



Jefferson County Communications Center Authority
JEFFCOM911

November 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

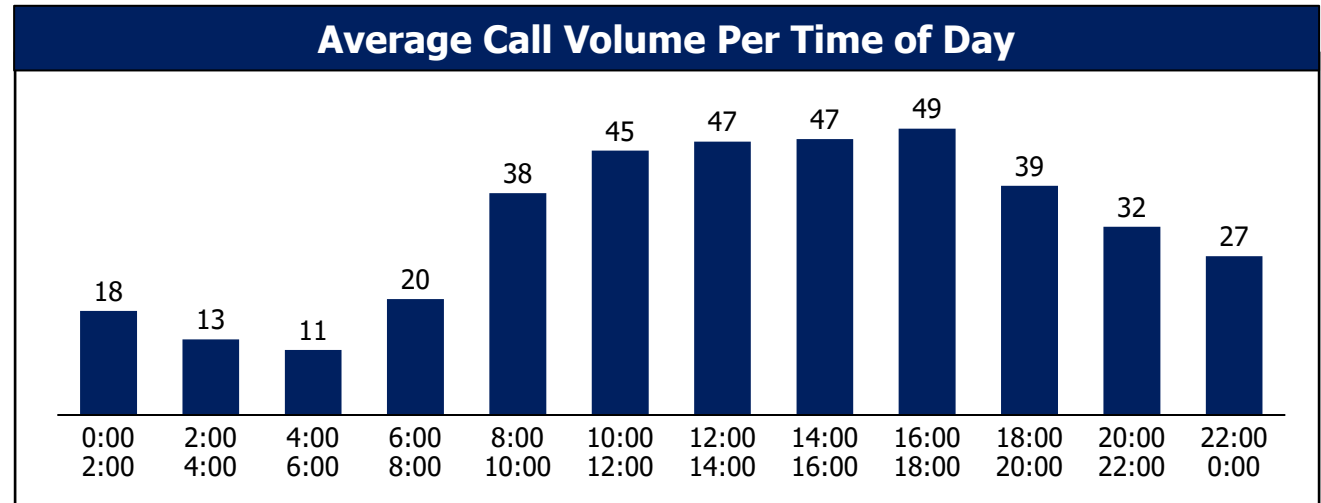


Law Stats

Calls Received, Processed, and Dispatched



Agency	November Calls	% Total	6 Month Trend
Lakewood PD	4,513	26.5%	
Arvada PD	2,502	14.7%	
Jeffco Sheriff	2,366	13.9%	
Wheat Ridge PD	1,152	6.8%	
Golden PD	397	2.3%	
Edgewater PD	222	1.3%	
Clear Creek Sheriff	141	0.8%	
Idaho Springs PD	99	0.6%	
Morrison PD**	67	0.4%	
Georgetown PD*	44	0.3%	
CSM PD	42	0.2%	
Lakeside PD	40	0.2%	
Empire PD	15	0.1%	
Mountain View PD	13	0.1%	
Total	11,613	68.3%	






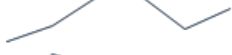








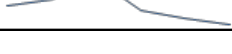


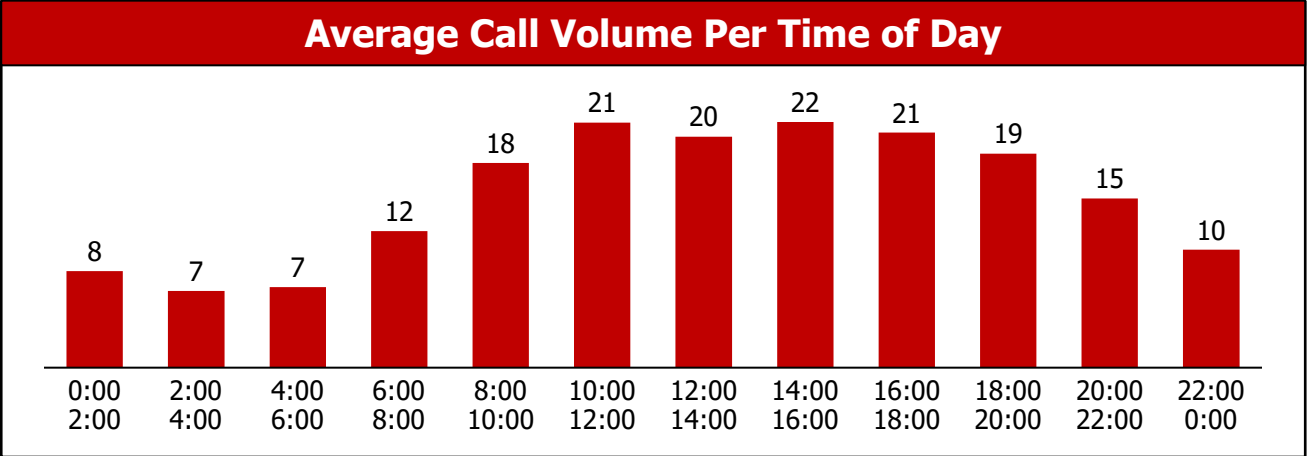
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	193	517	535	91	264	117	1,719	12.6%
Monday	1	148	470	508	108	341	69	1,645	15.1%
Tuesday	0	153	467	462	116	347	76	1,621	14.9%
Wednesday	0	144	441	547	112	317	105	1,666	15.3%
Thursday	0	151	395	450	91	272	75	1,434	13.2%
Friday	1	152	425	530	103	285	89	1,585	14.6%
Saturday	1	186	562	613	115	342	124	1,943	14.3%
Total	5	1,127	3,277	3,645	736	2,168	655	11,613	

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	October Calls	% of Total	6 Month Trend
West Metro Fire	3,213	16.8%	
Arvada Fire	1,468	7.7%	
Golden Fire	265	1.4%	
Evergreen Fire	213	1.1%	
Clear Creek Fire	153	0.8%	
Clear Creek EMS	133	0.7%	
Elk Creek Fire	84	0.4%	
Highland Rescue	47	0.2%	
Foothills Fire	34	0.2%	
Pleasant View Fire	47	0.2%	
Inter Canyon Fire	32	0.2%	
Indian Hills Fire	12	0.1%	
Golden Gate Fire	7	0.0%	
Genesee Fire	6	0.0%	
North Fork Fire	6	0.0%	
Total	5,720	29.9%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	19	526	338	13	0	1	897	14.2%
Monday	17	424	257	14	0	5	717	14.2%
Tuesday	12	458	259	9	0	2	740	14.6%
Wednesday	11	436	296	11	0	1	755	14.9%
Thursday	11	405	270	13	0	3	702	13.9%
Friday	10	438	295	5	0	2	750	14.8%
Saturday	12	500	316	7	0	2	837	13.3%
Total	92	3,187	2,031	72	0	16	5,398	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	91.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	96.0%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	49.3%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	89.1%	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%	96.2%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	81.8%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	86.2%	Target average of 95% with a minimum of 80%

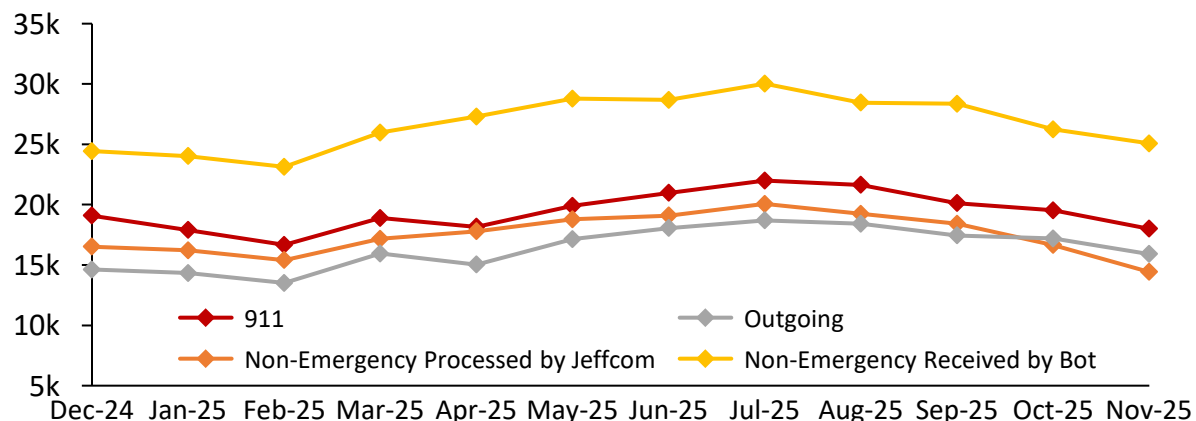
Analysis
<p>Root Cause: Call Answering Time Extensive analysis has identified a deficiency in call-taking numbers, indicating the need to increase the number of emergency call takers during peak daytime hours.</p> <p>Remediation: Call Answering Time The Jeffcom Operations Management Team has undertaken extensive efforts to identify and address factors impacting call answer times. In collaboration with the scheduling team, Jeffcom will increase the number of call takers during identified peak hours and will continuously evaluate and adjust staffing strategies to ensure ongoing improvement and timely response performance.</p>
<p>Root Cause: Call Processing Time Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.</p> <p>Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:49 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

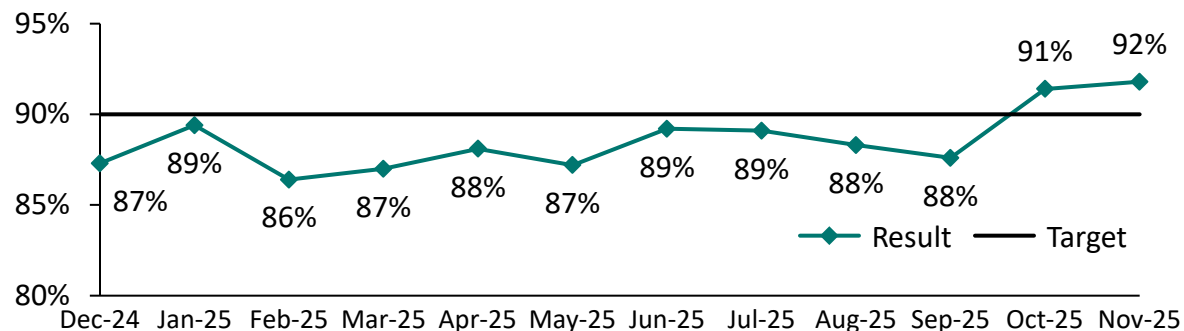
Call Volumes



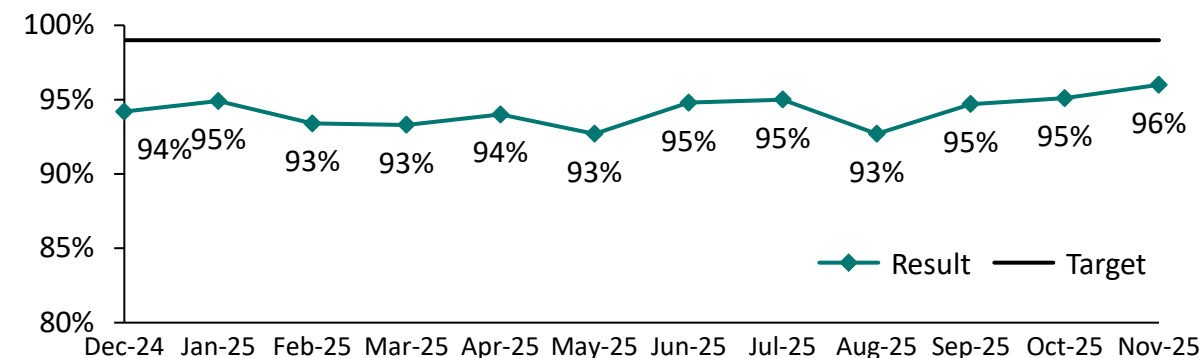
Trend Table

Average Daily Calls	Nov-25	Oct-25	Nov-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	530	554	492	↓ -4%	↑ 8%
Incoming - Admin to Bot	836	847	821	↓ -1%	↑ 2% *
Incoming - Admin to Jeffcom	481	537	544	↓ -10%	↓ -12%
Incoming - 911	600	630	626	↓ -5%	↓ -4%
911 calls answered within 15 seconds	91.8%	91.4%	85.9%	↑ 0.4%	↑ 5.9%
911 calls answered within 40 seconds	96.0%	95.1%	92.3%	↑ 1.0%	↑ 3.7%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



*Admin bot was shut off for 15 days in October 2024



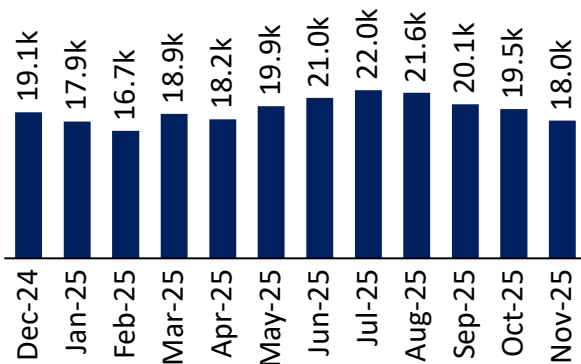
Call Volume/Agency Specific Inquiries



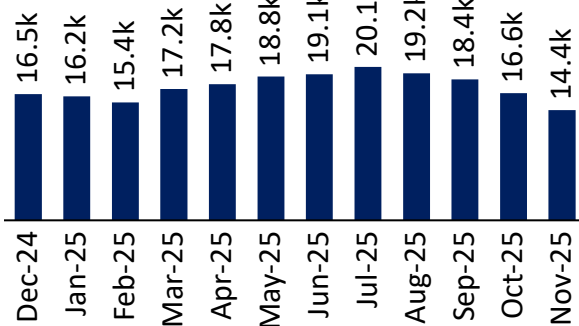
JEFFCOM

12 Month Trends

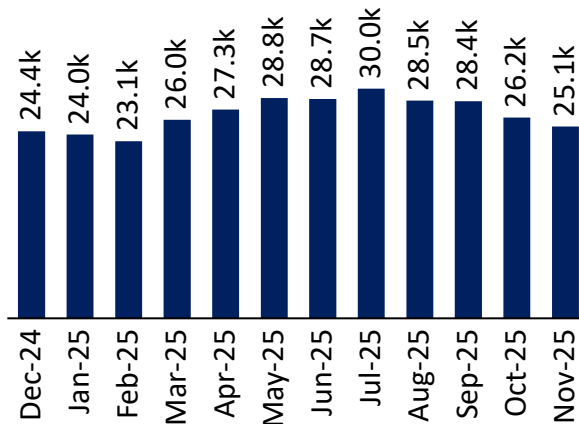
Emergency Calls



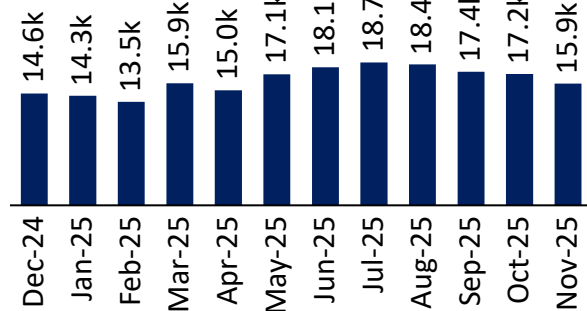
Non-Emergency Calls
Processed by Jeffcom



Non-Emergency Calls
Received by Bot



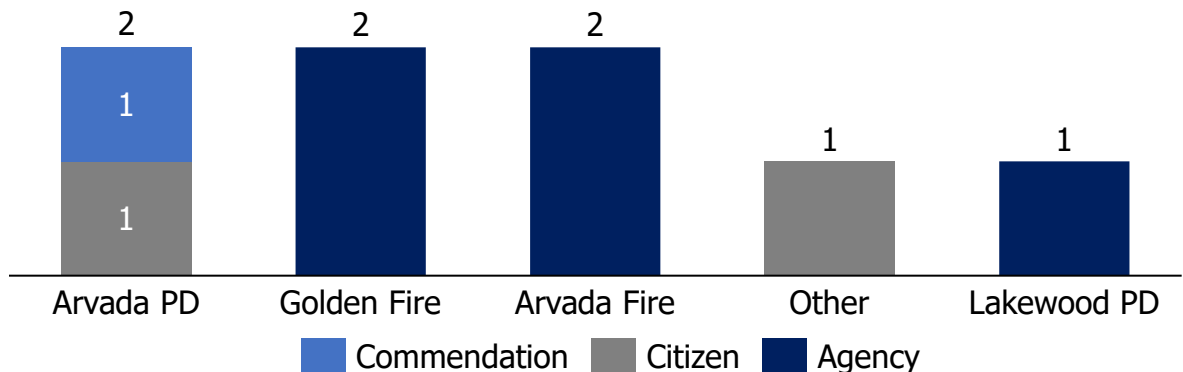
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	15,909	4% Decrease per day from October
Incoming - Admin to Bot	25,069	1% Decrease per day from October
Incoming - Admin to Jeffcom	14,423	10% Decrease per day from October
Incoming - 911	18,001	5% Decrease per day from October
Total Incoming to Jeffcom	32,424	7% Decrease per day from October

November Inquiries



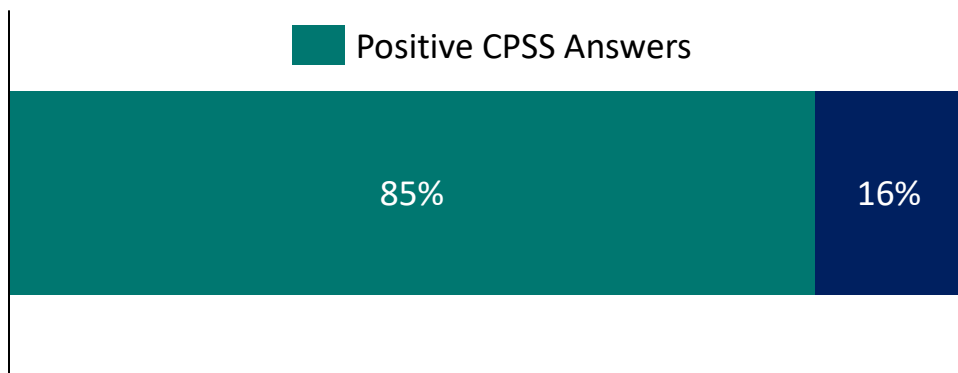


PowerEngage Survey Results

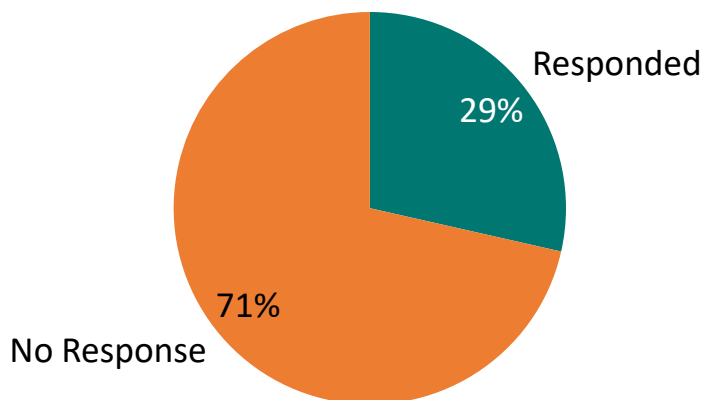
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

