



Jefferson County Communications Center Authority
JEFFCOM911

April 2026
Monthly Report



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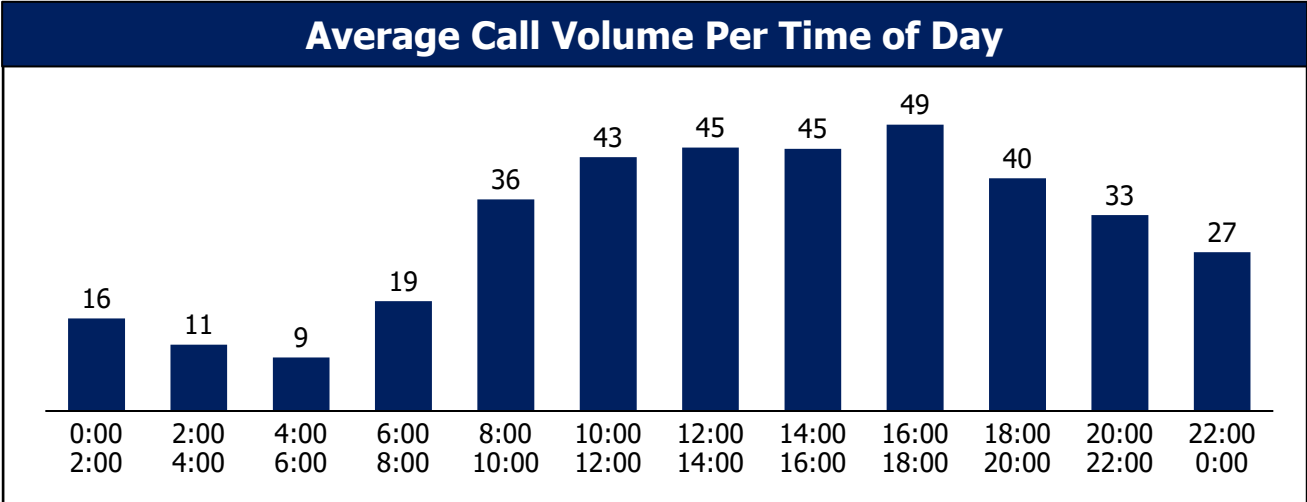


Law Stats

Calls Received, Processed, and Dispatched



Agency	April Calls	% Total	6 Month Trend
Lakewood PD	4,257	25.6%	
Jeffco Sheriff	2,468	14.8%	
Arvada PD	2,247	13.5%	
Wheat Ridge PD	1,132	6.8%	
Golden PD	392	2.4%	
Edgewater PD	209	1.3%	
Clear Creek Sheriff	165	1.0%	
Idaho Springs PD	111	0.7%	
CSM PD	39	0.2%	
Georgetown PD*	38	0.2%	
Morrison PD**	30	0.2%	
Lakeside PD	26	0.2%	
Mountain View PD	12	0.1%	
Empire PD	8	0.0%	
Red Rocks CC PD	2	0.0%	
Total	11,136	67.0%	



Total CAD Dispatched Calls by Day of Week

Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	3	154	419	515	85	155	78	1,409	13.6%
Monday	1	136	411	505	103	317	71	1,544	14.8%
Tuesday	2	129	394	538	93	252	83	1,491	14.3%
Wednesday	1	155	489	632	123	323	94	1,817	14.0%
Thursday	0	156	499	668	130	311	109	1,873	14.4%
Friday	1	157	401	554	106	293	81	1,593	15.3%
Saturday	2	153	404	450	96	220	84	1,409	13.6%
Total	10	1,040	3,017	3,862	736	1,871	600	11,136	

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.

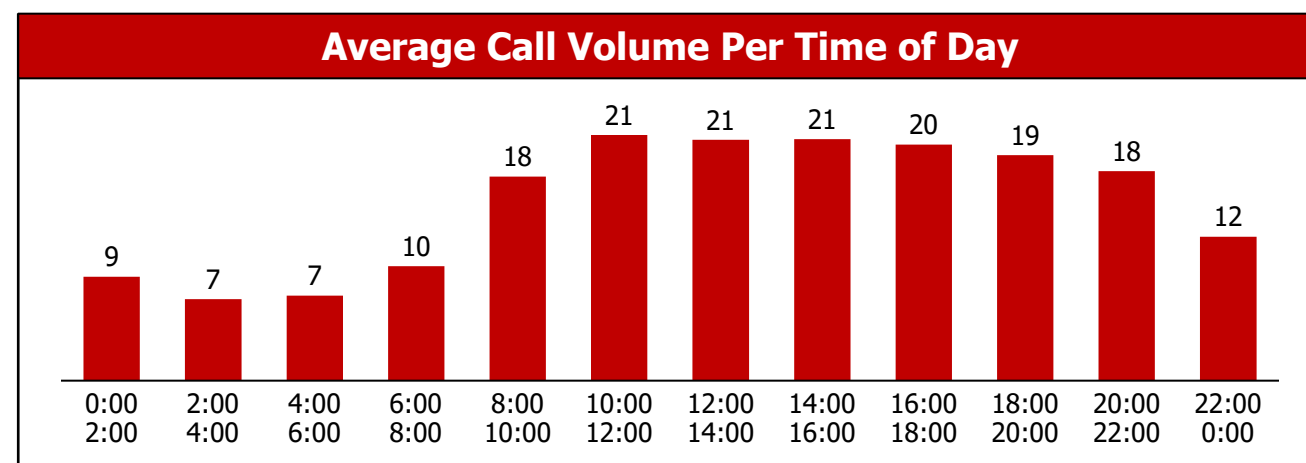


Fire Stats

Calls Received, Processed, and Dispatched



Agency	April Calls	% of Total	6 Month Trend
West Metro Fire	3,146	18.9%	
Arvada Fire	1,328	8.0%	
Golden Fire	271	1.6%	
Evergreen Fire	205	1.2%	
Clear Creek Fire	135	0.8%	
Clear Creek EMS	123	0.7%	
Elk Creek Fire	88	0.5%	
Pleasant View Fire	52	0.3%	
Highland Rescue	43	0.3%	
Foothills Fire	31	0.2%	
Inter Canyon Fire	31	0.2%	
North Fork Fire	15	0.1%	
Indian Hills Fire	10	0.1%	
Genesee Fire	8	0.0%	
Golden Gate Fire	8	0.0%	
Total	5,494	33.0%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	22	404	255	8	0	2	691	13.5%
Monday	16	421	281	10	0	3	731	14.3%
Tuesday	10	439	281	7	0	3	740	14.5%
Wednesday	17	542	363	16	0	4	942	14.7%
Thursday	21	604	333	8	0	9	975	15.3%
Friday	11	432	258	7	0	4	712	13.9%
Saturday	16	397	279	8	0	3	703	13.8%
Total	113	3,239	2,050	64	0	28	5,494	

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	92.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	95.8%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	51.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	89.3%	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	EMD; Target average of 75%	92.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	87.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	89.6%	Target average of 95% with a minimum of 80%

Analysis
Analysis: Call Answering Time Jeffcom has met the 15 second answering metric for seven months running. The new non-emergency AI call-bot continues to dramatically decrease the number of calls that reach Jeffcom personnel on the floor, which allows callers to more quickly answer incoming 911 calls. This, in conjunction with the increased number of call takers staffed during peak hours and the continued dedication of our employees, has improved call answering times.
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 01:48 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.



Revised Target Service Levels

Call Processing

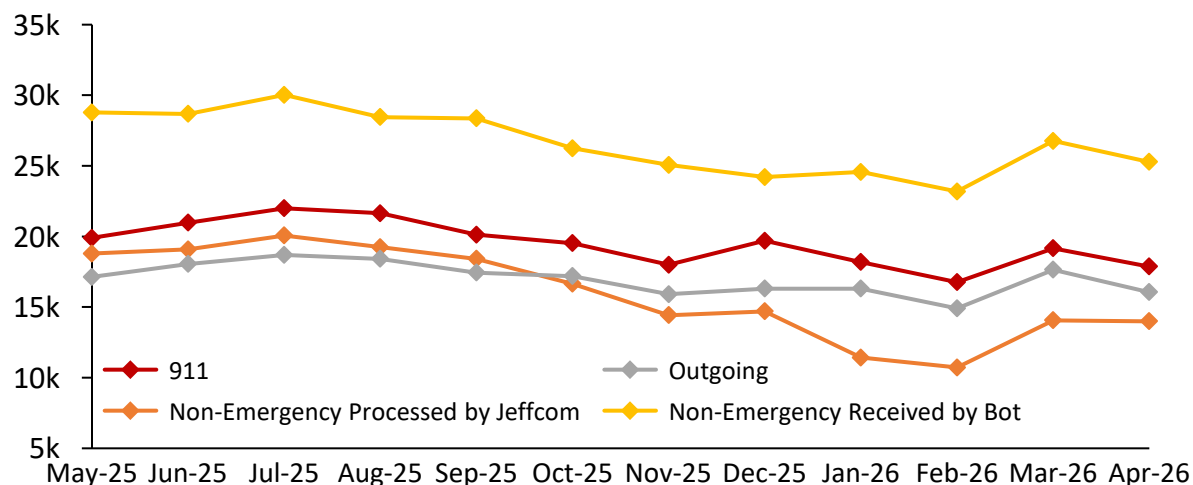
Process	SLA	Result	Target
Call Answering (All calls)	90% of 911 calls answered within 15 seconds	96.2%	90% within 15 Seconds (NENA 2020) (excludes abandoned calls)
	95% of 911 calls answered within 20 seconds	98.2%	95% within 20 Seconds (NENA 2020) (excludes abandoned calls)
Call Processing (Priority Calls)	90% of P0/P1 Law calls processed within 90 seconds	87.7%	90% in 60 seconds (NFPA 12-25 standard)
	90% of P0/P1 Law calls processed within 60 seconds	67.1%	90% in 60 seconds (NFPA 12-25 standard)
	90% of Delta/Echo Fire calls processed within 90 seconds	92.3%	90% in 60 seconds (NFPA 12-25 standard)
	90% of Delta/Echo Fire calls processed within 60 seconds	69.6%	90% in 60 seconds (NFPA 12-25 standard)
Call Dispatching (Priority Calls)	90% of P0/P1 Law calls dispatched within 210 seconds	90.9%	90% within 60 seconds (NFPA 12-25 standard)
	90% of Delta/Echo Fire calls dispatched within 60 seconds	97.1%	90% within 60 seconds (NFPA 12-25 standard)
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%



Service Level Agreement and Volume Trends



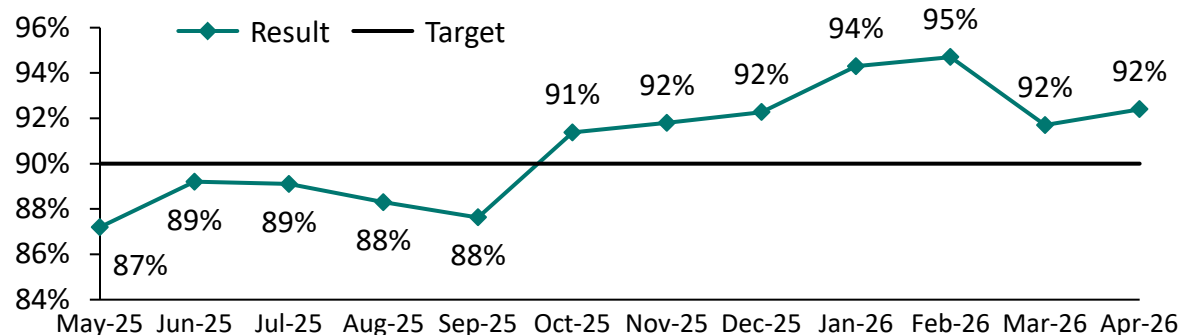
Call Volumes



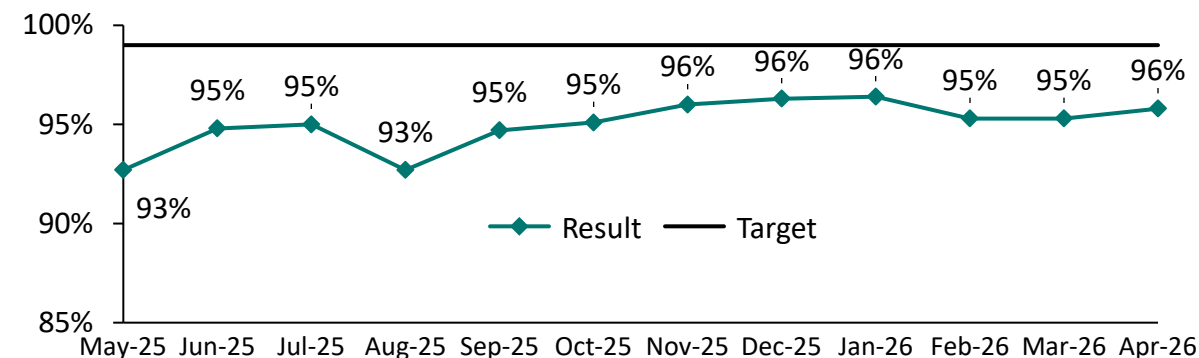
Trend Table

Average Daily Calls	Apr-26	Mar-26	Apr-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	535	569	501	↓ -6%	↑ 7%
Incoming - Admin to Bot	843	863	910	↓ -2%	↓ -7%
Incoming - Admin to Jeffcom	467	454	593	↑ 3%	↓ -21%
Incoming - 911	596	618	606	↓ -4%	↓ -2%
911 calls answered within 15 seconds	92.4%	91.7%	88.1%	↑ 0.7%	↑ 4.3%
911 calls answered within 40 seconds	95.8%	95.3%	94.0%	↑ 0.5%	↑ 1.8%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





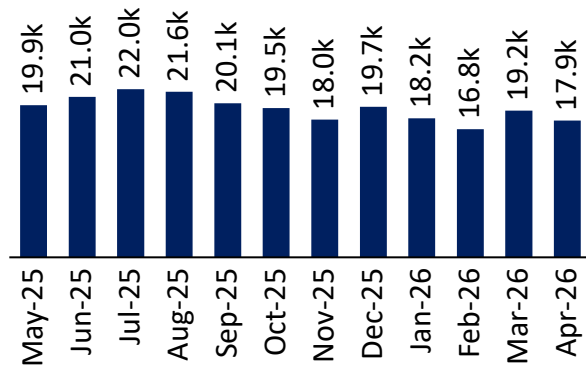
Call Volume/Agency Specific Inquiries



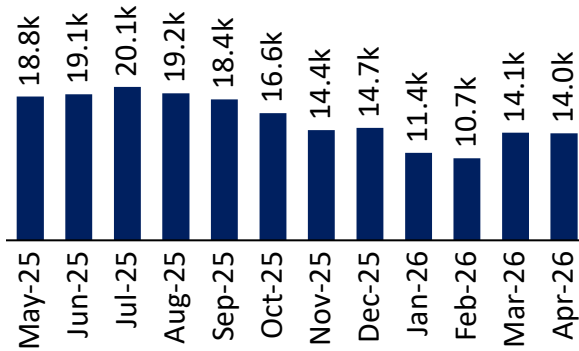
JEFFCOM

12 Month Trends

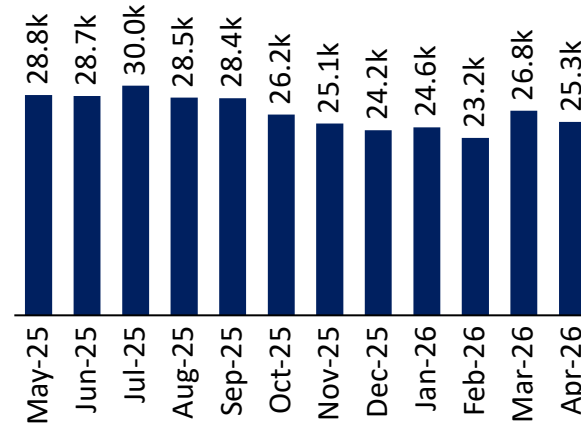
Emergency Calls



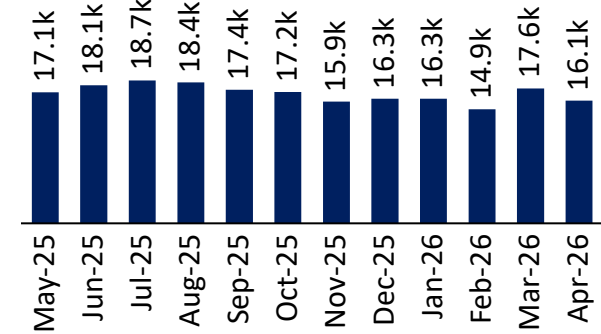
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



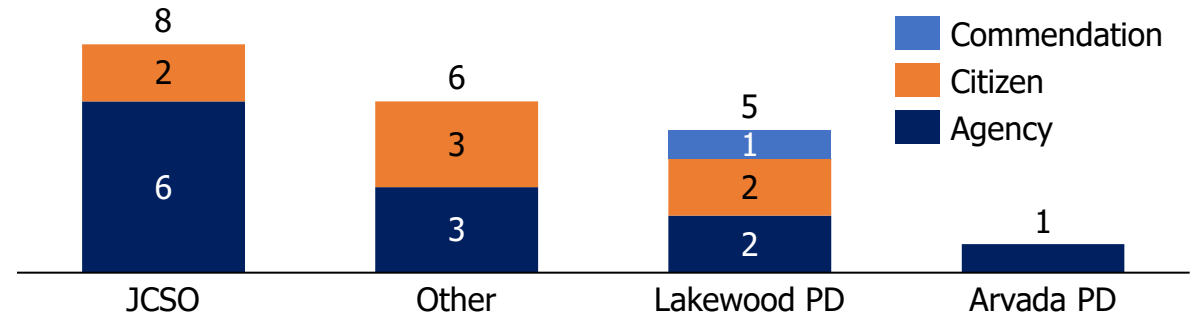
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	16,058	6% Decrease from March
Incoming - Admin to Bot	25,280	2% Decrease from March
Incoming - Admin to Jeffcom	13,997	3% Increase from March
Incoming - 911	17,873	4% Decrease from March
Total Incoming to Jeffcom	31,870	1% Decrease per day from March

