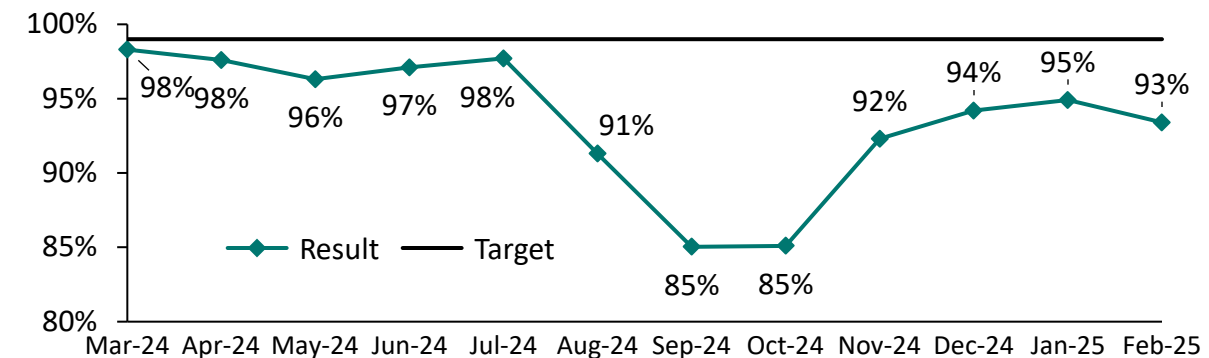
Trend Table

Average Daily Calls	Feb-25	Jan-25	Feb-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	483	462	506	↑ 4%	↓ -5%
Incoming - Admin to Bot	826	775	877	↑ 7%	↓ -6%
Incoming - Admin to Jeffcom	550	523	746	↑ 5%	↓ -26%
Incoming - 911	595	577	574	↑ 3%	↑ 4%
911 calls answered within 15 seconds	86.4%	89.4%	94.5%	↓ 3.0%	↓ 8.1%
911 calls answered within 40 seconds	93.4%	94.9%	99.0%	↓ 1.5%	↓ 5.6%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





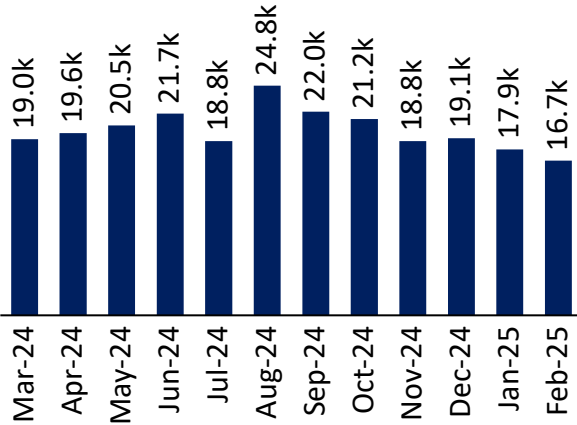
Call Volume/Agency Specific Inquiries



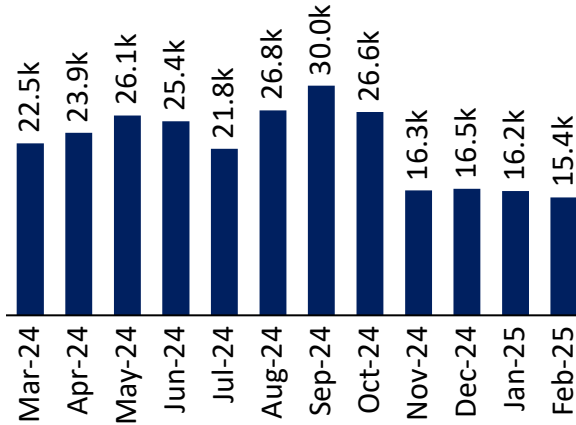
JEFFCOM

12 Month Trends

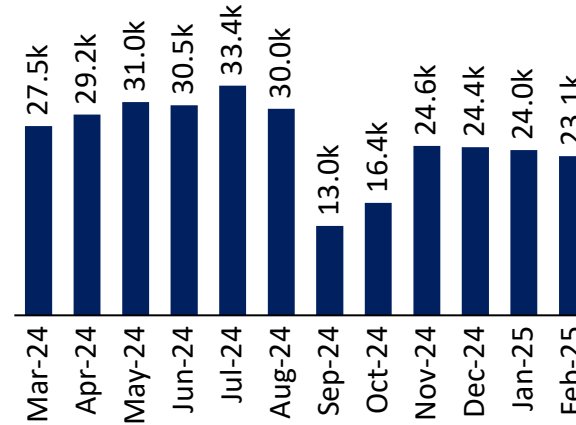
Emergency Calls



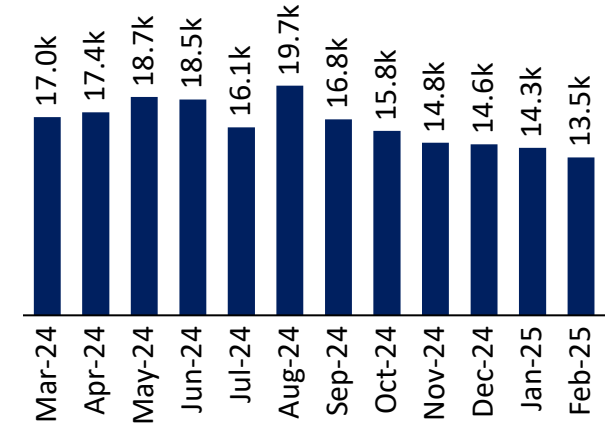
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



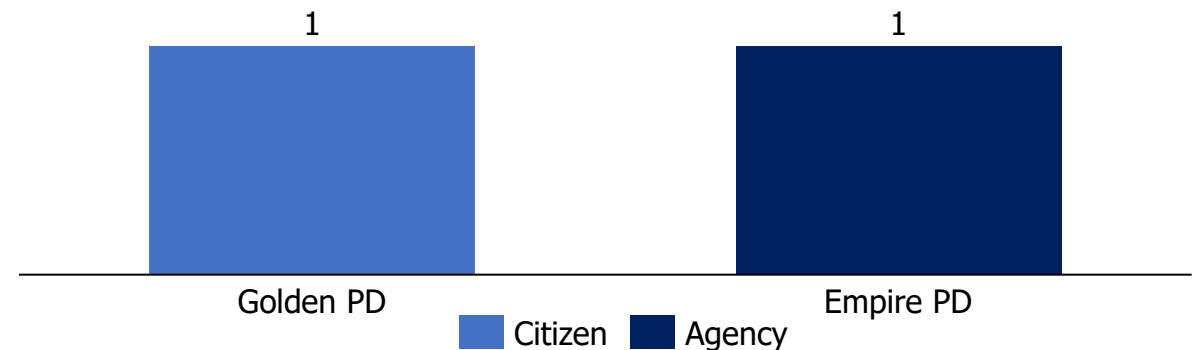
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	13,513	4% Increase per day from January
Incoming - Admin to Bot	23,133	7% Increase per day from January
Incoming - Admin to Jeffcom	15,408	5% Increase per day from January
Incoming - 911	16,669	3% Increase per day from January
Total Incoming to Jeffcom	32,077	4% Increase per day from January

February Inquiries



*Admin bot was shut off for 17.5 days in September and 15 days in October. Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st.

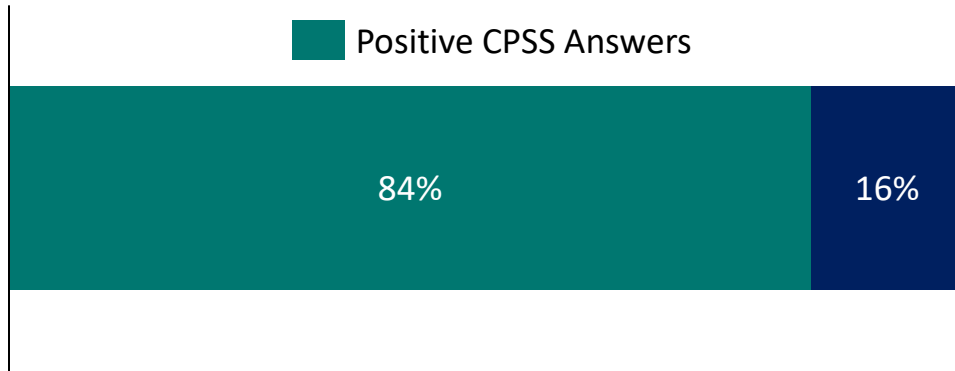


PowerEngage Survey Results

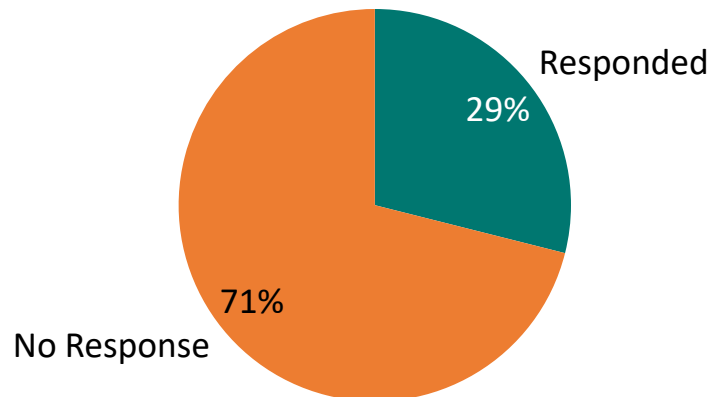
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



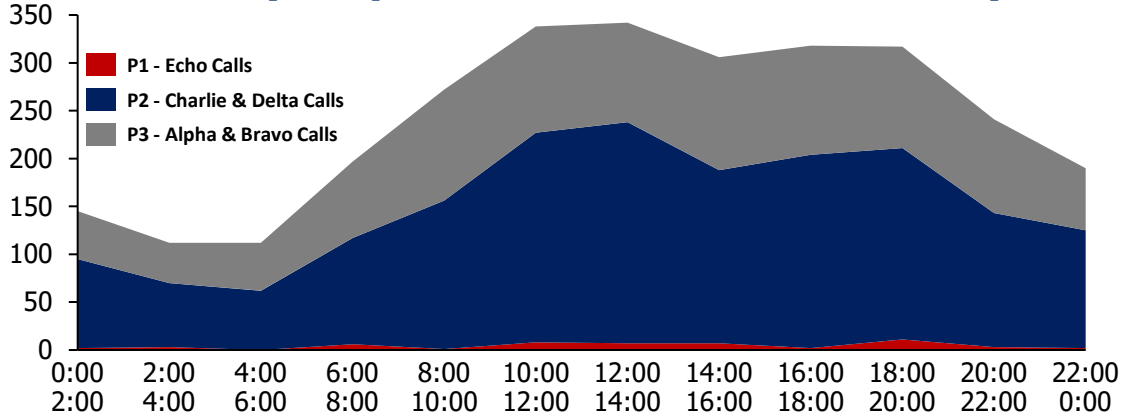
Survey Response Rate



Survey Responses

- The call taker was great. I was pretty upset and she chilled me out and stayed on the phone with me till the fuzz showed up. I really appreciated that
- Very helpful & made me feel a lot better about the situation I was in
- The operator was very helpful in a stressful time
- Very calm and courteous seemed like she really cared, asked all the right questions
- She was caring, concerned, attentive, fast acting
- The woman in dispatch you took my call was very thorough and very kind. Her instructions were clear and she repeated things that I said to make sure it was accurate. I appreciate her thank you
- Call taker was patient, understanding and quite helpful. I sincerely appreciate it.

Priority Dispatched Calls Per Time of Day

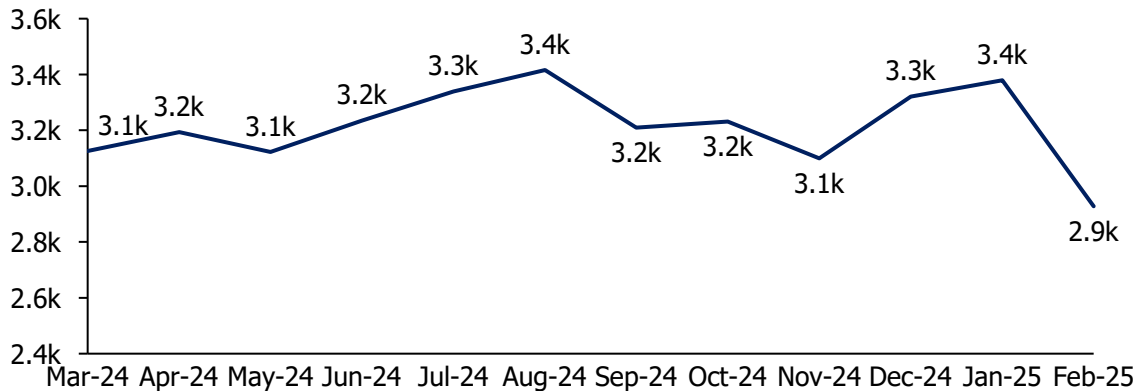


Daily Priority Call Volume and Entry to Assignment

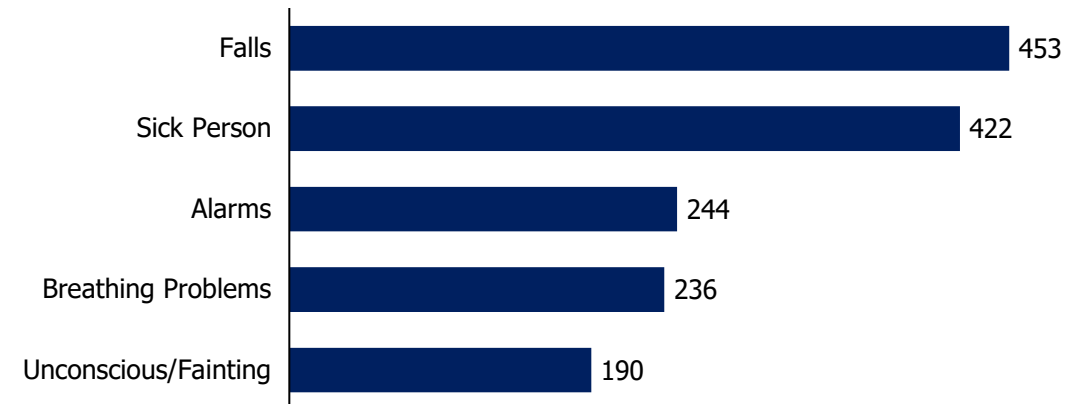
Day of Week	P1	P2	P3	Total	Average
Sunday	7	221	133	361	90
Monday	12	262	146	420	105
Tuesday	6	247	148	401	100
Wednesday	5	248	143	396	99
Thursday	6	269	165	440	110
Friday	9	277	161	447	112
Saturday	7	260	158	425	106
Assignment <1 min	98%	97%			

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

Monthly Call Volume



Top Five Problem Natures

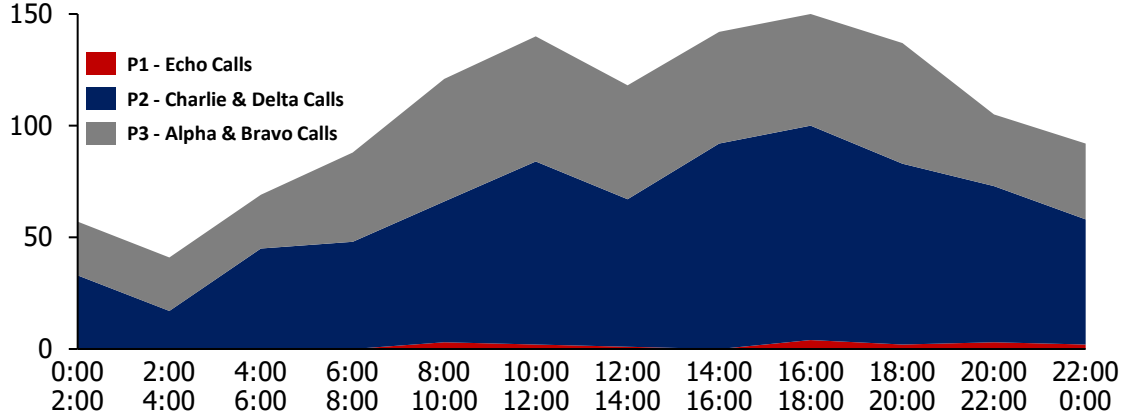




Arvada Fire



Priority Dispatched Calls Per Time of Day



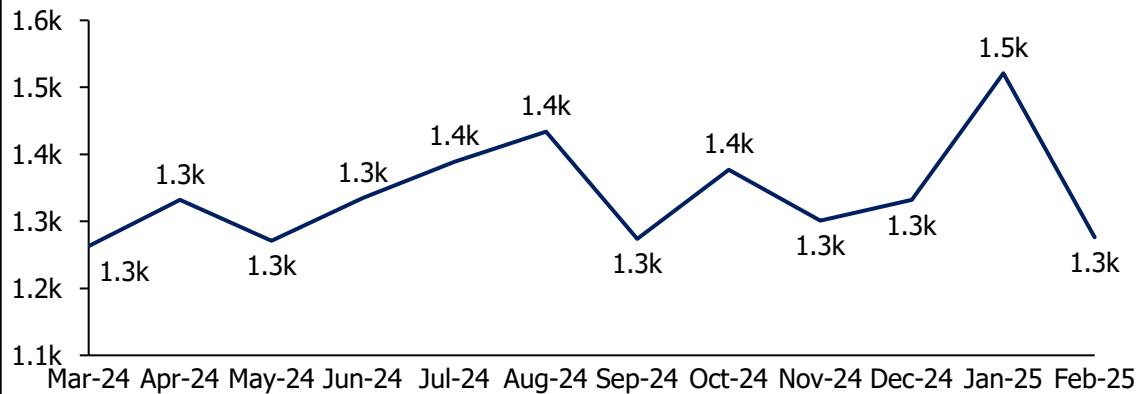
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	106	67	175	44
Monday	0	88	64	152	38
Tuesday	5	118	76	199	50
Wednesday	1	122	68	191	48
Thursday	2	95	72	169	42
Friday	4	114	78	196	49
Saturday	3	106	69	178	45

