



Jefferson County Communications Center Authority
JEFFCOM911

March 2025
Monthly Report



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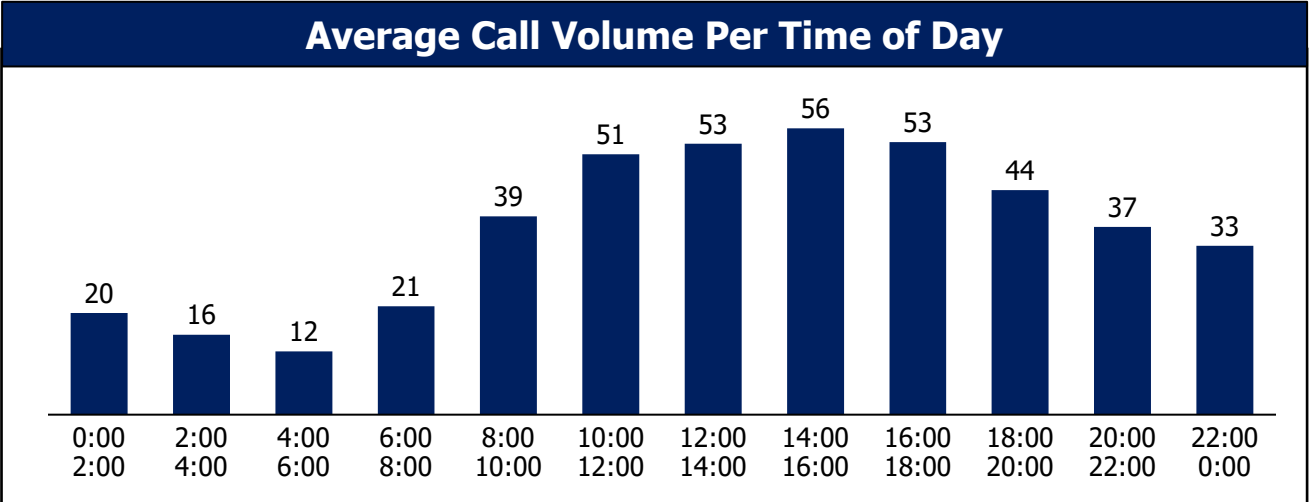


Law Stats

Calls Received, Processed, and Dispatched






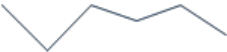











Agency	March Calls	% Total	6 Month Trend
Lakewood PD	5,290	27.6%	
Arvada PD	2,916	15.2%	
Jeffco Sheriff	2,598	13.6%	
Wheat Ridge PD	1,397	7.3%	
Golden PD	503	2.6%	
Edgewater PD	257	1.3%	
Clear Creek Sheriff	157	0.8%	
Idaho Springs PD	145	0.8%	
Lakeside PD	48	0.3%	
Georgetown PD*	45	0.2%	
Morrison PD**	27	0.1%	
Mountain View PD	22	0.1%	
CSM PD	21	0.1%	
Empire PD	7	0.0%	
Total	13,433	70.2%	

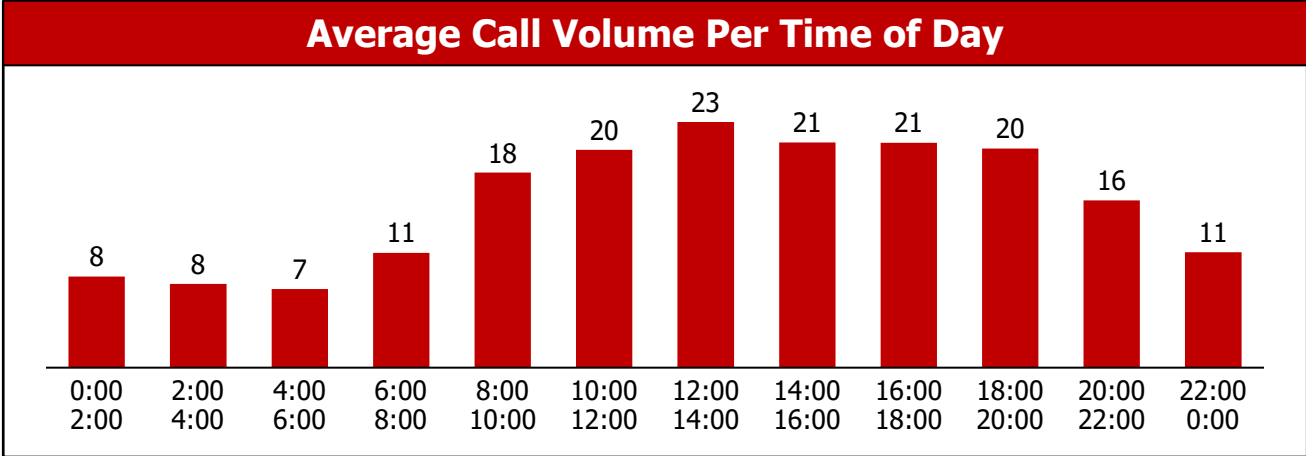


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	3	202	625	563	167	274	135	1,969	13.0%
Monday	0	192	693	656	229	477	121	2,368	15.6%
Tuesday	0	113	527	491	152	344	100	1,727	14.2%
Wednesday	1	153	496	532	147	349	98	1,776	14.6%
Thursday	1	135	531	538	179	336	94	1,814	14.9%
Friday	0	134	524	518	172	308	89	1,745	14.4%
Saturday	1	204	667	580	159	288	135	2,034	13.4%
Total	6	1,133	4,063	3,878	1,205	2,376	772	13,433	

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	March Calls	% of Total	6 Month Trend
West Metro Fire	3,246	17.0%	
Arvada Fire	1,461	7.6%	
Golden Fire	224	1.2%	
Evergreen Fire	183	1.0%	
Clear Creek EMS	157	0.8%	
Clear Creek Fire	139	0.7%	
Elk Creek Fire	98	0.5%	
Pleasant View Fire	54	0.3%	
Highland Rescue	45	0.2%	
Foothills Fire	28	0.1%	
Inter Canyon Fire	25	0.1%	
Genesee Fire	16	0.1%	
North Fork Fire	14	0.1%	
Indian Hills Fire	11	0.1%	
Golden Gate Fire	2	0.0%	
Total	5,703	29.8%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	20	531	299	7	0	2	859	13.3%
Monday	17	553	378	14	0	1	963	15.0%
Tuesday	9	448	256	7	0	1	721	14.0%
Wednesday	13	447	281	7	0	3	751	14.6%
Thursday	13	443	254	7	0	3	720	14.0%
Friday	11	444	270	12	0	3	740	14.4%
Saturday	17	601	317	14	0	0	949	14.7%
Total	100	3,467	2,055	68	0	13	5,703	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	87.0%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	93.3%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	50.5%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	88.8%	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%	84.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	90.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	92.6%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering Time</p> <p>While overall staffing numbers are close to the authorized level, the number of personnel in training has impacted performance in call taking operations. Ten of Jeffcom's trainees are in the phase of on-the-job training for call taking, where the number of calls taken per hour is reduced, and an additional 12 personnel are cross training to a radio discipline new to them, reducing the number of resources available to handle overflow 9-1-1 calls.</p> <p>Remediation: Call Answering Time</p> <p>Jeffcom heavily prioritized training in the month of February. Twelve employees hired in November are completing on-the-floor training, and ten more employees are currently completing academy training. Eight new radio skills were acquired by tenured employees. Additionally, in-service training was assigned to all staff for completion in February, which includes Office Safety, Sexual Harassment Awareness, and a 4.5-hour training course related to the Emergency Fire Dispatch (EFD) protocols update.</p>
<p>Root Cause: Call Processing Time</p> <p>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</p> <p>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 01:49 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

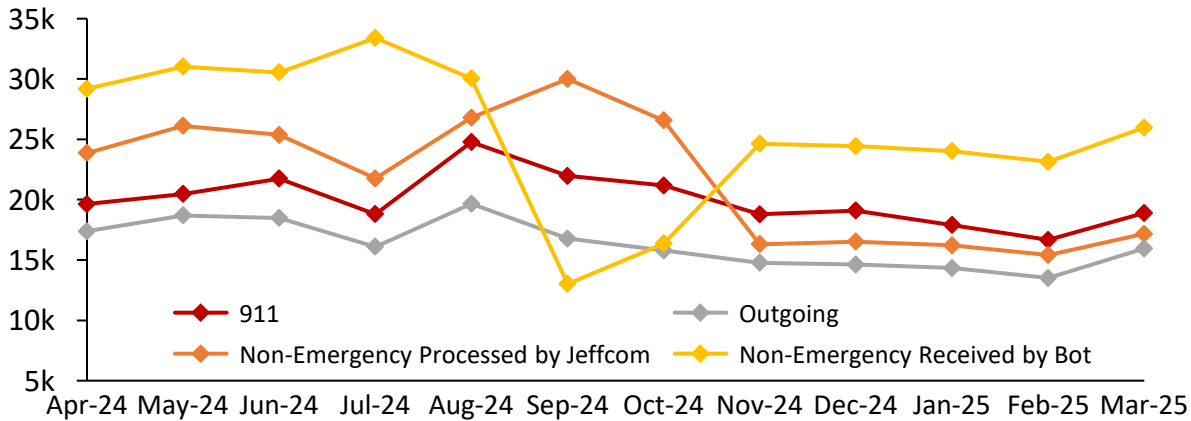
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



Service Level Agreement and Volume Trends



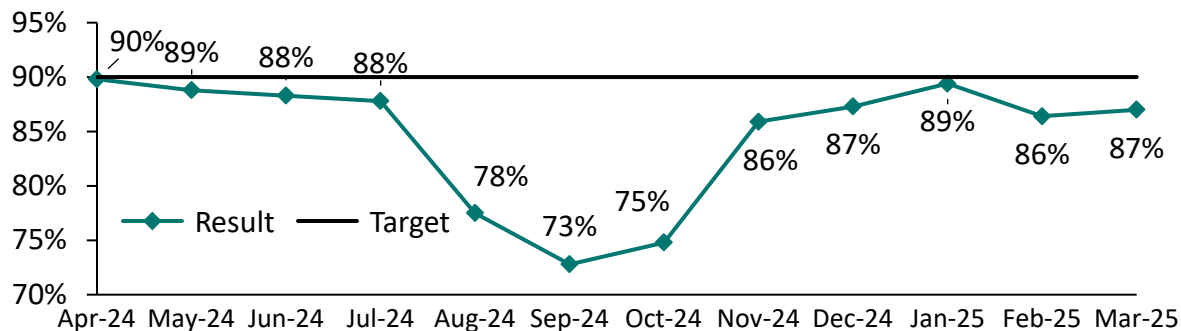
Call Volumes



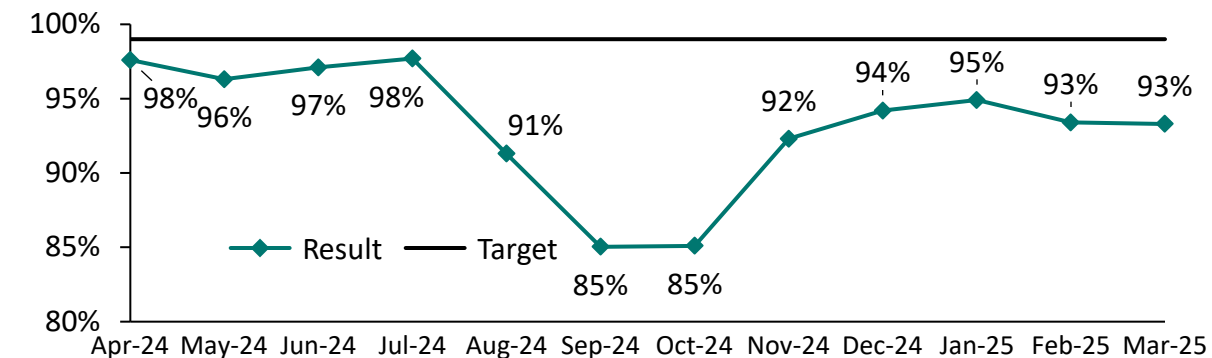
Trend Table

Average Daily Calls	Mar-25	Feb-25	Mar-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	514	483	547	↑ 7%	↓ -6%
Incoming - Admin to Bot	838	826	888	↑ 1%	↓ -6%
Incoming - Admin to Jeffcom	554	550	724	↑ 1%	↓ -24%
Incoming - 911	610	595	612	↑ 2%	↓ 0%
911 calls answered within 15 seconds	87.0%	86.4%	92.1%	↑ 0.6%	↓ -5.1%
911 calls answered within 40 seconds	93.3%	93.4%	98.3%	→ 0.1%	↓ -5.0%

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.



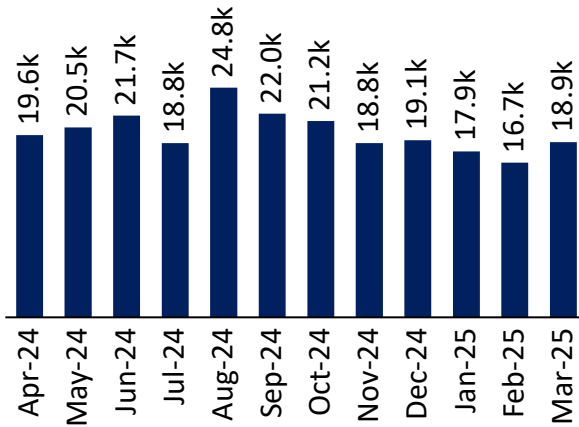
Call Volume/Agency Specific Inquiries

JEFFCOM

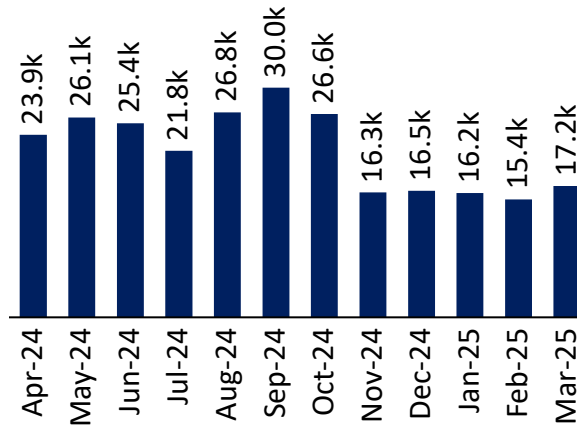


12 Month Trends

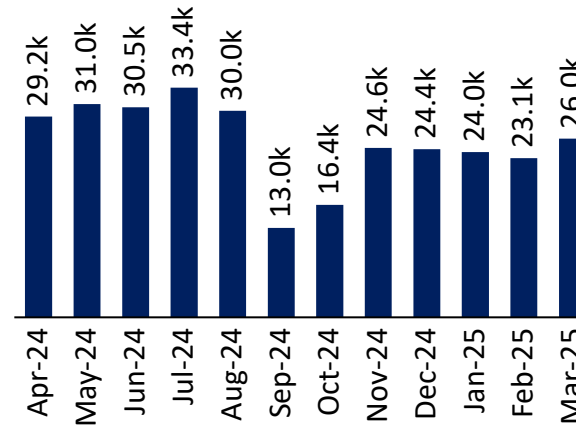
Emergency Calls



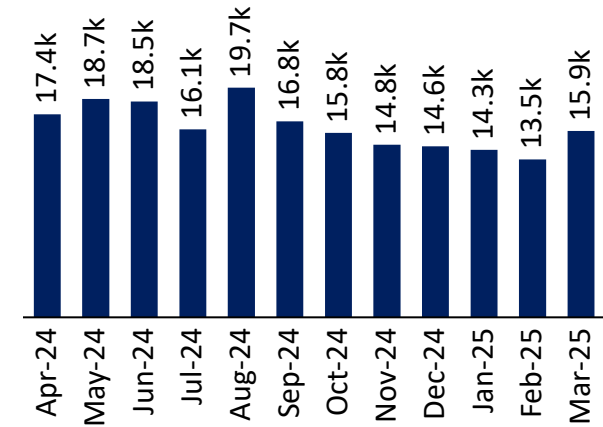
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



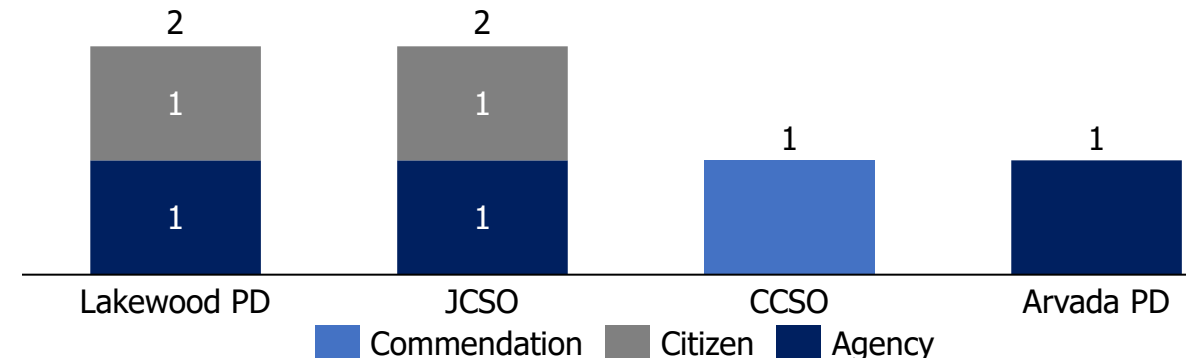
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	15,945	7% Increase per day from February
Incoming - Admin to Bot	25,972	1% Increase per day from February
Incoming - Admin to Jeffcom	17,168	1% Increase per day from February
Incoming - 911	18,896	2% Increase per day from February
Total Incoming to Jeffcom	36,064	2% Increase per day from February

March 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.