April Inquiries



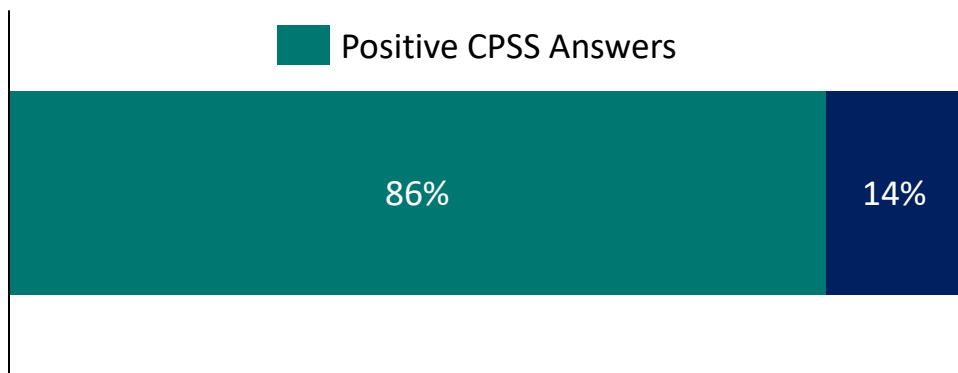


PowerEngage Survey Results

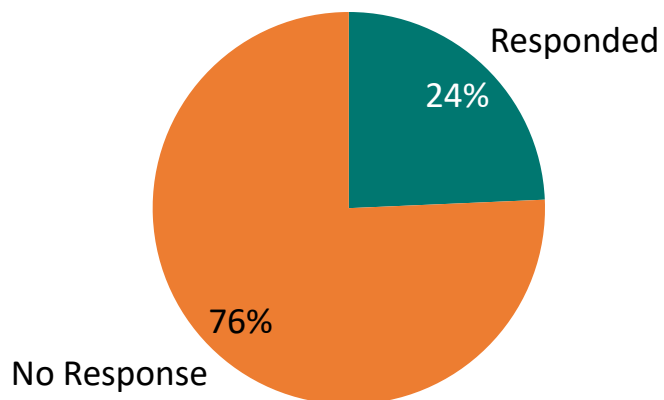
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

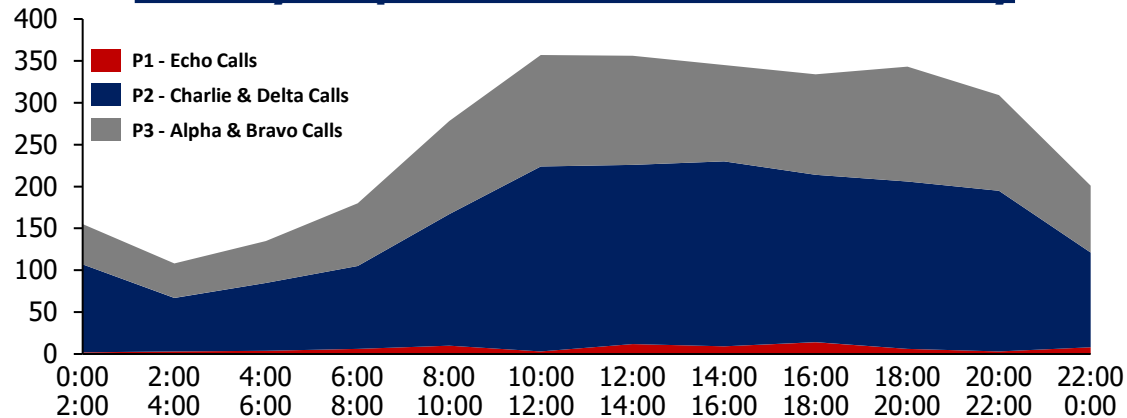


Survey Responses

- She was very kind, sweet, and reassured us that everything was going to be ok even though it was really stressful for me and my sister. She managed to keep us calm while also asking questions to make sure we were all ok which felt very reassuring. If I ever would be able to meet her in person I would say thank you. The time the police officers took to come help us was important to us too. Thank you.
- She was very measured in her tone and attempted to keep me calm during my panic, answered my questions, and got someone on their way as quickly as she could.
- She was calm and gave clear instructions that were easy for me to understand and respond to.
- 911 call taker was patient and informative and helpful. I'm grateful for their help.

West Metro Fire

Priority Dispatched Calls Per Time of Day

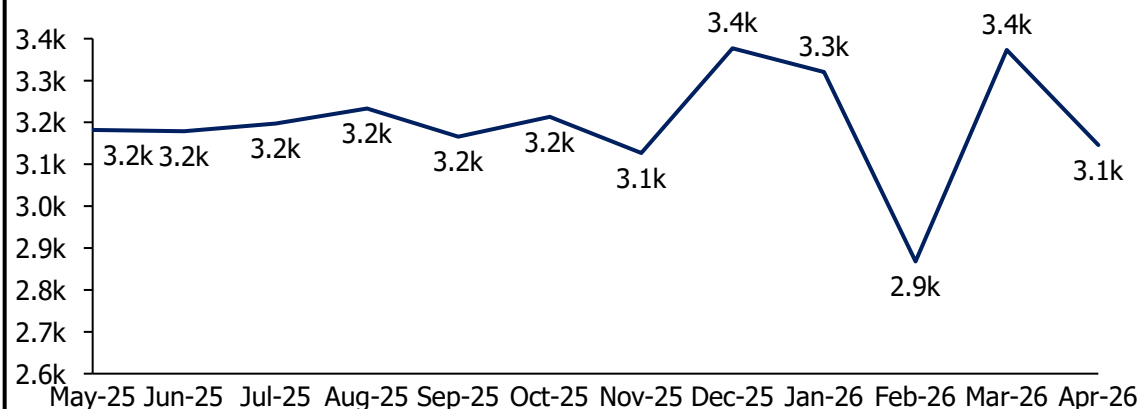


Daily Priority Call Volume and Entry to Assignment

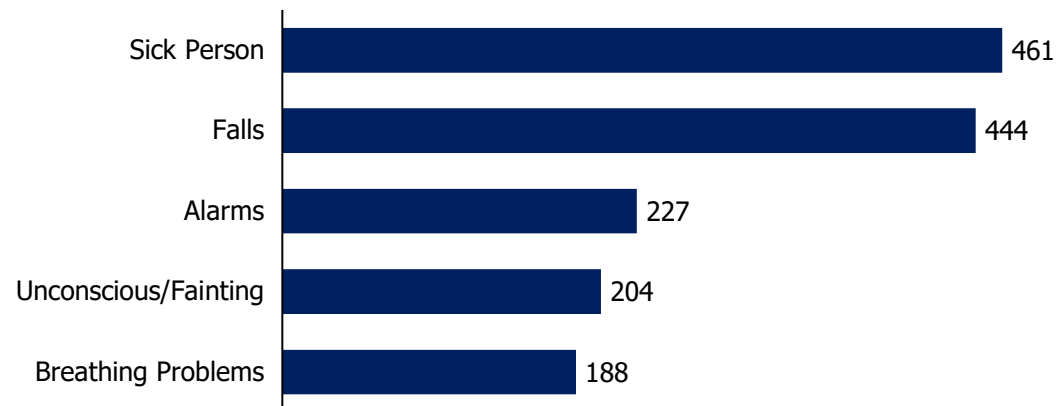
Day of Week	P1	P2	P3	Total	Average
Sunday	17	230	160	407	102
Monday	9	232	166	407	102
Tuesday	9	258	135	402	101
Wednesday	15	306	197	518	104
Thursday	18	372	195	585	117
Friday	4	261	159	424	106
Saturday	8	208	142	358	90
Assignment <1 min	93%	96%			

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

Monthly Call Volume



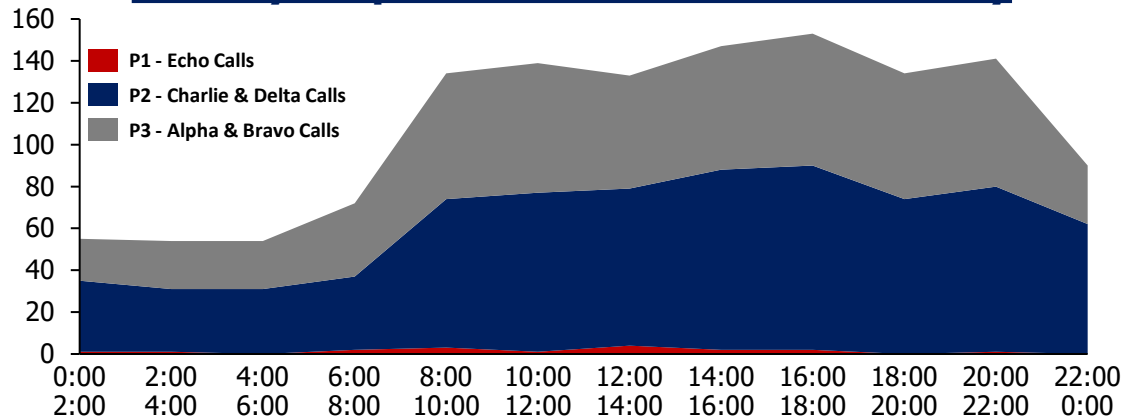
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day



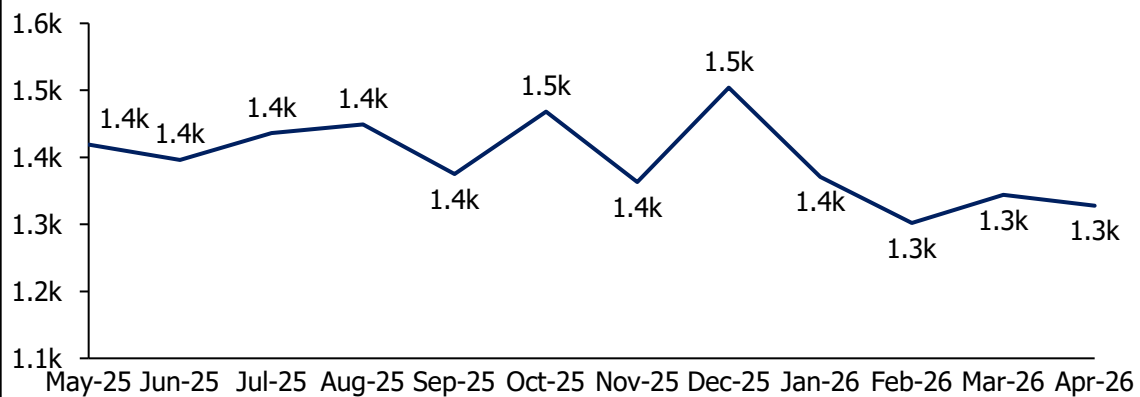
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	94	58	156	39
Monday	3	103	77	183	46
Tuesday	1	100	74	175	44
Wednesday	1	128	101	230	46
Thursday	2	126	89	217	43
Friday	2	90	64	156	39
Saturday	4	100	85	189	47

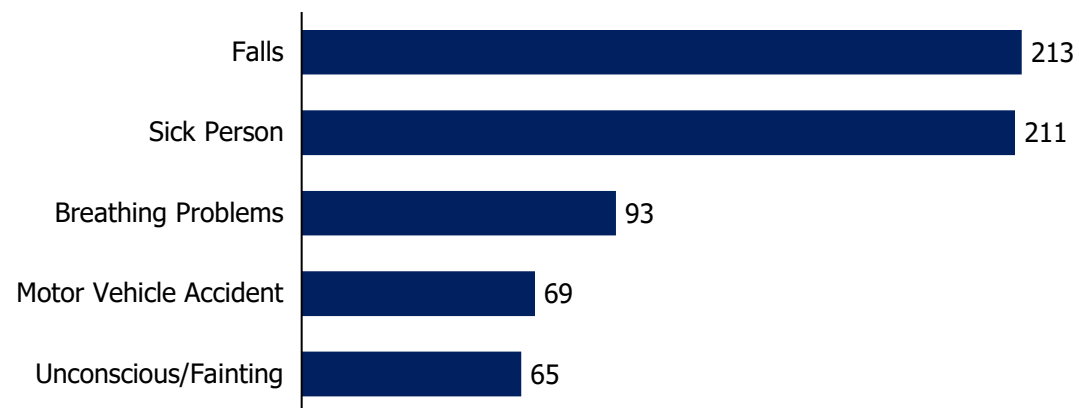
Assignment <1 min 100% 96%

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

Monthly Call Volume



Top Five Problem Natures

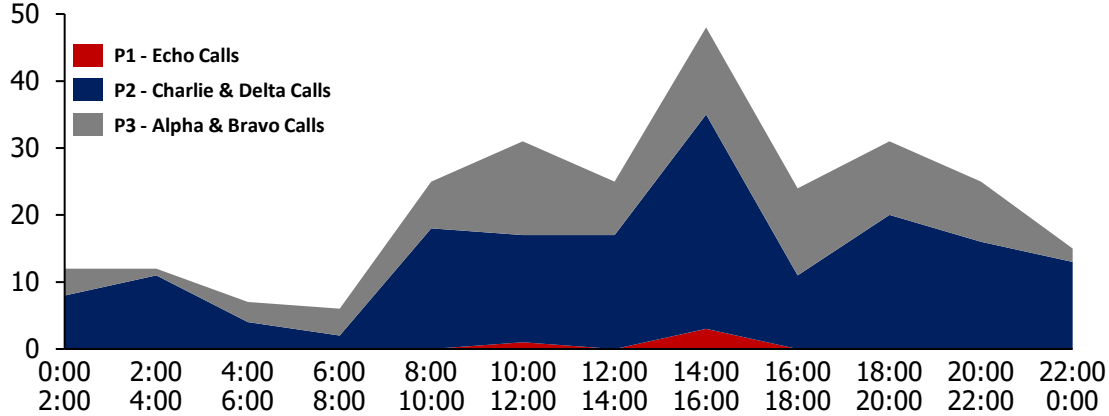




Golden Fire



Priority Dispatched Calls Per Time of Day

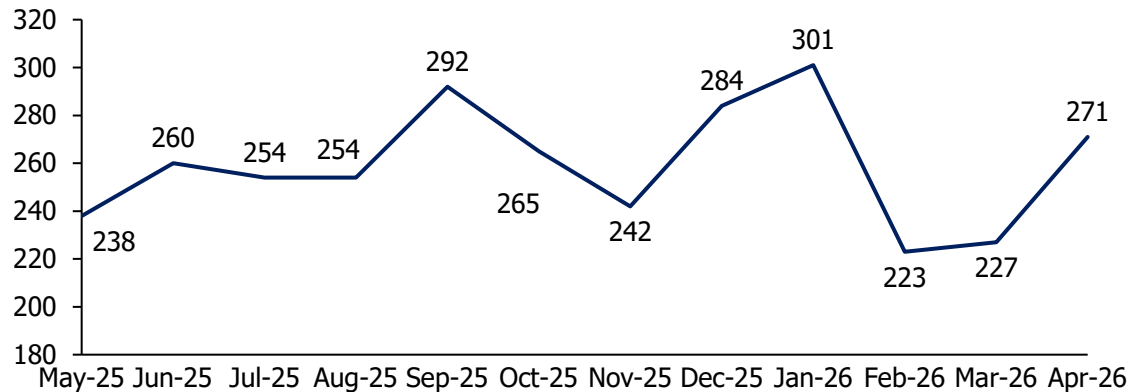


Daily Priority Call Volume and Entry to Assignment

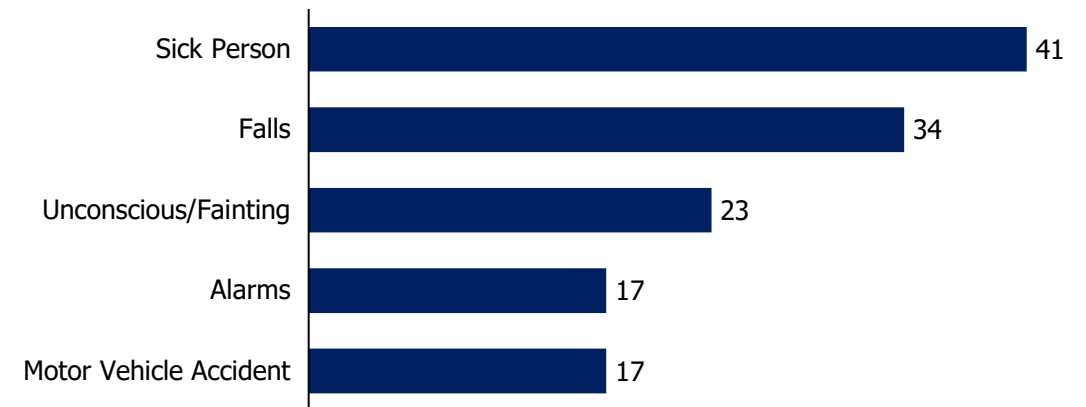
Day of Week	P1	P2	P3	Total	Average
Sunday	0	21	9	30	8
Monday	0	16	11	27	7
Tuesday	0	19	17	36	9
Wednesday	1	29	15	45	9
Thursday	1	38	16	55	11
Friday	2	25	6	33	8
Saturday	0	20	15	35	9
Assignment <1 min	100%	87%			

