



Jefferson County Communications Center Authority
JEFFCOM911

July 2026
Monthly Report



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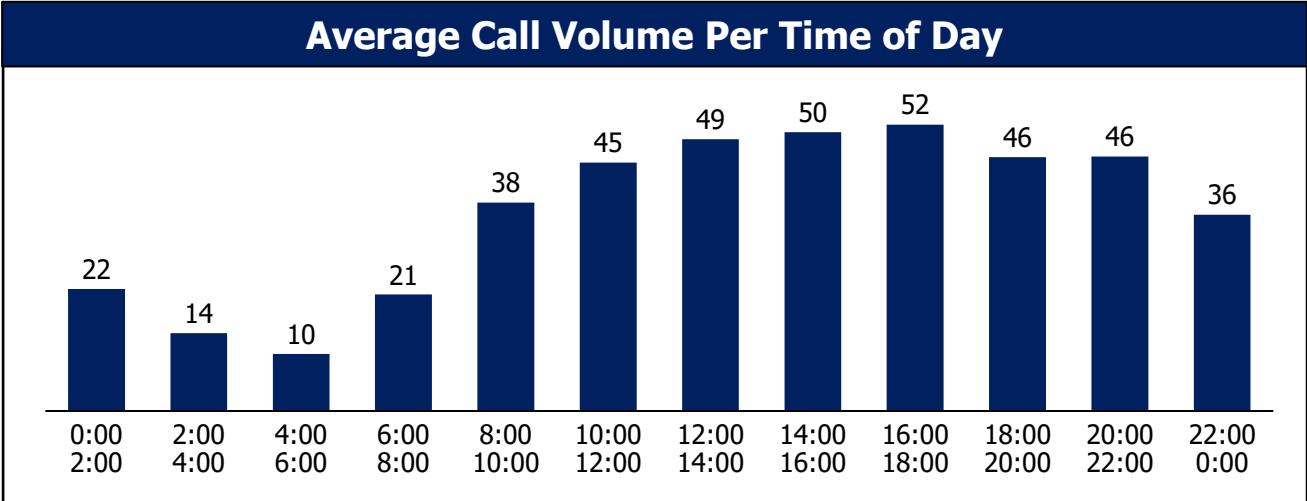


Law Stats

Calls Received, Processed, and Dispatched



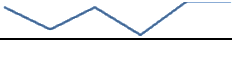
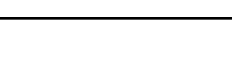
Agency	July Calls	% Total	6 Month Trend
Lakewood PD	4,746	24.0%	
Jeffco Sheriff	3,064	15.5%	
Arvada PD	2,732	13.8%	
Wheat Ridge PD	1,347	6.8%	
Golden PD	567	2.9%	
Clear Creek Sheriff	271	1.4%	
Edgewater PD	255	1.3%	
Idaho Springs PD	132	0.7%	
Georgetown PD*	68	0.3%	
Morrison PD**	43	0.2%	
Lakeside PD	41	0.2%	
CSM PD	14	0.1%	
Mountain View PD	12	0.1%	
Empire PD	9	0.0%	
Red Rocks CC PD	2	0.0%	
Total	13,303	67.3%	

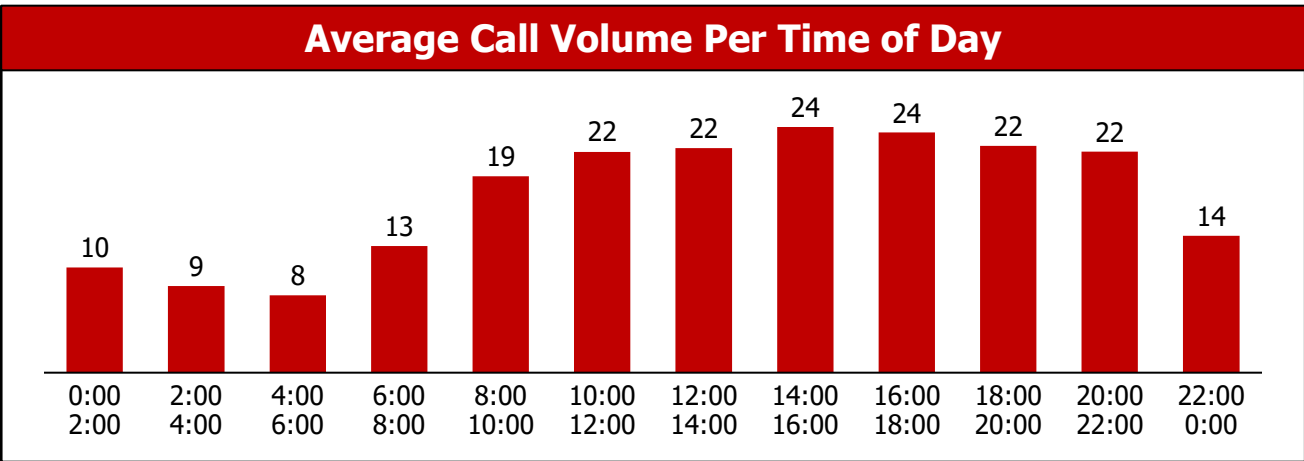


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	178	461	536	78	175	146	1,576	13.1%
Monday	0	159	477	532	97	333	105	1,703	14.2%
Tuesday	0	159	451	589	90	276	97	1,662	13.8%
Wednesday	0	181	575	711	115	368	138	2,088	13.9%
Thursday	3	184	606	755	125	331	142	2,146	14.3%
Friday	1	205	624	718	123	374	205	2,250	15.0%
Saturday	0	197	490	544	95	206	346	1,878	15.6%
Total	6	1,263	3,684	4,385	723	2,063	1,179	13,303	

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	July Calls	% of Total	6 Month Trend
West Metro Fire	3,585	18.1%	
Arvada Fire	1,517	7.7%	
Golden Fire	303	1.5%	
Evergreen Fire	251	1.3%	
Clear Creek Fire	216	1.1%	
Clear Creek EMS	169	0.9%	
Elk Creek Fire	123	0.6%	
Highland Rescue	70	0.4%	
Pleasant View Fire	48	0.2%	
Foothills Fire	43	0.2%	
Inter Canyon Fire	42	0.2%	
Indian Hills Fire	31	0.2%	
Genesee Fire	24	0.1%	
North Fork Fire	22	0.1%	
Golden Gate Fire	9	0.0%	
Total	6,453	32.7%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	7	481	330	7	0	4	829	14.2%
Monday	18	501	313	8	0	6	846	14.5%
Tuesday	16	475	285	10	0	3	789	13.5%
Wednesday	18	582	410	7	0	7	1024	14.0%
Thursday	23	601	387	8	0	7	1026	14.1%
Friday	17	609	390	8	0	3	1027	14.1%
Saturday	23	516	359	12	0	2	912	15.6%
Total	122	3,765	2,474	60	0	32	6,453	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	88.6%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.4%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	47.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	86.9%	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	EMD; Target average of 75%	90.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	87.6%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	82.7%	Target average of 95% with a minimum of 80%

Analysis
Analysis: Call Answering Time Jeffcom did not achieve the call answering goals in July. The difficulty in answering calls as quickly as we want to was compounded by an increase in incoming call volume of 8% from the previous month. July is always the busiest month for Jeffcom. 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 5.1% of emergency calls in July 2026. With abandoned calls excluded, the 15 second answering time result for June is 93.3%. 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, in part due to the amount of time it takes to verify the address 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 01:54 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.



Revised Target Service Levels

Call Processing

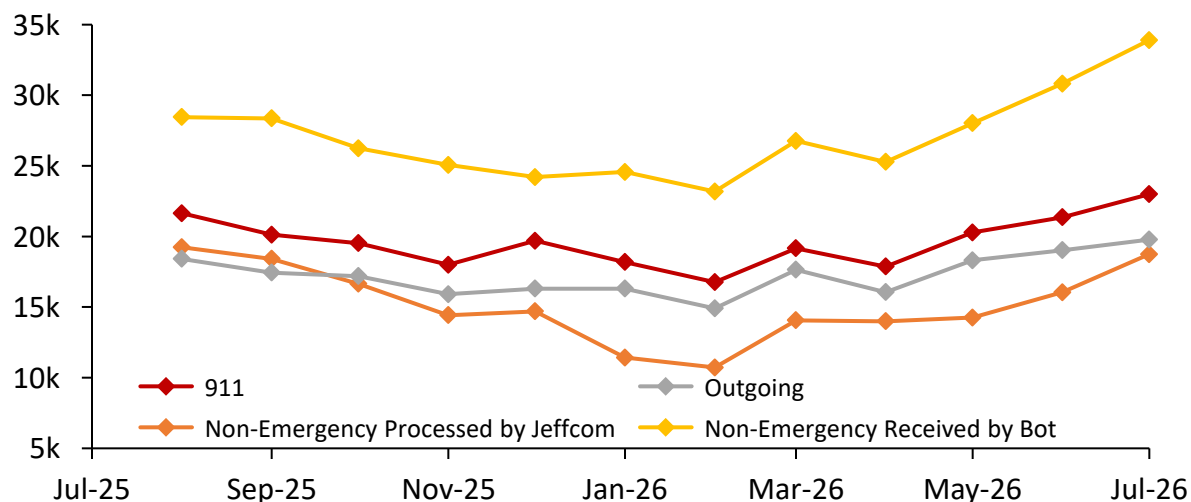
Process	SLA	Result	Target
Call Answering (All calls)	90% of 911 calls answered within 15 seconds	93.3%	90% within 15 Seconds (NENA 2020) (excludes abandoned calls)
	95% of 911 calls answered within 20 seconds	95.9%	95% within 20 Seconds (NENA 2020) (excludes abandoned calls)
Call Processing (Priority Calls)	90% of P0/P1 Law calls processed within 90 seconds	85.8%	NFPA 1225 Processing + Dispatching: 90% in 60 seconds APCO 1.113.2-2024 Processing: • Law: 90% in 80 seconds • Fire: 90% in 60 seconds Incident Handling: • Law: 90% in 120 seconds • Fire: 90% in 90 seconds Total: • Law: 90% in 200 seconds • Fire: 90% in 150 seconds
	90% of P0/P1 Law calls processed within 60 seconds	65.1%	
	90% of Delta/Echo Fire calls processed within 90 seconds	89.5%	
	90% of Delta/Echo Fire calls processed within 60 seconds	65.7%	
Call Dispatching (Priority Calls)	90% of P0/P1 Law calls dispatched within 210 seconds	86.9%	
	90% of P0/P1 Law calls dispatched within 60 seconds	49.5%	
	90% of Delta/Echo Fire calls dispatched within 60 seconds	95.4%	
Quality Assurance Scores	EMD; Target average of 75%	90.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	87.6%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	82.7%	Target average of 95% with a minimum of 80%



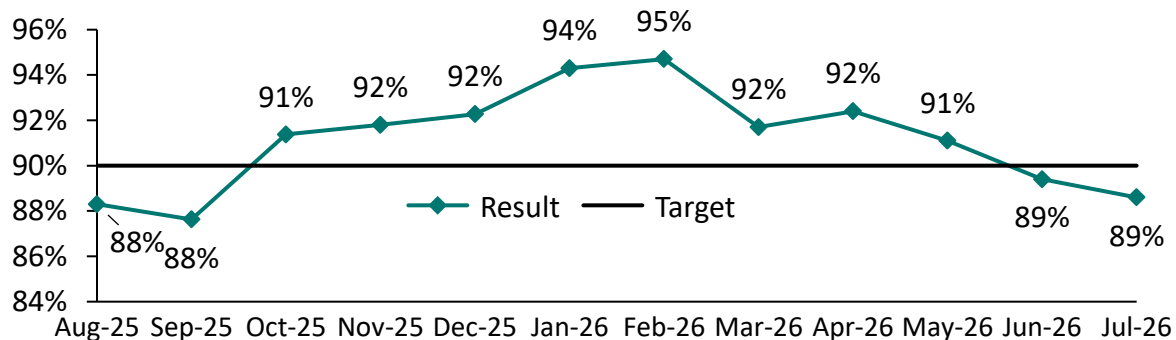
Service Level Agreement and Volume Trends



Call Volumes



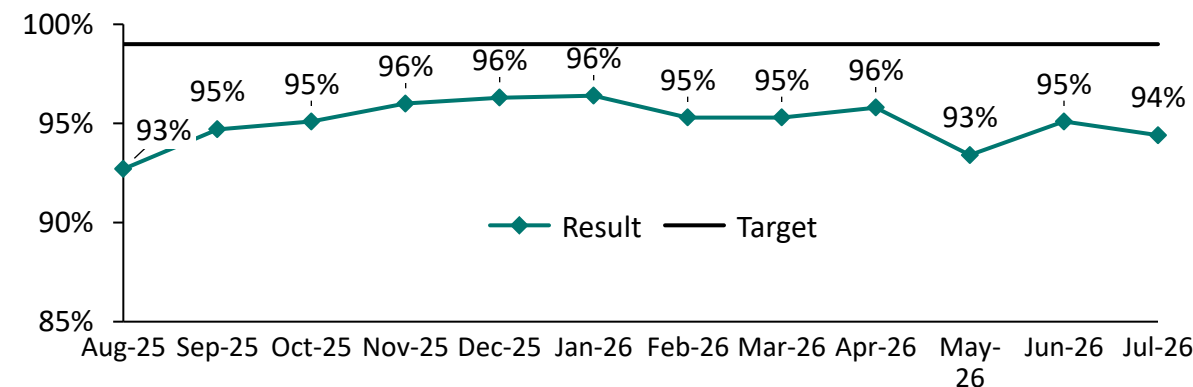
911 Calls Answered within 15 Seconds



Trend Table

Average Daily Calls	Jul-26	Jun-26	Jul-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	638	634	623	↑ 1%	↑ 2%
Incoming - Admin to Bot	1,094	1,027	1,001	↑ 6%	↑ 9%
Incoming - Admin to Jeffcom	605	535	669	↑ 13%	↓ -10%
Incoming - 911	742	712	733	↑ 4%	↑ 1%
911 calls answered within 15 seconds	88.6%	89.4%	89.1%	↓ -0.8%	↓ -0.5%
911 calls answered within 40 seconds	94.4%	95.1%	95.0%	↓ -0.7%	↓ -0.6%

911 Calls Answered within 40 seconds



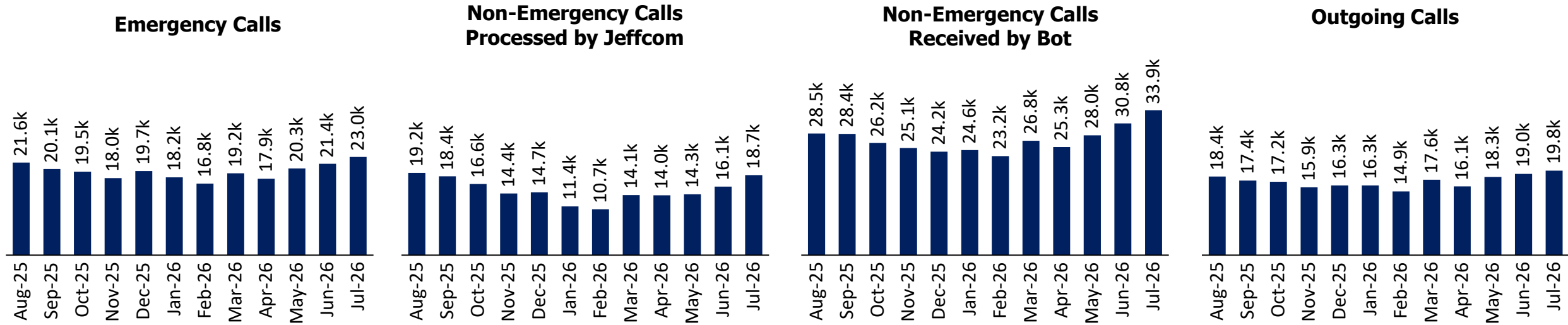


Call Volume/Agency Specific Inquiries

JEFFCOM



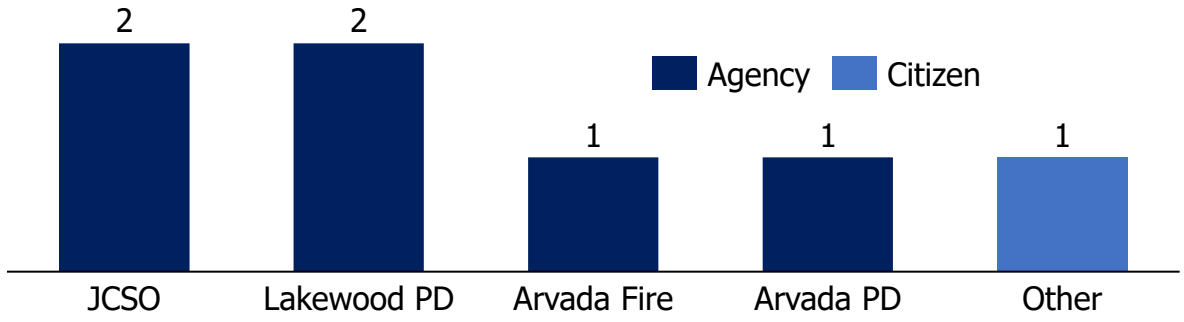
12 Month Trends



Call Volume

Line	Calls	Notes
Outgoing	19,780	1% Increase from June
Incoming - Admin to Bot	33,905	6% Increase from June
Incoming - Admin to Jeffcom	18,740	13% Increase from June
Incoming - 911	22,997	4% Increase from June
Total Incoming to Jeffcom	41,737	8% Increase per day from June

