



Jefferson County Communications Center Authority  
JEFFCOM911

May 2025  
Monthly Report



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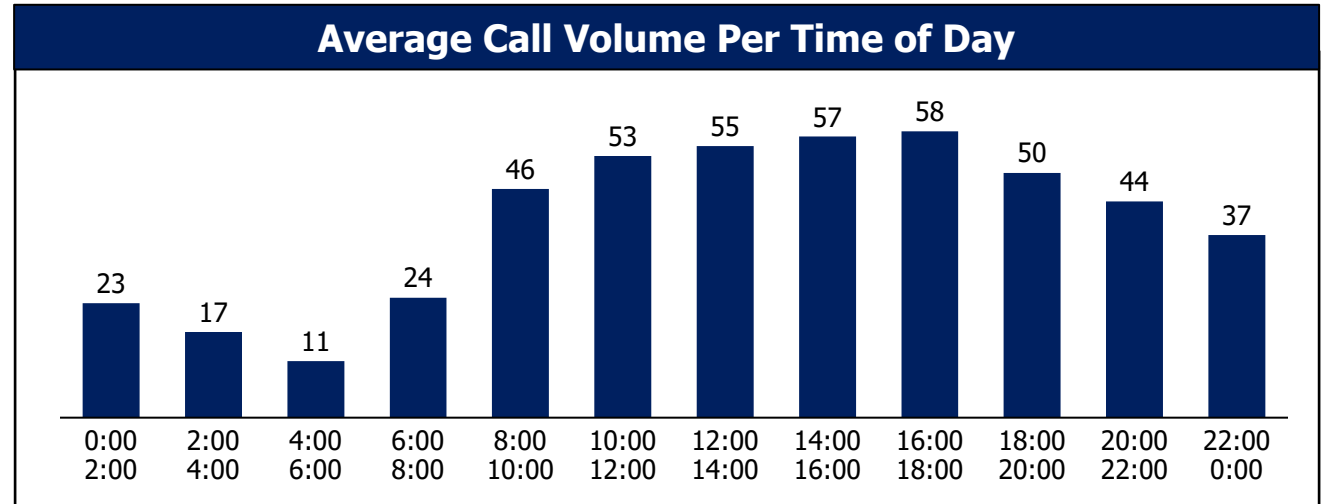


# Law Stats

Calls Received, Processed, and Dispatched


















Agency	May Calls	% Total	6 Month Trend
Lakewood PD	6,012	29.7%	
Arvada PD	2,928	14.5%	
Jeffco Sheriff	2,886	14.3%	
Wheat Ridge PD	1,479	7.3%	
Golden PD	620	3.1%	
Edgewater PD	284	1.4%	
Clear Creek Sheriff	169	0.8%	
Idaho Springs PD	161	0.8%	
Georgetown PD*	43	0.2%	
Lakeside PD	55	0.3%	
CSM PD	34	0.2%	
Morrison PD**	37	0.2%	
Mountain View PD	13	0.1%	
Empire PD	9	0.0%	
<b>Total</b>	<b>14,730</b>	<b>72.8%</b>	

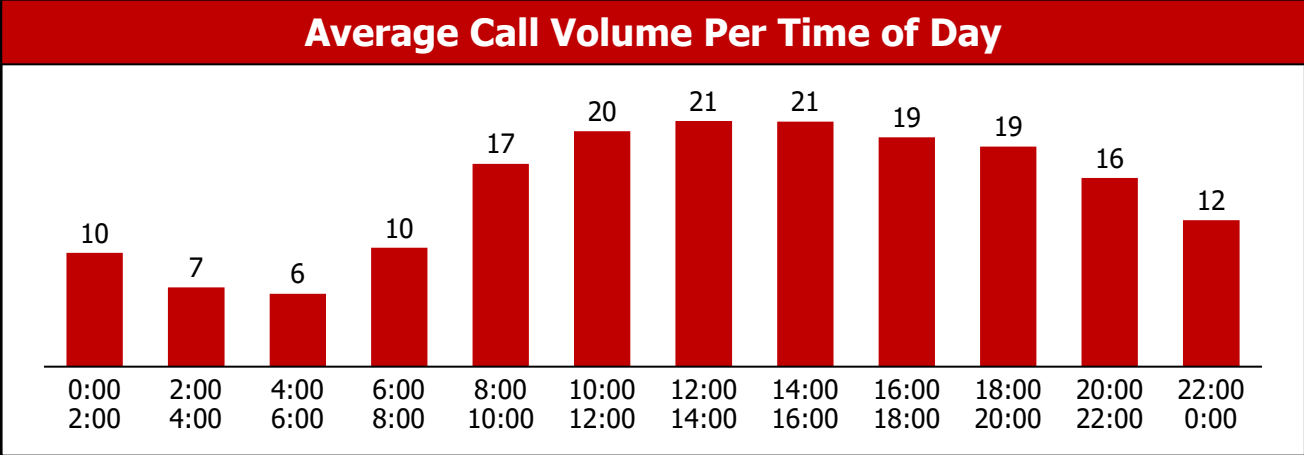


### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	170	585	536	145	268	104	1,809	13.6%
Monday	1	143	524	592	164	353	124	1,901	14.3%
Tuesday	2	136	646	539	162	389	105	1,979	14.9%
Wednesday	1	137	553	550	159	357	128	1,885	14.2%
Thursday	5	186	669	734	190	420	148	2,352	14.1%
Friday	0	185	667	746	194	473	166	2,431	14.6%
Saturday	6	216	721	723	185	338	184	2,373	14.3%
<b>Total</b>	<b>16</b>	<b>1,173</b>	<b>4,365</b>	<b>4,420</b>	<b>1,199</b>	<b>2,598</b>	<b>959</b>	<b>14,730</b>	

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	May Calls	% of Total	6 Month Trend
West Metro Fire	3,182	15.7%	
Arvada Fire	1,419	7.0%	
Golden Fire	238	1.2%	
Evergreen Fire	192	0.9%	
Clear Creek Fire	106	0.5%	
Clear Creek EMS	96	0.5%	
Elk Creek Fire	74	0.4%	
Pleasant View Fire	53	0.3%	
Highland Rescue	50	0.2%	
Foothills Fire	41	0.2%	
Inter Canyon Fire	15	0.1%	
North Fork Fire	15	0.1%	
Indian Hills Fire	8	0.0%	
Genesee Fire	6	0.0%	
Golden Gate Fire	6	0.0%	
<b>Total</b>	<b>5,501</b>	<b>27.2%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	17	390	237	9	0	2	655	13.2%
Monday	11	404	257	10	0	3	685	13.8%
Tuesday	12	438	260	7	0	2	719	14.5%
Wednesday	15	485	271	4	0	2	777	15.6%
Thursday	10	554	291	10	0	4	869	14.0%
Friday	16	574	338	7	0	3	938	15.1%
Saturday	23	492	328	13	0	2	858	13.8%
<b>Total</b>	<b>104</b>	<b>3,337</b>	<b>1,982</b>	<b>60</b>	<b>0</b>	<b>18</b>	<b>5,501</b>	



# Service Level Agreement

## Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	87.2%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	92.7%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	49.9%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	87.5%	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%	91.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	91.8%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	95.2%	Target average of 95% with a minimum of 80%

Analysis
<b>Root Cause: Call Answering Time</b> While overall staffing numbers are close to the authorized level, the number of personnel in training continues to impact performance in call taking operations. <b>Remediation: Call Answering Time</b> The answering time metrics continue to hover below the targets. Jeffcom has worked with Carbyne to have them provide both the 15 second and 40 second results more frequently so management can more closely monitor the progress.
<b>Root Cause: Call Processing Time</b> Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers. <b>Remediation: Call Processing Time</b> The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:55 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

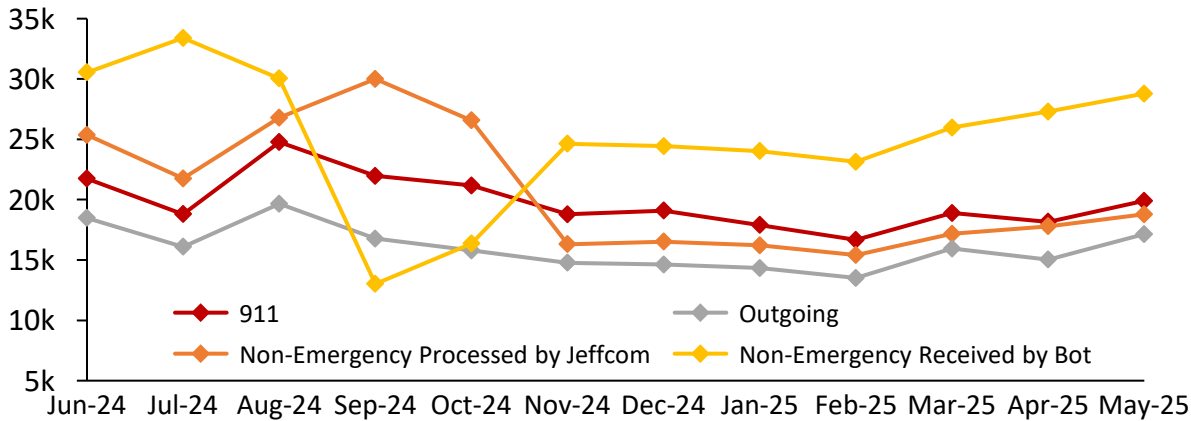
\*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



# Service Level Agreement and Volume Trends



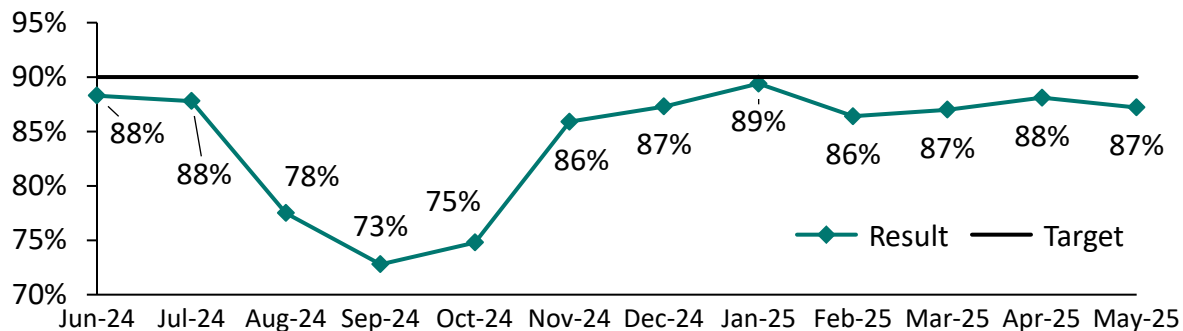
## Call Volumes



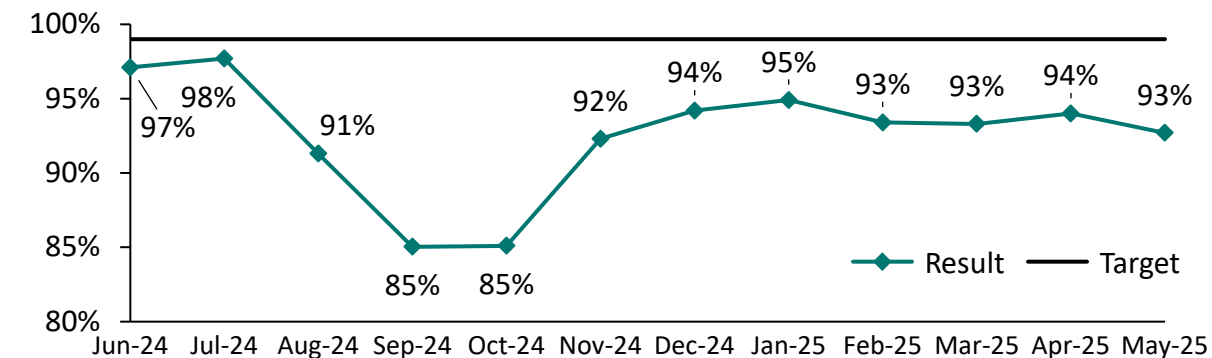
## Trend Table

Average Daily Calls	May-25	Apr-25	May-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	553	485	603	↑14%	↓-8%
Incoming - Admin to Bot	928	881	1,001	↑5%	↓-7%
Incoming - Admin to Jeffcom	606	574	843	↑6%	↓-28%
Incoming - 911	642	586	660	↑10%	↓-3%
911 calls answered within 15 seconds	87.2%	80.4%	88.8%	↑6.8%	↓1.6%
911 calls answered within 40 seconds	92.7%	85.8%	96.3%	↑6.9%	↓3.6%

## 911 Calls Answered within 15 Seconds



## 911 Calls Answered within 40 seconds





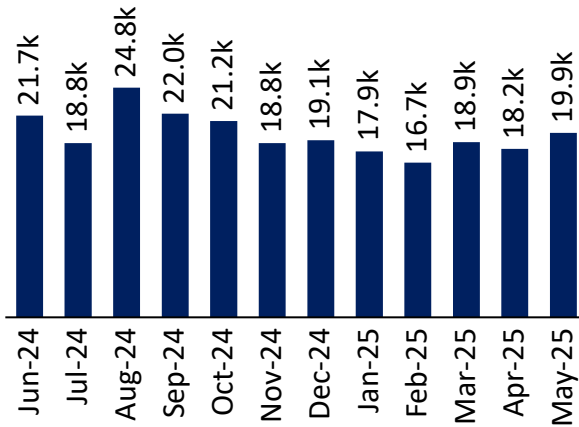
# Call Volume/Agency Specific Inquiries

JEFFCOM

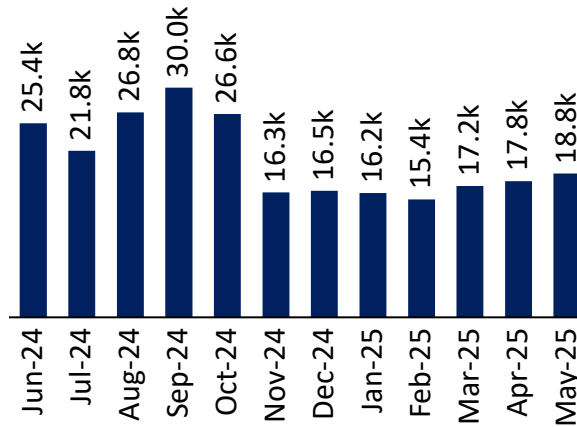


## 12 Month Trends

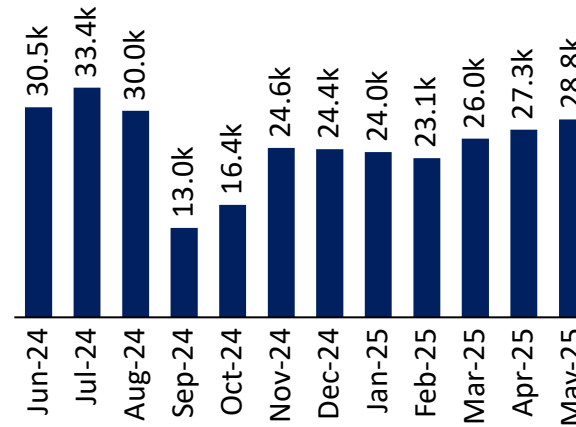
### Emergency Calls



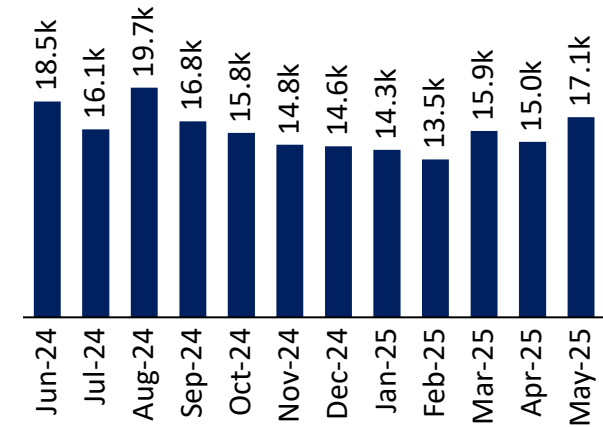
### Non-Emergency Calls Processed by Jeffcom



### Non-Emergency Calls Received by Bot



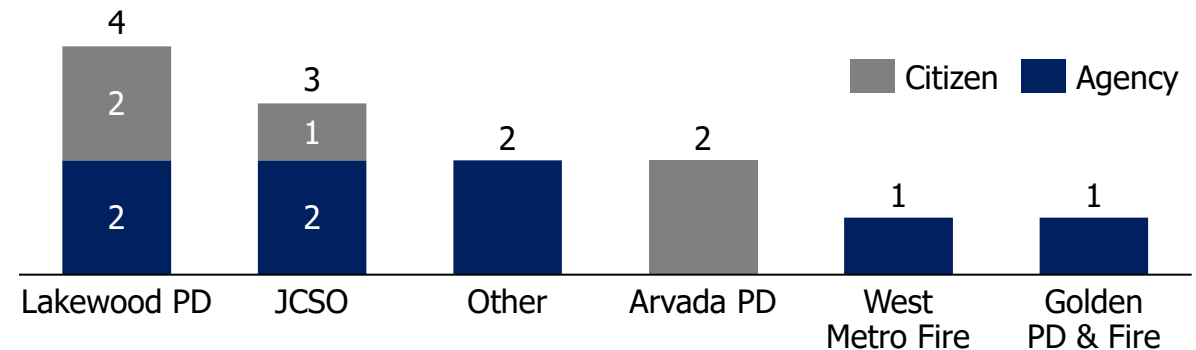
### Outgoing Calls



## Call Volume

Line	Calls	Notes
Outgoing	17,140	14% Increase per day from April
Incoming - <b>Admin</b> to Bot	28,781	5% Increase per day from April
Incoming - <b>Admin</b> to Jeffcom	18,786	6% Increase per day from April
Incoming - <b>911</b>	19,900	10% Increase per day from April
<b>Total Incoming to Jeffcom</b>	<b>38,686</b>	<b>8% Increase per day from April</b>

## May 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 30<sup>th</sup> at 0800 and limited Carbyne data for July 30<sup>th</sup> and July 31<sup>st</sup>.

