



Jefferson County Communications Center Authority
JEFFCOM911

September 2025
Monthly Report



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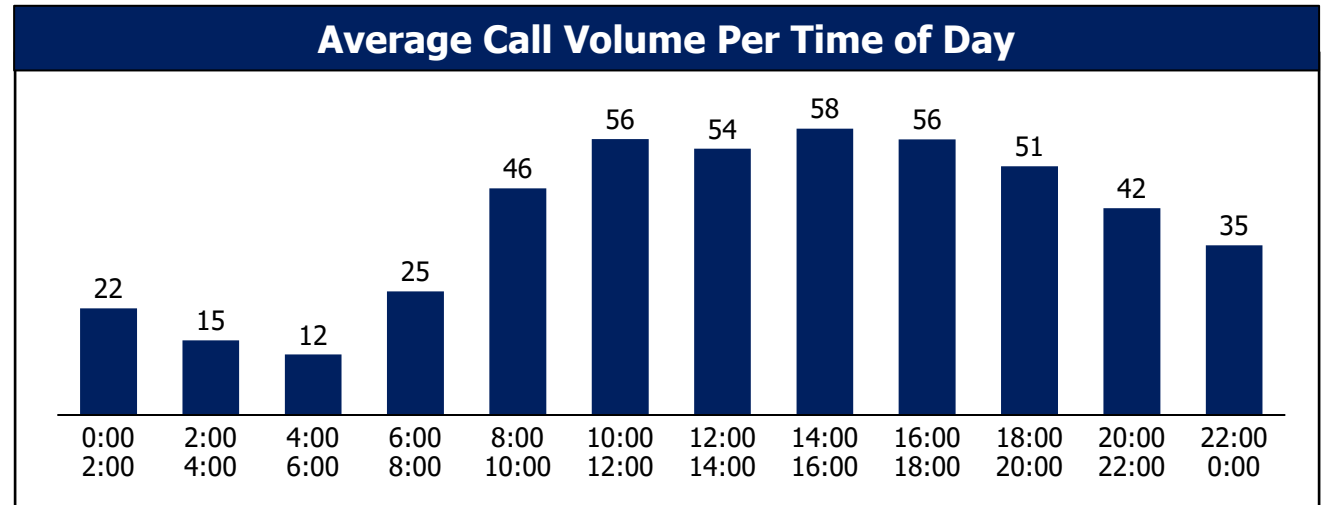


Law Stats

Calls Received, Processed, and Dispatched



Agency	September Calls	% Total	6 Month Trend
Lakewood PD	5,544	28.1%	
Arvada PD	2,919	14.8%	
Jeffco Sheriff	2,825	14.3%	
Wheat Ridge PD	1,459	7.4%	
Golden PD	554	2.8%	
Edgewater PD	257	1.3%	
Clear Creek Sheriff	210	1.1%	
Idaho Springs PD	131	0.7%	
Georgetown PD*	59	0.3%	
Lakeside PD	83	0.4%	
CSM PD	46	0.2%	
Morrison PD**	48	0.2%	
Empire PD	16	0.1%	
Empire PD	16	0.1%	
Total	14,166	71.7%	














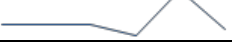
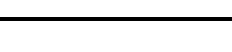


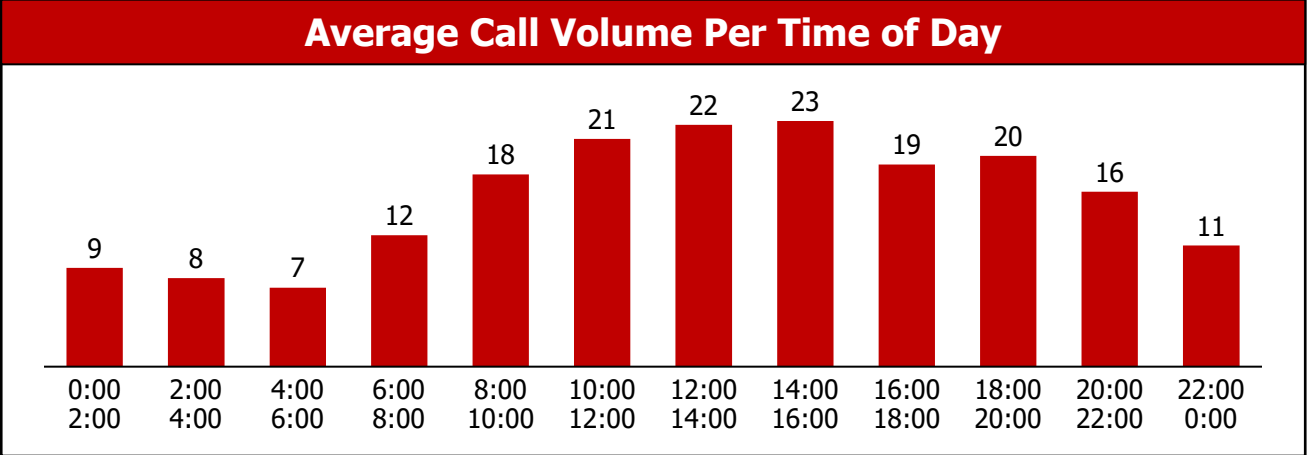
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	188	527	502	142	240	110	1,710	12.9%
Monday	1	204	645	720	246	438	140	2,394	14.5%
Tuesday	1	155	666	732	221	483	119	2,377	14.4%
Wednesday	1	141	511	569	189	369	120	1,900	14.4%
Thursday	1	122	550	601	171	348	97	1,890	14.3%
Friday	1	177	557	620	202	376	91	2,024	15.3%
Saturday	3	186	618	557	121	259	127	1,871	14.2%
Total	9	1,173	4,074	4,301	1,292	2,513	804	14,166	

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	September Calls	% of Total	6 Month Trend
West Metro Fire	3,166	16.0%	
Arvada Fire	1,375	7.0%	
Golden Fire	292	1.5%	
Evergreen Fire	199	1.0%	
Clear Creek Fire	138	0.7%	
Clear Creek EMS	110	0.6%	
Elk Creek Fire	94	0.5%	
Highland Rescue	58	0.3%	
Foothills Fire	47	0.2%	
Pleasant View Fire	45	0.2%	
Inter Canyon Fire	28	0.1%	
Indian Hills Fire	15	0.1%	
Genesee Fire	10	0.1%	
North Fork Fire	9	0.0%	
Golden Gate Fire	5	0.0%	
Total	5,591	28.3%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	11	442	241	6	0	1	701	13.4%
Monday	29	579	304	7	0	0	919	14.1%
Tuesday	16	537	330	7	0	3	893	13.7%
Wednesday	15	448	294	11	0	4	772	14.8%
Thursday	6	484	308	3	0	5	806	15.4%
Friday	14	428	293	7	0	5	747	14.3%
Saturday	12	473	253	12	0	3	753	14.4%
Total	103	3,391	2,023	53	0	21	5,591	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	87.6%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.7%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	46.8%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	86.2%	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%	89.3%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	87.2%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering Time</p> <p>Although overall staffing levels are approaching authorized strength, a significant portion of personnel remain in training, which continues to adversely affect call-taking performance. The onboarding of new personnel, while necessary, has led to a misalignment between operational scheduling and actual workforce readiness. Adjusting shift schedules to better align with trained personnel availability may help rebalance call-taking workloads and improve response times.</p> <p>Remediation: Call Answering Time</p> <p>Operations and Support Services Management is working closely conducting a comprehensive evaluation of current staffing and scheduling practices. While staffing is already aligned with peak call volume periods, analysis indicates that mid-day time blocks consistently fall short of meeting the established call answering time metric.</p> <p>To address this, Jeffcom will implement a trial of an updated schedule that increases call taker coverage during these mid-day hours. This adjustment aims to improve overall responsiveness and ensure compliance with performance standards across all time periods. The impact of the revised schedule will be closely monitored and assessed for effectiveness.</p> <p>Mangement continues to evaluate, training, culture development and technology needs as we address deficiencies.</p>
<p>Root Cause: Call Processing Time</p> <p>Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.</p> <p>Remediation: Call Processing Time</p> <p>The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:58 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

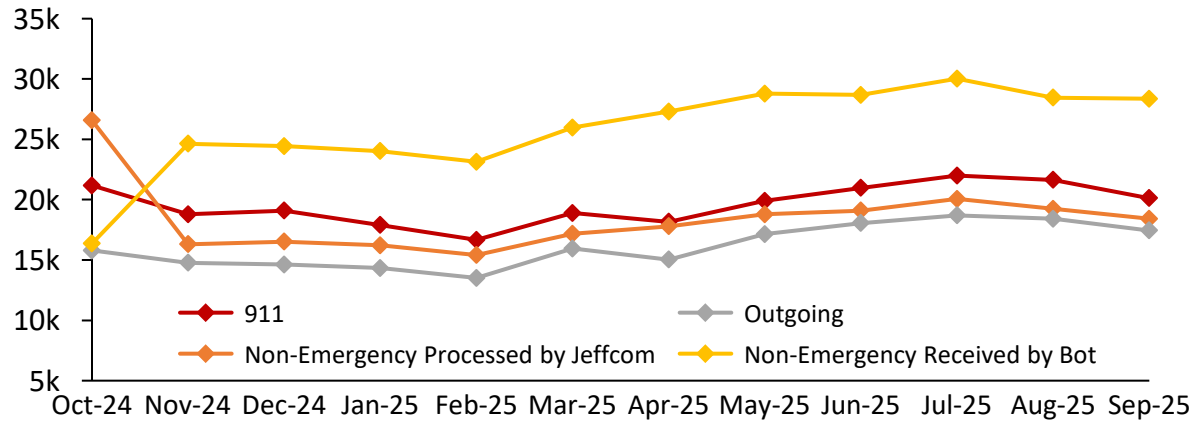
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



Service Level Agreement and Volume Trends



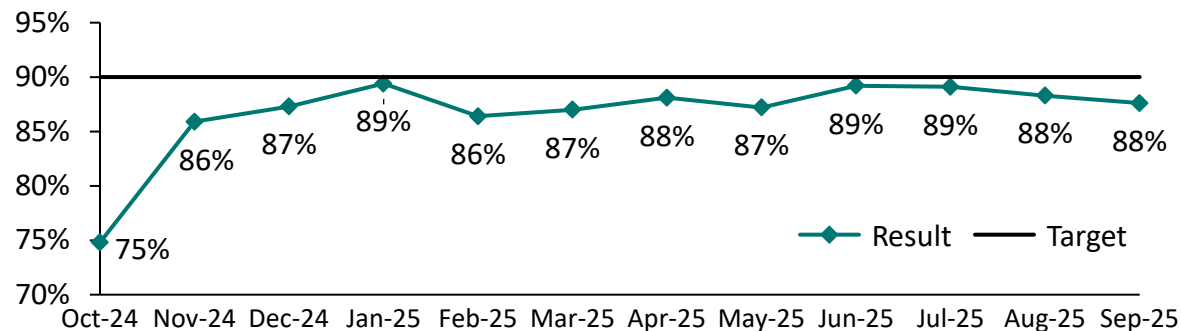
Call Volumes



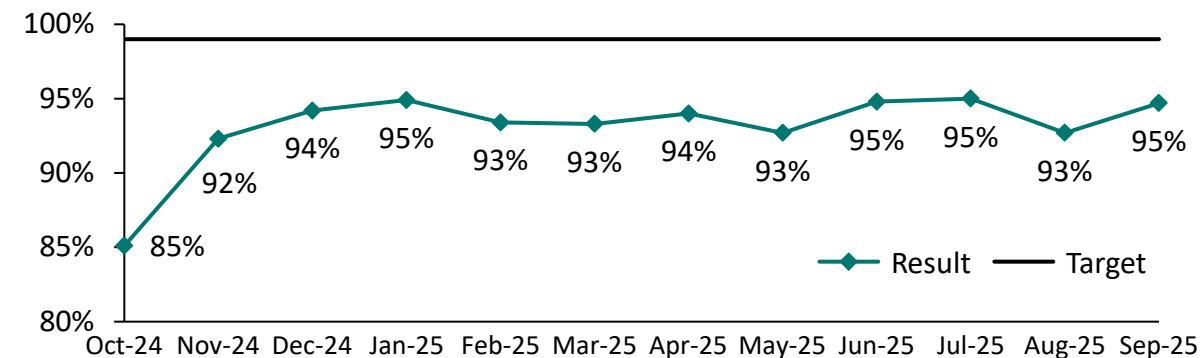
Trend Table

Average Daily Calls	Sep-25	Aug-25	Sep-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	581	594	559	↓ -2%	↑ 4%
Incoming - Admin to Bot	946	918	434	↑ 3%	↑ 118%
Incoming - Admin to Jeffcom	614	621	1,000	↓ -1%	↓ -39%
Incoming - 911	671	698	732	↓ -4%	↓ -8%
911 calls answered within 15 seconds	87.6%	88.3%	72.8%	↓ 0.7%	↑ 14.8%
911 calls answered within 40 seconds	94.7%	92.7%	85.0%	↑ 2.0%	↑ 9.7%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



Admin bot was shut off for 15 days in October.



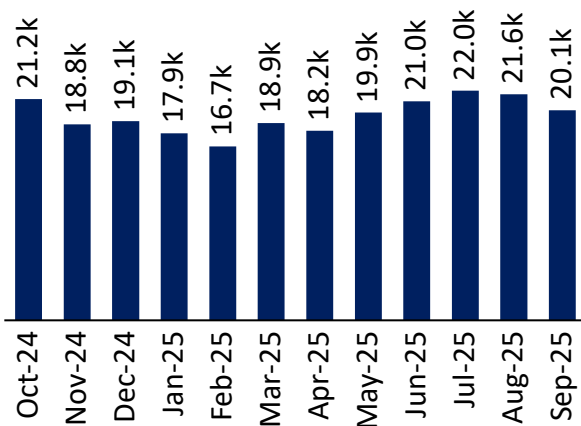
Call Volume/Agency Specific Inquiries



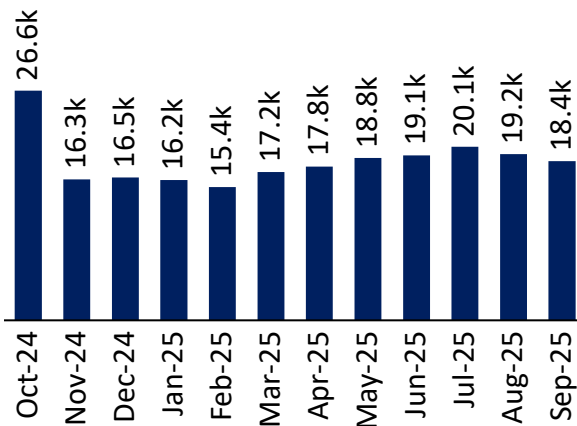
JEFFCOM

12 Month Trends

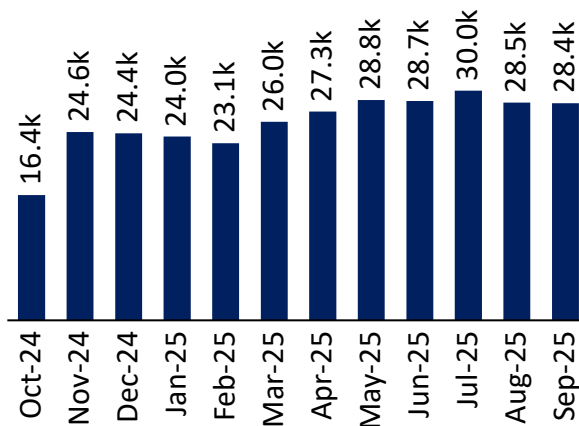
Emergency Calls



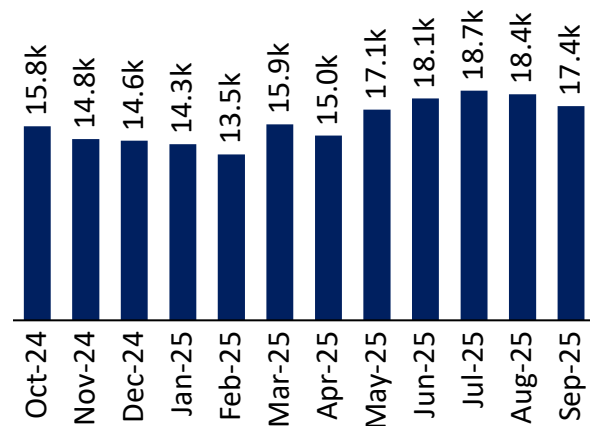
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



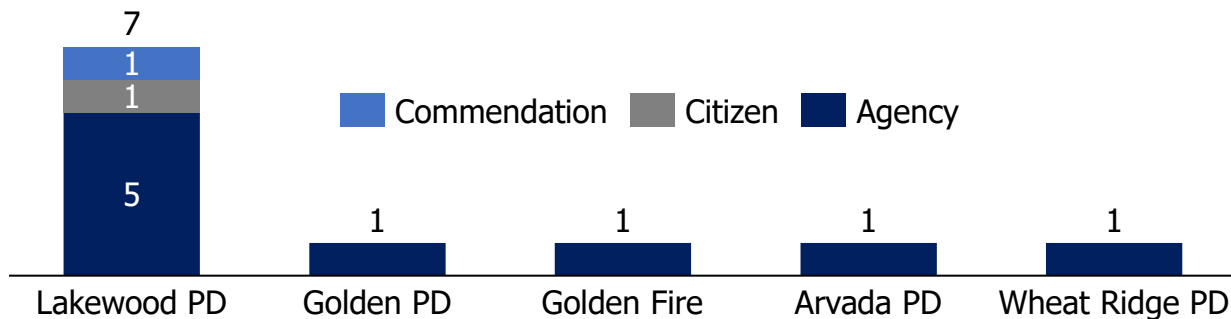
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	17,444	2% Decrease per day from August
Incoming - Admin to Bot	28,365	3% Increase per day from August
Incoming - Admin to Jeffcom	18,420	1% Decrease per day from August
Incoming - 911	20,131	4% Decrease per day from August
Total Incoming to Jeffcom	38,551	3% Decrease per day from August