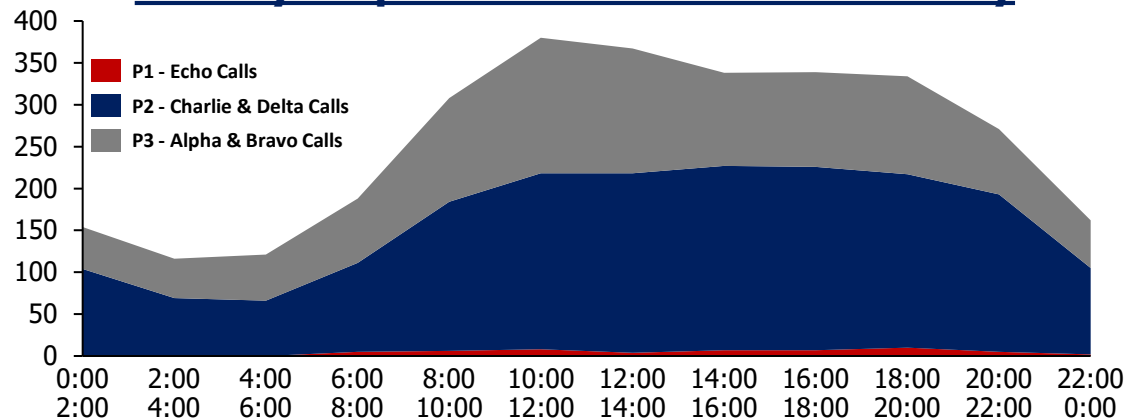


Survey Responses

- She was extremely kind and caring!
- The person was amazing. Asked good clarifying questions helped with making sure we were ok
- Very professional on all accounts
- Very clear in her questions and precise. Friendly and patient
- As the first voice that I talked to after the accident, she was so calm and reassuring and very clear on what was going to happen next
- The call taker was very helpful, explained the situation well and was able to set good expectations on when an officer arrived. She was very calm and understanding of the situation
- She was professional and helpful just what you want out of dispatch. Thank you!!

West Metro Fire

Priority Dispatched Calls Per Time of Day



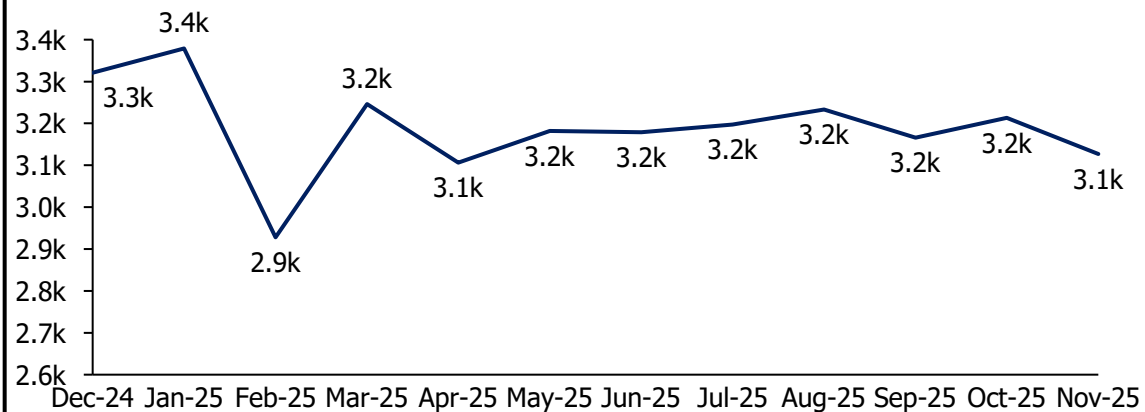
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	11	306	195	512	102
Monday	12	261	141	414	104
Tuesday	5	264	151	420	105
Wednesday	6	261	170	437	109
Thursday	4	232	142	378	95
Friday	8	273	165	446	112
Saturday	8	287	176	471	94

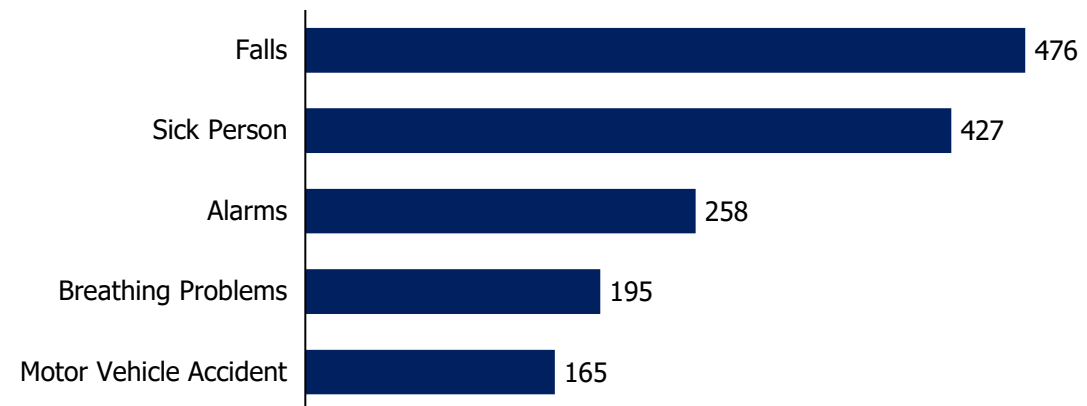
Assignment <1 min **98%** **97%**

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

Monthly Call Volume



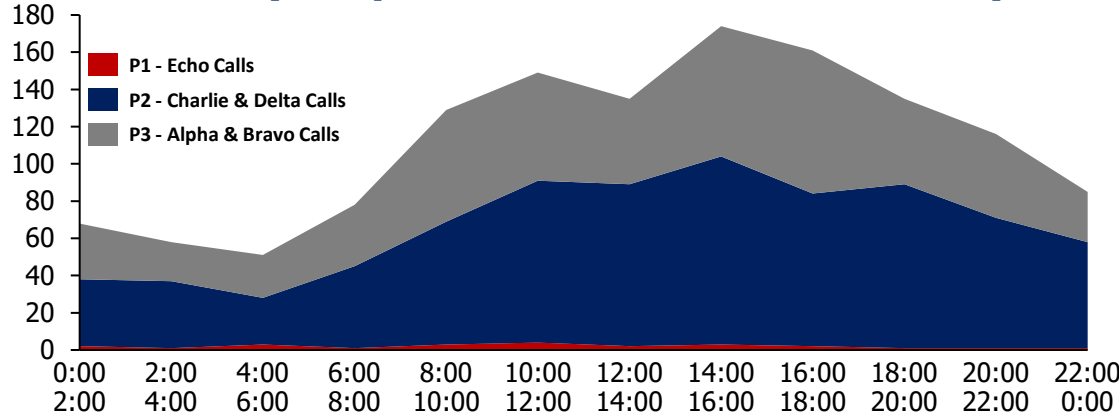
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day



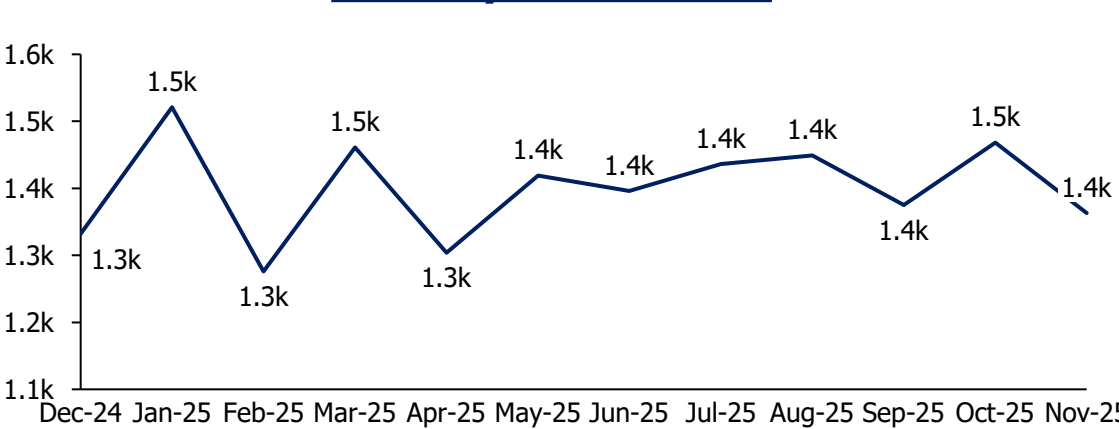
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	131	79	215	43
Monday	4	102	69	175	44
Tuesday	3	112	70	185	46
Wednesday	3	108	77	188	47
Thursday	5	107	82	194	49
Friday	2	98	74	174	44
Saturday	2	121	85	208	42

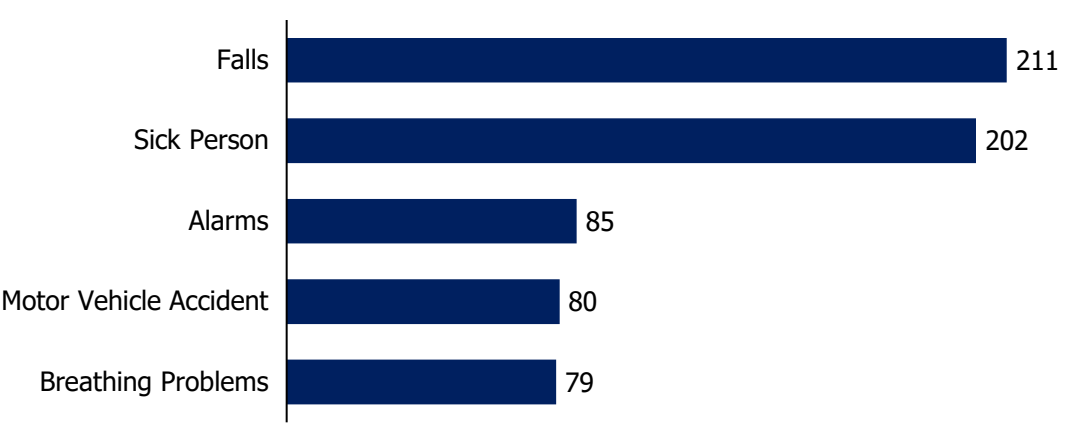
Assignment <1 min 96% 95%

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

Monthly Call Volume



Top Five Problem Natures

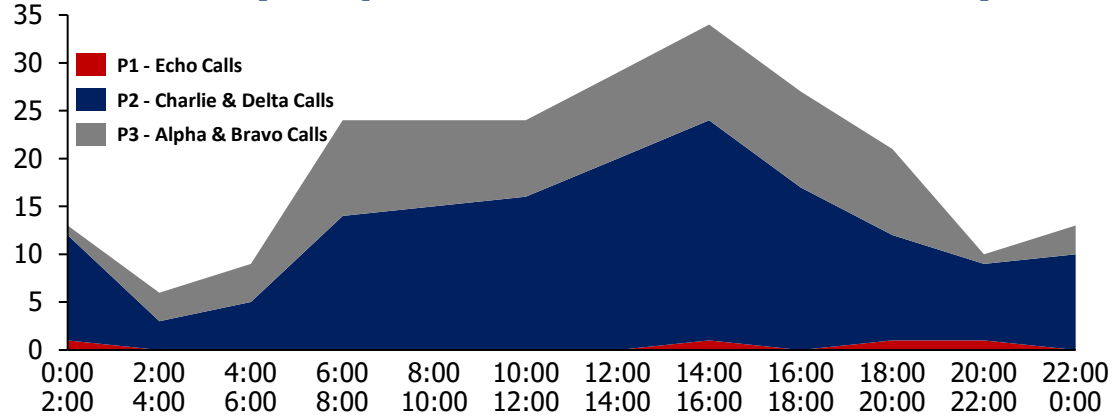




Golden Fire



Priority Dispatched Calls Per Time of Day



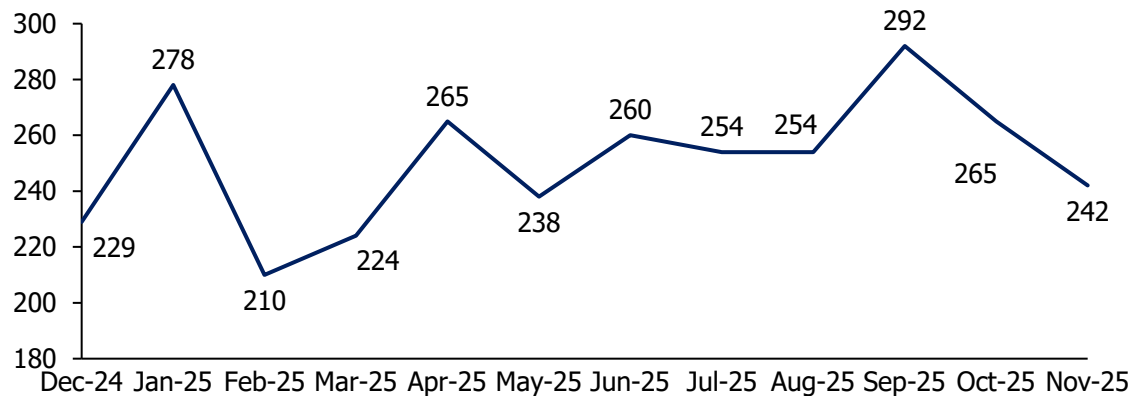
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	23	15	38	8
Monday	1	20	12	33	8
Tuesday	0	21	9	30	8
Wednesday	0	21	7	28	7
Thursday	1	26	9	36	9
Friday	0	19	13	32	8
Saturday	2	23	12	37	7

Assignment <1 min 75% 84%

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

Monthly Call Volume



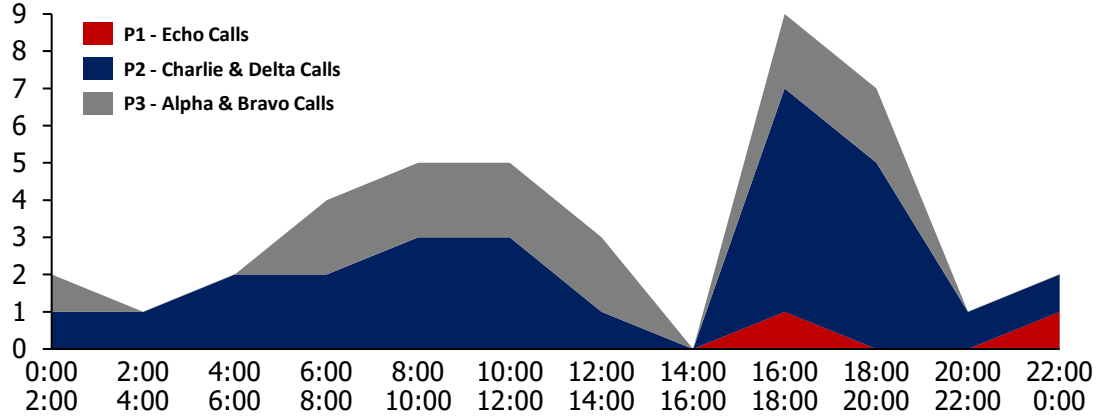
Top Five Problem Natures





Pleasant View Fire

Priority Dispatched Calls Per Time of Day

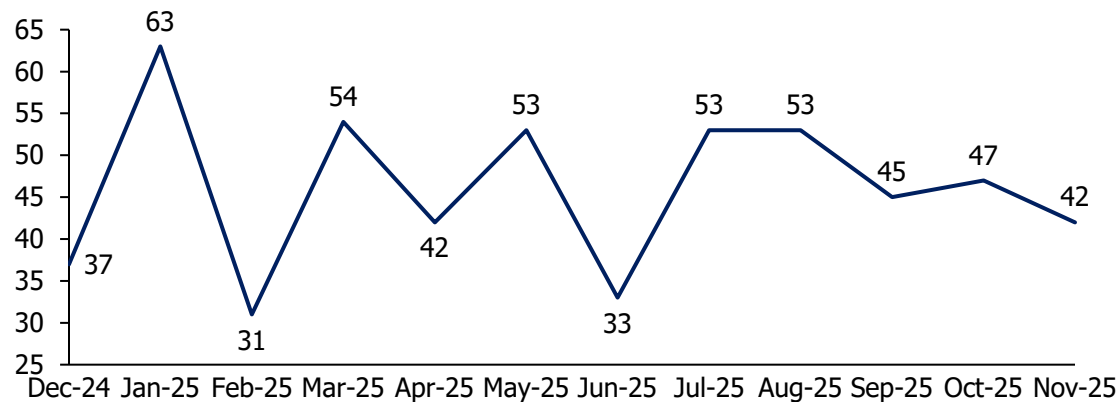


Daily Priority Call Volume and Entry to Assignment

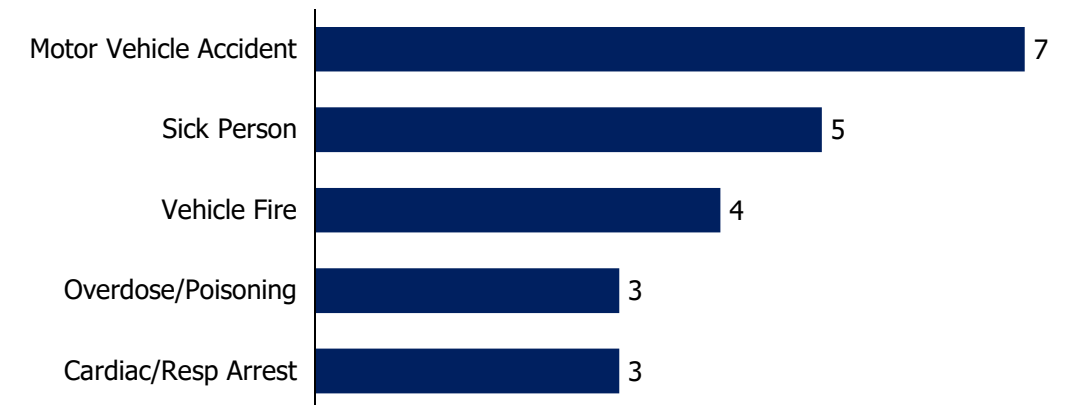
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	2	0	2	1
Tuesday	0	8	3	11	3
Wednesday	2	3	1	6	2
Thursday	0	3	1	4	1
Friday	0	4	5	9	2
Saturday	0	4	1	5	1
Assignment <1 min					100%
					88%