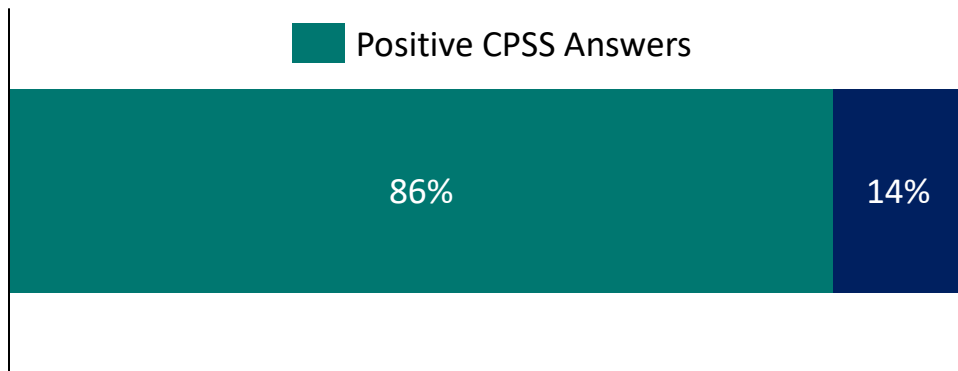


PowerEngage Survey Results

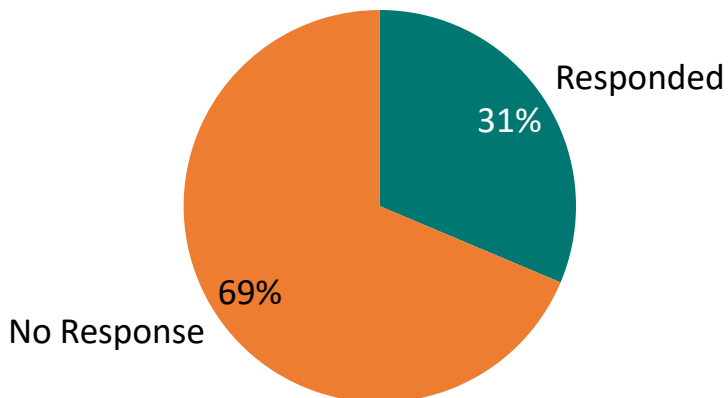
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



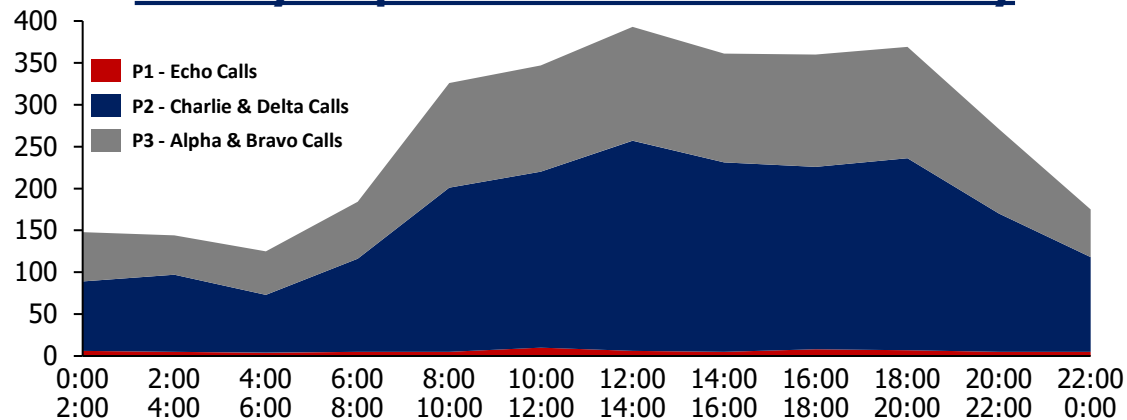
Survey Response Rate



Survey Responses

- The call taker was absolutely amazing. Despite my anxiety and fear, they were able to get all the necessary information without me. Having to repeat myself and guided me to a safe resolution.
- The call taker was informative and patient and professional
- Call taker was awesome! Very calm and very attentive! Excellent customer service!
- When I lost contact with the 911 call-taker she called me right back. Very professional.
- She did a great job. Was attentive to details. Demonstrated empathy. Make sure I felt comfortable with the next steps.
- He was awesome, listened carefully and relayed info quickly.

Priority Dispatched Calls Per Time of Day



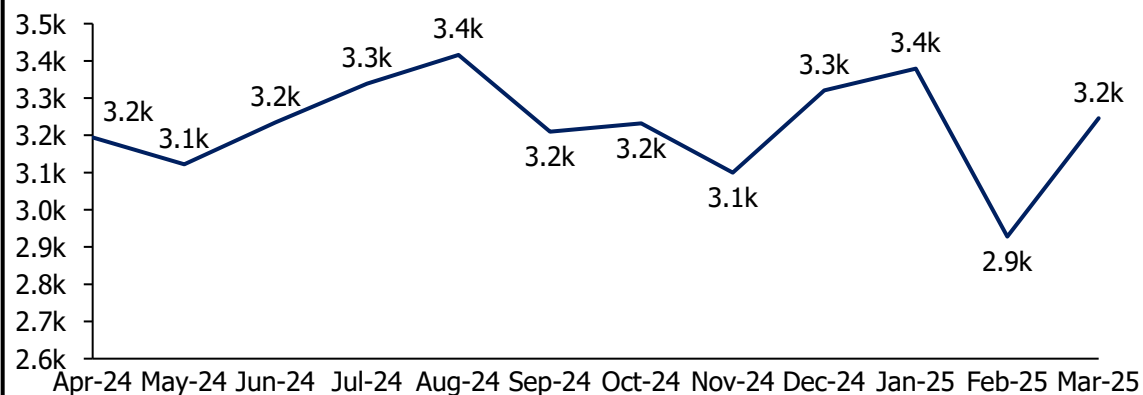
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	16	308	152	476	95
Monday	12	335	206	553	111
Tuesday	7	254	151	412	103
Wednesday	12	257	165	434	109
Thursday	8	230	154	392	98
Friday	6	259	168	433	108
Saturday	10	320	173	503	101

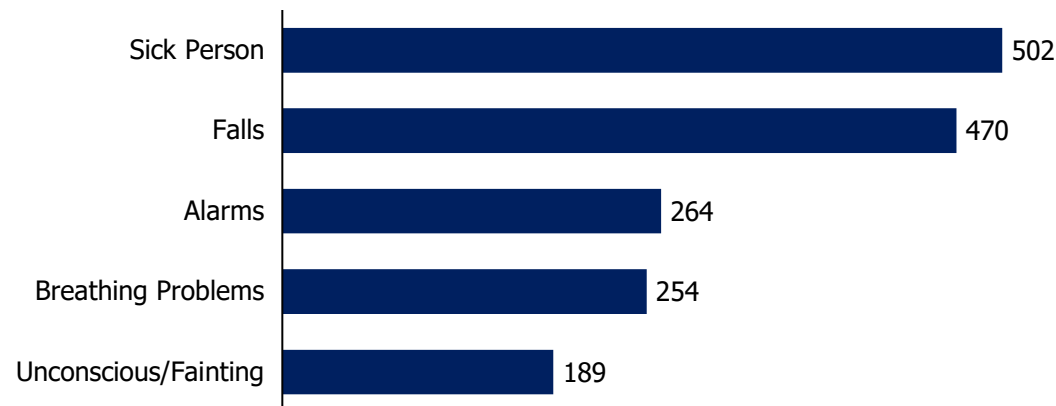
Assignment <1 min **94%** **97%**

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

Monthly Call Volume



Top Five Problem Natures

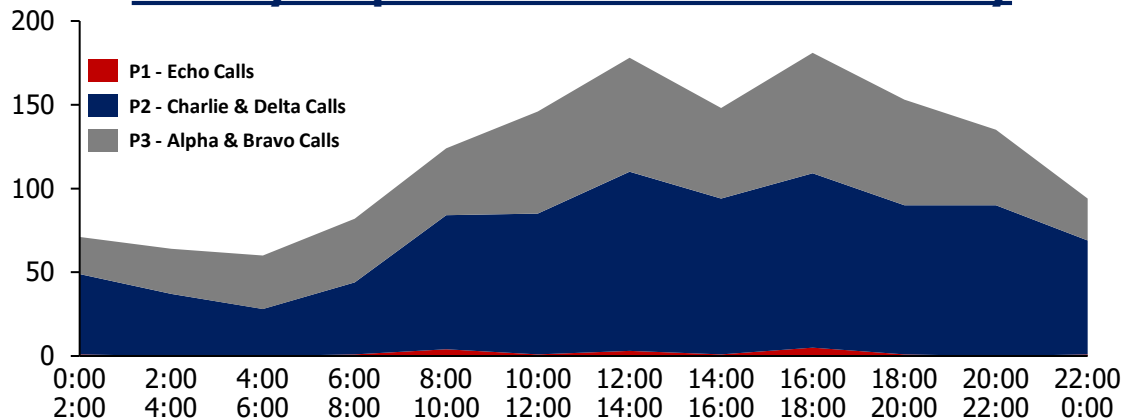




Arvada Fire



Priority Dispatched Calls Per Time of Day



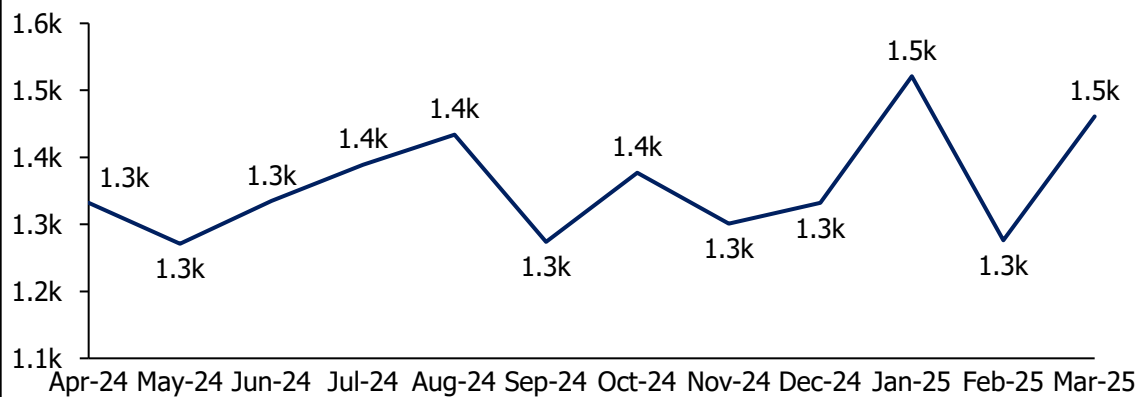
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	3	113	85	201	40
Monday	5	131	112	248	50
Tuesday	1	105	68	174	44
Wednesday	0	121	69	190	48
Thursday	2	120	62	184	46
Friday	3	111	56	170	43
Saturday	4	170	95	269	54

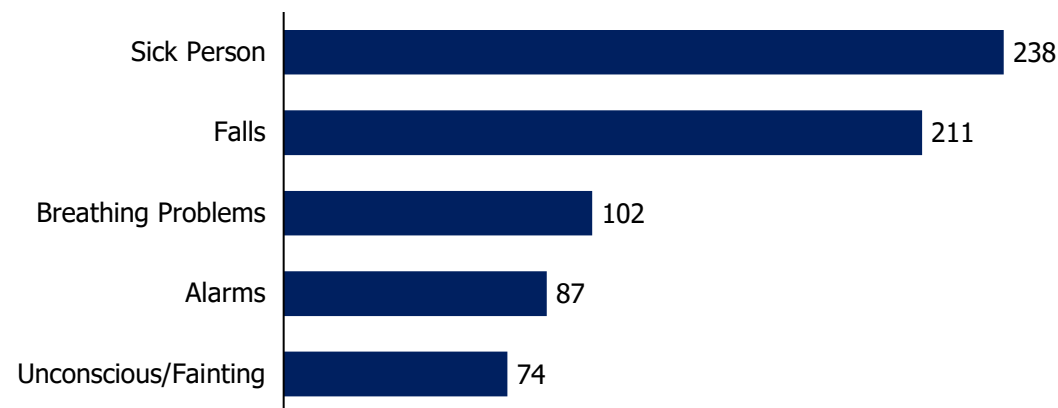
Assignment <1 min 89% 89%

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

Monthly Call Volume



Top Five Problem Natures

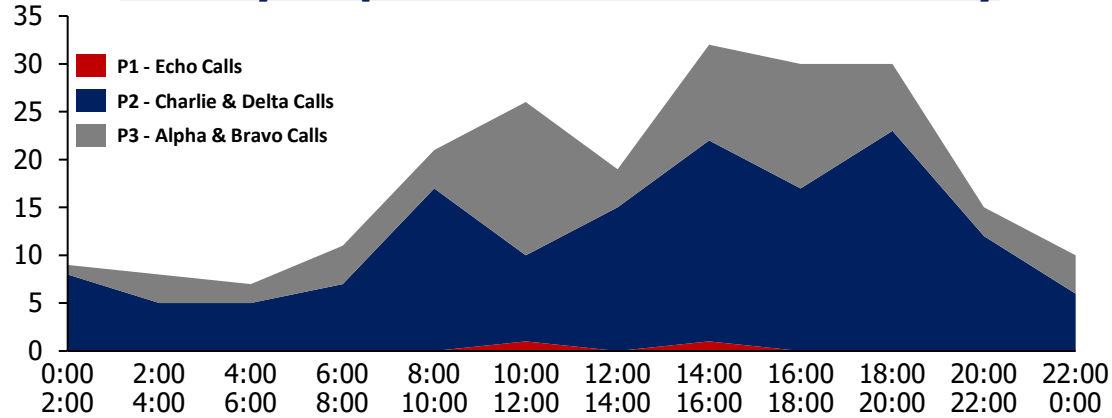




Golden Fire



Priority Dispatched Calls Per Time of Day



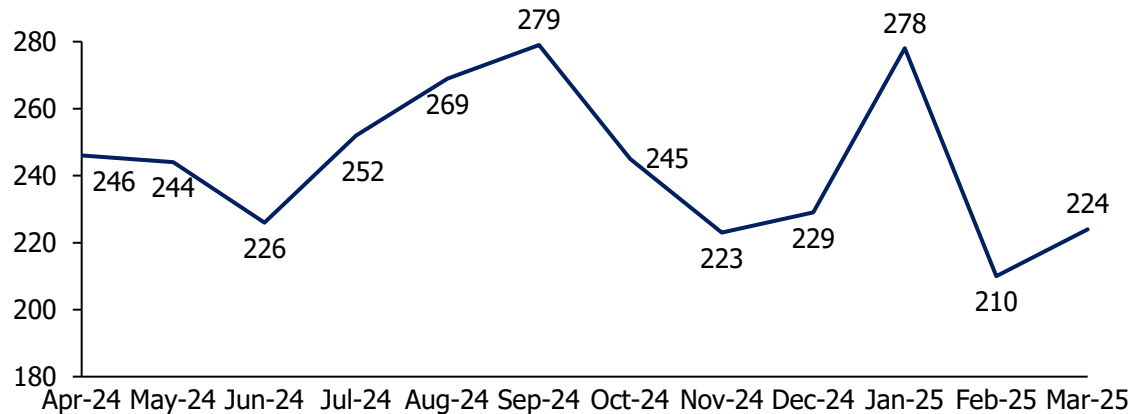
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	26	14	40	8
Monday	0	21	13	34	7
Tuesday	0	20	5	25	6
Wednesday	0	21	10	31	8
Thursday	0	18	8	26	7
Friday	1	18	13	32	8
Saturday	1	21	8	30	6

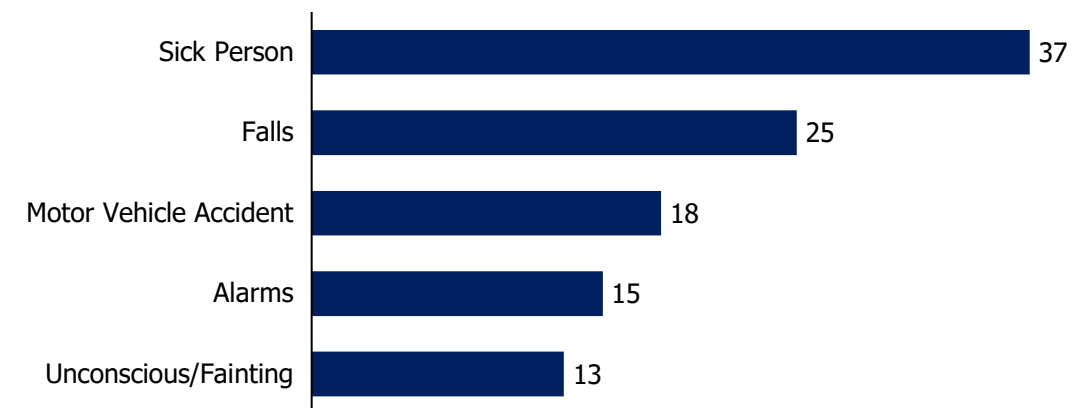
Assignment <1 min 100% 76%

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

Monthly Call Volume



Top Five Problem Natures

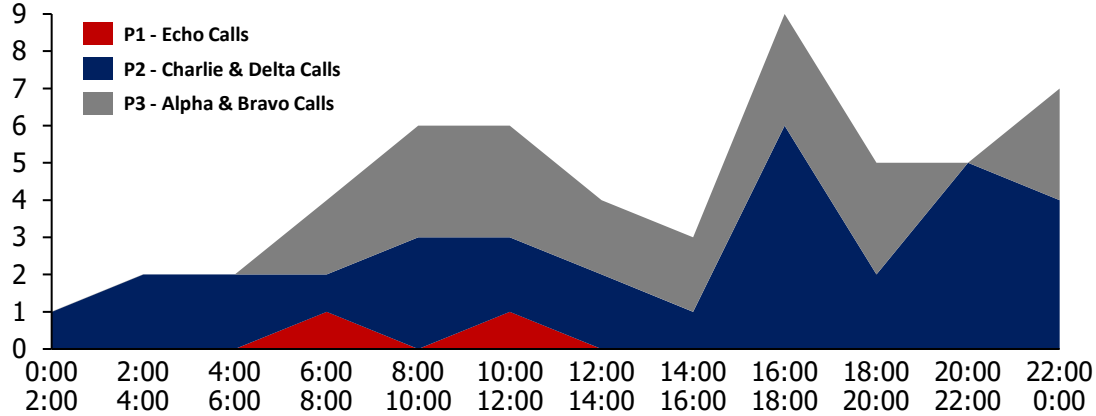




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



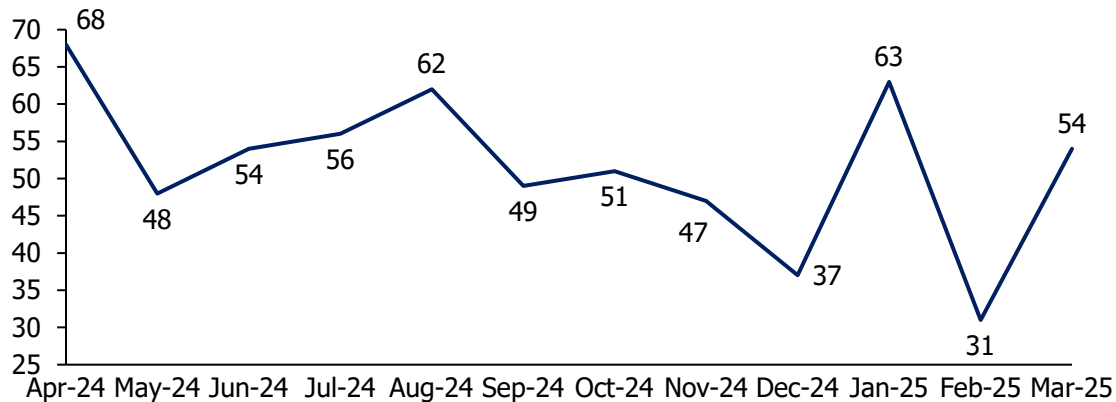
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 90%

