



Jefferson County Communications Center Authority
JEFFCOM911

April 2025
Monthly Report



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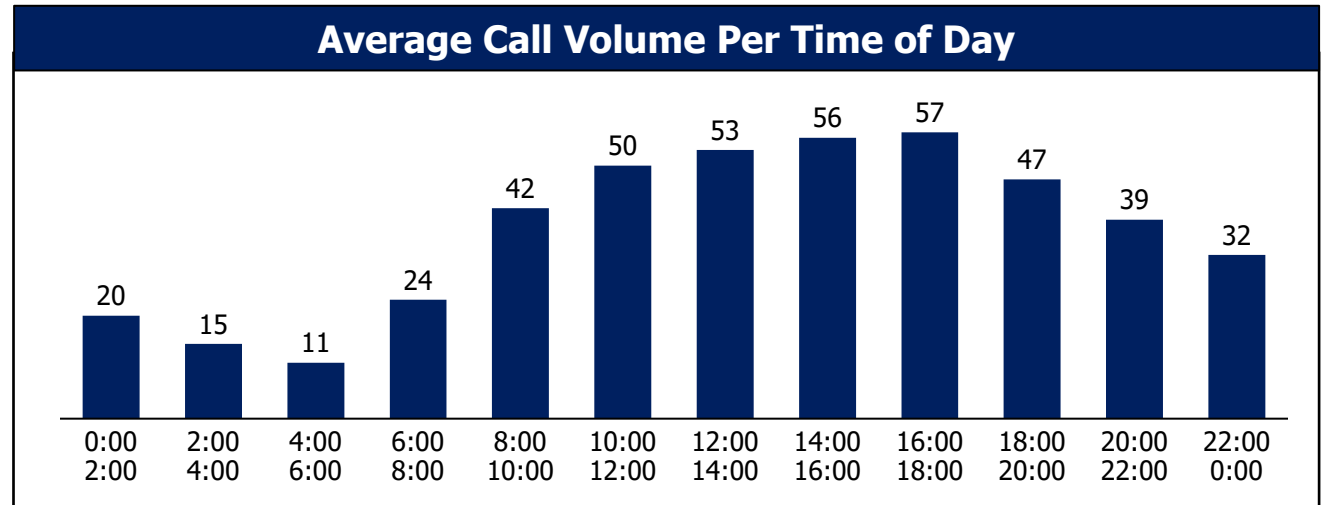


Law Stats

Calls Received, Processed, and Dispatched


















Agency	April Calls	% Total	6 Month Trend
Lakewood PD	5,468	29.1%	
Arvada PD	2,735	14.6%	
Jeffco Sheriff	2,636	14.0%	
Wheat Ridge PD	1,322	7.0%	
Golden PD	505	2.7%	
Edgewater PD	248	1.3%	
Clear Creek Sheriff	154	0.8%	
Idaho Springs PD	146	0.8%	
Georgetown PD*	52	0.3%	
Lakeside PD	49	0.3%	
CSM PD	33	0.2%	
Morrison PD**	23	0.1%	
Mountain View PD	16	0.1%	
Empire PD	5	0.0%	
Total	13,392	71.2%	

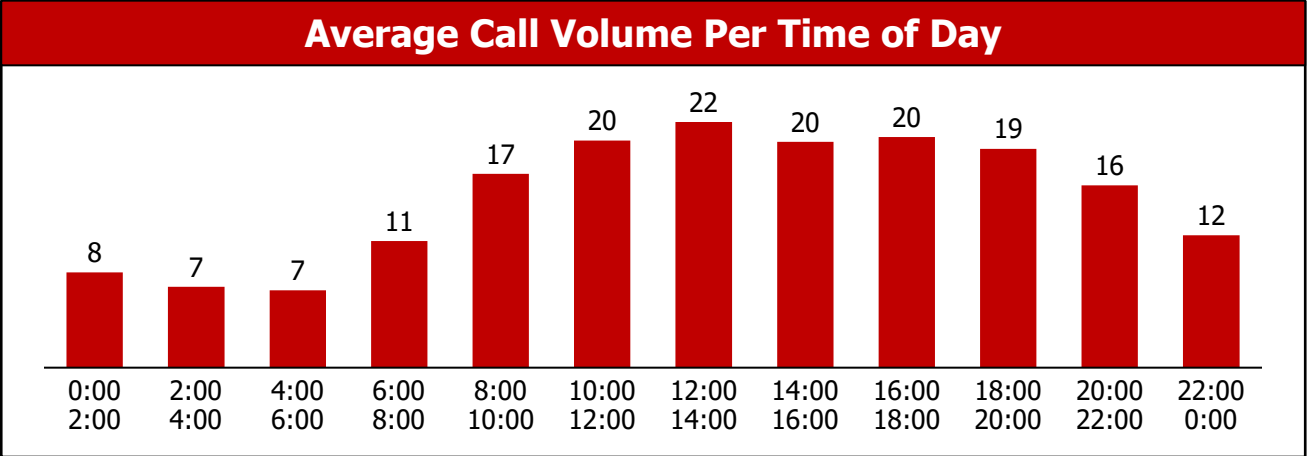


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	147	514	514	130	212	121	1,639	13.2%
Monday	0	147	503	588	164	392	115	1,909	15.3%
Tuesday	1	162	666	689	205	500	94	2,317	14.9%
Wednesday	0	174	641	713	204	486	124	2,342	15.0%
Thursday	0	121	487	569	171	327	109	1,784	14.3%
Friday	0	142	494	518	140	329	77	1,700	13.6%
Saturday	1	160	553	552	106	221	108	1,701	13.7%
Total	3	1,053	3,858	4,143	1,120	2,467	748	13,392	

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.

Agency	April Calls	% of Total	6 Month Trend
West Metro Fire	3,106	16.5%	
Arvada Fire	1,304	6.9%	
Golden Fire	265	1.4%	
Evergreen Fire	186	1.0%	
Clear Creek Fire	130	0.7%	
Clear Creek EMS	125	0.7%	
Elk Creek Fire	82	0.4%	
Highland Rescue	55	0.3%	
Pleasant View Fire	42	0.2%	
Foothills Fire	41	0.2%	
Inter Canyon Fire	30	0.2%	
Indian Hills Fire	14	0.1%	
Genesee Fire	13	0.1%	
North Fork Fire	6	0.0%	
Golden Gate Fire	6	0.0%	
Total	5,405	28.8%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	13	404	242	3	0	3	665	13.2%
Monday	14	425	250	12	0	3	704	13.9%
Tuesday	16	546	316	6	0	6	890	14.1%
Wednesday	19	544	321	12	0	2	898	14.2%
Thursday	11	427	271	6	0	1	716	14.2%
Friday	6	478	259	7	0	3	753	14.9%
Saturday	16	511	242	6	0	4	779	15.4%
Total	95	3,335	1,901	52	0	22	5,405	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	88.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.0%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	51.4%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	88.0%	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	*	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%	93.2%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	89.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	75.0%	Target average of 95% with a minimum of 80%

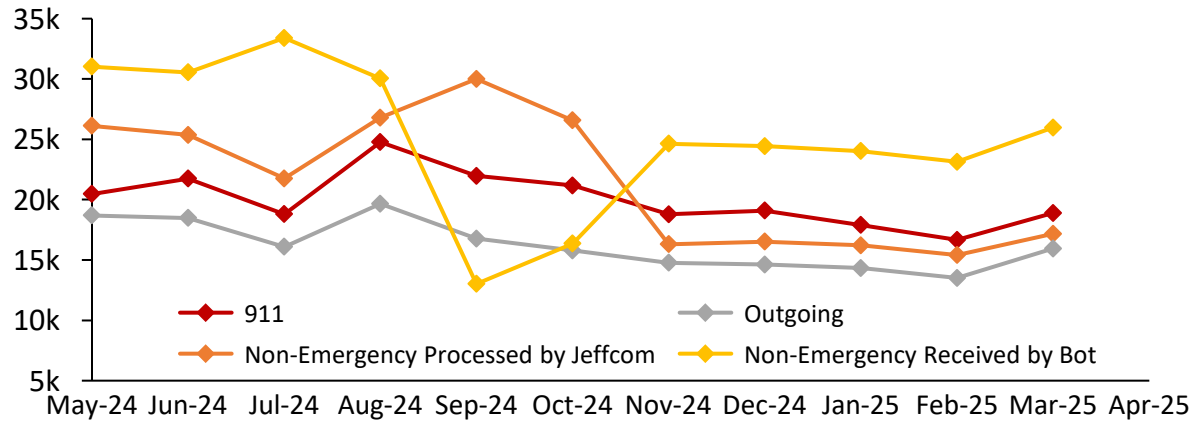
Analysis
Root Cause: Call Answering Time While overall staffing numbers are close to the authorized level, the number of personnel in training continues to impact performance in call taking operations. Remediation: Call Answering Time The result of the 15 second answering time metric is up 1.1 percentage point from March. April was an active month for the Training Department. Fourteen new skillsets were acquired across various disciplines, reflecting our continued focus on professional development. Three lateral employees began a fast-track academy and are on pace to earn their first skillset in half the time typically required for new hires. In addition, staff completed recertifications through Priority Dispatch in Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and the Emergency Telecommunicator protocols.
Root Cause: Call Processing Time Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.
Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:52 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

*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

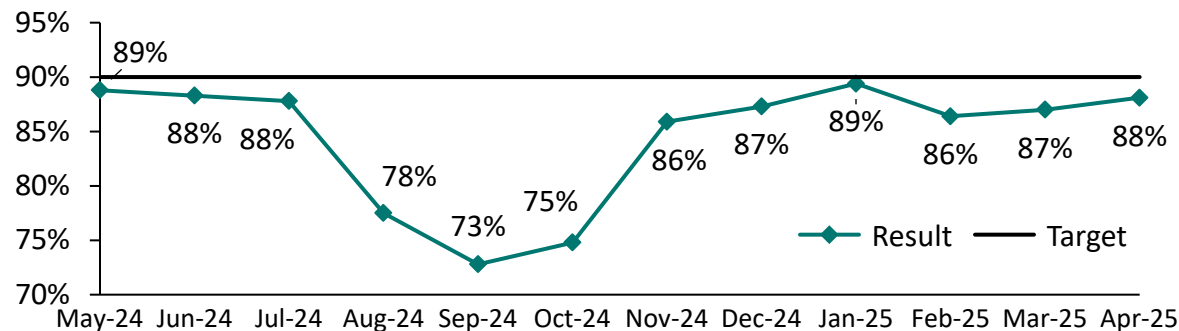
Call Volumes



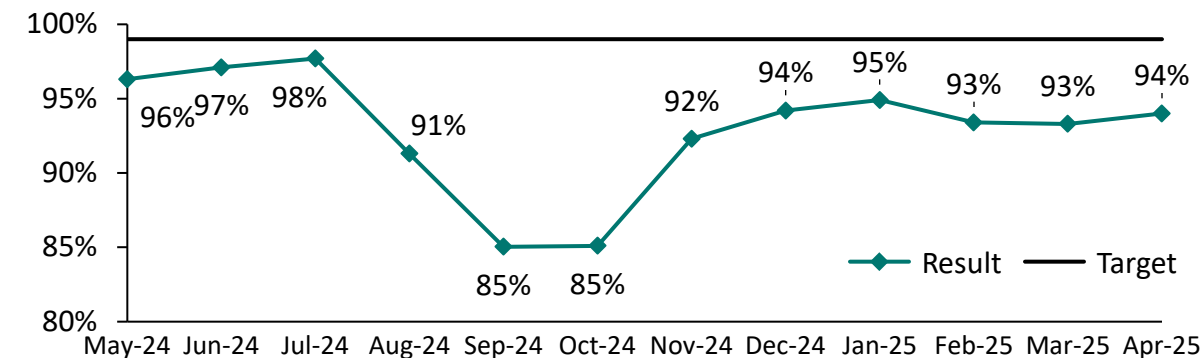
Trend Table

Average Daily Calls	Apr-25	Mar-25	Apr-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	501	514	579	↓ -3%	↓ 13%
Incoming - Admin to Bot	910	838	973	↑ 9%	↓ -6%
Incoming - Admin to Jeffcom	593	554	795	↑ 7%	↓ 25%
Incoming - 911	606	610	655	↓ -1%	↓ -7%
911 calls answered within 15 seconds	88.1%	87.0%	89.8%	↑ 1.0%	↓ 1.7%
911 calls answered within 40 seconds	94.0%	93.3%	97.6%	↑ 0.7%	↓ 3.6%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



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.



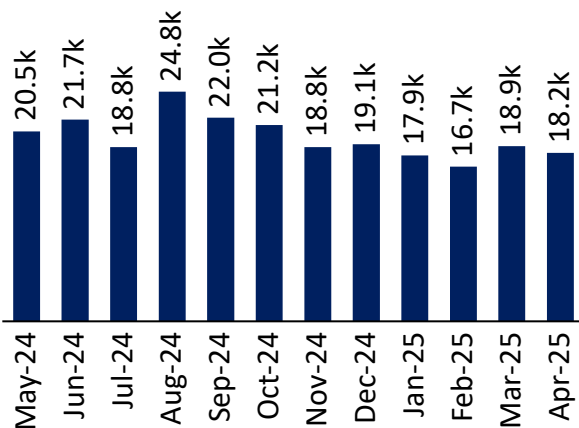
Call Volume/Agency Specific Inquiries

JEFFCOM

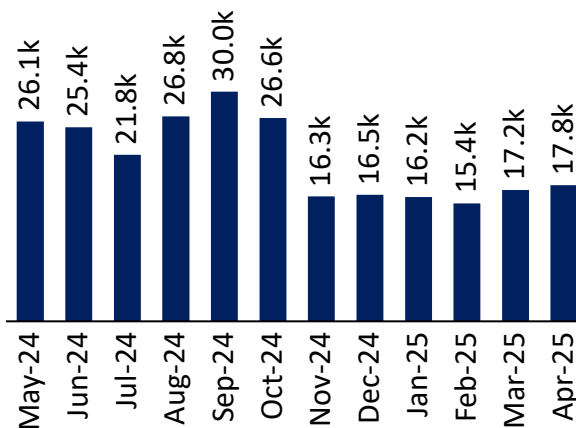


12 Month Trends

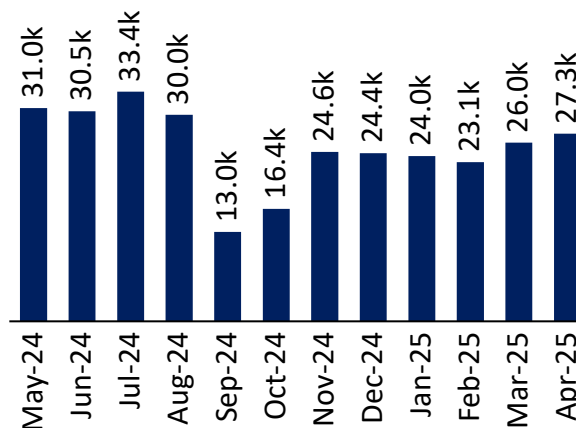
Emergency Calls



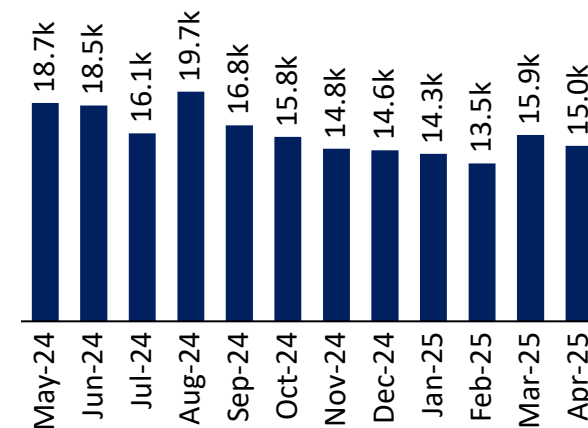
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



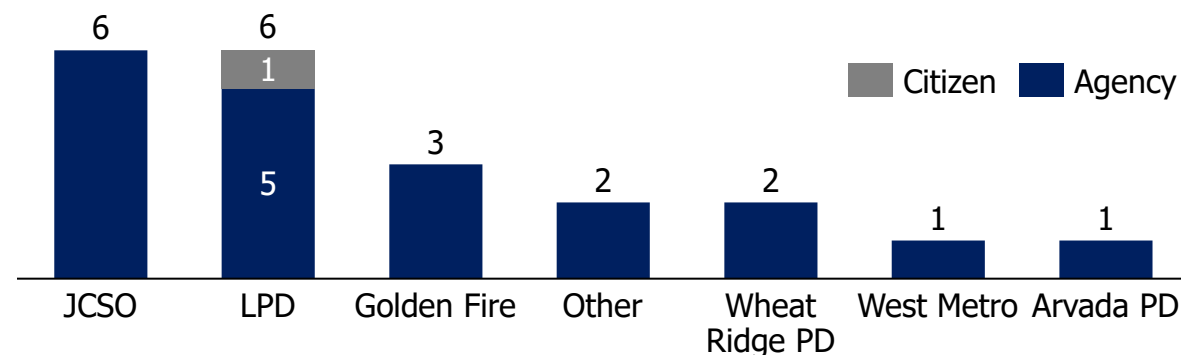
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	15,032	3% Decrease per day from March
Incoming - Admin to Bot	27,299	9% Increase per day from March
Incoming - Admin to Jeffcom	17,797	7% Increase per day from March
Incoming - 911	18,168	1% Decrease per day from March
Total Incoming to Jeffcom	35,965	3% Increase per day from March

April 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.