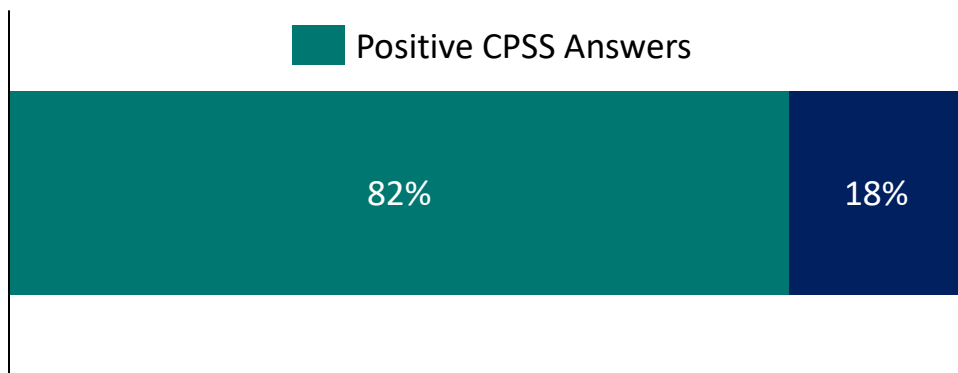


# PowerEngage Survey Results

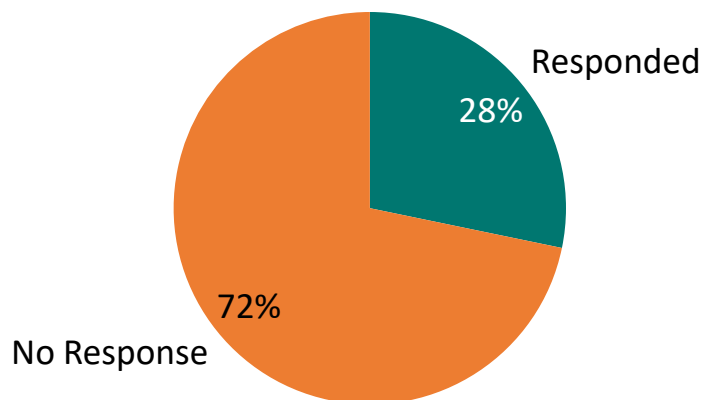
JEFFCOM



## Citizen Positive Satisfaction Score (CPSS)



## Survey Response Rate

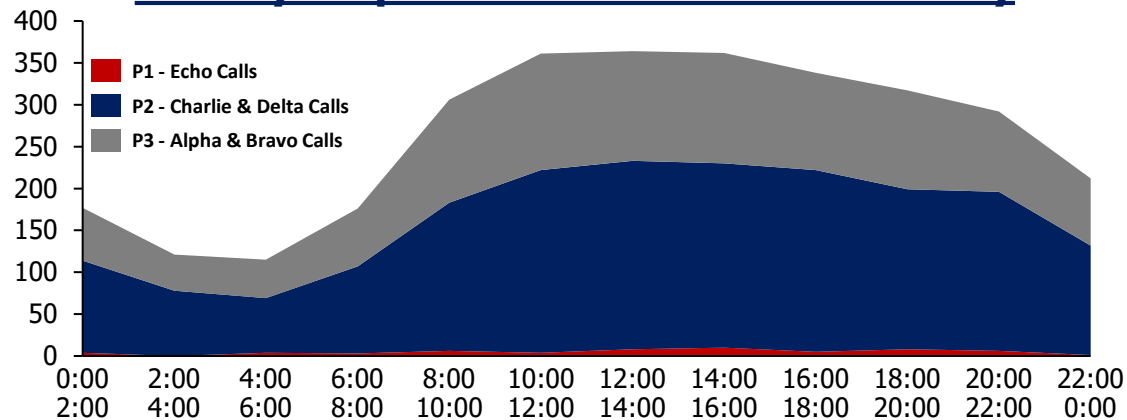


## Survey Responses

- She was very thorough and kept things calm while giving me information.
- He was clear concise and receptive to my needs.
- They helped us stay calm and safe. They asked questions that were easy to answer in high stress situations. Kind and supportive. They really helped me to be helpful in the situation.
- At first I was hesitant to call because I wasn't sure it was considered an emergency, but the gentleman on the line consistently affirmed my feelings and concerns and addressed each one and had reasonable questions for me and reassured me help was on the way which it was
- The call service provider was very nice. Got all my information and processed things through quickly.



## Priority Dispatched Calls Per Time of Day



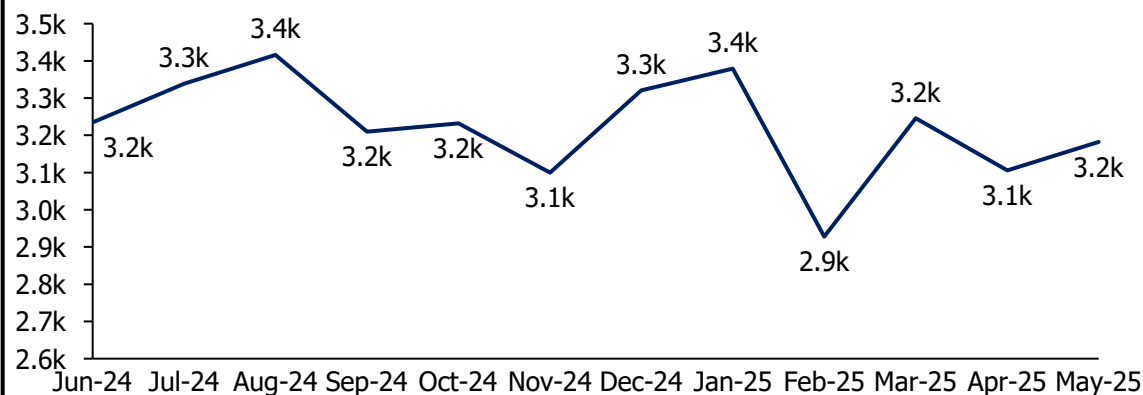
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	9	224	133	366	92
Monday	6	224	142	372	93
Tuesday	6	248	150	404	101
Wednesday	7	265	169	441	110
Thursday	6	323	175	504	101
Friday	12	347	202	561	112
Saturday	13	295	185	493	99

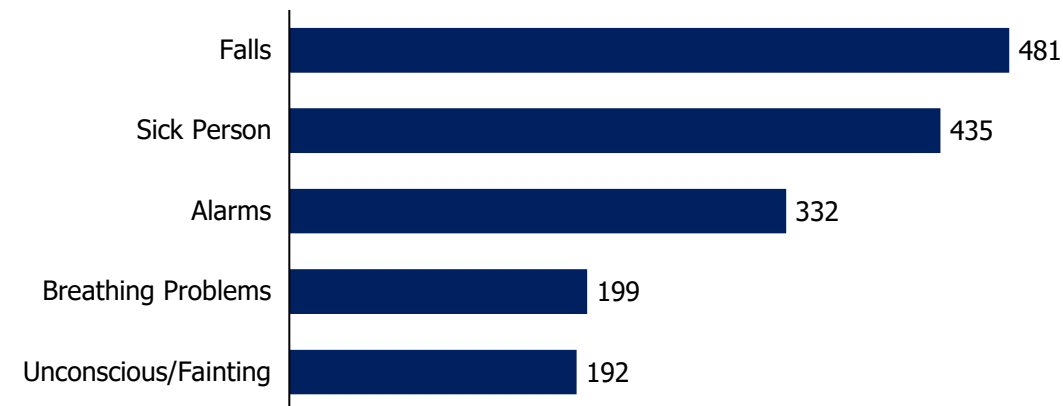
**Assignment <1 min** **97%** **96%**

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

## Monthly Call Volume



## Top Five Problem Natures

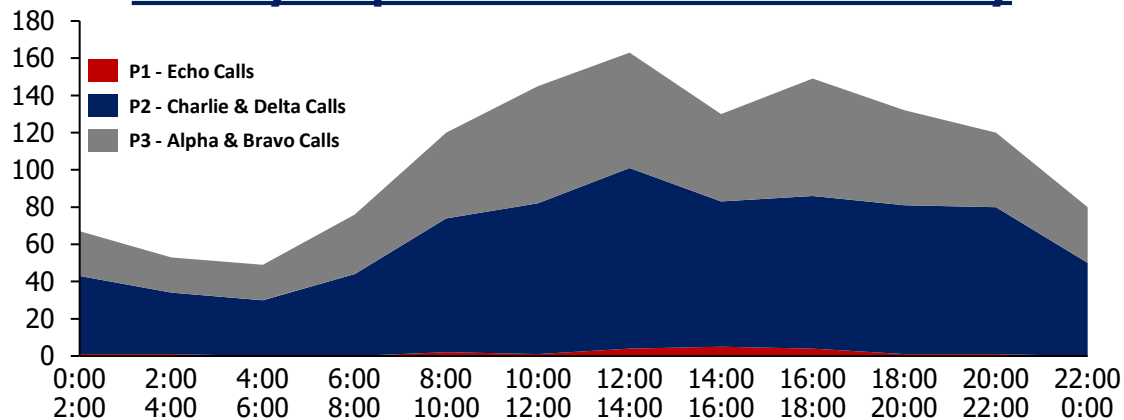




# Arvada Fire



## Priority Dispatched Calls Per Time of Day



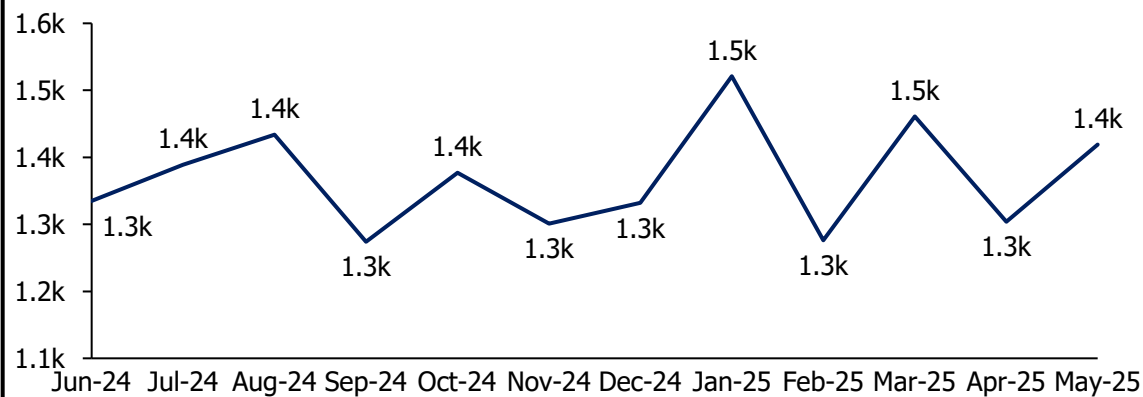
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	6	108	68	182	46
Monday	3	103	75	181	45
Tuesday	2	112	68	182	46
Wednesday	5	120	60	185	46
Thursday	3	162	72	237	47
Friday	4	133	77	214	43
Saturday	3	114	92	209	42

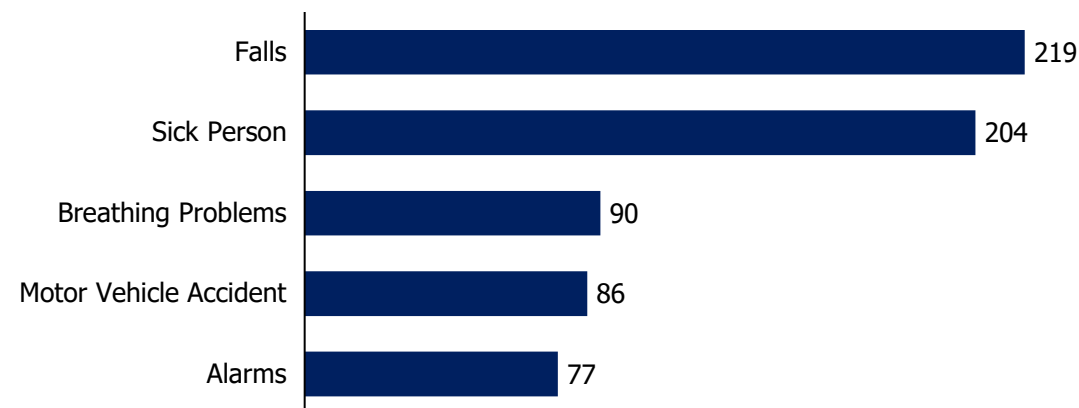
**Assignment <1 min 100% 93%**

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

## Monthly Call Volume



## Top Five Problem Natures

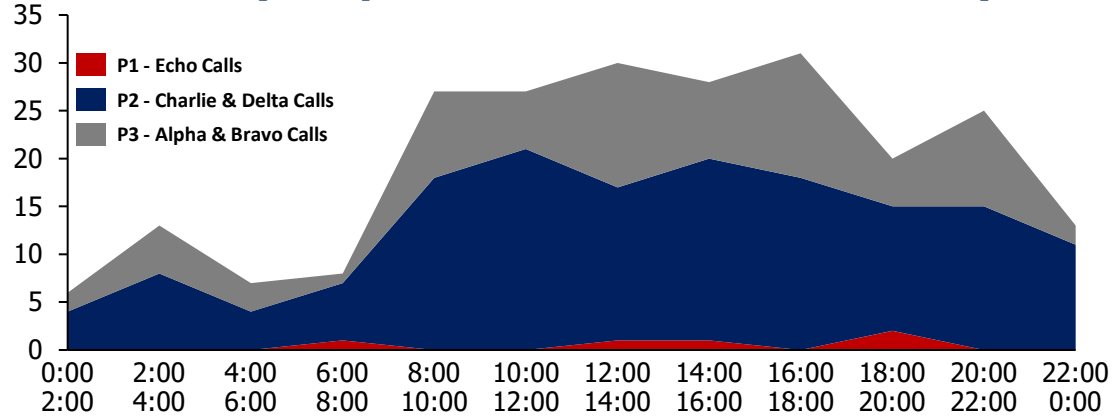




# Golden Fire



## Priority Dispatched Calls Per Time of Day



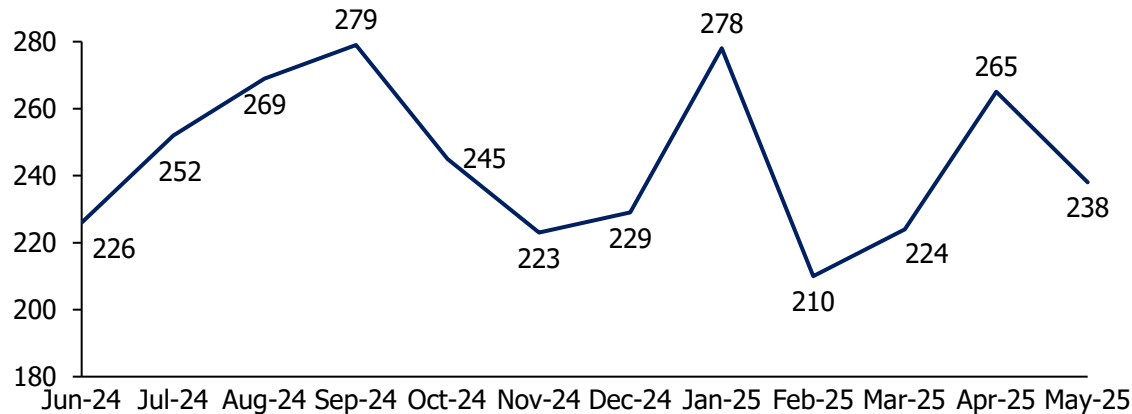
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	9	21	5
Monday	0	20	11	31	8
Tuesday	2	23	11	36	9
Wednesday	1	25	6	32	8
Thursday	0	18	9	27	5
Friday	0	29	17	46	9
Saturday	2	26	14	42	8

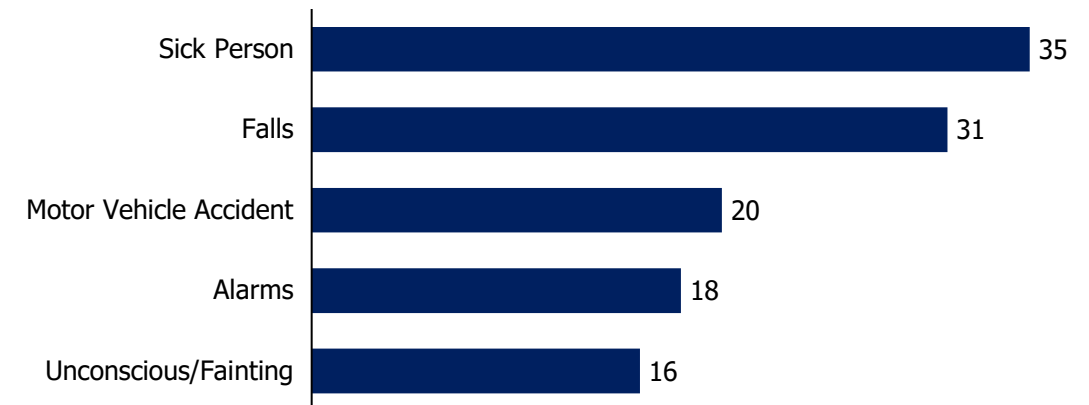
**Assignment <1 min** 80% 80%

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

## Monthly Call Volume



## Top Five Problem Natures

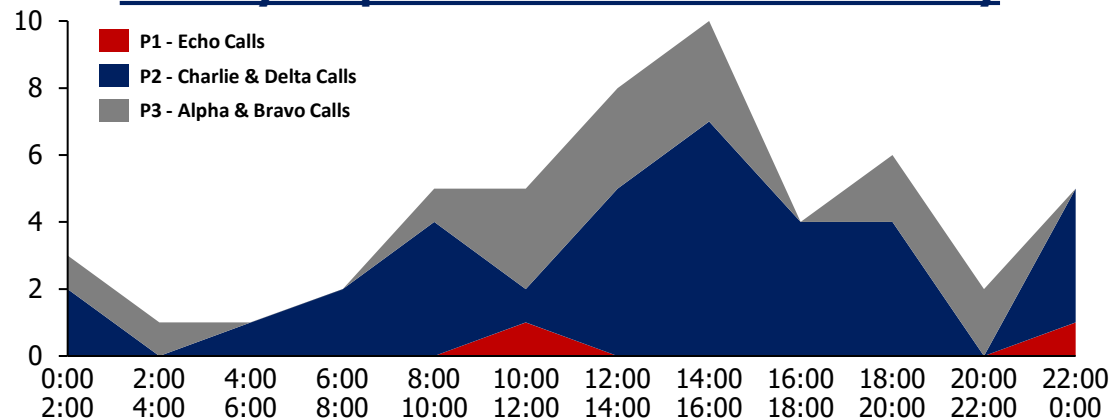




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day



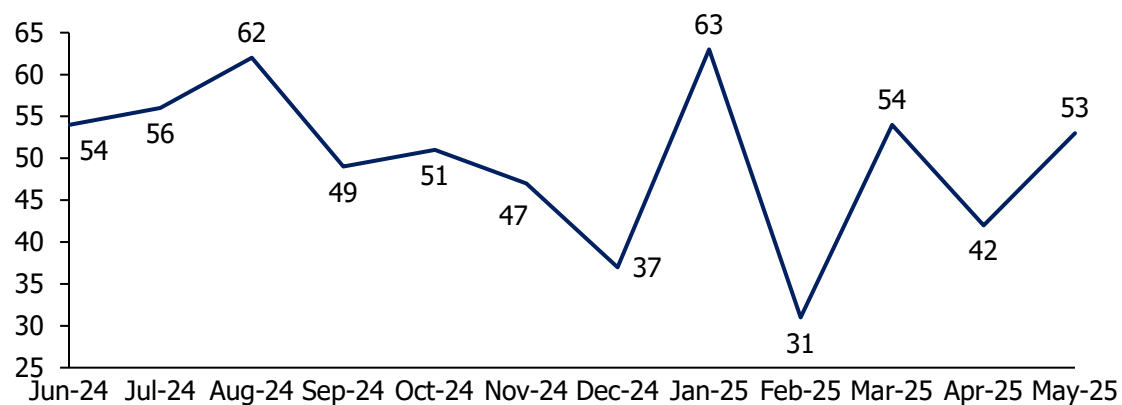
## Daily Priority Call Volume and Entry to Assignment