July Inquiries



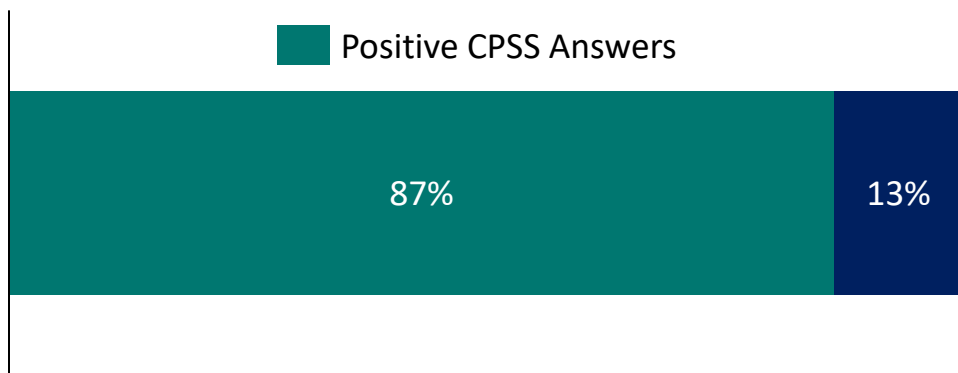


PowerEngage Survey Results

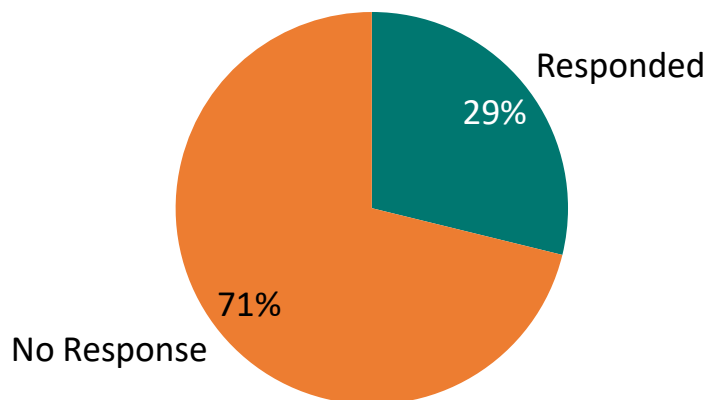


JEFFCOM

Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

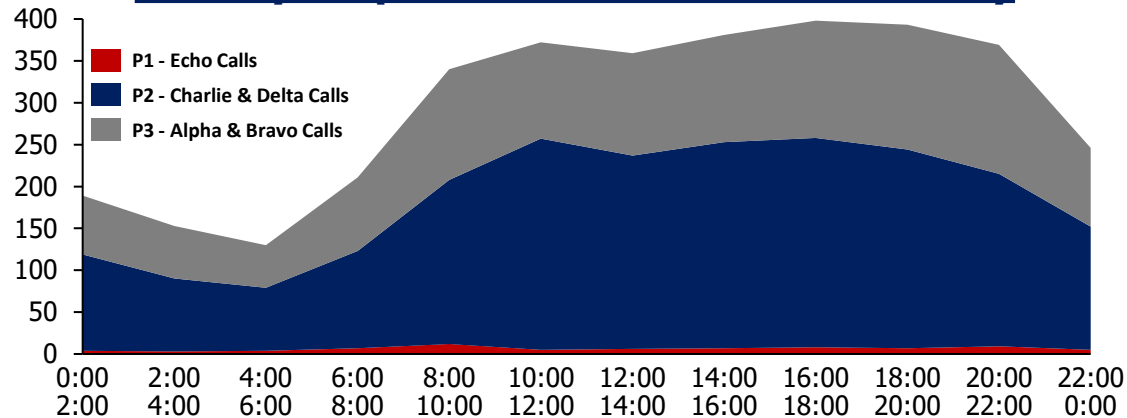


Survey Responses

- She was wonderful, very calm, well trained and kind. Thank you
- Dispatch was calm, thorough, spoke clearly and was patience and thoughtful.
- Quick, efficient, kind, helpful
- Very good at their job. Calm and reassuring.
- Also extremely professional, stayed on the phone with me. Let me talk without any interruptions, she was very good at her job and I could tell she was passionate
- They were calm, thorough, professional 10 out of 10
- Also patient and kind in guiding the situation
- Great dispatching, very calm and authoritative
- Ask all the right questions and kept me calm

West Metro Fire

Priority Dispatched Calls Per Time of Day



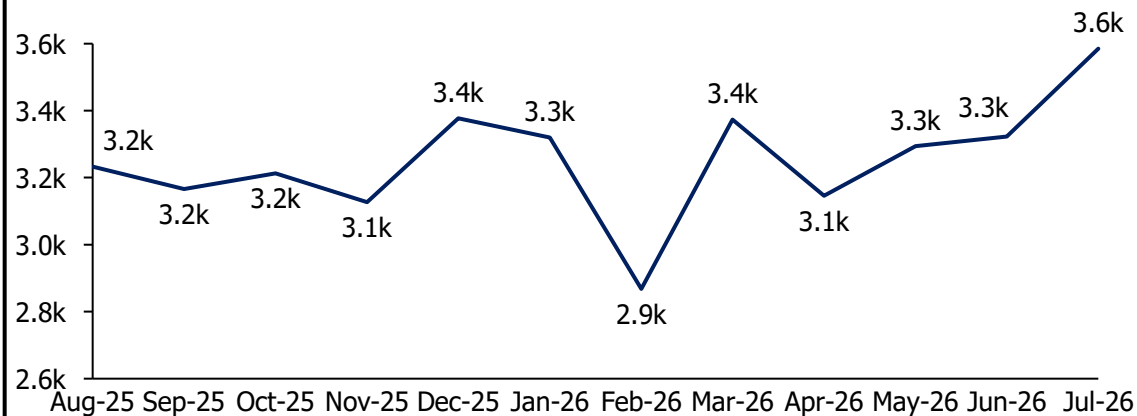
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	269	163	437	109
Monday	13	289	165	467	117
Tuesday	11	256	150	417	104
Wednesday	11	338	223	572	114
Thursday	14	356	198	568	114
Friday	13	341	209	563	113
Saturday	10	309	198	517	129

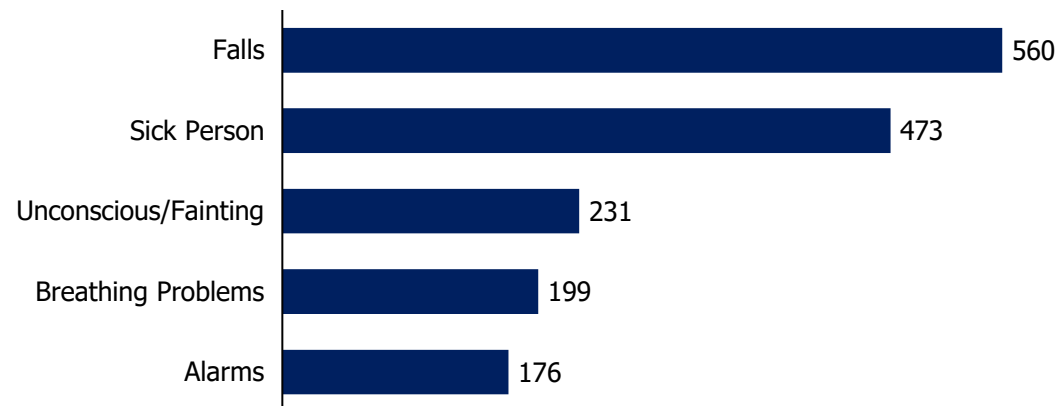
Assignment <1 min 100% 96%

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

Monthly Call Volume



Top Five Problem Natures

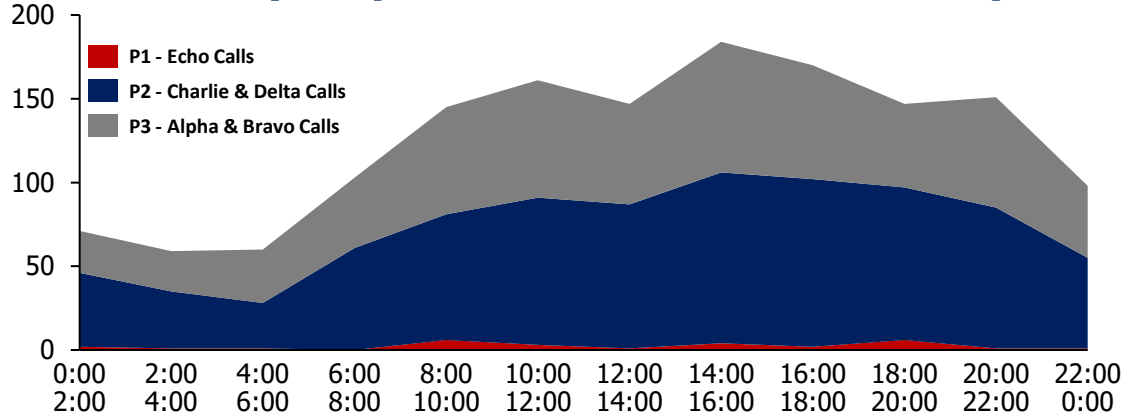




Arvada Fire



Priority Dispatched Calls Per Time of Day

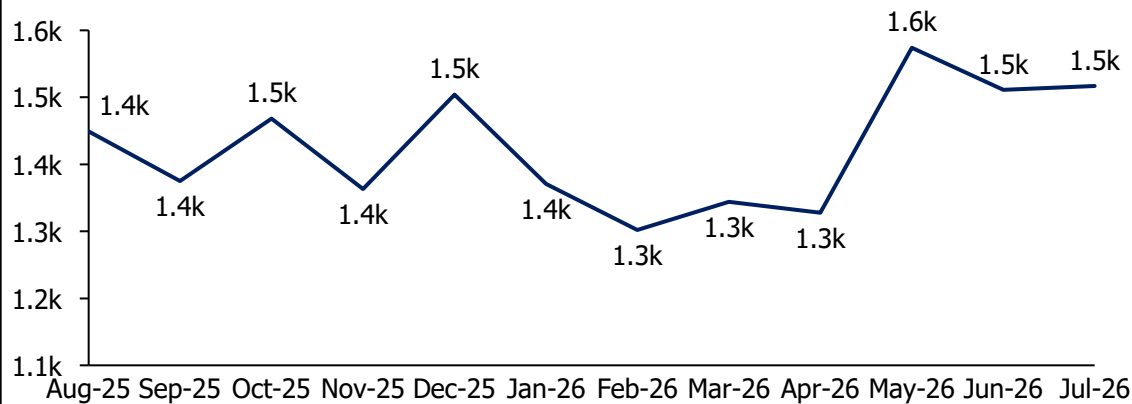


Daily Priority Call Volume and Entry to Assignment

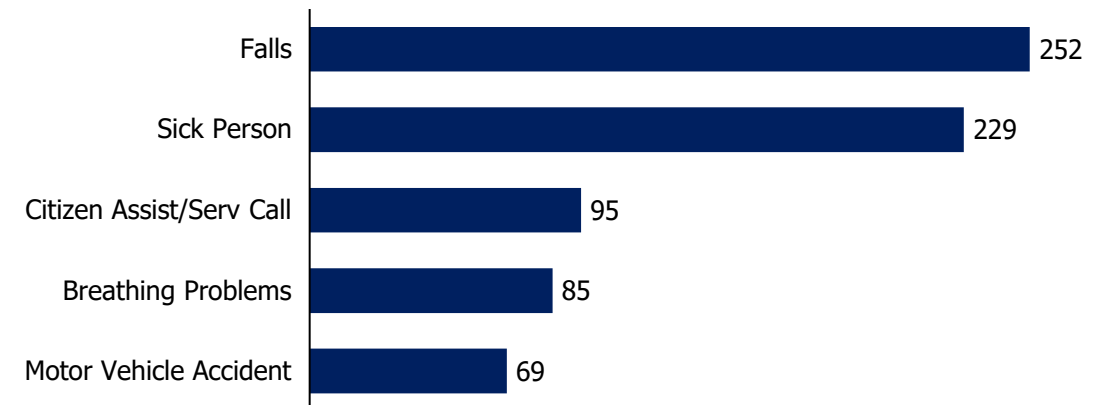
Day of Week	P1	P2	P3	Total	Average
Sunday	2	105	80	187	47
Monday	4	112	83	199	50
Tuesday	4	113	75	192	48
Wednesday	4	119	112	235	47
Thursday	5	147	119	271	54
Friday	3	152	80	235	47
Saturday	6	98	73	177	44
Assignment <1 min	100%	94%			

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

Monthly Call Volume



Top Five Problem Natures

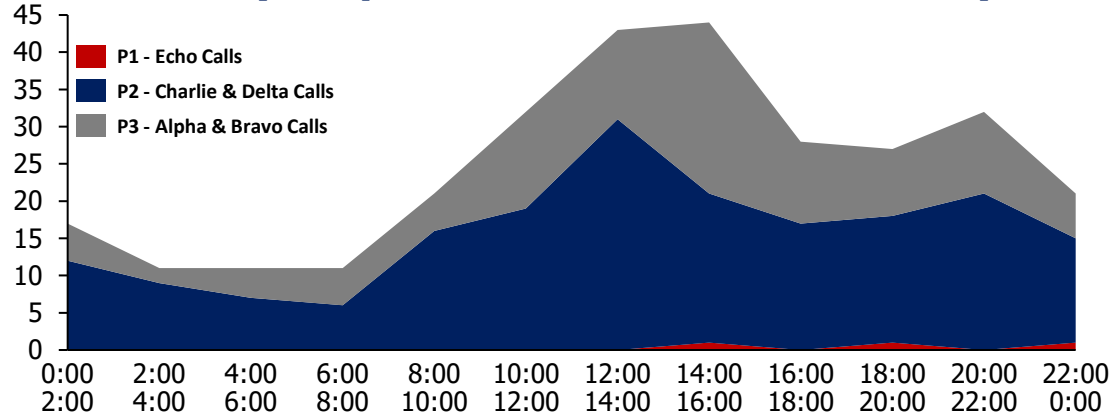




Golden Fire



Priority Dispatched Calls Per Time of Day

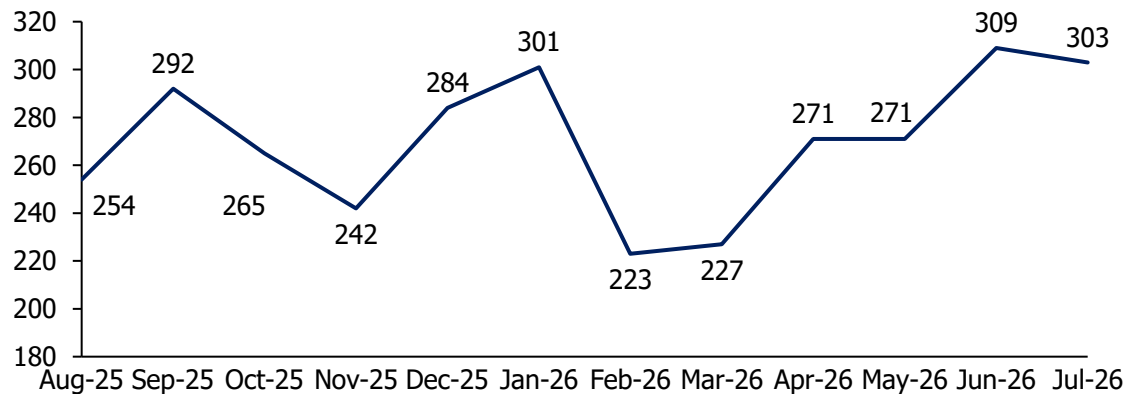


Daily Priority Call Volume and Entry to Assignment

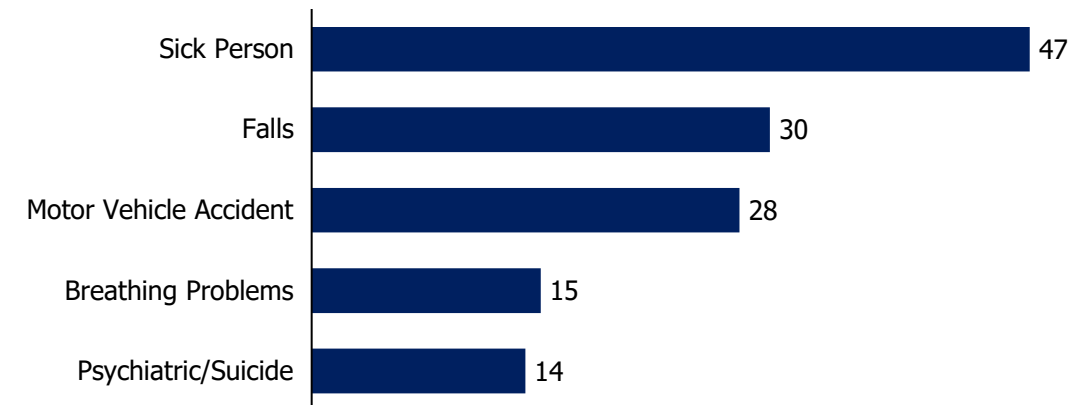
Day of Week	P1	P2	P3	Total	Average
Sunday	0	28	19	47	12
Monday	0	18	11	29	7
Tuesday	1	30	10	41	10
Wednesday	0	32	12	44	9
Thursday	0	26	12	38	8
Friday	1	31	23	55	11
Saturday	1	24	19	44	11
Assignment <1 min	100%	89%			