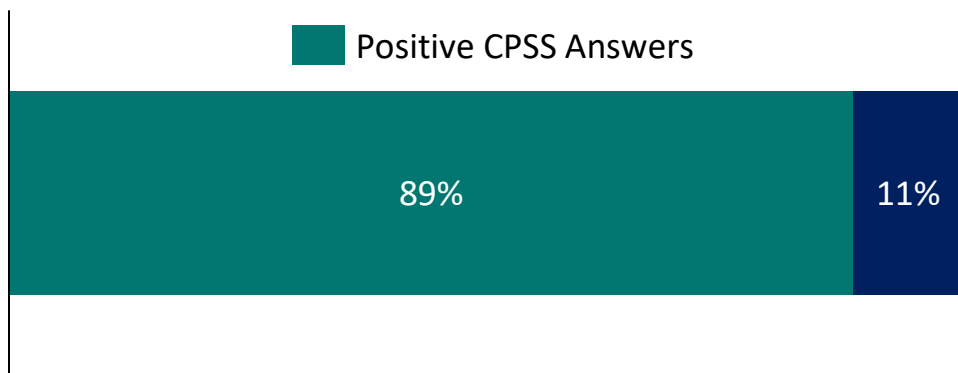


PowerEngage Survey Results

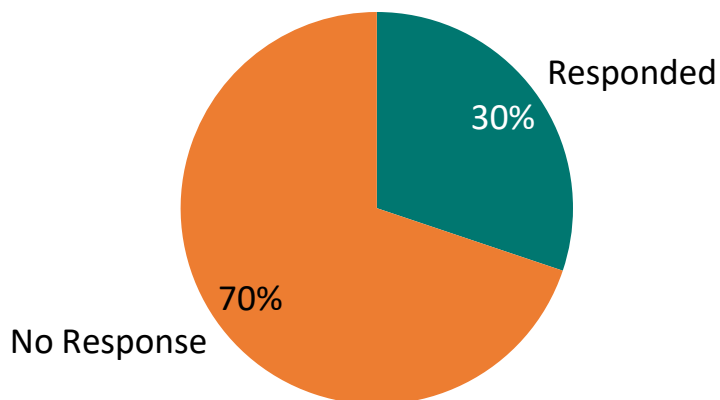
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



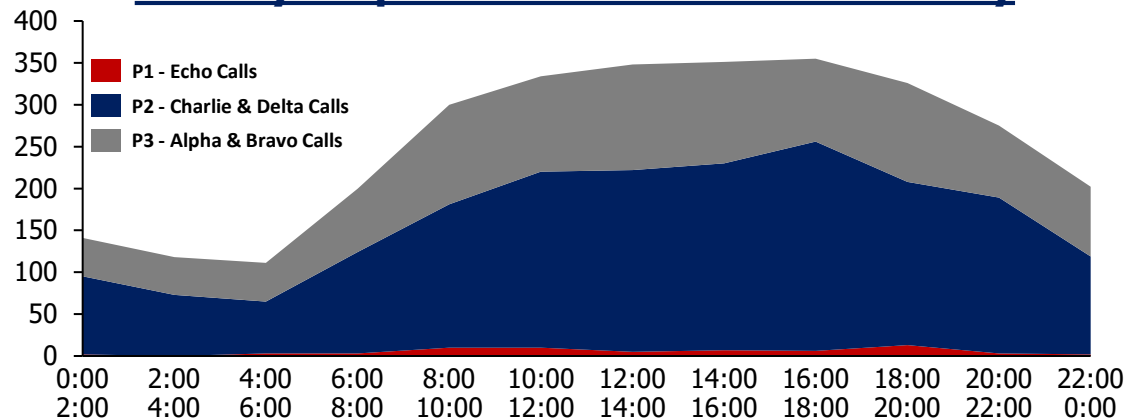
Survey Response Rate



Survey Responses

- Very kind and responsive! Quick to dispatch and very helpful
- Very prompt and informative, I appreciate the guidance and the advice to taking steps in the future. Thank you all for all that you do for our communities ❤️
- She was kind and professional and calm
- Very much awesome and kind
- She was absolutely AMAZING and completely supported me whilst on the call
- Dispatch was patient as I dealt with an unruly customer (I drive for Lyft, rider was refusing to exit my vehicle). Kudos to dispatch. 👍
- She was pleasant, calm, asked pertinent questions, and offered support

Priority Dispatched Calls Per Time of Day



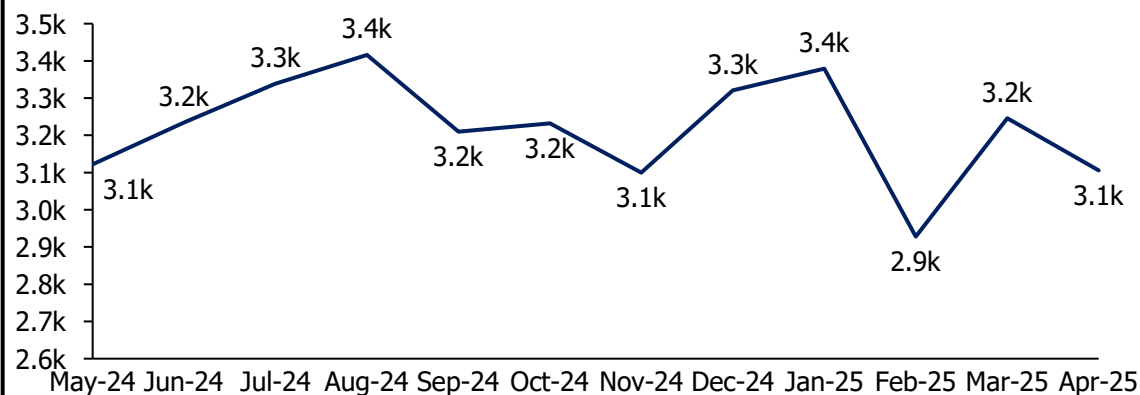
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	233	130	368	92
Monday	11	263	142	416	104
Tuesday	13	327	152	492	98
Wednesday	14	303	191	508	102
Thursday	5	250	173	428	107
Friday	4	250	157	411	103
Saturday	12	292	134	438	110

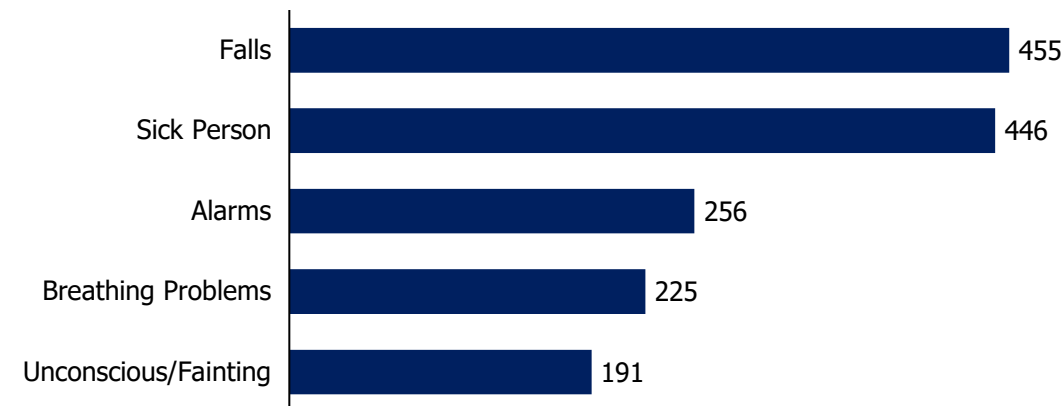
Assignment <1 min **97%** **97%**

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

Monthly Call Volume



Top Five Problem Natures

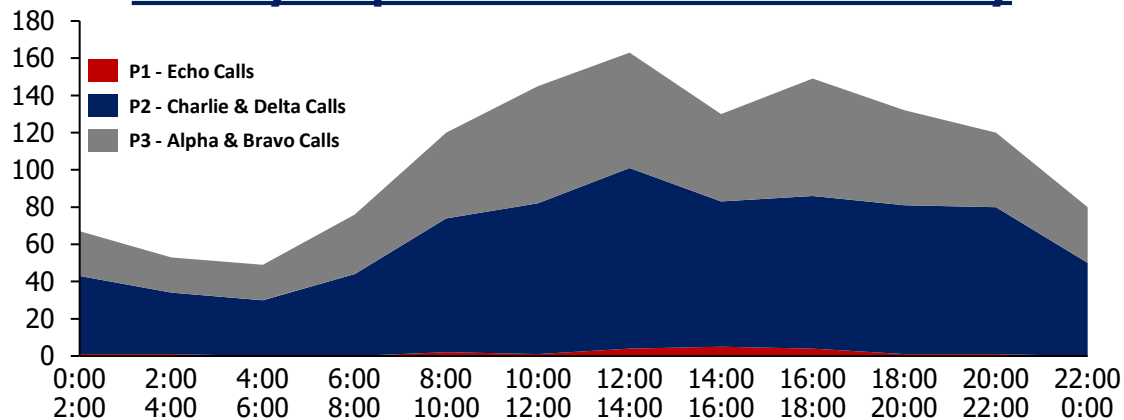




Arvada Fire



Priority Dispatched Calls Per Time of Day



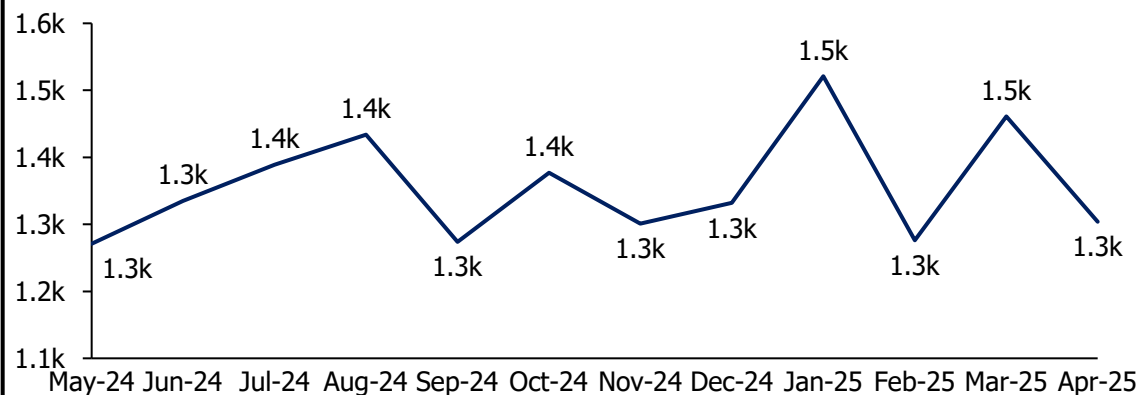
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	96	71	171	43
Monday	2	86	67	155	39
Tuesday	3	136	94	233	47
Wednesday	5	145	83	233	47
Thursday	3	95	63	161	40
Friday	0	92	58	150	38
Saturday	3	118	60	181	45

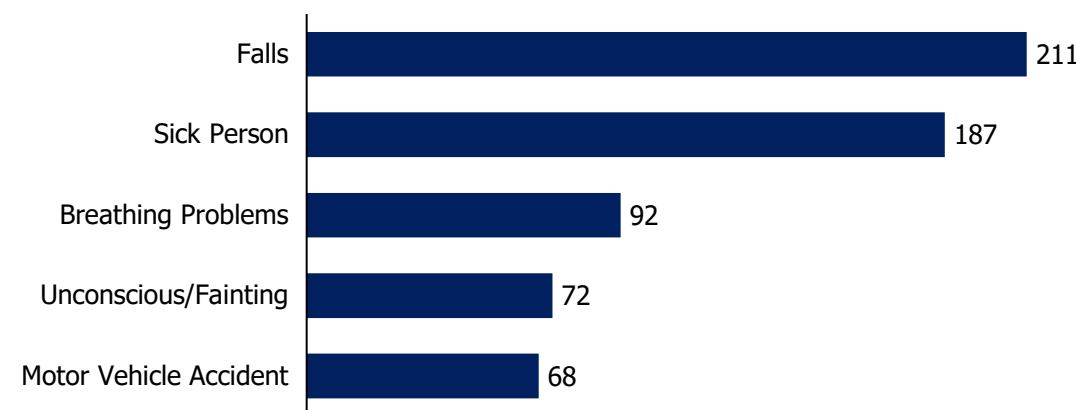
Assignment <1 min 100% 88%

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

Monthly Call Volume



Top Five Problem Natures

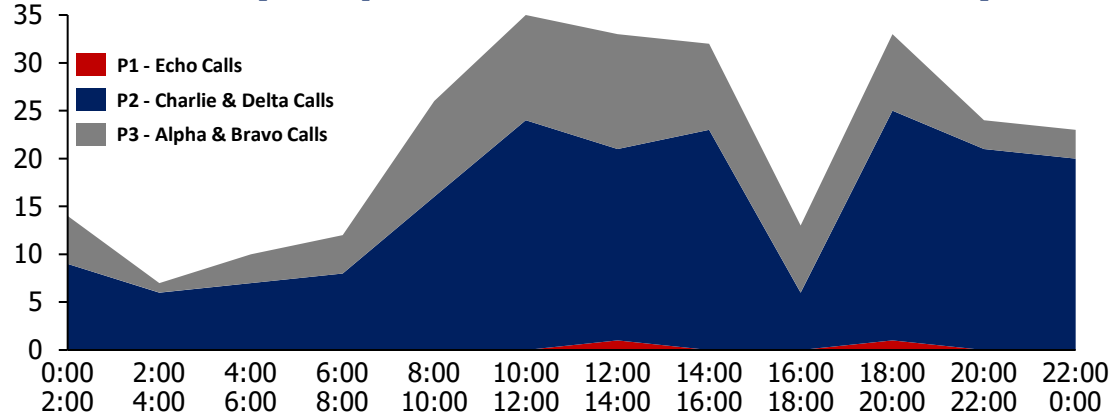




Golden Fire



Priority Dispatched Calls Per Time of Day



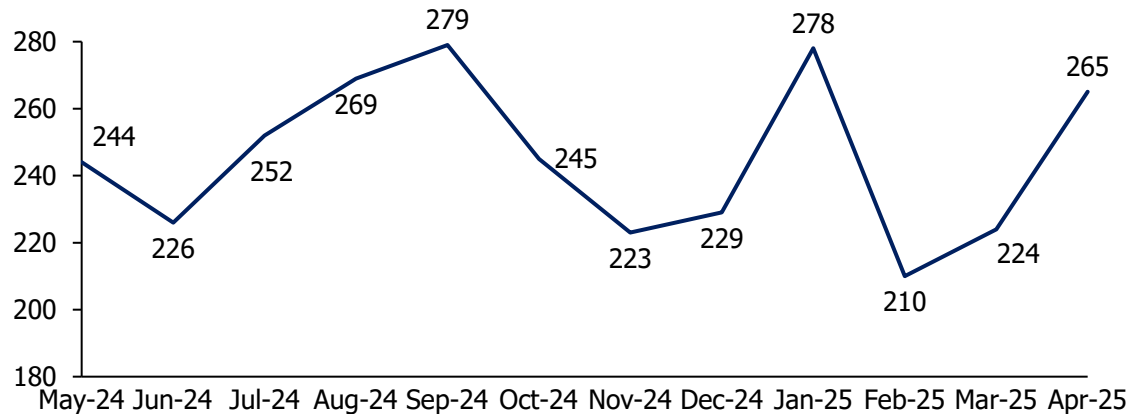
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	22	11	33	8
Monday	1	28	11	40	10
Tuesday	0	29	16	45	9
Wednesday	0	25	17	42	8
Thursday	0	18	4	22	6
Friday	0	39	9	48	12
Saturday	1	23	8	32	8

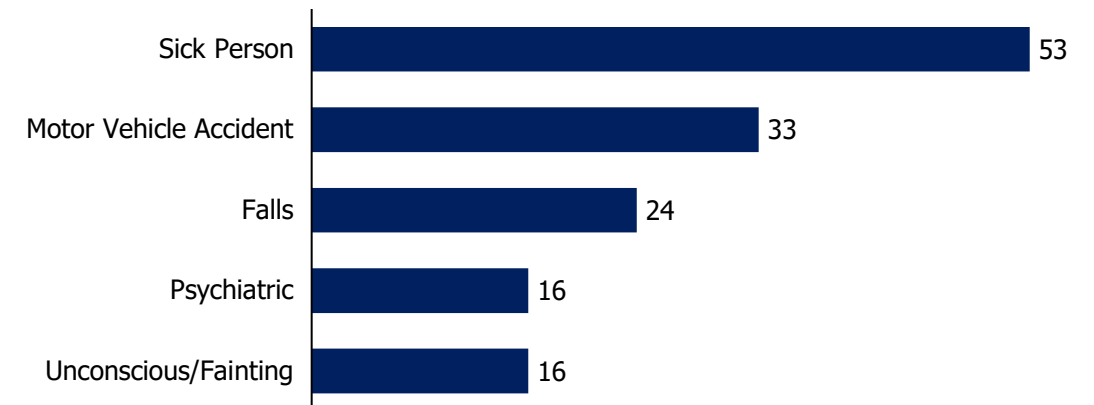
Assignment <1 min 100% 79%

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

Monthly Call Volume



Top Five Problem Natures

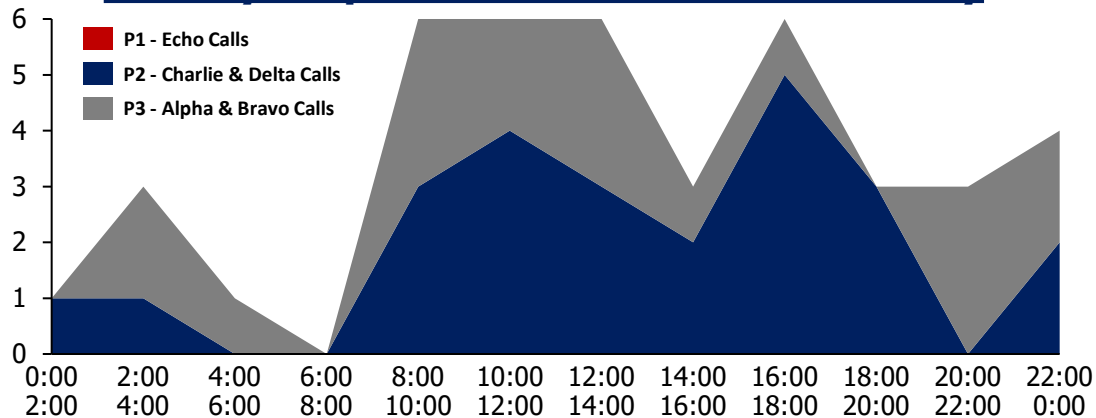




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

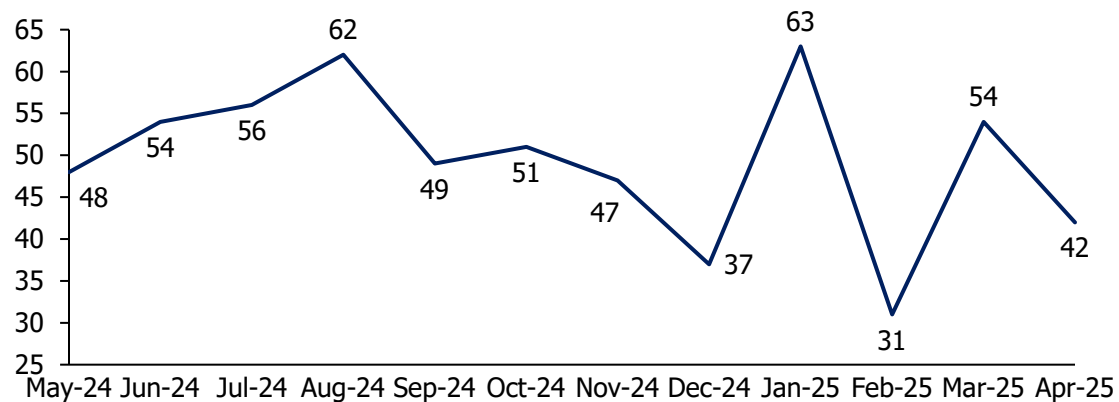


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	2	4	6	2
Tuesday	0	1	4	5	1
Wednesday	0	5	3	8	2
Thursday	0	5	3	8	2
Friday	0	4	0	4	1
Saturday	0	5	2	7	2
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



