



Jefferson County Communications Center Authority
JEFFCOM911

June 2026
Monthly Report



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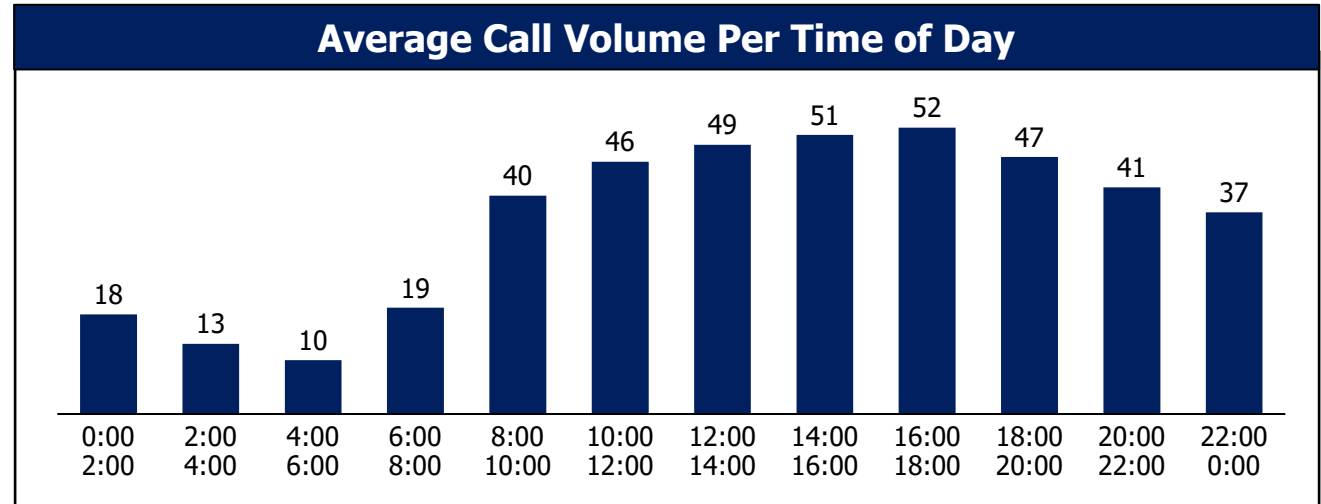


Law Stats

Calls Received, Processed, and Dispatched



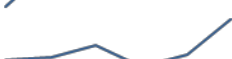
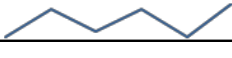
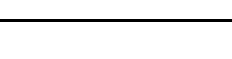
Agency	June Calls	% Total	6 Month Trend
Lakewood PD	4,844	25.9%	
Jeffco Sheriff	2,909	15.5%	
Arvada PD	2,425	12.9%	
Wheat Ridge PD	1,254	6.7%	
Golden PD	467	2.5%	
Edgewater PD	269	1.4%	
Clear Creek Sheriff	226	1.2%	
Idaho Springs PD	119	0.6%	
Georgetown PD*	55	0.3%	
Lakeside PD	42	0.2%	
Morrison PD**	37	0.2%	
CSM PD	22	0.1%	
Mountain View PD	12	0.1%	
Empire PD	7	0.0%	
Red Rocks CC PD	3	0.0%	
Total	12,691	67.7%	

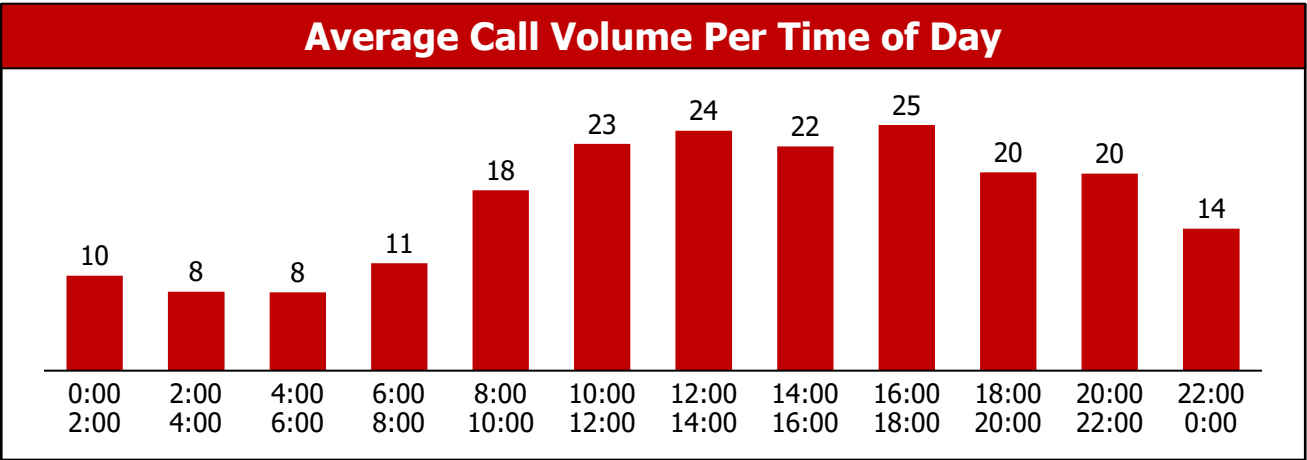


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	4	174	435	514	67	207	98	1,499	12.7%
Monday	2	197	587	711	101	439	156	2,193	14.8%
Tuesday	0	194	591	737	101	376	134	2,133	14.4%
Wednesday	1	164	475	569	74	300	127	1,710	14.5%
Thursday	1	156	461	566	97	278	110	1,669	14.1%
Friday	2	168	472	619	84	348	137	1,830	15.5%
Saturday	1	197	505	540	72	214	119	1,648	13.9%
Total	11	1,250	3,526	4,256	596	2,162	881	12,682	

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	June Calls	% of Total	6 Month Trend
West Metro Fire	3,323	17.7%	
Arvada Fire	1,511	8.1%	
Golden Fire	309	1.6%	
Evergreen Fire	227	1.2%	
Clear Creek Fire	175	0.9%	
Clear Creek EMS	138	0.7%	
Elk Creek Fire	95	0.5%	
Highland Rescue	68	0.4%	
Foothills Fire	56	0.3%	
Pleasant View Fire	45	0.2%	
Inter Canyon Fire	37	0.2%	
North Fork Fire	24	0.1%	
Indian Hills Fire	16	0.1%	
Genesee Fire	9	0.0%	
Golden Gate Fire	9	0.0%	
Total	6,042	32.3%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	13	427	322	10	0	7	779	13.8%
Monday	18	584	392	13	0	11	1018	14.4%
Tuesday	22	577	392	7	0	9	1007	14.3%
Wednesday	18	467	291	9	0	4	789	14.0%
Thursday	11	474	316	4	0	4	809	14.4%
Friday	17	482	315	3	0	4	821	14.6%
Saturday	18	466	321	13	0	1	819	14.5%
Total	117	3,477	2,349	59	0	40	6,042	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	89.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	95.1%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	59.8%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	91.5%	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	EMD; Target average of 75%	93.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	85.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	87.6%	Target average of 95% with a minimum of 80%

Analysis
Analysis: Call Answering Time Jeffcom narrowly missed the 15 second call answering metric. The difficulty in answering calls as quickly as we want to was compounded by an increase in incoming call volume of 12% from the previous month. Additionally, the current metric includes abandoned calls, which are not included in industry standard call answering metrics because the vast majority of them are dropped quickly (with 76% occurring in less than 10 seconds, 83% occurring within 15 seconds, and 99% of abandoned calls occurring within 40 seconds). Abandoned calls represented 4.6% of emergency calls in June 2026. With abandoned calls excluded, the 15 second answering time result for June is 93.7%.
Remediation: Call Answering Time Jeffcom continues to utilize updated staffing models and technology to improve call answering times. The Emergency Call Triage system and the non-emergency AI call bot reduce calls that Jeffcom personnel need to manually process, freeing them up to answer emergency calls more quickly. Staffing up at high volume times is also central to improving and maintaining fast 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 01:40 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.



Revised Target Service Levels

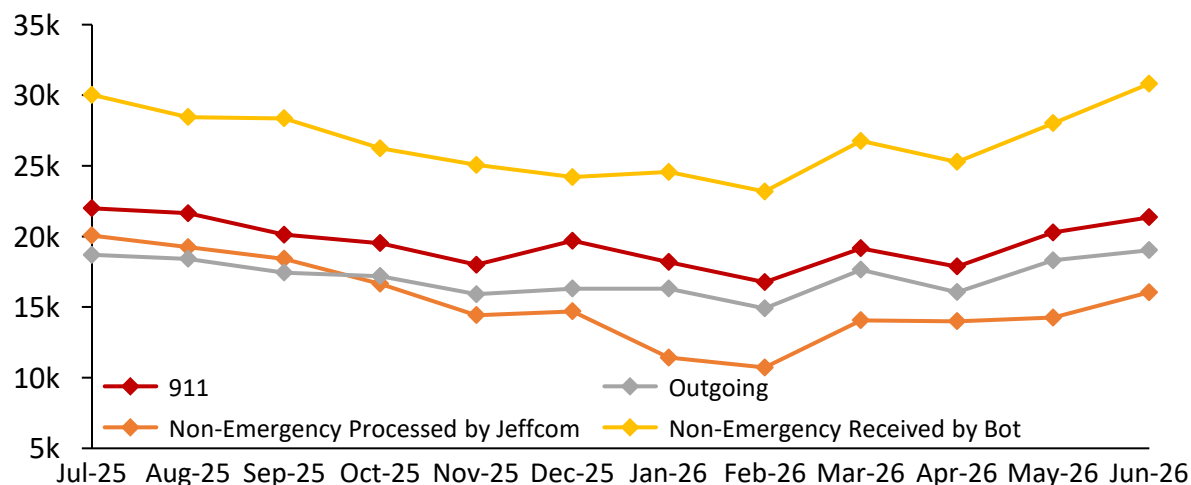
Call Processing

Process	SLA	Result	Target
Call Answering (All calls)	90% of 911 calls answered within 15 seconds	96.8%	90% within 15 Seconds (NENA 2020) (excludes abandoned calls)
	95% of 911 calls answered within 20 seconds	99.7%	95% within 20 Seconds (NENA 2020) (excludes abandoned calls)
Call Processing (Priority Calls)	90% of P0/P1 Law calls processed within 90 seconds	88.0%	90% in 60 seconds (NFPA 12-25 standard)
	90% of P0/P1 Law calls processed within 60 seconds	65.0%	90% in 60 seconds (NFPA 12-25 standard)
	90% of Delta/Echo Fire calls processed within 90 seconds	93.8%	90% in 60 seconds (NFPA 12-25 standard)
	90% of Delta/Echo Fire calls processed within 60 seconds	70.6%	90% in 60 seconds (NFPA 12-25 standard)
Call Dispatching (Priority Calls)	90% of P0/P1 Law calls dispatched within 210 seconds	87.0%	90% within 60 seconds (NFPA 12-25 standard)
	90% of P0/P1 Law calls dispatched within 60 seconds	51.9%	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%	91.4%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	88.1%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	83.3%	Target average of 95% with a minimum of 80%



Service Level Agreement and Volume Trends

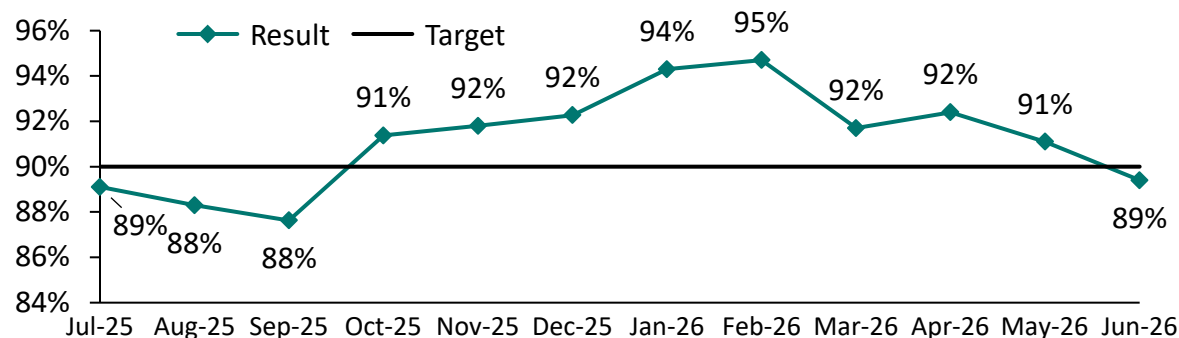
Call Volumes



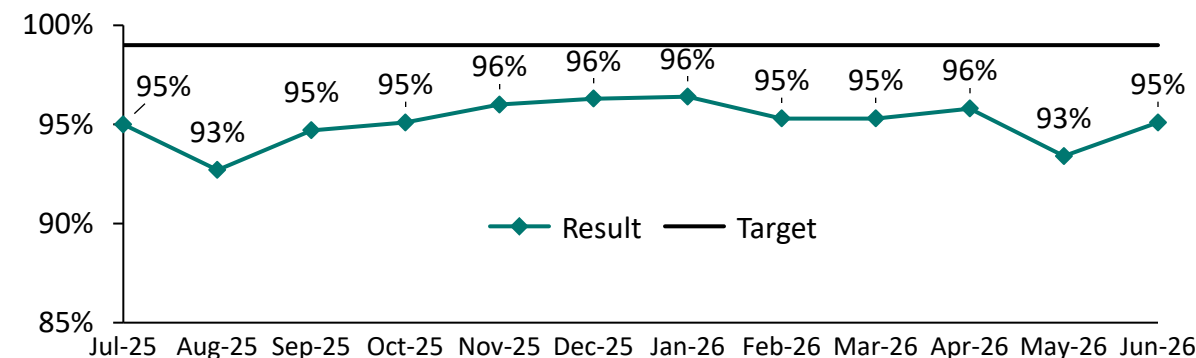
Trend Table

Average Daily Calls	Jun-26	May-26	Jun-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	634	591	602	↑ 7%	↑ 5%
Incoming - Admin to Bot	1,027	904	956	↑ 14%	↑ 7%
Incoming - Admin to Jeffcom	535	460	636	↑ 16%	↓ -16%
Incoming - 911	712	654	699	↑ 9%	↑ 2%
911 calls answered within 15 seconds	89.4%	91.1%	89.2%	↓ -1.7%	↑ 0.2%
911 calls answered within 40 seconds	95.1%	93.4%	94.8%	↑ 1.7%	↑ 0.3%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



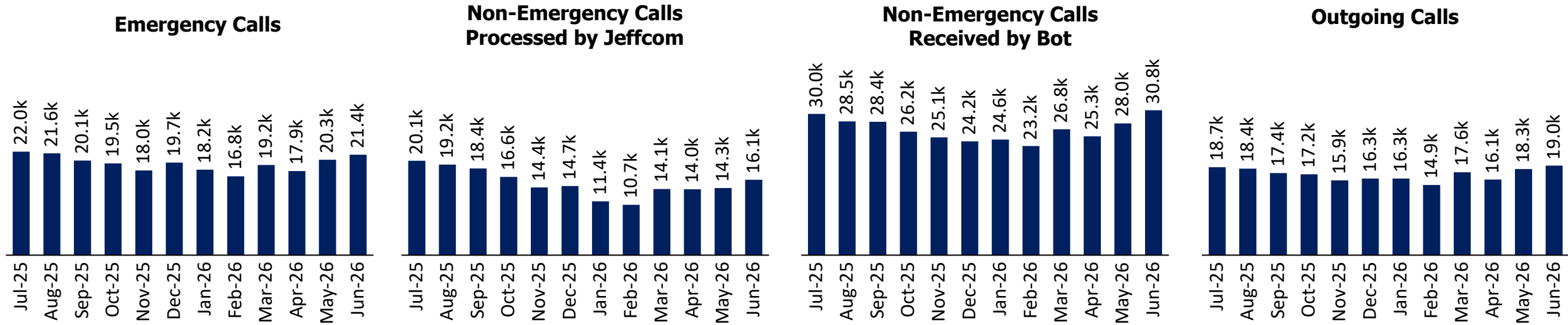


Call Volume/Agency Specific Inquiries



JEFFCOM

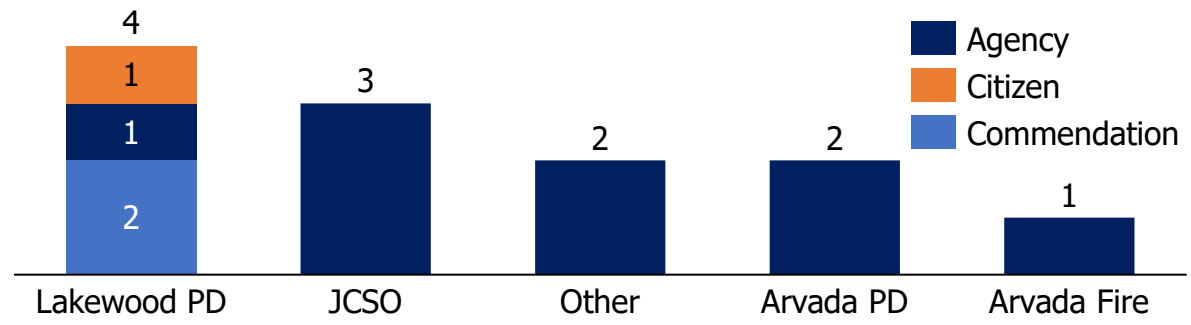
12 Month Trends



Call Volume

Line	Calls	Notes
Outgoing	19,026	7% Increase from May
Incoming - Admin to Bot	30,817	14% Increase from May
Incoming - Admin to Jeffcom	16,051	16% Increase from May
Incoming - 911	21,365	9% Increase from May
Total Incoming to Jeffcom	37,416	12% Increase per day from May