September Inquiries



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

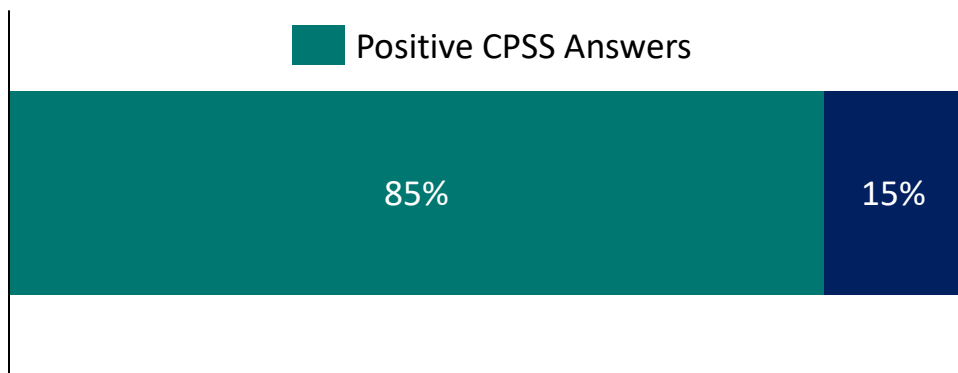


PowerEngage Survey Results

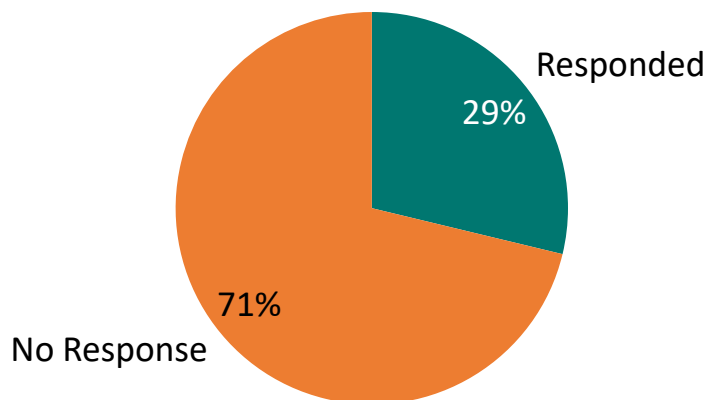
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

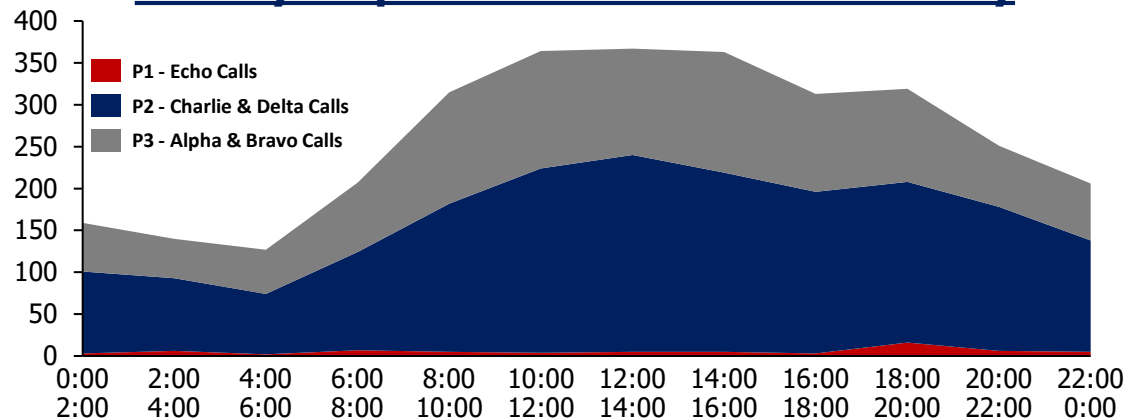


Survey Responses

- Very helpful and asked all the questions they should have.
- The dispatcher was understanding of my elevated emotions. He was patient with me and tried to help me stay focused on getting 911 accurate information so the proper people could be sent to help.
- Professional, pleasant, helpful!
- She was phenomenal. Clear, concise, thorough, informative and ended call with positive vibes and assurance FD was on route.
- Very polite very helpful and very communicative.
- Call taker was patient, calm and helpful.
- She did great, great communication, I appreciate what she does, I appreciate her service to the community.

West Metro Fire

Priority Dispatched Calls Per Time of Day



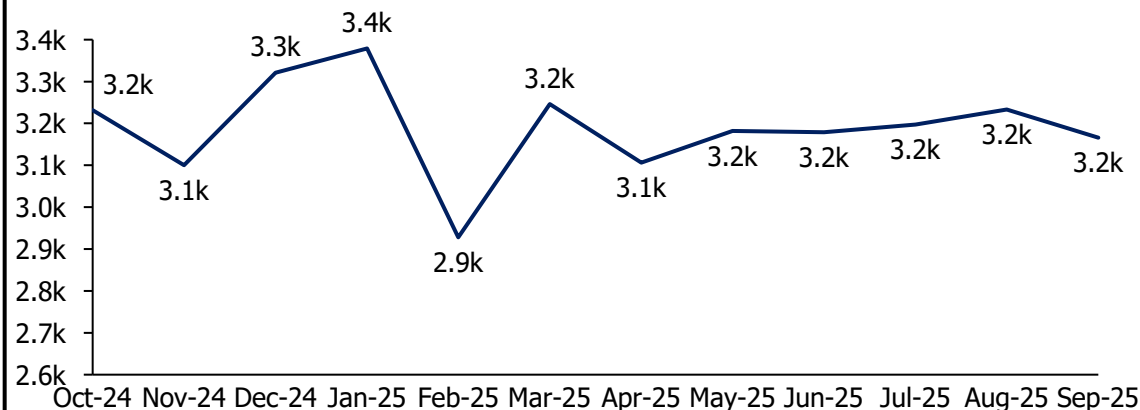
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	8	217	126	351	88
Monday	19	321	176	516	103
Tuesday	10	295	185	490	98
Wednesday	11	256	184	451	113
Thursday	4	278	179	461	115
Friday	9	260	163	432	108
Saturday	6	283	141	430	108

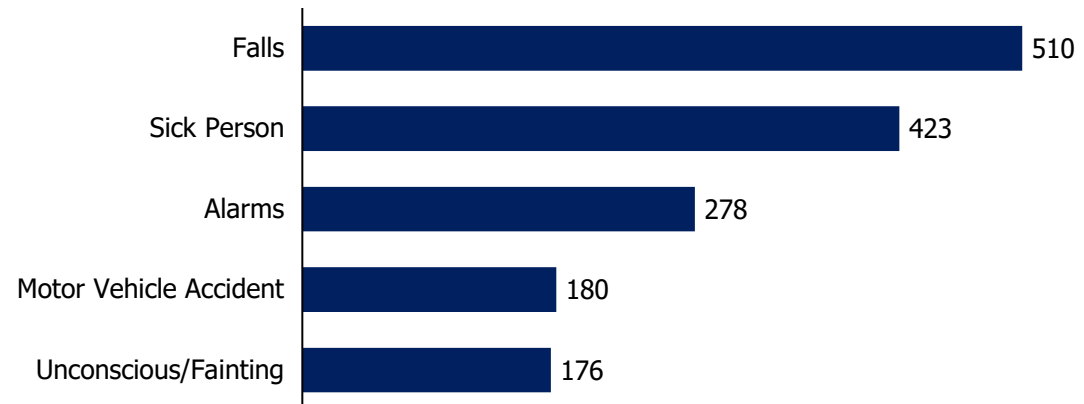
Assignment <1 min **96%** **95%**

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

Monthly Call Volume



Top Five Problem Natures

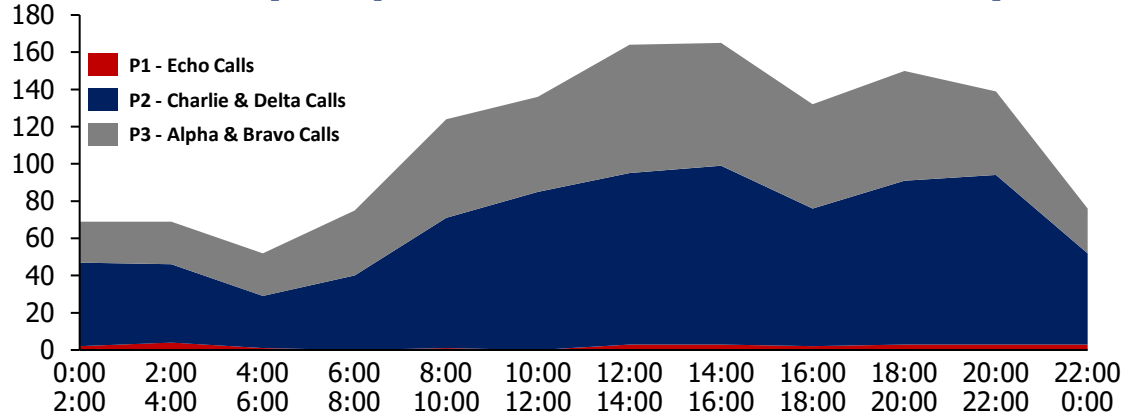




Arvada Fire



Priority Dispatched Calls Per Time of Day



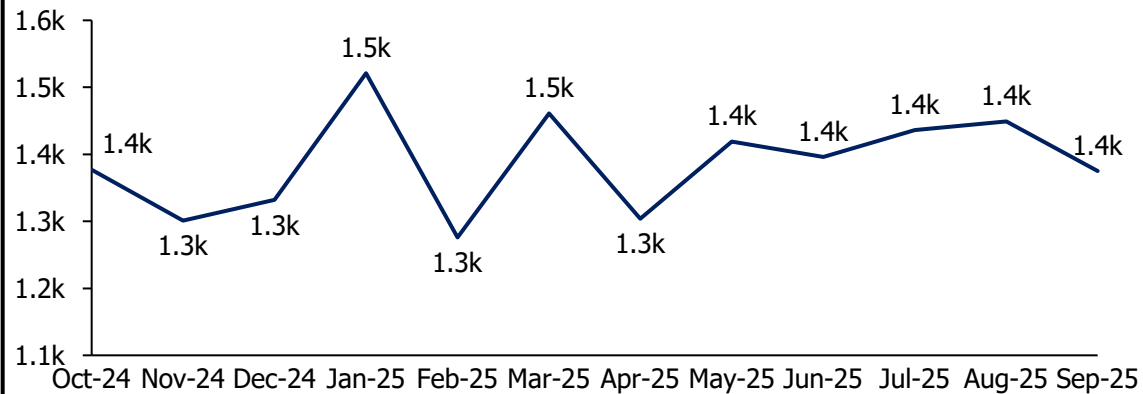
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	118	74	194	49
Monday	8	142	68	218	44
Tuesday	3	125	96	224	45
Wednesday	2	104	68	174	44
Thursday	2	119	70	191	48
Friday	4	92	79	175	44
Saturday	4	100	71	175	44

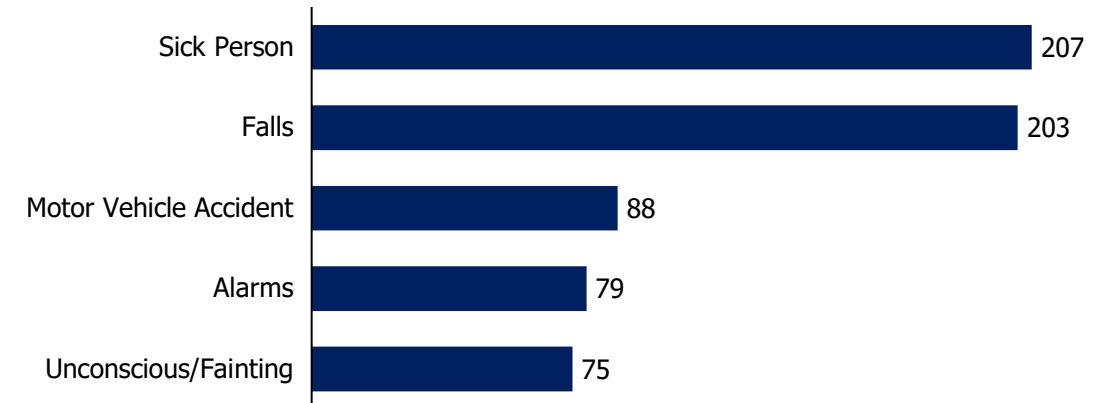
Assignment <1 min 96% 93%

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

Monthly Call Volume



Top Five Problem Natures

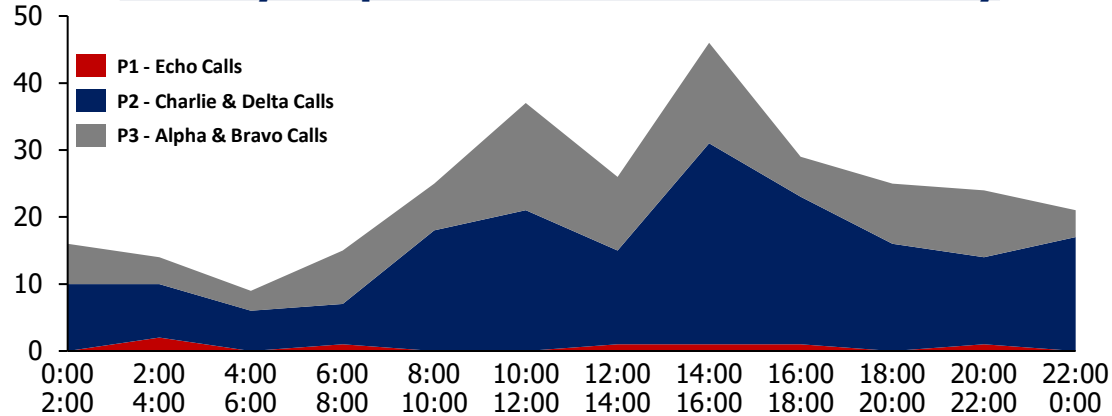




Golden Fire



Priority Dispatched Calls Per Time of Day



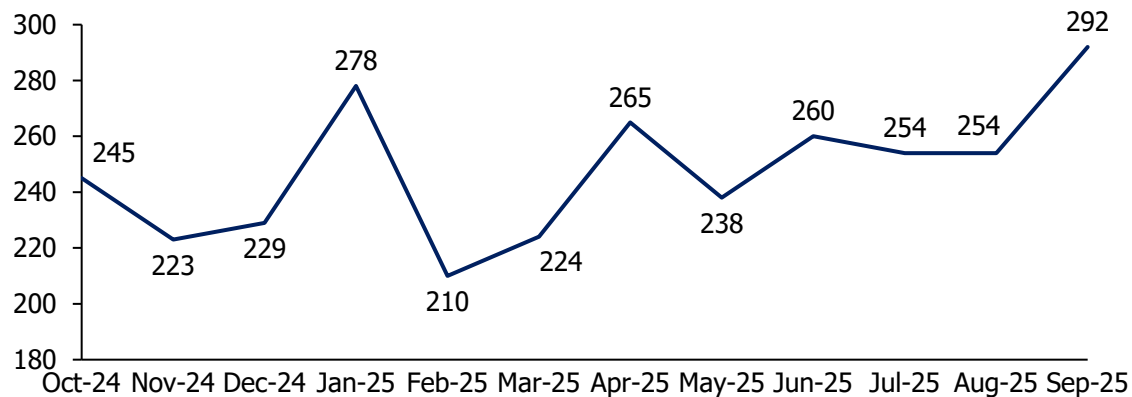
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	25	10	35	9
Monday	2	31	21	54	11
Tuesday	1	31	12	44	9
Wednesday	1	27	9	37	9
Thursday	0	22	15	37	9
Friday	1	19	17	37	9
Saturday	2	26	15	43	11

