



Jefferson County Communications Center Authority
JEFFCOM911

October 2025
Monthly Report



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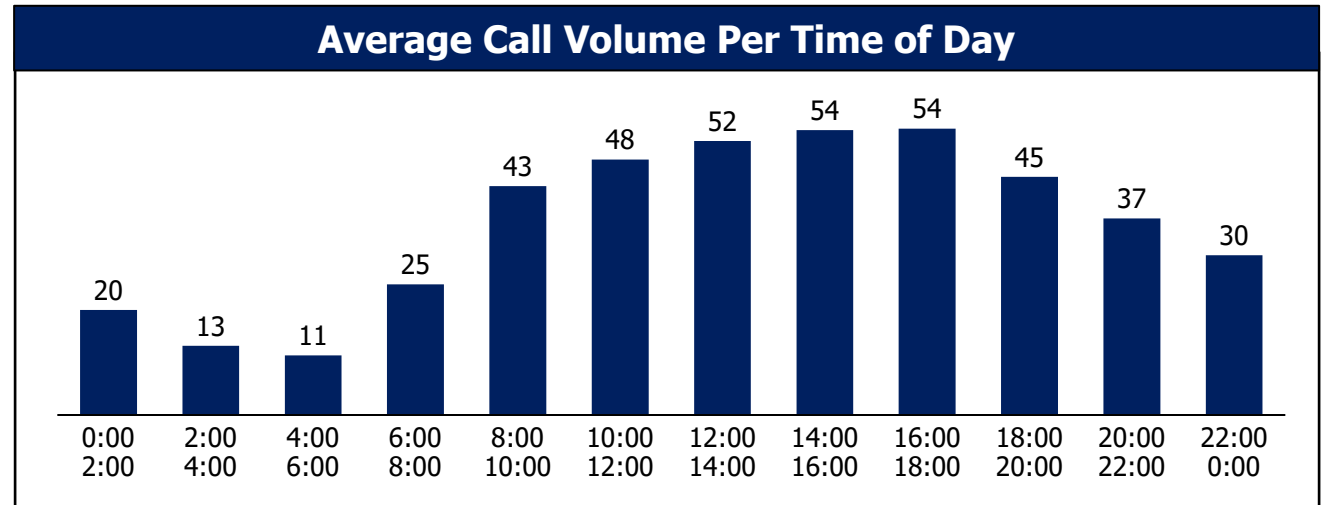


Law Stats

Calls Received, Processed, and Dispatched



Agency	October Calls	% Total	6 Month Trend
Lakewood PD	5,244	27.4%	
Arvada PD	2,778	14.5%	
Jeffco Sheriff	2,743	14.4%	
Wheat Ridge PD	1,365	7.1%	
Golden PD	445	2.3%	
Edgewater PD	308	1.6%	
Clear Creek Sheriff	165	0.9%	
Idaho Springs PD	111	0.6%	
Georgetown PD*	48	0.3%	
Morrison PD**	49	0.3%	
Georgetown PD	48	0.3%	
CSM PD	28	0.1%	
Mountain View PD	19	0.1%	
Empire PD	15	0.1%	
Total	13,387	70.0%	






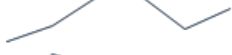








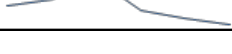


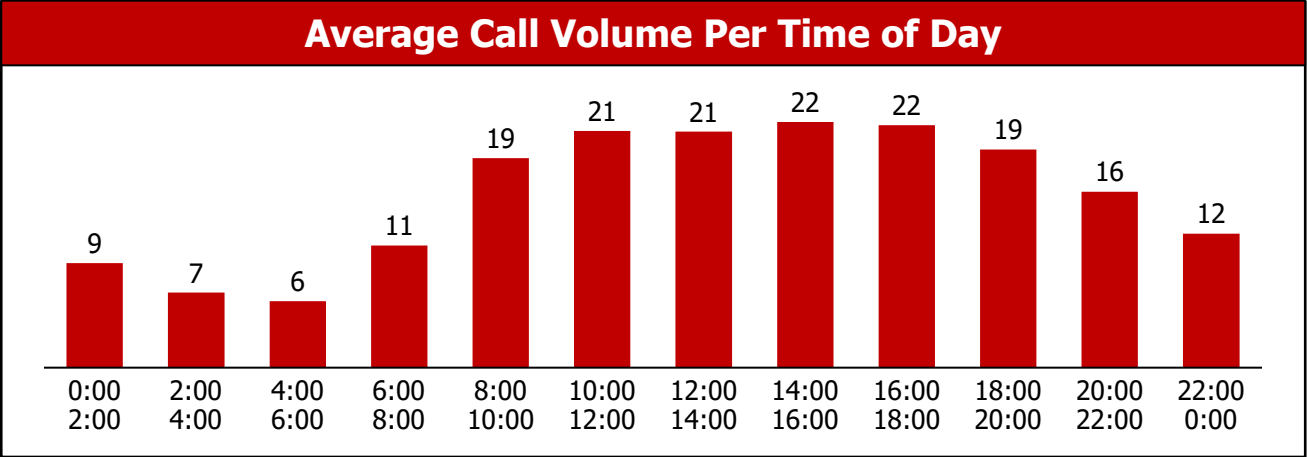
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	157	531	516	134	218	107	1,665	13.8%
Monday	1	131	462	511	162	364	93	1,724	14.3%
Tuesday	1	122	492	518	151	326	95	1,705	14.1%
Wednesday	4	169	601	687	222	429	101	2,213	14.7%
Thursday	2	160	620	675	196	379	105	2,137	14.2%
Friday	1	173	679	686	178	421	125	2,263	15.0%
Saturday	4	153	554	518	116	234	101	1,680	13.9%
Total	15	1,065	3,939	4,111	1,159	2,371	727	13,387	

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	10	431	248	9	0	3	701	13.6%
Monday	11	433	272	5	0	4	725	14.1%
Tuesday	12	401	252	6	0	5	676	13.2%
Wednesday	21	563	361	11	0	2	958	14.9%
Thursday	19	565	356	12	0	2	954	14.8%
Friday	21	606	347	9	0	4	987	15.4%
Saturday	13	439	249	13	0	5	719	14.0%
Total	107	3,438	2,085	65	0	25	5,720	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	91.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	95.1%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	47.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	86.9%	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%	93.3%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	91.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	82.7%	Target average of 95% with a minimum of 80%

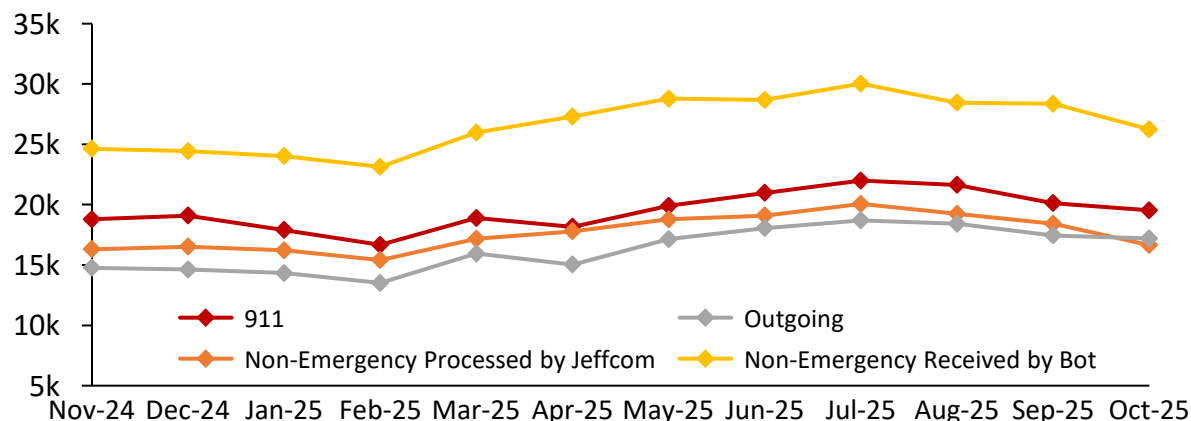
Analysis
Root Cause: Call Answering Time Extensive analysis has identified a deficiency in call-taking numbers, indicating the need to increase the number of emergency call takers during peak daytime hours.
Remediation: Call Answering Time The Jeffcom Operations Management Team has undertaken extensive 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.
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 01:55 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

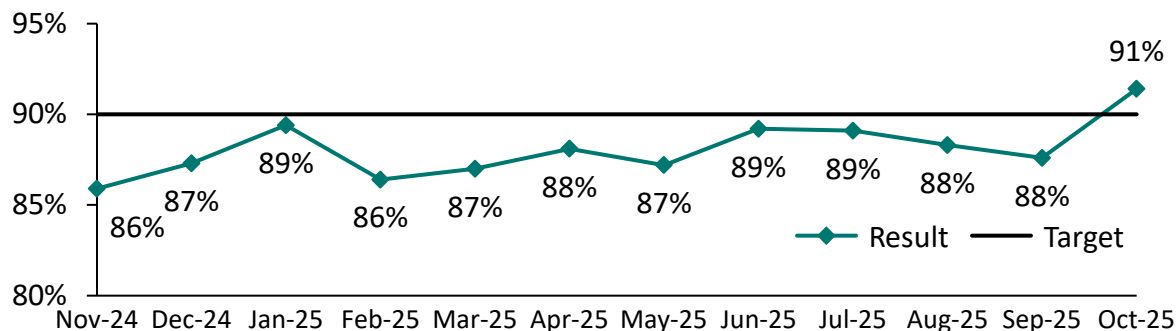
Call Volumes



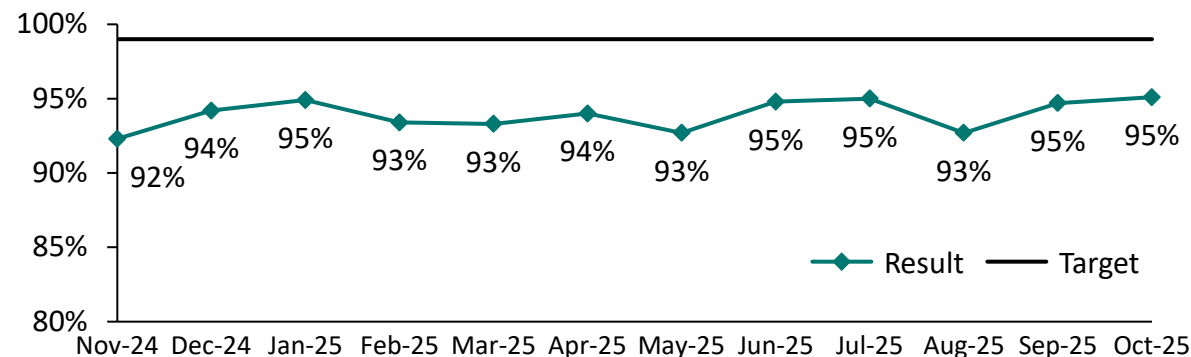
Trend Table

Average Daily Calls	Oct-25	Sep-25	Oct-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	554	581	509	↓ -5%	↑ 9%
Incoming - Admin to Bot	847	946	528	↓ -10%	↑ 60% *
Incoming - Admin to Jeffcom	537	614	857	↓ -13%	↓ -37%
Incoming - 911	630	671	683	↓ -6%	↓ -8%
911 calls answered within 15 seconds	91.4%	87.6%	74.8%	↑ 3.7%	↑ 16.6%
911 calls answered within 40 seconds	95.1%	94.7%	85.1%	↑ 0.3%	↑ 10.0%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



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



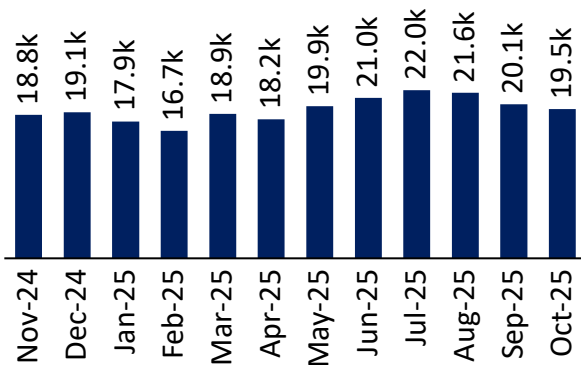
Call Volume/Agency Specific Inquiries



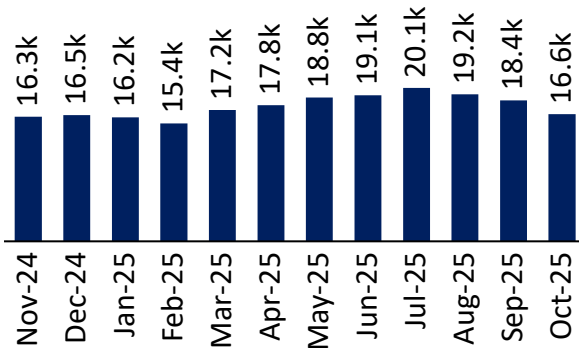
JEFFCOM

12 Month Trends

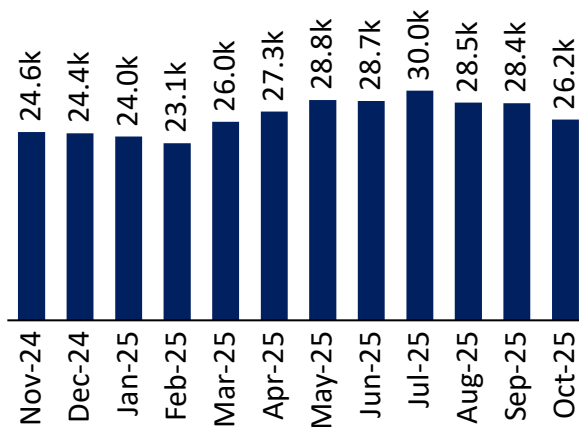
Emergency Calls



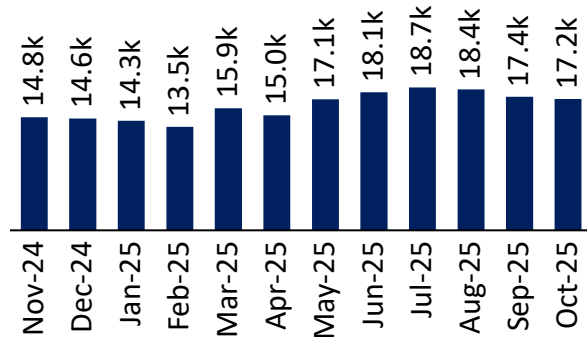
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



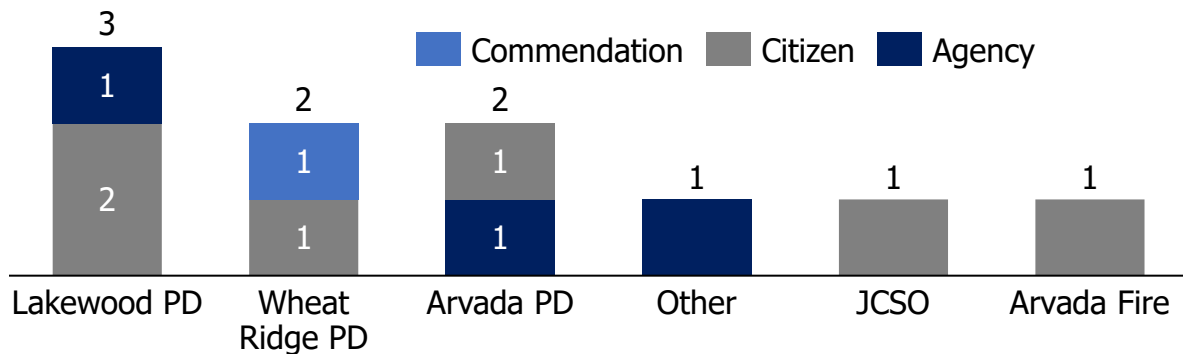
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	17,189	5% Decrease per day from September
Incoming - Admin to Bot	26,242	10% Decrease per day from September
Incoming - Admin to Jeffcom	16,646	13% Decrease per day from September
Incoming - 911	19,527	6% Decrease per day from September
Total Incoming to Jeffcom	36,173	9% Decrease per day from September

October Inquiries



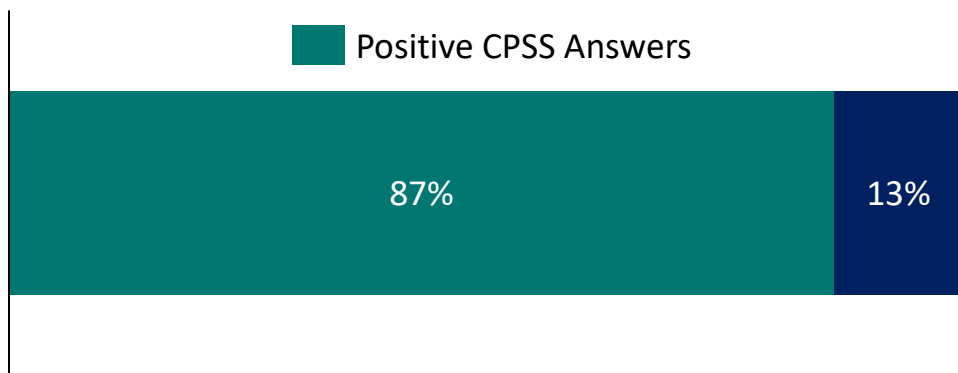


PowerEngage Survey Results

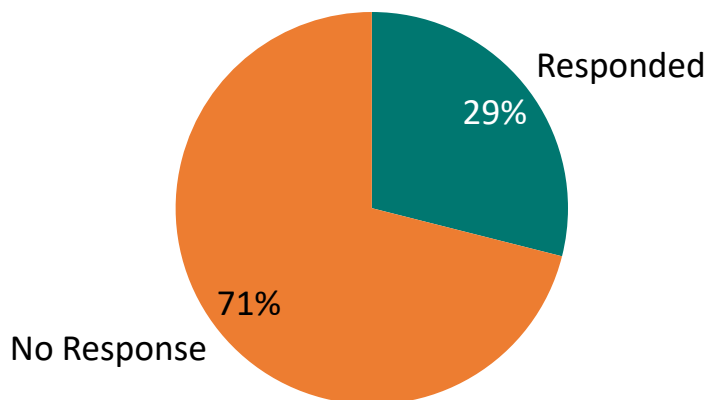
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