Top Five Problem Natures

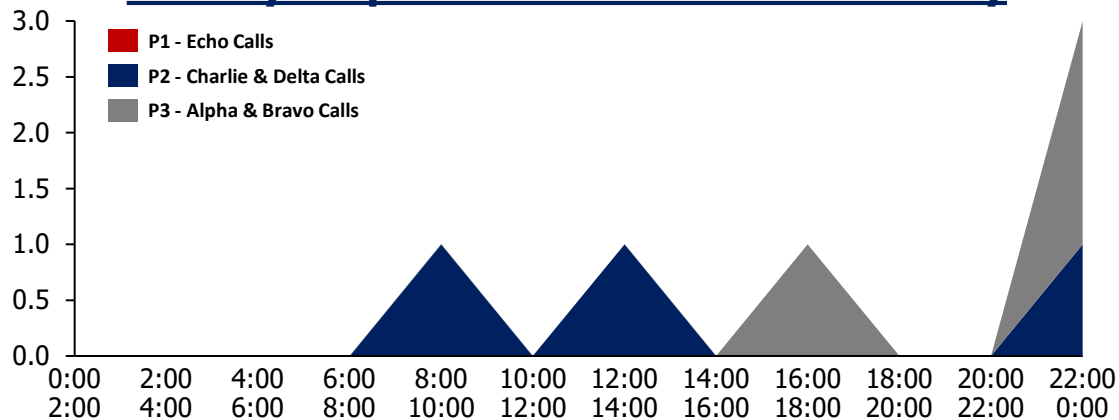




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



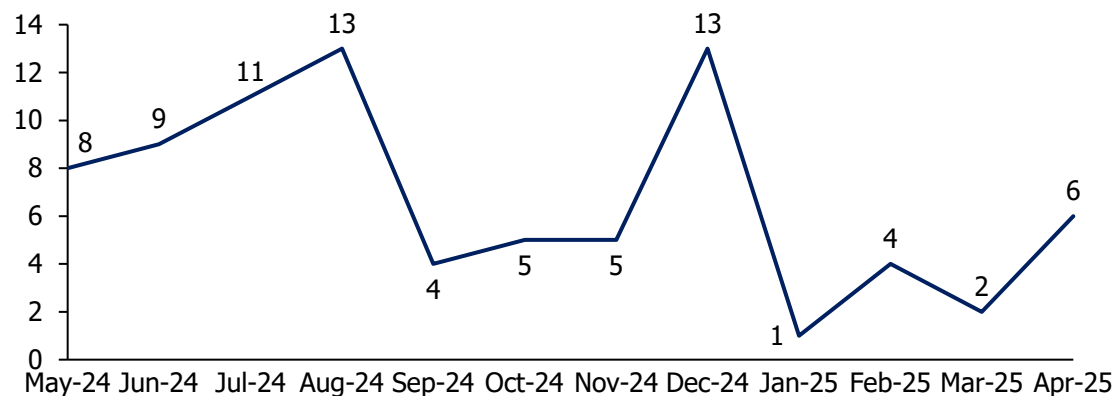
Daily Priority Call Volume and Entry to Assignment

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

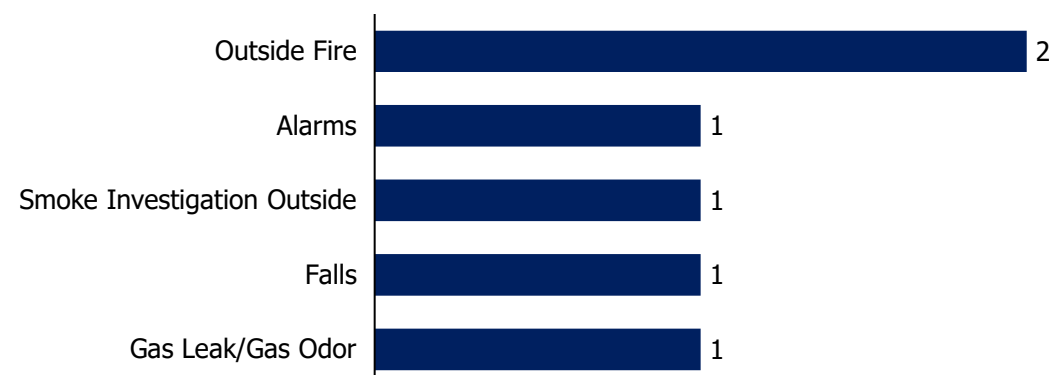
Assignment <1 min N/A 33%

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

Monthly Call Volume



Problem Natures

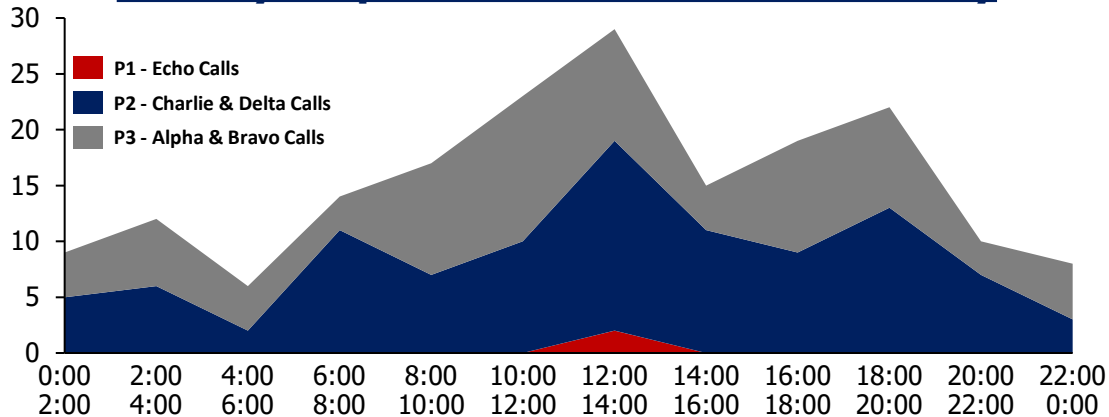




Evergreen Fire



Priority Dispatched Calls Per Time of Day



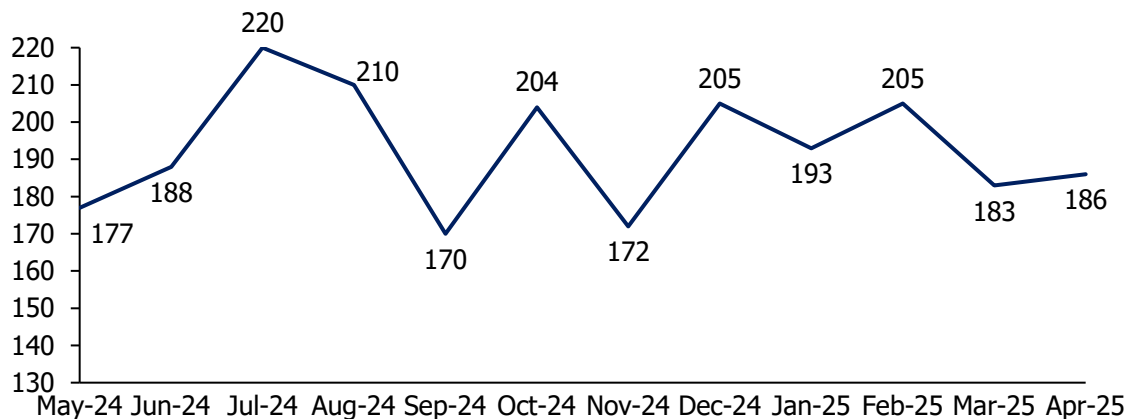
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	18	10	30	8
Monday	0	12	5	17	4
Tuesday	0	13	24	37	7
Wednesday	0	13	13	26	5
Thursday	0	16	9	25	6
Friday	0	17	8	25	6
Saturday	0	12	12	24	6

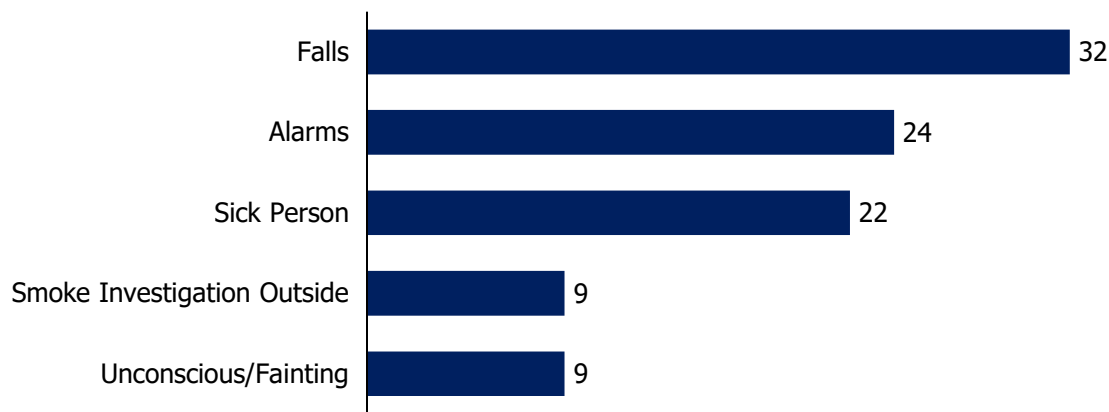
Assignment <1 min 100% 81%

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

Monthly Call Volume



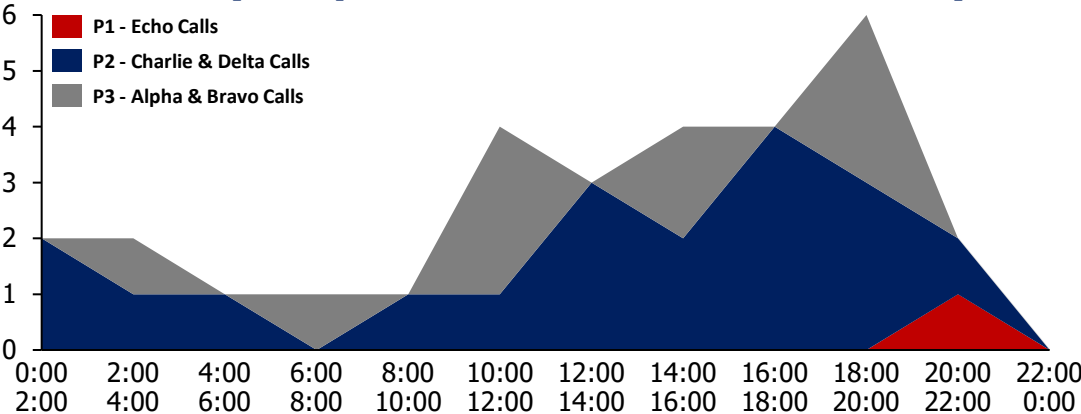
Top Five Problem Natures





Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day



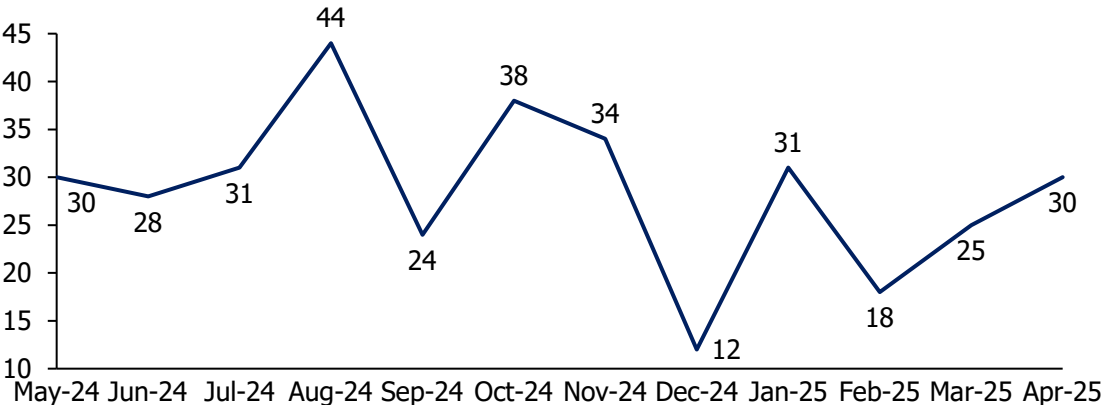
Daily Priority Call Volume and Entry to Assignment

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

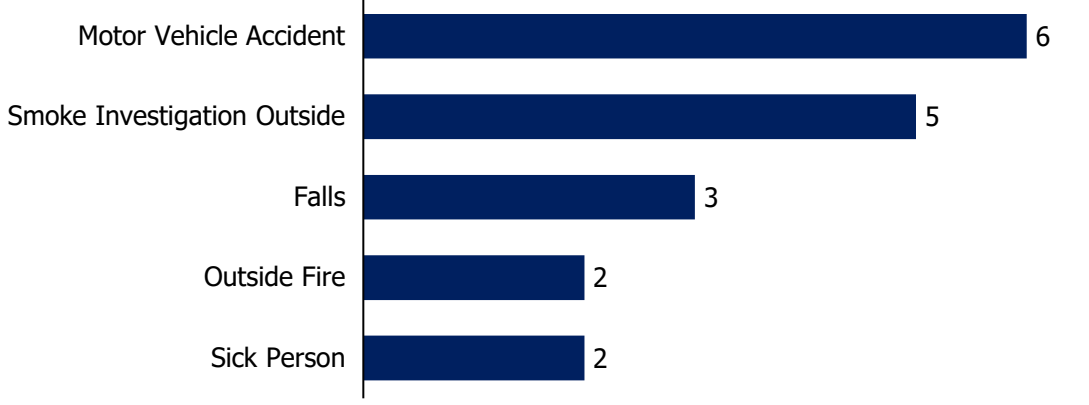
Assignment <1 min 100% 89%

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

Monthly Call Volume



Top Five Problem Natures

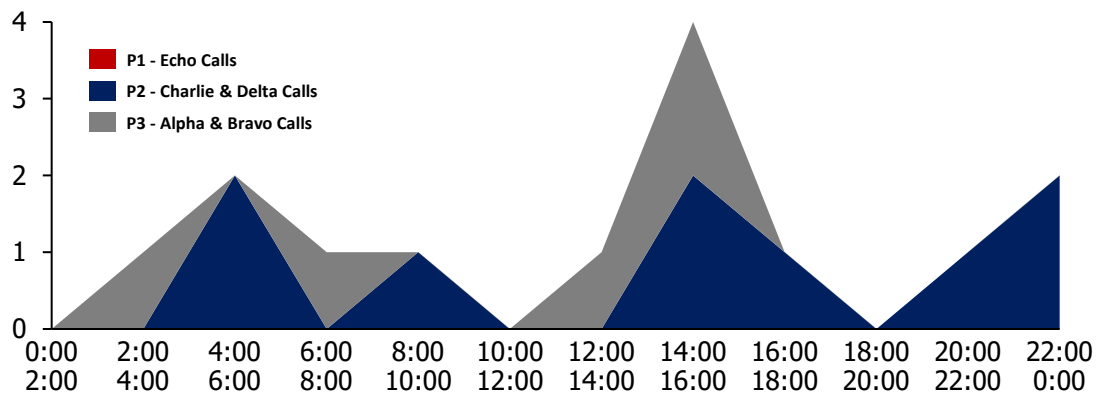




Indian Hills Fire



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	0	0	0	0
Monday	0	1	0	1	0
Tuesday	0	1	2	3	1
Wednesday	0	1	1	2	0
Thursday	0	1	0	1	0
Friday	0	2	0	2	1
Saturday	0	3	2	5	1