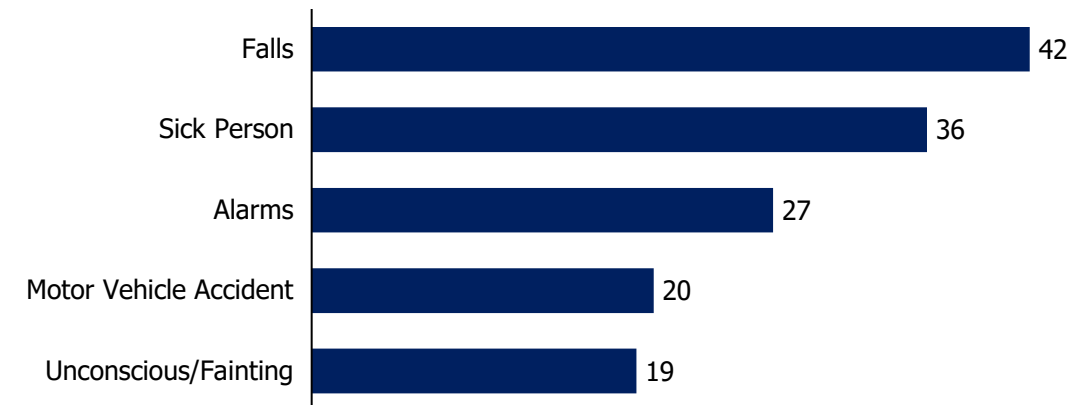
Assignment <1 min 86% 80%

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

Monthly Call Volume



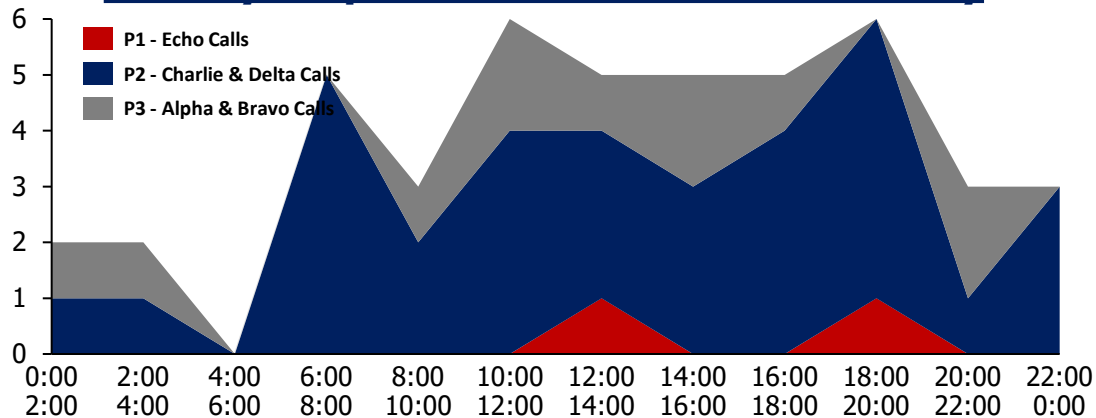
Top Five Problem Natures





Pleasant View Fire

Priority Dispatched Calls Per Time of Day

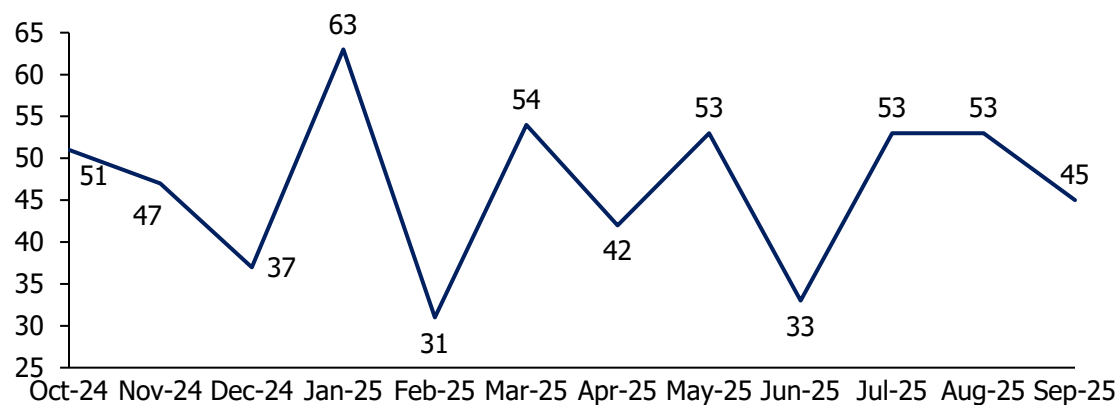


Daily Priority Call Volume and Entry to Assignment

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

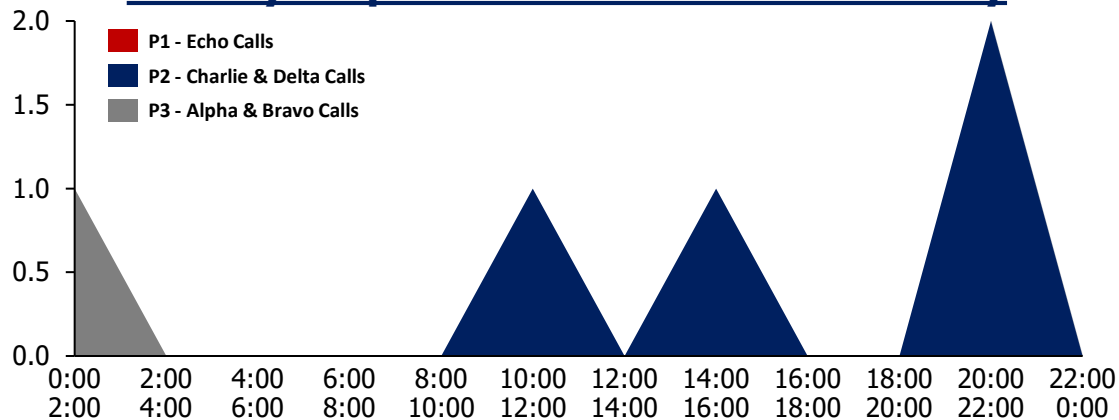




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

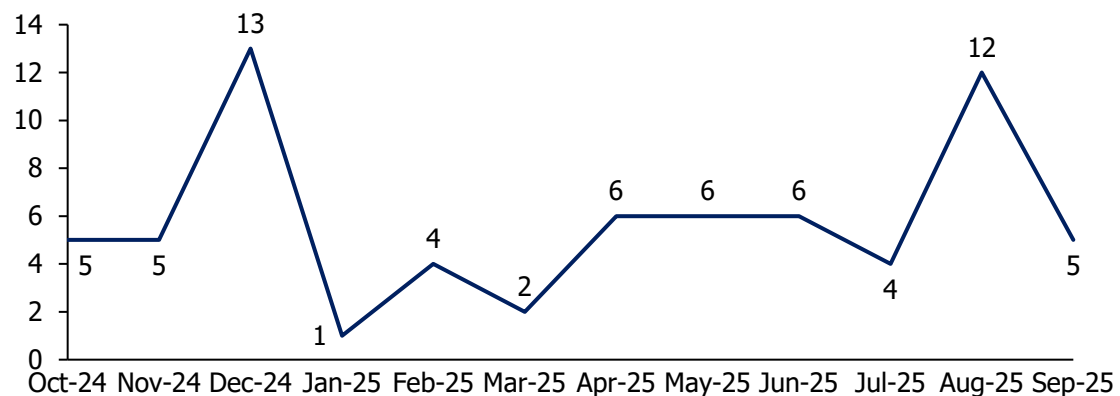


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Problem Natures

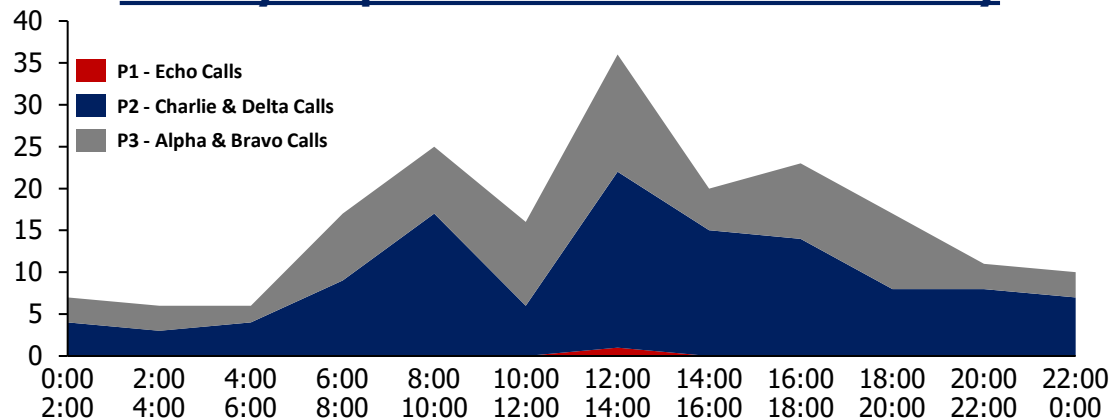




Evergreen Fire



Priority Dispatched Calls Per Time of Day

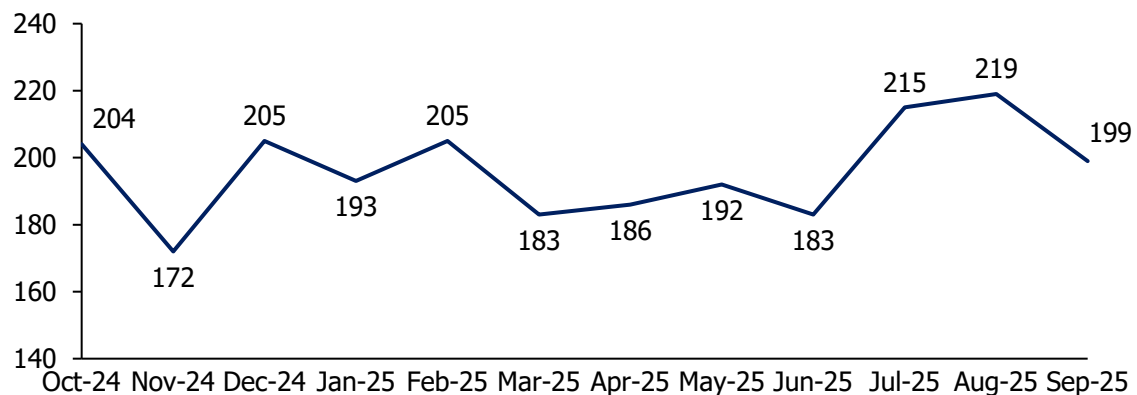


Daily Priority Call Volume and Entry to Assignment

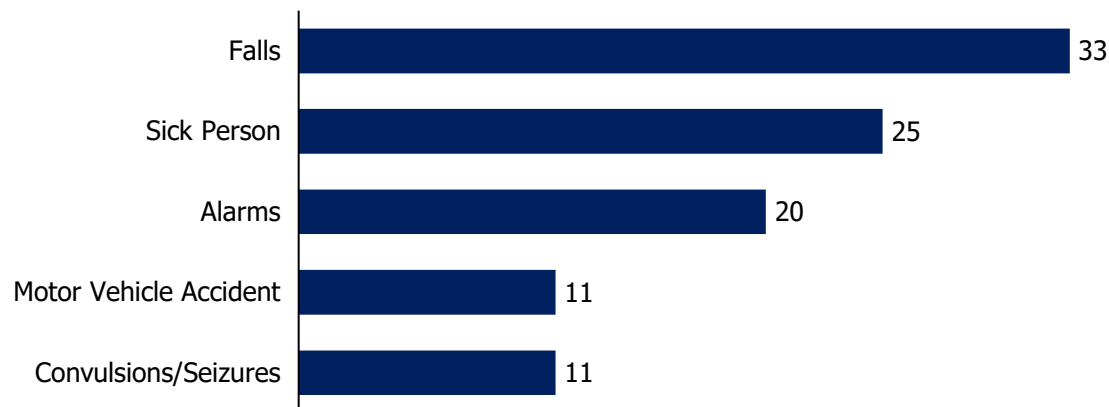
Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	13	27	7
Monday	0	14	11	25	5
Tuesday	0	25	11	36	7
Wednesday	1	16	14	31	8
Thursday	0	20	9	29	7
Friday	0	12	15	27	7
Saturday	0	15	4	19	5
Assignment <1 min	0%	83%			

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

Monthly Call Volume



Top Five Problem Natures

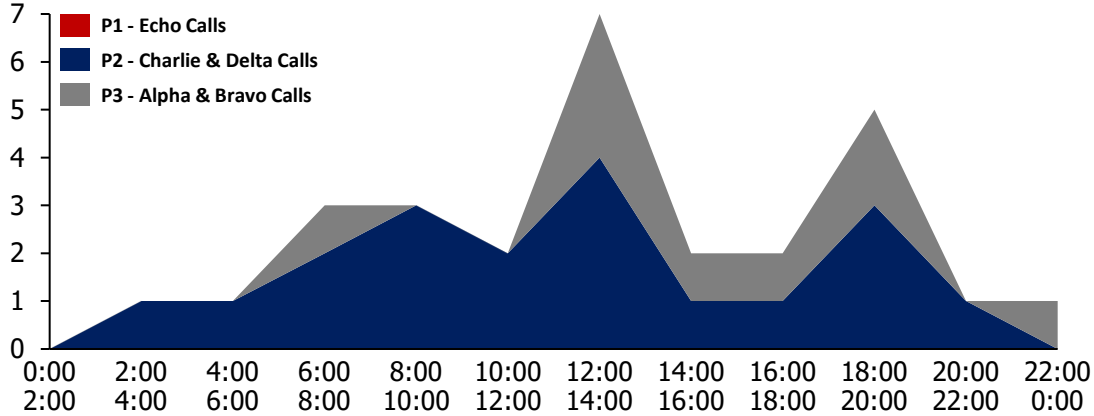




Inter-Canyon Fire



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	2	4	1
Monday	0	4	1	5	1
Tuesday	0	3	1	4	1
Wednesday	0	5	0	5	1
Thursday	0	2	3	5	1
Friday	0	2	1	3	1
Saturday	0	1	1	2	1

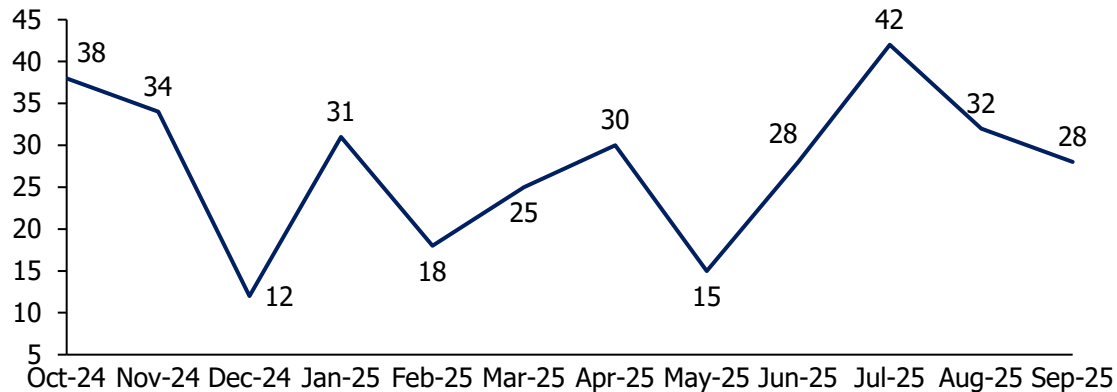
Assignment <1 min

N/A

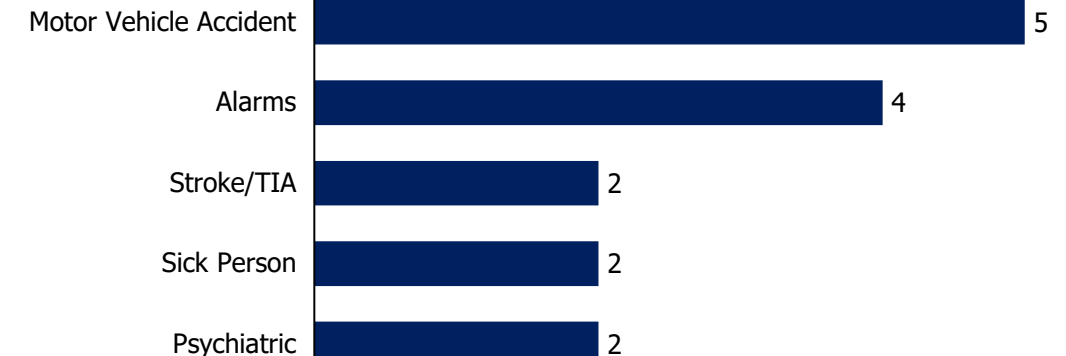
68%

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

Monthly Call Volume



Top Five Problem Natures

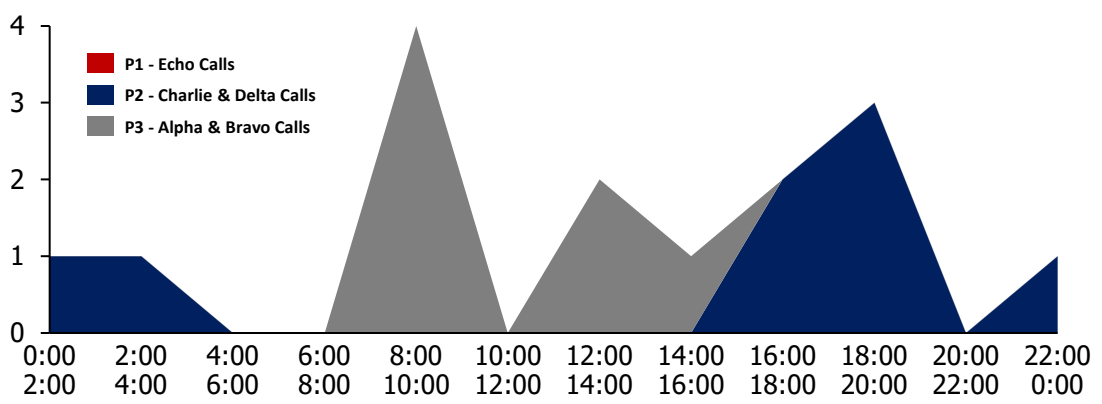




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



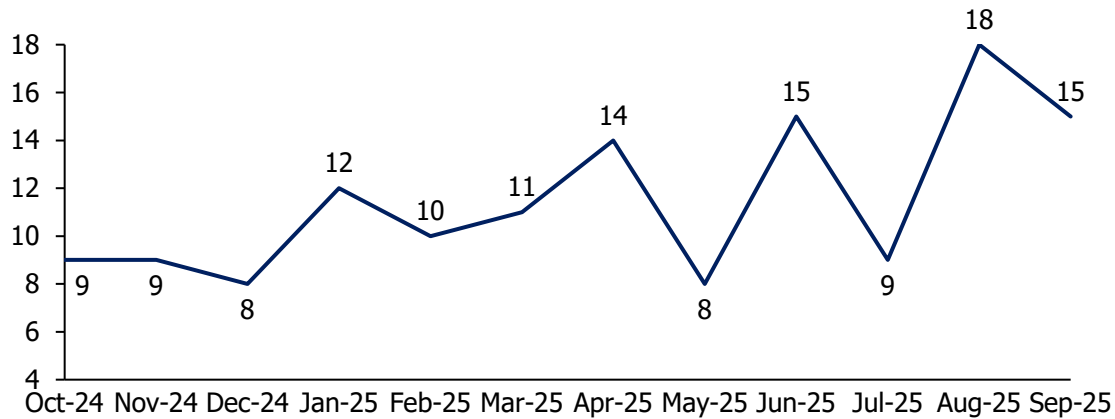
Daily Priority Call Volume and Entry to Assignment

