



Jefferson County Communications Center Authority  
JEFFCOM911

December 2025  
Monthly Report



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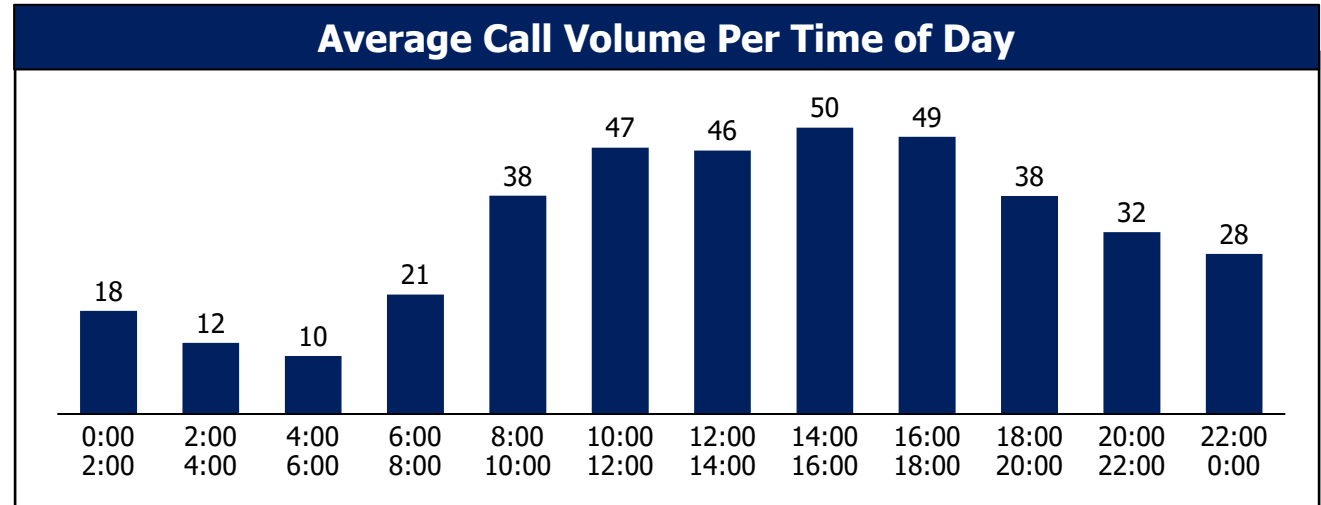


# Law Stats

Calls Received, Processed, and Dispatched



Agency	December Calls	% Total	6 Month Trend
Lakewood PD	4,643	25.3%	
Arvada PD	2,598	14.2%	
Jeffco Sheriff	2,468	13.5%	
Wheat Ridge PD	1,190	6.5%	
Golden PD	449	2.4%	
Edgewater PD	244	1.3%	
Clear Creek Sheriff	194	1.1%	
Idaho Springs PD	98	0.5%	
Morrison PD**	70	0.4%	
Lakeside PD	48	0.3%	
Georgetown PD*	40	0.2%	
CSM PD	23	0.1%	
Empire PD	14	0.1%	
Mountain View PD	8	0.0%	
<b>Total</b>	<b>12,087</b>	<b>65.9%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	6	154	439	437	80	198	70	1,384	12.7%
Monday	0	188	528	636	137	408	118	2,015	14.8%
Tuesday	2	180	544	639	118	390	98	1,971	14.5%
Wednesday	0	163	645	653	104	362	75	2,002	14.7%
Thursday	2	147	437	507	118	276	77	1,564	14.4%
Friday	2	150	499	512	120	260	86	1,629	15.0%
Saturday	4	151	487	496	88	216	80	1,522	14.0%
<b>Total</b>	<b>16</b>	<b>1,133</b>	<b>3,579</b>	<b>3,880</b>	<b>765</b>	<b>2,110</b>	<b>604</b>	<b>12,087</b>	

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

\*Clear Creek Sheriff's Office is currently responding to Georgetown calls as of October 2024. \*\*Jefferson County Sheriff's Office is responding to Morrison calls as of January 2025.

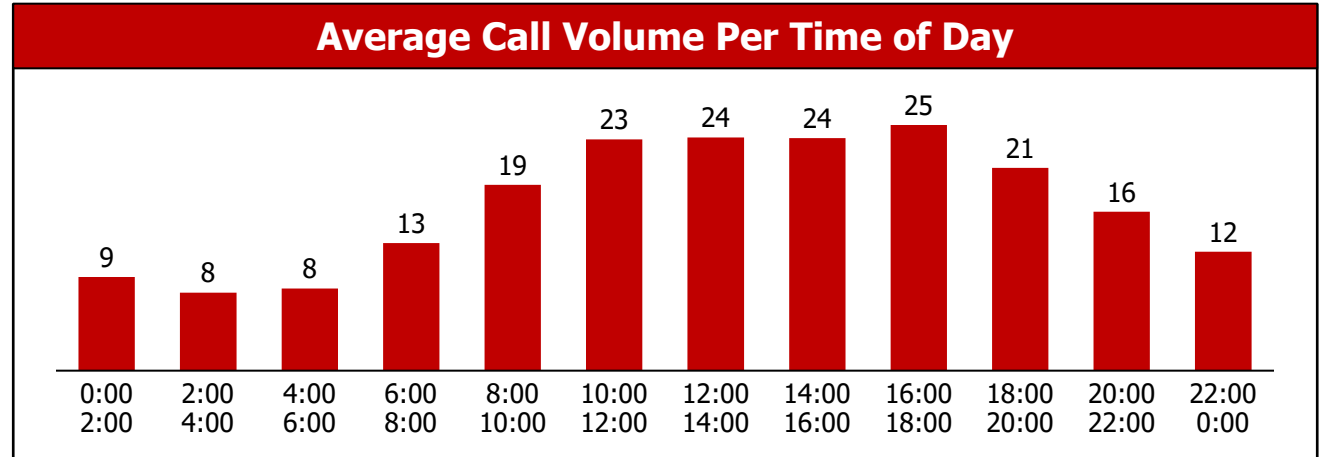


# Fire Stats

Calls Received, Processed, and Dispatched



Agency	December Calls	% of Total	6 Month Trend
West Metro Fire	3,377	18.4%	
Arvada Fire	1,504	8.2%	
Evergreen Fire	340	1.9%	
Golden Fire	284	1.5%	
Clear Creek Fire	177	1.0%	
Elk Creek Fire	161	0.9%	
Clear Creek EMS	144	0.8%	
Highland Rescue	70	0.4%	
Pleasant View Fire	58	0.3%	
Foothills Fire	42	0.2%	
Inter Canyon Fire	37	0.2%	
Genesee Fire	23	0.1%	
Golden Gate Fire	11	0.1%	
Indian Hills Fire	12	0.1%	
North Fork Fire	15	0.1%	
<b>Total</b>	<b>6,255</b>	<b>34.1%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
<b>Sunday</b>	9	434	283	7	0	1	734	13.0%
<b>Monday</b>	15	612	376	6	0	1	1010	14.3%
<b>Tuesday</b>	18	515	397	10	0	1	941	13.3%
<b>Wednesday</b>	31	562	433	10	0	4	1040	14.7%
<b>Thursday</b>	11	475	349	6	0	4	845	14.9%
<b>Friday</b>	10	524	361	9	0	3	907	16.0%
<b>Saturday</b>	20	447	298	8	0	5	778	13.8%
<b>Total</b>	<b>114</b>	<b>3,569</b>	<b>2,497</b>	<b>56</b>	<b>0</b>	<b>19</b>	<b>6,255</b>	

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



# Service Level Agreement

## Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	92.3%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	96.3%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	50.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	89.8%	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	EMD; Target average of 75%	93.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	78.1%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	86.5%	Target average of 95% with a minimum of 80%

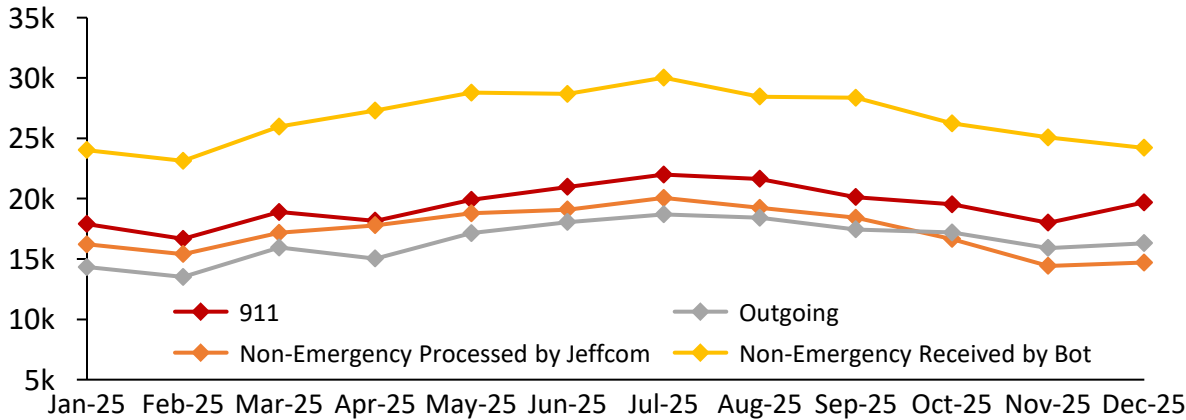
Analysis
<p><b>Root Cause: Call Answering Time</b> Extensive analysis has identified a deficiency in call-taking numbers, indicating the need to increase the number of emergency call takers during peak daytime hours.</p> <p><b>Remediation: Call Answering Time</b> The Jeffcom Operations Management Team has undertaken extensive efforts to identify and address factors impacting call answer times. In collaboration with the scheduling team, Jeffcom has increased 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. Jeffcom’s staffing and operational processes are in a good place moving into 2026.</p> <p><b>Root Cause: Call Processing Time</b> Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.</p> <p><b>Remediation: Call Processing Time</b> The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:46 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>



# Service Level Agreement and Volume Trends



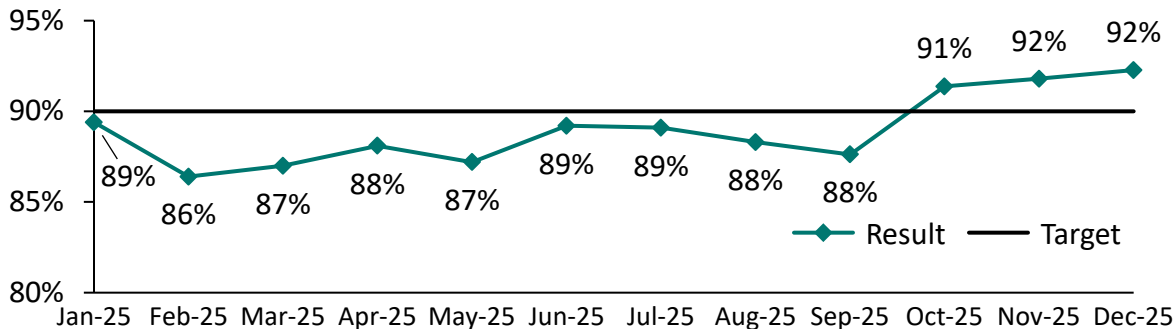
## Call Volumes



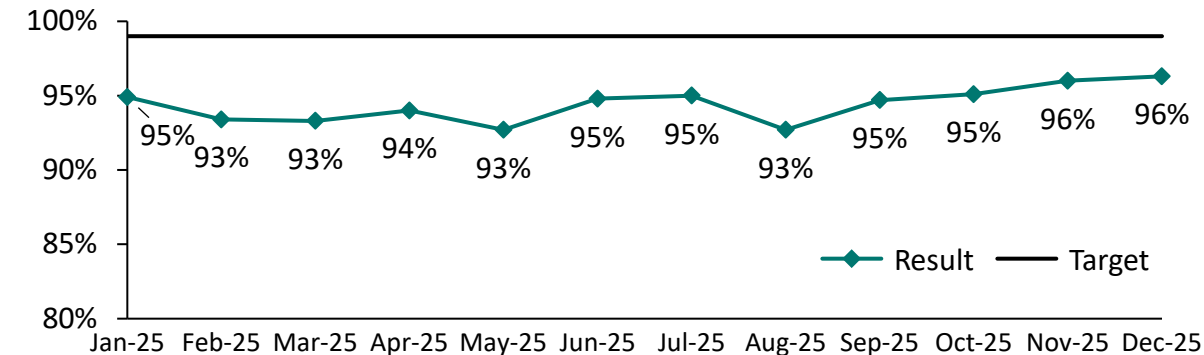
## Trend Table

Average Daily Calls	Dec-25	Nov-25	Dec-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	526	530	472	↓ -1%	↑ 12%
<b>Admin to Bot</b>	781	836	788	↓ -7%	↓ -1% *
<b>Imin to Jeffcom</b>	474	481	533	↓ -1%	↓ -11%
<b>ng - 911</b>	635	600	616	↑ 6%	↑ 3%
911 calls answered within 15 seconds	92.3%	91.8%	87.3%	↑ 0.5%	↑ 5.0%
911 calls answered within 40 seconds	96.3%	96.0%	94.2%	↑ 0.3%	↑ 2.1%

## 911 Calls Answered within 15 Seconds



## 911 Calls Answered within 40 seconds



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



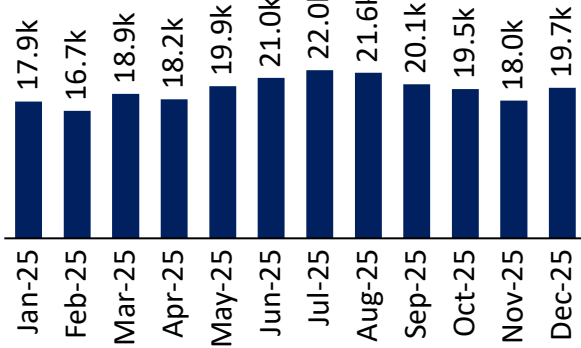
# Call Volume/Agency Specific Inquiries



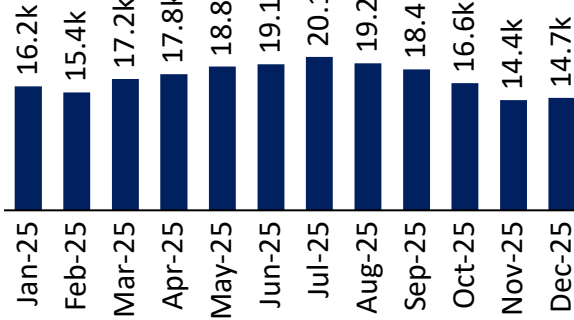
JEFFCOM

## 12 Month Trends

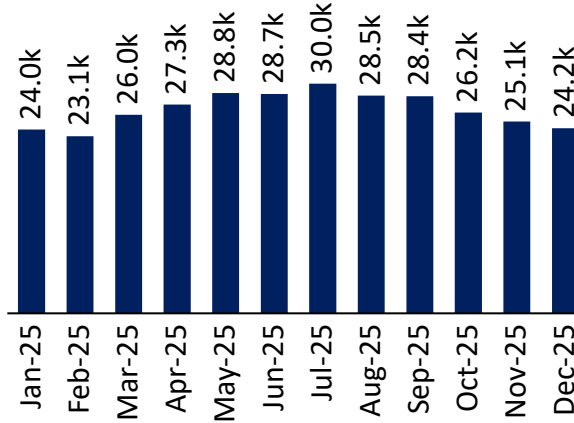
Emergency Calls



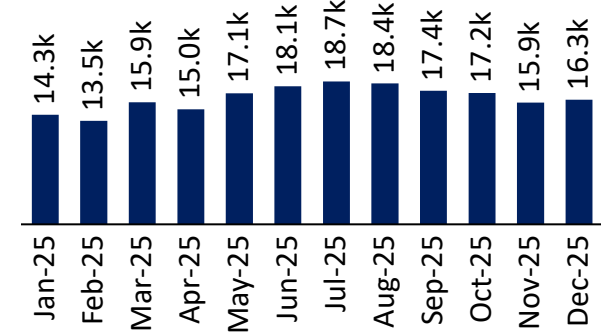
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



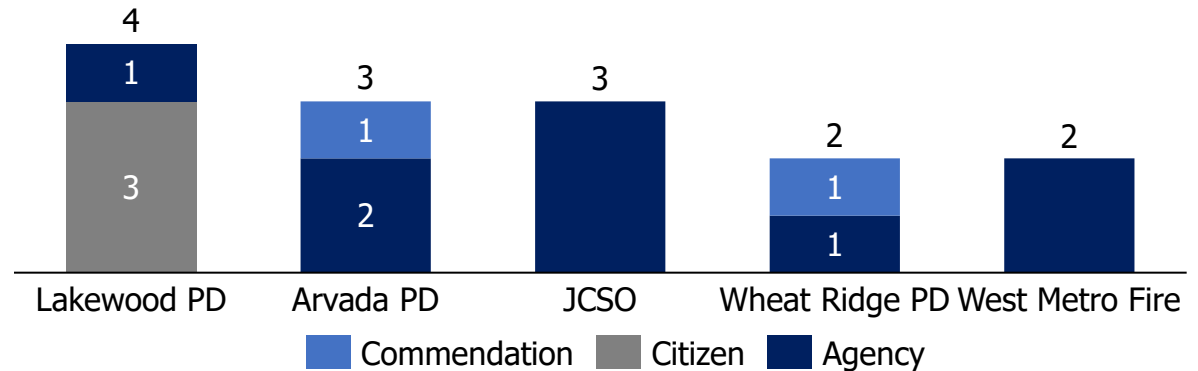
Outgoing Calls



## Call Volume

Line	Calls	Notes
Outgoing	16,310	1% Decrease per day from November
Incoming - <b>Admin</b> to Bot	24,205	7% Decrease per day from November
Incoming - <b>Admin</b> to Jeffcom	14,698	1% Decrease per day from November
Incoming - <b>911</b>	19,691	6% Increase per day from November
<b>Total Incoming to Jeffcom</b>	<b>34,389</b>	<b>3% Increase per day from November</b>

## December Inquiries



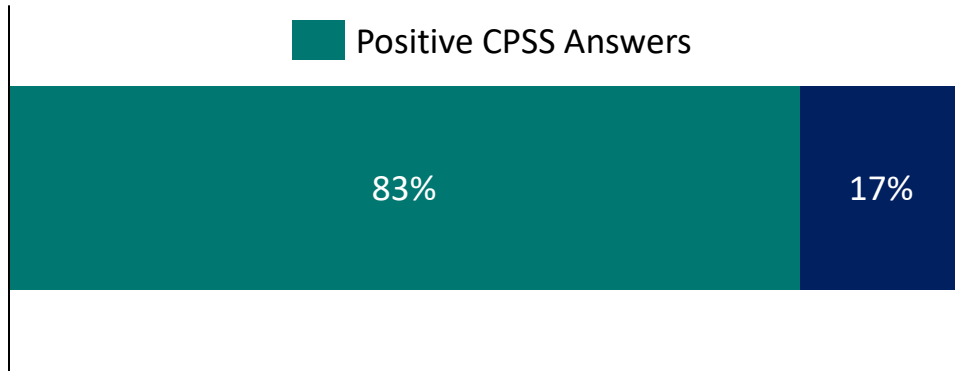


# PowerEngage Survey Results

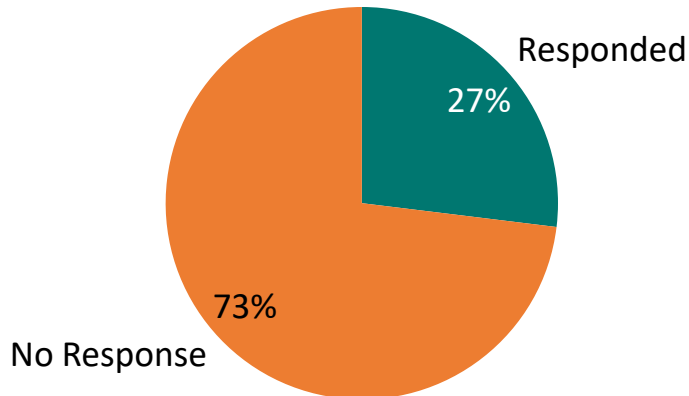


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## Citizen Positive Satisfaction Score (CPSS)