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

Monthly Call Volume



Top Five Problem Natures

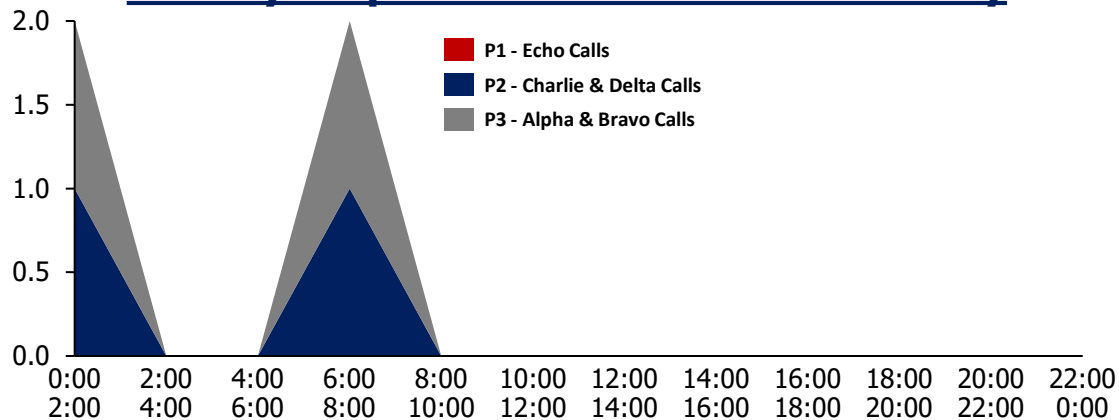




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

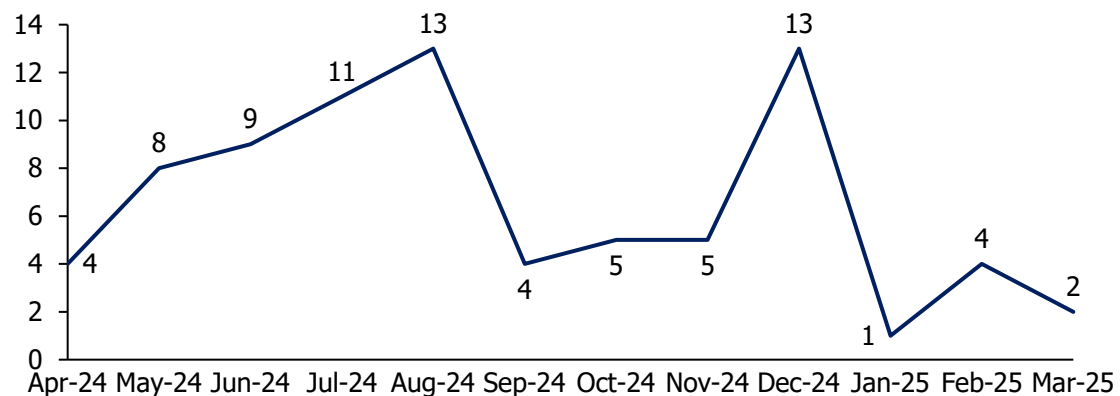


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Problem Natures

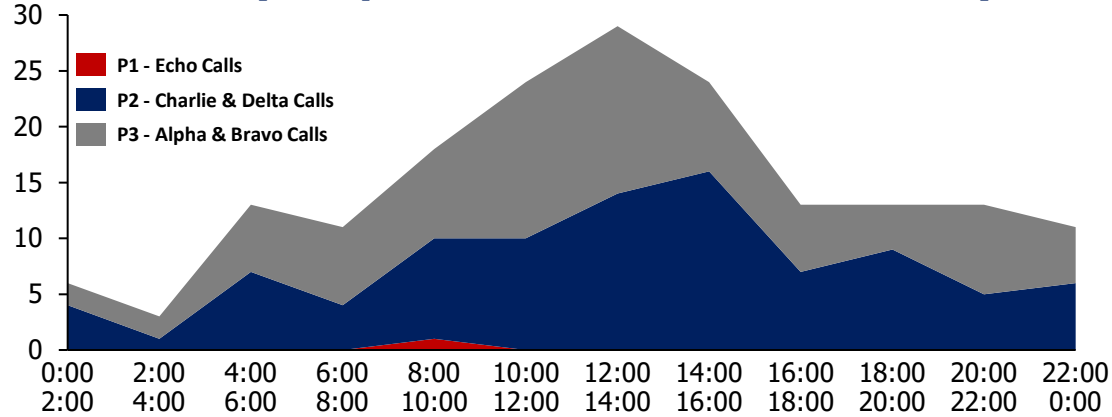




Evergreen Fire



Priority Dispatched Calls Per Time of Day



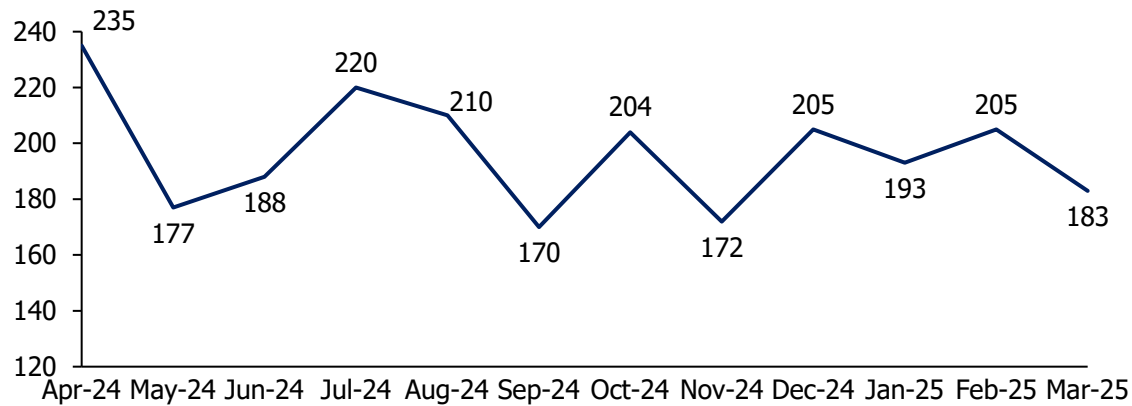
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	13	23	5
Monday	0	15	12	27	5
Tuesday	0	12	4	16	4
Wednesday	1	12	12	25	6
Thursday	0	15	11	26	7
Friday	0	16	16	32	8
Saturday	0	12	17	29	6

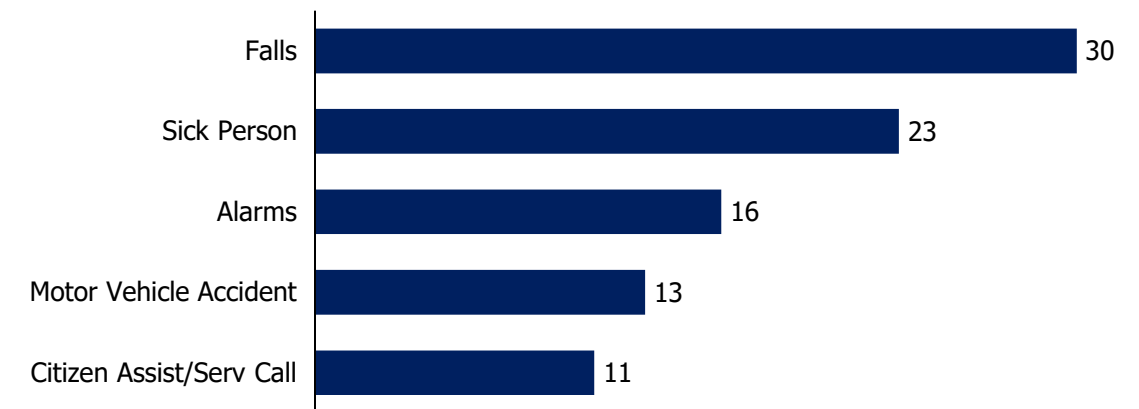
Assignment <1 min 100% 73%

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

Monthly Call Volume



Top Five Problem Natures

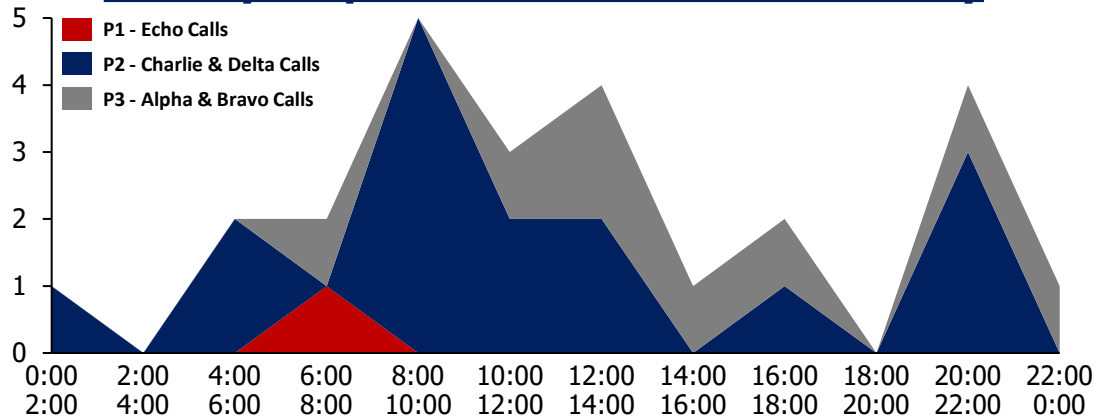




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day



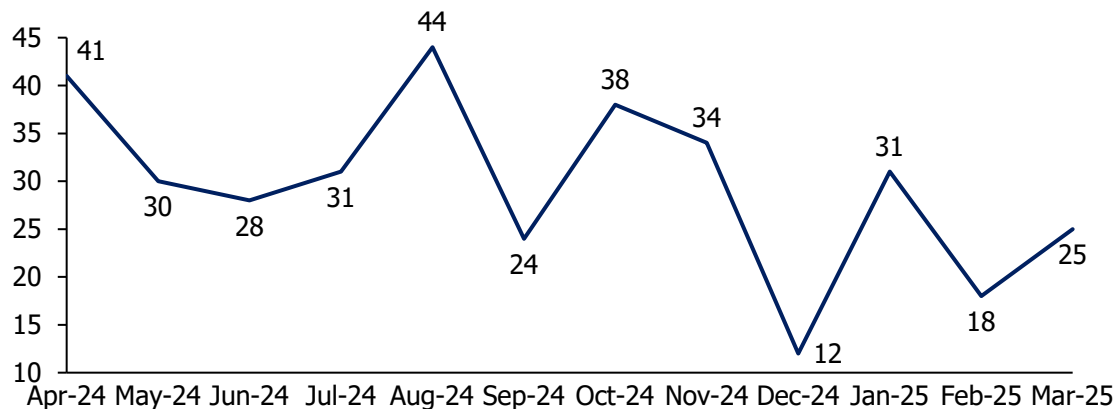
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 81%

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

Monthly Call Volume



Top Five Problem Natures

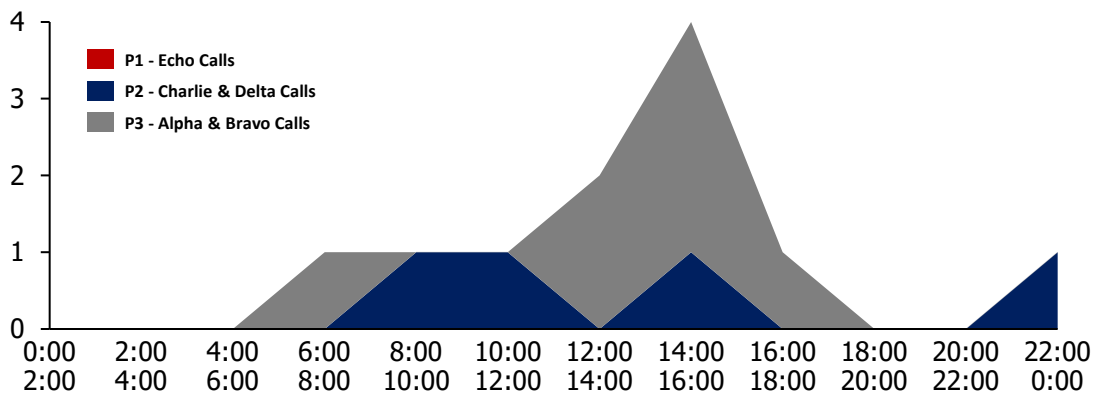




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

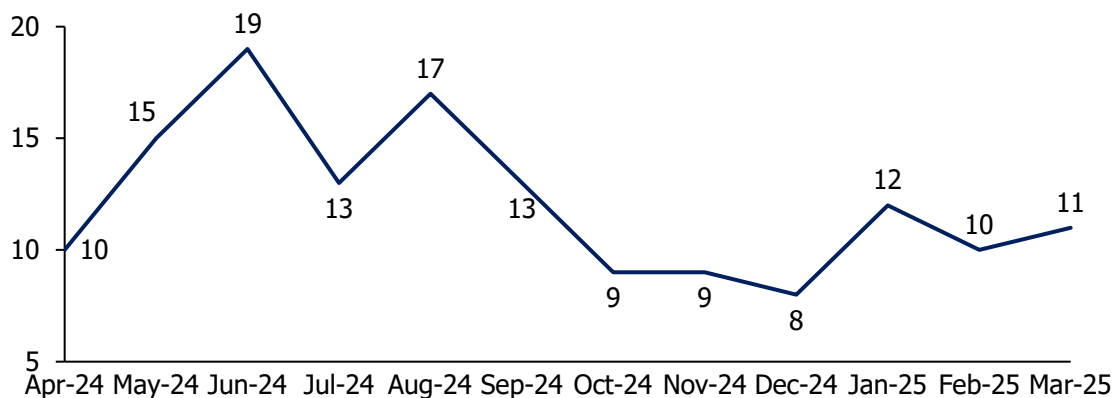


Daily Priority Call Volume and Entry to Assignment

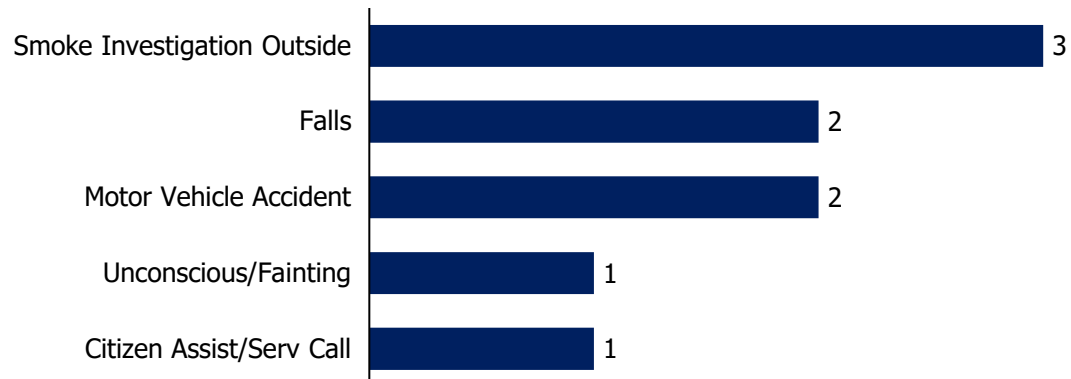
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	1	1	2	0
Tuesday	0	0	3	3	1
Wednesday	0	0	0	0	0
Thursday	0	1	1	2	1
Friday	0	0	0	0	0
Saturday	0	1	1	2	0
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