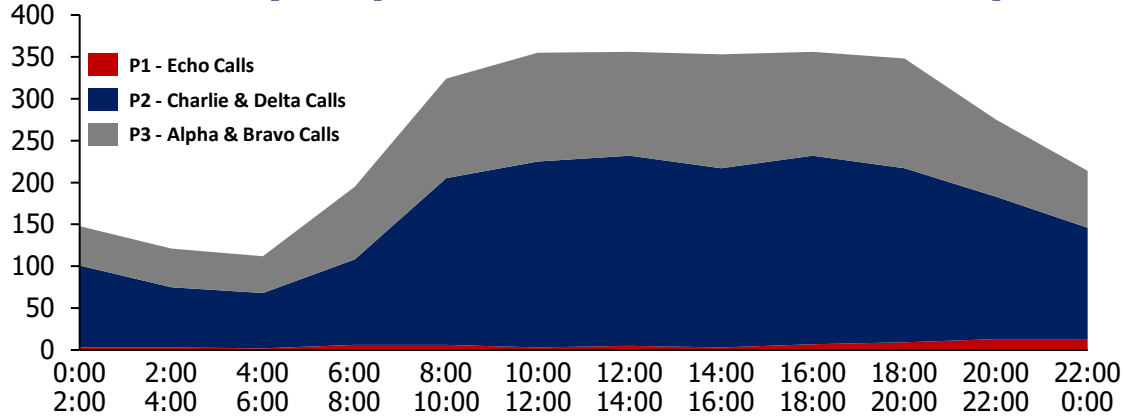


Survey Responses

- The 911 call-taker responded with a sense of urgency and help diffuse all threats I received that day. She did her job quite well. She deserves a perfect 5. Thank you!
- Kind, patient and honest about response time.
- No notes, they did their job perfectly.
- She was very calm and kind and also very patient. Helped me along with the call.
- He was very calm and efficient.
- The person I spoke with remained calm and reassuring while I was in a pretty scary situation. They remained patient with me while trying to instruct me on what to do despite me panicking a little. I really appreciate their help.
- She was very thorough and very accommodating.

West Metro Fire

Priority Dispatched Calls Per Time of Day



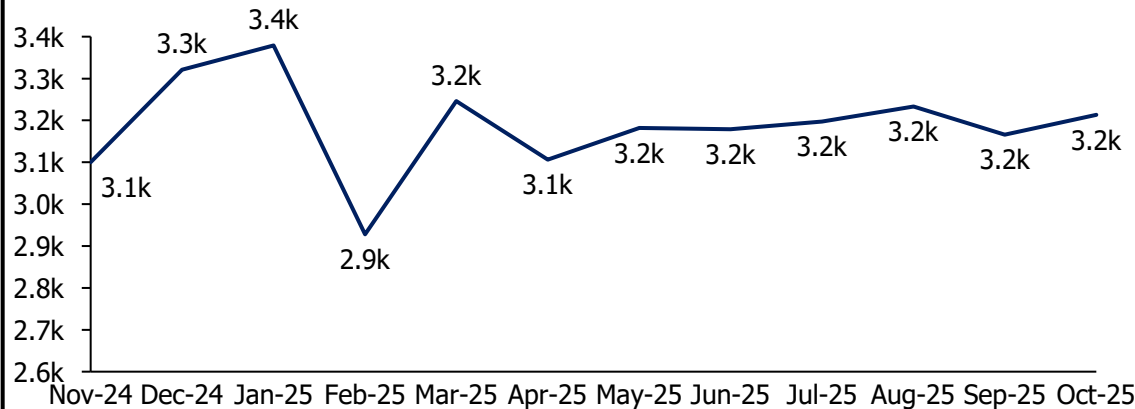
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	7	222	129	358	90
Monday	8	228	147	383	96
Tuesday	7	225	153	385	96
Wednesday	14	331	199	544	109
Thursday	10	329	200	539	108
Friday	17	363	190	570	114
Saturday	10	238	130	378	95

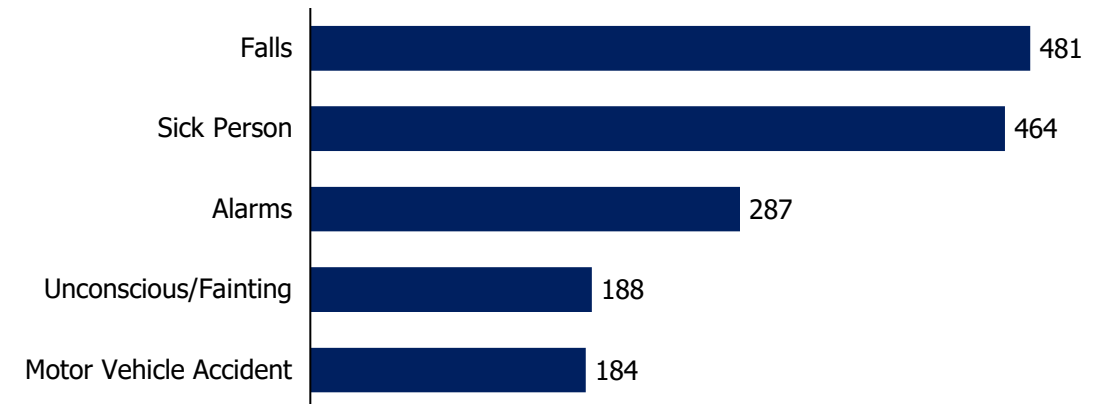
Assignment <1 min **97%** **96%**

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

Monthly Call Volume



Top Five Problem Natures

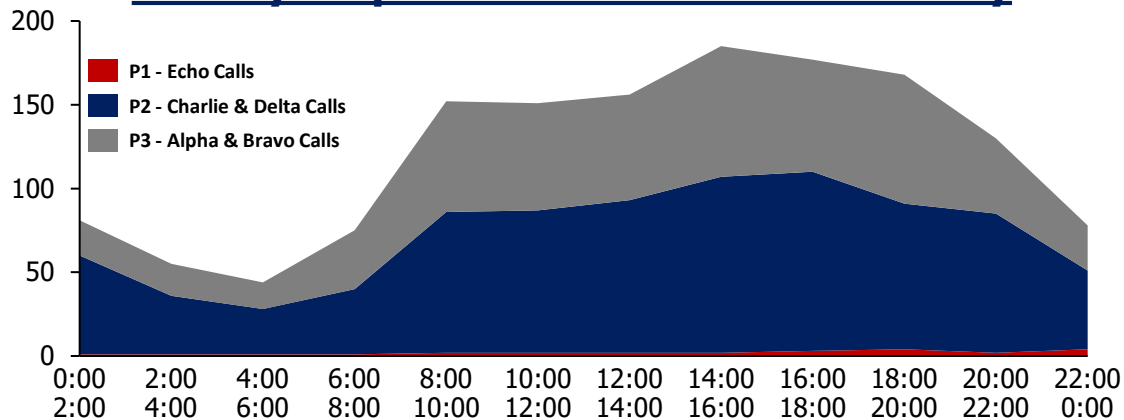




Arvada Fire



Priority Dispatched Calls Per Time of Day



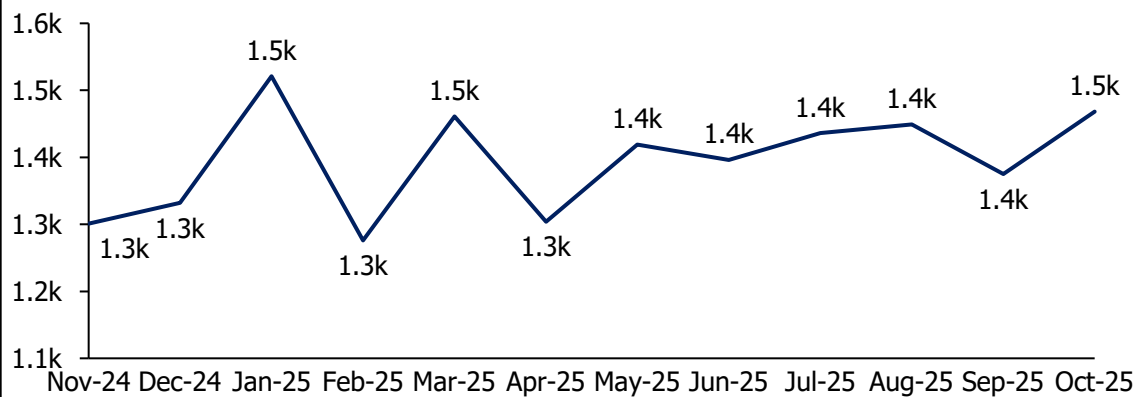
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	113	68	183	46
Monday	2	109	80	191	48
Tuesday	4	95	61	160	40
Wednesday	4	139	97	240	48
Thursday	8	141	91	240	48
Friday	4	130	111	245	49
Saturday	1	122	70	193	48

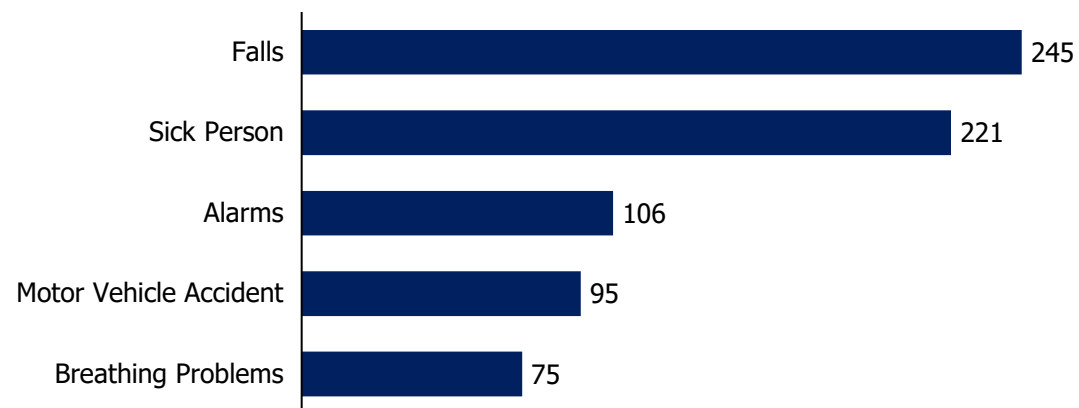
Assignment <1 min 96% 92%

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

Monthly Call Volume



Top Five Problem Natures

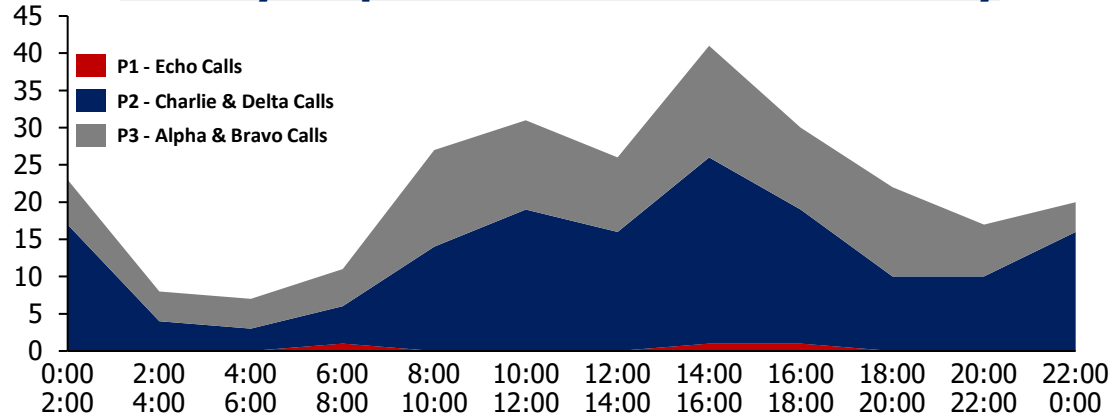




Golden Fire



Priority Dispatched Calls Per Time of Day



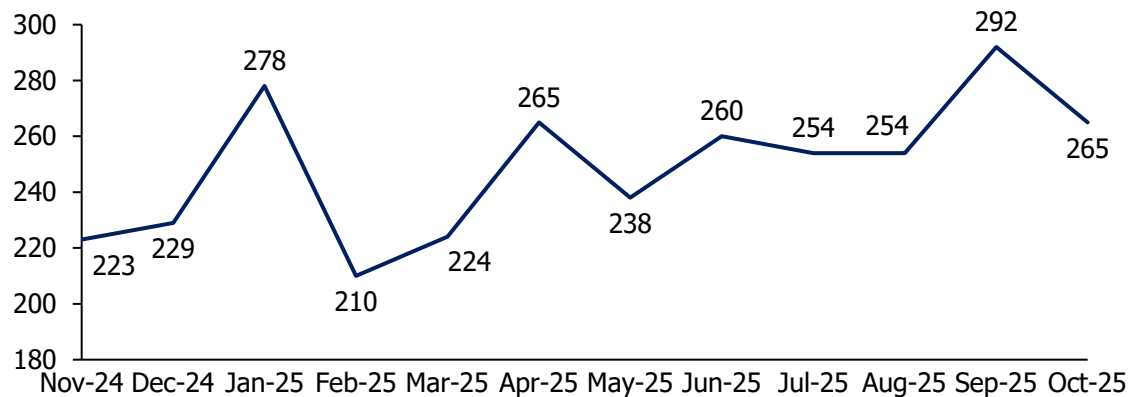
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	13	31	8
Monday	1	24	9	34	9
Tuesday	1	21	11	33	8
Wednesday	1	21	20	42	8
Thursday	0	25	23	48	10
Friday	0	24	14	38	8
Saturday	0	24	13	37	9