June Inquiries



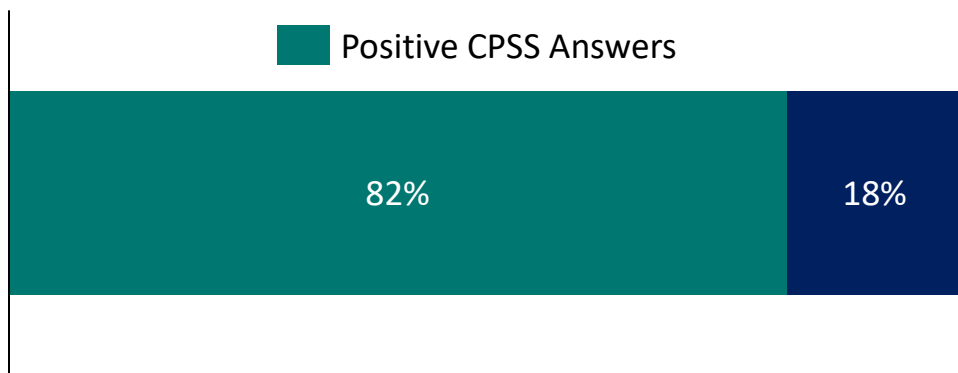


PowerEngage Survey Results

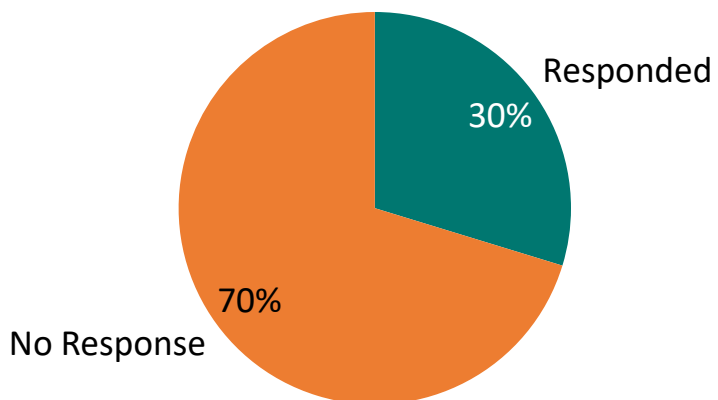


JEFFCOM

Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

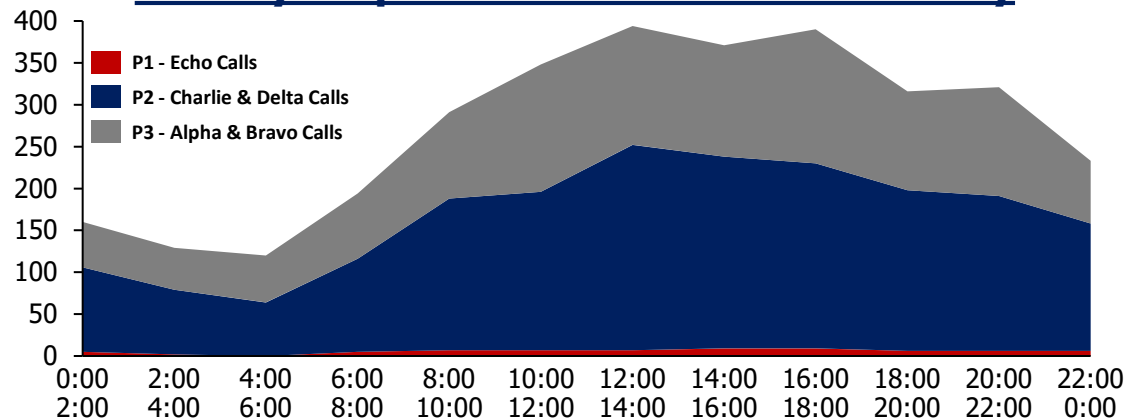


Survey Responses

- Very professional and polite
- She was calm, patient, provided assurance
- Very excellent. I was given clear and consistent instructions and questions to help further the resolution of the situation and what to do if things changed. I was very grateful for the calm response and professional response. Very pleased 😊
- Great calm demeanor and slow clear communication made the call easy to complete
- Good customer service, listened, asked questions, concerned about my safety, asked not to interact, respectful, kept me informed about officer arrival time frame.
- The woman I spoke with on the phone was truly kind and helped calm me down. Thank you so much.

West Metro Fire

Priority Dispatched Calls Per Time of Day



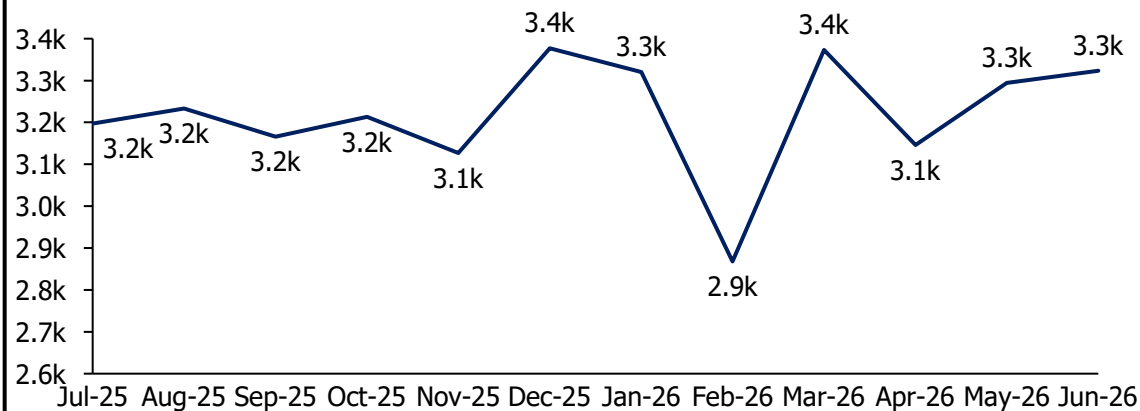
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	216	168	388	97
Monday	14	321	221	556	111
Tuesday	14	328	209	551	110
Wednesday	10	273	168	451	113
Thursday	7	273	156	436	109
Friday	12	271	180	463	116
Saturday	8	265	149	422	106

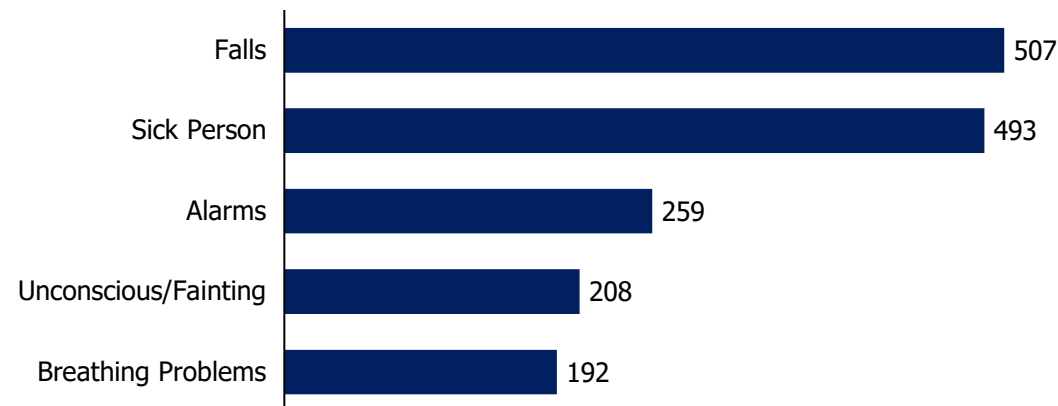
Assignment <1 min 100% 98%

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

Monthly Call Volume



Top Five Problem Natures

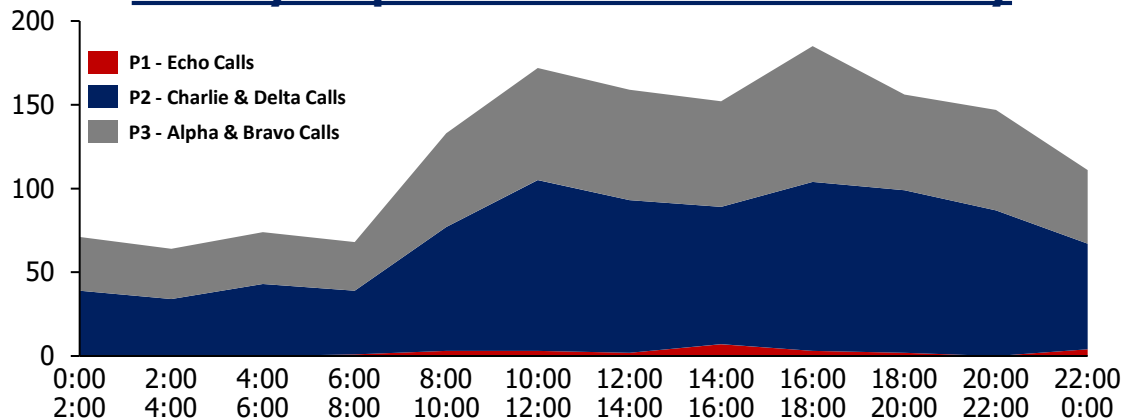




Arvada Fire



Priority Dispatched Calls Per Time of Day



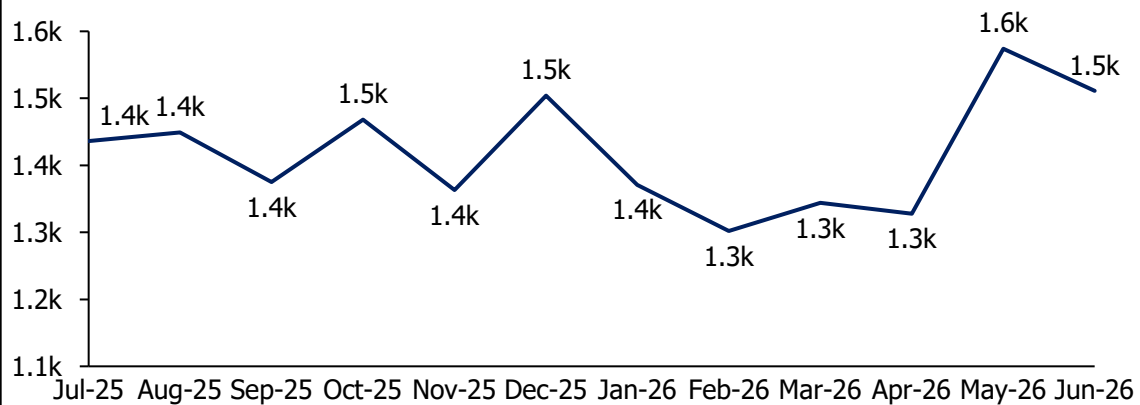
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	6	104	86	196	49
Monday	2	149	104	255	51
Tuesday	6	148	110	264	53
Wednesday	4	106	71	181	45
Thursday	1	125	87	213	53
Friday	3	115	74	192	48
Saturday	3	104	84	191	48

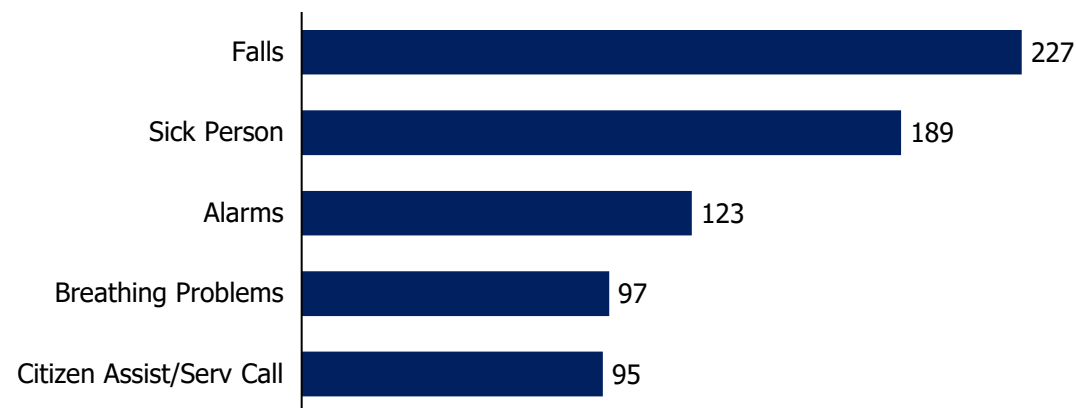
Assignment <1 min 100% 93%

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

Monthly Call Volume



Top Five Problem Natures

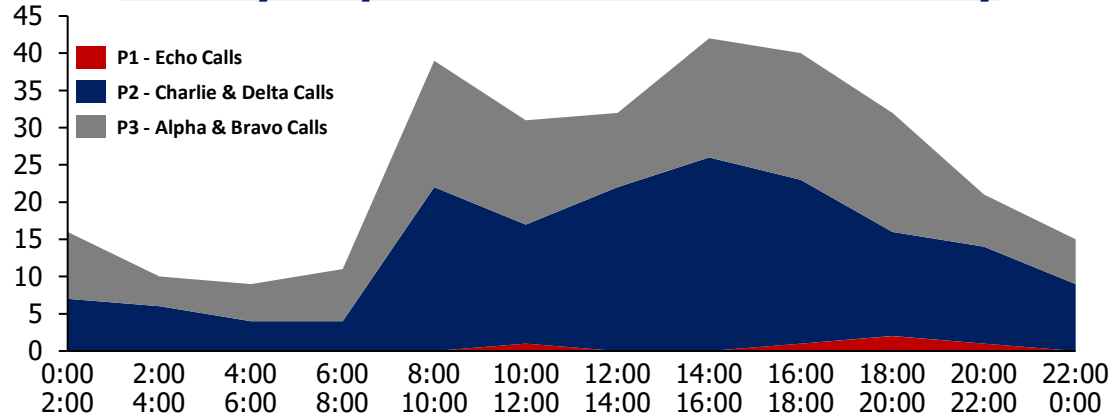




Golden Fire



Priority Dispatched Calls Per Time of Day

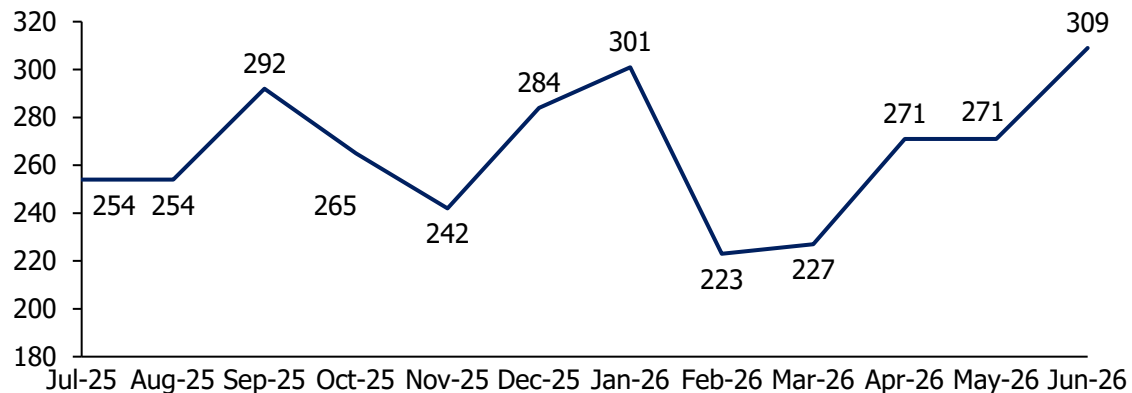


Daily Priority Call Volume and Entry to Assignment

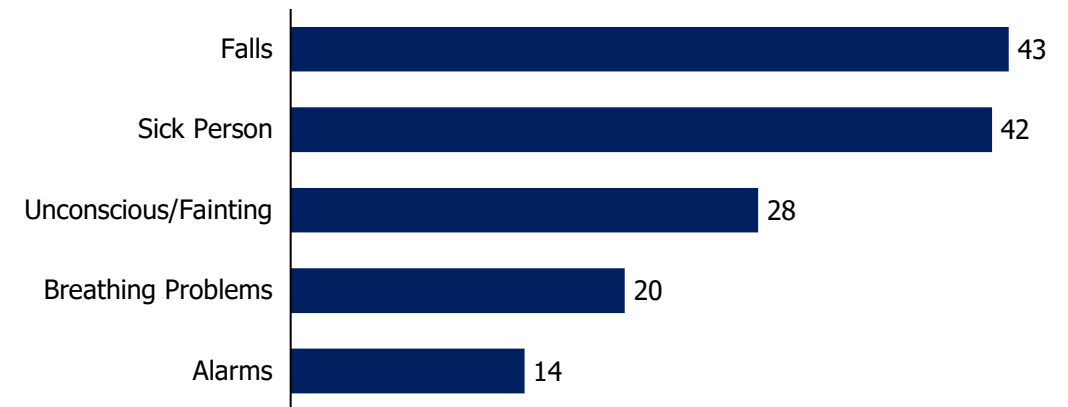
Day of Week	P1	P2	P3	Total	Average
Sunday	0	29	19	48	12
Monday	2	25	18	45	9
Tuesday	1	27	17	45	9
Wednesday	0	23	15	38	10
Thursday	0	19	20	39	10
Friday	2	22	20	44	11
Saturday	0	20	19	39	10
Assignment <1 min	80%	89%			

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

Monthly Call Volume



Top Five Problem Natures

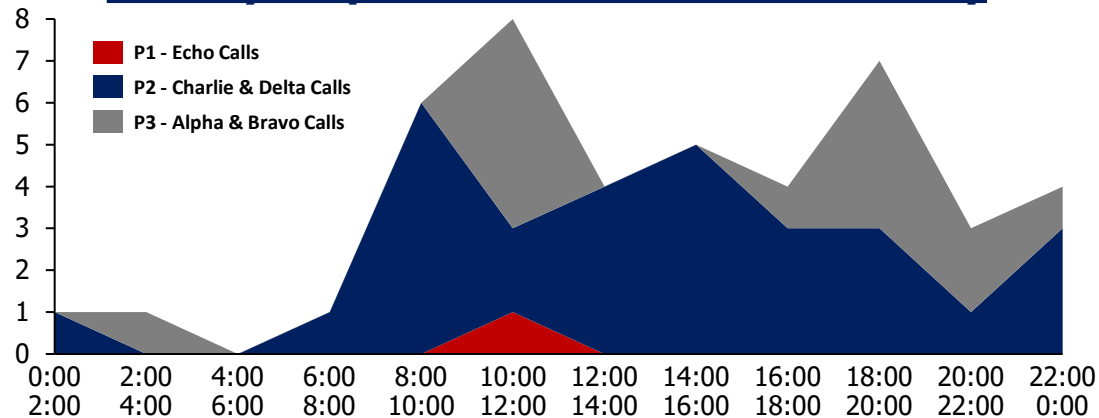




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

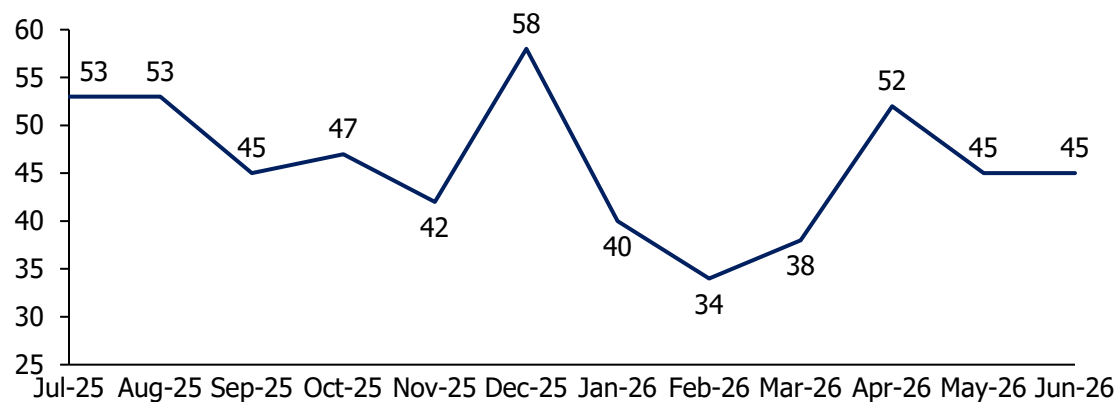


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	3	3	6	1
Tuesday	0	3	4	7	1
Wednesday	0	7	1	8	2
Thursday	0	4	2	6	2
Friday	0	7	0	7	2
Saturday	1	2	3	6	2
Assignment <1 min	100%	76%			