Top Five Problem Natures

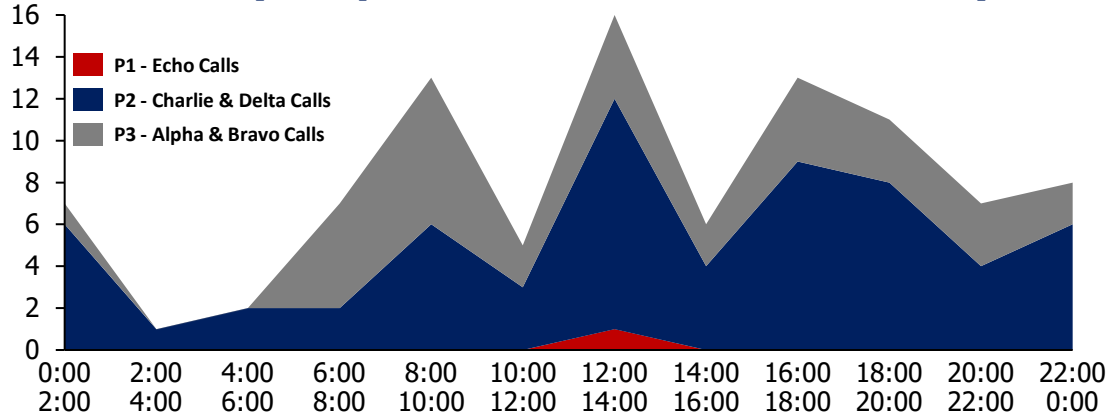




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



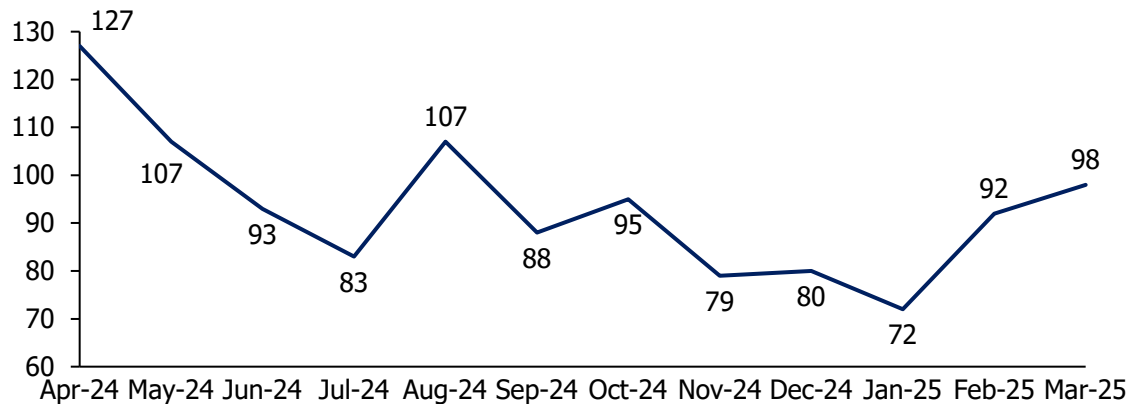
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	2	15	3
Monday	0	10	7	17	3
Tuesday	0	10	6	16	4
Wednesday	0	8	4	12	3
Thursday	0	11	6	17	4
Friday	1	5	4	10	3
Saturday	0	5	4	9	2

Assignment <1 min 100% 82%

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

Monthly Call Volume



Top Five Problem Natures

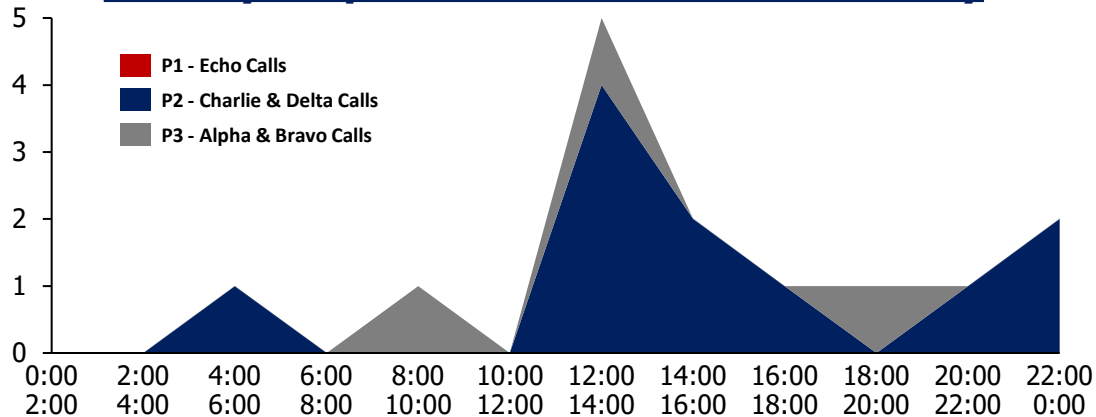




North Fork Fire



Priority Dispatched Calls Per Time of Day

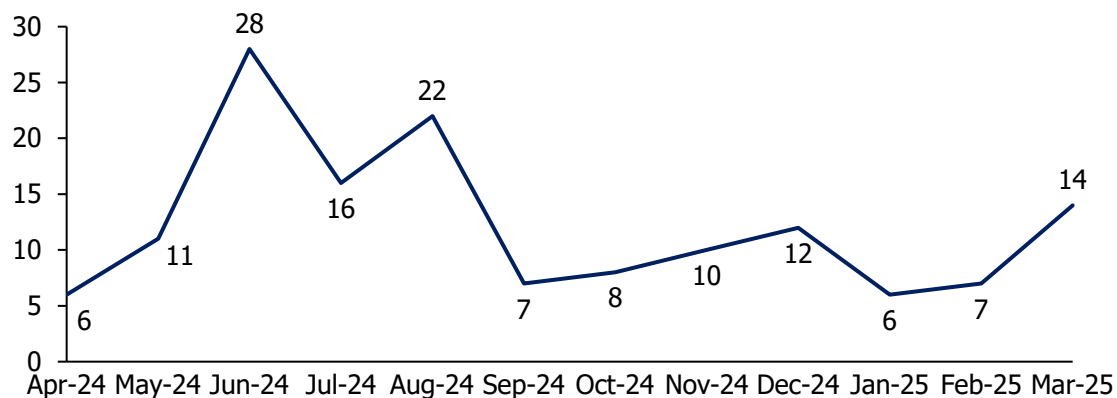


Daily Priority Call Volume and Entry to Assignment

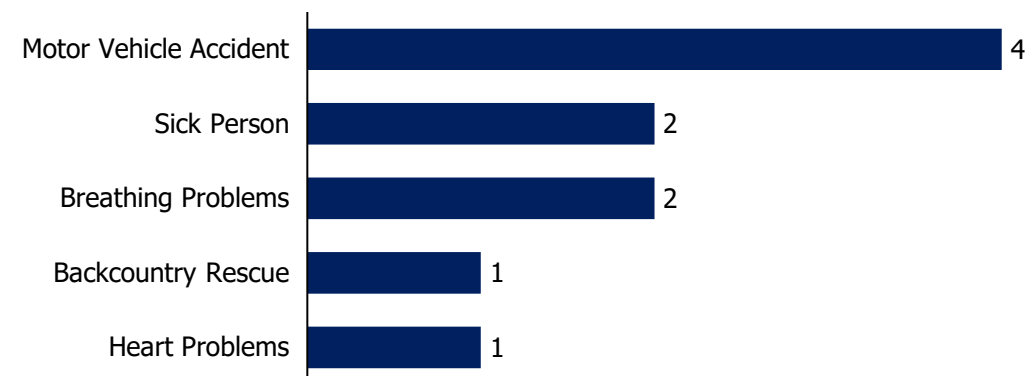
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	2	1	3	1
Tuesday	0	2	0	2	1
Wednesday	0	2	0	2	1
Thursday	0	0	0	0	0
Friday	0	1	1	2	1
Saturday	0	1	0	1	0
Assignment <1 min	N/A	64%			

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

Monthly Call Volume



Problem Natures

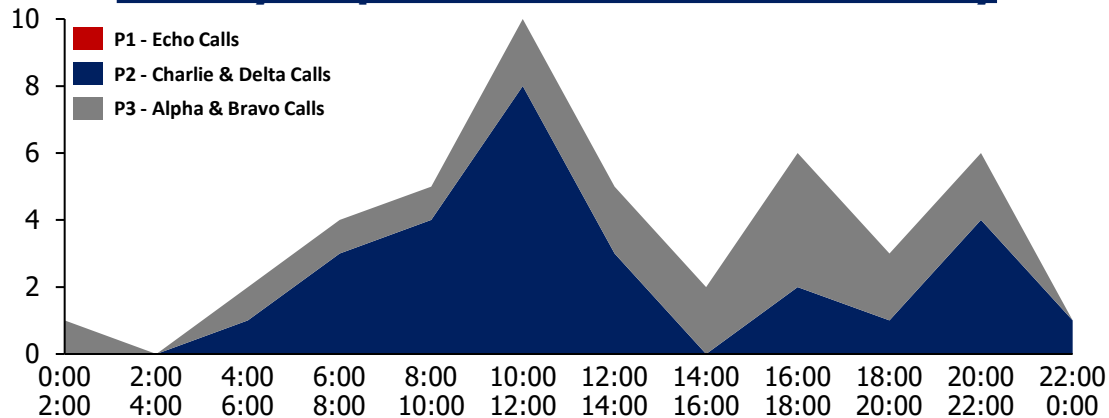




Highland Rescue



Priority Dispatched Calls Per Time of Day

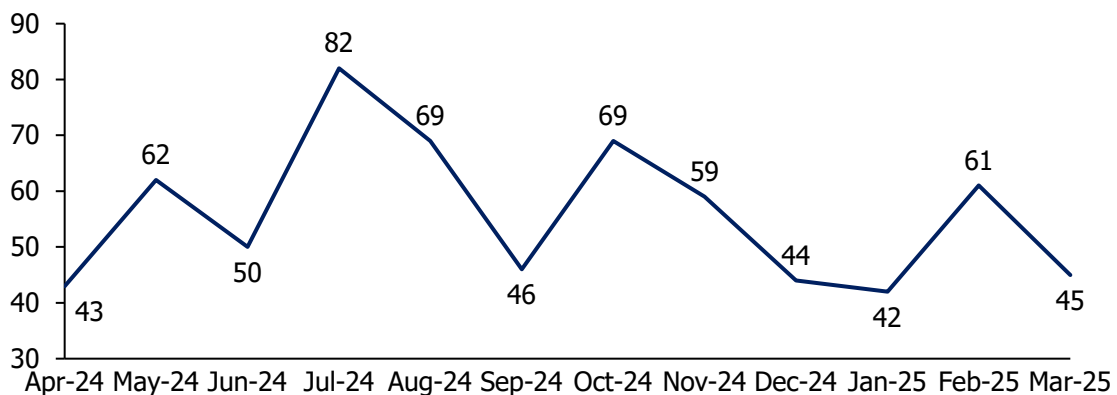


Daily Priority Call Volume and Entry to Assignment

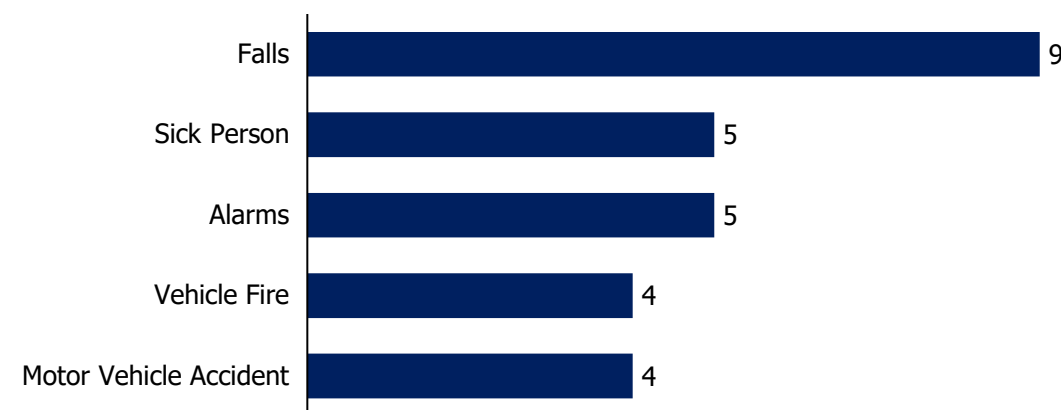
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	5	10	2
Monday	0	4	4	8	2
Tuesday	0	3	3	6	2
Wednesday	0	4	2	6	2
Thursday	0	5	1	6	2
Friday	0	2	1	3	1
Saturday	0	4	2	6	1
Assignment <1 min	N/A	70%			

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

Monthly Call Volume



Top Five Problem Natures

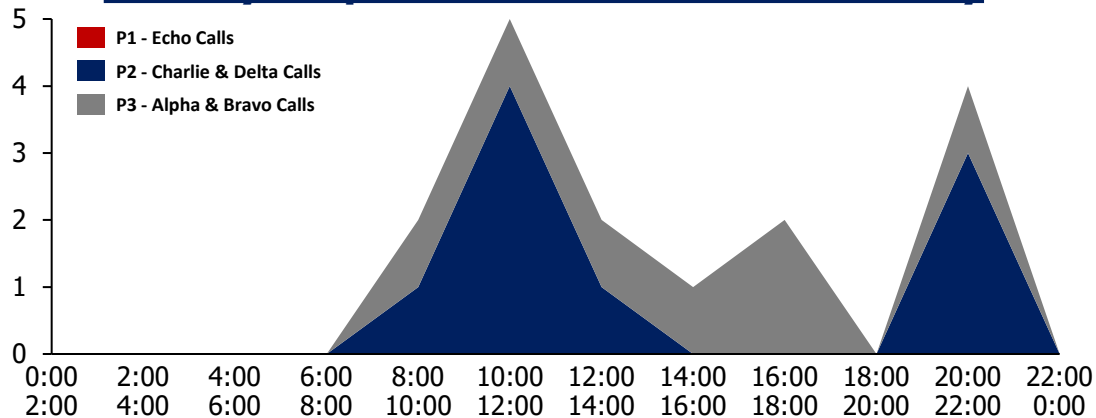




Genesee Fire



Priority Dispatched Calls Per Time of Day



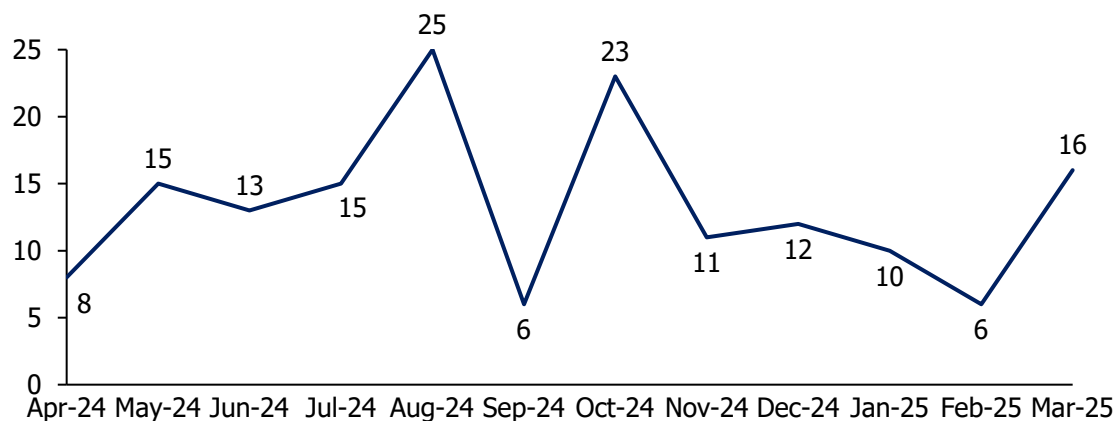
Daily Priority Call Volume and Entry to Assignment

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

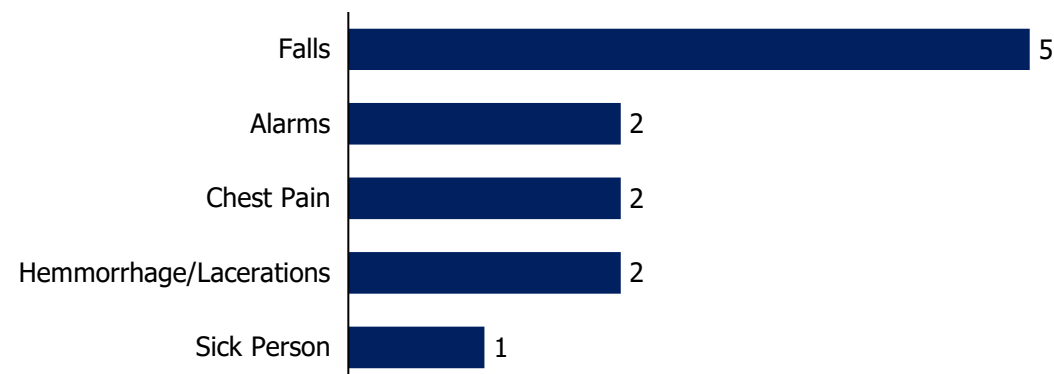
Assignment <1 min N/A 67%

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

Monthly Call Volume



Top Five Problem Natures

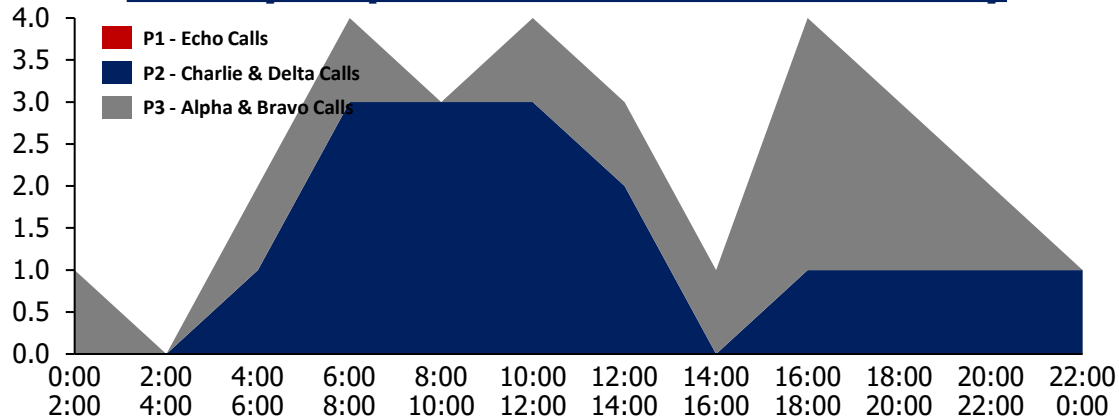




Foothills Fire



Priority Dispatched Calls Per Time of Day



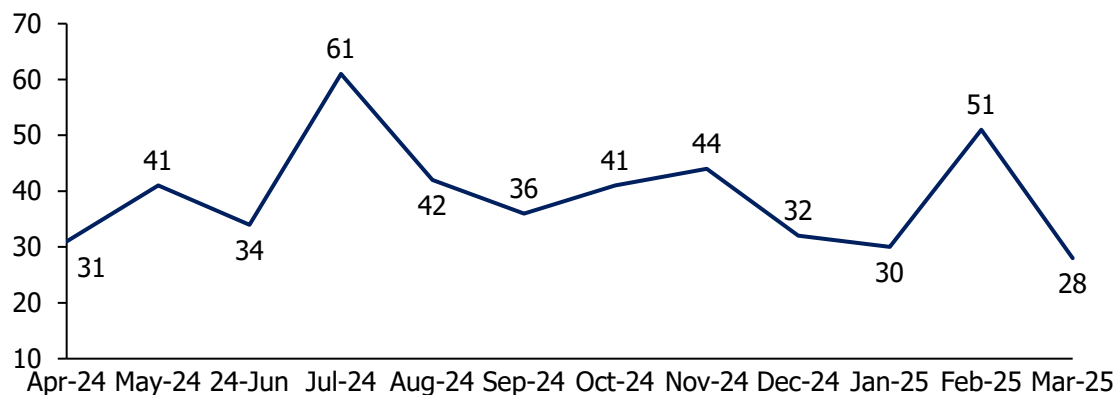
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min N/A 69%