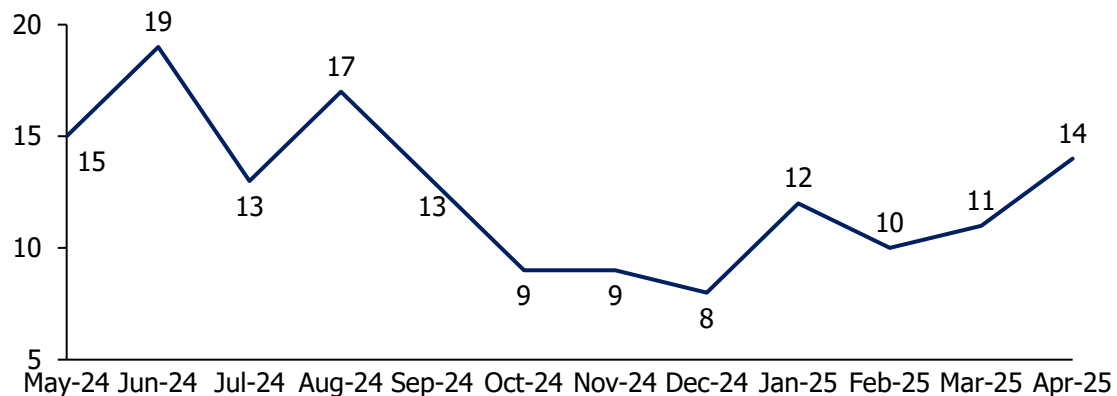
Assignment <1 min

N/A

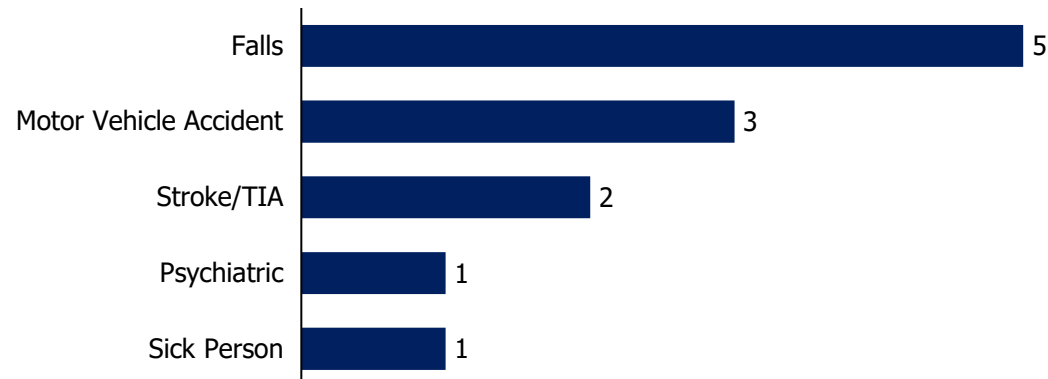
78%

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

Monthly Call Volume



Top Five Problem Natures

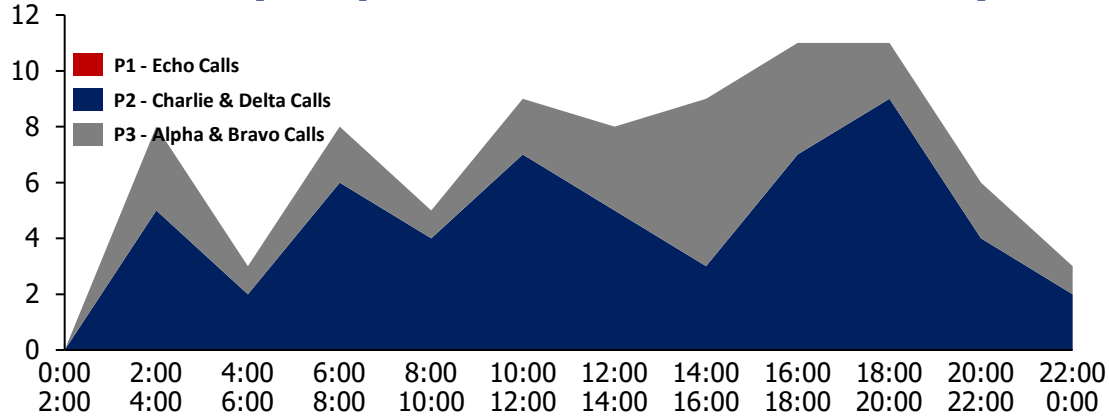




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



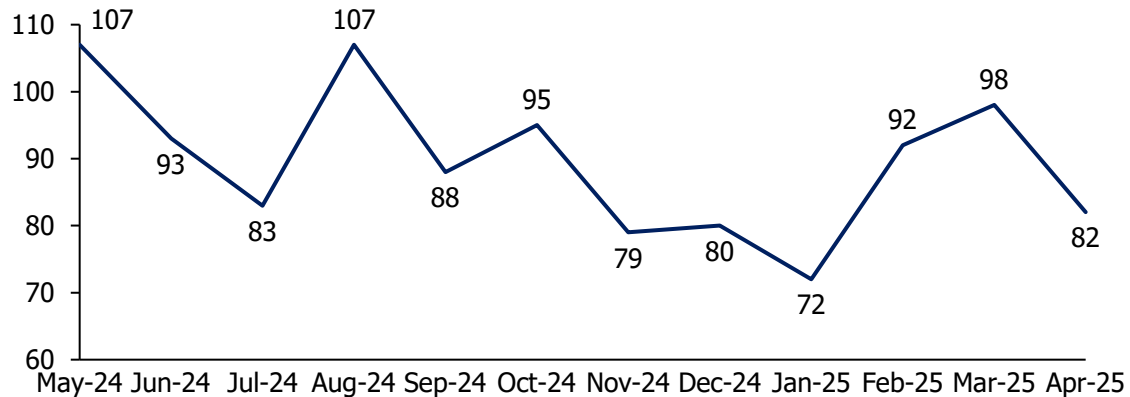
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	3	11	3
Monday	0	6	3	9	2
Tuesday	0	7	4	11	2
Wednesday	0	14	5	19	4
Thursday	0	5	4	9	2
Friday	0	9	5	14	4
Saturday	0	5	3	8	2

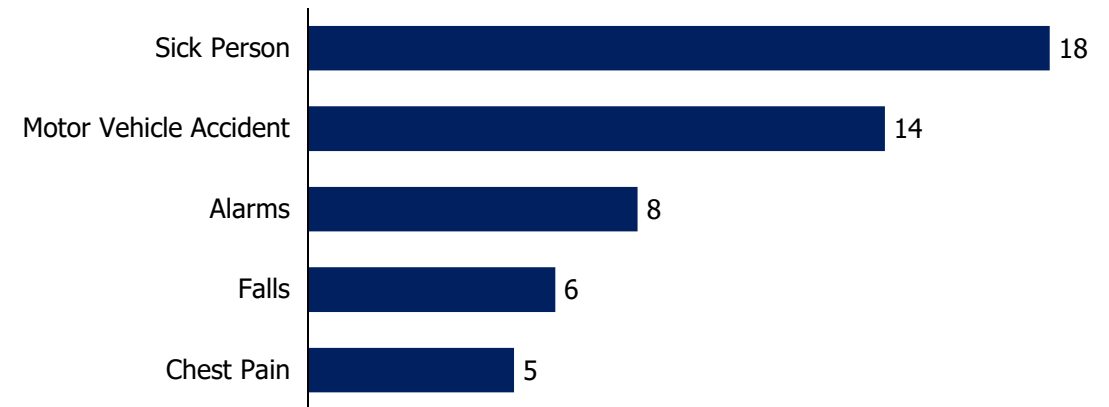
Assignment <1 min N/A 83%

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

Monthly Call Volume



Top Five Problem Natures

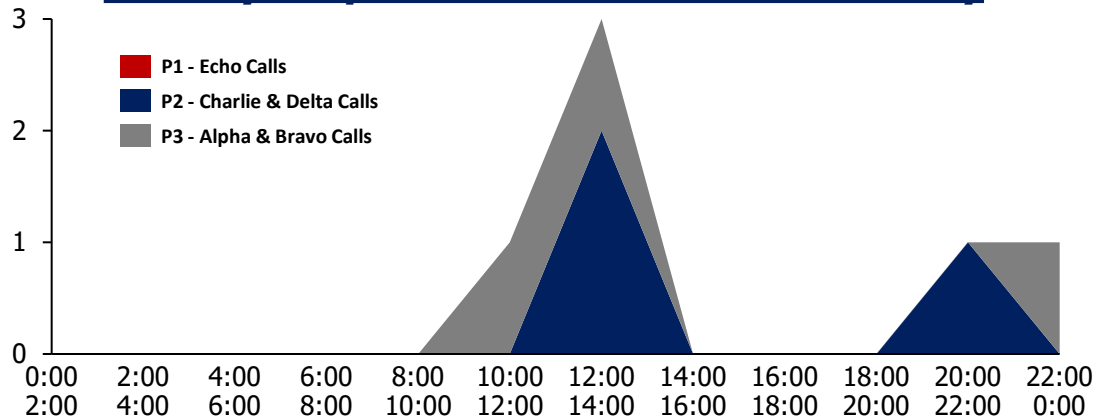




North Fork Fire



Priority Dispatched Calls Per Time of Day



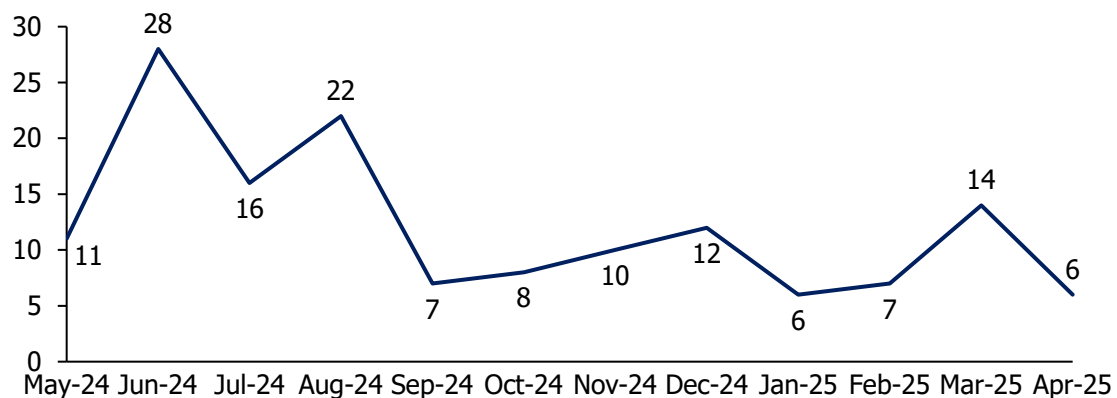
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min N/A 67%

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

Monthly Call Volume



Problem Natures

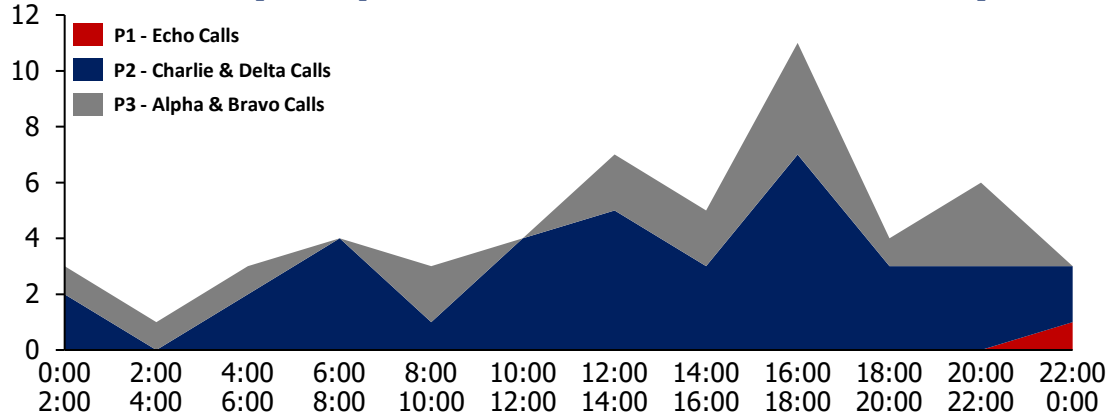




Highland Rescue



Priority Dispatched Calls Per Time of Day



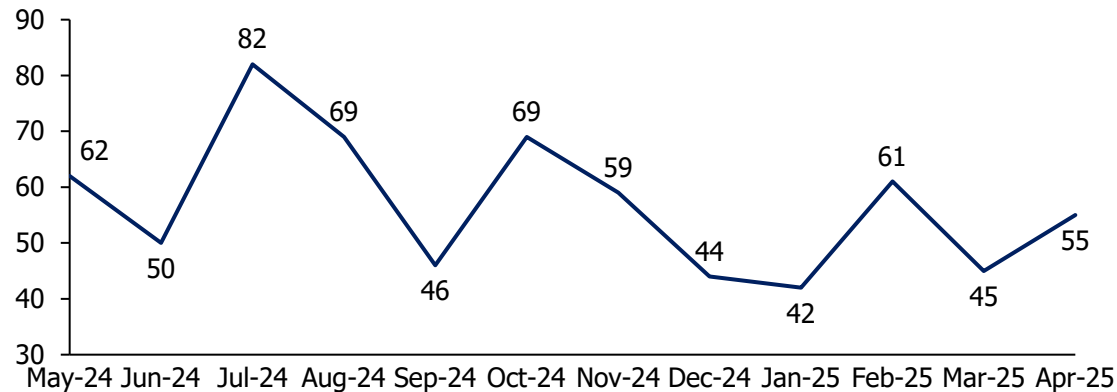
Daily Priority Call Volume and Entry to Assignment

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

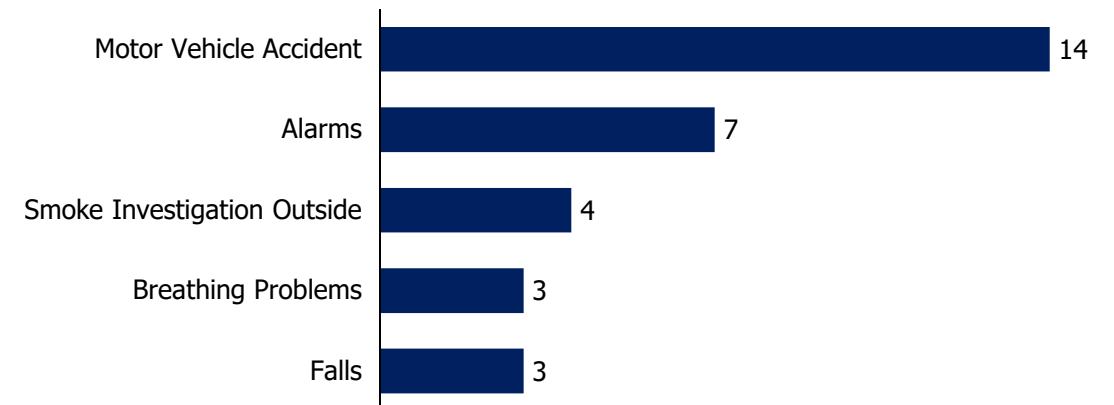
Assignment <1 min 100% 75%

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

Monthly Call Volume



Top Five Problem Natures

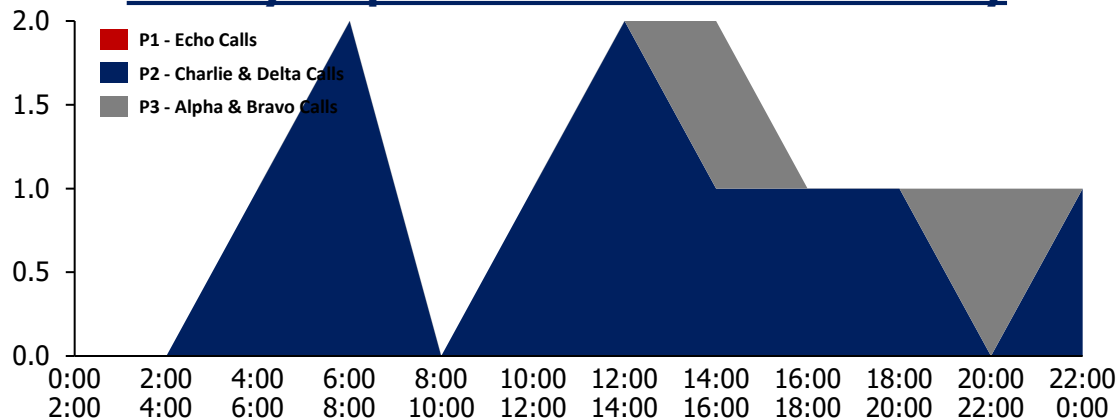




Genesee Fire



Priority Dispatched Calls Per Time of Day



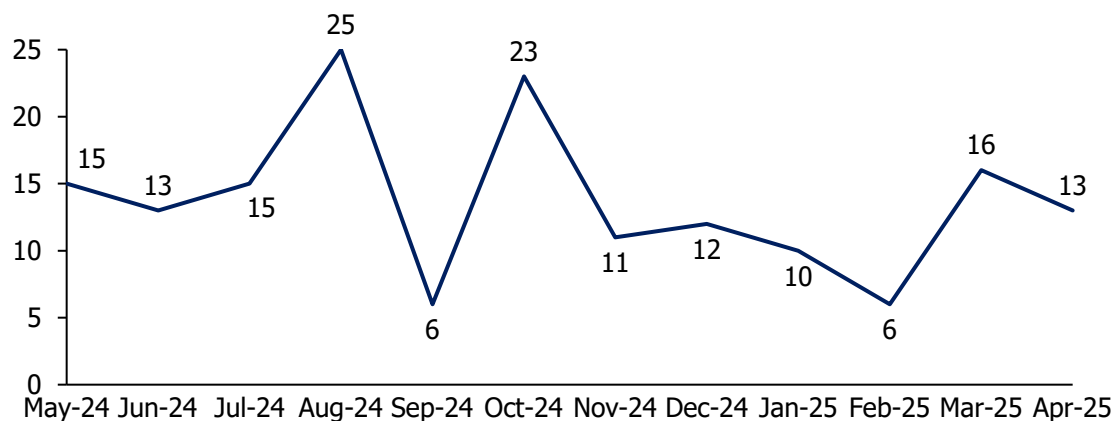
Daily Priority Call Volume and Entry to Assignment

