



Jefferson County Communications Center Authority
JEFFCOM911

August 2025
Monthly Report



Table of Contents

JEFFCOM – Law.....	3
JEFFCOM – Fire.....	4
Service Level Agreement.....	5
Service Level Agreement and Volume Trends.....	6
Call Volume/Agency Specific Inquiries.....	7
PowerEngage Survey Results.....	8
West Metro Fire.....	9
Arvada Fire.....	10
Golden Fire.....	11
Pleasant View Fire.....	12
Golden Gate Fire.....	13
Evergreen Fire.....	14
Inter-Canyon Fire.....	15
Indian Hills Fire.....	16
Elk Creek Fire.....	17
North Fork Fire.....	18
Highland Rescue.....	19
Genesee Fire.....	20

Foothills Fire.....	21
Clear Creek Fire.....	22
Clear Creek EMS	23
Jeffco Sheriff.....	24
Lakewood PD.....	25
Wheat Ridge PD.....	26
Arvada PD.....	27
Golden PD.....	28
Lakeside PD.....	29
Mountain View PD.....	30
Edgewater PD.....	31
Colorado School of Mines PD.....	32
Morrison PD.....	33
Clear Creek Sheriff.....	34
Idaho Springs PD.....	35
Georgetown PD.....	36
Empire PD.....	37

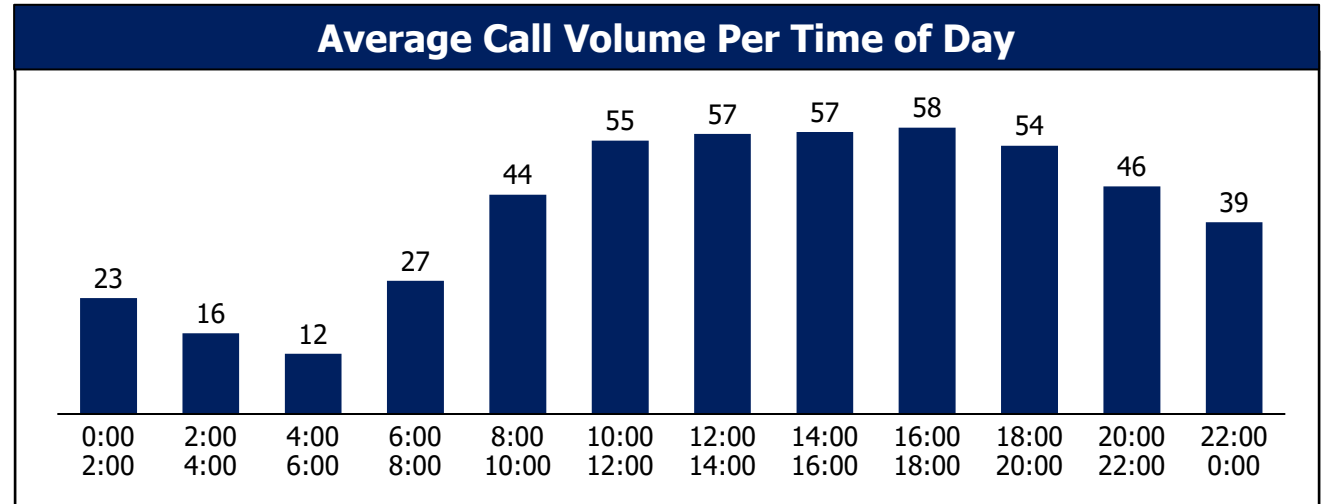


Law Stats

Calls Received, Processed, and Dispatched



Agency	August Calls	% Total	6 Month Trend
Lakewood PD	5,959	28.3%	
Jeffco Sheriff	3,146	14.9%	
Arvada PD	3,105	14.7%	
Wheat Ridge PD	1,431	6.8%	
Golden PD	583	2.8%	
Edgewater PD	292	1.4%	
Clear Creek Sheriff	252	1.2%	
Idaho Springs PD	161	0.8%	
Georgetown PD*	68	0.3%	
Lakeside PD	78	0.4%	
CSM PD	40	0.2%	
Morrison PD**	52	0.2%	
Mountain View PD	20	0.1%	
Empire PD	9	0.0%	
Total	15,196	72.2%	















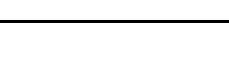


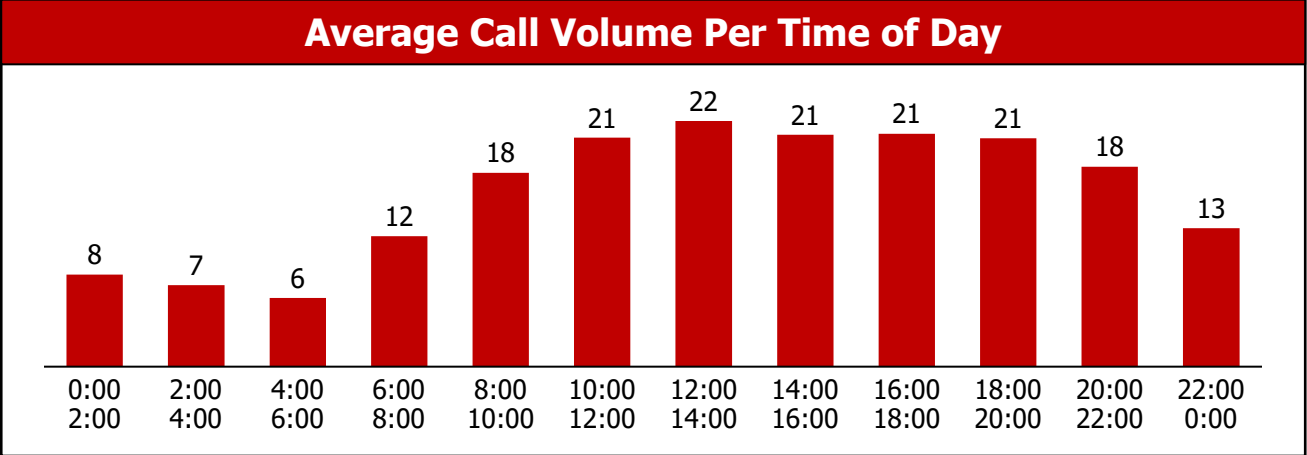
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	209	734	705	183	333	163	2,329	13.6%
Monday	1	152	587	572	197	381	133	2,023	14.7%
Tuesday	0	172	558	547	181	360	109	1,927	14.0%
Wednesday	3	150	564	629	197	376	150	2,069	15.1%
Thursday	1	125	549	597	181	342	129	1,924	14.0%
Friday	0	233	641	761	238	478	160	2,511	14.6%
Saturday	4	211	740	744	180	370	164	2,413	14.0%
Total	11	1,252	4,373	4,555	1,357	2,640	1,008	15,196	

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	August Calls	% of Total	6 Month Trend
West Metro Fire	3,233	15.4%	
Arvada Fire	1,449	6.9%	
Golden Fire	254	1.2%	
Evergreen Fire	219	1.0%	
Clear Creek Fire	189	0.9%	
Clear Creek EMS	149	0.7%	
Elk Creek Fire	102	0.5%	
Highland Rescue	68	0.3%	
Pleasant View Fire	53	0.3%	
Foothills Fire	52	0.2%	
Inter Canyon Fire	32	0.2%	
Indian Hills Fire	18	0.1%	
North Fork Fire	13	0.1%	
Genesee Fire	13	0.1%	
Golden Gate Fire	12	0.1%	
Total	5,856	27.8%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	10	564	334	11	0	1	920	13.9%
Monday	11	497	293	4	0	0	805	15.3%
Tuesday	14	436	279	10	0	0	739	14.0%
Wednesday	19	457	281	10	0	0	767	14.5%
Thursday	12	428	276	6	0	0	722	13.7%
Friday	15	607	318	10	0	0	950	14.4%
Saturday	14	581	331	9	0	0	935	14.2%
Total	95	3,570	2,112	60	0	1	5,838	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	88.3%	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	47.9%	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%	93.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	87.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	96.6%	Target average of 95% with a minimum of 80%

Analysis
Root Cause: Call Answering Time A continued focus on answering 9-1-1 calls within 15 seconds has highlighted large volume events where call taking operations are saturated with calls while excess, for the same event, continue to ring in and eclipse the 40 second mark.
Remediation: Call Answering Time Jeffcom is working with Carbyne to add several "surge" call types to call triage, including Vehicle Fire, Outside Fire, Structure Fire, and Wildland Fire. In addition, data analysis is being conducted to support decisions regarding the addition of 9-1-1-dedicated call takers. This analysis is being enhanced by additional data points from the Carbyne API as well as from ECaTS, which Jeffcom has now begun implementing.
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 01:54 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

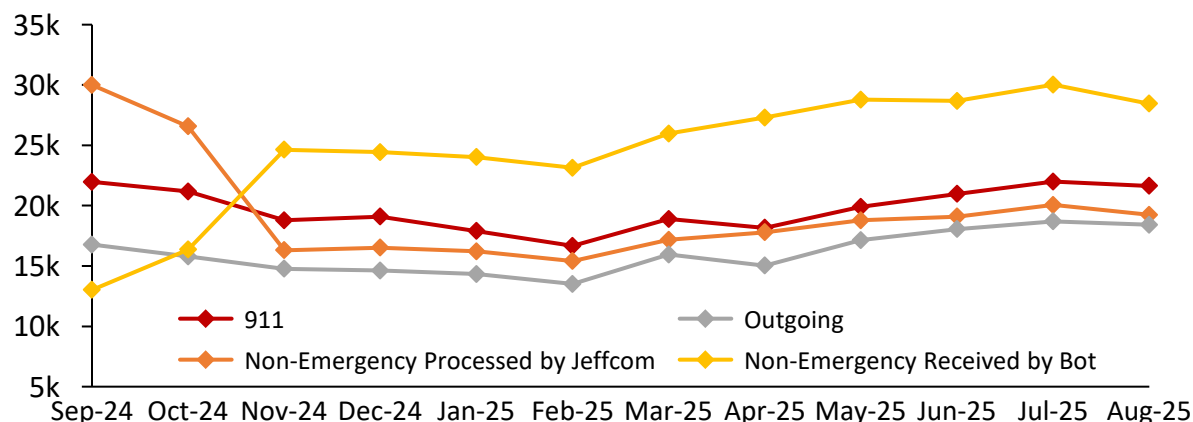
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



Service Level Agreement and Volume Trends



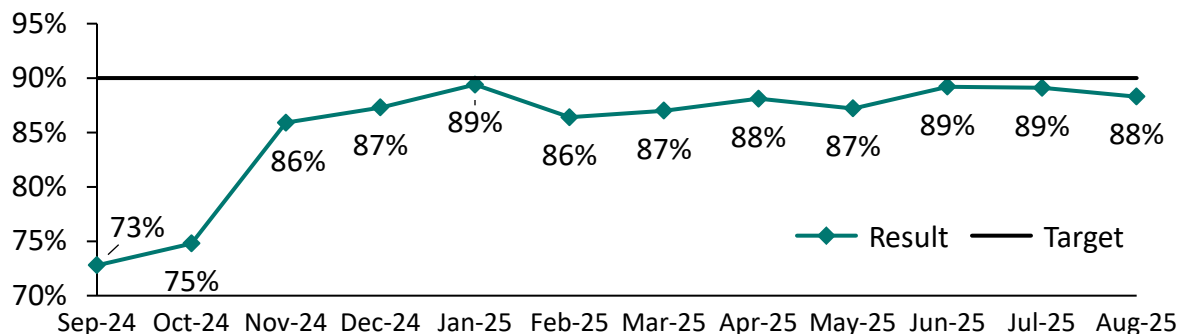
Call Volumes



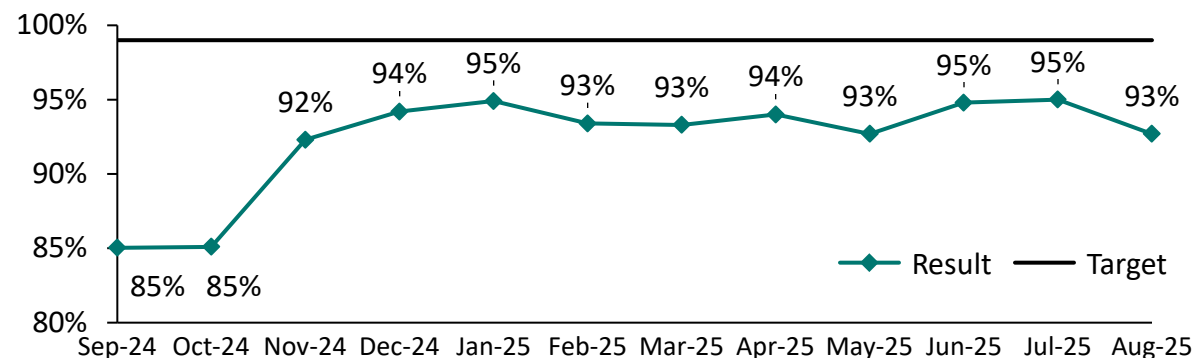
Trend Table

Average Daily Calls	Aug-25	Jul-25	Aug-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	594	603	634	↓-2%	↓-6%
Incoming - Admin to Bot	918	969	969	↓-5%	↓-5%
Incoming - Admin to Jeffcom	621	647	863	↓-4%	↓-28%
Incoming - 911	698	710	799	↓-2%	↓-13%
911 calls answered within 15 seconds	88.3%	89.1%	77.5%	↓0.8%	↑10.8%
911 calls answered within 40 seconds	92.7%	95.0%	91.3%	↓2.3%	↑1.4%

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.



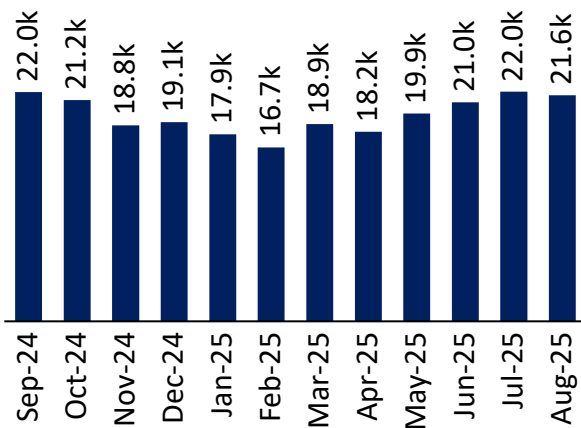
Call Volume/Agency Specific Inquiries



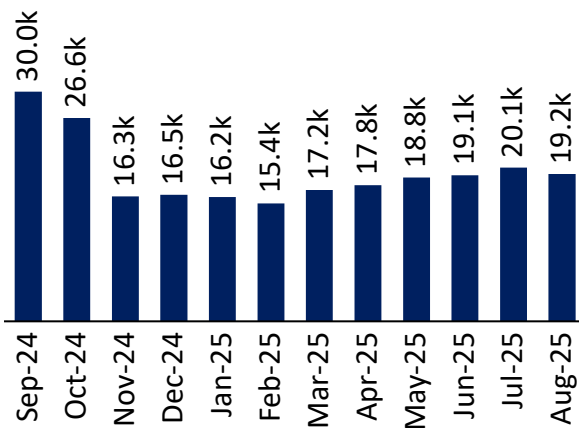
JEFFCOM

12 Month Trends

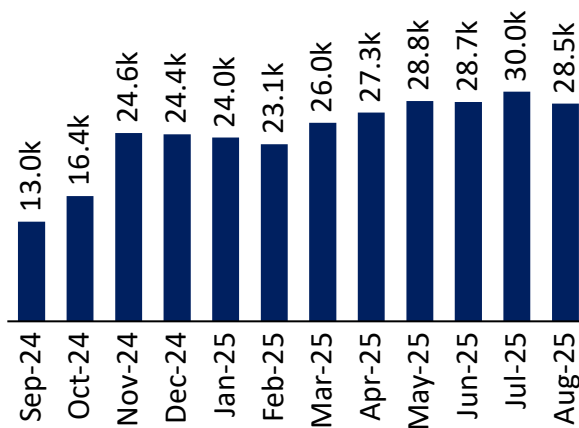
Emergency Calls



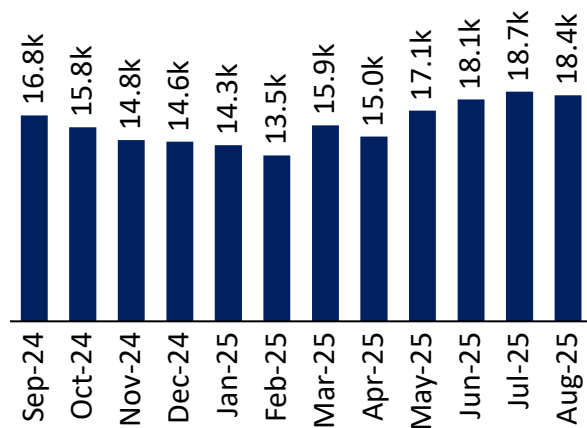
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



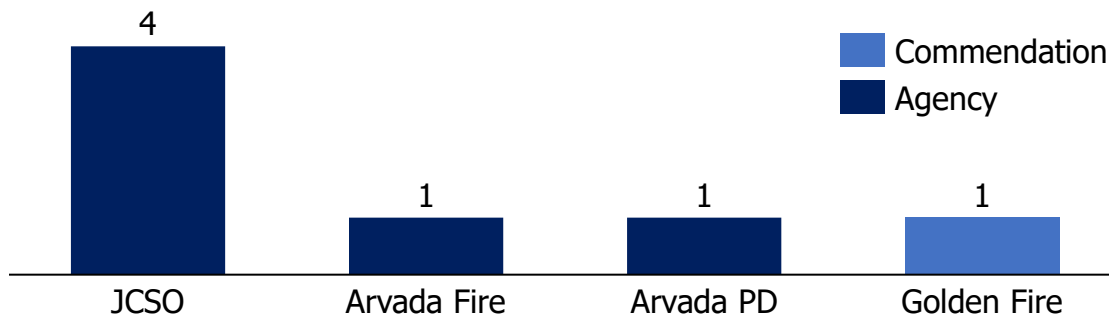
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	18,412	2% Decrease per day from July
Incoming - Admin to Bot	28,453	5% Decrease per day from July
Incoming - Admin to Jeffcom	19,238	4% Decrease per day from July
Incoming - 911	21,639	2% Decrease per day from July
Total Incoming to Jeffcom	40,877	3% Decrease per day from July

August Inquiries



*Admin bot was shut off for 17.5 days in September and 15 days in October.