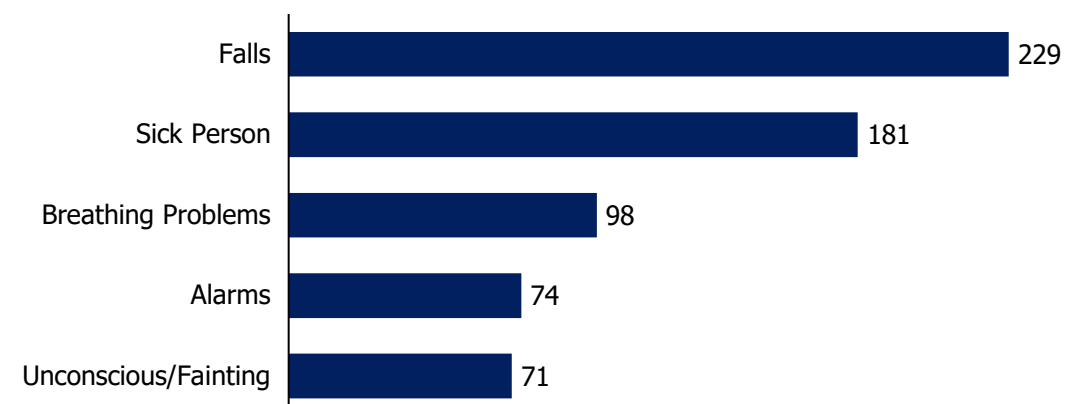
Assignment <1 min 100% 93%

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

Monthly Call Volume



Top Five Problem Natures

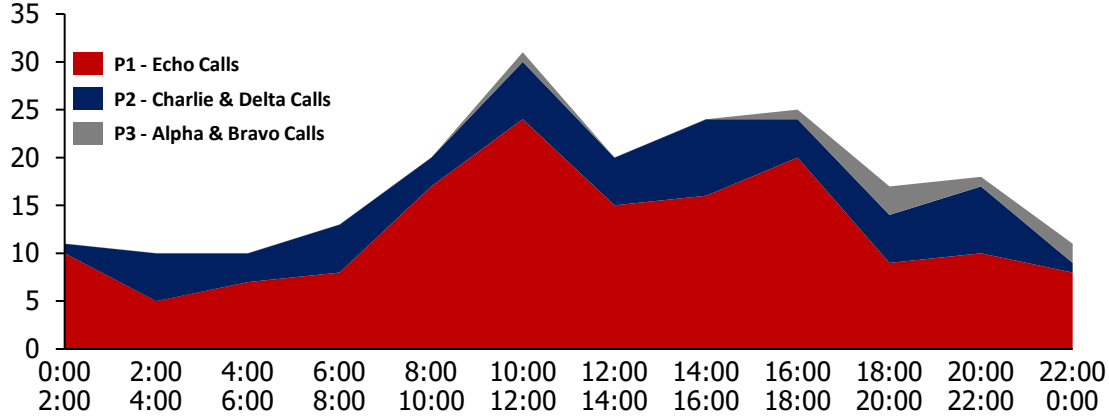




Golden Fire



Priority Dispatched Calls Per Time of Day

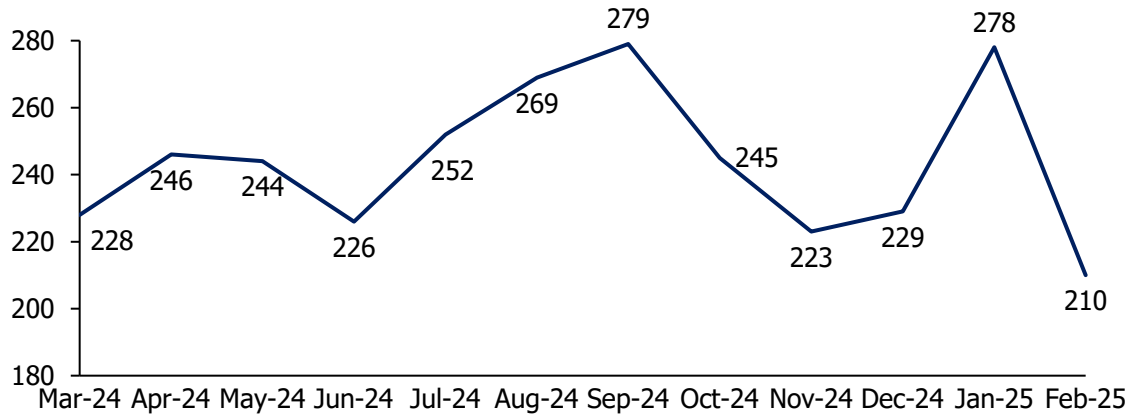


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	17	8	25	6
Monday	0	20	10	30	8
Tuesday	0	24	7	31	8
Wednesday	0	32	4	36	9
Thursday	0	25	7	32	8
Friday	0	15	11	26	7
Saturday	0	16	6	22	6
Assignment <1 min	N/A	82%			

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

Monthly Call Volume



Top Five Problem Natures

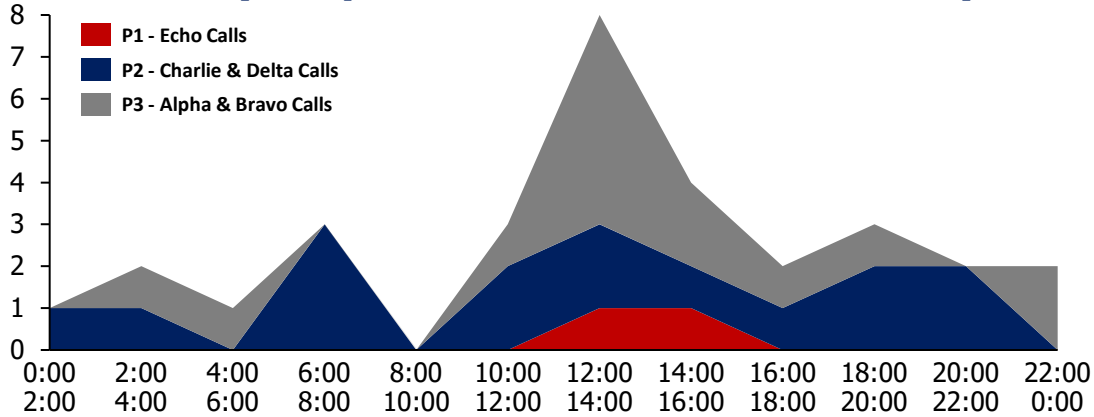




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



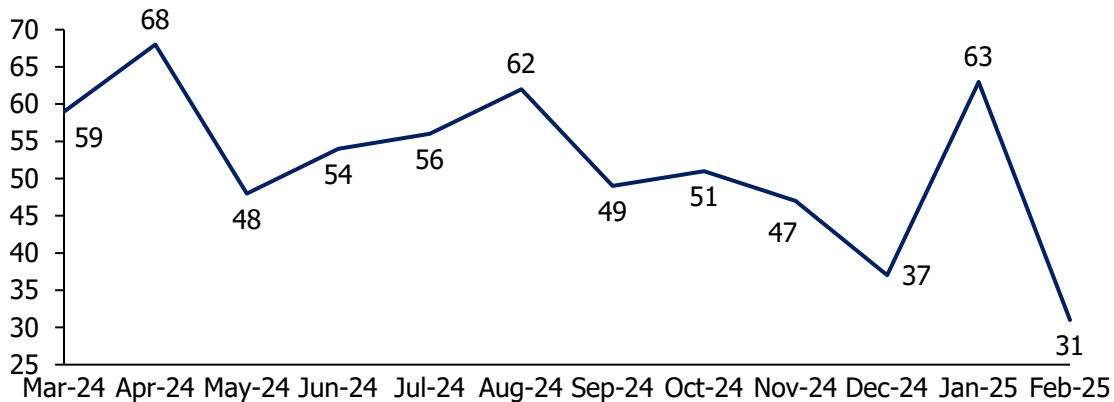
Daily Priority Call Volume and Entry to Assignment

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

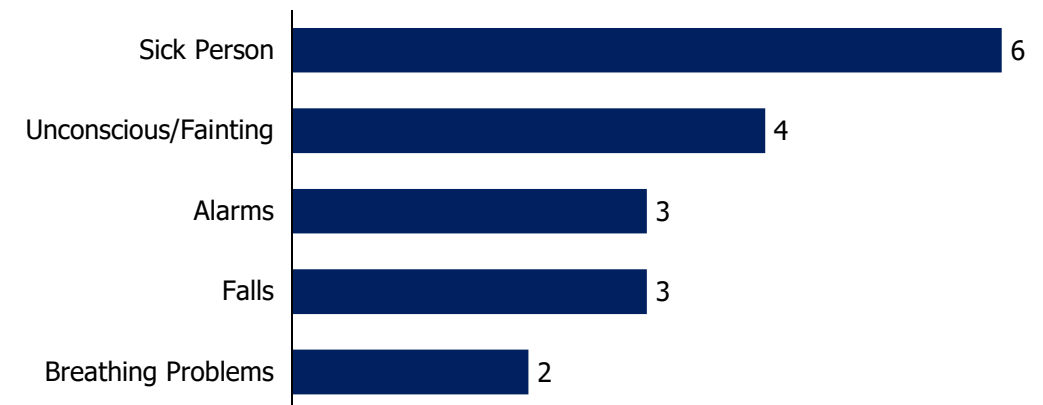
Assignment <1 min 100% 87%

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

Monthly Call Volume



Top Five Problem Natures

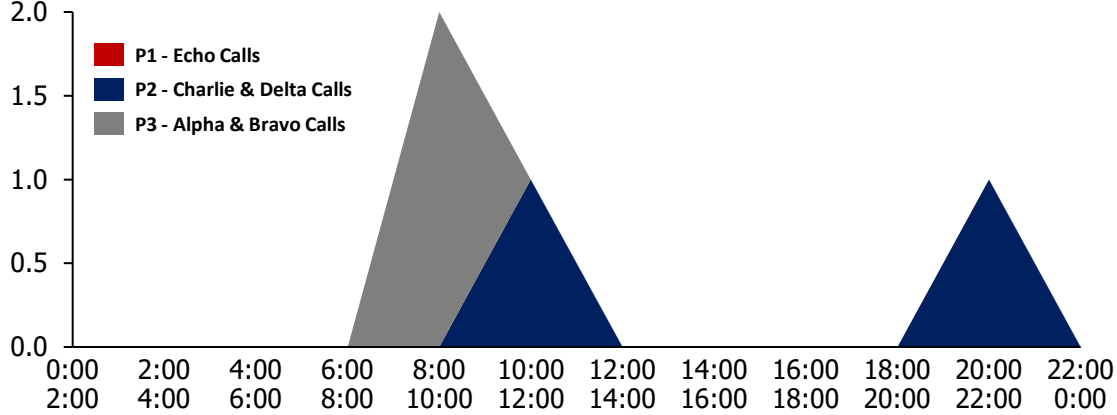




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



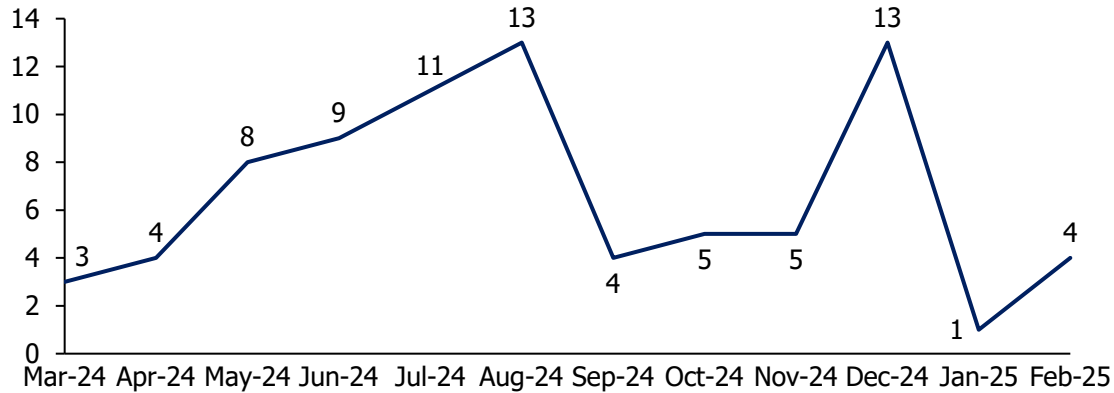
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min N/A 0%

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

Monthly Call Volume



Problem Natures

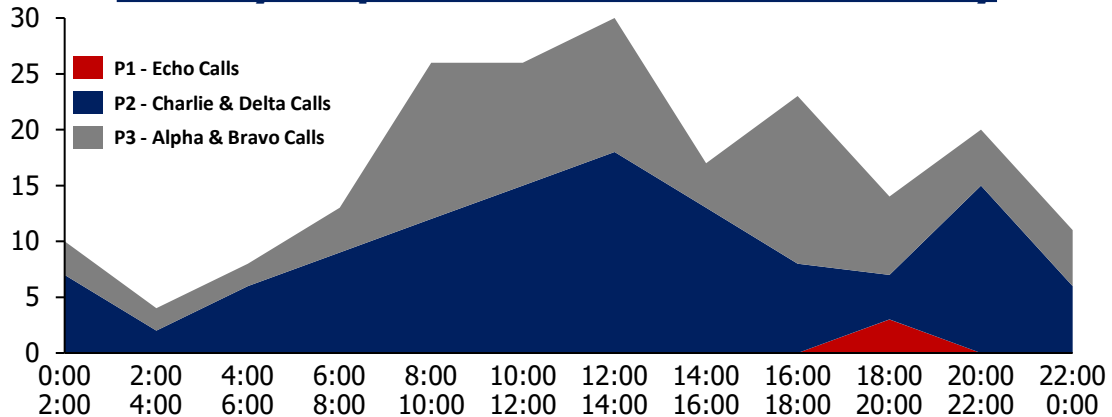




Evergreen Fire



Priority Dispatched Calls Per Time of Day



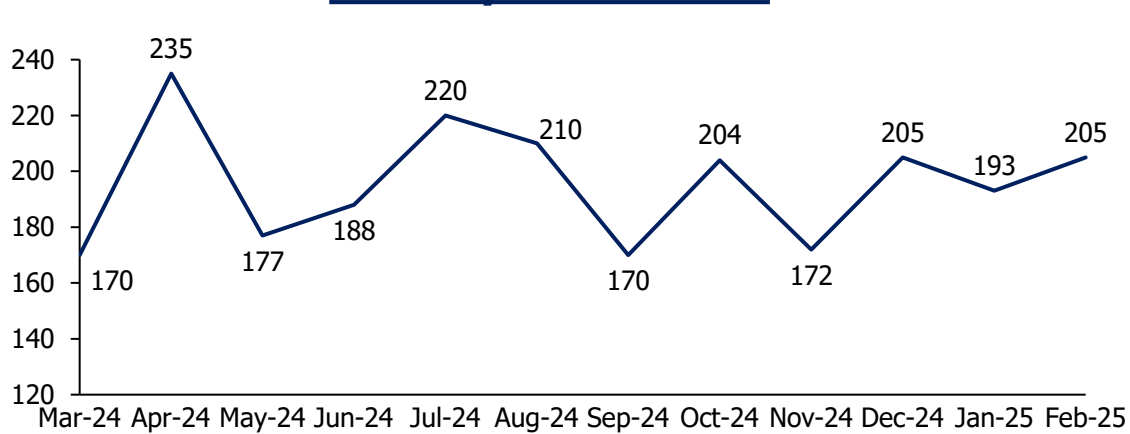
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	11	7	20	5
Monday	1	13	17	31	8
Tuesday	0	14	9	23	6
Wednesday	0	18	8	26	7
Thursday	0	17	15	32	8
Friday	0	21	15	36	9
Saturday	0	21	13	34	9