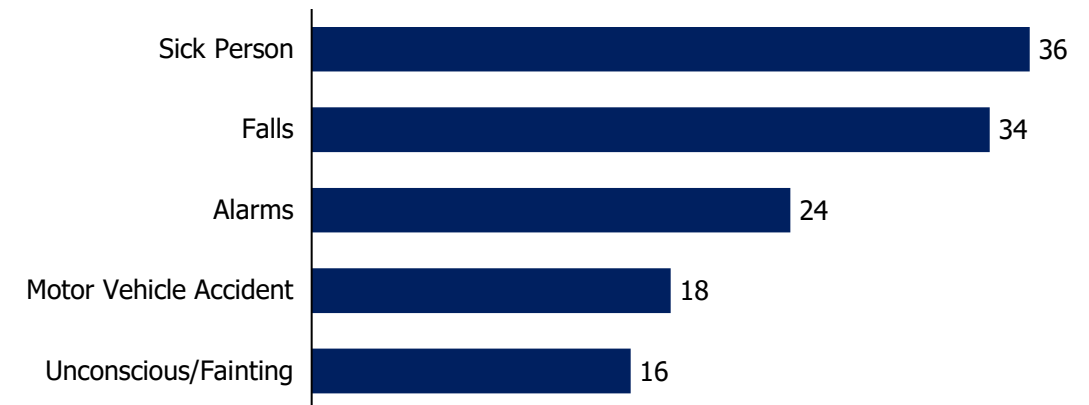
Assignment <1 min 67% 78%

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

Monthly Call Volume



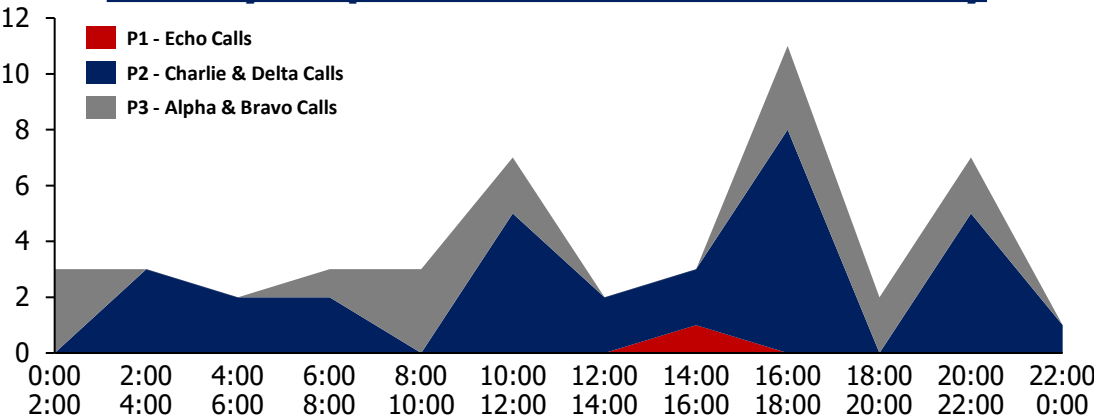
Top Five Problem Natures





Pleasant View Fire

Priority Dispatched Calls Per Time of Day

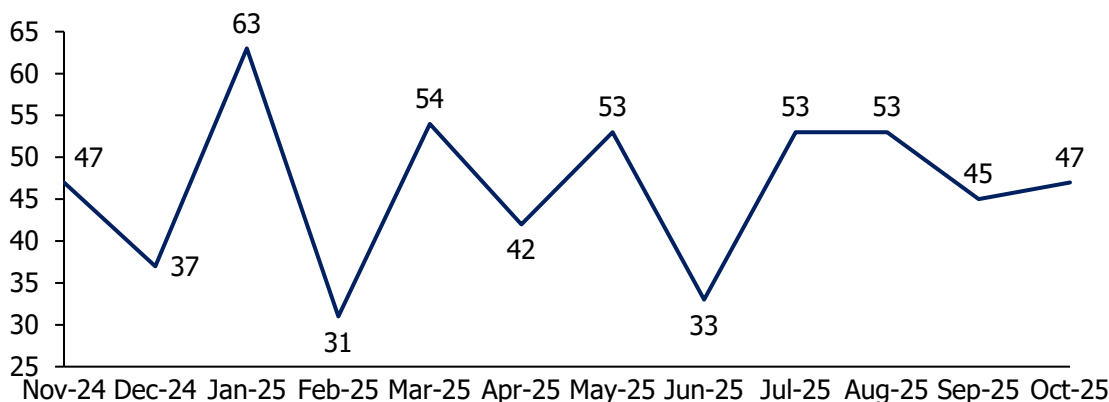


Daily Priority Call Volume and Entry to Assignment

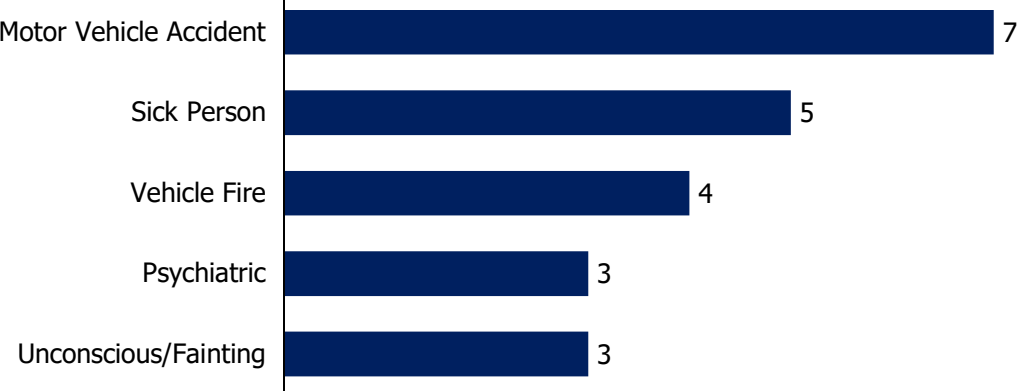
Day of Week	P1	P2	P3	Total	Average
Sunday	1	4	1	7	2
Monday	0	3	2	7	1
Tuesday	0	9	3	13	3
Wednesday	0	2	6	4	1
Thursday	0	9	1	5	1
Friday	0	4	3	6	2
Saturday	0	3	2	3	1
Assignment <1 min	50%	69%			

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

Monthly Call Volume



Top Five Problem Natures

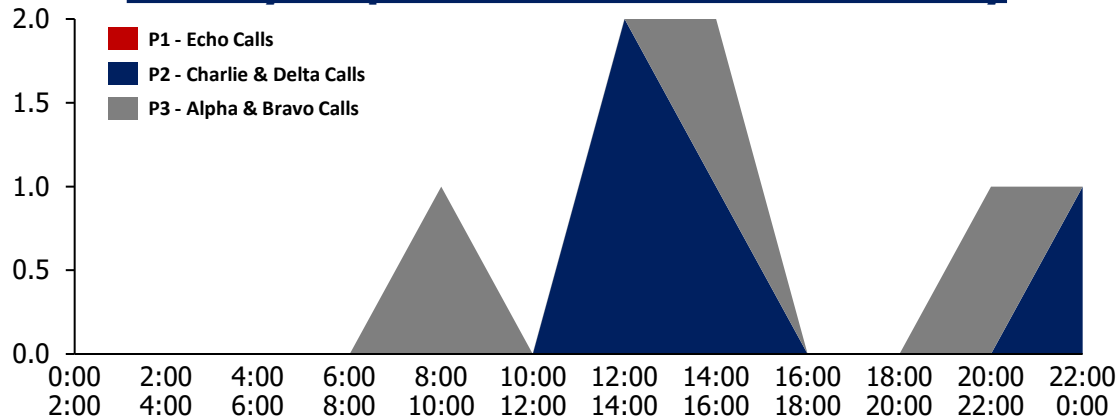




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

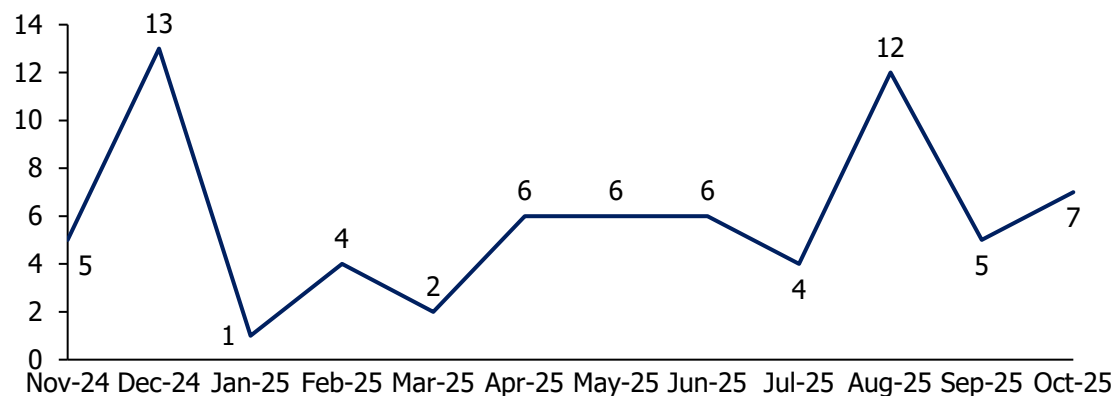


Daily Priority Call Volume and Entry to Assignment

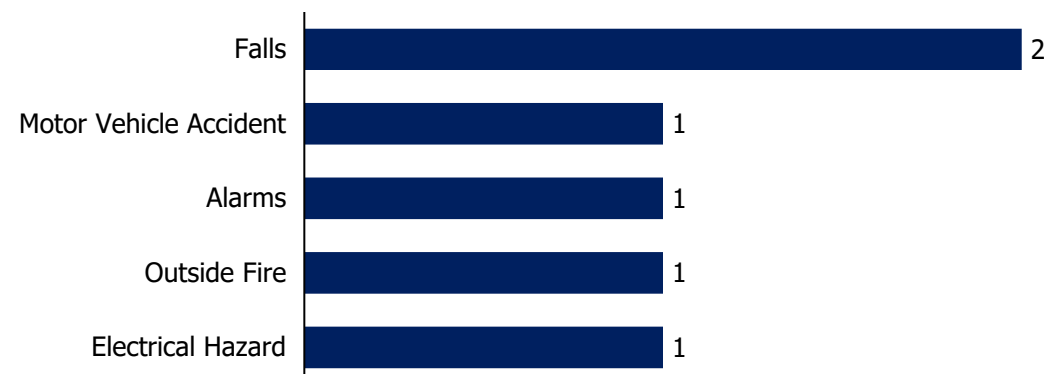
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	0	1	1	0
Tuesday	0	0	1	1	0
Wednesday	0	0	0	0	0
Thursday	0	2	0	2	0
Friday	0	0	0	0	0
Saturday	0	1	1	2	1
Assignment <1 min	N/A	100%			

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

Monthly Call Volume



Problem Natures

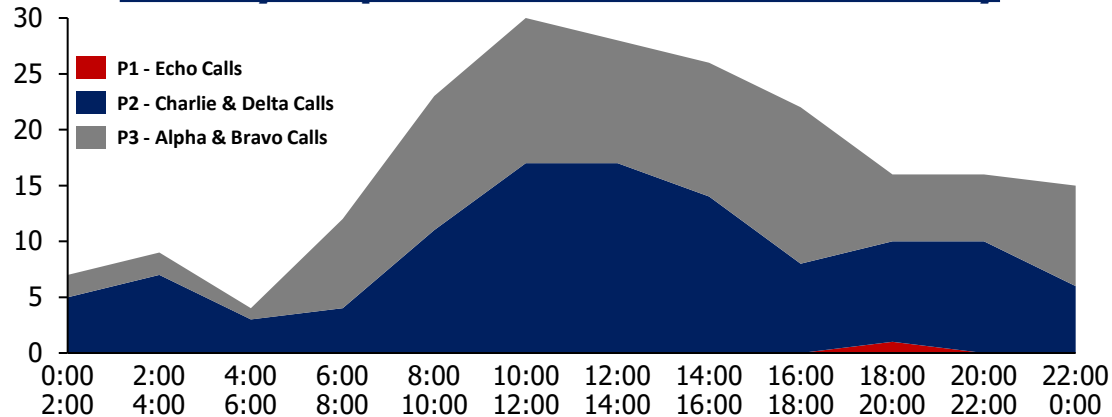




Evergreen Fire



Priority Dispatched Calls Per Time of Day

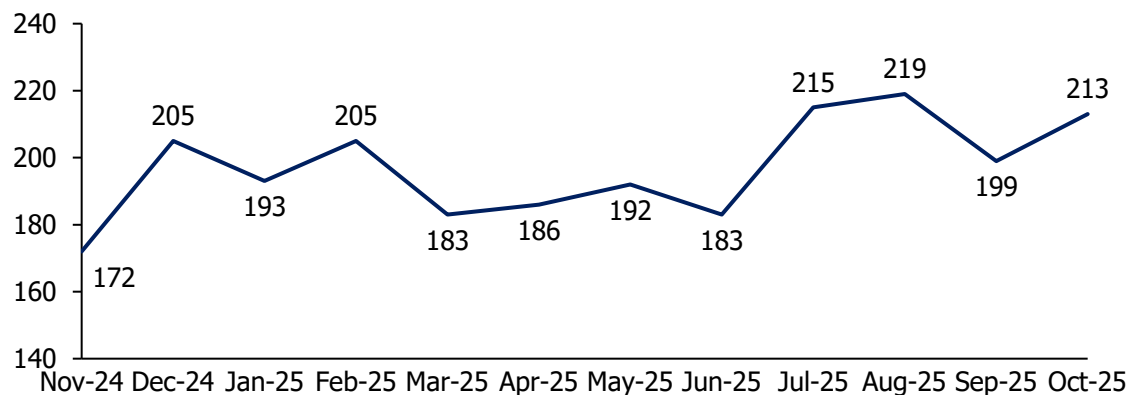


Daily Priority Call Volume and Entry to Assignment

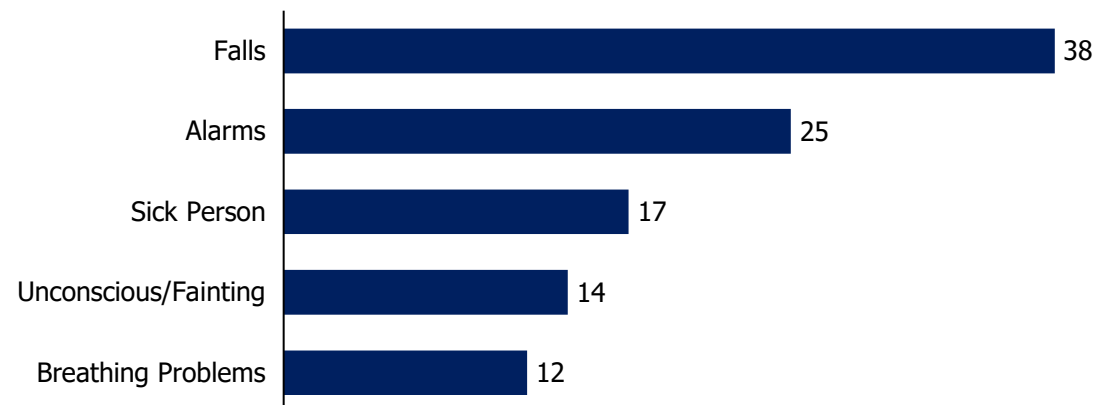
Day of Week	P1	P2	P3	Total	Average
Sunday	0	21	16	37	9
Monday	0	10	10	20	5
Tuesday	0	10	11	21	5
Wednesday	0	21	15	36	7
Thursday	1	14	19	34	7
Friday	0	23	14	37	7
Saturday	0	12	11	23	6
Assignment <1 min	100%	79%			

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

Monthly Call Volume



Top Five Problem Natures

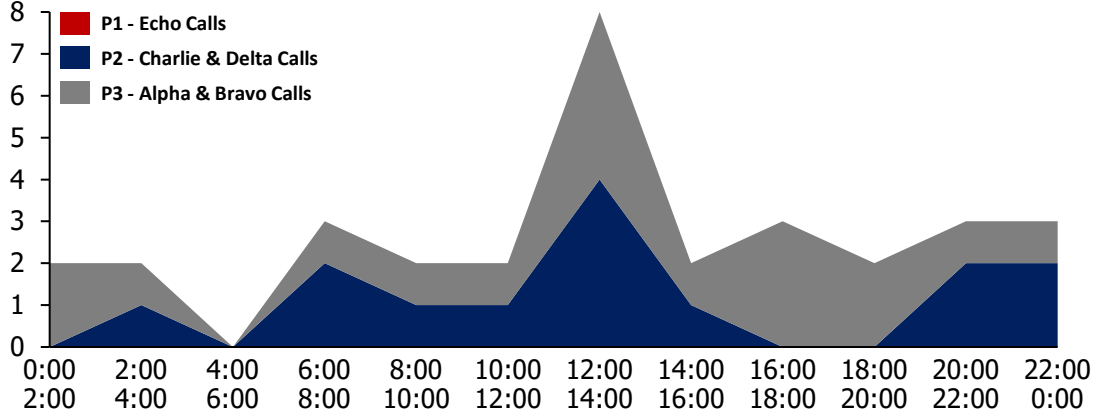




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day



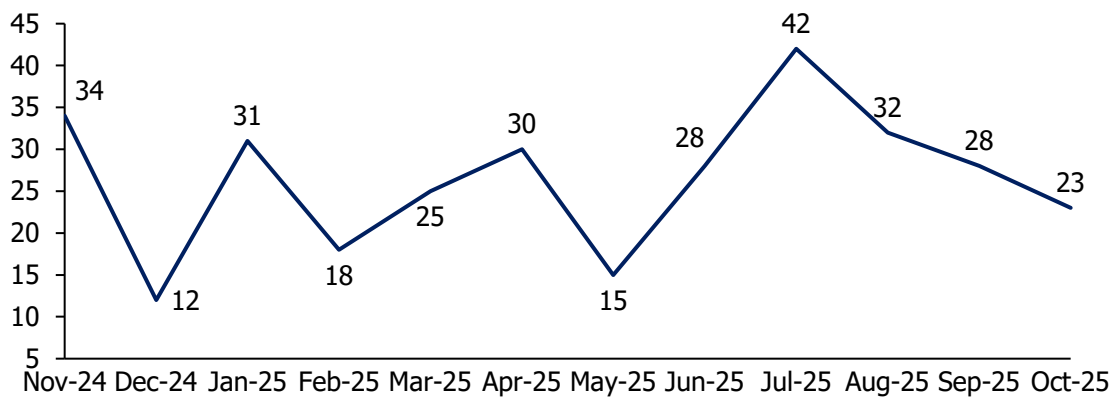
Daily Priority Call Volume and Entry to Assignment

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

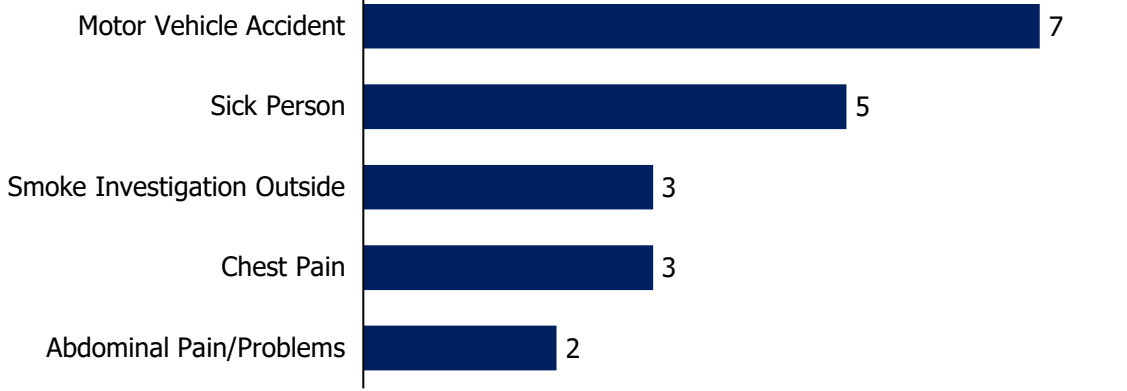
Assignment <1 min N/A 79%

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

Monthly Call Volume



Top Five Problem Natures

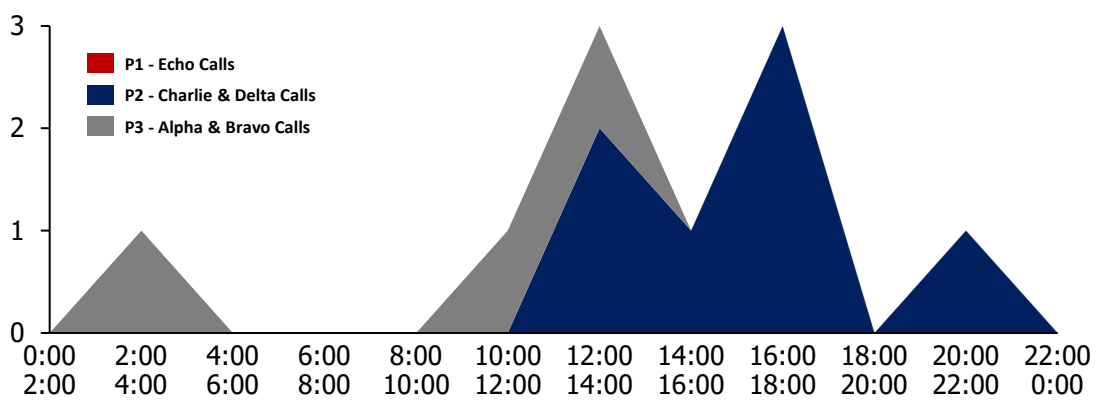




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



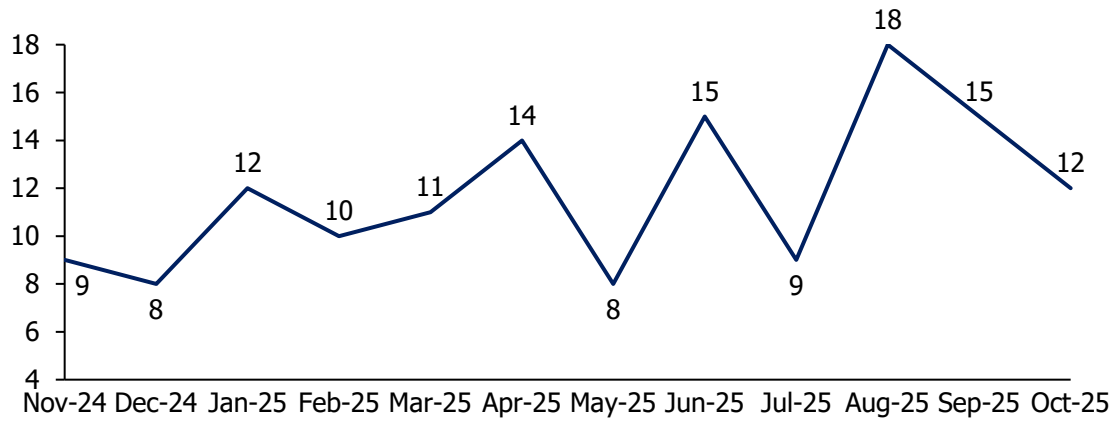
Daily Priority Call Volume and Entry to Assignment