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

Monthly Call Volume



Top Five Problem Natures

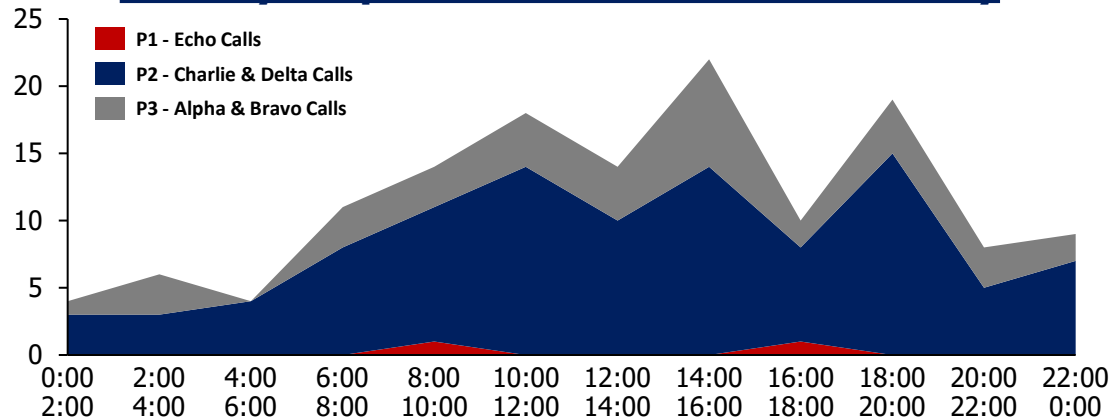




Clear Creek Fire



Priority Dispatched Calls Per Time of Day



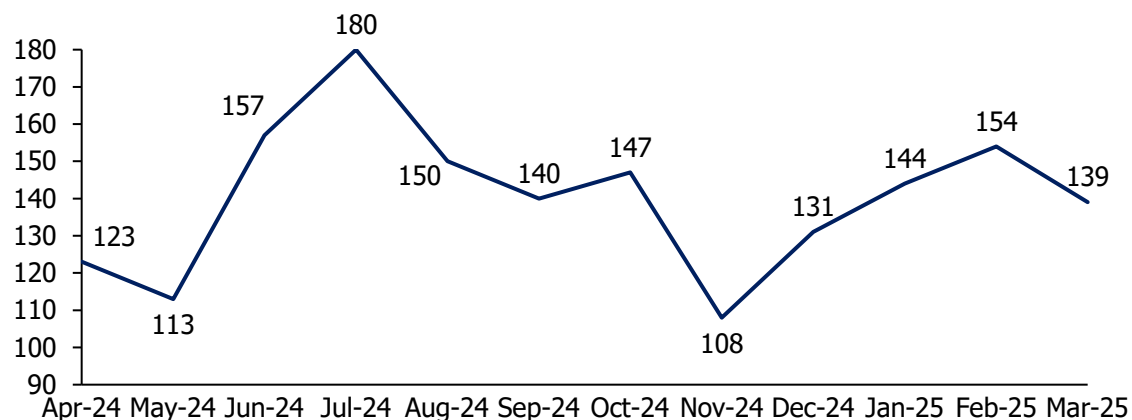
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	9	27	5
Monday	0	9	7	16	3
Tuesday	0	16	4	20	5
Wednesday	0	9	7	16	4
Thursday	1	13	2	16	4
Friday	0	11	5	16	4
Saturday	1	24	3	28	6

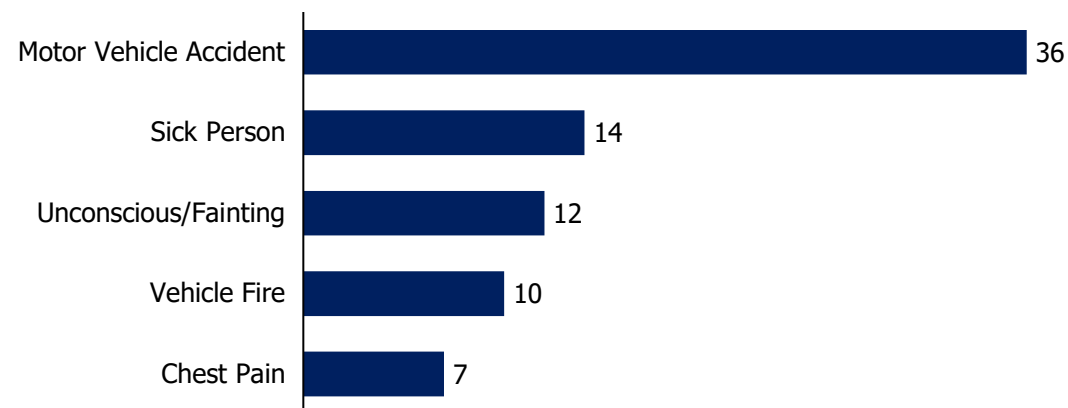
Assignment <1 min 100% 77%

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

Monthly Call Volume



Top Five Problem Natures

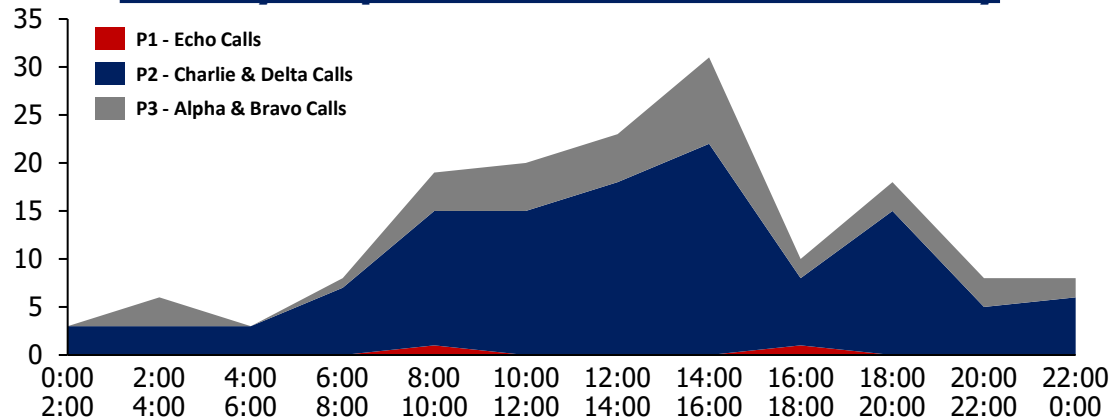




Clear Creek EMS



Priority Dispatched Calls Per Time of Day



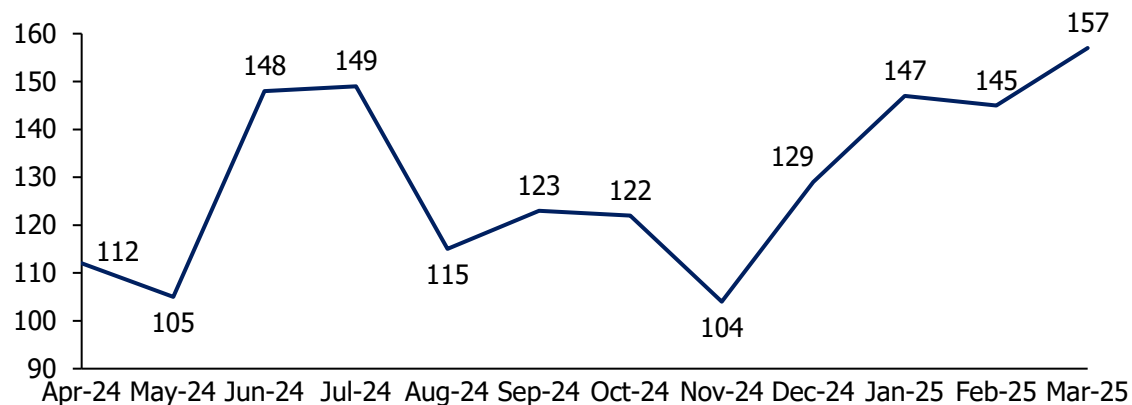
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	23	8	31	6
Monday	0	11	7	18	4
Tuesday	0	19	4	23	6
Wednesday	0	9	7	16	4
Thursday	1	14	4	19	5
Friday	0	13	4	17	4
Saturday	1	29	3	33	7

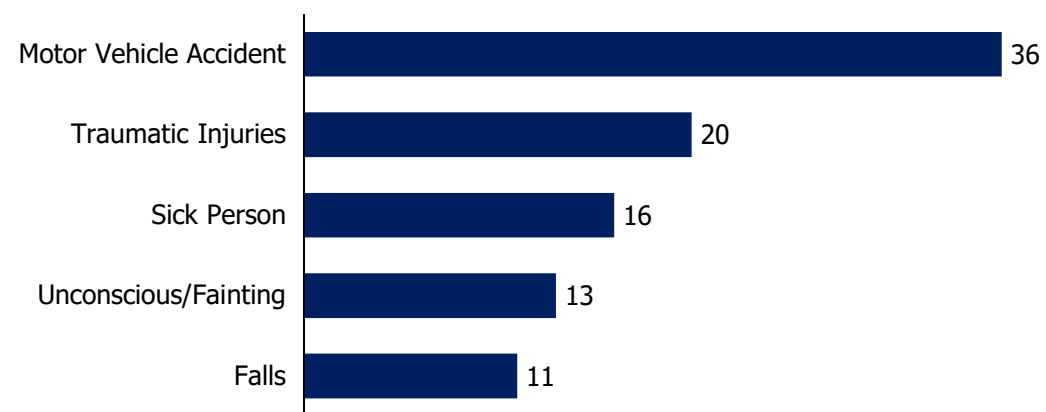
Assignment <1 min 100% 79%

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

Monthly Call Volume



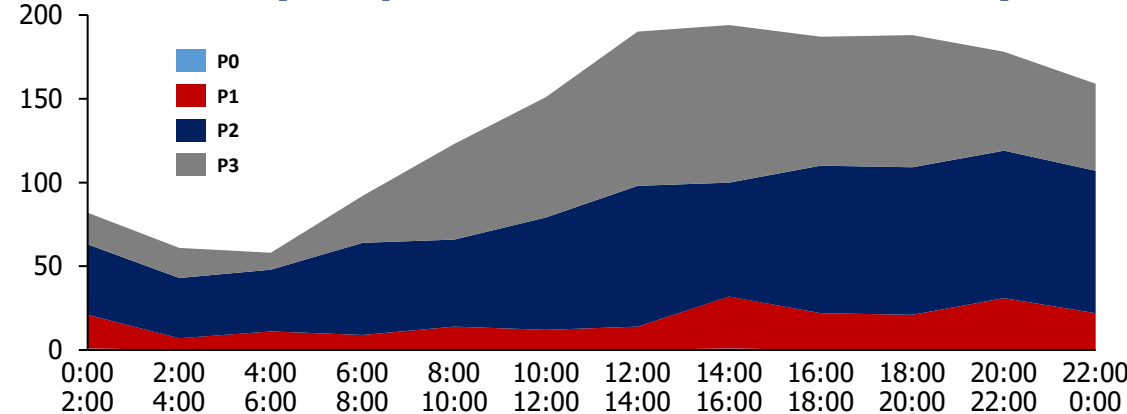
Top Five Problem Natures





Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

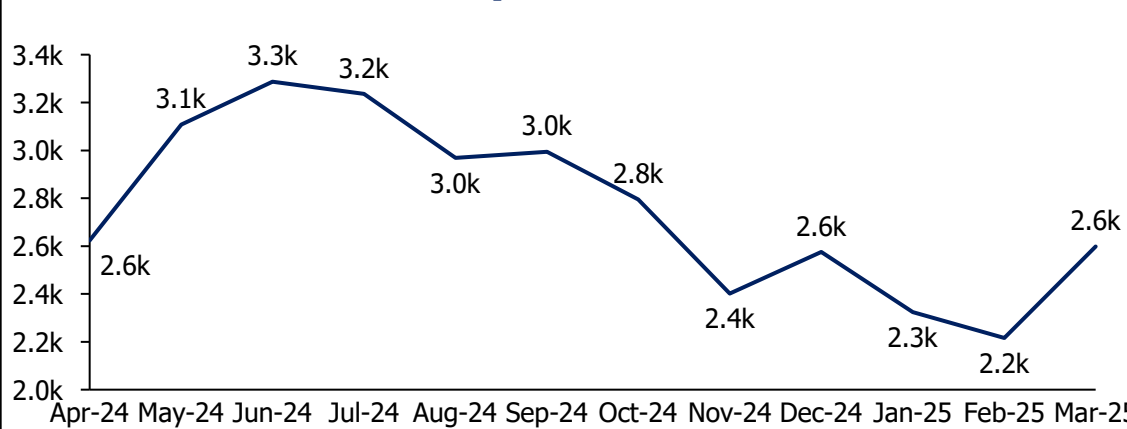


Daily Priority Call Volume and Entry to Assignment

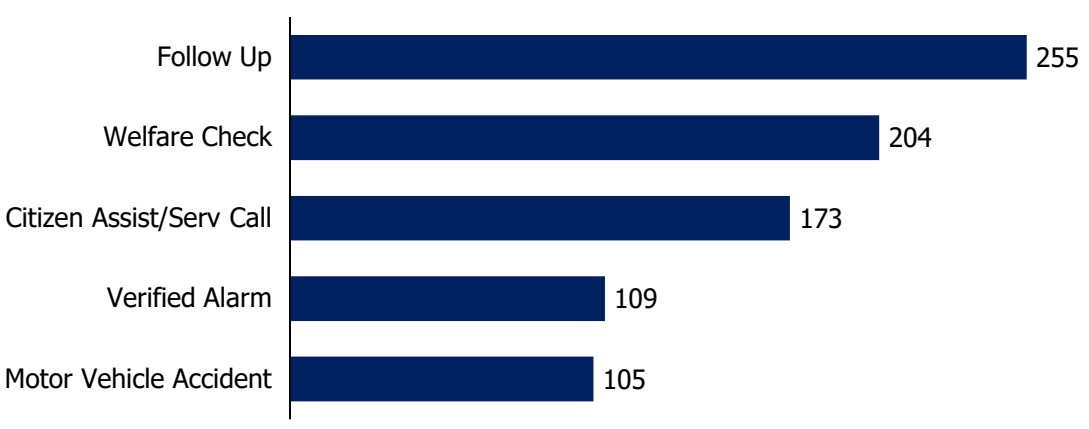
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	36	138	105	280	56
Monday	0	32	140	118	290	58
Tuesday	0	19	98	82	199	50
Wednesday	1	34	78	88	201	50
Thursday	0	27	117	86	230	58
Friday	0	31	88	84	203	51
Saturday	0	35	131	94	260	52
Assignment <2 min		77%	49%			
Assignment <4 min		93%	79%			