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

Monthly Call Volume



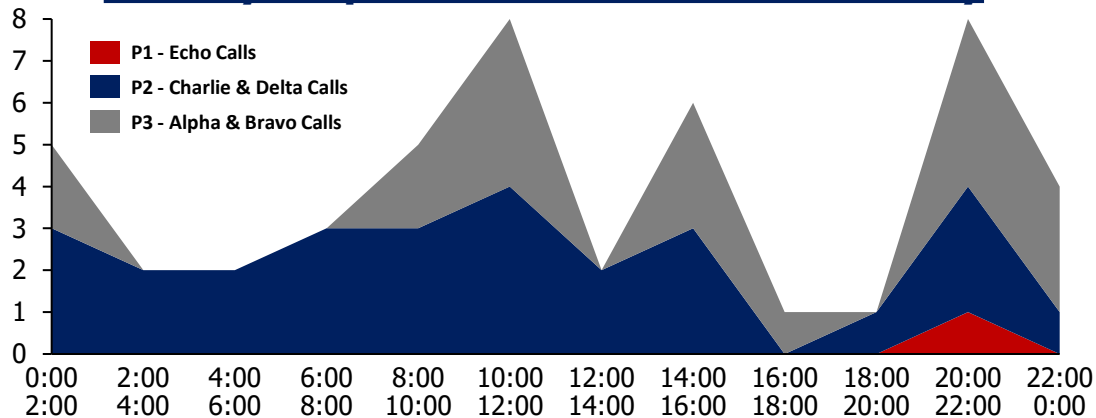
Top Five Problem Natures





Pleasant View Fire

Priority Dispatched Calls Per Time of Day



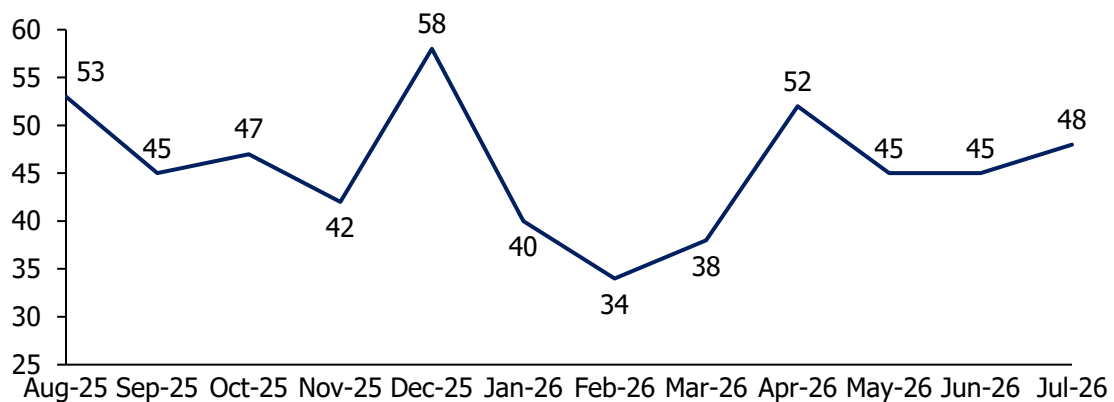
Daily Priority Call Volume and Entry to Assignment

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

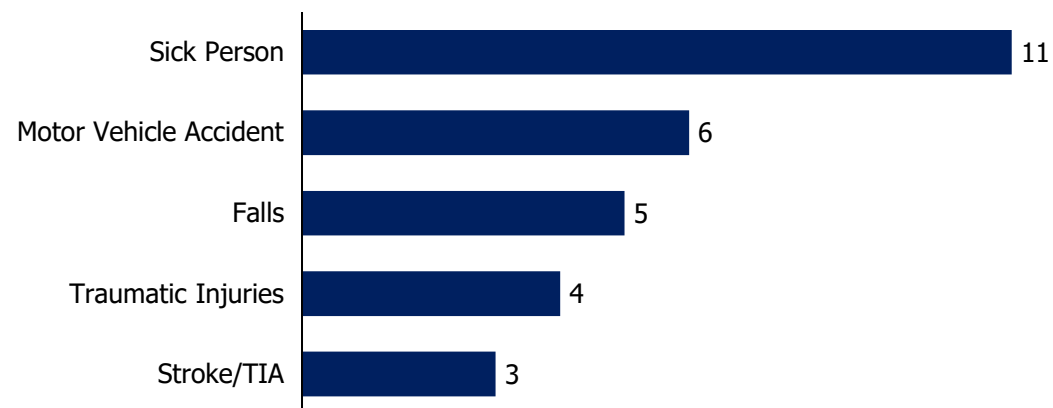
Assignment <1 min 100% 93%

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

Monthly Call Volume



Top Five Problem Natures

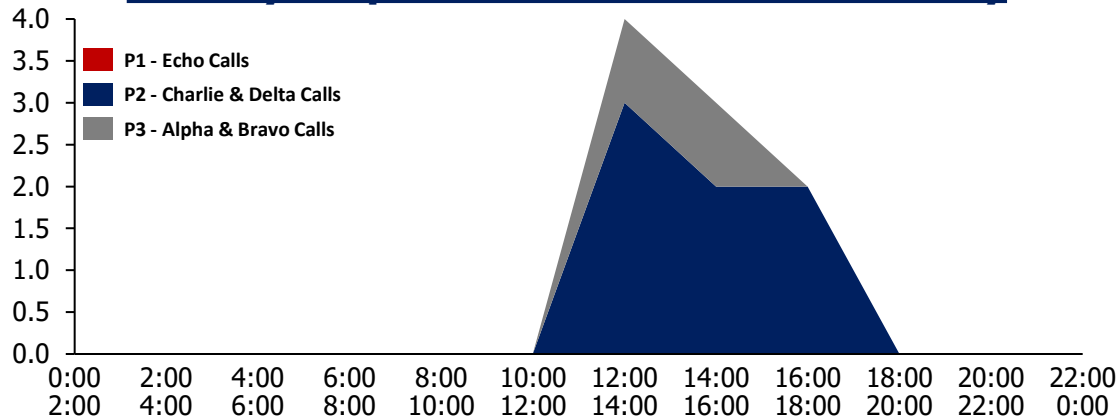




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



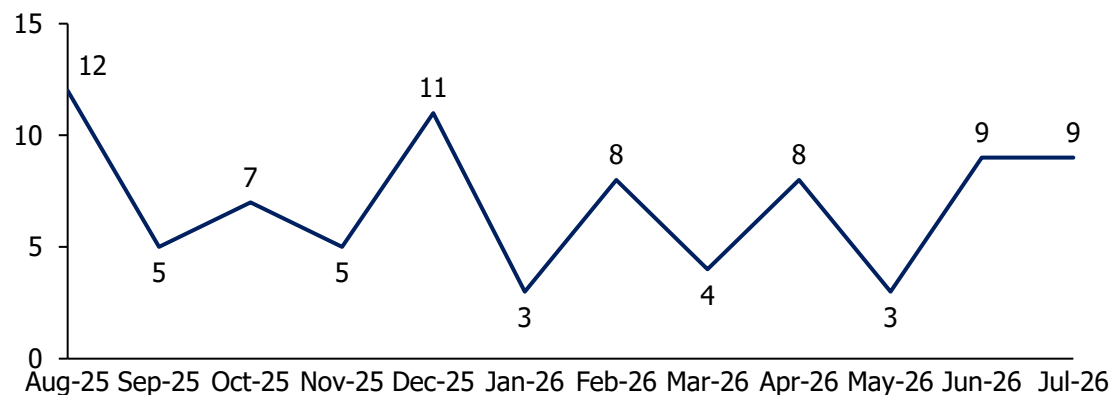
Daily Priority Call Volume and Entry to Assignment

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

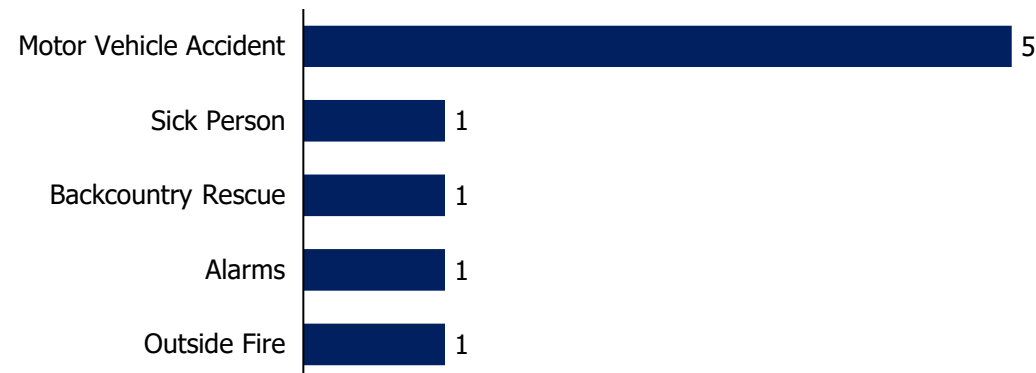
Assignment <1 min N/A 71%

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

Monthly Call Volume



Problem Natures

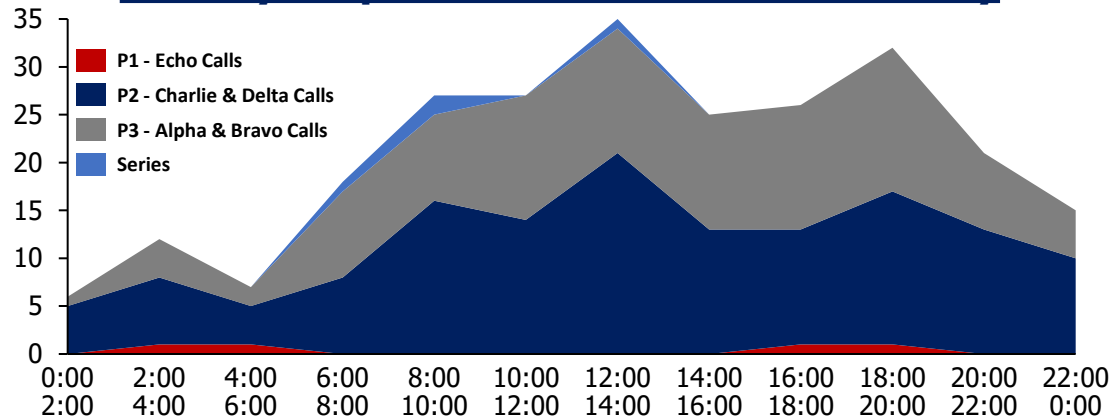




Evergreen Fire



Priority Dispatched Calls Per Time of Day



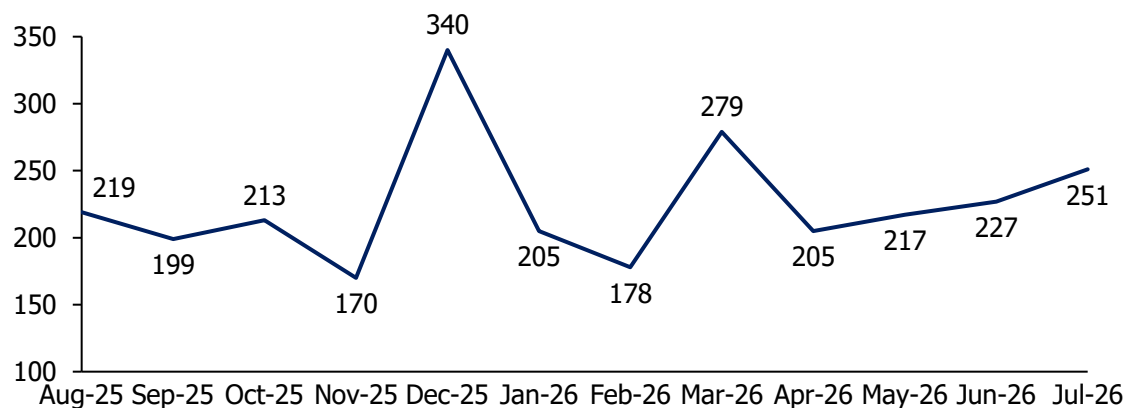
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	19	9	28	7
Monday	1	21	16	38	10
Tuesday	0	13	14	27	7
Wednesday	0	25	17	42	8
Thursday	1	19	13	33	7
Friday	0	26	22	48	10
Saturday	2	16	13	31	8

Assignment <1 min 100% 81%

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

Monthly Call Volume



Top Five Problem Natures

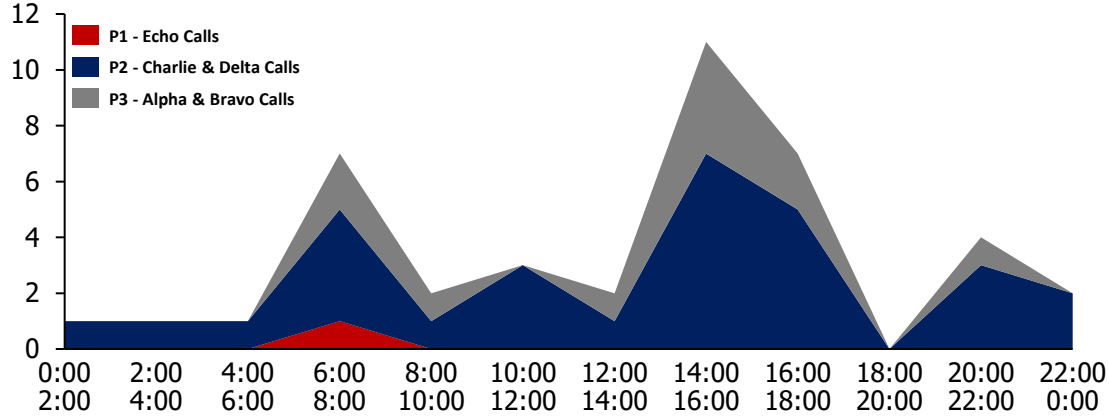




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

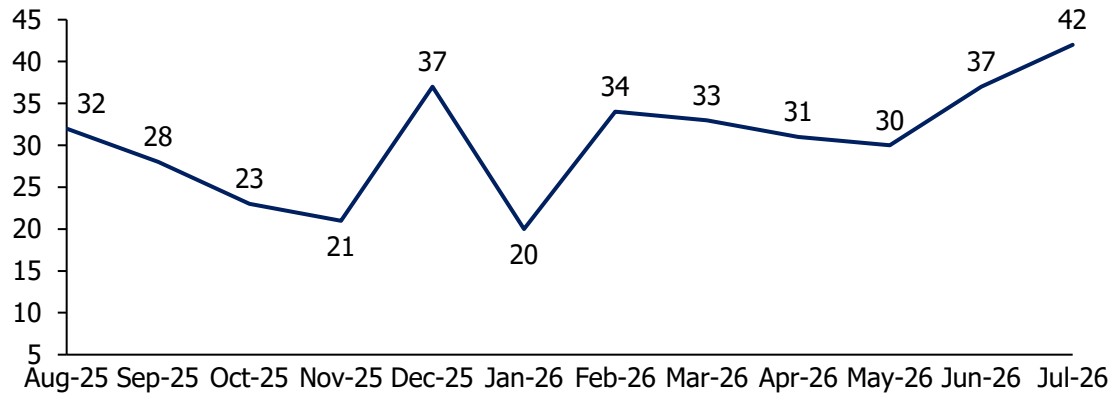


Daily Priority Call Volume and Entry to Assignment

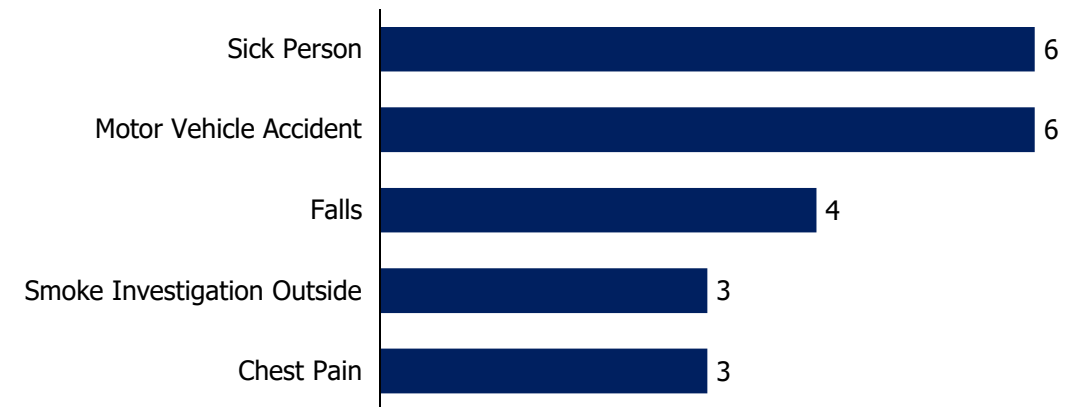
Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	2	8	2
Monday	0	4	1	5	1
Tuesday	0	4	1	5	1
Wednesday	0	3	1	4	1
Thursday	1	5	3	9	2
Friday	0	3	2	5	1
Saturday	0	4	1	5	1
Assignment <1 min	100%	76%			