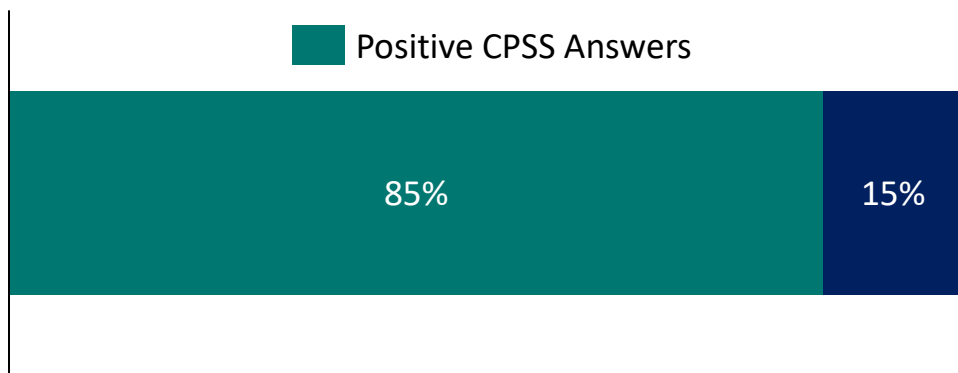


PowerEngage Survey Results

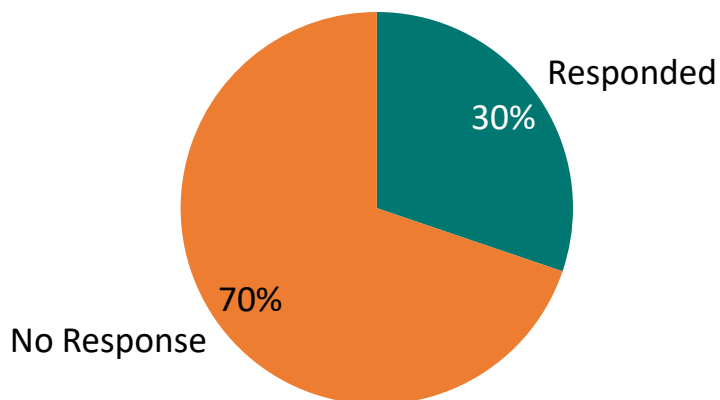


JEFFCOM

Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

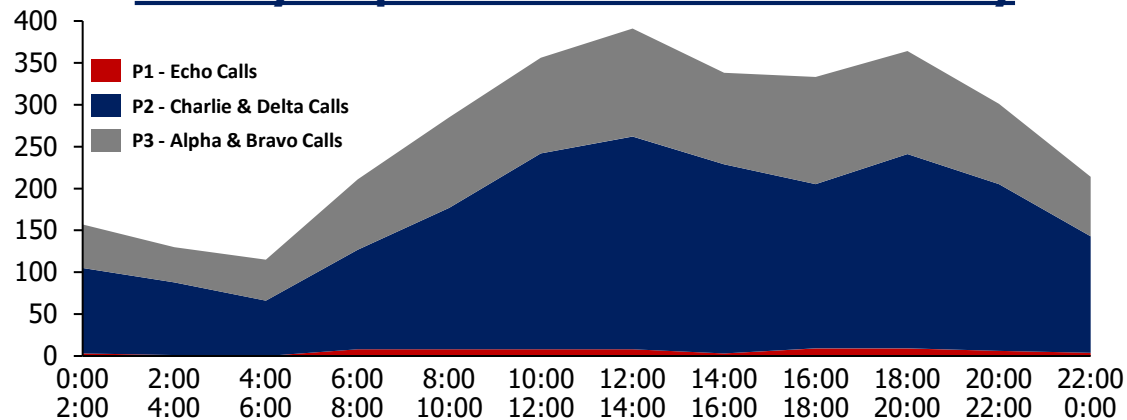


Survey Responses

- He was very helpful. Gathered the location information quickly as well as and information I had about the people I was calling about.
- Phone was answered promptly, and the agent on the line was very attentive and stayed with me until the police arrived period was a very scary moment and they were very reassuring.
- They were very calm and efficient and I appreciate how they walked me through the steps in a collected way.
- Calm, asked the right questions in a moment of panic for everyone involved, did a great job.
- The 911 operator was calm, friendly, and very helpful. She confirmed back information to ensure she heard me clearly. She was excellent.

West Metro Fire

Priority Dispatched Calls Per Time of Day



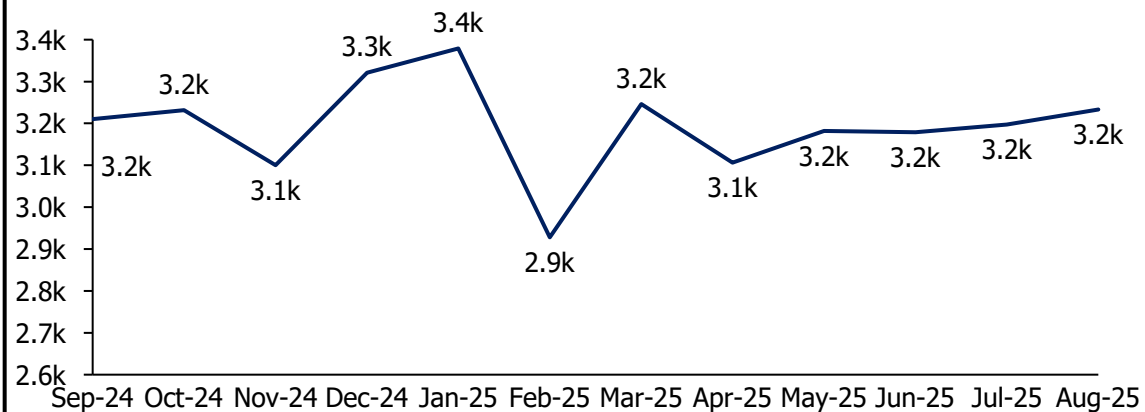
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	6	327	177	510	102
Monday	8	272	136	416	104
Tuesday	10	246	148	404	101
Wednesday	13	236	159	408	102
Thursday	10	252	150	412	103
Friday	11	361	173	545	109
Saturday	9	329	162	500	100

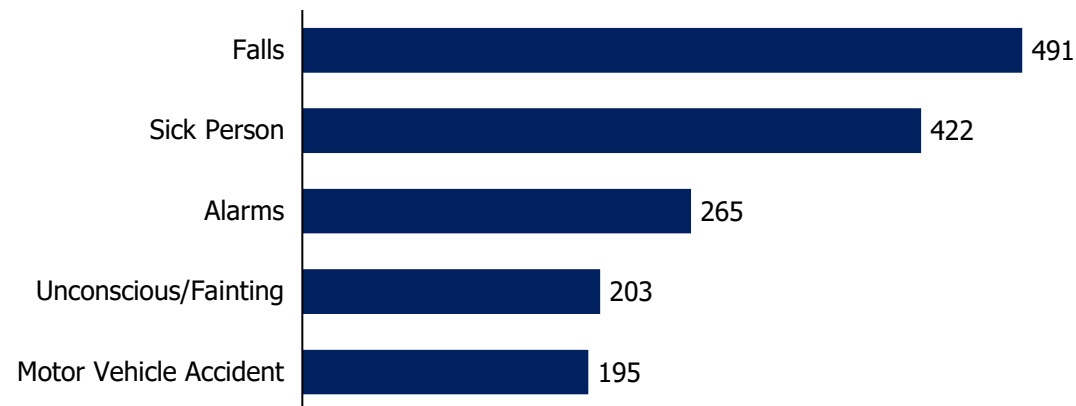
Assignment <1 min **93%** **95%**

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

Monthly Call Volume



Top Five Problem Natures

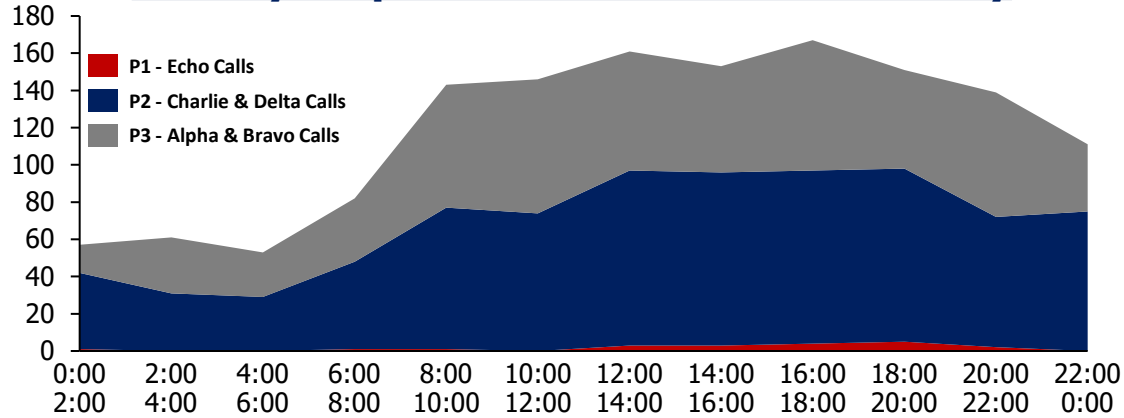




Arvada Fire



Priority Dispatched Calls Per Time of Day



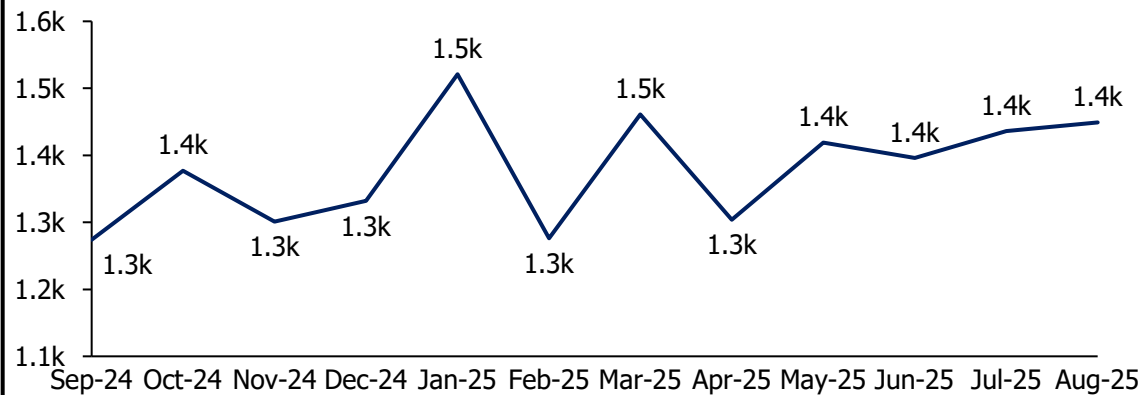
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	3	142	93	238	48
Monday	2	119	88	209	52
Tuesday	3	98	81	182	46
Wednesday	3	106	77	186	47
Thursday	2	98	77	177	44
Friday	4	117	88	209	42
Saturday	3	136	84	223	45

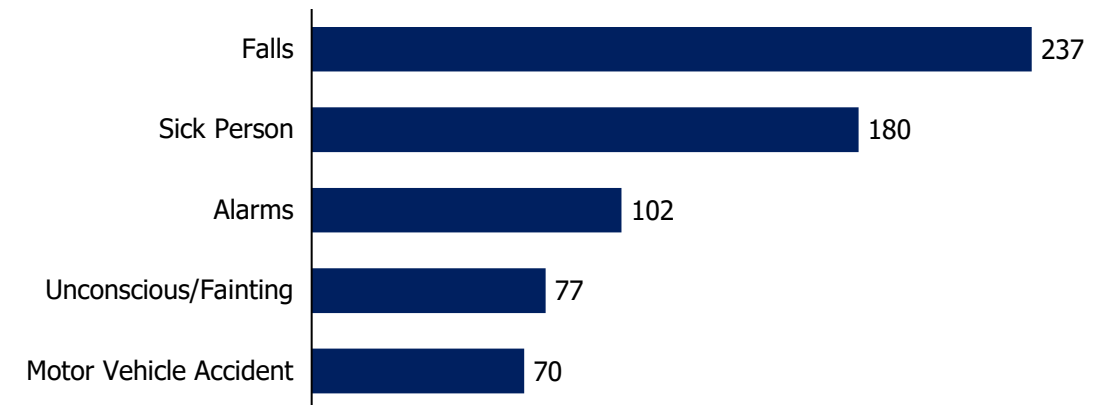
Assignment <1 min 100% 93%

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

Monthly Call Volume



Top Five Problem Natures

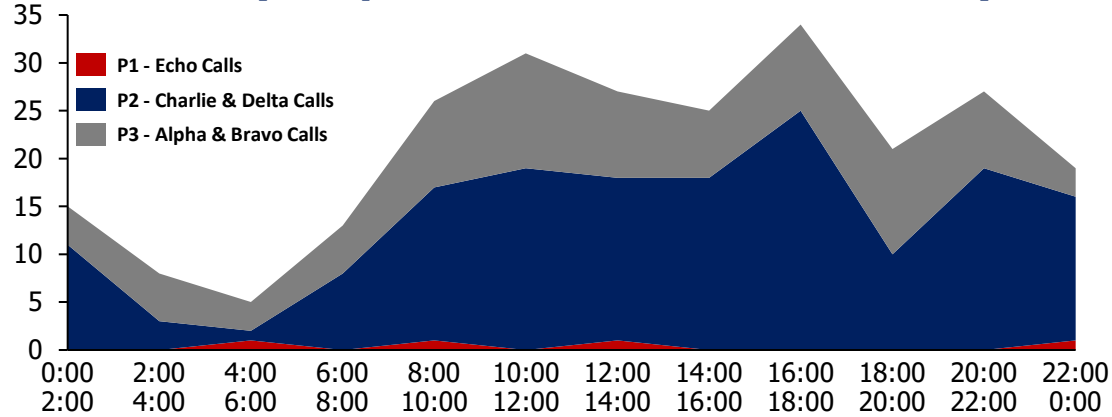




Golden Fire



Priority Dispatched Calls Per Time of Day



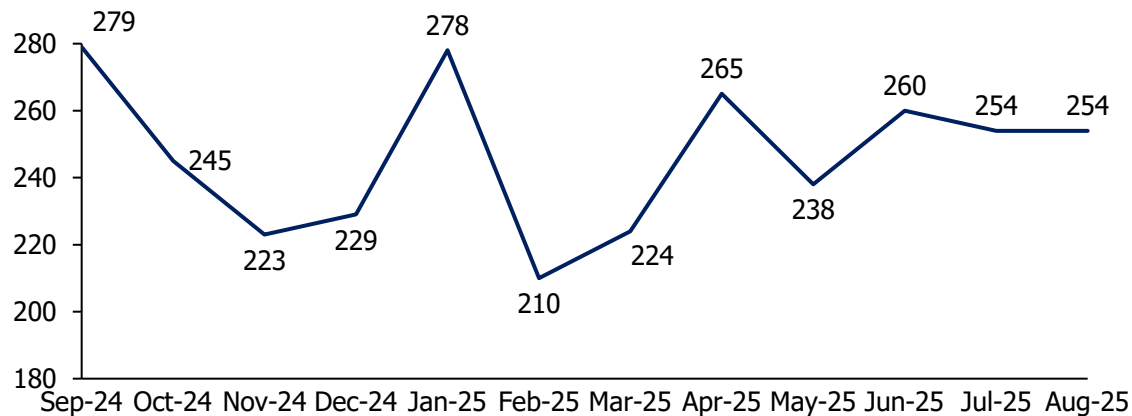
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	13	29	6
Monday	1	30	8	39	10
Tuesday	1	22	15	38	10
Wednesday	2	23	5	30	8
Thursday	0	18	11	29	7
Friday	0	27	14	41	8
Saturday	0	26	19	45	9

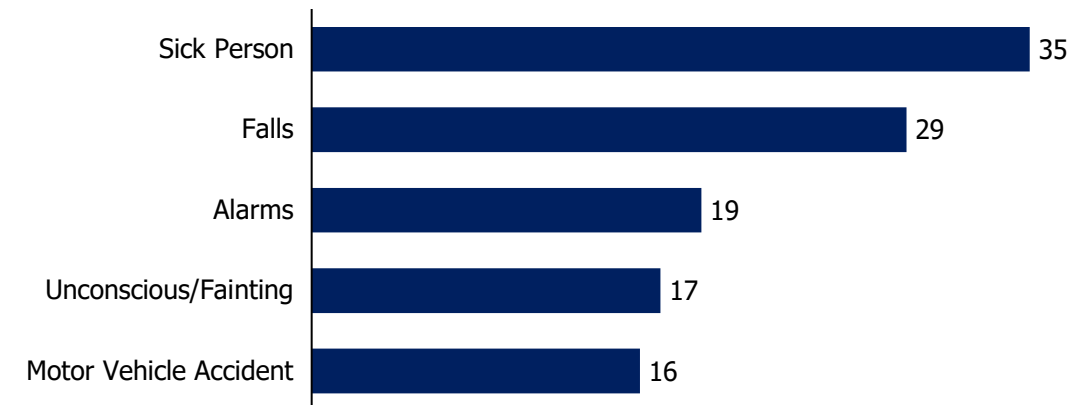
Assignment <1 min 25% 77%

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

Monthly Call Volume



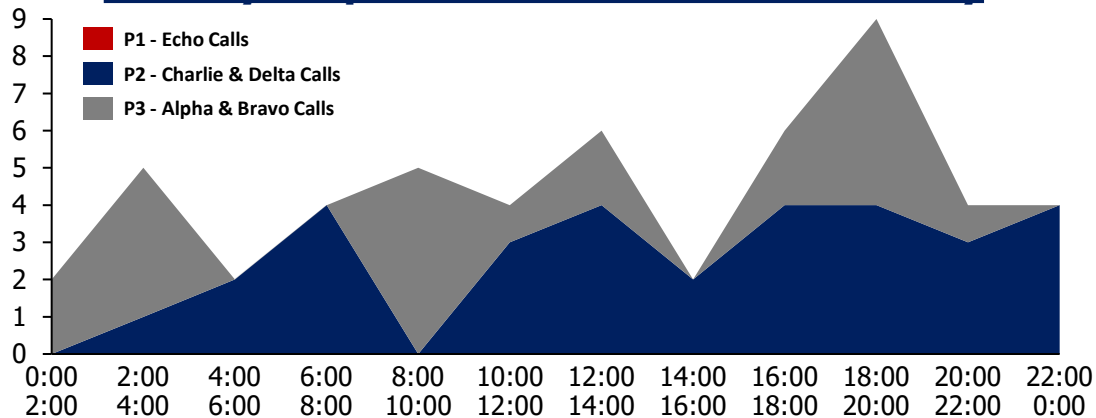
Top Five Problem Natures





Pleasant View Fire

Priority Dispatched Calls Per Time of Day

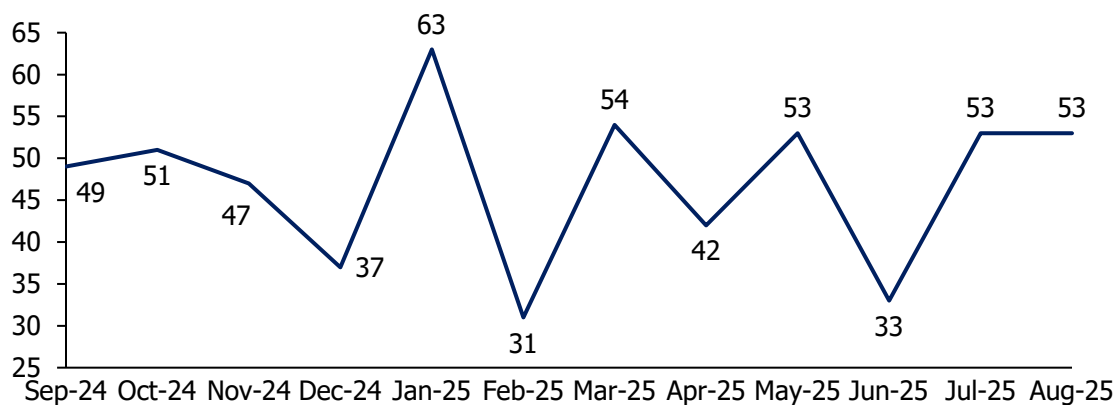


Daily Priority Call Volume and Entry to Assignment

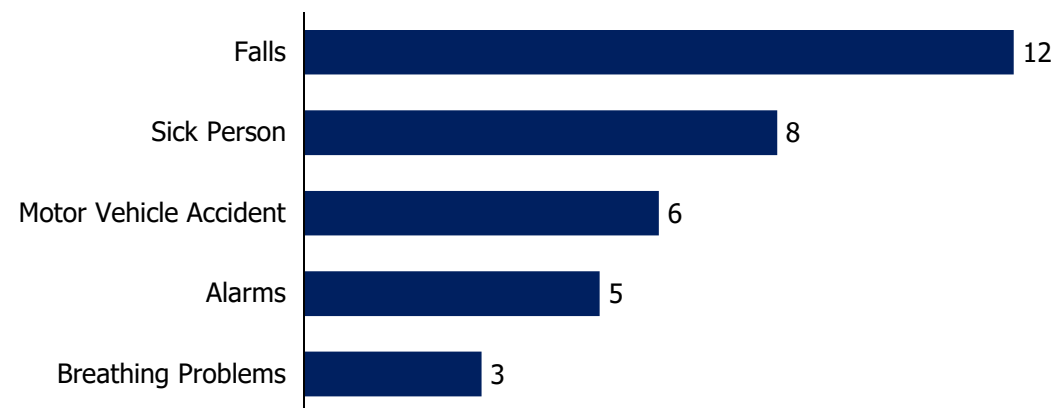
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	3	7	1
Monday	0	2	5	7	2
Tuesday	0	4	2	6	2
Wednesday	0	6	1	7	2
Thursday	0	3	3	6	2
Friday	0	6	4	10	2
Saturday	0	6	4	10	2
Assignment <1 min	N/A	84%			