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

Monthly Call Volume



Top Five Problem Natures

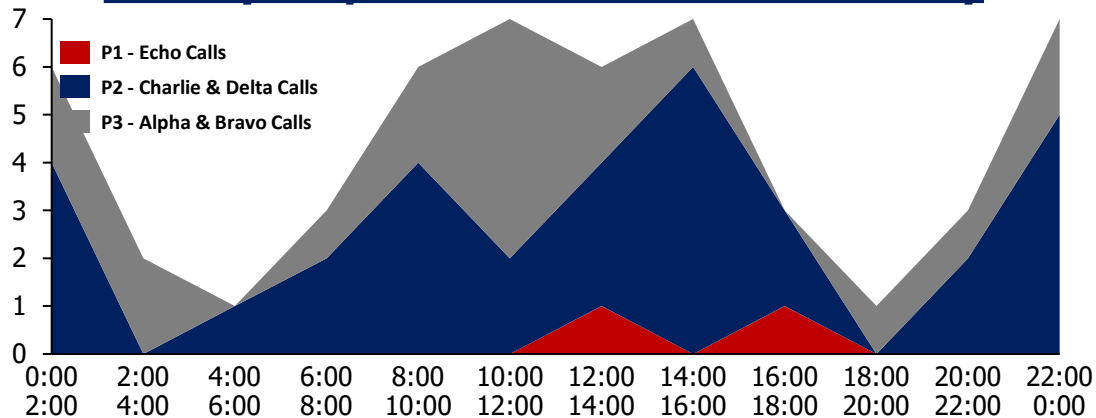




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

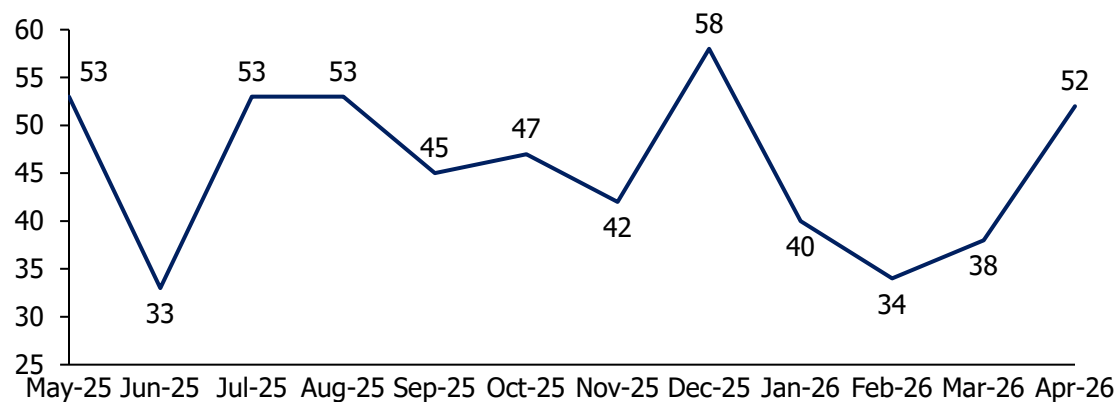


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	4	4	9	2
Monday	0	2	4	6	2
Tuesday	0	4	2	6	2
Wednesday	0	7	3	10	2
Thursday	0	1	2	3	1
Friday	1	7	1	9	2
Saturday	0	6	3	9	2
Assignment <1 min	100%	87%			

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

Monthly Call Volume



Top Five Problem Natures

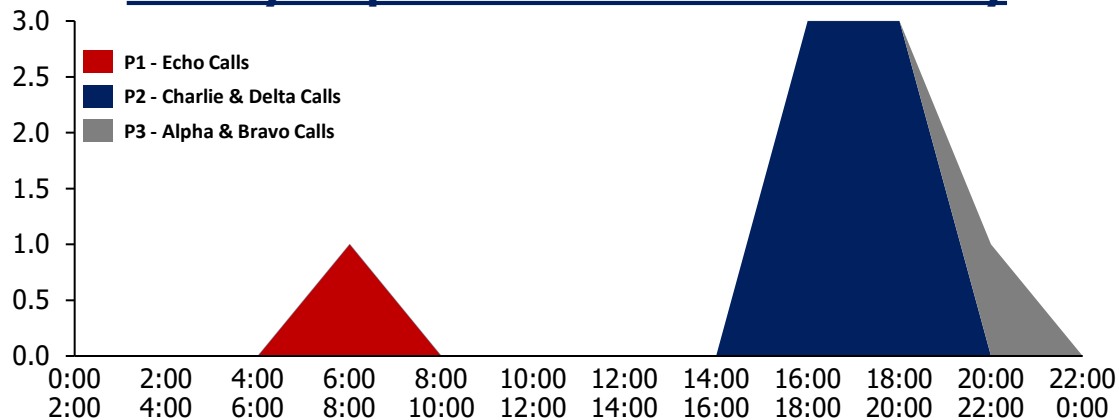




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

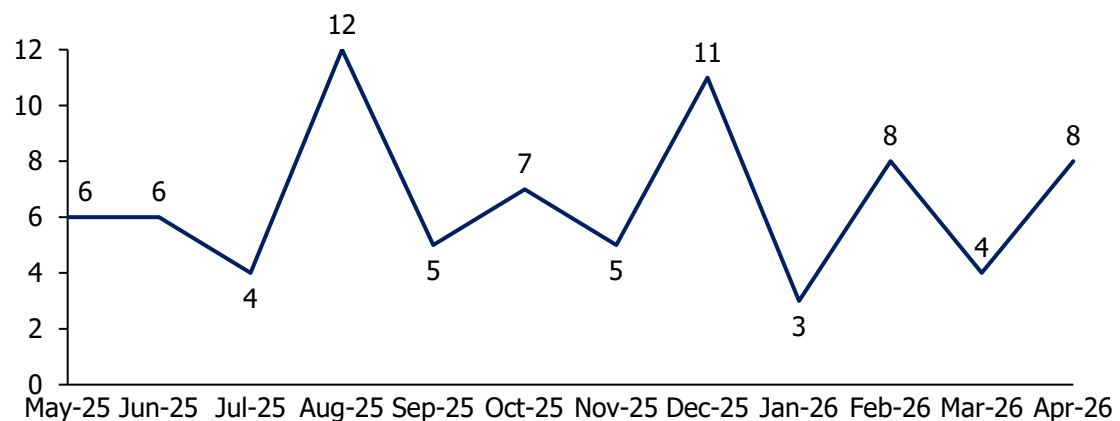


Daily Priority Call Volume and Entry to Assignment

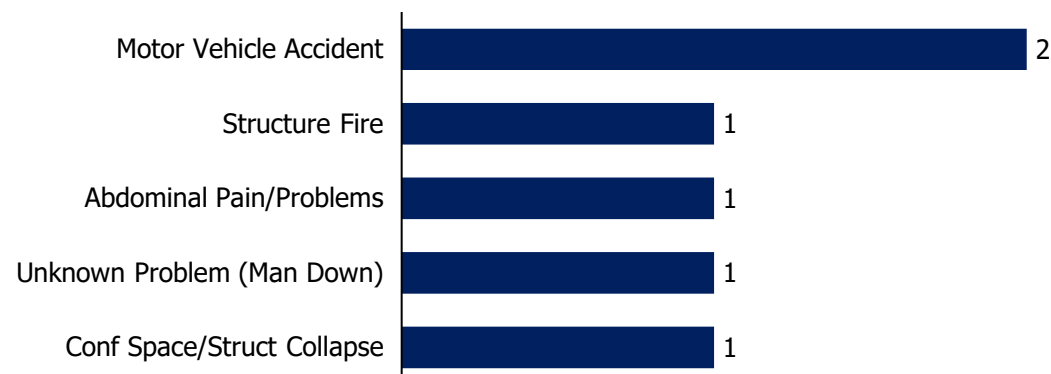
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	1	0	0	1	0
Tuesday	0	2	0	2	1
Wednesday	0	0	0	0	0
Thursday	0	1	0	1	0
Friday	0	2	1	3	1
Saturday	0	0	0	0	0
Assignment <1 min	0%	83%			

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

Monthly Call Volume



Problem Natures

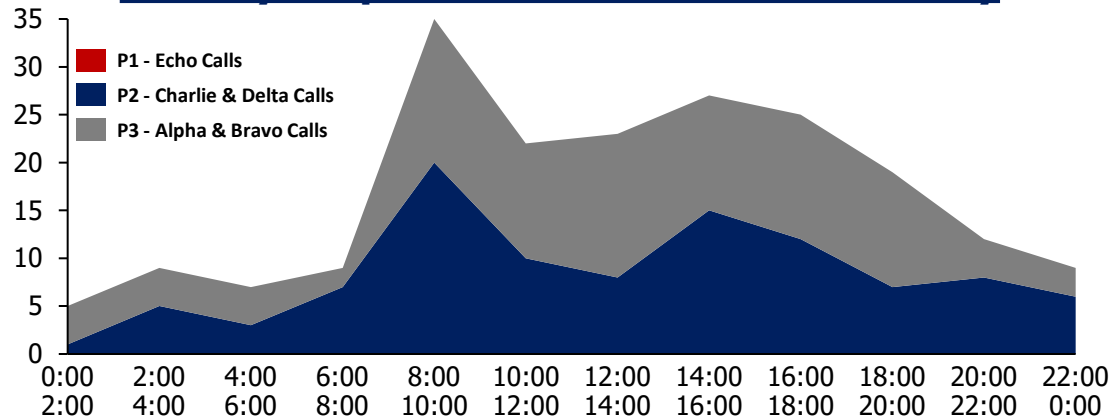




Evergreen Fire



Priority Dispatched Calls Per Time of Day

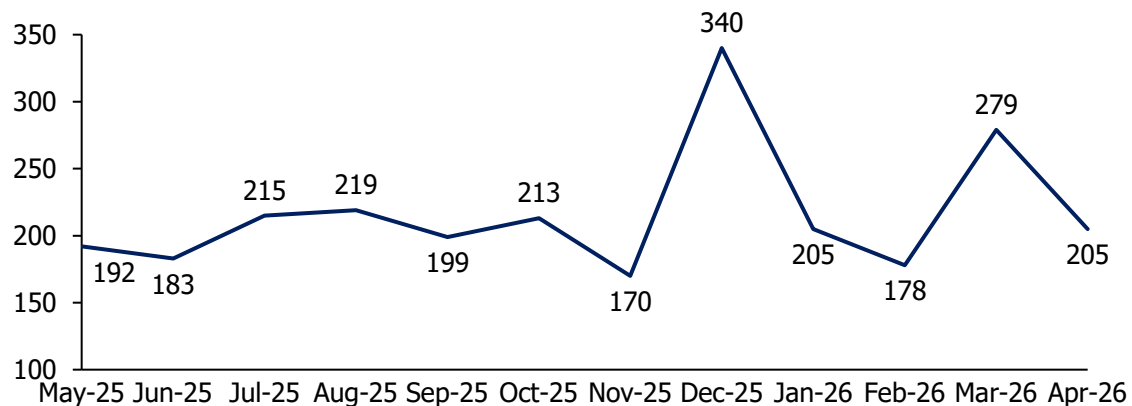


Daily Priority Call Volume and Entry to Assignment

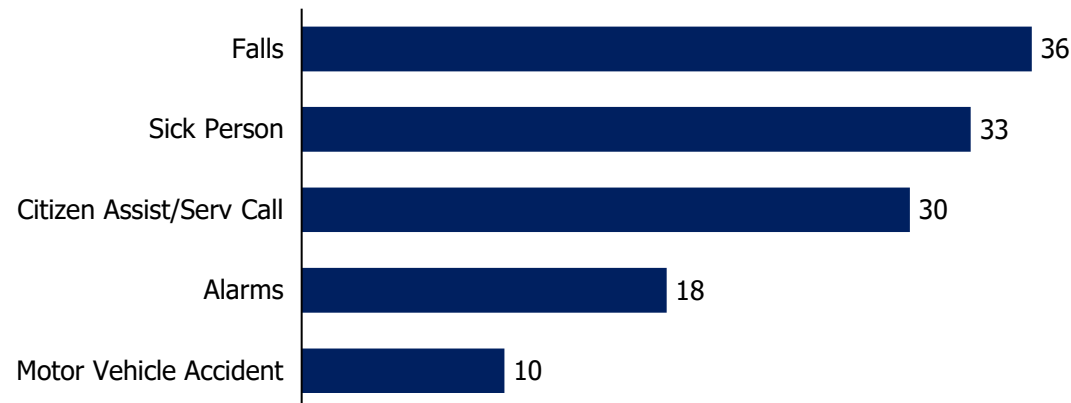
Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	10	26	7
Monday	0	15	12	27	7
Tuesday	0	11	15	26	7
Wednesday	0	24	22	46	9
Thursday	0	18	20	38	8
Friday	0	11	11	22	6
Saturday	0	7	10	17	4
Assignment <1 min	N/A	83%			

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

Monthly Call Volume



Top Five Problem Natures

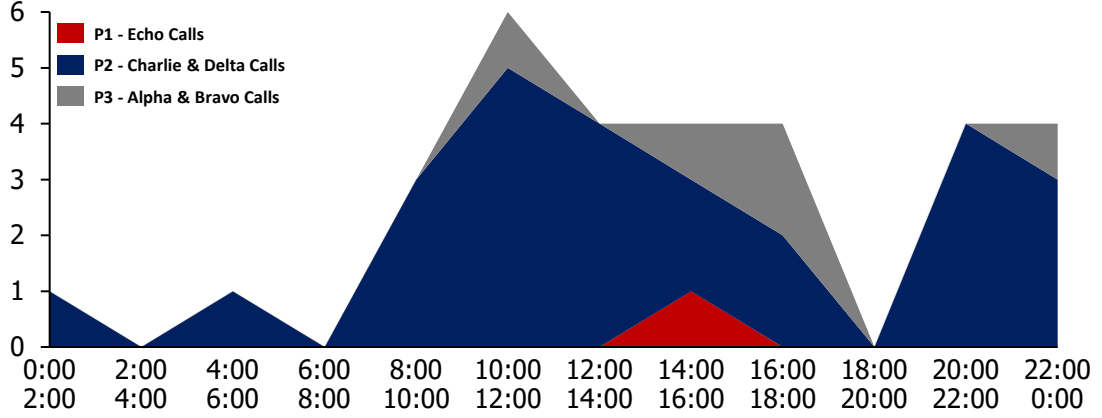




Inter-Canyon Fire



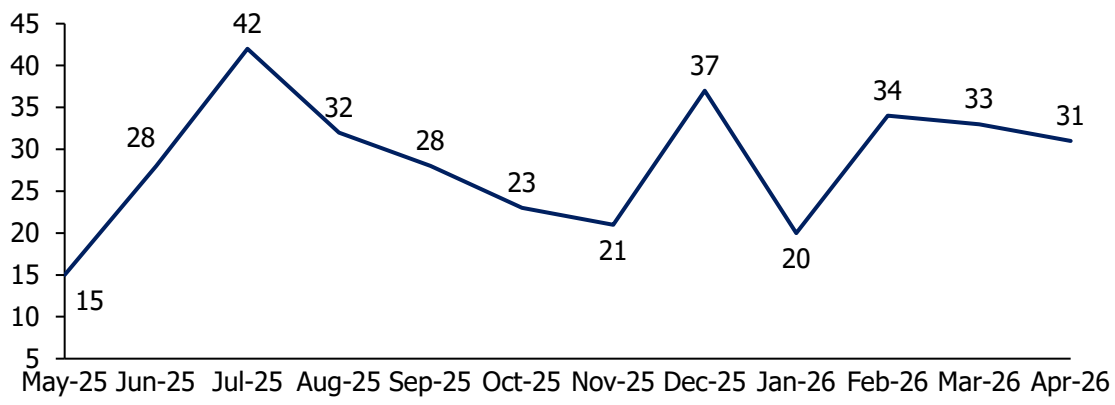
Priority Dispatched Calls Per Time of Day



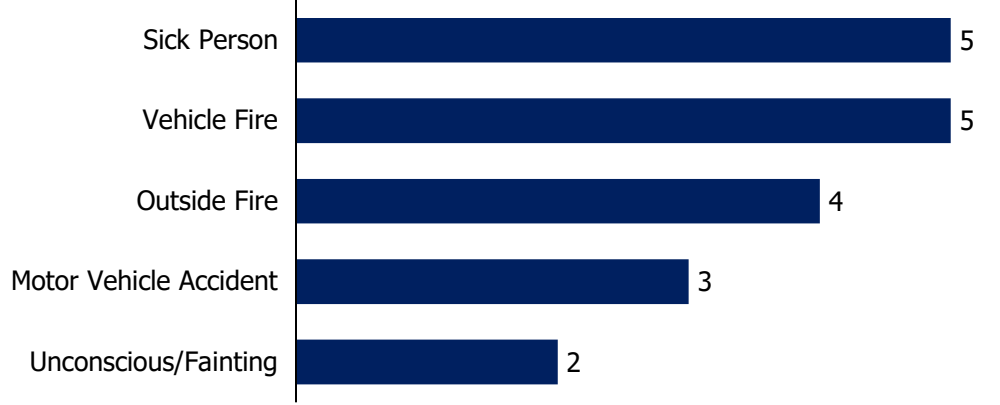
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	3	5	1
Monday	0	3	0	3	1
Tuesday	0	4	0	4	1
Wednesday	0	3	0	3	1
Thursday	0	3	0	3	1
Friday	0	5	1	6	2
Saturday	1	5	1	7	2
Assignment <1 min 100% 88%					
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.					