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

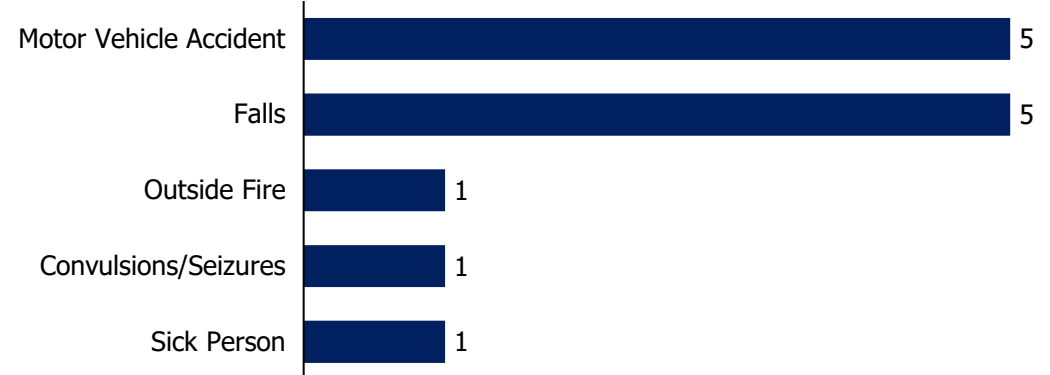
Assignment <1 min N/A 88%

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

Monthly Call Volume



Top Five Problem Natures

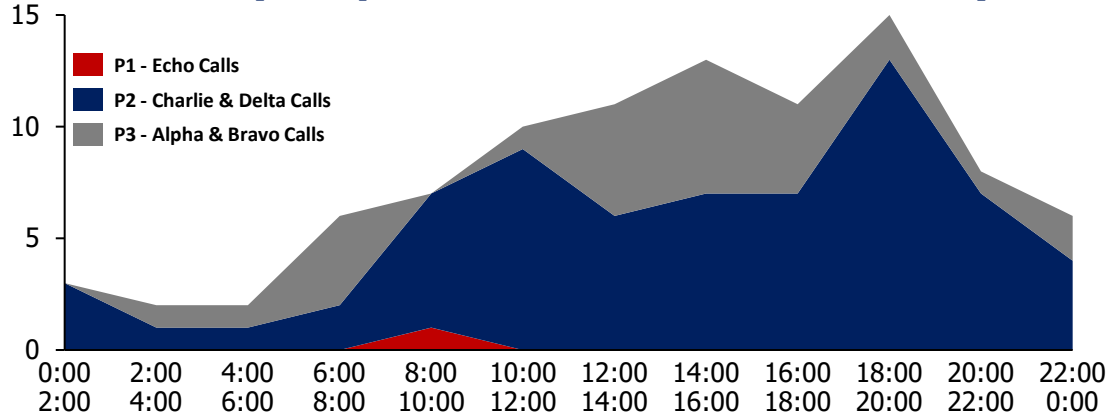




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



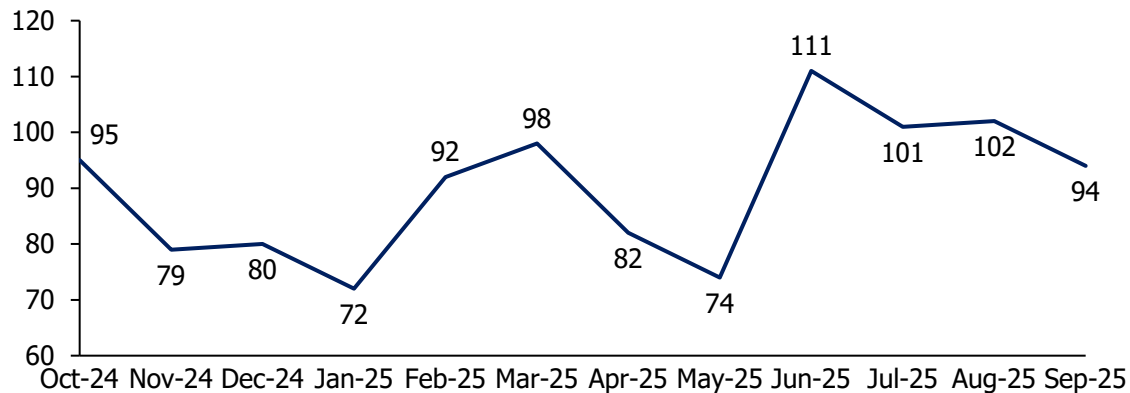
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	1	8	2
Monday	0	11	8	19	4
Tuesday	1	13	5	19	4
Wednesday	0	4	4	8	2
Thursday	0	11	3	14	4
Friday	0	7	5	12	3
Saturday	0	13	1	14	4

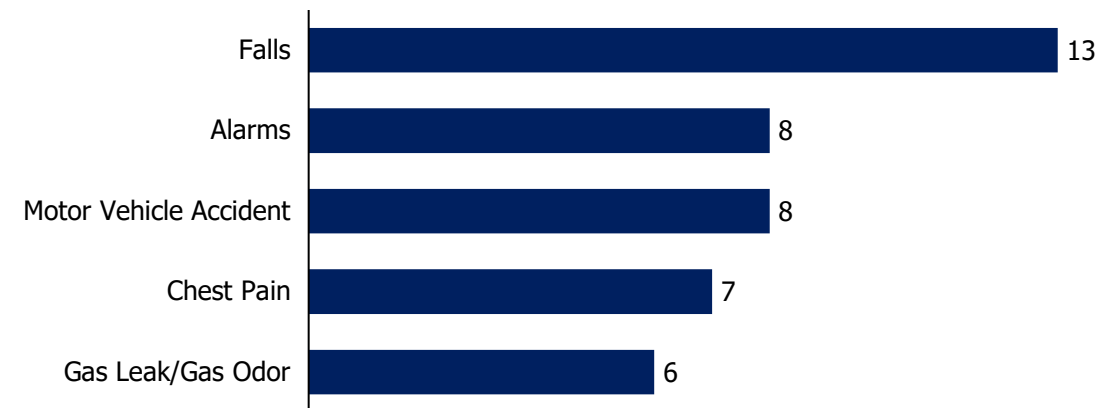
Assignment <1 min 100% 85%

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

Monthly Call Volume



Top Five Problem Natures

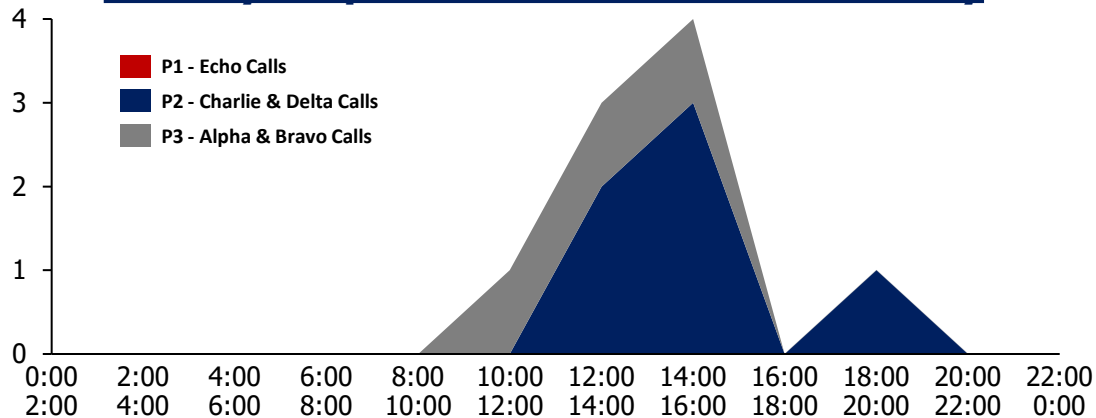




North Fork Fire



Priority Dispatched Calls Per Time of Day



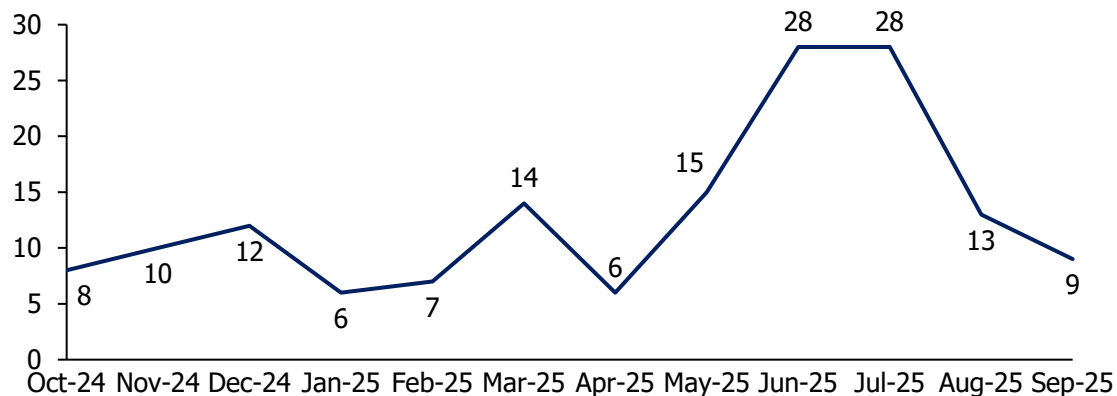
Daily Priority Call Volume and Entry to Assignment

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

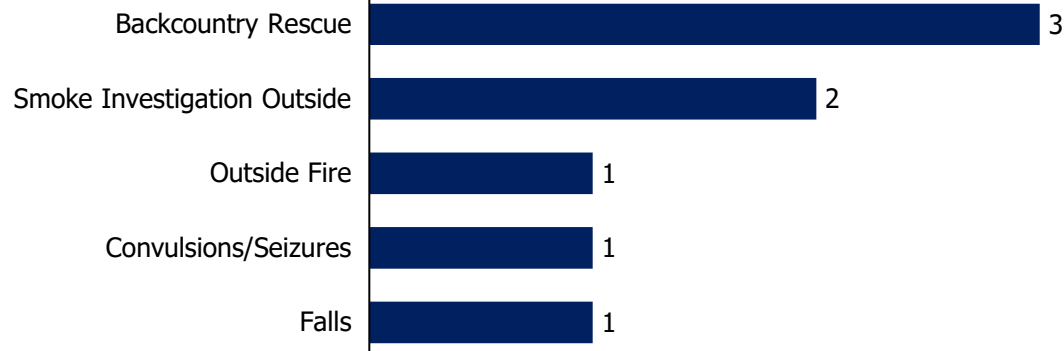
Assignment <1 min N/A 33%

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

Monthly Call Volume



Problem Natures

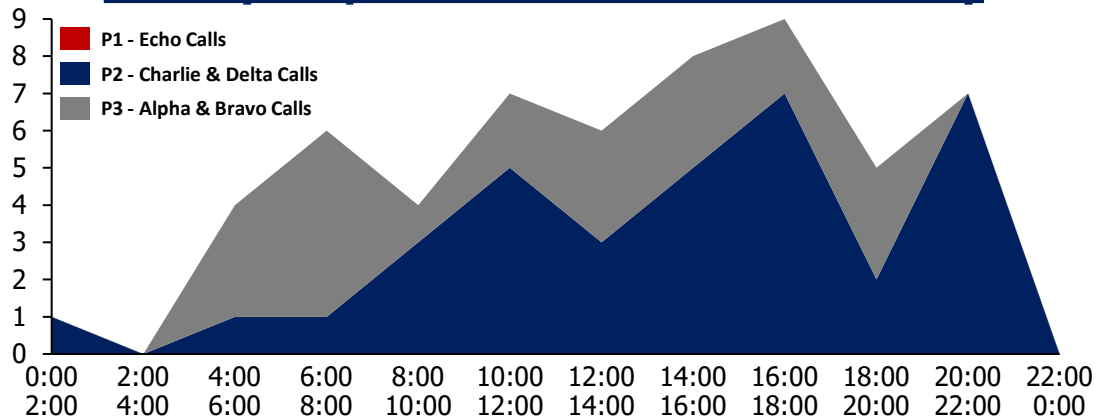




Highland Rescue



Priority Dispatched Calls Per Time of Day

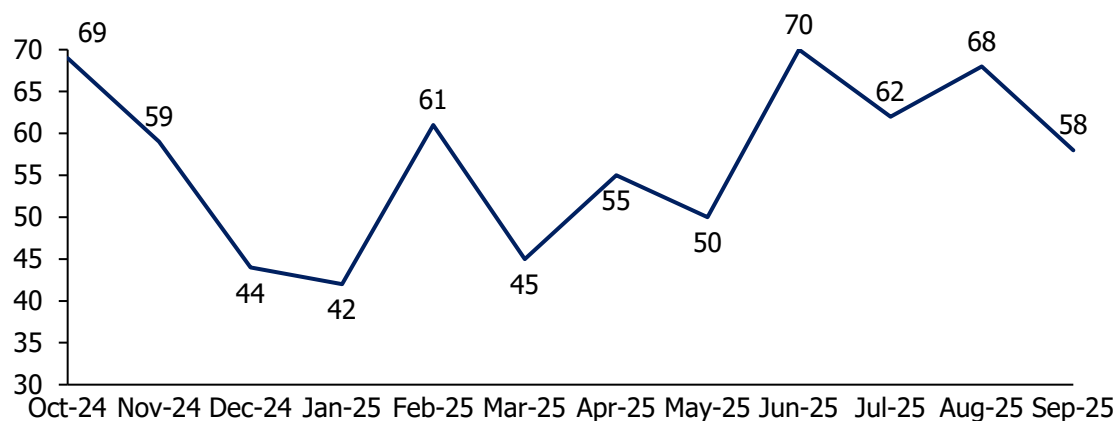


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	3	12	3
Monday	0	8	2	10	2
Tuesday	0	5	5	10	2
Wednesday	0	2	0	2	1
Thursday	0	3	8	11	3
Friday	0	4	2	6	2
Saturday	0	4	2	6	2
Assignment <1 min	N/A	74%			

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

Monthly Call Volume



Top Five Problem Natures

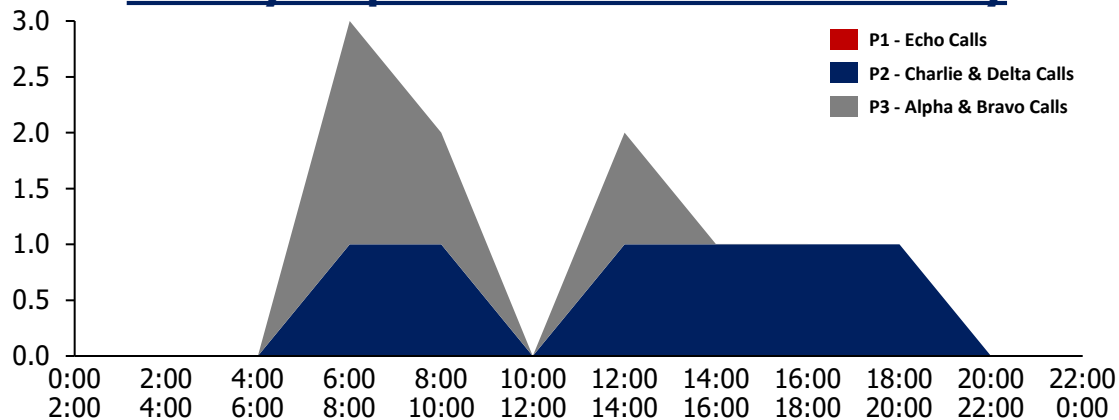




Genesee Fire



Priority Dispatched Calls Per Time of Day

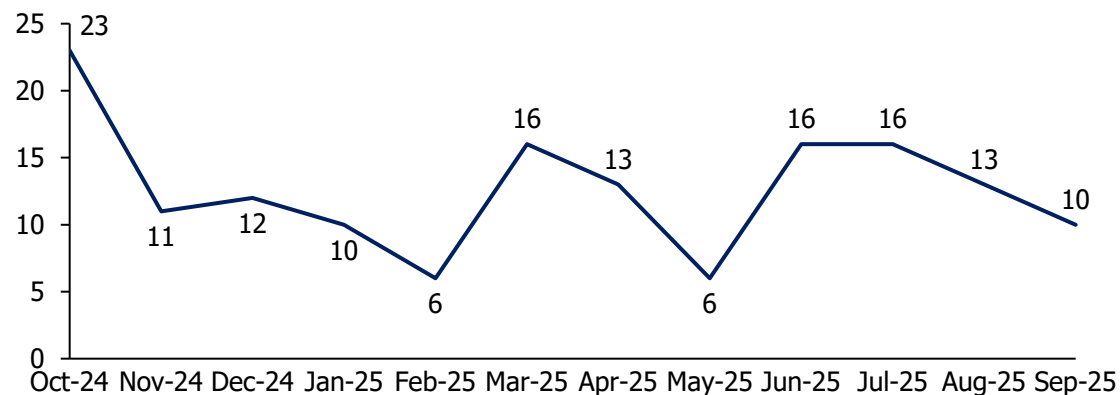


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0
Monday	0	0	0	0	0
Tuesday	0	3	2	5	1
Wednesday	0	1	0	1	0
Thursday	0	1	1	2	1
Friday	0	1	1	2	1
Saturday	0	0	0	0	0
Assignment <1 min	N/A	67%			