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

Monthly Call Volume



Top Five Problem Natures

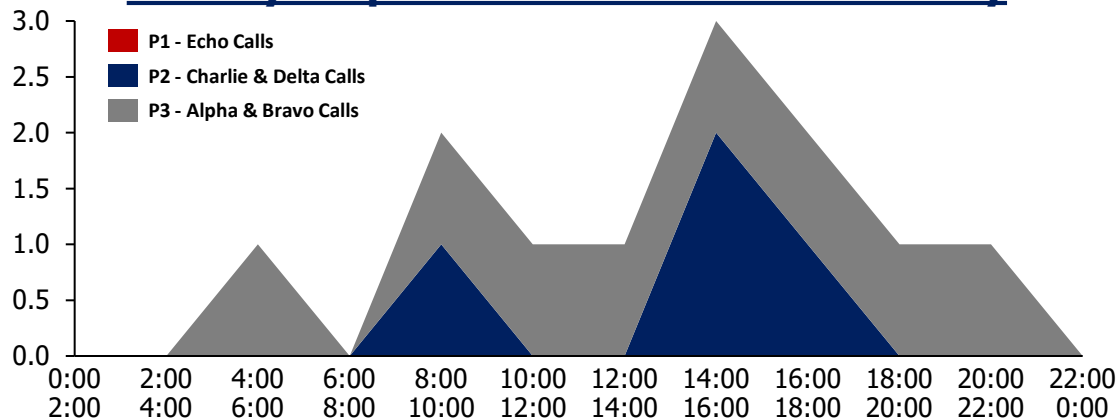




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

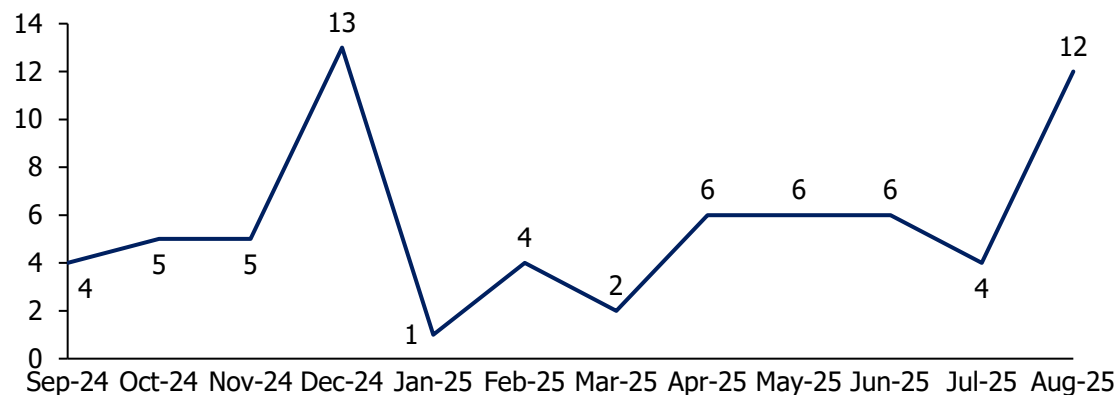


Daily Priority Call Volume and Entry to Assignment

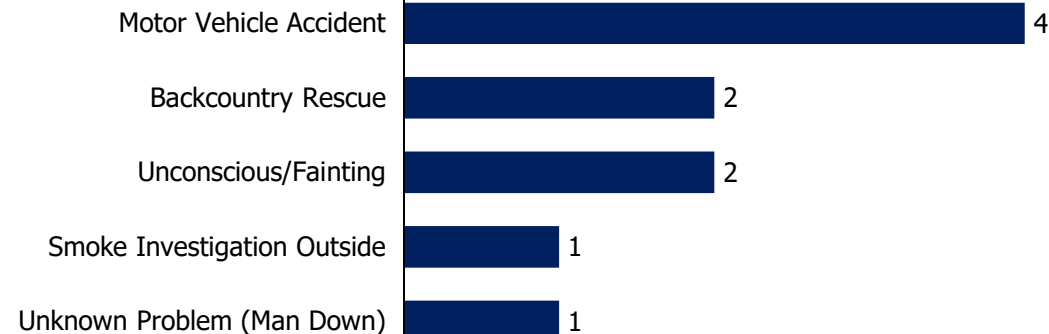
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	0	1	1	0
Tuesday	0	0	3	3	1
Wednesday	0	1	1	2	1
Thursday	0	0	0	0	0
Friday	0	0	1	1	0
Saturday	0	1	1	2	0
Assignment <1 min	N/A	50%			

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

Monthly Call Volume



Problem Natures

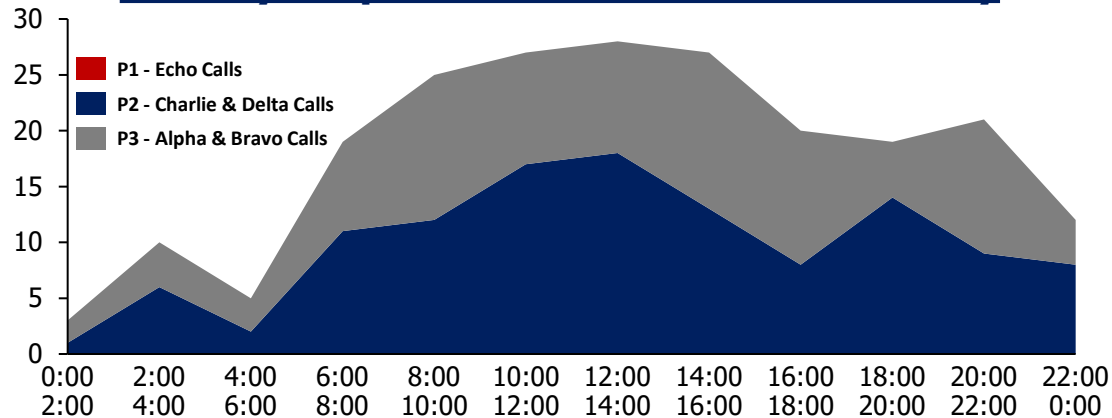




Evergreen Fire



Priority Dispatched Calls Per Time of Day

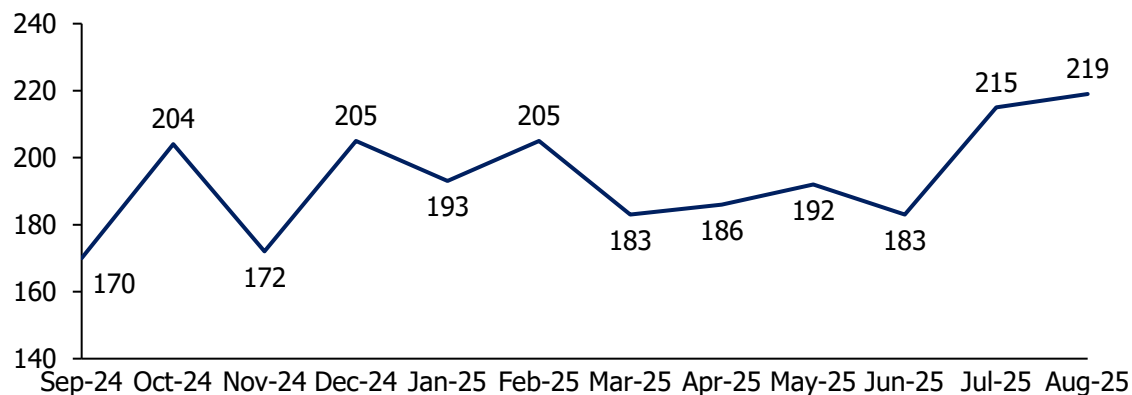


Daily Priority Call Volume and Entry to Assignment

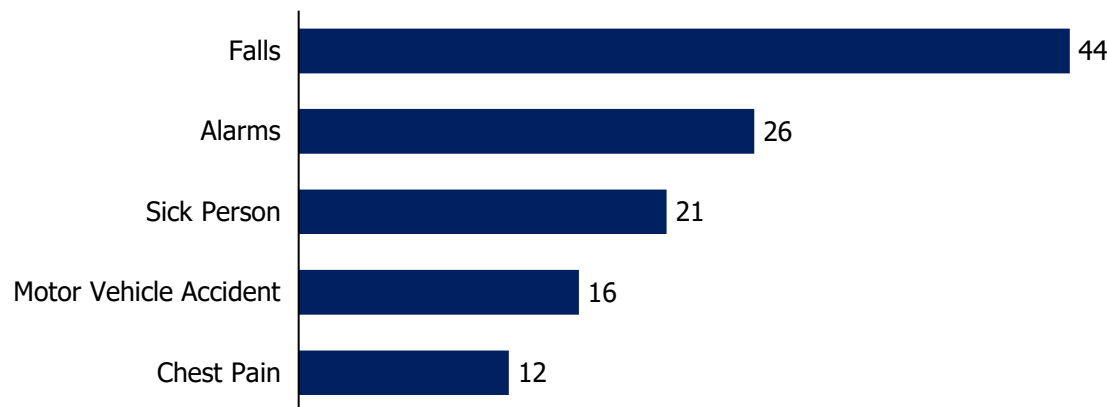
Day of Week	P1	P2	P3	Total	Average
Sunday	0	20	15	35	7
Monday	0	11	23	34	9
Tuesday	0	14	10	24	6
Wednesday	0	9	11	20	5
Thursday	0	25	9	34	9
Friday	0	25	13	38	8
Saturday	0	15	16	31	6
Assignment <1 min	N/A	76%			

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

Monthly Call Volume



Top Five Problem Natures

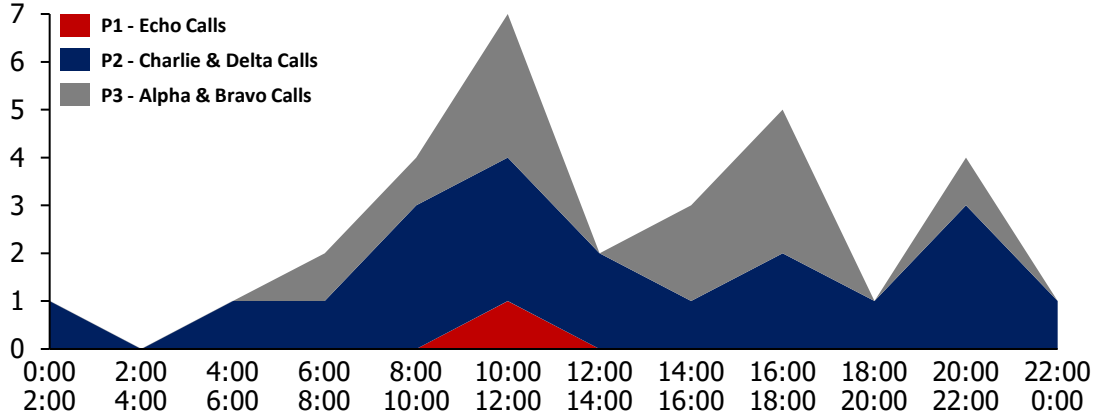




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day



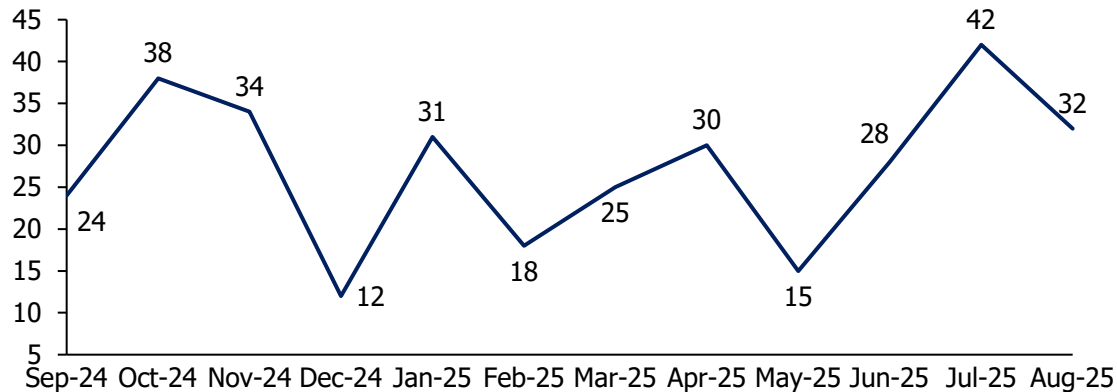
Daily Priority Call Volume and Entry to Assignment

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

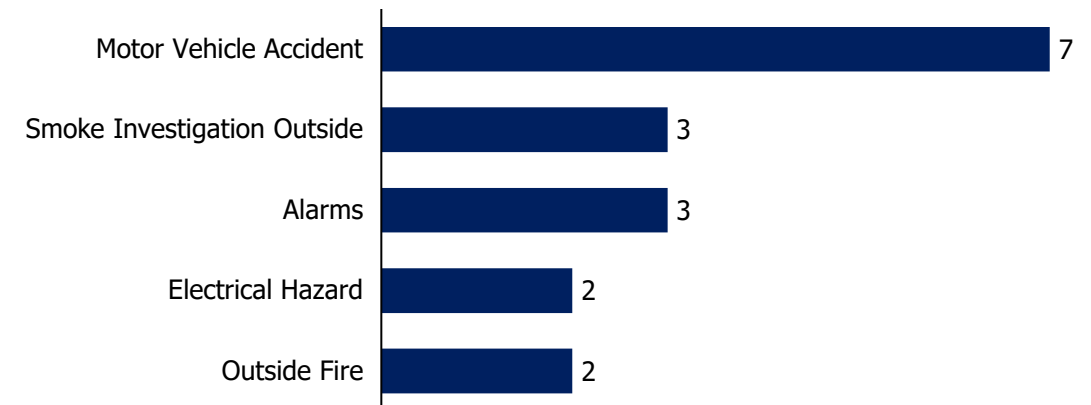
Assignment <1 min 100% 89%

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

Monthly Call Volume



Top Five Problem Natures

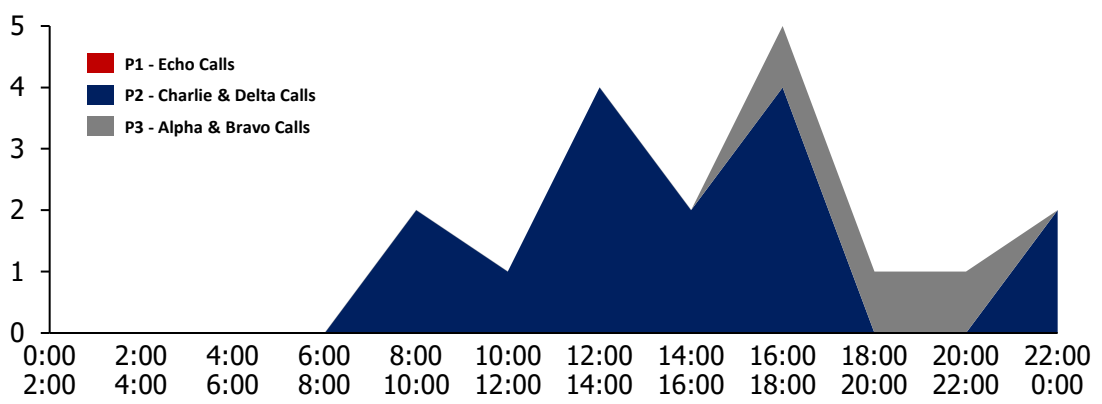




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

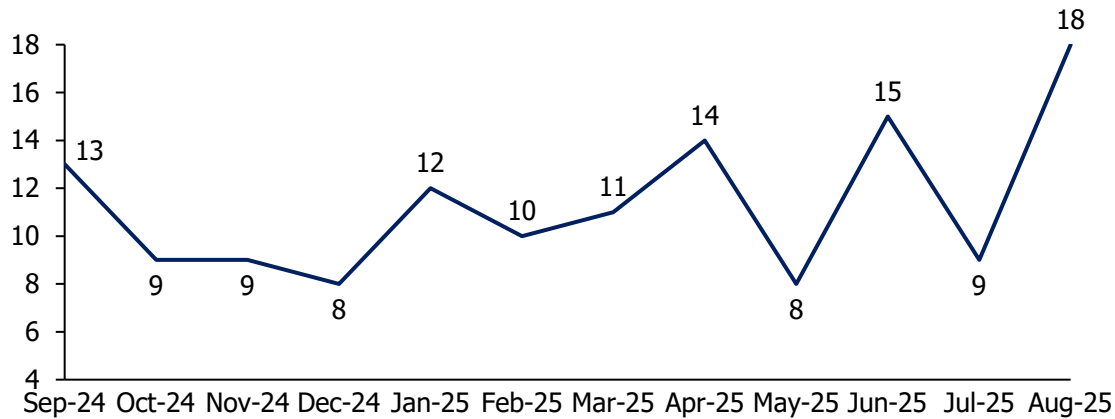


Daily Priority Call Volume and Entry to Assignment

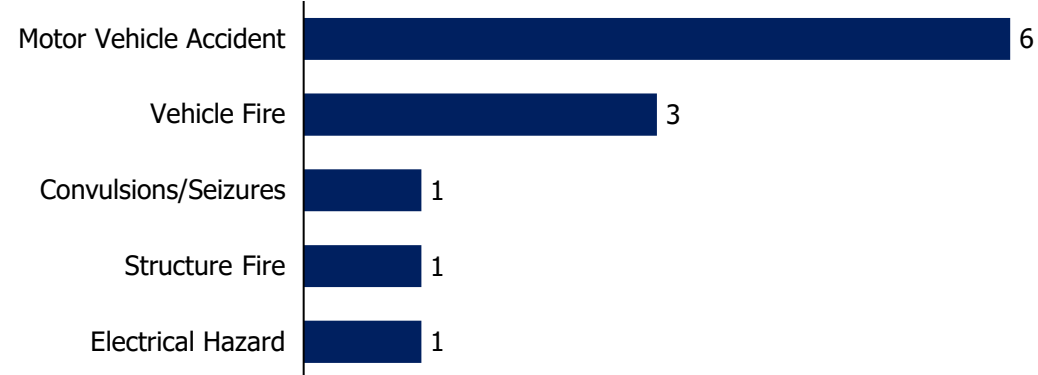
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	0
Monday	0	3	1	4	1
Tuesday	0	1	0	1	0
Wednesday	0	3	1	4	1
Thursday	0	0	0	0	0
Friday	0	4	0	4	1
Saturday	0	2	1	3	1
Assignment <1 min	N/A	60%			