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

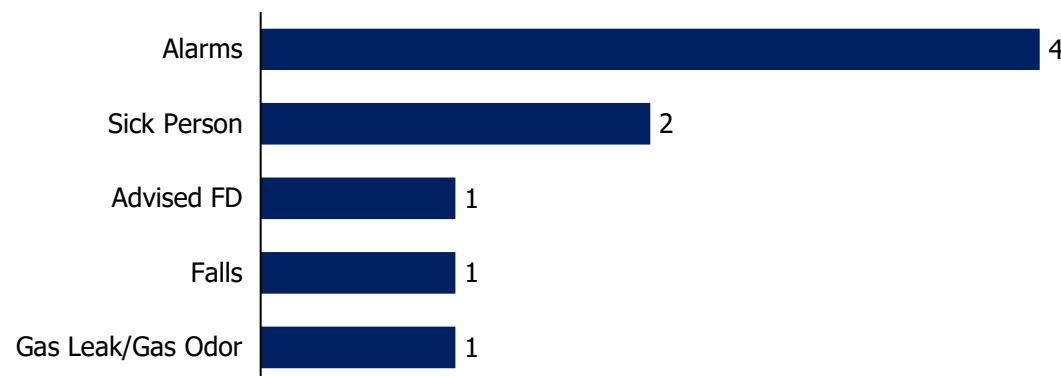
Assignment <1 min N/A 70%

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

Monthly Call Volume



Top Five Problem Natures

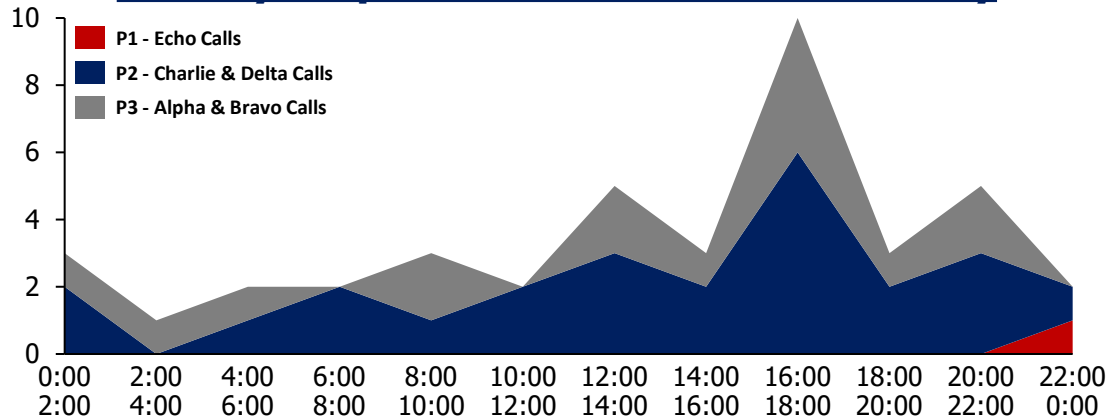




Foothills Fire



Priority Dispatched Calls Per Time of Day

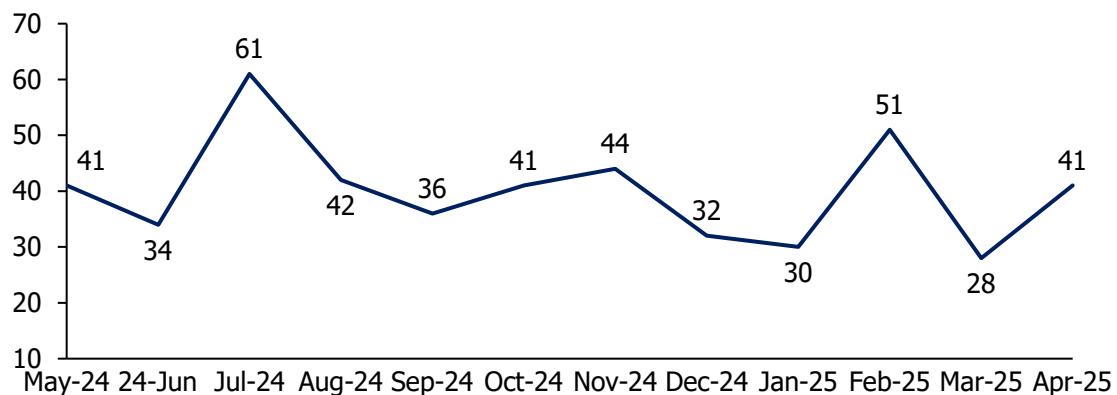


Daily Priority Call Volume and Entry to Assignment

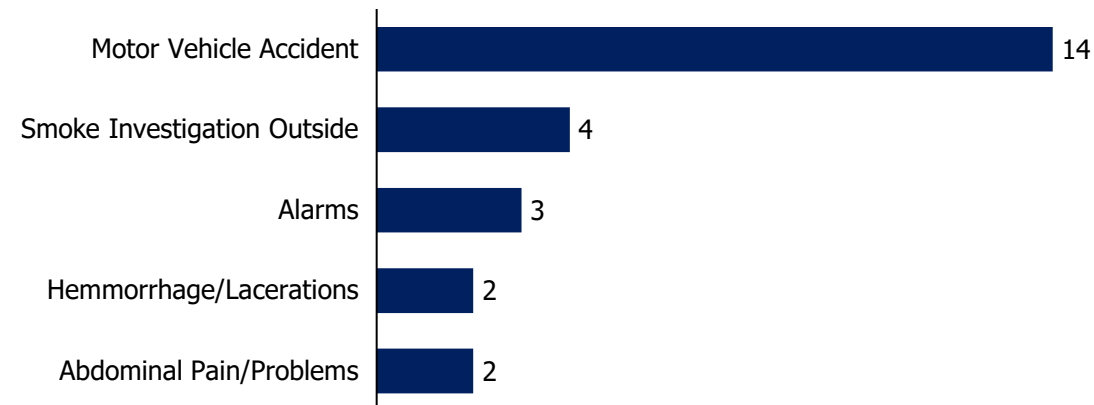
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	9	0	6	2
Tuesday	0	11	2	3	1
Wednesday	0	10	0	4	1
Thursday	0	14	1	3	1
Friday	0	20	5	13	3
Saturday	0	15	0	8	2
Assignment <1 min	100%	76%			

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

Monthly Call Volume



Top Five Problem Natures

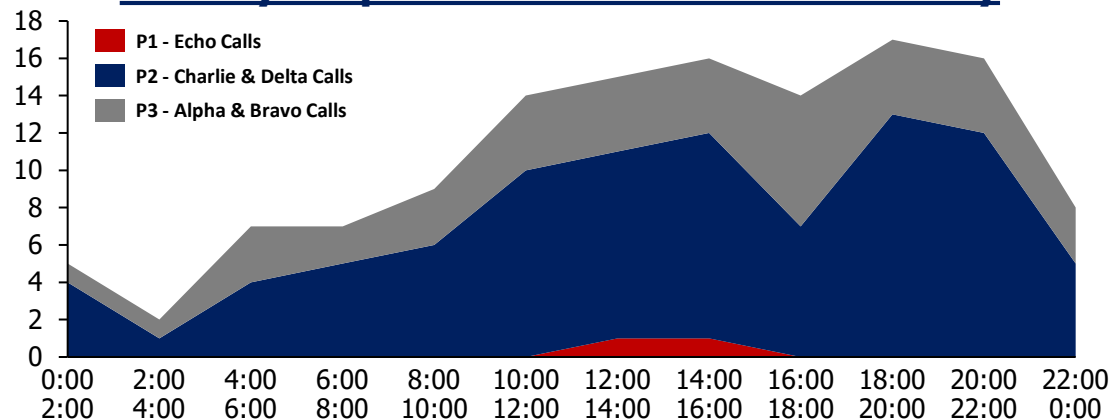




Clear Creek Fire



Priority Dispatched Calls Per Time of Day

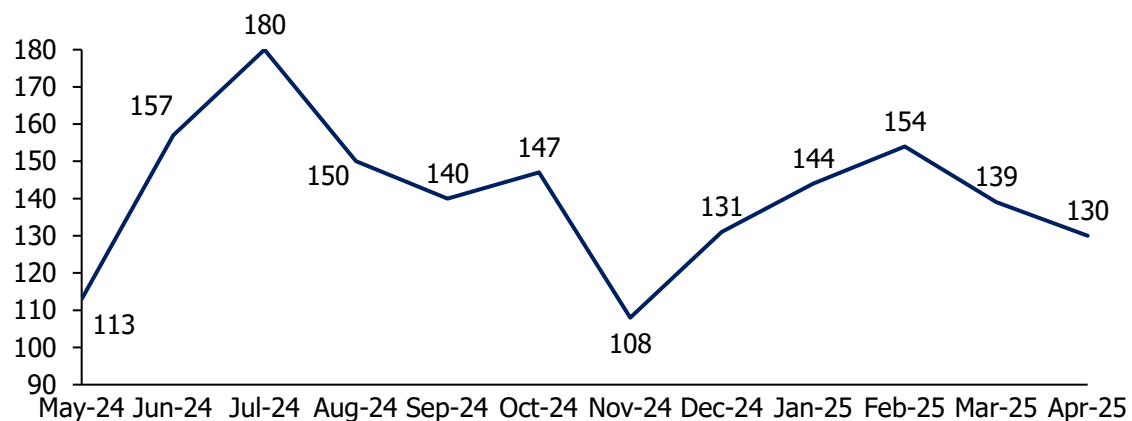


Daily Priority Call Volume and Entry to Assignment

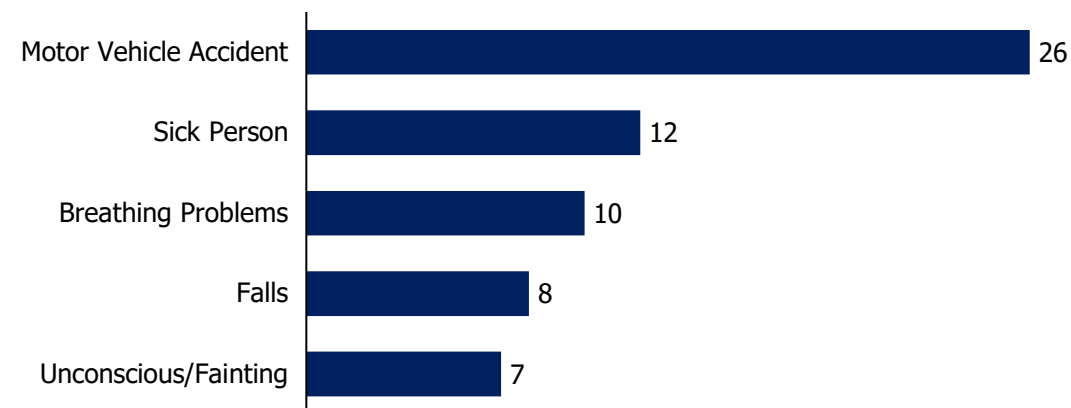
Day of Week	P1	P2	P3	Total	Average
Sunday	1	9	4	14	4
Monday	0	9	6	15	4
Tuesday	0	11	7	18	4
Wednesday	0	10	3	13	3
Thursday	1	14	7	22	6
Friday	0	20	5	25	6
Saturday	0	15	8	23	6
Assignment <1 min					50%
					76%

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

Monthly Call Volume



Top Five Problem Natures

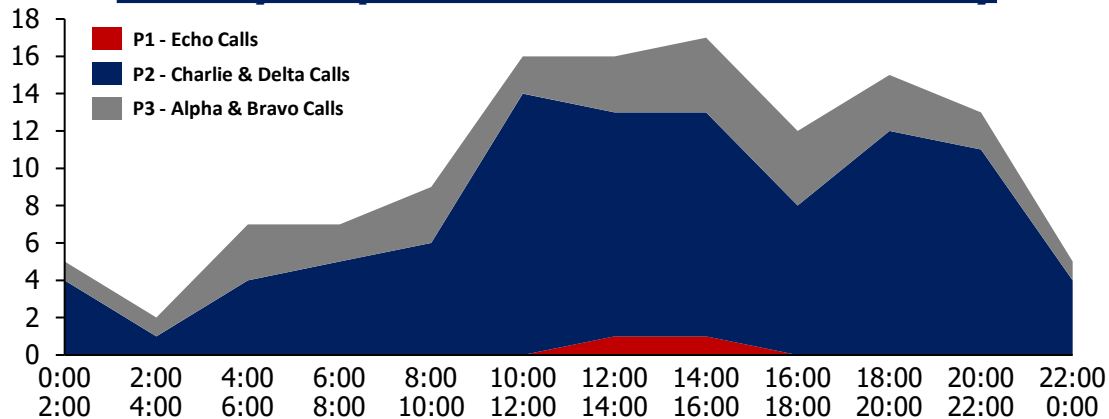




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

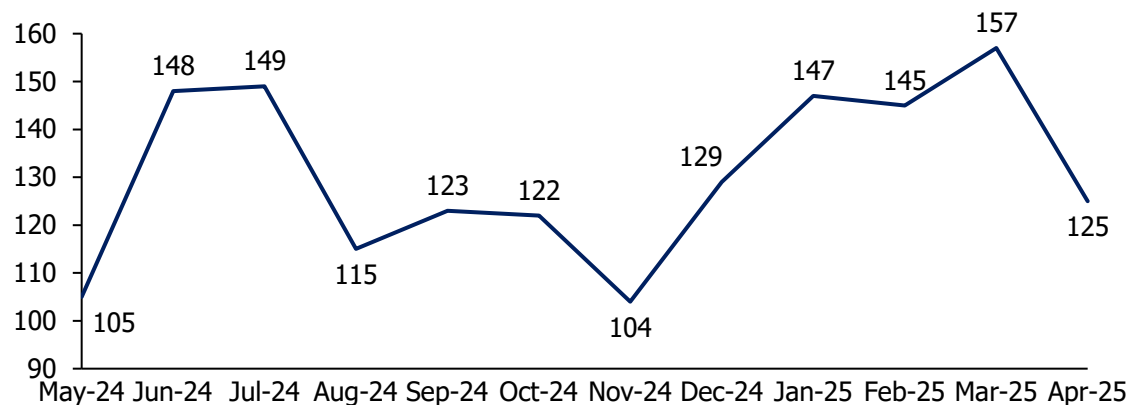


Daily Priority Call Volume and Entry to Assignment

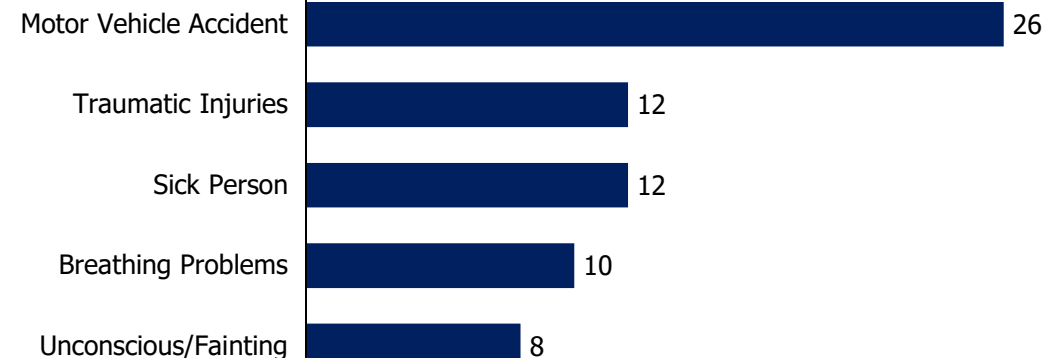
Day of Week	P1	P2	P3	Total	Average
Sunday	1	9	4	14	4
Monday	0	9	5	14	4
Tuesday	0	12	6	18	4
Wednesday	0	12	2	14	3
Thursday	1	13	3	17	4
Friday	0	20	4	24	6
Saturday	0	18	5	23	6
Assignment <1 min	50%	76%			

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

Monthly Call Volume



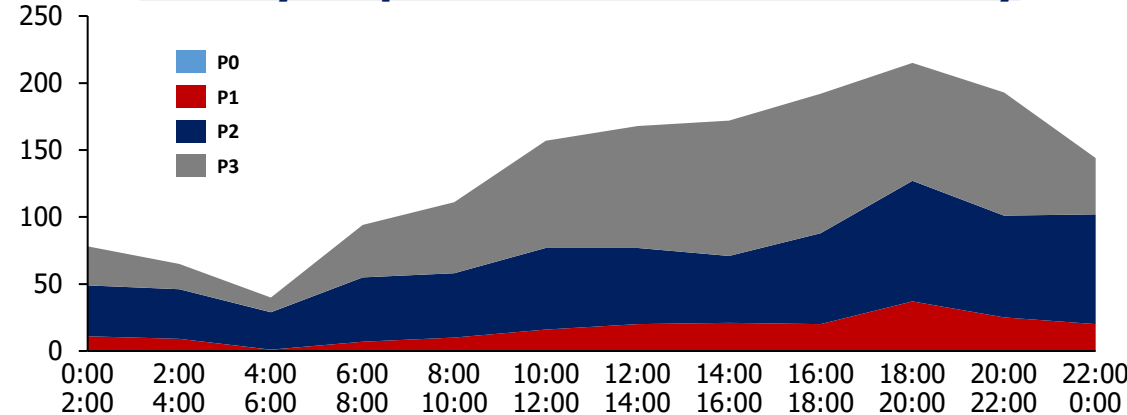
Top Five Problem Natures





Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

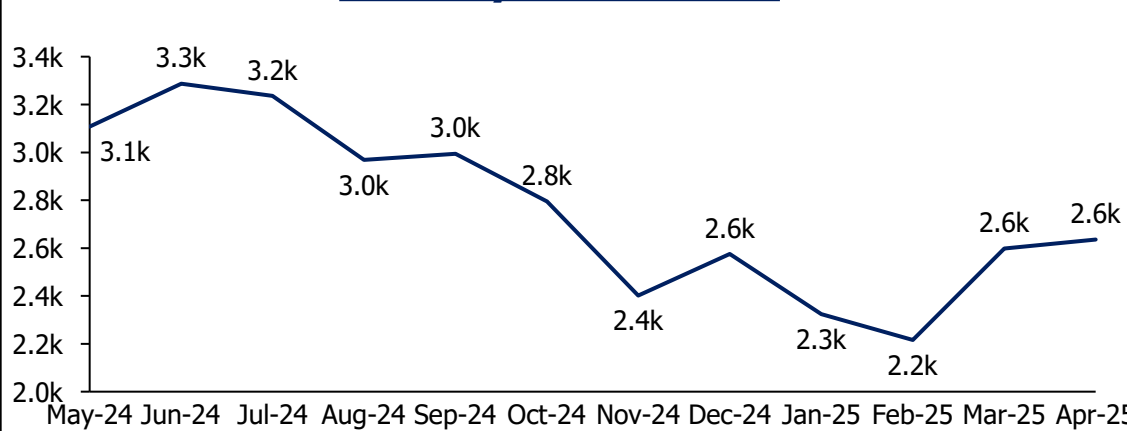


Daily Priority Call Volume and Entry to Assignment

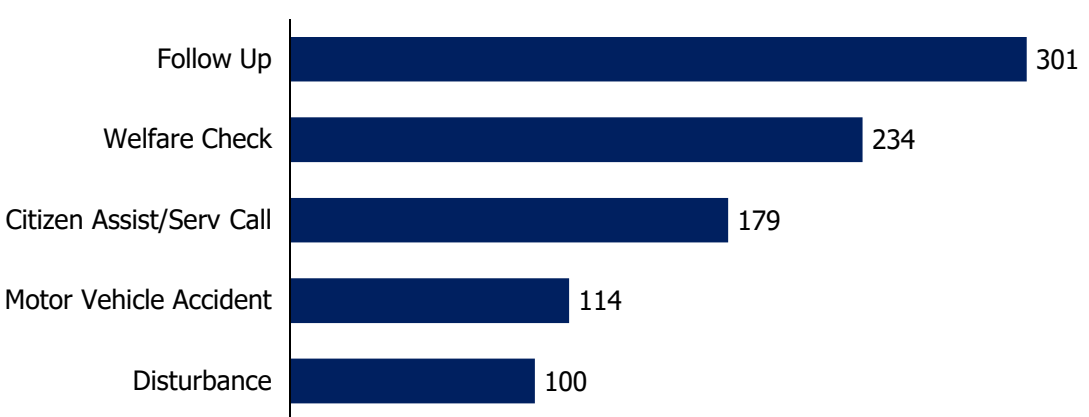
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	21	85	98	204	51
Monday	0	29	94	107	230	58
Tuesday	0	29	104	130	263	53
Wednesday	0	36	116	124	276	55
Thursday	0	20	88	100	208	52
Friday	0	29	97	80	206	52
Saturday	0	33	99	110	242	61
Assignment < 2 min		78%	48%			
Assignment < 4 min		93%	77%			