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

Monthly Call Volume



Top Five Problem Natures

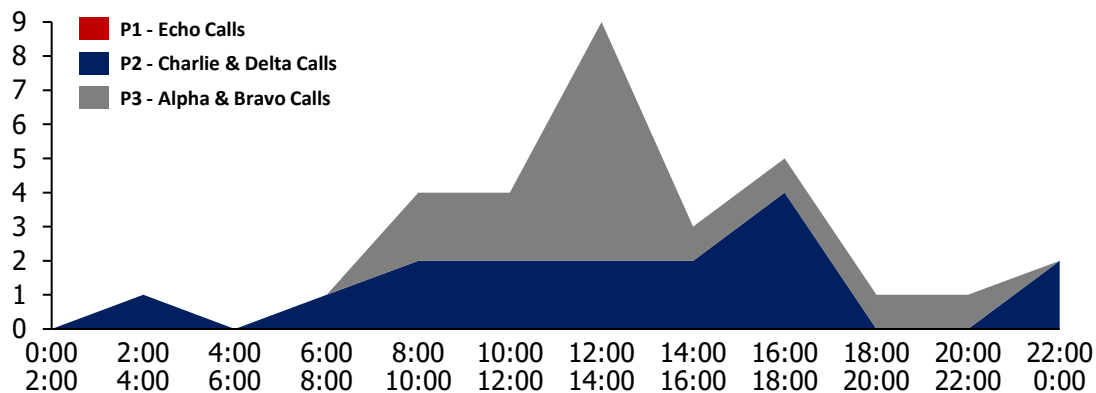




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



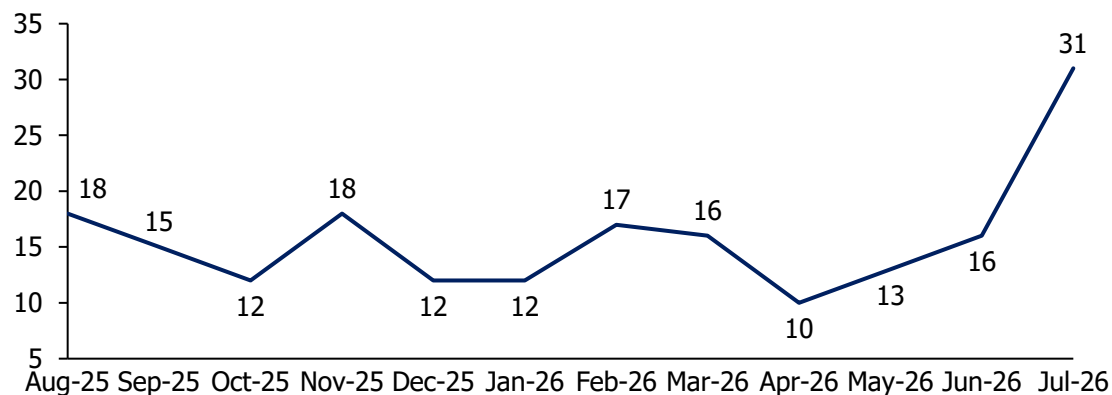
Daily Priority Call Volume and Entry to Assignment

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

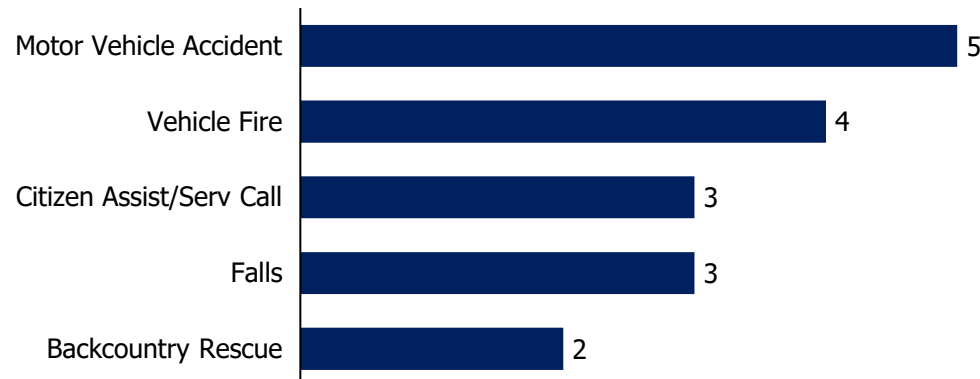
Assignment <1 min N/A 94%

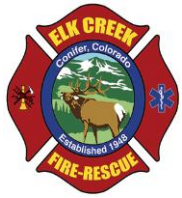
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

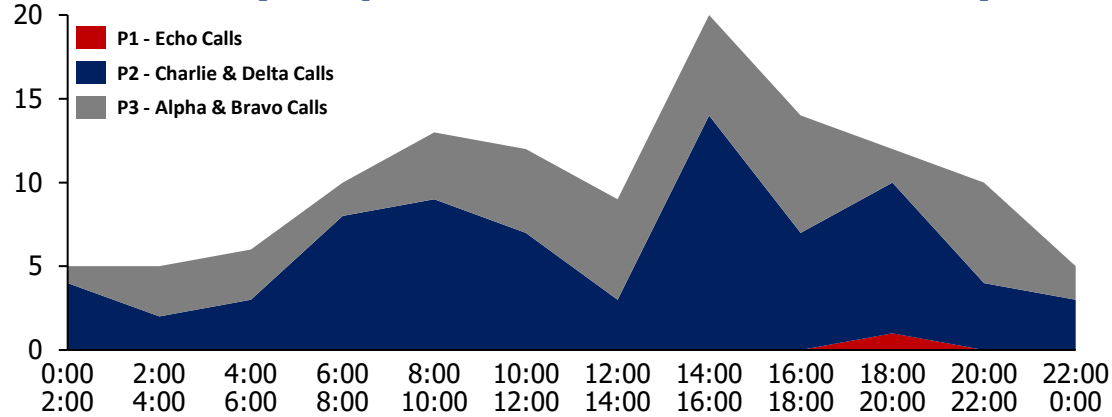




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



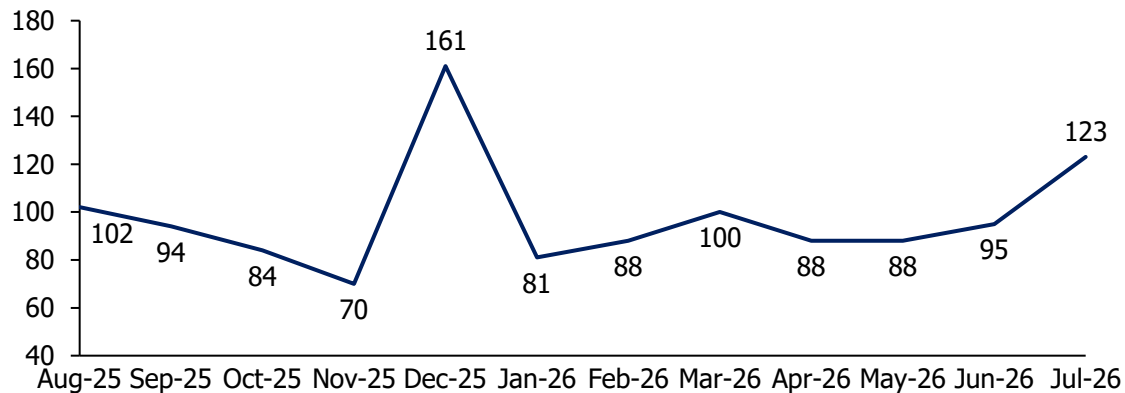
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	7	14	4
Monday	0	12	11	23	6
Tuesday	0	9	3	12	3
Wednesday	1	15	11	27	5
Thursday	0	11	5	16	3
Friday	0	11	8	19	4
Saturday	0	8	2	10	3

Assignment <1 min **0%** **79%**

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

Monthly Call Volume



Top Five Problem Natures

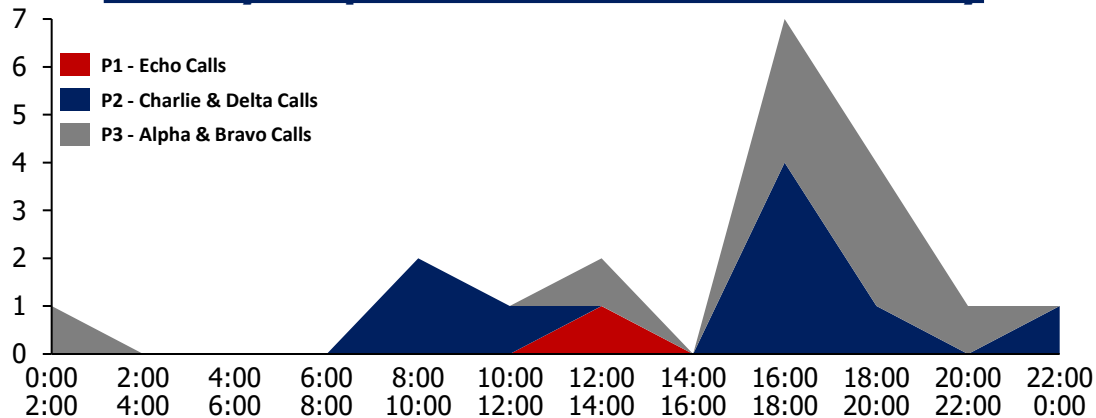




North Fork Fire



Priority Dispatched Calls Per Time of Day



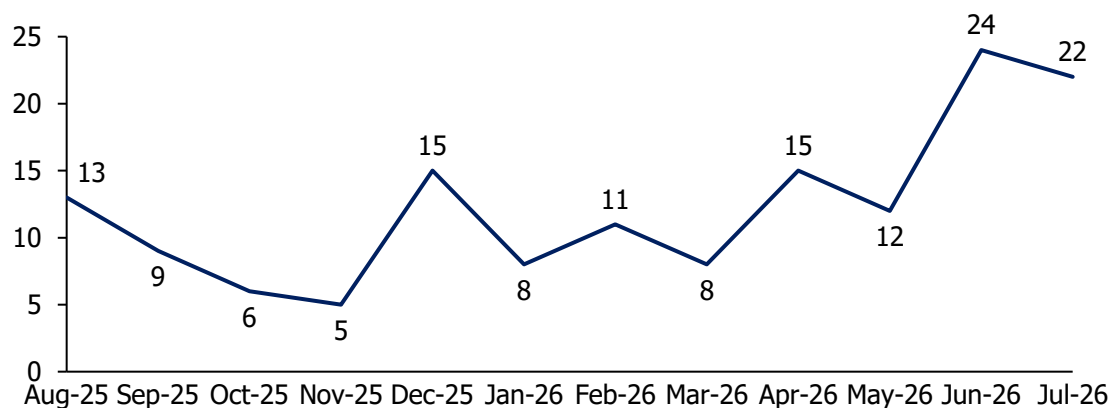
Daily Priority Call Volume and Entry to Assignment

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

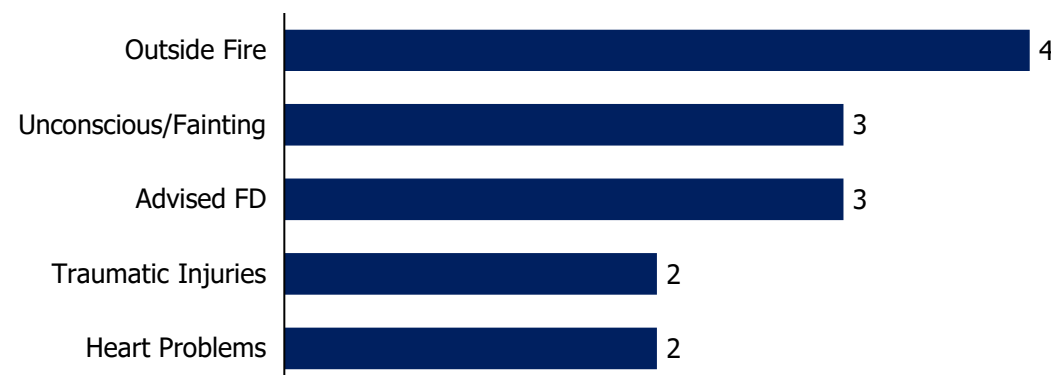
Assignment <1 min **0%** **56%**

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

Monthly Call Volume



Problem Natures

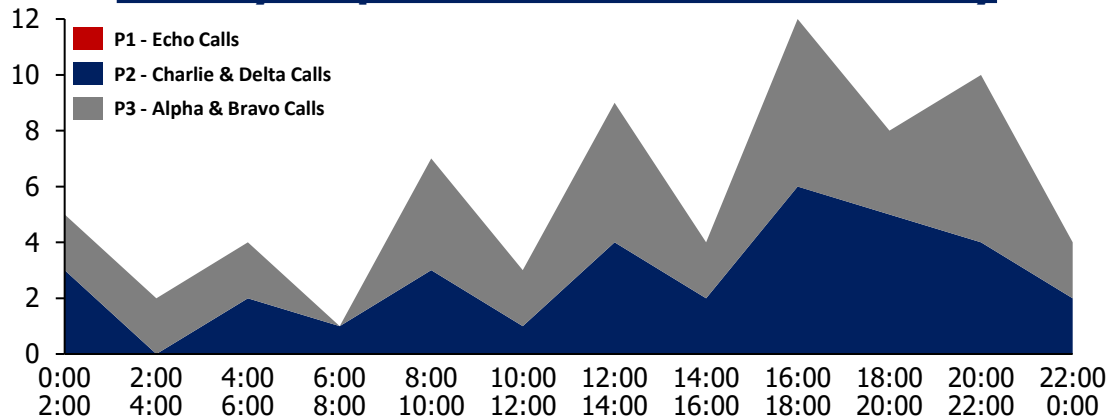




Highland Rescue



Priority Dispatched Calls Per Time of Day

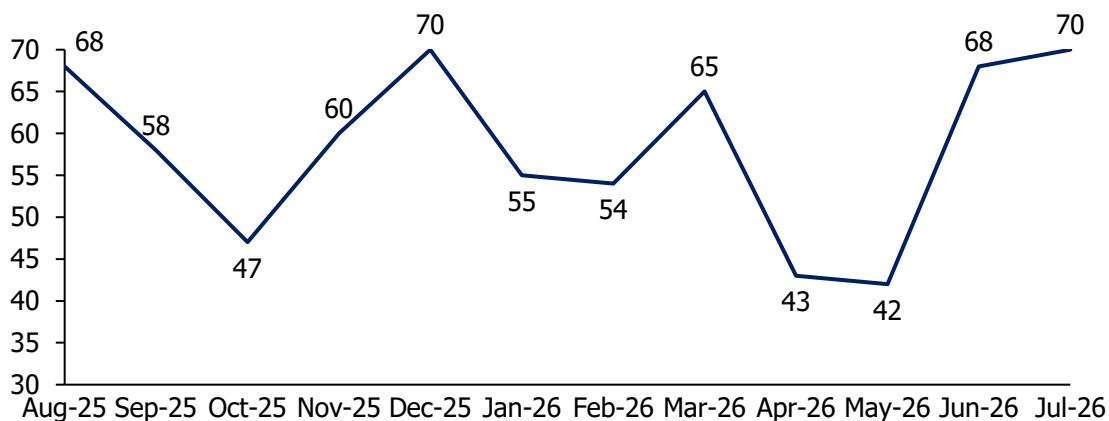


Daily Priority Call Volume and Entry to Assignment

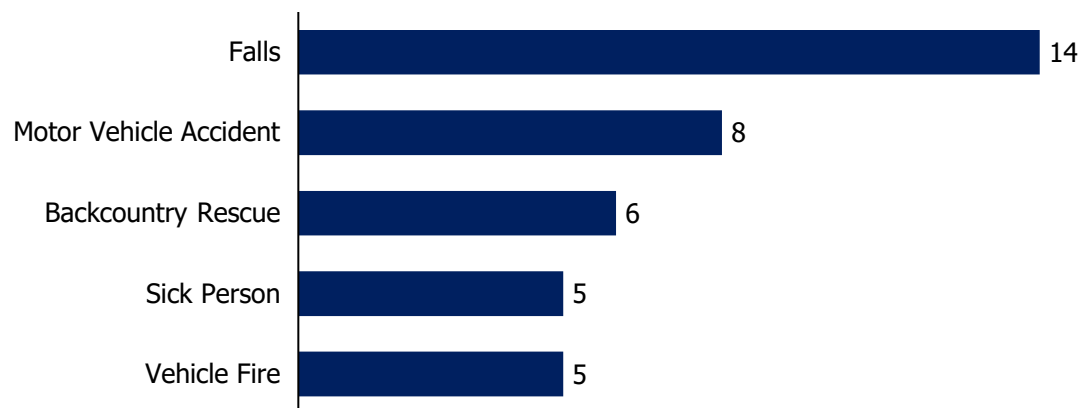
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	8	13	3
Monday	0	3	5	8	2
Tuesday	0	4	6	10	3
Wednesday	0	6	2	8	2
Thursday	0	6	4	10	2
Friday	0	6	5	11	2
Saturday	0	3	6	9	2
Assignment <1 min	N/A	76%			

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

Monthly Call Volume



Top Five Problem Natures

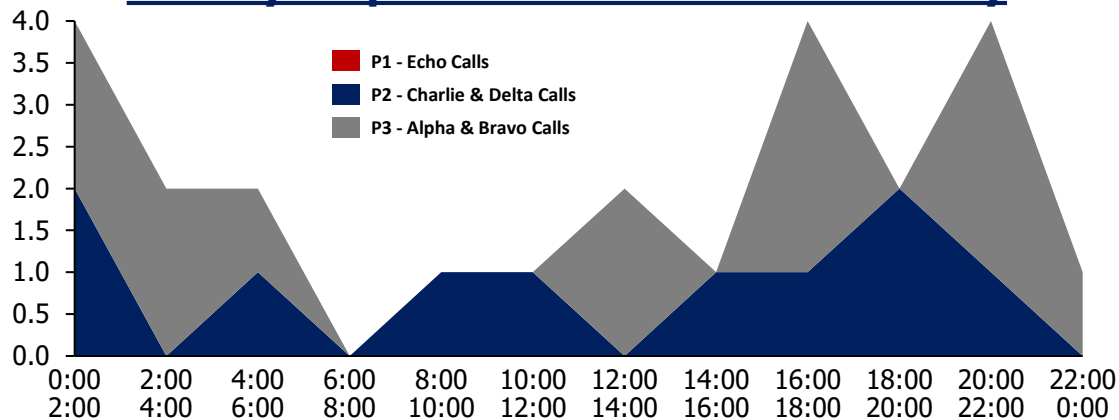




Genesee Fire



Priority Dispatched Calls Per Time of Day



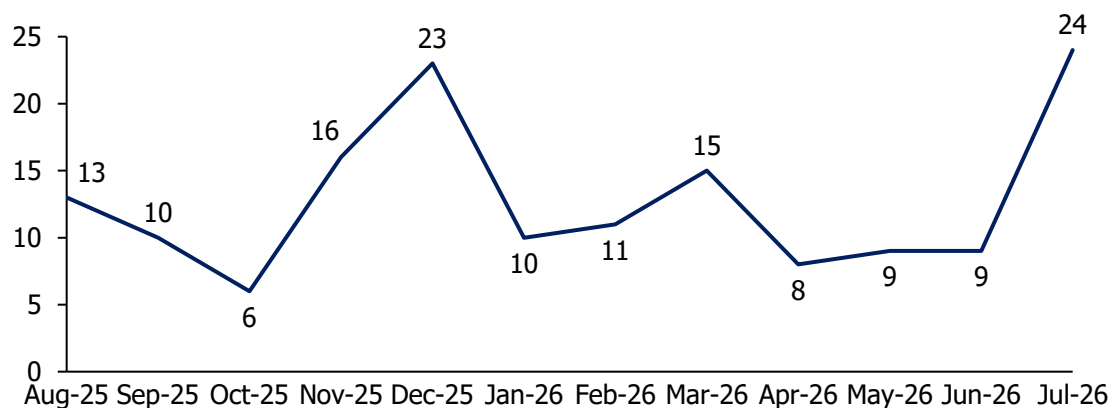
Daily Priority Call Volume and Entry to Assignment