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

Monthly Call Volume



Top Five Problem Natures

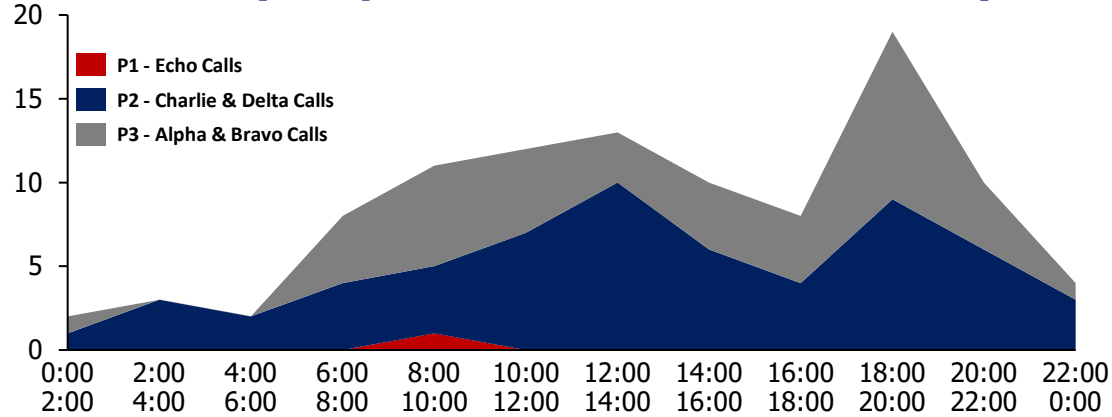




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



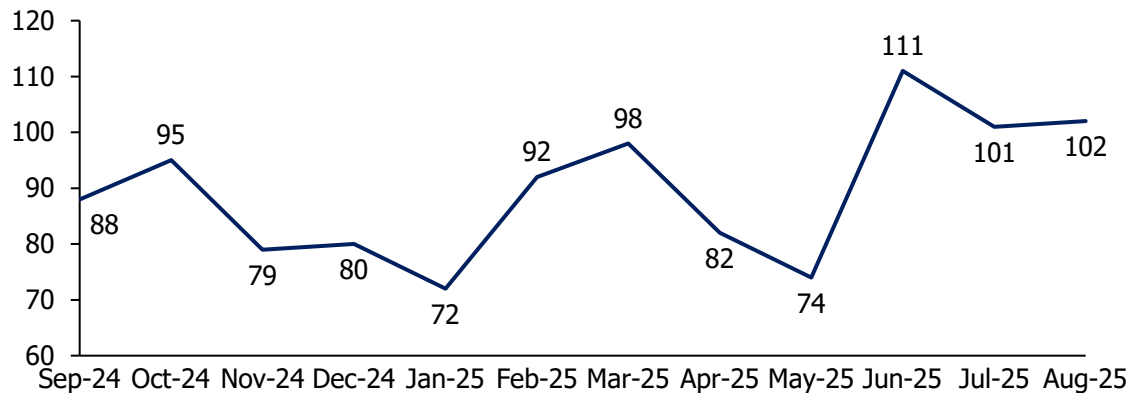
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	6	7	14	3
Monday	0	9	3	12	3
Tuesday	0	5	6	11	3
Wednesday	0	9	7	16	4
Thursday	0	7	5	12	3
Friday	0	11	3	14	3
Saturday	0	12	11	23	5

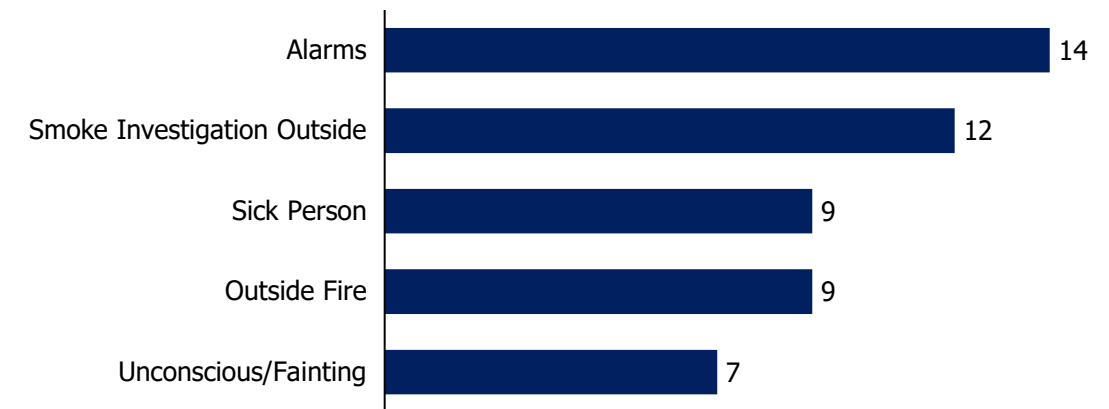
Assignment <1 min 100% 73%

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

Monthly Call Volume



Top Five Problem Natures

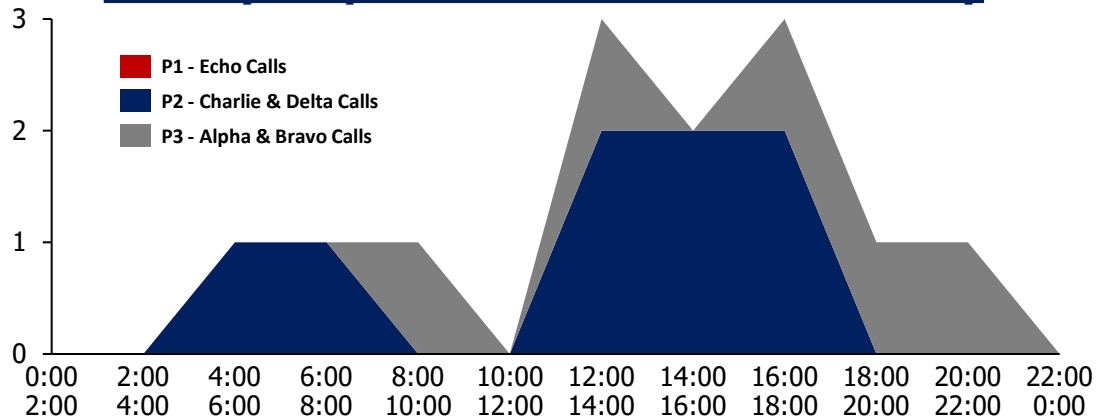




North Fork Fire



Priority Dispatched Calls Per Time of Day



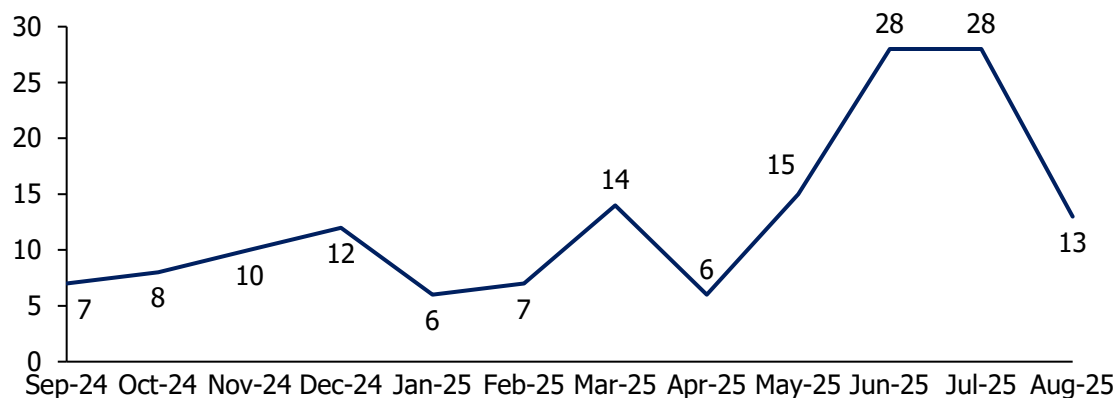
Daily Priority Call Volume and Entry to Assignment

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

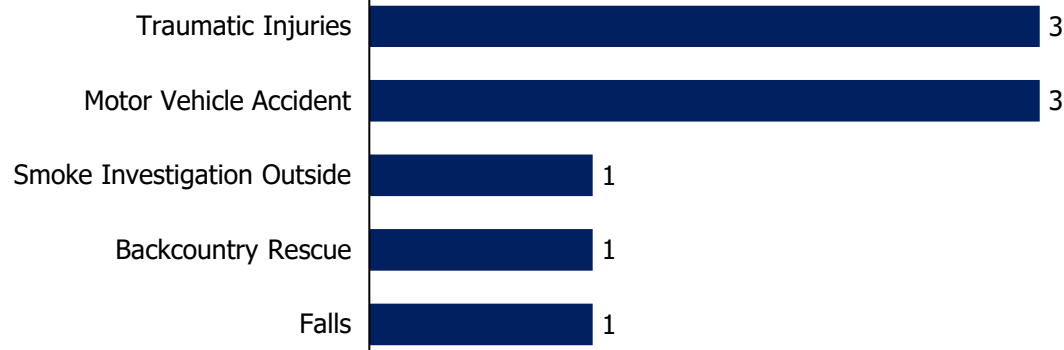
Assignment <1 min N/A 50%

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

Monthly Call Volume



Problem Natures

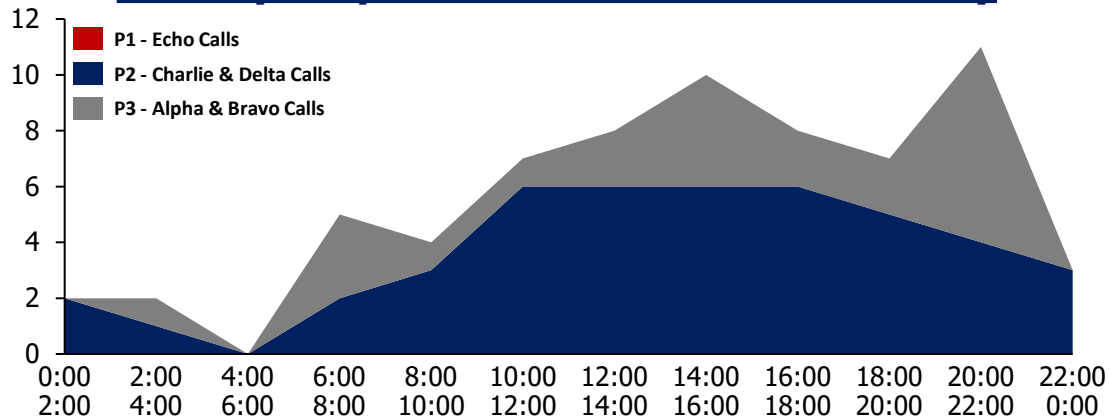




Highland Rescue



Priority Dispatched Calls Per Time of Day

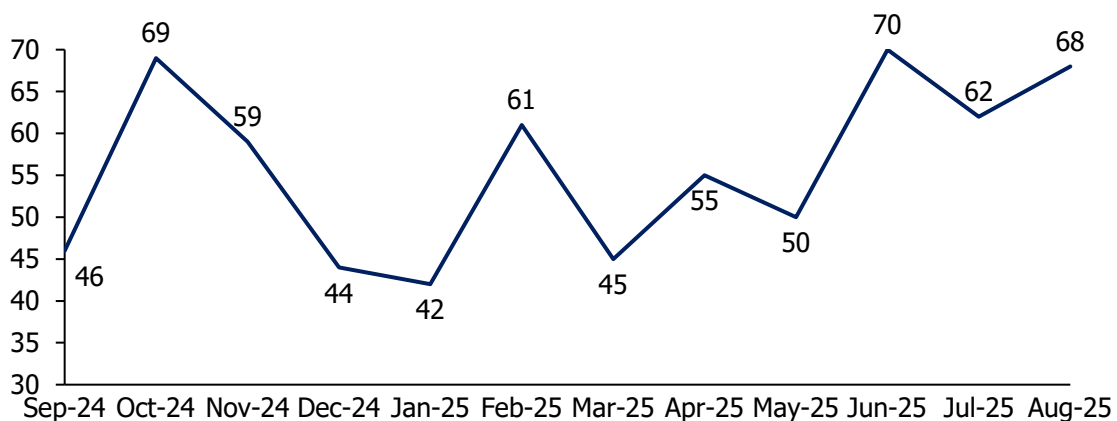


Daily Priority Call Volume and Entry to Assignment

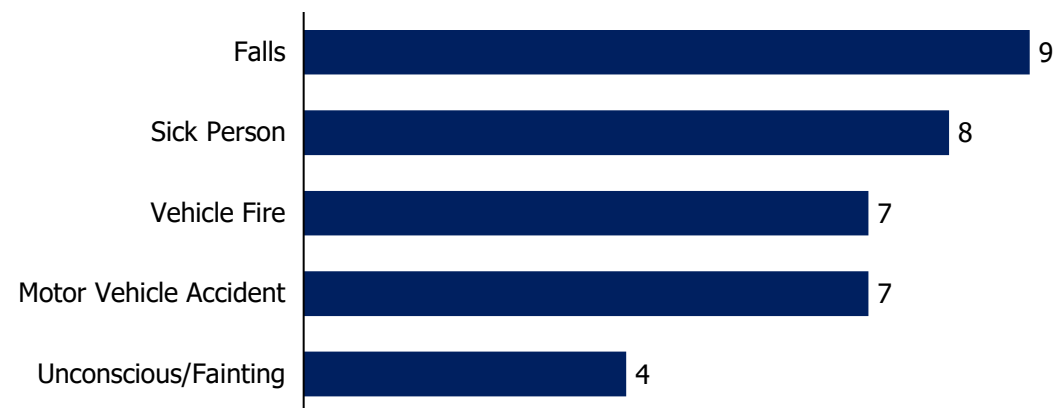
Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	3	11	2
Monday	0	5	5	10	3
Tuesday	0	3	1	4	1
Wednesday	0	12	6	18	5
Thursday	0	6	1	7	2
Friday	0	7	2	9	2
Saturday	0	3	5	8	2
Assignment <1 min	N/A	59%			