Monthly Call Volume



Top Five Problem Natures

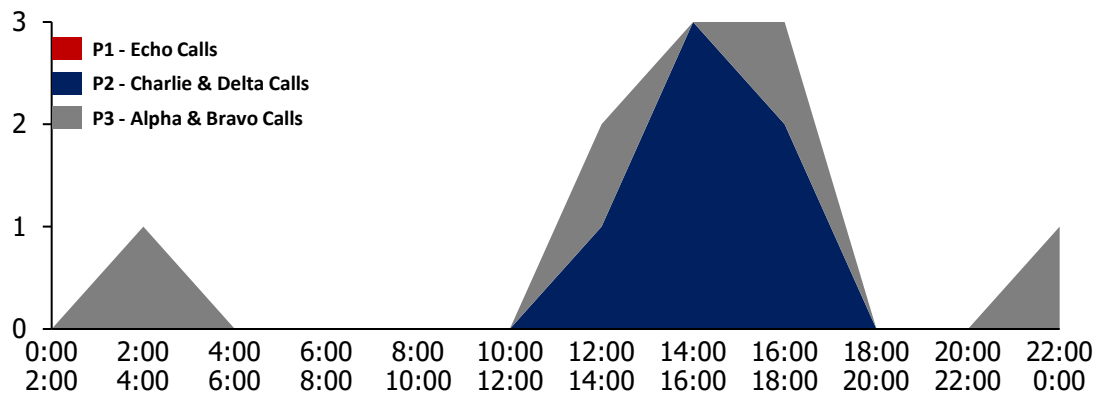




Indian Hills Fire



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

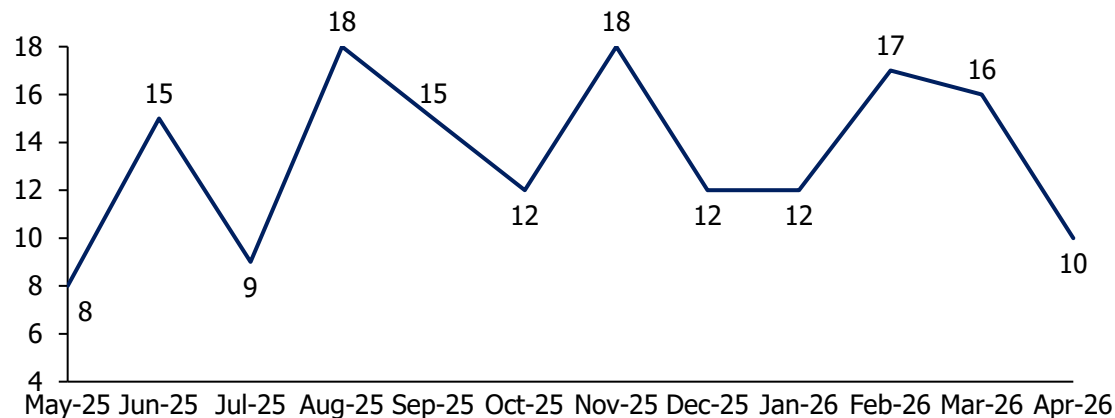
Assignment <1 min

N/A

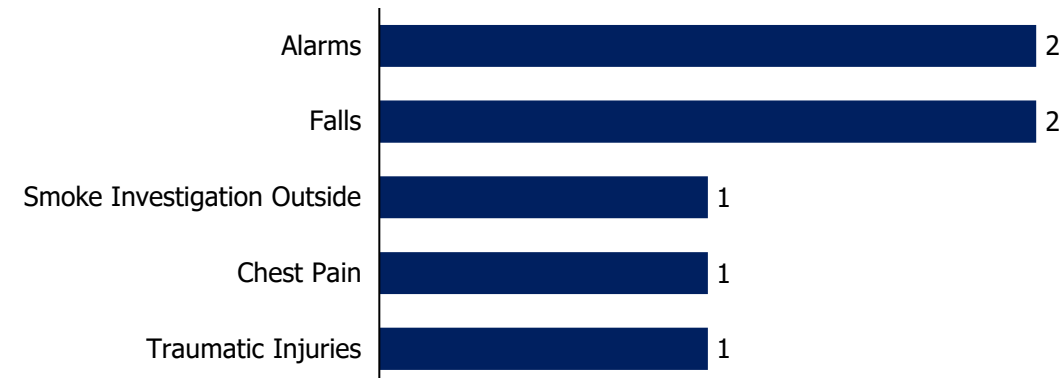
83%

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

Monthly Call Volume



Top Five Problem Natures

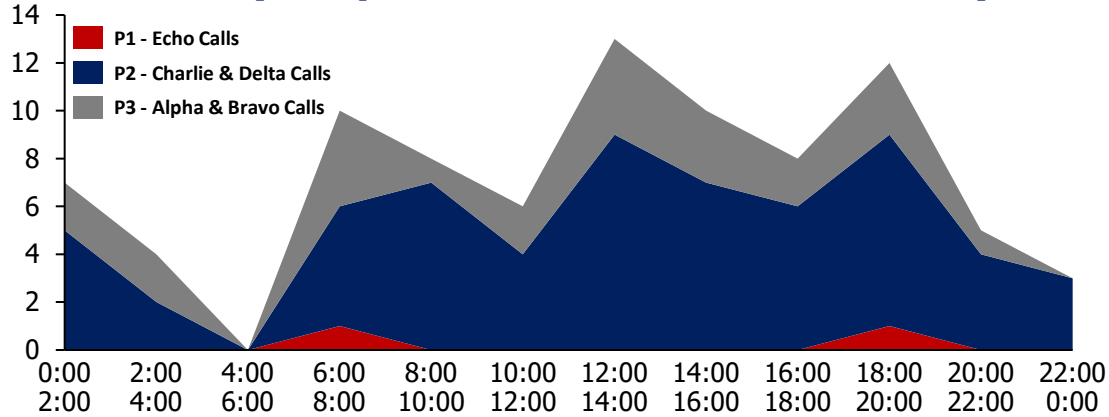




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



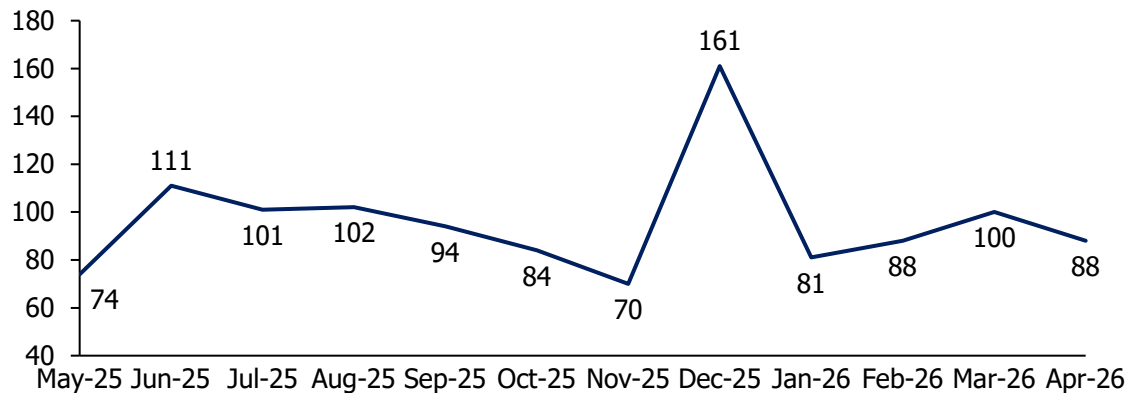
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	3	9	2
Monday	1	9	2	12	3
Tuesday	0	10	3	13	3
Wednesday	0	12	7	19	4
Thursday	0	10	3	13	3
Friday	0	4	1	5	1
Saturday	1	9	5	15	4

Assignment <1 min 100% 87%

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

Monthly Call Volume



Top Five Problem Natures

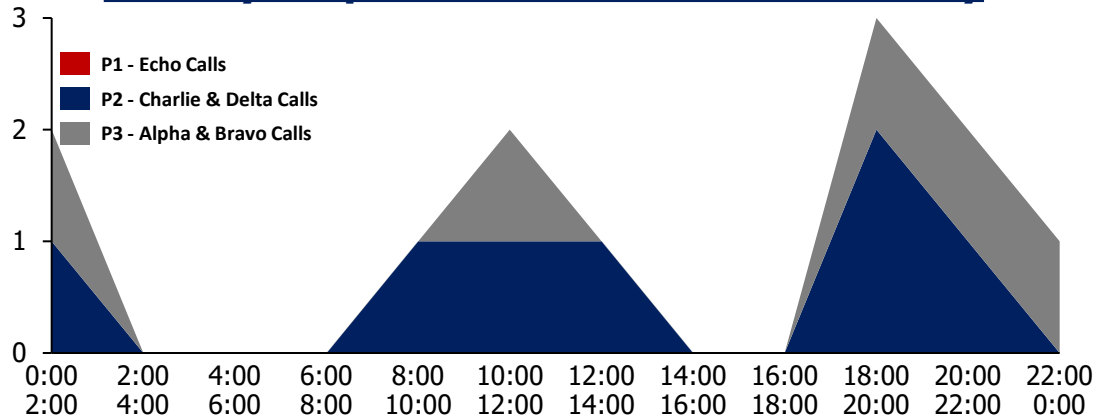




North Fork Fire



Priority Dispatched Calls Per Time of Day

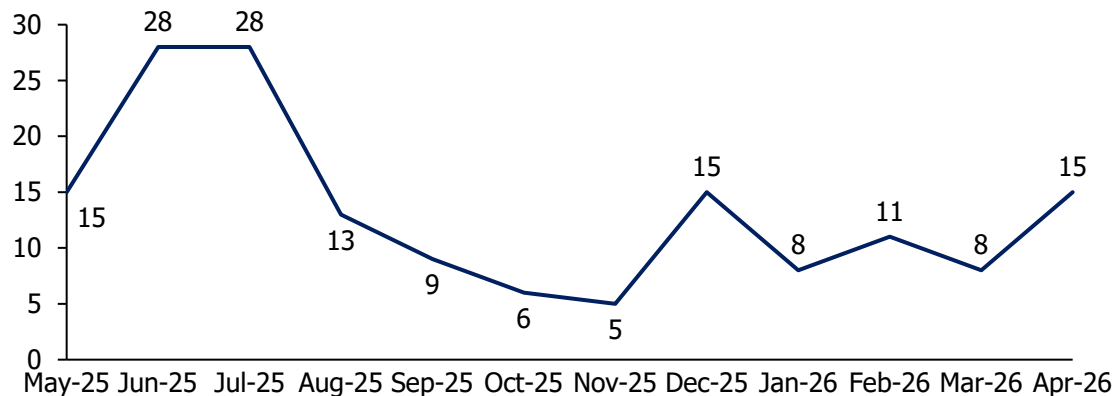


Daily Priority Call Volume and Entry to Assignment

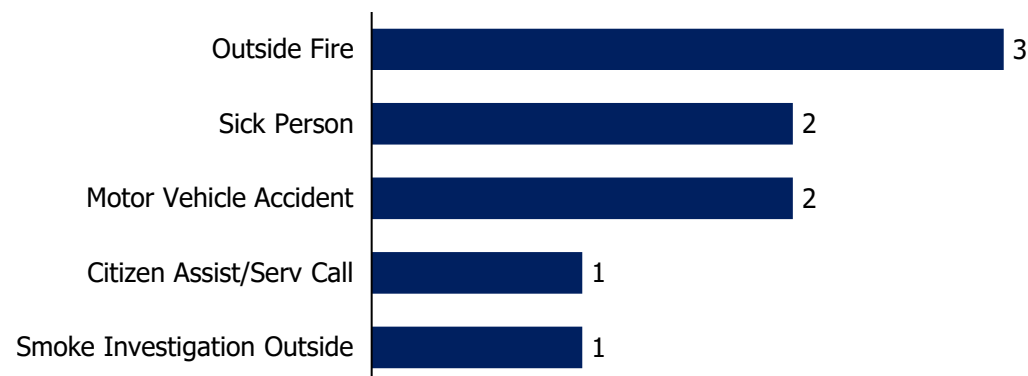
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	1	3	4	1
Tuesday	0	0	0	0	0
Wednesday	0	1	0	1	0
Thursday	0	1	0	1	0
Friday	0	1	0	1	0
Saturday	0	1	1	2	1
Assignment <1 min	N/A	57%			

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

Monthly Call Volume



Problem Natures

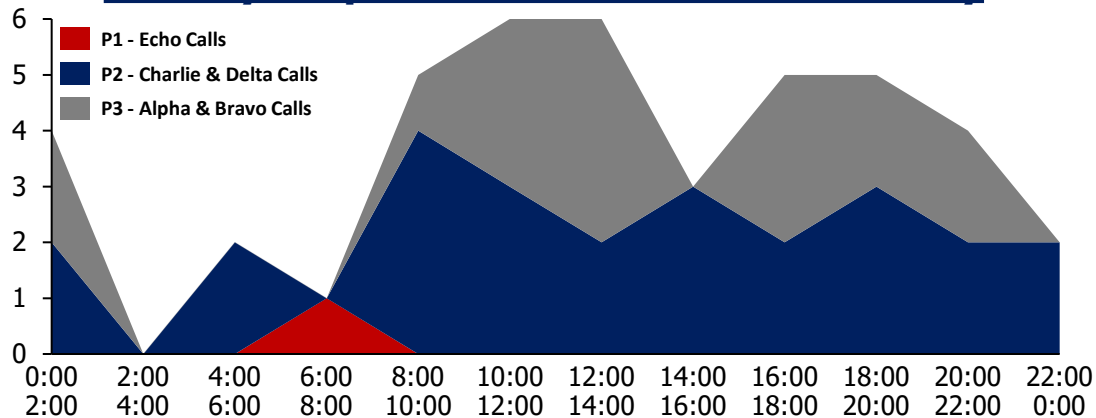




Highland Rescue



Priority Dispatched Calls Per Time of Day



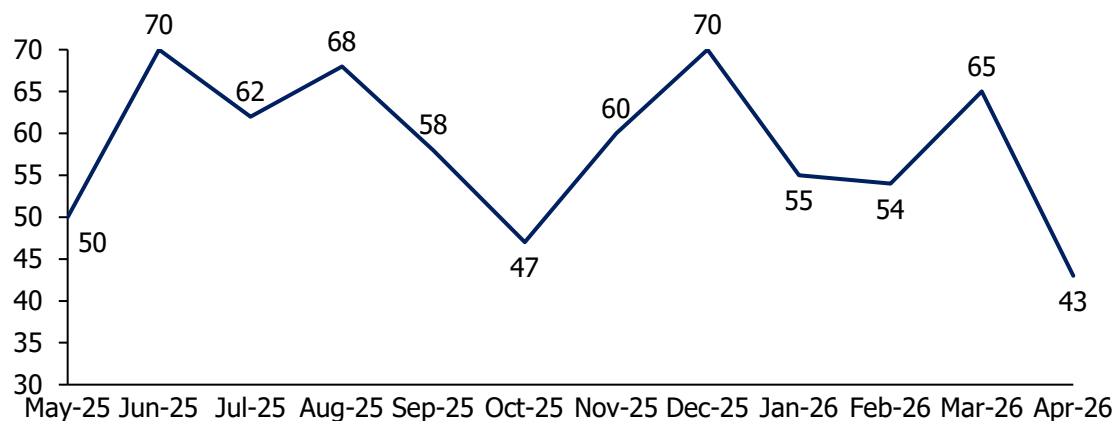
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	4	1	5	1
Tuesday	0	3	7	10	3
Wednesday	0	4	2	6	1
Thursday	0	5	0	5	1
Friday	1	2	5	8	2
Saturday	0	4	1	5	1

Assignment <1 min 100% 80%

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

Monthly Call Volume



Top Five Problem Natures

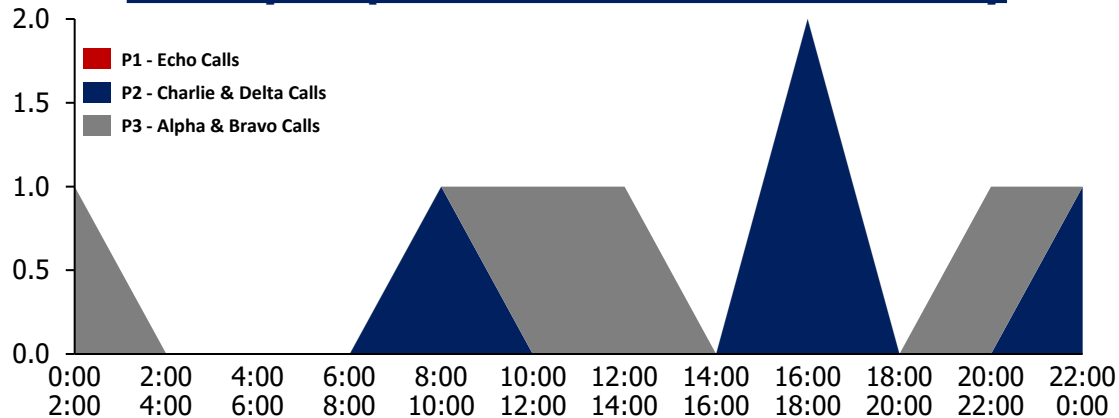




Genesee Fire



Priority Dispatched Calls Per Time of Day



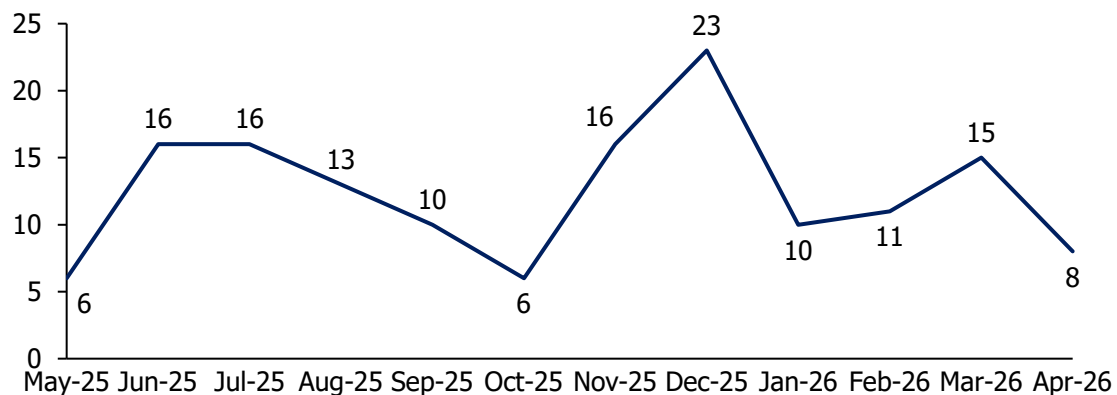
Daily Priority Call Volume and Entry to Assignment

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

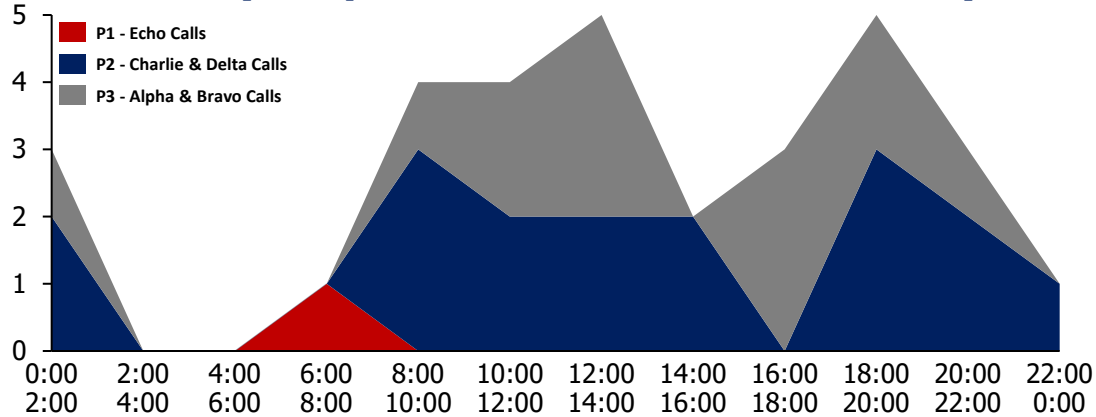




Foothills Fire



Priority Dispatched Calls Per Time of Day



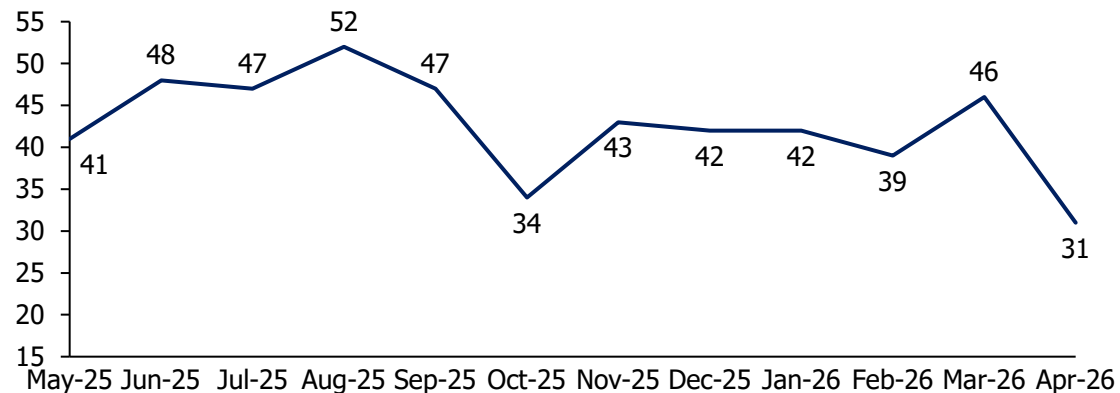
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 71%