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

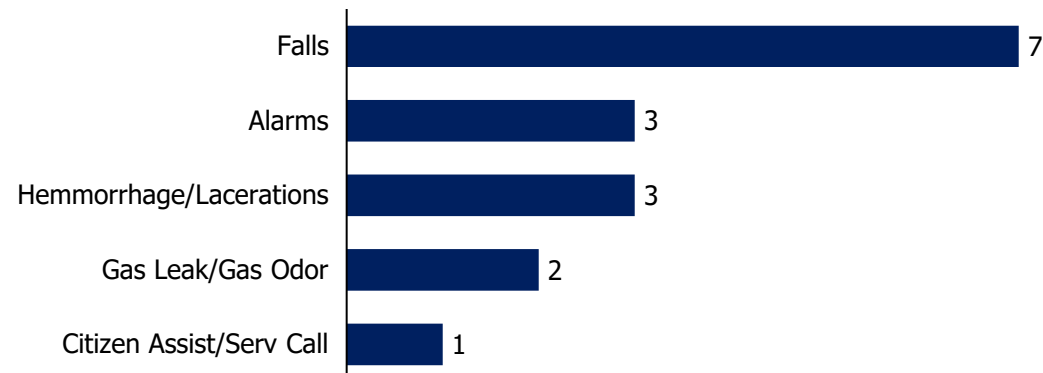
Assignment <1 min N/A 90%

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

Monthly Call Volume



Top Five Problem Natures

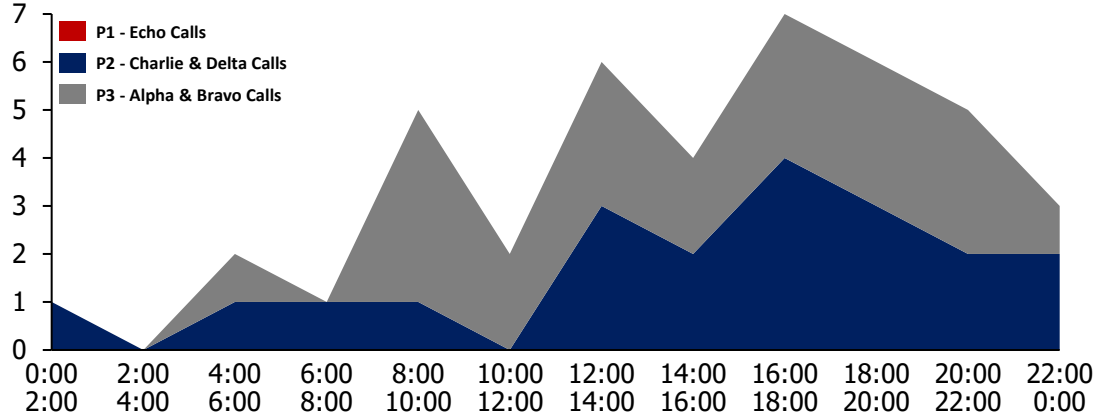




Foothills Fire



Priority Dispatched Calls Per Time of Day

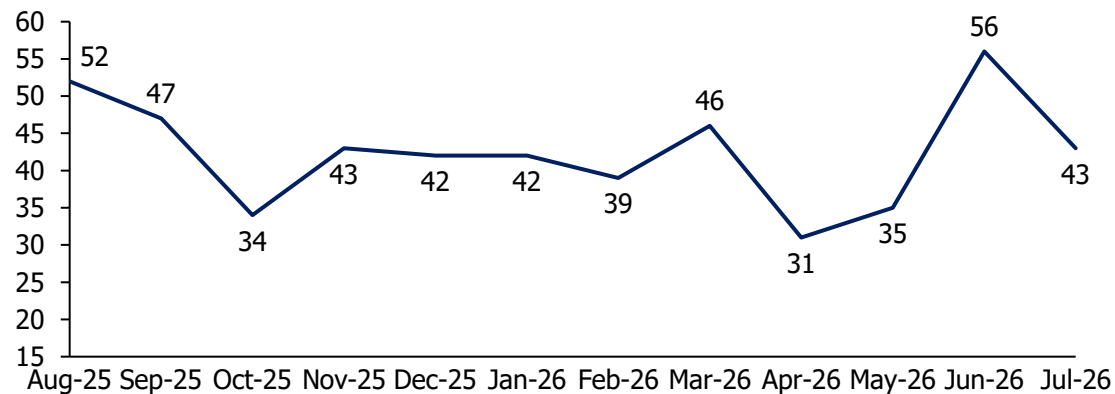


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	6	11	3
Monday	0	0	3	3	1
Tuesday	0	1	2	3	1
Wednesday	0	6	2	8	2
Thursday	0	2	3	5	1
Friday	0	3	2	5	1
Saturday	0	3	4	7	2
Assignment <1 min	N/A	60%			

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

Monthly Call Volume



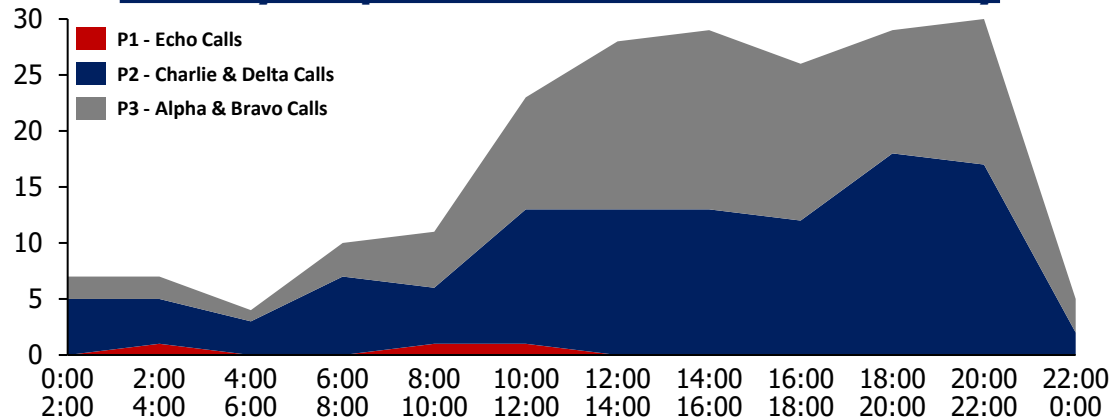
Top Five Problem Natures





Clear Creek Fire

Priority Dispatched Calls Per Time of Day



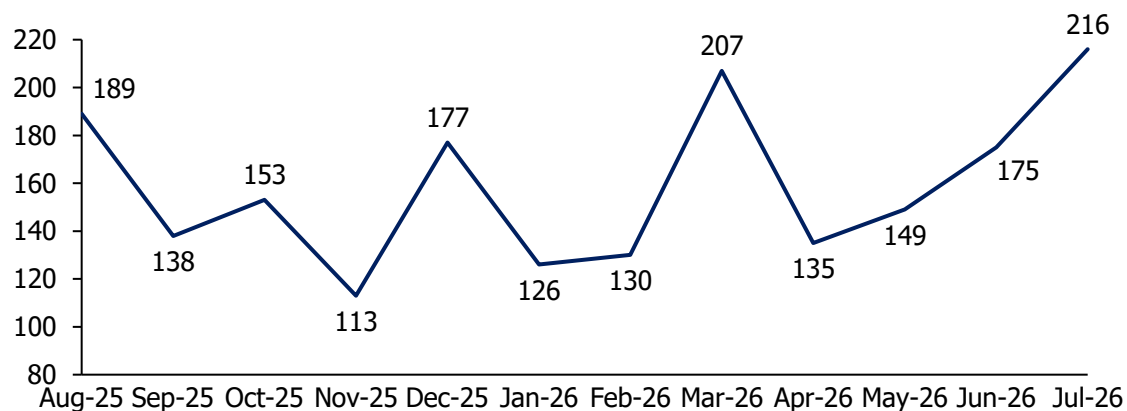
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	15	28	7
Monday	0	14	8	22	6
Tuesday	0	19	9	28	7
Wednesday	1	17	11	29	6
Thursday	1	12	15	28	6
Friday	0	15	17	32	6
Saturday	1	21	20	42	11

Assignment <1 min 67% 87%

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

Monthly Call Volume



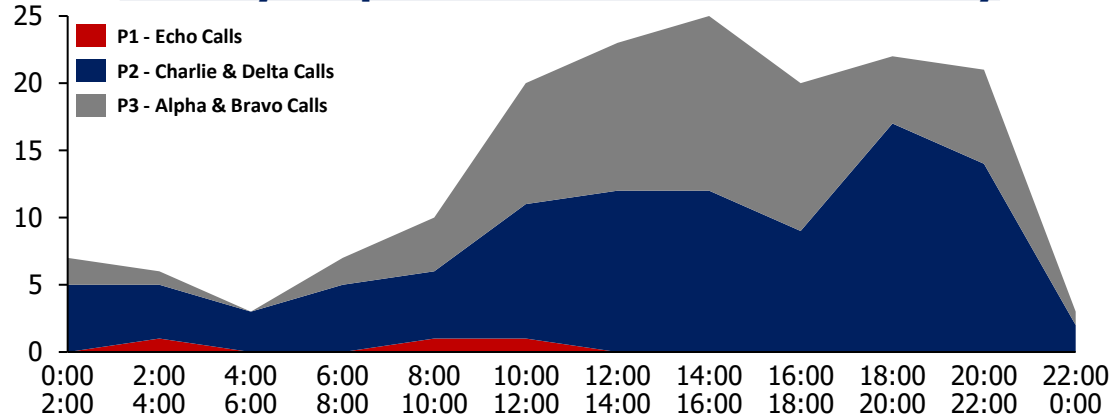
Top Five Problem Natures





Clear Creek EMS

Priority Dispatched Calls Per Time of Day



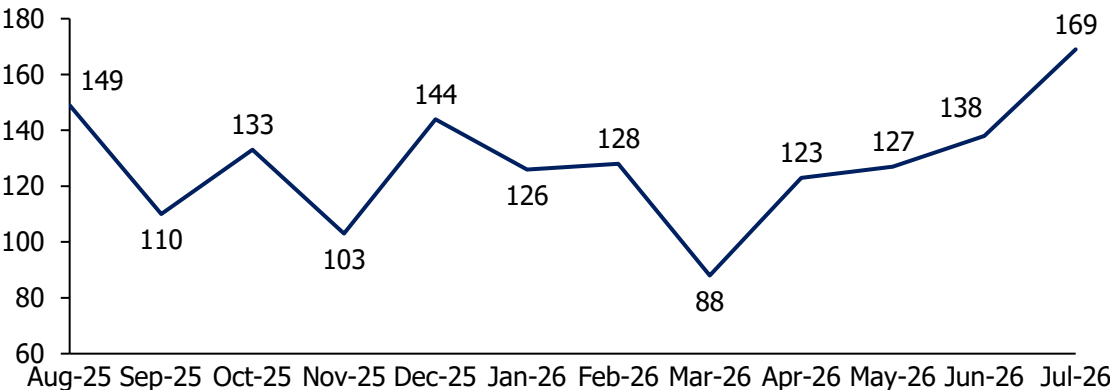
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	13	25	6
Monday	0	14	4	18	5
Tuesday	0	15	7	22	6
Wednesday	1	14	8	23	5
Thursday	1	11	7	19	4
Friday	0	13	11	24	5
Saturday	1	19	16	36	9

Assignment <1 min 67% 88%

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

Monthly Call Volume



Top Five Problem Natures

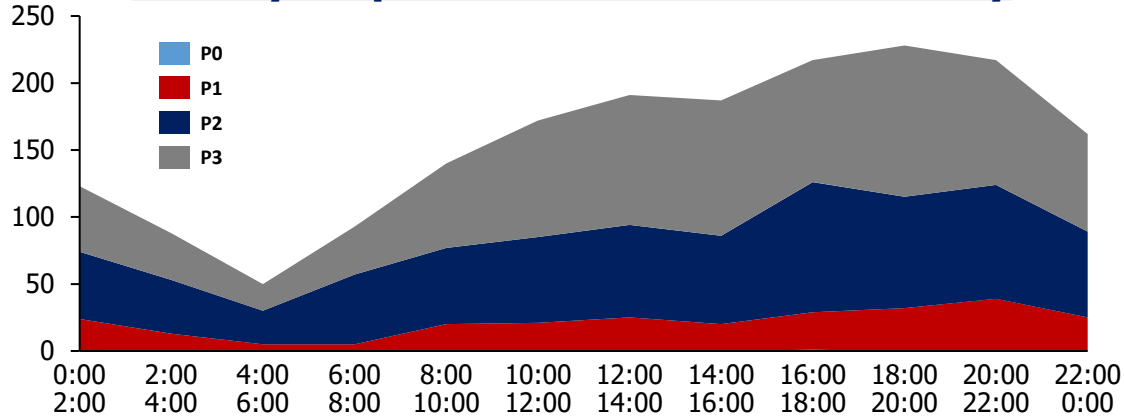




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

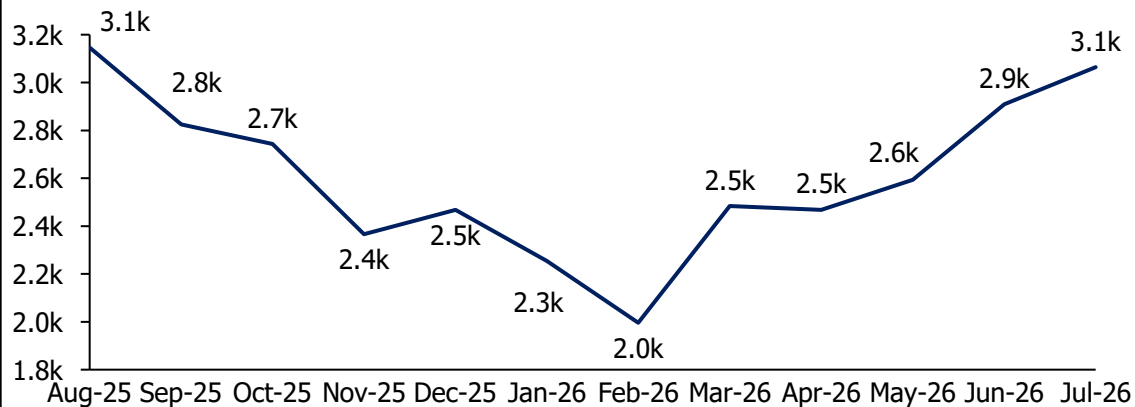


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	36	102	100	238	60
Monday	0	32	85	100	217	54
Tuesday	0	31	89	119	239	60
Wednesday	0	38	123	138	299	60
Thursday	0	36	135	144	315	63
Friday	1	37	118	153	309	62
Saturday	0	47	100	104	251	63
Assignment <2 min		81%	55%			
Assignment <4 min		92%	80%			