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

Monthly Call Volume



Top Five Problem Natures

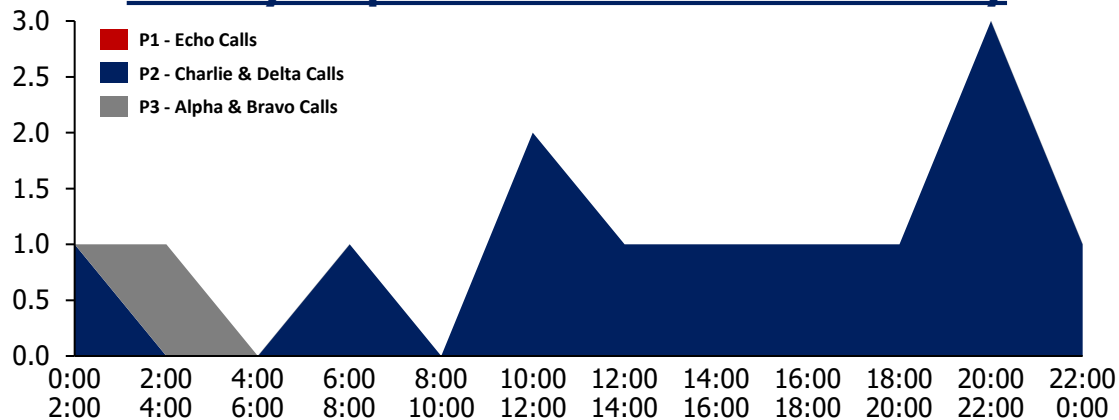




Genesee Fire



Priority Dispatched Calls Per Time of Day

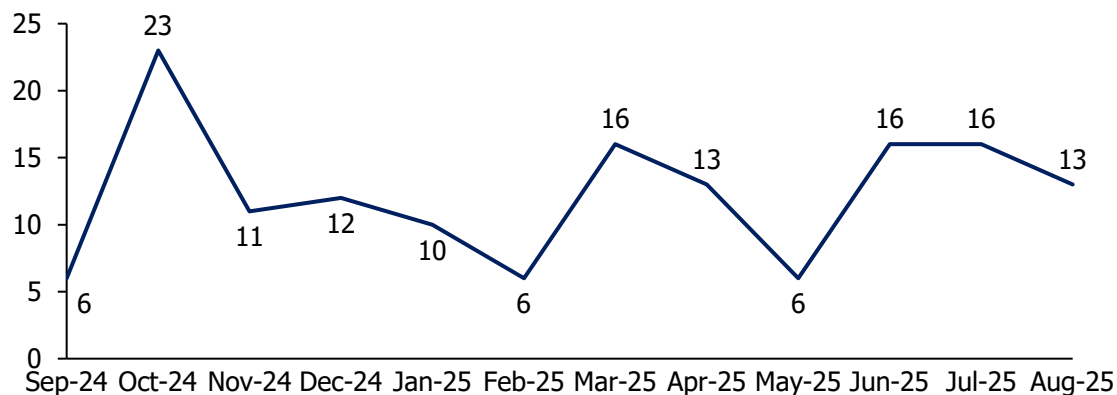


Daily Priority Call Volume and Entry to Assignment

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

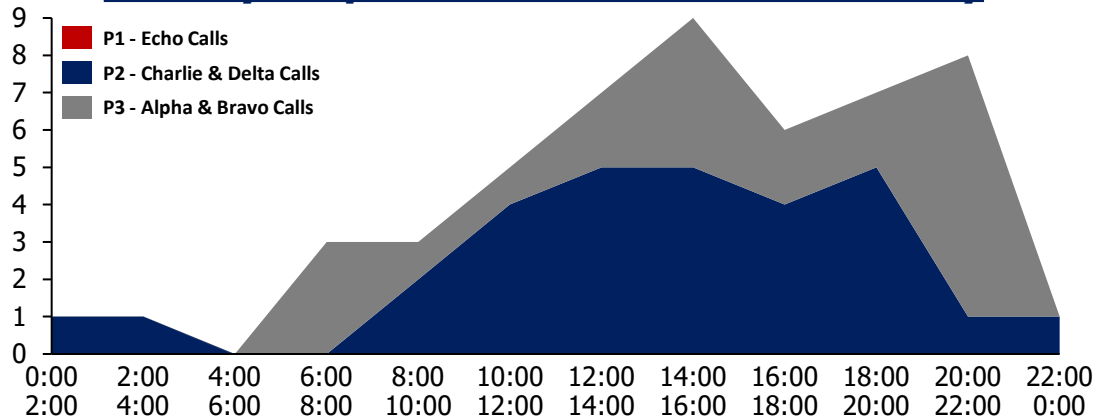




Foothills Fire



Priority Dispatched Calls Per Time of Day

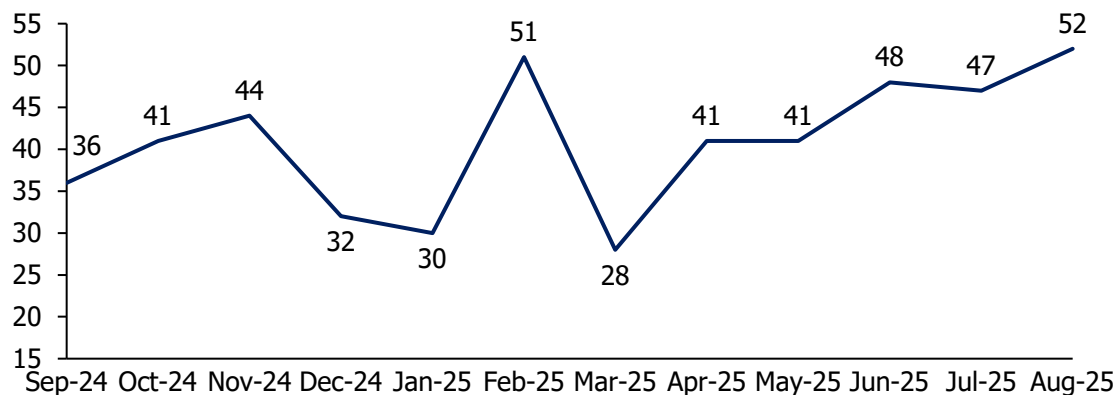


Daily Priority Call Volume and Entry to Assignment

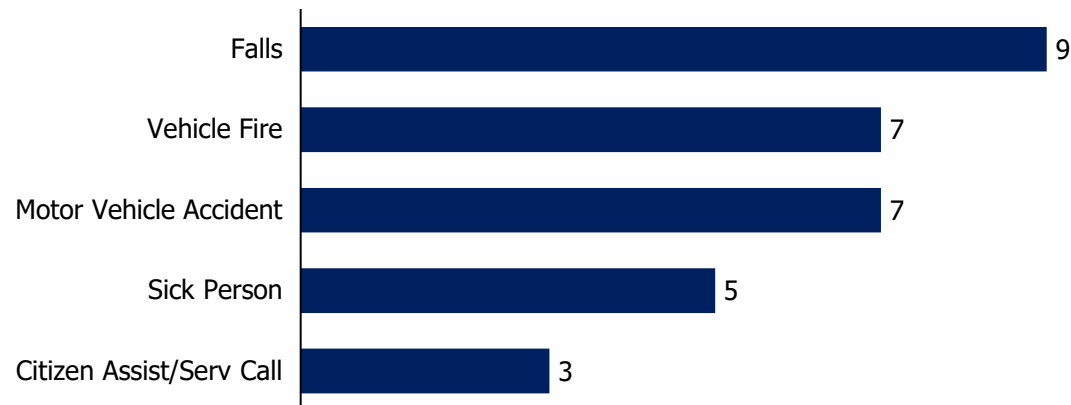
Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	3	9	2
Monday	0	4	5	9	2
Tuesday	0	1	1	2	1
Wednesday	0	8	5	13	3
Thursday	0	3	1	4	1
Friday	0	5	2	7	1
Saturday	0	2	5	7	1
Assignment <1 min	N/A	45%			

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

Monthly Call Volume



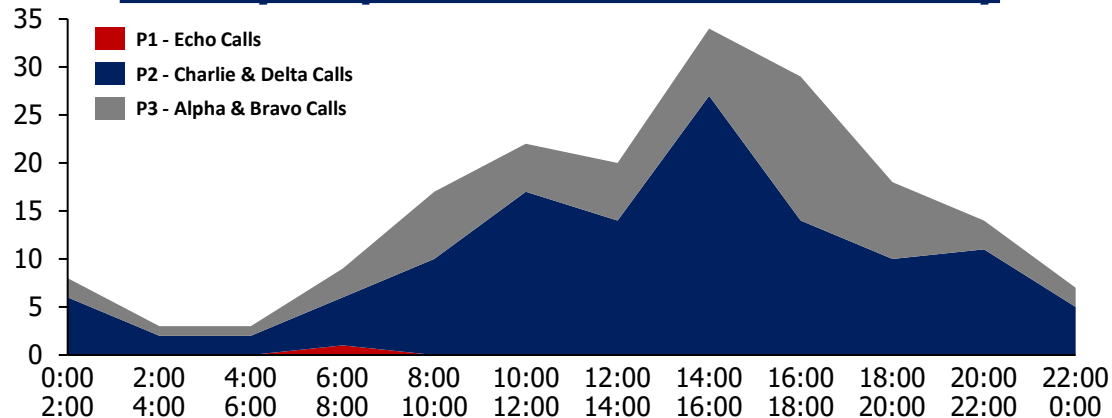
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day

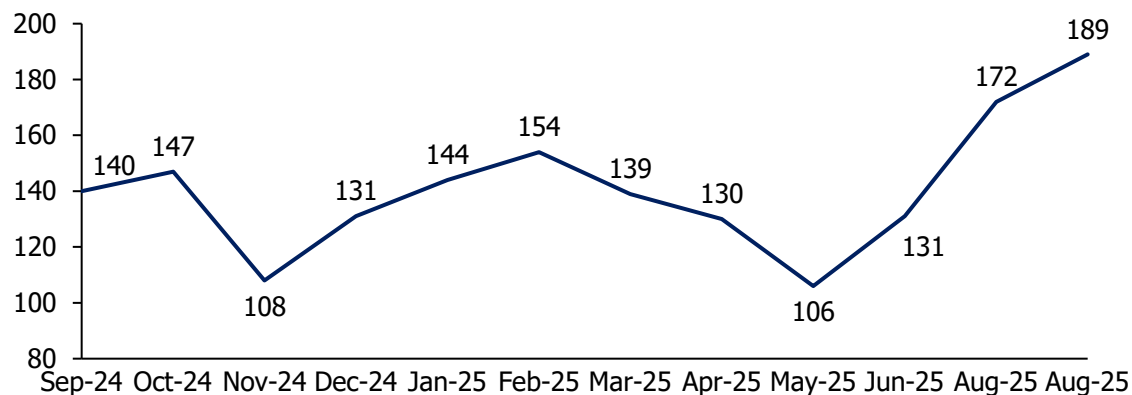


Daily Priority Call Volume and Entry to Assignment

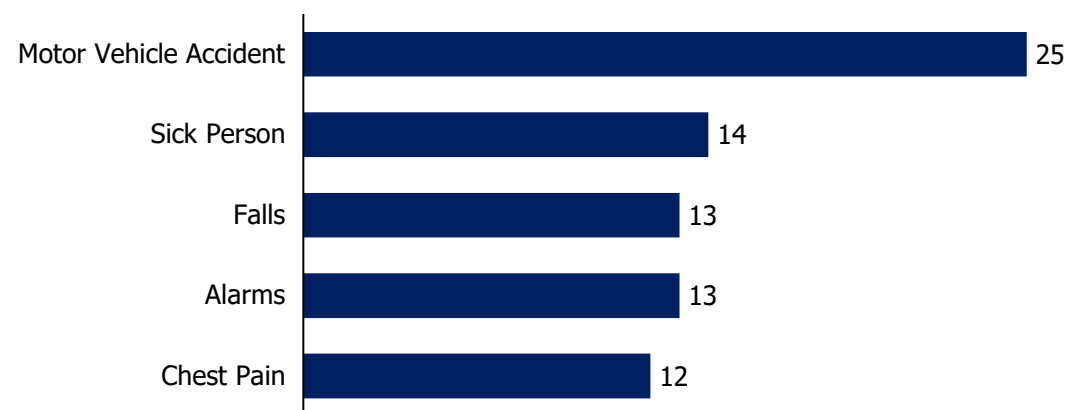
Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	10	22	4
Monday	0	20	6	26	7
Tuesday	0	20	7	27	7
Wednesday	0	22	3	25	6
Thursday	0	6	11	17	4
Friday	0	20	9	29	6
Saturday	1	23	14	38	8
Assignment <1 min	0%	77%			

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

Monthly Call Volume



Top Five Problem Natures

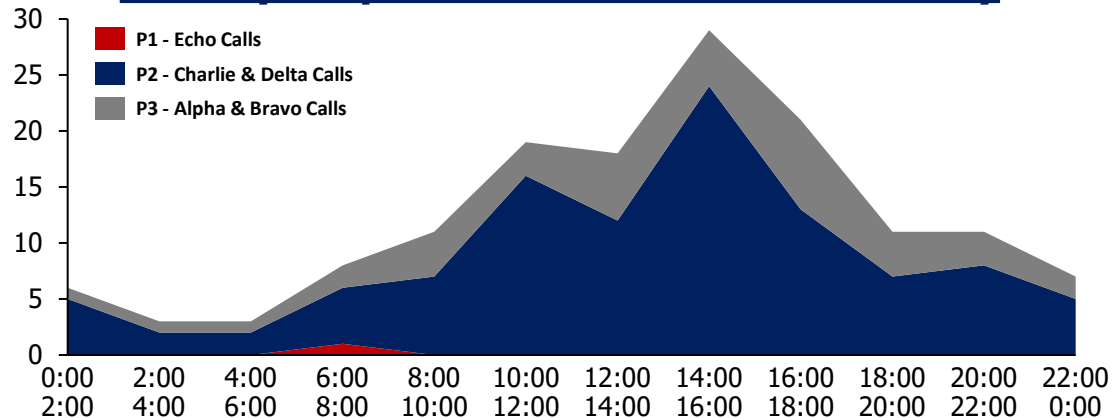




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

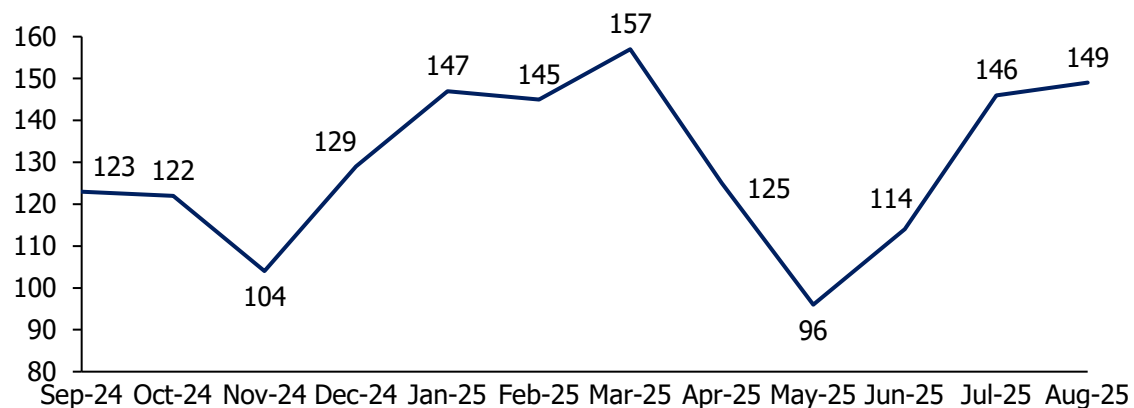


Daily Priority Call Volume and Entry to Assignment

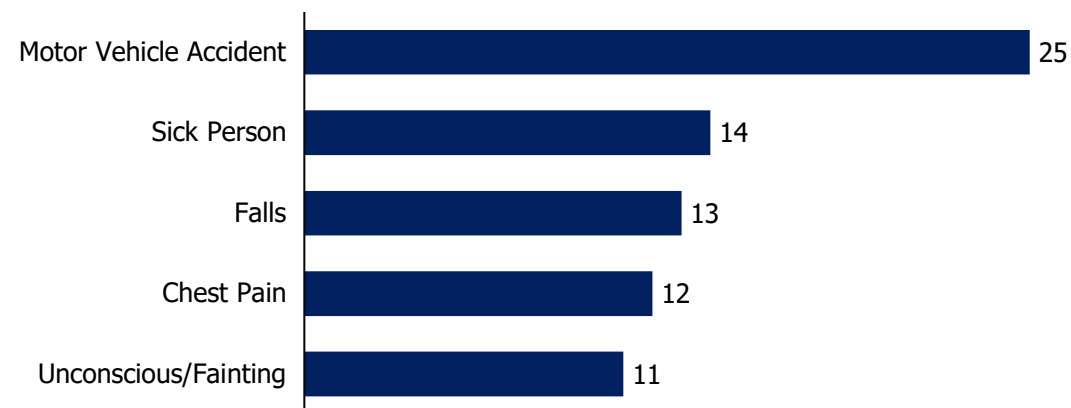
Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	8	18	4
Monday	0	18	5	23	6
Tuesday	0	17	5	22	6
Wednesday	0	16	2	18	5
Thursday	0	5	5	10	3
Friday	0	19	7	26	5
Saturday	1	21	8	30	6
Assignment <1 min	0%	79%			

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

Monthly Call Volume



Top Five Problem Natures

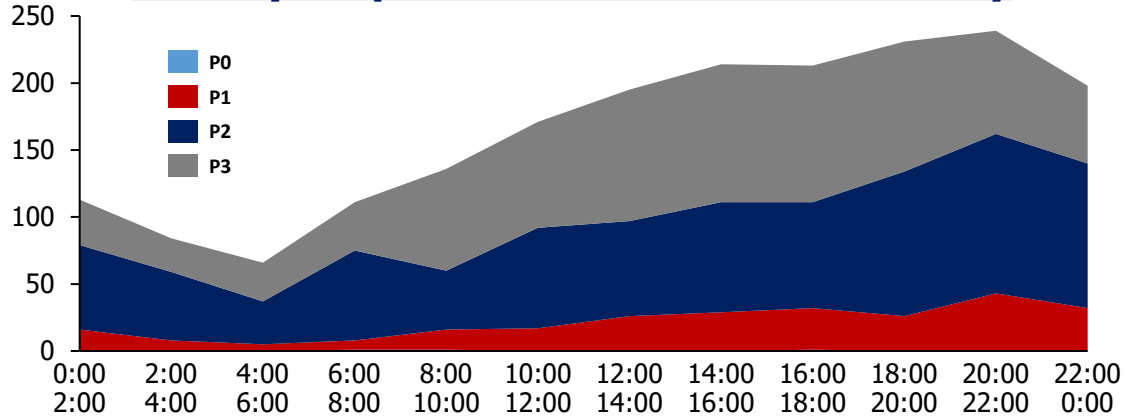




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

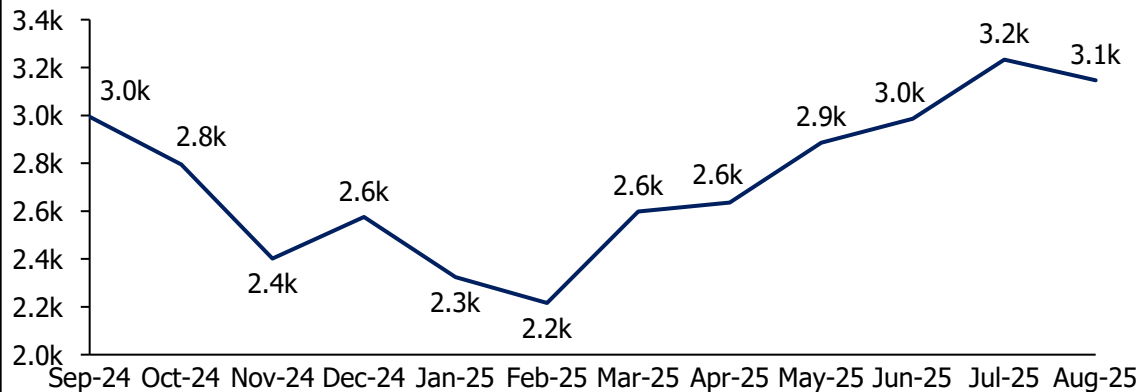


Daily Priority Call Volume and Entry to Assignment

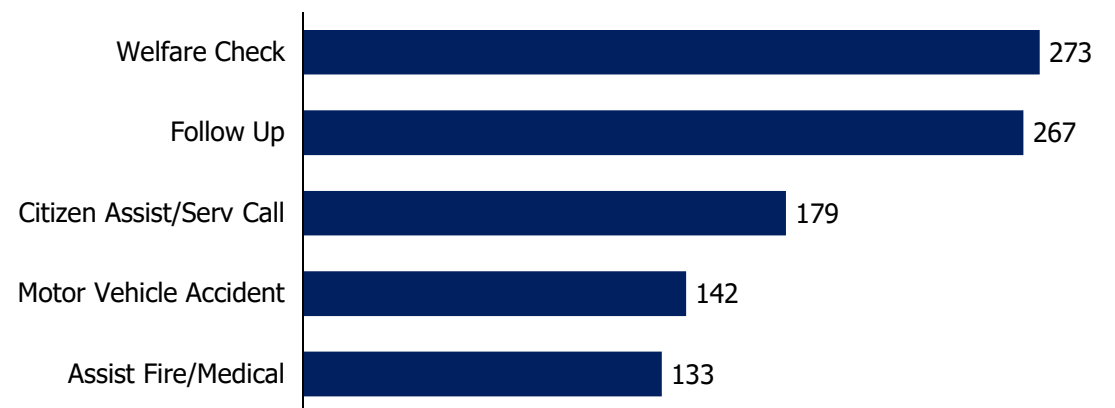
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	45	172	122	340	68
Monday	0	23	113	93	229	57
Tuesday	0	44	112	103	259	65
Wednesday	1	32	93	114	240	60
Thursday	0	24	104	98	226	57
Friday	0	51	148	134	333	67
Saturday	1	36	157	150	344	69
Assignment <2 min		69%	40%			
Assignment <4 min		89%	72%			