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

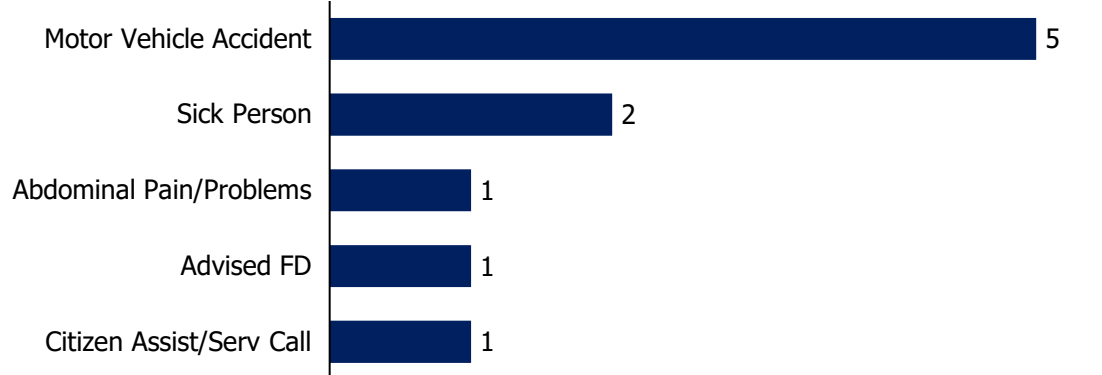
Assignment <1 min N/A 71%

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

Monthly Call Volume



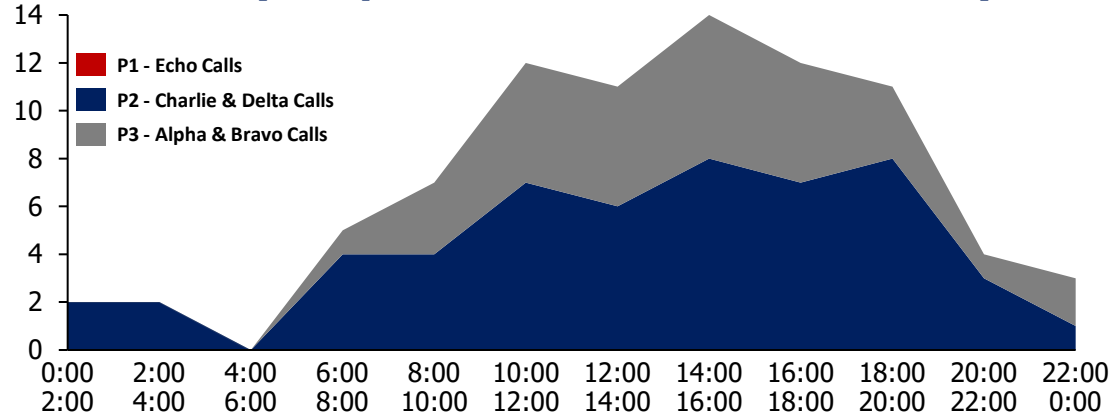
Top Five Problem Natures





Elk Creek Fire

Priority Dispatched Calls Per Time of Day



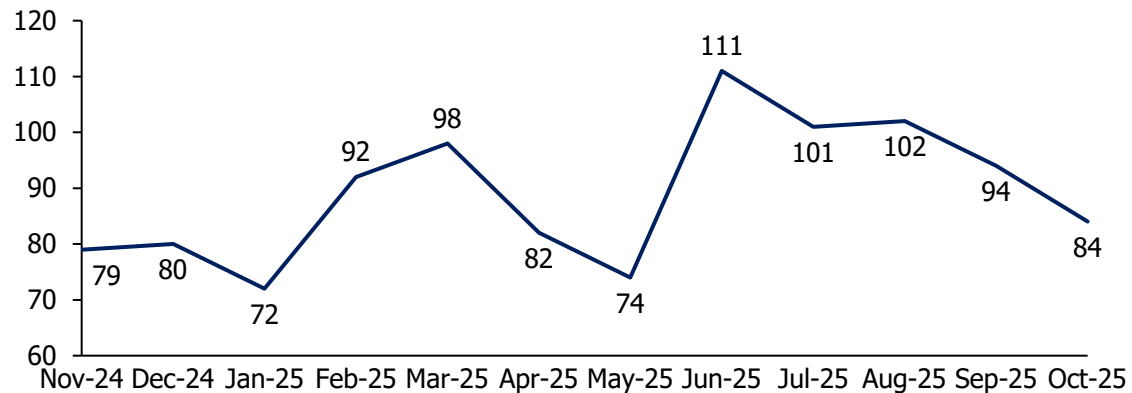
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	5	14	4
Monday	0	6	2	8	2
Tuesday	0	6	3	9	2
Wednesday	0	3	3	6	1
Thursday	0	14	5	19	4
Friday	0	8	4	12	2
Saturday	0	6	9	15	4

Assignment <1 min N/A 87%

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

Monthly Call Volume



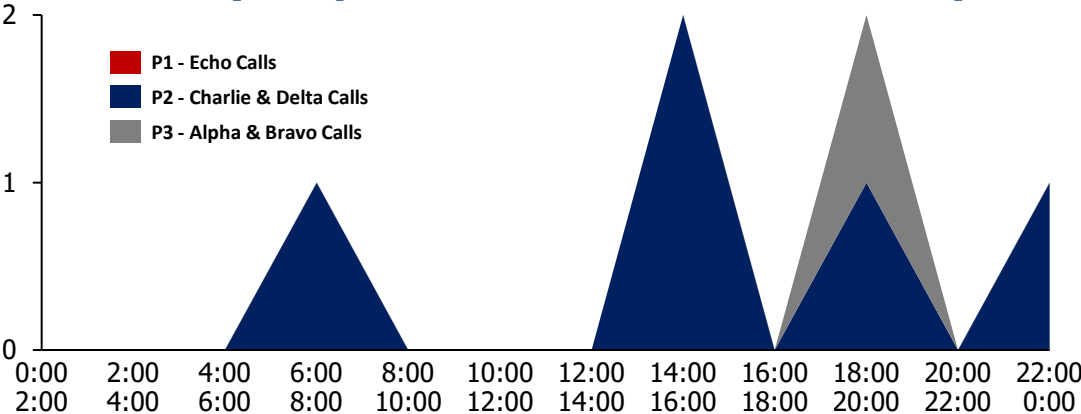
Top Five Problem Natures





North Fork Fire

Priority Dispatched Calls Per Time of Day

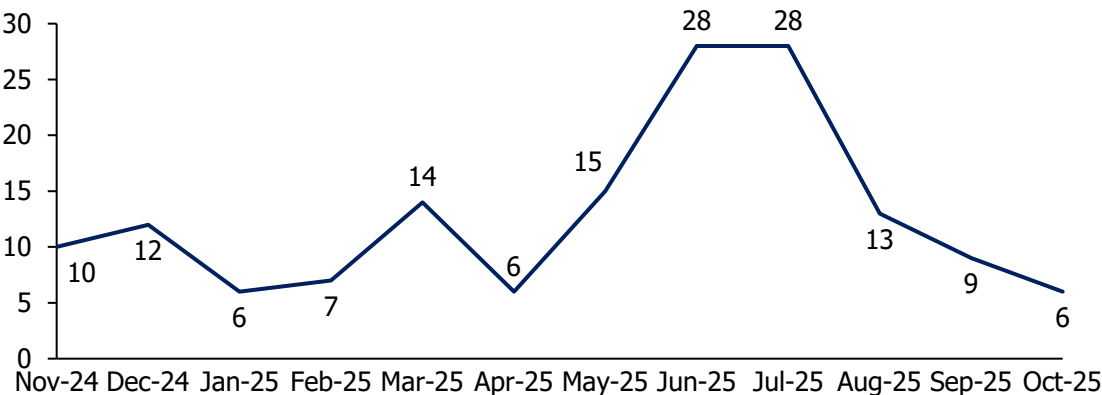


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



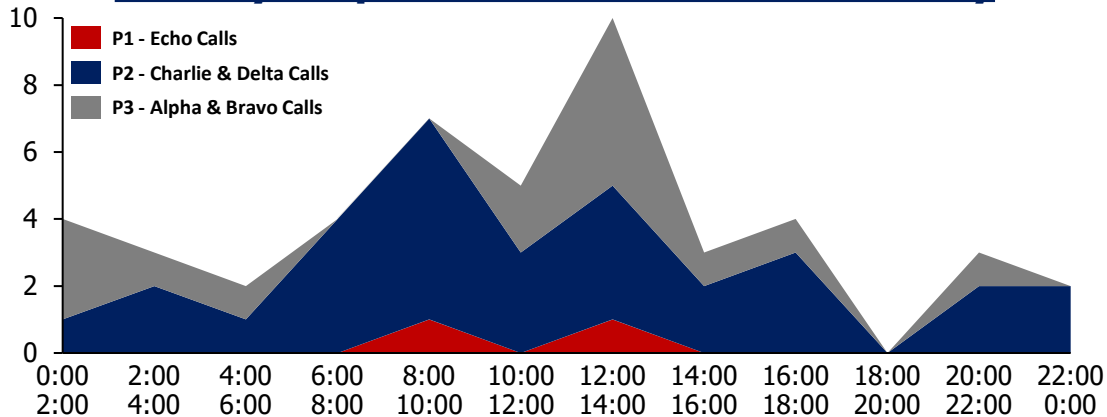
Problem Natures





Highland Rescue

Priority Dispatched Calls Per Time of Day



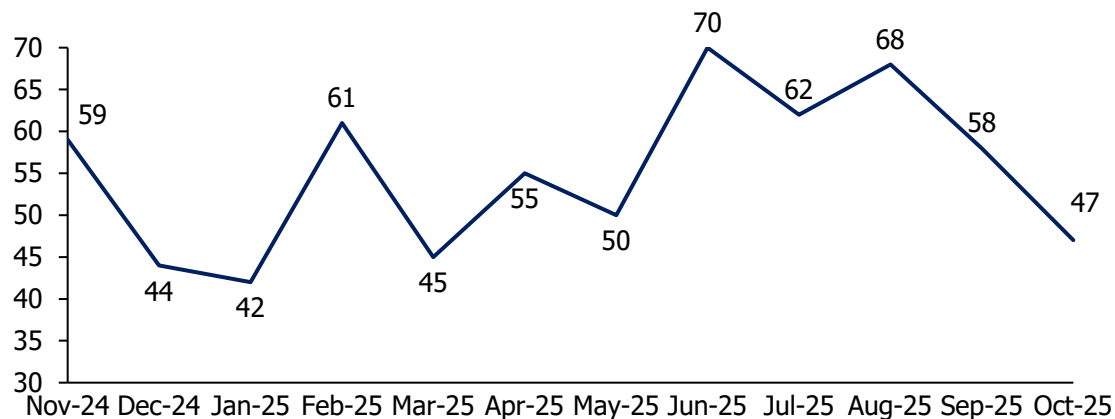
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	2	11	3
Monday	0	5	4	9	2
Tuesday	0	2	1	3	1
Wednesday	1	6	3	10	2
Thursday	0	1	3	4	1
Friday	0	4	1	5	1
Saturday	1	3	1	5	1

Assignment <1 min 100% 83%

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

Monthly Call Volume



Top Five Problem Natures

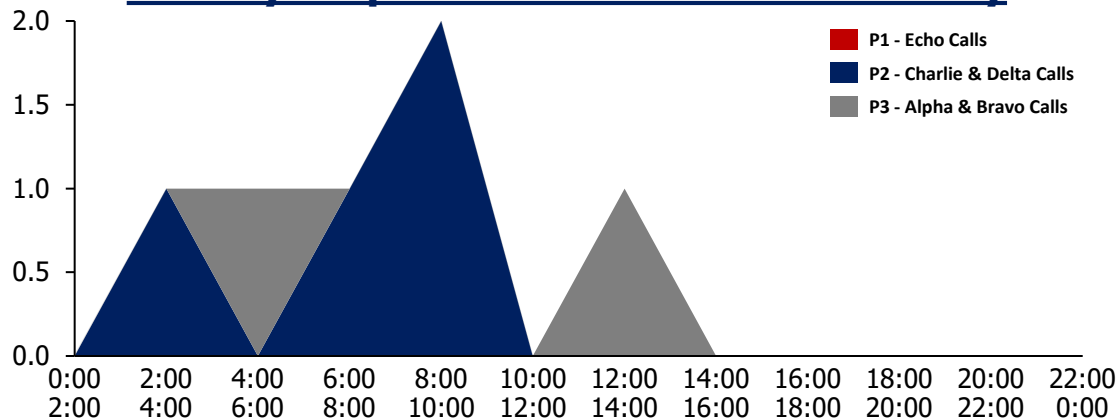




Genesee Fire



Priority Dispatched Calls Per Time of Day



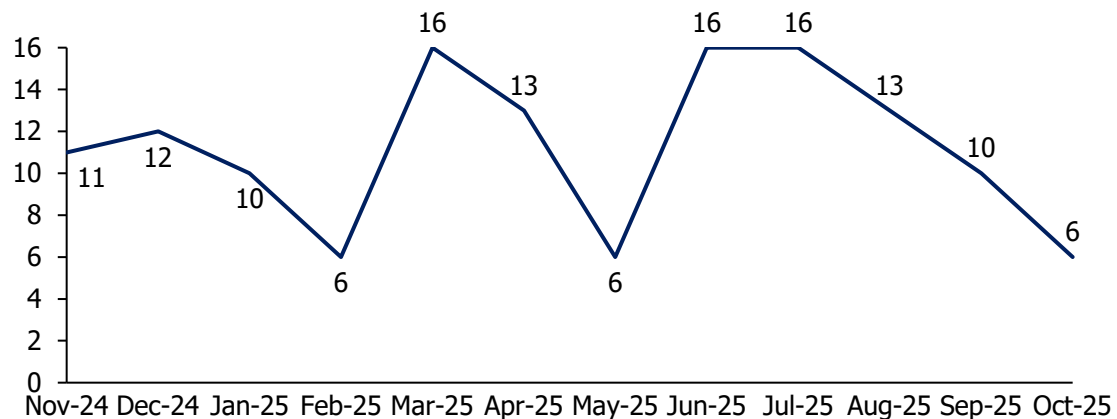
Daily Priority Call Volume and Entry to Assignment