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

Monthly Call Volume



Top Five Problem Natures

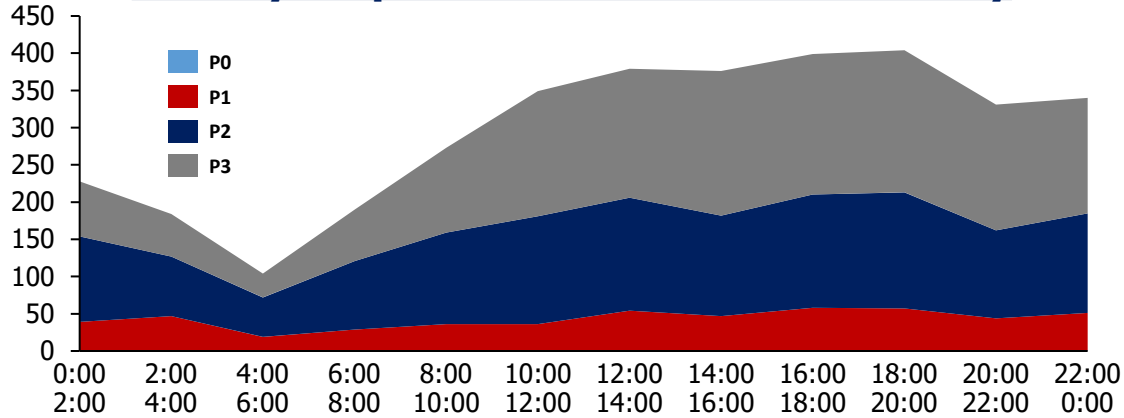




Lakewood PD



Priority Dispatched Calls Per Time of Day

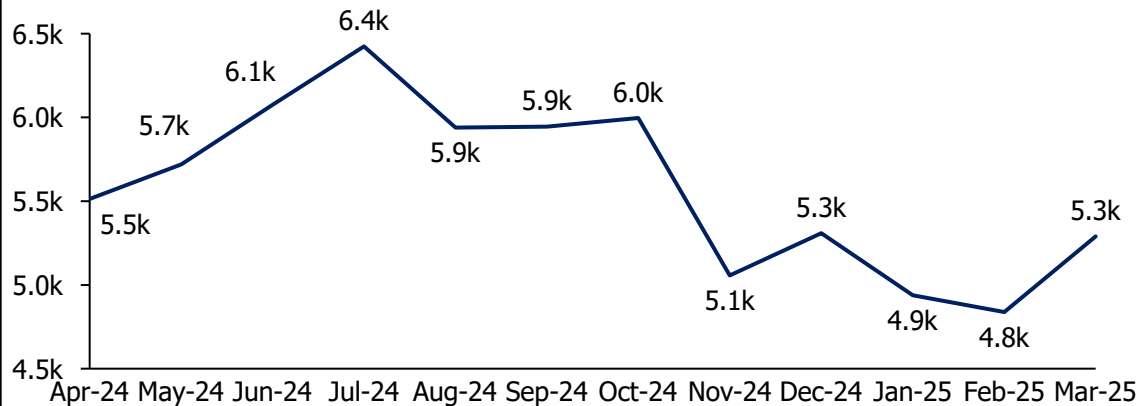


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	85	211	220	516	103
Monday	0	97	260	254	611	122
Tuesday	0	57	201	219	477	119
Wednesday	0	69	202	222	493	123
Thursday	1	57	163	225	446	112
Friday	0	67	200	207	474	119
Saturday	1	83	218	238	540	108
Assignment <2 min		67%	44%			
Assignment <4 min		87%	65%			

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

Monthly Call Volume



Top Five Problem Natures

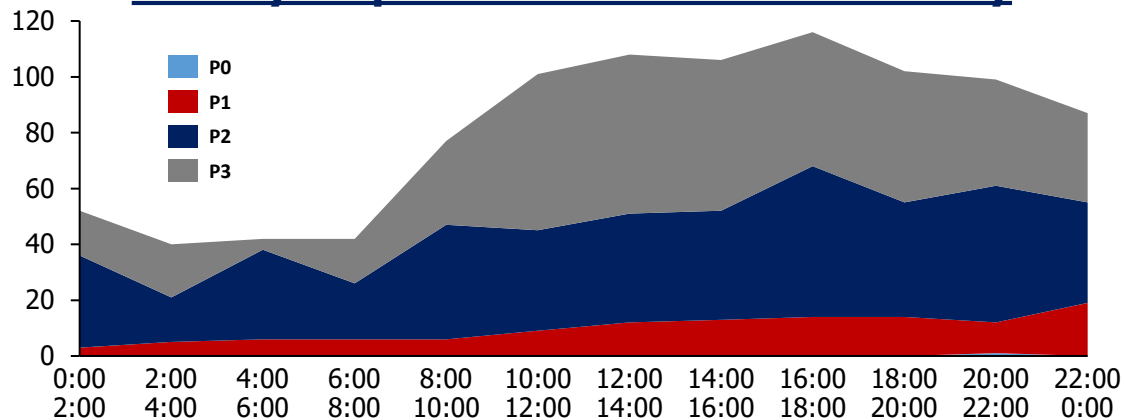




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

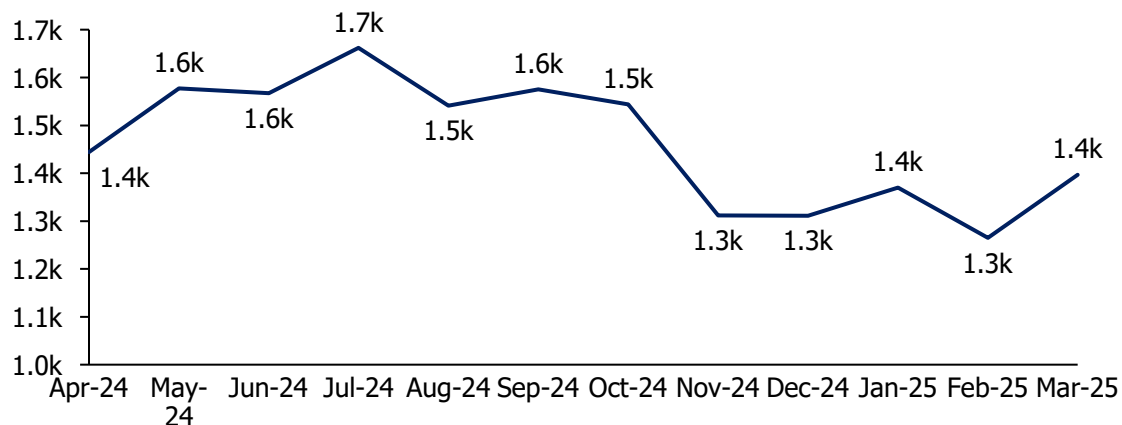


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	13	70	59	143	29
Monday	0	22	64	74	160	32
Tuesday	0	14	54	45	113	28
Wednesday	0	19	60	62	141	35
Thursday	0	16	62	63	141	35
Friday	0	10	57	61	128	32
Saturday	0	24	69	53	146	29
Assignment <2 min		72%	46%			
Assignment <4 min		83%	63%			

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

Monthly Call Volume



Top Five Problem Natures

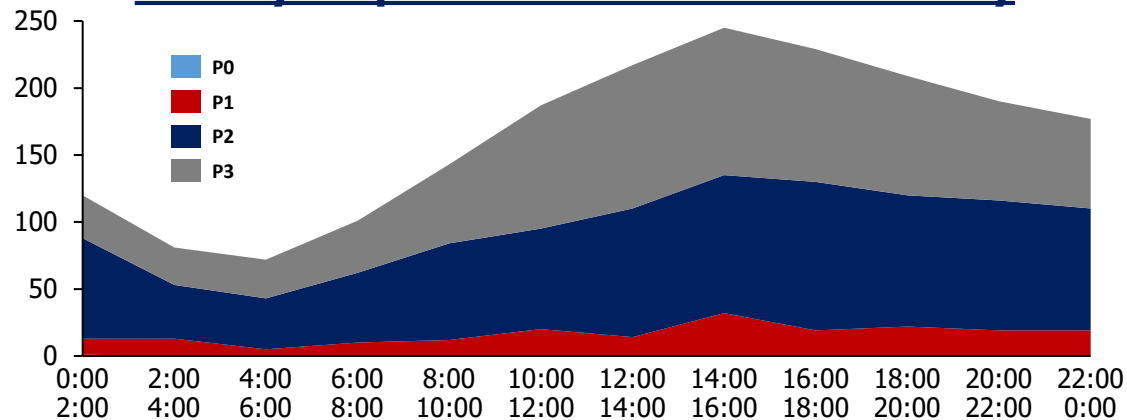




Arvada PD



Priority Dispatched Calls Per Time of Day

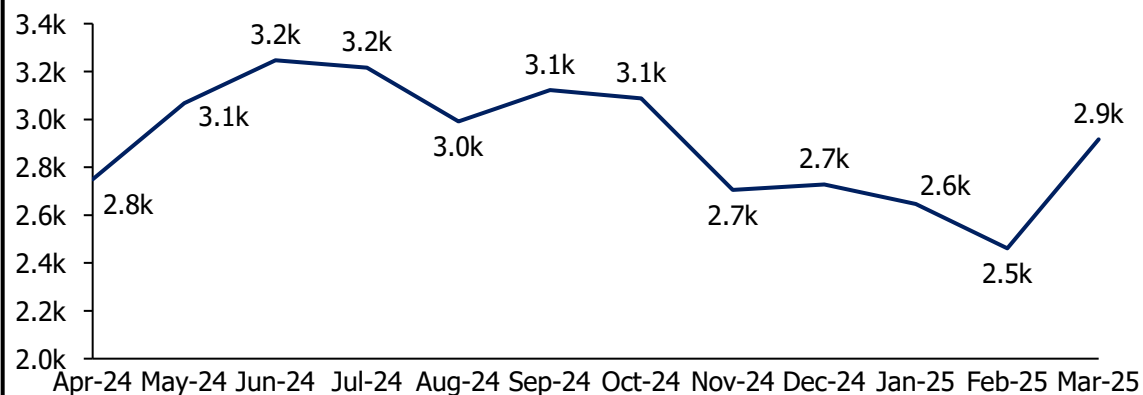


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	53	123	120	297	59
Monday	0	29	164	154	347	69
Tuesday	0	17	134	98	249	62
Wednesday	0	19	110	103	232	58
Thursday	0	26	124	113	263	66
Friday	0	12	121	113	246	62
Saturday	0	41	172	124	337	67
Assignment <2 min		75%	51%			
Assignment <4 min		89%	75%			

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

Monthly Call Volume



Top Five Problem Natures

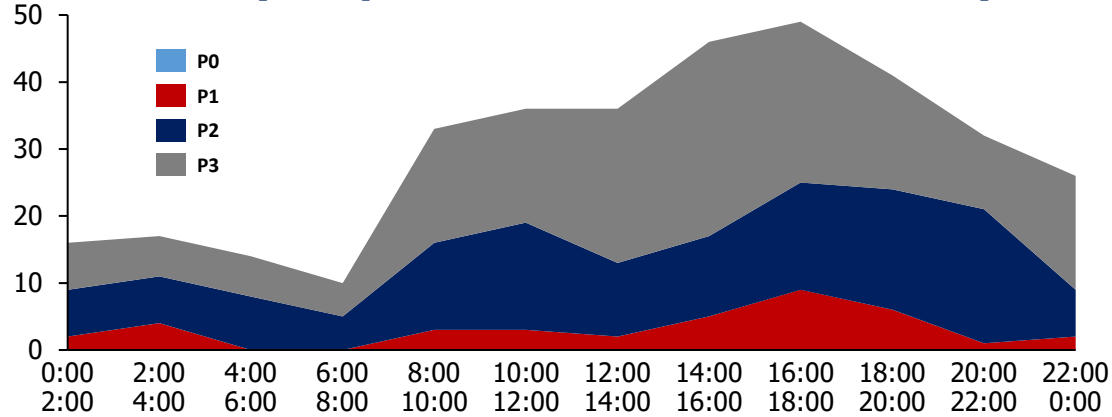




Golden PD



Priority Dispatched Calls Per Time of Day

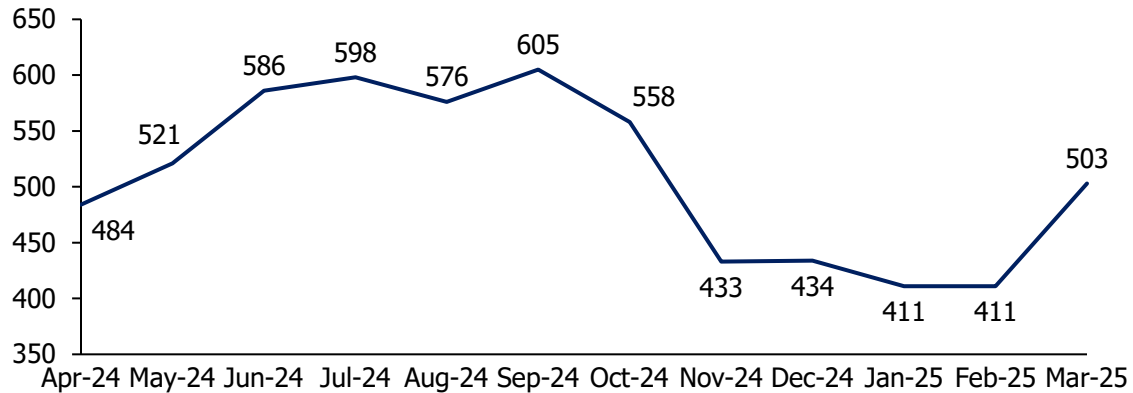


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	27	27	56	11
Monday	0	8	18	27	53	11
Tuesday	0	4	13	21	38	10
Wednesday	0	7	20	28	55	14
Thursday	0	5	22	24	51	13
Friday	0	4	19	24	47	12
Saturday	0	7	21	28	56	11
Assignment <2 min		76%	61%			
Assignment <4 min		95%	85%			

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

Monthly Call Volume



Top Five Problem Natures

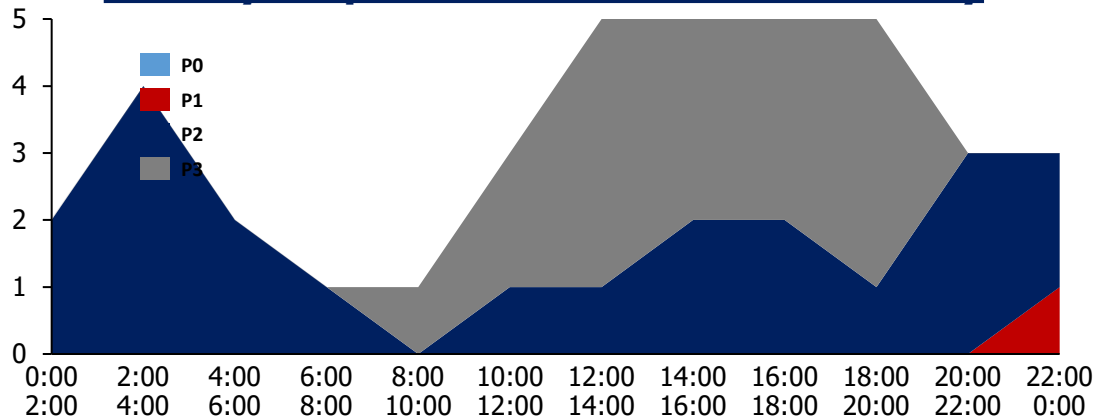




Lakeside PD



Priority Dispatched Calls Per Time of Day

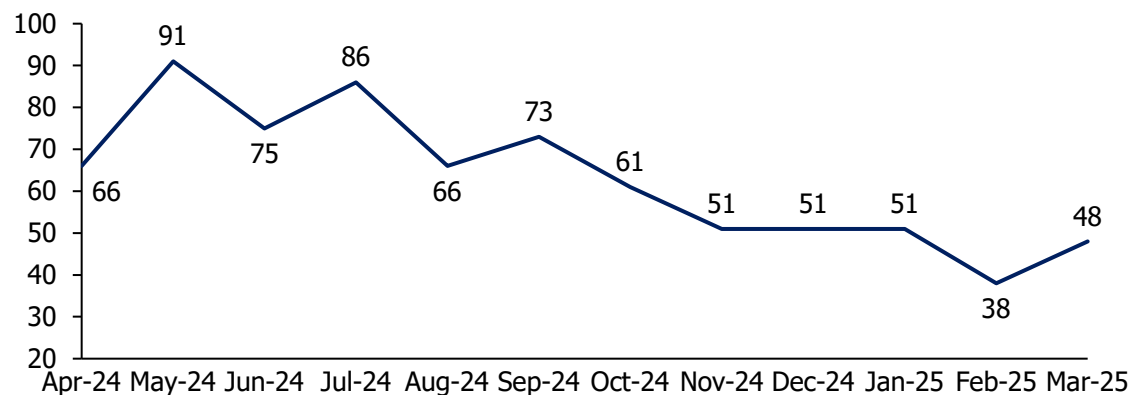


Daily Priority Call Volume and Entry to Assignment

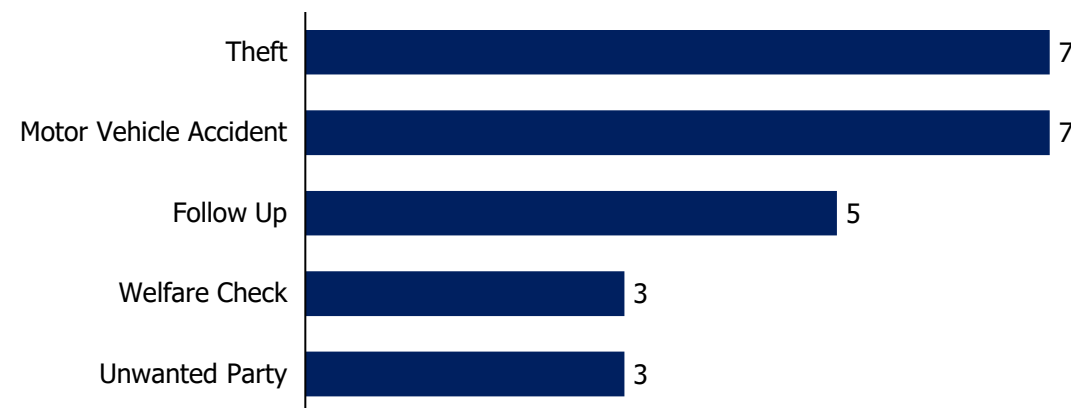
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	0	4	1
Monday	0	0	3	5	8	2
Tuesday	0	0	1	3	4	1
Wednesday	0	0	1	5	6	2
Thursday	0	0	5	1	6	2
Friday	0	1	4	0	5	1
Saturday	0	0	3	3	6	1
Assignment <2 min		100%	52%			
Assignment <4 min		100%	71%			