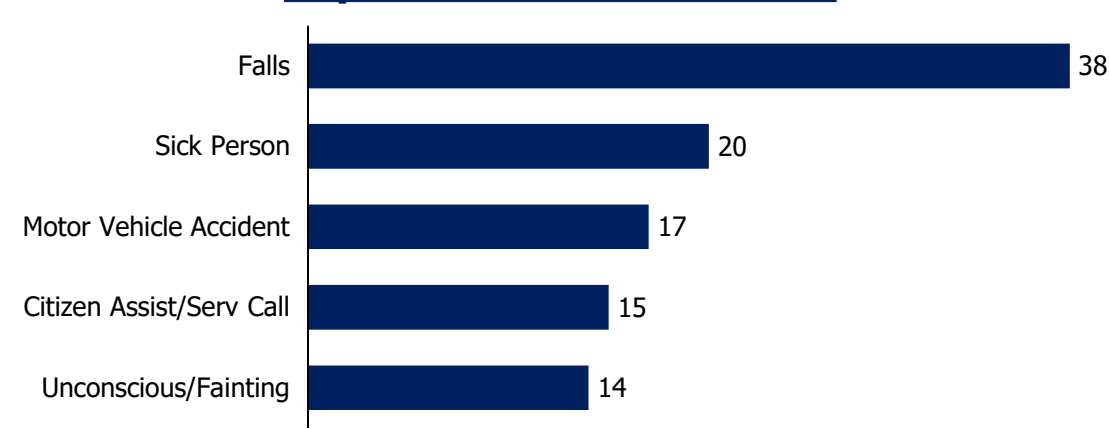
Assignment <1 min 67% 77%

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

Monthly Call Volume

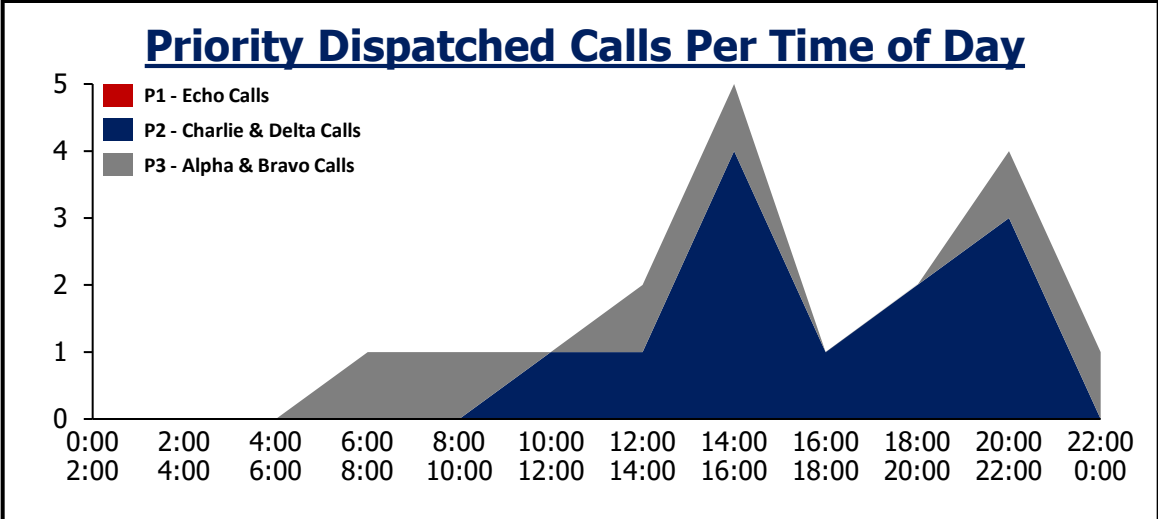


Top Five Problem Natures





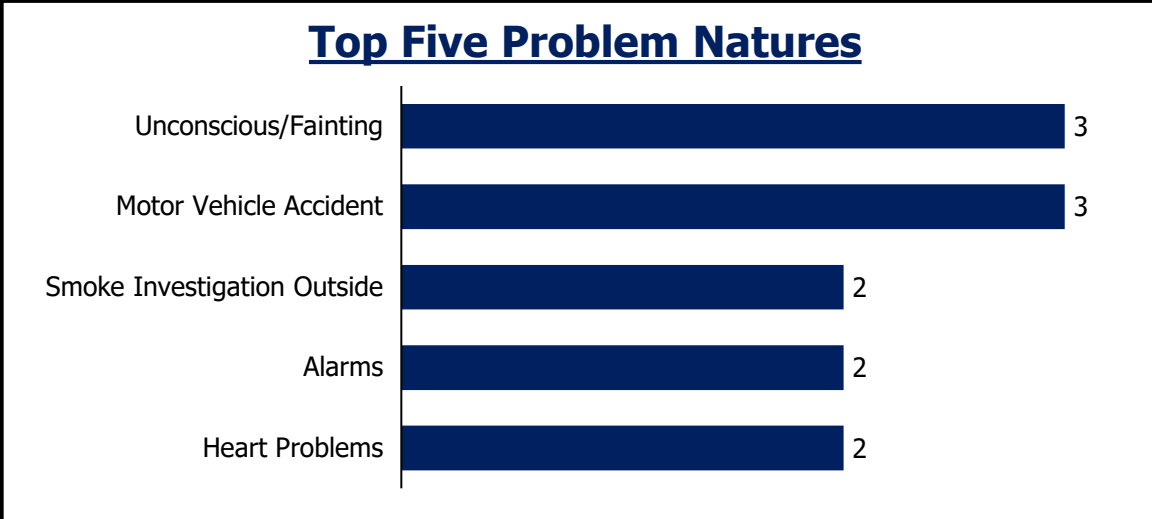
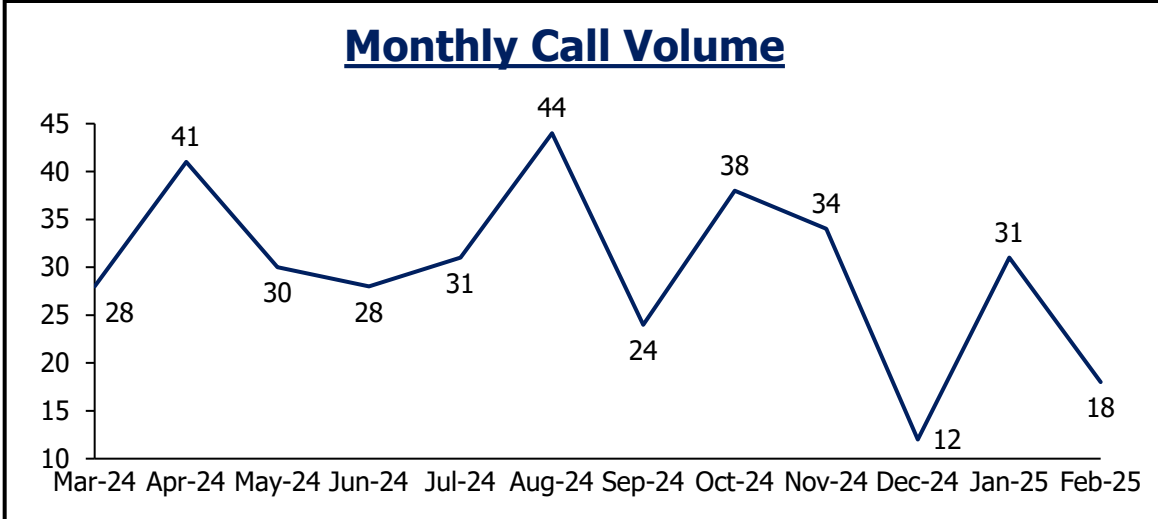
Inter-Canyon Fire



Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	3	3	1
Monday	0	0	1	1	0
Tuesday	0	5	0	5	1
Wednesday	0	0	0	0	0
Thursday	0	4	2	6	2
Friday	0	2	0	2	1
Saturday	0	1	0	1	0
Assignment <1 min	N/A	75%			

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

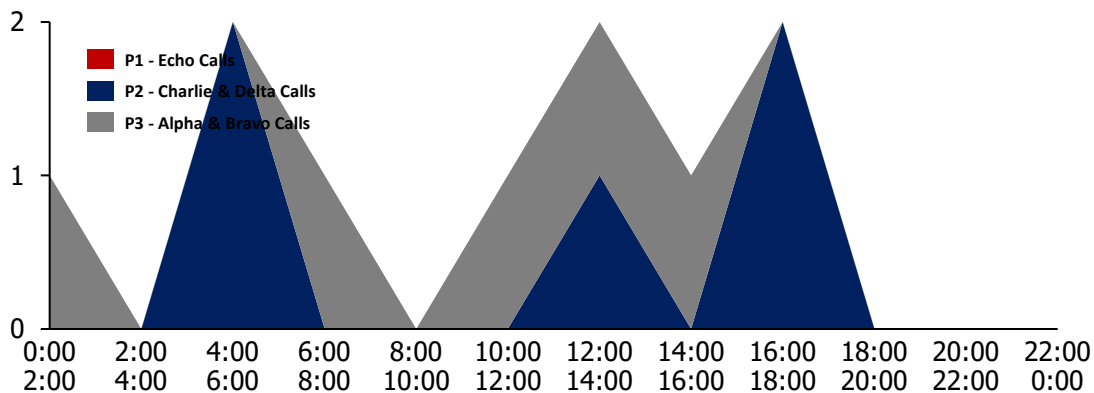




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



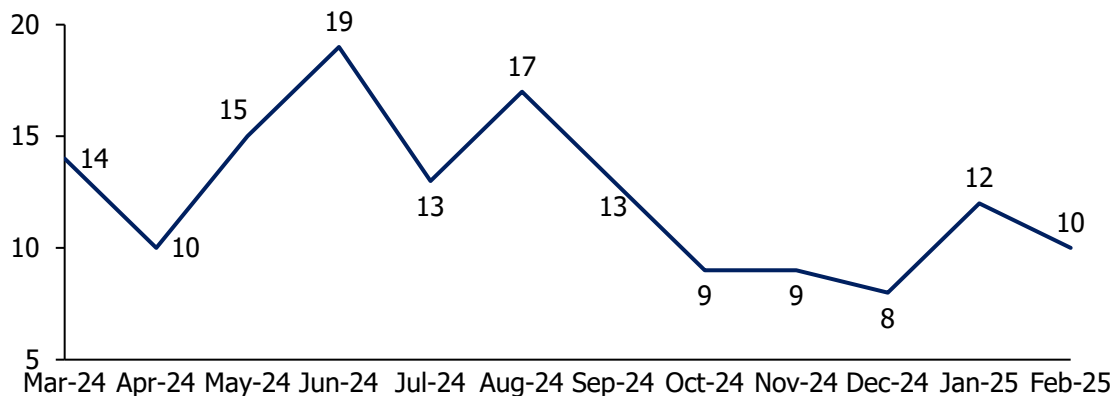
Daily Priority Call Volume and Entry to Assignment

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

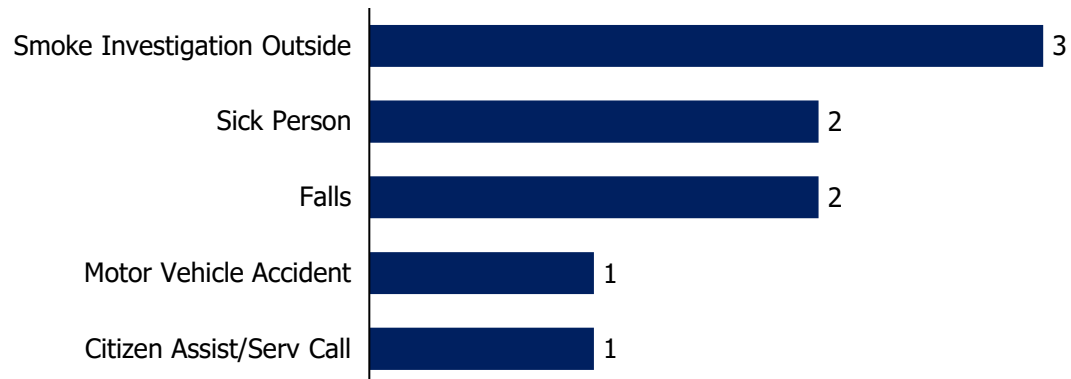
Assignment <1 min N/A 60%

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

Monthly Call Volume



Top Five Problem Natures

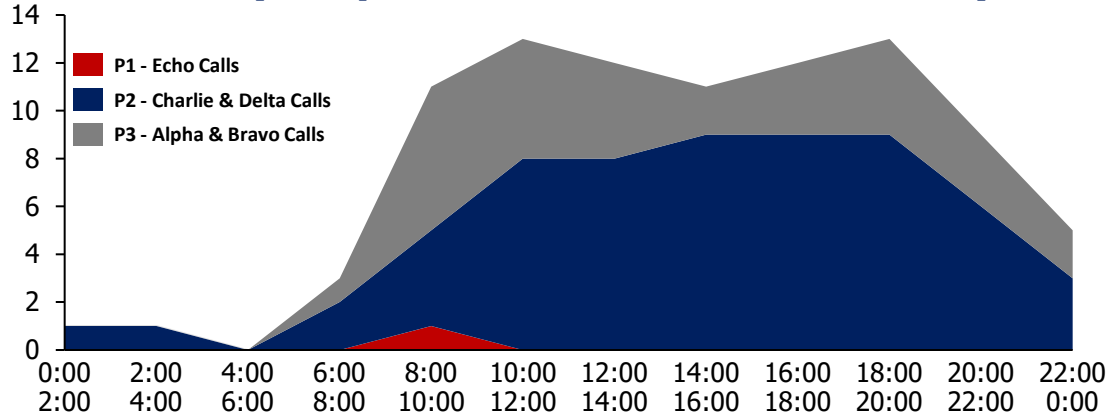




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



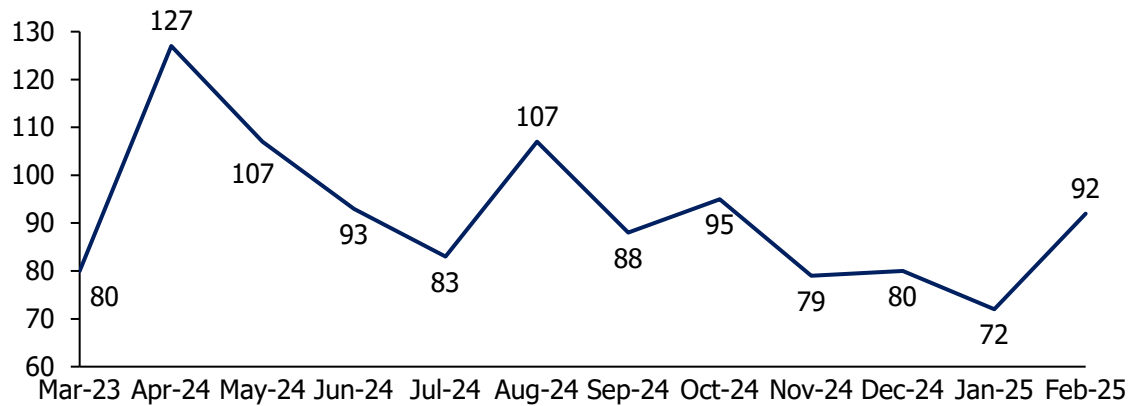
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	6	18	5
Monday	0	8	0	8	2
Tuesday	1	11	4	16	4
Wednesday	0	6	4	10	3
Thursday	0	14	3	17	4
Friday	0	8	8	16	4
Saturday	0	1	5	6	2

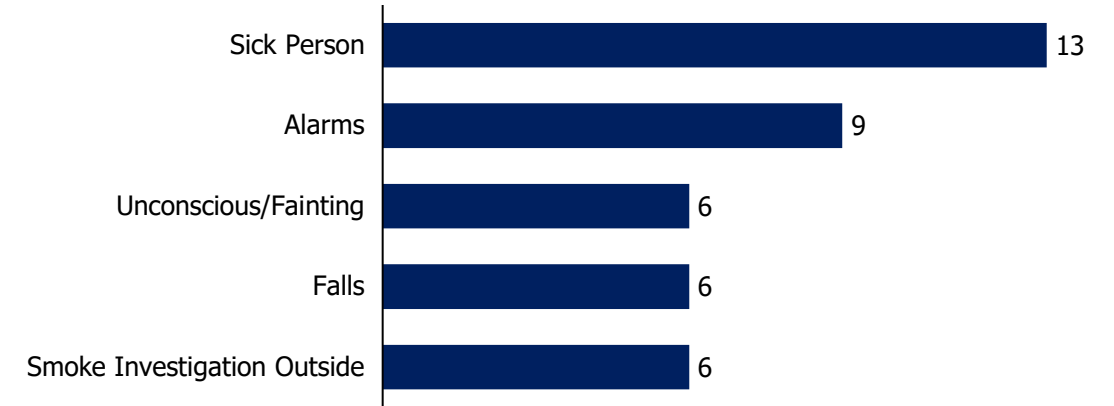
Assignment <1 min 100% 83%

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

Monthly Call Volume



Top Five Problem Natures

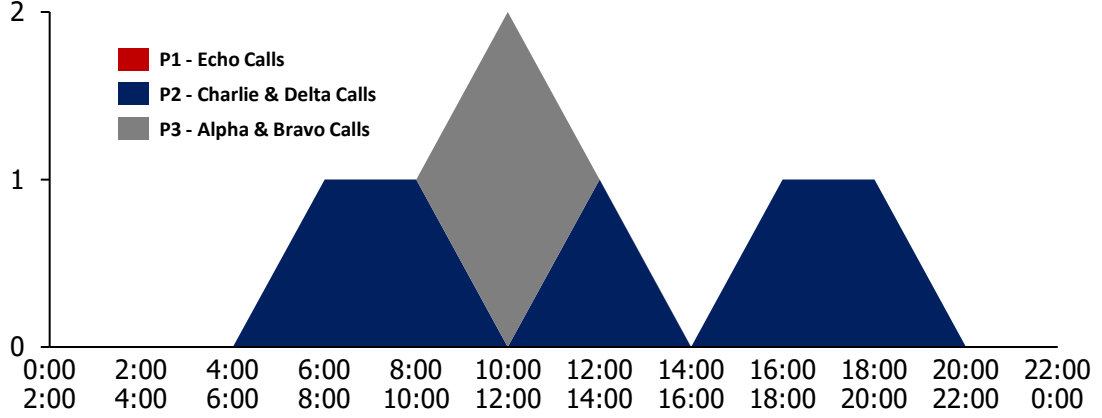




North Fork Fire



Priority Dispatched Calls Per Time of Day

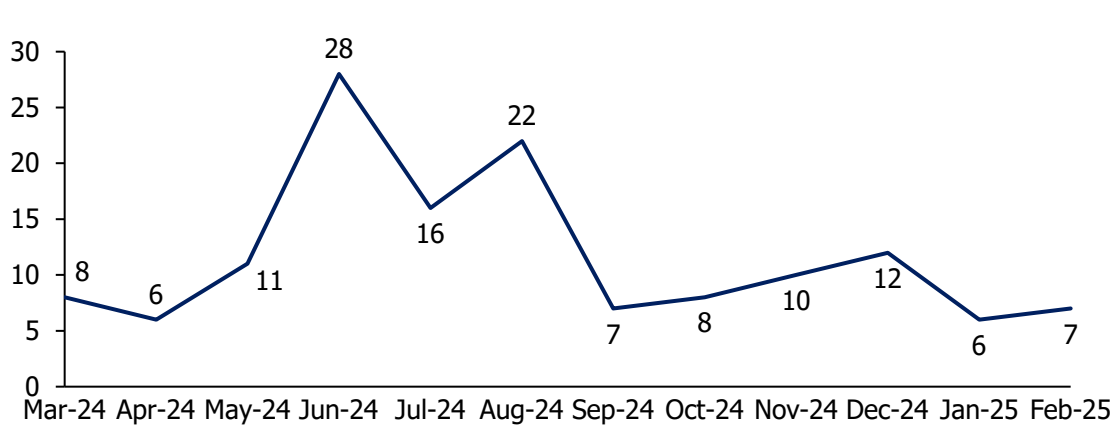


Daily Priority Call Volume and Entry to Assignment

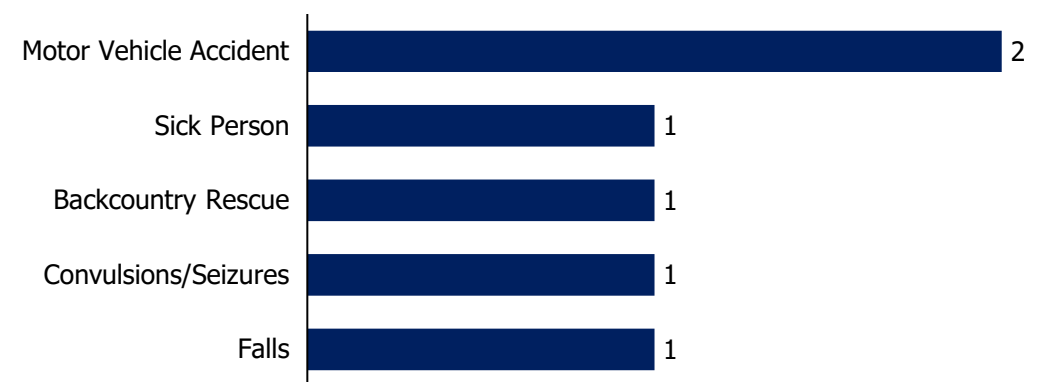
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	2	0	2	1
Tuesday	0	0	0	0	0
Wednesday	0	1	0	1	0
Thursday	0	1	0	1	0
Friday	0	0	0	0	0
Saturday	0	1	1	2	1
Assignment <1 min	N/A	40%			