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

Monthly Call Volume



Top Five Problem Natures

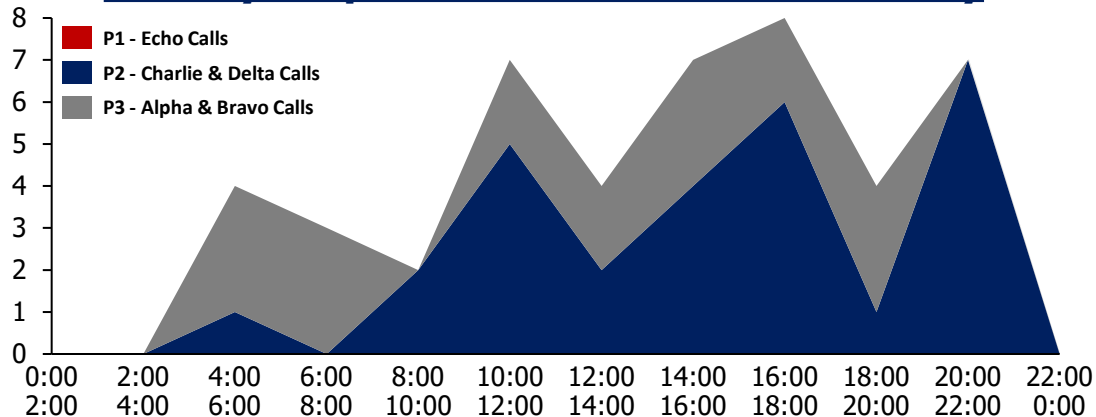




Foothills Fire



Priority Dispatched Calls Per Time of Day

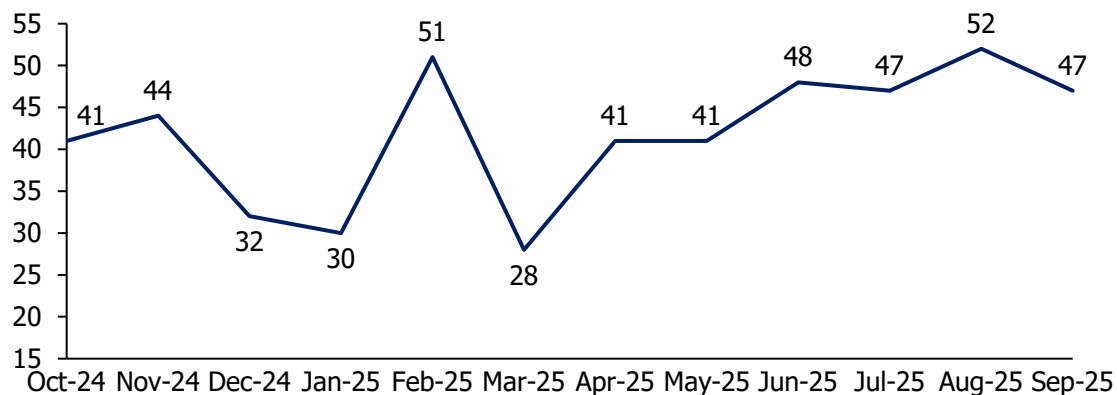


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	3	12	3
Monday	0	8	2	10	2
Tuesday	0	2	3	5	1
Wednesday	0	1	0	1	0
Thursday	0	2	7	9	2
Friday	0	3	1	4	1
Saturday	0	3	2	5	1
Assignment <1 min	N/A	79%			

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

Monthly Call Volume



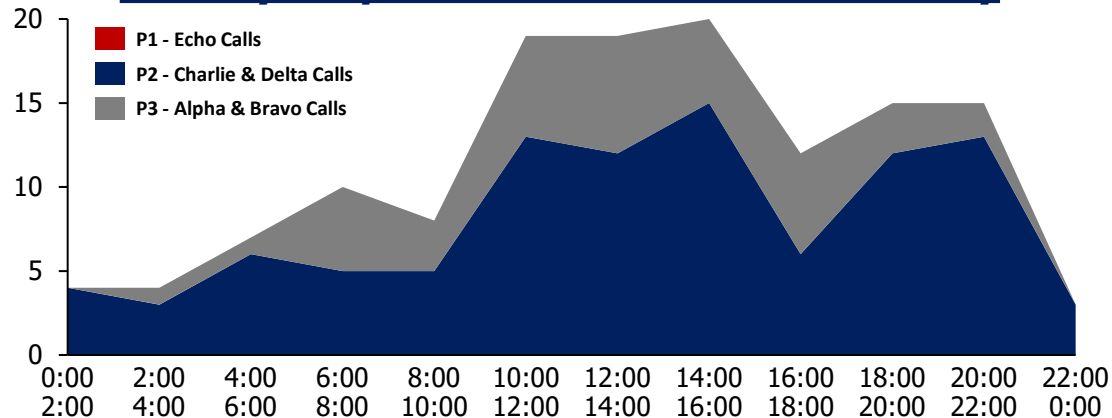
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day

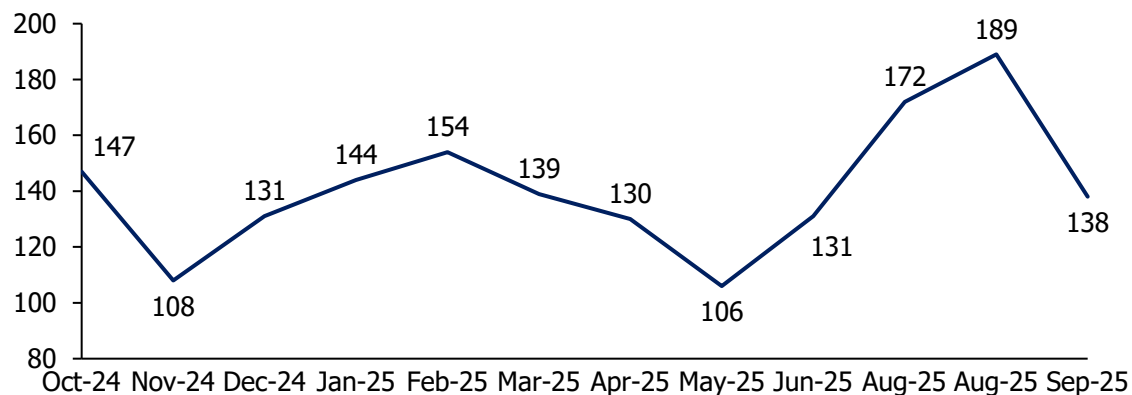


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	5	21	5
Monday	0	18	5	23	5
Tuesday	0	13	4	17	3
Wednesday	0	14	9	23	6
Thursday	0	10	6	16	4
Friday	0	15	3	18	5
Saturday	0	11	7	18	5
Assignment <1 min	N/A	86%			

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

Monthly Call Volume



Top Five Problem Natures

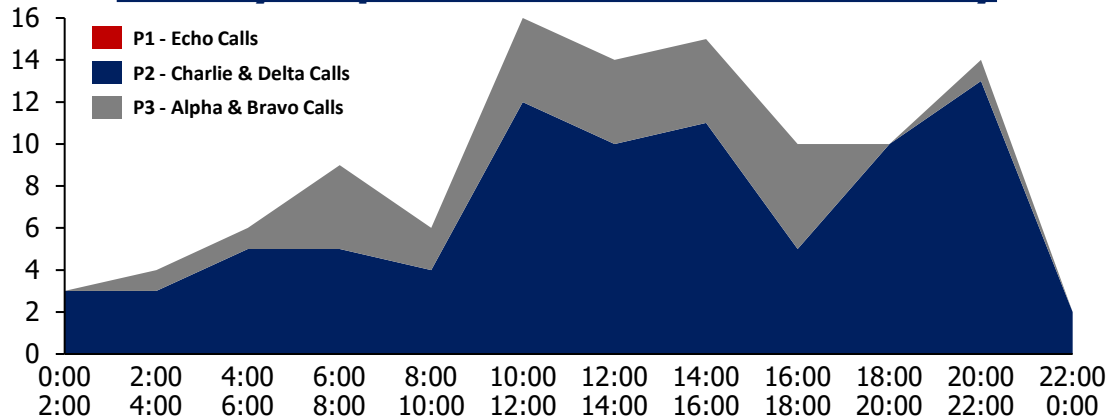




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

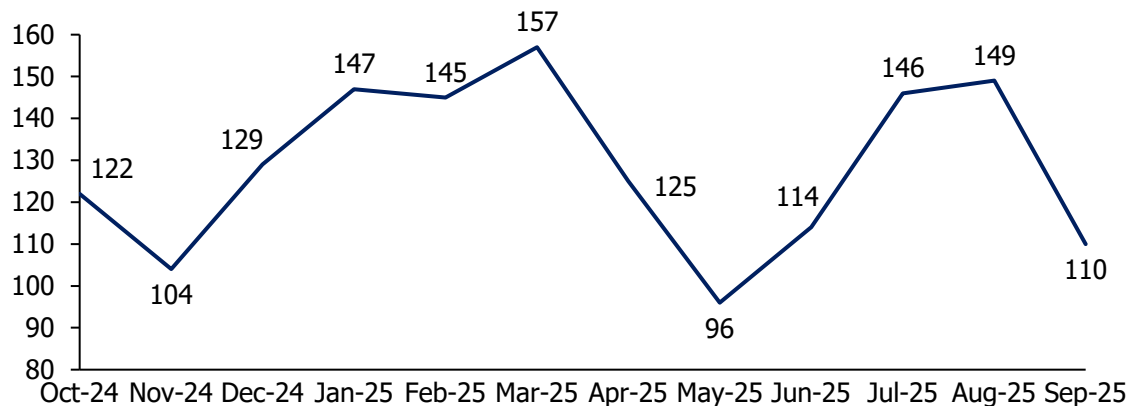


Daily Priority Call Volume and Entry to Assignment

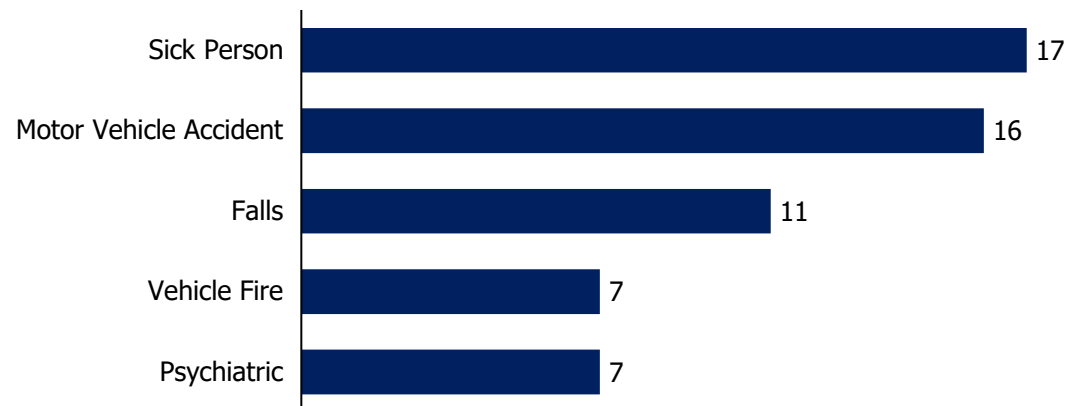
Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	2	18	5
Monday	0	16	5	21	4
Tuesday	0	11	2	13	3
Wednesday	0	12	4	16	4
Thursday	0	10	4	14	4
Friday	0	8	3	11	3
Saturday	0	10	6	16	4
Assignment <1 min	N/A	86%			

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

Monthly Call Volume



Top Five Problem Natures

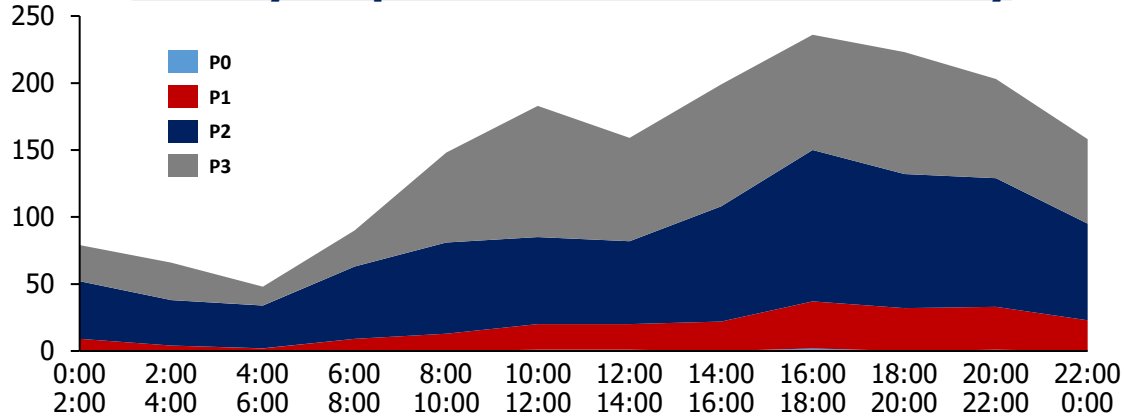




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

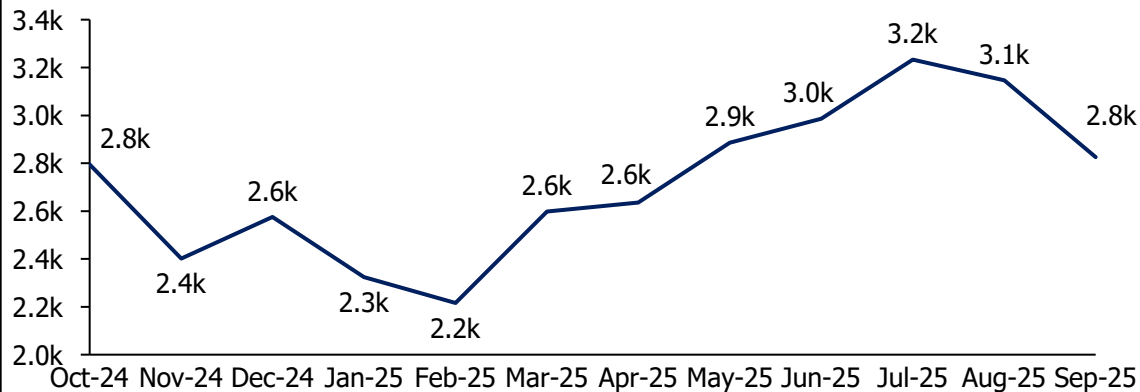


Daily Priority Call Volume and Entry to Assignment

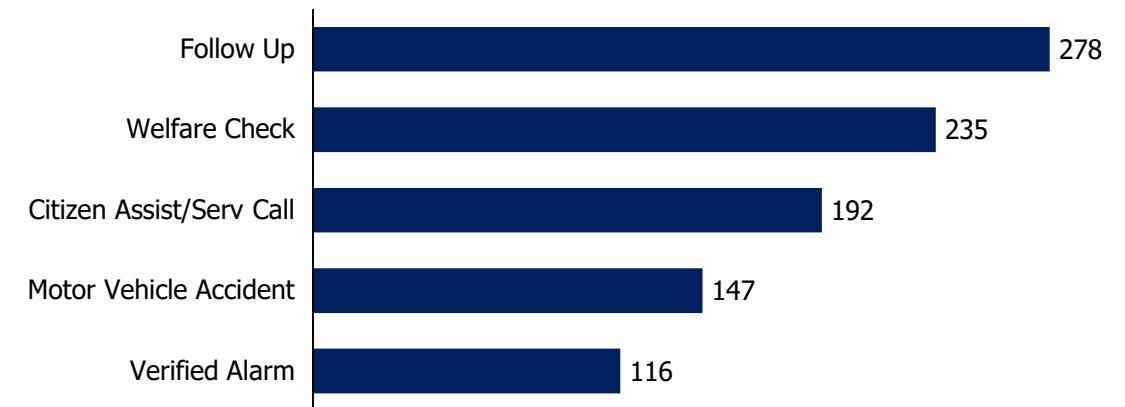
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	35	119	84	238	60
Monday	0	27	130	132	289	58
Tuesday	0	22	133	139	294	59
Wednesday	1	24	95	103	223	56
Thursday	1	28	119	90	238	60
Friday	1	41	98	105	245	61
Saturday	2	42	131	90	265	66
Assignment <2 min		72%	39%			
Assignment <4 min		89%	70%			