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

Monthly Call Volume



Top Five Problem Natures

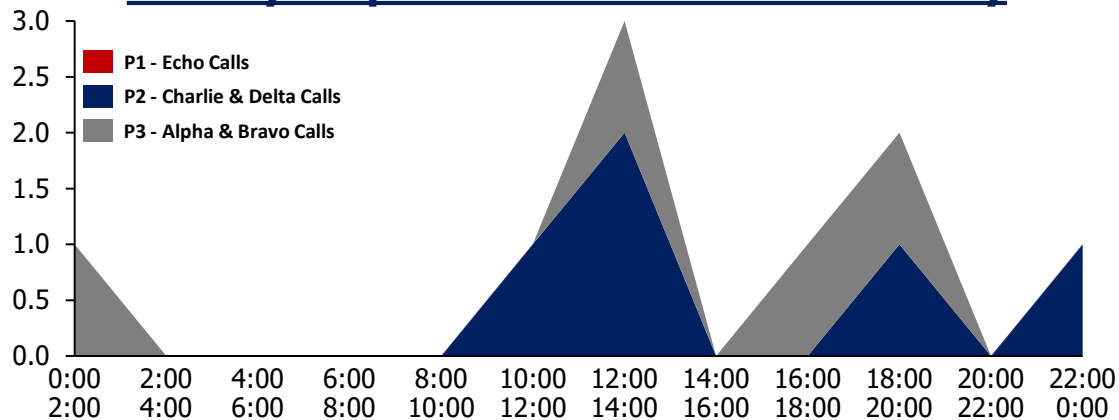




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

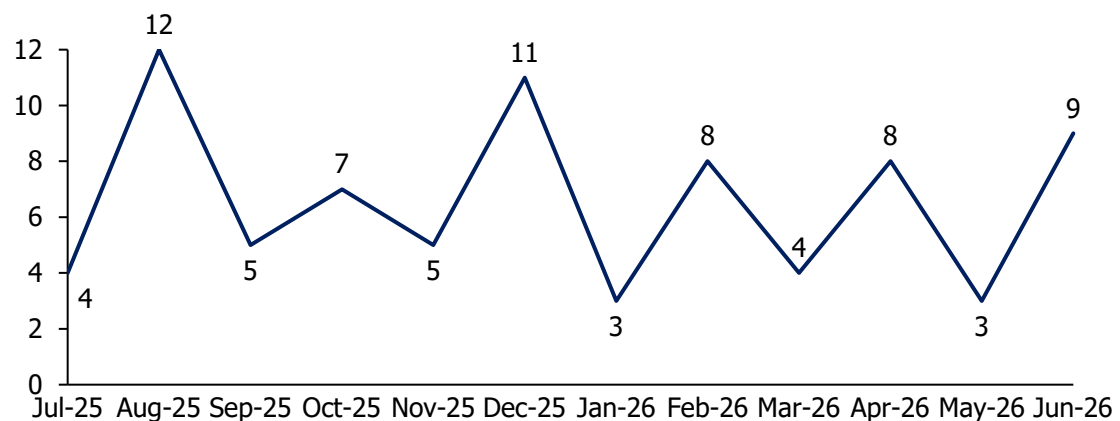


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	0	0	0	0
Tuesday	0	0	1	1	0
Wednesday	0	1	3	4	1
Thursday	0	0	0	0	0
Friday	0	1	0	1	0
Saturday	0	2	0	2	1
Assignment <1 min	N/A	60%			

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

Monthly Call Volume



Problem Natures

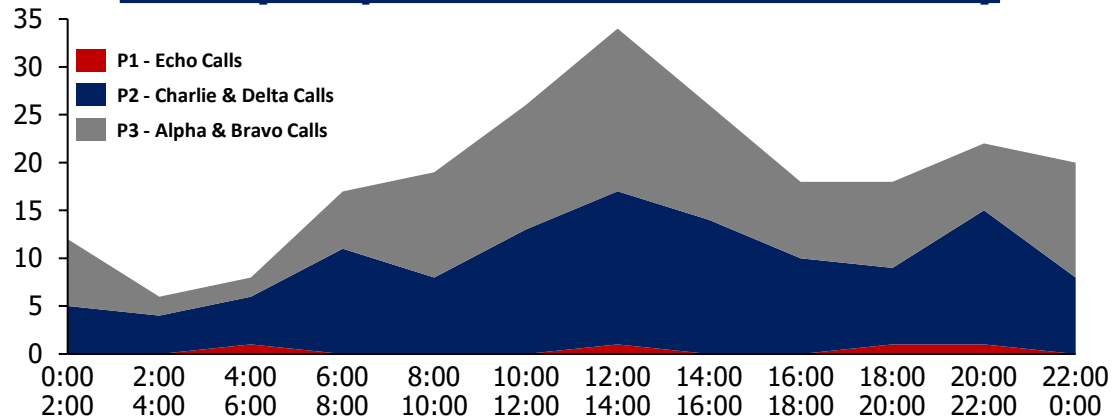




Evergreen Fire



Priority Dispatched Calls Per Time of Day



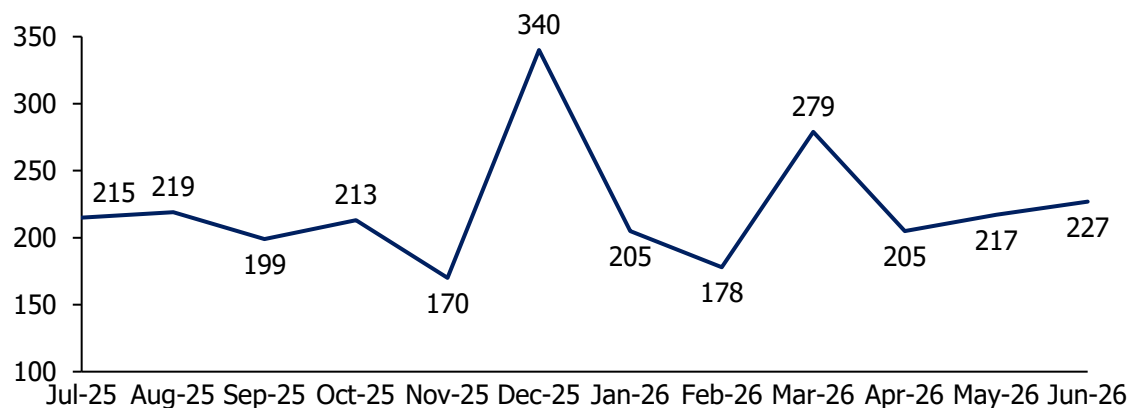
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	13	12	26	7
Monday	0	20	19	39	8
Tuesday	0	16	21	37	7
Wednesday	1	20	15	36	9
Thursday	1	13	13	27	7
Friday	0	13	13	26	7
Saturday	1	21	13	35	9

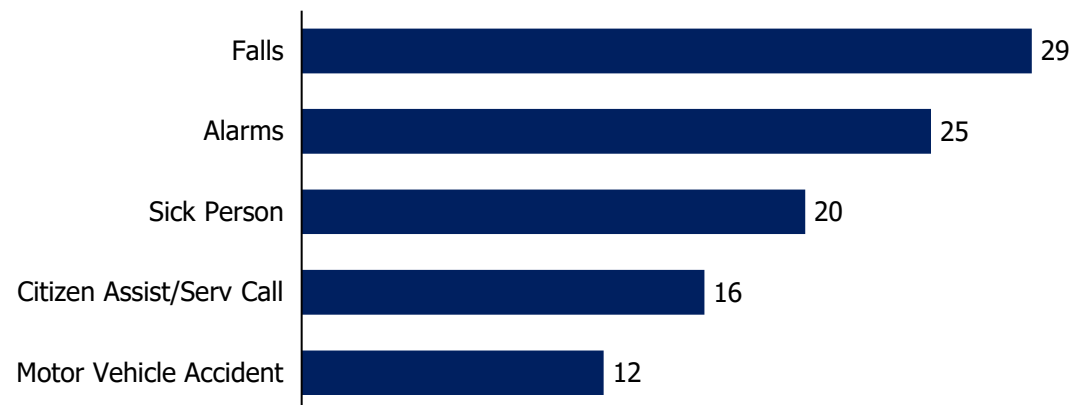
Assignment <1 min 100% 83%

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

Monthly Call Volume



Top Five Problem Natures

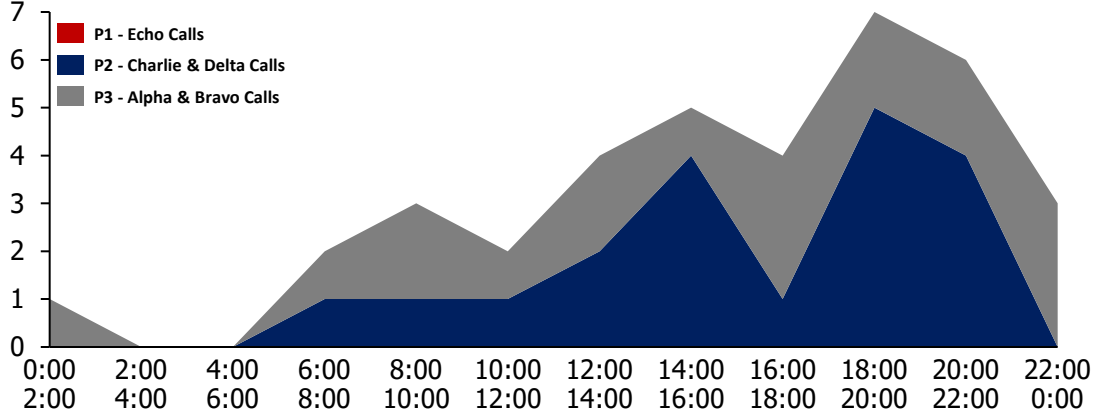




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

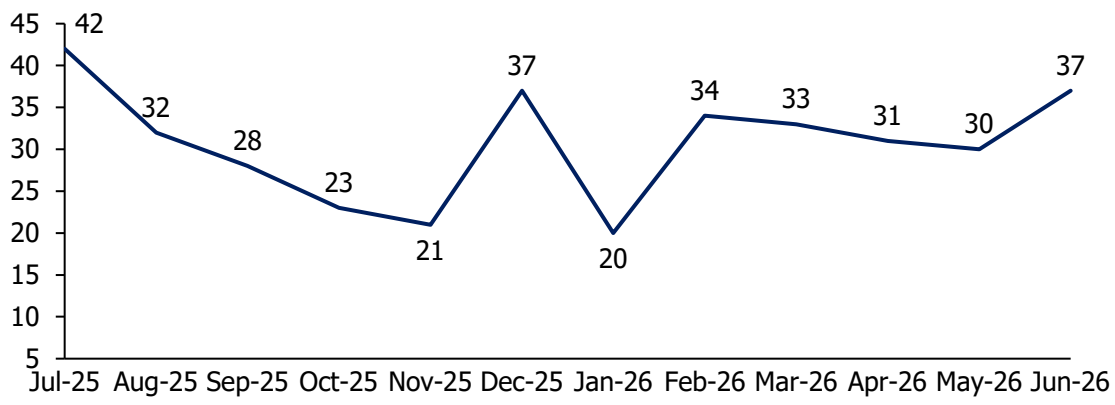


Daily Priority Call Volume and Entry to Assignment

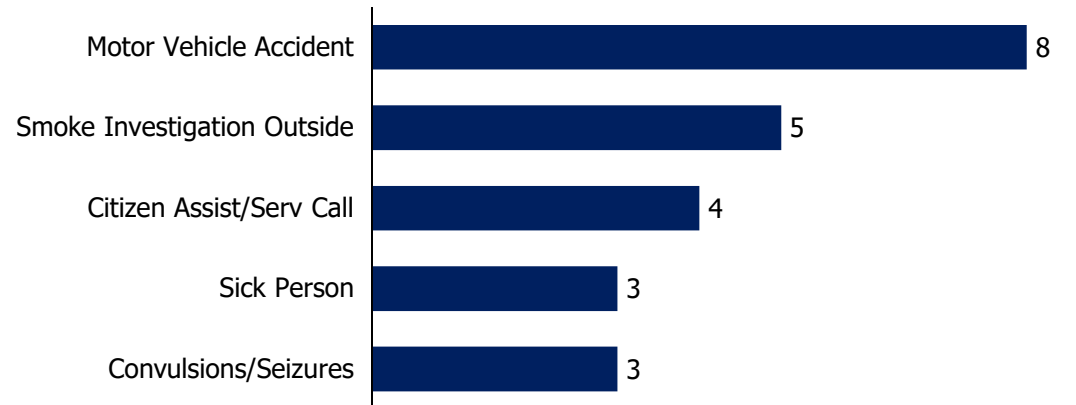
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	1	5	1
Monday	0	2	1	3	1
Tuesday	0	3	3	6	1
Wednesday	0	1	2	3	1
Thursday	0	0	2	2	1
Friday	0	6	2	8	2
Saturday	0	3	7	10	3
Assignment <1 min	N/A	95%			

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

Monthly Call Volume



Top Five Problem Natures

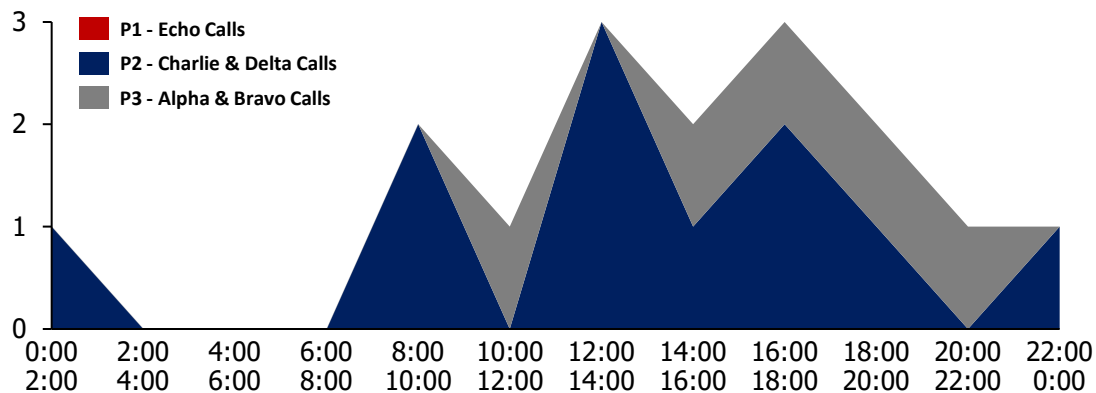




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



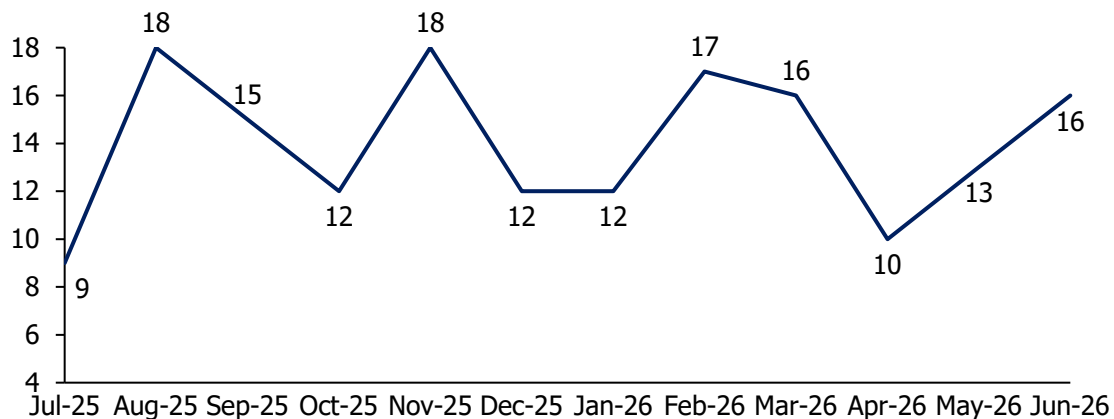
Daily Priority Call Volume and Entry to Assignment