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

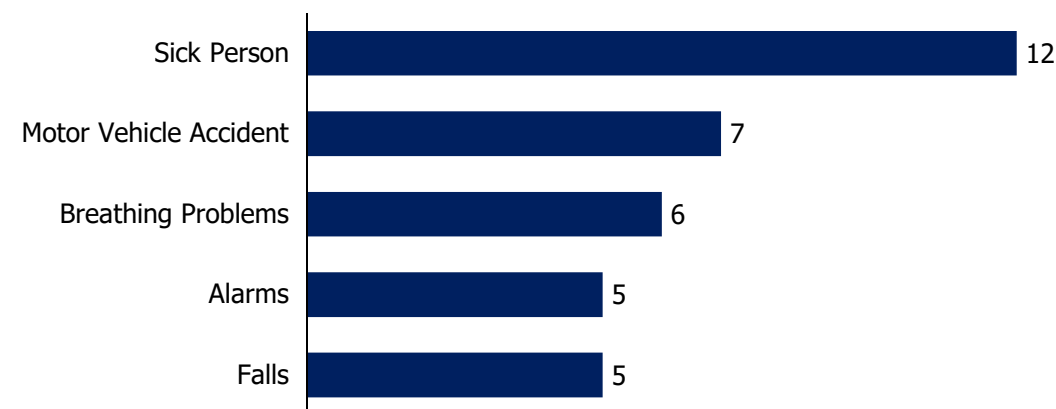
**Assignment <1 min 100% 82%**

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

## Monthly Call Volume



## Top Five Problem Natures

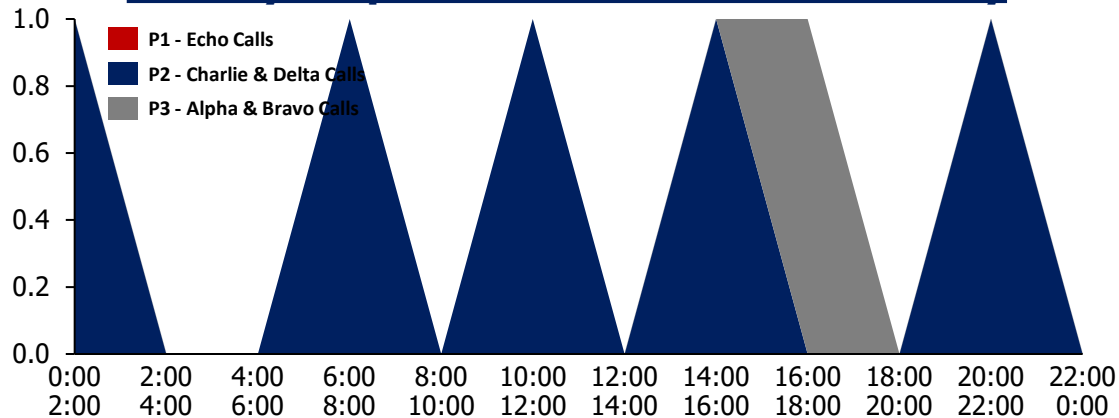




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day



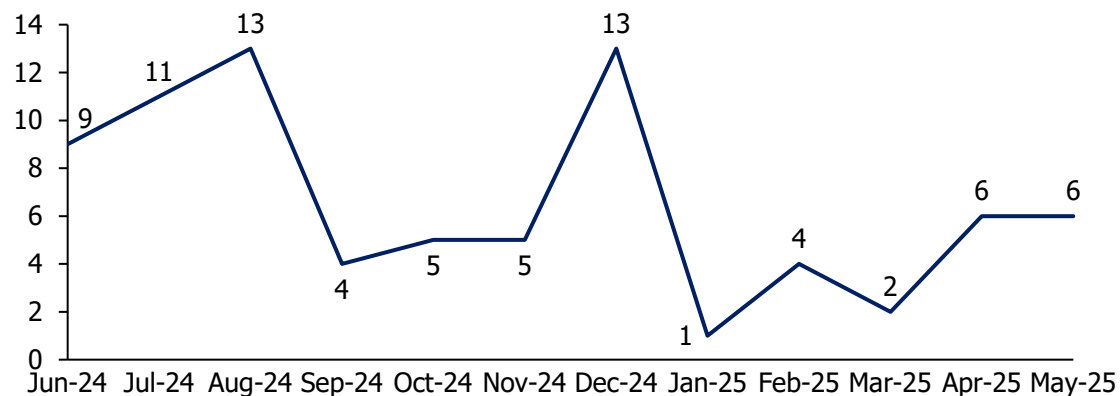
## Daily Priority Call Volume and Entry to Assignment

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

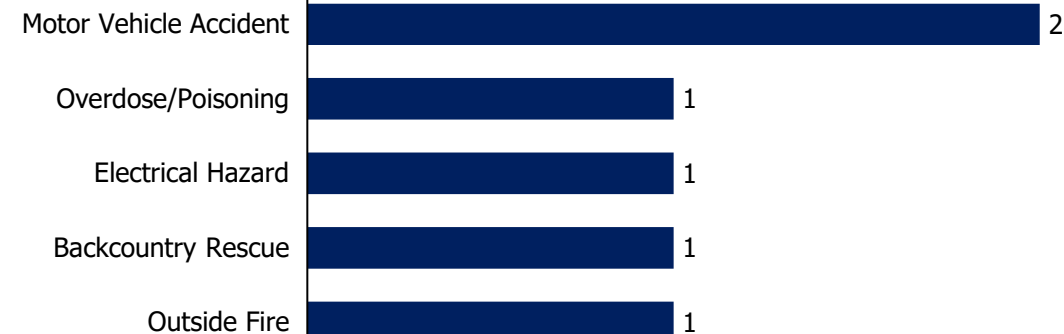
**Assignment <1 min** N/A 60%

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

## Monthly Call Volume



## Problem Natures

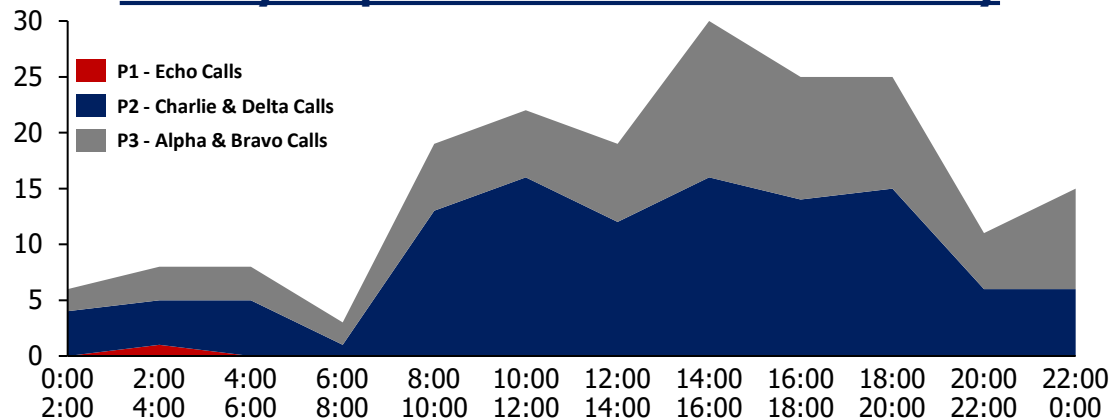




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day



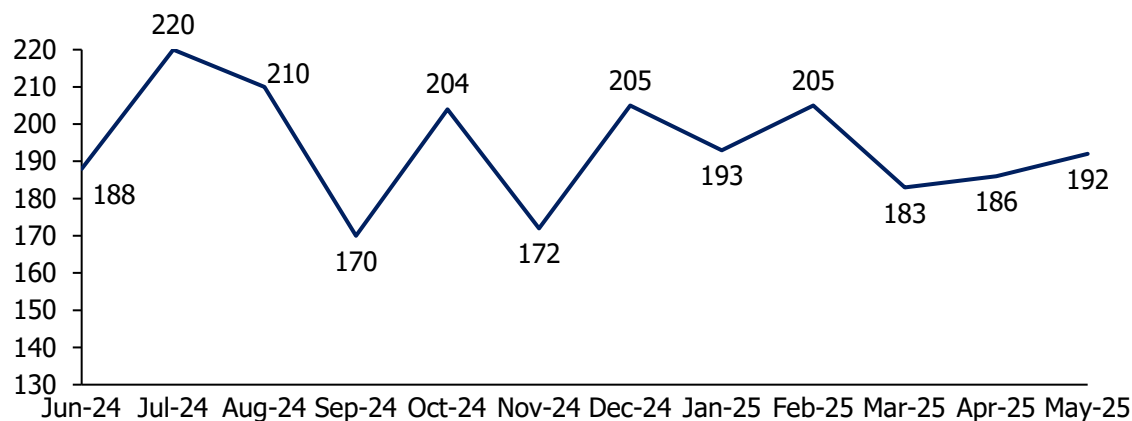
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	8	26	7
Monday	0	9	11	20	5
Tuesday	0	17	5	22	6
Wednesday	0	22	15	37	9
Thursday	0	13	12	25	5
Friday	0	21	12	33	7
Saturday	1	12	15	28	6

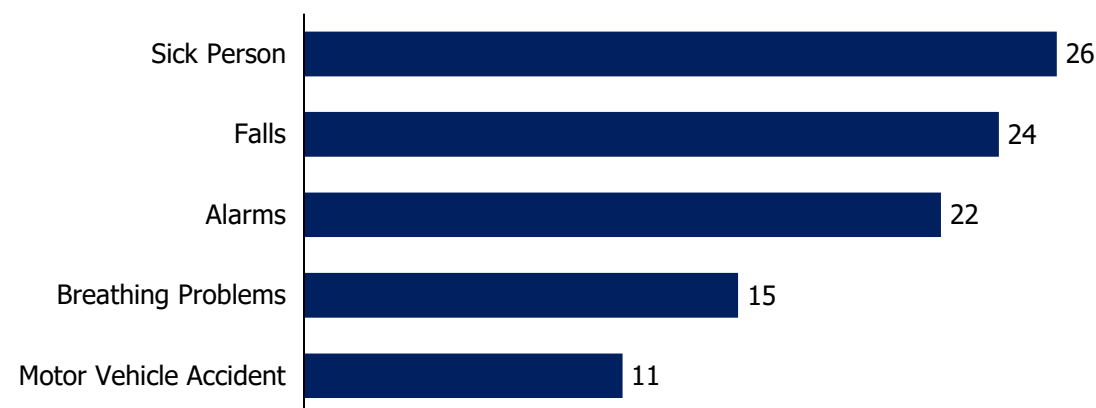
**Assignment <1 min 100% 88%**

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

## Monthly Call Volume



## Top Five Problem Natures

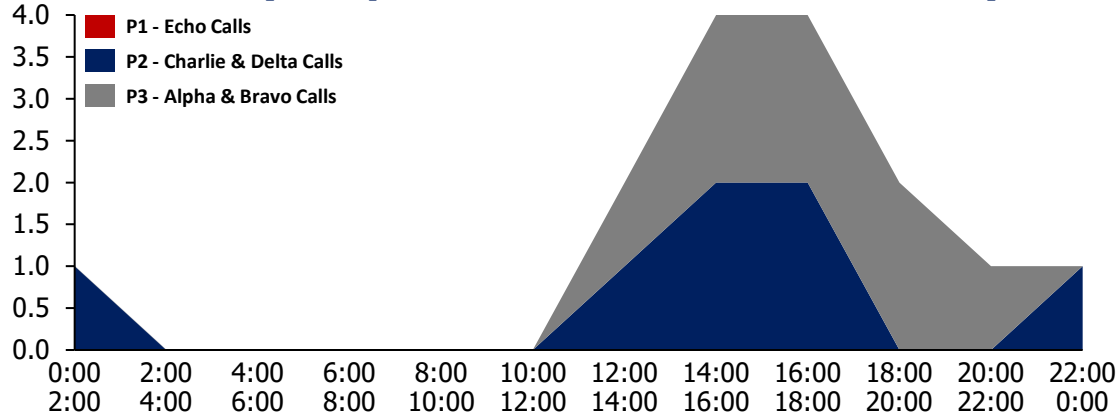




# Inter-Canyon Fire



## Priority Dispatched Calls Per Time of Day



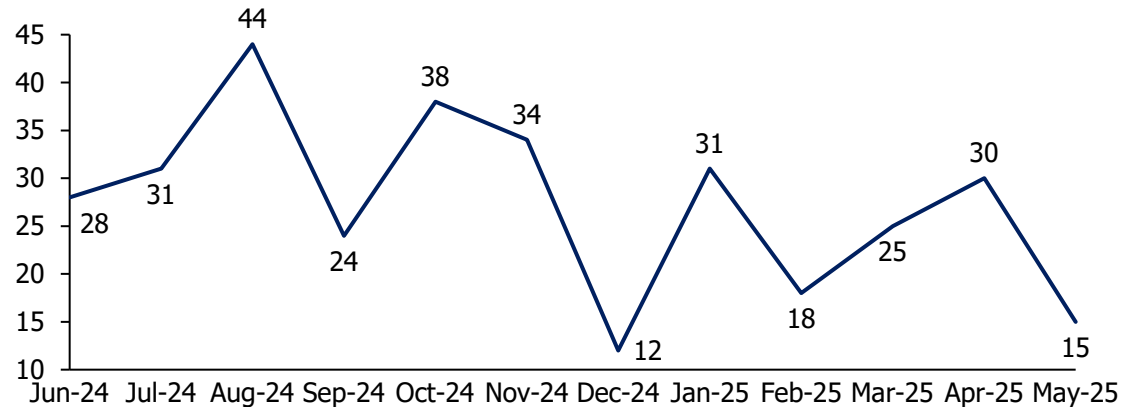
## Daily Priority Call Volume and Entry to Assignment

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

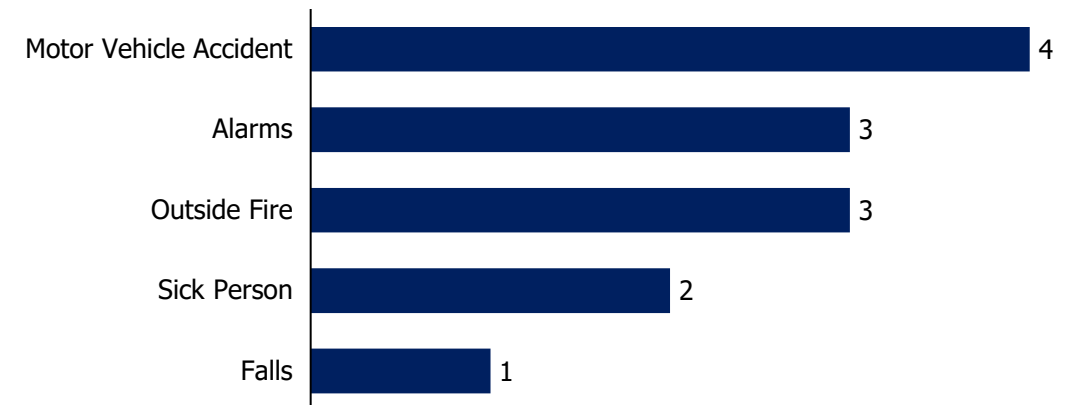
**Assignment <1 min** N/A 86%

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

## Monthly Call Volume



## Top Five Problem Natures

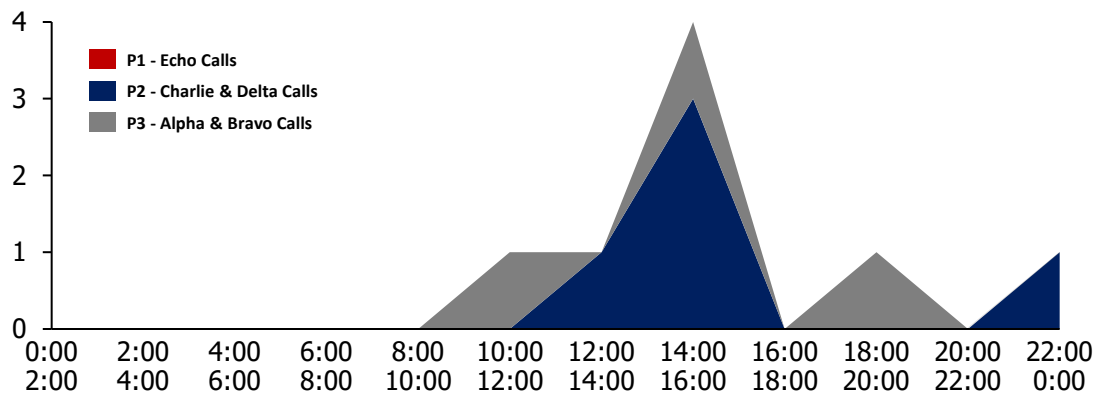




# Indian Hills Fire



### Priority Dispatched Calls Per Time of Day

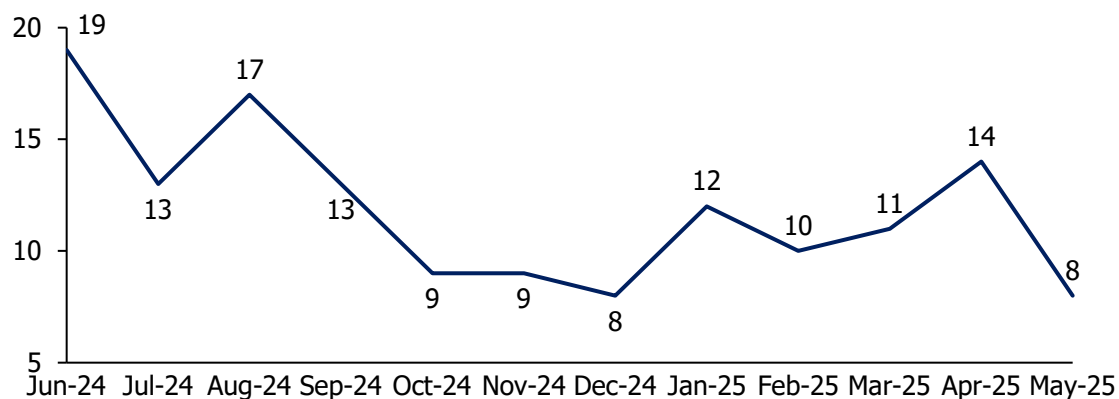


### Daily Priority Call Volume and Entry to Assignment

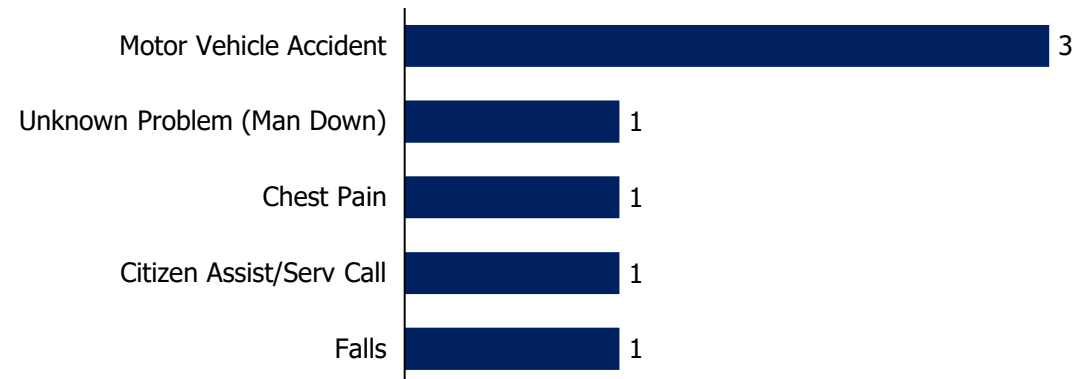
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	2	1	3	1
Tuesday	0	1	0	1	0
Wednesday	0	0	0	0	0
Thursday	0	0	0	0	0
Friday	0	0	1	1	0
Saturday	0	1	0	1	0
Assignment <1 min	N/A	100%			