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

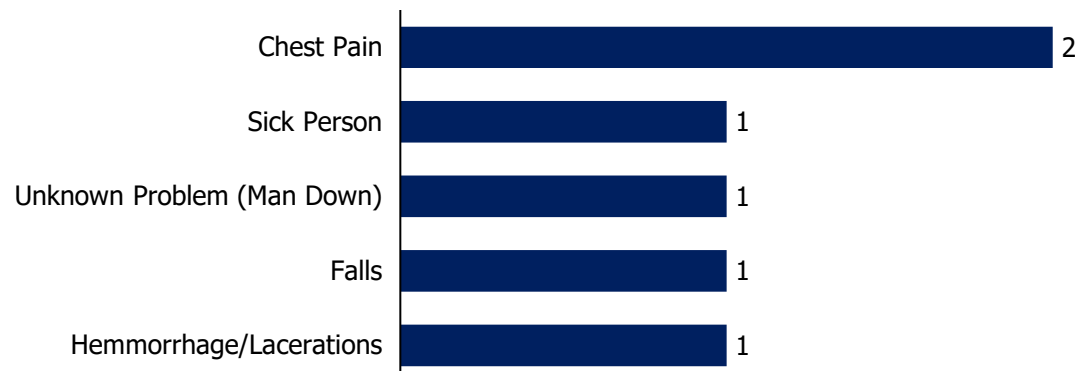
Assignment <1 min N/A 100%

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

Monthly Call Volume



Top Five Problem Natures

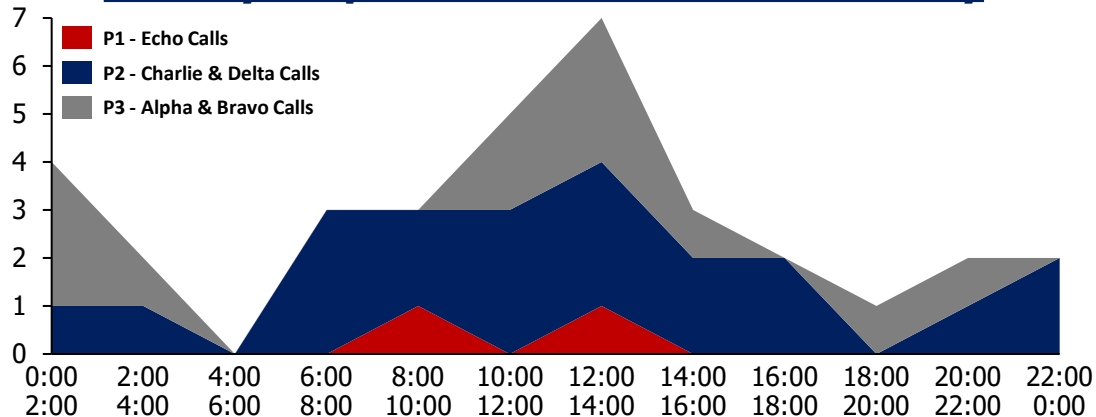




Foothills Fire



Priority Dispatched Calls Per Time of Day



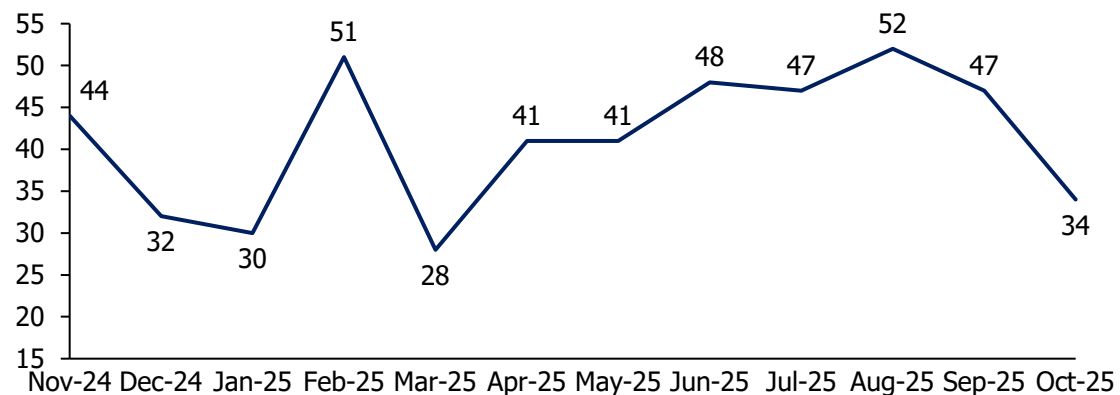
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 85%

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

Monthly Call Volume



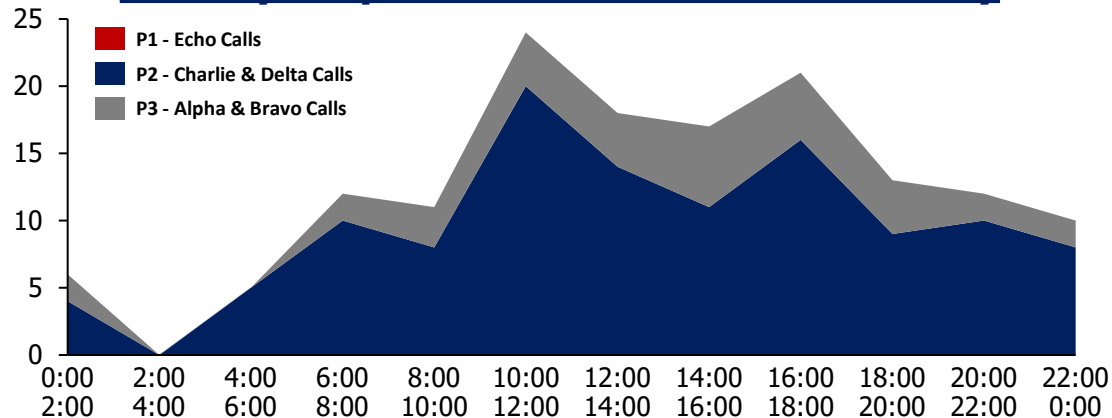
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day

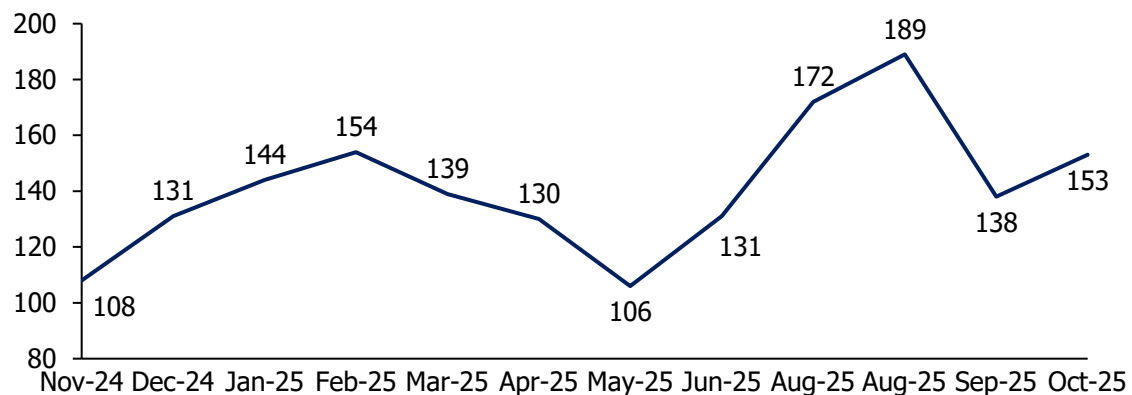


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	4	16	4
Monday	0	21	4	25	6
Tuesday	0	16	5	21	5
Wednesday	0	16	5	21	4
Thursday	0	15	6	21	4
Friday	0	21	4	25	5
Saturday	0	14	6	20	5
Assignment <1 min	N/A	82%			

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

Monthly Call Volume



Top Five Problem Natures

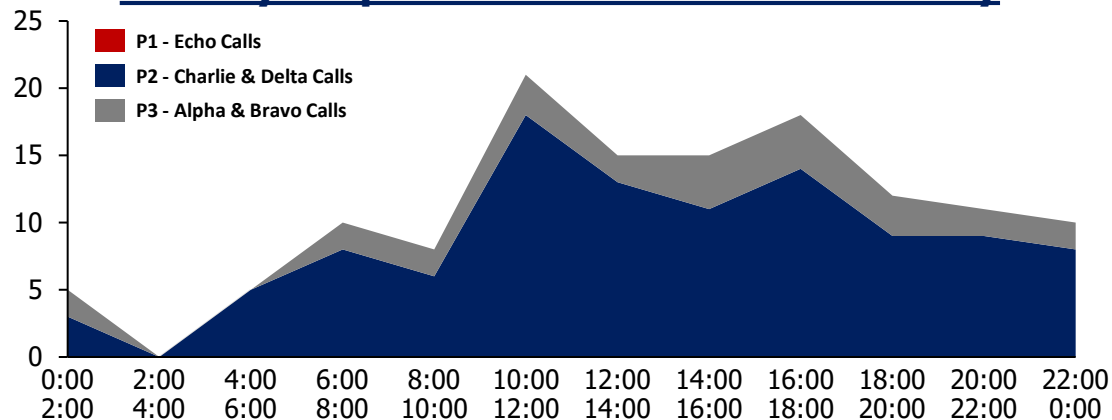




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

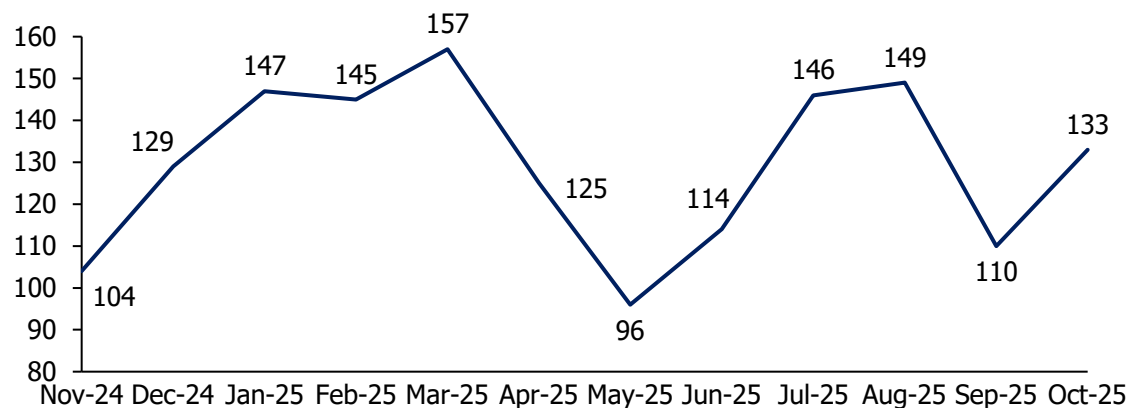


Daily Priority Call Volume and Entry to Assignment

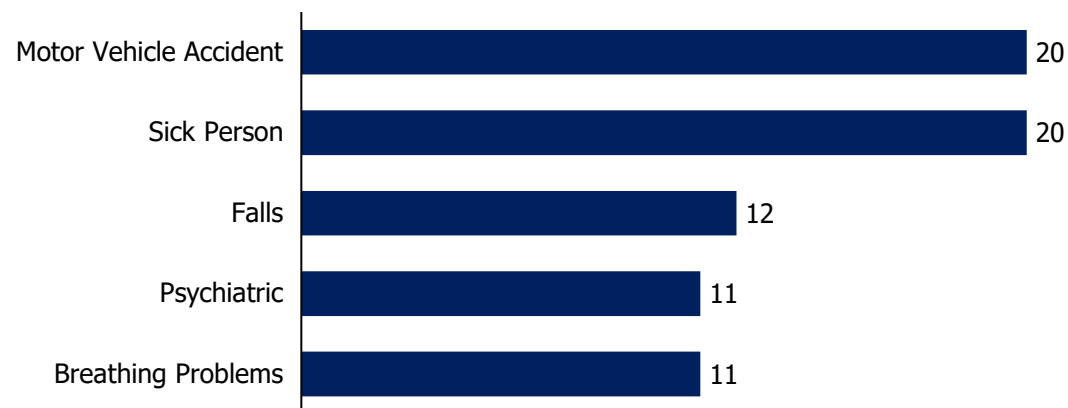
Day of Week	P1	P2	P3	Total	Average
Sunday	0	11	2	13	3
Monday	0	19	4	23	6
Tuesday	0	15	3	18	5
Wednesday	0	14	5	19	4
Thursday	0	13	4	17	3
Friday	0	19	4	23	5
Saturday	0	13	4	17	4
Assignment <1 min	N/A	82%			

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

Monthly Call Volume



Top Five Problem Natures

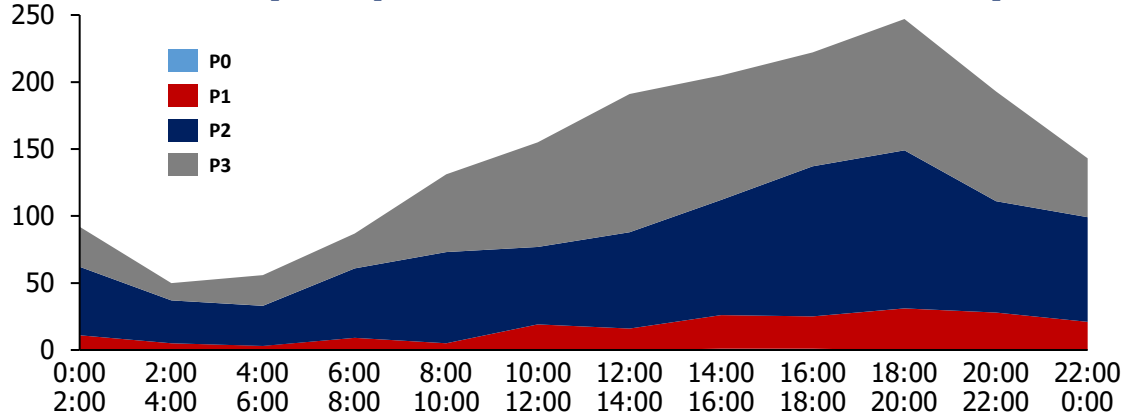




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

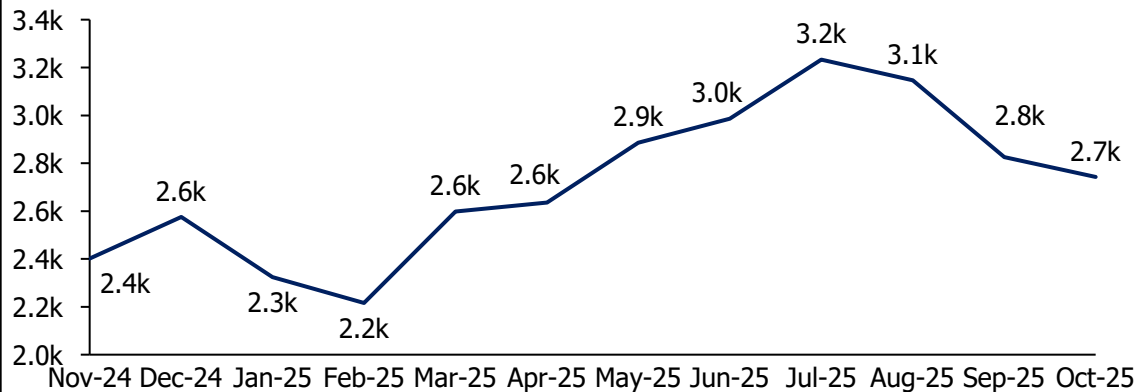


Daily Priority Call Volume and Entry to Assignment

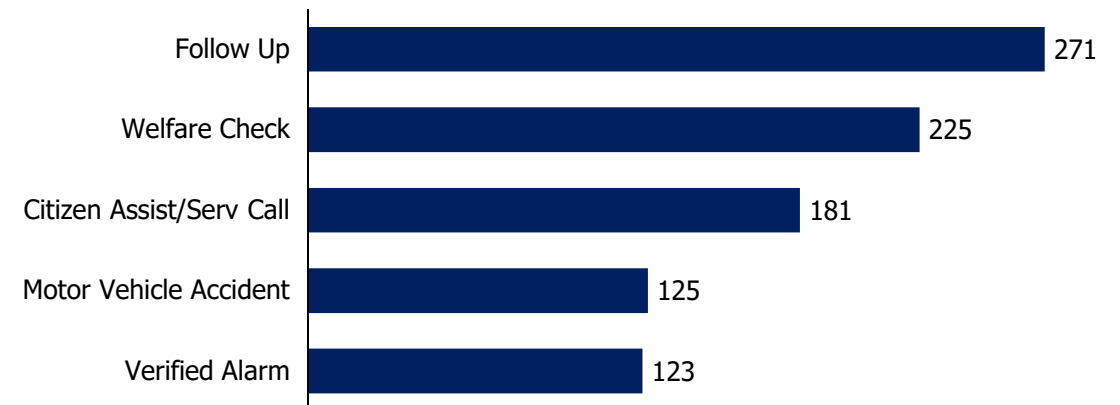
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	34	120	87	241	60
Monday	1	23	90	89	203	51
Tuesday	1	25	86	84	196	49
Wednesday	0	24	132	119	275	55
Thursday	0	29	129	118	276	55
Friday	0	35	149	136	320	64
Saturday	0	27	134	100	261	65
Assignment < 2 min		77%	43%			
Assignment < 4 min		92%	72%			