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

Monthly Call Volume



Top Five Problem Natures

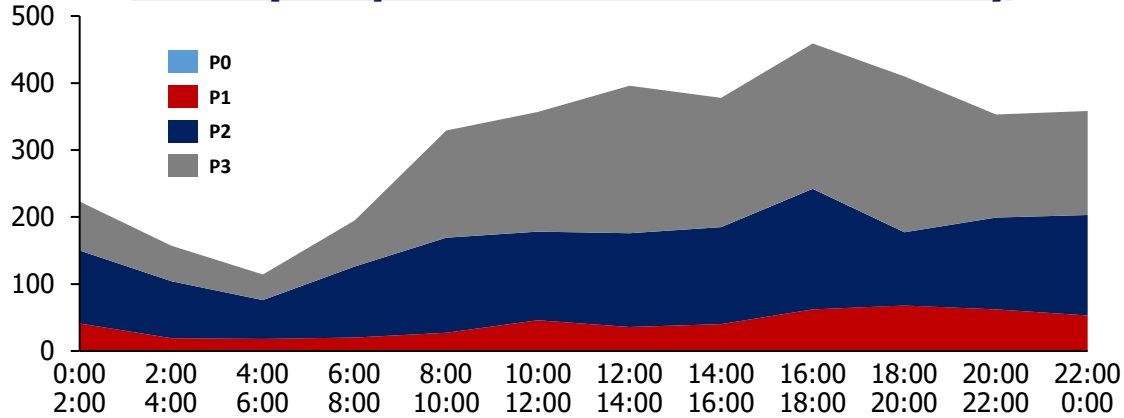




Lakewood PD



Priority Dispatched Calls Per Time of Day

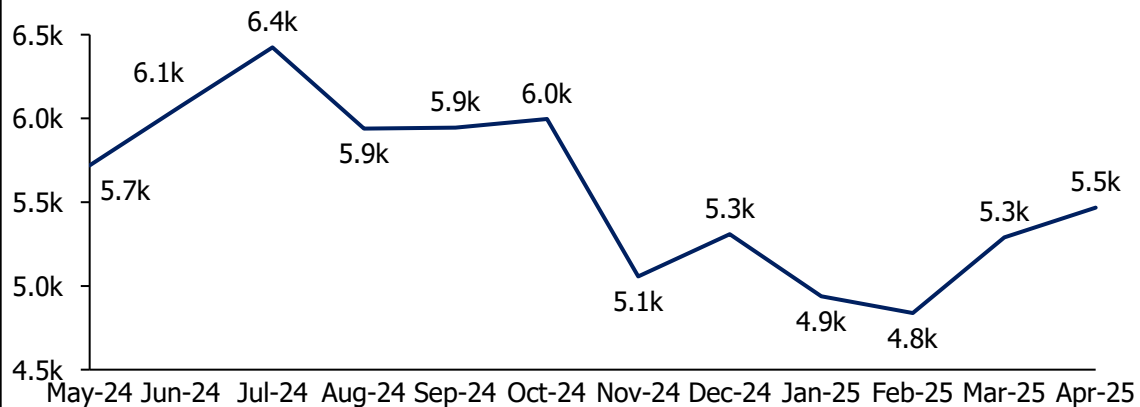


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	69	218	213	501	125
Monday	0	70	203	269	542	136
Tuesday	0	90	261	280	631	126
Wednesday	0	80	255	321	656	131
Thursday	0	48	186	237	471	118
Friday	0	61	172	212	445	111
Saturday	0	73	198	212	483	121
Assignment < 2 min		69%	49%			
Assignment < 4 min		84%	70%			

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

Monthly Call Volume



Top Five Problem Natures

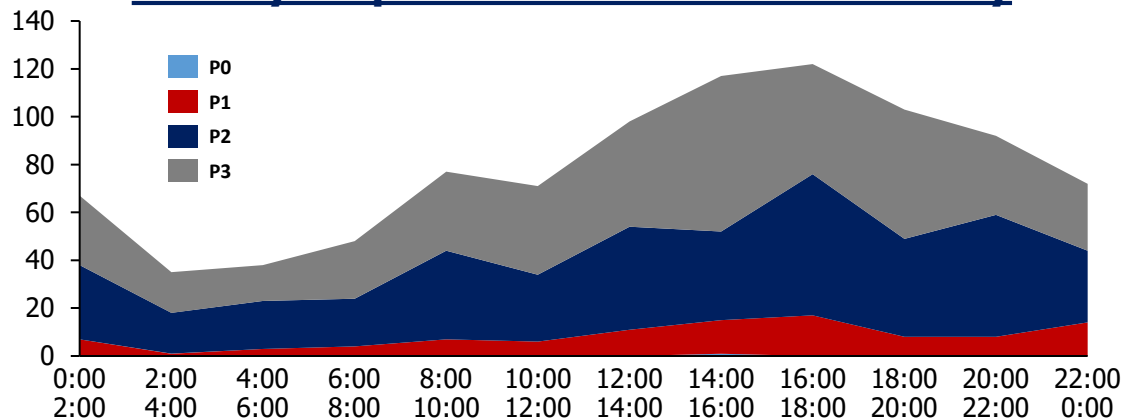




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

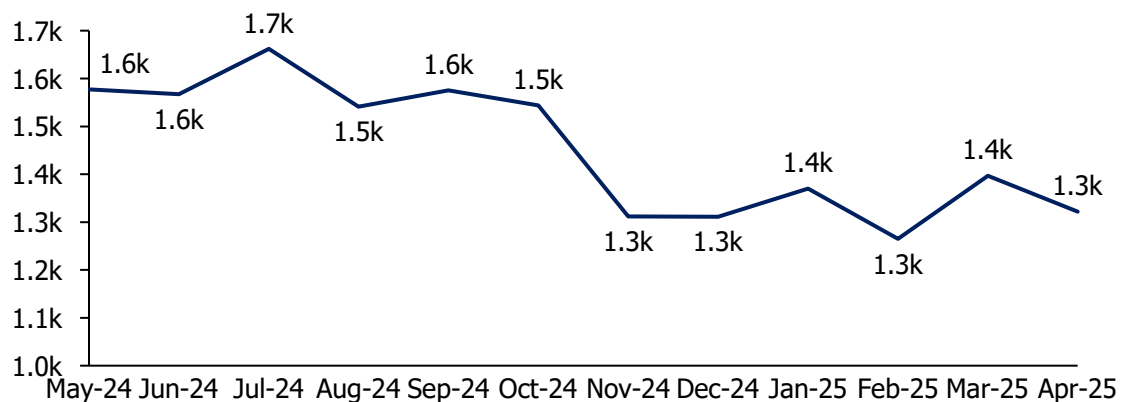


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	16	64	49	129	32
Monday	0	17	54	62	133	33
Tuesday	1	10	70	68	149	30
Wednesday	0	17	66	70	153	31
Thursday	0	21	54	53	128	32
Friday	0	10	53	68	131	33
Saturday	0	9	53	55	117	29
Assignment < 2 min		85%	53%			
Assignment < 4 min		93%	72%			

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

Monthly Call Volume



Top Five Problem Natures

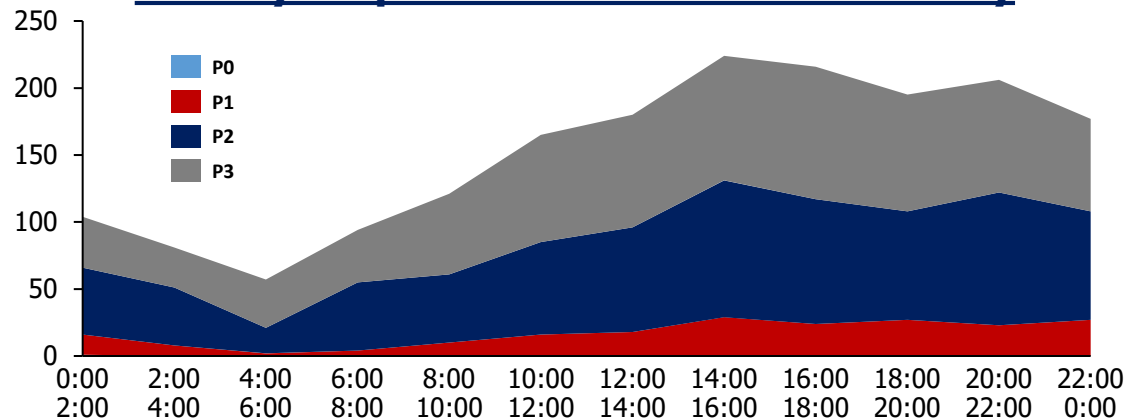




Arvada PD



Priority Dispatched Calls Per Time of Day

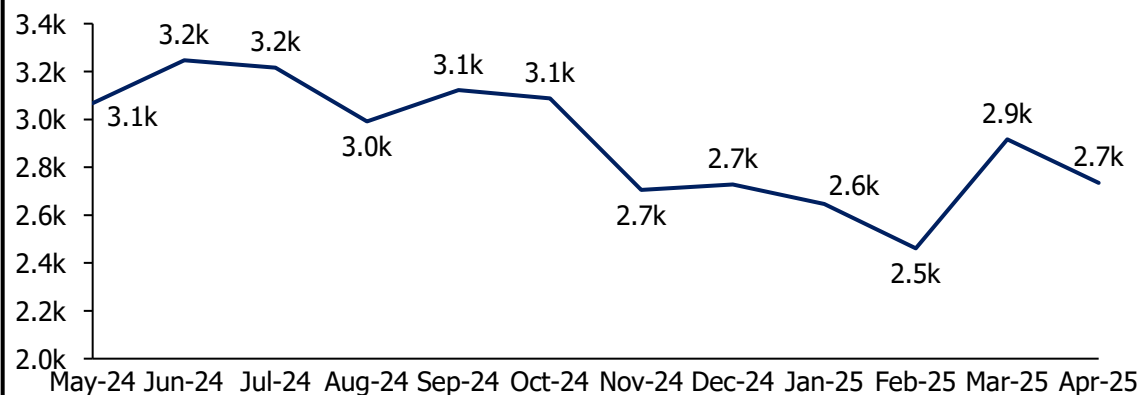


Daily Priority Call Volume and Entry to Assignment

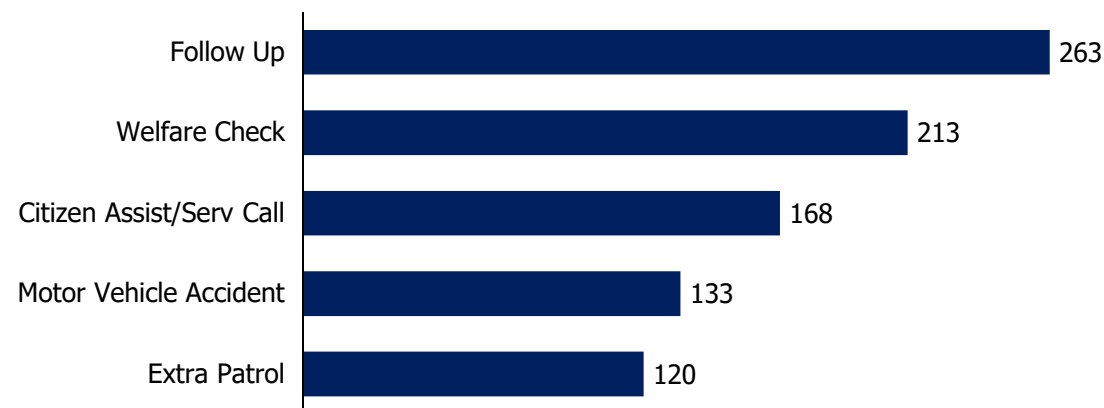
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	31	101	104	236	59
Monday	0	26	97	87	210	53
Tuesday	0	23	152	140	315	63
Wednesday	0	30	134	136	300	60
Thursday	0	25	102	116	243	61
Friday	0	34	105	106	245	61
Saturday	1	34	126	110	271	68
Assignment < 2 min		70%	53%			
Assignment < 4 min		85%	77%			

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

Monthly Call Volume



Top Five Problem Natures

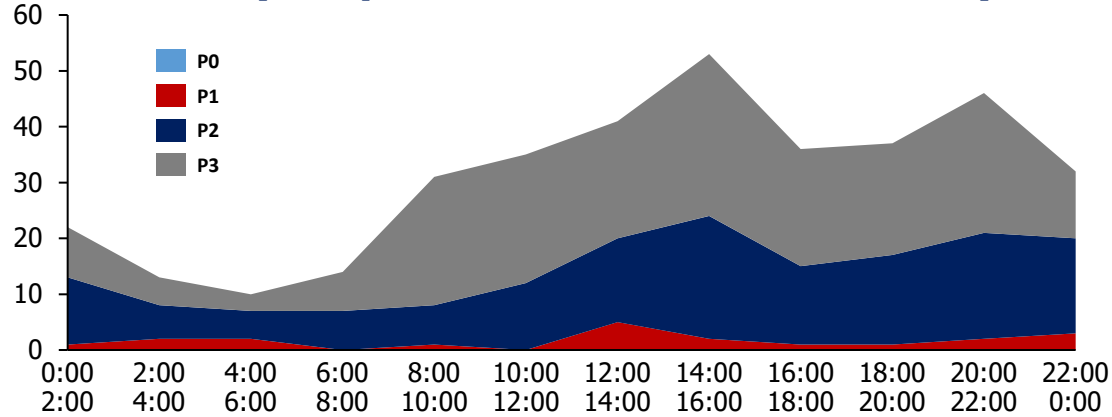




Golden PD



Priority Dispatched Calls Per Time of Day

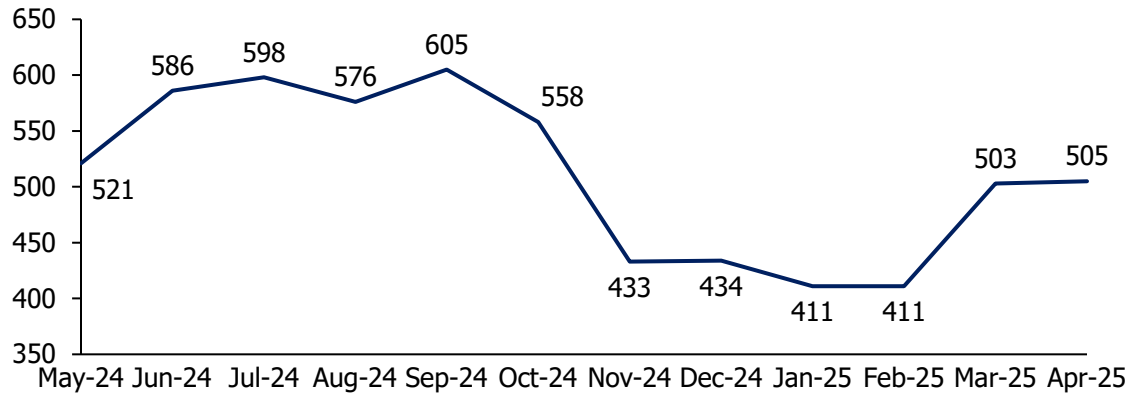


Daily Priority Call Volume and Entry to Assignment

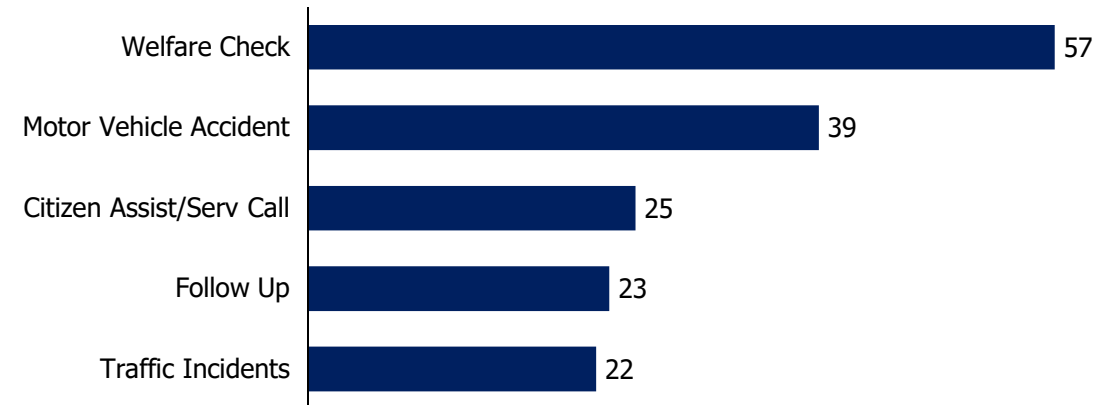
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	11	17	31	8
Monday	0	2	27	28	57	14
Tuesday	0	3	26	30	59	12
Wednesday	0	3	27	33	63	13
Thursday	0	3	21	36	60	15
Friday	0	5	23	21	49	12
Saturday	0	1	17	33	51	13
Assignment < 2 min		80%	61%			
Assignment < 4 min		95%	86%			