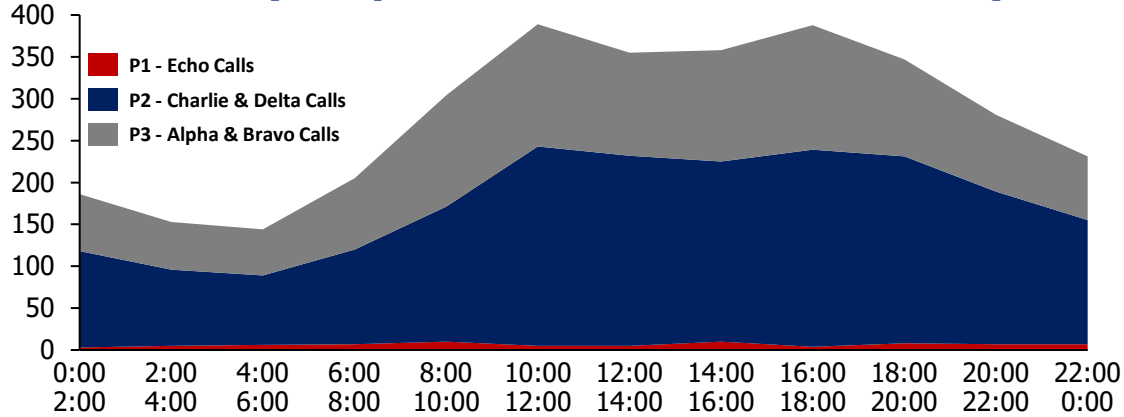
## Survey Response Rate



## Survey Responses

- Polite, calm, and professional
- Dispatcher was insanely patient with me. I was so scared in the moment, and I didn't know the right things to say, but he kept me calm and help me understand how to answer the questions that were given to me.
- The 911 call taker was very professional and listened to details without making the caller feel judged or stupid for calling in. So grateful for the respect and calmness provided
- Appreciate dispatch keeping me calm through the situation. Thank you. Great service.
- Very calm and clear in collecting location and details during a stressful situation.
- Very efficient

## Priority Dispatched Calls Per Time of Day

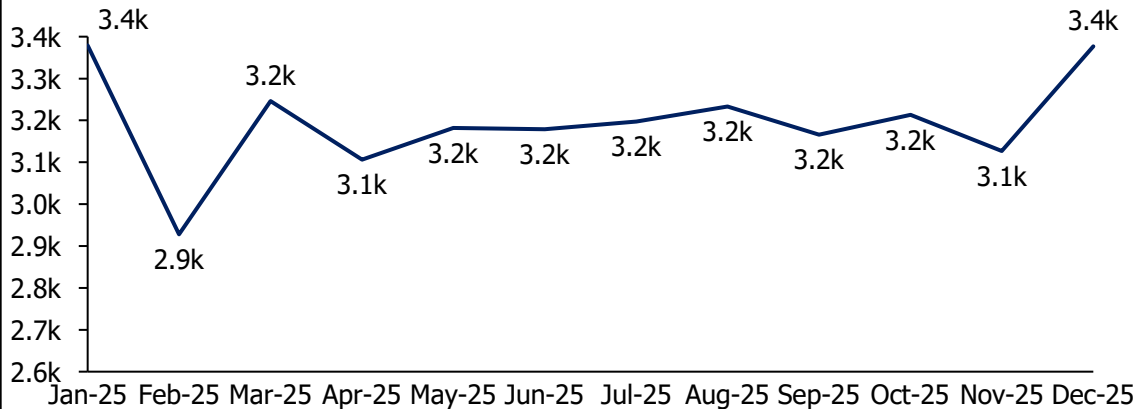


## Daily Priority Call Volume and Entry to Assignment

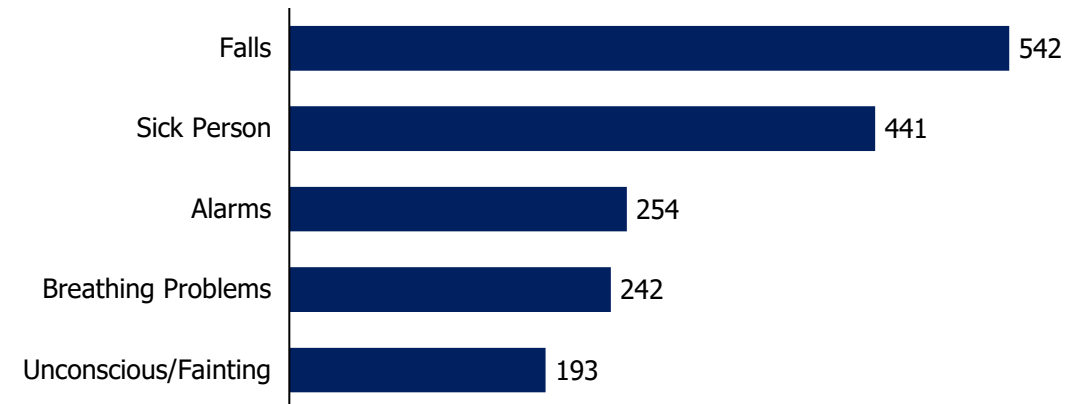
Day of Week	P1	P2	P3	Total	Average
Sunday	7	264	139	410	103
Monday	10	362	212	584	117
Tuesday	11	285	209	505	101
Wednesday	22	311	199	532	106
Thursday	9	276	170	455	114
Friday	5	274	159	438	110
Saturday	13	259	145	417	104
<b>Assignment &lt;1 min</b>	<b>96%</b>	<b>97%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

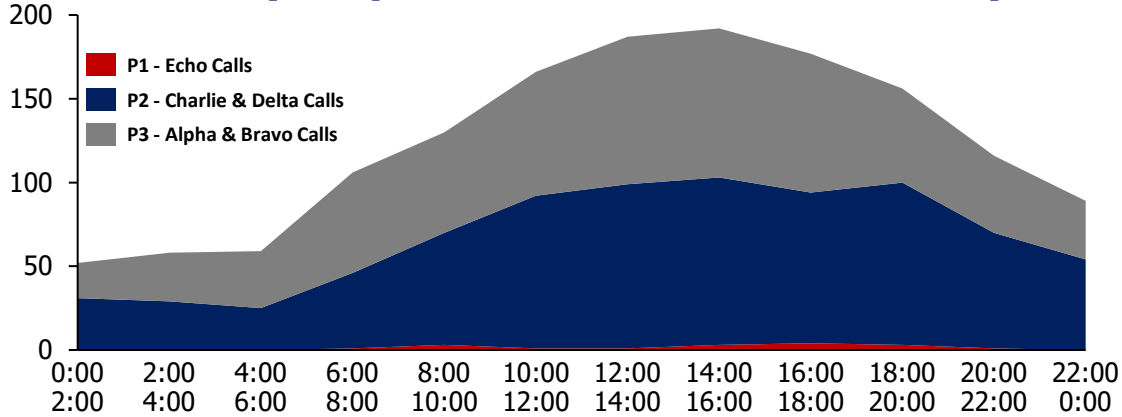




# Arvada Fire



## Priority Dispatched Calls Per Time of Day

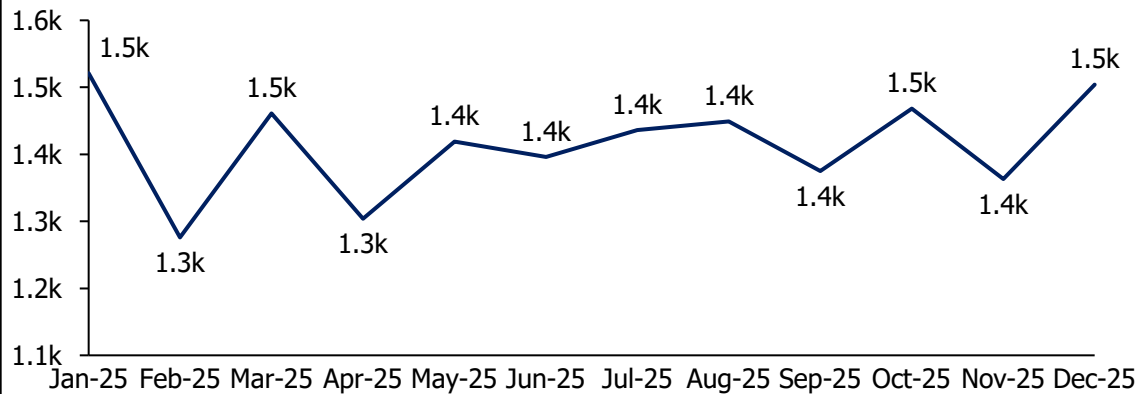


## Daily Priority Call Volume and Entry to Assignment

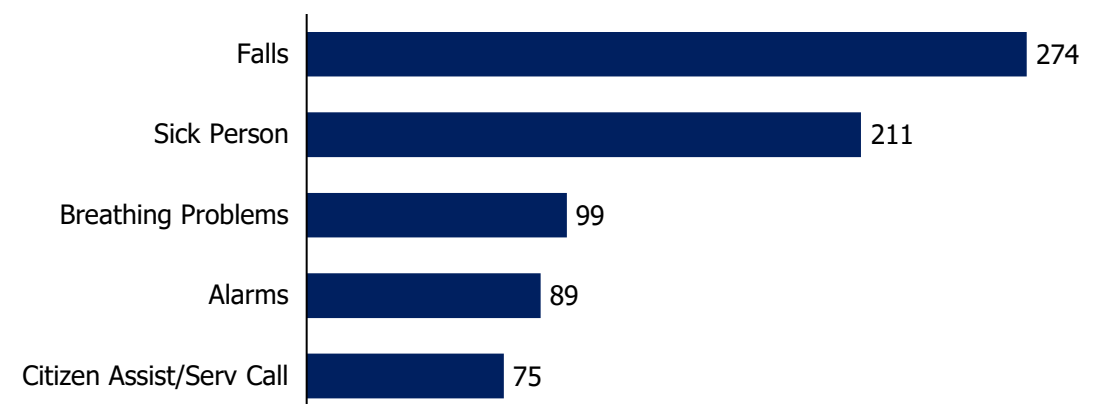
Day of Week	P1	P2	P3	Total	Average
Sunday	0	84	69	153	38
Monday	2	146	100	248	50
Tuesday	4	125	106	235	47
Wednesday	3	137	133	273	55
Thursday	0	101	107	208	52
Friday	4	125	94	223	56
Saturday	4	78	66	148	37
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>94%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

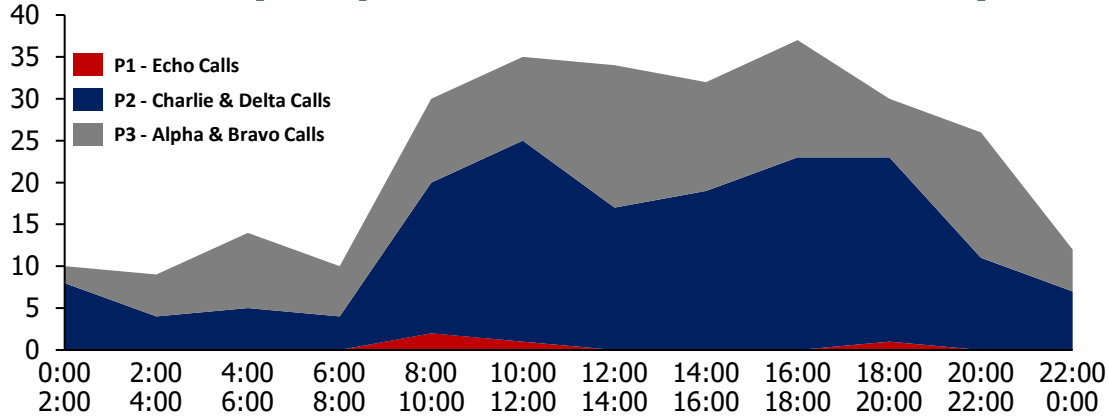




# Golden Fire



## Priority Dispatched Calls Per Time of Day

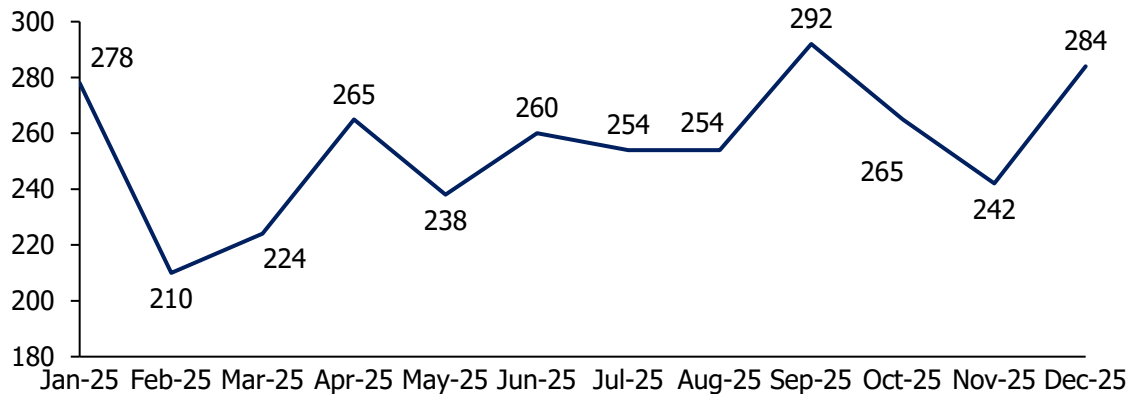


## Daily Priority Call Volume and Entry to Assignment

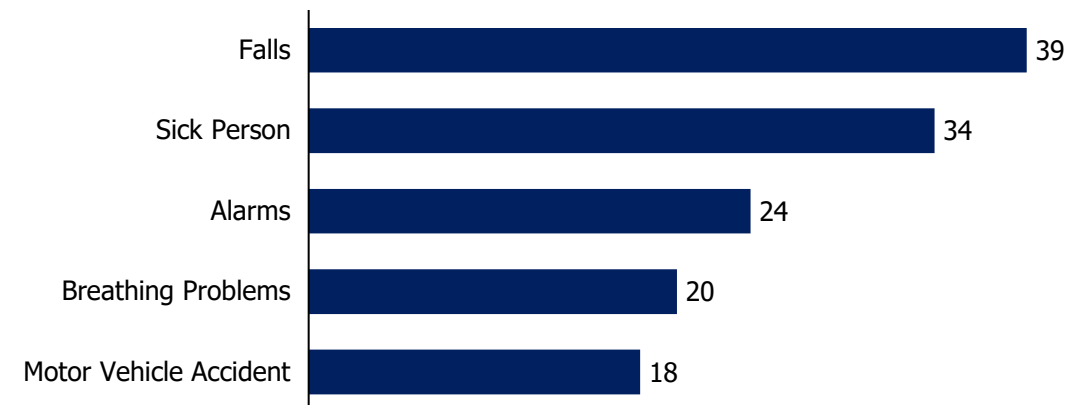
Day of Week	P1	P2	P3	Total	Average
Sunday	1	21	19	41	10
Monday	2	41	16	59	12
Tuesday	1	21	11	33	7
Wednesday	0	20	15	35	7
Thursday	0	16	12	28	7
Friday	0	15	24	39	10
Saturday	0	28	16	44	11
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>85%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

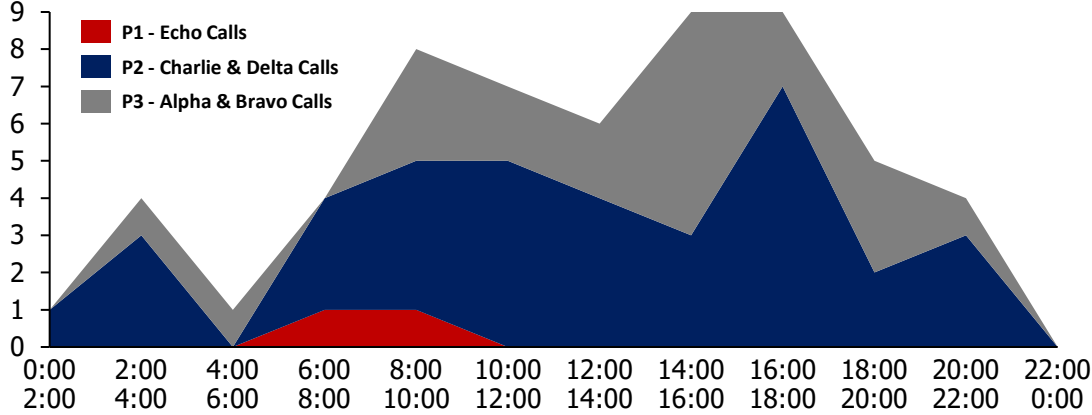




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day

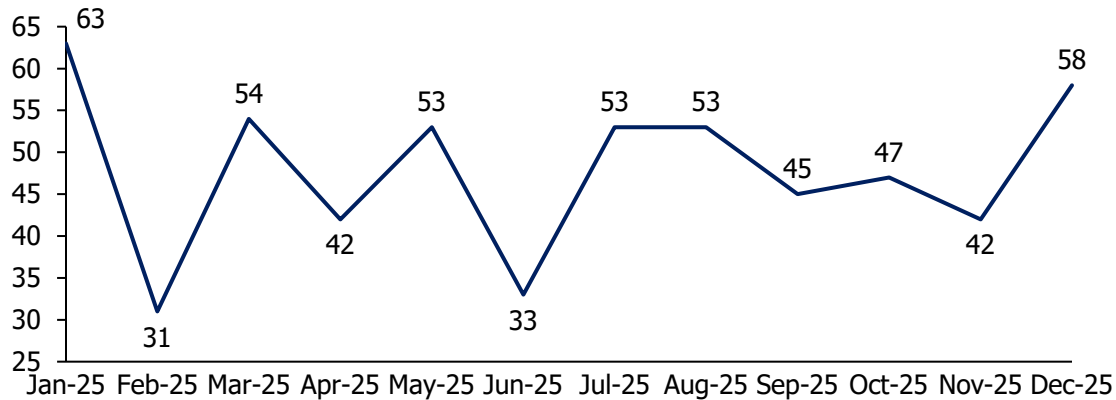


## Daily Priority Call Volume and Entry to Assignment

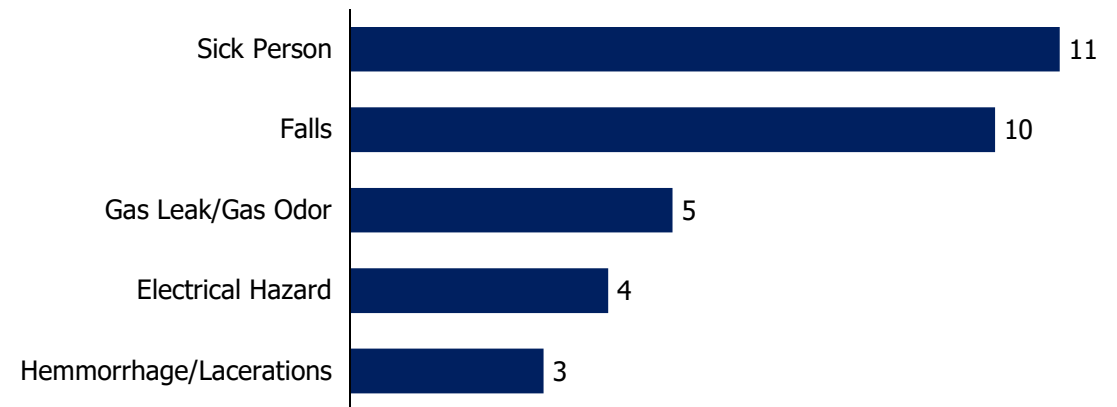
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	3	2	5	1
Tuesday	0	3	2	5	1
Wednesday	0	5	6	11	2
Thursday	0	1	0	1	0
Friday	0	10	2	12	3
Saturday	2	8	6	16	4
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>83%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