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

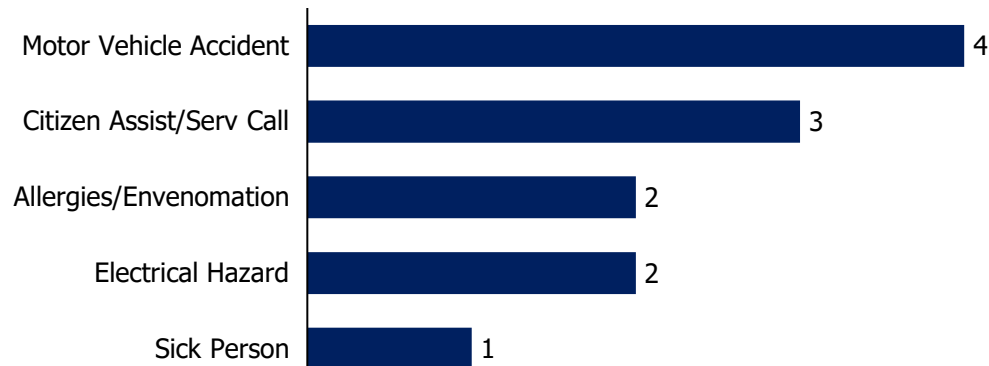
Assignment <1 min N/A 82%

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

Monthly Call Volume



Top Five Problem Natures

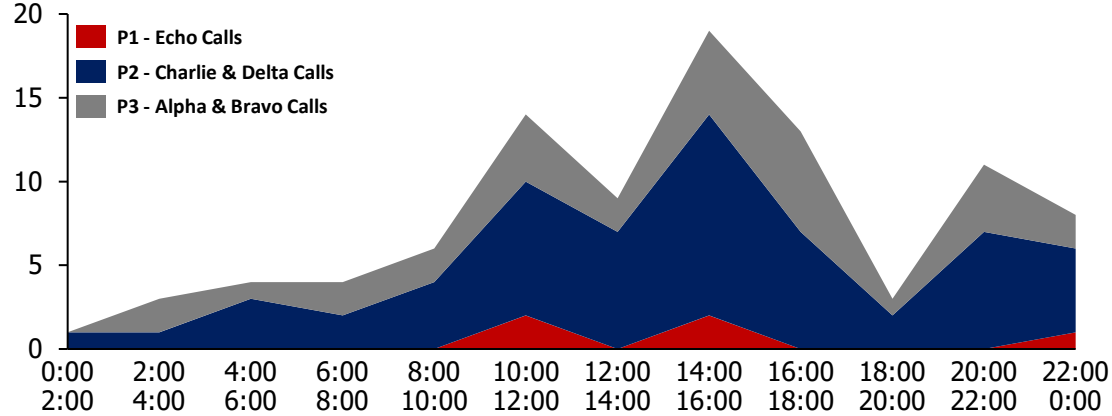




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



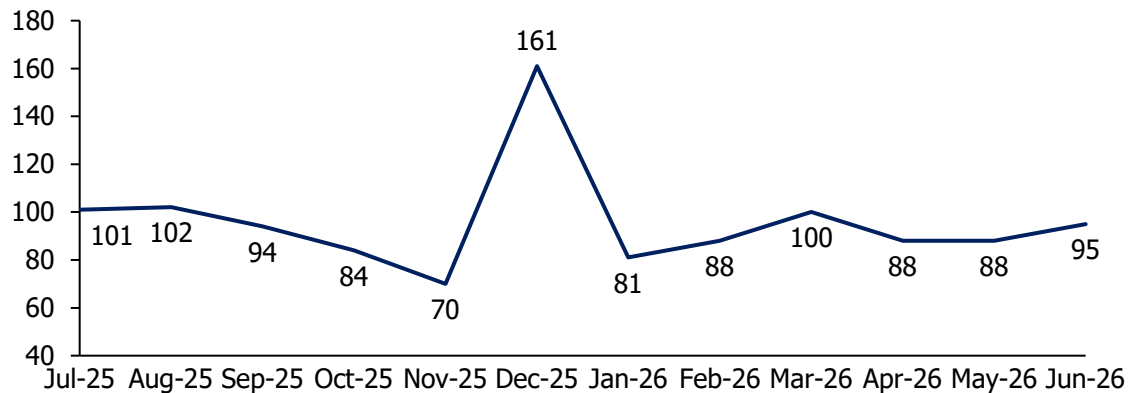
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	5	15	4
Monday	0	16	2	18	4
Tuesday	1	5	10	16	3
Wednesday	1	3	2	6	2
Thursday	0	11	3	14	4
Friday	0	4	4	8	2
Saturday	3	10	5	18	5

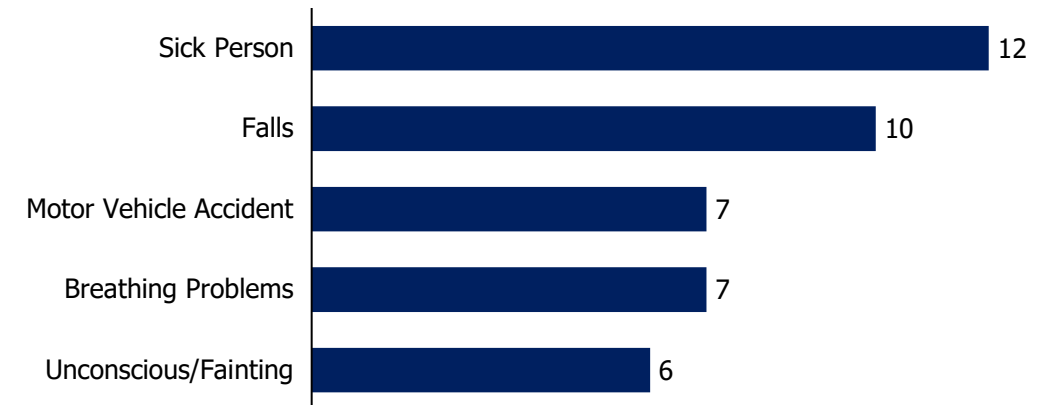
Assignment <1 min 80% 95%

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

Monthly Call Volume



Top Five Problem Natures

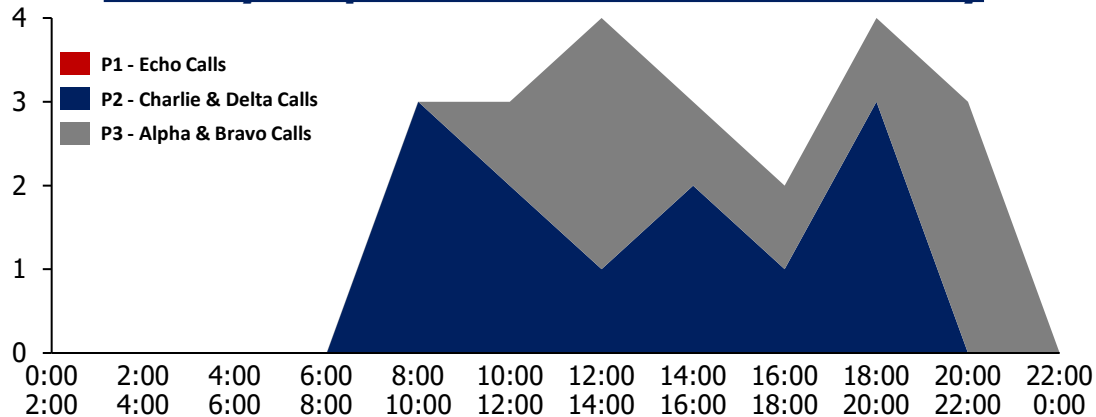




North Fork Fire



Priority Dispatched Calls Per Time of Day

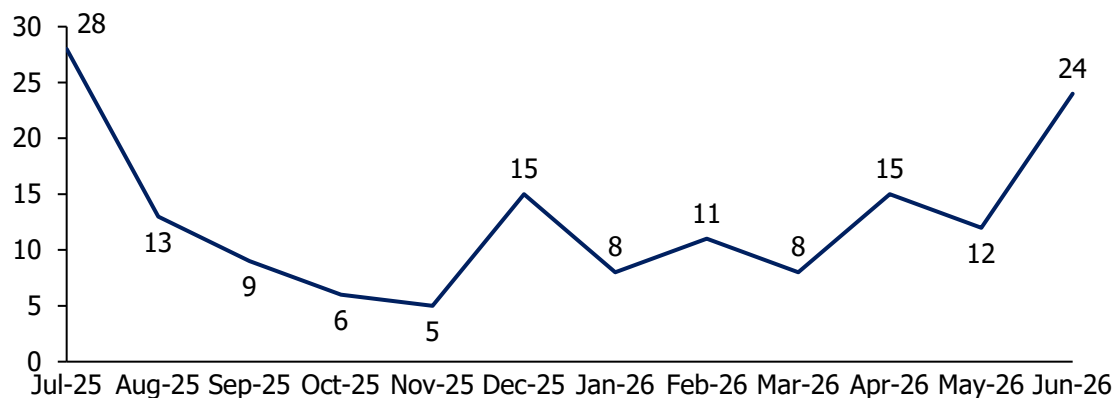


Daily Priority Call Volume and Entry to Assignment

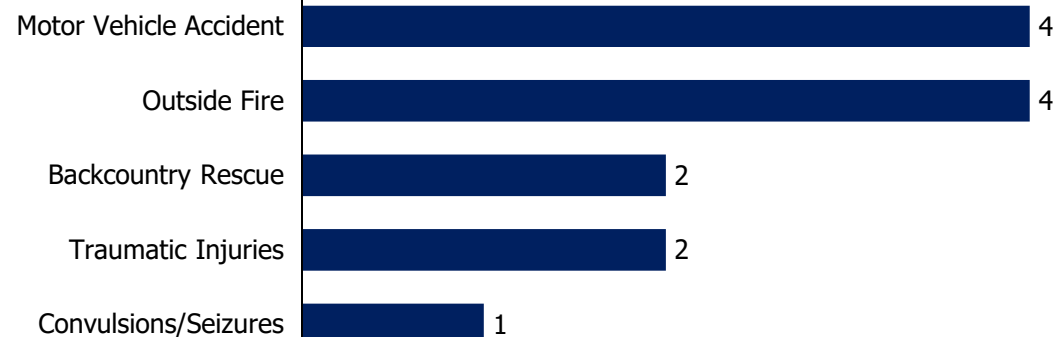
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	0	2	2	0
Tuesday	0	1	1	2	0
Wednesday	0	2	0	2	1
Thursday	0	5	5	10	3
Friday	0	1	1	2	1
Saturday	0	1	1	2	1
Assignment <1 min	N/A	83%			

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

Monthly Call Volume



Problem Natures

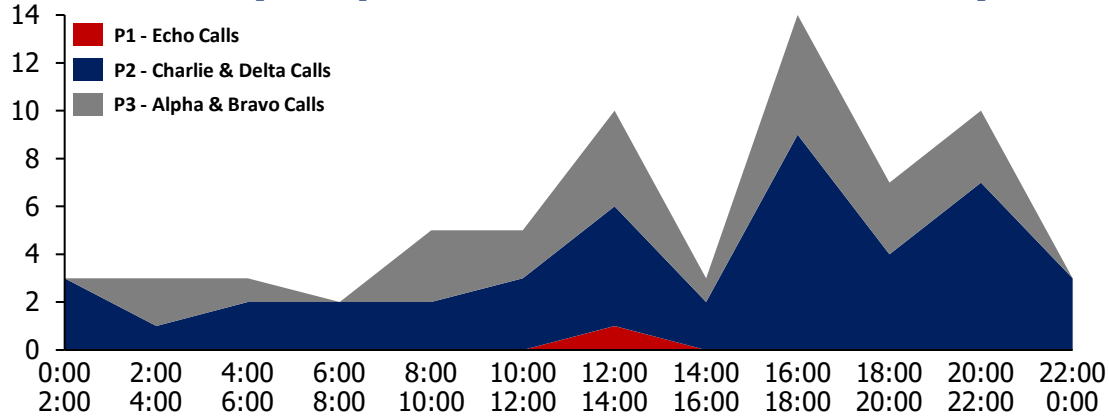




Highland Rescue



Priority Dispatched Calls Per Time of Day



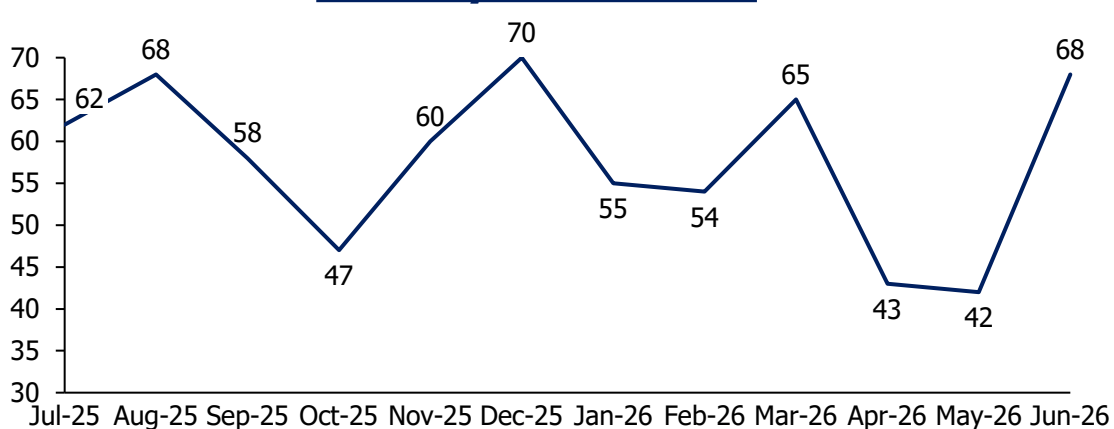
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	2	10	3
Monday	0	9	4	13	3
Tuesday	0	5	3	8	2
Wednesday	1	5	1	7	2
Thursday	0	5	4	9	2
Friday	0	4	5	9	2
Saturday	0	7	5	12	3

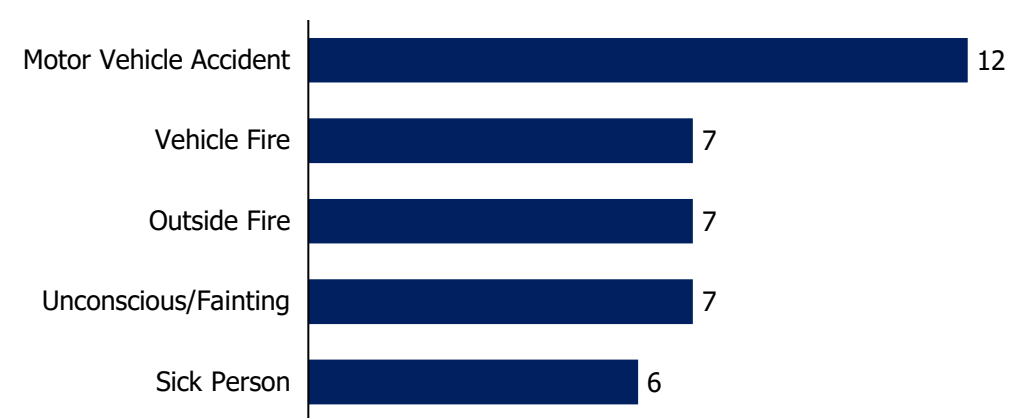
Assignment <1 min 100% 77%

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

Monthly Call Volume



Top Five Problem Natures

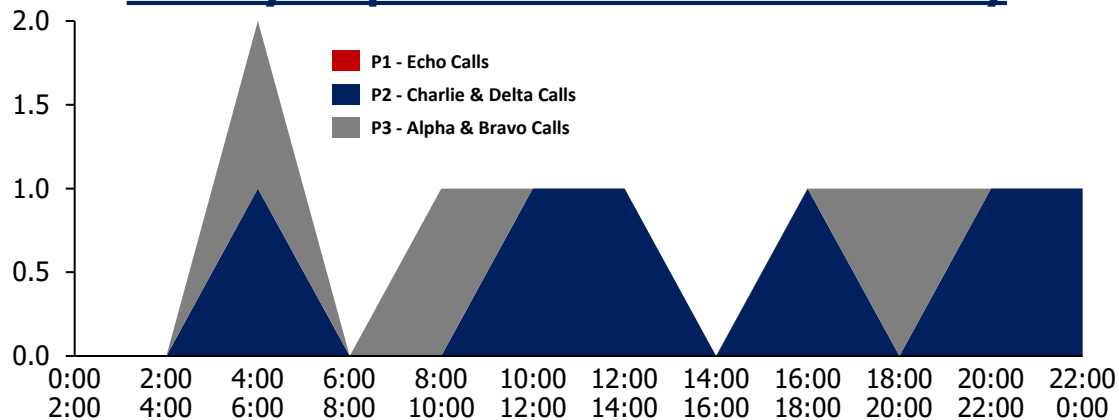




Genesee Fire



Priority Dispatched Calls Per Time of Day

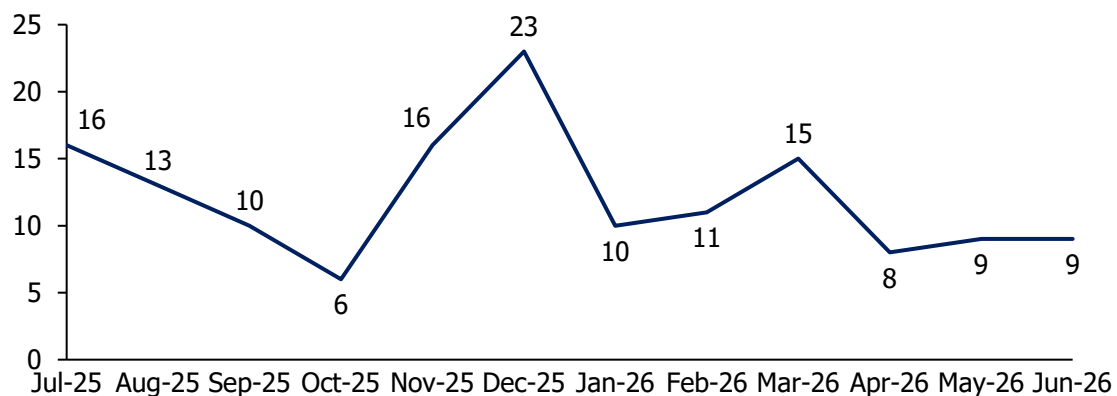


Daily Priority Call Volume and Entry to Assignment

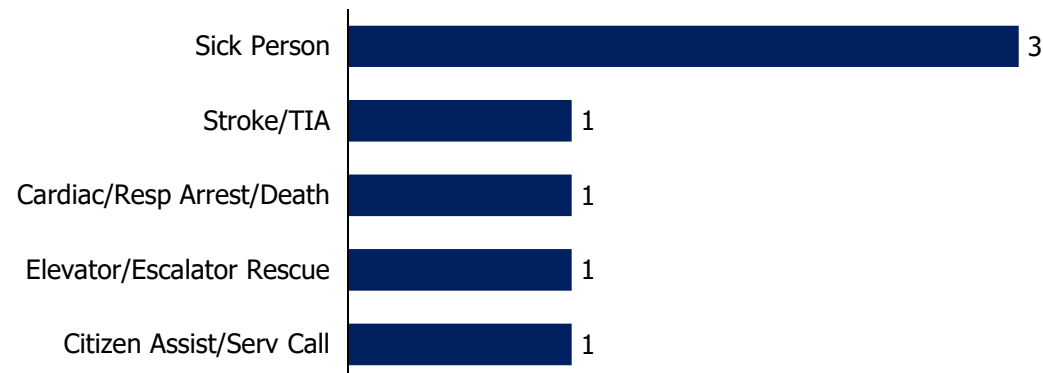
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	1	1	2	0
Tuesday	0	2	1	3	1
Wednesday	0	2	0	2	1
Thursday	0	0	0	0	0
Friday	0	1	0	1	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures