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

Monthly Call Volume



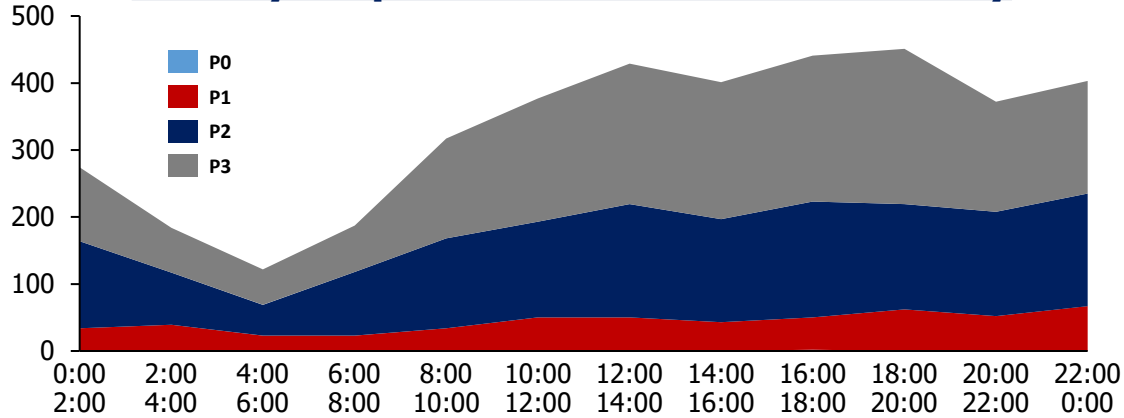
Top Five Problem Natures





Lakewood PD

Priority Dispatched Calls Per Time of Day

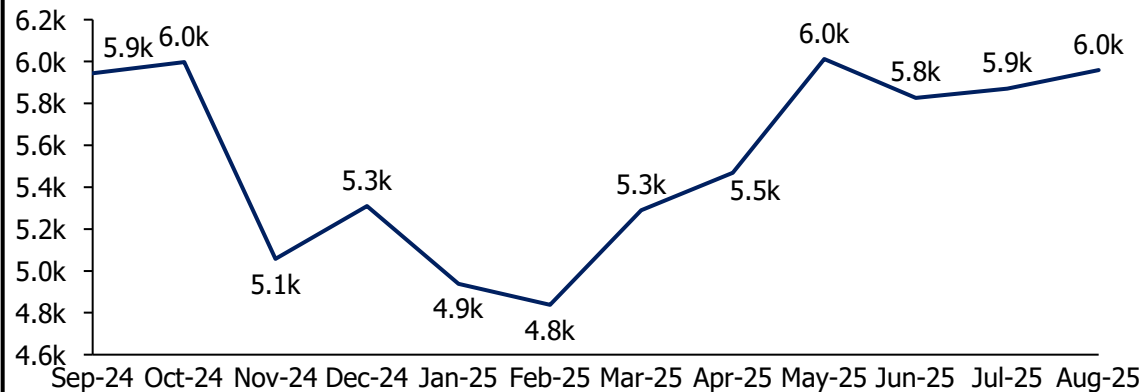


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	80	243	295	618	124
Monday	1	78	217	245	541	135
Tuesday	0	62	228	224	514	129
Wednesday	1	59	220	245	525	131
Thursday	0	52	202	231	485	121
Friday	0	97	233	297	627	125
Saturday	1	96	260	291	648	130
Assignment <2 min		67%	40%			
Assignment <4 min		86%	62%			

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

Monthly Call Volume



Top Five Problem Natures

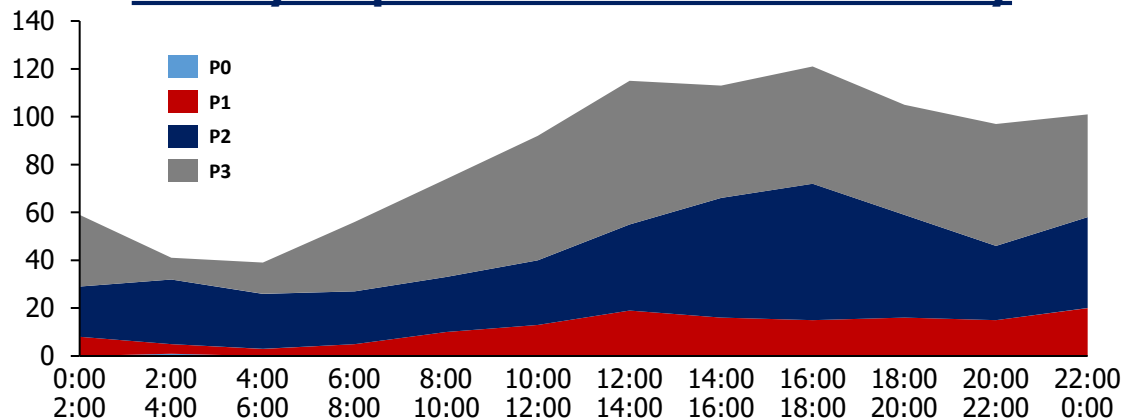




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

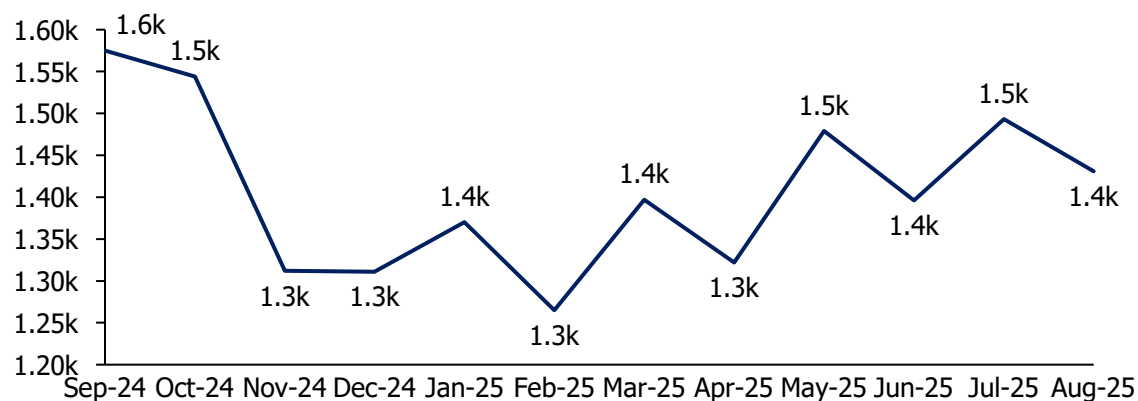


Daily Priority Call Volume and Entry to Assignment

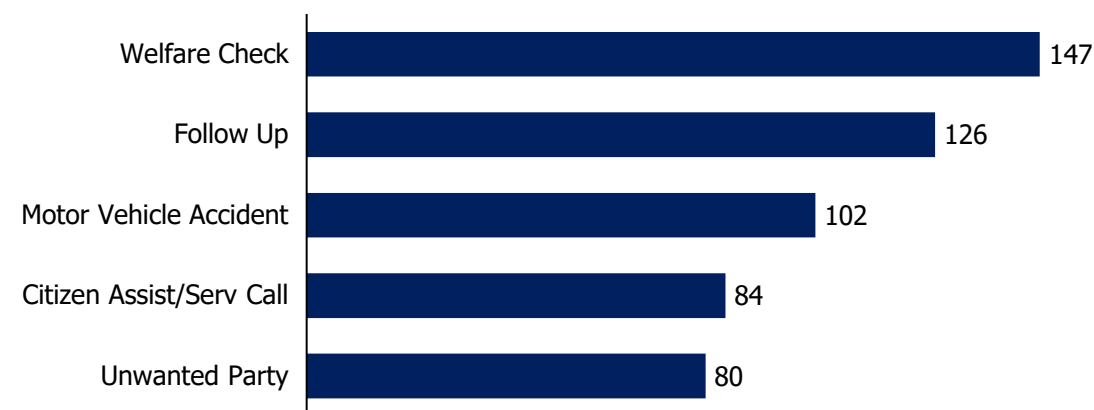
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	27	68	60	155	31
Monday	0	15	60	55	130	33
Tuesday	0	22	54	54	130	33
Wednesday	1	23	56	63	143	36
Thursday	0	15	48	78	141	35
Friday	0	20	51	94	165	33
Saturday	0	22	61	66	149	30
Assignment <2 min		65%	45%			
Assignment <4 min		82%	64%			

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

Monthly Call Volume



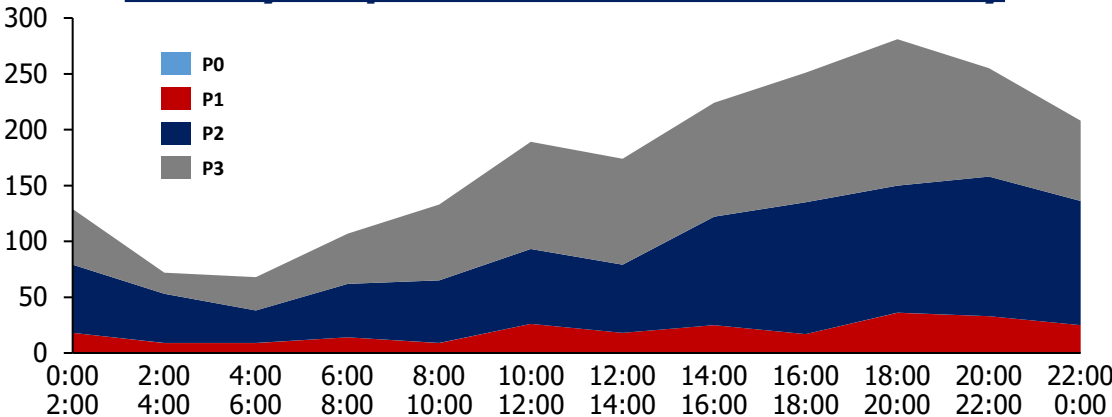
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

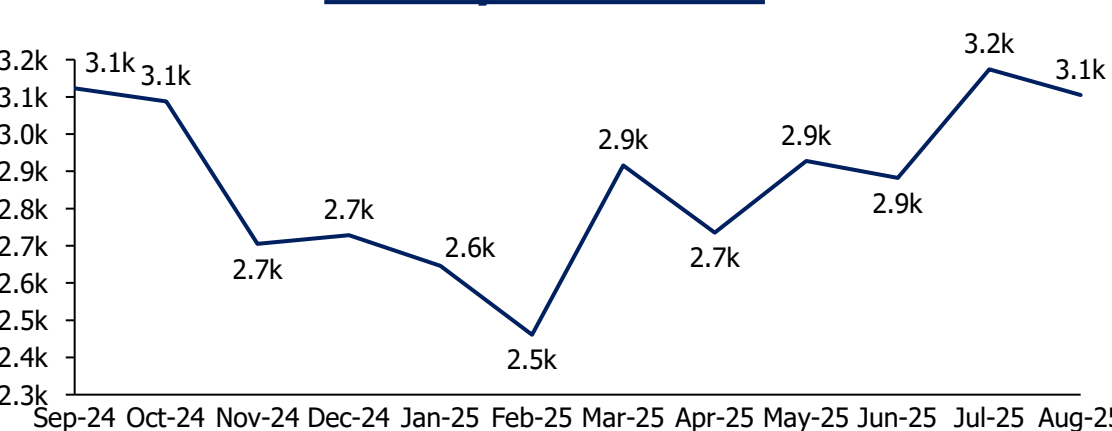


Daily Priority Call Volume and Entry to Assignment

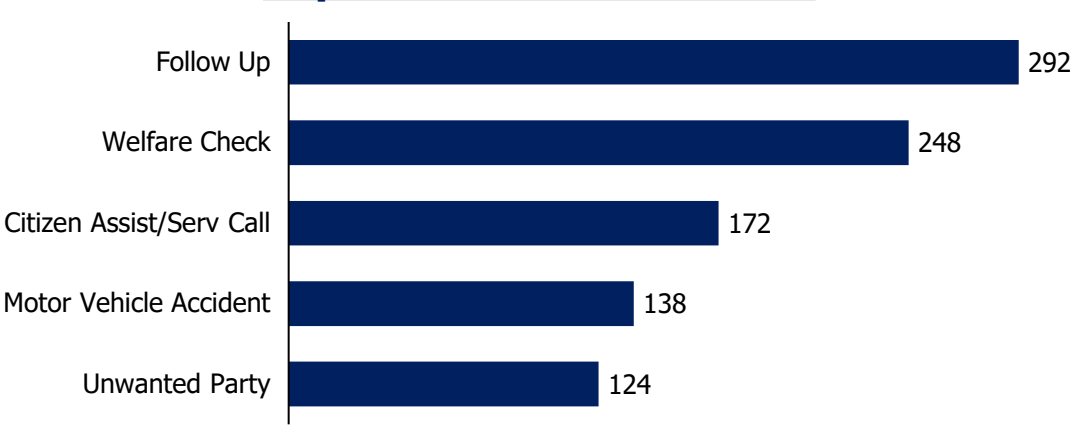
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	41	153	144	338	68
Monday	0	24	122	108	254	64
Tuesday	0	29	100	93	222	56
Wednesday	0	24	121	119	264	66
Thursday	1	25	134	135	295	74
Friday	0	56	134	165	355	71
Saturday	1	38	167	157	363	73
Assignment <2 min		69%	50%			
Assignment <4 min		82%	74%			

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

Monthly Call Volume



Top Five Problem Natures

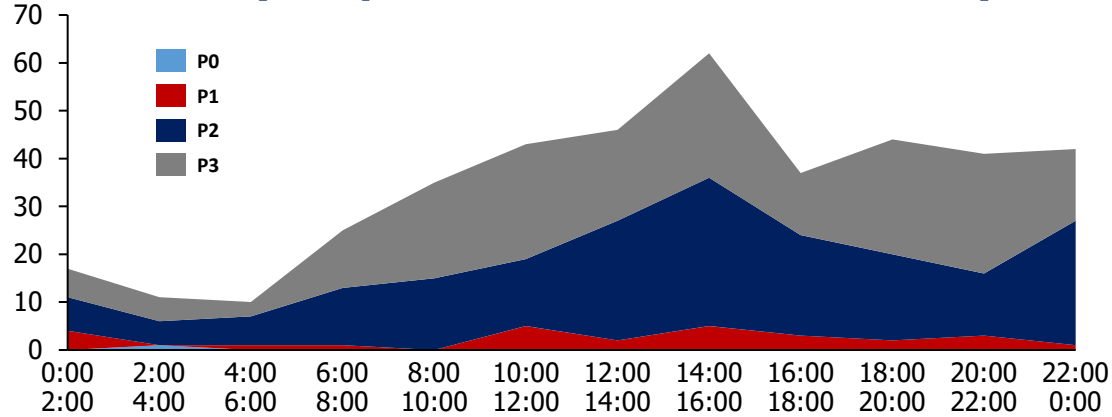




Golden PD



Priority Dispatched Calls Per Time of Day

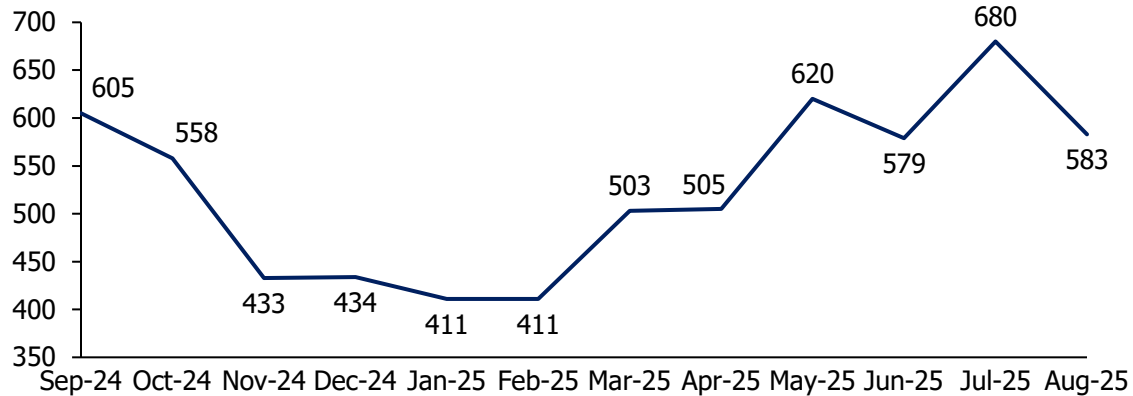


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	3	31	34	69	14
Monday	0	7	19	35	61	15
Tuesday	0	7	23	24	54	14
Wednesday	0	2	28	30	60	15
Thursday	0	1	25	21	47	12
Friday	0	3	27	25	55	11
Saturday	0	4	40	23	67	13
Assignment <2 min		93%	54%			
Assignment <4 min		100%	81%			