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

Monthly Call Volume



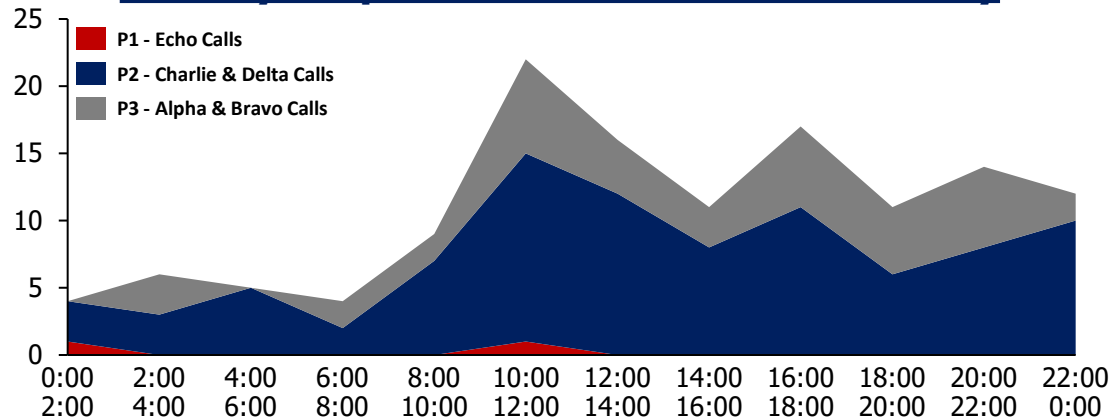
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day



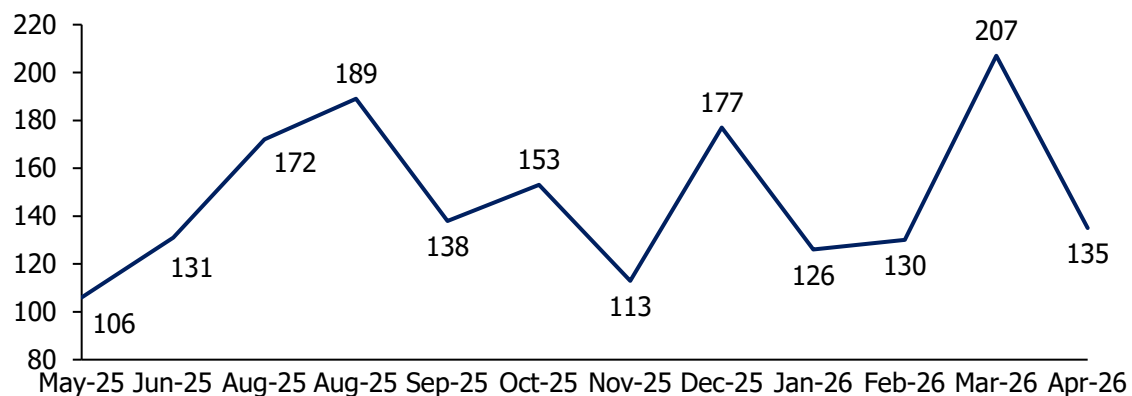
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	4	13	3
Monday	1	16	3	20	5
Tuesday	0	13	10	23	6
Wednesday	0	12	8	20	4
Thursday	0	13	3	16	3
Friday	0	11	3	14	4
Saturday	1	15	9	25	6

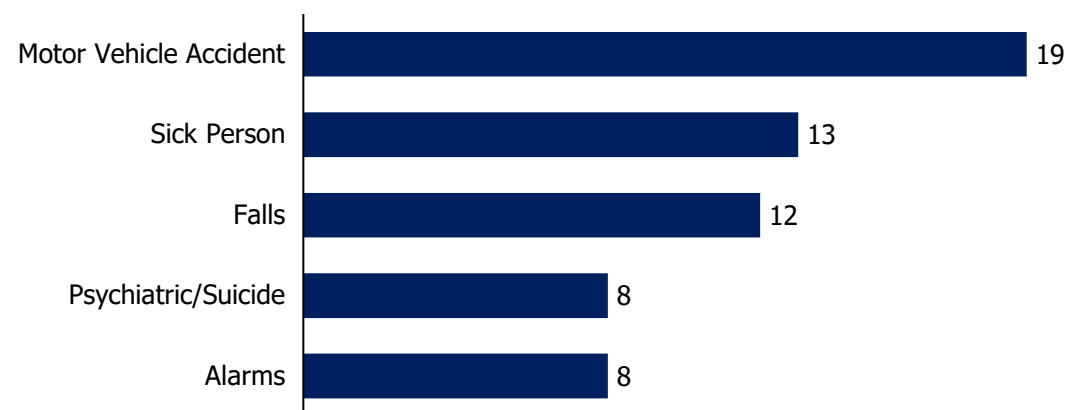
Assignment <1 min 100% 85%

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

Monthly Call Volume



Top Five Problem Natures

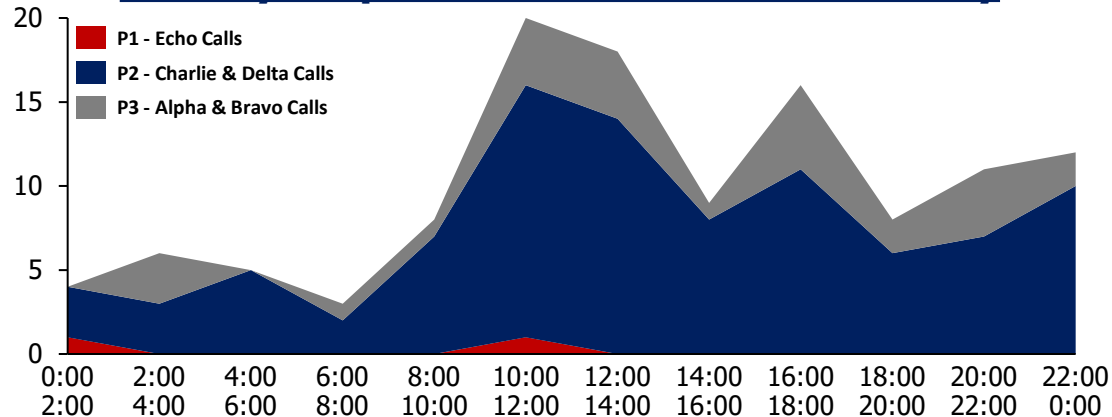




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

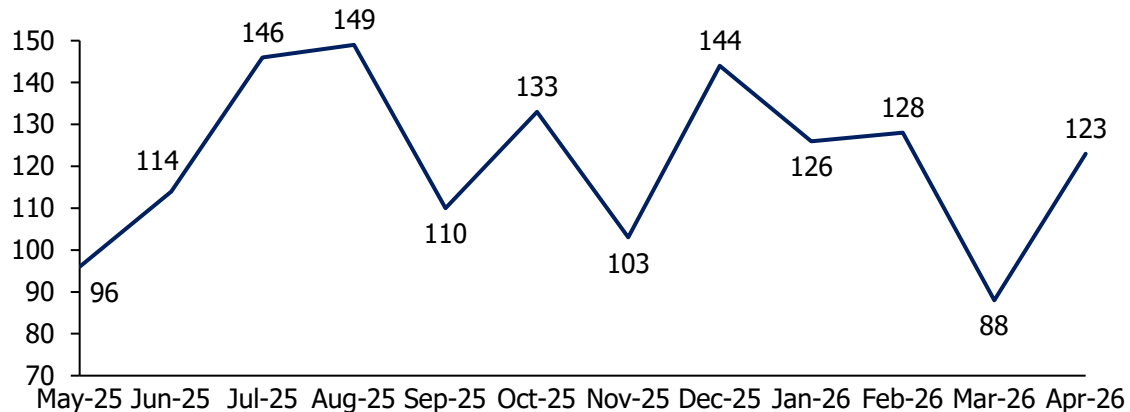


Daily Priority Call Volume and Entry to Assignment

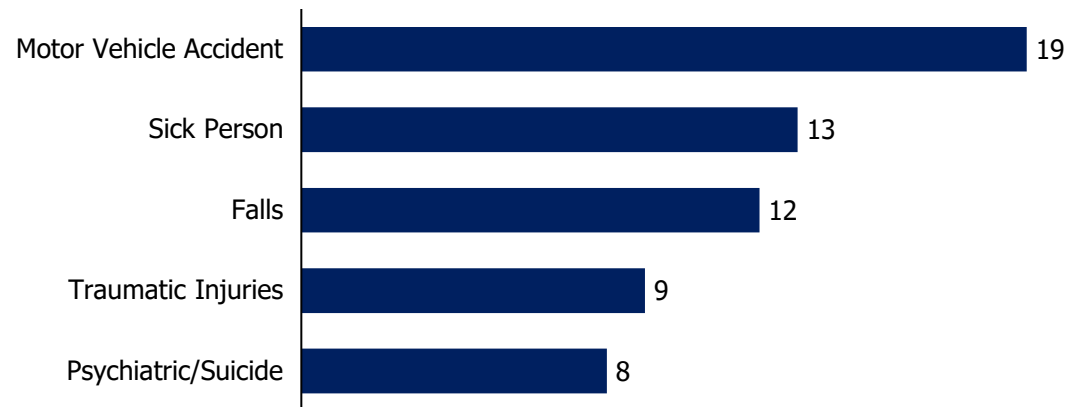
Day of Week	P1	P2	P3	Total	Average
Sunday	0	11	0	11	3
Monday	1	15	1	17	4
Tuesday	0	12	10	22	6
Wednesday	0	11	6	17	3
Thursday	0	12	3	15	3
Friday	0	11	1	12	3
Saturday	1	19	6	26	7
Assignment <1 min	100%	87%			

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

Monthly Call Volume



Top Five Problem Natures

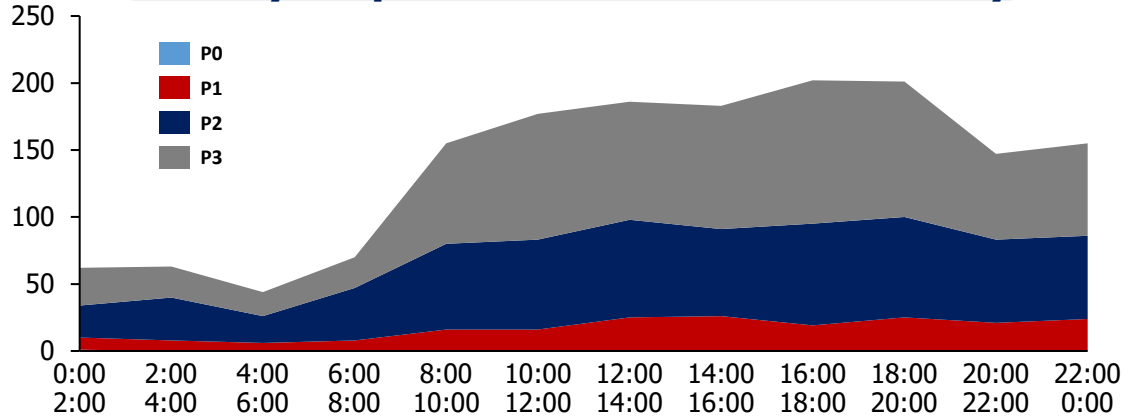




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

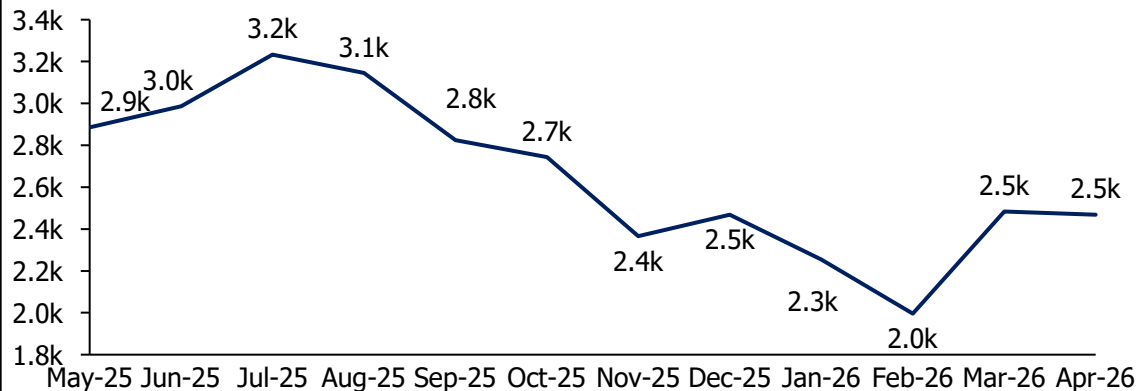


Daily Priority Call Volume and Entry to Assignment

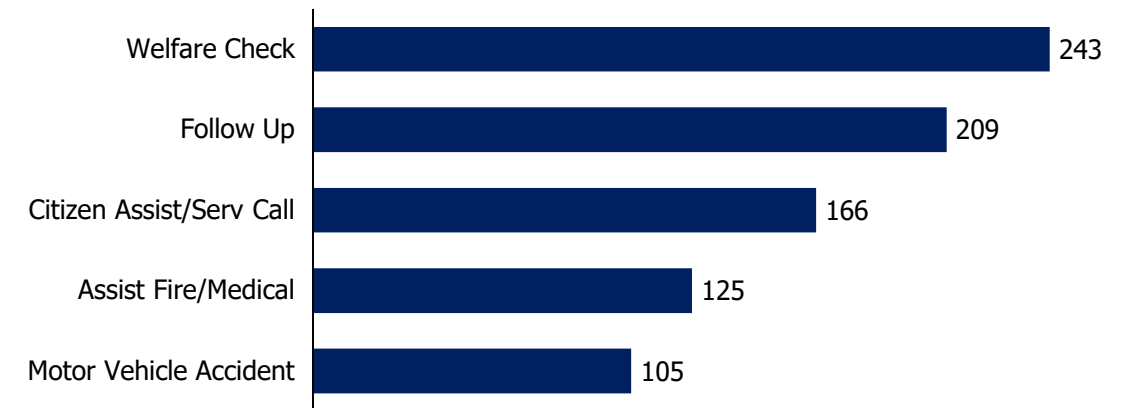
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	28	96	99	223	56
Monday	0	22	86	97	205	51
Tuesday	0	23	75	105	203	51
Wednesday	0	31	113	123	267	53
Thursday	0	33	98	146	277	55
Friday	0	27	96	122	245	61
Saturday	1	39	95	90	225	56
Assignment <2 min		85%	65%			
Assignment <4 min		95%	89%			

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

Monthly Call Volume



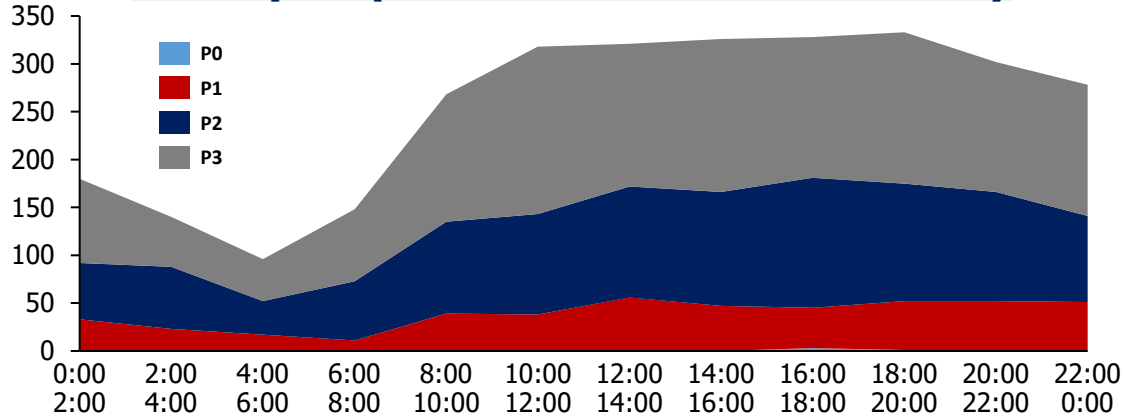
Top Five Problem Natures





Lakewood PD

Priority Dispatched Calls Per Time of Day

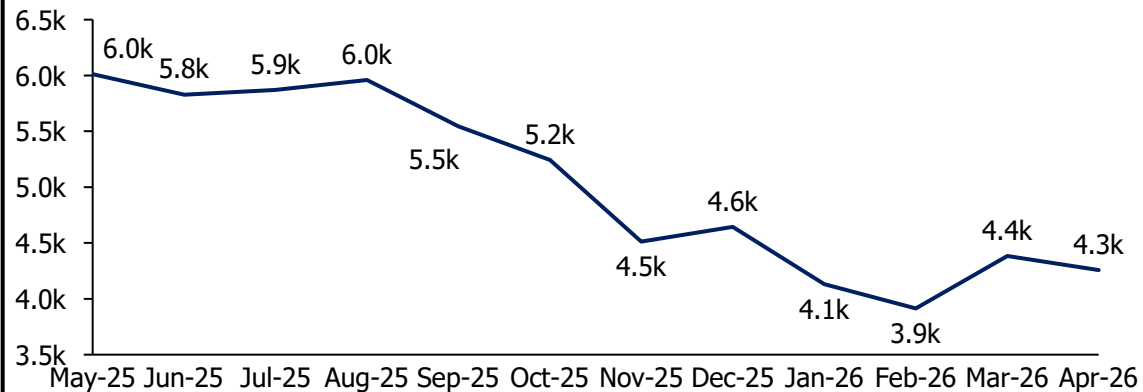


Daily Priority Call Volume and Entry to Assignment

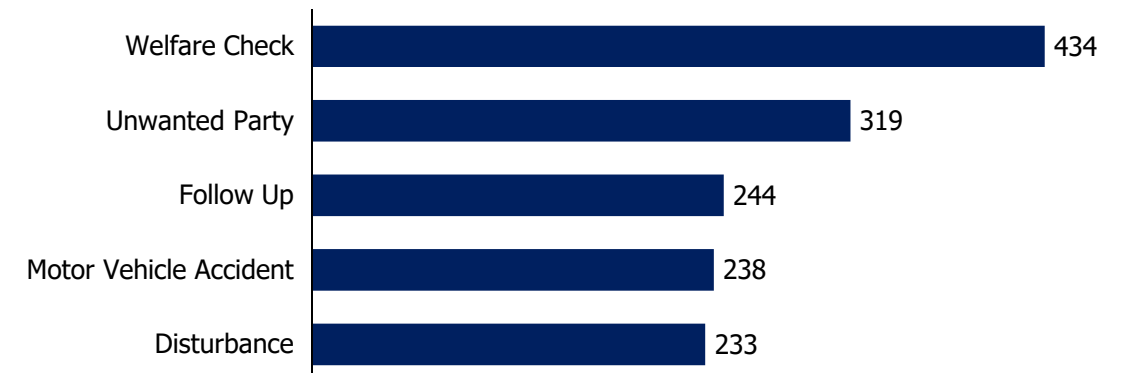
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	3	74	156	181	414	104
Monday	1	59	159	194	413	103
Tuesday	2	54	163	213	432	108
Wednesday	0	64	185	248	497	99
Thursday	0	70	189	258	517	103
Friday	0	72	140	189	401	100
Saturday	0	65	128	171	364	91
Assignment <2 min		81%	56%			
Assignment <4 min		94%	76%			