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

Monthly Call Volume



Top Five Problem Natures

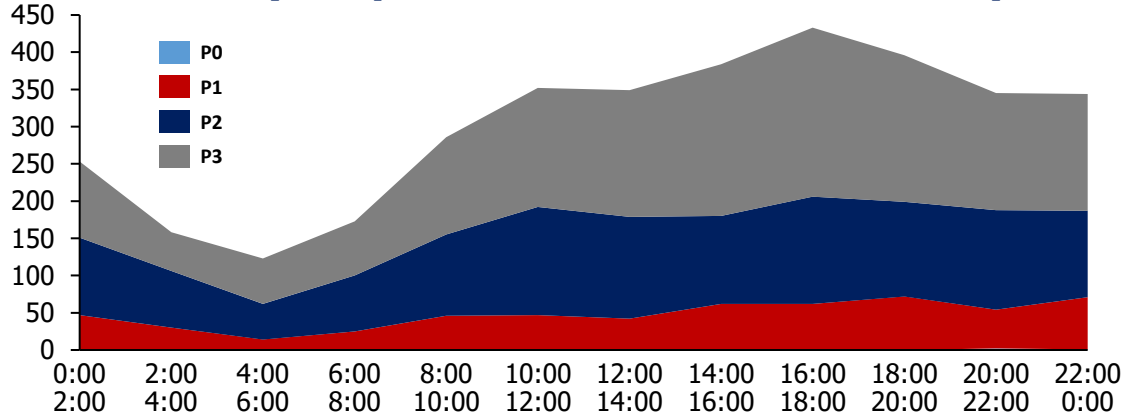




Lakewood PD



Priority Dispatched Calls Per Time of Day

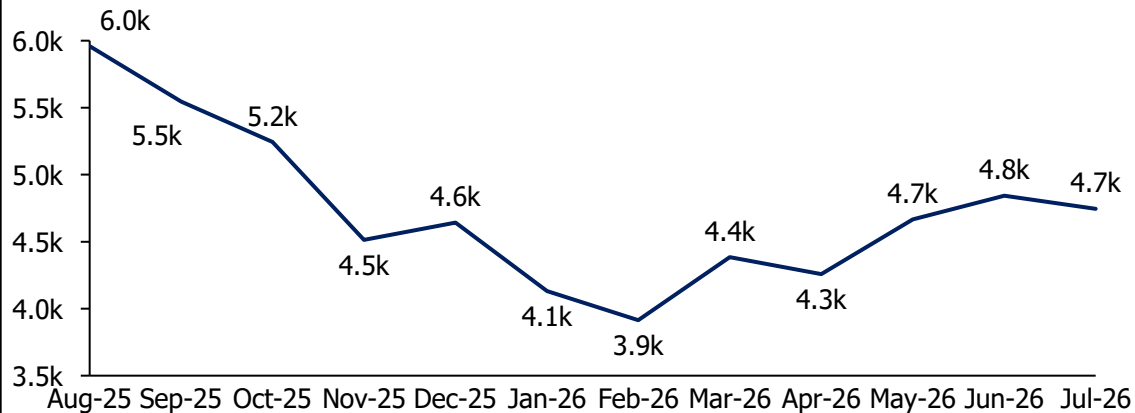


Daily Priority Call Volume and Entry to Assignment

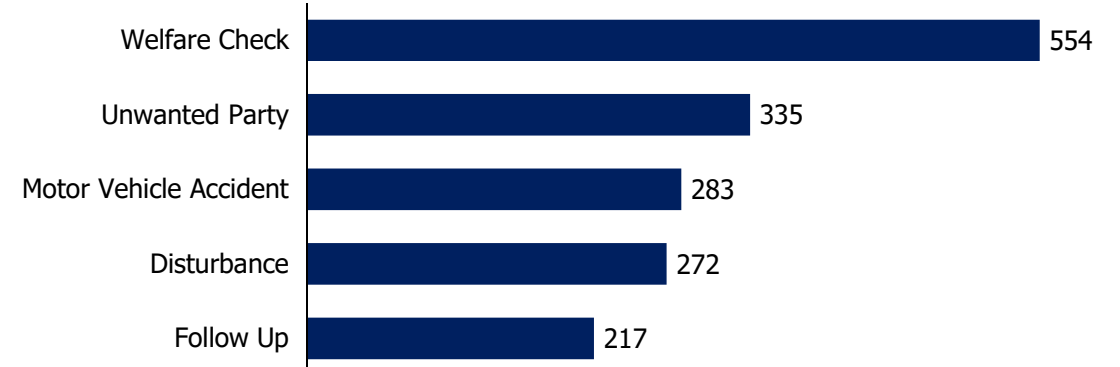
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	85	166	210	462	116
Monday	0	72	182	201	455	114
Tuesday	0	70	169	237	476	119
Wednesday	0	79	200	275	554	111
Thursday	2	80	197	299	578	116
Friday	0	94	232	257	583	117
Saturday	0	89	187	212	488	122
Assignment <2 min		74%	42%			
Assignment <4 min		87%	65%			

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

Monthly Call Volume



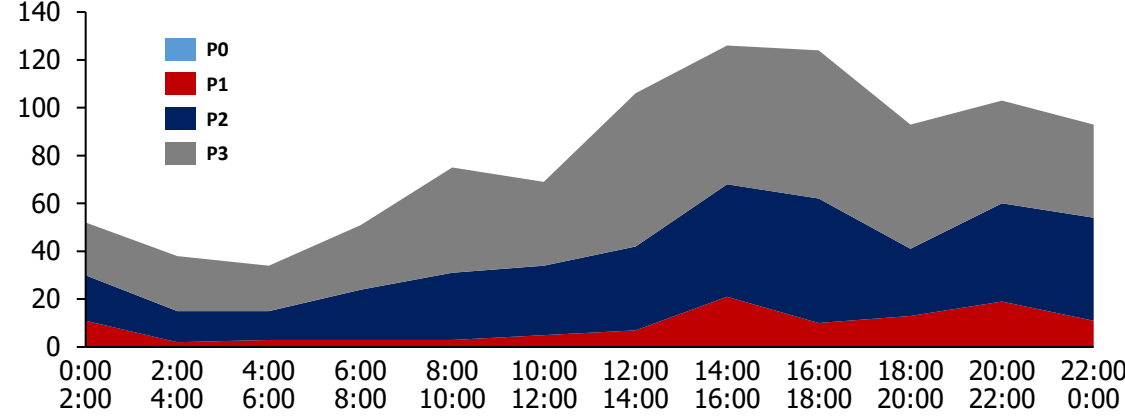
Top Five Problem Natures





Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

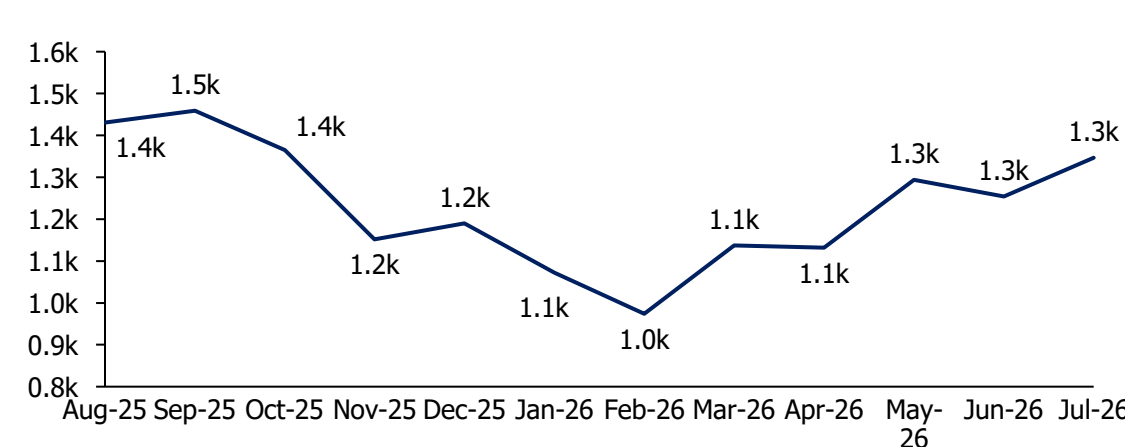


Daily Priority Call Volume and Entry to Assignment

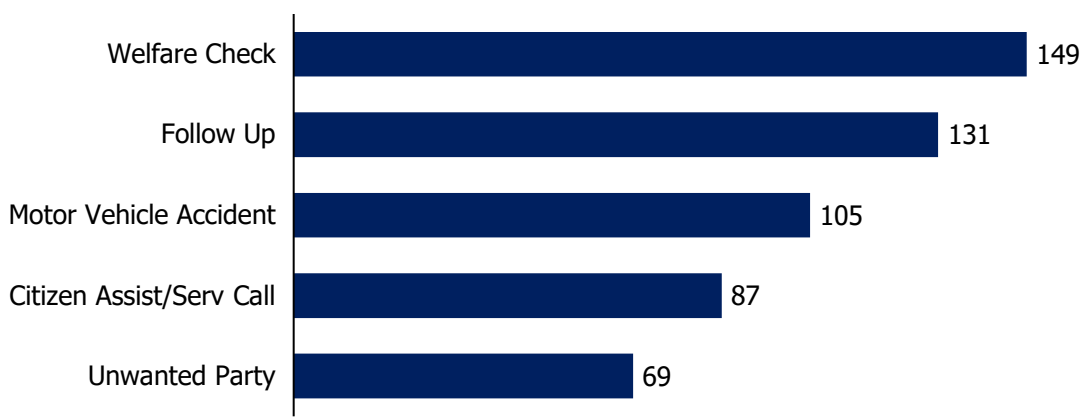
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	11	45	52	108	27
Monday	0	12	56	62	130	33
Tuesday	0	20	37	72	129	32
Wednesday	0	12	58	82	152	30
Thursday	0	21	73	81	175	35
Friday	0	20	60	87	167	33
Saturday	0	12	39	52	103	26
Assignment <2 min		76%	50%			
Assignment <4 min		92%	68%			

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

Monthly Call Volume



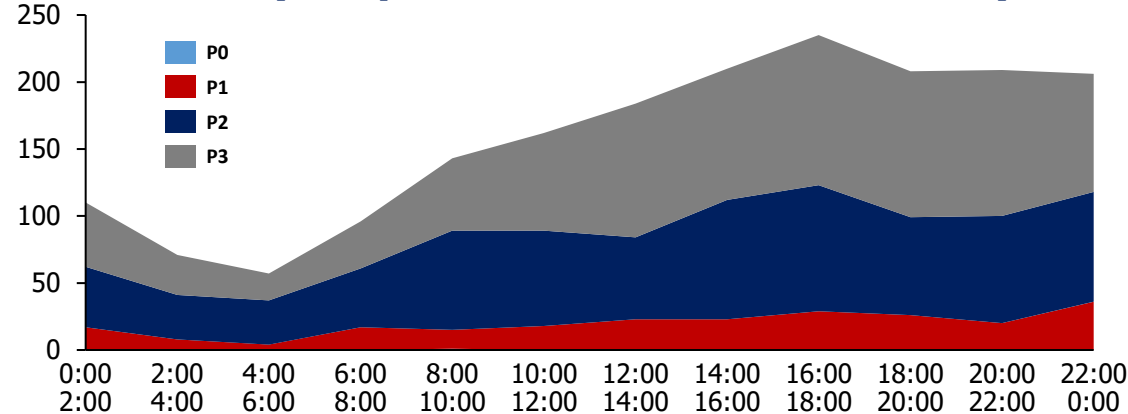
Top Five Problem Natures





Arvada PD

Priority Dispatched Calls Per Time of Day

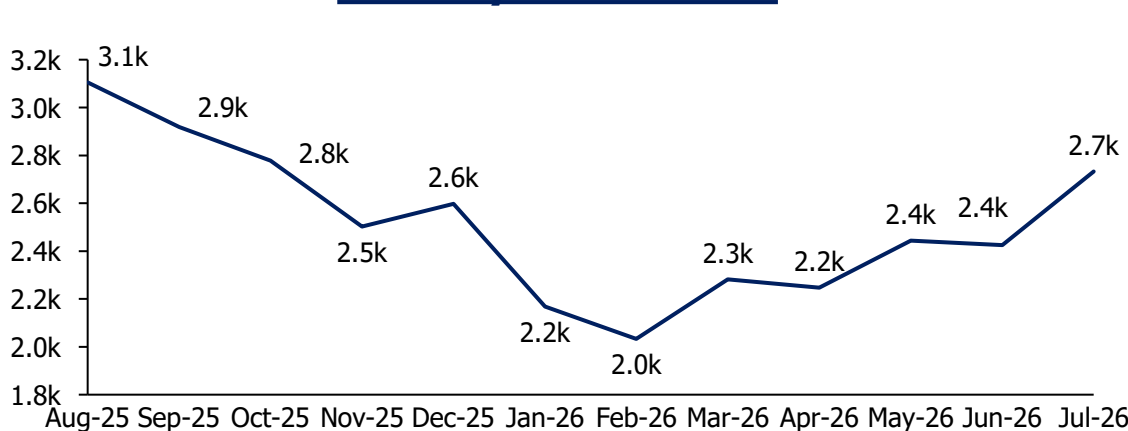


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	35	91	111	237	59
Monday	0	37	101	105	243	61
Tuesday	0	25	101	105	231	58
Wednesday	0	40	130	154	324	65
Thursday	1	35	126	150	312	62
Friday	0	36	130	148	314	63
Saturday	0	27	100	103	230	58
Assignment <2 min		80%	58%			
Assignment <4 min		91%	81%			

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

Monthly Call Volume



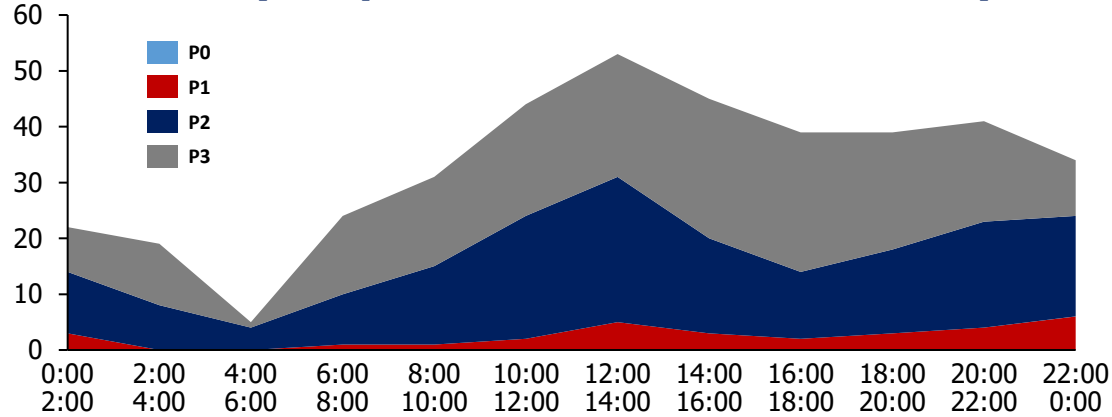
Top Five Problem Natures





Golden PD

Priority Dispatched Calls Per Time of Day

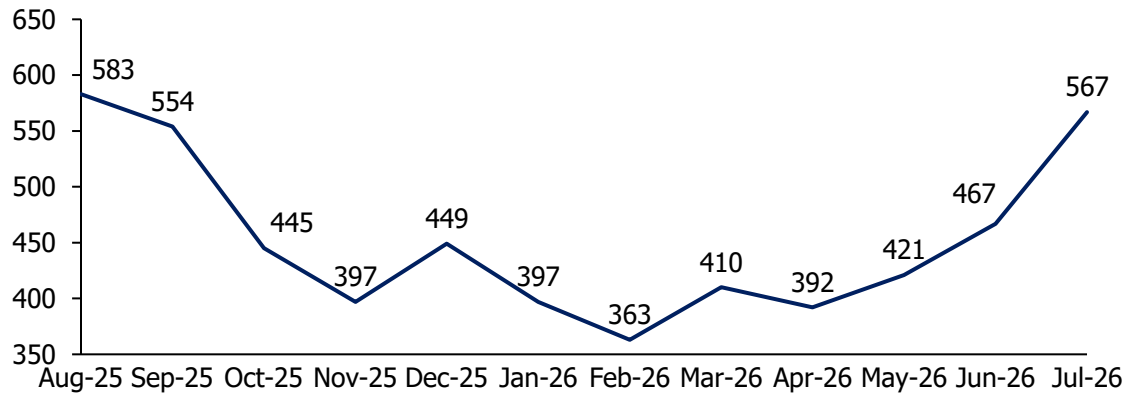


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	22	29	53	13
Monday	0	0	25	28	53	13
Tuesday	0	3	23	22	48	12
Wednesday	0	3	32	24	59	12
Thursday	0	4	24	37	65	13
Friday	0	7	27	25	59	12
Saturday	0	11	22	26	59	15
Assignment <2 min		93%	62%			
Assignment <4 min		93%	83%			

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

Monthly Call Volume



Top Five Problem Natures

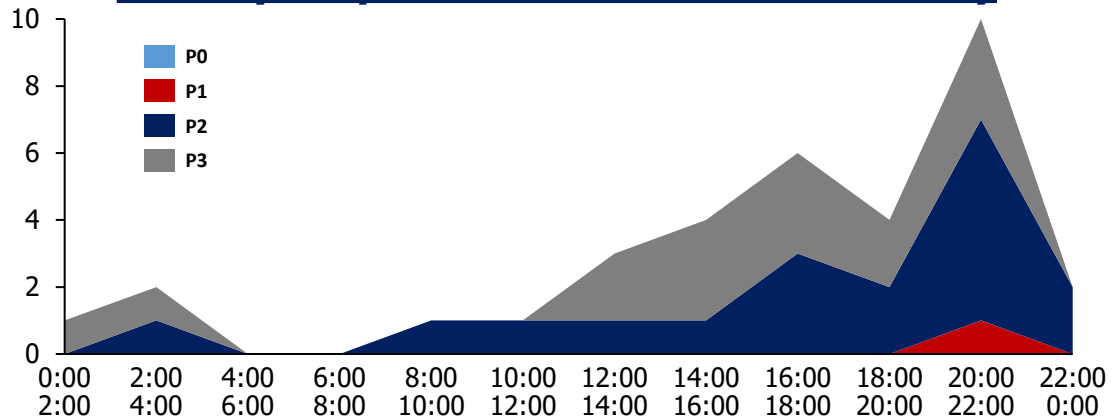




Lakeside PD



Priority Dispatched Calls Per Time of Day

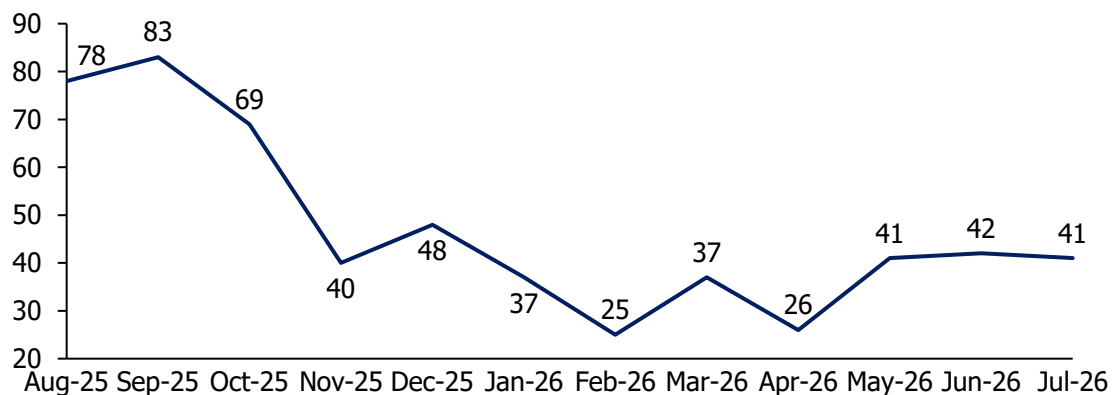


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	2	4	1
Monday	0	0	2	2	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	2	3	5	1
Thursday	0	0	1	1	2	0
Friday	0	1	6	3	10	2
Saturday	0	0	3	3	6	2
Assignment <2 min		100%	44%			
Assignment <4 min		100%	72%			