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

Monthly Call Volume



Top Five Problem Natures

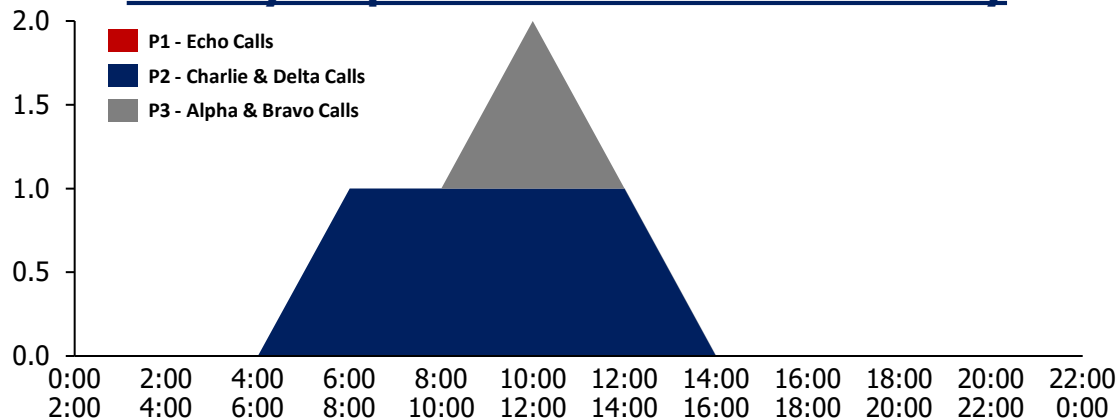




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

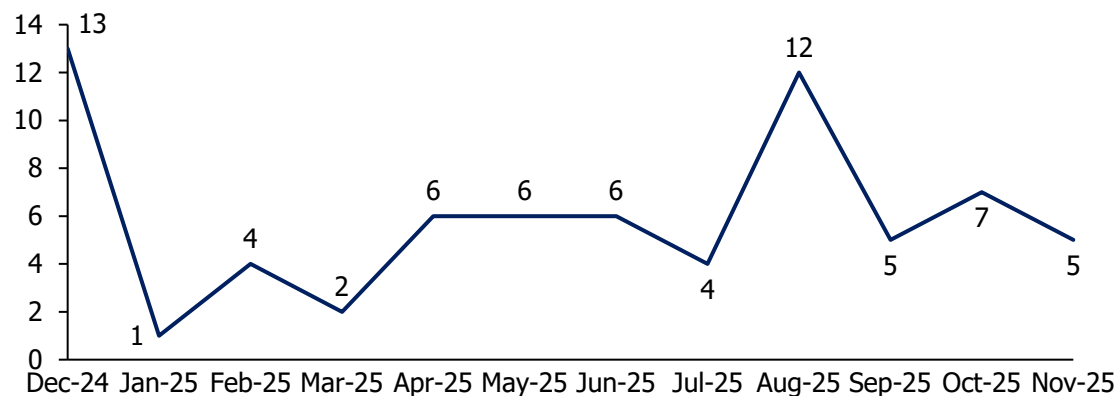


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	0	1	0
Tuesday	0	0	0	0	0
Wednesday	0	0	1	1	0
Thursday	0	1	0	1	0
Friday	0	0	0	0	0
Saturday	0	1	0	1	0
Assignment <1 min	N/A	25%			

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

Monthly Call Volume



Problem Natures

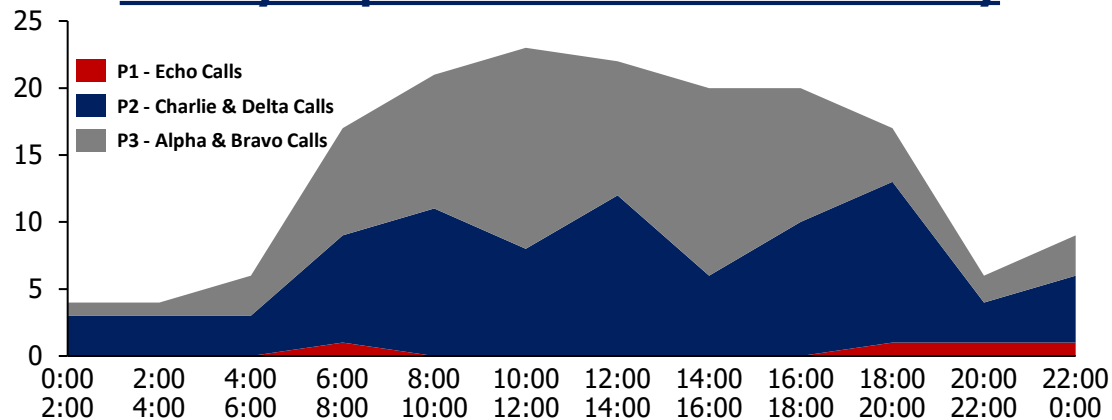




Evergreen Fire



Priority Dispatched Calls Per Time of Day



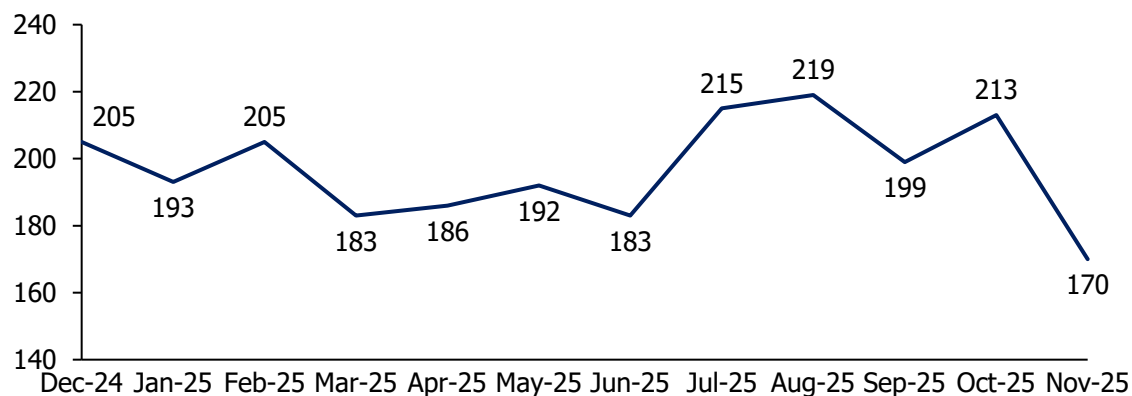
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	15	17	34	7
Monday	0	15	11	26	7
Tuesday	1	14	10	25	6
Wednesday	0	12	10	22	6
Thursday	1	8	11	20	5
Friday	0	7	8	15	4
Saturday	0	13	14	27	5

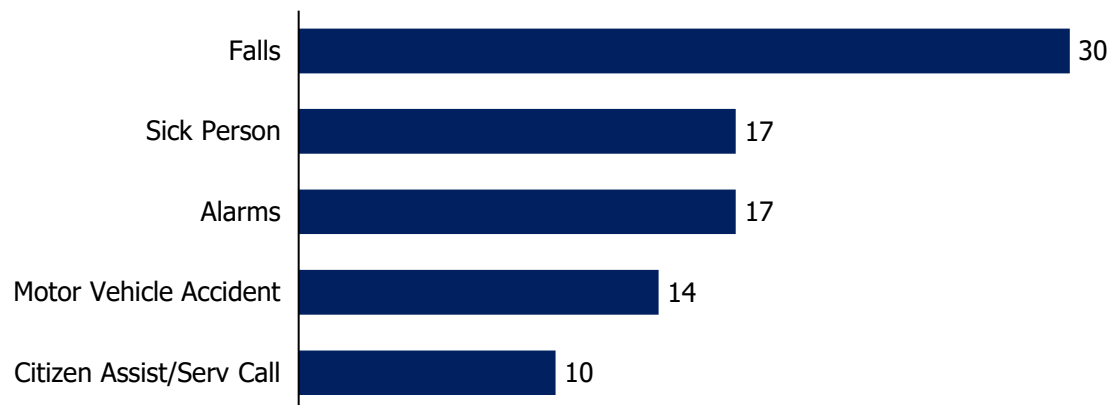
Assignment <1 min **50%** **87%**

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

Monthly Call Volume



Top Five Problem Natures

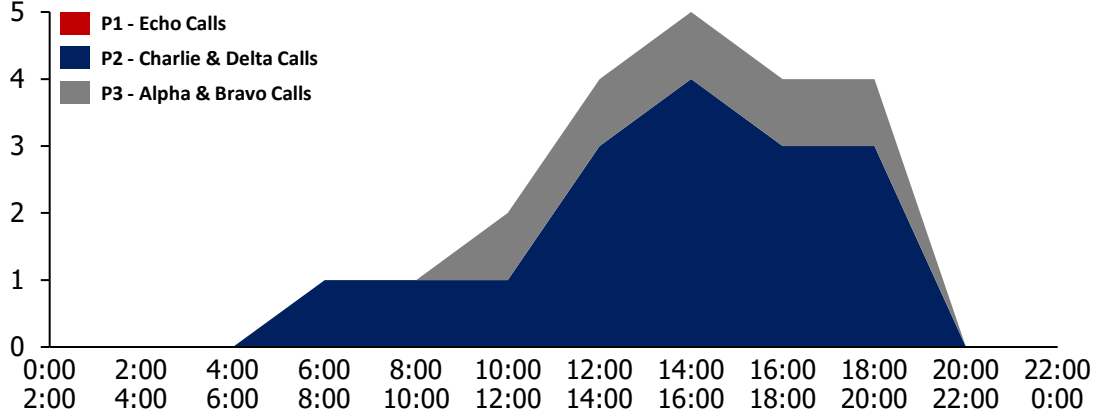




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day



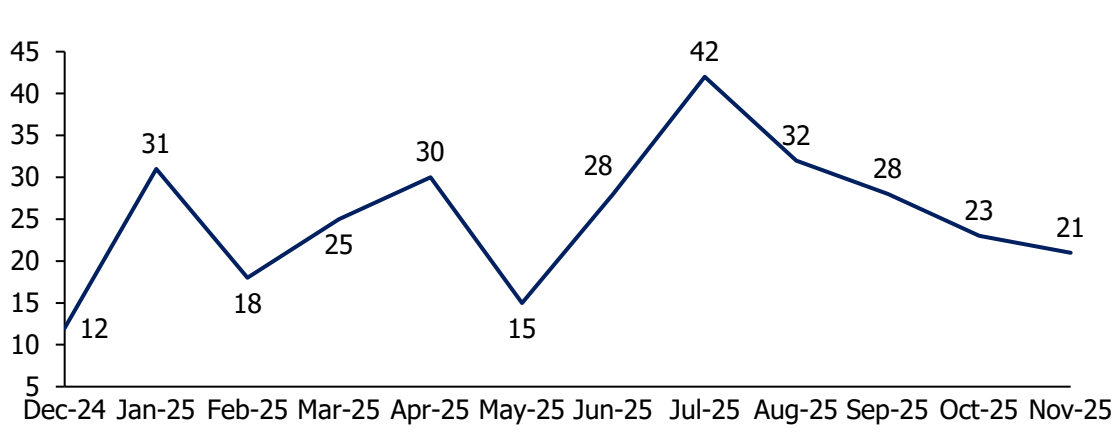
Daily Priority Call Volume and Entry to Assignment

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

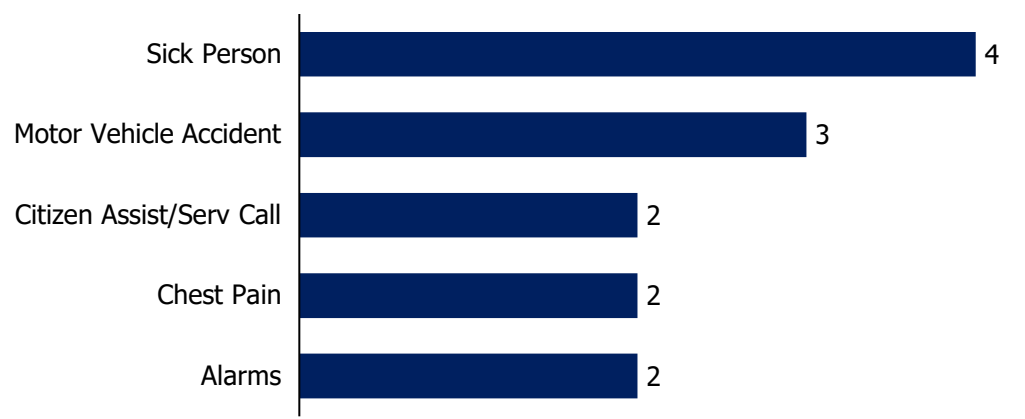
Assignment <1 min N/A 75%

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

Monthly Call Volume



Top Five Problem Natures

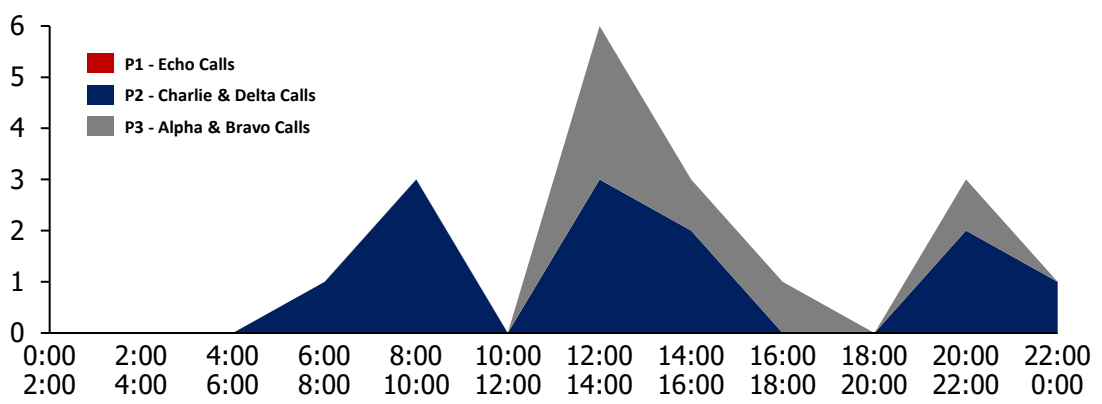




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

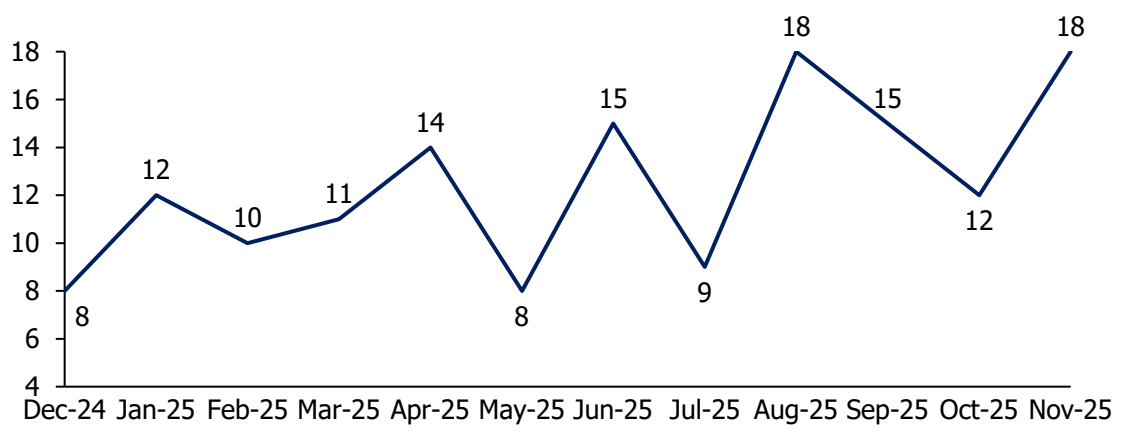


Daily Priority Call Volume and Entry to Assignment

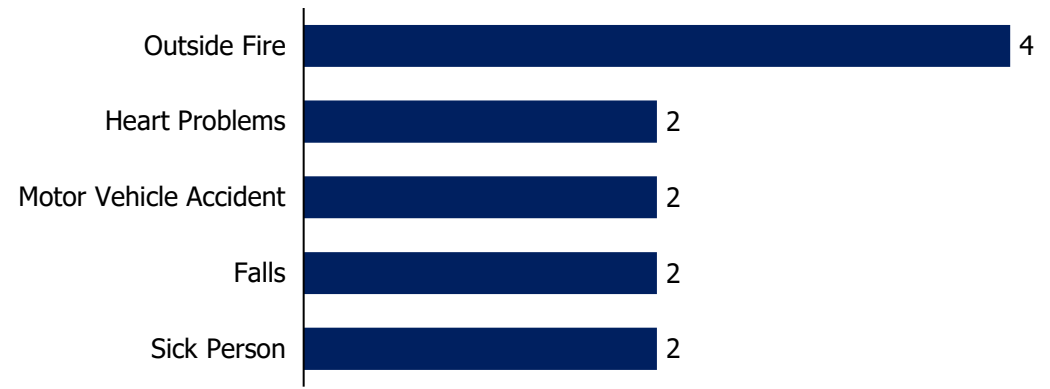
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	1	0	1	0
Tuesday	0	3	0	3	1
Wednesday	0	1	2	3	1
Thursday	0	0	1	1	0
Friday	0	3	1	4	1
Saturday	0	1	1	2	0
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