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

Monthly Call Volume



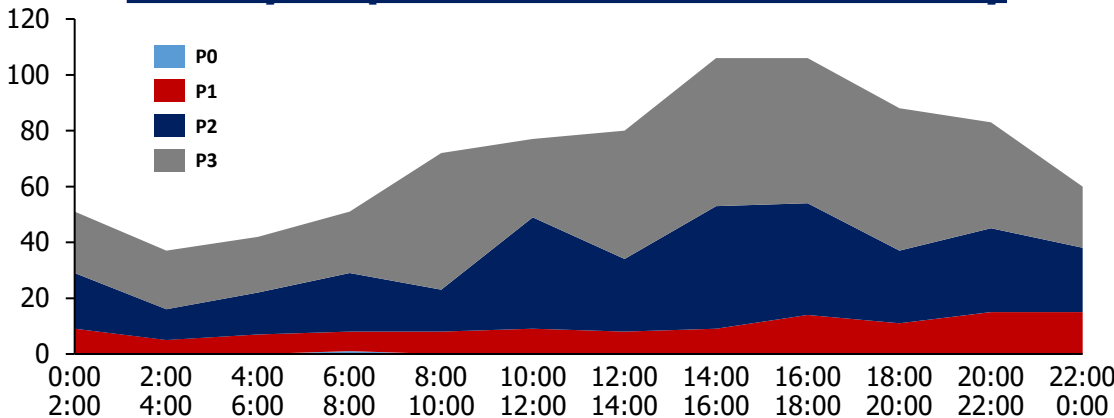
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

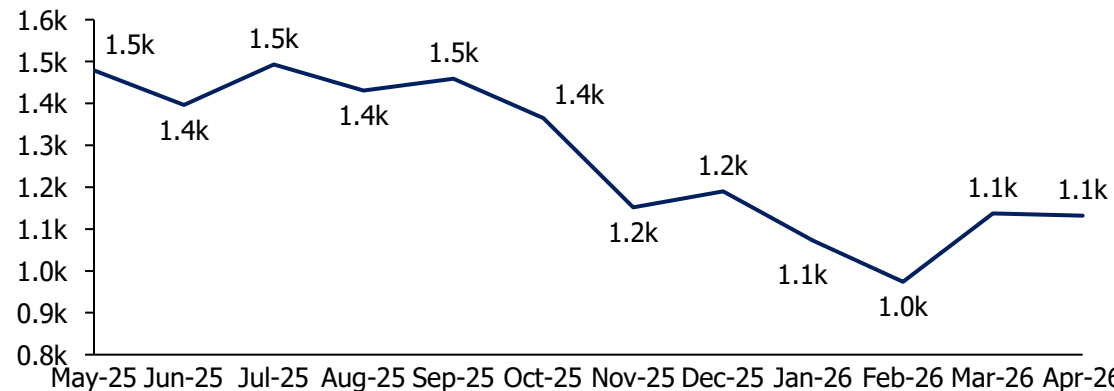


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	13	39	63	115	29
Monday	0	16	41	58	115	29
Tuesday	0	17	34	56	107	27
Wednesday	0	16	52	73	141	28
Thursday	0	20	56	64	140	28
Friday	0	17	43	72	132	33
Saturday	1	18	46	38	103	26
Assignment <2 min		84%	64%			
Assignment <4 min		90%	82%			

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

Monthly Call Volume



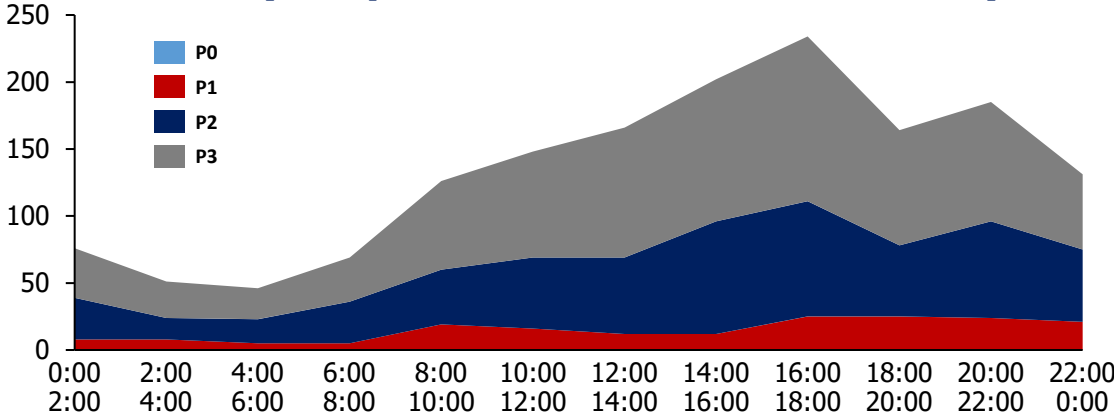
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

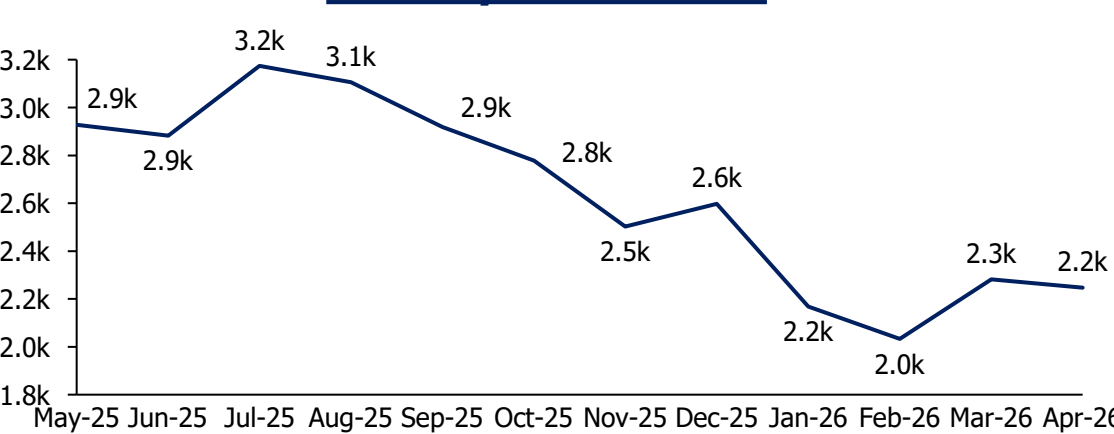


Daily Priority Call Volume and Entry to Assignment

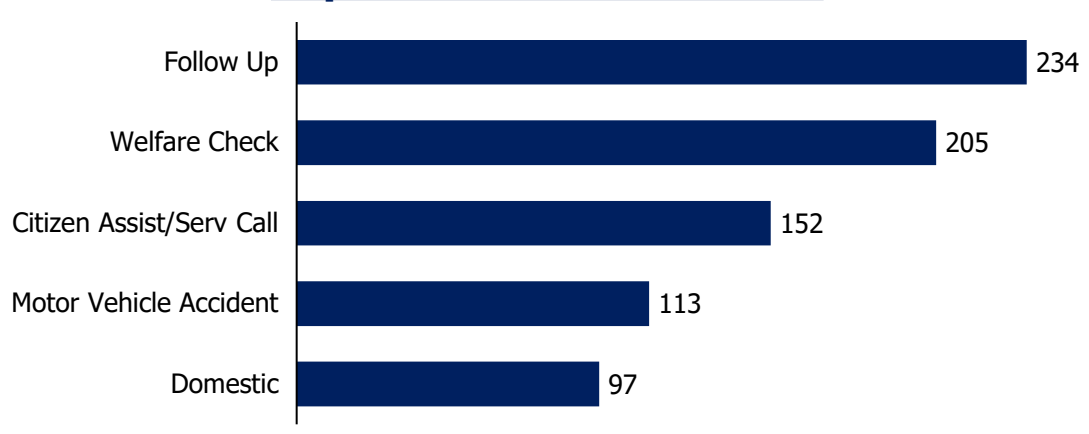
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	91	122	237	59
Monday	0	28	74	97	199	50
Tuesday	0	30	85	117	232	58
Wednesday	0	30	97	129	256	51
Thursday	0	21	98	137	256	51
Friday	0	31	71	120	222	56
Saturday	0	16	80	100	196	49
Assignment <2 min		76%	64%			
Assignment <4 min		88%	83%			

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

Monthly Call Volume



Top Five Problem Natures

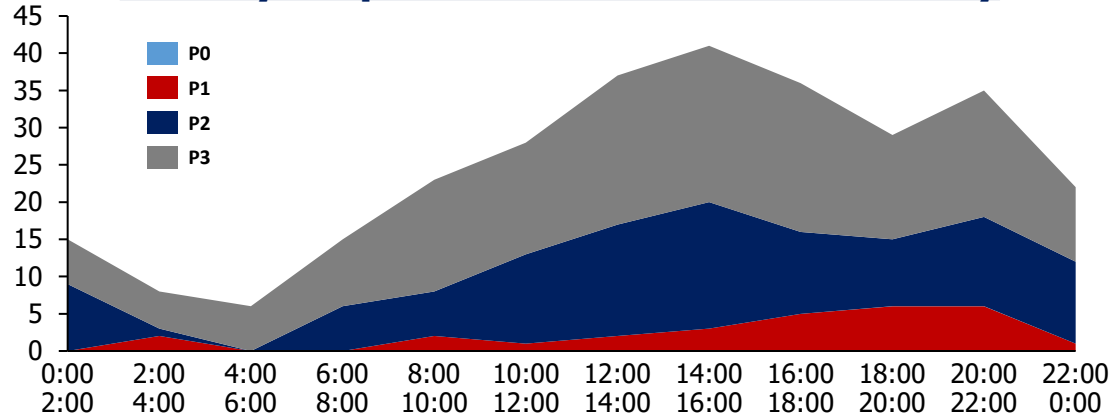




Golden PD



Priority Dispatched Calls Per Time of Day

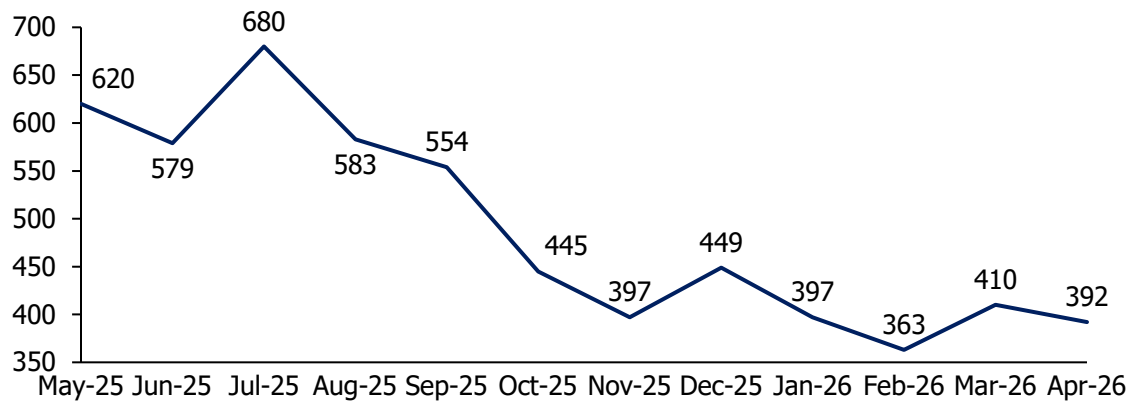


Daily Priority Call Volume and Entry to Assignment

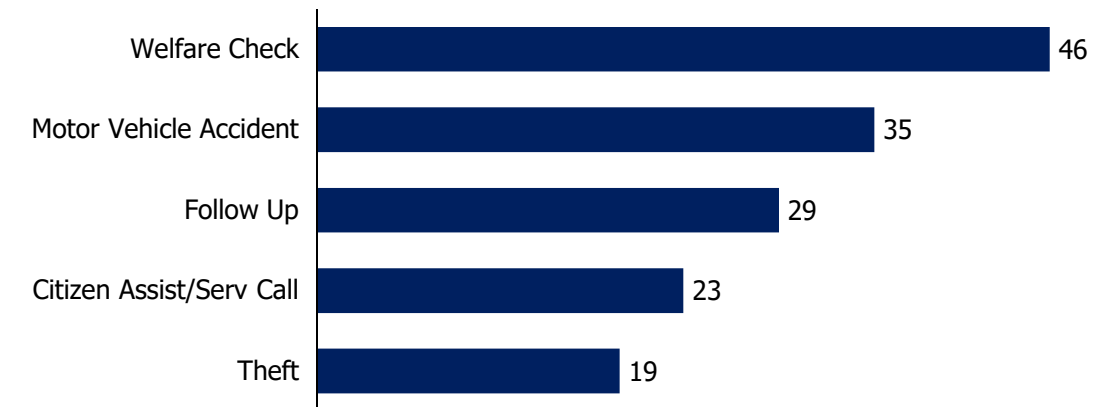
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	14	21	40	10
Monday	0	6	12	22	40	10
Tuesday	0	2	15	24	41	10
Wednesday	0	6	14	29	49	10
Thursday	0	3	18	23	44	9
Friday	0	2	21	17	40	10
Saturday	0	4	15	22	41	10
Assignment <2 min		96%	76%			
Assignment <4 min		96%	94%			