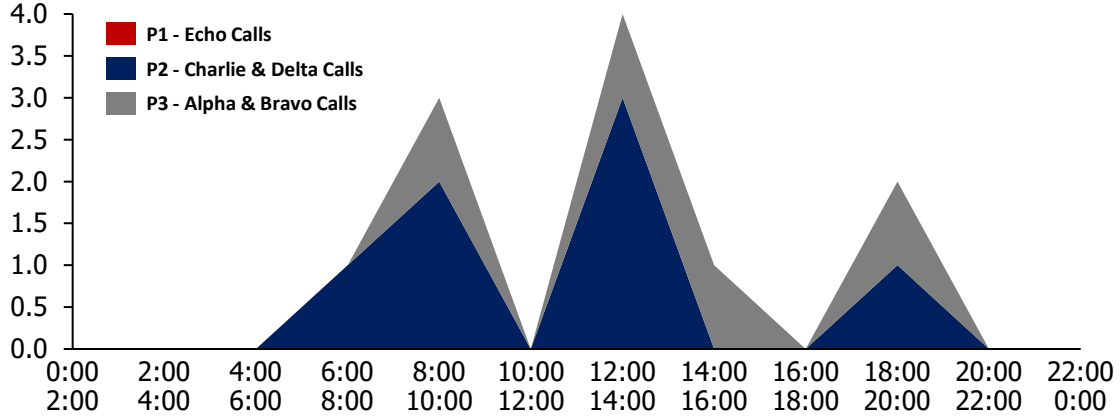




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day

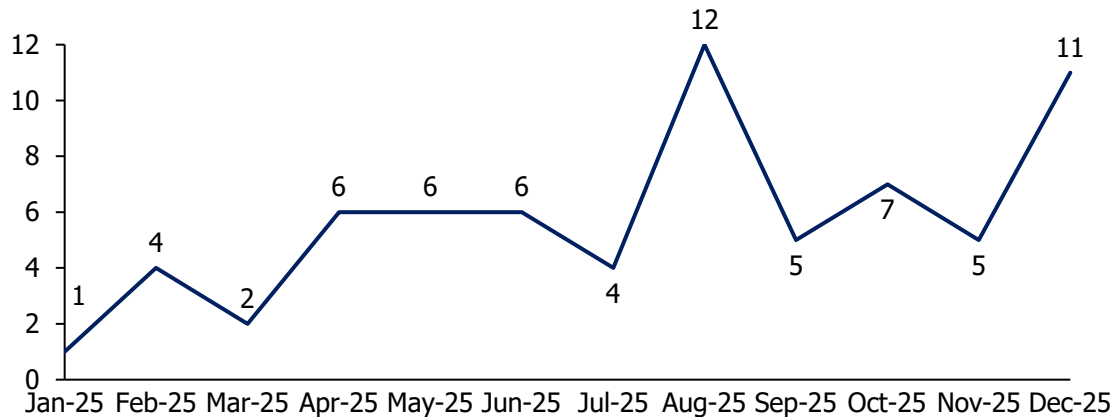


## Daily Priority Call Volume and Entry to Assignment

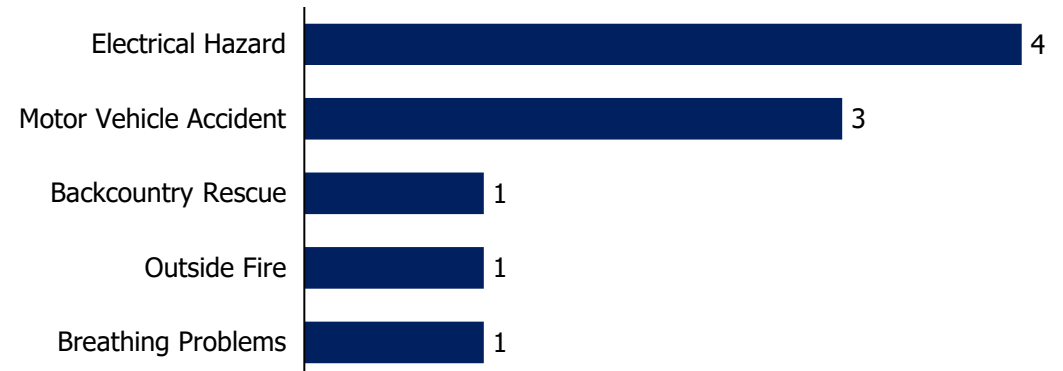
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0
Monday	0	0	0	0	0
Tuesday	0	1	1	2	0
Wednesday	0	0	1	1	0
Thursday	0	1	2	3	1
Friday	0	2	0	2	1
Saturday	0	3	0	3	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>86%</b>			

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

## Monthly Call Volume



## Problem Natures

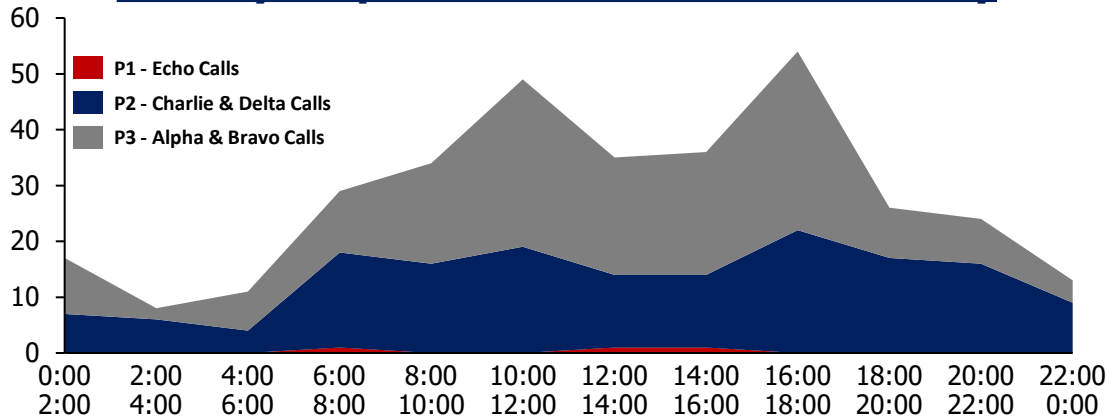




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

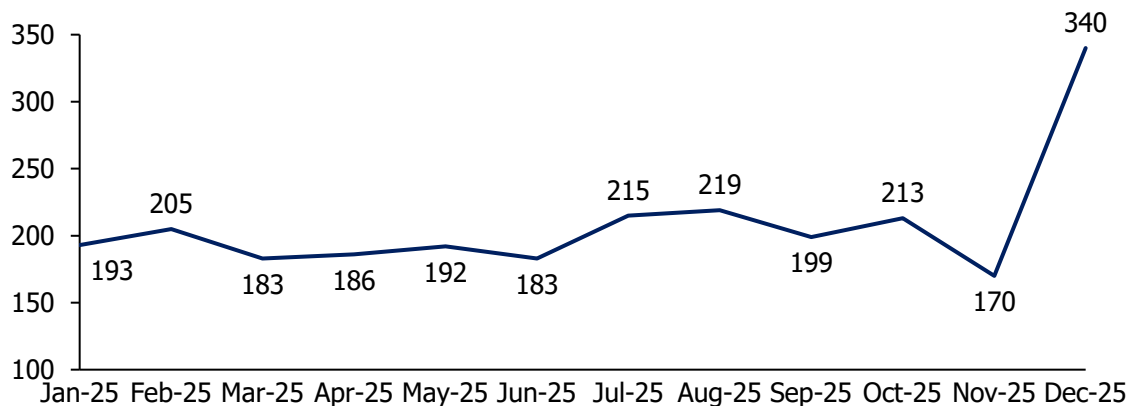


## Daily Priority Call Volume and Entry to Assignment

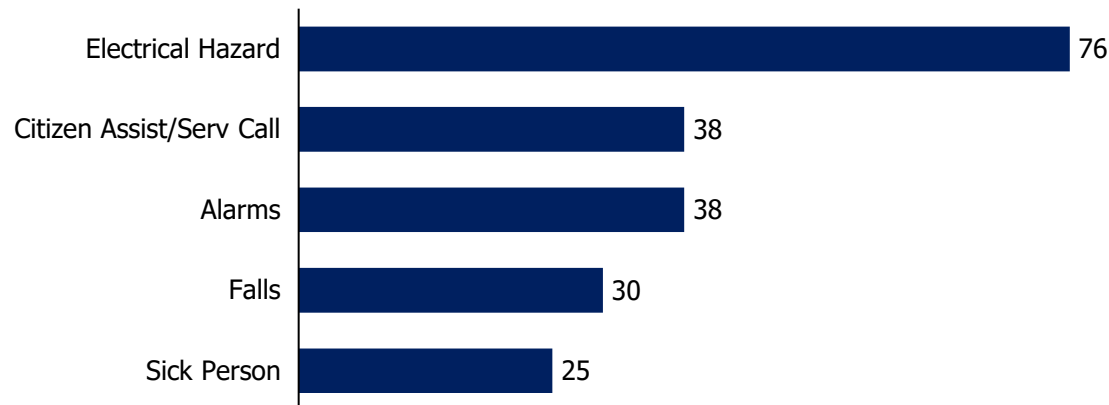
Day of Week	P1	P2	P3	Total	Average
Sunday	1	19	19	39	10
Monday	0	13	13	26	5
Tuesday	0	24	28	52	10
Wednesday	2	24	29	55	11
Thursday	0	20	15	35	9
Friday	0	37	40	77	19
Saturday	0	22	30	52	13
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>74%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

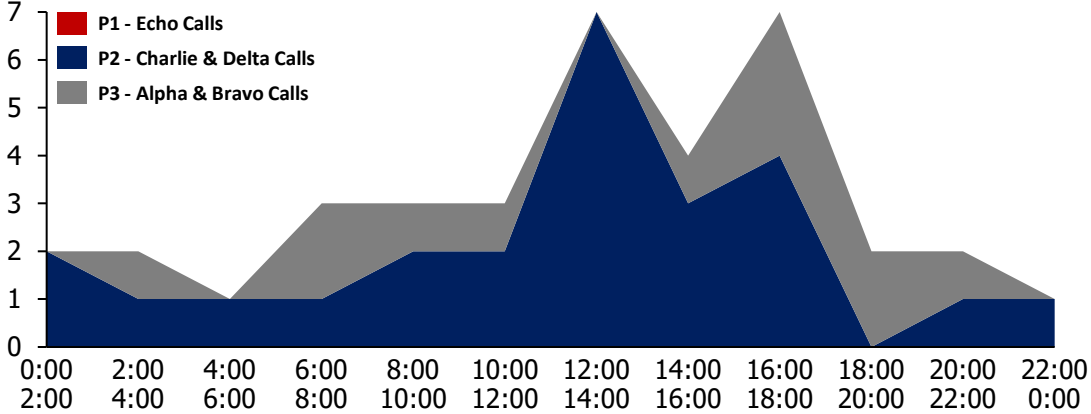




# Inter-Canyon Fire



## Priority Dispatched Calls Per Time of Day

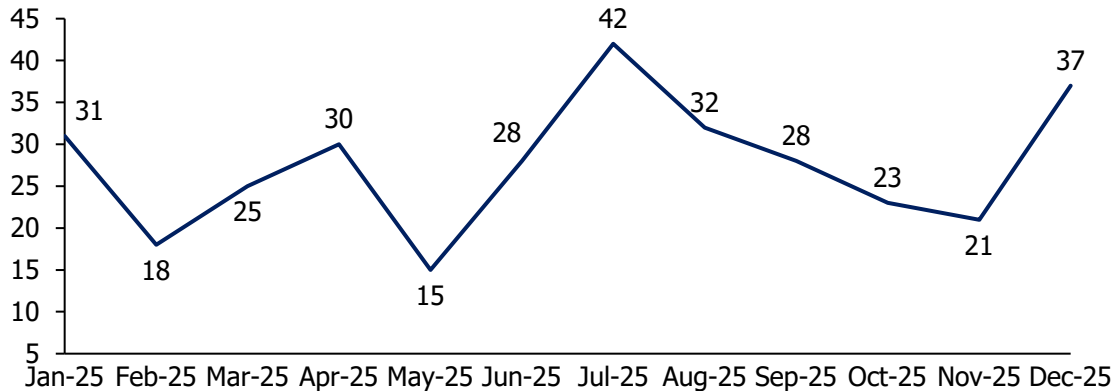


## Daily Priority Call Volume and Entry to Assignment

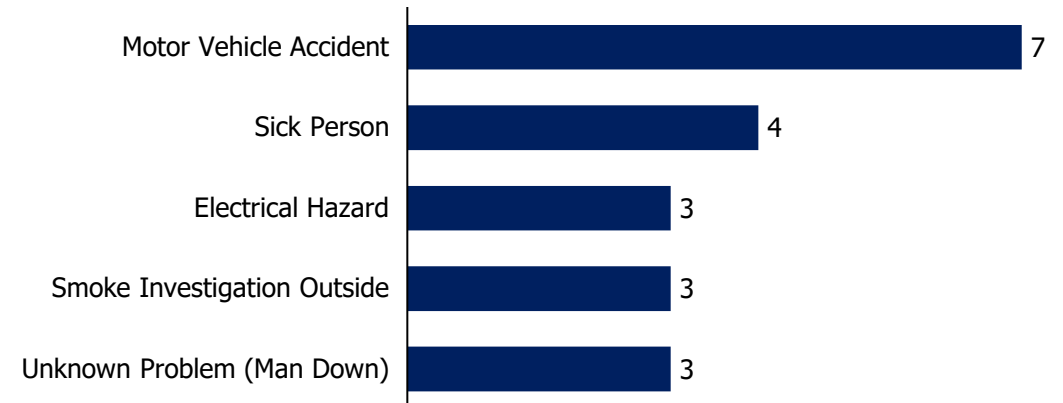
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	7	2	9	2
Tuesday	0	1	5	6	1
Wednesday	0	7	3	10	2
Thursday	0	4	0	4	1
Friday	0	3	0	3	1
Saturday	0	2	1	3	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>64%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

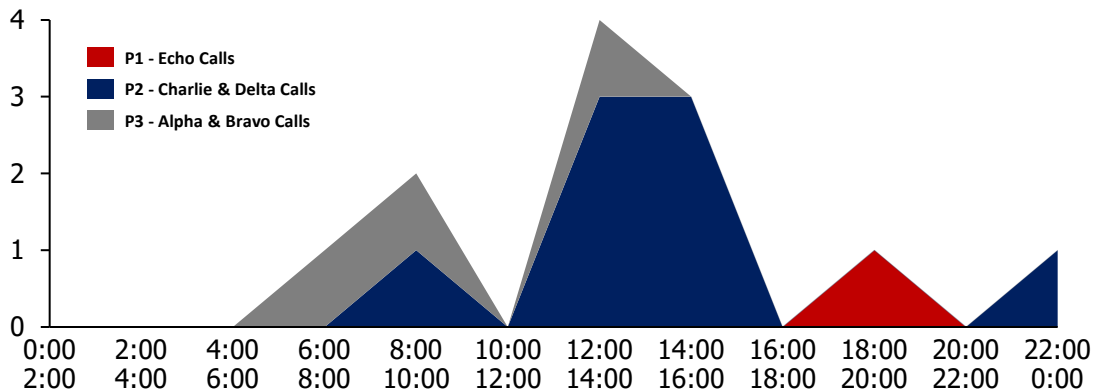




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day



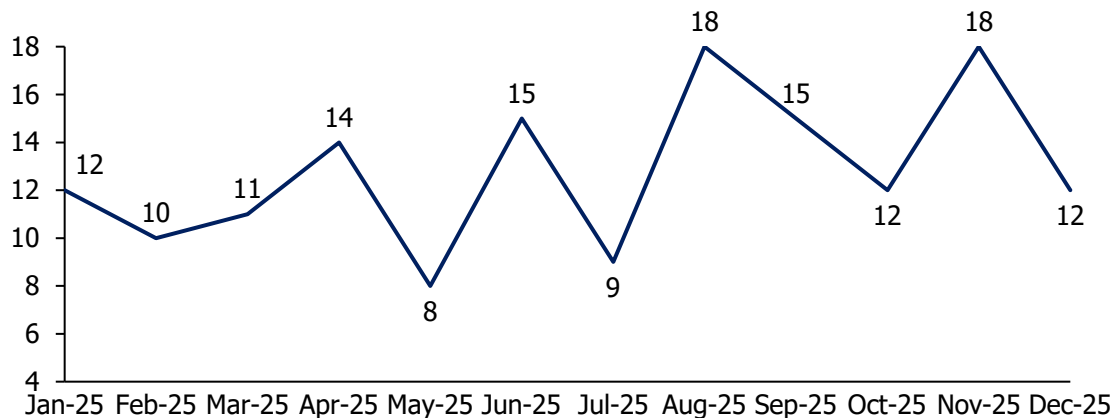
## Daily Priority Call Volume and Entry to Assignment