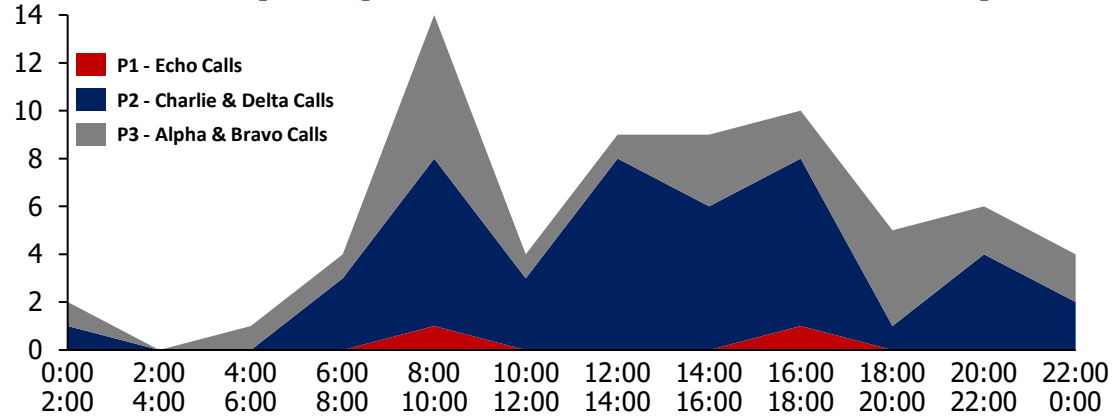
Top Five Problem Natures





Elk Creek Fire

Priority Dispatched Calls Per Time of Day



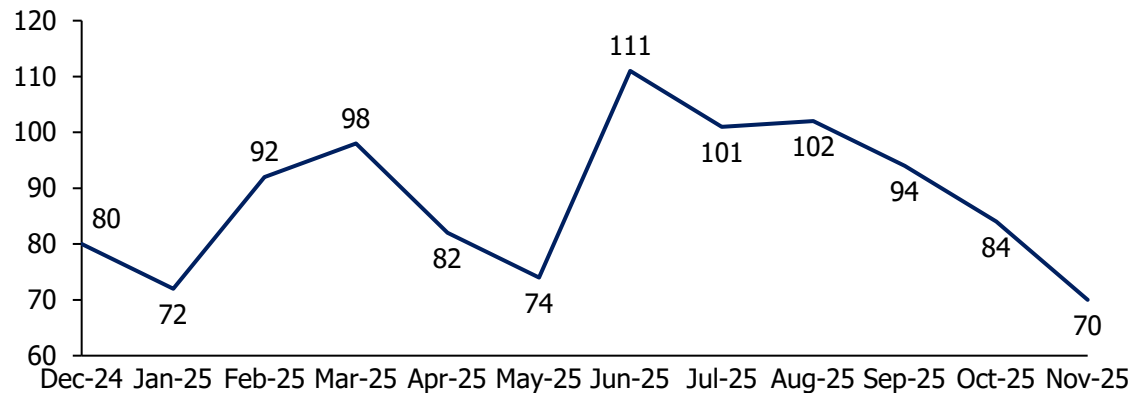
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	11	7	19	4
Monday	0	4	2	6	2
Tuesday	1	1	1	3	1
Wednesday	0	2	2	4	1
Thursday	0	7	4	11	3
Friday	0	9	4	13	3
Saturday	0	8	4	12	2

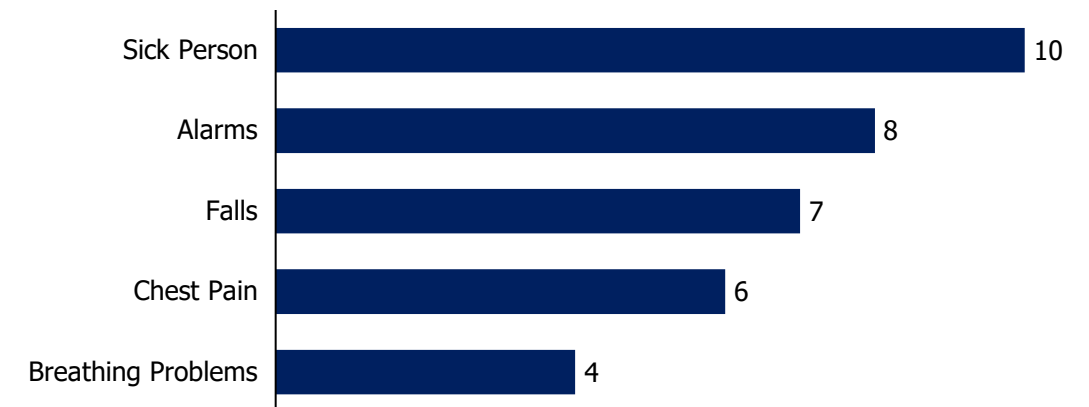
Assignment <1 min 50% 93%

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

Monthly Call Volume



Top Five Problem Natures

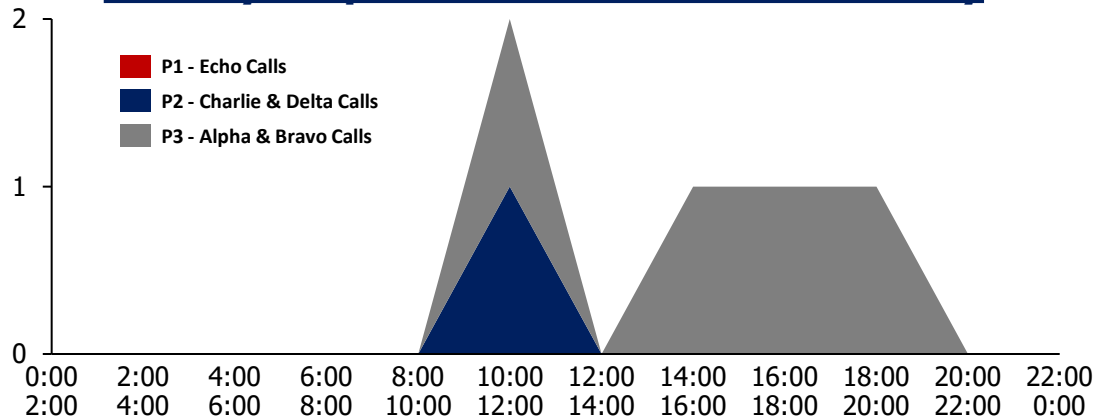




North Fork Fire



Priority Dispatched Calls Per Time of Day



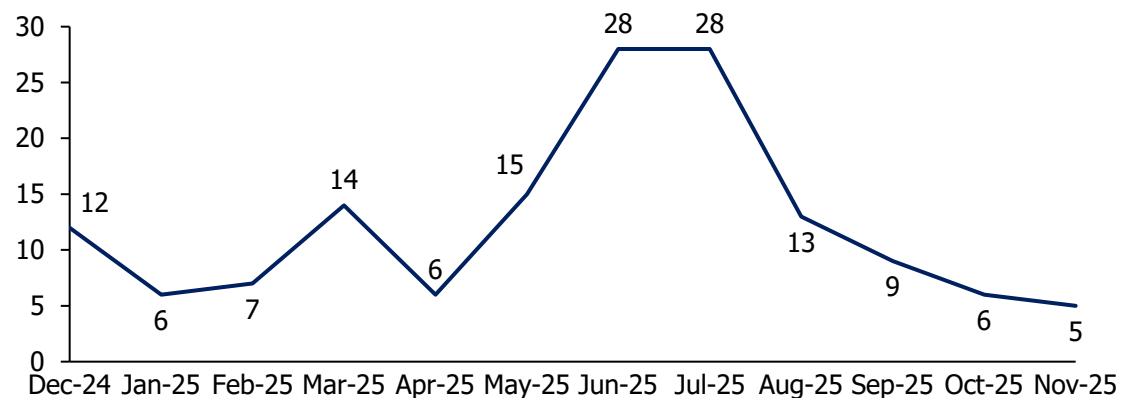
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min N/A 100%

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

Monthly Call Volume



Problem Natures

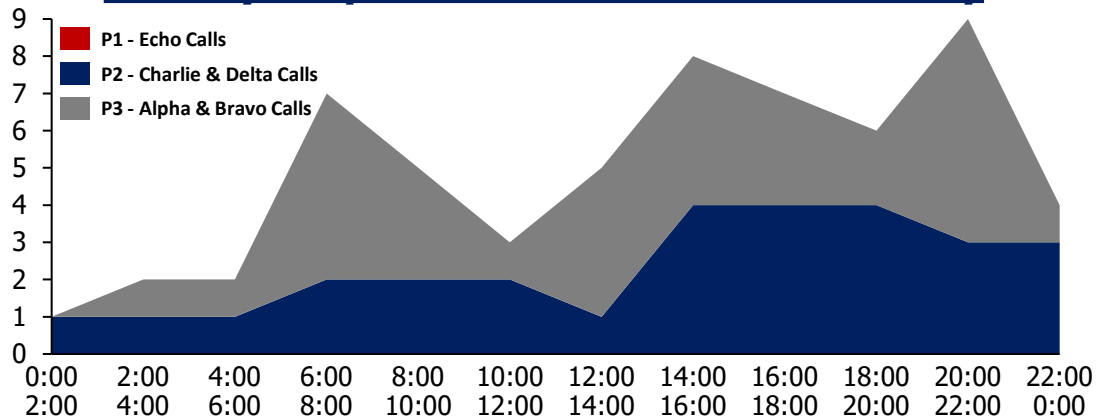




Highland Rescue



Priority Dispatched Calls Per Time of Day

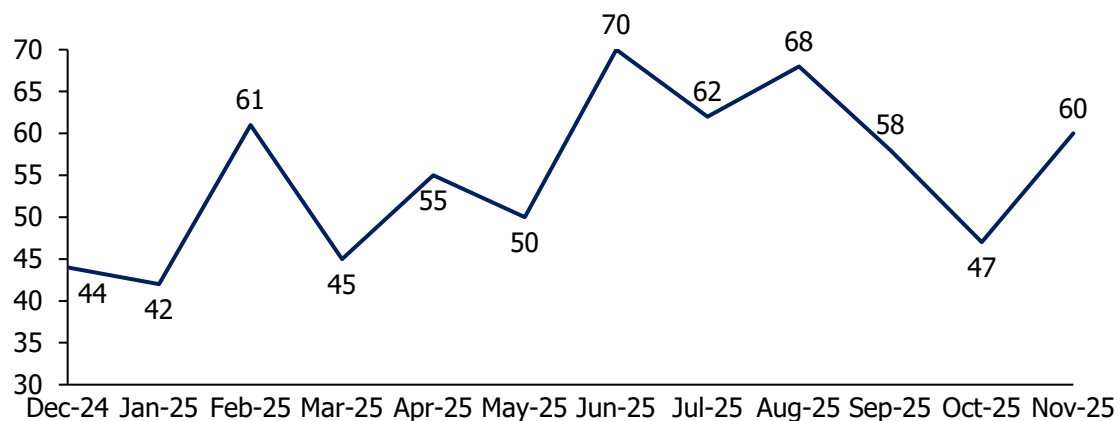


Daily Priority Call Volume and Entry to Assignment

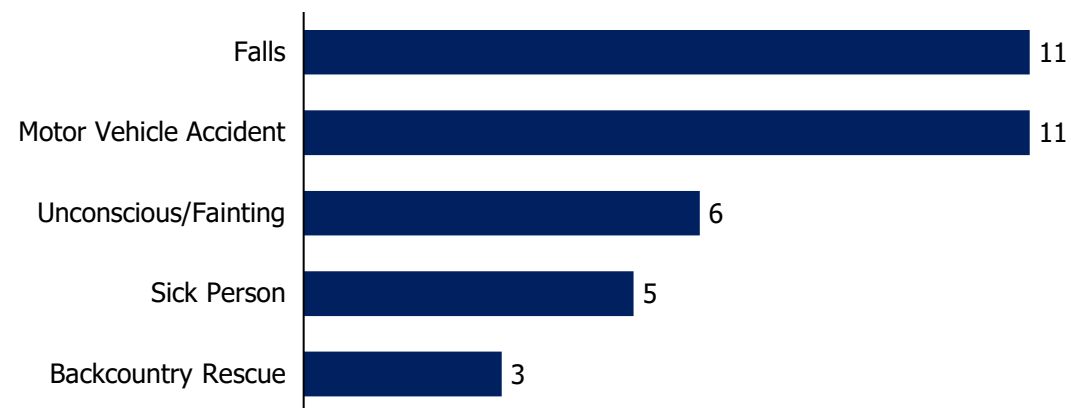
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	4	9	2
Monday	0	2	5	7	2
Tuesday	0	4	2	6	2
Wednesday	0	3	6	9	2
Thursday	0	3	5	8	2
Friday	0	4	6	10	3
Saturday	0	7	3	10	2
Assignment <1 min	N/A	89%			

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

Monthly Call Volume



Top Five Problem Natures

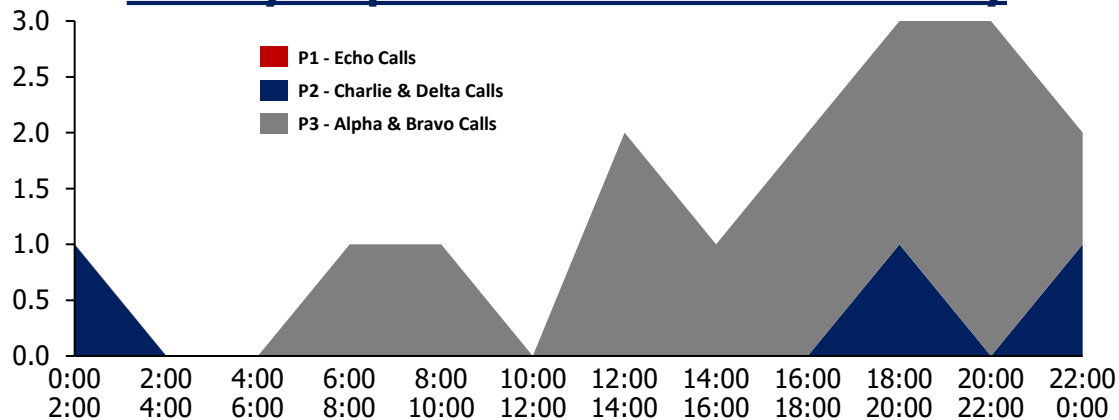




Genesee Fire



Priority Dispatched Calls Per Time of Day



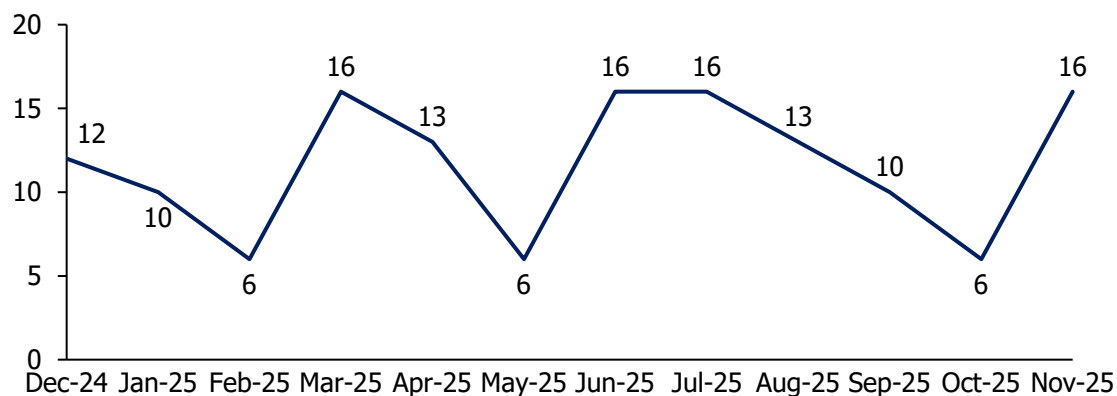
Daily Priority Call Volume and Entry to Assignment

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

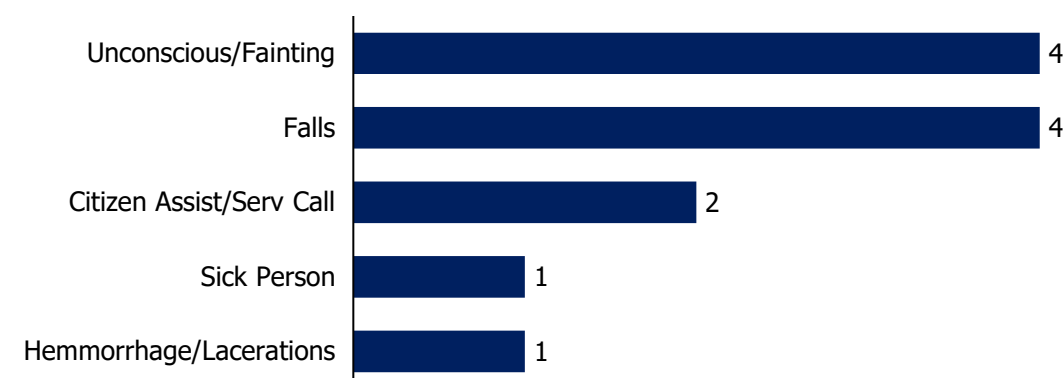
Assignment <1 min N/A 67%

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

Monthly Call Volume



Top Five Problem Natures

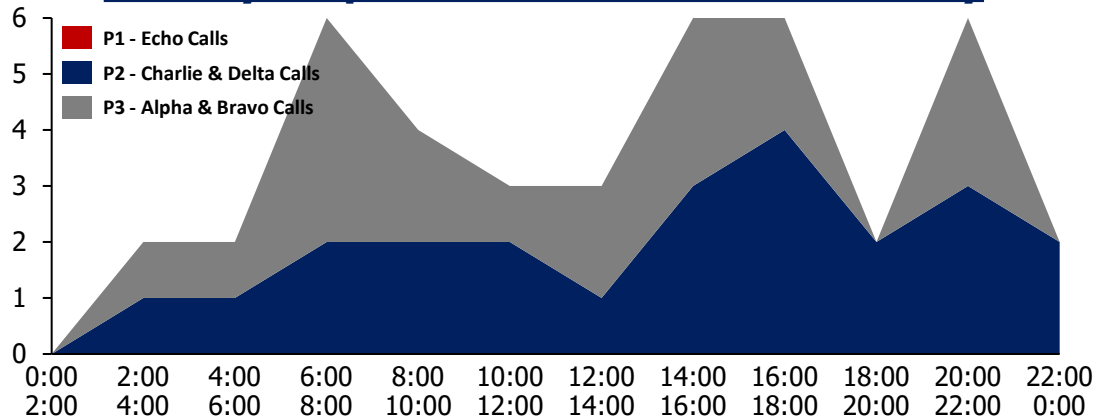




Foothills Fire



Priority Dispatched Calls Per Time of Day



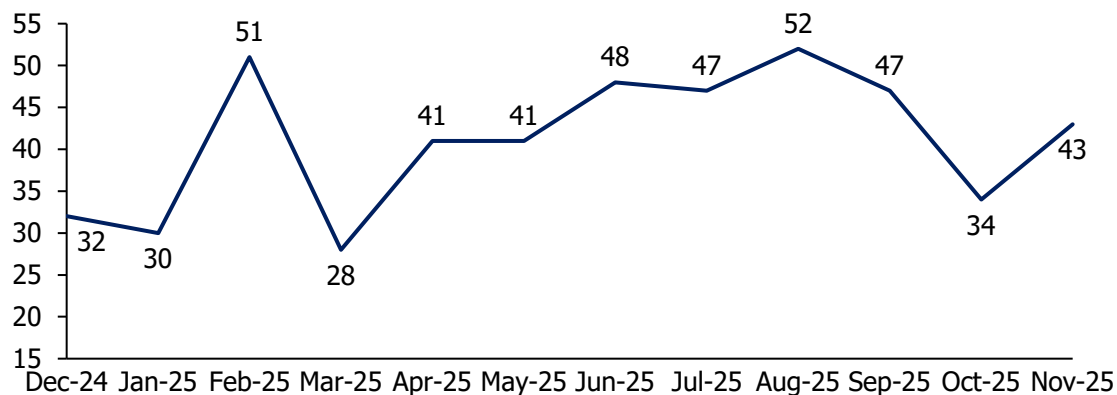
Daily Priority Call Volume and Entry to Assignment