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

Monthly Call Volume



Top Five Problem Natures

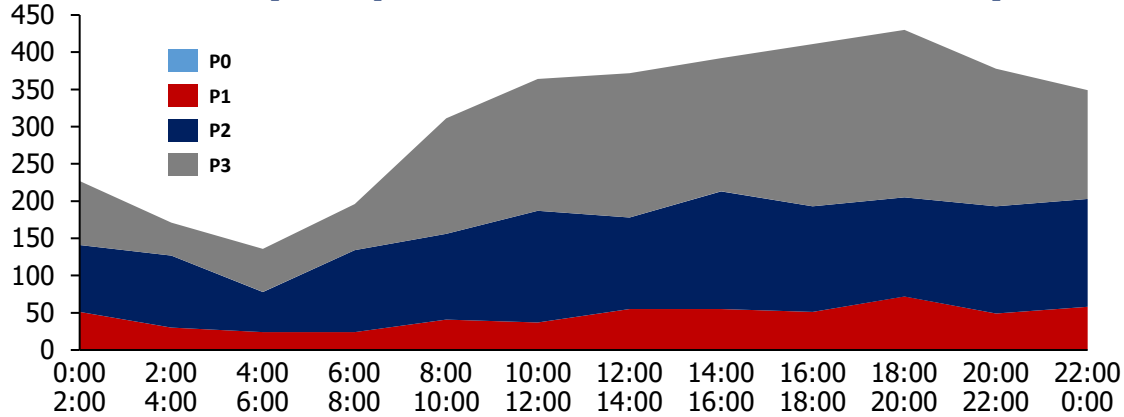




Lakewood PD



Priority Dispatched Calls Per Time of Day

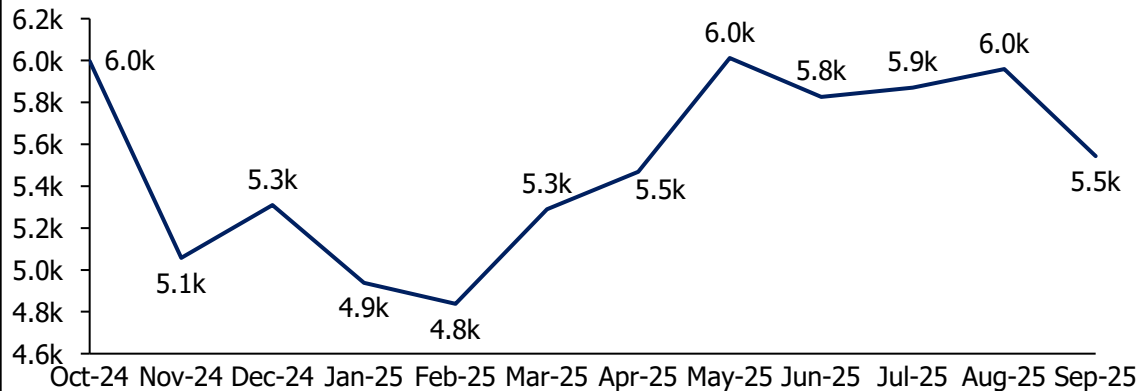


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	82	171	211	464	116
Monday	1	99	236	293	629	126
Tuesday	1	81	245	280	607	121
Wednesday	0	75	181	234	490	123
Thursday	0	47	186	243	476	119
Friday	0	85	218	230	533	133
Saturday	0	76	224	238	538	135
Assignment <2 min		72%	43%			
Assignment <4 min		86%	64%			

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

Monthly Call Volume



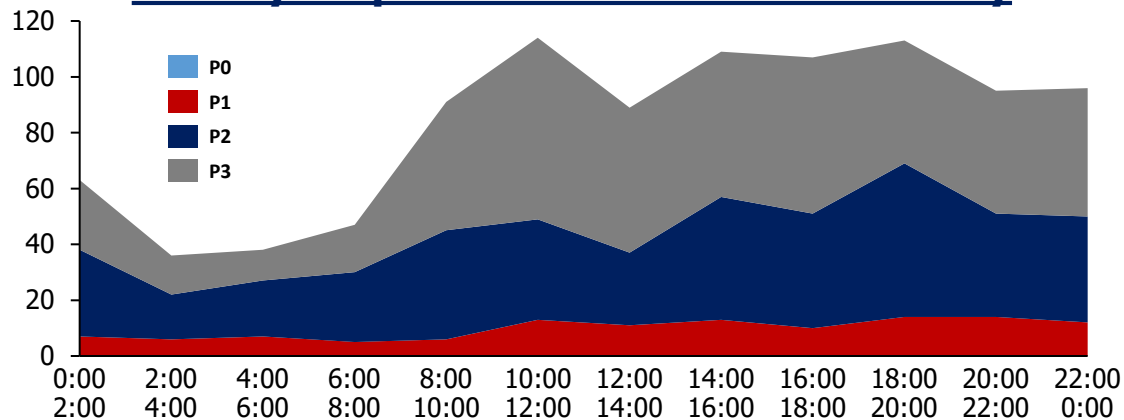
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

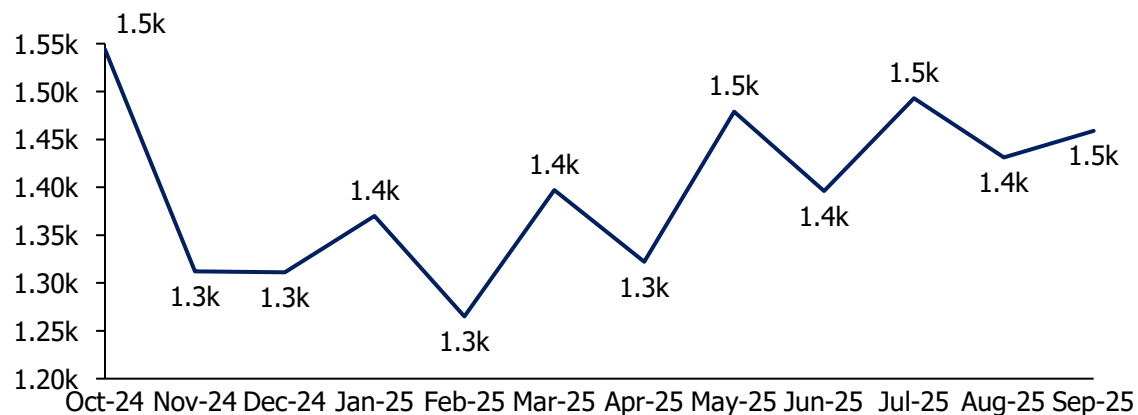


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	15	44	42	101	25
Monday	0	31	76	77	184	37
Tuesday	0	15	66	103	184	37
Wednesday	0	17	56	60	133	33
Thursday	0	16	61	71	148	37
Friday	0	9	50	69	128	32
Saturday	0	15	55	50	120	30
Assignment <2 min		76%	49%			
Assignment <4 min		90%	69%			

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

Monthly Call Volume



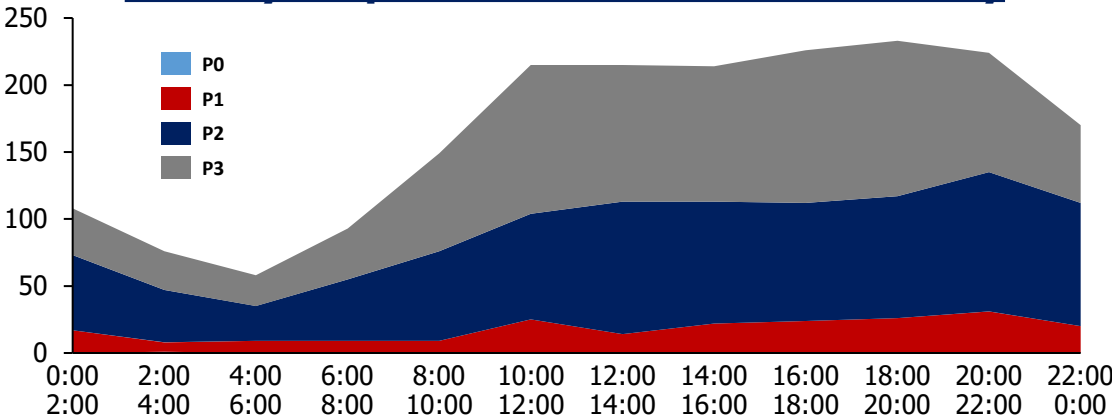
Top Five Problem Natures

Welfare Check	131
Follow Up	130
Motor Vehicle Accident	107
Citizen Assist/Serv Call	104
Unwanted Party	85



Arvada PD

Priority Dispatched Calls Per Time of Day

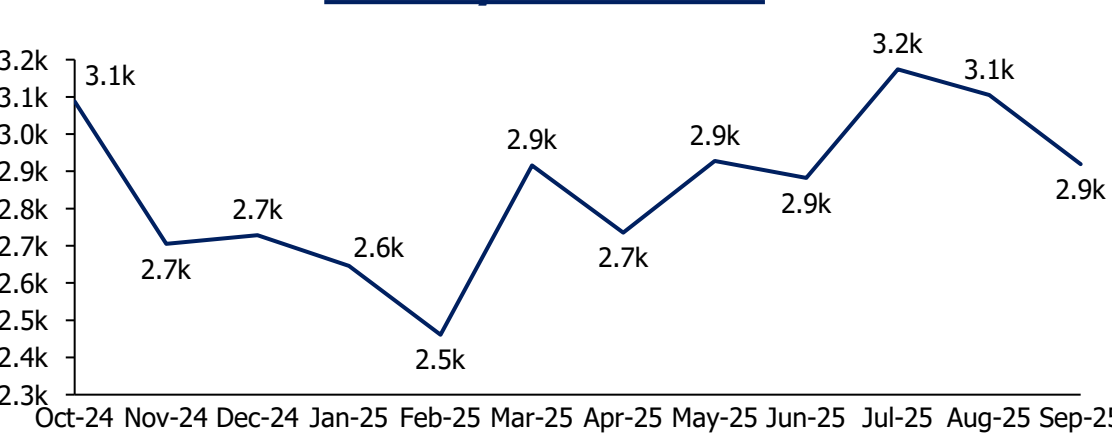


Daily Priority Call Volume and Entry to Assignment

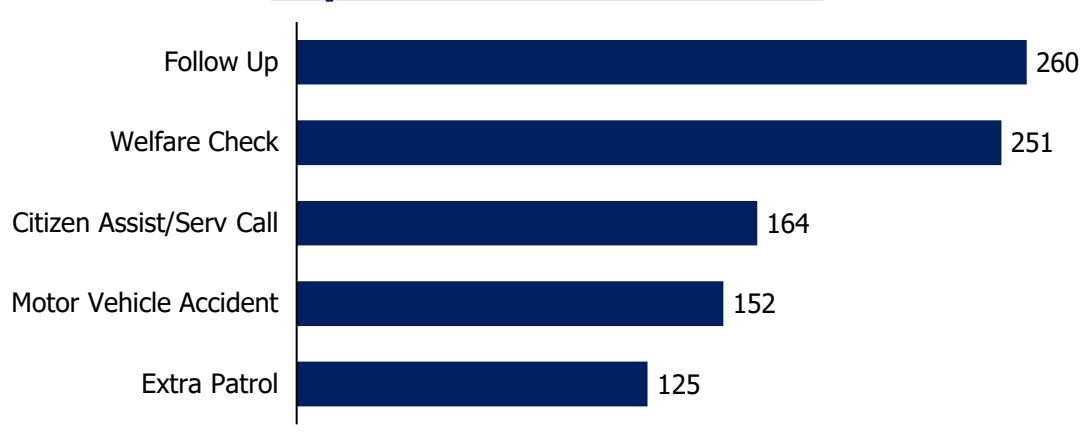
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	46	127	94	267	67
Monday	0	34	129	142	305	61
Tuesday	0	28	143	151	322	64
Wednesday	0	18	111	113	242	61
Thursday	0	23	115	129	267	67
Friday	0	31	126	141	298	75
Saturday	1	33	127	119	280	70
Assignment <2 min		71%	54%			
Assignment <4 min		83%	75%			

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

Monthly Call Volume



Top Five Problem Natures

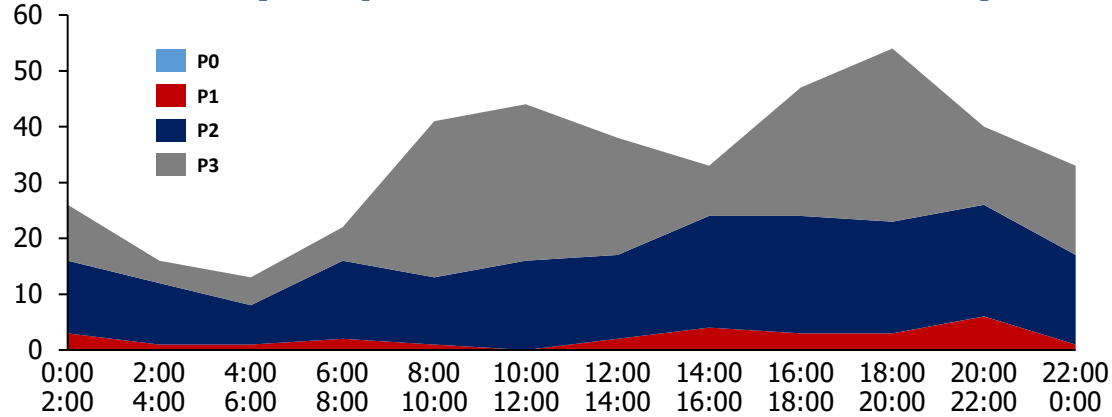




Golden PD



Priority Dispatched Calls Per Time of Day

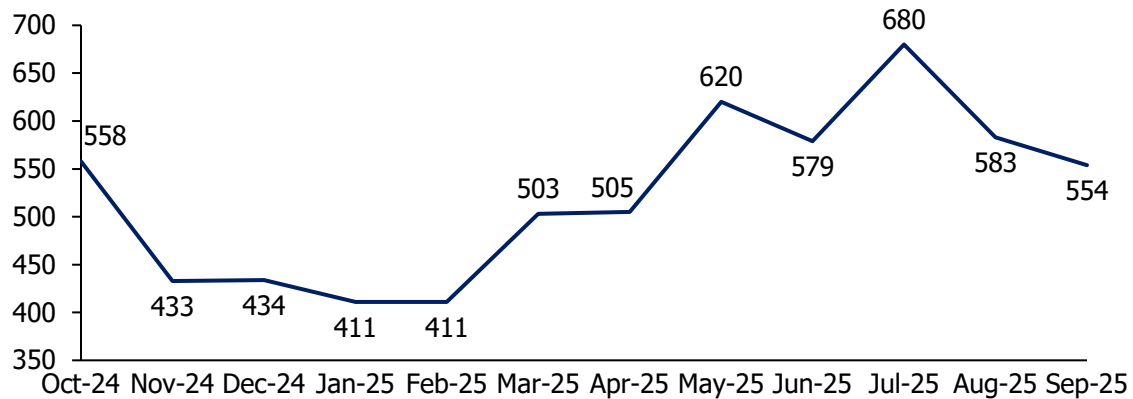


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	30	33	66	17
Monday	0	4	29	35	68	14
Tuesday	0	3	27	23	53	11
Wednesday	0	4	19	20	43	11
Thursday	0	4	24	28	56	14
Friday	0	4	25	32	61	15
Saturday	0	5	31	24	60	15
Assignment <2 min		93%	59%			
Assignment <4 min		96%	79%			