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

Monthly Call Volume



Top Five Problem Natures

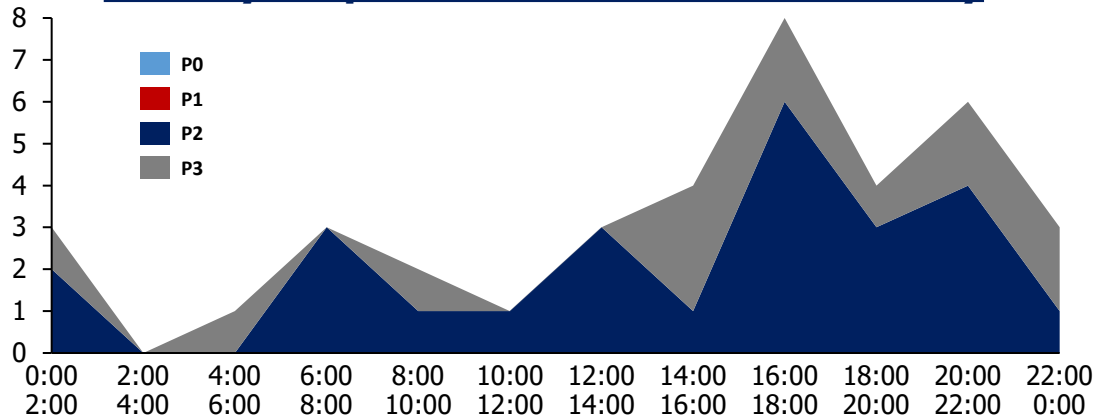




Lakeside PD



Priority Dispatched Calls Per Time of Day

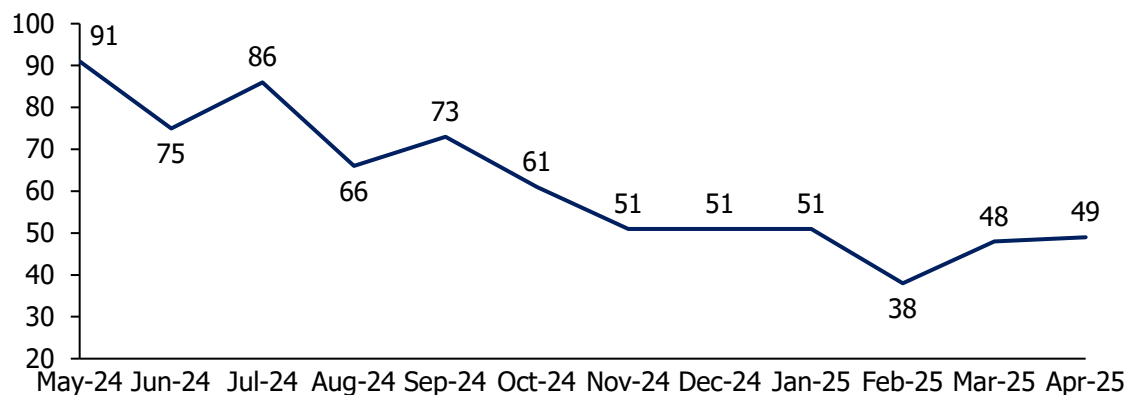


Daily Priority Call Volume and Entry to Assignment

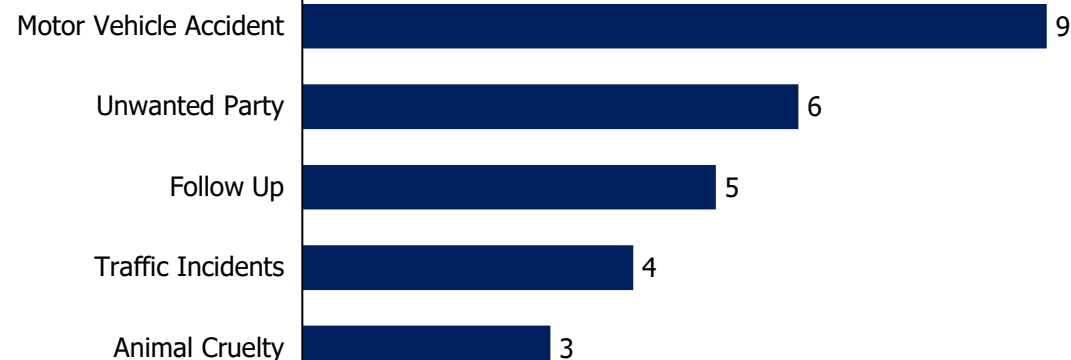
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	1	3	1
Monday	0	0	4	1	5	1
Tuesday	0	0	3	5	8	2
Wednesday	0	0	3	1	4	1
Thursday	0	0	3	0	3	1
Friday	0	0	4	3	7	2
Saturday	0	0	6	2	8	2
Assignment < 2 min		N/A	68%			
Assignment < 4 min		N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

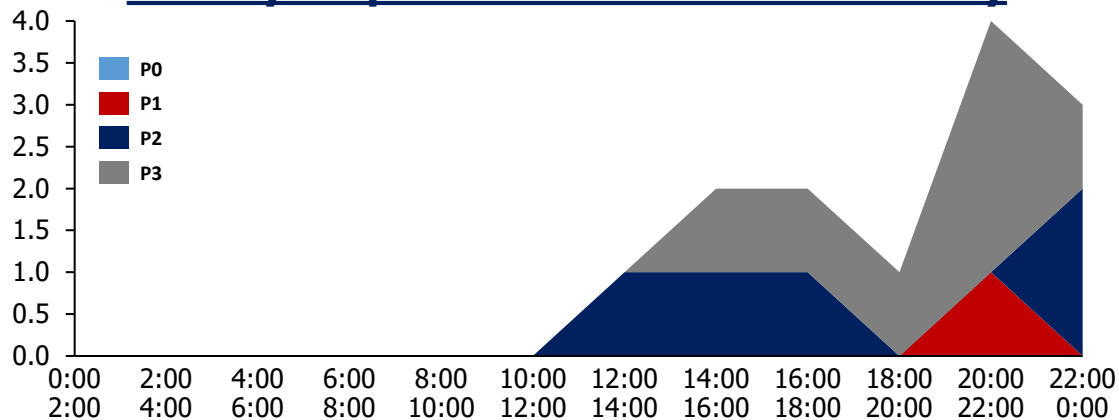




Mountain View PD



Priority Dispatched Calls Per Time of Day

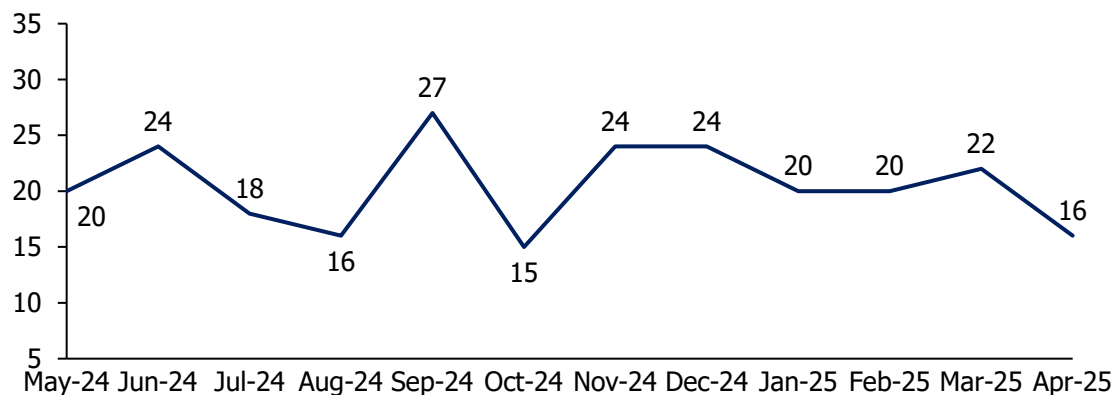


Daily Priority Call Volume and Entry to Assignment

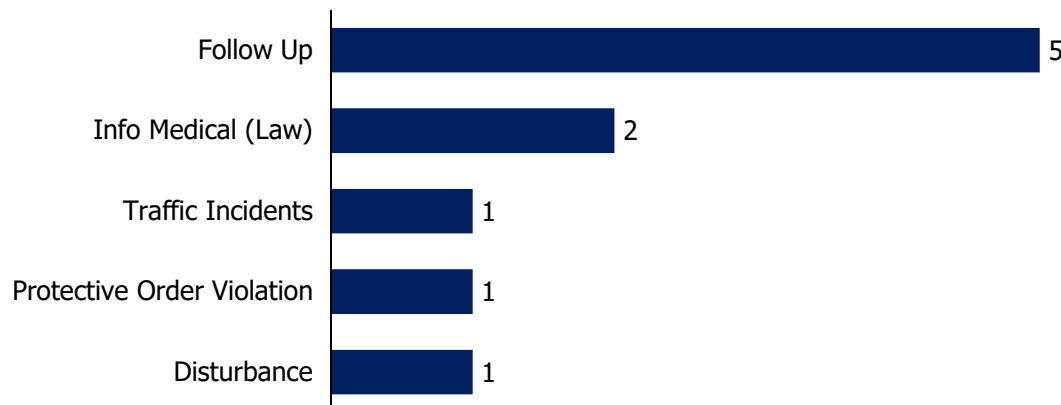
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	1
Monday	0	0	0	2	2	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	3	1	4	1
Thursday	0	1	0	0	1	0
Friday	0	0	0	2	2	1
Saturday	0	0	1	0	1	0
Assignment < 2 min		0%	40%			
Assignment < 4 min		100%	40%			

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

Monthly Call Volume



Top Five Problem Natures

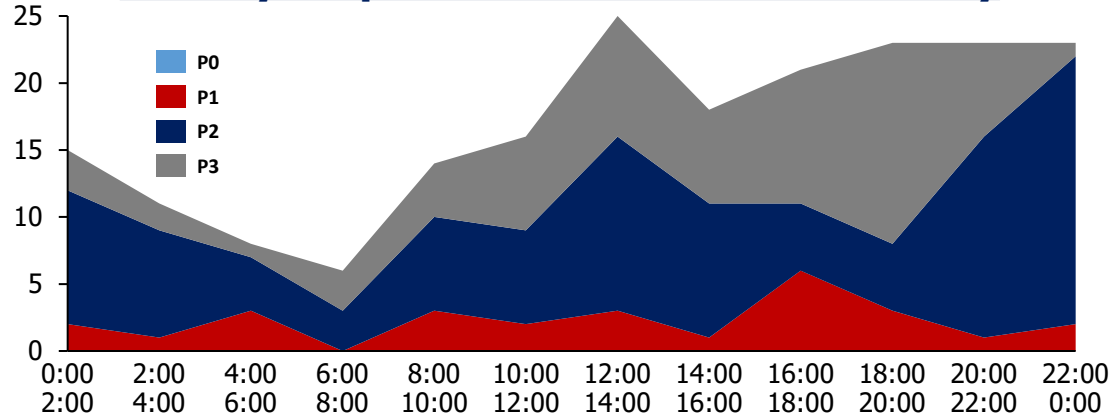




Edgewater PD



Priority Dispatched Calls Per Time of Day

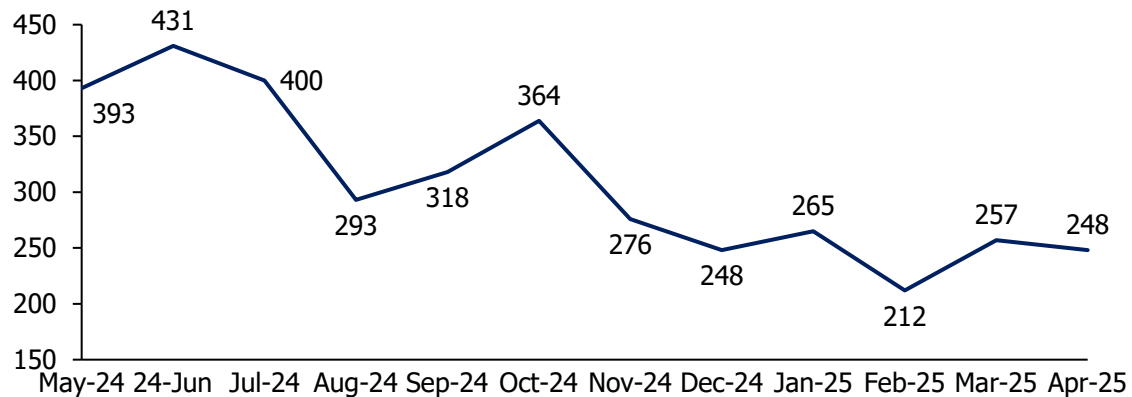


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	11	11	28	7
Monday	0	2	13	8	23	6
Tuesday	0	5	19	11	35	7
Wednesday	0	5	18	7	30	6
Thursday	0	2	15	9	26	7
Friday	0	1	9	9	19	5
Saturday	0	6	22	14	42	11
Assignment < 2 min		81%	73%			
Assignment < 4 min		93%	86%			

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

Monthly Call Volume



Top Five Problem Natures

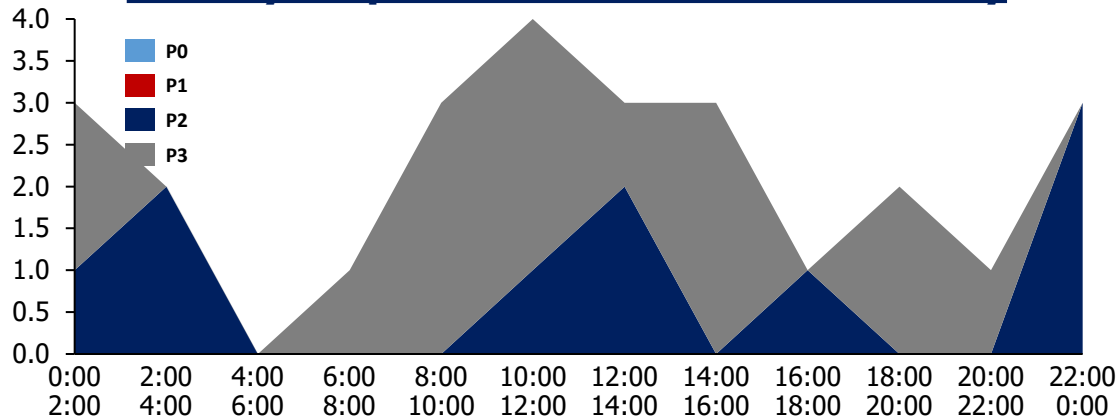




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

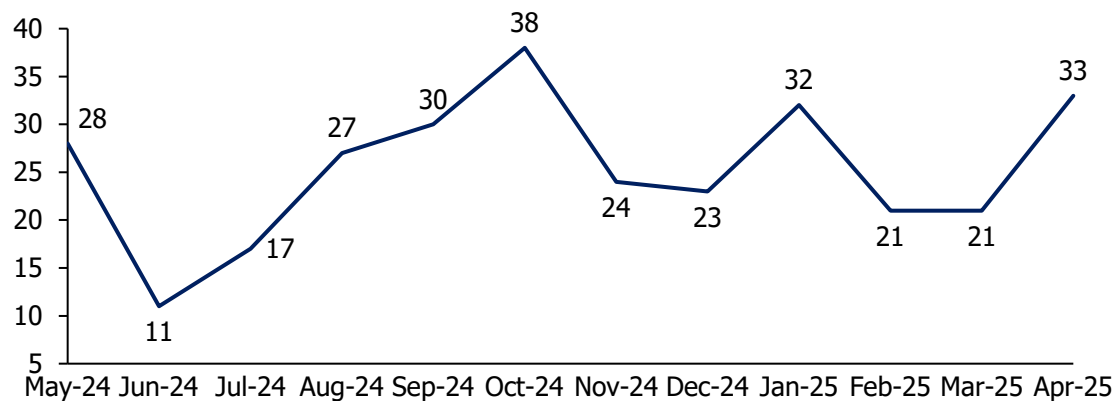


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	3	6	2
Monday	0	0	0	2	2	1
Tuesday	0	0	2	3	5	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	2	2	4	1
Friday	0	0	2	4	6	2
Saturday	0	0	1	1	2	1
Assignment < 2 min		N/A	50%			
Assignment < 4 min		N/A	90%			

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

Monthly Call Volume



Top Five Problem Natures



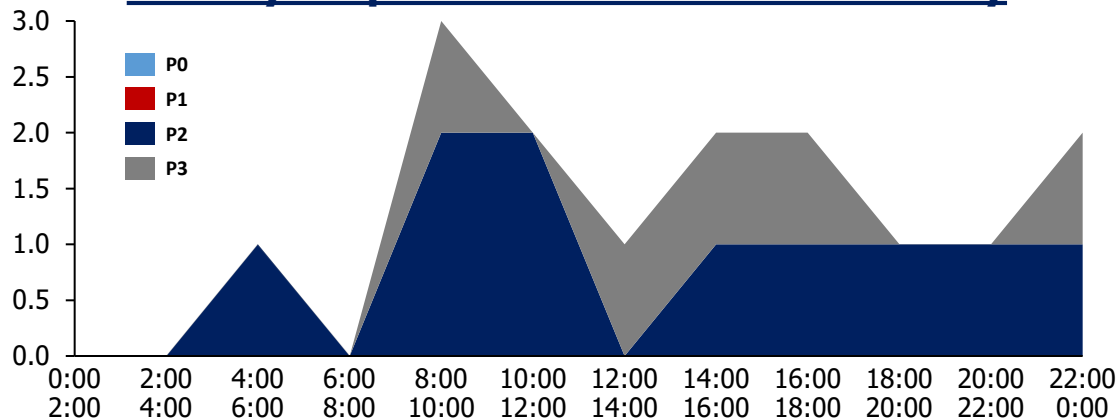


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

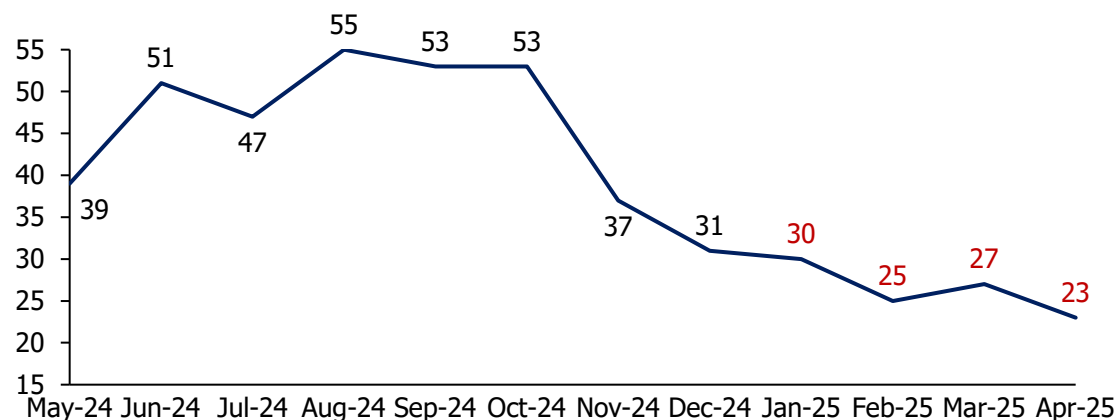


Daily Priority Call Volume and Entry to Assignment

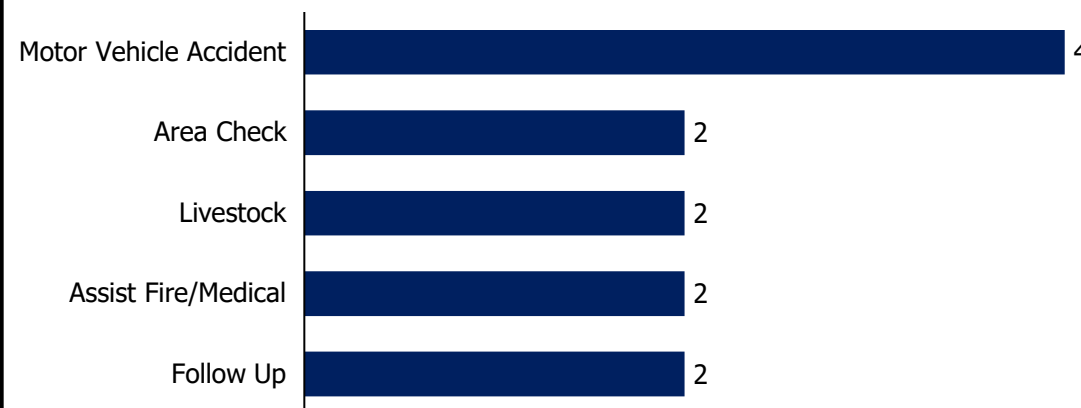
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	0	2	1
Monday	0	0	0	0	0	0
Tuesday	0	0	2	2	4	1
Wednesday	0	0	1	1	2	0
Thursday	0	0	1	1	2	1
Friday	0	0	1	0	1	0
Saturday	0	0	3	1	4	1
Assignment < 2 min		N/A	10%			
Assignment < 4 min		N/A	70%			