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

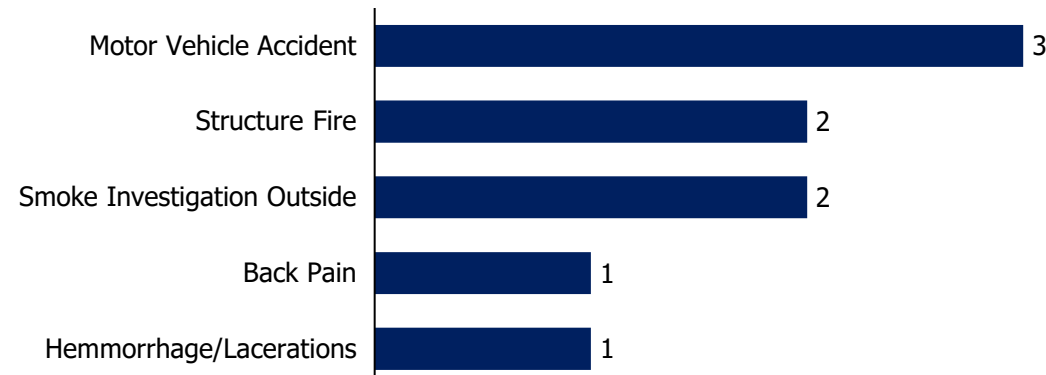
**Assignment <1 min 100% 75%**

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

## Monthly Call Volume



## Top Five Problem Natures

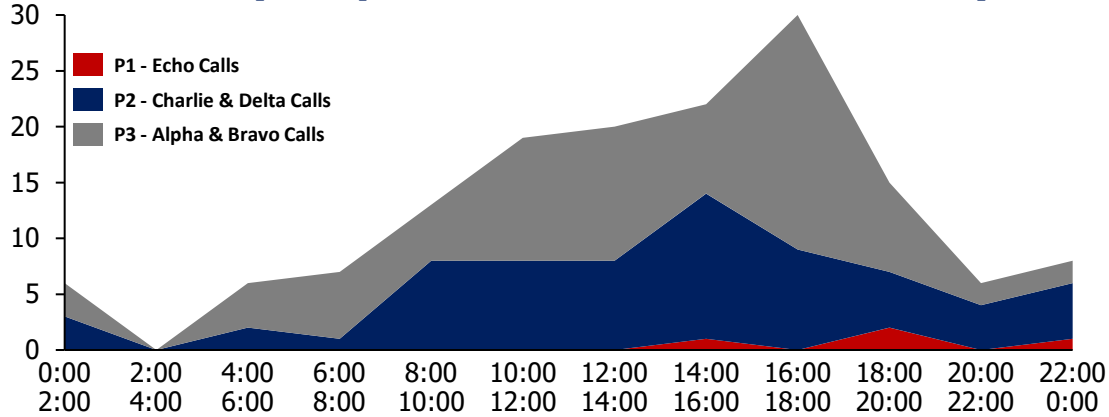




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day

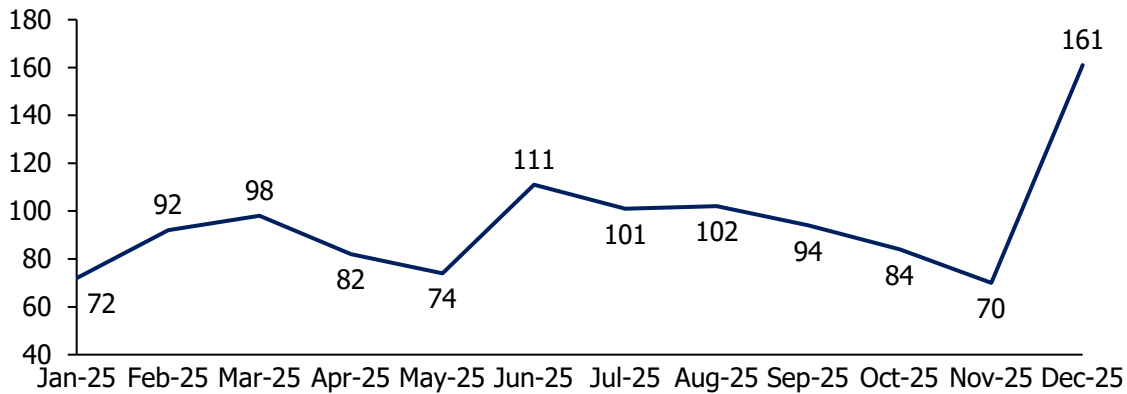


## Daily Priority Call Volume and Entry to Assignment

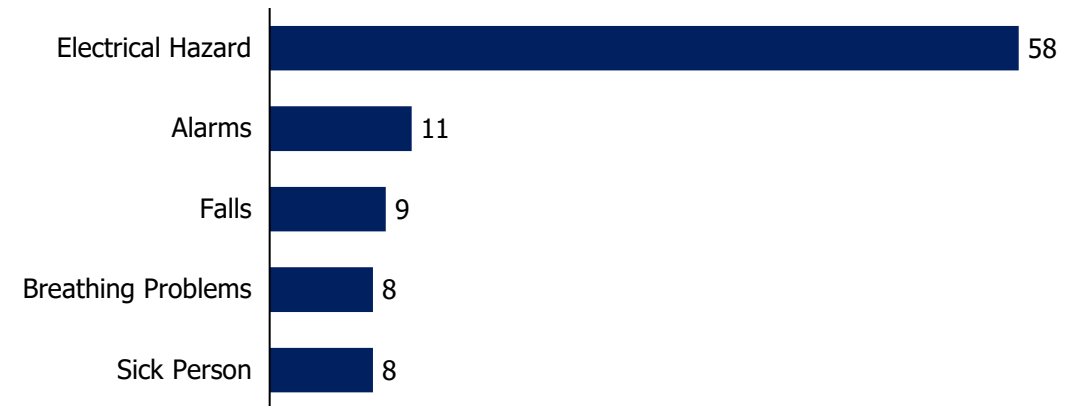
Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	7	17	4
Monday	1	9	8	18	4
Tuesday	0	9	7	16	3
Wednesday	2	8	19	29	6
Thursday	0	12	14	26	7
Friday	0	11	17	28	7
Saturday	1	7	10	18	5
<b>Assignment &lt; 1 min</b>	<b>100%</b>	<b>79%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

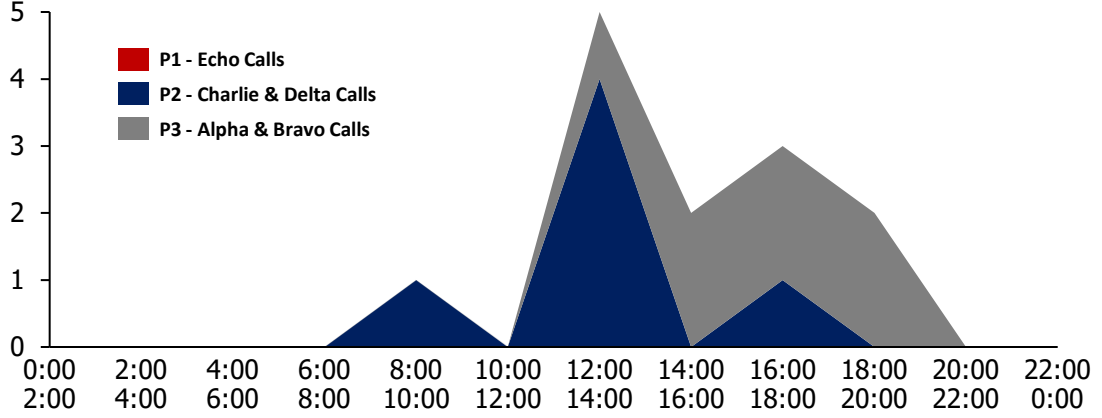




# North Fork Fire



## Priority Dispatched Calls Per Time of Day

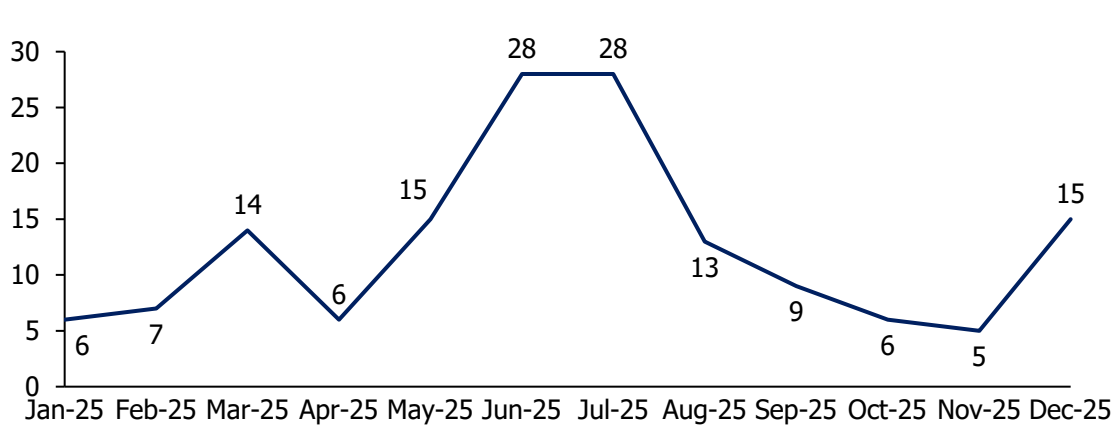


## Daily Priority Call Volume and Entry to Assignment

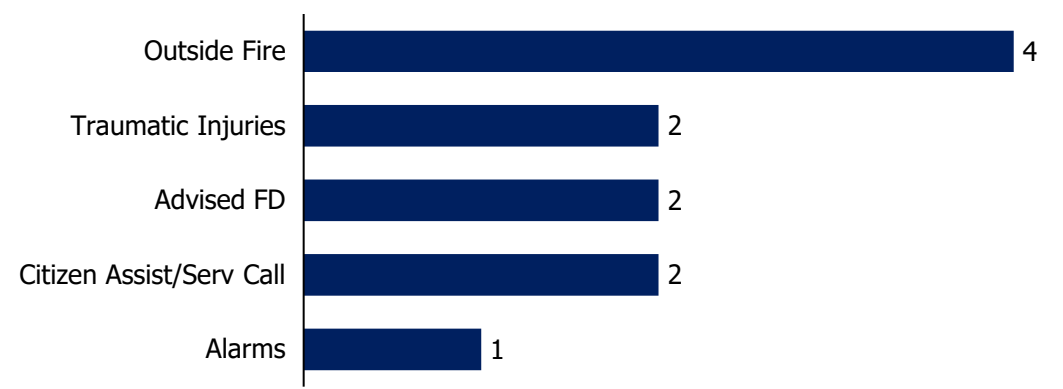
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	1	0	1	0
Tuesday	0	0	1	1	0
Wednesday	0	1	3	4	1
Thursday	0	1	0	1	0
Friday	0	2	1	3	1
Saturday	0	0	1	1	0
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>100%</b>			

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

## Monthly Call Volume



## Problem Natures

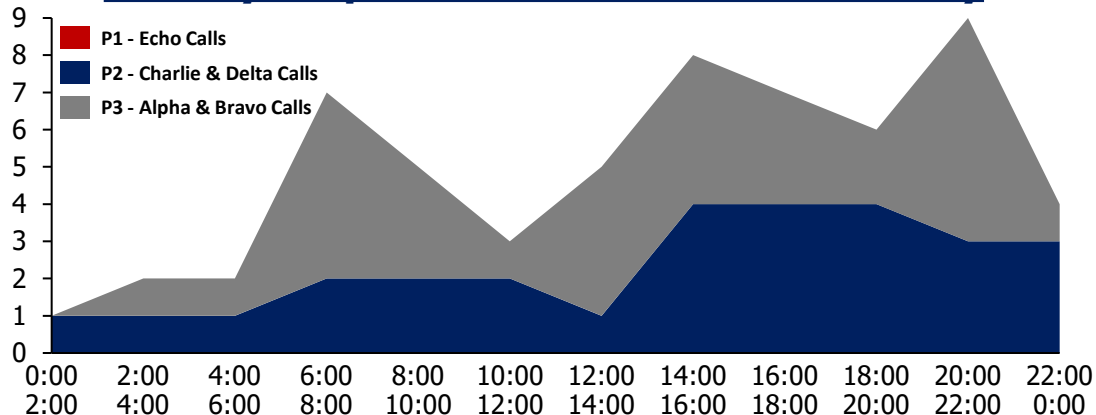




# Highland Rescue



## Priority Dispatched Calls Per Time of Day

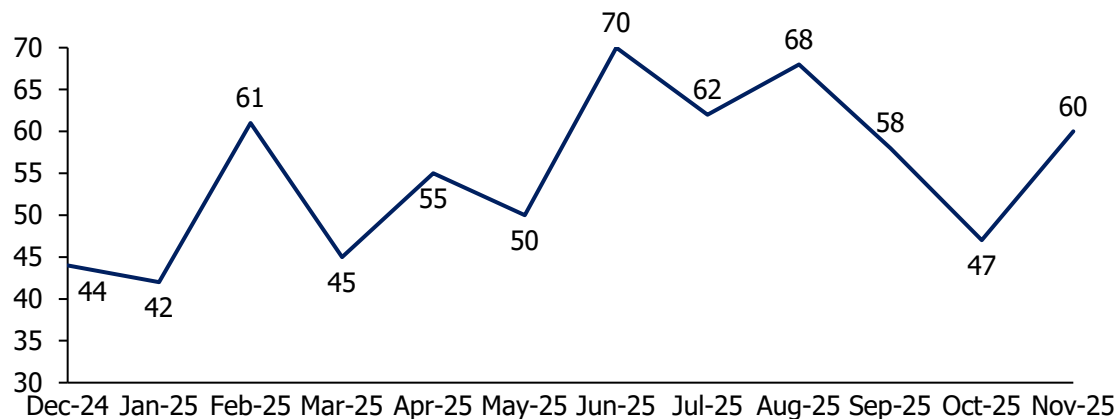


## Daily Priority Call Volume and Entry to Assignment

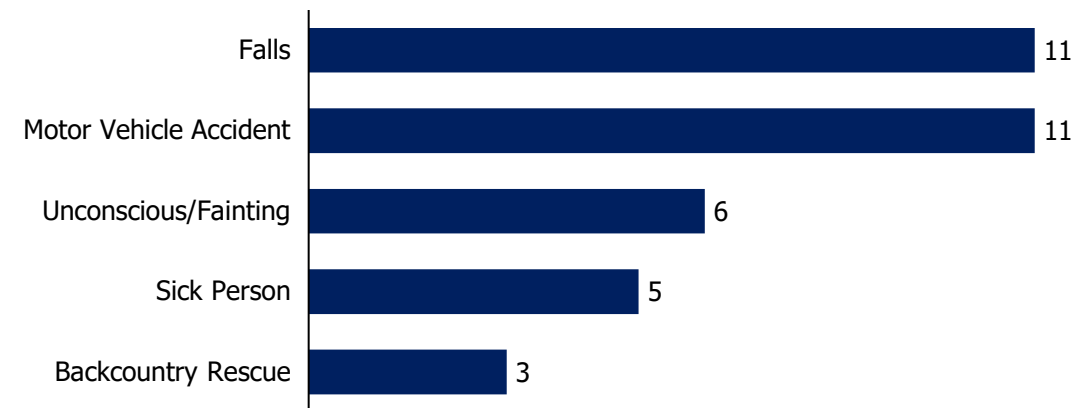
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	4	9	2
Monday	0	2	5	7	2
Tuesday	0	4	2	6	2
Wednesday	0	3	6	9	2
Thursday	0	3	5	8	2
Friday	0	4	6	10	3
Saturday	0	7	3	10	2
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>89%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

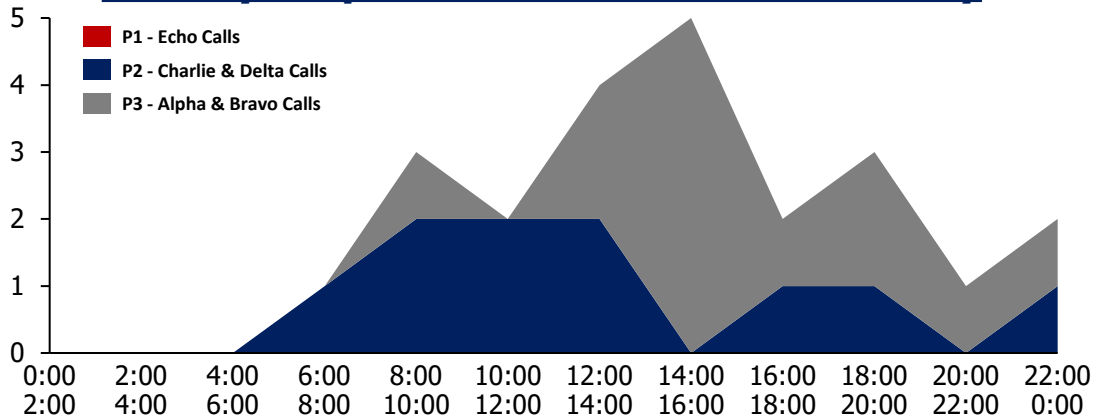




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

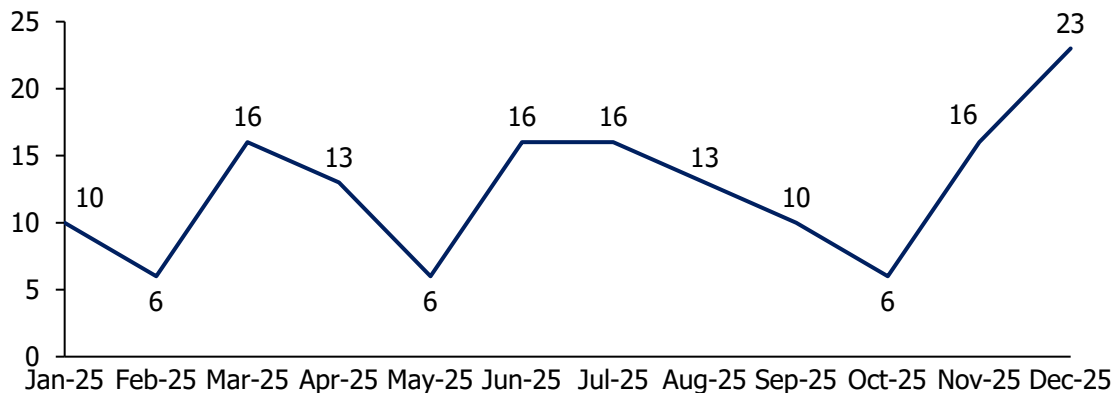


## Daily Priority Call Volume and Entry to Assignment

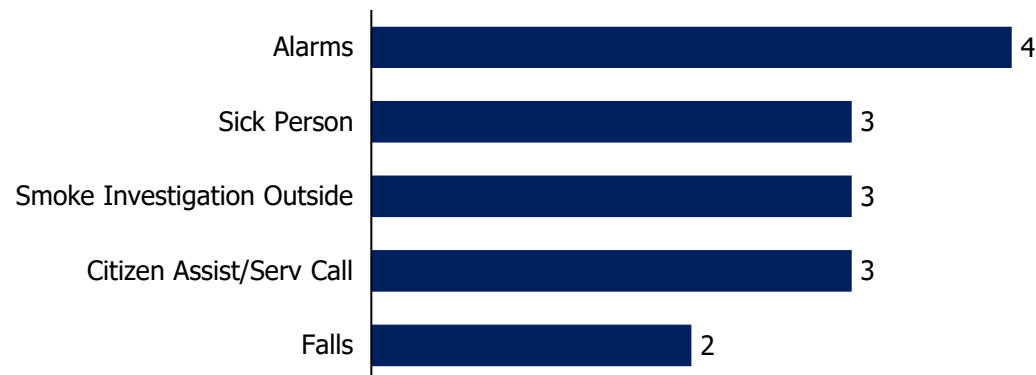
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	4	5	1
Monday	0	1	2	3	1
Tuesday	0	2	2	4	1
Wednesday	0	1	0	1	0
Thursday	0	2	5	7	2
Friday	0	1	0	1	0
Saturday	0	2	0	2	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>90%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