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

Monthly Call Volume



Problem Natures

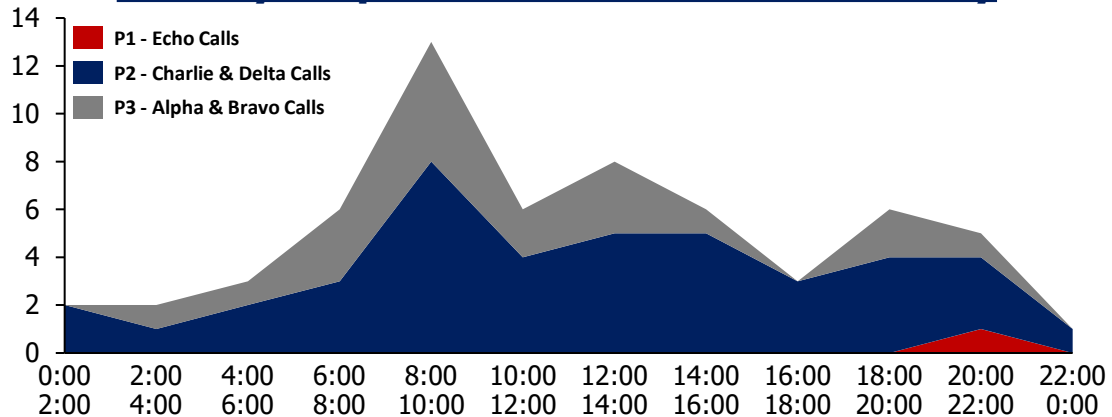




Highland Rescue



Priority Dispatched Calls Per Time of Day



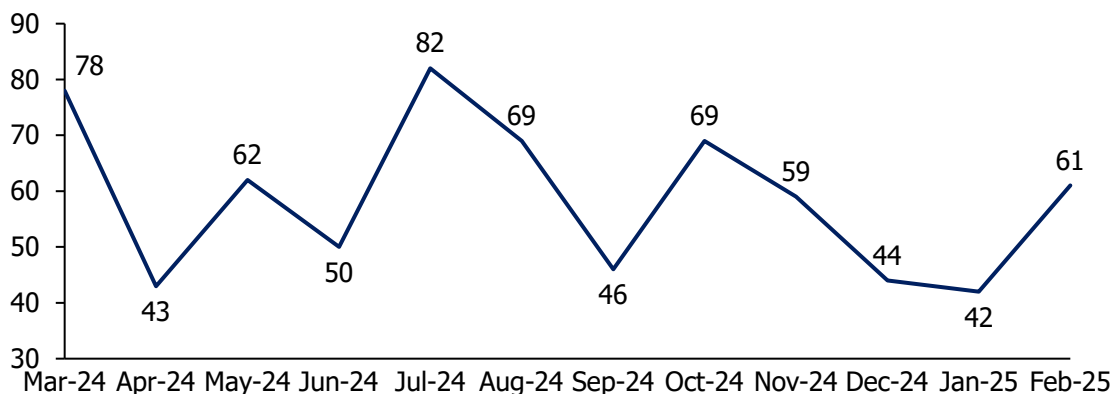
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	5	10	3
Monday	1	5	1	7	2
Tuesday	0	3	3	6	2
Wednesday	0	11	0	11	3
Thursday	0	5	5	10	3
Friday	0	6	2	8	2
Saturday	0	6	3	9	2

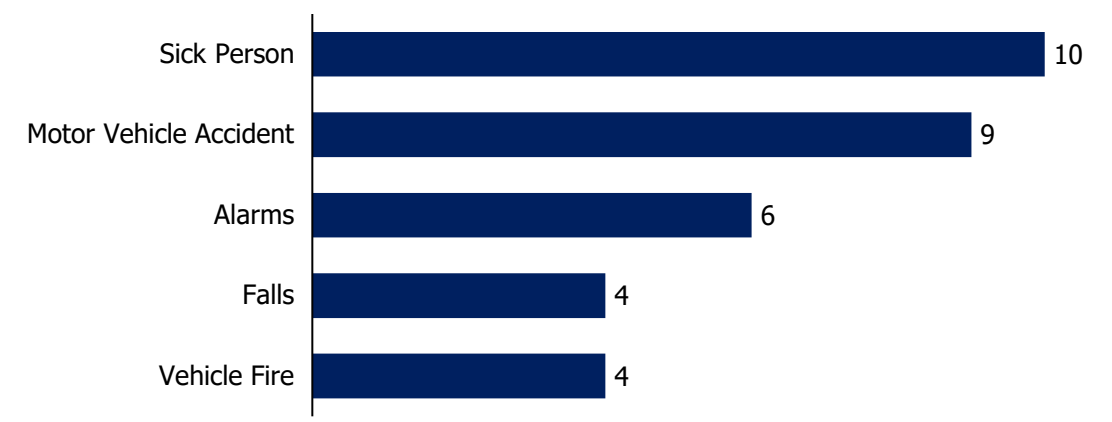
Assignment <1 min 100% 66%

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

Monthly Call Volume



Top Five Problem Natures

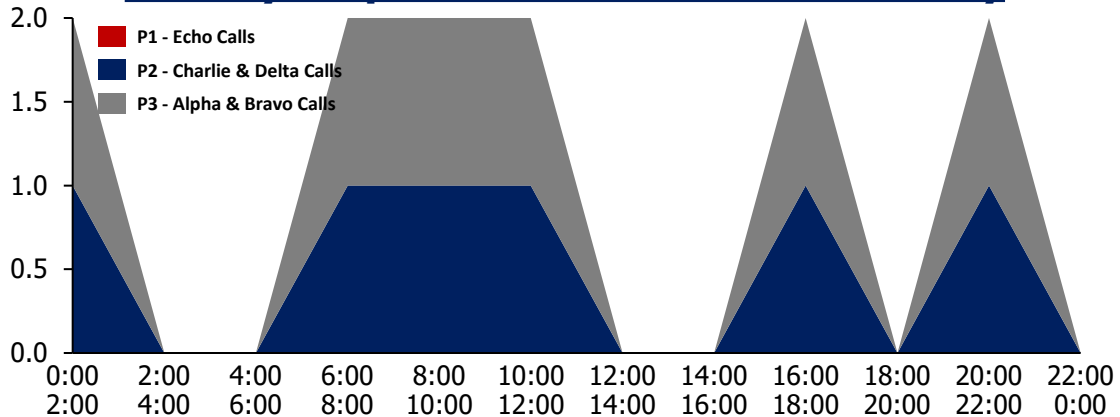




Genesee Fire



Priority Dispatched Calls Per Time of Day

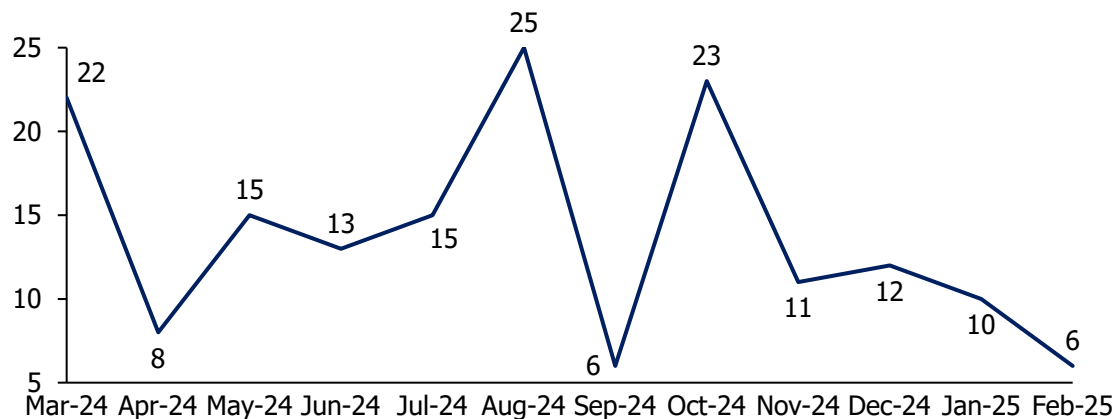


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

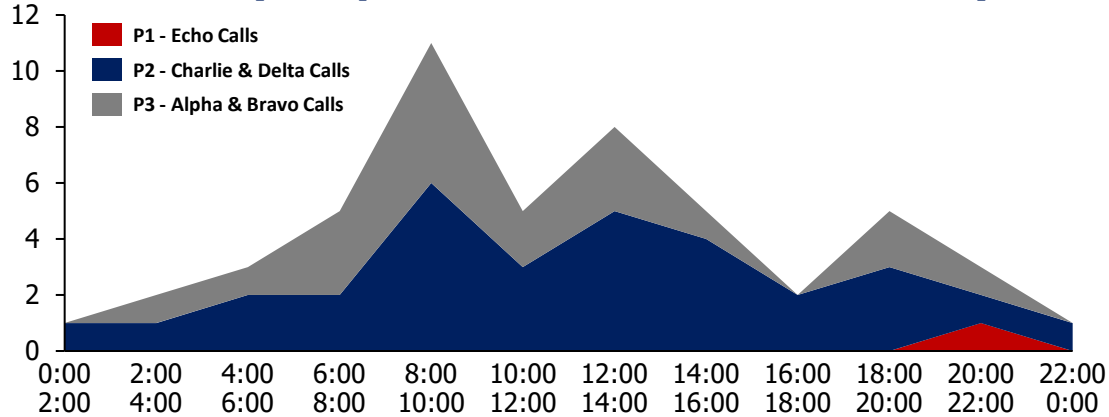




Foothills Fire



Priority Dispatched Calls Per Time of Day



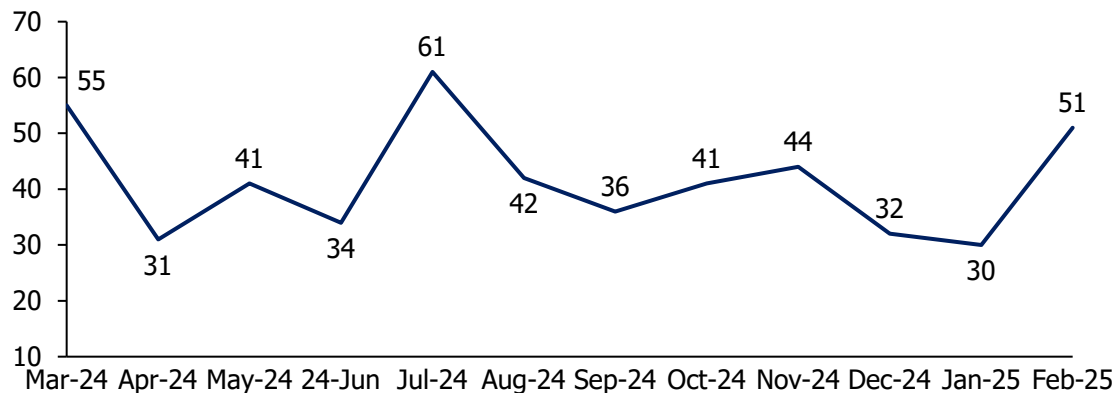
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 68%

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

Monthly Call Volume



Top Five Problem Natures

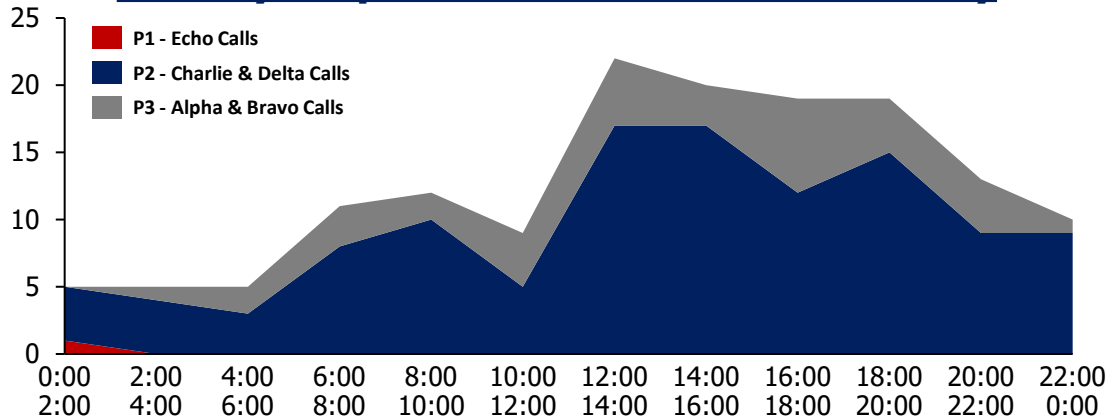




Clear Creek Fire



Priority Dispatched Calls Per Time of Day



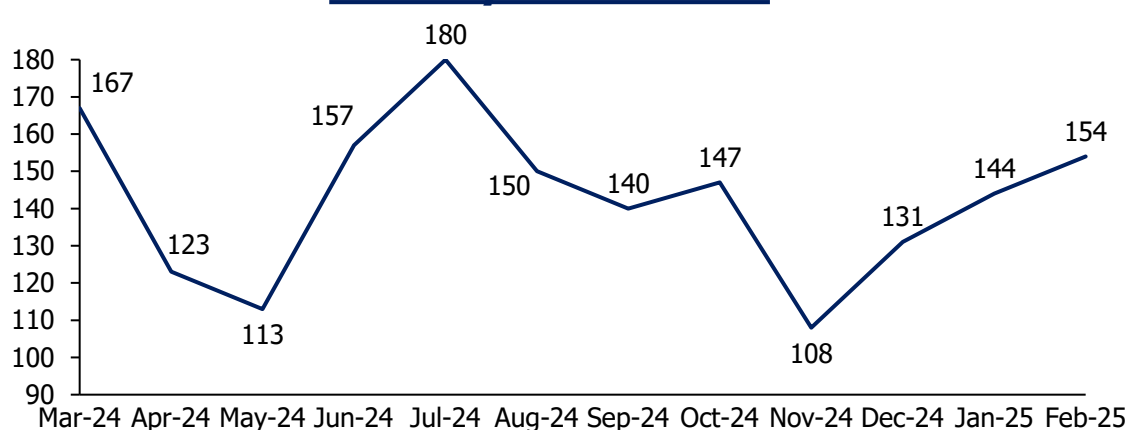
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	1	14	4
Monday	0	11	5	16	4
Tuesday	0	15	5	20	5
Wednesday	0	12	4	16	4
Thursday	0	19	5	24	6
Friday	1	20	10	31	8
Saturday	0	23	6	29	7