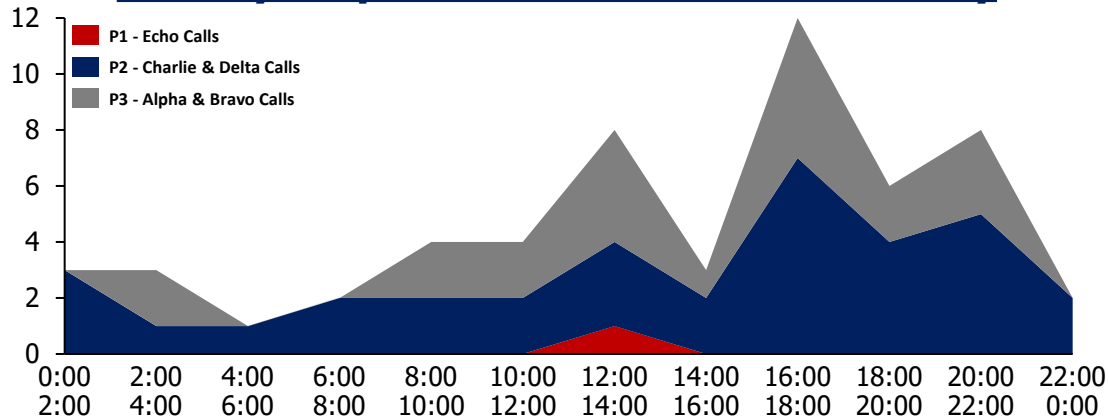




Foothills Fire



Priority Dispatched Calls Per Time of Day



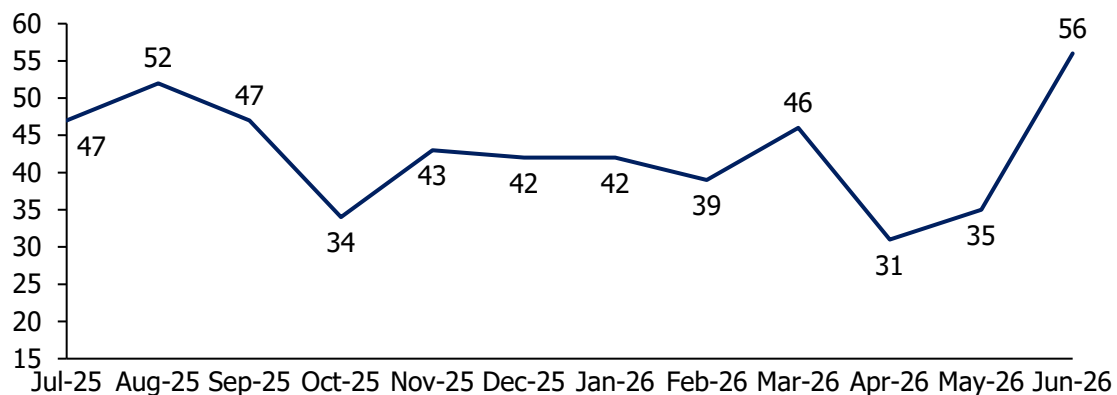
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	1	9	2
Monday	0	6	3	9	2
Tuesday	0	2	2	4	1
Wednesday	1	3	1	5	1
Thursday	0	5	4	9	2
Friday	0	2	5	7	2
Saturday	0	8	5	13	3

Assignment <1 min 100% 76%

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

Monthly Call Volume



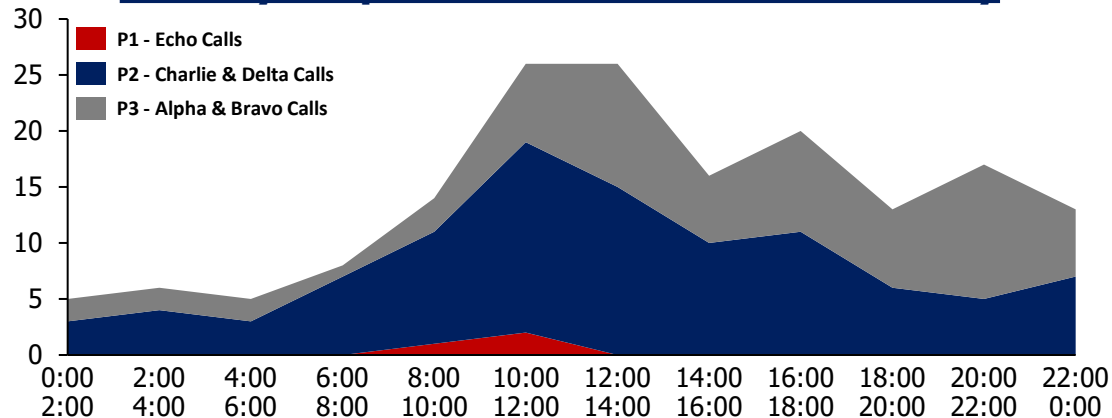
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day

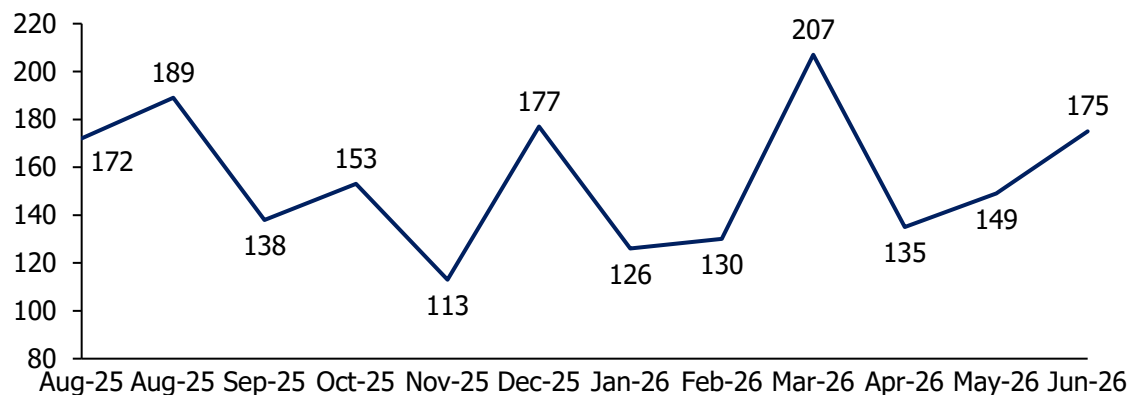


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	15	15	31	8
Monday	0	15	8	23	5
Tuesday	0	20	6	26	5
Wednesday	0	11	6	17	4
Thursday	1	8	10	19	5
Friday	0	19	6	25	6
Saturday	1	10	17	28	7
Assignment <1 min	33%	79%			

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

Monthly Call Volume



Top Five Problem Natures

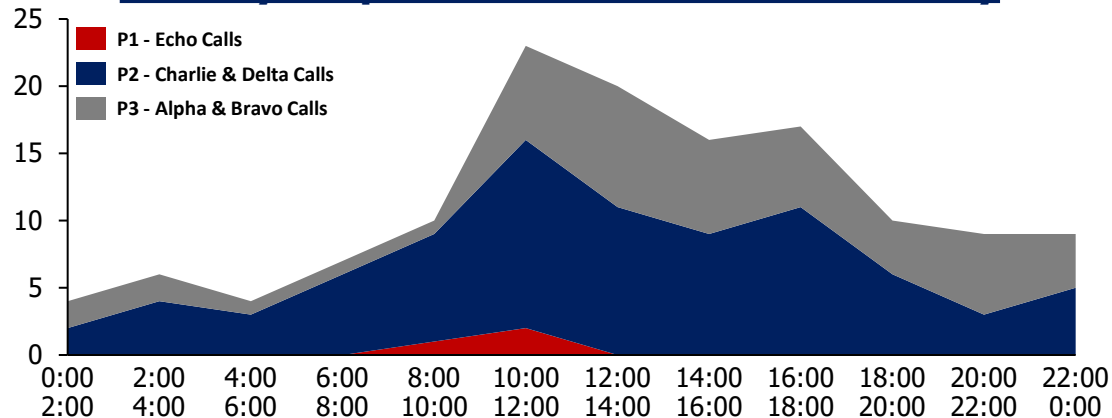




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

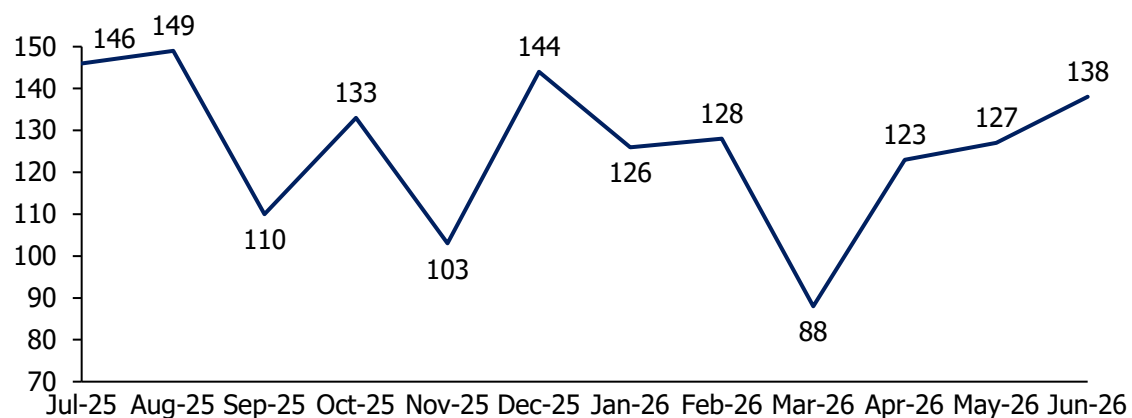


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	14	10	25	6
Monday	0	13	6	19	4
Tuesday	0	16	4	20	4
Wednesday	0	8	5	13	3
Thursday	1	6	7	14	4
Friday	0	16	5	21	5
Saturday	1	9	13	23	6
Assignment <1 min	33%	80%			

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

Monthly Call Volume



Top Five Problem Natures

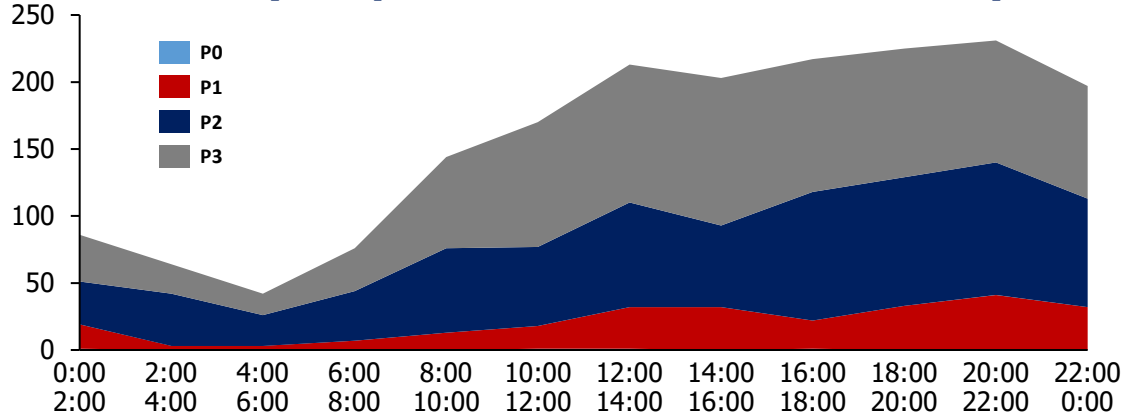




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

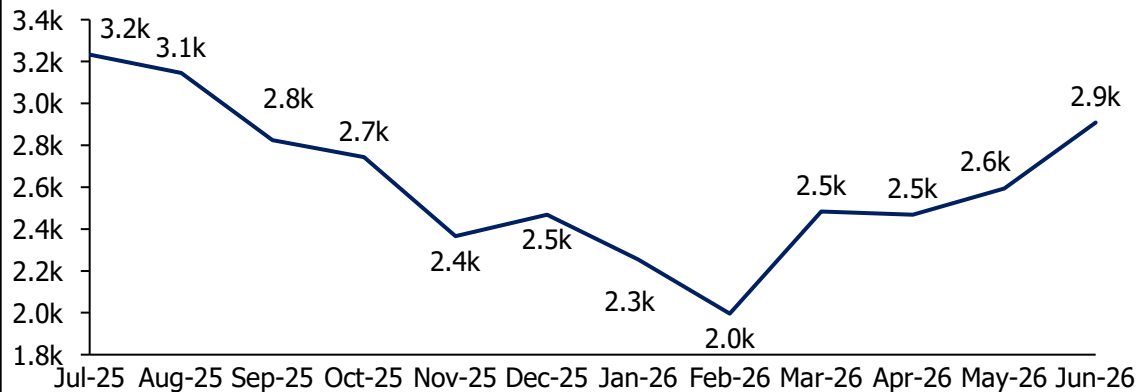


Daily Priority Call Volume and Entry to Assignment

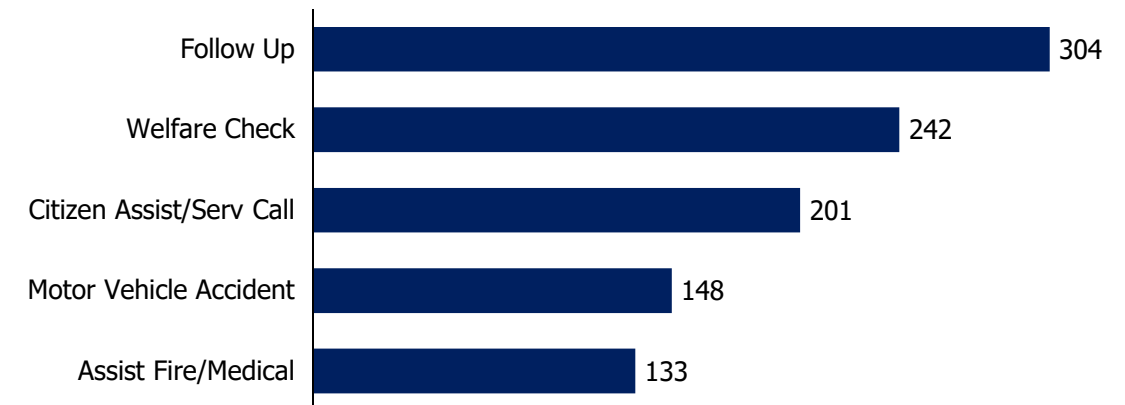
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	3	35	79	113	230	58
Monday	0	42	131	150	323	65
Tuesday	0	40	124	147	311	62
Wednesday	0	38	97	122	257	64
Thursday	1	39	102	98	240	60
Friday	0	19	115	112	246	62
Saturday	0	38	116	107	261	65
Assignment <2 min		86%	58%			
Assignment <4 min		97%	85%			

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

Monthly Call Volume



Top Five Problem Natures

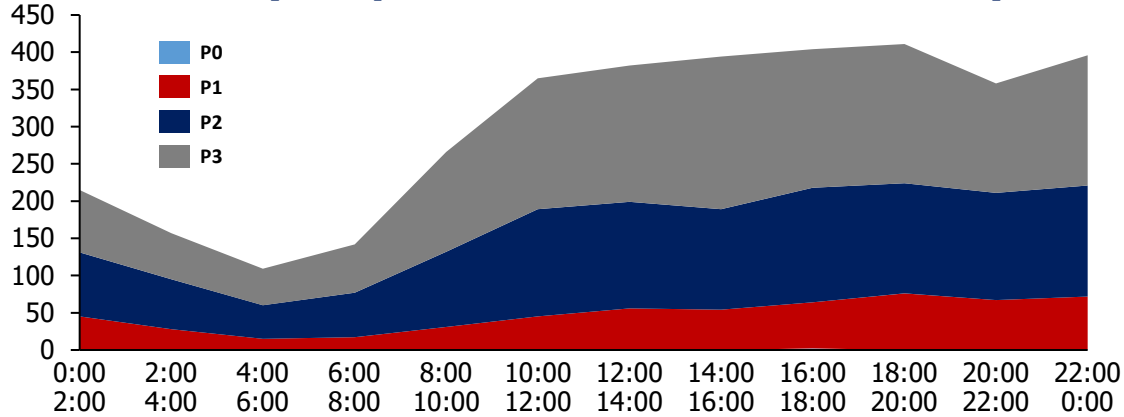




Lakewood PD



Priority Dispatched Calls Per Time of Day

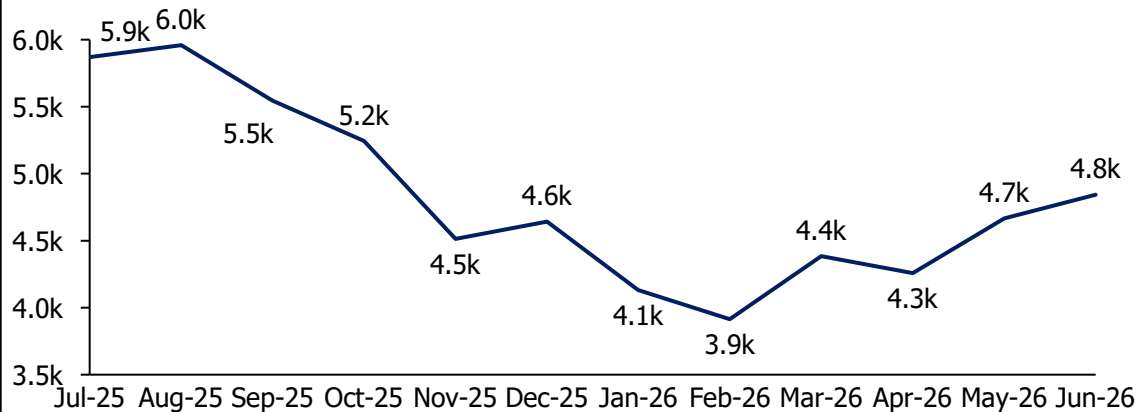


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	76	155	197	428	107
Monday	2	81	234	269	586	117
Tuesday	0	80	245	292	617	123
Wednesday	1	78	179	214	472	118
Thursday	0	67	173	232	472	118
Friday	1	89	181	255	526	132
Saturday	1	94	209	194	498	125
Assignment <2 min		71%	44%			
Assignment <4 min		83%	65%			