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

### Monthly Call Volume



### Top Five Problem Natures



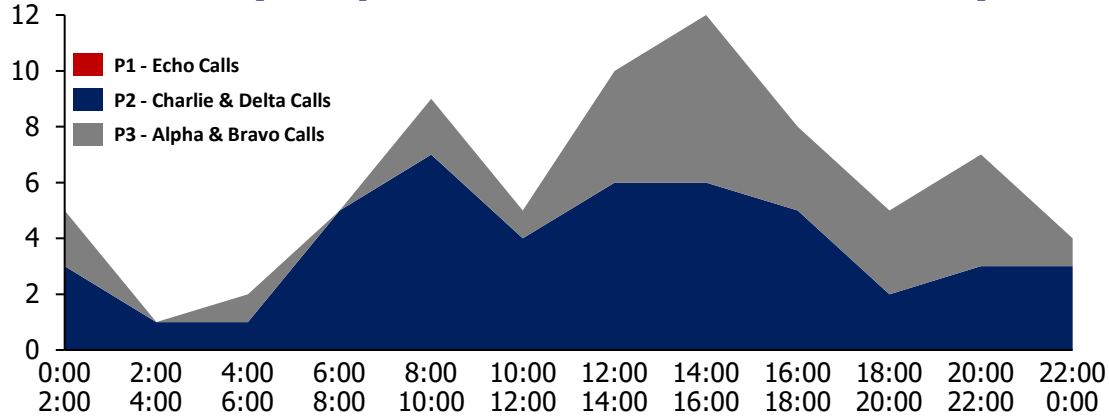




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day



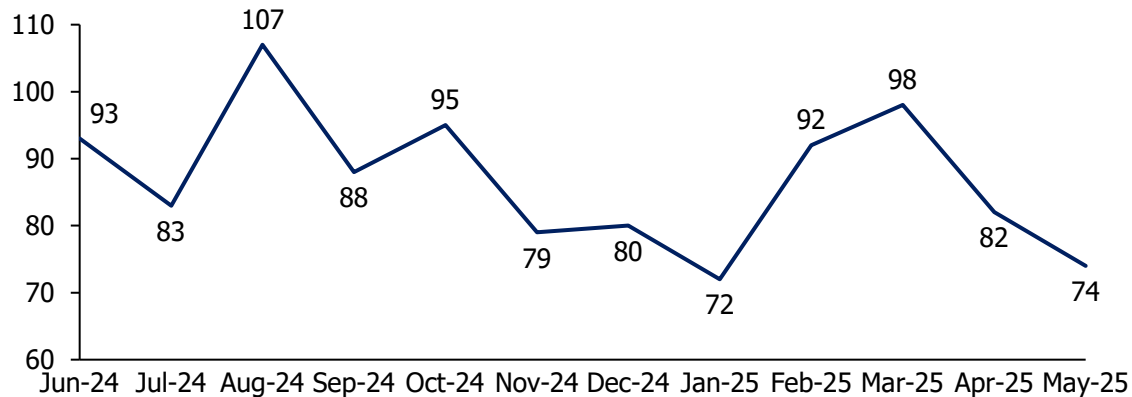
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	2
Monday	0	9	5	14	4
Tuesday	0	6	4	10	3
Wednesday	0	10	3	13	3
Thursday	0	5	5	10	2
Friday	0	8	3	11	2
Saturday	0	3	5	8	2

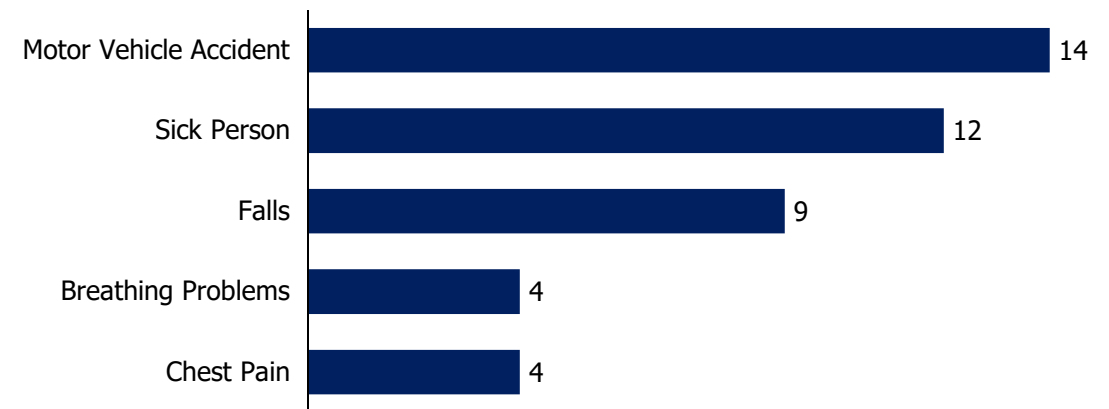
**Assignment <1 min** N/A 91%

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

## Monthly Call Volume



## Top Five Problem Natures

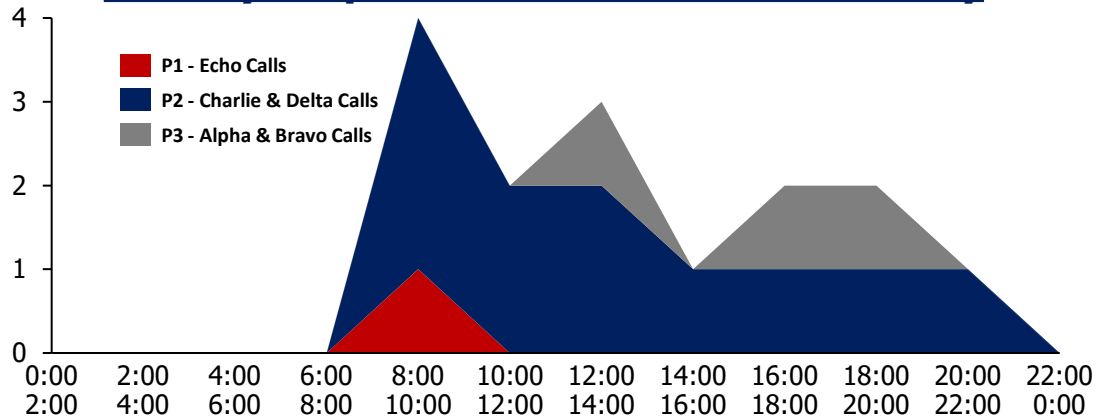




# North Fork Fire



## Priority Dispatched Calls Per Time of Day

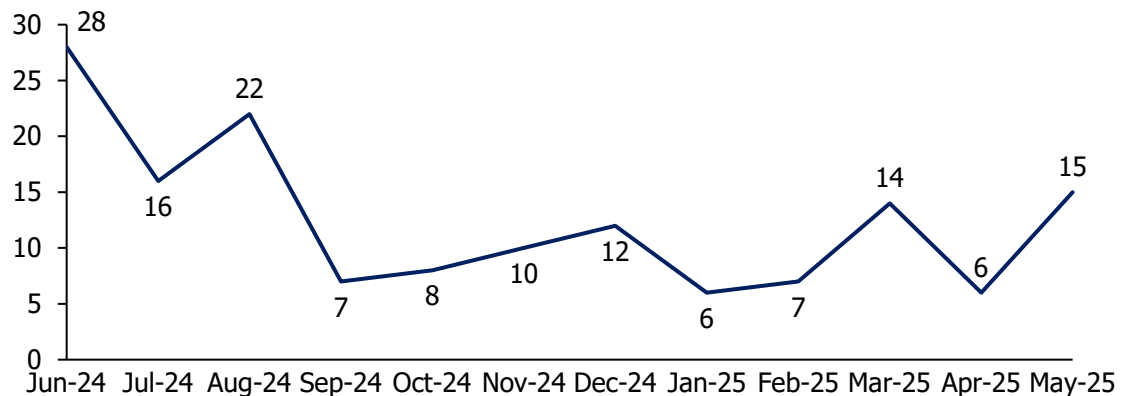


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	0	1	1	0
Tuesday	0	0	1	1	0
Wednesday	0	2	1	3	1
Thursday	0	1	0	1	0
Friday	0	3	0	3	1
Saturday	1	4	0	5	1
Assignment <1 min	100%	36%			

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

## Monthly Call Volume



## Problem Natures

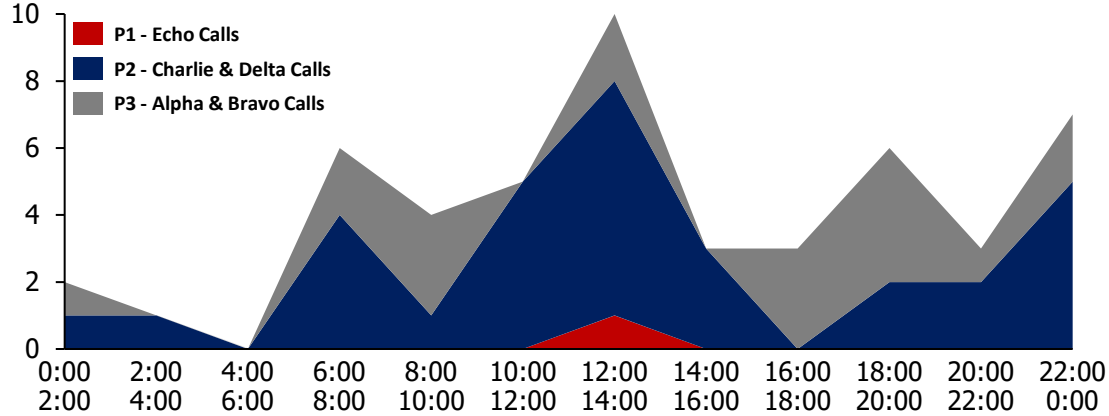




# Highland Rescue



## Priority Dispatched Calls Per Time of Day



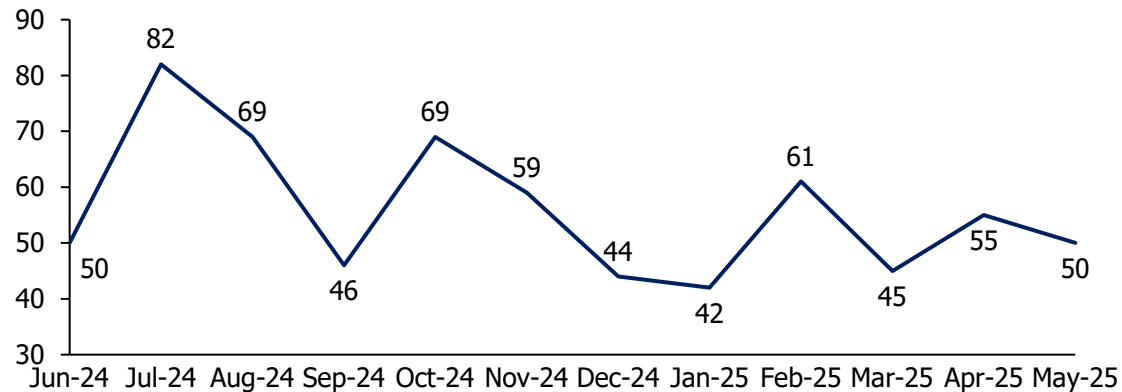
## Daily Priority Call Volume and Entry to Assignment

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

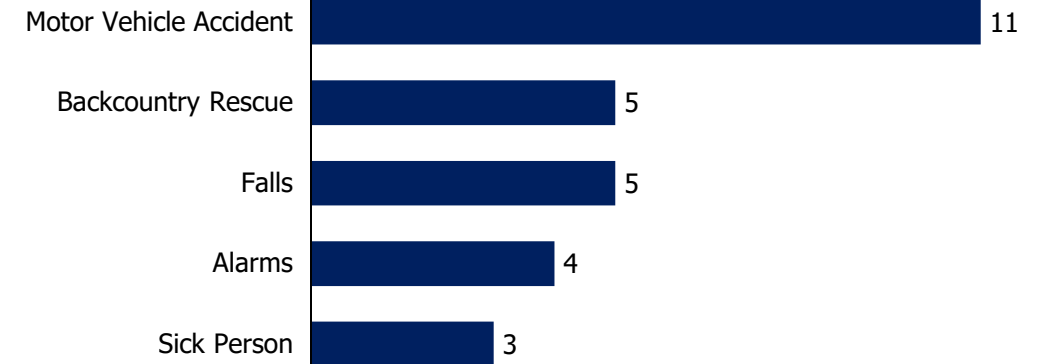
**Assignment <1 min 100% 90%**

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

## Monthly Call Volume



## Top Five Problem Natures

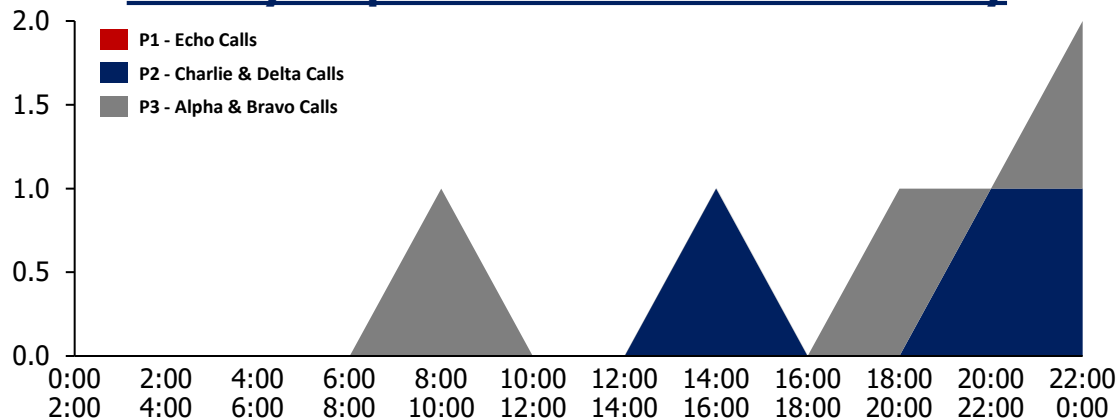




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

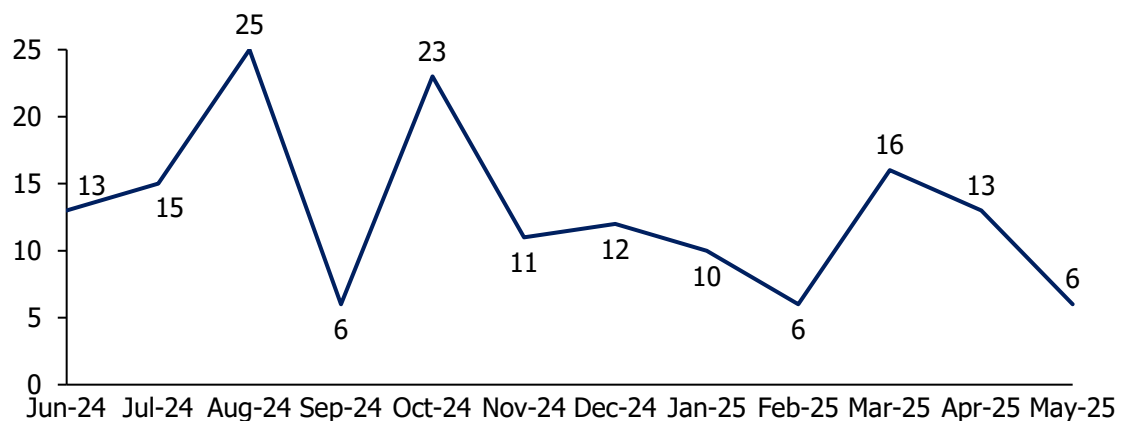


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	0	1	0
Tuesday	0	0	1	1	0
Wednesday	0	0	0	0	0
Thursday	0	0	0	0	0
Friday	0	0	1	1	0
Saturday	0	1	1	2	0
Assignment <1 min	N/A	33%			