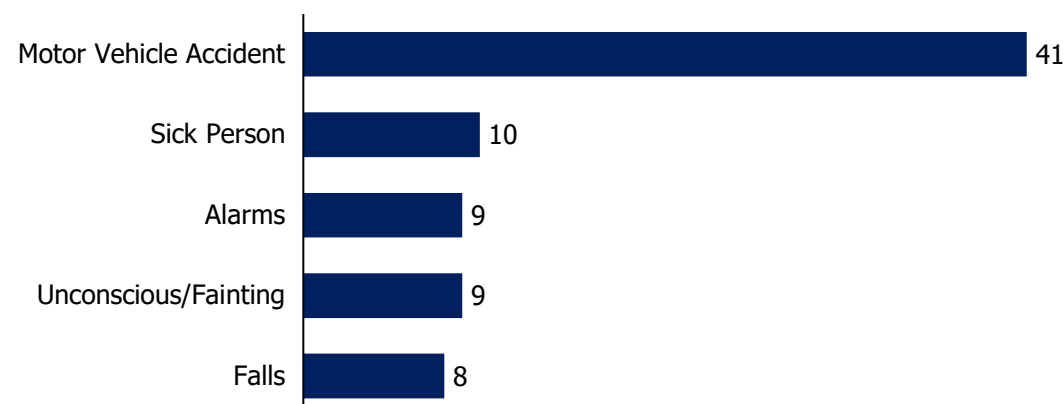
Assignment <1 min 100% 74%

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

Monthly Call Volume



Top Five Problem Natures

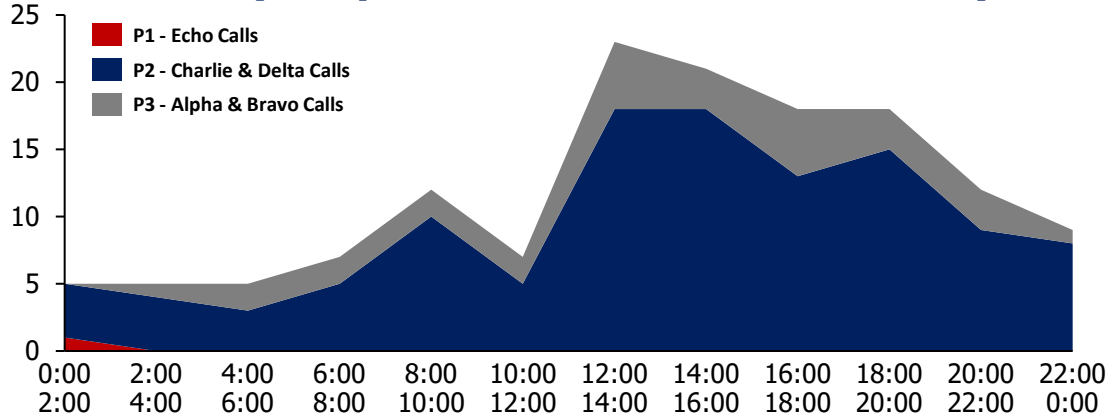




Clear Creek EMS



Priority Dispatched Calls Per Time of Day



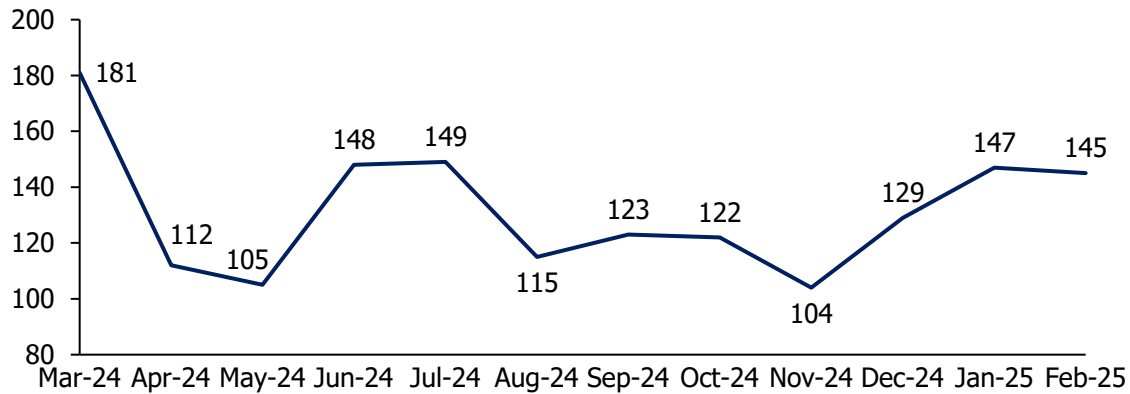
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	15	2	17	4
Monday	0	11	4	15	4
Tuesday	0	15	3	18	5
Wednesday	0	9	2	11	3
Thursday	0	19	4	23	6
Friday	1	18	8	27	7
Saturday	0	25	6	31	8

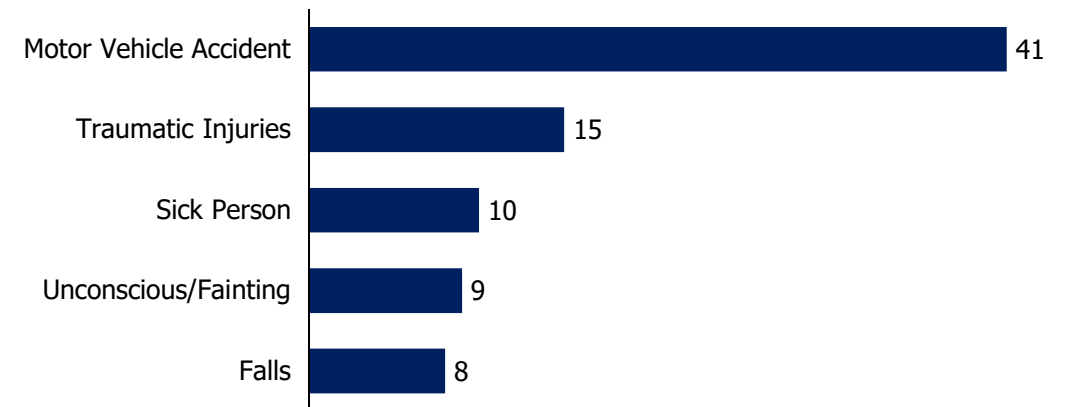
Assignment <1 min 100% 75%

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

Monthly Call Volume



Top Five Problem Natures

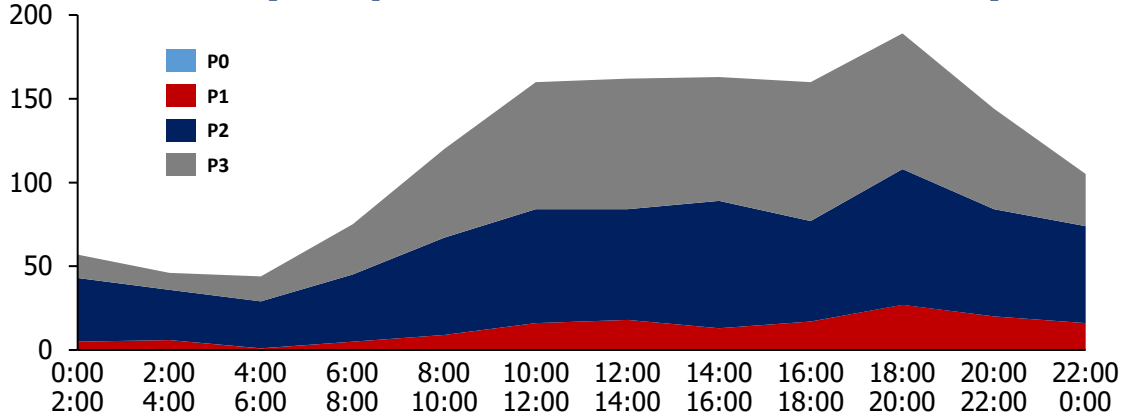




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

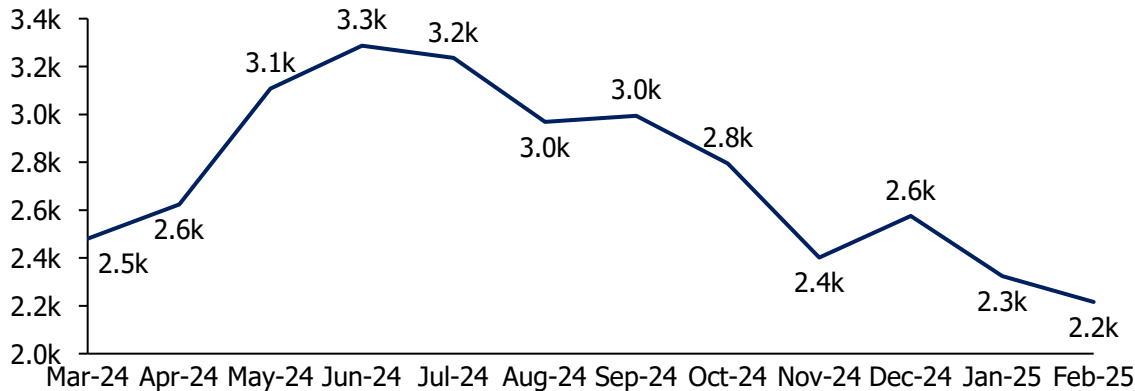


Daily Priority Call Volume and Entry to Assignment

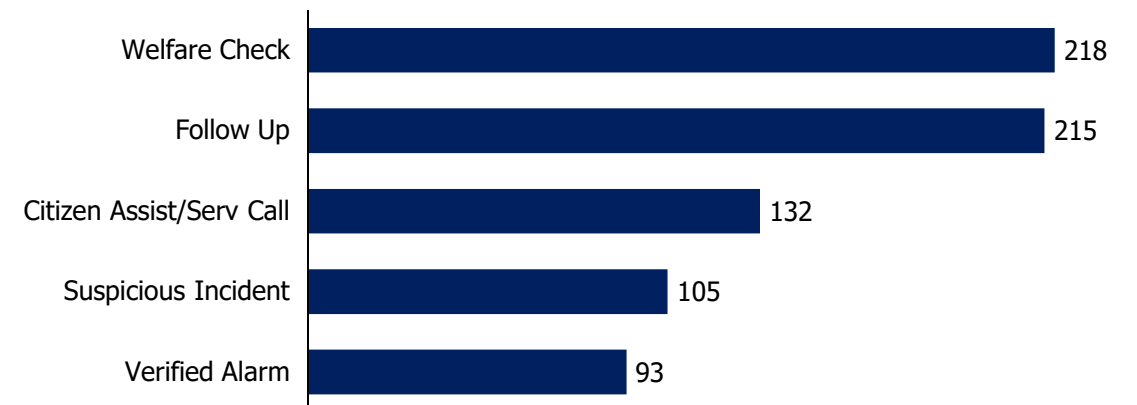
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	30	102	66	198	50
Monday	0	18	98	109	225	56
Tuesday	0	30	71	95	196	49
Wednesday	0	19	86	82	187	47
Thursday	0	18	103	84	205	51
Friday	0	19	100	85	204	51
Saturday	0	19	107	84	210	53
Assignment < 2 min		78%	45%			
Assignment < 4 min		95%	78%			

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

Monthly Call Volume



Top Five Problem Natures

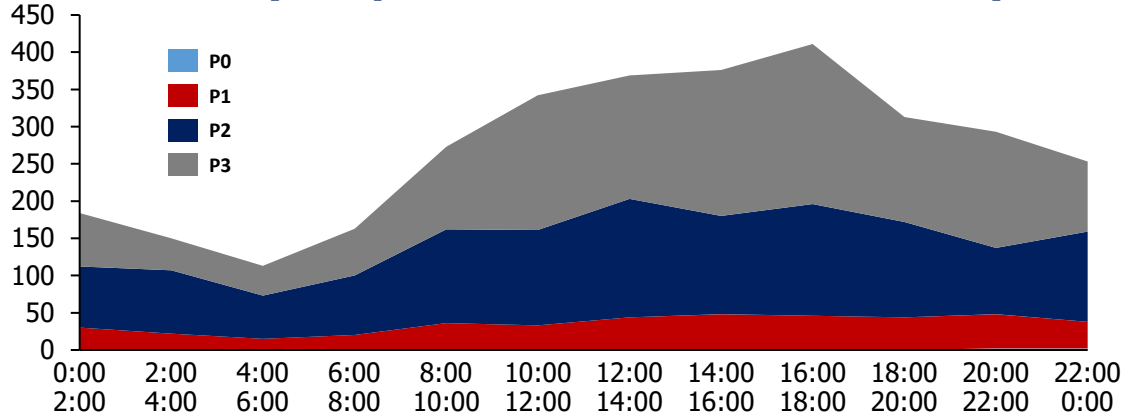




Lakewood PD



Priority Dispatched Calls Per Time of Day

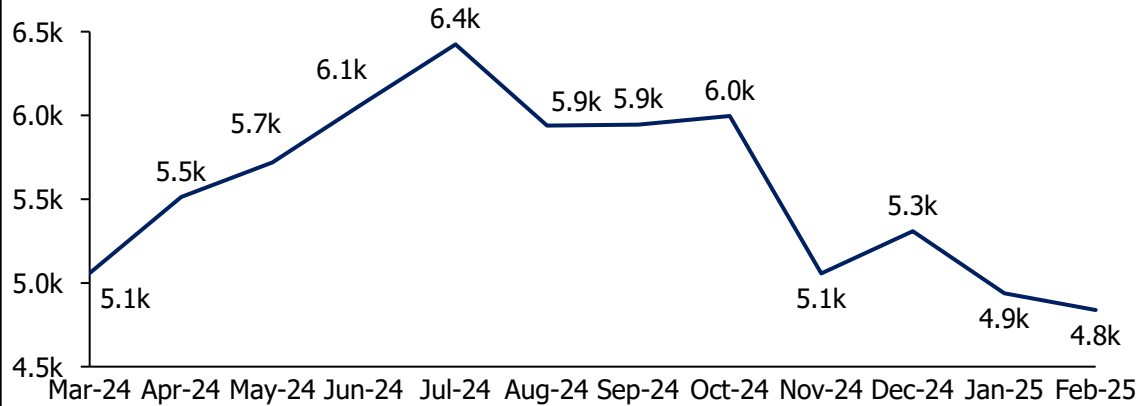


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	65	172	184	421	105
Monday	1	67	173	233	474	119
Tuesday	1	59	190	208	458	115
Wednesday	1	58	182	189	430	108
Thursday	0	55	239	225	519	130
Friday	2	50	188	215	455	114
Saturday	2	63	194	224	483	121
Assignment < 2 min		70%	42%			
Assignment < 4 min		84%	66%			

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

Monthly Call Volume



Top Five Problem Natures

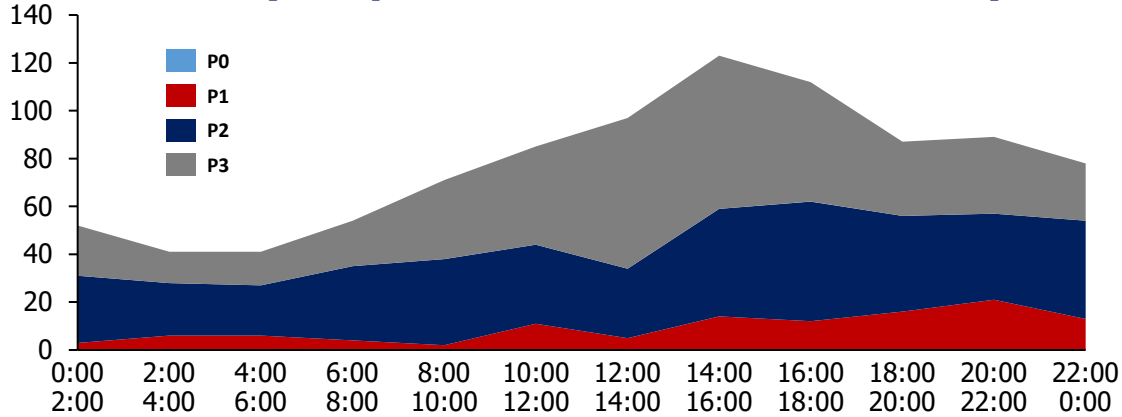




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

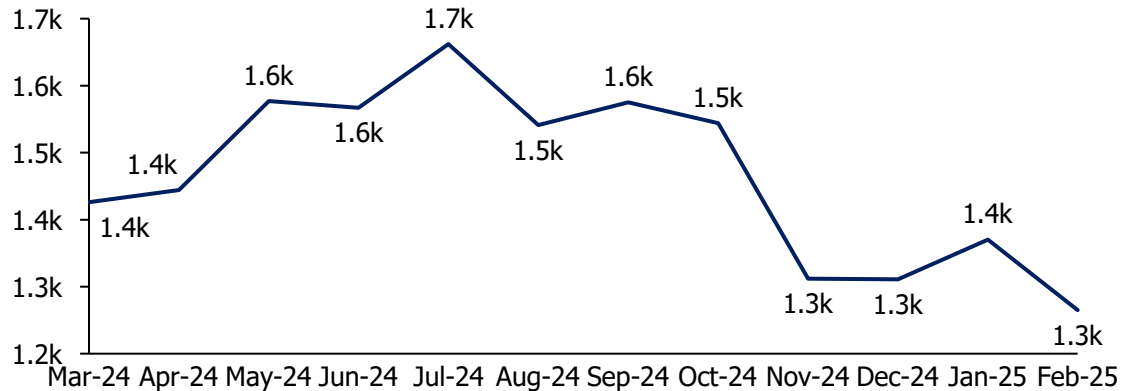


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	62	52	138	35
Monday	0	12	60	51	123	31
Tuesday	0	13	60	43	116	29
Wednesday	0	17	63	48	128	32
Thursday	0	14	53	63	130	33
Friday	0	14	59	86	159	40
Saturday	0	19	55	62	136	34
Assignment < 2 min		71%	51%			
Assignment < 4 min		84%	67%			