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

Monthly Call Volume



Top Five Problem Natures

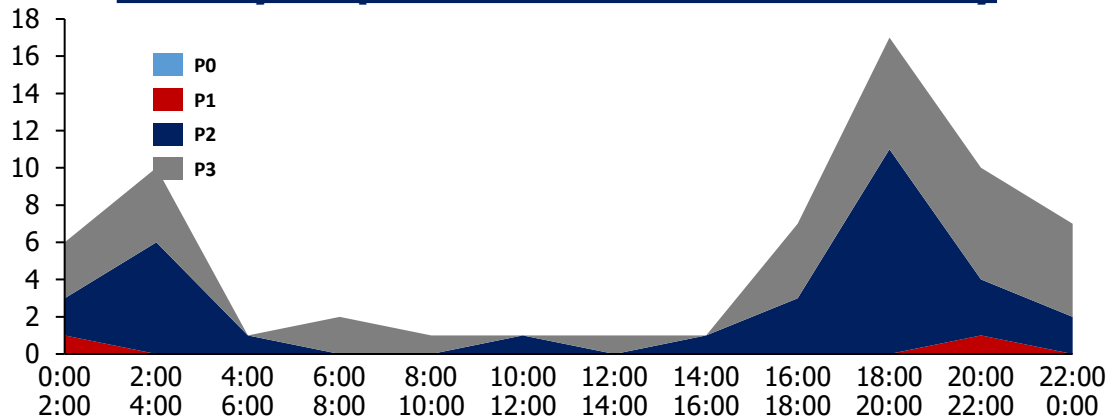




Lakeside PD



Priority Dispatched Calls Per Time of Day

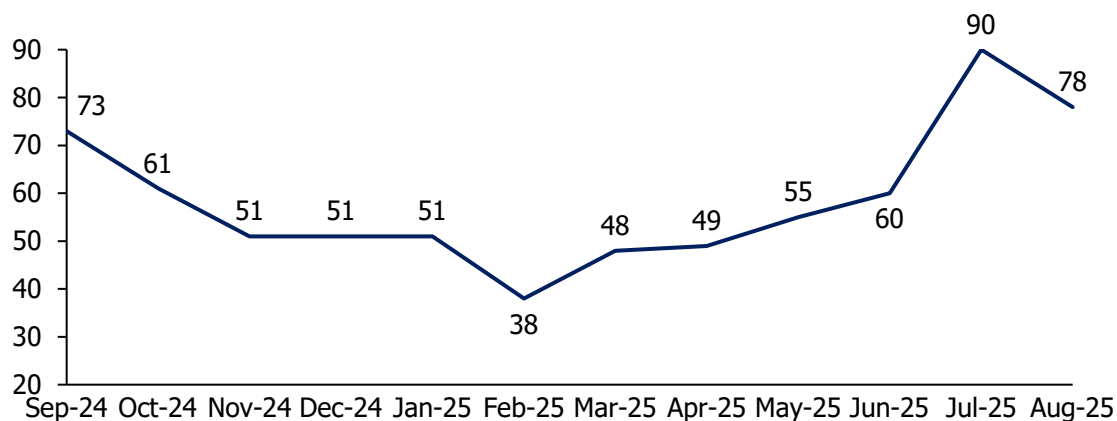


Daily Priority Call Volume and Entry to Assignment

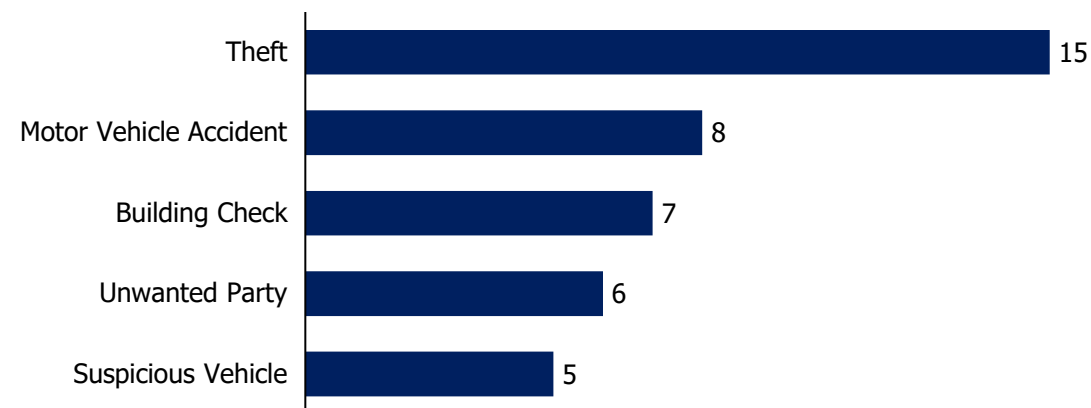
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	3	7	1
Monday	0	0	7	4	11	3
Tuesday	0	1	2	5	8	2
Wednesday	0	0	4	4	8	2
Thursday	0	0	4	5	9	2
Friday	0	0	6	4	10	2
Saturday	0	1	3	7	11	2
Assignment <2 min		100%	67%			
Assignment <4 min		100%	90%			

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

Monthly Call Volume



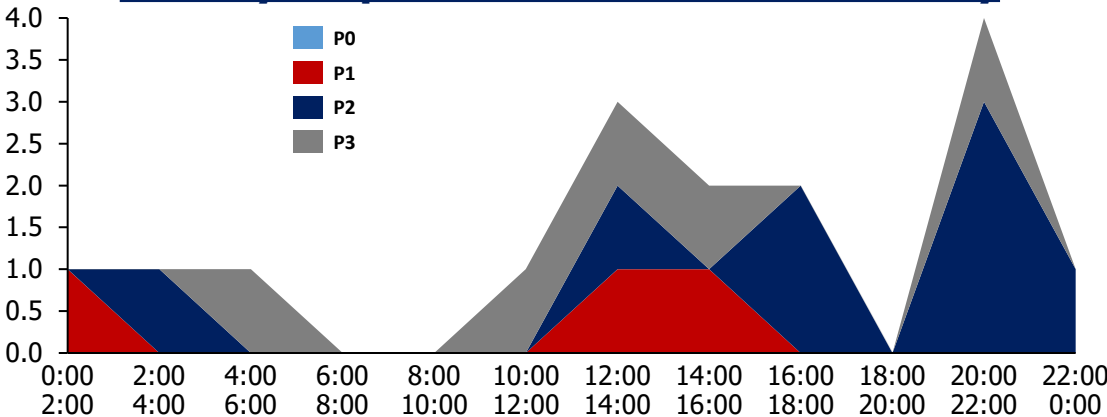
Top Five Problem Natures





Mountain View PD

Priority Dispatched Calls Per Time of Day

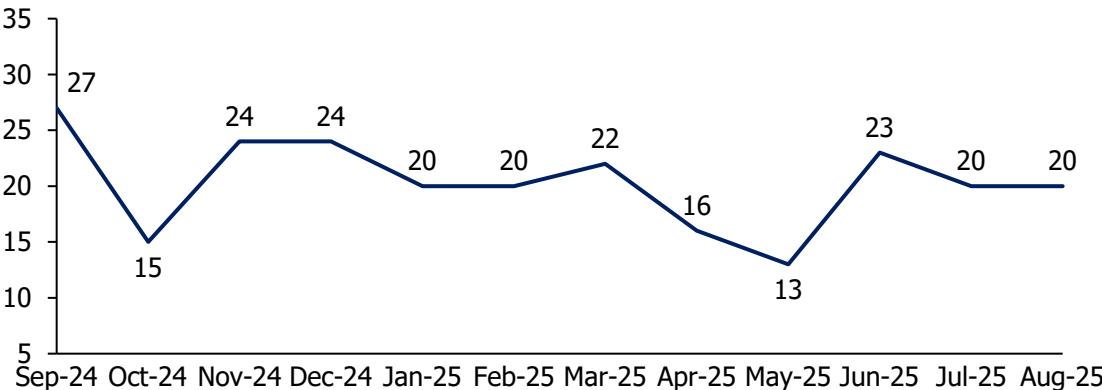


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	1	5	1
Monday	0	0	1	0	1	0
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	2	0	0	2	1
Friday	0	0	2	2	4	1
Saturday	0	0	1	1	2	0
Assignment <2 min		100%	75%			
Assignment <4 min		100%	88%			

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

Monthly Call Volume



Top Five Problem Natures

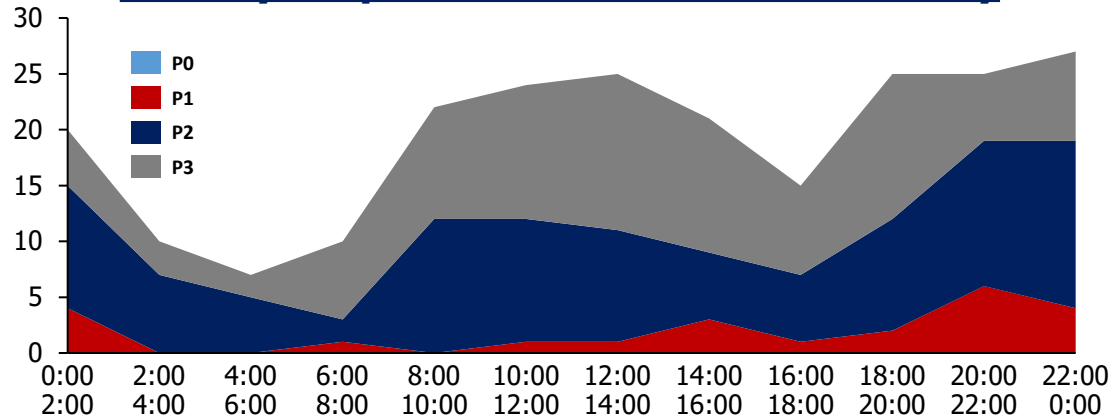




Edgewater PD



Priority Dispatched Calls Per Time of Day

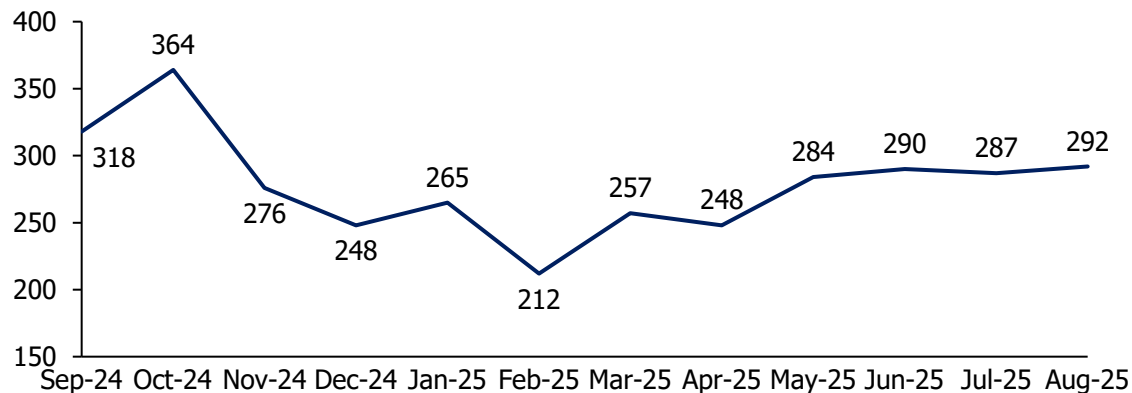


Daily Priority Call Volume and Entry to Assignment

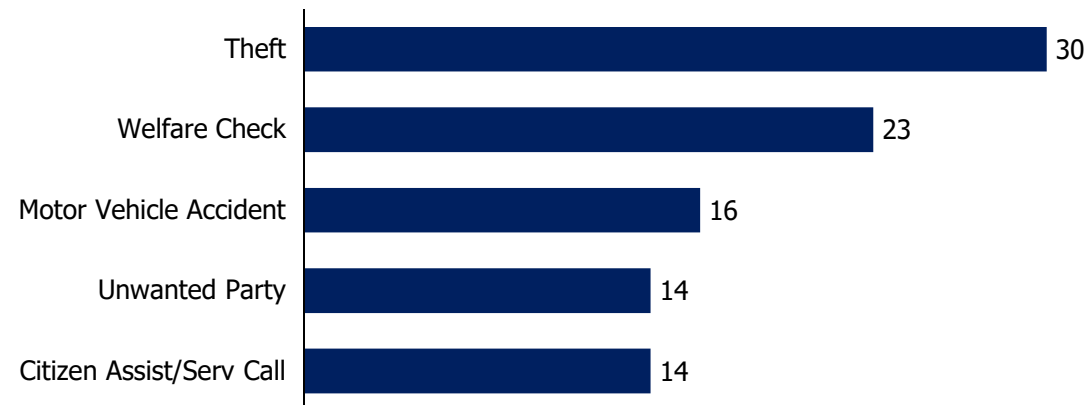
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	8	24	15	47	9
Monday	0	1	14	15	30	8
Tuesday	0	2	17	12	31	8
Wednesday	0	2	11	22	35	9
Thursday	0	2	8	6	16	4
Friday	0	3	15	14	32	6
Saturday	0	5	19	16	40	8
Assignment <2 min		70%	50%			
Assignment <4 min		96%	73%			

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

Monthly Call Volume



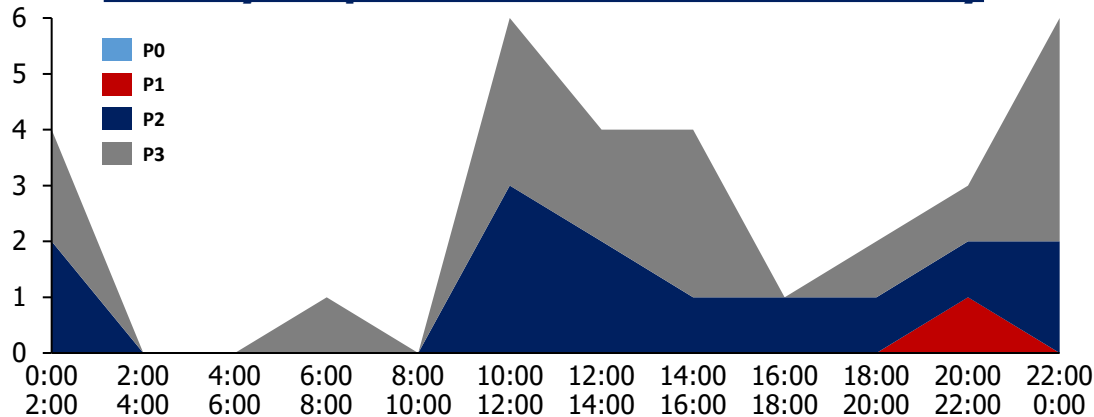
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

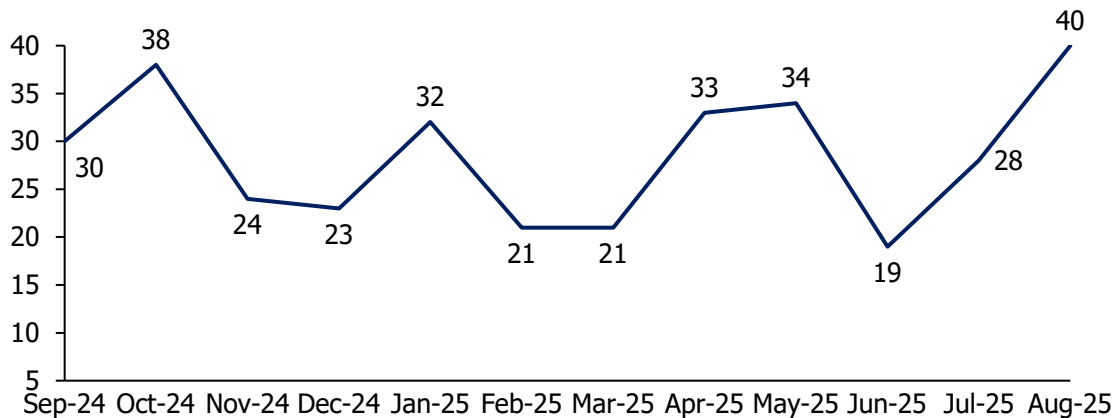


Daily Priority Call Volume and Entry to Assignment

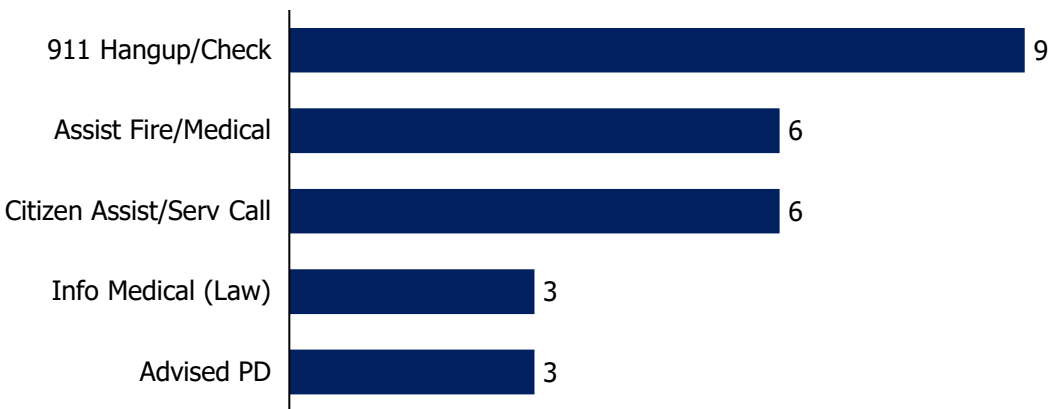
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	0
Monday	0	0	1	2	3	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	4	6	10	3
Thursday	0	0	2	2	4	1
Friday	0	0	3	2	5	1
Saturday	0	1	1	2	4	1
Assignment <2 min		0%	69%			
Assignment <4 min		100%	77%			