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

Monthly Call Volume



Top Five Problem Natures

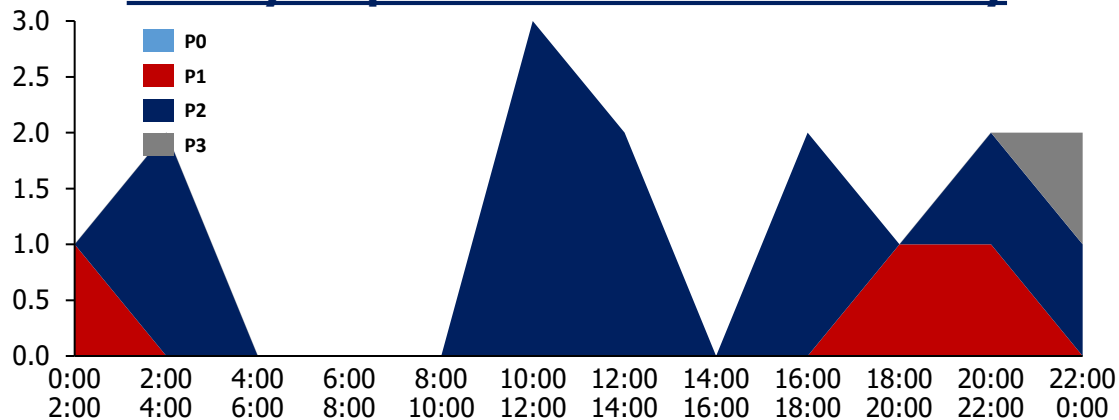




Mountain View PD



Priority Dispatched Calls Per Time of Day

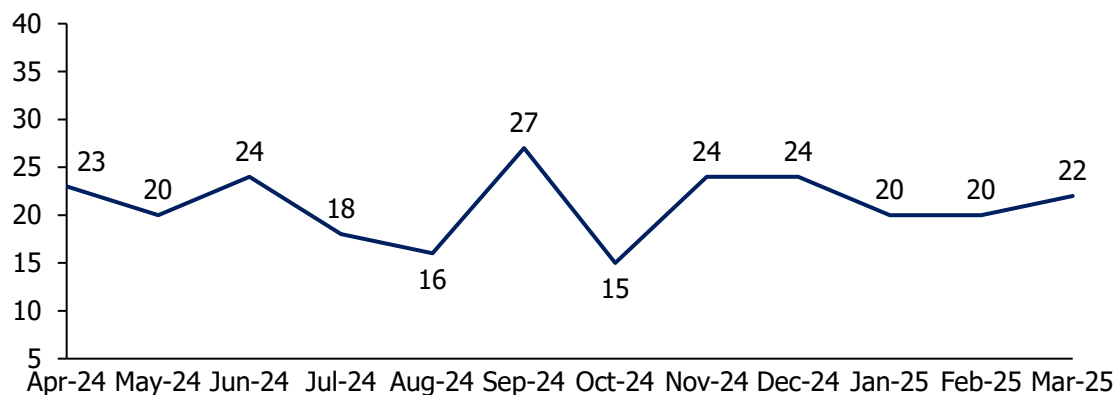


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	0	3	1
Monday	0	0	1	0	1	0
Tuesday	0	1	1	1	3	1
Wednesday	0	1	1	0	2	1
Thursday	0	1	1	0	2	1
Friday	0	0	3	0	3	1
Saturday	0	0	1	0	1	0
Assignment <2 min		67%	45%			
Assignment <4 min		100%	73%			

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

Monthly Call Volume



Top Five Problem Natures

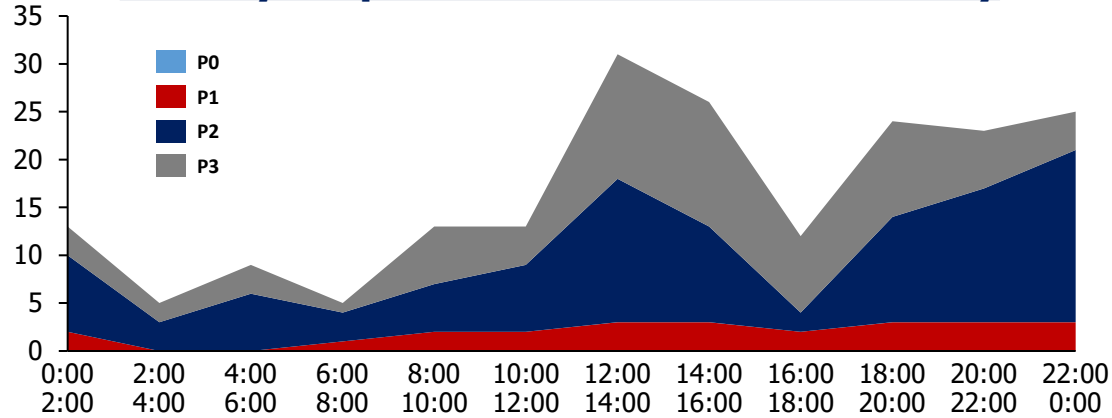




Edgewater PD



Priority Dispatched Calls Per Time of Day

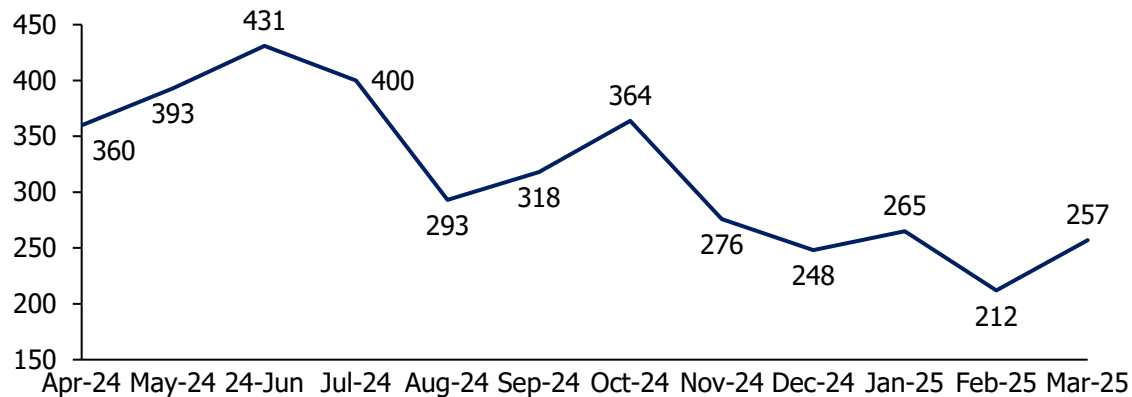


Daily Priority Call Volume and Entry to Assignment

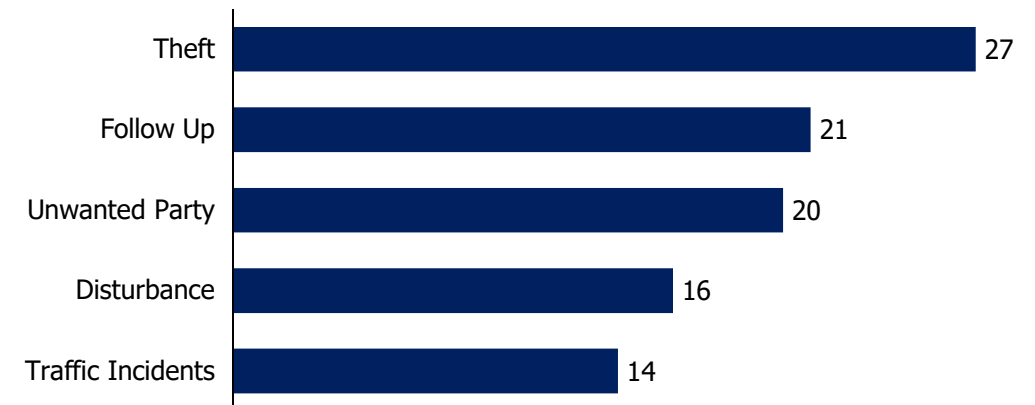
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	7	17	19	43	9
Monday	0	2	18	7	27	5
Tuesday	0	0	11	3	14	4
Wednesday	0	2	9	10	21	5
Thursday	0	1	19	10	30	8
Friday	0	6	12	9	27	7
Saturday	0	6	16	15	37	7
Assignment <2 min		71%	69%			
Assignment <4 min		79%	83%			

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

Monthly Call Volume



Top Five Problem Natures

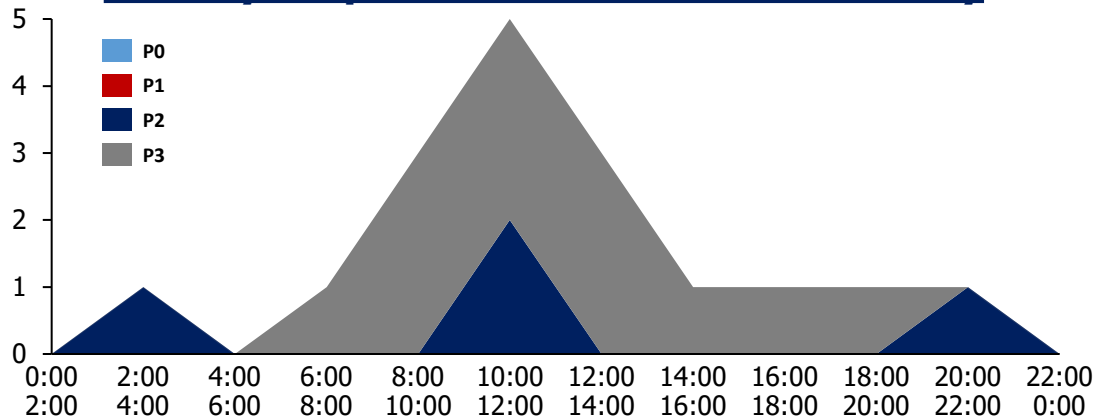




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

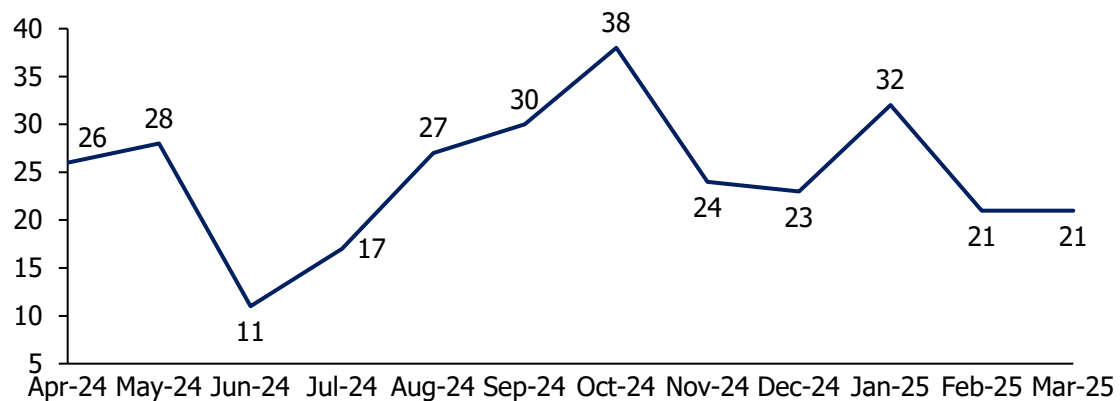


Daily Priority Call Volume and Entry to Assignment

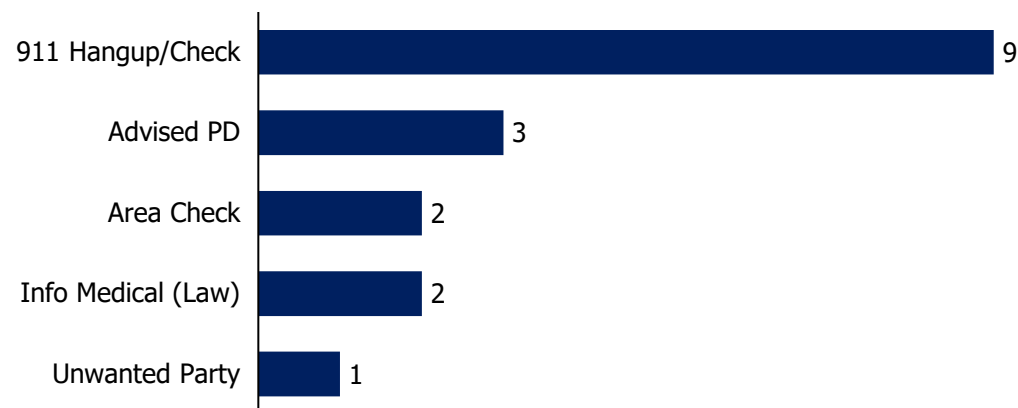
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	0
Monday	0	0	2	2	4	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	0	5	5	1
Thursday	0	0	1	1	2	1
Friday	0	0	0	1	1	0
Saturday	0	0	0	2	2	0
Assignment <2 min		N/A	50%			
Assignment <4 min		N/A	50%			

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

Monthly Call Volume



Top Five Problem Natures



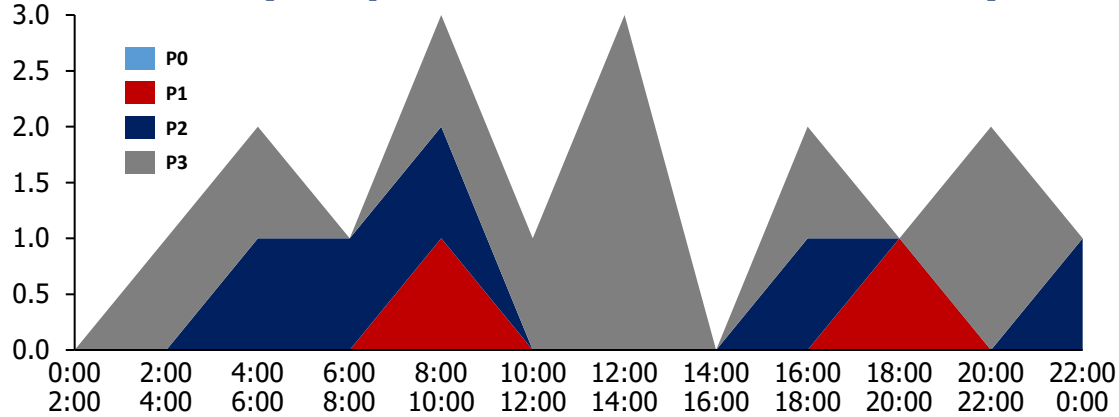


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

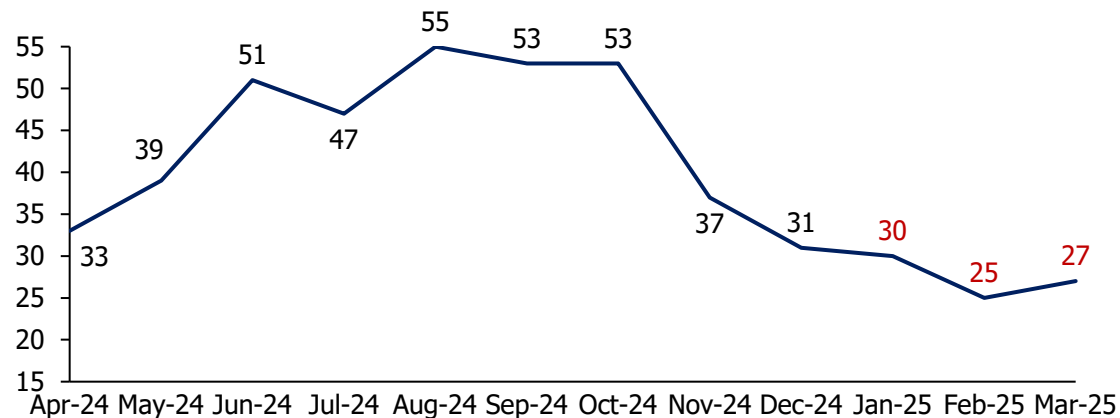


Daily Priority Call Volume and Entry to Assignment

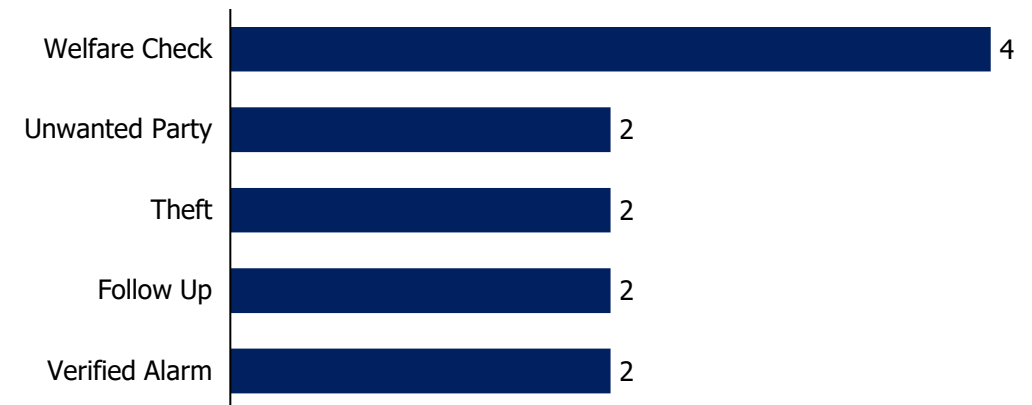
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	1	2	3	1
Tuesday	0	0	0	2	2	1
Wednesday	0	0	1	1	2	1
Thursday	0	0	1	2	3	1
Friday	0	0	0	1	1	0
Saturday	0	2	2	1	5	1
Assignment <2 min		100%	80%			
Assignment <4 min		100%	80%			