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

Monthly Call Volume



Top Five Problem Natures

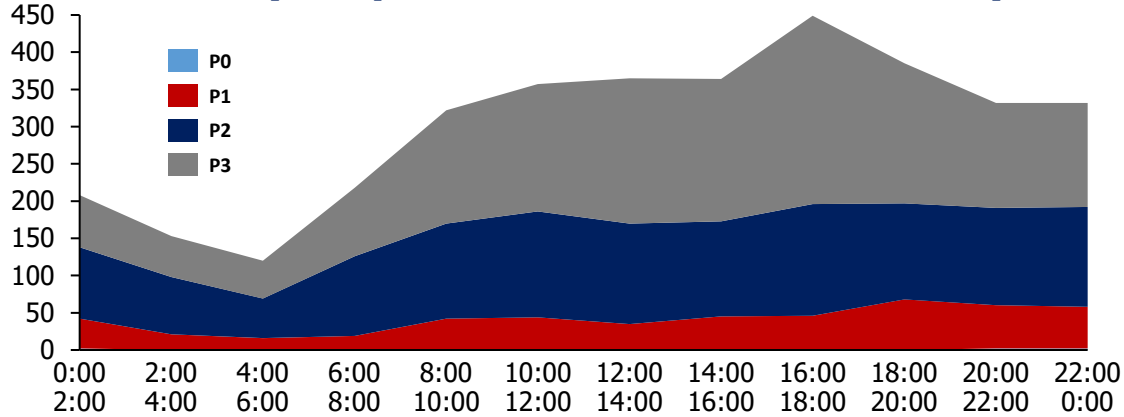




Lakewood PD



Priority Dispatched Calls Per Time of Day

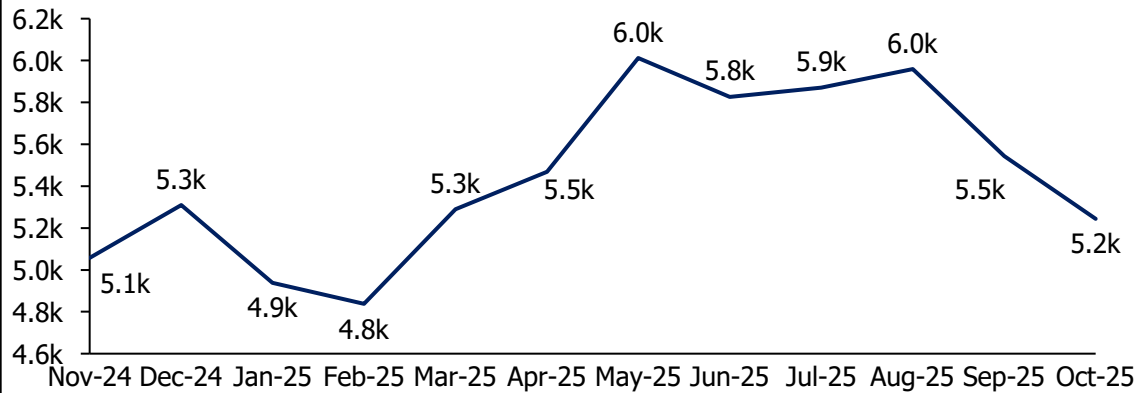


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	64	206	207	478	120
Monday	0	59	163	210	432	108
Tuesday	0	51	194	217	462	116
Wednesday	2	80	206	284	572	114
Thursday	1	75	225	277	578	116
Friday	1	83	237	287	608	122
Saturday	2	77	179	217	475	119
Assignment < 2 min		70%	44%			
Assignment < 4 min		86%	64%			

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

Monthly Call Volume



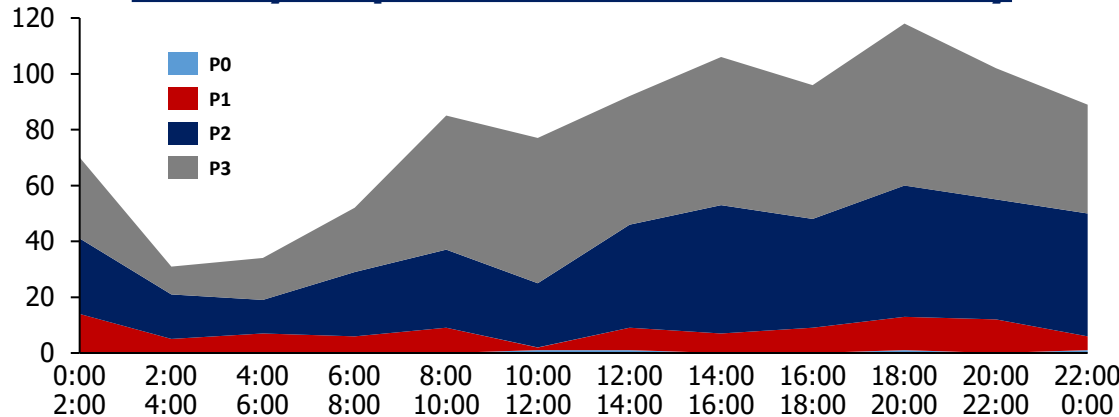
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

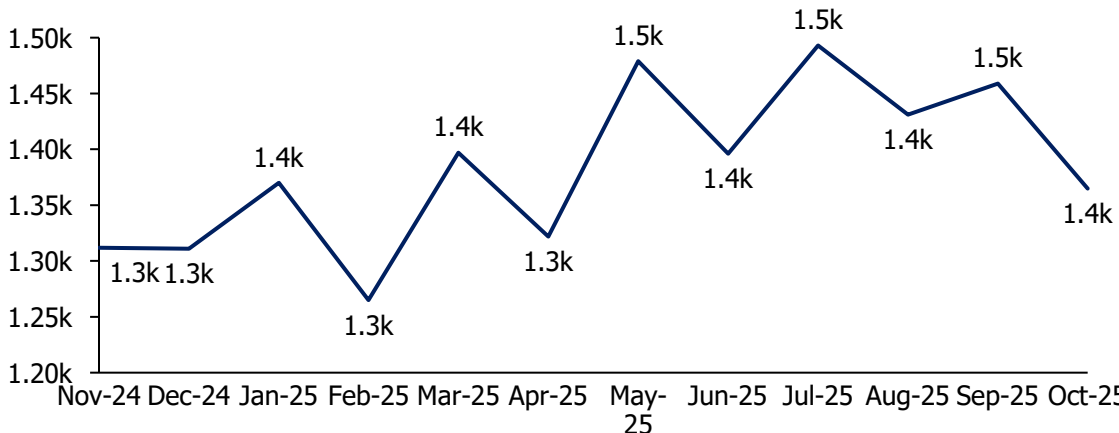


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	13	40	74	128	32
Monday	0	16	49	61	126	32
Tuesday	0	12	51	47	110	28
Wednesday	2	14	77	89	182	36
Thursday	0	18	56	72	146	29
Friday	0	10	60	71	141	28
Saturday	1	12	52	54	119	30
Assignment < 2 min		80%	53%			
Assignment < 4 min		88%	73%			

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

Monthly Call Volume



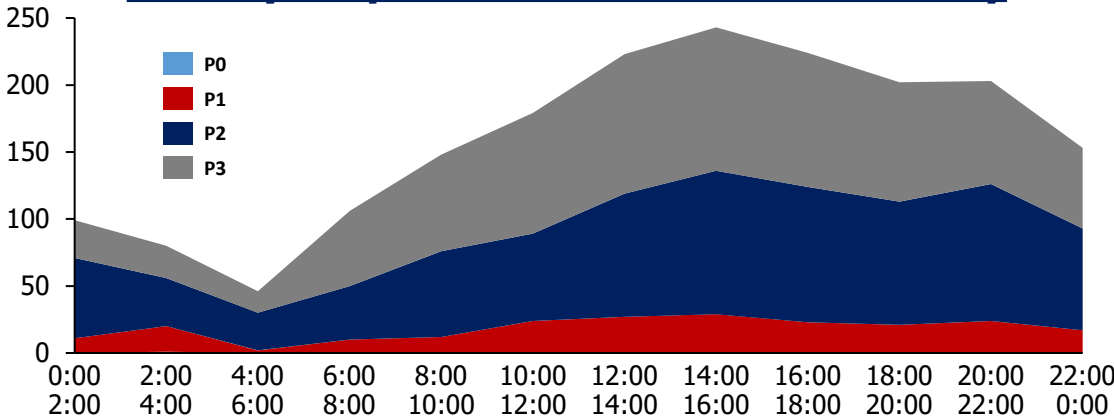
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

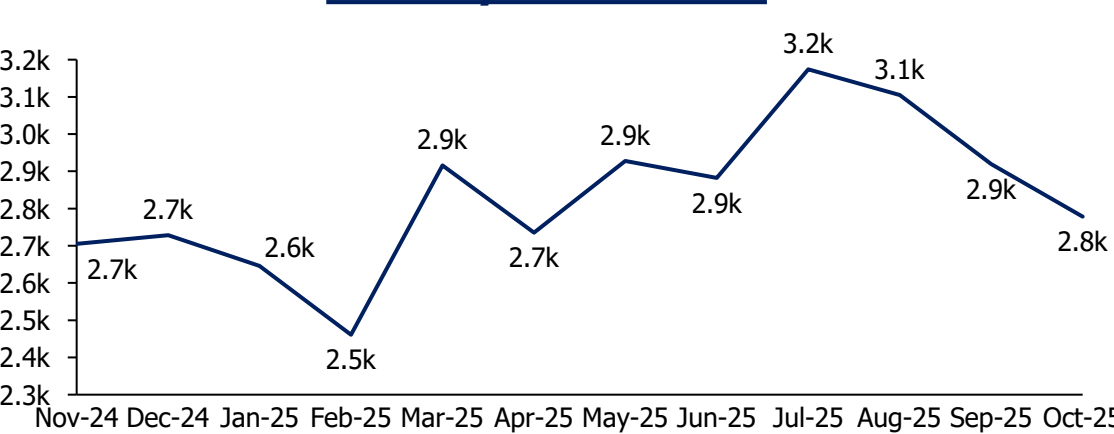


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	46	127	94	267	67
Monday	0	34	129	142	305	61
Tuesday	0	28	143	151	322	64
Wednesday	0	18	111	113	242	61
Thursday	0	23	115	129	267	67
Friday	0	31	126	141	298	75
Saturday	1	33	127	119	280	70
Assignment <2 min		71%	54%			
Assignment <4 min		83%	75%			

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

Monthly Call Volume



Top Five Problem Natures

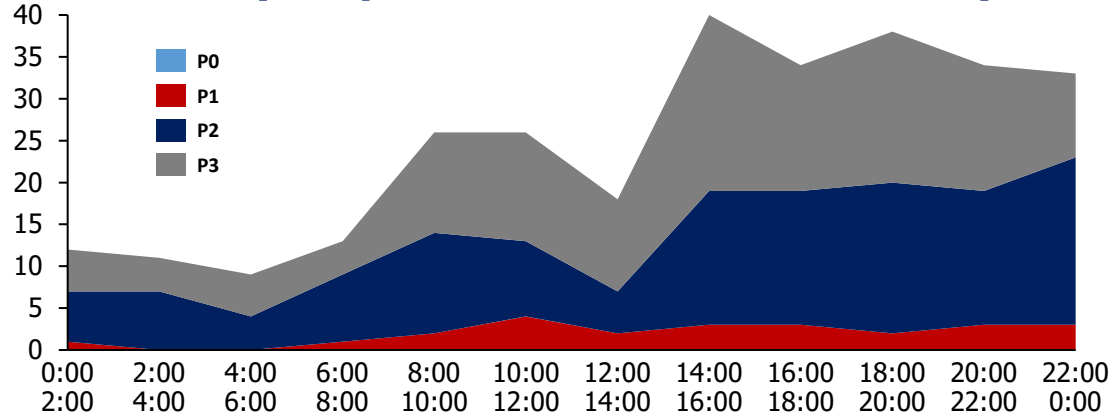




Golden PD



Priority Dispatched Calls Per Time of Day

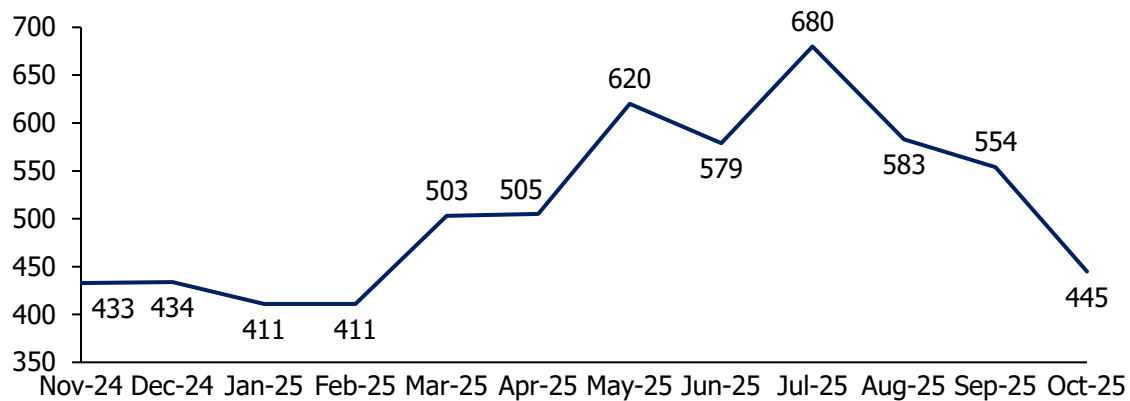


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	16	8	27	7
Monday	0	3	13	15	31	8
Tuesday	0	1	17	17	35	9
Wednesday	0	3	16	25	44	9
Thursday	0	5	27	30	62	12
Friday	0	5	30	19	54	11
Saturday	0	4	18	19	41	10
Assignment < 2 min		88%	61%			
Assignment < 4 min		100%	84%			

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

Monthly Call Volume



Top Five Problem Natures

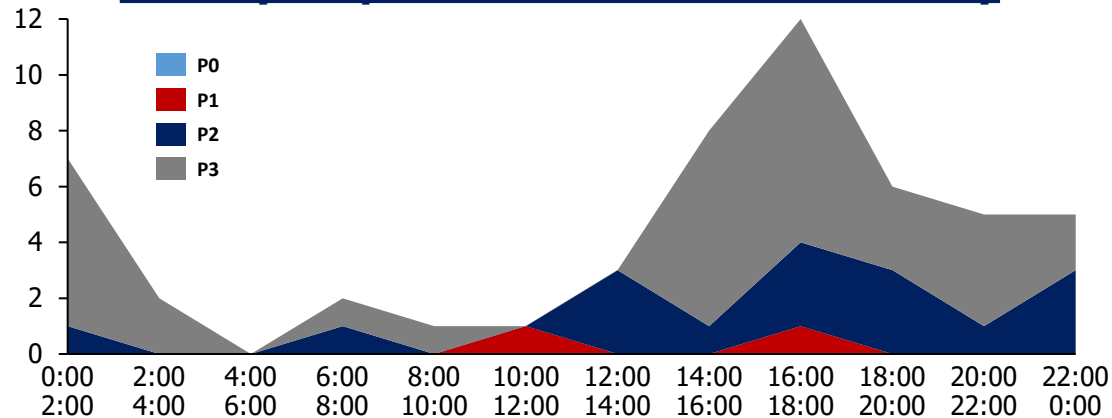




Lakeside PD



Priority Dispatched Calls Per Time of Day

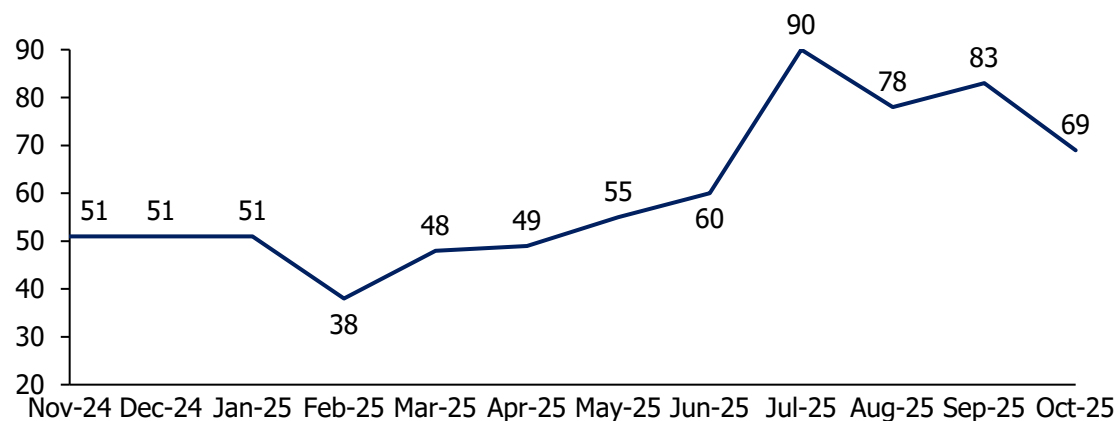


Daily Priority Call Volume and Entry to Assignment

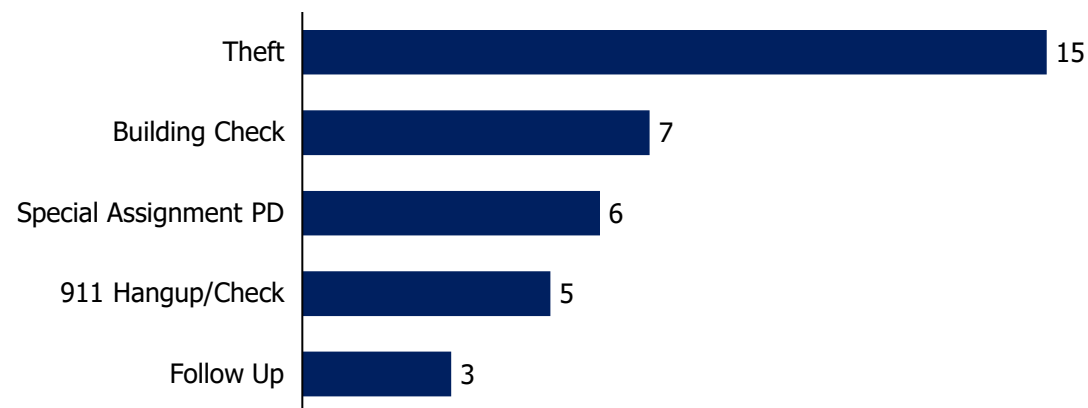
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	2	4	7	2
Monday	0	0	2	6	8	2
Tuesday	0	0	3	7	10	3
Wednesday	0	0	2	5	7	1
Thursday	0	1	1	5	7	1
Friday	0	0	4	4	8	2
Saturday	0	0	2	3	5	1
Assignment < 2 min		100%	63%			
Assignment < 4 min		100%	81%			