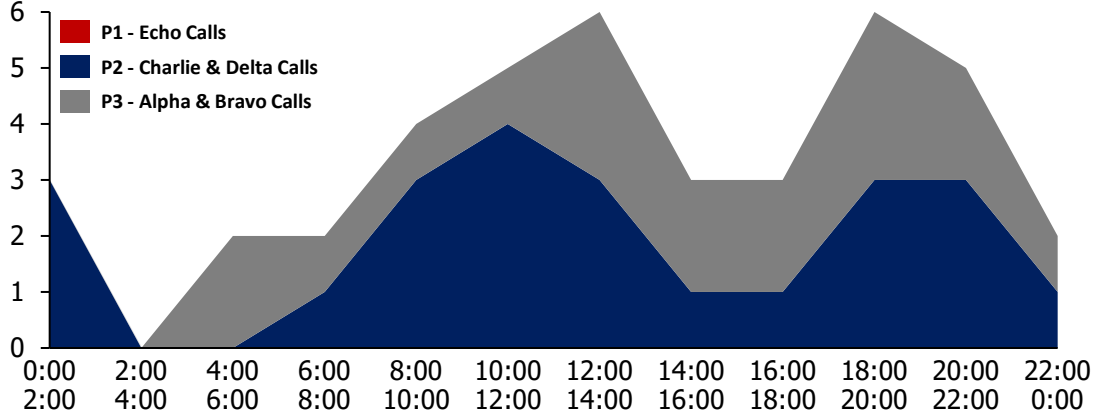




# Foothills Fire



## Priority Dispatched Calls Per Time of Day

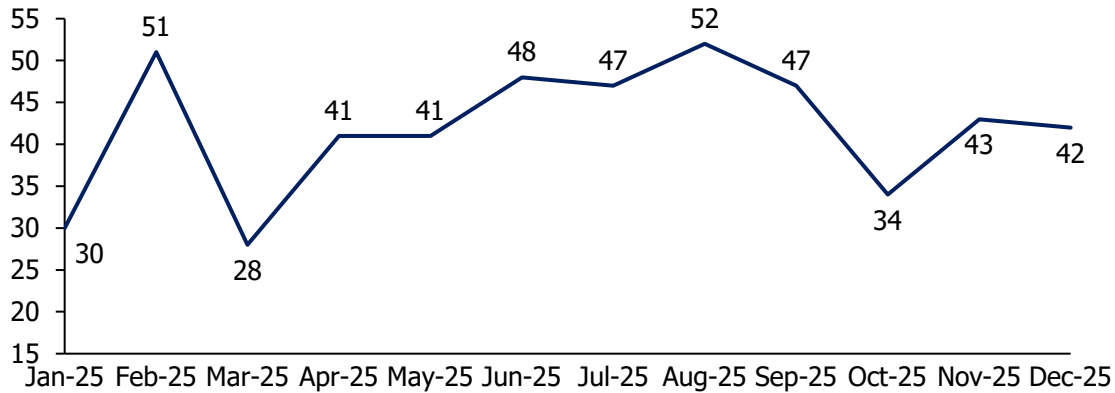


## Daily Priority Call Volume and Entry to Assignment

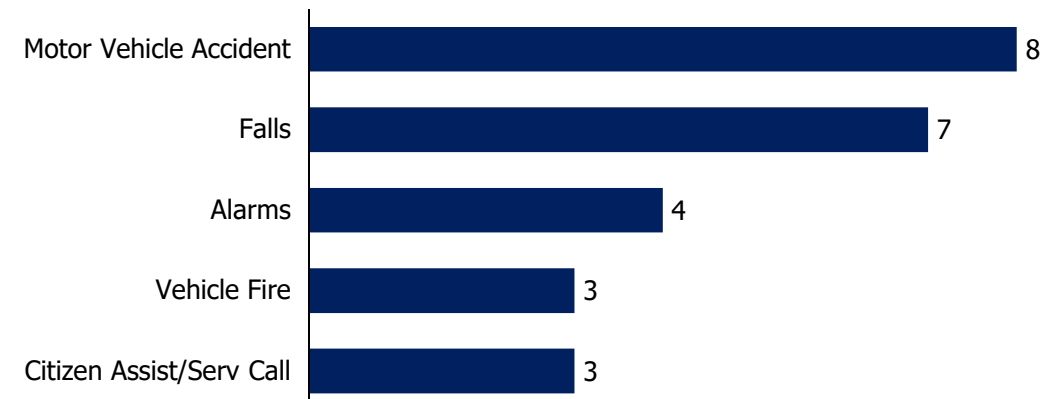
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	3	7	2
Monday	0	3	4	7	1
Tuesday	0	0	1	1	0
Wednesday	0	5	4	9	2
Thursday	0	1	2	3	1
Friday	0	7	2	9	2
Saturday	0	3	2	5	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>78%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

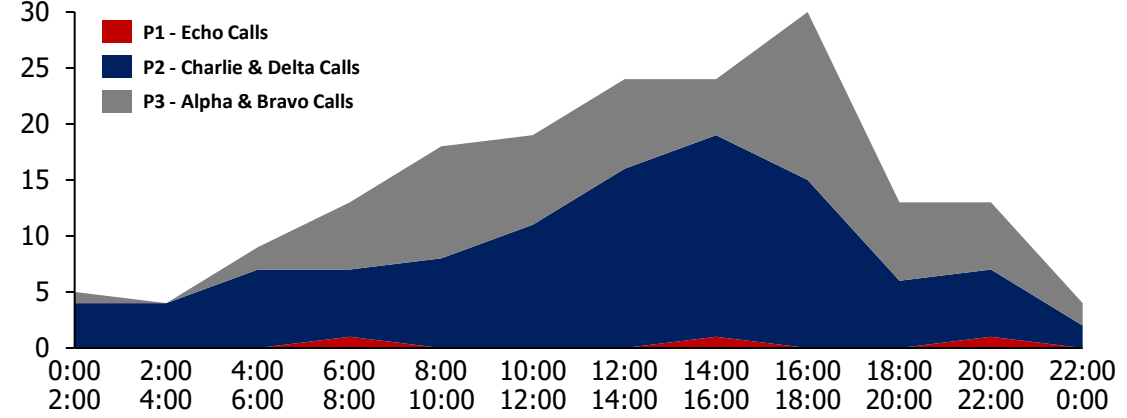




# Clear Creek Fire



## Priority Dispatched Calls Per Time of Day

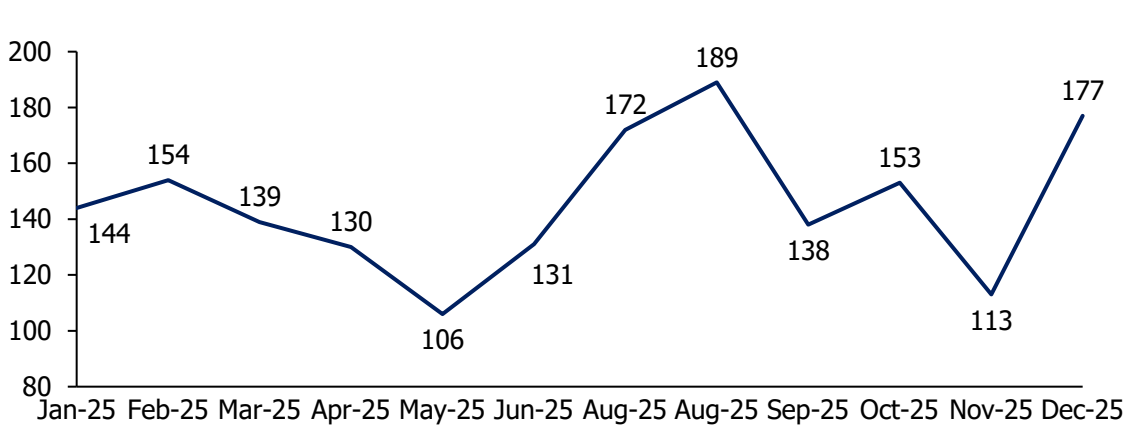


## Daily Priority Call Volume and Entry to Assignment

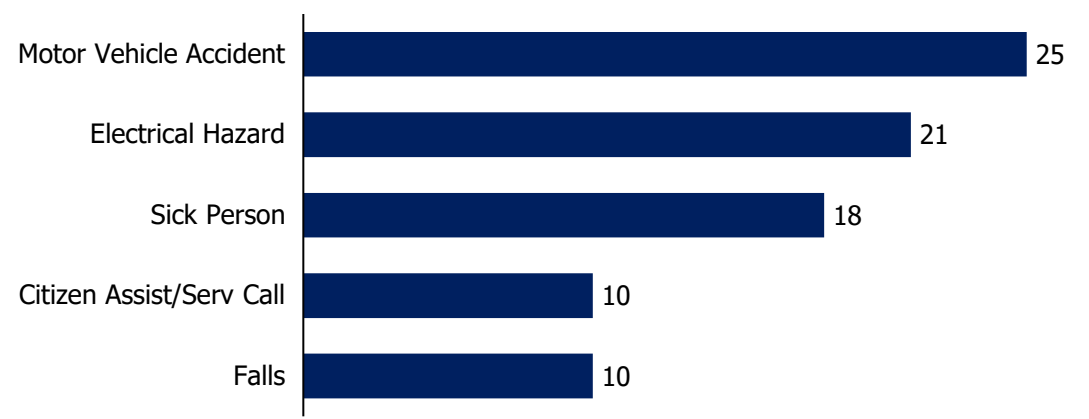
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	7	14	4
Monday	0	9	7	16	3
Tuesday	1	23	13	37	7
Wednesday	1	17	10	28	6
Thursday	1	17	11	29	7
Friday	0	16	11	27	7
Saturday	0	14	11	25	6
<b>Assignment &lt; 1 min</b>	<b>67%</b>	<b>80%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

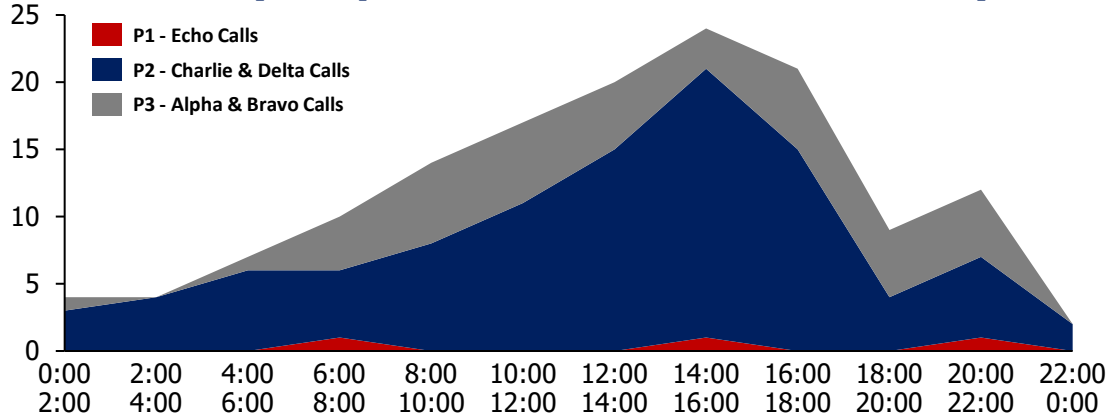




# Clear Creek EMS



## Priority Dispatched Calls Per Time of Day

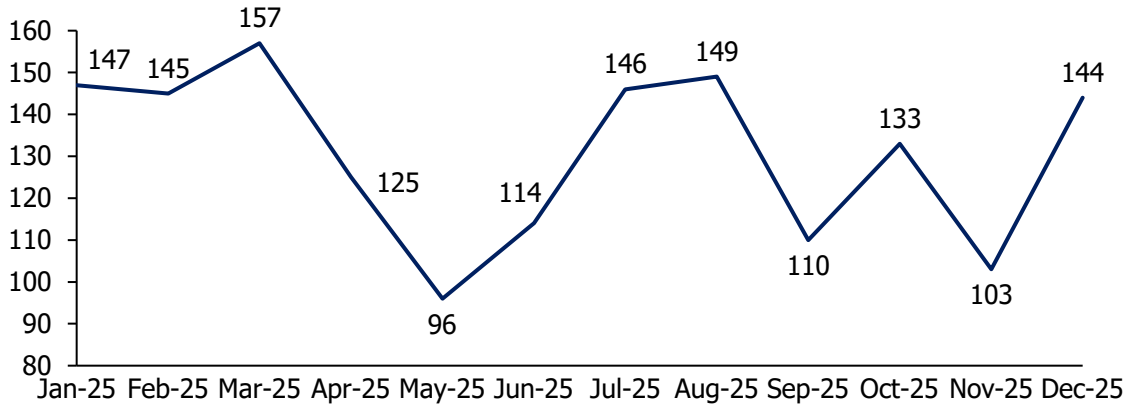


## Daily Priority Call Volume and Entry to Assignment

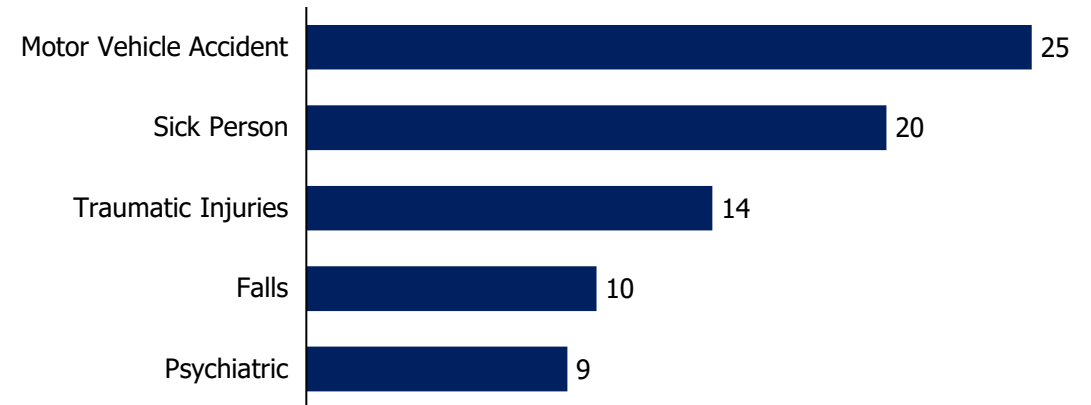
Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	4	12	3
Monday	0	12	4	16	3
Tuesday	1	18	8	27	5
Wednesday	1	17	7	25	5
Thursday	1	16	5	22	6
Friday	0	13	6	19	5
Saturday	0	15	8	23	6
<b>Assignment &lt;1 min</b>	<b>67%</b>	<b>84%</b>			

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

## Monthly Call Volume

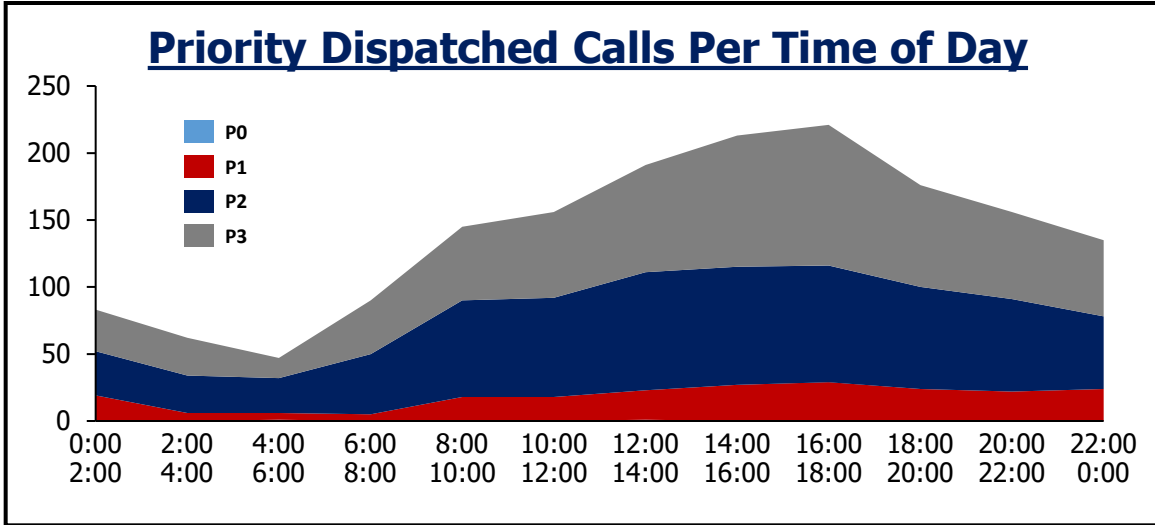


## Top Five Problem Natures





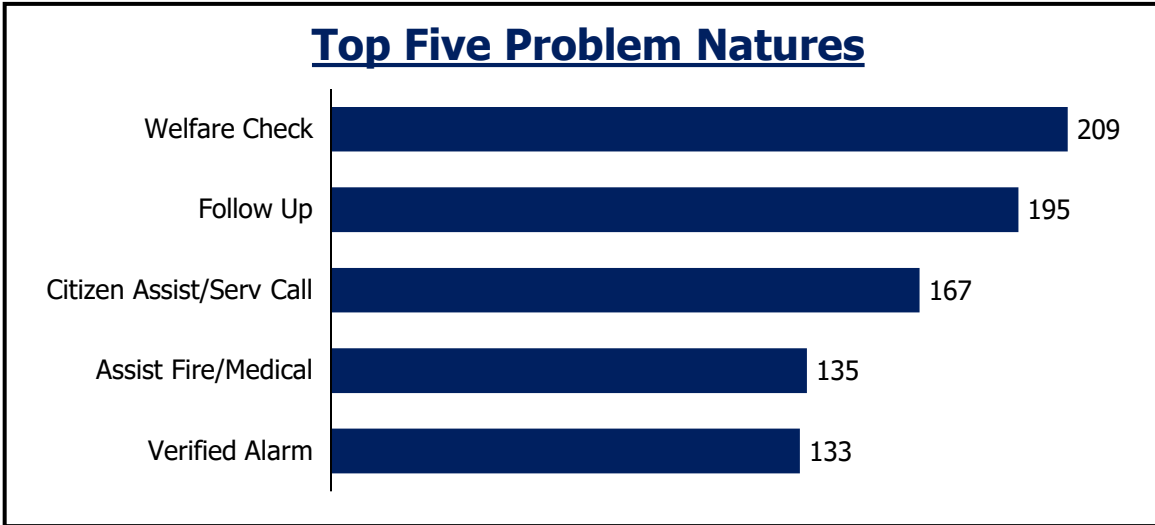
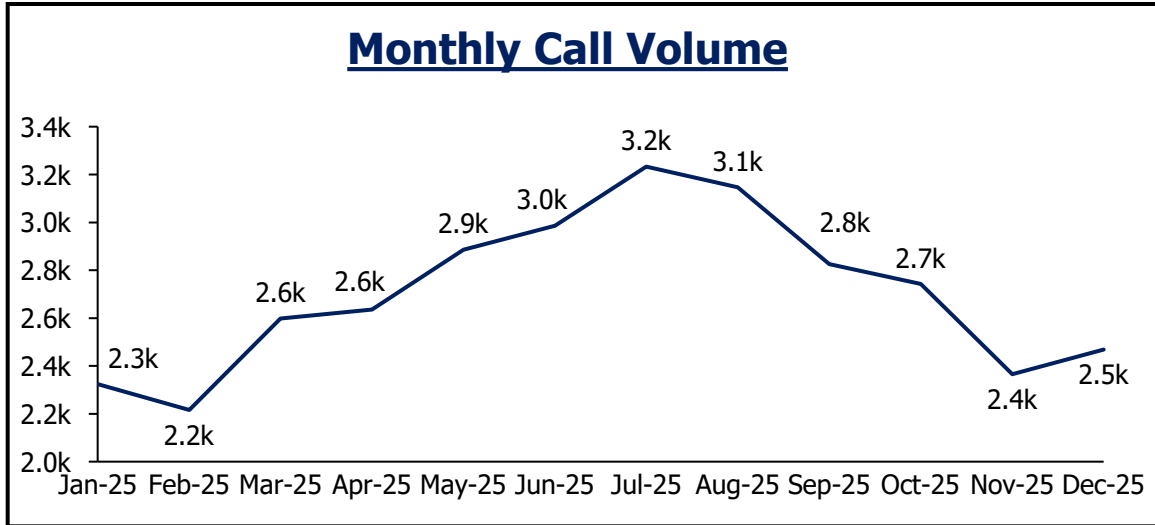
# Jeffco Sheriff