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

Monthly Call Volume



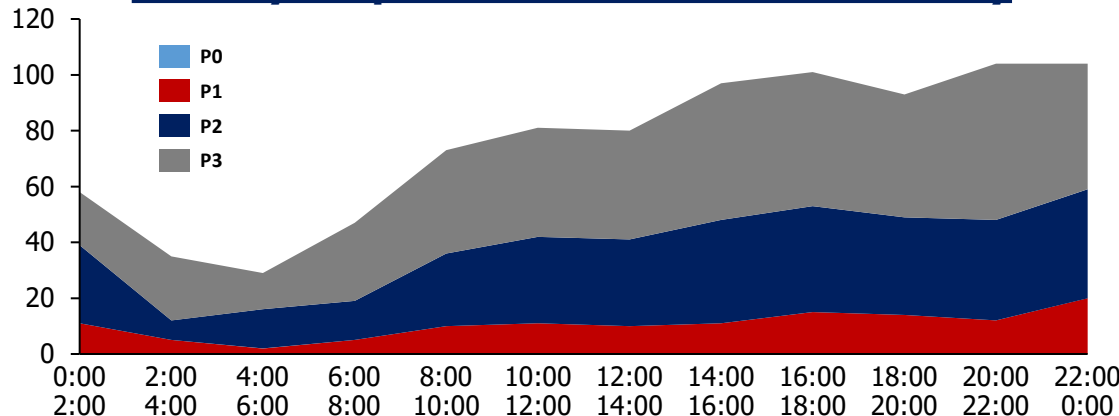
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

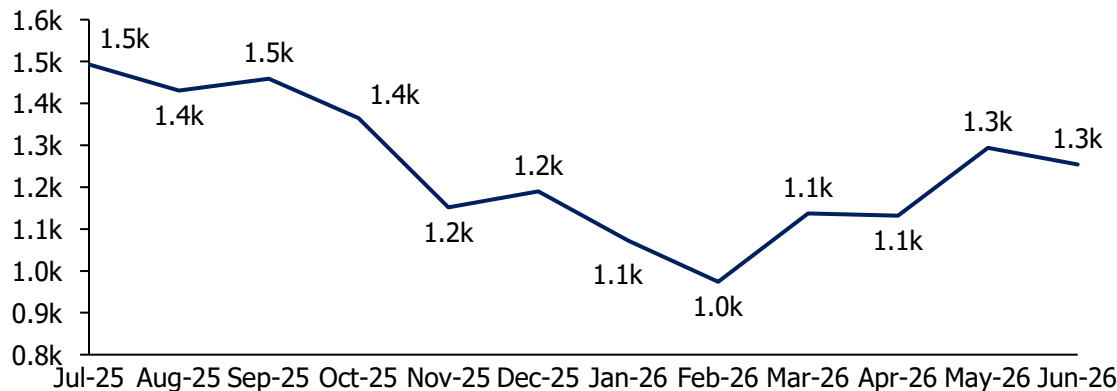


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	15	42	49	106	27
Monday	0	22	61	64	147	29
Tuesday	0	24	60	80	164	33
Wednesday	0	16	58	63	137	34
Thursday	0	11	34	60	105	26
Friday	0	13	41	66	120	30
Saturday	0	25	40	58	123	31
Assignment <2 min		86%	53%			
Assignment <4 min		93%	73%			

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

Monthly Call Volume



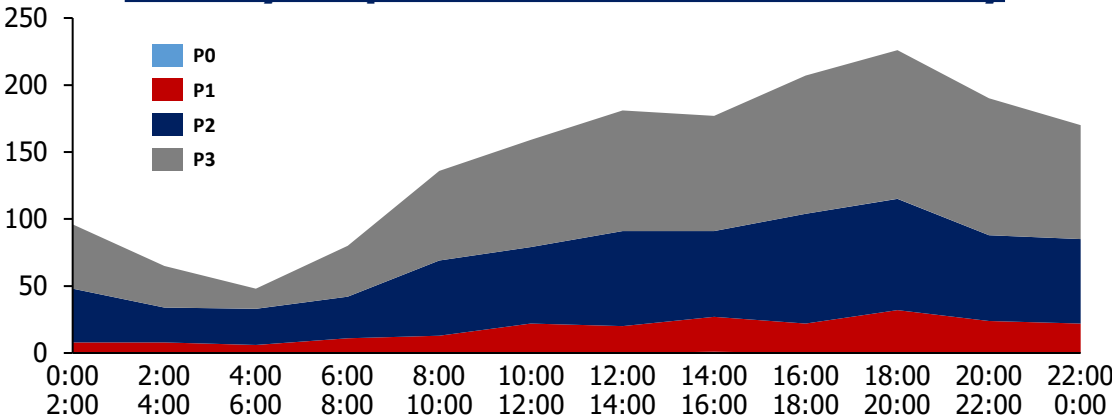
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

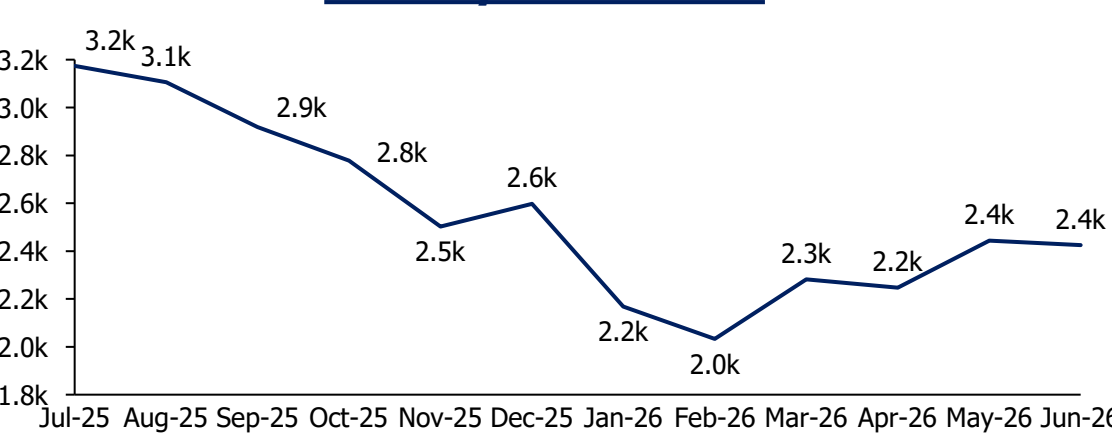


Daily Priority Call Volume and Entry to Assignment

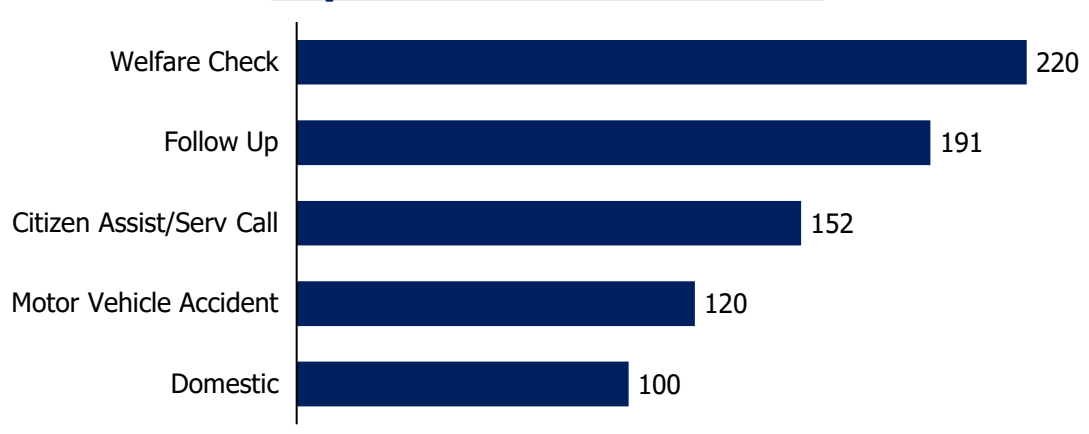
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	35	93	104	233	58
Monday	0	30	119	146	295	59
Tuesday	0	35	97	148	280	56
Wednesday	0	24	94	118	236	59
Thursday	0	28	100	111	239	60
Friday	0	35	80	115	230	58
Saturday	0	27	81	114	222	56
Assignment <2 min		80%	63%			
Assignment <4 min		91%	81%			

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

Monthly Call Volume



Top Five Problem Natures

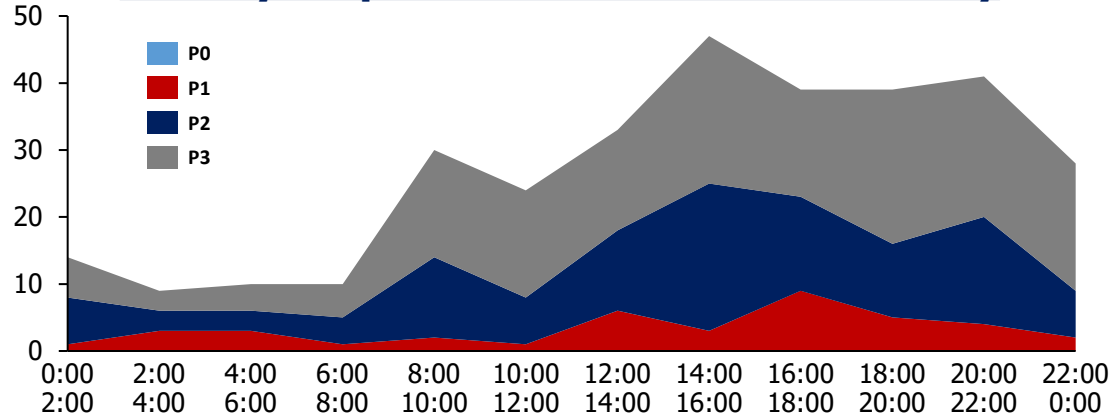




Golden PD



Priority Dispatched Calls Per Time of Day

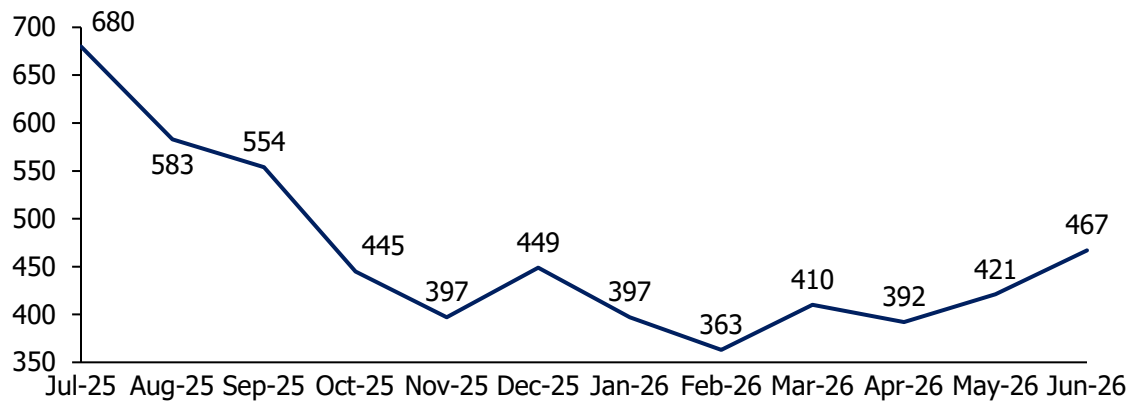


Daily Priority Call Volume and Entry to Assignment

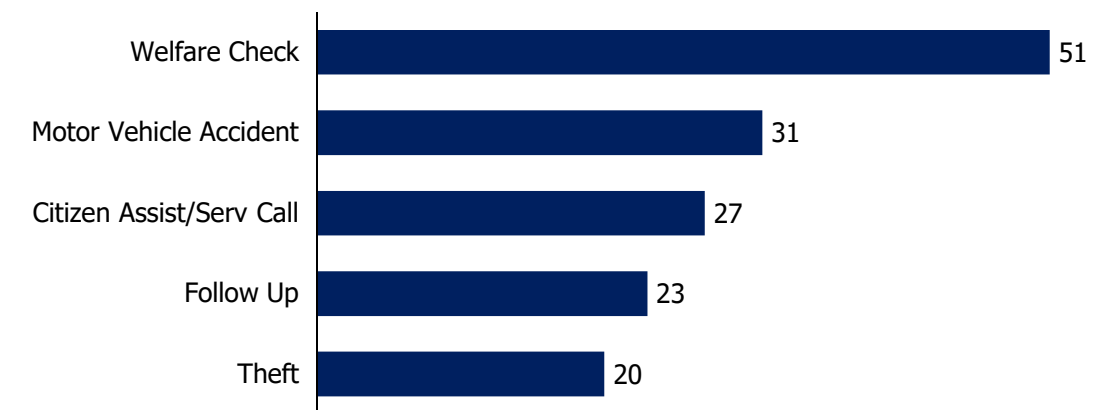
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	21	15	41	10
Monday	0	11	11	40	62	12
Tuesday	0	4	19	24	47	9
Wednesday	0	3	20	18	41	10
Thursday	0	5	15	18	38	10
Friday	0	4	24	30	58	15
Saturday	0	8	8	21	37	9
Assignment <2 min		90%	60%			
Assignment <4 min		95%	83%			

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

Monthly Call Volume



Top Five Problem Natures

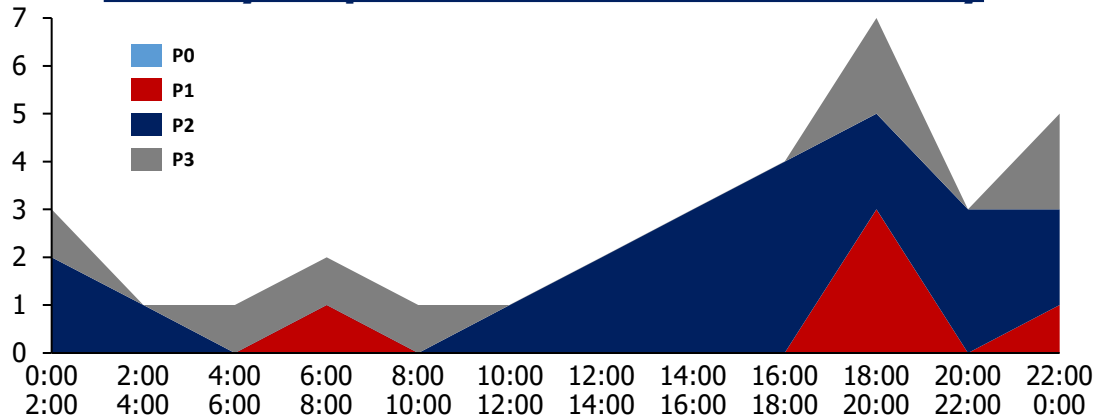




Lakeside PD



Priority Dispatched Calls Per Time of Day

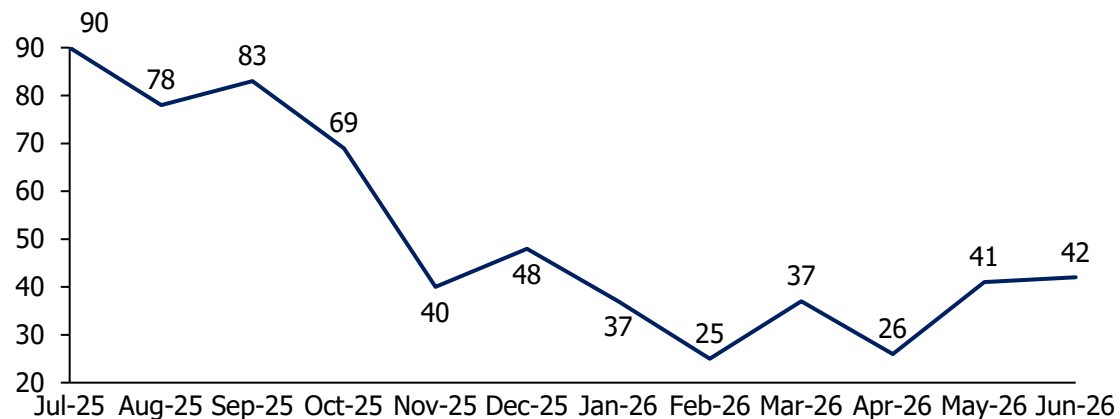


Daily Priority Call Volume and Entry to Assignment

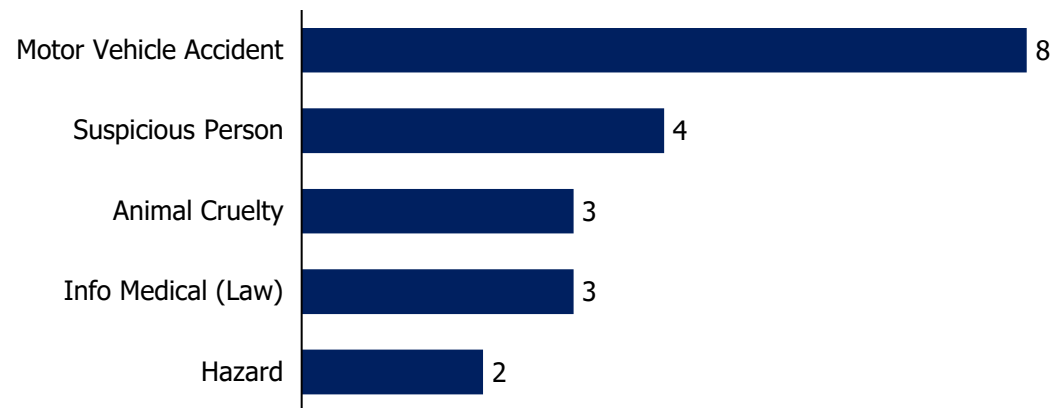
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	0	3	1
Monday	0	3	4	2	9	2
Tuesday	0	0	4	0	4	1
Wednesday	0	1	1	1	3	1
Thursday	0	1	3	3	7	2
Friday	0	0	0	1	1	0
Saturday	0	0	5	1	6	2
Assignment <2 min		100%	70%			
Assignment <4 min		100%	90%			