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

Monthly Call Volume



Top Five Problem Natures

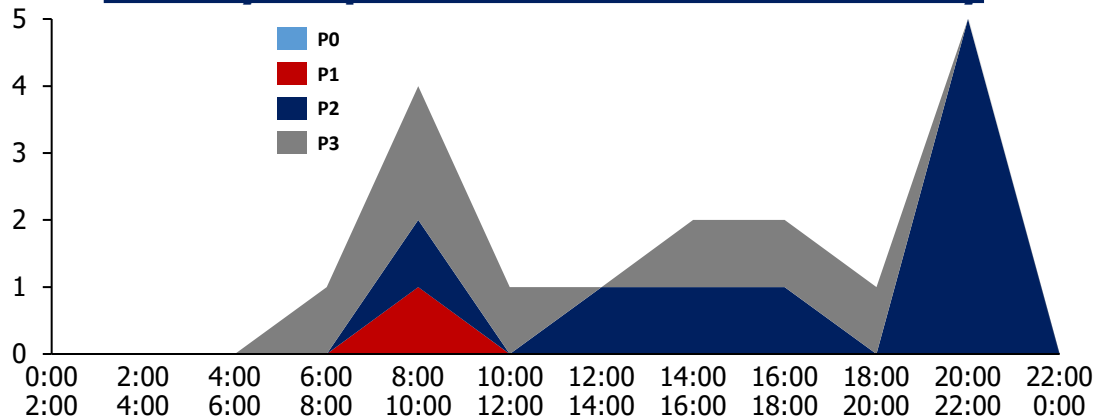




Mountain View PD



Priority Dispatched Calls Per Time of Day

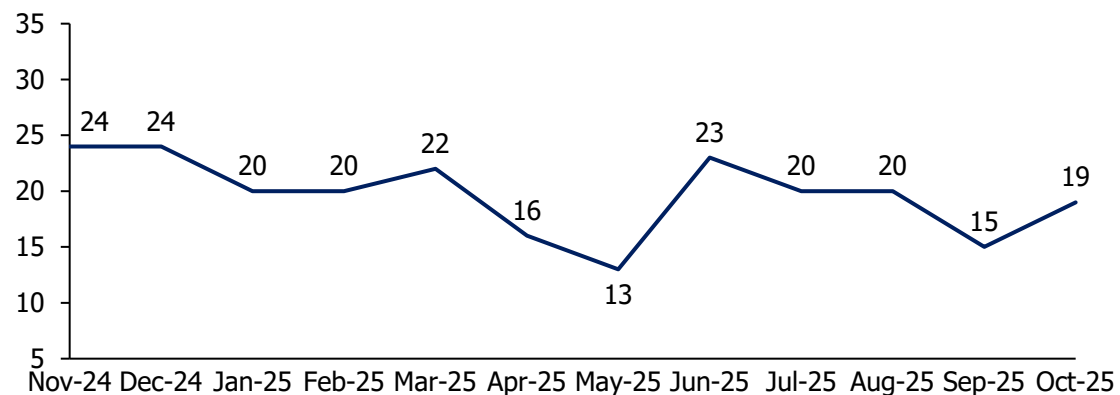


Daily Priority Call Volume and Entry to Assignment

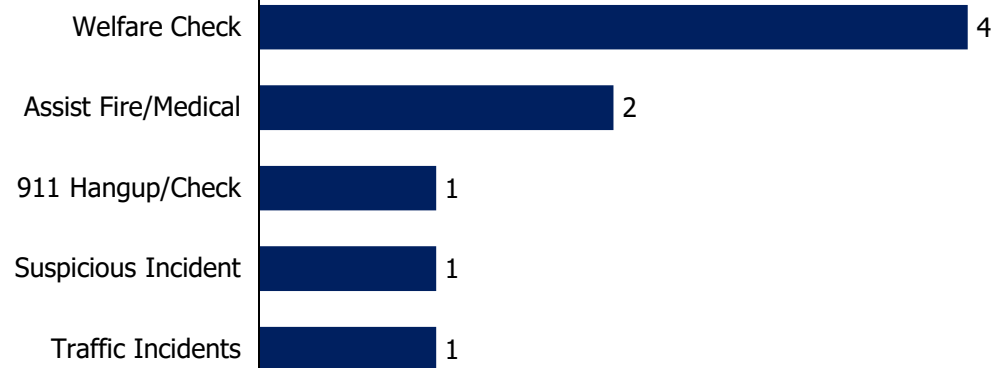
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	1	1	2	1
Tuesday	0	0	0	2	2	1
Wednesday	0	0	0	0	0	0
Thursday	0	0	1	1	2	0
Friday	0	0	5	0	5	1
Saturday	0	1	1	3	5	1
Assignment < 2 min		100%	44%			
Assignment < 4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

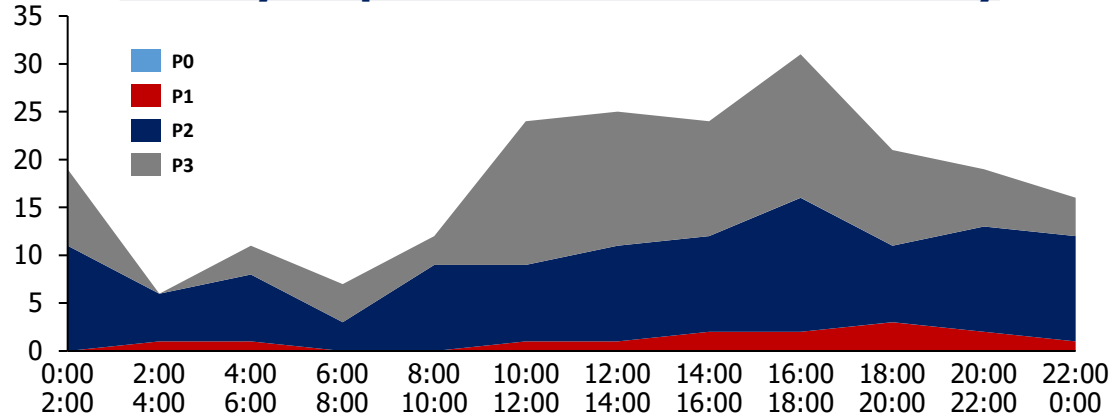




Edgewater PD



Priority Dispatched Calls Per Time of Day

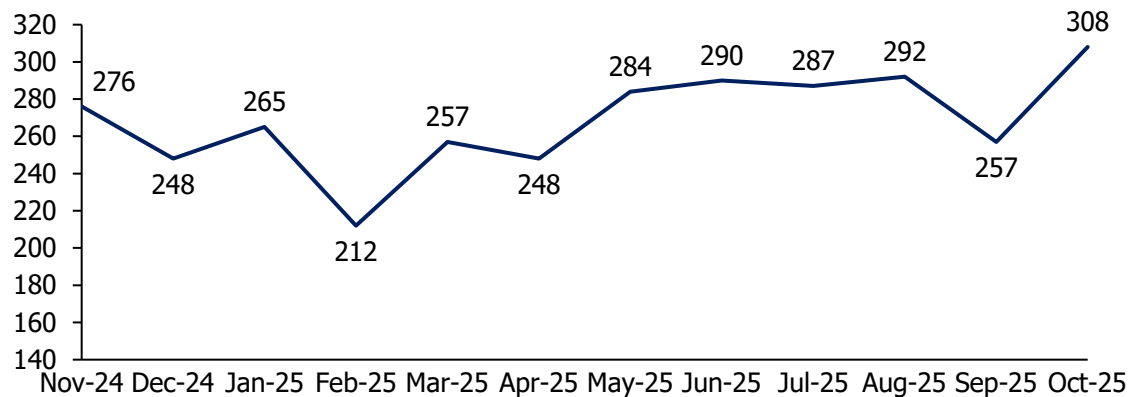


Daily Priority Call Volume and Entry to Assignment

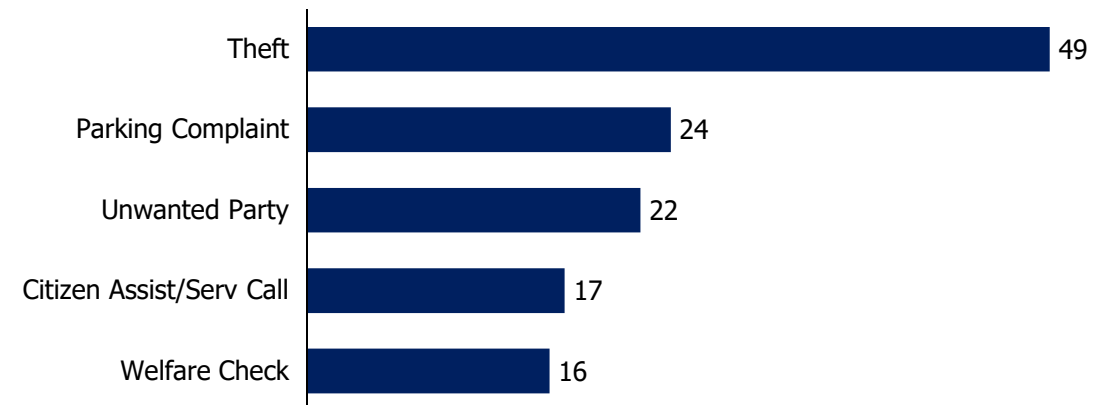
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	17	18	39	10
Monday	0	0	16	10	26	7
Tuesday	0	0	14	12	26	7
Wednesday	0	2	13	12	27	5
Thursday	0	2	15	13	30	6
Friday	0	3	15	14	32	6
Saturday	0	3	17	15	35	9
Assignment < 2 min		57%	51%			
Assignment < 4 min		86%	75%			

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

Monthly Call Volume



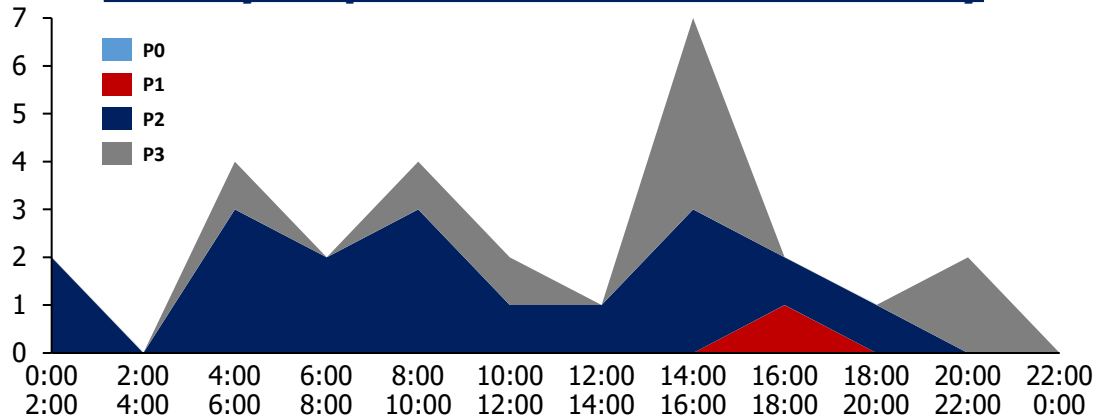
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

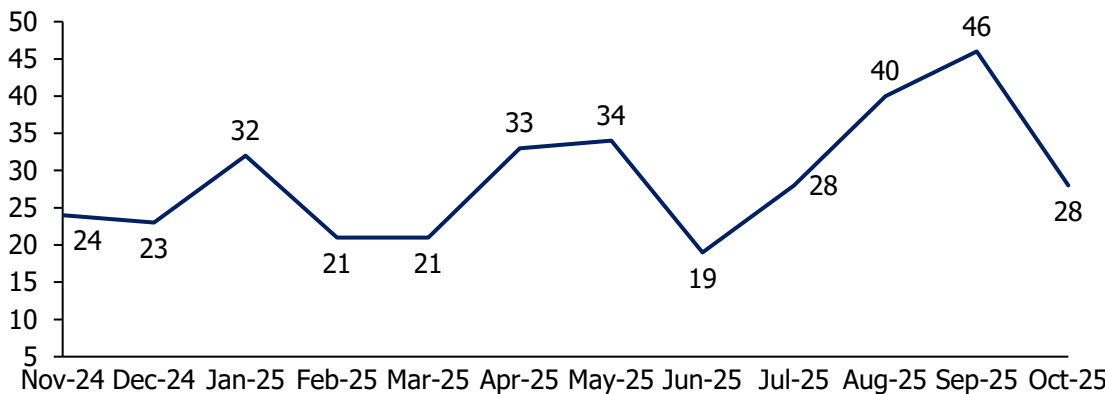


Daily Priority Call Volume and Entry to Assignment

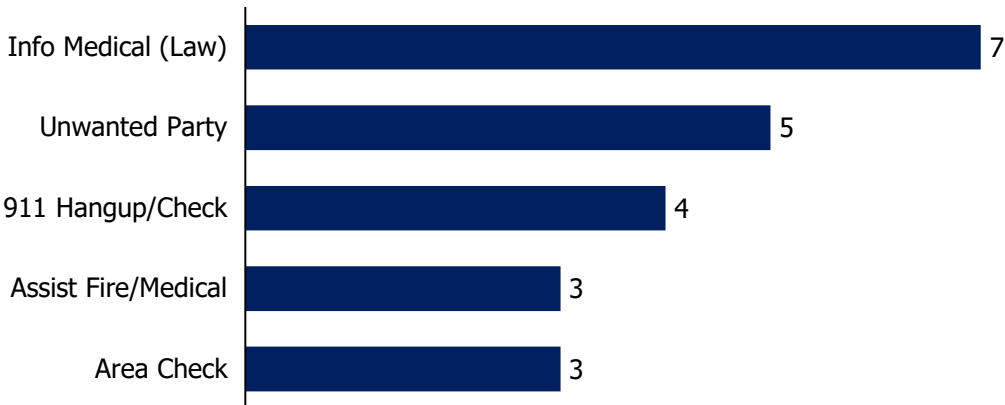
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	0	3	1
Monday	0	0	3	1	4	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	2	3	5	1
Thursday	0	0	2	3	5	1
Friday	0	0	2	2	4	1
Saturday	0	1	4	0	5	1
Assignment < 2 min		100%	65%			
Assignment < 4 min		100%	82%			

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

Monthly Call Volume



Top Five Problem Natures



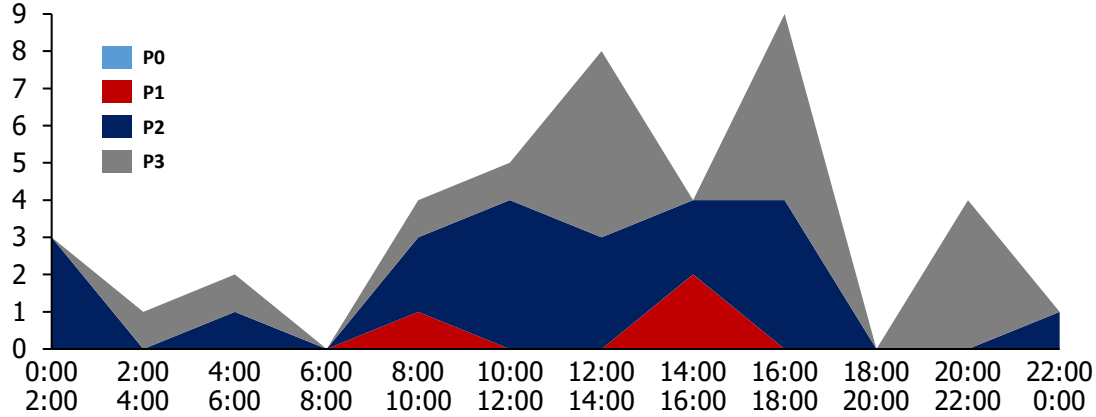


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

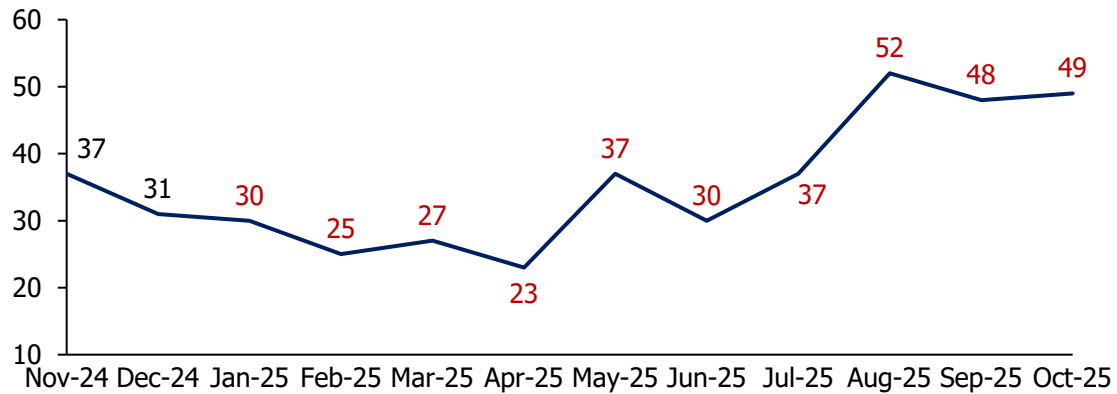


Daily Priority Call Volume and Entry to Assignment

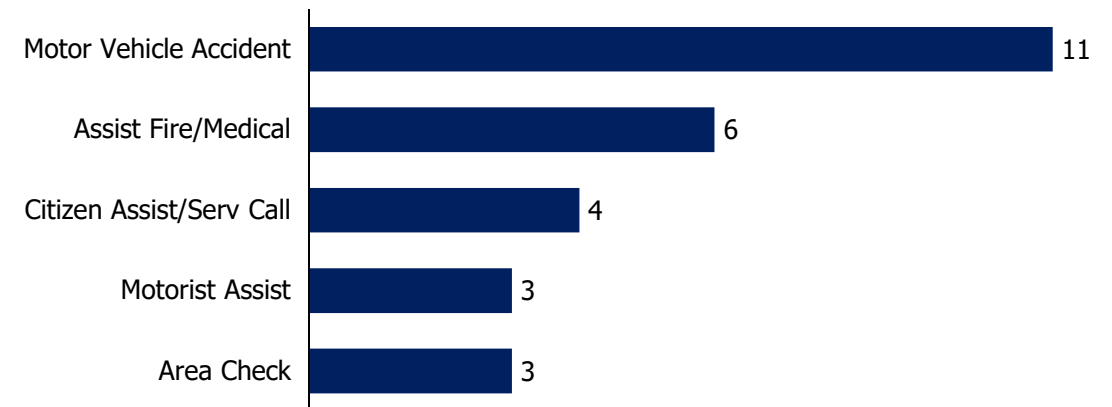
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	3	3	1
Monday	0	1	3	1	5	1
Tuesday	0	1	4	5	10	3
Wednesday	0	0	3	5	8	2
Thursday	0	0	2	2	4	1
Friday	0	1	1	1	3	1
Saturday	0	0	7	1	8	2
Assignment <2 min		100%	50%			
Assignment <4 min		100%	75%			