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

Monthly Call Volume



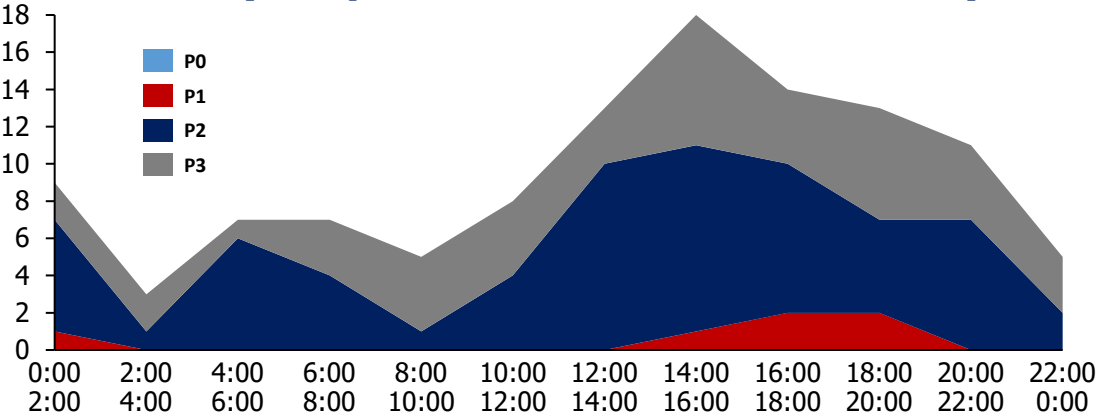
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

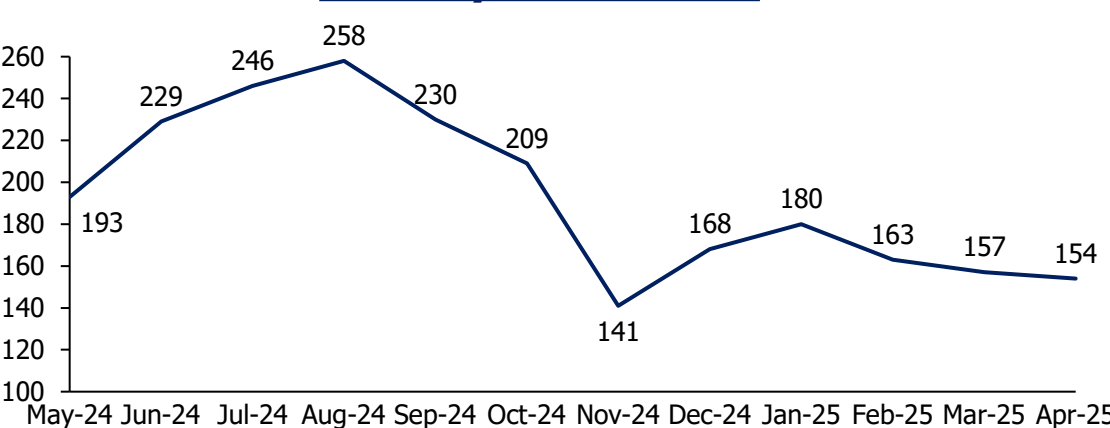


Daily Priority Call Volume and Entry to Assignment

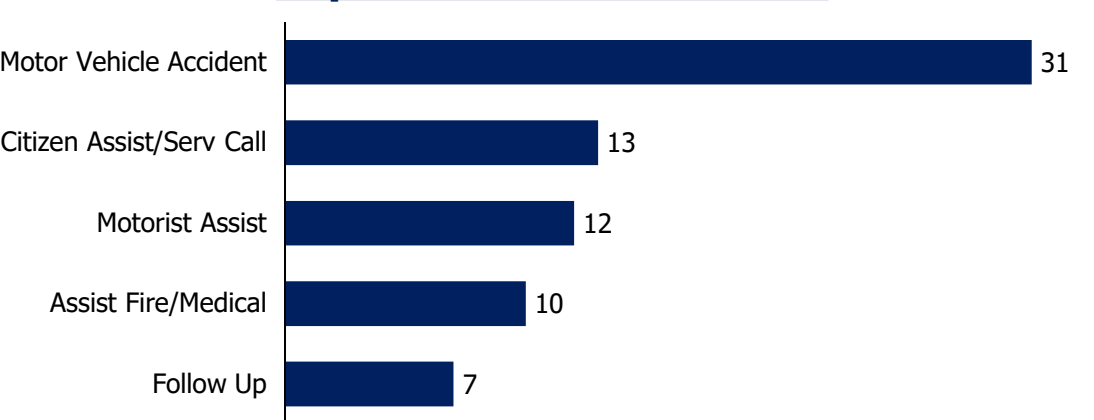
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	6	6	13	3
Monday	0	1	3	7	11	3
Tuesday	0	0	11	4	15	3
Wednesday	0	1	6	6	13	3
Thursday	0	1	6	5	12	3
Friday	0	0	18	10	28	7
Saturday	0	2	14	5	21	5
Assignment < 2 min		83%	56%			
Assignment < 4 min		83%	78%			

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

Monthly Call Volume



Top Five Problem Natures

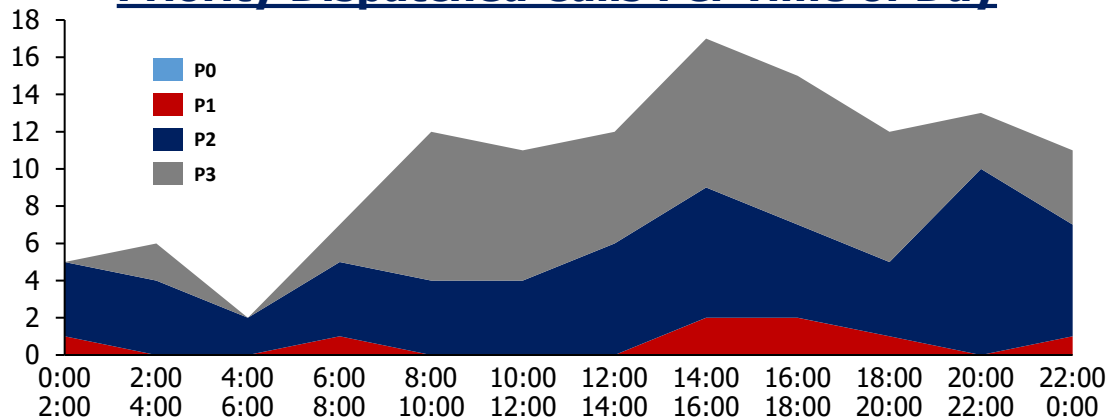




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

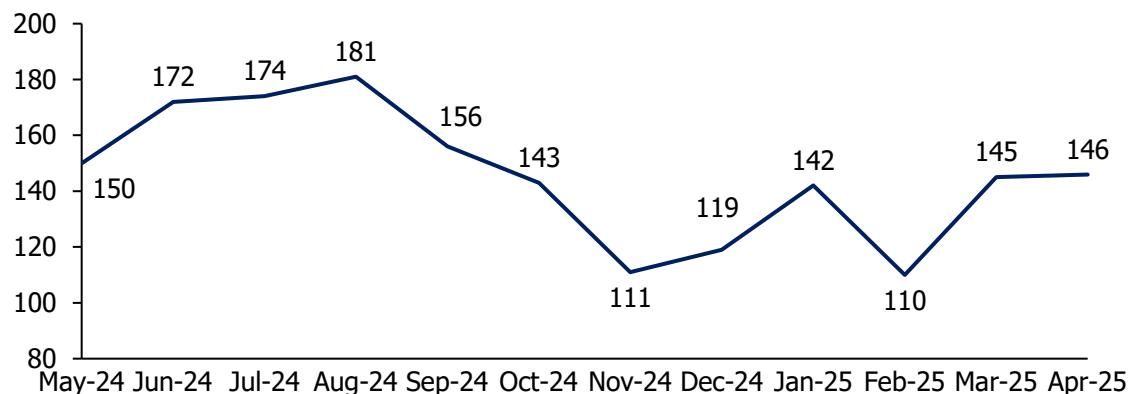


Daily Priority Call Volume and Entry to Assignment

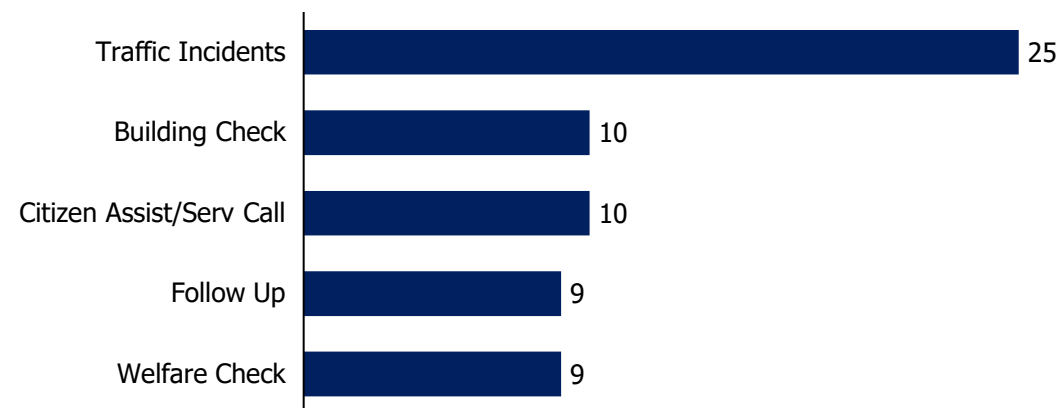
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	8	8	16	4
Monday	0	0	5	12	17	4
Tuesday	0	2	10	15	27	5
Wednesday	0	2	9	6	17	3
Thursday	0	0	9	6	15	4
Friday	0	2	8	2	12	3
Saturday	0	2	11	6	19	5
Assignment < 2 min		100%	80%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



Top Five Problem Natures

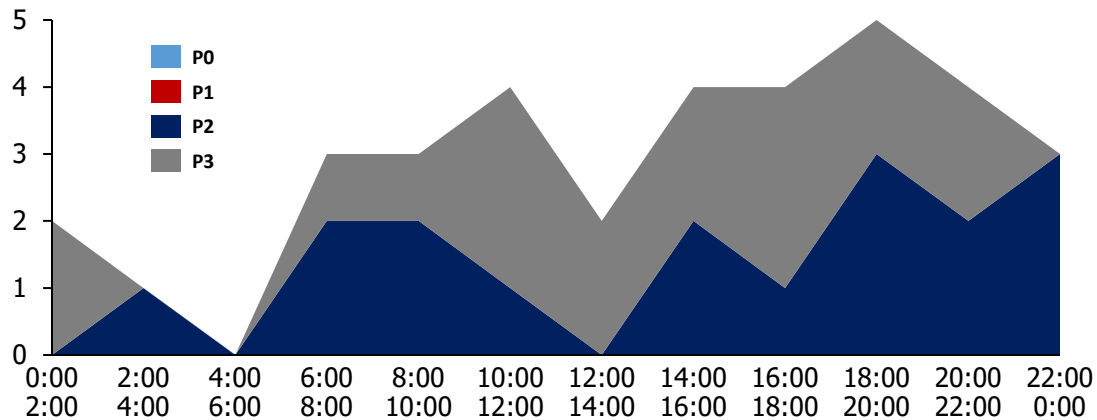




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

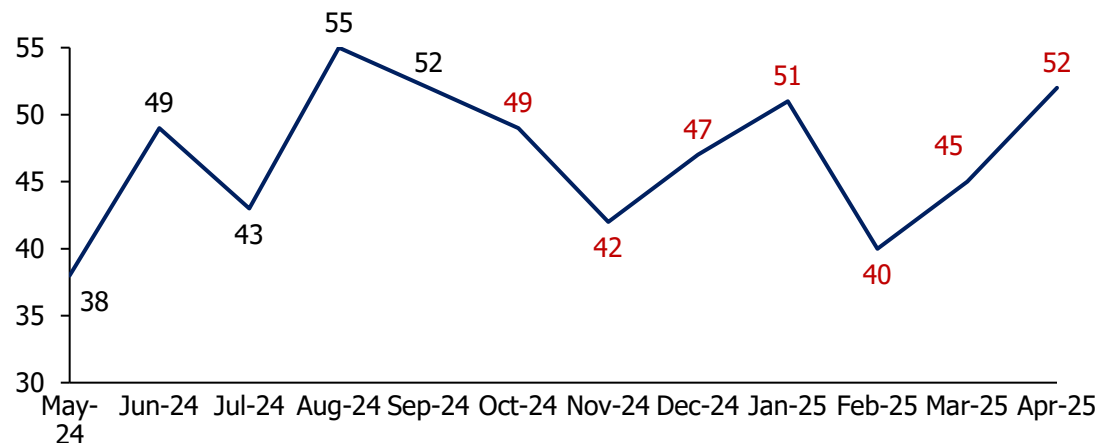


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	2	5	1
Monday	0	0	2	3	5	1
Tuesday	0	0	5	0	5	1
Wednesday	0	0	3	5	8	2
Thursday	0	0	0	4	4	1
Friday	0	0	2	1	3	1
Saturday	0	0	2	3	5	1
Assignment < 2 min		N/A	65%			
Assignment < 4 min		N/A	76%			

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

Monthly Call Volume



Top Five Problem Natures

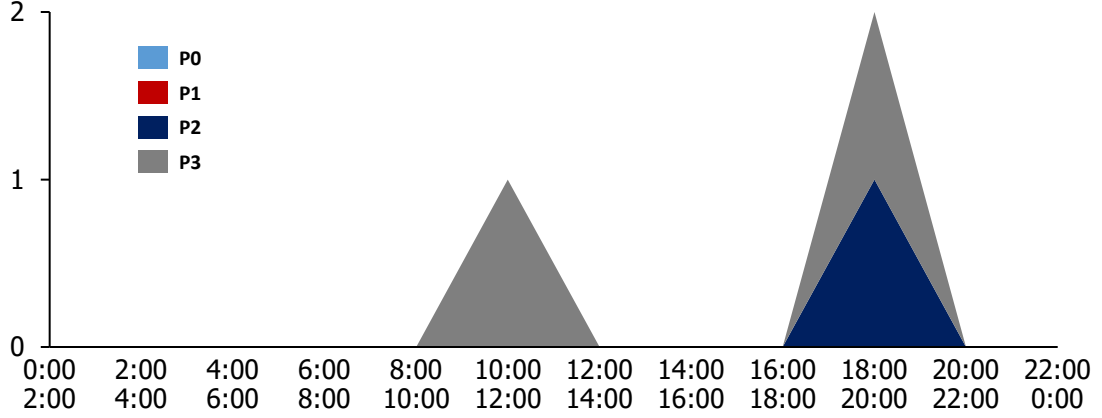




Empire PD



Priority Dispatched Calls Per Time of Day

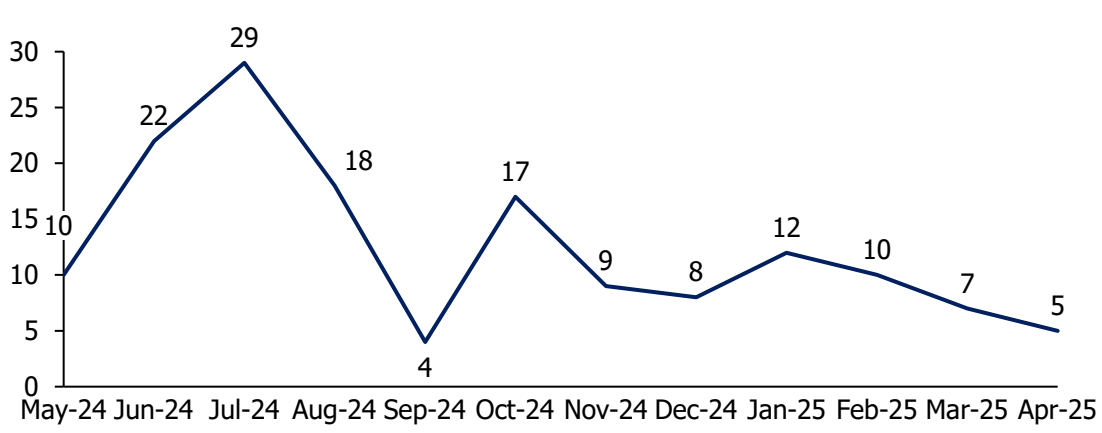


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	1	0	1	0
Tuesday	0	0	0	1	1	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
Assignment <2 min		N/A	0%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures



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