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

Monthly Call Volume



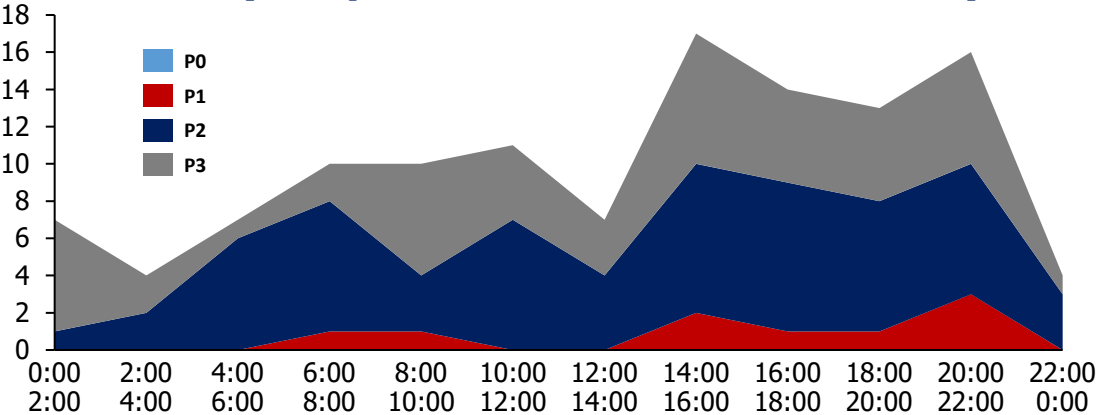
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

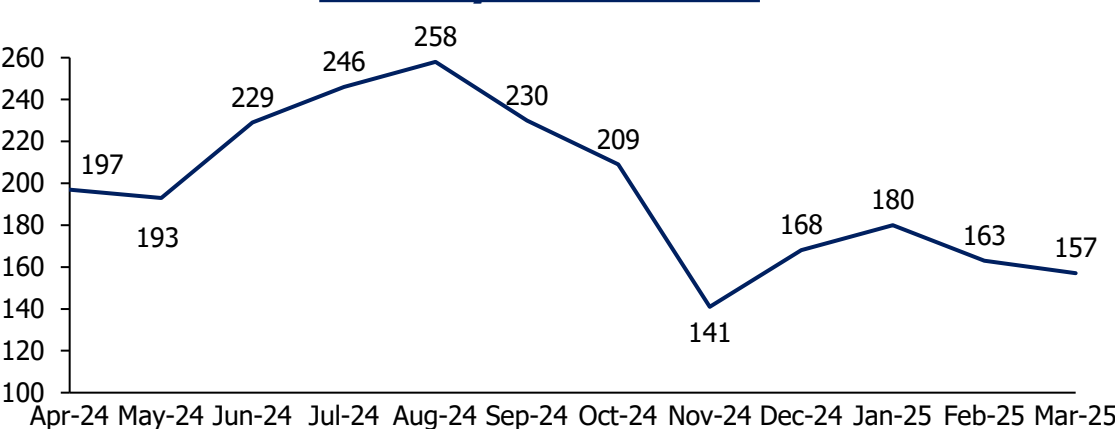


Daily Priority Call Volume and Entry to Assignment

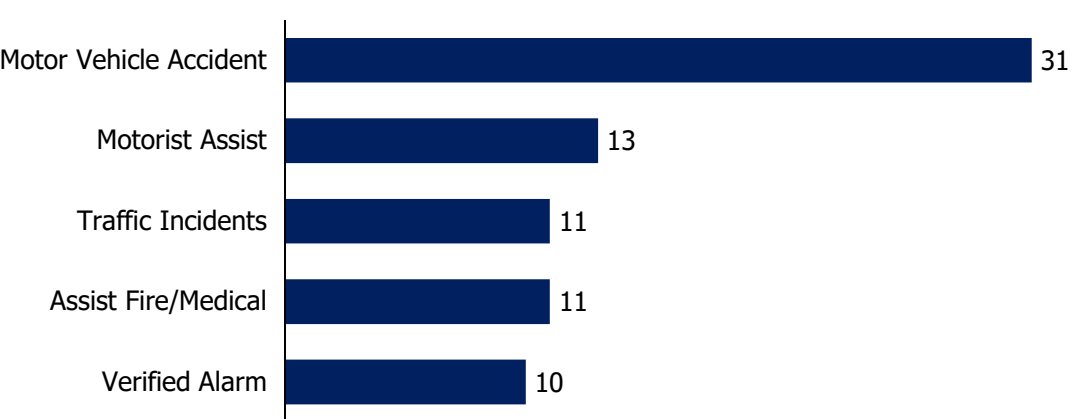
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	10	3	16	3
Monday	0	0	8	6	14	3
Tuesday	0	1	5	3	9	2
Wednesday	0	0	3	5	8	2
Thursday	0	1	8	7	16	4
Friday	0	1	9	9	19	5
Saturday	0	3	20	15	38	8
Assignment <2 min		22%	51%			
Assignment <4 min		33%	78%			

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

Monthly Call Volume



Top Five Problem Natures



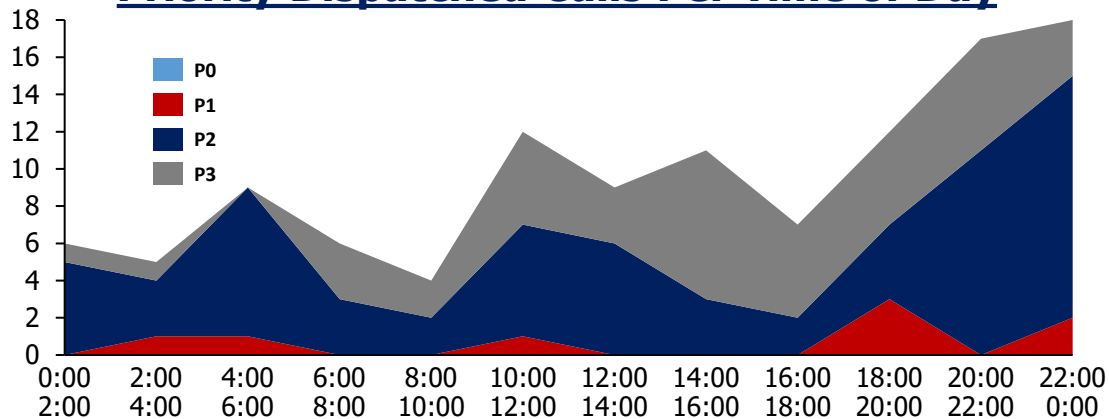
Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. These calls are shown on the Georgetown PD page only.



Idaho Springs PD



Priority Dispatched Calls Per Time of Day

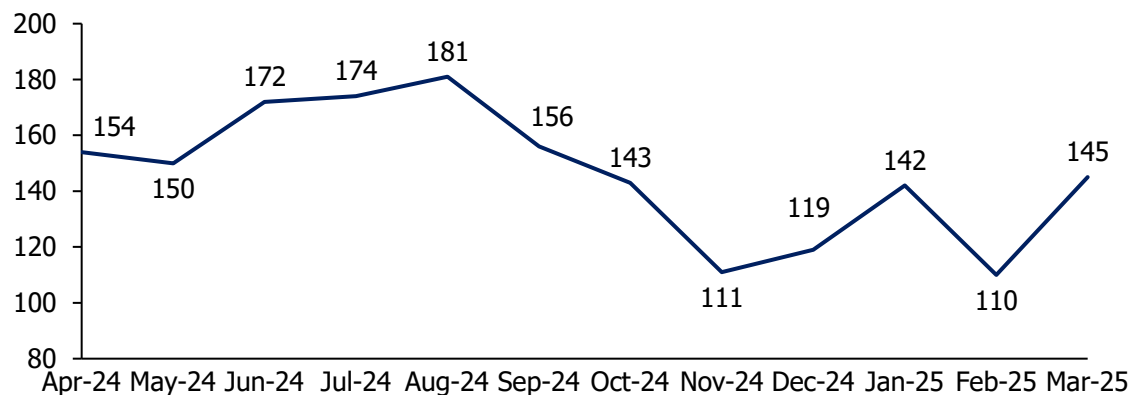


Daily Priority Call Volume and Entry to Assignment

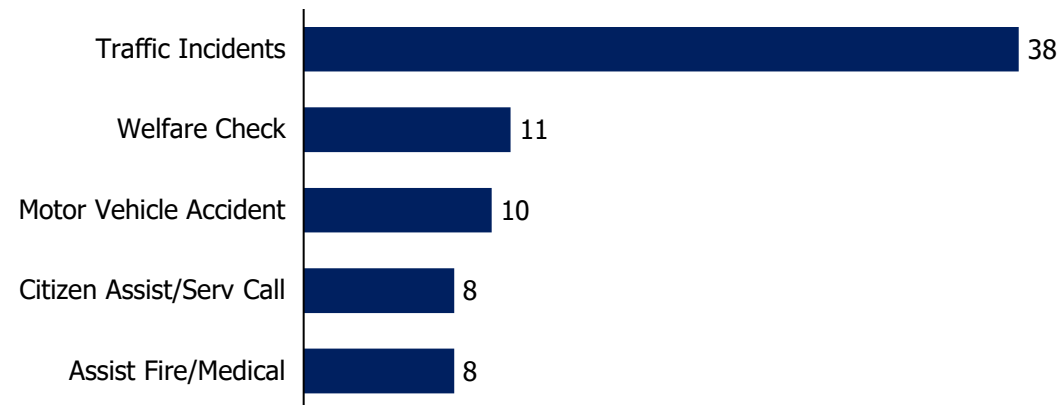
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	18	6	24	5
Monday	0	2	9	6	17	3
Tuesday	0	0	4	9	13	3
Wednesday	0	2	7	3	12	3
Thursday	0	1	7	5	13	3
Friday	0	1	11	7	19	5
Saturday	0	2	10	6	18	4
Assignment <2 min		88%	77%			
Assignment <4 min		100%	91%			

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

Monthly Call Volume



Top Five Problem Natures

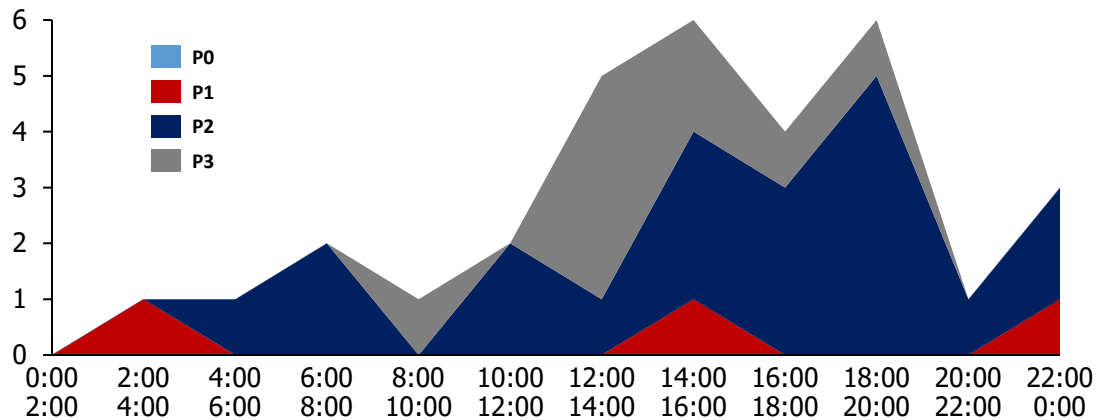




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

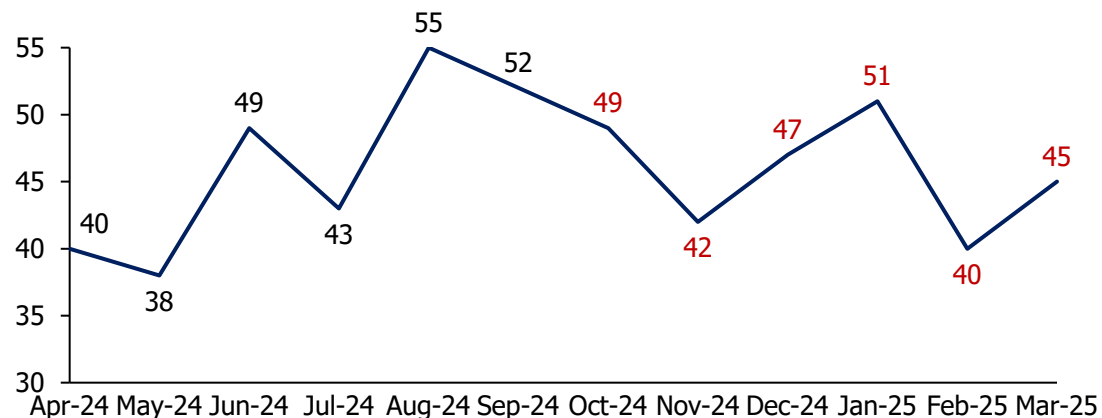


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	3	1	6	1
Monday	0	0	4	1	5	1
Tuesday	0	0	4	4	8	2
Wednesday	0	0	4	0	4	1
Thursday	0	0	1	1	2	1
Friday	0	1	0	2	3	1
Saturday	0	0	4	0	4	1
Assignment <2 min		0%	65%			
Assignment <4 min		67%	80%			

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

Monthly Call Volume



Top Five Problem Natures

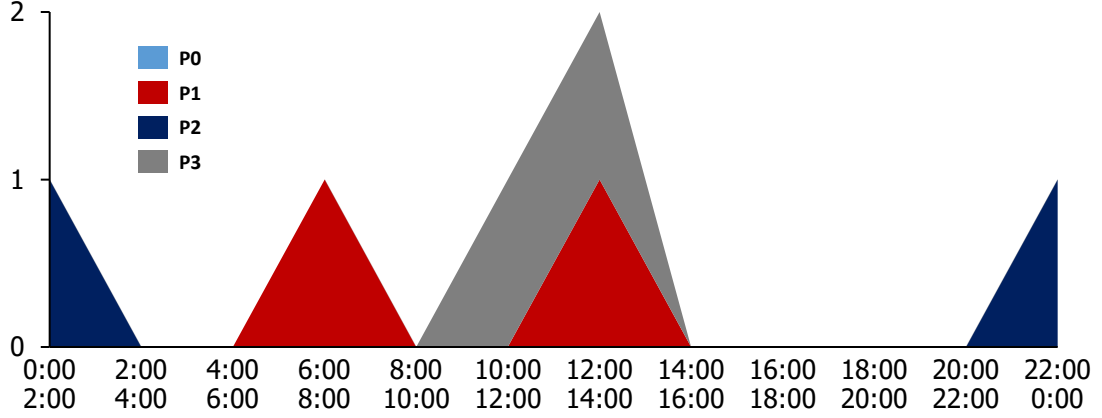




Empire PD



Priority Dispatched Calls Per Time of Day

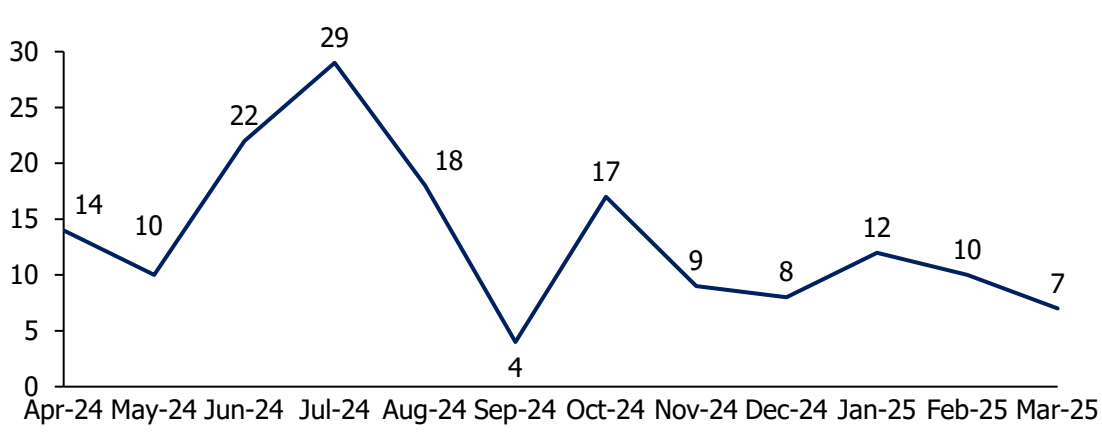


Daily Priority Call Volume and Entry to Assignment

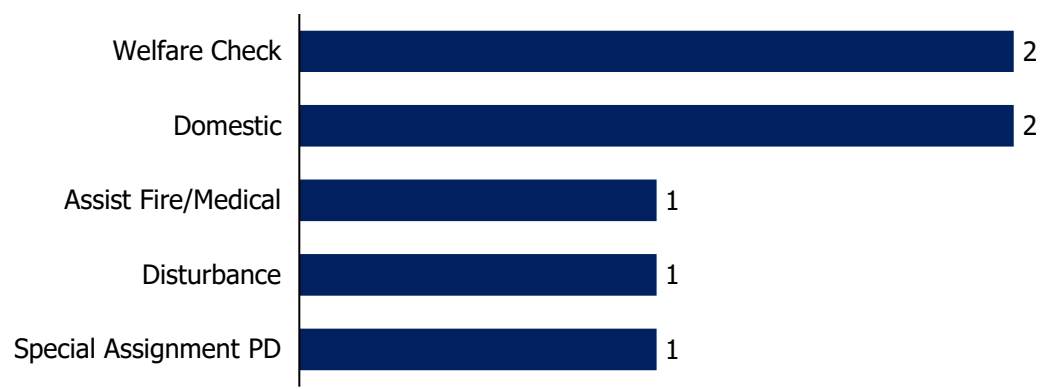
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	0	2	0
Monday	0	0	1	0	1	0
Tuesday	0	0	0	1	1	0
Wednesday	0	0	0	0	0	0
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	1	0	1	2	0
Assignment <2 min		50%	50%			
Assignment <4 min		50%	100%			

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.