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	30	93	67	192	48
Monday	0	30	108	116	254	51
Tuesday	0	21	95	121	237	47
Wednesday	0	35	149	132	316	63
Thursday	0	29	97	97	223	56
Friday	0	35	99	101	235	59
Saturday	0	39	99	80	218	55
<b>Assignment &lt; 2 min</b>		<b>80%</b>	<b>52%</b>			
<b>Assignment &lt; 4 min</b>		<b>96%</b>	<b>81%</b>			

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

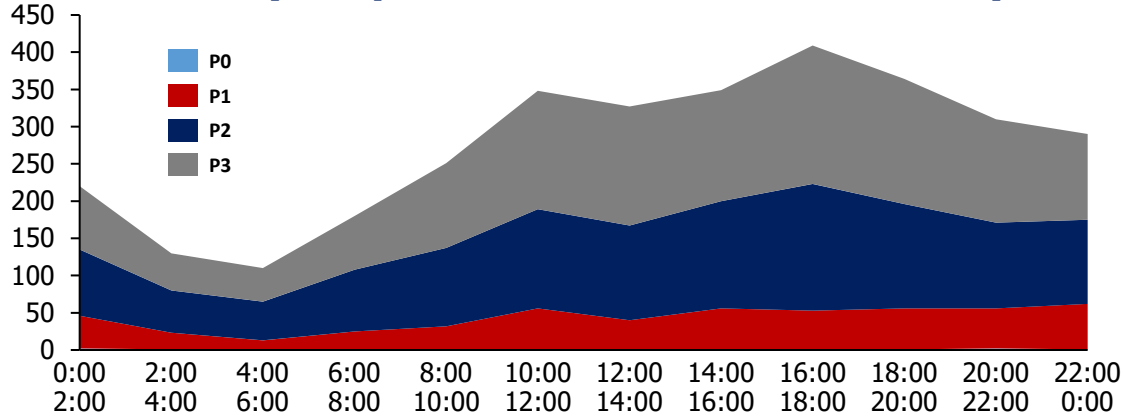




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

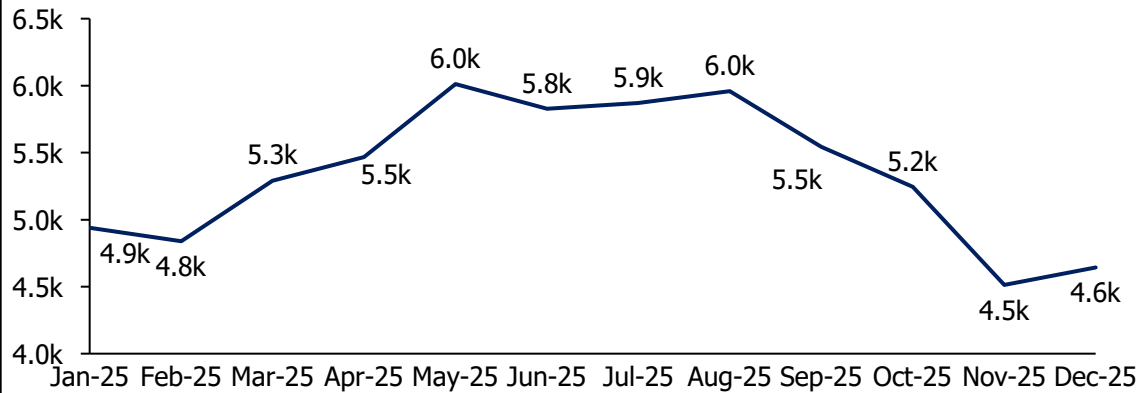


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	75	178	174	429	107
Monday	0	81	196	223	500	100
Tuesday	2	88	209	249	548	110
Wednesday	0	73	248	252	573	115
Thursday	0	67	149	180	396	99
Friday	1	63	177	187	428	107
Saturday	4	62	171	177	414	104
<b>Assignment &lt;2 min</b>		<b>70%</b>	<b>40%</b>			
<b>Assignment &lt;4 min</b>		<b>89%</b>	<b>63%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

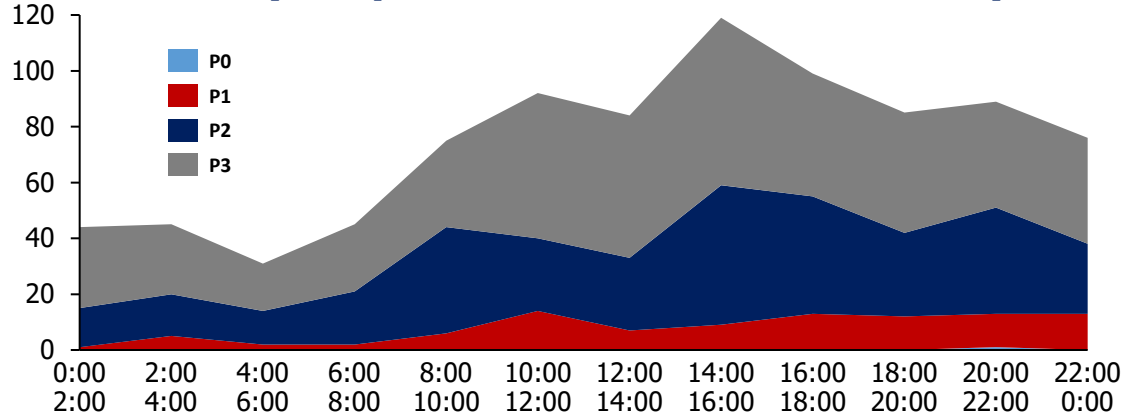




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

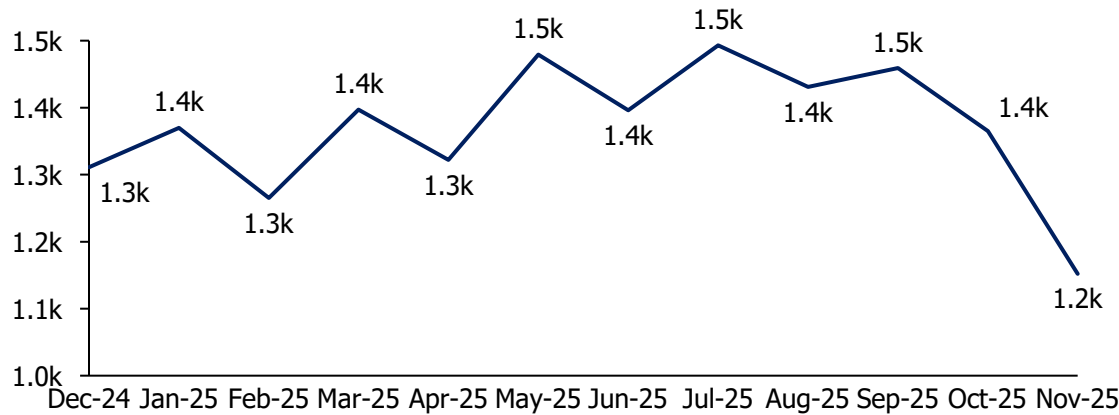


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	15	32	44	91	23
Monday	0	15	53	78	146	29
Tuesday	0	16	54	71	141	28
Wednesday	0	13	56	68	137	27
Thursday	1	11	45	57	114	29
Friday	0	14	48	63	125	31
Saturday	0	12	47	71	130	33
<b>Assignment &lt;2 min</b>		<b>71%</b>	<b>39%</b>			
<b>Assignment &lt;4 min</b>		<b>83%</b>	<b>64%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

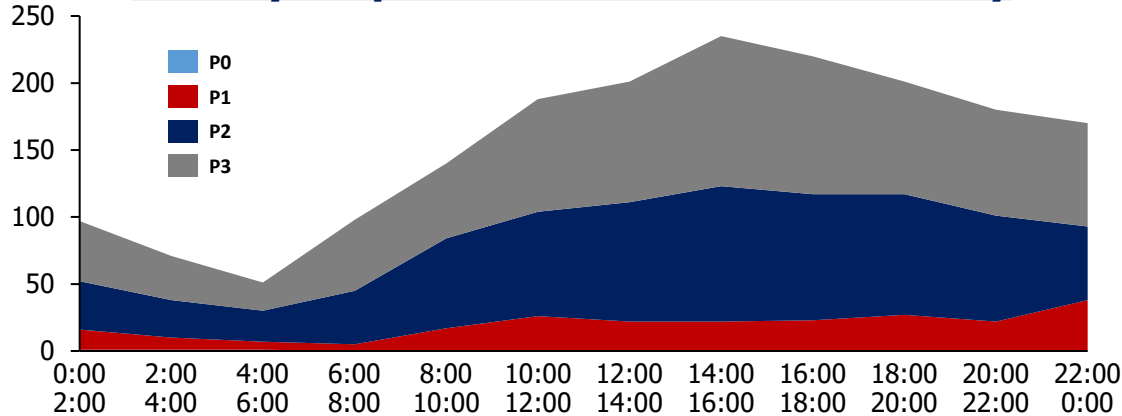




# Arvada PD



## Priority Dispatched Calls Per Time of Day

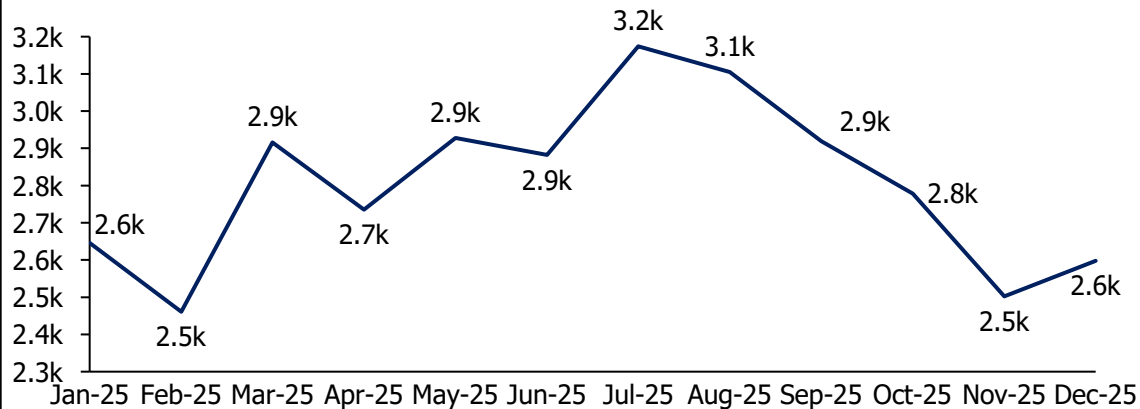


## Daily Priority Call Volume and Entry to Assignment

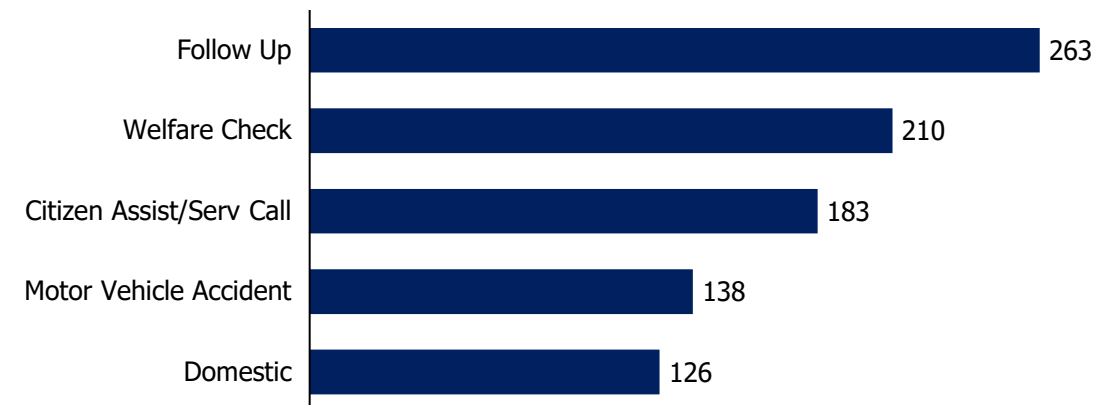
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	25	84	100	210	53
Monday	0	49	118	146	313	63
Tuesday	0	45	120	126	291	58
Wednesday	0	32	123	137	292	58
Thursday	1	29	91	110	231	58
Friday	1	24	127	106	258	65
Saturday	0	28	117	112	257	64
<b>Assignment &lt;2 min</b>		<b>71%</b>	<b>48%</b>			
<b>Assignment &lt;4 min</b>		<b>87%</b>	<b>74%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

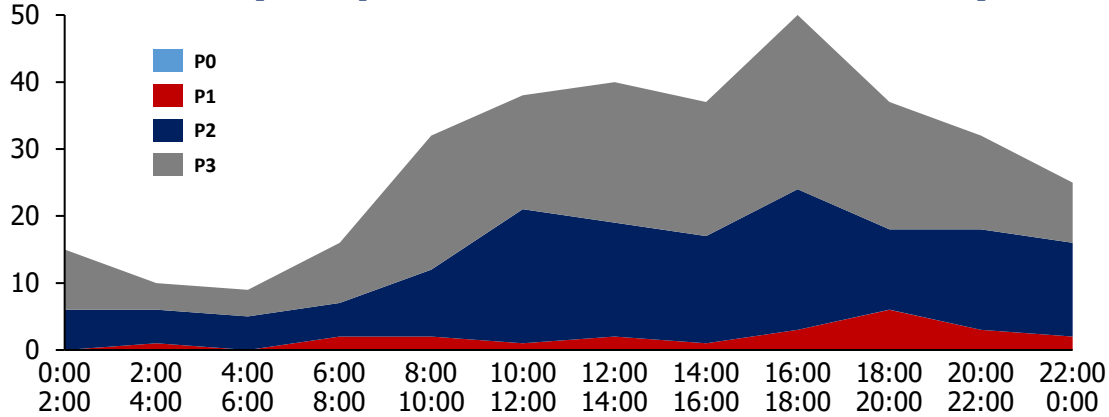




# Golden PD



## Priority Dispatched Calls Per Time of Day

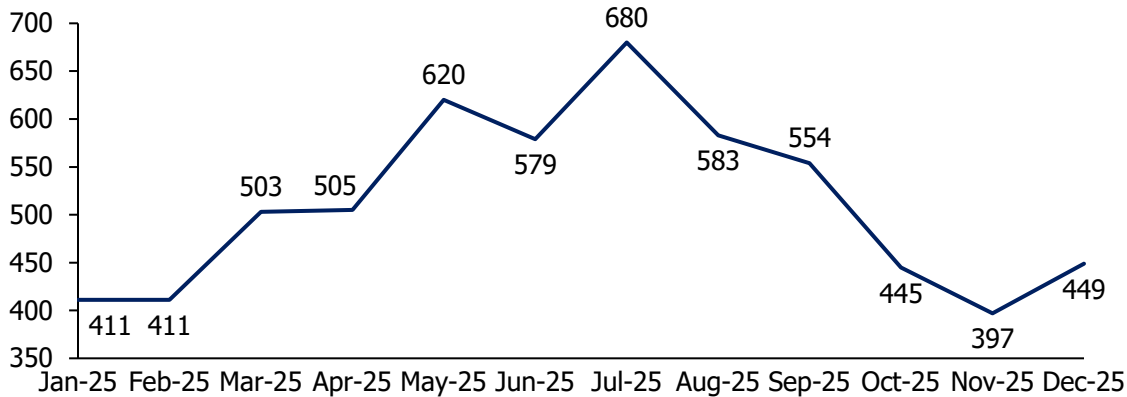


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	21	18	42	11
Monday	0	3	25	28	56	11
Tuesday	0	2	29	31	62	12
Wednesday	0	3	22	25	50	10
Thursday	0	0	12	19	31	8
Friday	0	8	19	23	50	13
Saturday	0	4	18	28	50	13
<b>Assignment &lt;2 min</b>		<b>87%</b>	<b>68%</b>			
<b>Assignment &lt;4 min</b>		<b>96%</b>	<b>90%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

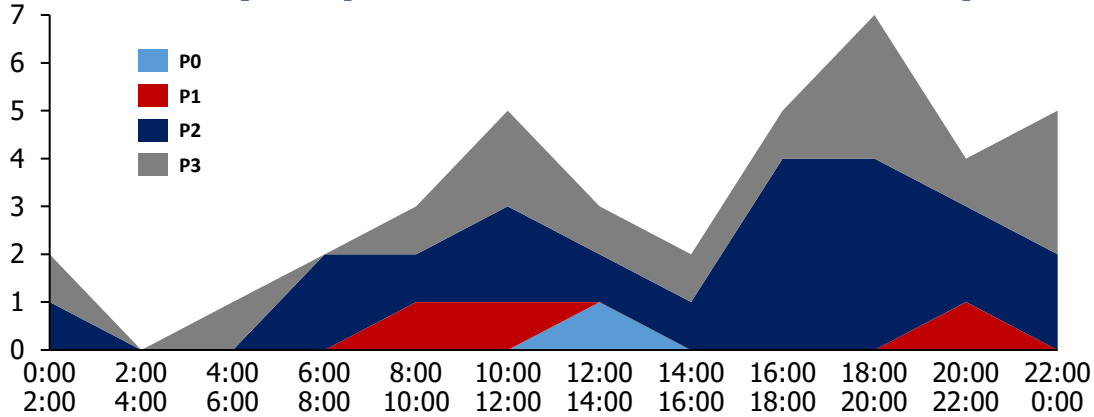




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

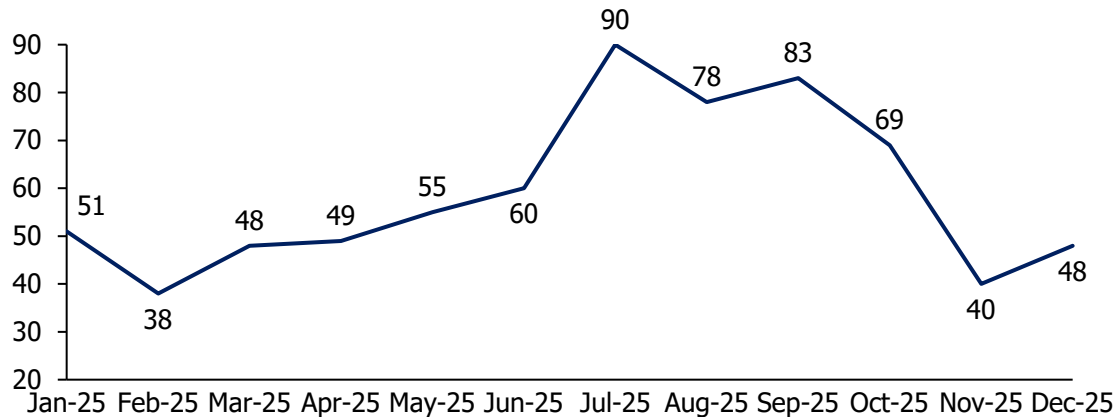


## Daily Priority Call Volume and Entry to Assignment

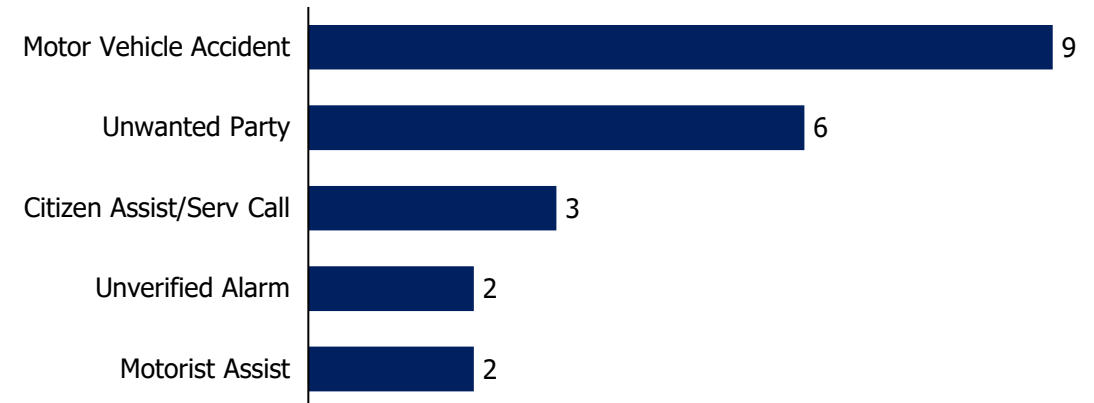
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	0	3	2	6	2
Monday	0	2	5	3	10	2
Tuesday	0	0	2	4	6	1
Wednesday	0	0	2	3	5	1
Thursday	0	0	2	0	2	1
Friday	0	0	1	2	3	1
Saturday	0	1	5	1	7	2
<b>Assignment &lt;2 min</b>		<b>67%</b>	<b>55%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>80%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