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

Monthly Call Volume



Top Five Problem Natures



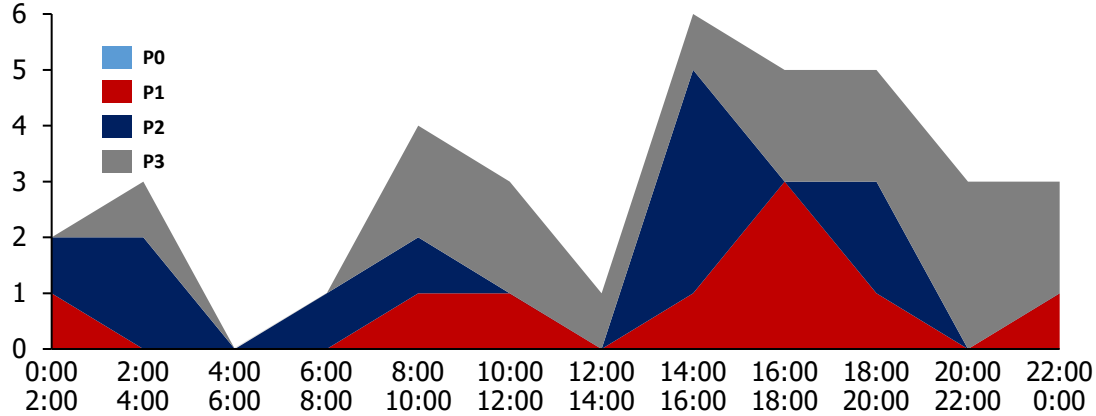


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

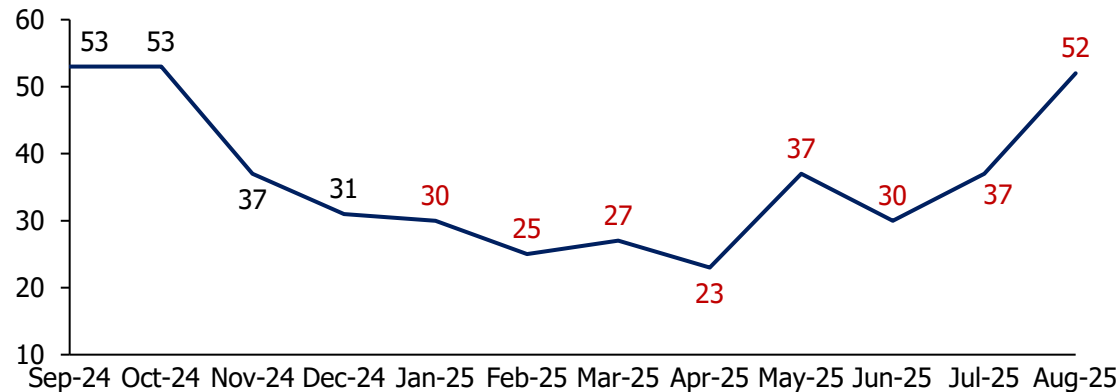


Daily Priority Call Volume and Entry to Assignment

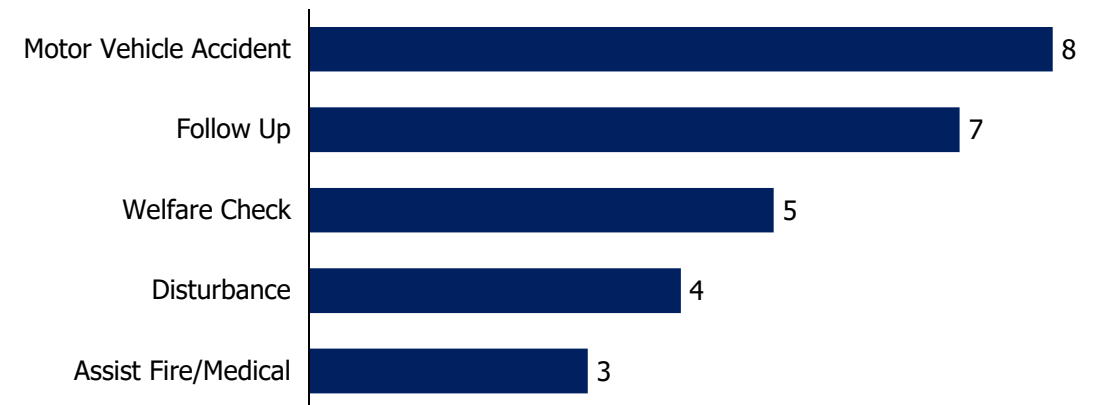
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	2	3	6	1
Monday	0	1	4	1	6	2
Tuesday	0	1	1	0	2	1
Wednesday	0	2	1	6	9	2
Thursday	0	2	2	4	8	2
Friday	0	1	1	2	4	1
Saturday	0	1	0	0	1	0
Assignment <2 min		56%	64%			
Assignment <4 min		100%	82%			

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

Monthly Call Volume



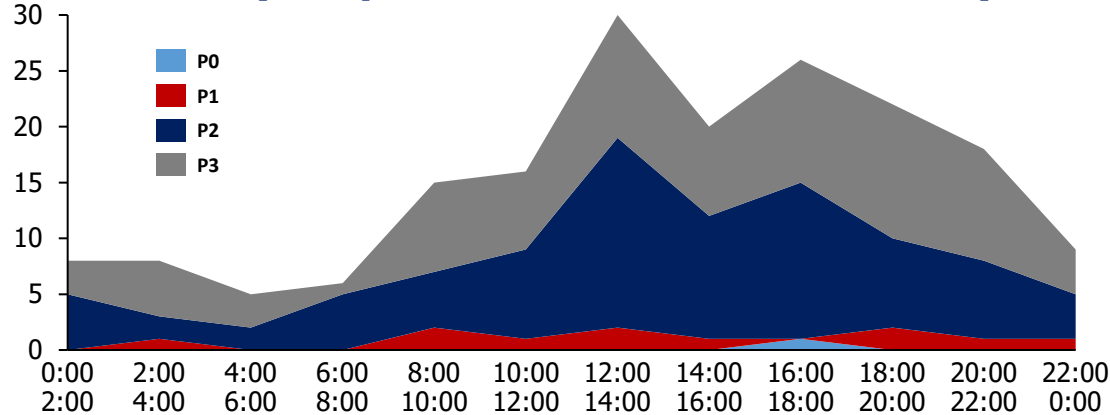
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

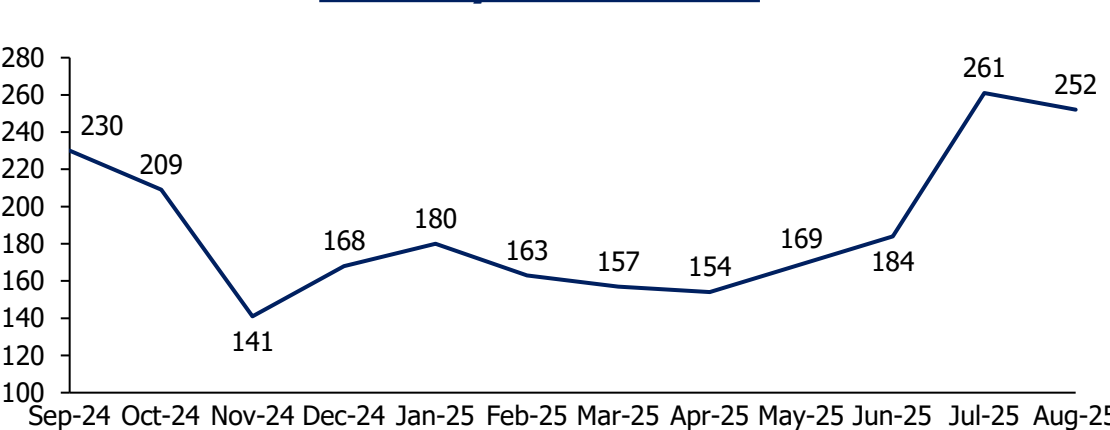


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	19	11	30	6
Monday	0	1	12	8	21	5
Tuesday	0	2	6	13	21	5
Wednesday	0	2	6	9	17	4
Thursday	0	1	9	11	21	5
Friday	0	2	13	13	28	6
Saturday	1	3	23	18	45	9
Assignment <2 min		100%	45%			
Assignment <4 min		100%	70%			

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

Monthly Call Volume



Top Five Problem Natures

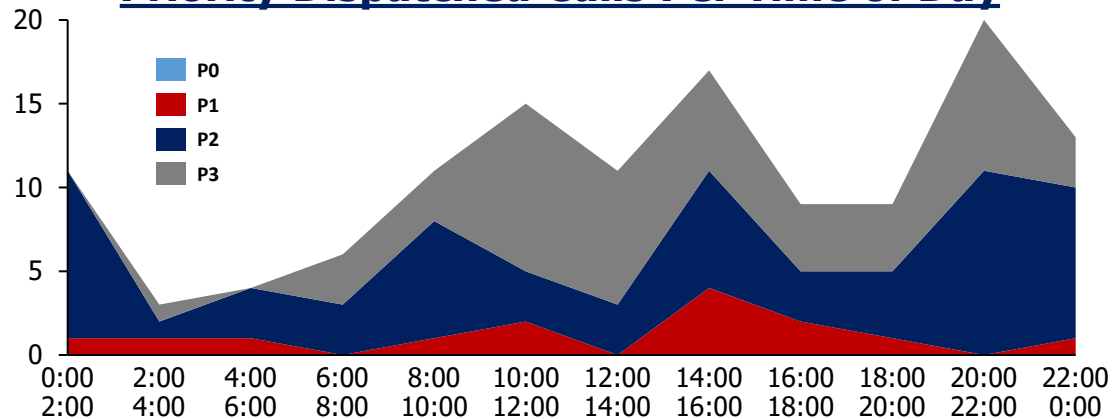




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

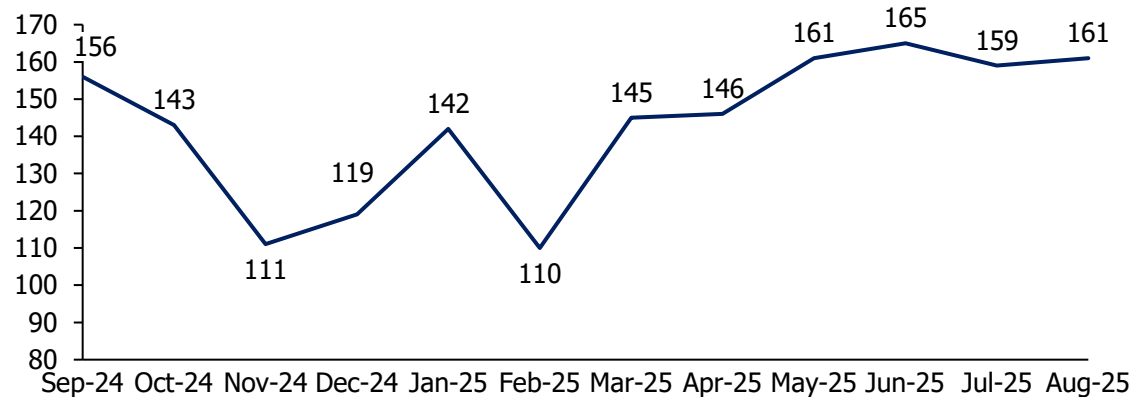


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	10	10	23	5
Monday	0	2	15	3	20	5
Tuesday	0	2	8	11	21	5
Wednesday	0	3	12	8	23	6
Thursday	0	1	7	4	12	3
Friday	0	0	7	6	13	3
Saturday	0	3	5	9	17	3
Assignment <2 min		79%	55%			
Assignment <4 min		86%	81%			

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

Monthly Call Volume



Top Five Problem Natures

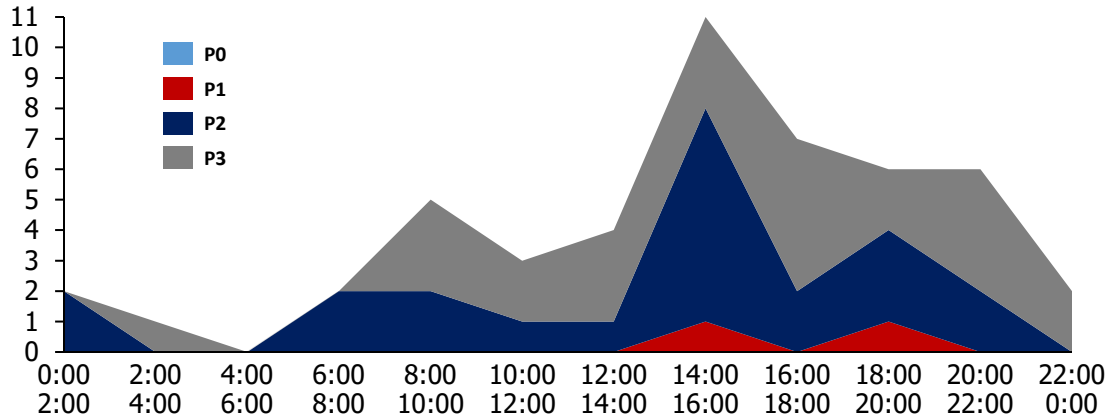




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

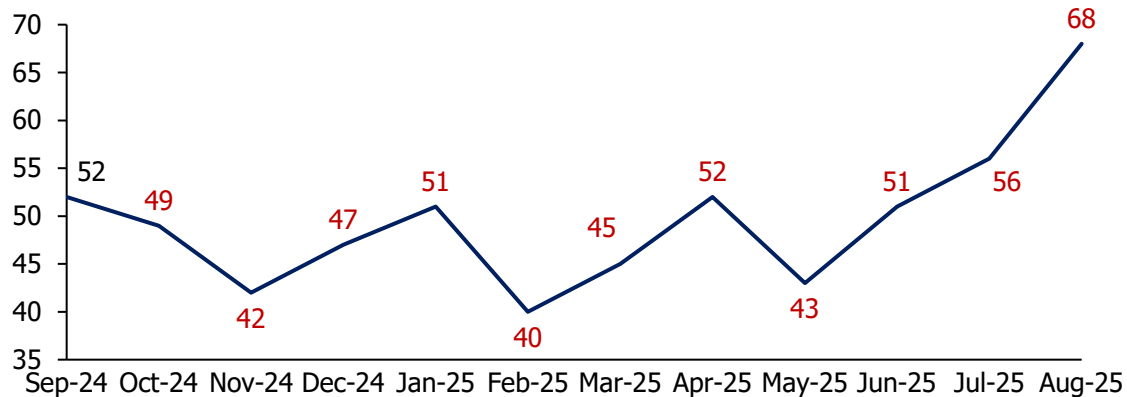


Daily Priority Call Volume and Entry to Assignment

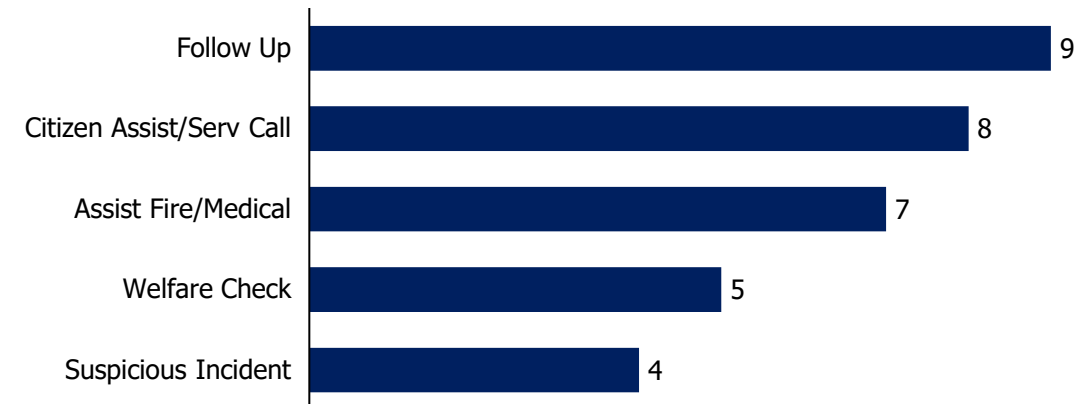
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	5	9	2
Monday	0	0	2	3	5	1
Tuesday	0	0	4	6	10	3
Wednesday	0	1	6	3	10	3
Thursday	0	0	3	2	5	1
Friday	0	0	1	3	4	1
Saturday	0	1	2	3	6	1
Assignment <2 min		0%	45%			
Assignment <4 min		50%	82%			

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

Monthly Call Volume



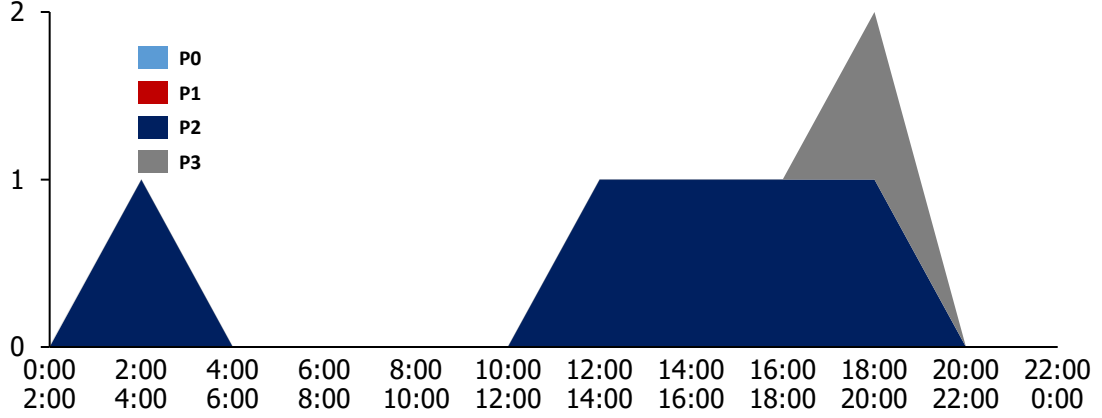
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

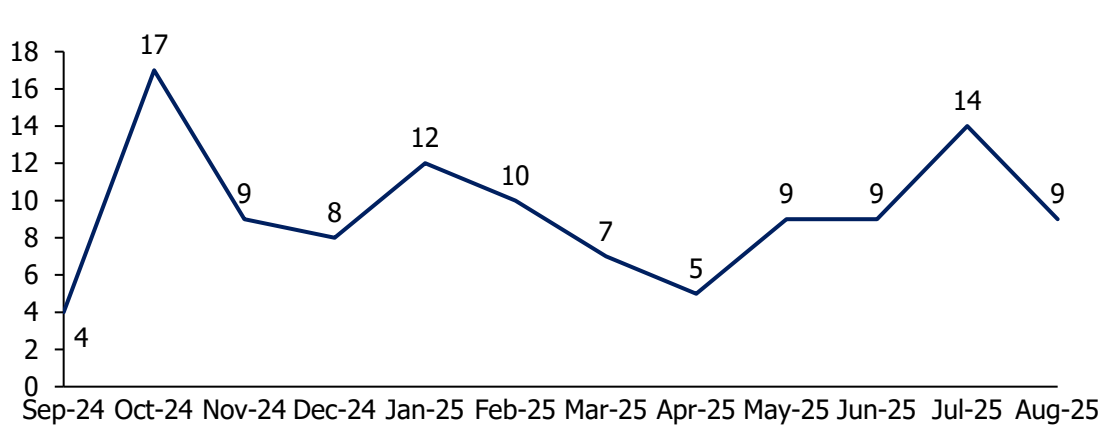


Daily Priority Call Volume and Entry to Assignment

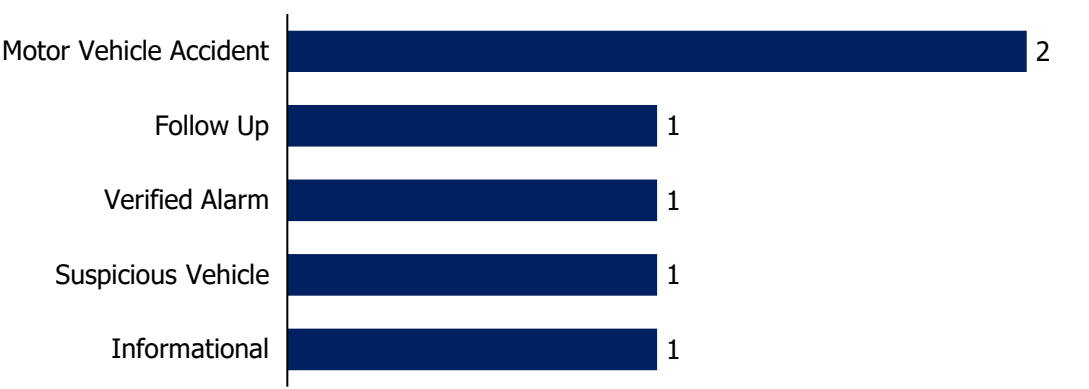
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	0	0	0	0
Tuesday	0	0	1	0	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	1	0	1	0
Friday	0	0	0	0	0	0
Saturday	0	0	1	1	2	0
Assignment <2 min		N/A	0%			
Assignment <4 min		N/A	20%			

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.