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

## Monthly Call Volume



## Top Five Problem Natures

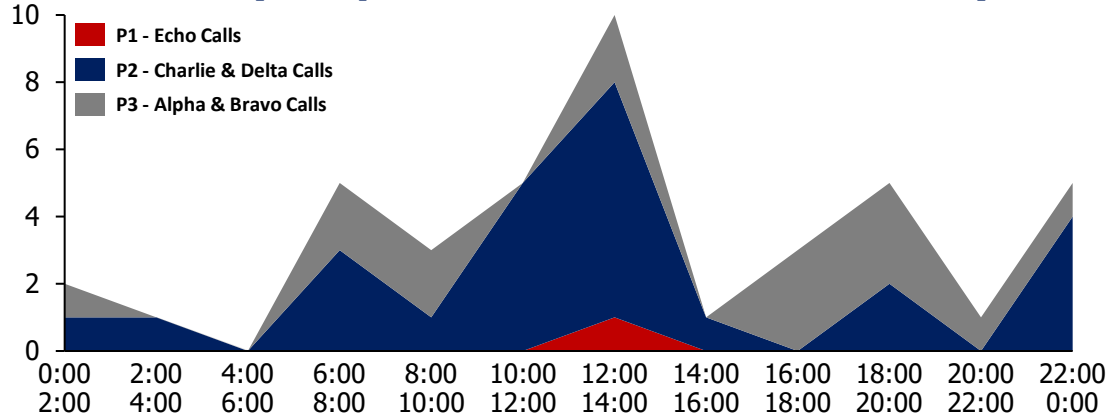




# Foothills Fire



## Priority Dispatched Calls Per Time of Day



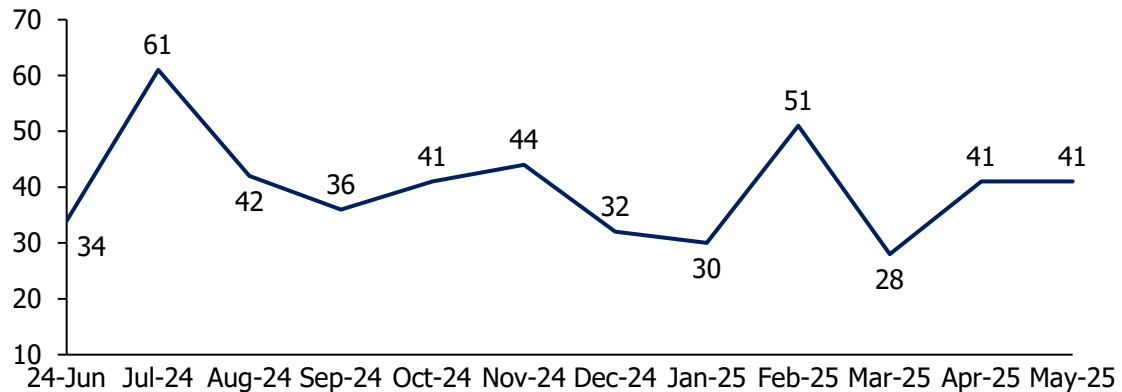
## Daily Priority Call Volume and Entry to Assignment

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

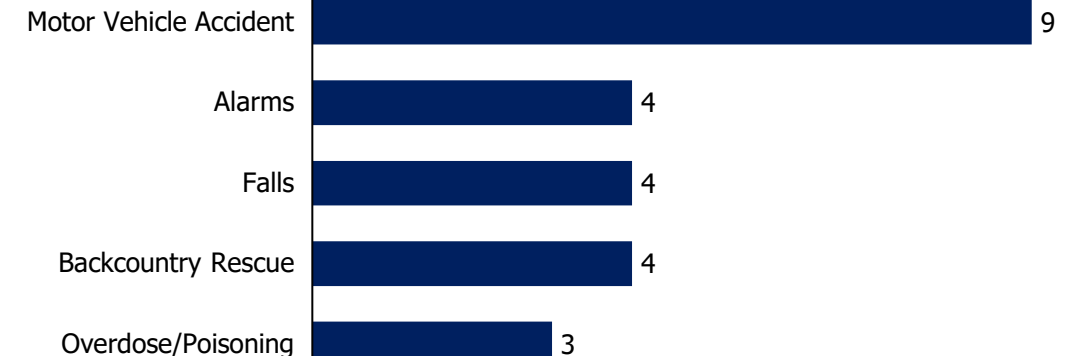
**Assignment <1 min 100% 96%**

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

## Monthly Call Volume



## Top Five Problem Natures

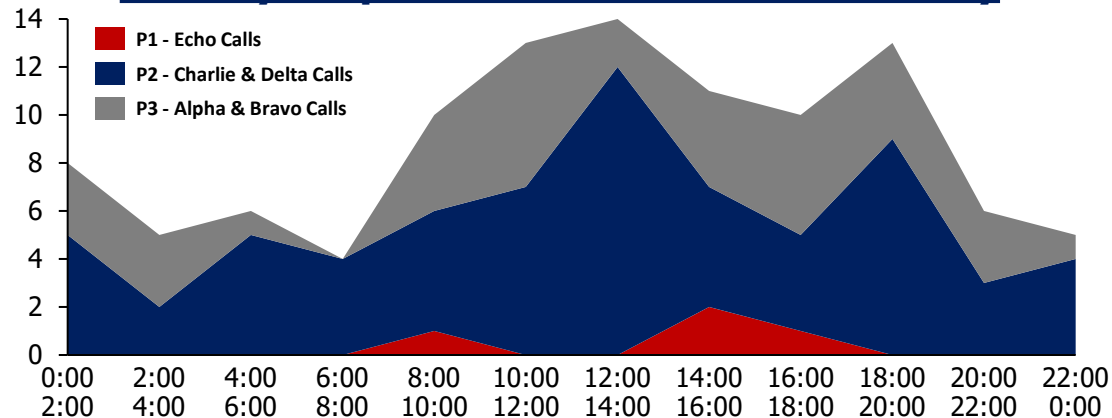




# Clear Creek Fire



## Priority Dispatched Calls Per Time of Day

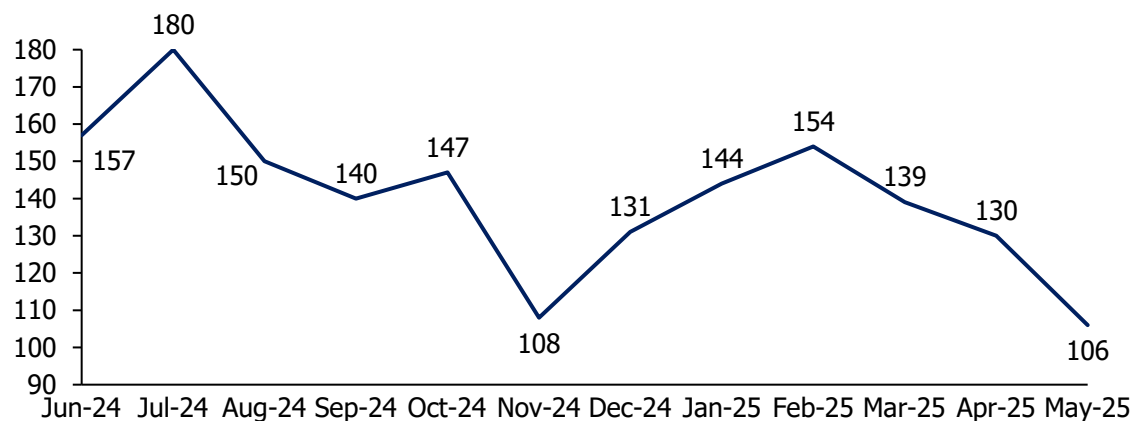


## Daily Priority Call Volume and Entry to Assignment

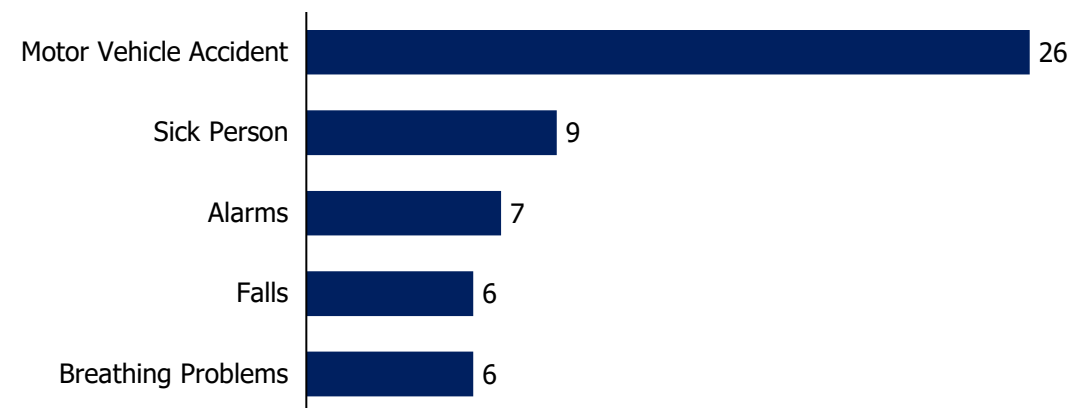
Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	5	9	2
Monday	1	9	2	12	3
Tuesday	1	11	4	16	4
Wednesday	0	13	7	20	5
Thursday	0	7	5	12	2
Friday	0	12	8	20	4
Saturday	1	10	5	16	3
<b>Assignment &lt;1 min 100% 83%</b>					

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

## Monthly Call Volume



## Top Five Problem Natures

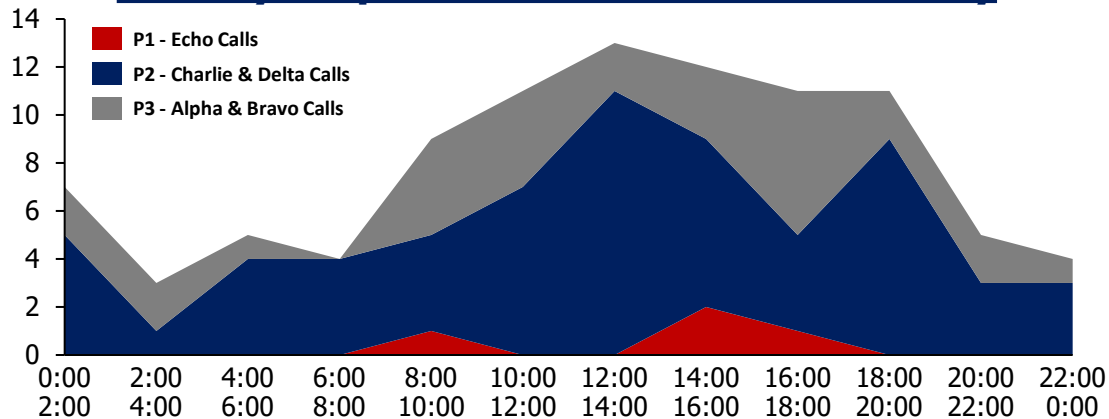




# Clear Creek EMS



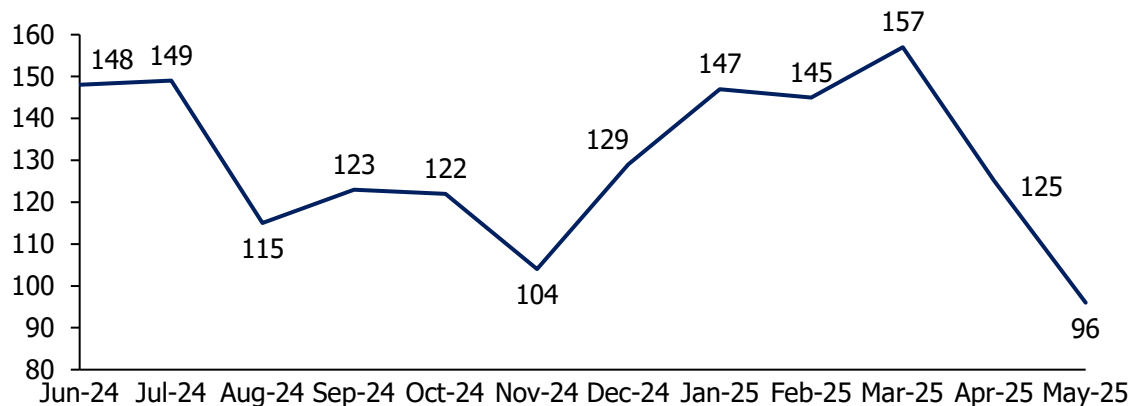
## Priority Dispatched Calls Per Time of Day



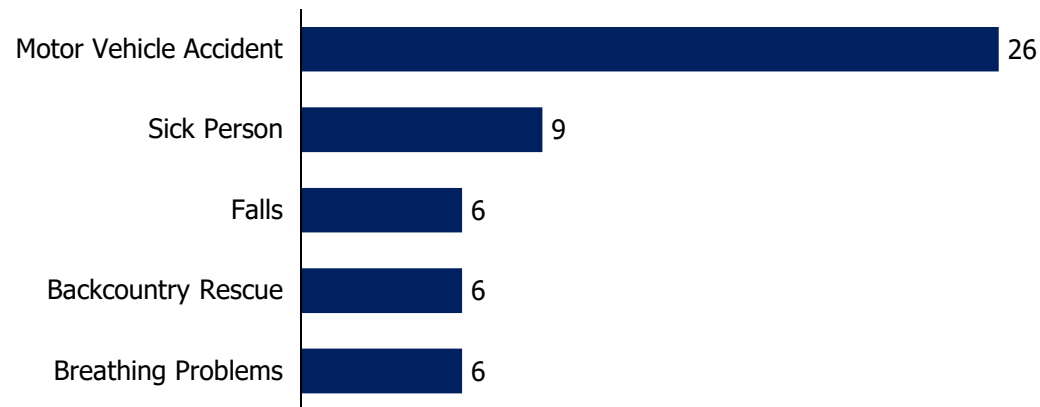
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	3	7	2
Monday	1	9	2	12	3
Tuesday	1	9	3	13	3
Wednesday	0	11	7	18	5
Thursday	0	7	3	10	2
Friday	0	13	7	20	4
Saturday	1	10	4	15	3
<b>Assignment &lt;1 min 100% 84%</b>					
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.					

## Monthly Call Volume



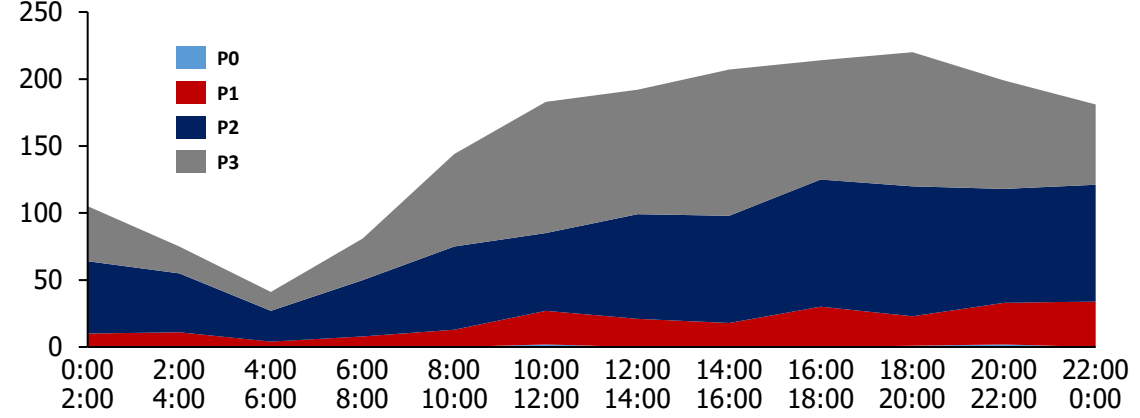
## Top Five Problem Natures





# Jeffco Sheriff

## Priority Dispatched Calls Per Time of Day

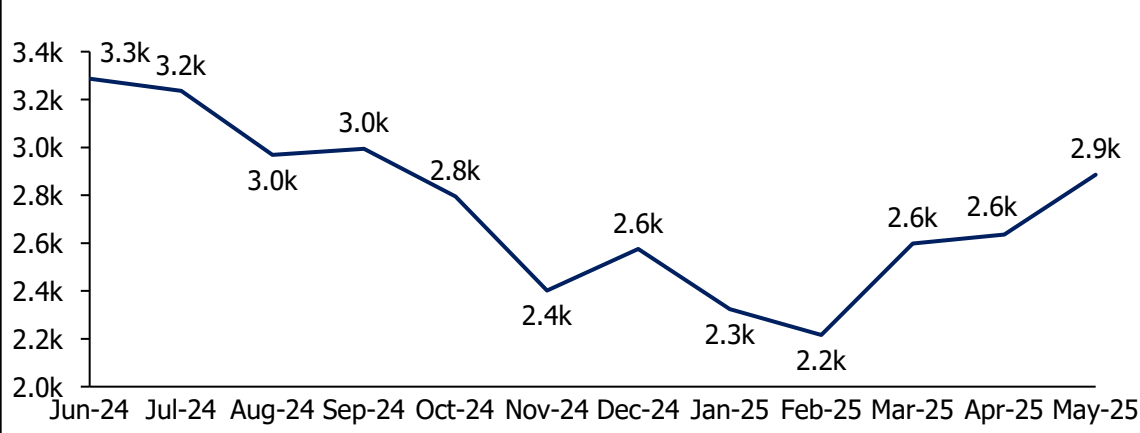


## Daily Priority Call Volume and Entry to Assignment

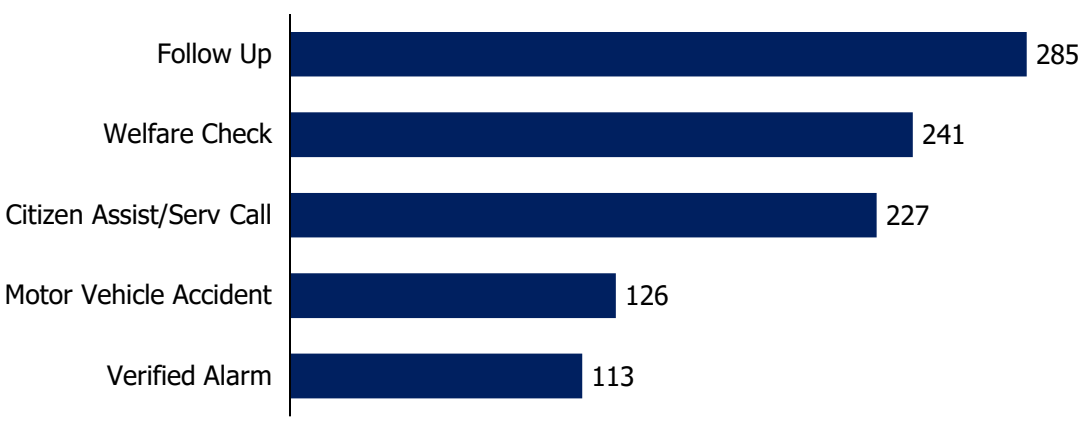
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	38	112	106	256	64
Monday	1	29	83	94	207	52
Tuesday	1	27	115	103	246	62
Wednesday	0	21	105	103	229	57
Thursday	2	37	115	126	280	56
Friday	0	28	132	141	301	60
Saturday	1	47	143	132	323	65
Assignment <2 min		80%	47%			
Assignment <4 min		94%	77%			