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

Monthly Call Volume



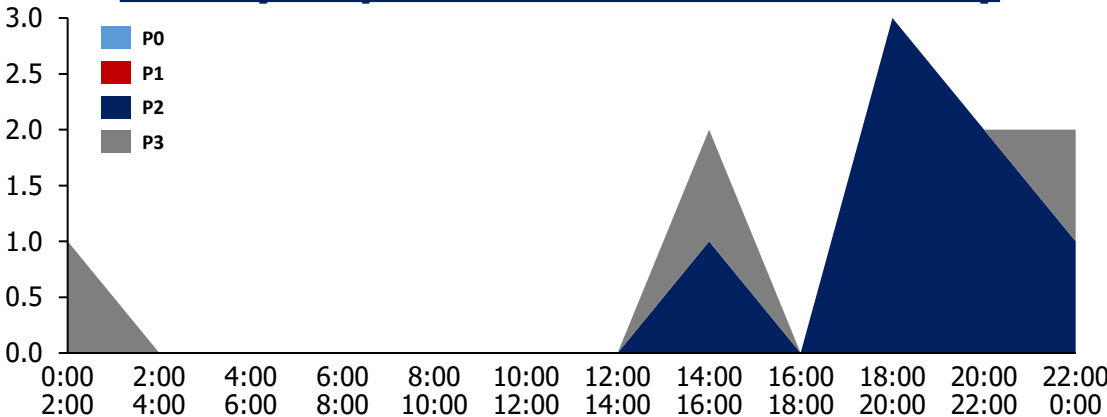
Top Five Problem Natures





Mountain View PD

Priority Dispatched Calls Per Time of Day

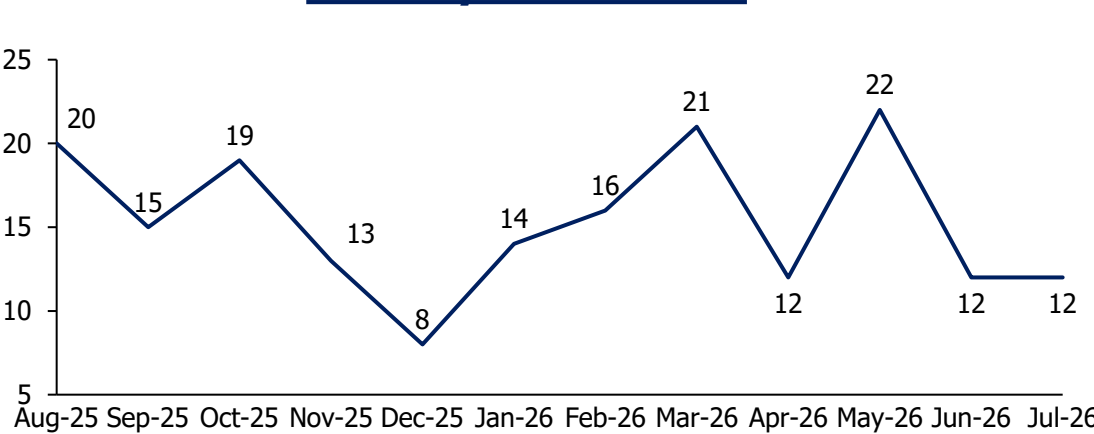


Daily Priority Call Volume and Entry to Assignment

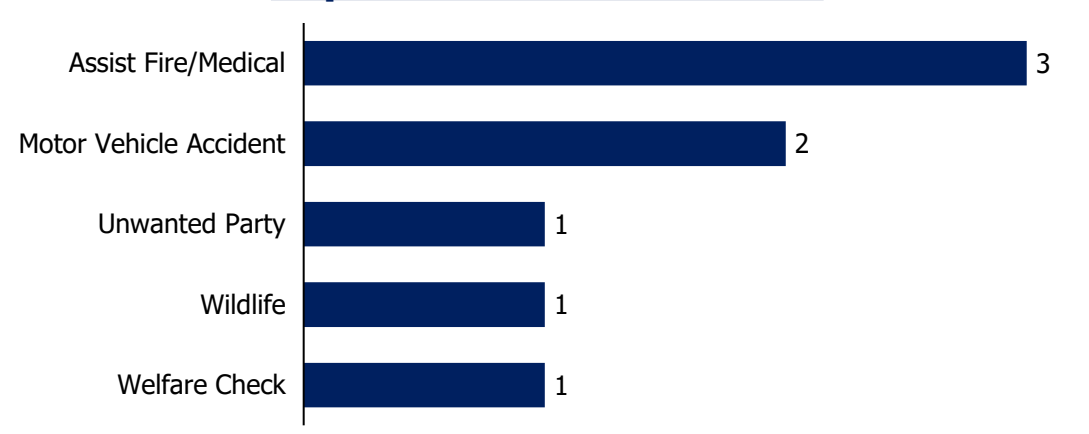
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	1	4	1
Monday	0	0	1	0	1	0
Tuesday	0	0	0	0	0	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	1	0	1	0
Friday	0	0	0	0	0	0
Saturday	0	0	1	2	3	1
Assignment <2 min		N/A	71%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures

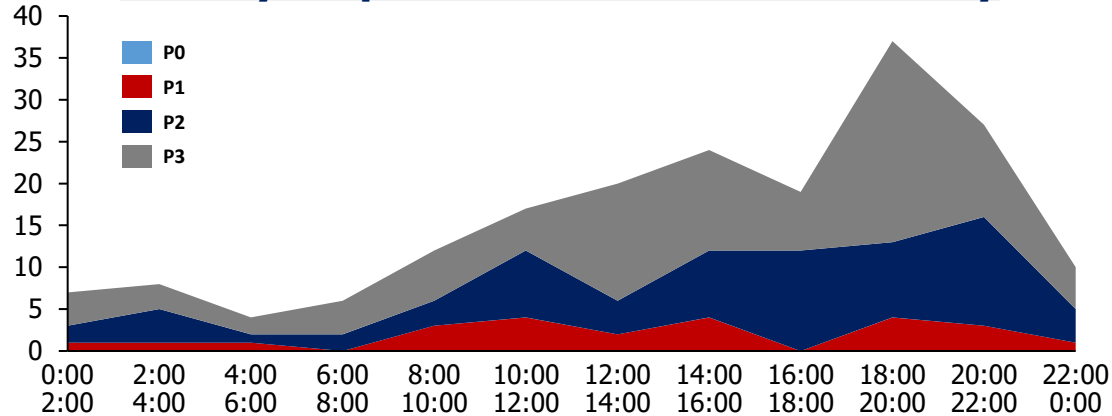




Edgewater PD



Priority Dispatched Calls Per Time of Day

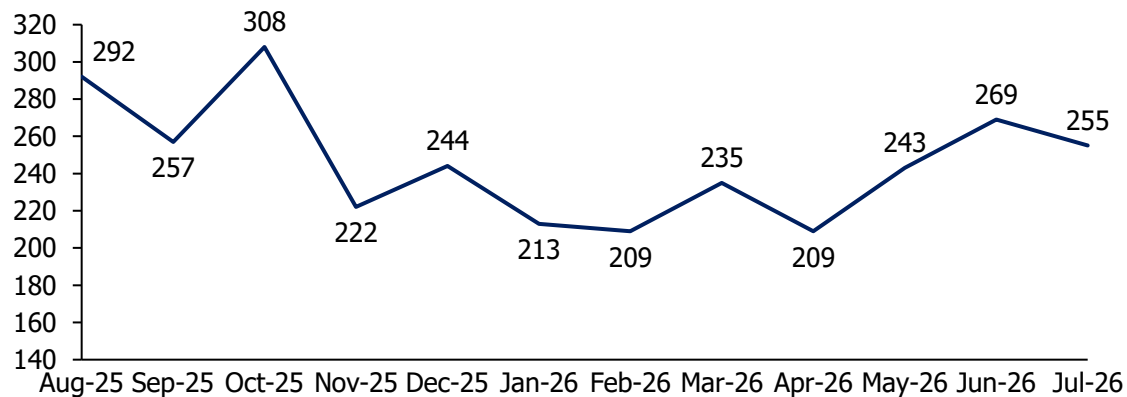


Daily Priority Call Volume and Entry to Assignment

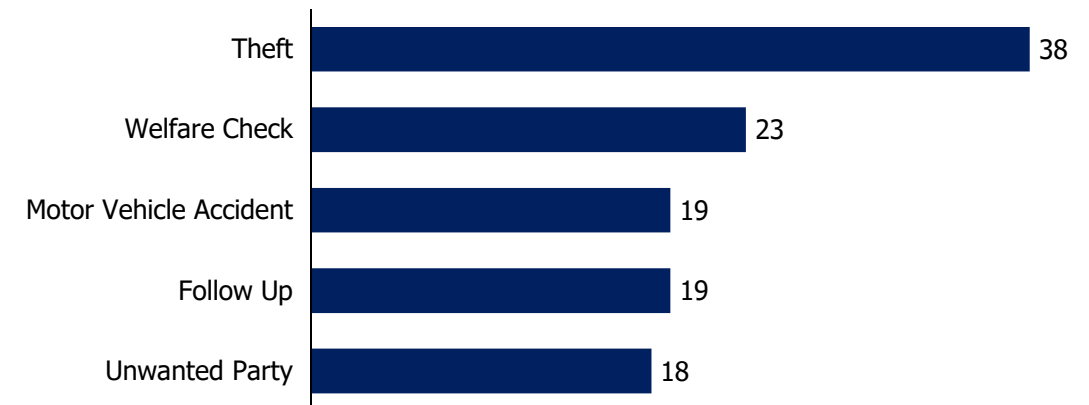
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	11	17	31	8
Monday	0	1	9	8	18	5
Tuesday	0	6	13	13	32	8
Wednesday	0	3	4	10	17	3
Thursday	0	2	12	15	29	6
Friday	0	3	12	18	33	7
Saturday	0	6	9	16	31	8
Assignment <2 min		75%	63%			
Assignment <4 min		88%	87%			

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

Monthly Call Volume



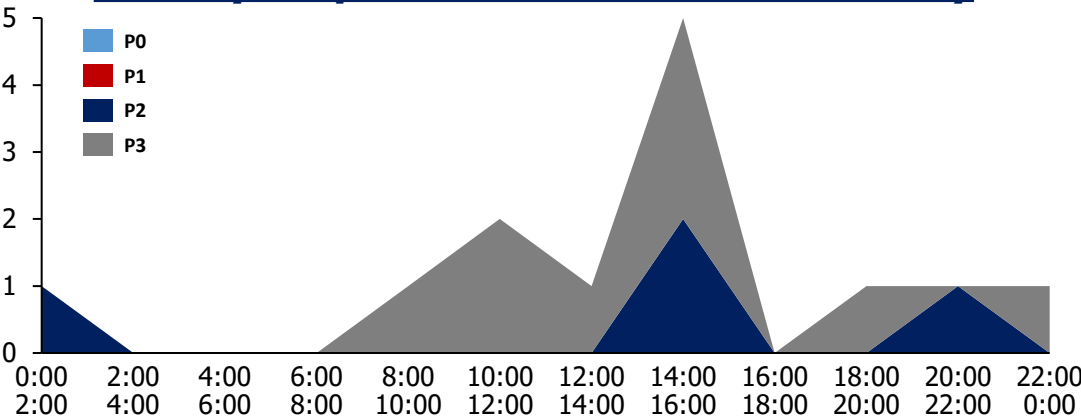
Top Five Problem Natures





Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

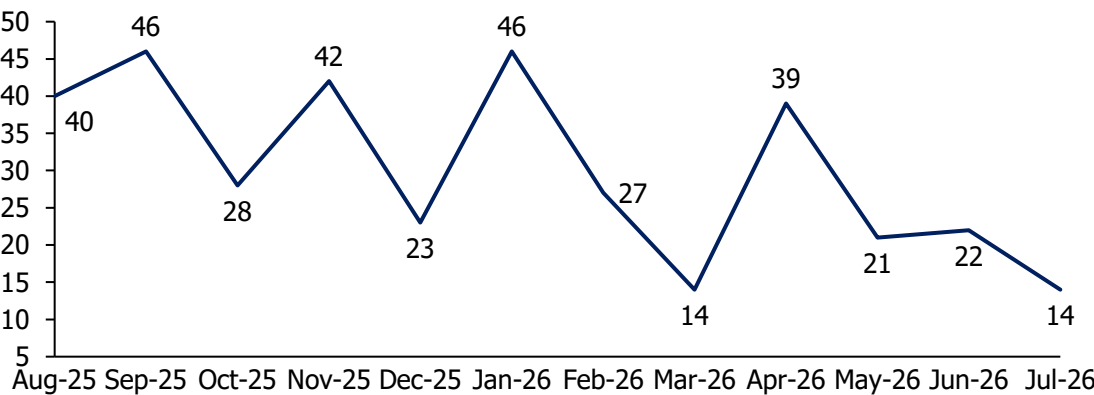


Daily Priority Call Volume and Entry to Assignment

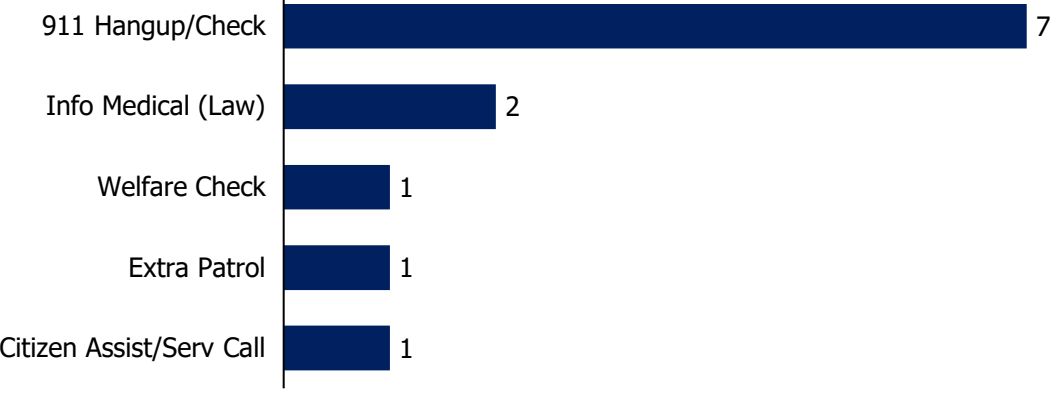
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	0	1	1	0
Tuesday	0	0	1	2	3	1
Wednesday	0	0	1	1	2	0
Thursday	0	0	1	2	3	1
Friday	0	0	0	2	2	0
Saturday	0	0	0	1	1	0
Assignment <2 min		N/A	75%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume



Top Five Problem Natures

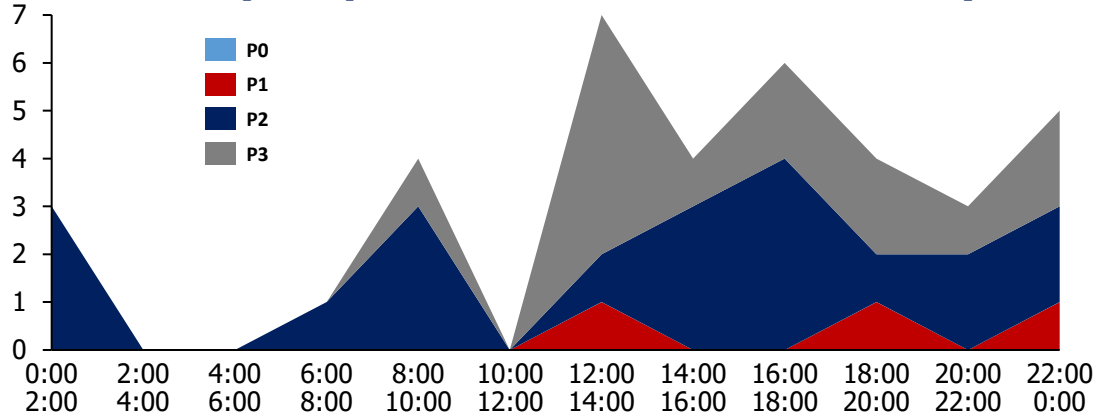




Morrison PD (JCSO Response)