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

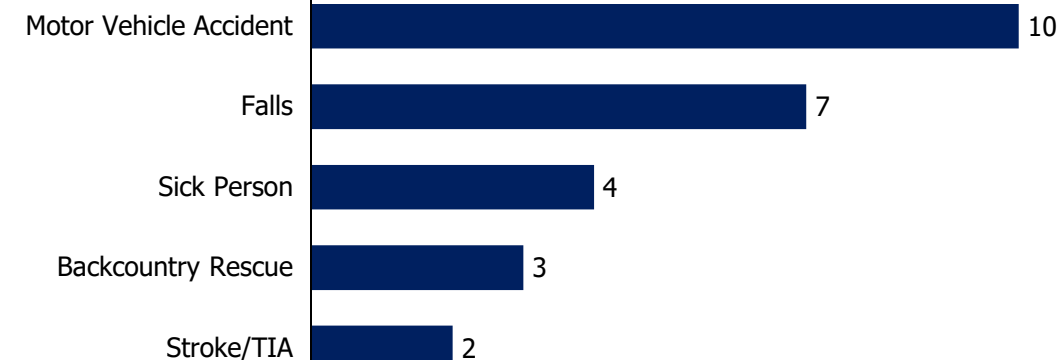
Assignment <1 min N/A 91%

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

Monthly Call Volume



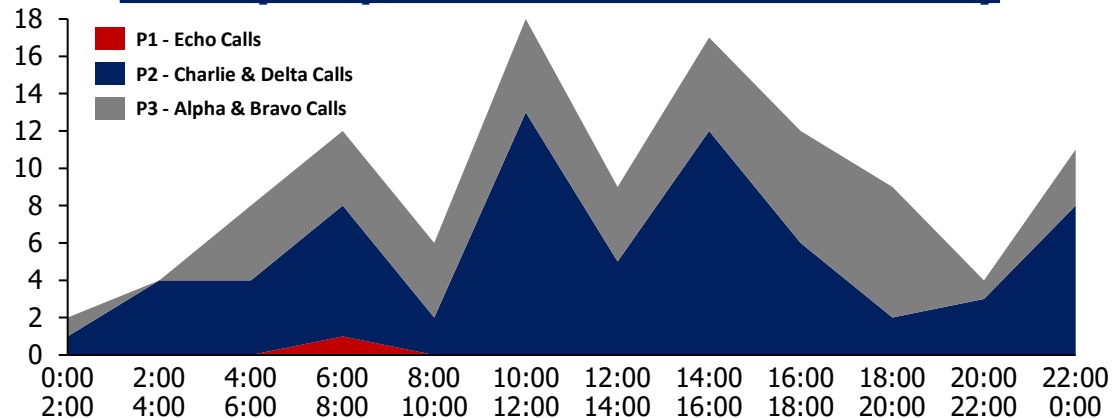
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day



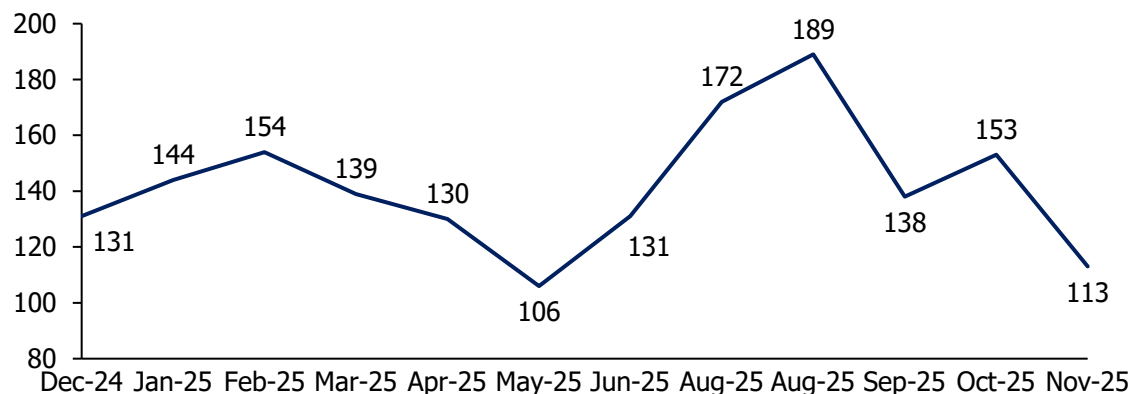
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	11	8	19	4
Monday	0	6	4	10	3
Tuesday	1	12	5	18	5
Wednesday	0	12	7	19	5
Thursday	0	8	5	13	3
Friday	0	6	7	13	3
Saturday	0	12	8	20	4

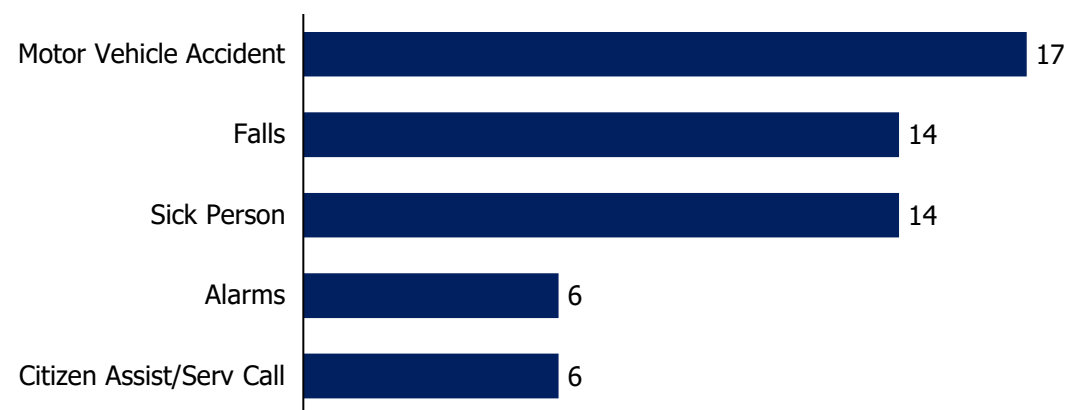
Assignment <1 min 100% 85%

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

Monthly Call Volume



Top Five Problem Natures

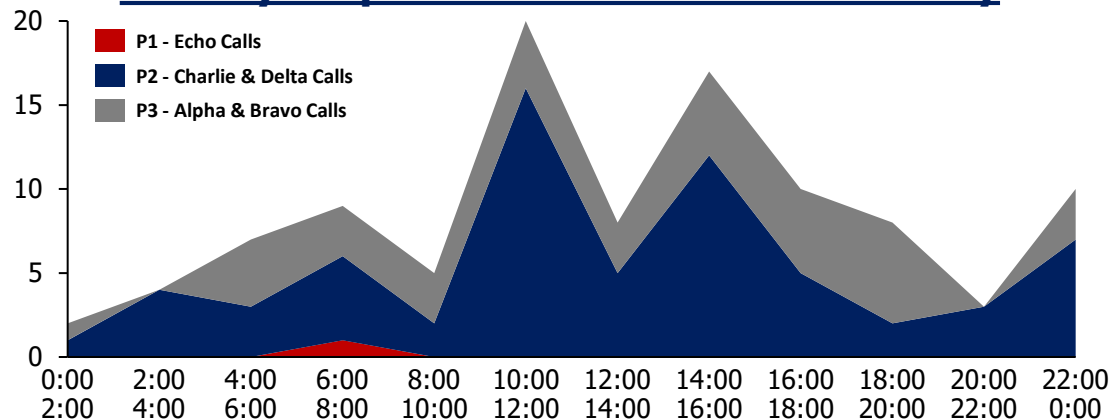




Clear Creek EMS



Priority Dispatched Calls Per Time of Day



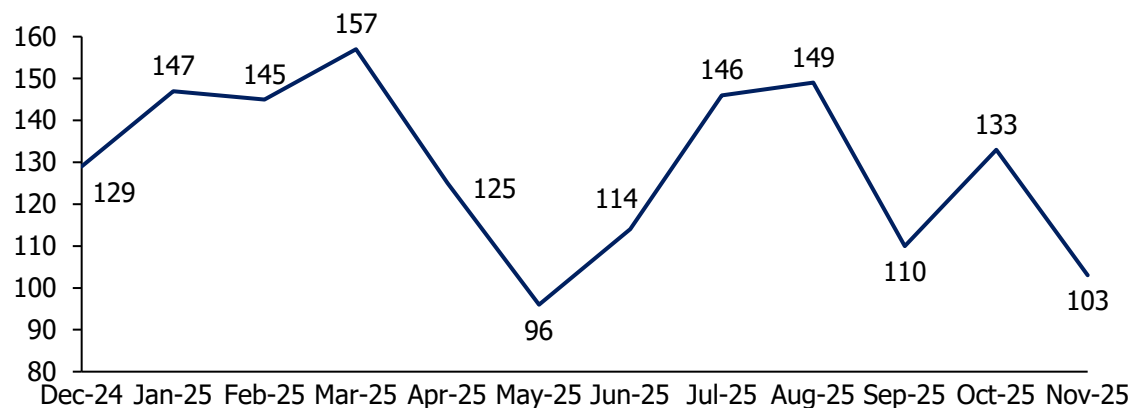
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	5	15	3
Monday	0	7	4	11	3
Tuesday	1	13	5	19	5
Wednesday	0	9	6	15	4
Thursday	0	6	5	11	3
Friday	0	8	6	14	4
Saturday	0	12	6	18	4

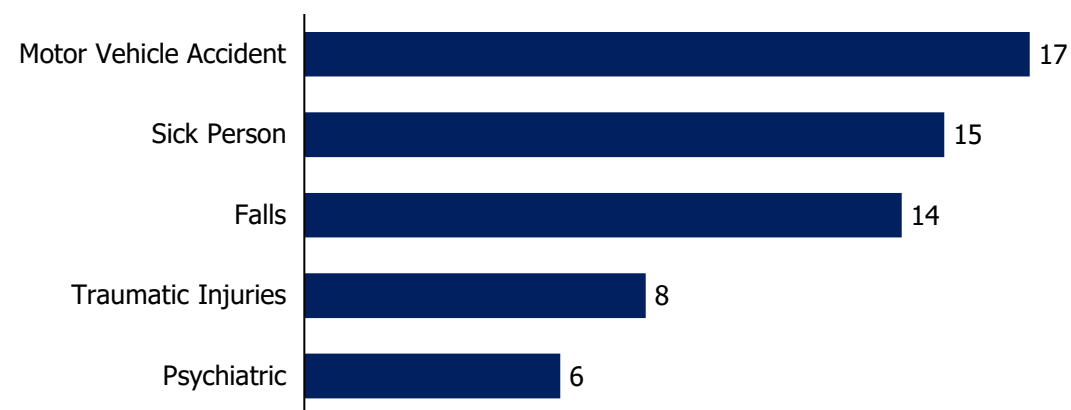
Assignment <1 min 100% 83%

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

Monthly Call Volume



Top Five Problem Natures

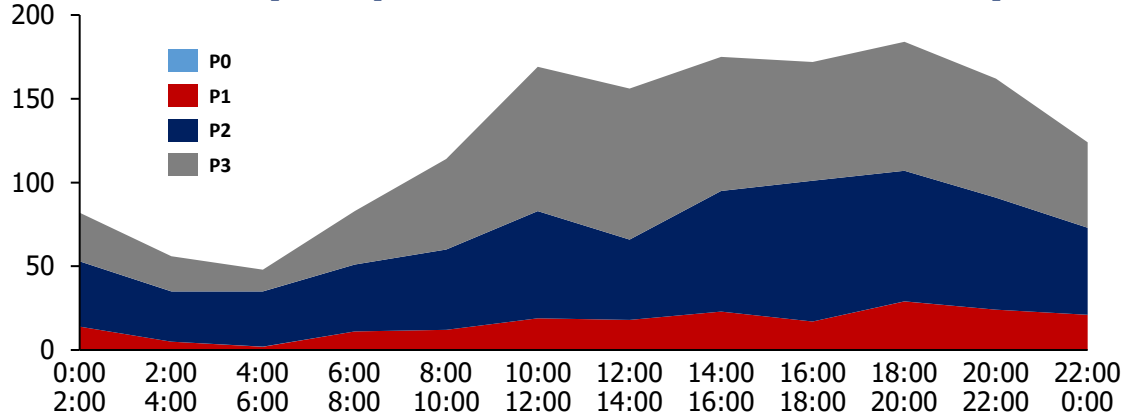




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

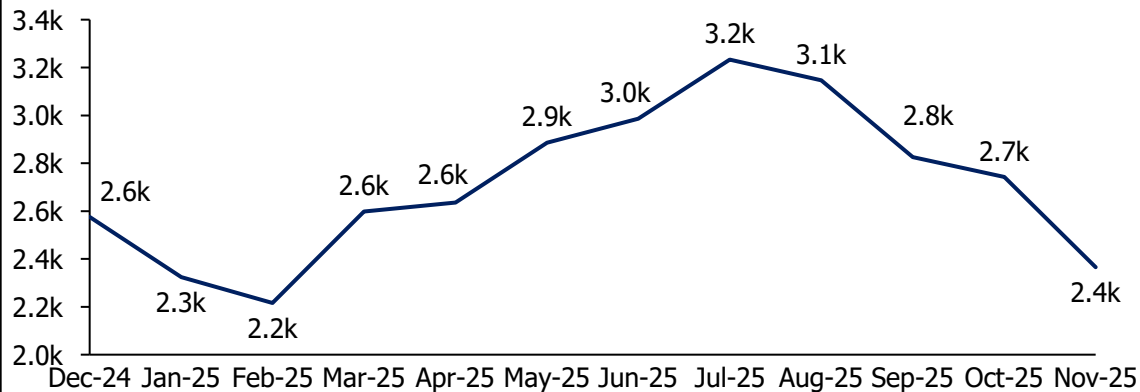


Daily Priority Call Volume and Entry to Assignment

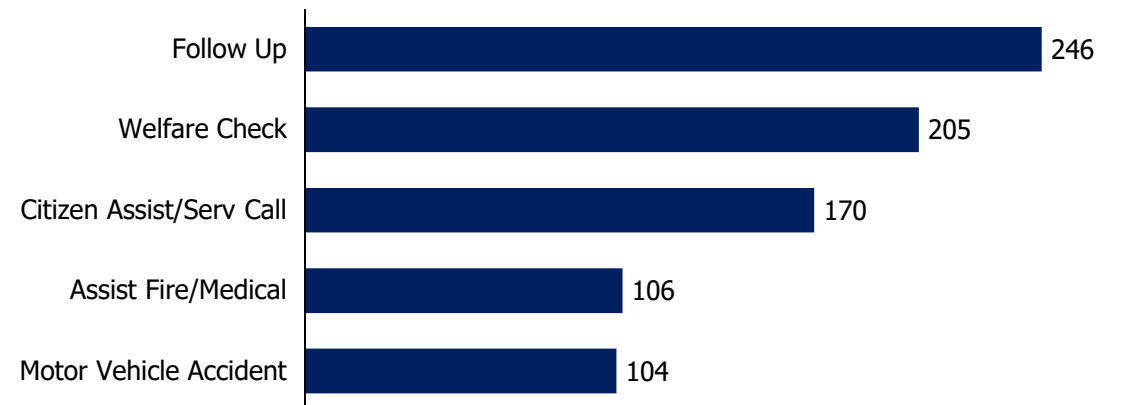
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	28	119	86	233	47
Monday	0	17	91	79	187	47
Tuesday	0	28	102	93	223	56
Wednesday	0	19	83	90	192	48
Thursday	0	32	70	98	200	50
Friday	0	35	72	118	225	56
Saturday	0	36	118	111	265	53
Assignment < 2 min		74%	44%			
Assignment < 4 min		92%	78%			