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

## Monthly Call Volume



## Top Five Problem Natures



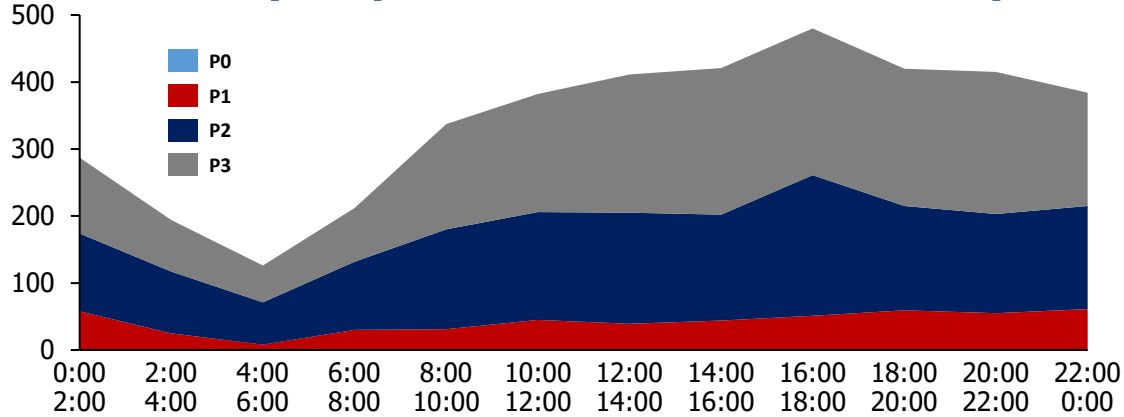




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

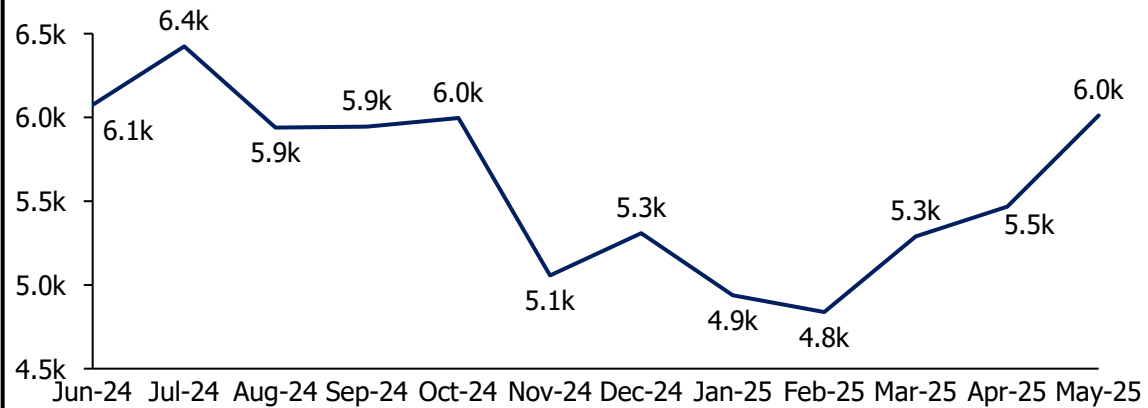


## Daily Priority Call Volume and Entry to Assignment

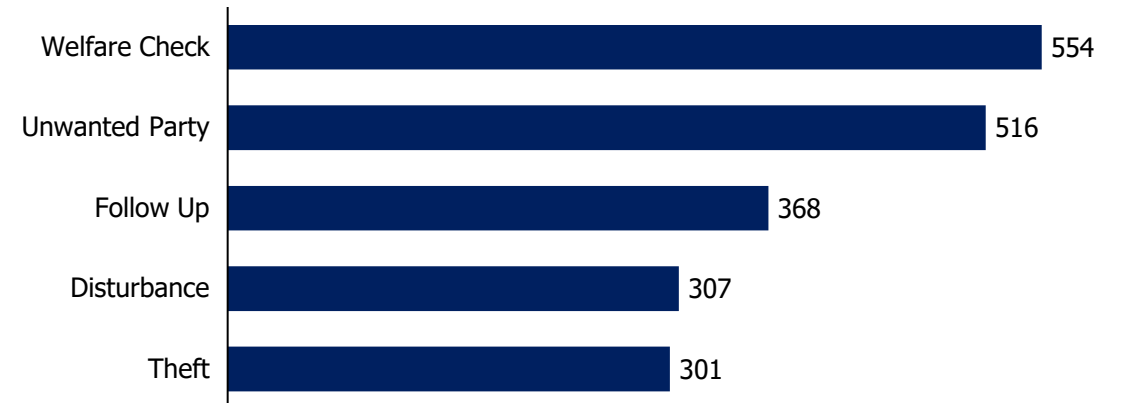
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	70	221	243	535	134
Monday	0	61	223	278	562	141
Tuesday	0	69	254	233	556	139
Wednesday	0	56	216	227	499	125
Thursday	2	65	244	292	603	121
Friday	0	88	250	298	636	127
Saturday	2	92	267	317	678	136
Assignment <2 min		73%	46%			
Assignment <4 min		86%	69%			

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

## Monthly Call Volume



## Top Five Problem Natures

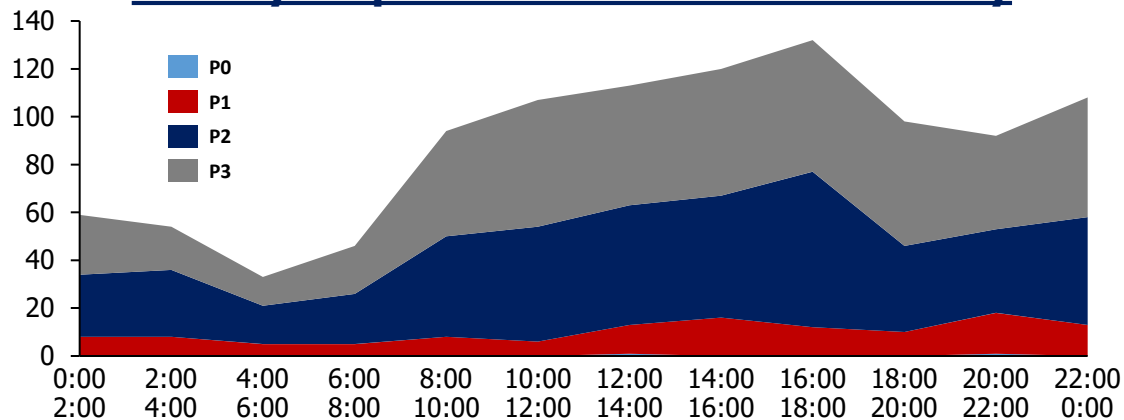




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

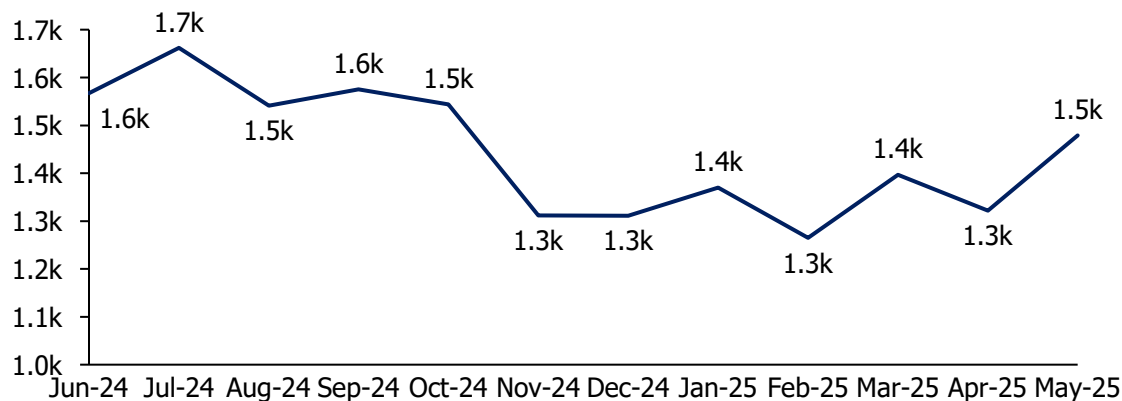


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	18	62	50	130	33
Monday	0	17	51	58	126	32
Tuesday	1	10	72	52	135	34
Wednesday	0	15	58	60	133	33
Thursday	0	24	74	75	173	35
Friday	0	14	73	93	180	36
Saturday	1	22	73	83	179	36
Assignment <2 min		80%	54%			
Assignment <4 min		93%	71%			

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

## Monthly Call Volume



## Top Five Problem Natures

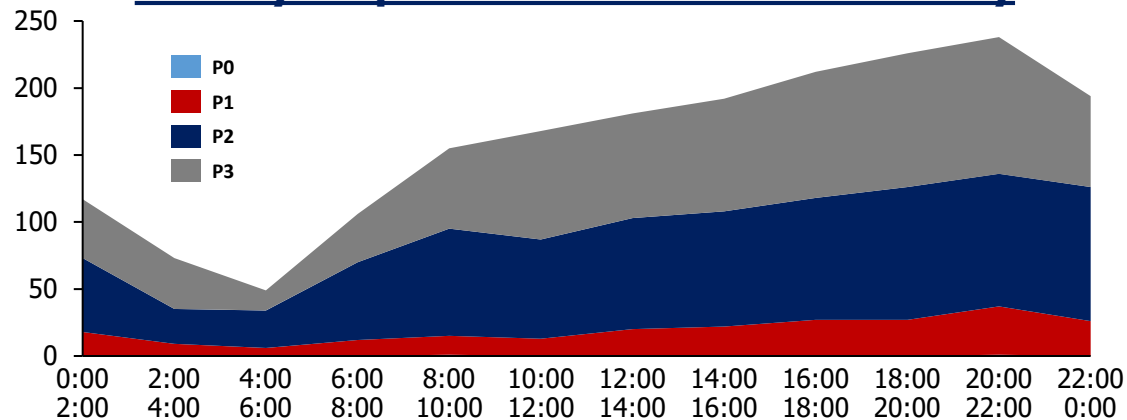




# Arvada PD



## Priority Dispatched Calls Per Time of Day

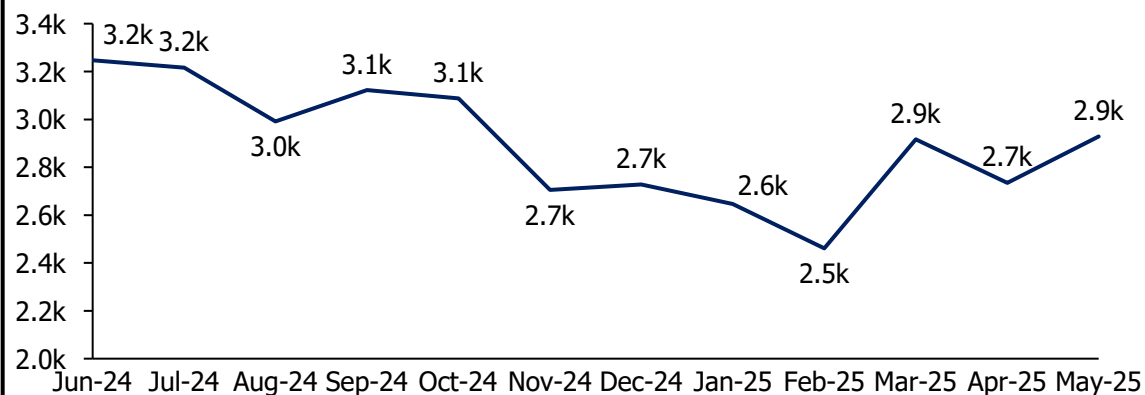


## Daily Priority Call Volume and Entry to Assignment

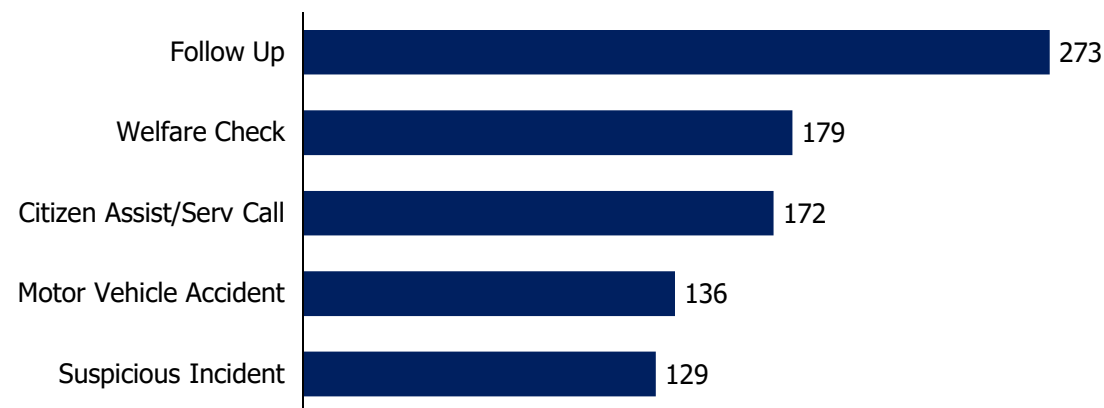
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	33	117	89	239	60
Monday	0	24	100	104	228	57
Tuesday	0	25	117	99	241	60
Wednesday	0	29	108	94	231	58
Thursday	1	44	149	161	355	71
Friday	0	37	138	133	308	62
Saturday	1	38	150	120	309	62
Assignment <2 min		77%	56%			
Assignment <4 min		88%	77%			

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

## Monthly Call Volume



## Top Five Problem Natures

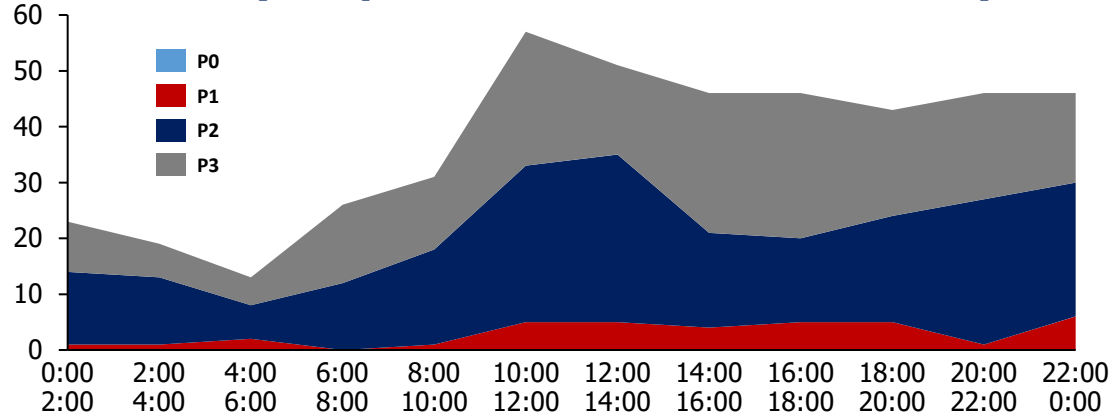




# Golden PD



## Priority Dispatched Calls Per Time of Day

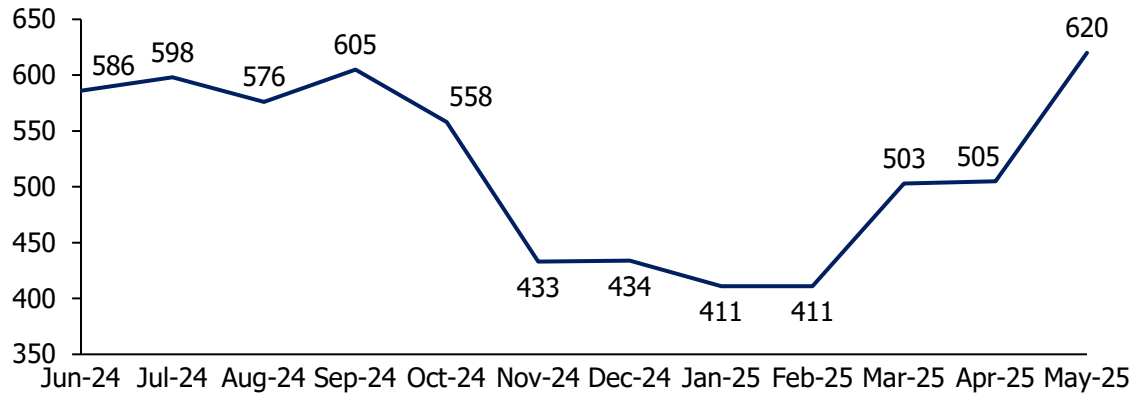


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	27	17	46	12
Monday	0	5	27	28	60	15
Tuesday	0	3	33	21	57	14
Wednesday	0	6	21	26	53	13
Thursday	0	8	38	31	77	15
Friday	0	5	36	40	81	16
Saturday	0	7	37	29	73	15
Assignment <2 min		78%	58%			
Assignment <4 min		97%	83%			