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

Monthly Call Volume



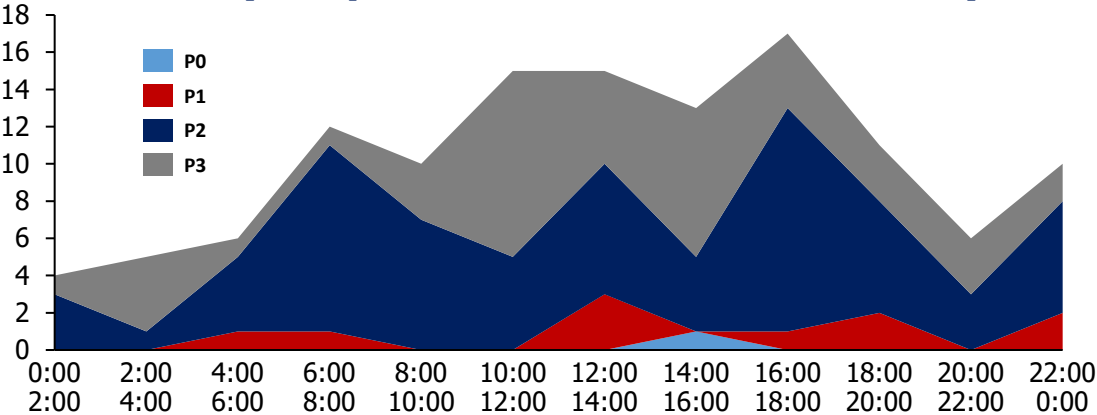
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

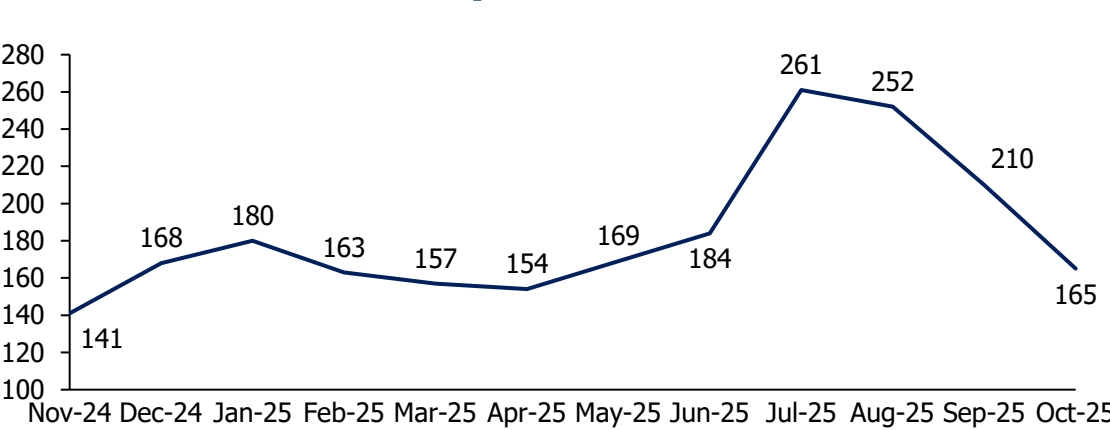


Daily Priority Call Volume and Entry to Assignment

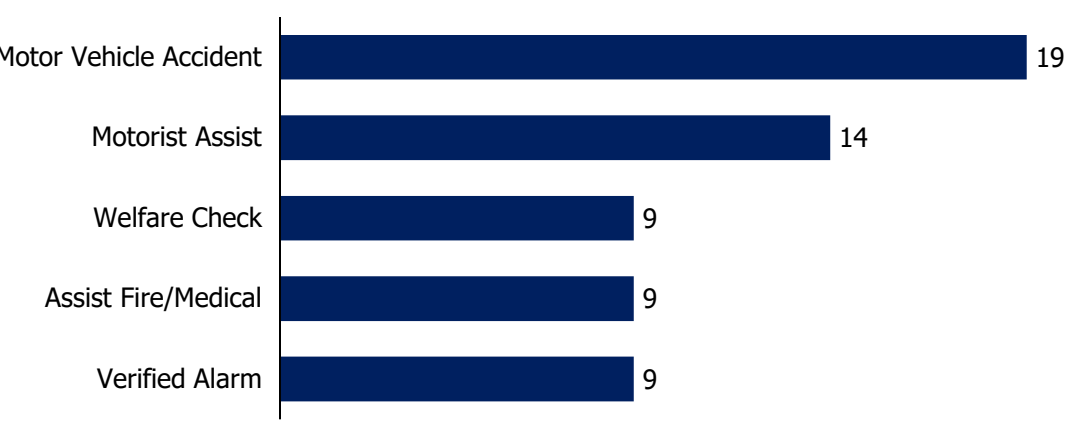
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	9	6	16	4
Monday	0	0	12	7	19	5
Tuesday	0	1	10	5	16	4
Wednesday	0	3	8	8	19	4
Thursday	1	2	9	7	19	4
Friday	0	3	11	8	22	4
Saturday	0	0	9	4	13	3
Assignment < 2 min		70%	41%			
Assignment < 4 min		100%	63%			

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

Monthly Call Volume



Top Five Problem Natures



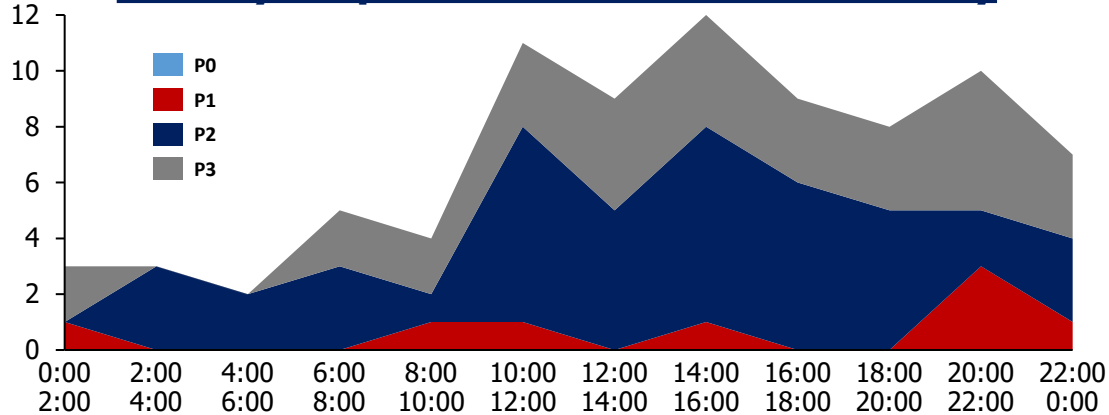
Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. These calls are shown on the Georgetown PD page only.



Idaho Springs PD



Priority Dispatched Calls Per Time of Day

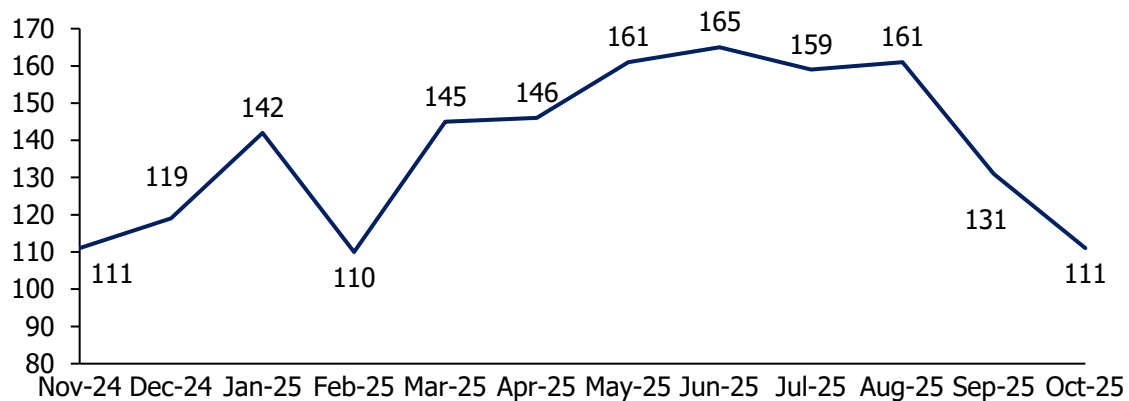


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	6	3	12	3
Monday	0	0	5	6	11	3
Tuesday	0	1	5	3	9	2
Wednesday	0	1	8	5	14	3
Thursday	0	1	11	6	18	4
Friday	0	0	2	5	7	1
Saturday	0	2	7	3	12	3
Assignment < 2 min		100%	55%			
Assignment < 4 min		100%	73%			

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

Monthly Call Volume



Top Five Problem Natures

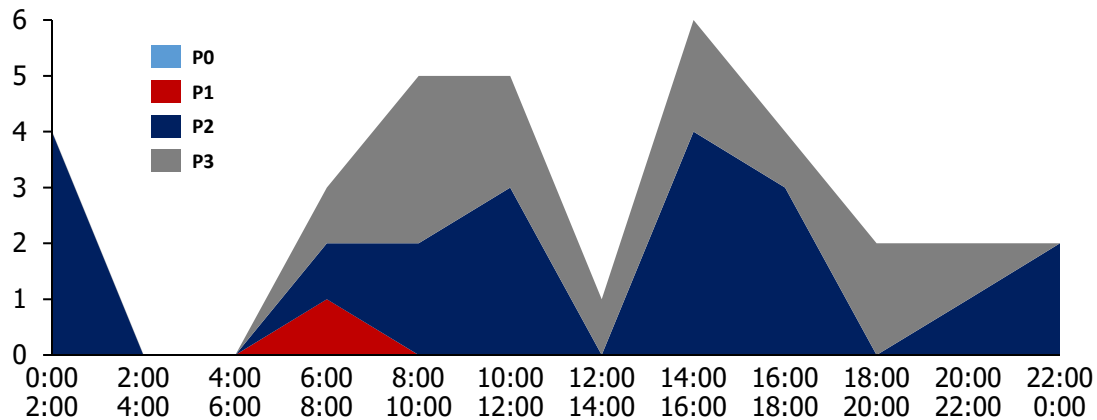




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

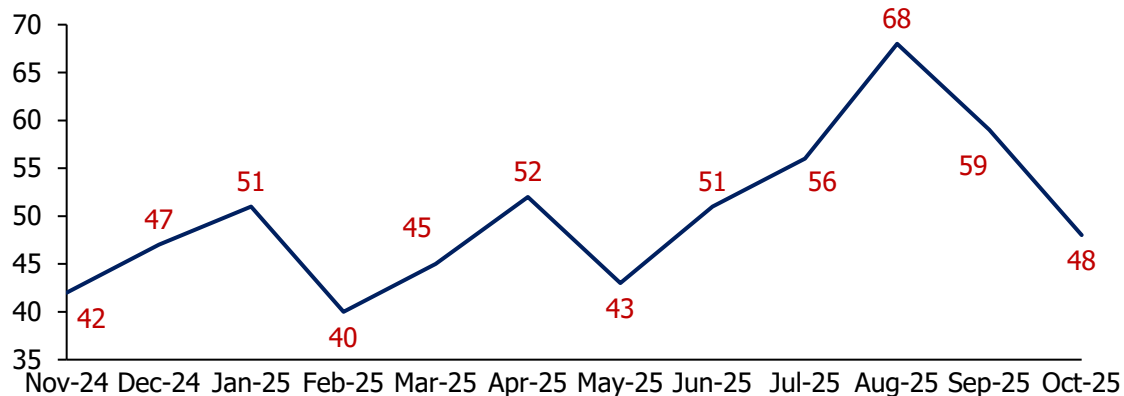


Daily Priority Call Volume and Entry to Assignment

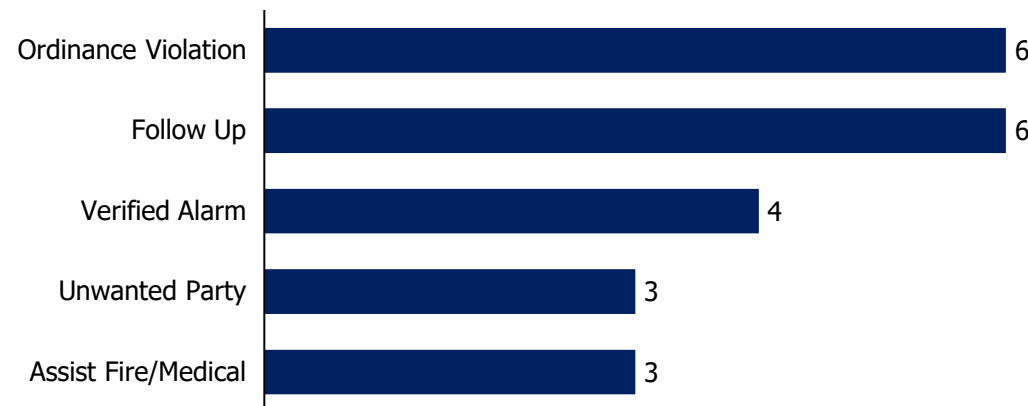
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	1	5	1
Monday	0	0	1	2	3	1
Tuesday	0	1	4	4	9	2
Wednesday	0	0	2	2	4	1
Thursday	0	0	2	2	4	1
Friday	0	0	3	2	5	1
Saturday	0	0	4	0	4	1
Assignment < 2 min		100%	60%			
Assignment < 4 min		100%	80%			

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

Monthly Call Volume



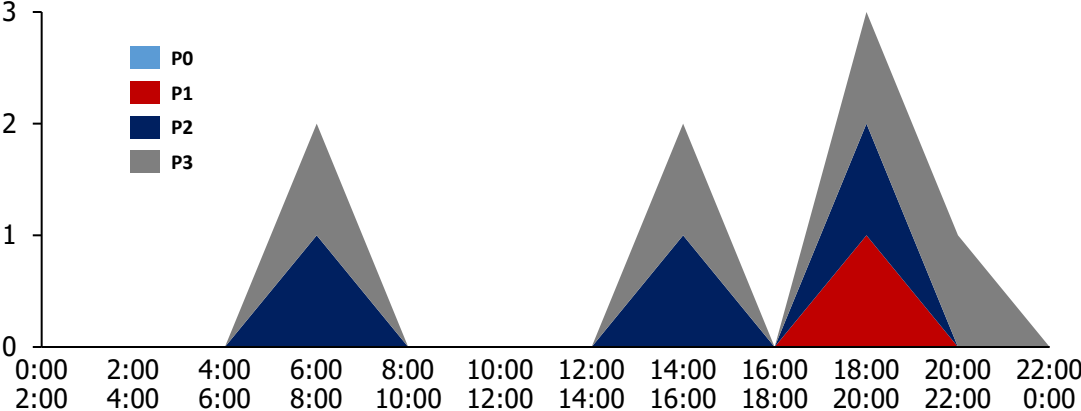
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

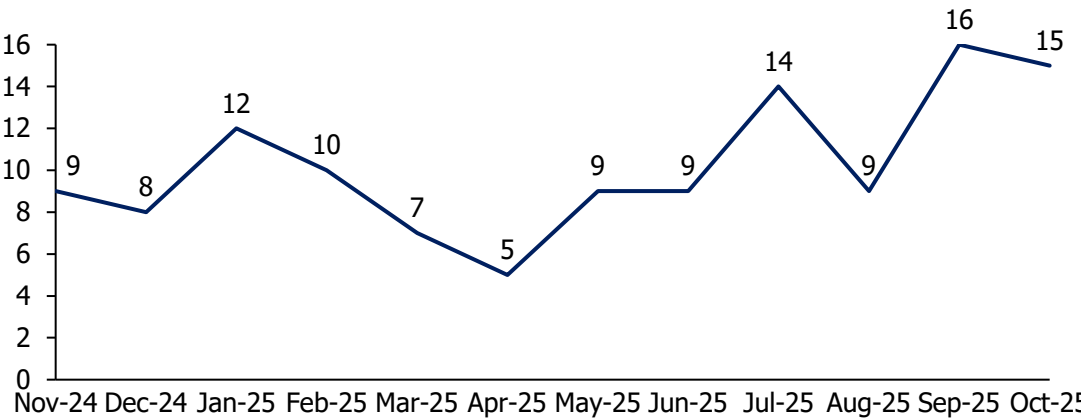


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	0	1	1	0
Tuesday	0	0	0	0	0	0
Wednesday	0	0	0	0	0	0
Thursday	0	0	1	0	1	0
Friday	0	0	1	1	2	0
Saturday	0	1	0	2	3	1
Assignment < 2 min		0%	0%			
Assignment < 4 min		100%	33%			

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.