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

Monthly Call Volume



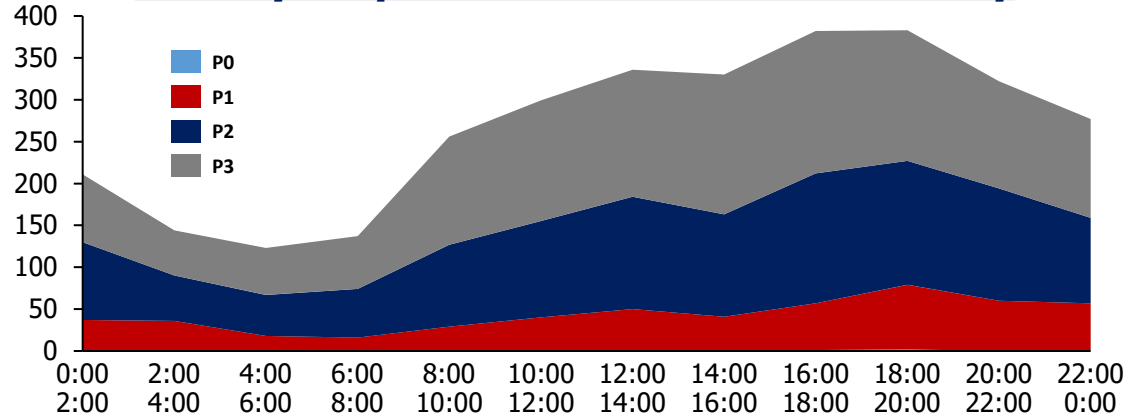
Top Five Problem Natures





Lakewood PD

Priority Dispatched Calls Per Time of Day

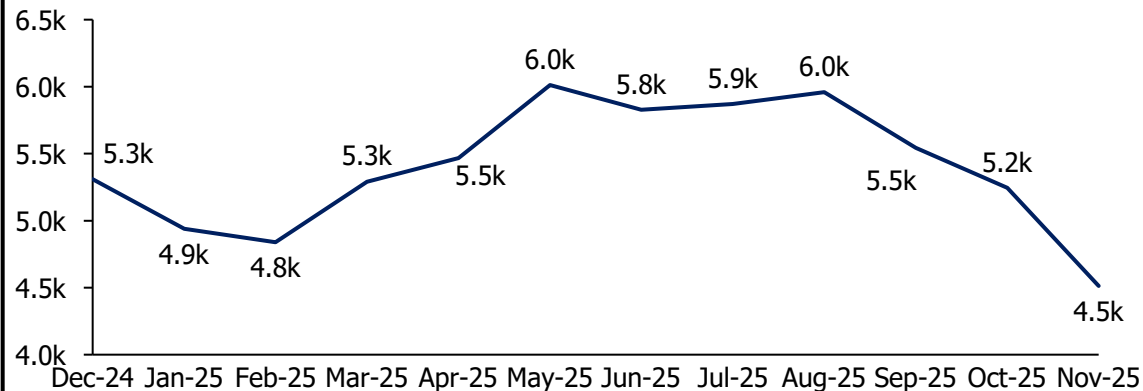


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	87	176	201	465	93
Monday	1	77	182	212	472	118
Tuesday	0	68	172	184	424	106
Wednesday	0	58	183	208	449	112
Thursday	0	62	171	162	395	99
Friday	1	75	171	203	450	113
Saturday	1	89	207	248	545	109
Assignment <2 min		72%	38%			
Assignment <4 min		87%	61%			

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

Monthly Call Volume



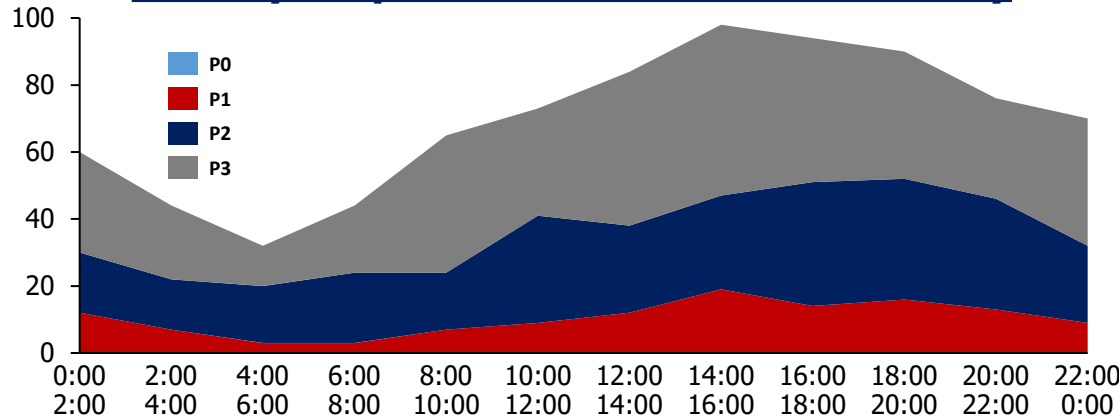
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

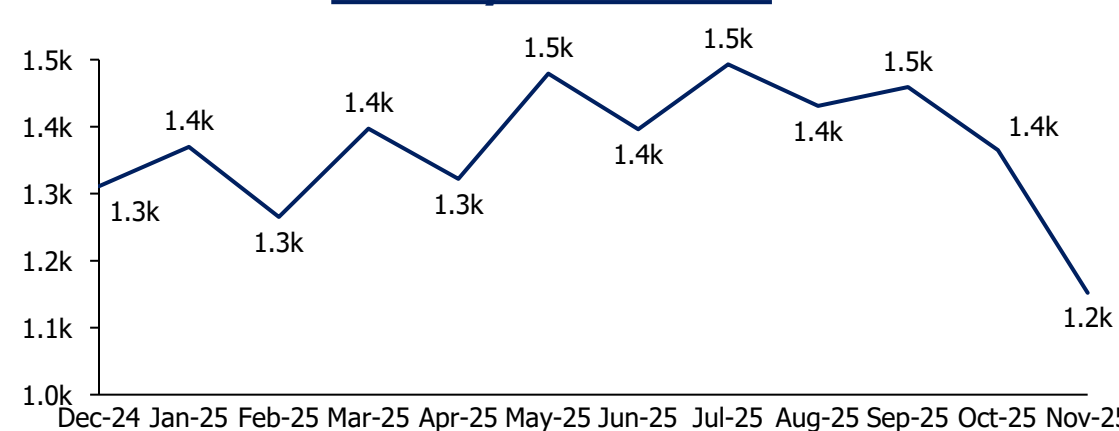


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	29	59	63	151	30
Monday	0	15	43	57	115	29
Tuesday	0	14	38	56	108	27
Wednesday	0	23	42	66	131	33
Thursday	0	16	36	44	96	24
Friday	0	10	37	48	95	24
Saturday	0	17	48	69	134	27
Assignment <2 min		77%	37%			
Assignment <4 min		89%	64%			

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

Monthly Call Volume



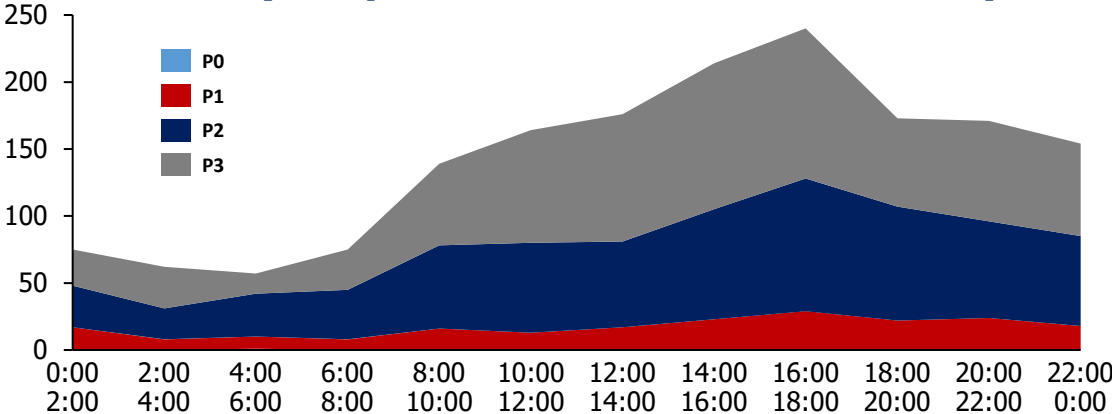
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

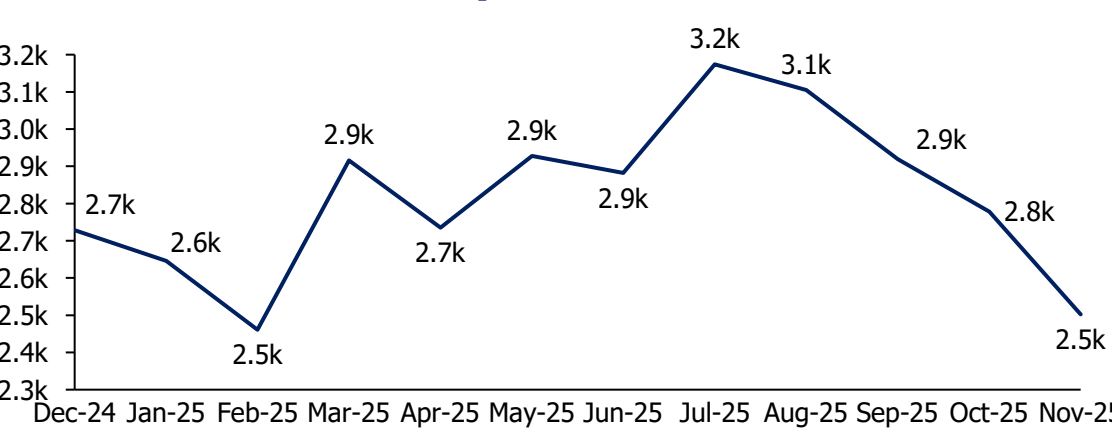


Daily Priority Call Volume and Entry to Assignment

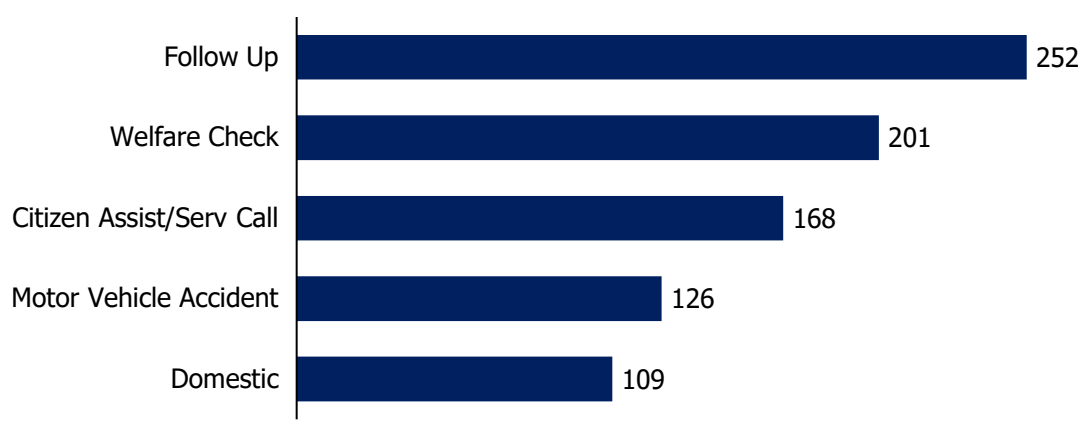
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	40	118	117	276	55
Monday	0	26	114	120	260	65
Tuesday	0	25	94	88	207	52
Wednesday	0	35	92	122	249	62
Thursday	0	32	82	109	223	56
Friday	0	20	96	98	214	54
Saturday	0	26	125	120	271	54
Assignment <2 min		75%	44%			
Assignment <4 min		85%	71%			

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

Monthly Call Volume



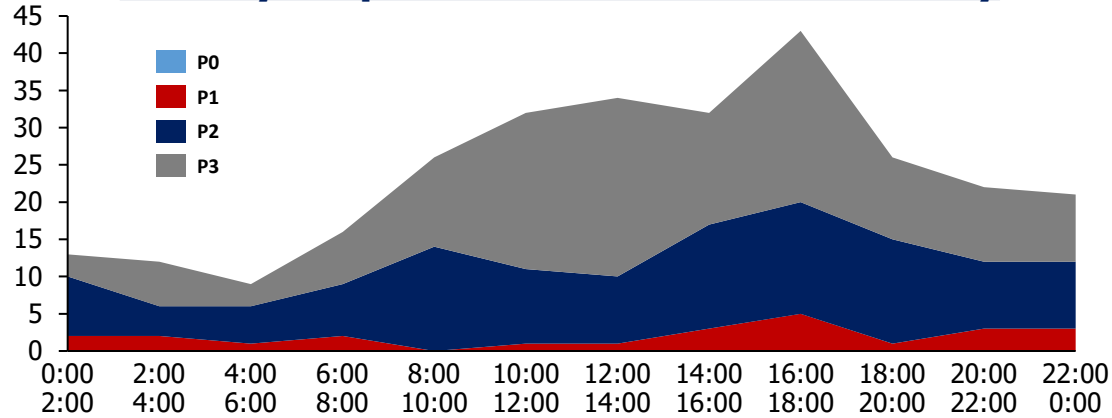
Top Five Problem Natures





Golden PD

Priority Dispatched Calls Per Time of Day

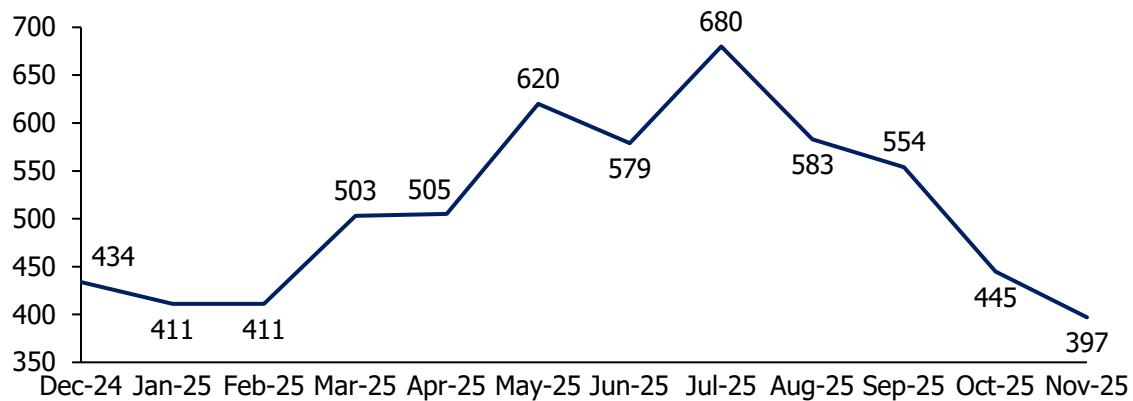


Daily Priority Call Volume and Entry to Assignment

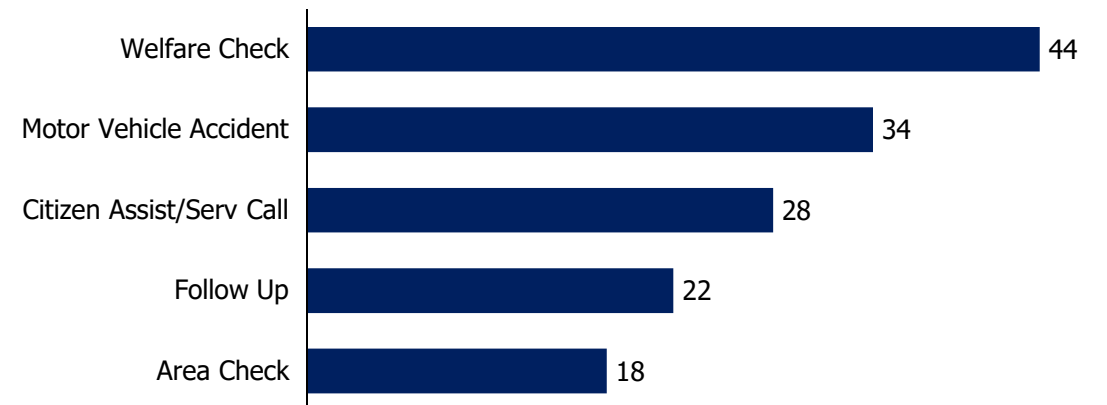
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	13	18	34	7
Monday	0	5	19	22	46	12
Tuesday	0	4	21	11	36	9
Wednesday	0	3	18	26	47	12
Thursday	0	3	14	17	34	9
Friday	0	3	14	23	40	10
Saturday	0	3	19	27	49	10
Assignment <2 min		92%	69%			
Assignment <4 min		96%	86%			

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

Monthly Call Volume



Top Five Problem Natures

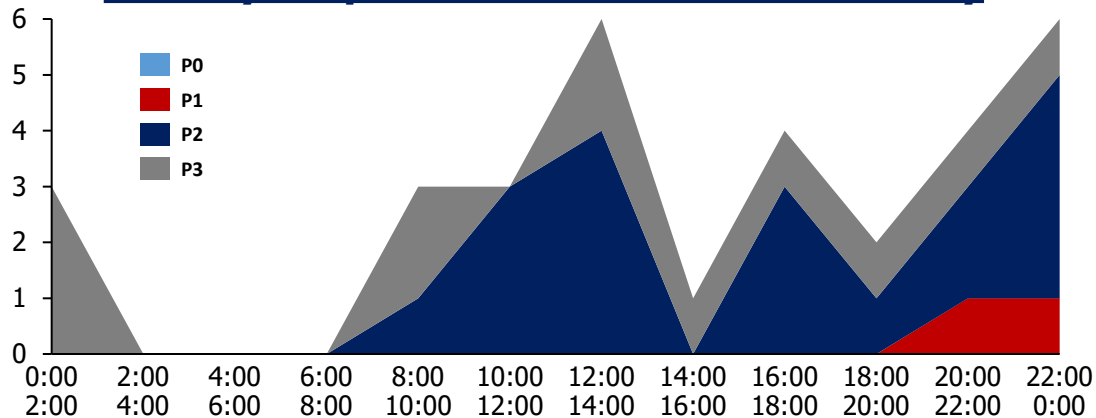




Lakeside PD



Priority Dispatched Calls Per Time of Day

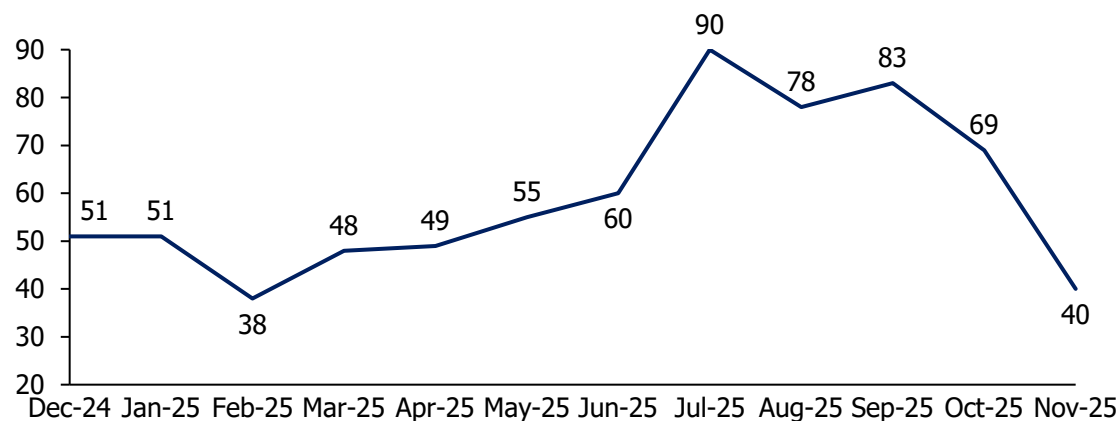


Daily Priority Call Volume and Entry to Assignment

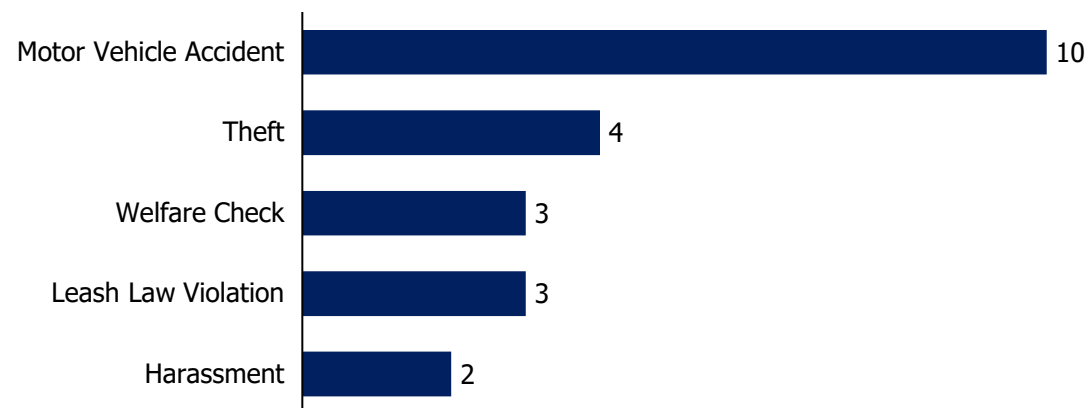
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	3	6	1
Monday	0	1	2	1	4	1
Tuesday	0	0	2	2	4	1
Wednesday	0	0	4	2	6	2
Thursday	0	0	0	2	2	1
Friday	0	0	3	0	3	1
Saturday	0	1	4	2	7	1
Assignment <2 min		100%	61%			
Assignment <4 min		100%	78%			