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

## Monthly Call Volume



## Top Five Problem Natures

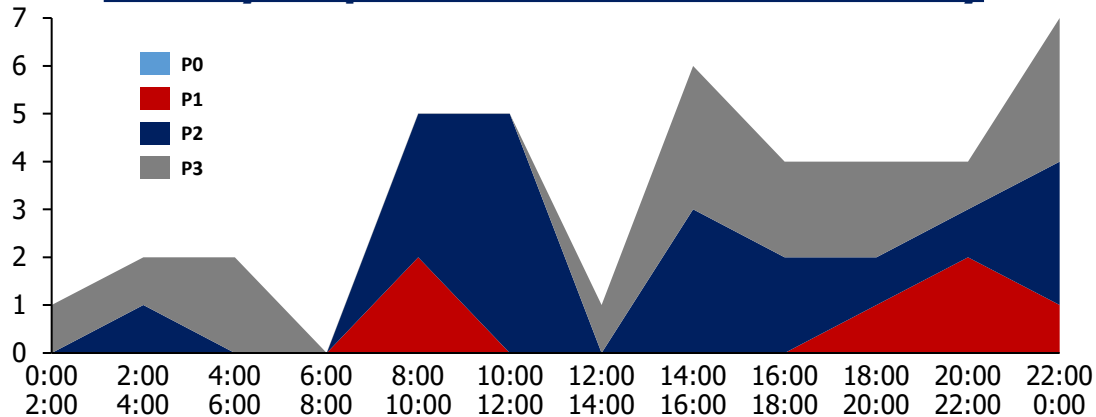




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

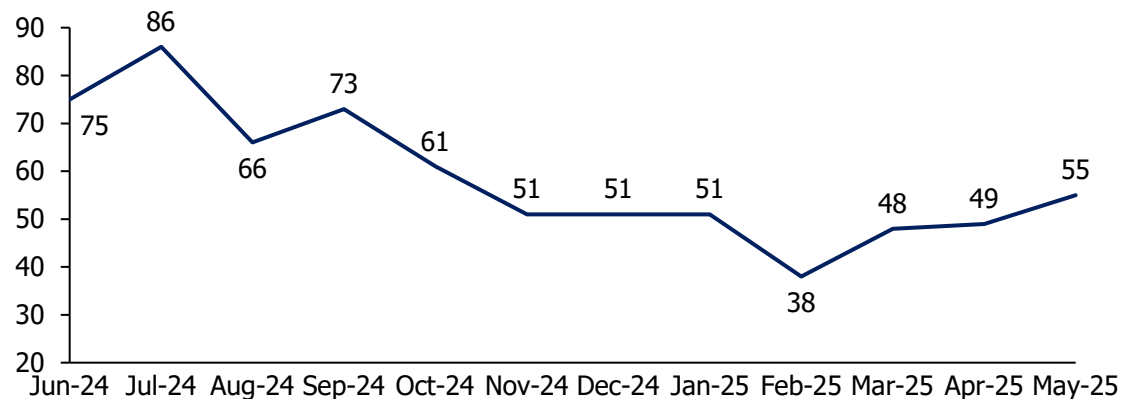


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	2	7	2
Monday	0	0	2	4	6	2
Tuesday	0	0	1	1	2	1
Wednesday	0	1	4	2	7	2
Thursday	0	1	4	4	9	2
Friday	0	0	1	2	3	1
Saturday	0	3	3	1	7	1
Assignment <2 min		100%	63%			
Assignment <4 min		100%	84%			

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

## Monthly Call Volume



## Top Five Problem Natures

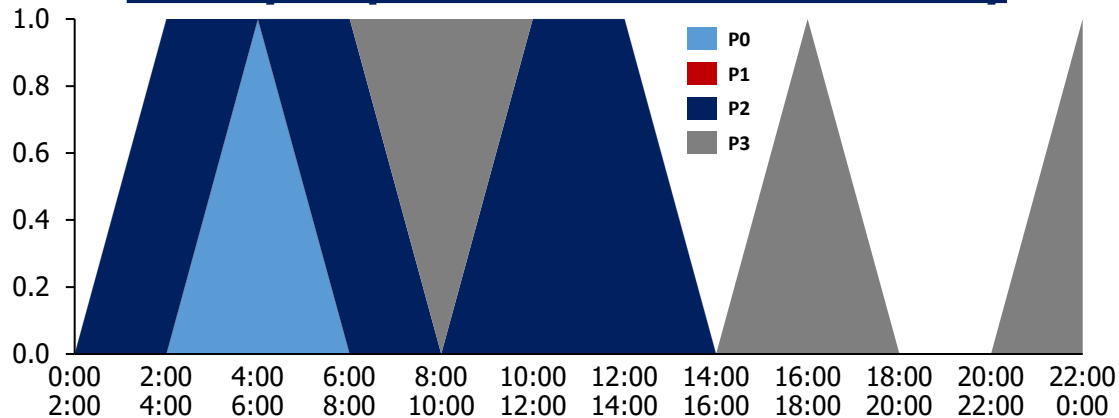




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

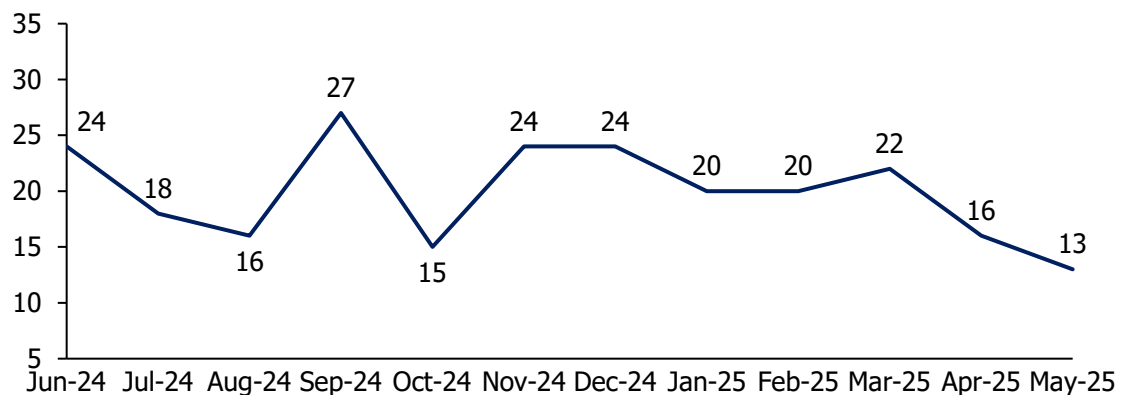


## Daily Priority Call Volume and Entry to Assignment

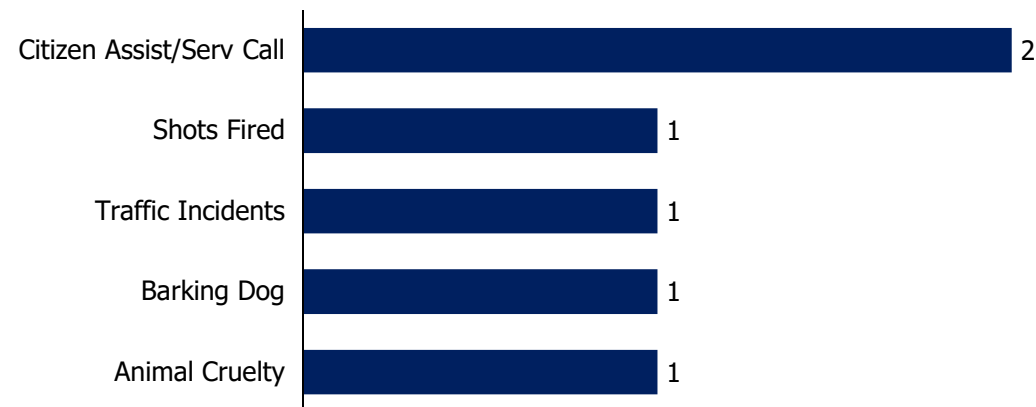
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	0	1	1	0
Tuesday	0	0	0	0	0	0
Wednesday	1	0	1	0	2	1
Thursday	0	0	1	0	1	0
Friday	0	0	2	0	2	0
Saturday	0	0	0	1	1	0
Assignment <2 min		N/A	50%			
Assignment <4 min		N/A	50%			

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

## Monthly Call Volume



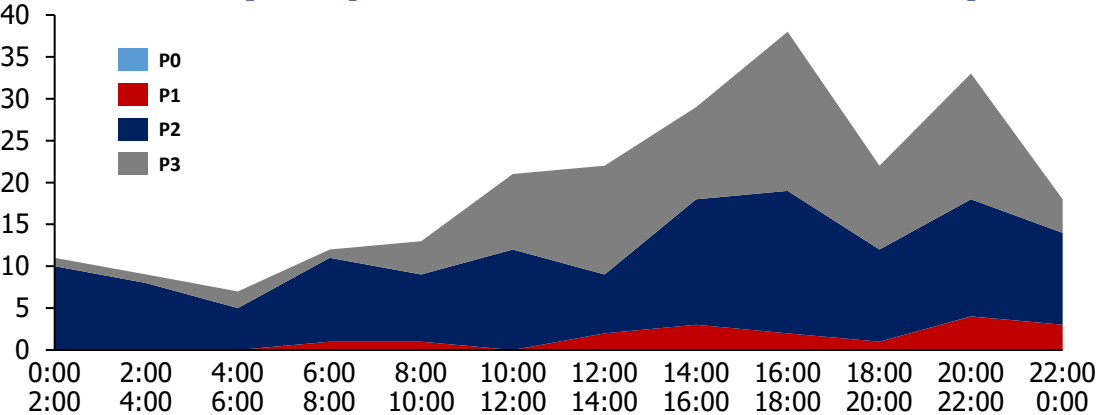
## Top Five Problem Natures





# Edgewater PD

Priority Dispatched Calls Per Time of Day

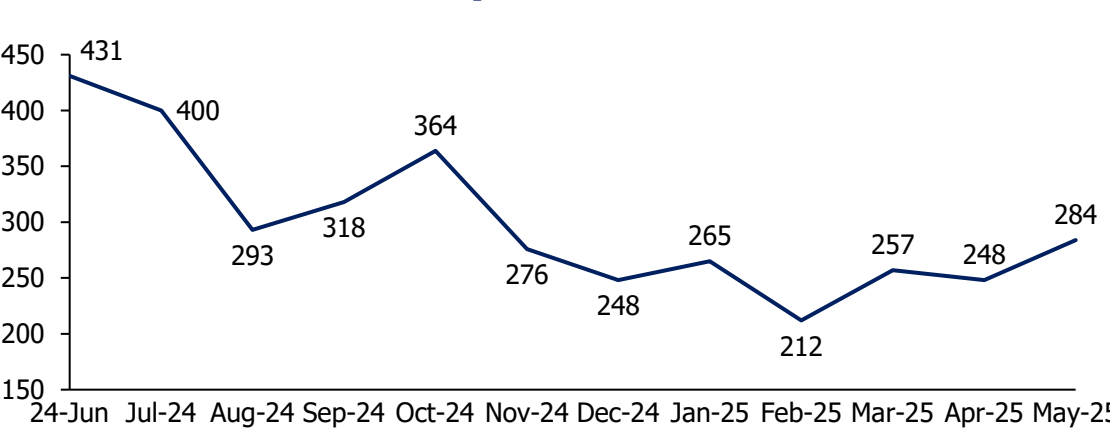


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	13	15	30	8
Monday	0	1	14	12	27	7
Tuesday	0	2	26	8	36	9
Wednesday	0	3	20	14	37	9
Thursday	0	2	21	12	35	7
Friday	0	3	12	14	29	6
Saturday	0	4	22	15	41	8
Assignment <2 min		88%	66%			
Assignment <4 min		100%	81%			

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

Monthly Call Volume



Top Five Problem Natures

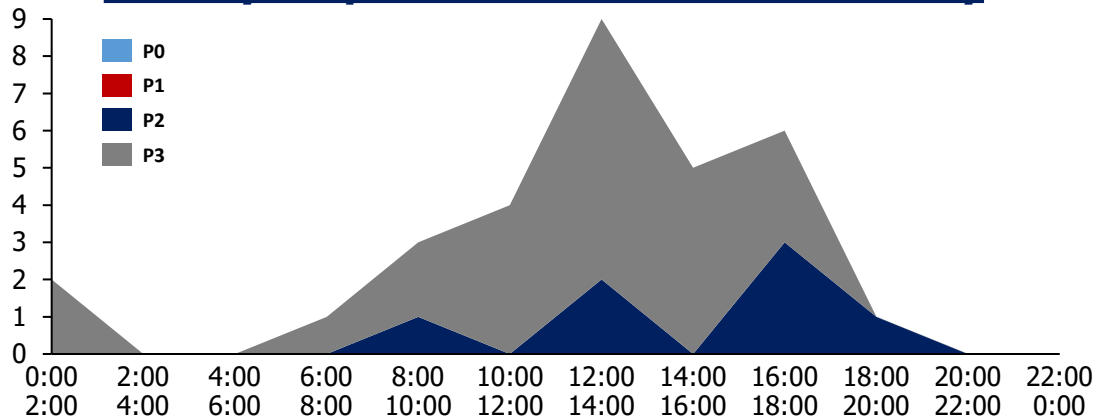




# Colorado School of Mines PD



## Priority Dispatched Calls Per Time of Day

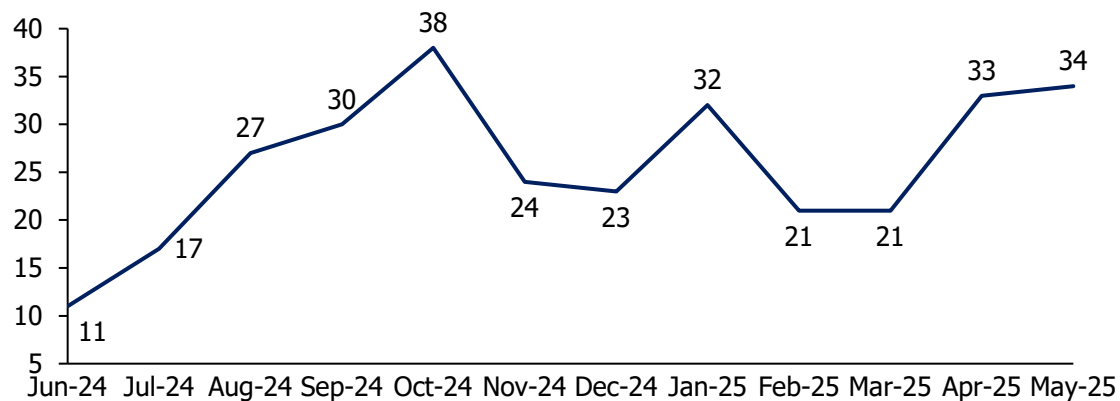


## Daily Priority Call Volume and Entry to Assignment

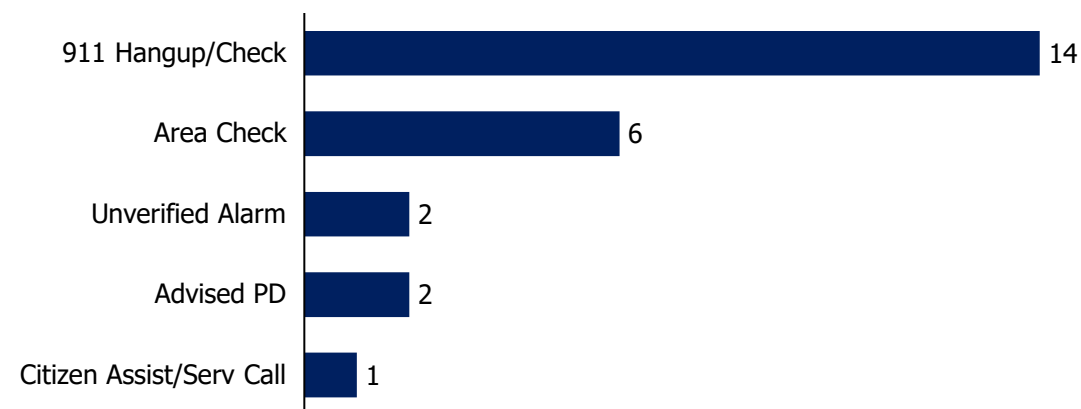
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	3	2	5	1
Tuesday	0	0	2	4	6	2
Wednesday	0	0	1	6	7	2
Thursday	0	0	0	6	6	1
Friday	0	0	1	3	4	1
Saturday	0	0	0	2	2	0
Assignment <2 min		N/A	29%			
Assignment <4 min		N/A	57%			

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

## Monthly Call Volume



## Top Five Problem Natures





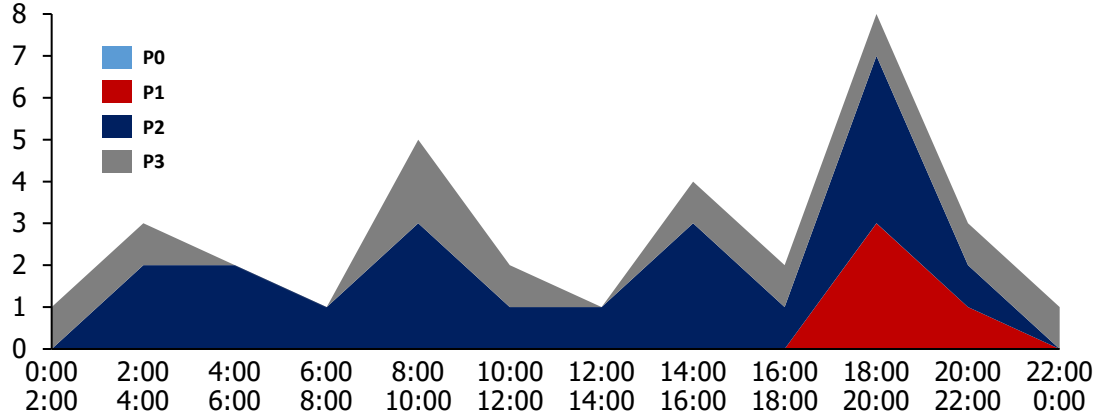


# Morrison PD

## (JCSO Response)



### Priority Dispatched Calls Per Time of Day

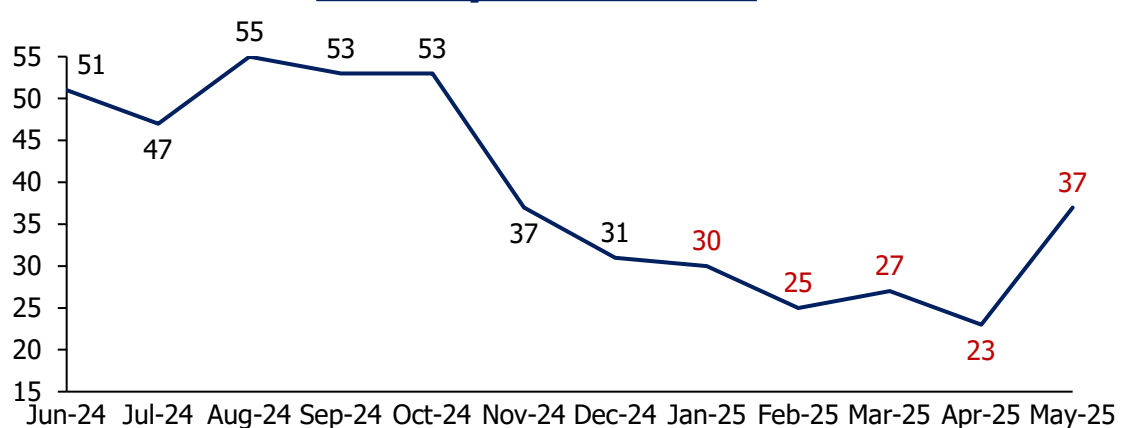


### Daily Priority Call Volume and Entry to Assignment

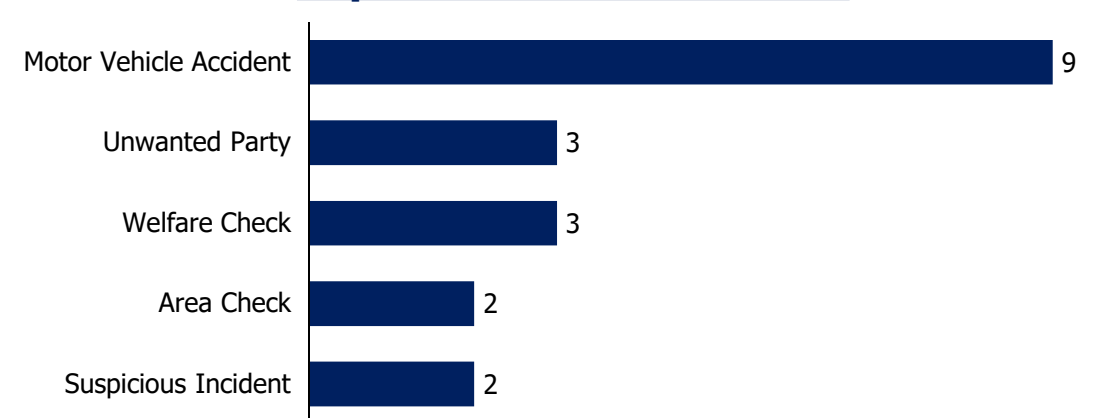
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	2	4	1
Monday	0	1	4	1	6	2
Tuesday	0	0	2	0	2	1
Wednesday	0	1	2	3	6	2
Thursday	0	0	5	0	5	1
Friday	0	2	2	1	5	1
Saturday	0	0	2	3	5	1
Assignment <2 min		75%	47%			
Assignment <4 min		100%	63%			