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

Monthly Call Volume



Top Five Problem Natures

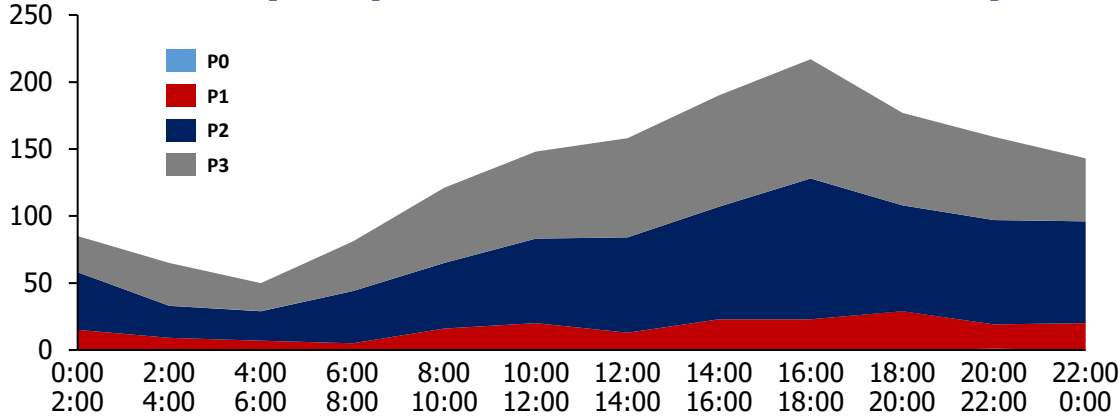




Arvada PD



Priority Dispatched Calls Per Time of Day

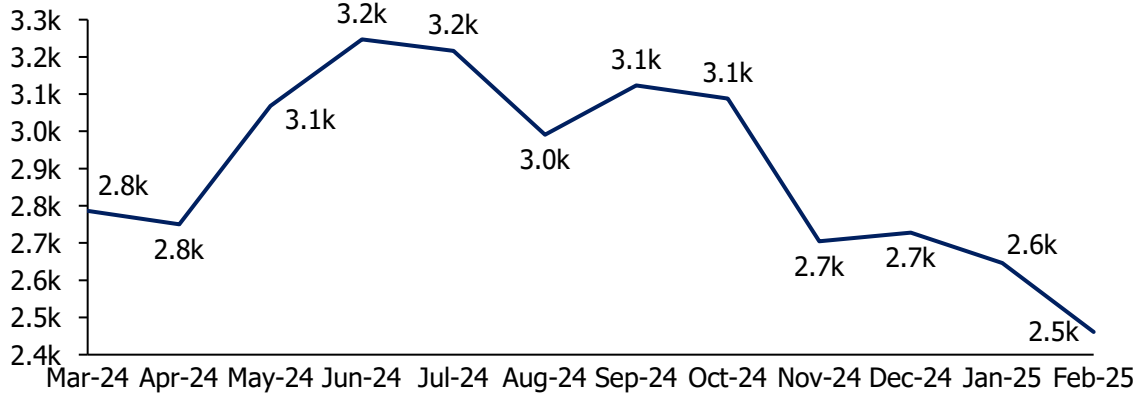


Daily Priority Call Volume and Entry to Assignment

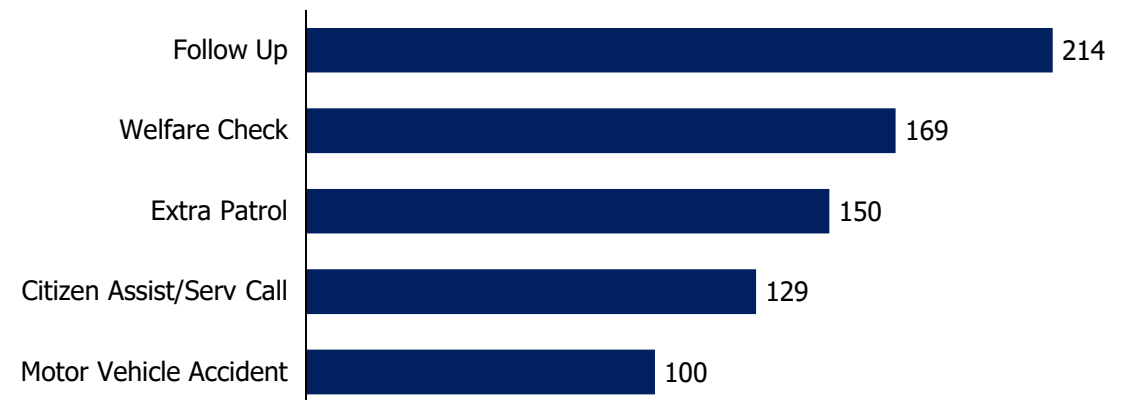
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	27	95	71	193	48
Monday	0	29	93	104	226	57
Tuesday	0	35	118	112	265	66
Wednesday	1	27	93	100	221	55
Thursday	0	24	98	109	231	58
Friday	0	25	130	100	255	64
Saturday	0	31	106	66	203	51
Assignment < 2 min		72%	47%			
Assignment < 4 min		83%	73%			

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

Monthly Call Volume



Top Five Problem Natures

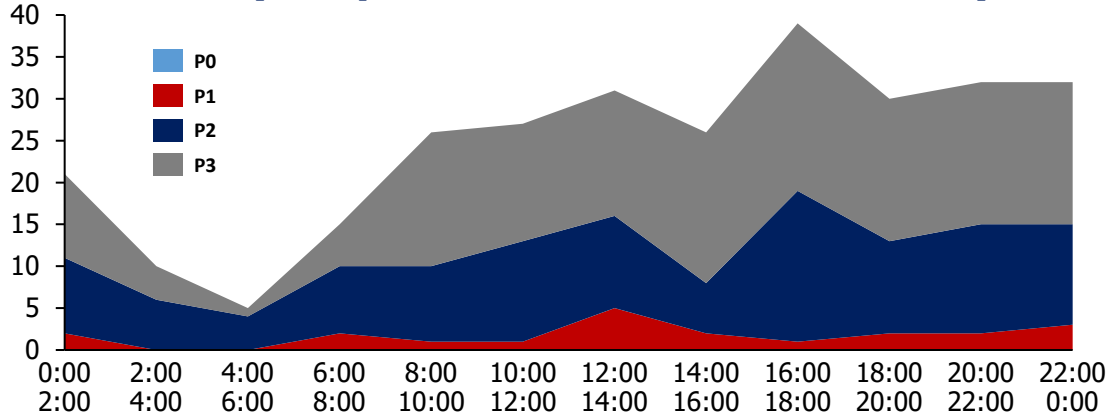




Golden PD



Priority Dispatched Calls Per Time of Day

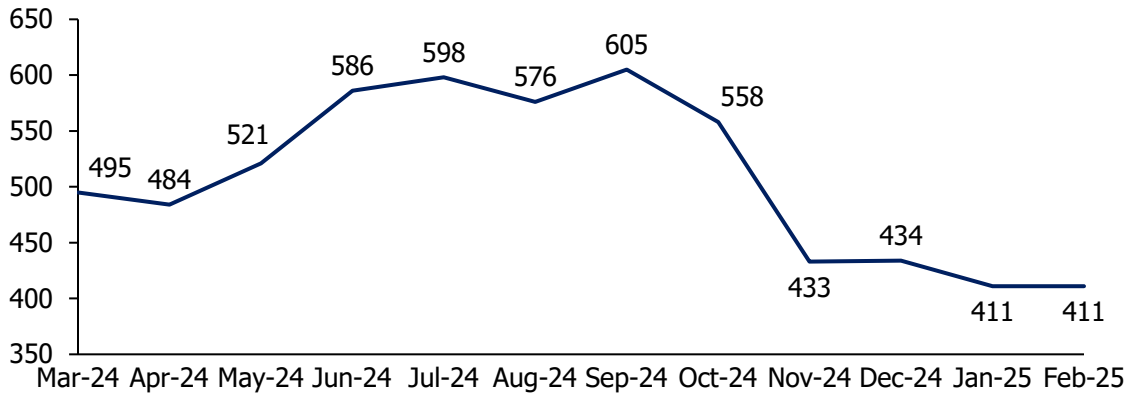


Daily Priority Call Volume and Entry to Assignment

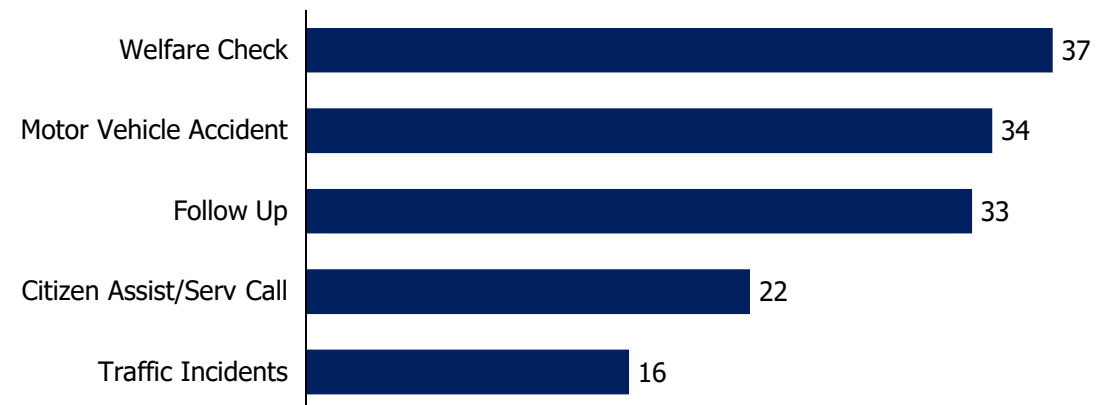
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	24	22	47	12
Monday	0	4	9	20	33	8
Tuesday	0	3	10	23	36	9
Wednesday	0	5	27	22	54	14
Thursday	0	1	22	20	43	11
Friday	0	2	11	27	40	10
Saturday	0	5	16	20	41	10
Assignment < 2 min		95%	56%			
Assignment < 4 min		100%	78%			

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

Monthly Call Volume



Top Five Problem Natures

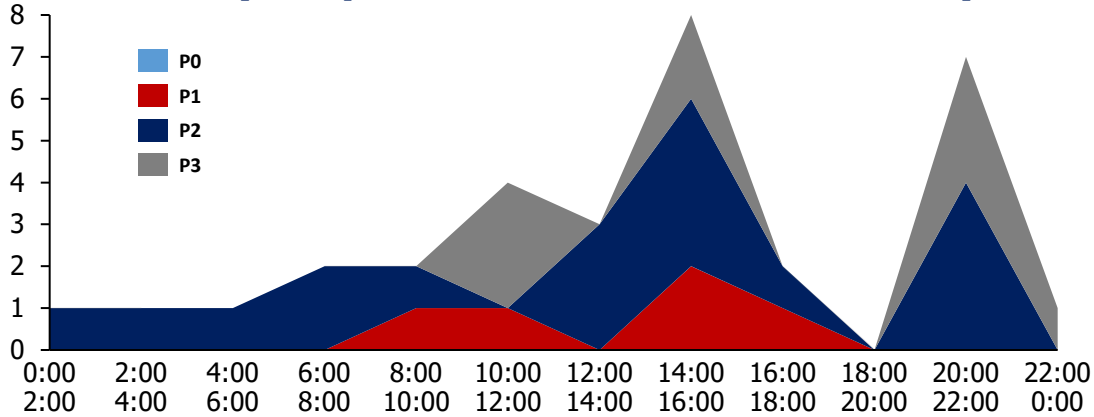




Lakeside PD



Priority Dispatched Calls Per Time of Day

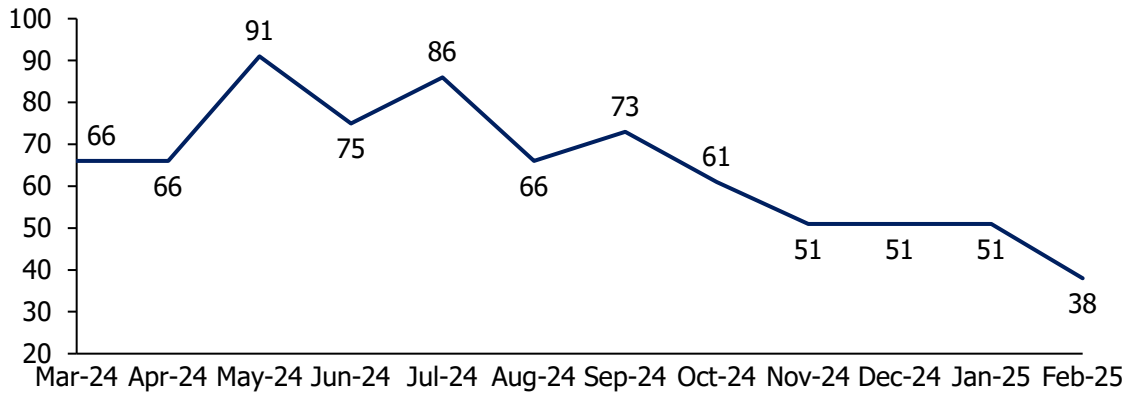


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	2	7	2
Monday	0	0	2	2	4	1
Tuesday	0	1	2	0	3	1
Wednesday	0	0	3	1	4	1
Thursday	0	2	2	1	5	1
Friday	0	0	3	0	3	1
Saturday	0	1	2	3	6	2
Assignment < 2 min		100%	61%			
Assignment < 4 min		100%	72%			

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

Monthly Call Volume



Top Five Problem Natures

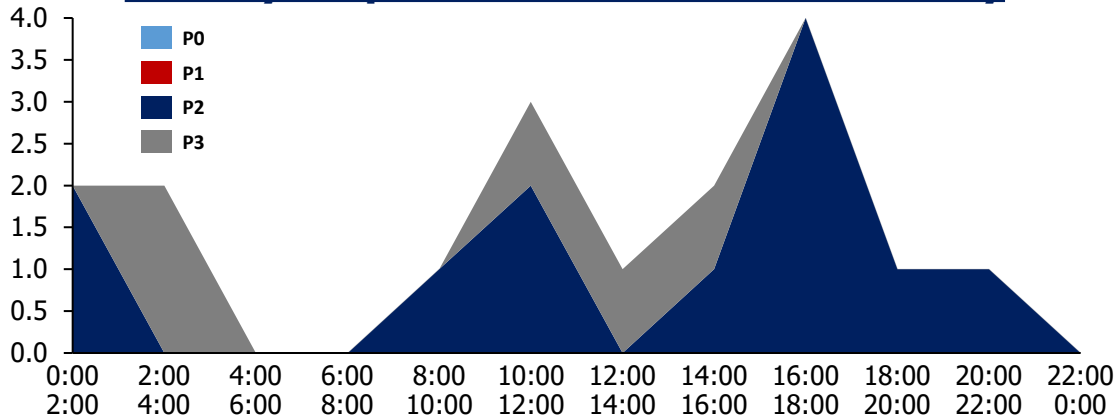




Mountain View PD



Priority Dispatched Calls Per Time of Day

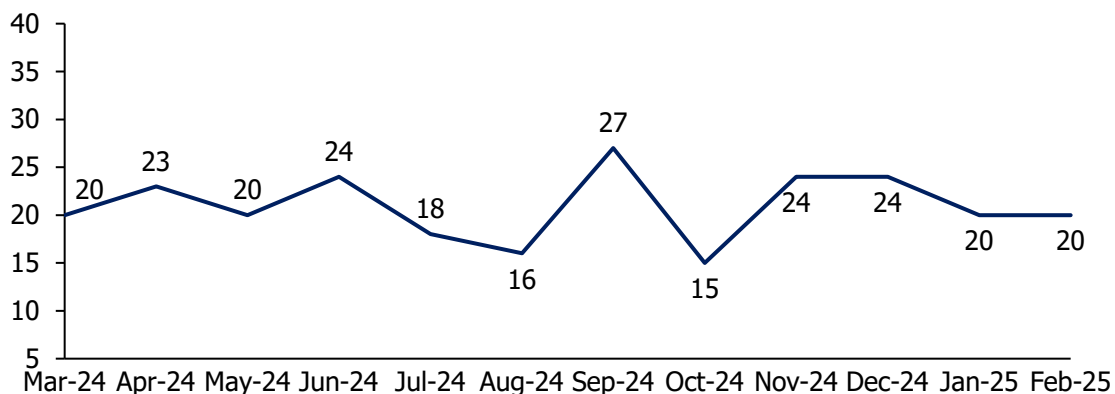


Daily Priority Call Volume and Entry to Assignment

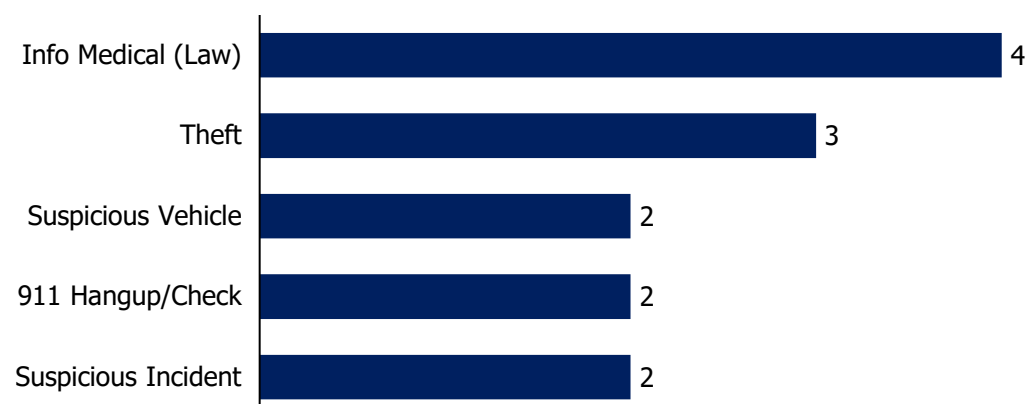
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	1	4	1
Monday	0	0	3	1	4	1
Tuesday	0	0	2	0	2	1
Wednesday	0	0	3	1	4	1
Thursday	0	0	1	2	3	1
Friday	0	0	0	0	0	0
Saturday	0	0	0	0	0	0
Assignment < 2 min		N/A	67%			
Assignment < 4 min		N/A	92%			