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

Monthly Call Volume



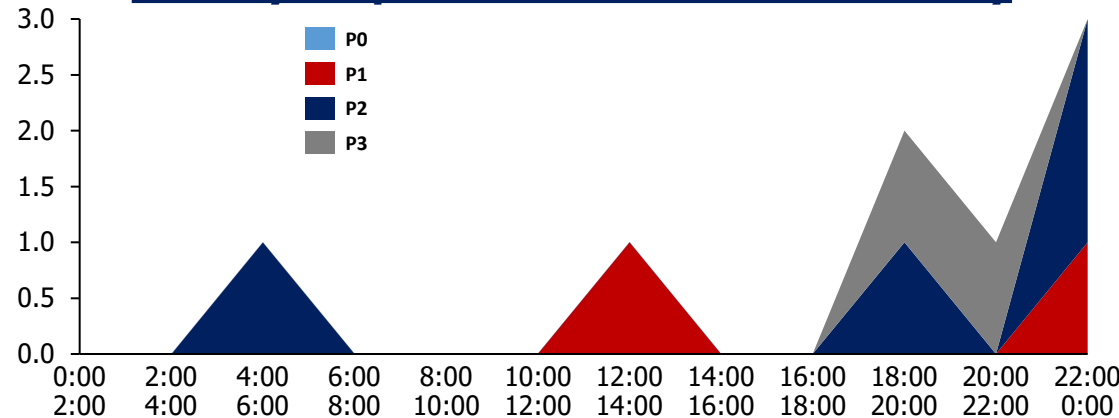
Top Five Problem Natures





Mountain View PD

Priority Dispatched Calls Per Time of Day

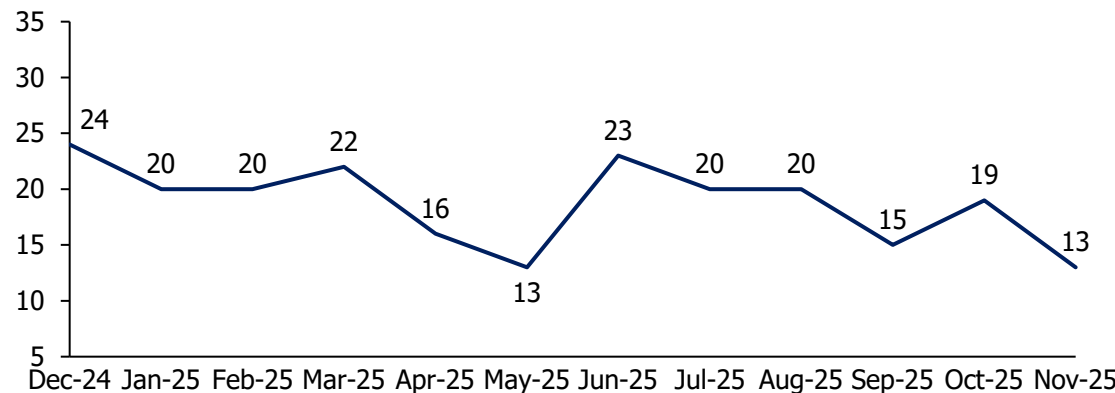


Daily Priority Call Volume and Entry to Assignment

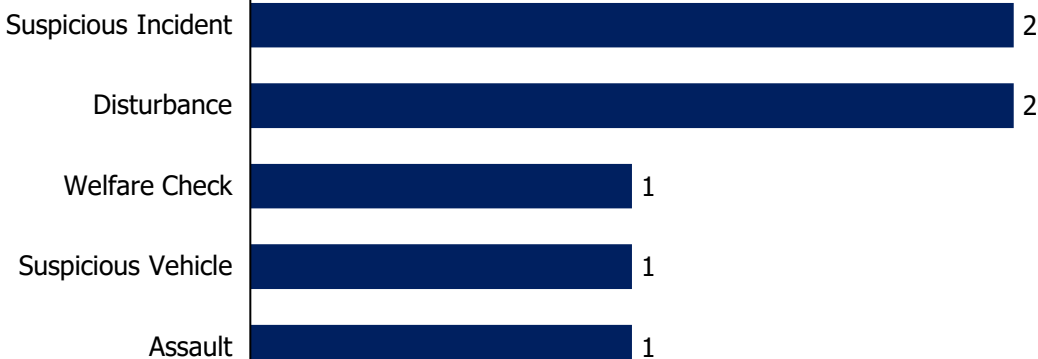
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	0	0	0	0
Tuesday	0	1	1	0	2	1
Wednesday	0	0	1	1	2	1
Thursday	0	1	0	0	1	0
Friday	0	0	1	0	1	0
Saturday	0	0	1	0	1	0
Assignment <2 min		100%	75%			
Assignment <4 min		100%	75%			

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

Monthly Call Volume



Top Five Problem Natures

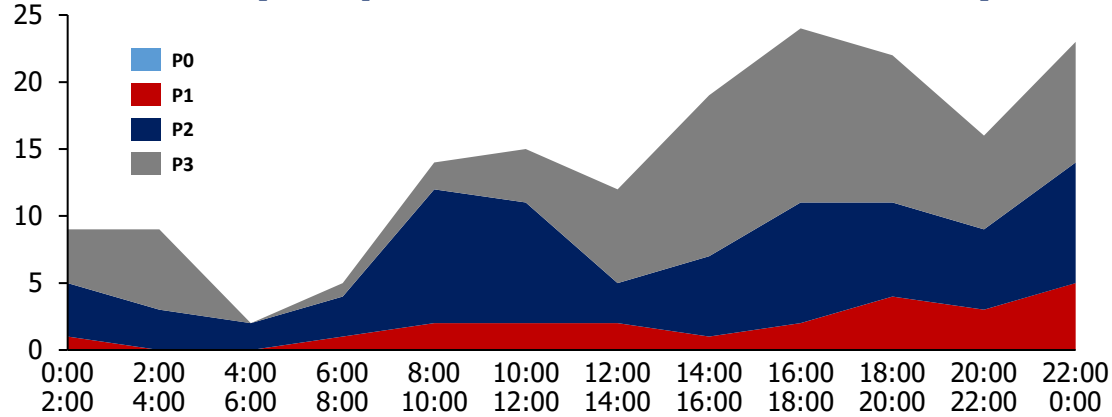




Edgewater PD



Priority Dispatched Calls Per Time of Day

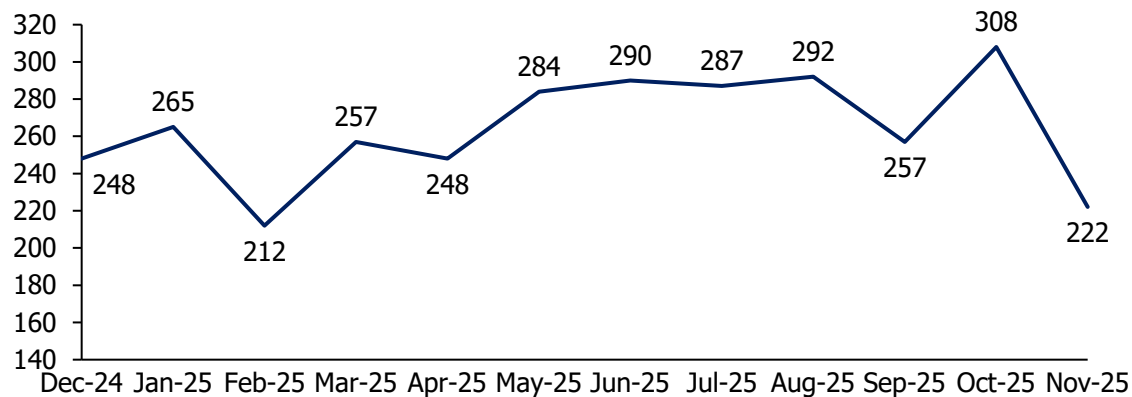


Daily Priority Call Volume and Entry to Assignment

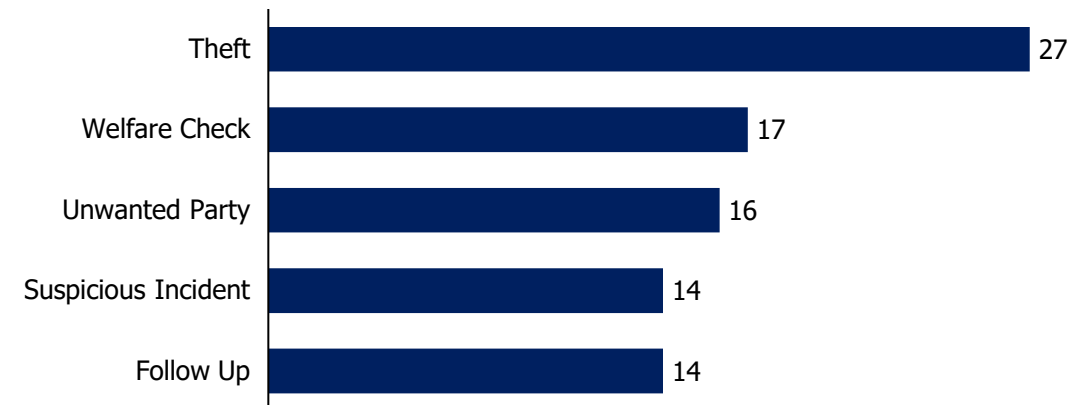
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	13	25	41	8
Monday	0	3	7	6	16	4
Tuesday	0	3	13	11	27	7
Wednesday	0	3	7	10	20	5
Thursday	0	2	10	7	19	5
Friday	0	4	8	13	25	6
Saturday	0	5	13	4	22	4
Assignment <2 min		70%	58%			
Assignment <4 min		83%	82%			

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

Monthly Call Volume



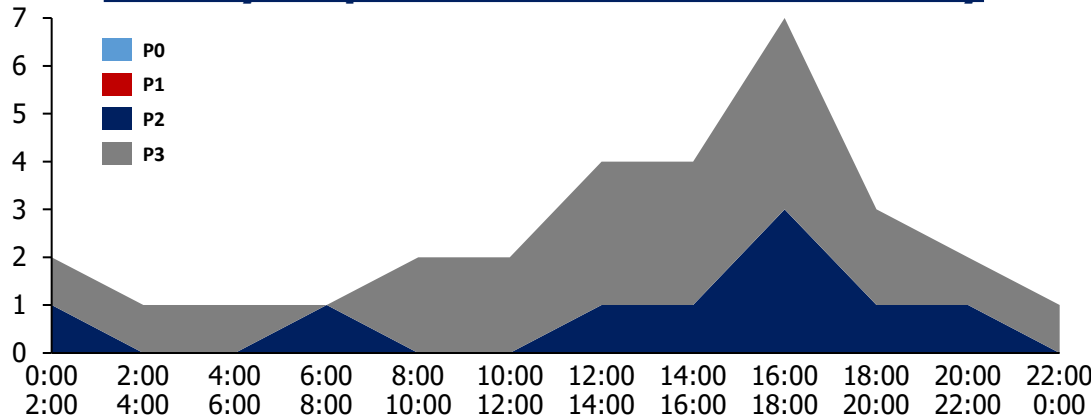
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

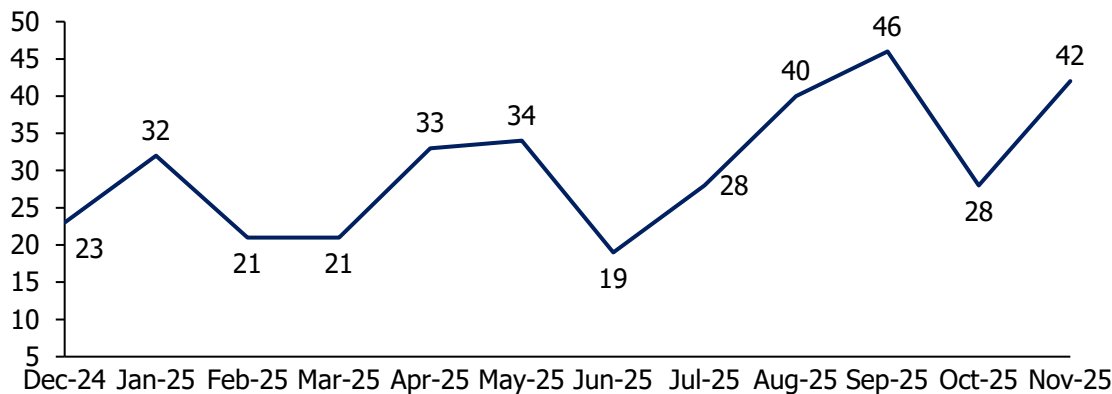


Daily Priority Call Volume and Entry to Assignment

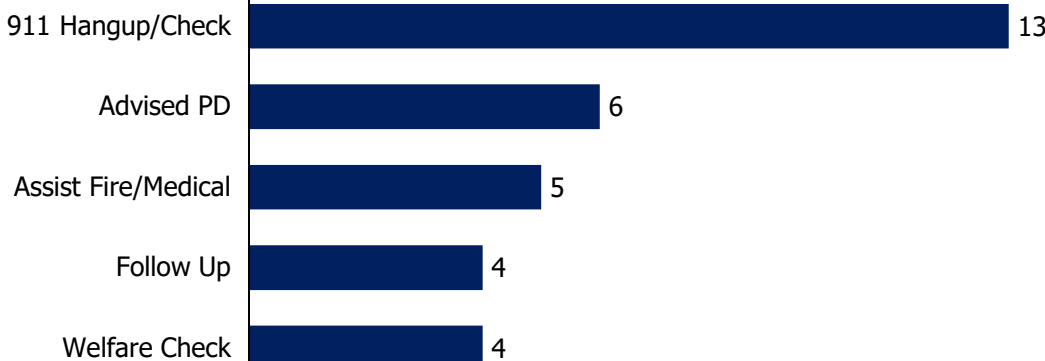
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	4	5	1
Monday	0	0	2	1	3	1
Tuesday	0	0	2	3	5	1
Wednesday	0	0	0	3	3	1
Thursday	0	0	1	2	3	1
Friday	0	0	0	3	3	1
Saturday	0	0	3	5	8	2
Assignment <2 min		N/A	44%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures



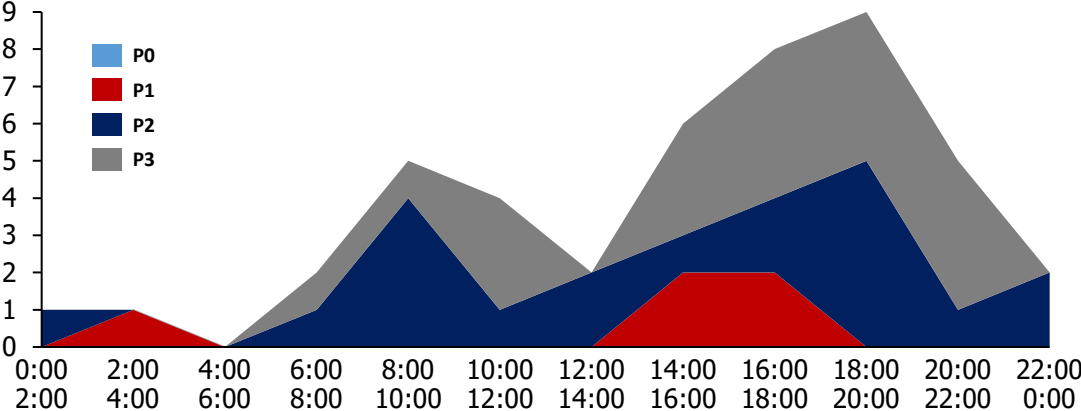


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

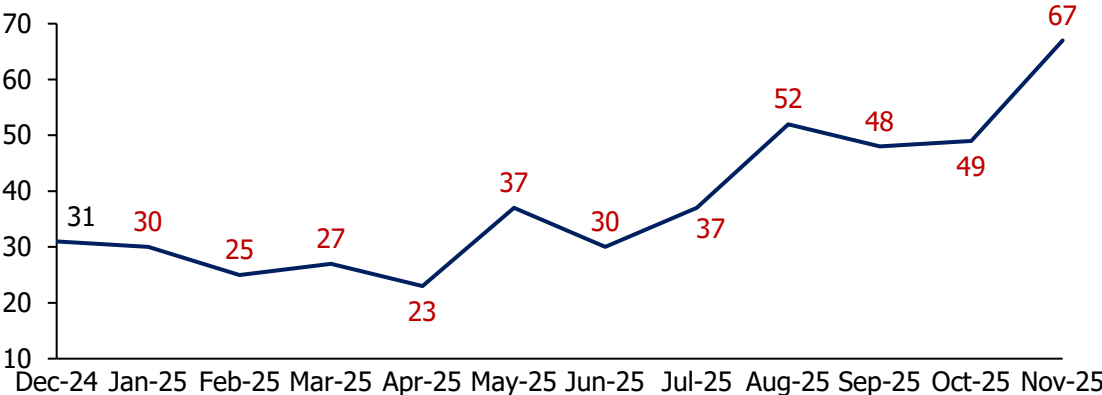


Daily Priority Call Volume and Entry to Assignment

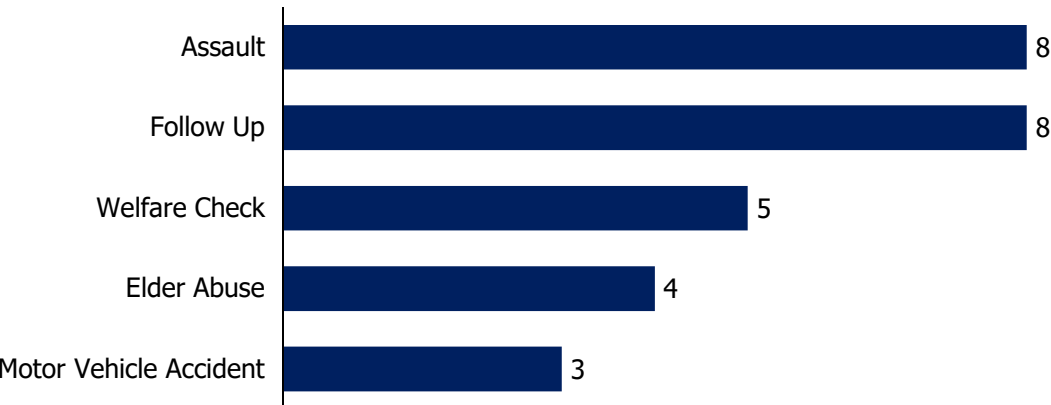
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	2	4	1
Monday	0	1	2	1	4	1
Tuesday	0	1	2	5	8	2
Wednesday	0	1	2	4	7	2
Thursday	0	1	1	0	2	1
Friday	0	0	5	5	10	3
Saturday	0	1	6	3	10	2
Assignment <2 min		80%	25%			
Assignment <4 min		80%	55%			