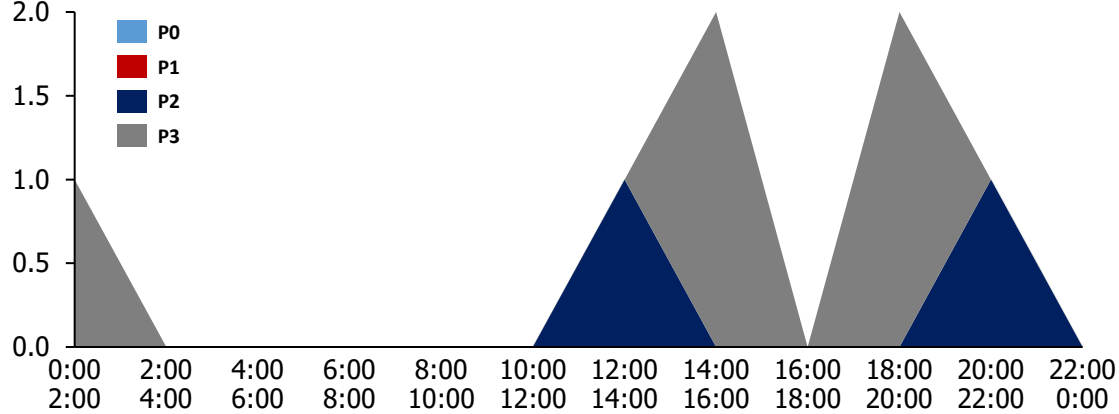




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

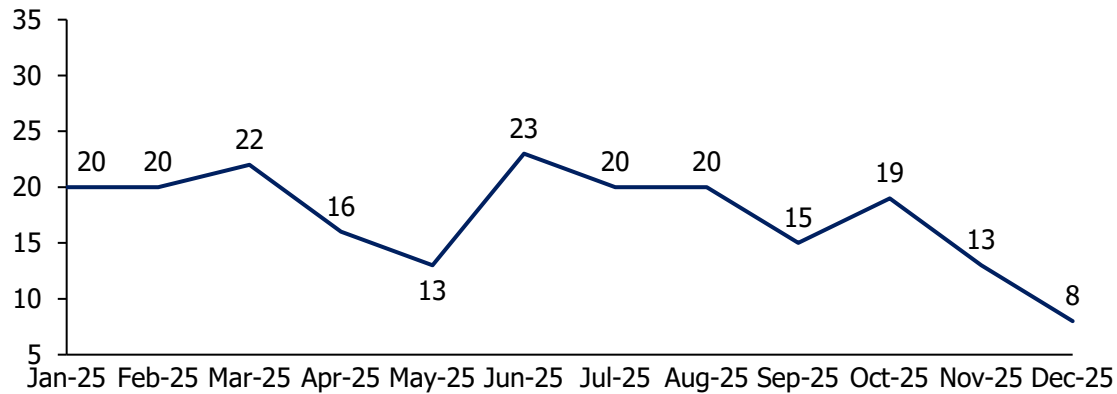


## Daily Priority Call Volume and Entry to Assignment

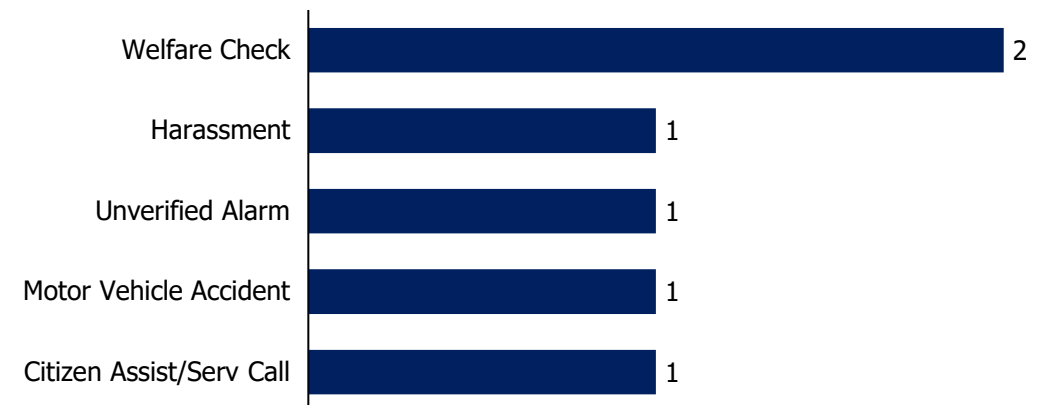
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	1	2	3	1
Tuesday	0	0	0	0	0	0
Wednesday	0	0	0	1	1	0
Thursday	0	0	1	0	1	0
Friday	0	0	0	0	0	0
Saturday	0	0	0	2	2	1
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>0%</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>0%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

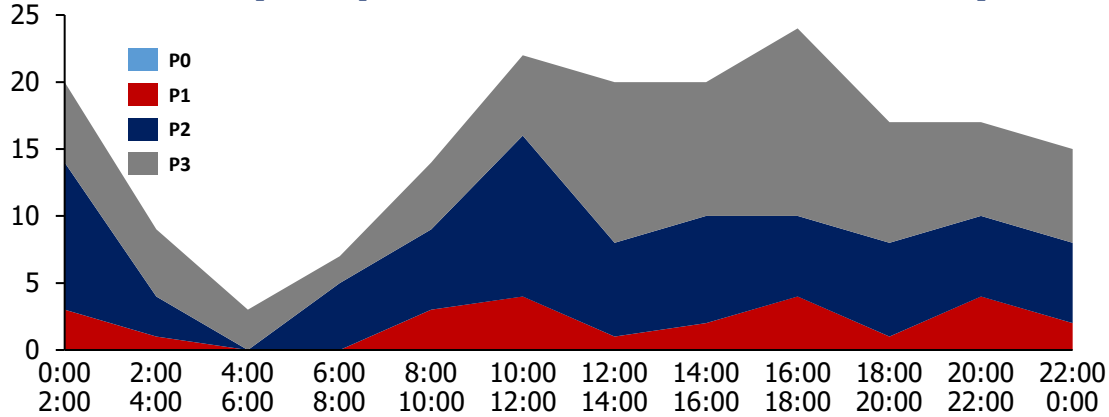




# Edgewater PD



## Priority Dispatched Calls Per Time of Day

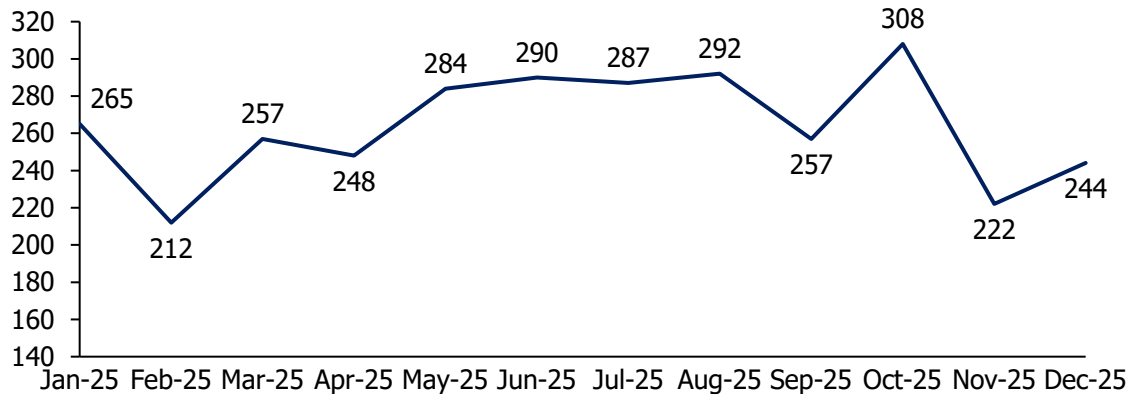


## Daily Priority Call Volume and Entry to Assignment

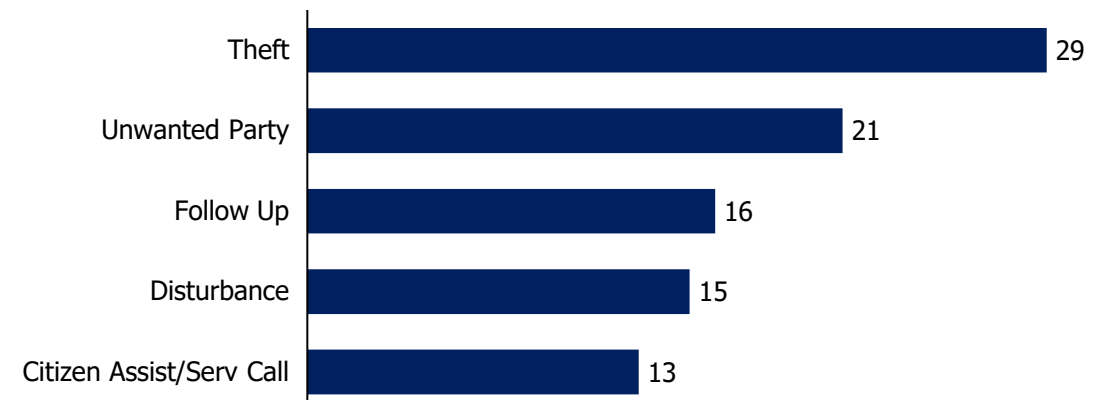
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	7	10	19	5
Monday	0	5	9	19	33	7
Tuesday	0	2	11	8	21	4
Wednesday	0	3	16	12	31	6
Thursday	0	6	15	17	38	10
Friday	0	3	10	11	24	6
Saturday	0	4	9	9	22	6
<b>Assignment &lt;2 min</b>		<b>88%</b>	<b>45%</b>			
<b>Assignment &lt;4 min</b>		<b>96%</b>	<b>82%</b>			

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

## Monthly Call Volume



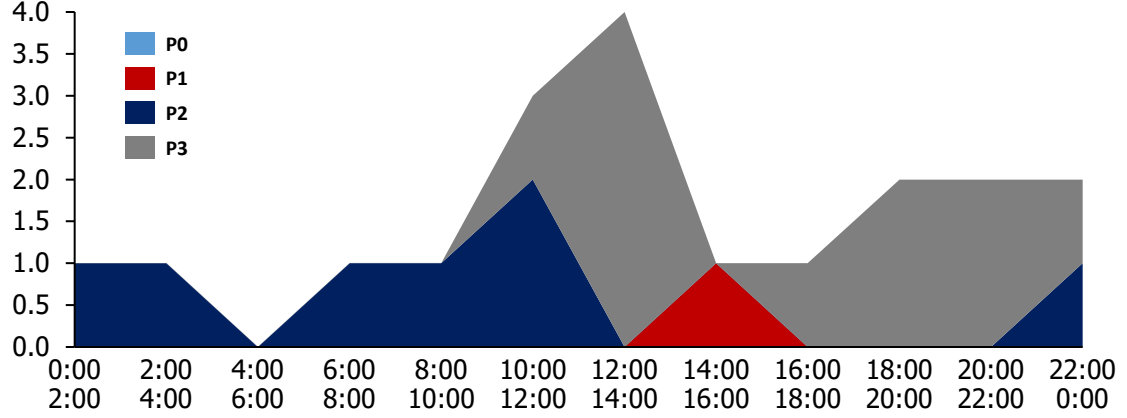
## Top Five Problem Natures





# Colorado School of Mines PD

## Priority Dispatched Calls Per Time of Day

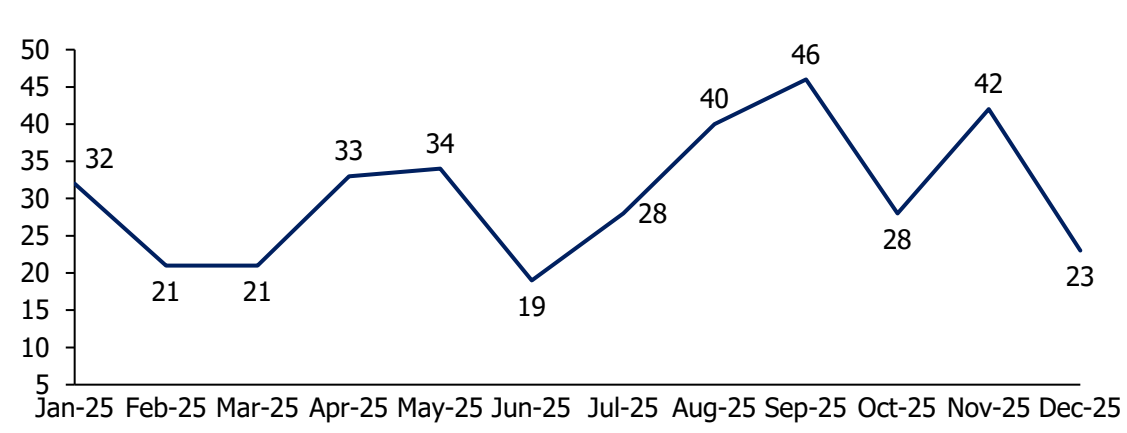


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	4	6	2
Monday	0	0	0	2	2	0
Tuesday	0	0	1	1	2	0
Wednesday	0	1	0	2	3	1
Thursday	0	0	1	1	2	1
Friday	0	0	1	0	1	0
Saturday	0	0	2	1	3	1
<b>Assignment &lt;2 min</b>		<b>100%</b>	<b>71%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>86%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

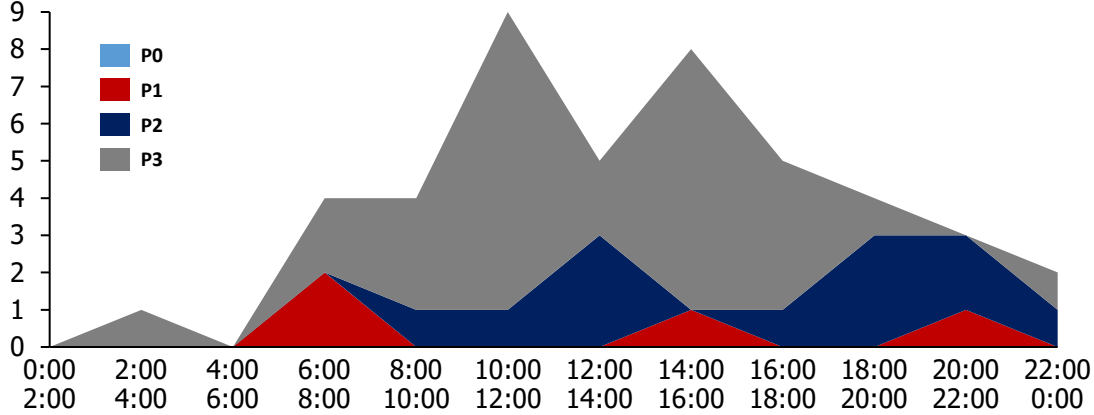




# Morrison PD (JCSO Response)



## Priority Dispatched Calls Per Time of Day

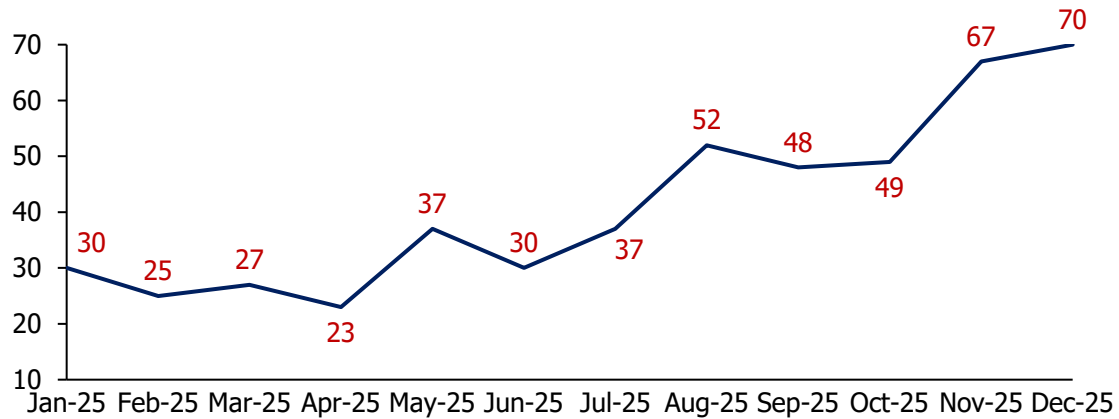


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	5	9	2
Monday	0	1	1	4	6	1
Tuesday	0	2	2	3	7	1
Wednesday	0	0	1	6	7	1
Thursday	0	0	3	5	8	2
Friday	0	0	0	4	4	1
Saturday	0	0	2	2	4	1
<b>Assignment &lt;2 min</b>		<b>75%</b>	<b>42%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>75%</b>			