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

Monthly Call Volume



Top Five Problem Natures

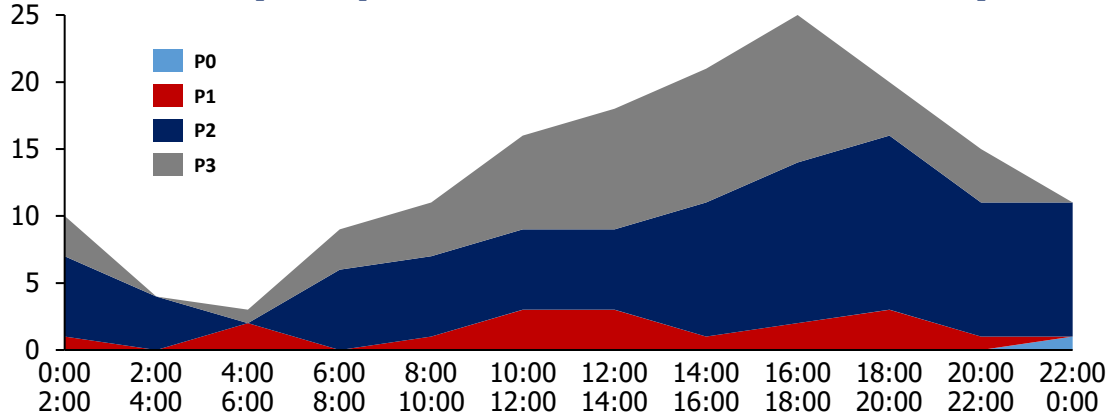




Edgewater PD



Priority Dispatched Calls Per Time of Day

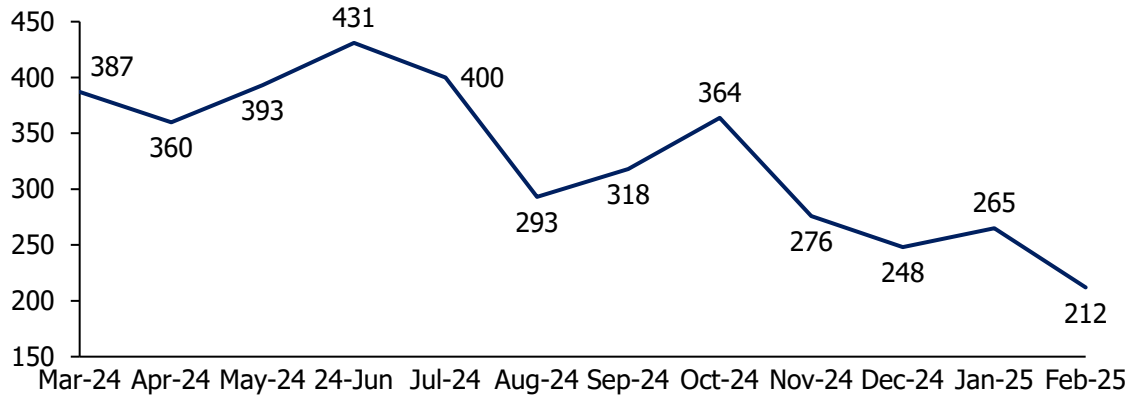


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	15	8	28	7
Monday	0	1	15	11	27	7
Tuesday	0	3	13	2	18	5
Wednesday	0	3	13	9	25	6
Thursday	0	2	12	4	18	5
Friday	0	1	13	13	27	7
Saturday	1	2	8	9	20	5
Assignment < 2 min		94%	58%			
Assignment < 4 min		94%	71%			

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

Monthly Call Volume



Top Five Problem Natures

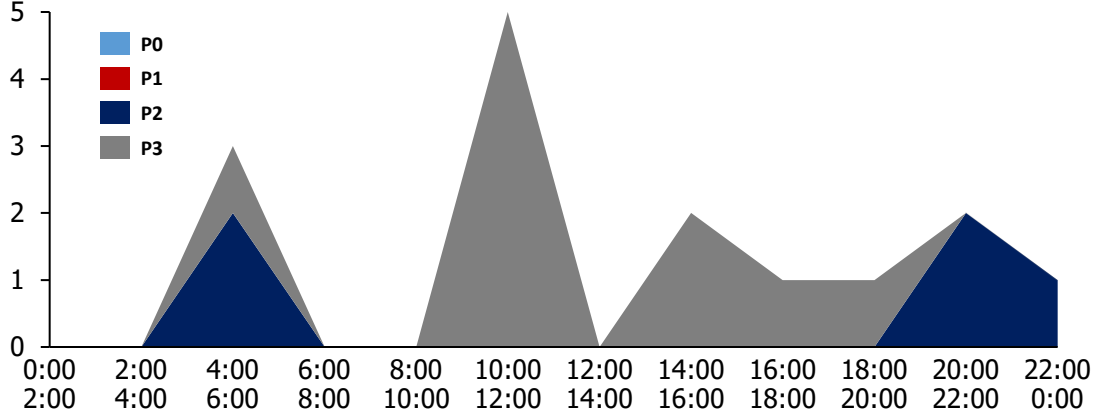




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

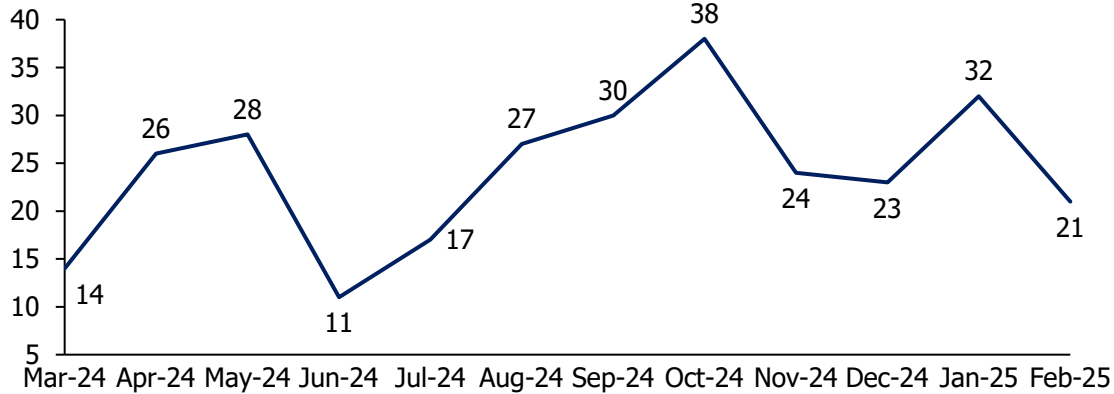


Daily Priority Call Volume and Entry to Assignment

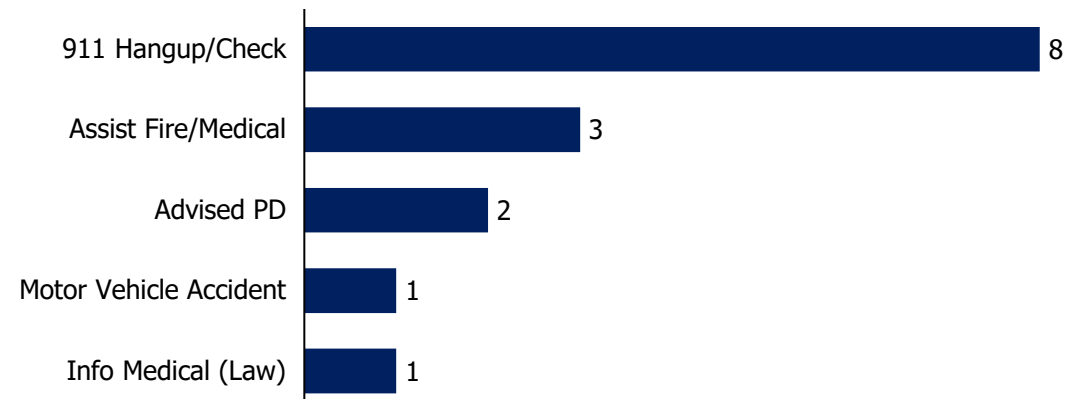
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	1	0	1	0
Tuesday	0	0	1	1	2	1
Wednesday	0	0	2	2	4	1
Thursday	0	0	0	3	3	1
Friday	0	0	0	2	2	1
Saturday	0	0	1	1	2	1
Assignment < 2 min		N/A	40%			
Assignment < 4 min		N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

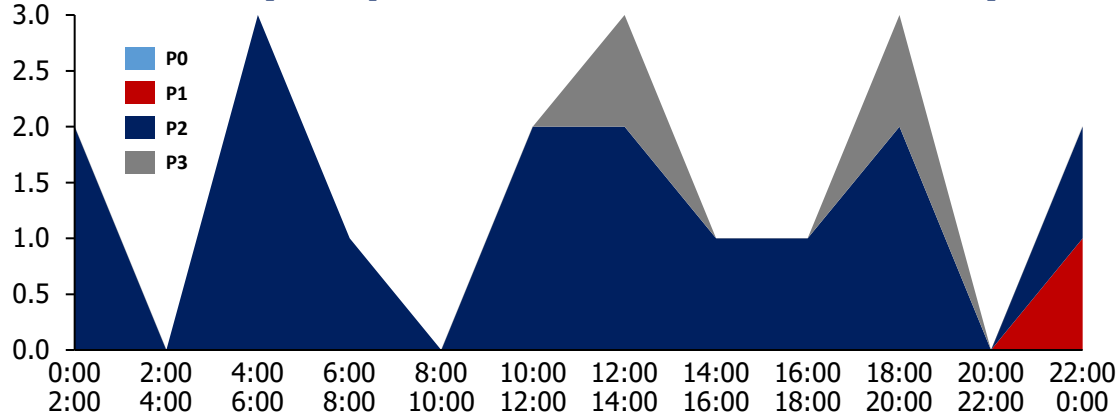




Morrison PD (JCSO Response)



Priority Dispatched Calls Per Time of Day

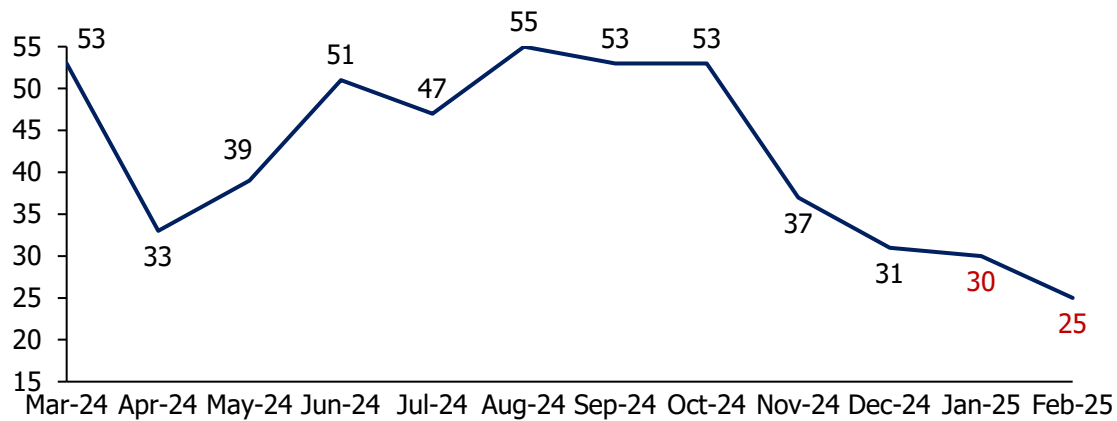


Daily Priority Call Volume and Entry to Assignment

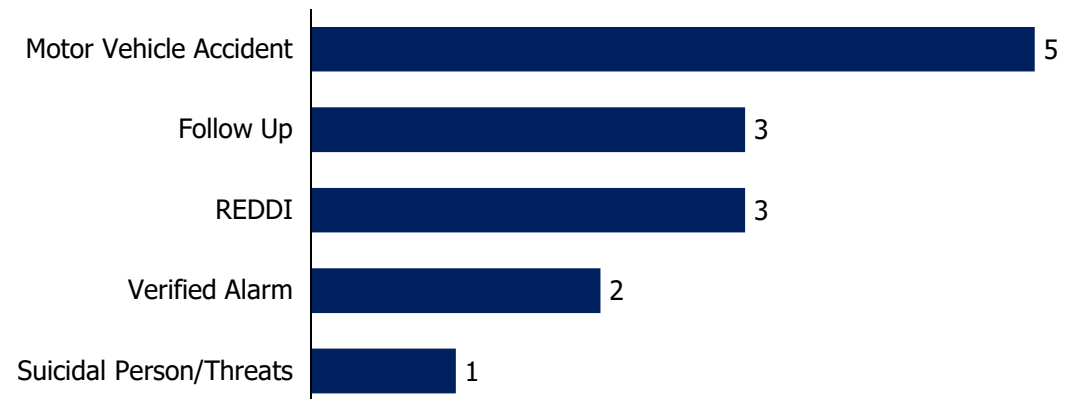
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	0	4	1
Monday	0	0	1	0	1	0
Tuesday	0	0	1	1	2	1
Wednesday	0	0	3	0	3	1
Thursday	0	0	3	0	3	1
Friday	0	0	1	1	2	1
Saturday	0	1	2	0	3	1
Assignment <2 min		0%	33%			
Assignment <4 min		100%	80%			

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

Monthly Call Volume

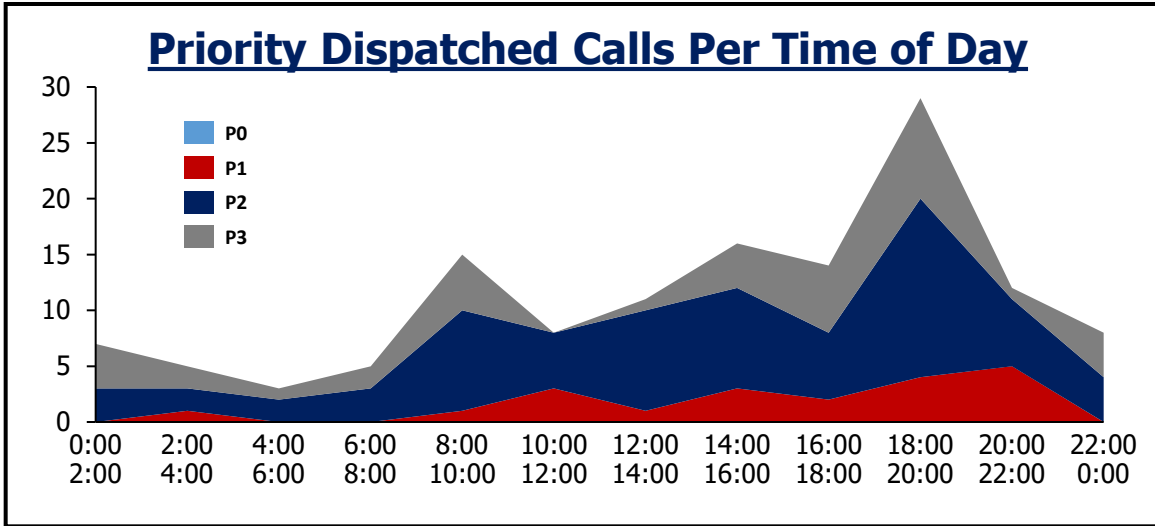


Top Five Problem Natures





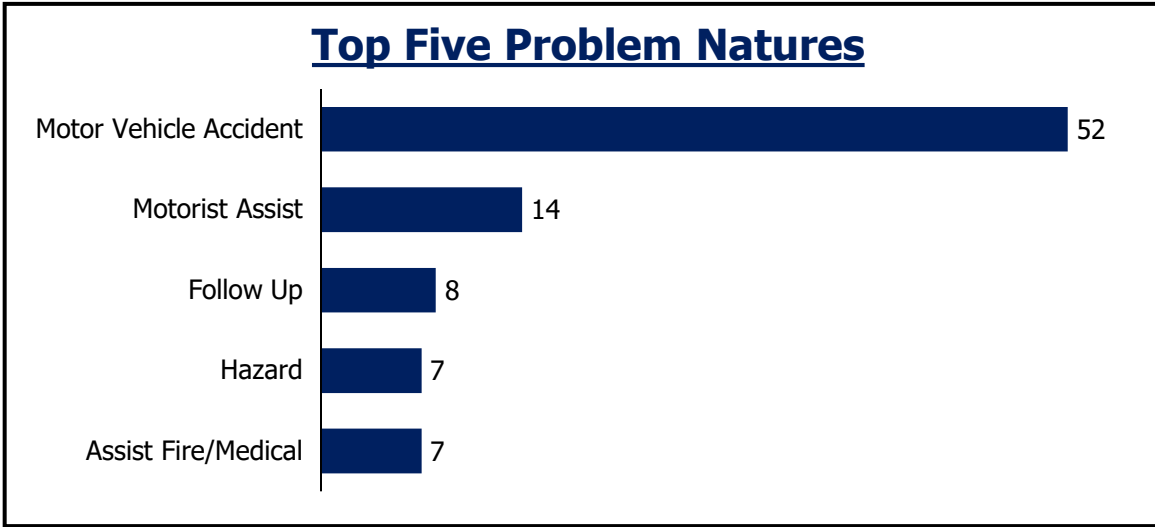
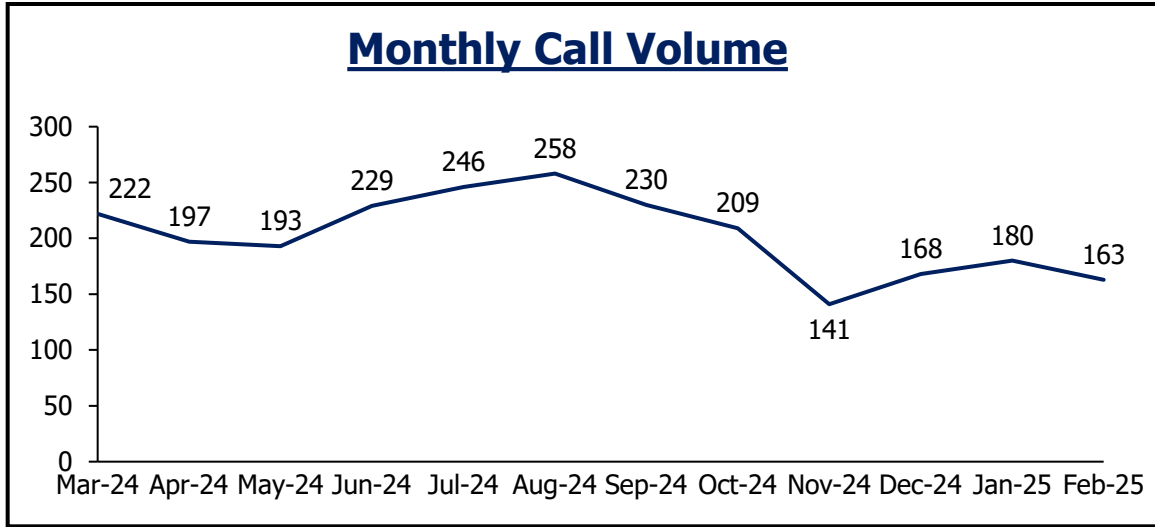
Clear Creek Sheriff



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	10	6	19	5
Monday	0	4	9	4	17	4
Tuesday	0	1	9	3	13	3
Wednesday	0	4	8	3	15	4
Thursday	0	2	10	6	18	5
Friday	0	1	14	7	22	6
Saturday	0	5	14	10	29	7
Assignment < 2 min		85%	50%			
Assignment < 4 min		95%	74%			

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



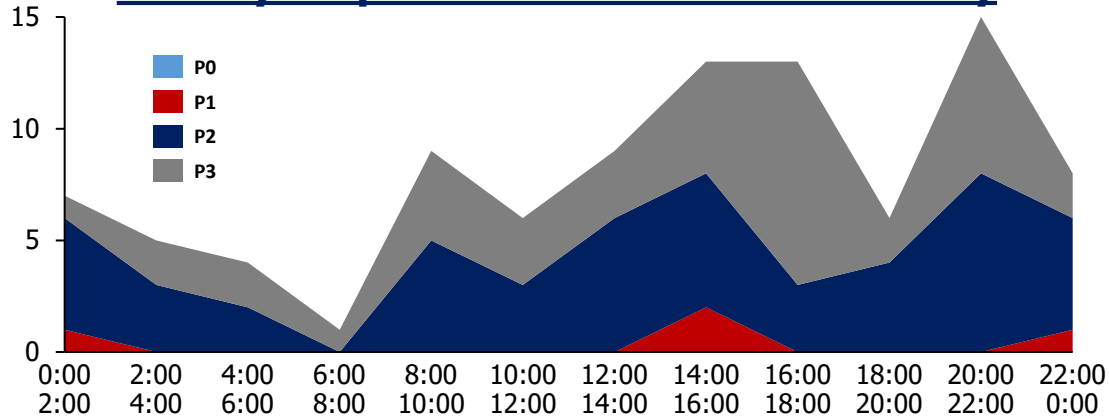
Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. These calls are shown on the Georgetown PD page only.