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

Monthly Call Volume



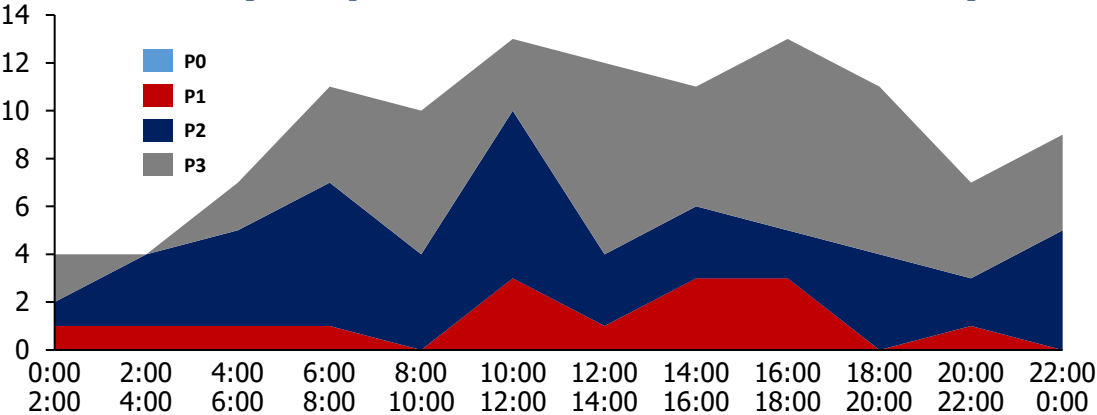
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

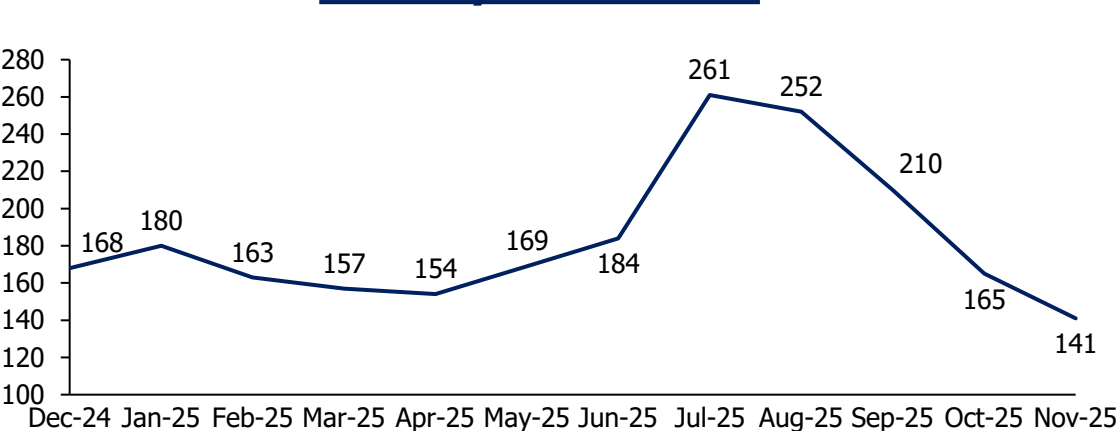


Daily Priority Call Volume and Entry to Assignment

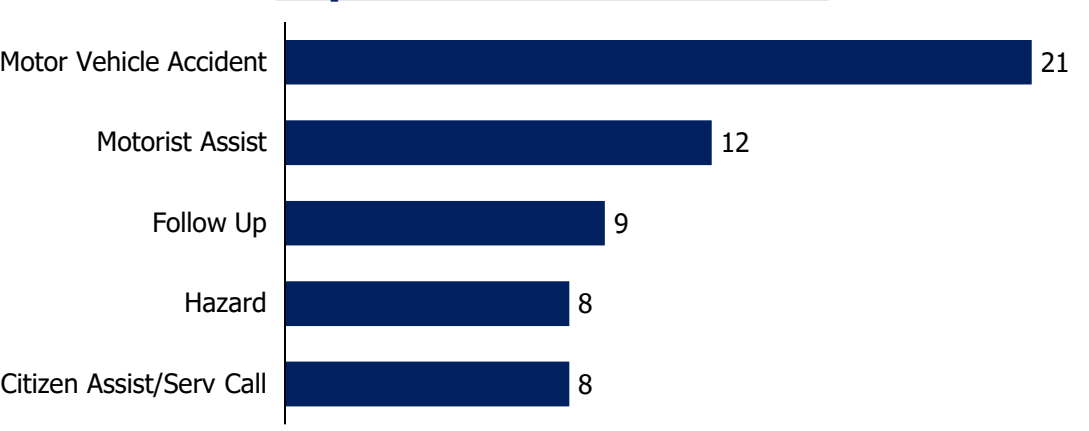
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	8	9	18	4
Monday	0	2	3	6	11	3
Tuesday	0	4	6	5	15	4
Wednesday	0	0	4	6	10	3
Thursday	0	0	6	3	9	2
Friday	0	2	8	14	24	6
Saturday	0	6	9	10	25	5
Assignment <2 min		67%	45%			
Assignment <4 min		93%	77%			

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

Monthly Call Volume



Top Five Problem Natures

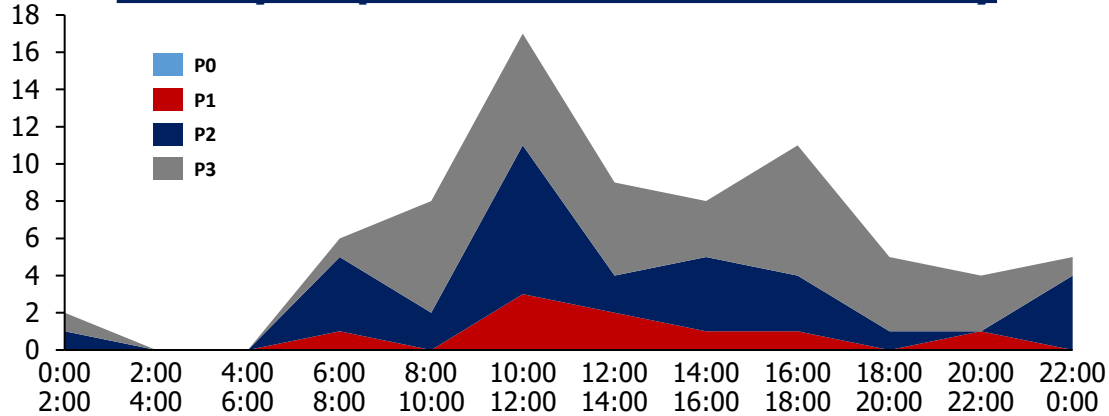




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

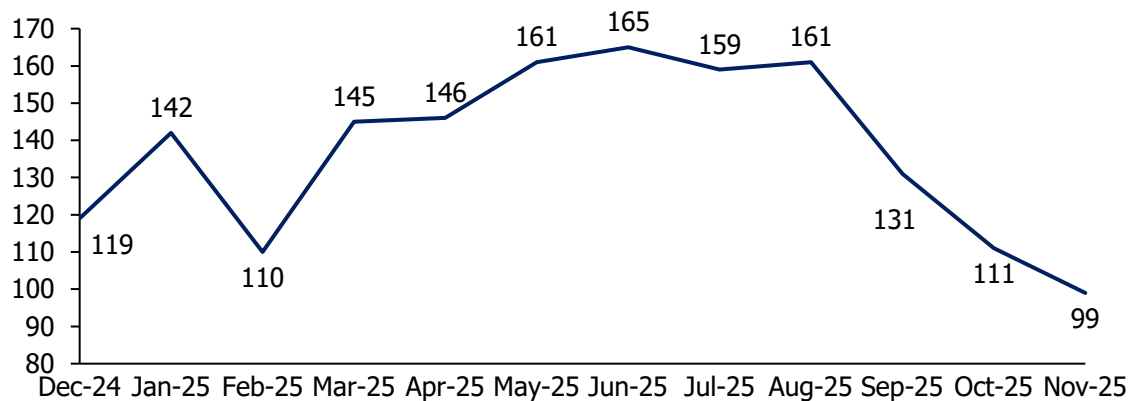


Daily Priority Call Volume and Entry to Assignment

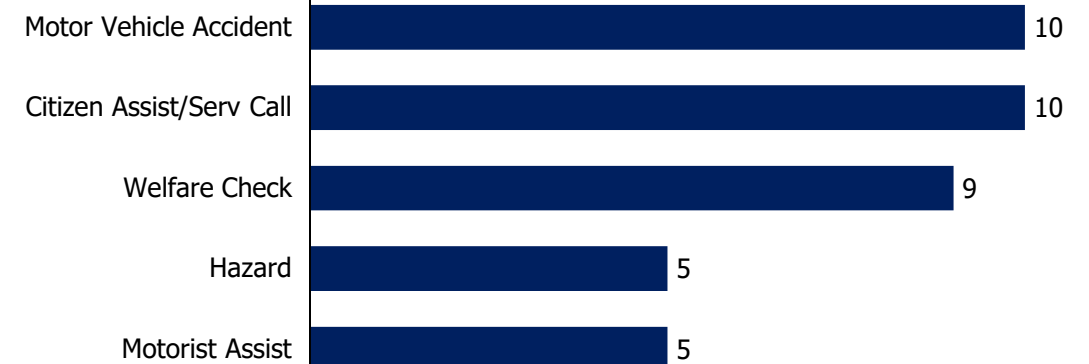
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	5	7	1
Monday	0	1	4	2	7	2
Tuesday	0	4	7	4	15	4
Wednesday	0	2	4	7	13	3
Thursday	0	0	3	6	9	2
Friday	0	2	6	2	10	3
Saturday	0	0	3	11	14	3
Assignment <2 min		56%	59%			
Assignment <4 min		78%	79%			

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

Monthly Call Volume



Top Five Problem Natures

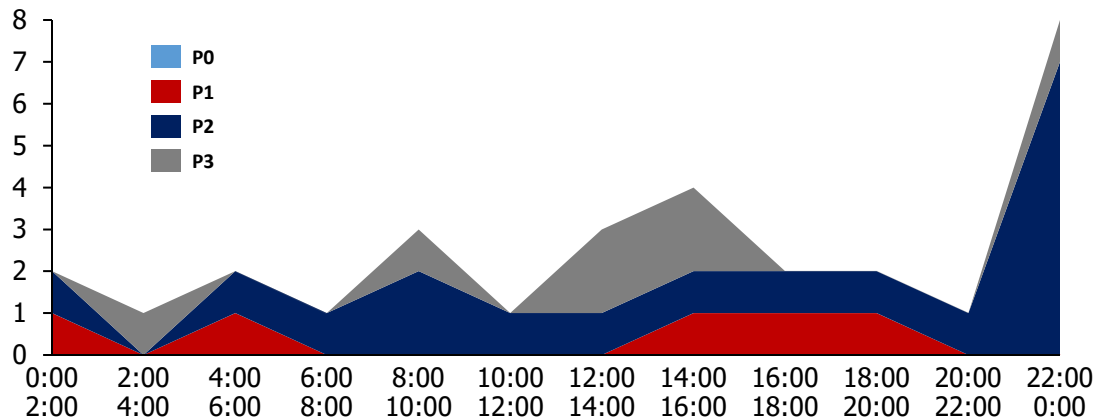




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

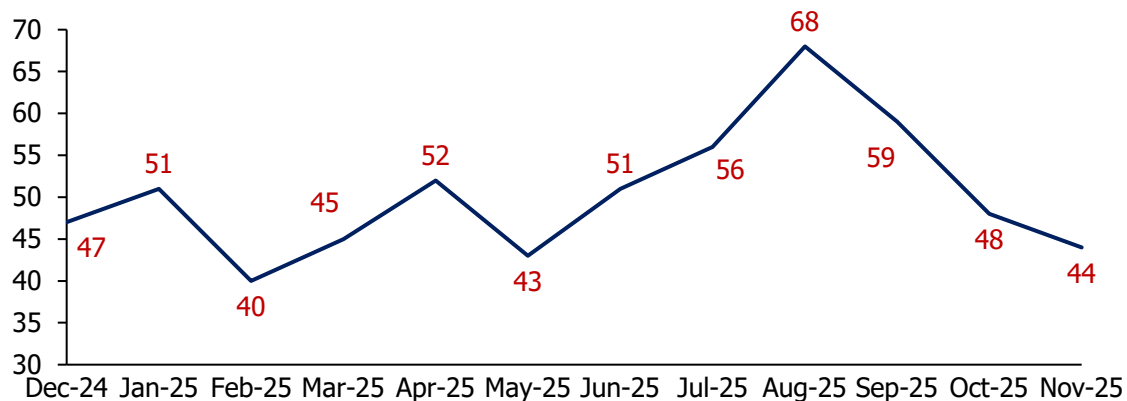


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	2	1	5	1
Monday	0	0	0	0	0	0
Tuesday	0	0	6	0	6	2
Wednesday	0	0	0	1	1	0
Thursday	0	2	1	0	3	1
Friday	0	1	3	2	6	2
Saturday	0	0	6	3	9	2
Assignment <2 min		100%	61%			
Assignment <4 min		100%	89%			

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

Monthly Call Volume



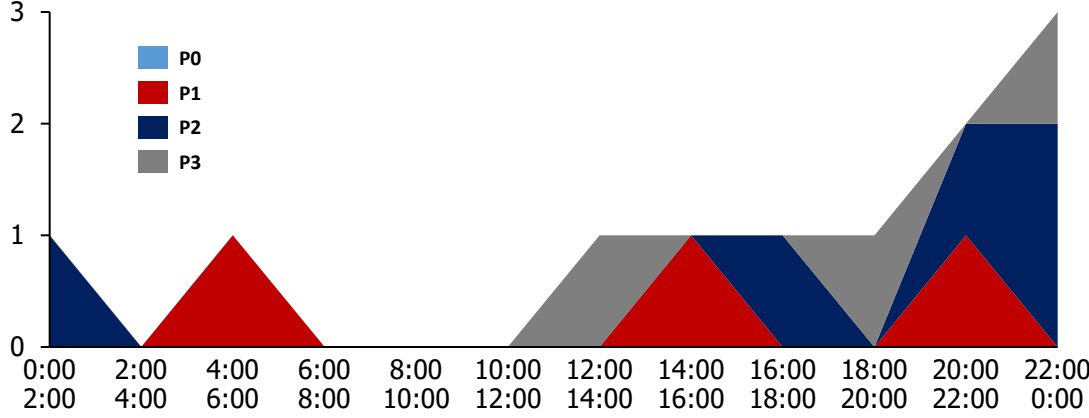
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

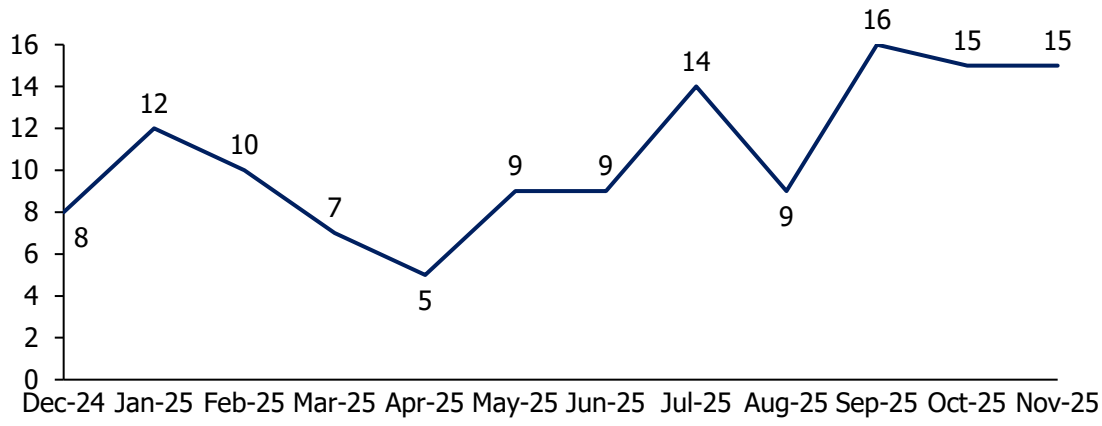


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	1	1	2	1
Tuesday	0	1	1	0	2	1
Wednesday	0	0	1	1	2	1
Thursday	0	0	0	0	0	0
Friday	0	0	1	1	2	1
Saturday	0	2	0	0	2	0
Assignment <2 min		100%	60%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