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

## Monthly Call Volume

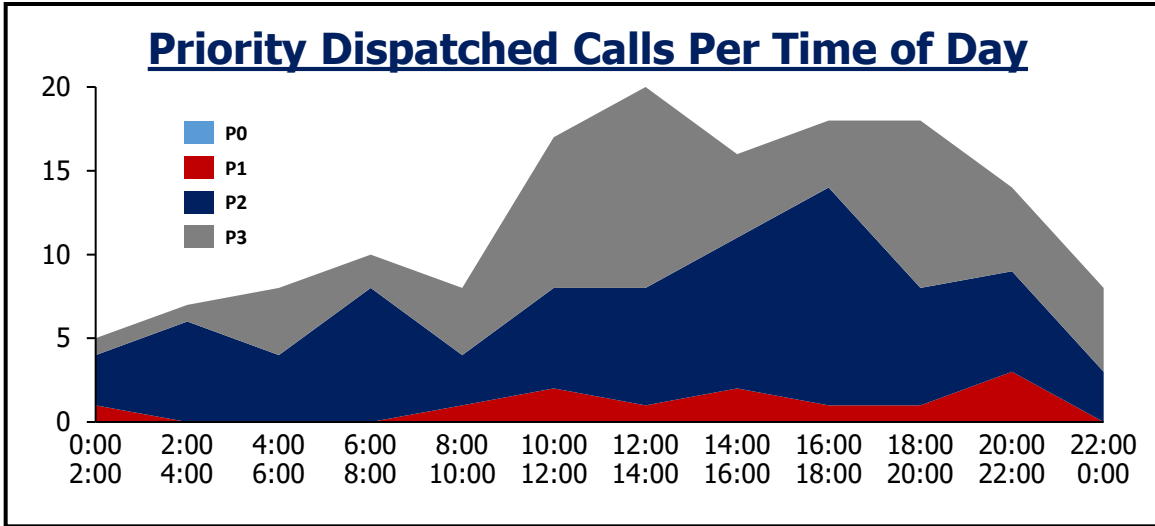


## Top Five Problem Natures





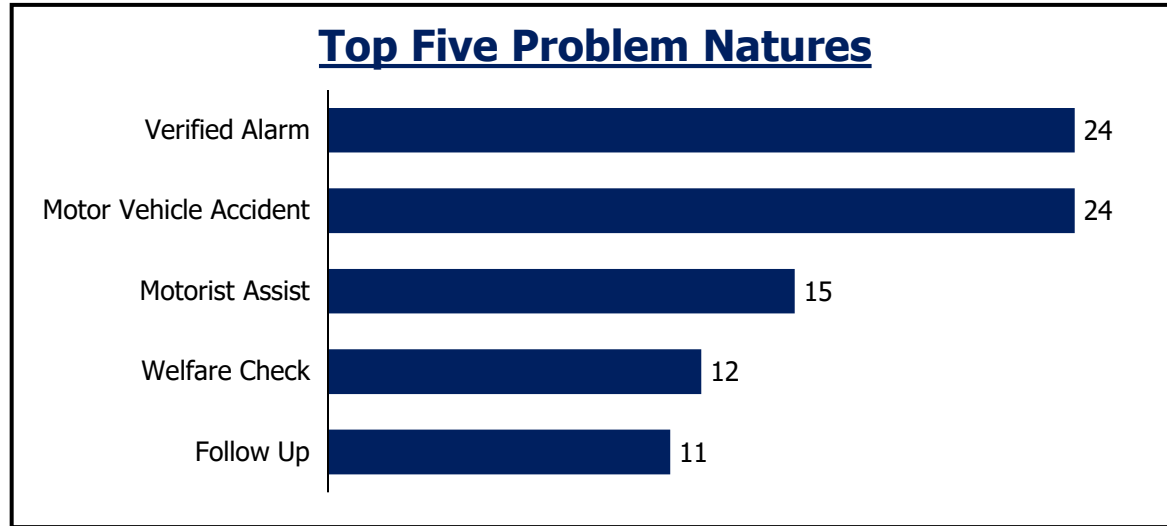
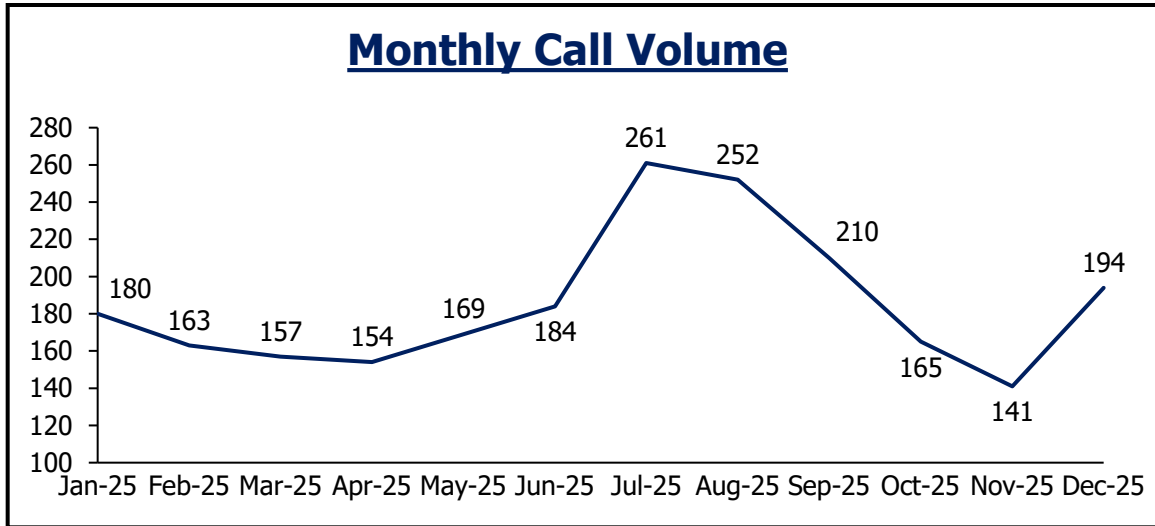
# Clear Creek Sheriff



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	7	7	17	4
Monday	0	0	9	8	17	3
Tuesday	0	2	11	11	24	5
Wednesday	0	1	17	8	26	5
Thursday	0	5	12	10	27	7
Friday	0	1	10	10	21	5
Saturday	0	0	9	8	17	4
<b>Assignment &lt;2 min</b>		<b>75%</b>	<b>48%</b>			
<b>Assignment &lt;4 min</b>		<b>92%</b>	<b>81%</b>			

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

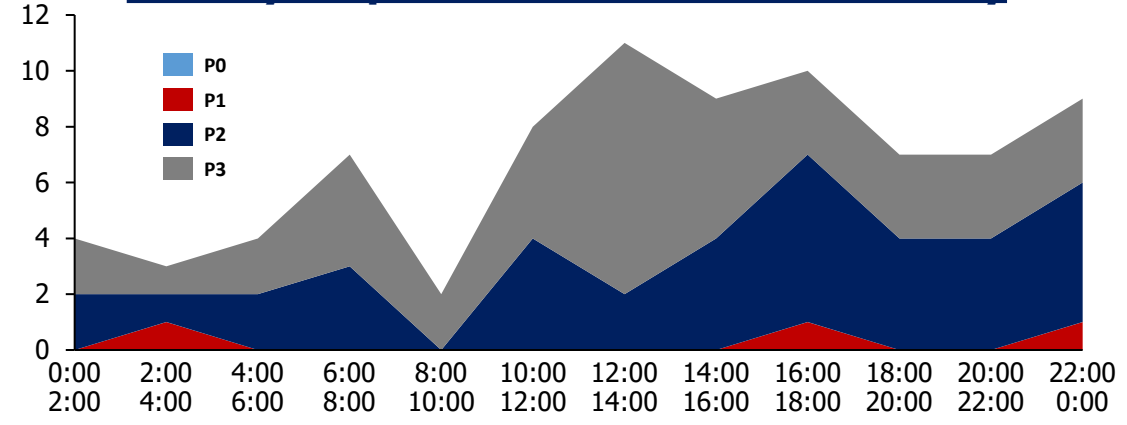




# Idaho Springs PD



## Priority Dispatched Calls Per Time of Day

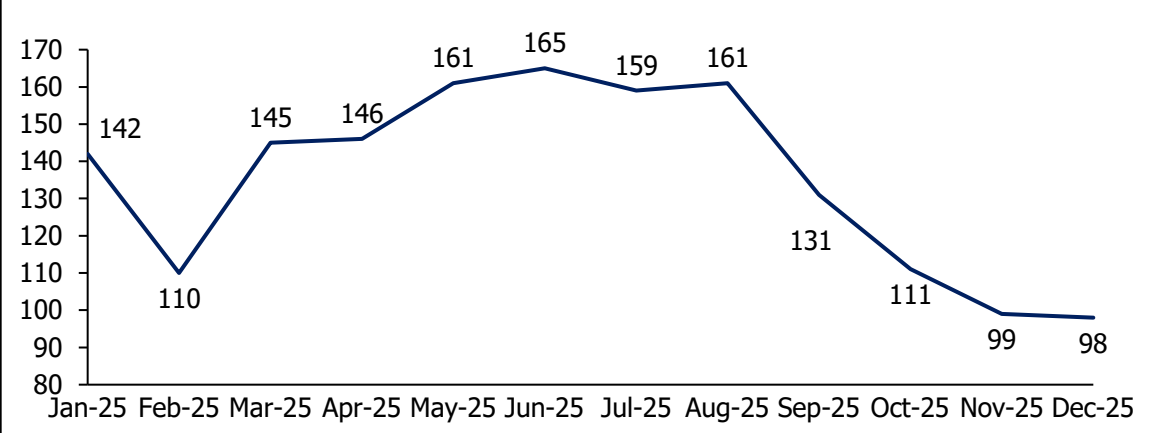


## Daily Priority Call Volume and Entry to Assignment

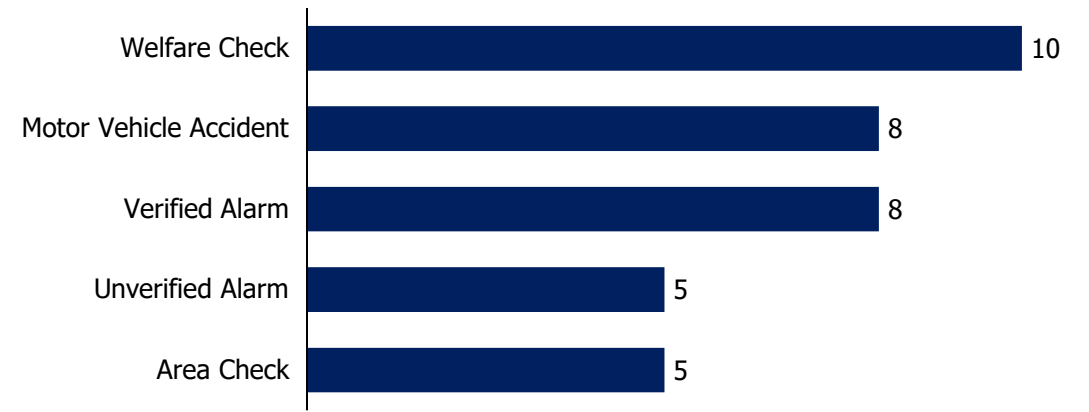
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	7	4	11	3
Monday	0	0	2	5	7	1
Tuesday	0	1	6	12	19	4
Wednesday	0	0	9	4	13	3
Thursday	0	0	5	9	14	4
Friday	0	1	6	3	10	3
Saturday	0	1	2	4	7	2
<b>Assignment &lt;2 min</b>		<b>100%</b>	<b>43%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>70%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

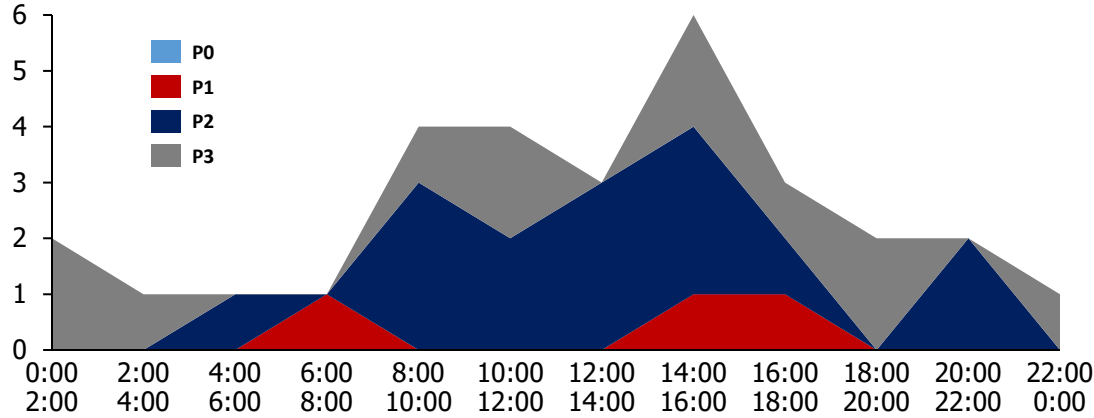




# Georgetown PD (CCSO Response)



## Priority Dispatched Calls Per Time of Day

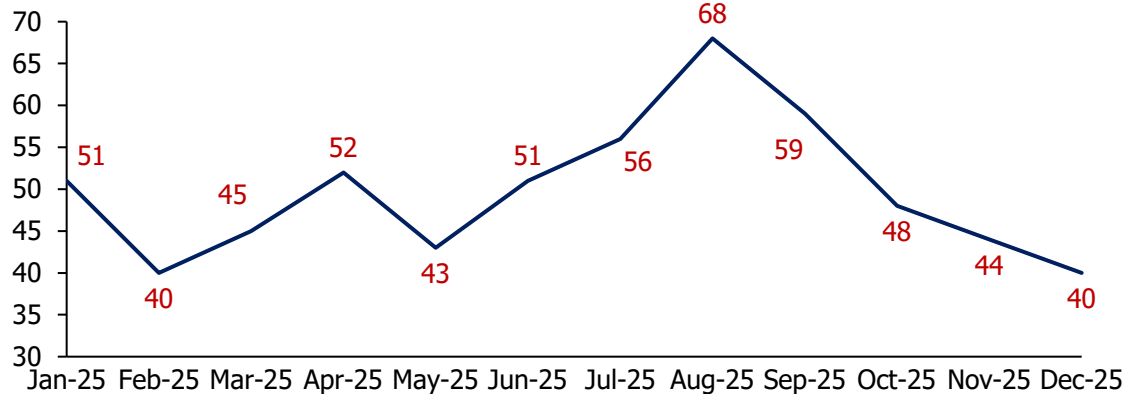


## Daily Priority Call Volume and Entry to Assignment

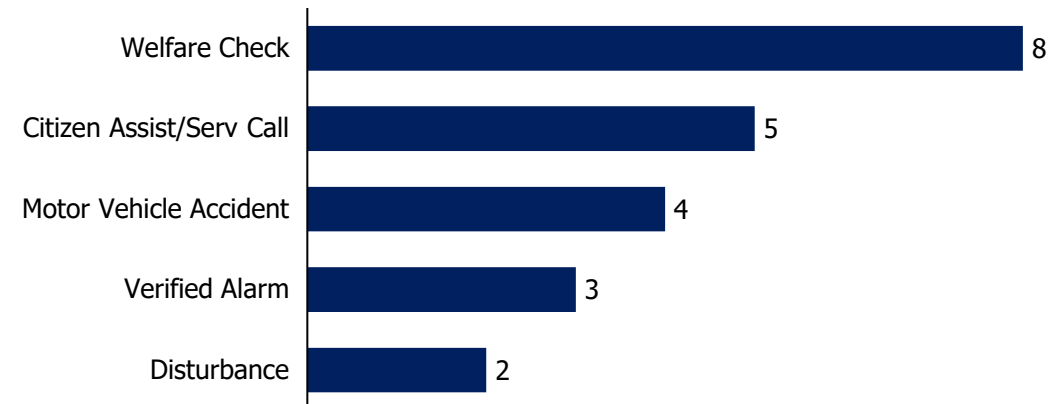
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	2	3	1
Monday	0	1	0	2	3	1
Tuesday	0	1	2	0	3	1
Wednesday	0	0	2	3	5	1
Thursday	0	0	4	2	6	2
Friday	0	1	0	2	3	1
Saturday	0	0	6	1	7	2
<b>Assignment &lt;2 min</b>		<b>67%</b>	<b>53%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>80%</b>			

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

## Monthly Call Volume



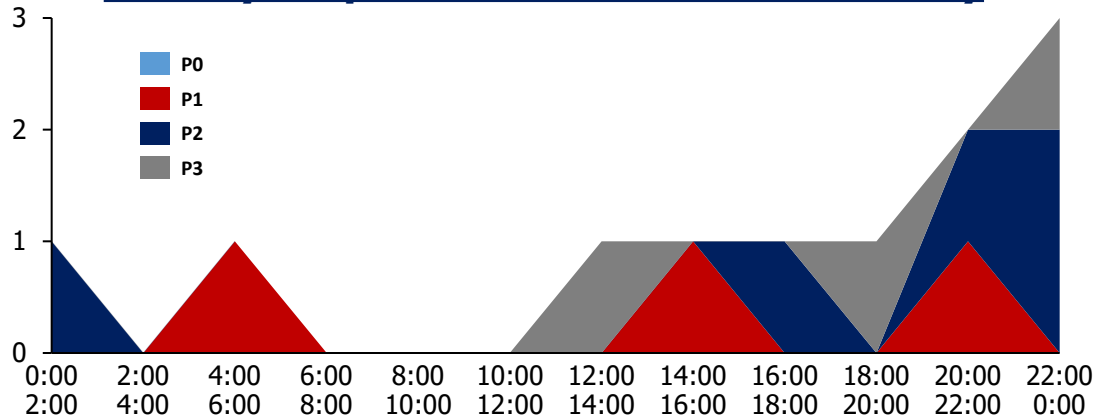
## Top Five Problem Natures





# Empire PD

## Priority Dispatched Calls Per Time of Day

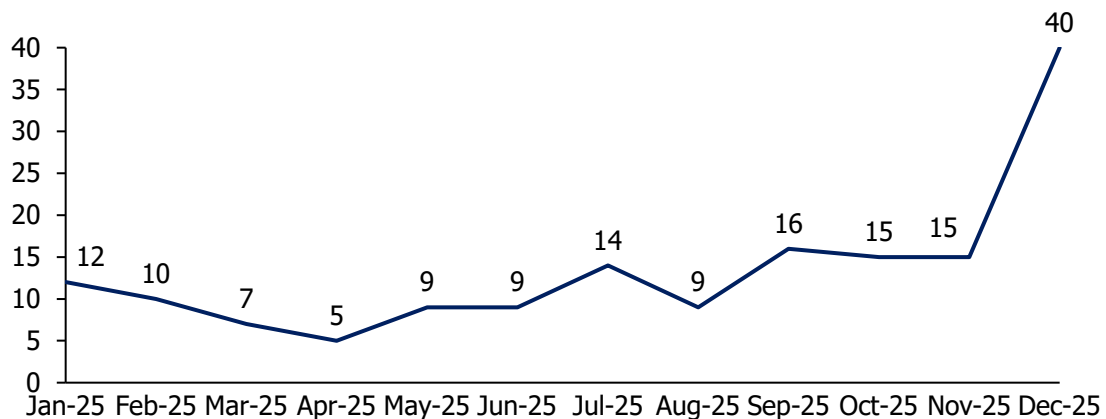


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	2	3	1
Monday	0	1	0	2	3	1
Tuesday	0	1	2	0	3	1
Wednesday	0	0	2	3	5	1
Thursday	0	0	4	2	6	2
Friday	0	1	0	2	3	1
Saturday	0	0	6	1	7	2
<b>Assignment &lt;2 min</b>		<b>67%</b>	<b>53%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>80%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