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

Monthly Call Volume



Top Five Problem Natures

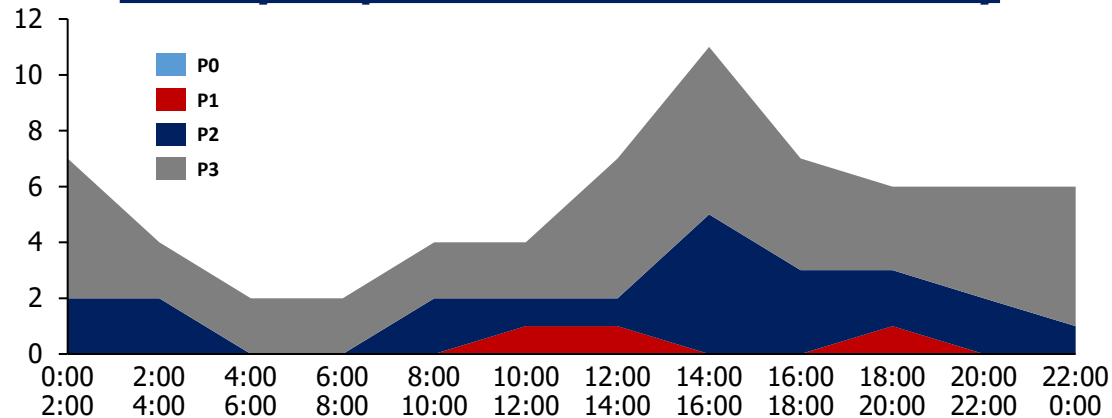




Lakeside PD



Priority Dispatched Calls Per Time of Day

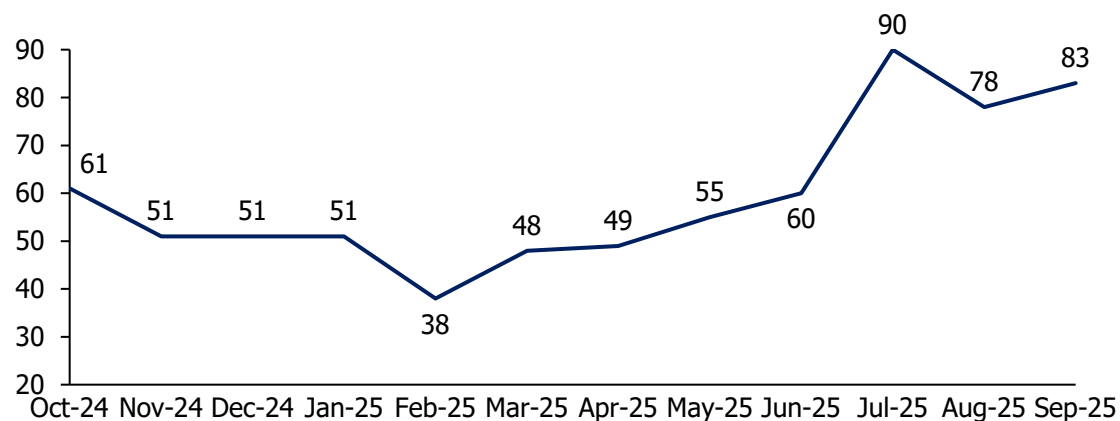


Daily Priority Call Volume and Entry to Assignment

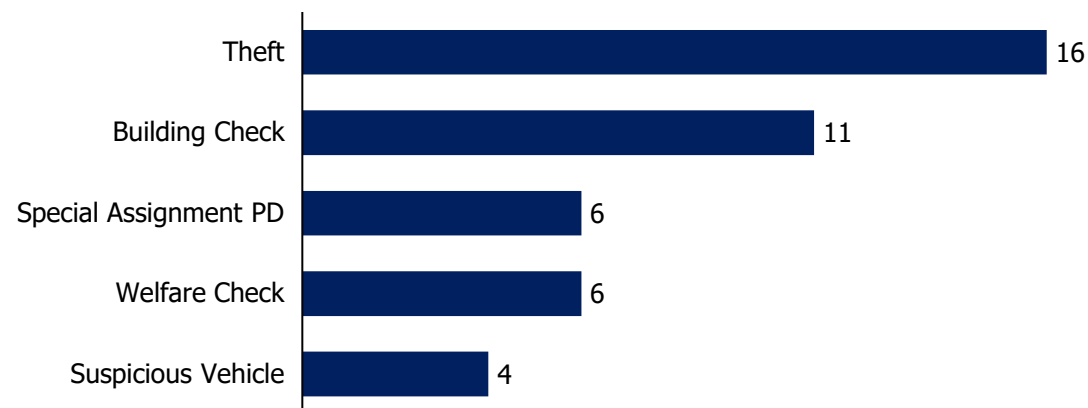
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	6	7	2
Monday	0	0	3	5	8	2
Tuesday	0	1	2	3	6	1
Wednesday	0	0	5	4	9	2
Thursday	0	0	3	8	11	3
Friday	0	2	3	8	13	3
Saturday	0	0	4	8	12	3
Assignment <2 min		67%	76%			
Assignment <4 min		100%	95%			

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

Monthly Call Volume



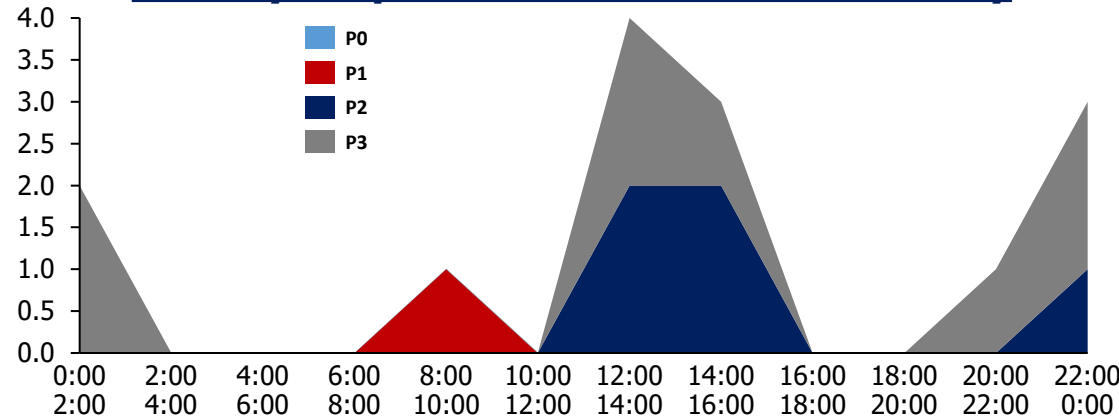
Top Five Problem Natures





Mountain View PD

Priority Dispatched Calls Per Time of Day

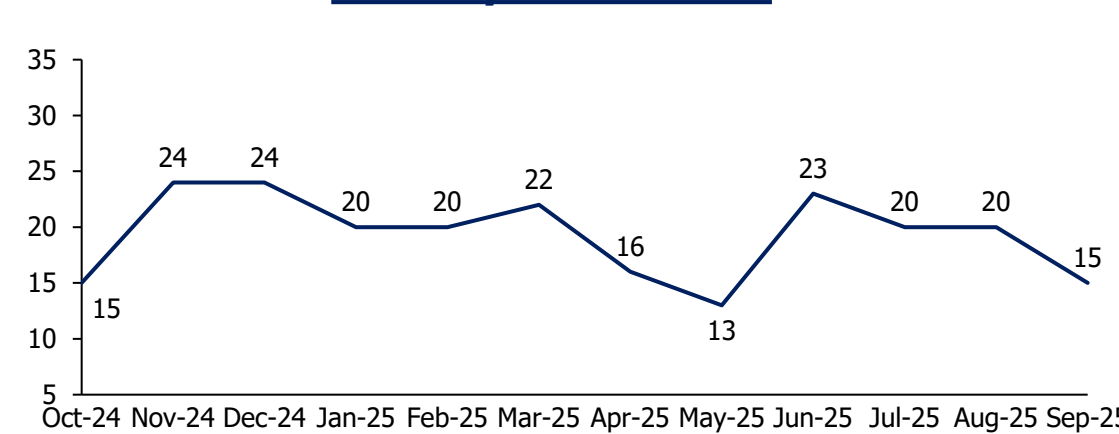


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

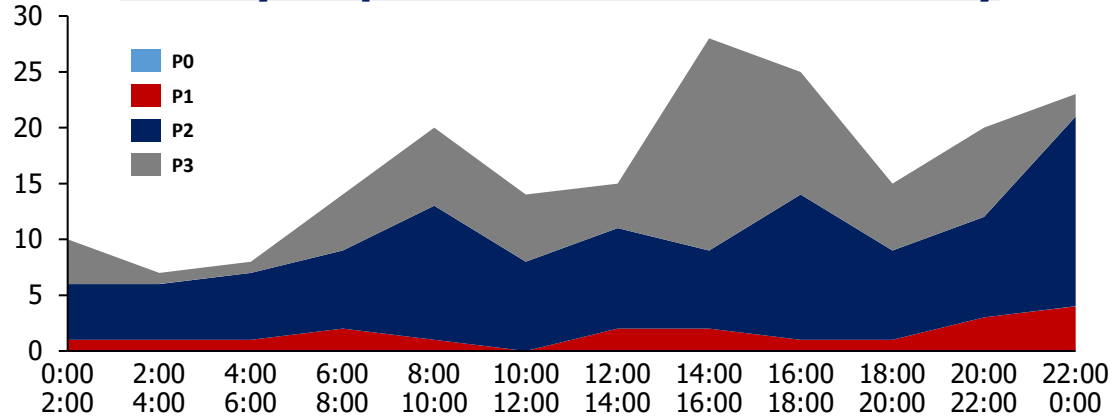




Edgewater PD



Priority Dispatched Calls Per Time of Day

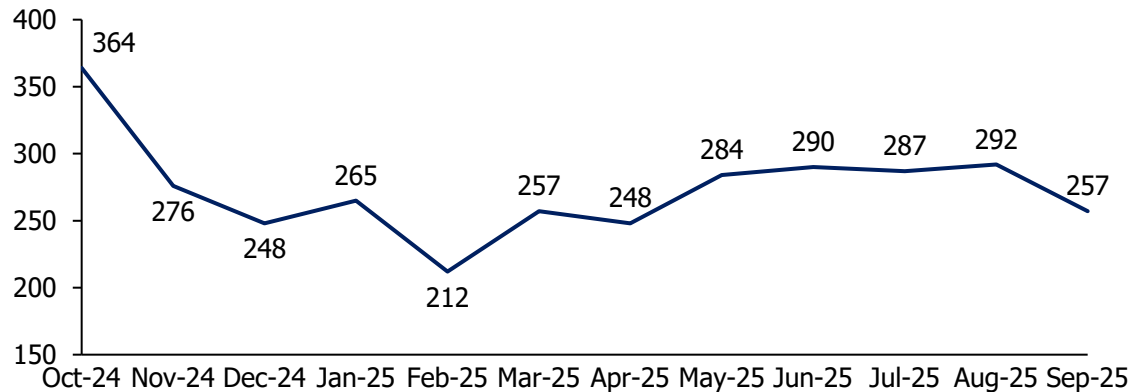


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	14	6	24	6
Monday	0	5	12	10	27	5
Tuesday	0	1	23	9	33	7
Wednesday	0	0	14	16	30	8
Thursday	0	1	11	11	23	6
Friday	0	1	13	12	26	7
Saturday	0	7	19	10	36	9
Assignment <2 min		95%	51%			
Assignment <4 min		100%	71%			

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

Monthly Call Volume



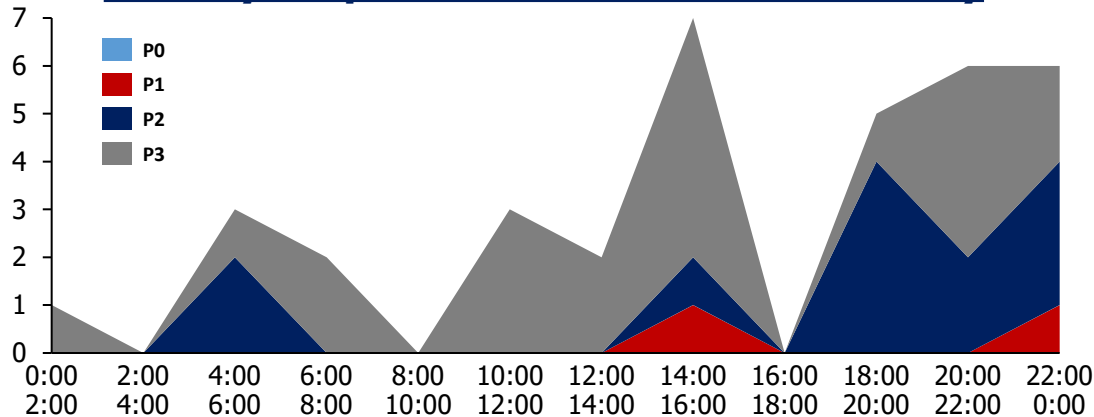
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

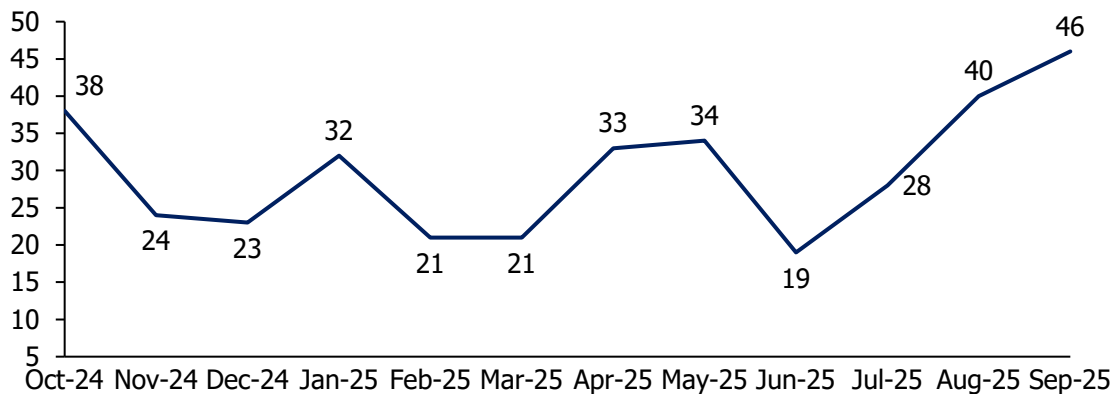


Daily Priority Call Volume and Entry to Assignment

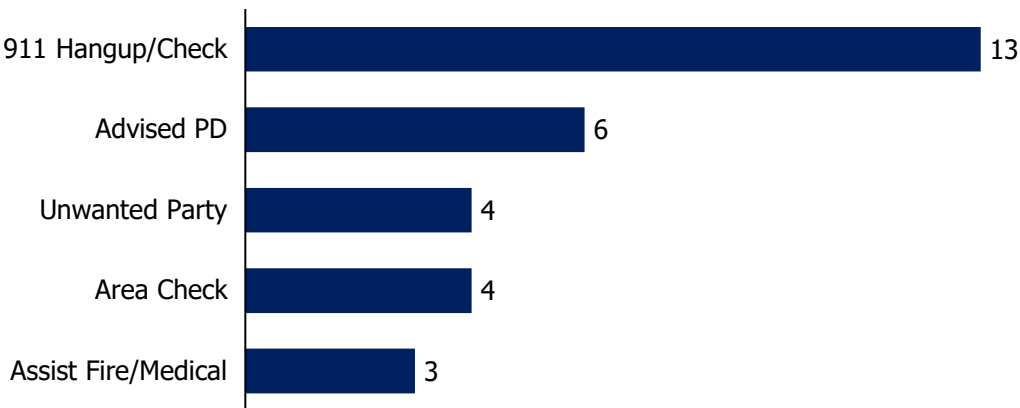
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	3	3	1
Monday	0	0	2	3	5	1
Tuesday	0	1	0	3	4	1
Wednesday	0	0	1	4	5	1
Thursday	0	0	2	3	5	1
Friday	0	1	3	2	6	2
Saturday	0	0	4	3	7	2
Assignment <2 min		100%	75%			
Assignment <4 min		100%	92%			

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

Monthly Call Volume



Top Five Problem Natures



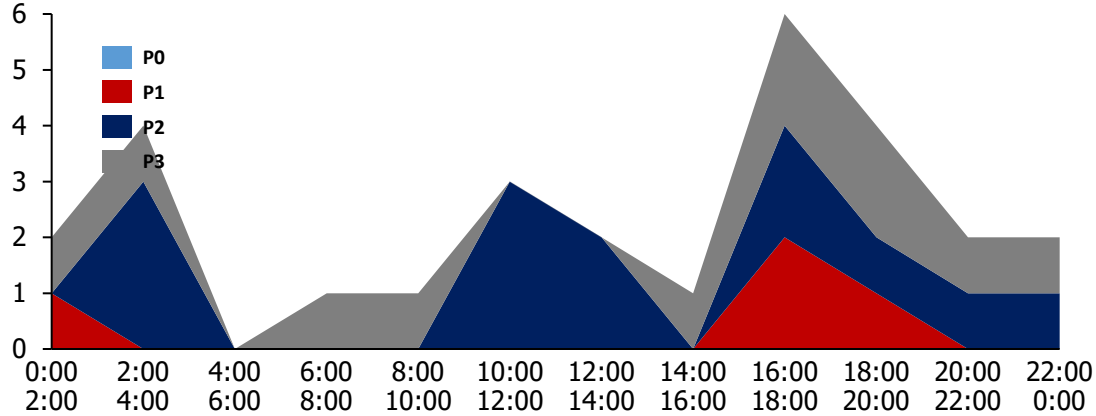


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

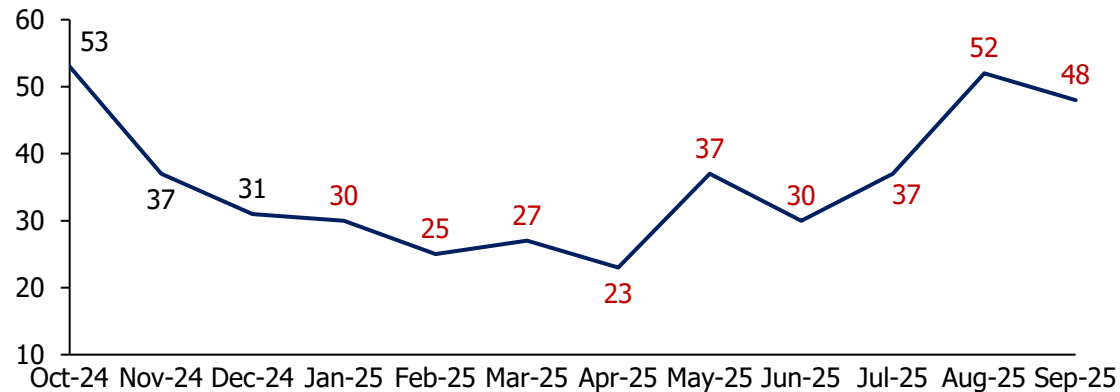


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	3	8	2
Monday	0	1	1	2	4	1
Tuesday	0	0	2	2	4	1
Wednesday	0	0	2	0	2	1
Thursday	0	0	1	1	2	1
Friday	0	0	3	3	6	2
Saturday	0	2	0	0	2	1
Assignment <2 min		100%	46%			
Assignment <4 min		100%	77%			