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

Monthly Call Volume



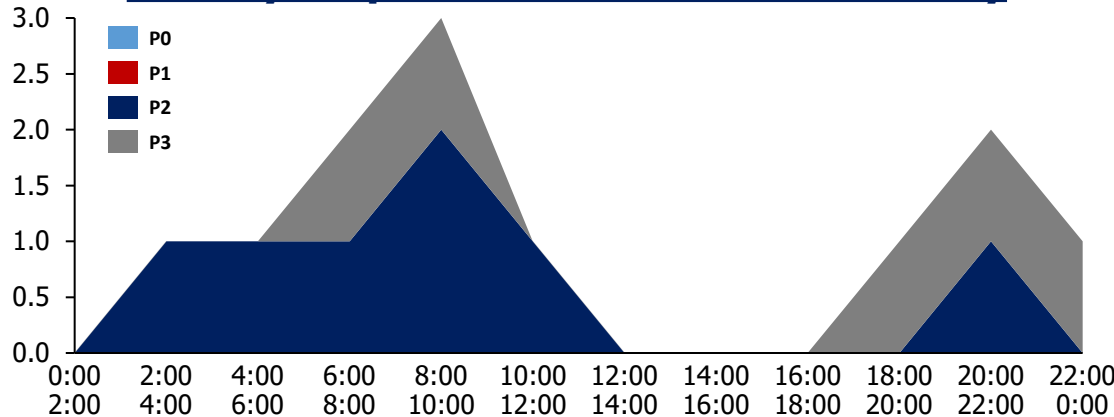
Top Five Problem Natures





Mountain View PD

Priority Dispatched Calls Per Time of Day

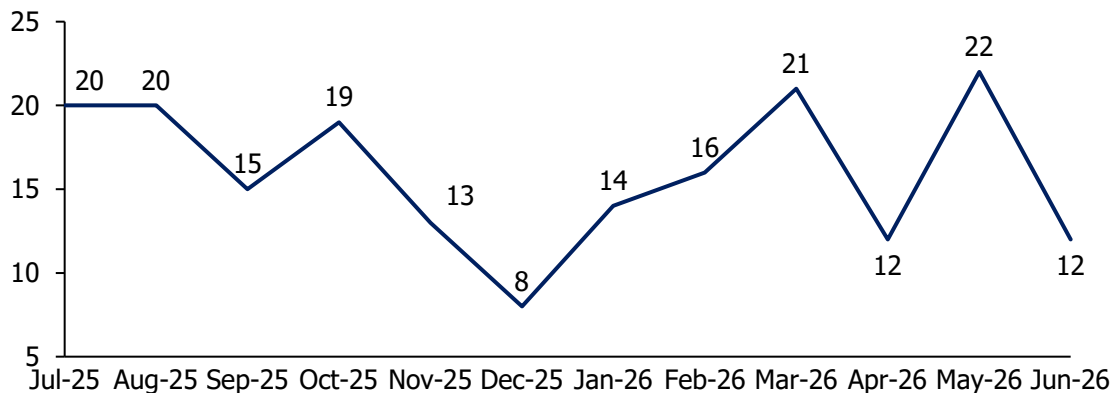


Daily Priority Call Volume and Entry to Assignment

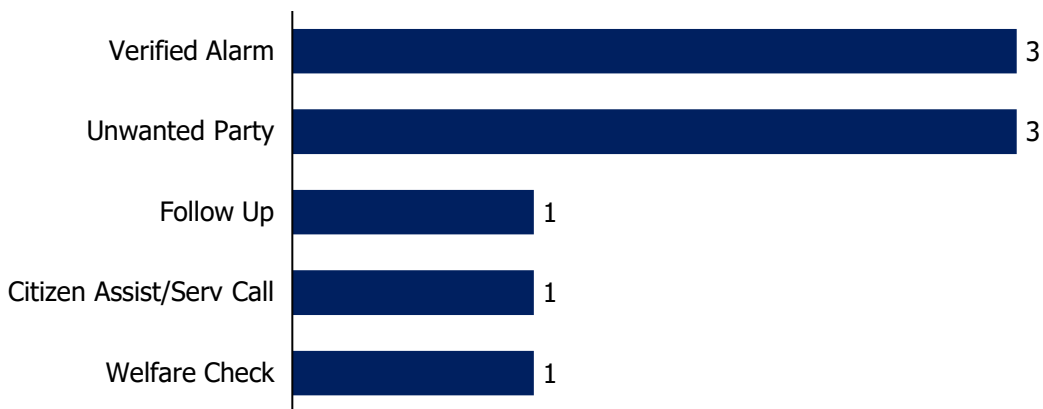
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	0	1	1	0
Tuesday	0	0	2	1	3	1
Wednesday	0	0	3	1	4	1
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	0	1	2	3	1
Assignment <2 min		N/A	71%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures

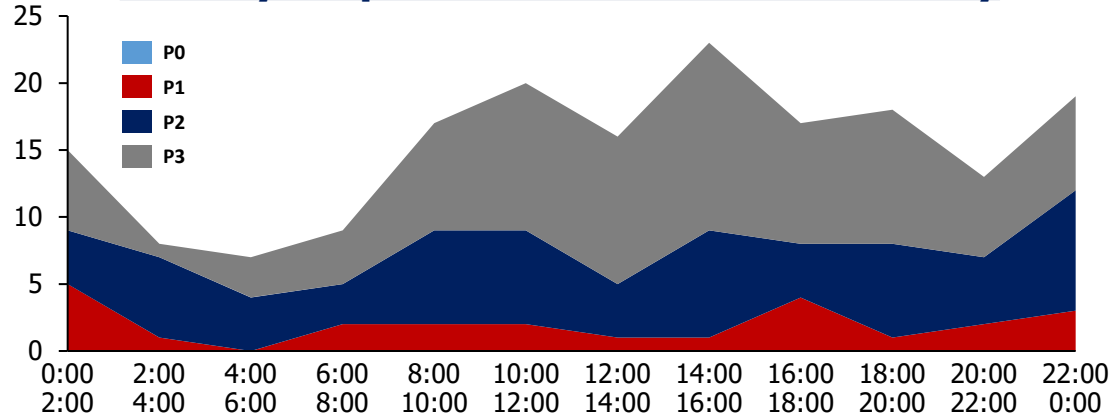




Edgewater PD



Priority Dispatched Calls Per Time of Day

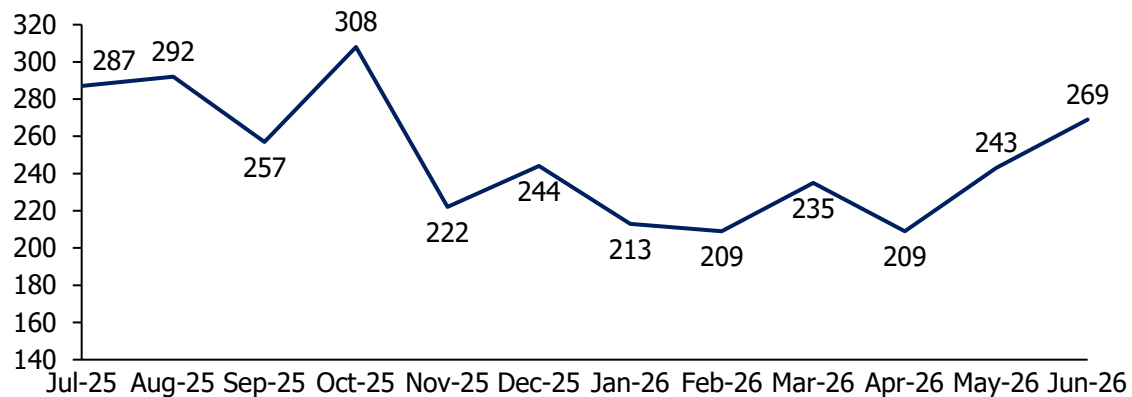


Daily Priority Call Volume and Entry to Assignment

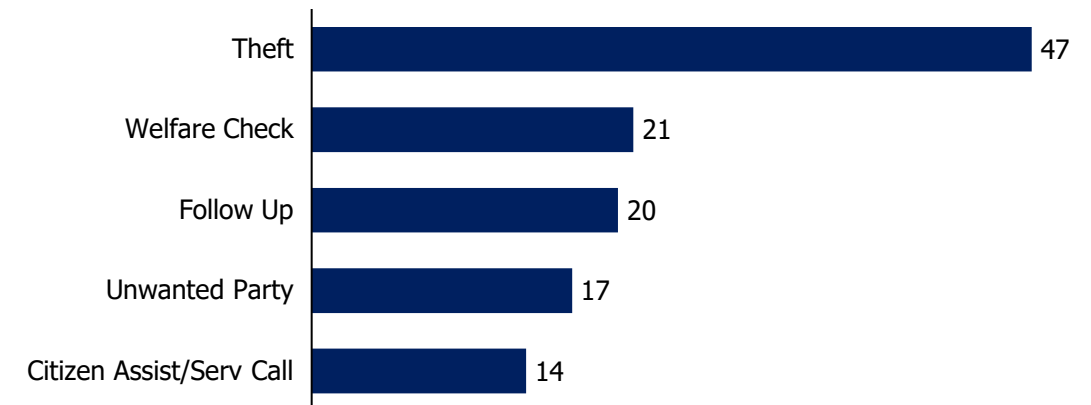
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	11	11	28	6
Monday	0	1	4	9	14	4
Tuesday	0	2	7	18	27	7
Wednesday	0	2	9	8	19	5
Thursday	0	2	8	13	23	6
Friday	0	6	12	14	32	6
Saturday	0	5	17	17	39	8
Assignment <2 min		79%	65%			
Assignment <4 min		100%	85%			

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

Monthly Call Volume



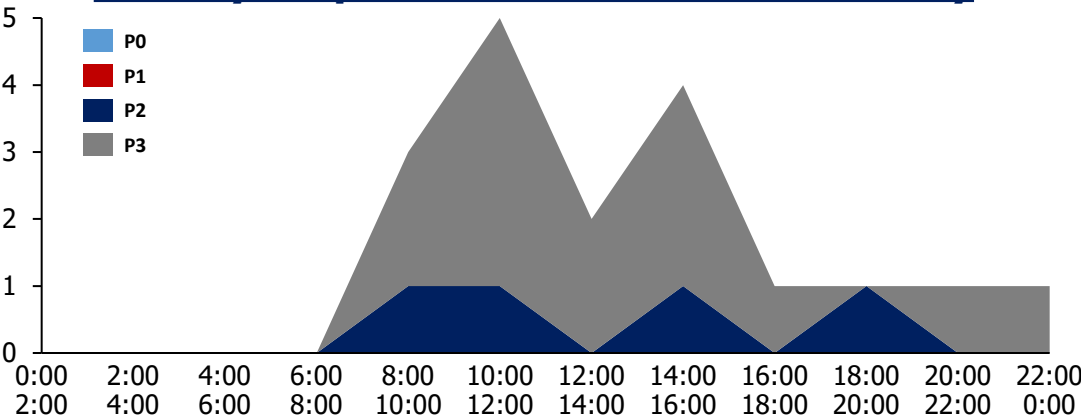
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

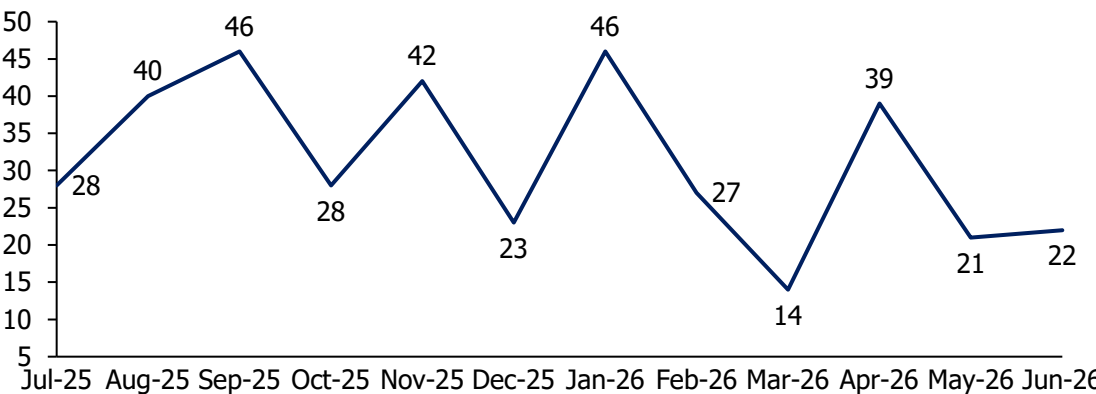


Daily Priority Call Volume and Entry to Assignment

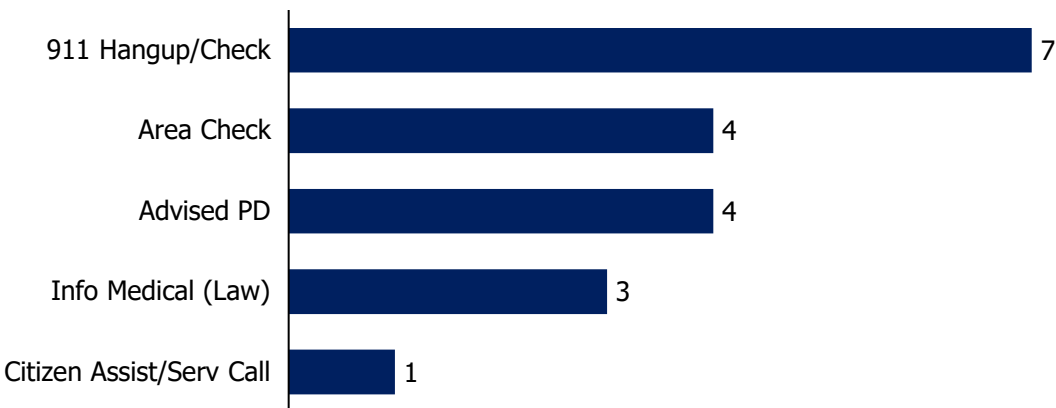
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	0	2	2	0
Tuesday	0	0	1	2	3	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	2	2	4	1
Friday	0	0	1	3	4	1
Saturday	0	0	0	3	3	1
Assignment <2 min		N/A	100%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures



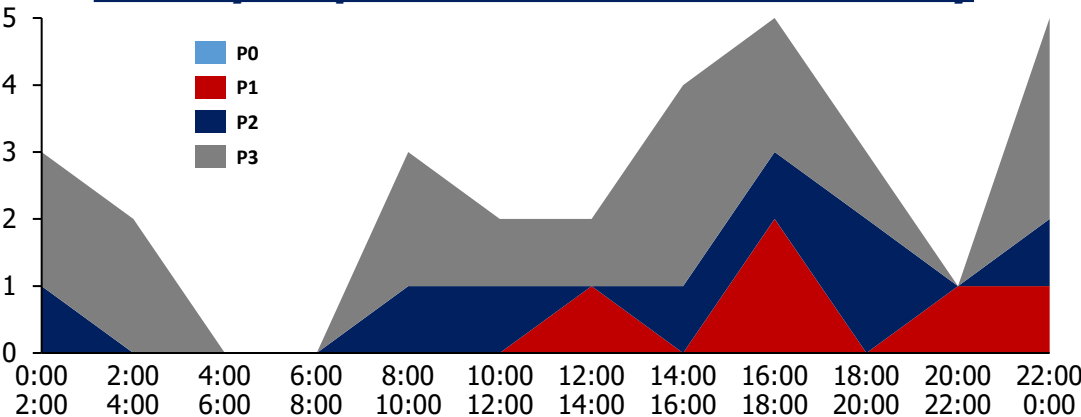


Morrison PD

(JCSO Response)



Priority Dispatched Calls Per Time of Day

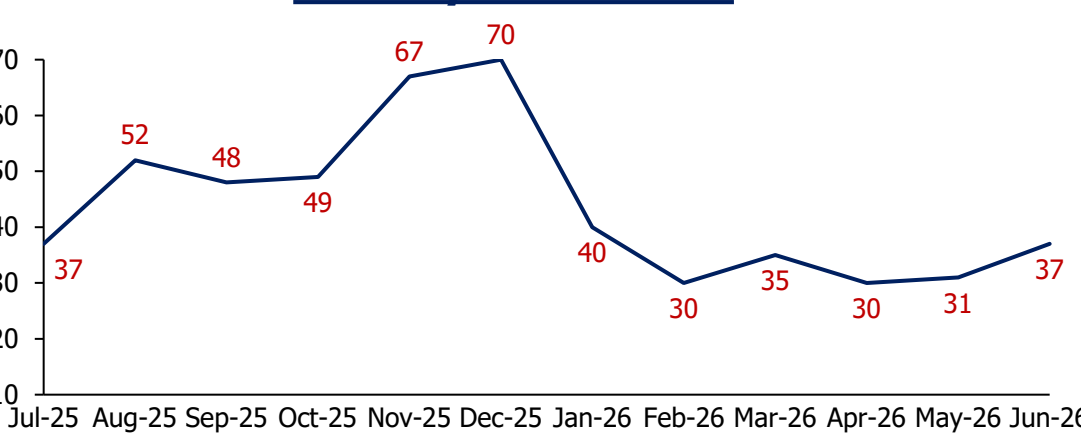


Daily Priority Call Volume and Entry to Assignment

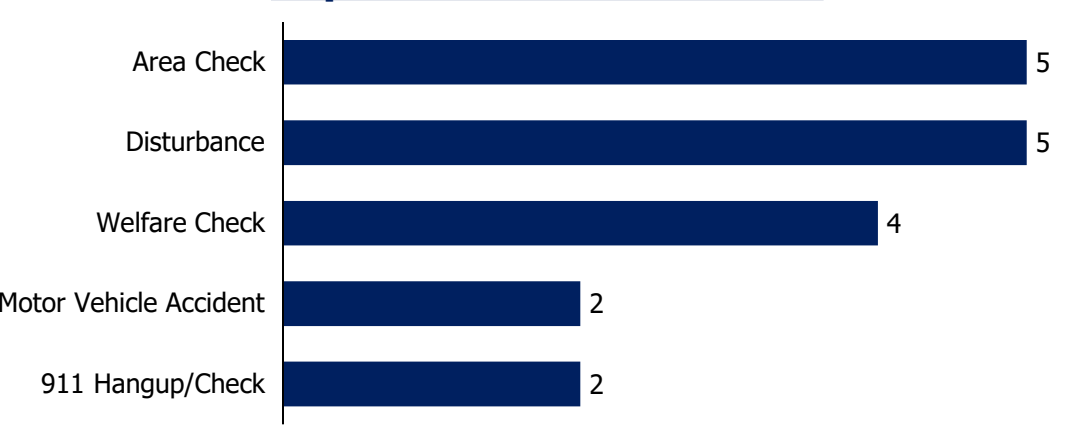
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	1
Monday	0	2	1	0	3	1
Tuesday	0	1	1	4	6	1
Wednesday	0	0	2	1	3	1
Thursday	0	0	1	3	4	1
Friday	0	2	1	1	4	1
Saturday	0	0	2	6	8	2
Assignment <2 min		80%	50%			
Assignment <4 min		100%	75%			

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

Monthly Call Volume



Top Five Problem Natures

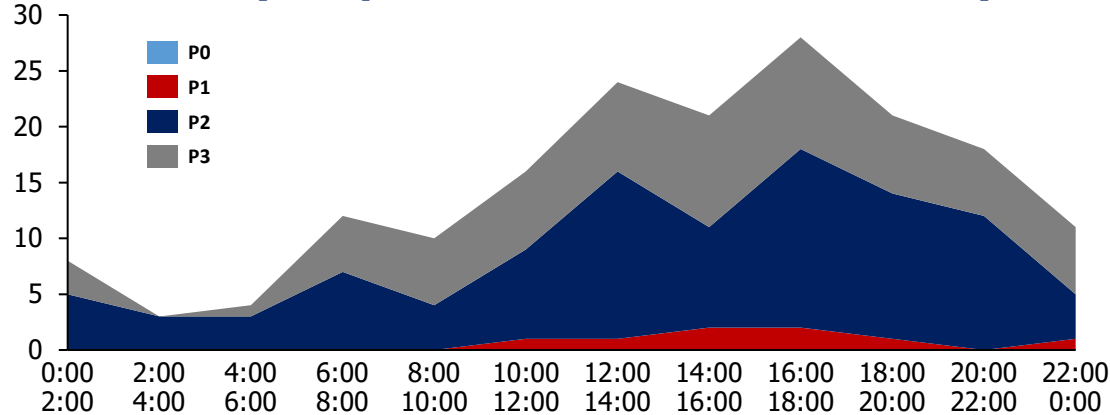


Note: JCSO is handling Morrison calls as of January 2025.



Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

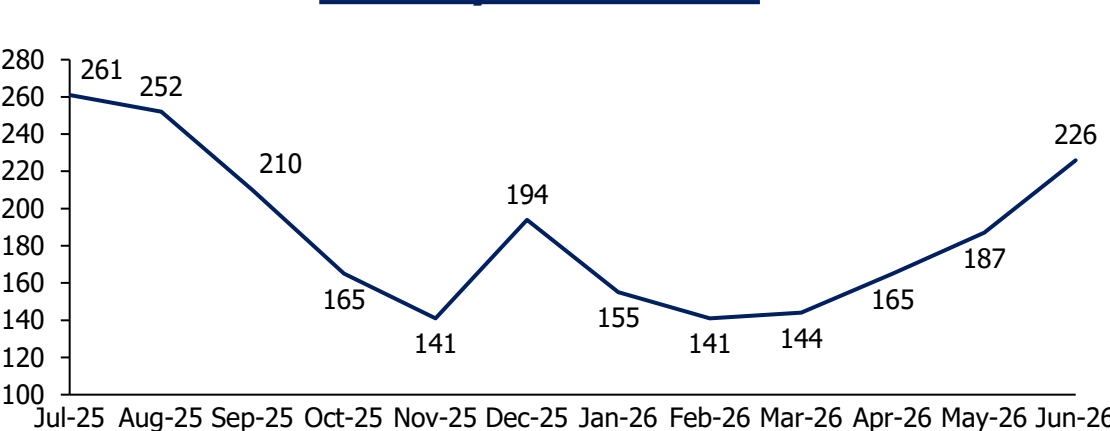


Daily Priority Call Volume and Entry to Assignment

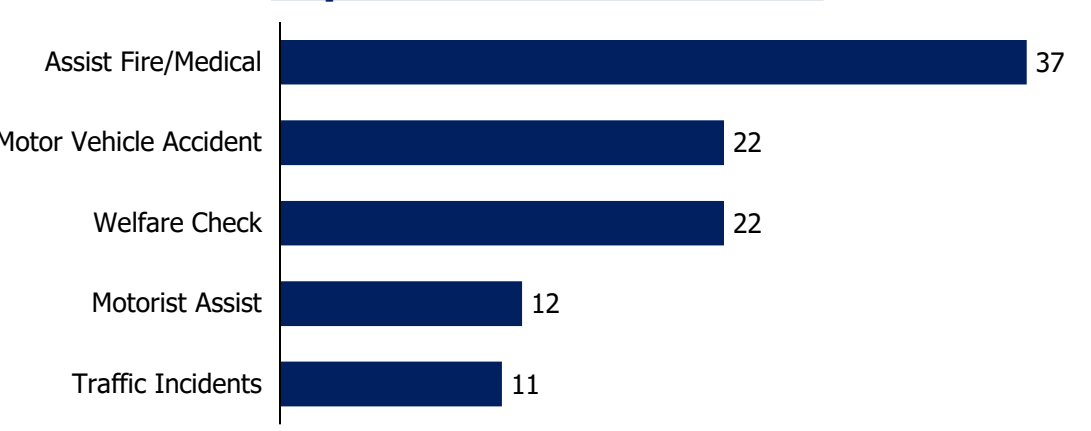
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	23	8	33	8
Monday	0	3	9	10	22	4
Tuesday	0	0	17	10	27	5
Wednesday	0	1	7	8	16	4
Thursday	0	0	12	13	25	6
Friday	0	1	9	11	21	5
Saturday	0	1	22	9	32	8
Assignment <2 min		88%	44%			
Assignment <4 min		100%	76%			

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

Monthly Call Volume



Top Five Problem Natures

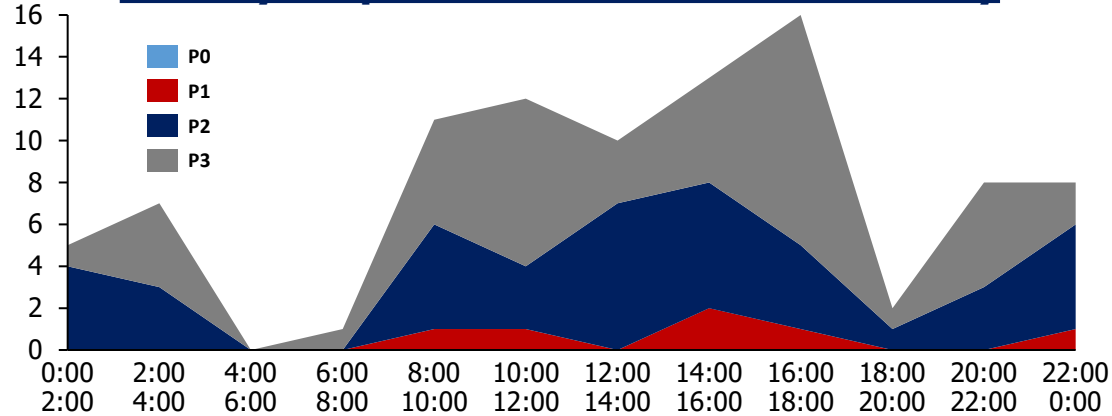




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

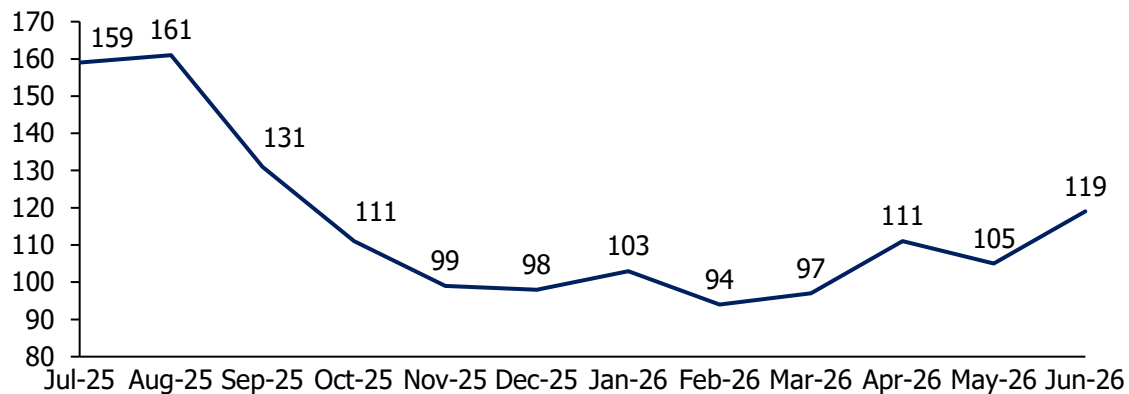


Daily Priority Call Volume and Entry to Assignment

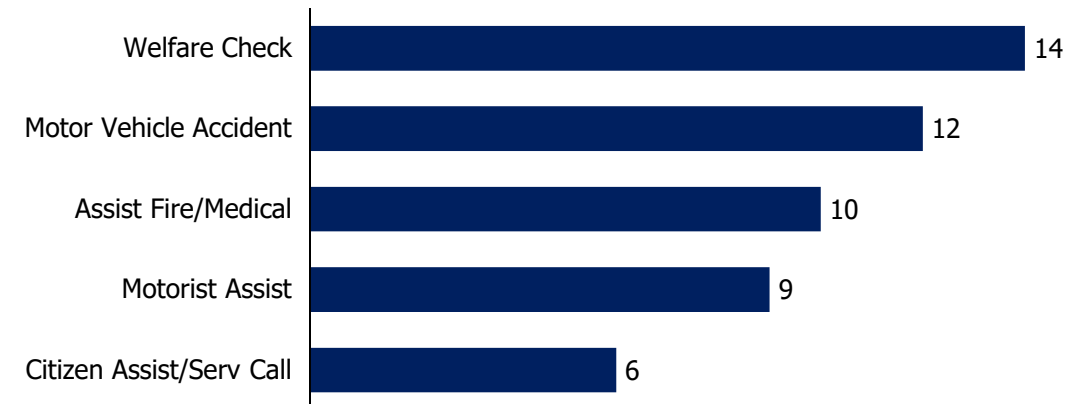
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	8	2	11	3
Monday	0	1	6	8	15	3
Tuesday	0	2	6	6	14	3
Wednesday	0	0	2	5	7	2
Thursday	0	0	8	13	21	5
Friday	0	1	7	8	16	4
Saturday	0	1	4	4	9	2
Assignment <2 min		50%	71%			
Assignment <4 min		50%	85%			

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

Monthly Call Volume



Top Five Problem Natures

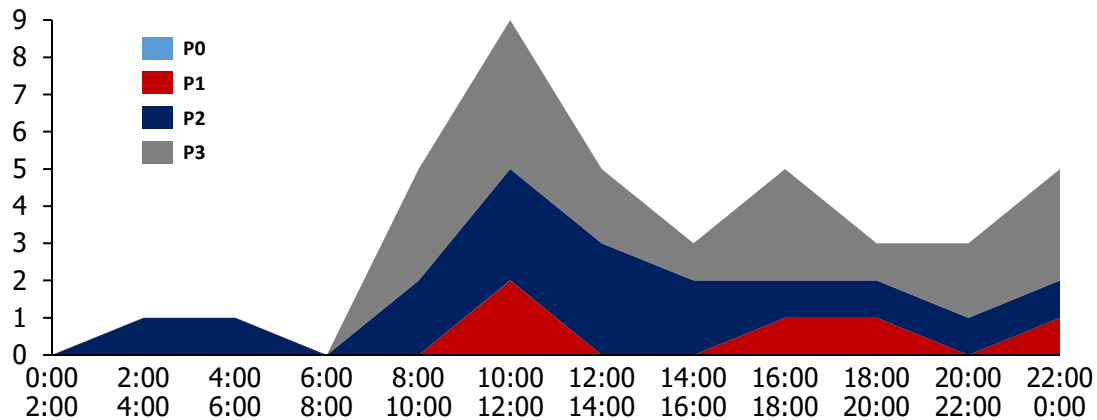




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

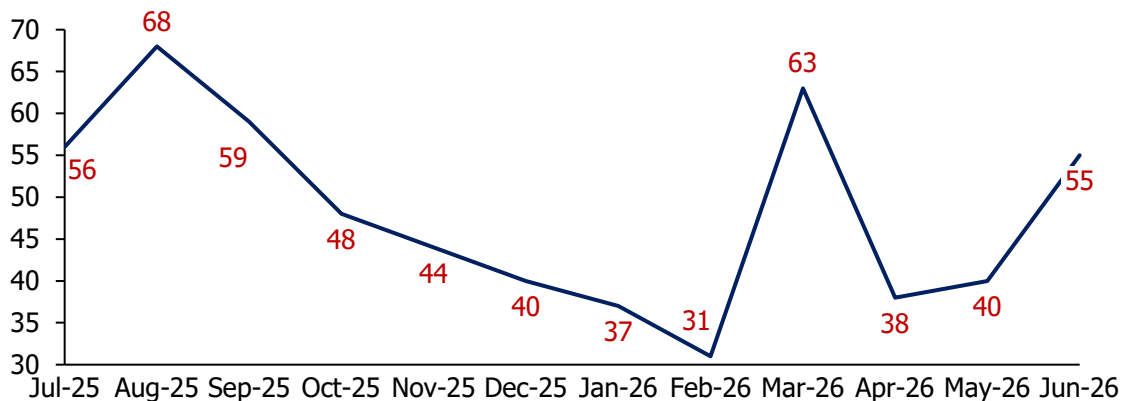


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	4	6	2
Monday	0	0	5	2	7	1
Tuesday	0	0	2	2	4	1
Wednesday	0	1	3	4	8	2
Thursday	0	1	0	1	2	1
Friday	0	1	3	4	8	2
Saturday	0	1	2	2	5	1
Assignment <2 min		80%	44%			
Assignment <4 min		80%	63%			

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

Monthly Call Volume



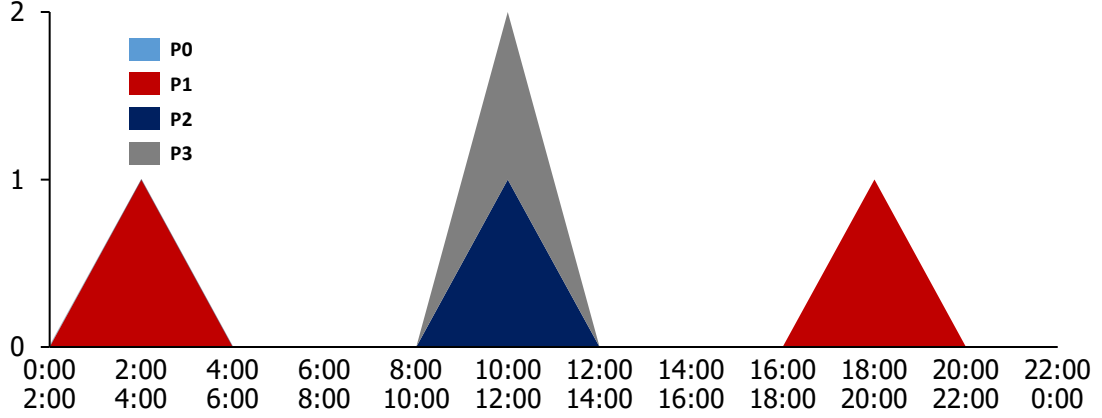
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

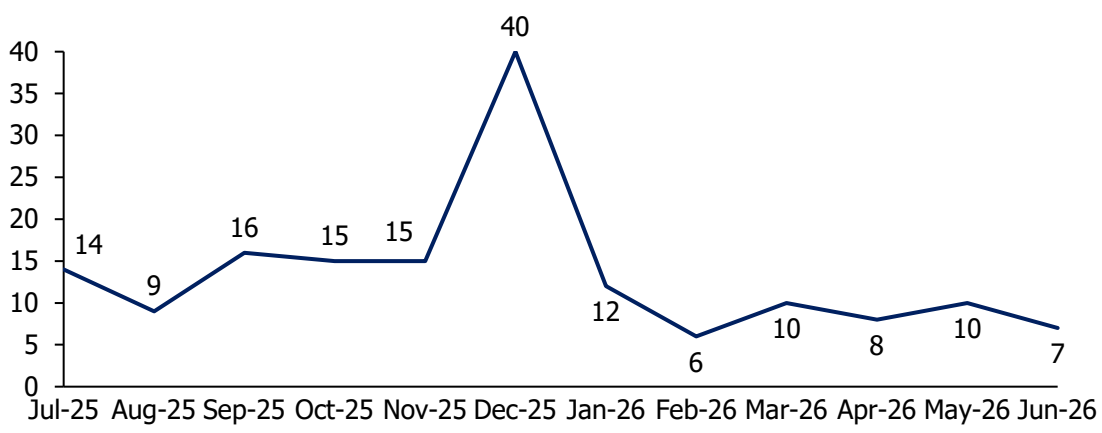


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



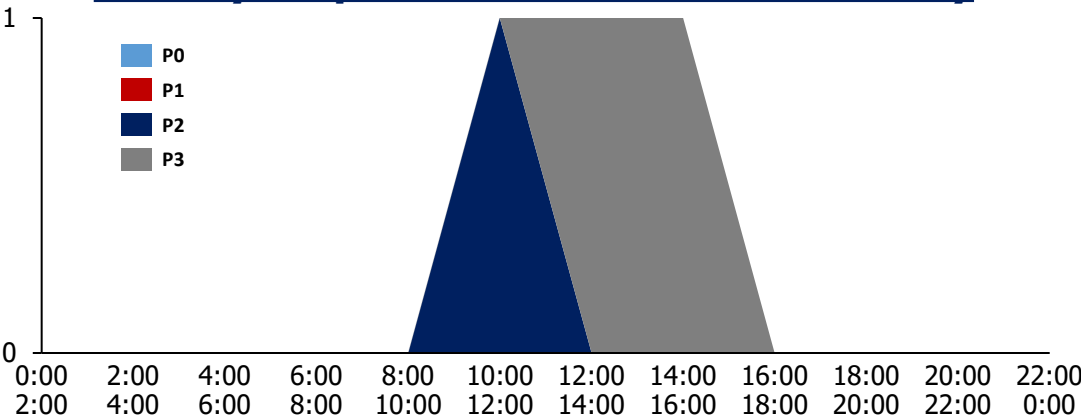
Top Five Problem Natures





Red Rocks Community College PD

Priority Dispatched Calls Per Time of Day

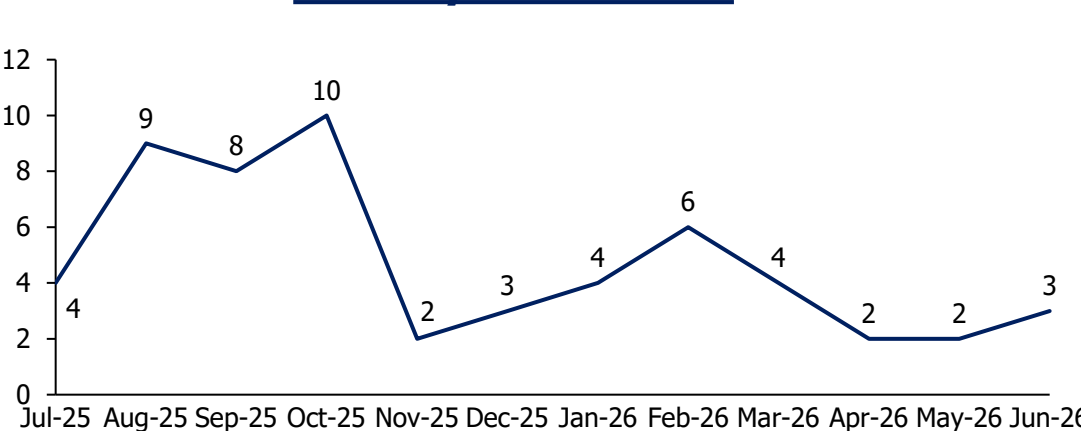


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