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

Monthly Call Volume



Top Five Problem Natures

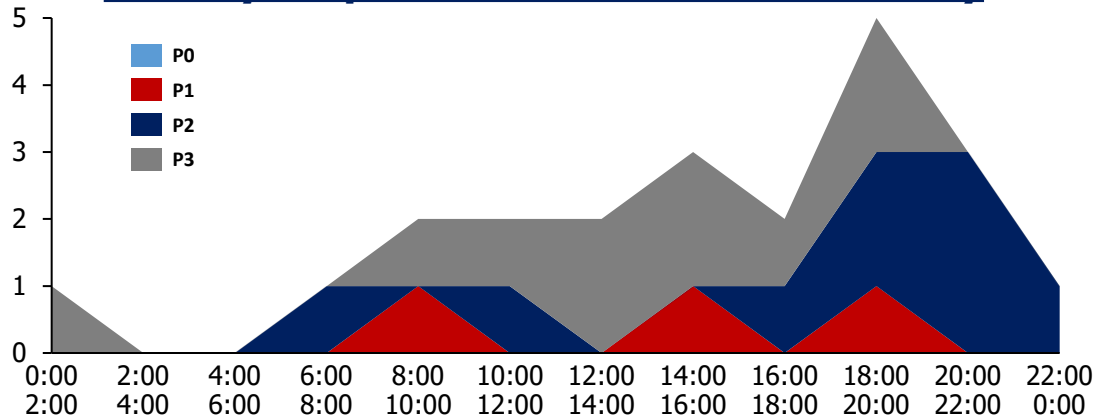




Lakeside PD



Priority Dispatched Calls Per Time of Day

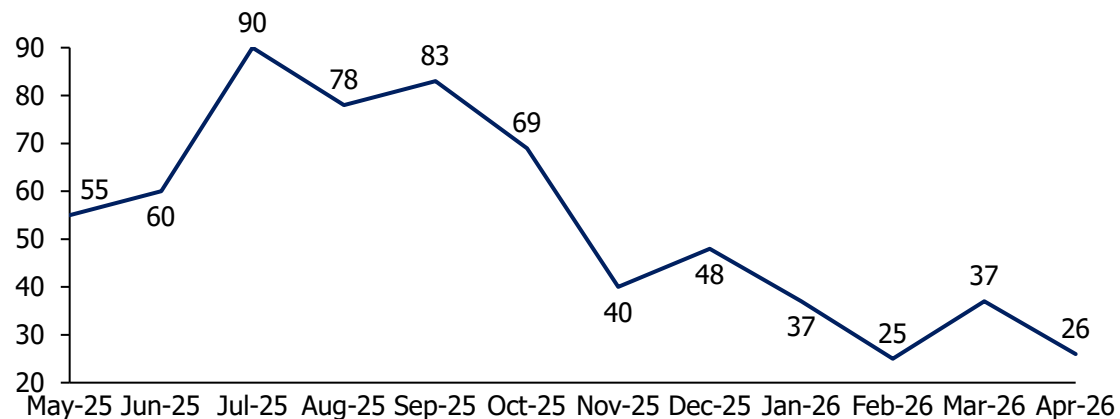


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

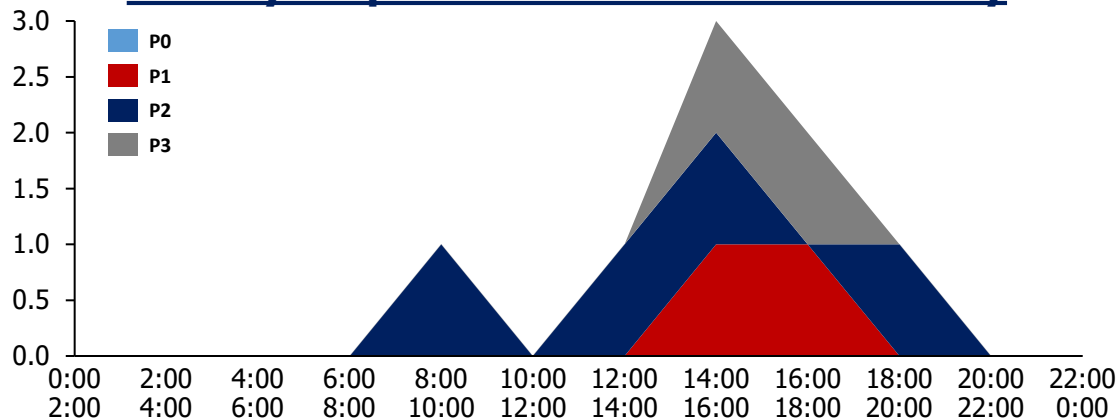




Mountain View PD



Priority Dispatched Calls Per Time of Day

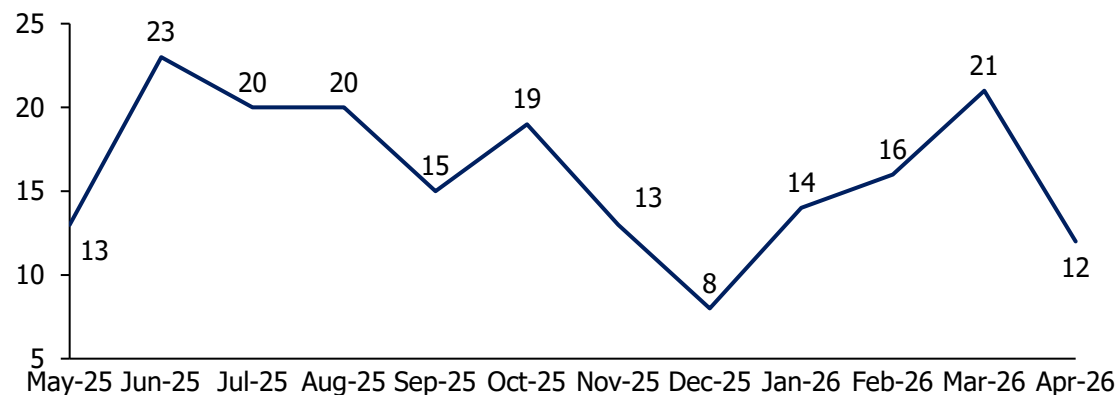


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

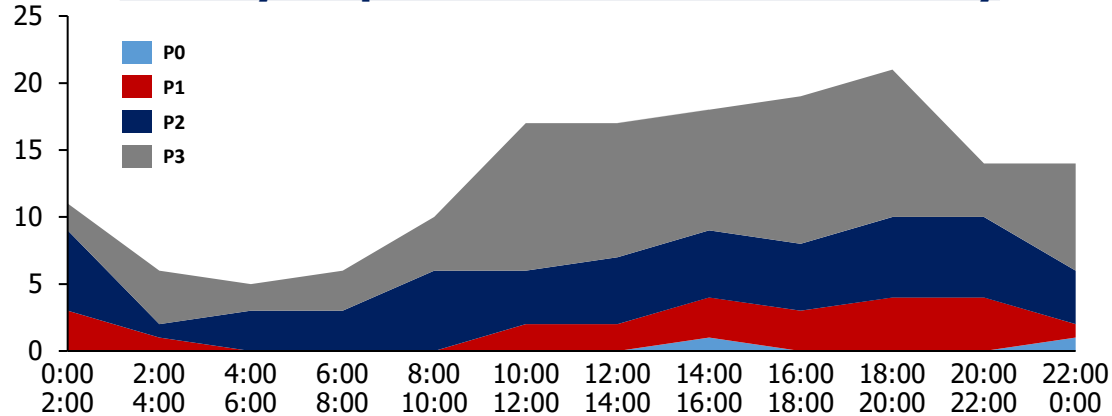




Edgewater PD



Priority Dispatched Calls Per Time of Day

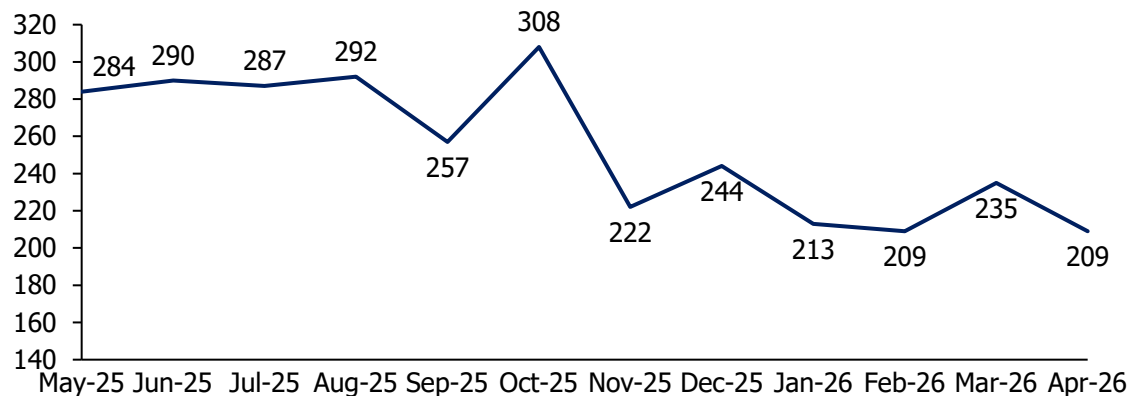


Daily Priority Call Volume and Entry to Assignment

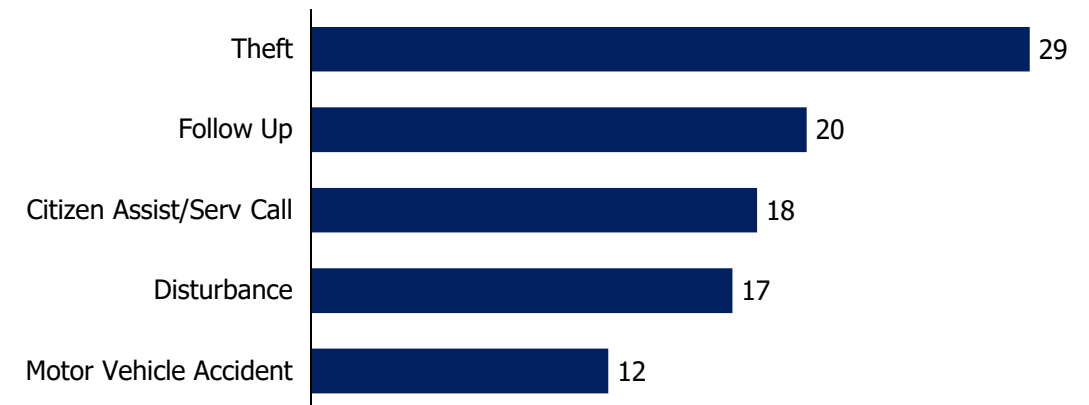
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	7	9	19	5
Monday	0	3	5	14	22	6
Tuesday	0	3	3	9	15	4
Wednesday	1	2	11	12	26	5
Thursday	0	3	11	16	30	6
Friday	1	4	8	10	23	6
Saturday	0	5	9	9	23	6
Assignment <2 min		91%	72%			
Assignment <4 min		91%	91%			

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

Monthly Call Volume



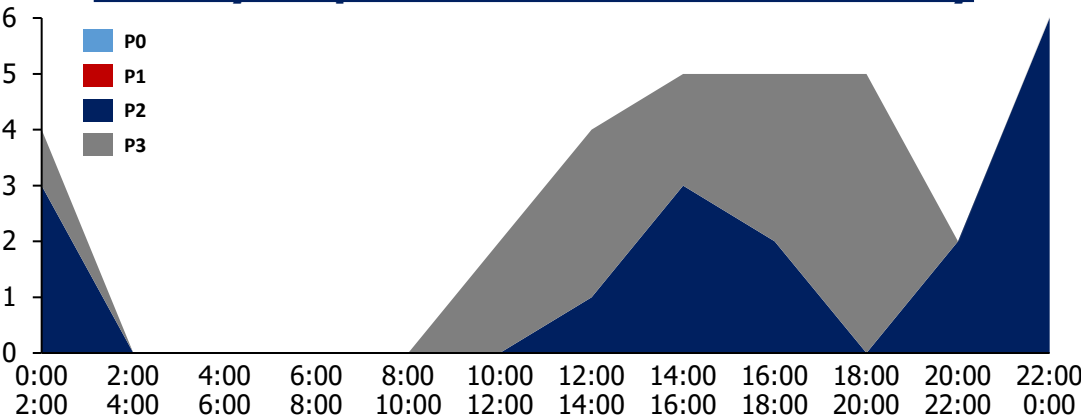
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

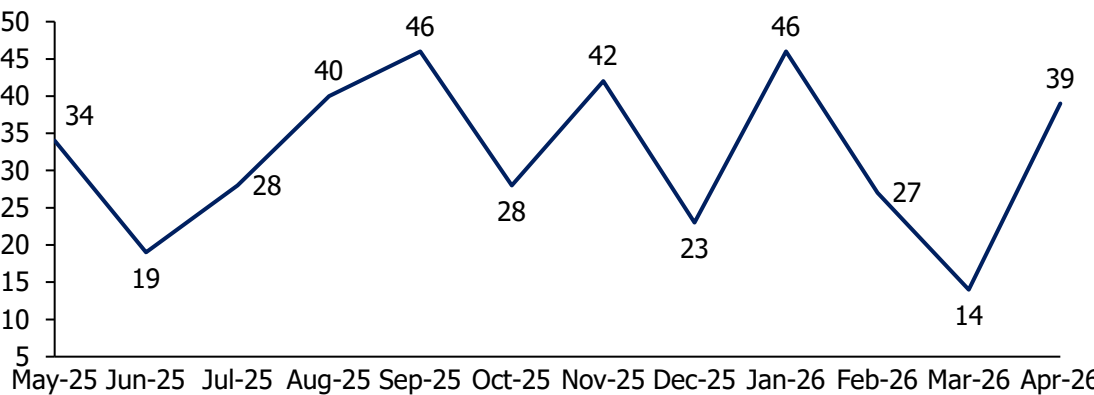


Daily Priority Call Volume and Entry to Assignment

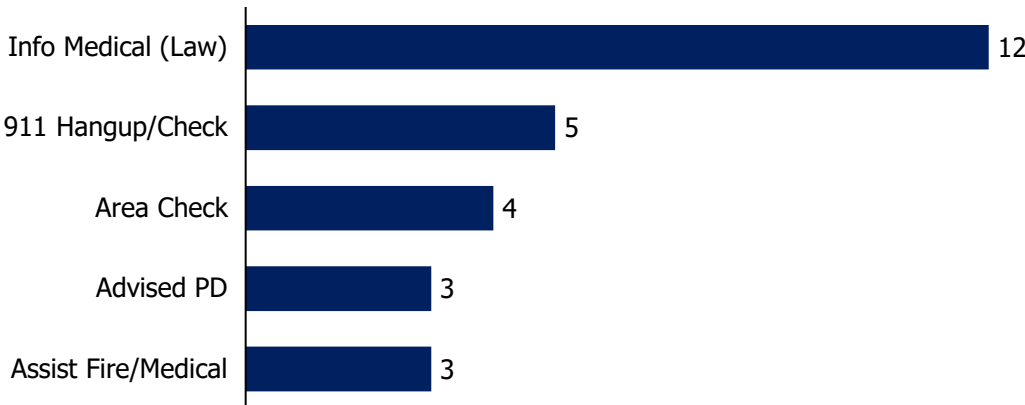
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	3	5	1
Monday	0	0	2	0	2	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	2	4	6	1
Thursday	0	0	3	3	6	1
Friday	0	0	4	4	8	2
Saturday	0	0	3	2	5	1
Assignment <2 min		N/A	71%			
Assignment <4 min		N/A	94%			

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

Monthly Call Volume



Top Five Problem Natures



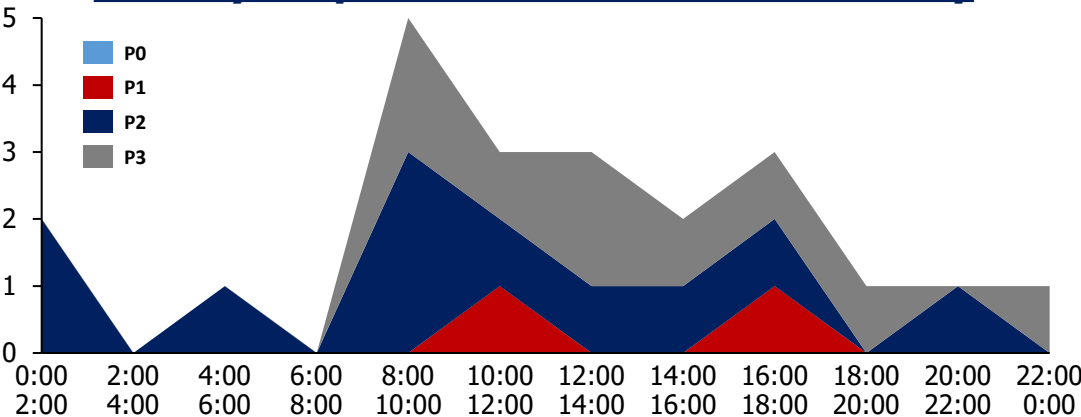


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

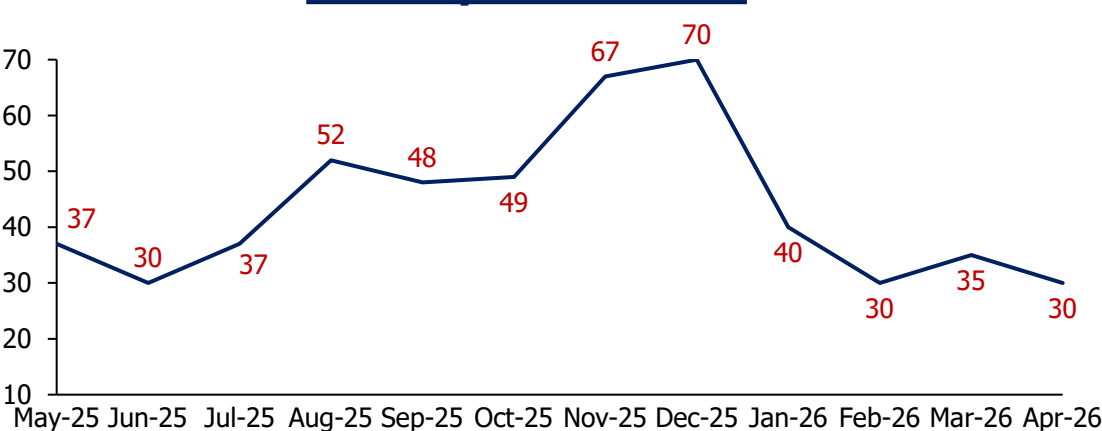


Daily Priority Call Volume and Entry to Assignment

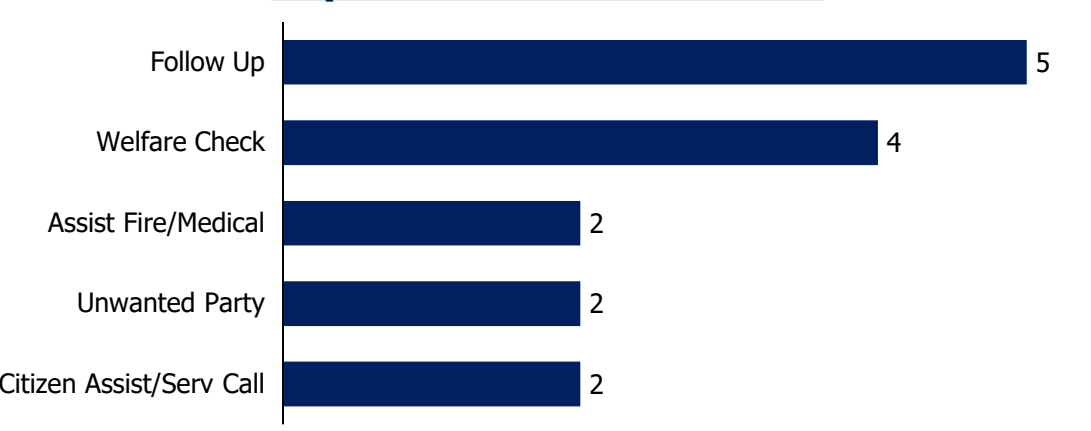
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	1	4	5	1
Tuesday	0	0	2	1	3	1
Wednesday	0	1	3	2	6	1
Thursday	0	0	3	1	4	1
Friday	0	1	1	1	3	1
Saturday	0	0	1	0	1	0
Assignment <2 min		50%	64%			
Assignment <4 min		50%	91%			

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

Monthly Call Volume



Top Five Problem Natures

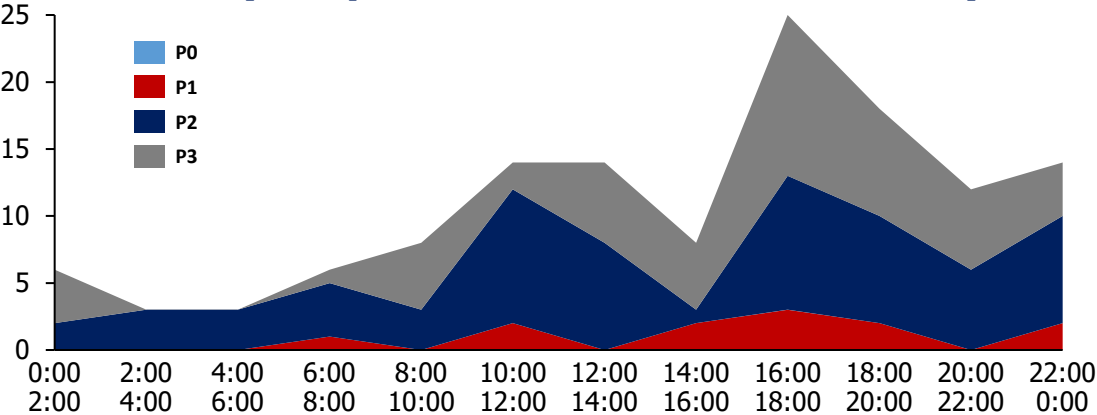


Note: JCSO is handling Morrison calls as of January 2025.



Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

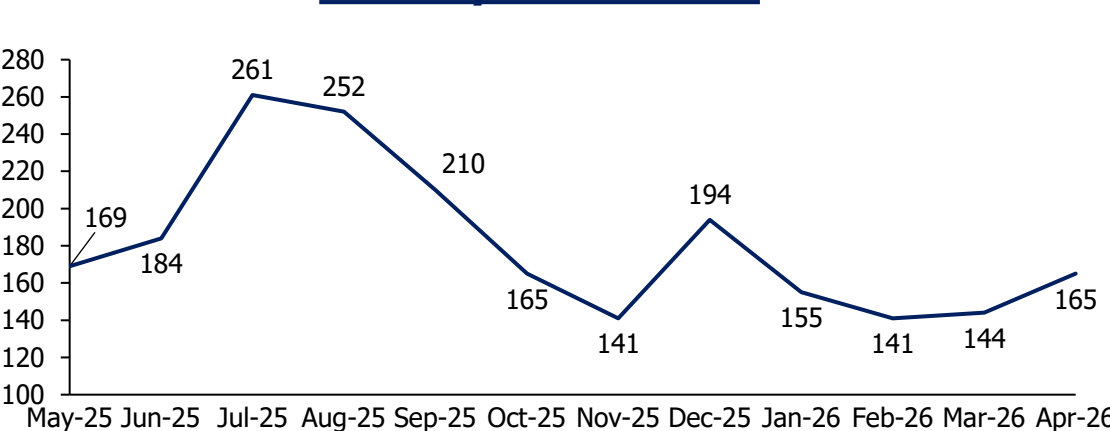


Daily Priority Call Volume and Entry to Assignment

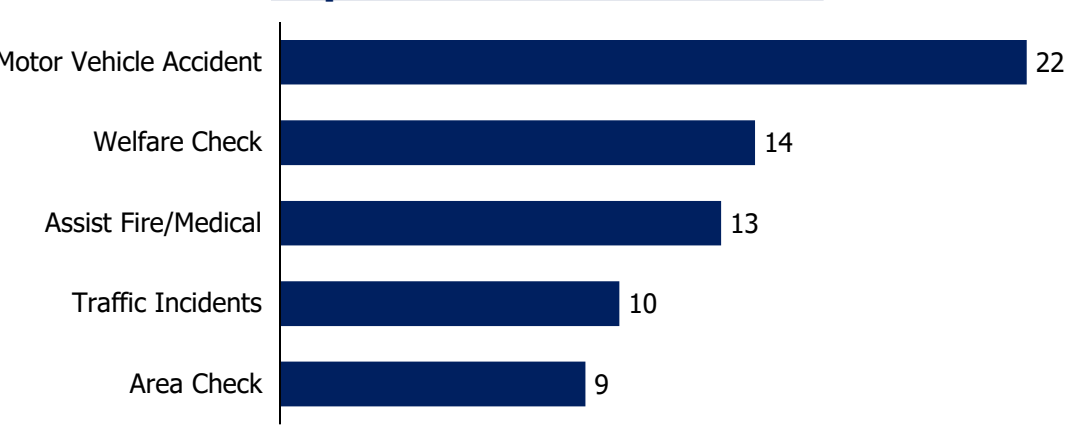
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	6	8	17	4
Monday	0	1	13	4	18	5
Tuesday	0	0	10	6	16	4
Wednesday	0	1	5	4	10	2
Thursday	0	2	10	13	25	5
Friday	0	1	10	12	23	6
Saturday	0	4	12	6	22	6
Assignment <2 min		83%	50%			
Assignment <4 min		100%	80%			

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

Monthly Call Volume



Top Five Problem Natures

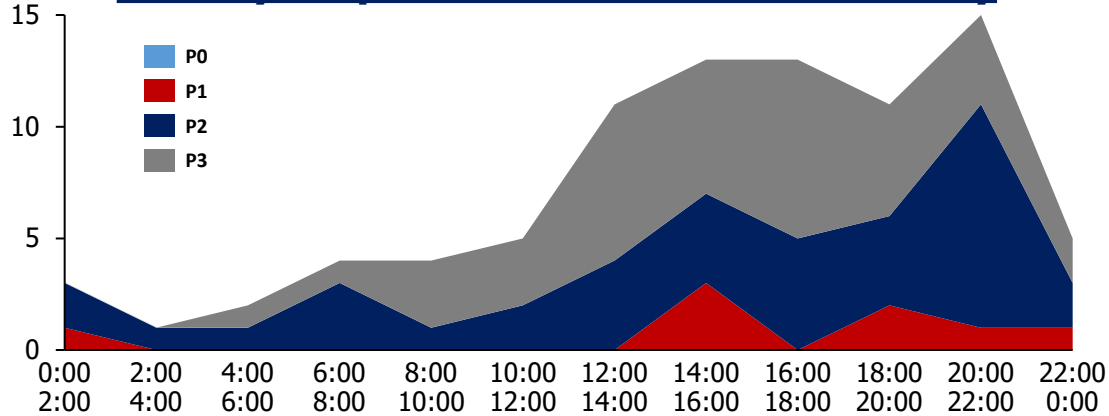




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

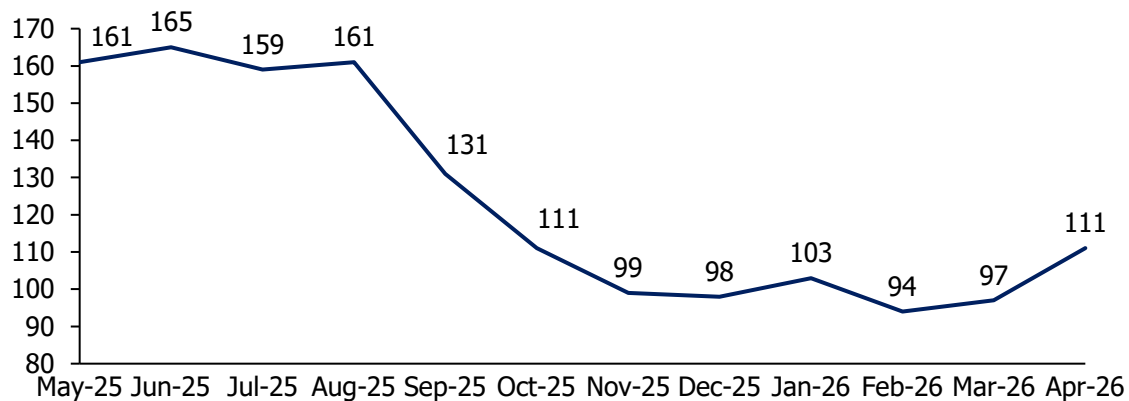


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	4	7	13	3
Monday	0	0	10	8	18	5
Tuesday	0	0	1	3	4	1
Wednesday	0	3	4	3	10	2
Thursday	0	2	8	4	14	3
Friday	0	1	4	7	12	3
Saturday	0	0	8	8	16	4
Assignment <2 min		88%	56%			
Assignment <4 min		100%	74%			

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

Monthly Call Volume



Top Five Problem Natures

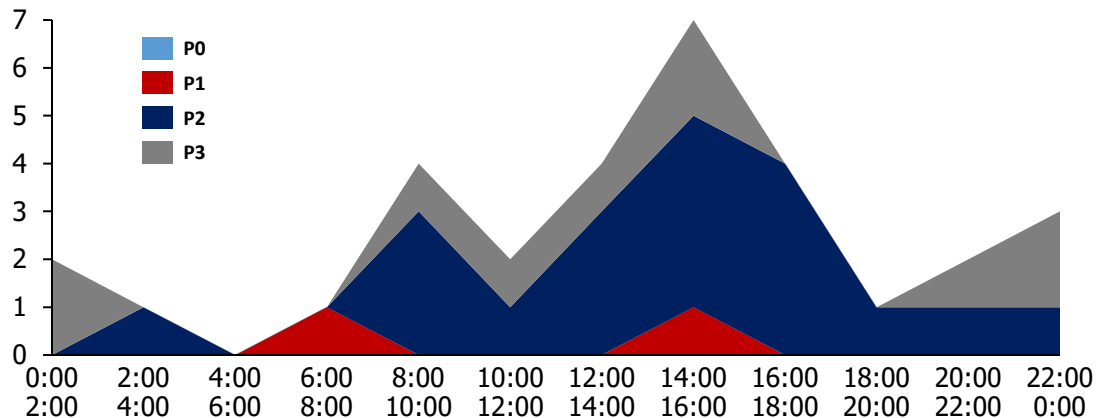




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

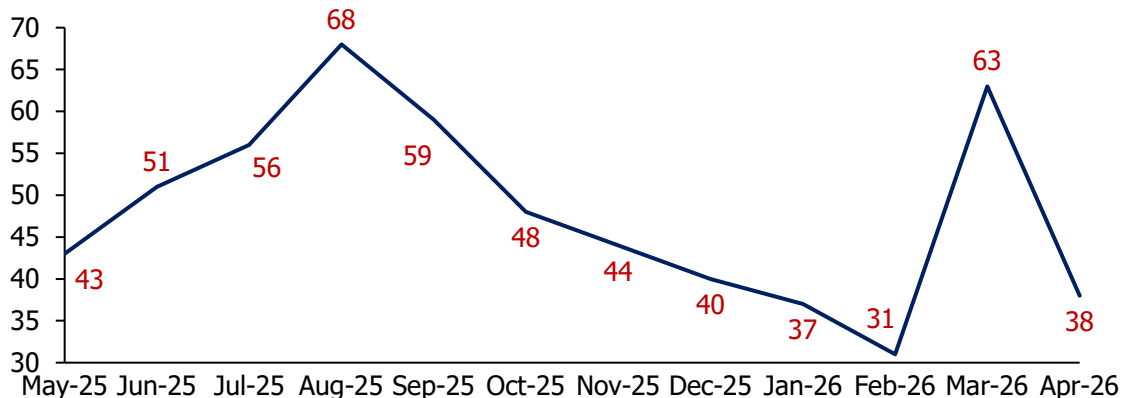


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	2	0	4	1
Monday	0	0	4	3	7	2
Tuesday	0	0	3	3	6	2
Wednesday	0	0	3	2	5	1
Thursday	0	0	3	1	4	1
Friday	0	0	0	0	0	0
Saturday	0	0	4	1	5	1
Assignment <2 min		100%	21%			
Assignment <4 min		100%	63%			

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

Monthly Call Volume



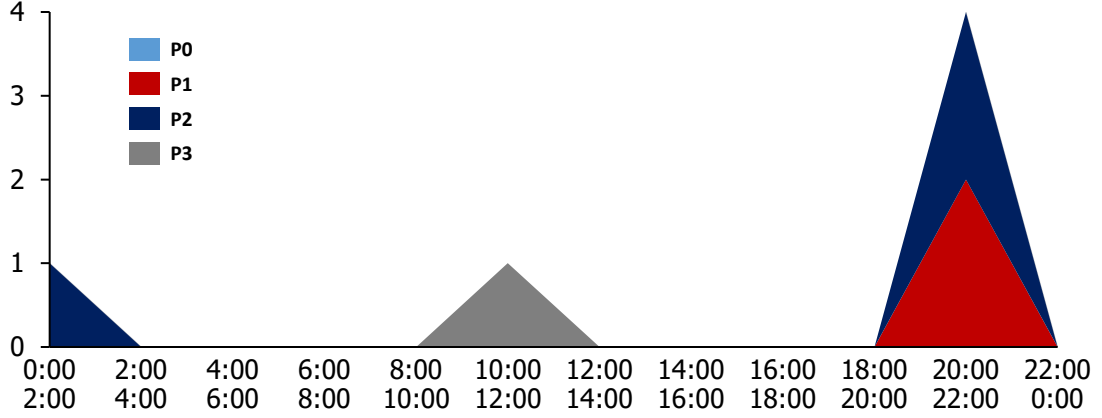
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

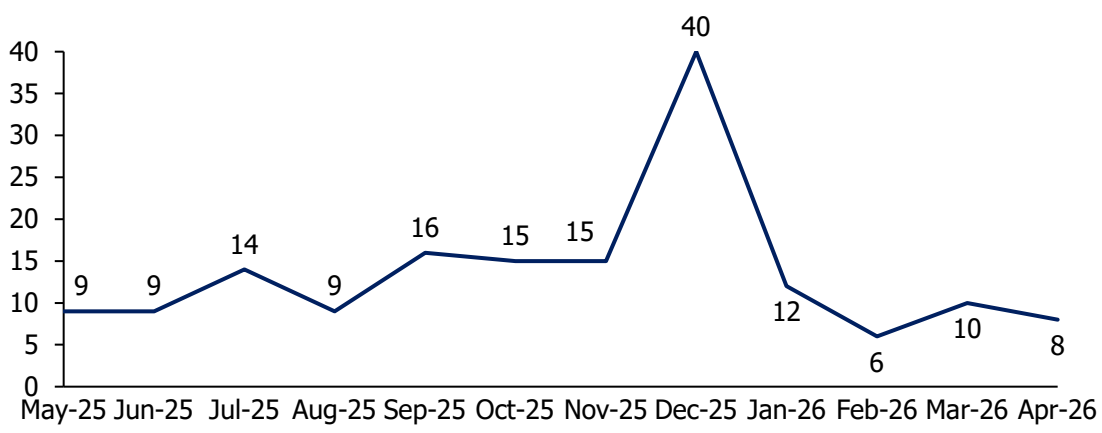


Daily Priority Call Volume and Entry to Assignment

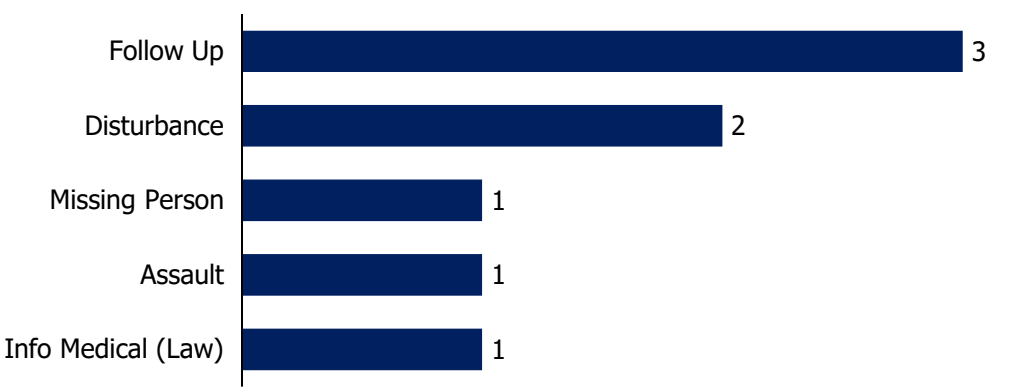
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	1	3	0	4	1
Tuesday	0	0	0	0	0	0
Wednesday	0	0	0	1	1	0
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	1	0	0	1	0
Assignment <2 min		0%	33%			
Assignment <4 min		100%	67%			

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

Monthly Call Volume



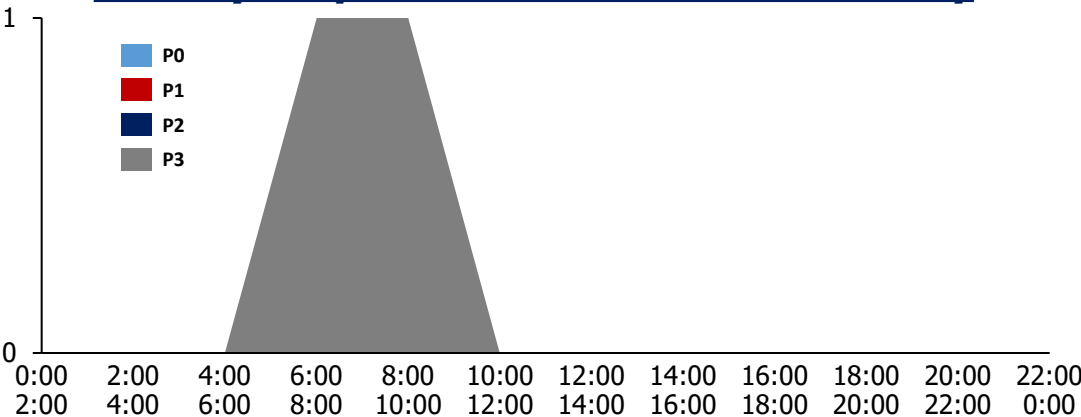
Top Five Problem Natures





Red Rocks Community College PD

Priority Dispatched Calls Per Time of Day

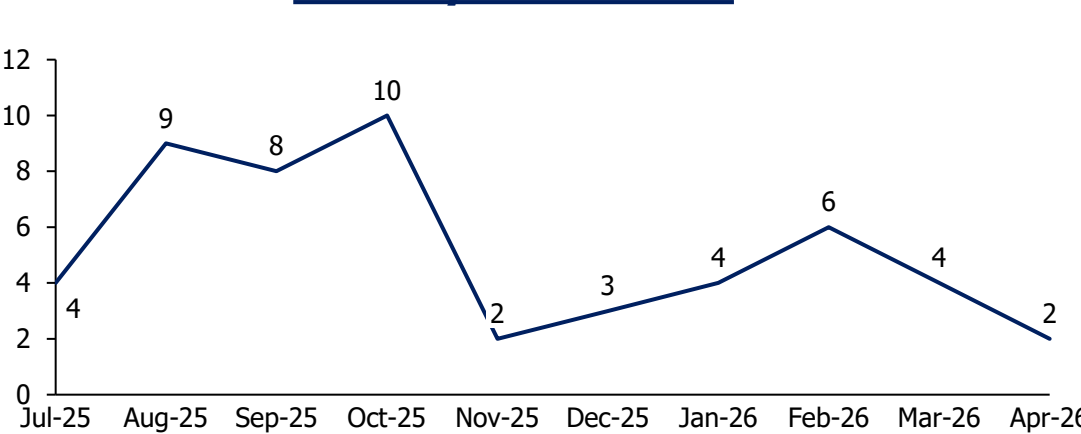


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures



Note: Jeffcom began dispatching for RR CC PD in July 2025