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

Monthly Call Volume



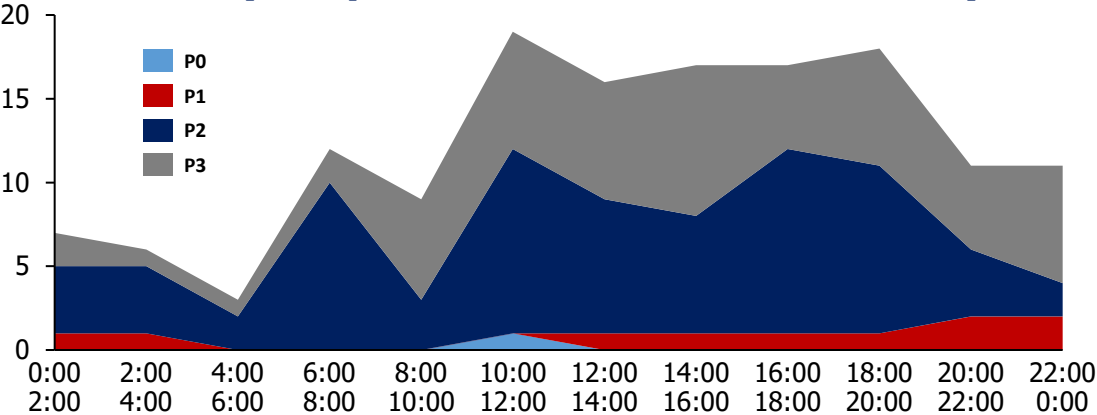
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

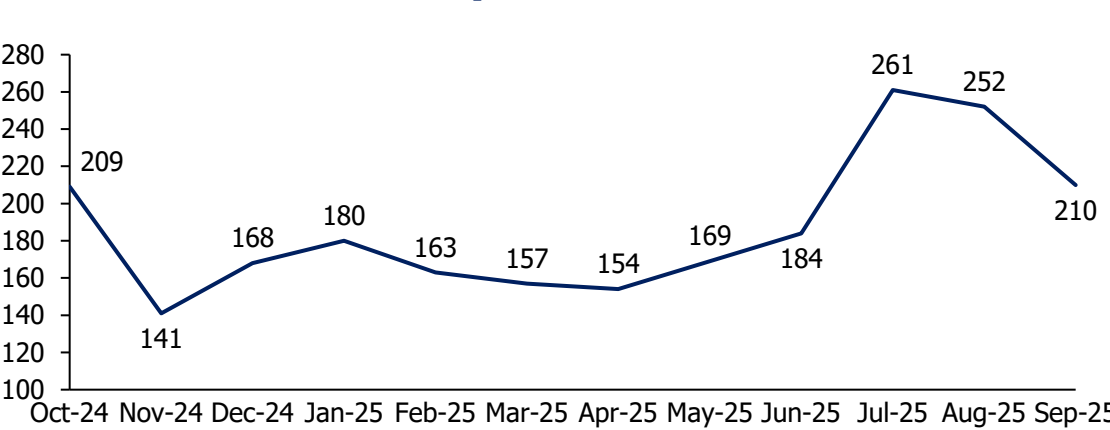


Daily Priority Call Volume and Entry to Assignment

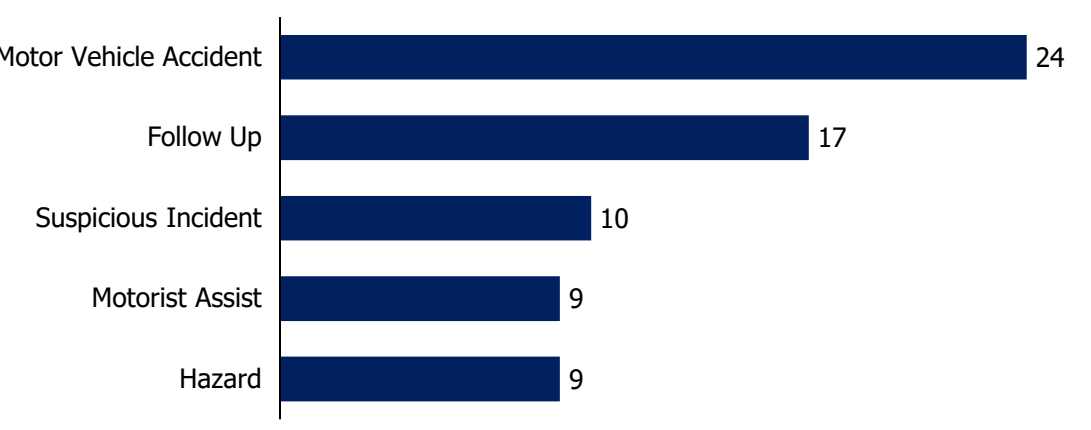
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	1	7	12	21	5
Monday	0	0	15	10	25	5
Tuesday	0	2	12	6	20	4
Wednesday	0	2	11	9	22	6
Thursday	0	0	14	6	20	5
Friday	0	3	6	9	18	5
Saturday	0	2	11	7	20	5
Assignment <2 min		80%	42%			
Assignment <4 min		100%	59%			

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

Monthly Call Volume



Top Five Problem Natures

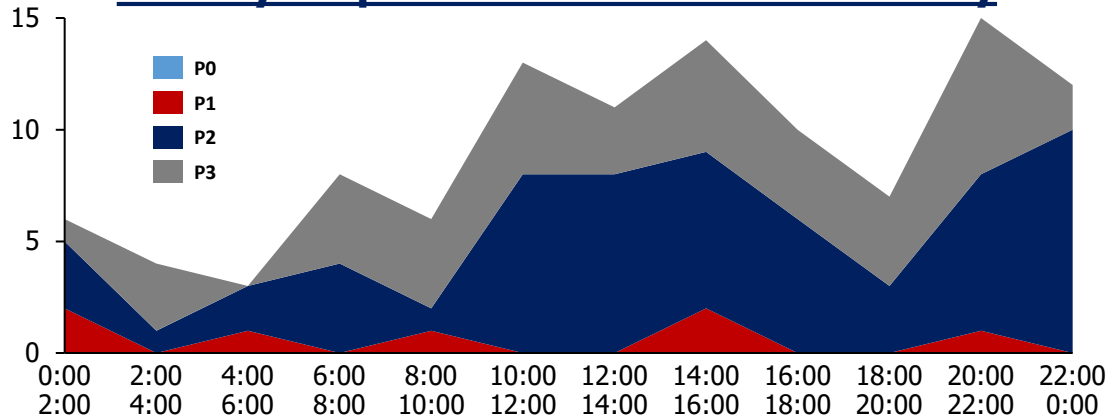




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

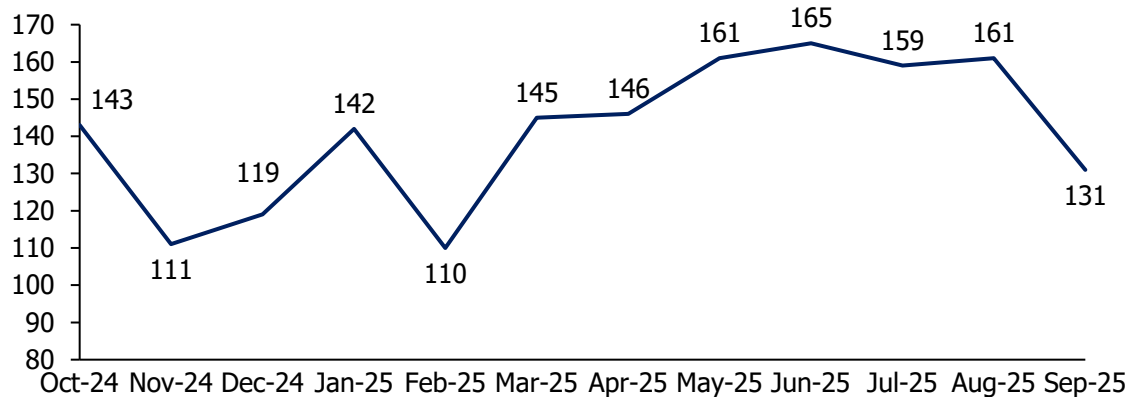


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	5	3	9	2
Monday	0	3	9	10	22	4
Tuesday	0	0	10	8	18	4
Wednesday	0	0	11	2	13	3
Thursday	0	1	9	9	19	5
Friday	0	0	11	5	16	4
Saturday	0	2	5	5	12	3
Assignment <2 min		86%	63%			
Assignment <4 min		100%	83%			

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

Monthly Call Volume



Top Five Problem Natures

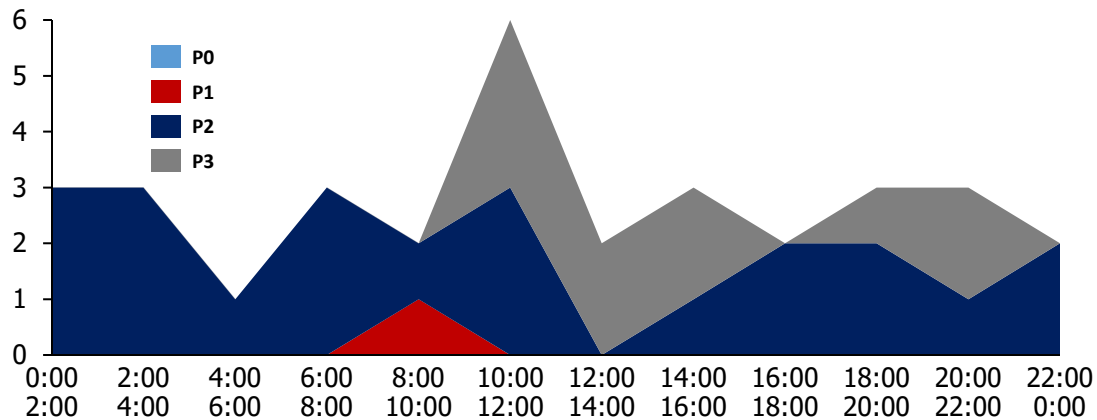




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

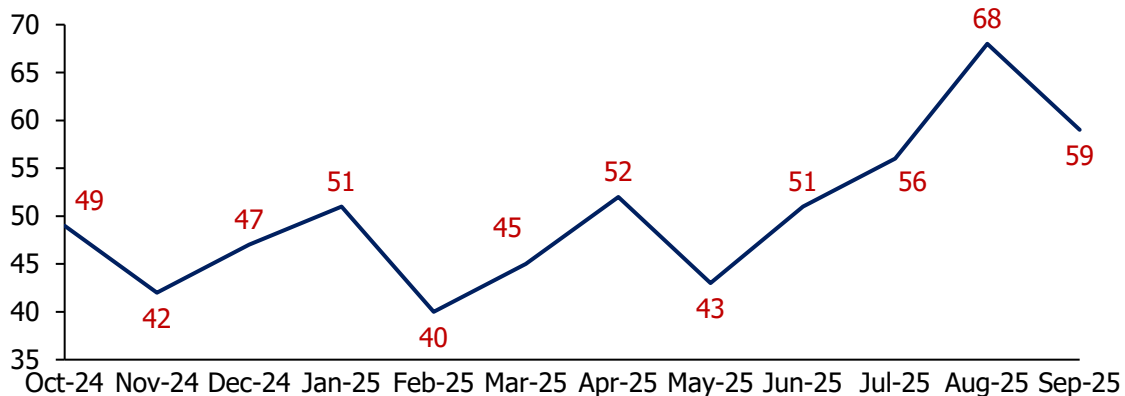


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	2	6	2
Monday	0	0	2	1	3	1
Tuesday	0	0	2	4	6	1
Wednesday	0	0	4	1	5	1
Thursday	0	0	3	0	3	1
Friday	0	0	1	1	2	1
Saturday	0	1	6	1	8	2
Assignment <2 min		100%	50%			
Assignment <4 min		100%	73%			

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

Monthly Call Volume



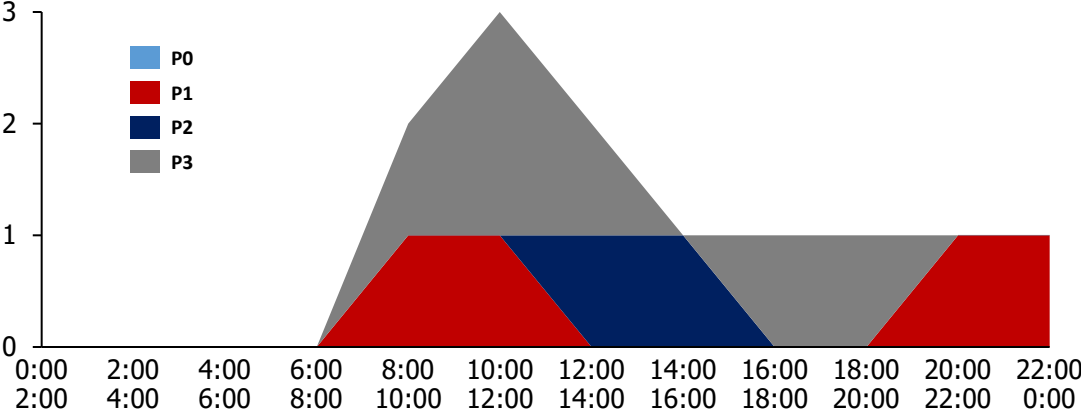
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

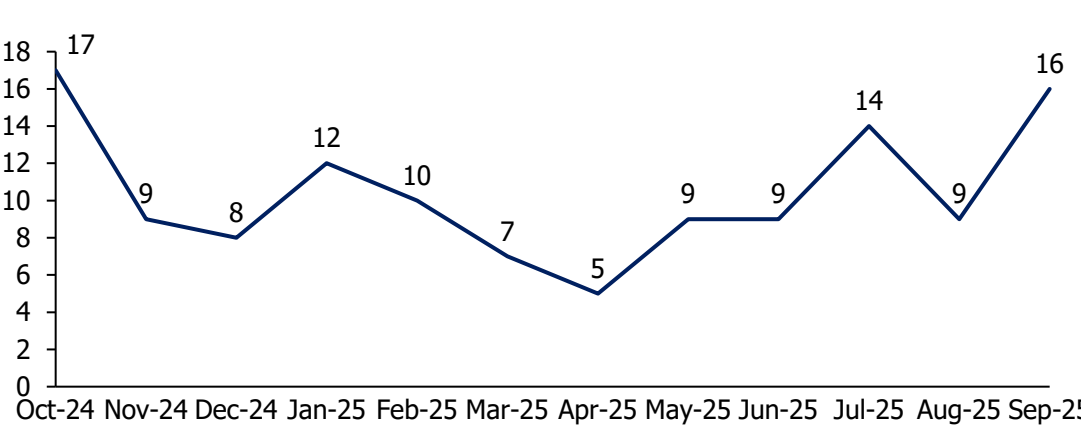


Daily Priority Call Volume and Entry to Assignment

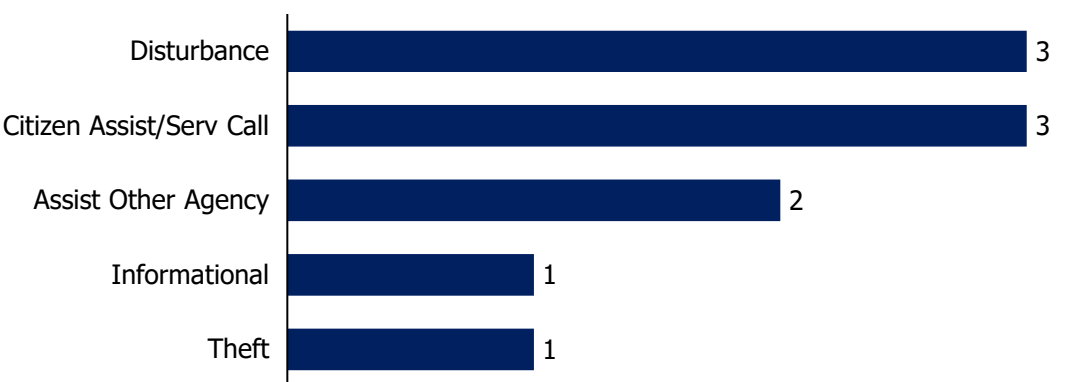
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	0	0	0	0
Tuesday	0	1	1	1	3	1
Wednesday	0	0	0	0	0	0
Thursday	0	2	1	2	5	1
Friday	0	0	0	1	1	0
Saturday	0	1	0	2	3	1
Assignment <2 min		100%	100%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures



Note: Data issues caused an under reporting in Empire jurisdiction calls for service through mid-April 2024.