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

### Monthly Call Volume



### Top Five Problem Natures

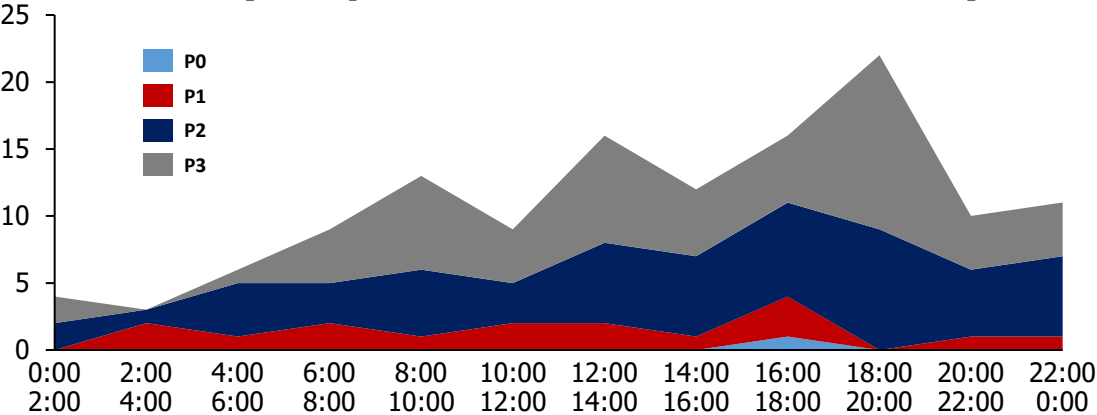




# Clear Creek Sheriff



Priority Dispatched Calls Per Time of Day

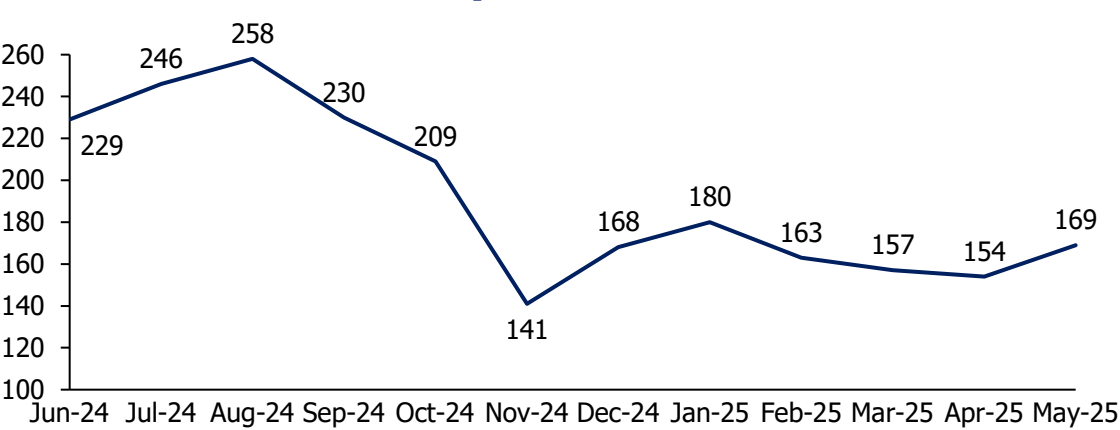


Daily Priority Call Volume and Entry to Assignment

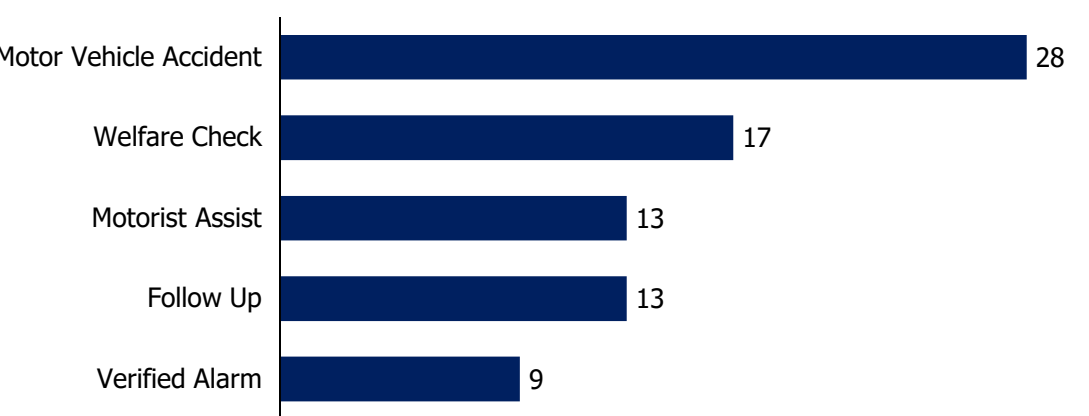
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	10	3	14	4
Monday	0	1	7	6	14	4
Tuesday	0	0	7	4	11	3
Wednesday	0	2	8	7	17	4
Thursday	0	4	6	17	27	5
Friday	0	7	10	11	28	6
Saturday	1	1	9	9	20	4
Assignment <2 min		31%	60%			
Assignment <4 min		75%	81%			

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

Monthly Call Volume



Top Five Problem Natures



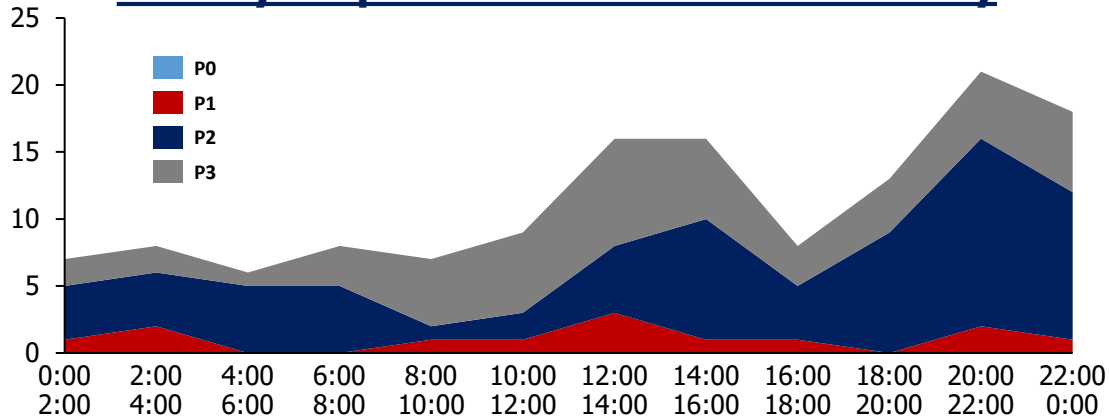
Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. These calls are shown on the Georgetown PD page only.



# Idaho Springs PD



## Priority Dispatched Calls Per Time of Day

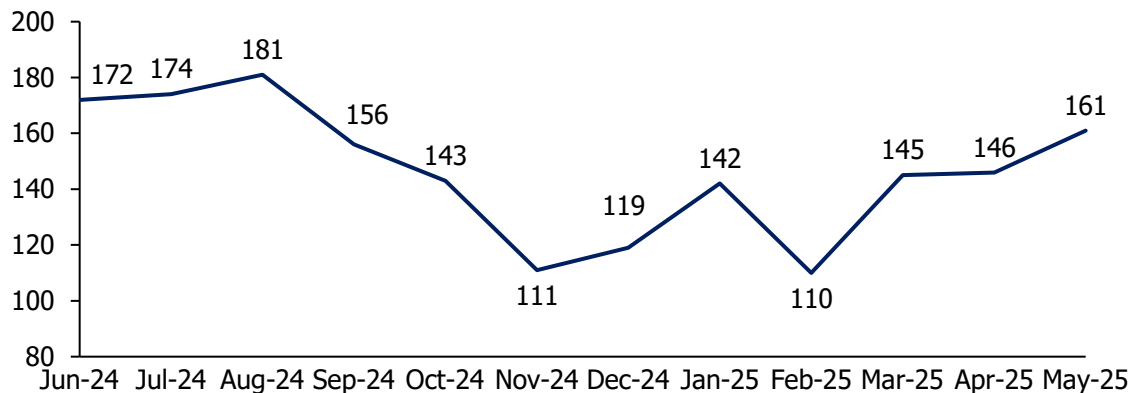


## Daily Priority Call Volume and Entry to Assignment

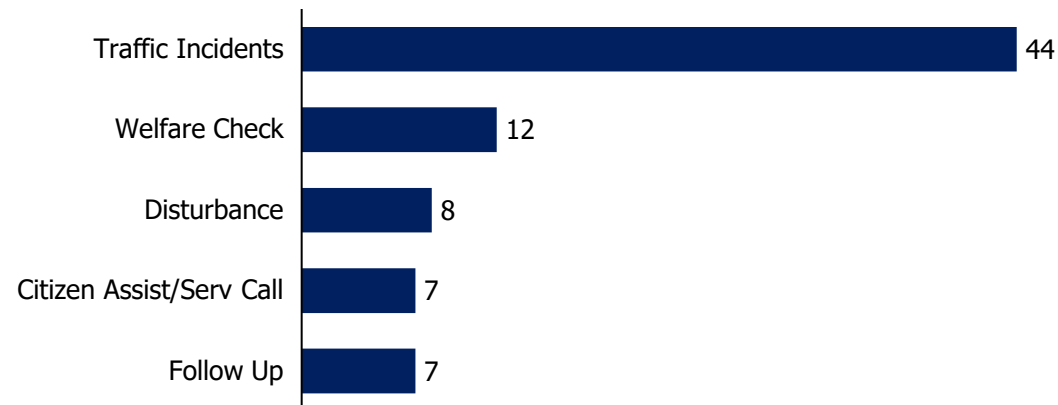
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	11	5	19	5
Monday	0	3	9	4	16	4
Tuesday	0	0	14	11	25	6
Wednesday	0	3	7	7	17	4
Thursday	0	1	11	7	19	4
Friday	0	1	8	10	19	4
Saturday	0	2	13	7	22	4
Assignment <2 min		69%	86%			
Assignment <4 min		92%	93%			

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

## Monthly Call Volume



## Top Five Problem Natures

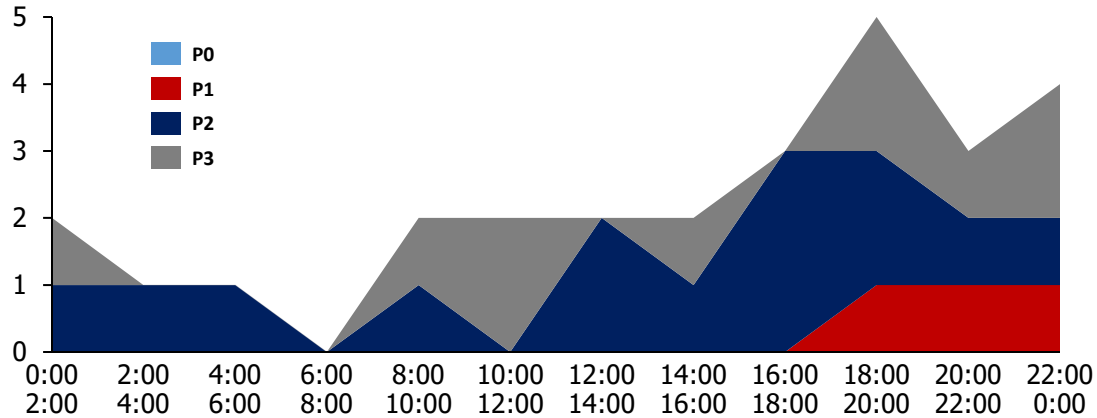




# Georgetown PD (CCSO Response)



## Priority Dispatched Calls Per Time of Day

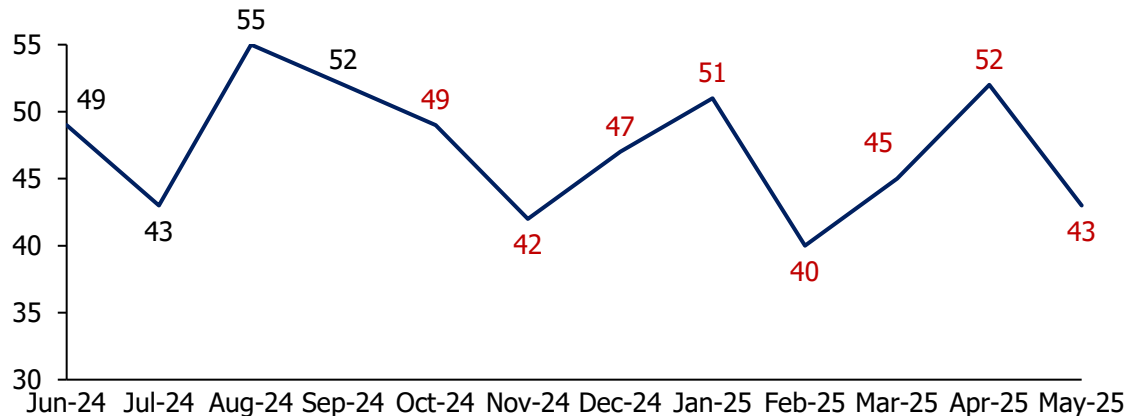


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	5	2	9	2
Monday	0	1	1	0	2	1
Tuesday	0	0	3	2	5	1
Wednesday	0	0	2	0	2	1
Thursday	0	0	0	2	2	0
Friday	0	0	2	0	2	0
Saturday	0	0	1	4	5	1
Assignment <2 min		67%	50%			
Assignment <4 min		100%	71%			

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

## Monthly Call Volume



## Top Five Problem Natures

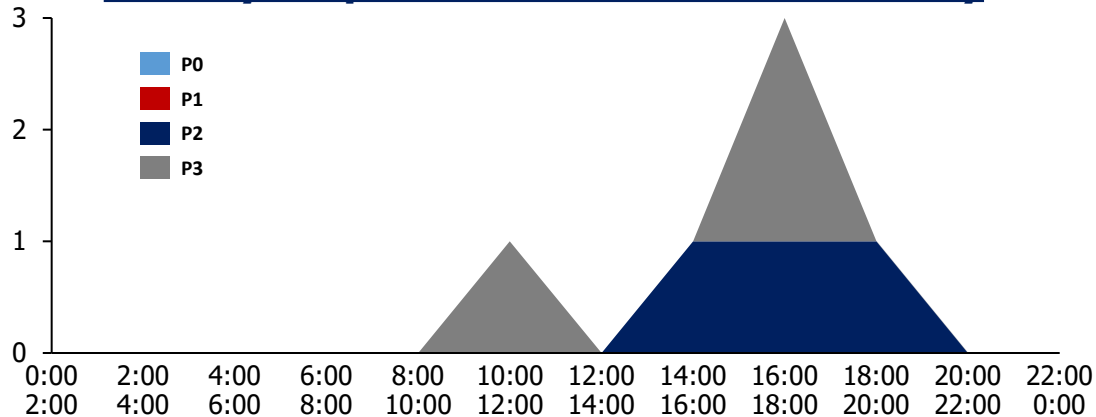




# Empire PD



### Priority Dispatched Calls Per Time of Day

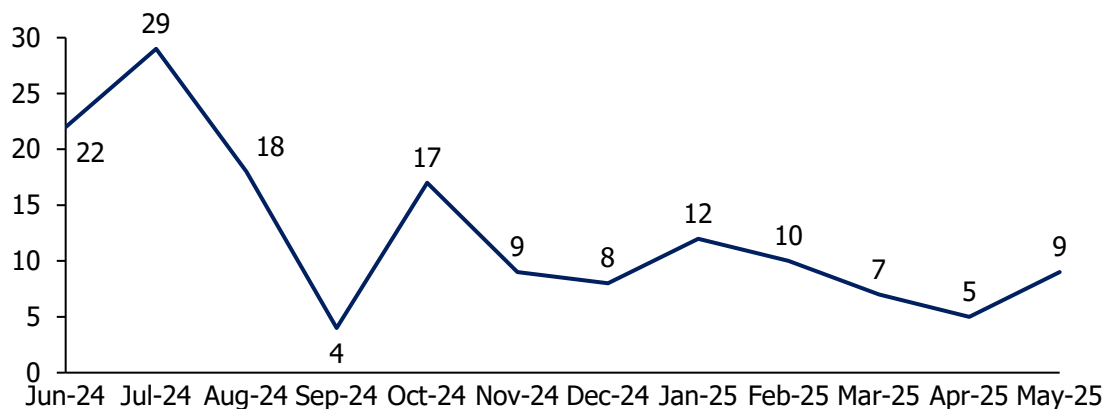


### Daily Priority Call Volume and Entry to Assignment

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

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

### Monthly Call Volume



### Top Five Problem Natures