Idaho Springs PD



Priority Dispatched Calls Per Time of Day

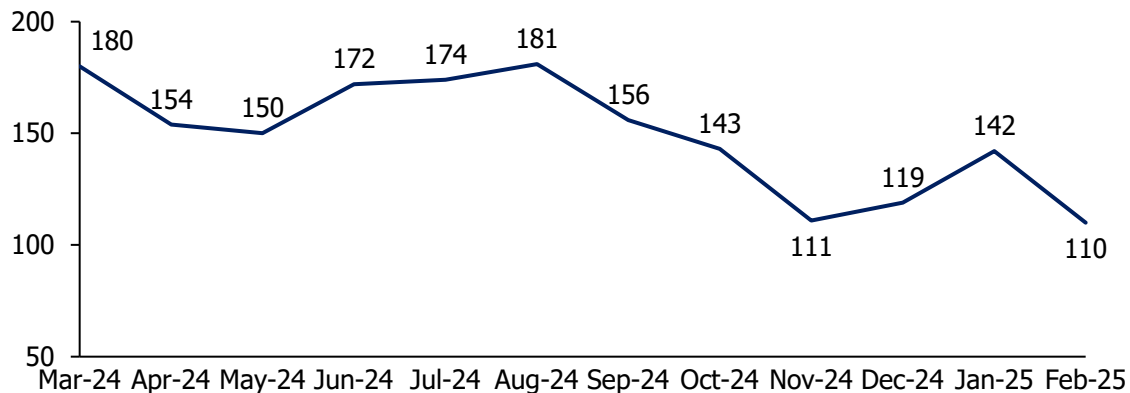


Daily Priority Call Volume and Entry to Assignment

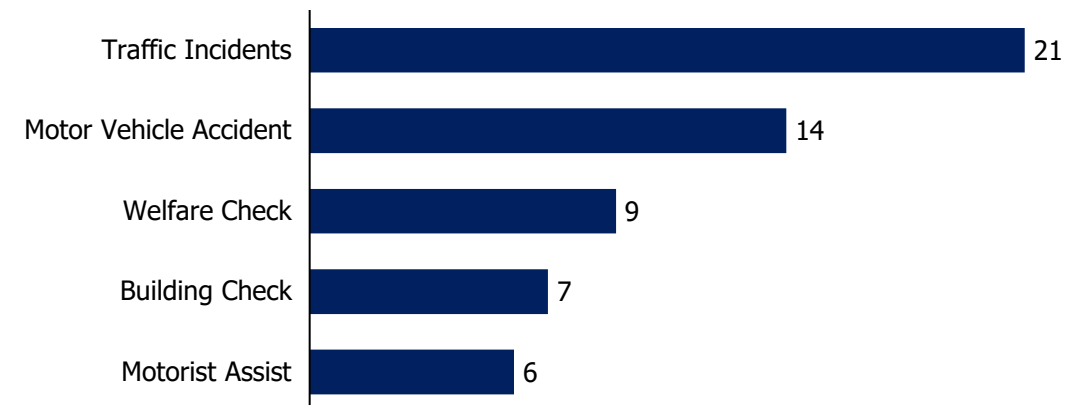
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	12	7	20	5
Monday	0	0	7	3	10	3
Tuesday	0	0	7	9	16	4
Wednesday	0	0	4	8	12	3
Thursday	0	1	7	5	13	3
Friday	0	1	7	8	16	4
Saturday	0	1	6	2	9	2
Assignment < 2 min		75%	72%			
Assignment < 4 min		100%	88%			

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

Monthly Call Volume

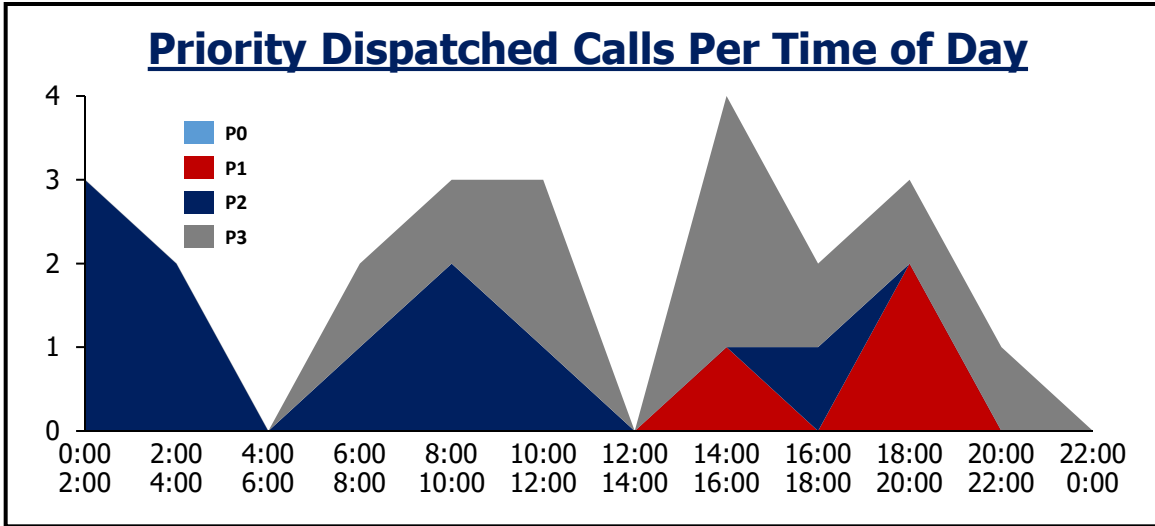


Top Five Problem Natures





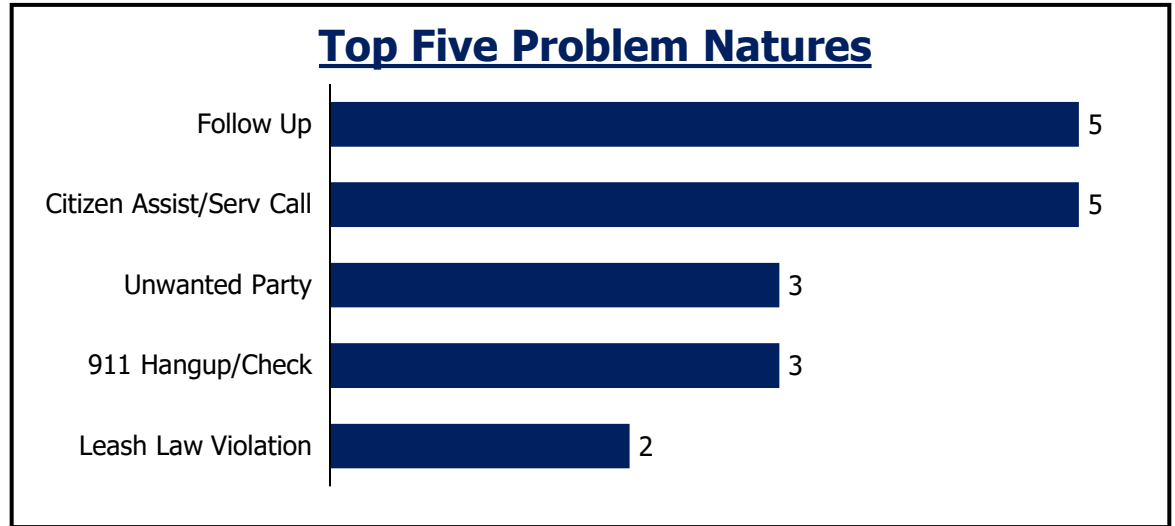
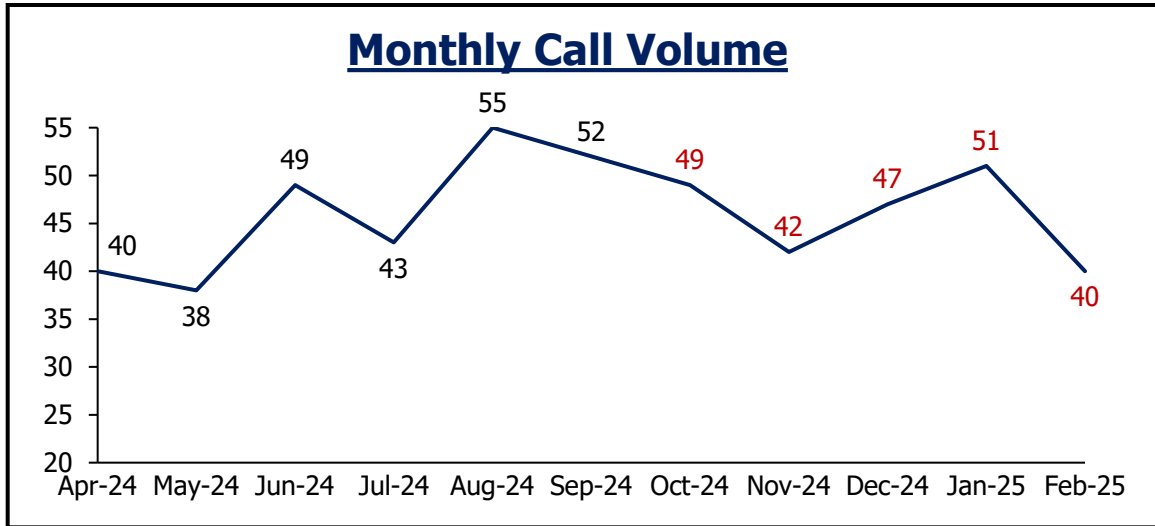
Georgetown PD (CCSO Response)



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	4	6	2
Monday	0	1	2	1	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	1	0	1	0
Friday	0	0	3	2	5	1
Saturday	0	1	1	1	3	1
Assignment < 2 min		33%	70%			
Assignment < 4 min		100%	80%			

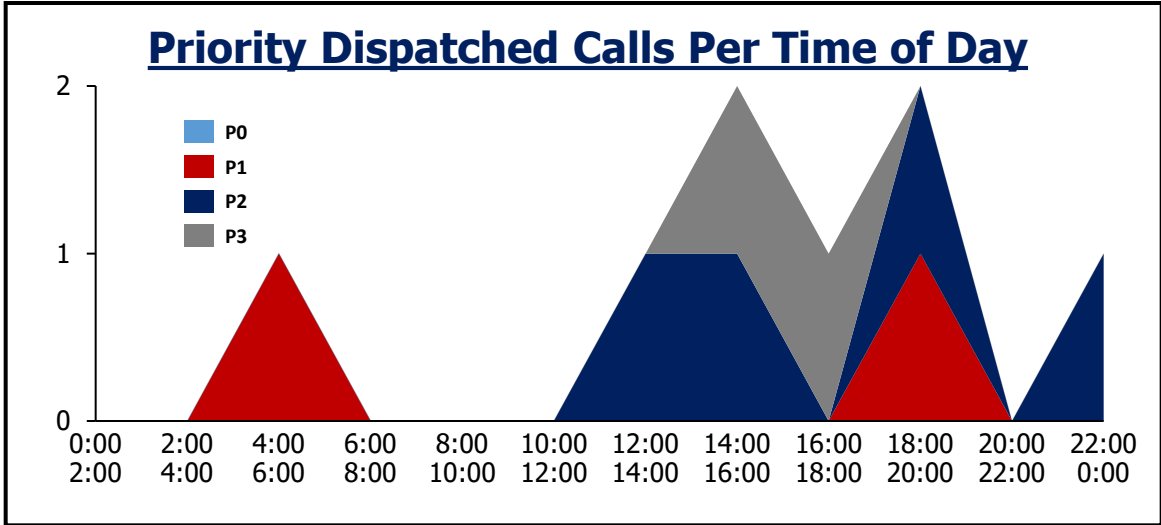
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024.



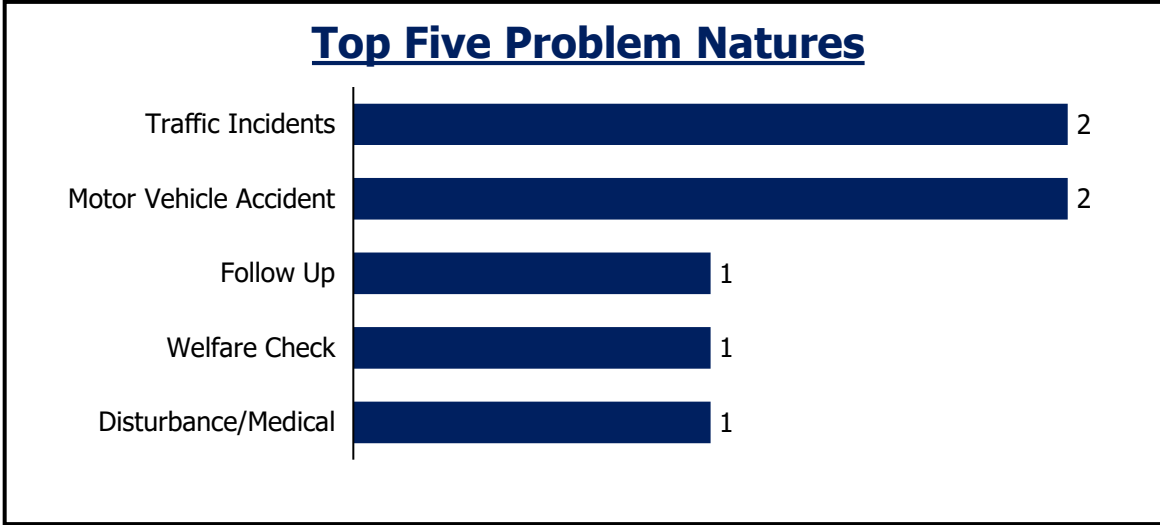
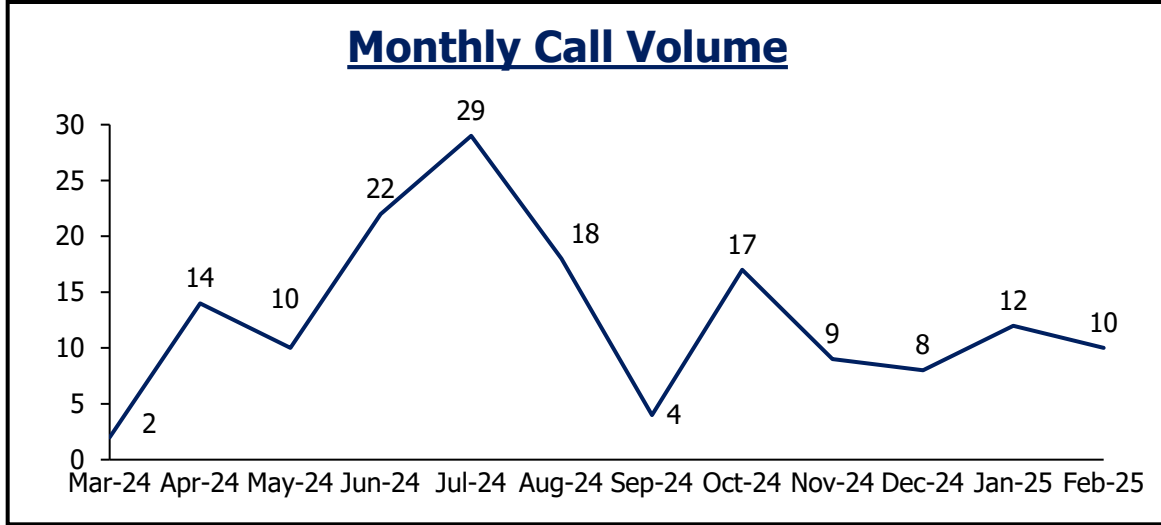
Empire PD



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	1	1	1	3	1
Tuesday	0	0	0	0	0	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	0	0	0
Friday	0	1	0	0	1	0
Saturday	0	0	2	1	3	1
Assignment < 2 min		50%	50%			
Assignment < 4 min		100%	75%			

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



Note: Data issues caused an under reporting in Empire jurisdiction calls for service through mid-April 2024.