Priority Dispatched Calls Per Time of Day

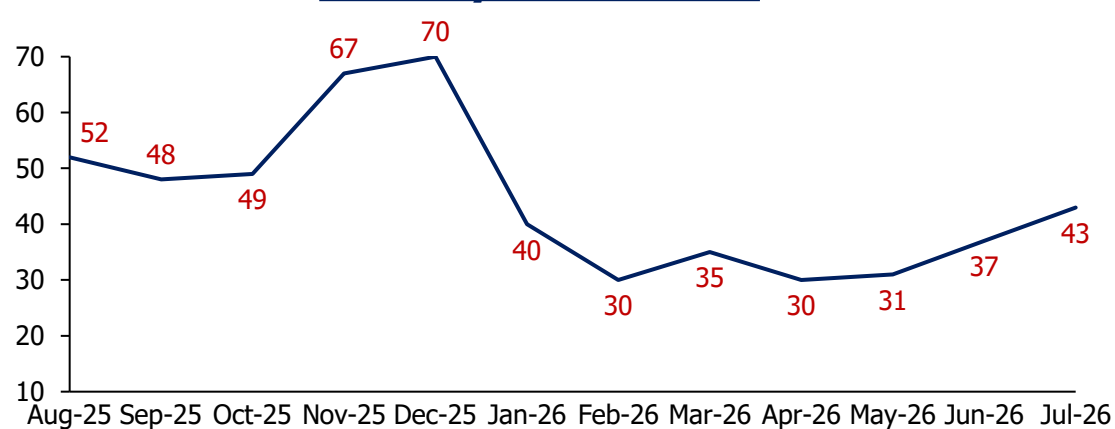


Daily Priority Call Volume and Entry to Assignment

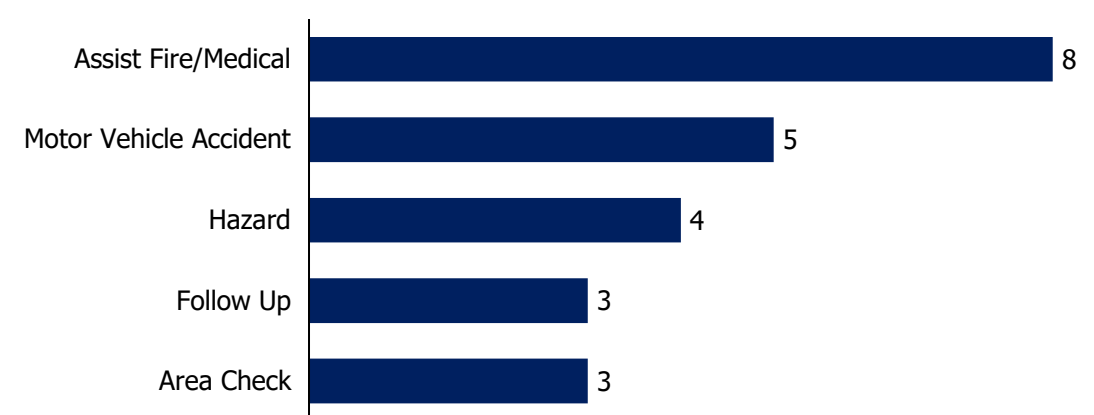
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	1	2	1
Monday	0	1	1	4	6	2
Tuesday	0	0	4	1	5	1
Wednesday	0	0	1	3	4	1
Thursday	0	2	4	3	9	2
Friday	0	0	7	1	8	2
Saturday	0	0	2	1	3	1
Assignment <2 min		100%	50%			
Assignment <4 min		100%	80%			

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

Monthly Call Volume



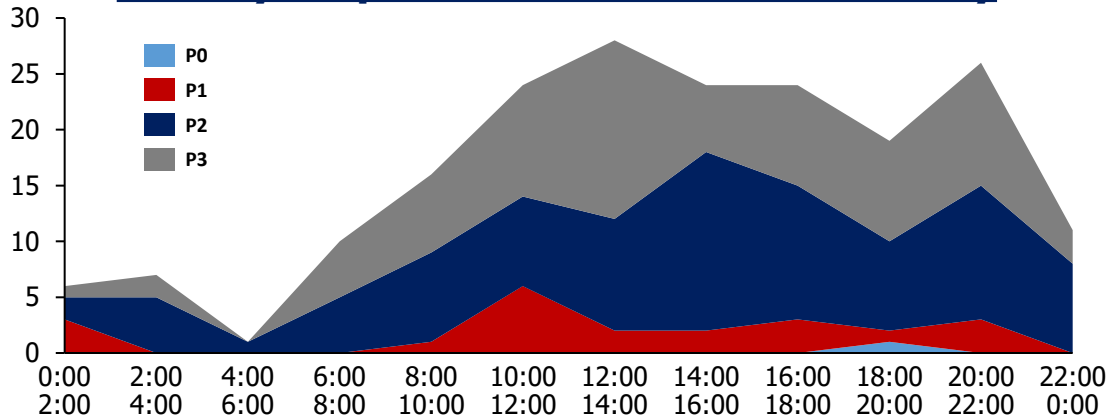
Top Five Problem Natures





Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

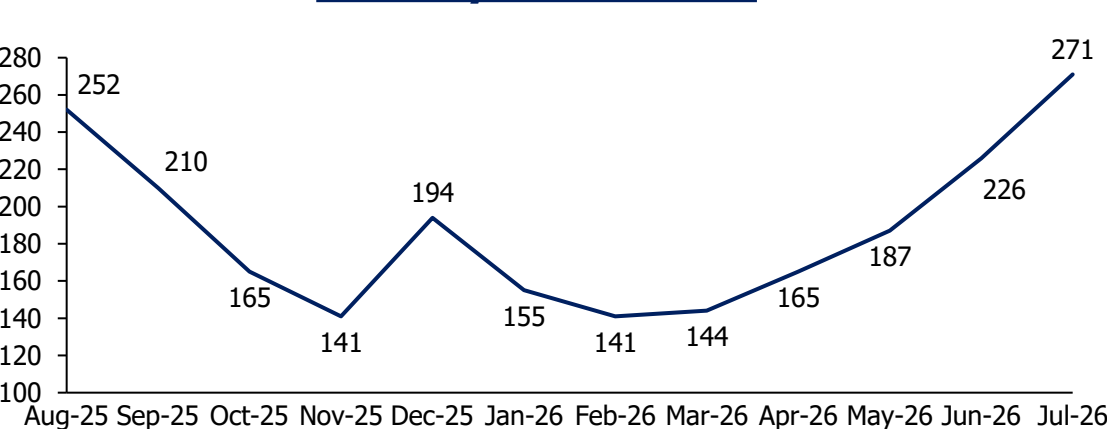


Daily Priority Call Volume and Entry to Assignment

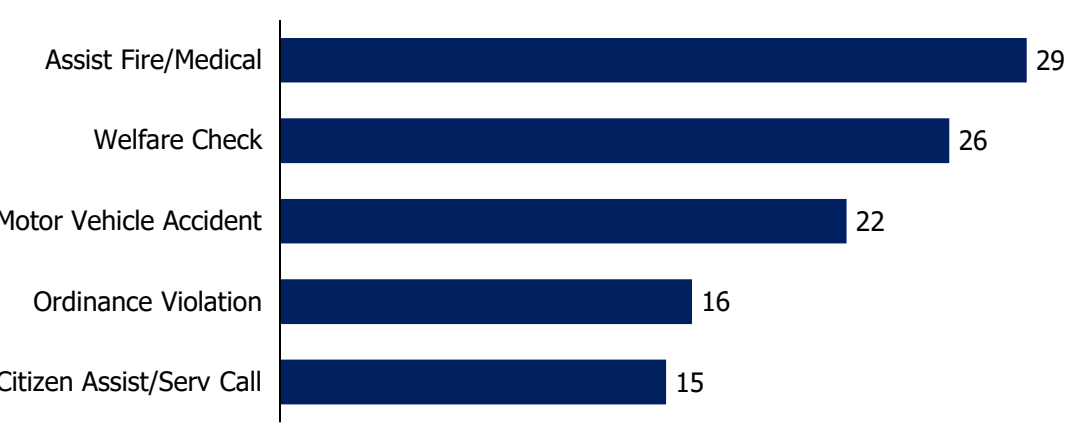
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	4	7	9	21	5
Monday	0	2	11	10	23	6
Tuesday	0	3	8	9	20	5
Wednesday	0	4	13	15	32	6
Thursday	0	3	18	12	33	7
Friday	0	4	22	11	37	7
Saturday	0	1	16	13	30	8
Assignment <2 min		76%	47%			
Assignment <4 min		90%	71%			

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

Monthly Call Volume



Top Five Problem Natures

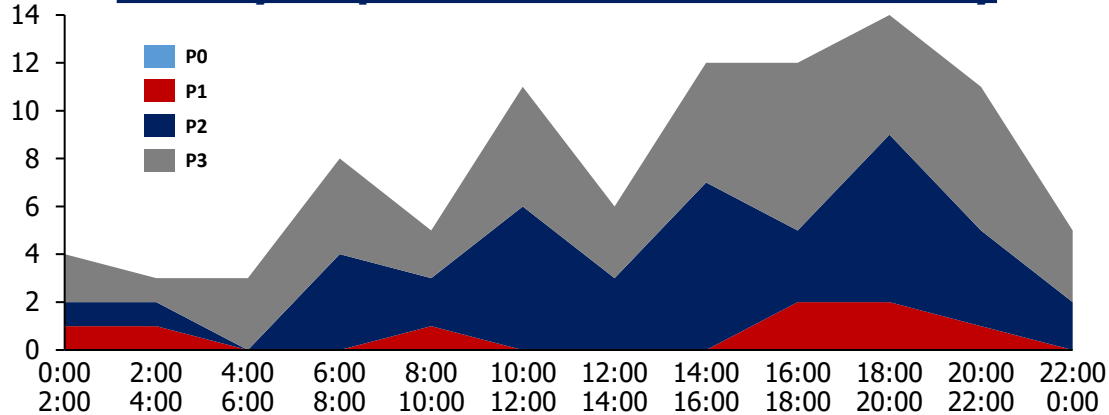




Idaho Springs PD



Priority Dispatched Calls Per Time of Day

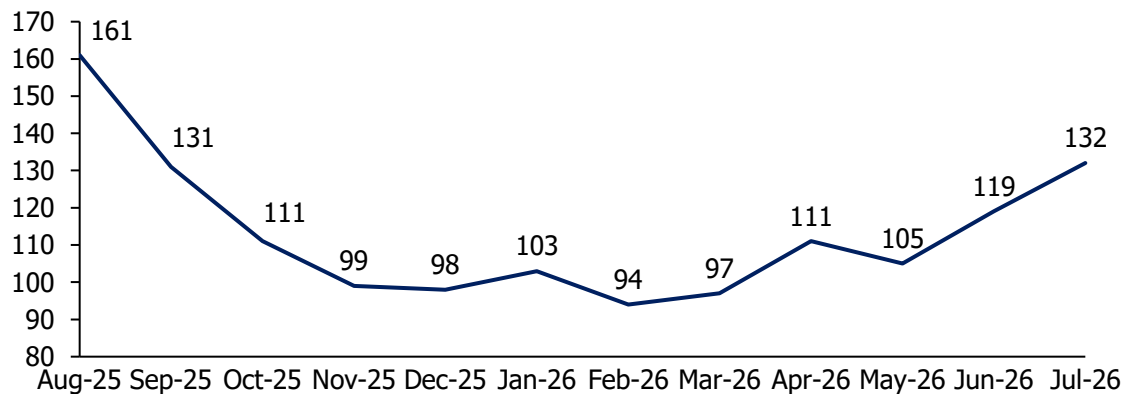


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	5	4	10	3
Monday	0	1	4	8	13	3
Tuesday	0	1	2	3	6	2
Wednesday	0	0	6	4	10	2
Thursday	0	1	10	8	19	4
Friday	0	0	4	10	14	3
Saturday	0	4	9	9	22	6
Assignment <2 min		88%	63%			
Assignment <4 min		88%	85%			

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

Monthly Call Volume



Top Five Problem Natures

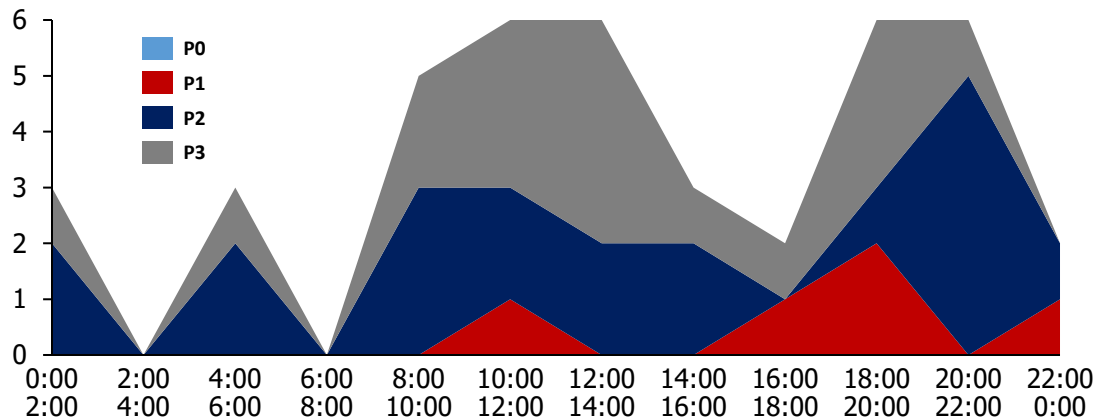




Georgetown PD (CCSO Response)



Priority Dispatched Calls Per Time of Day

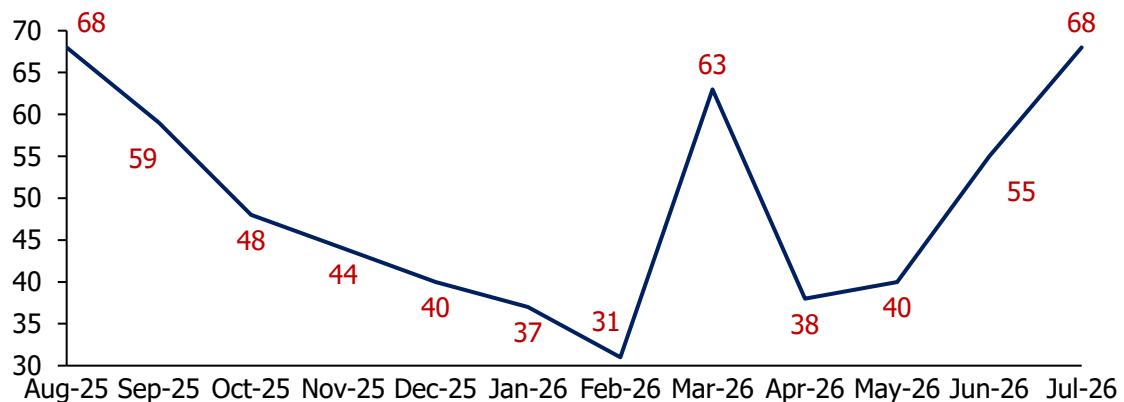


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	0	4	1
Monday	0	1	0	3	4	1
Tuesday	0	0	1	4	5	1
Wednesday	0	1	4	2	7	1
Thursday	0	0	3	3	6	1
Friday	0	3	6	3	12	2
Saturday	0	0	2	2	4	1
Assignment < 2 min		80%	60%			
Assignment < 4 min		80%	80%			

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

Monthly Call Volume



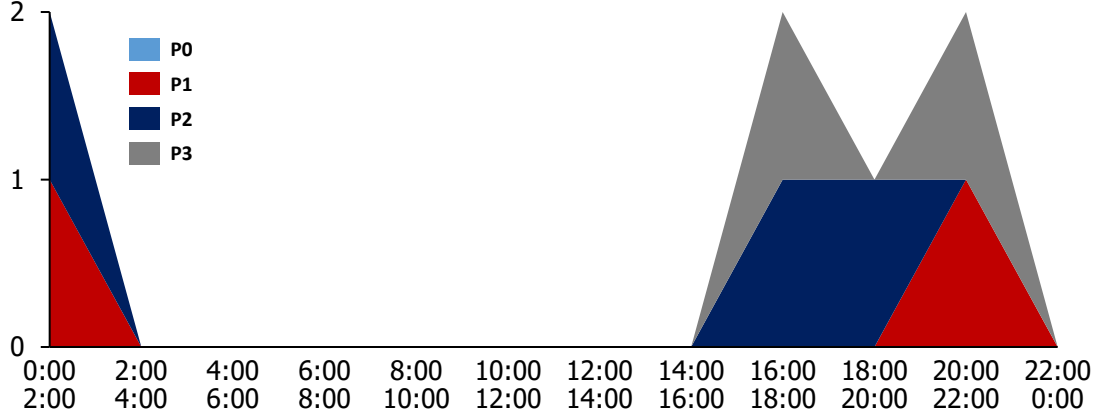
Top Five Problem Natures





Empire PD

Priority Dispatched Calls Per Time of Day

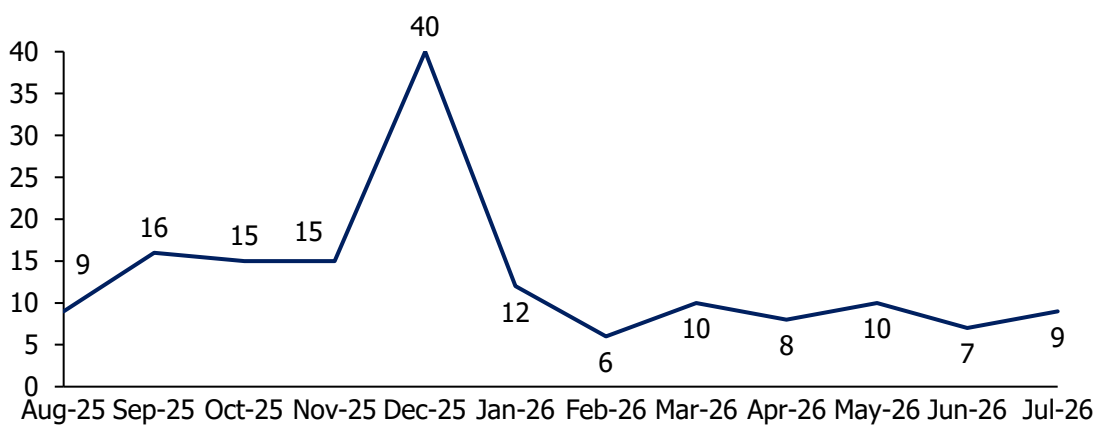


Daily Priority Call Volume and Entry to Assignment

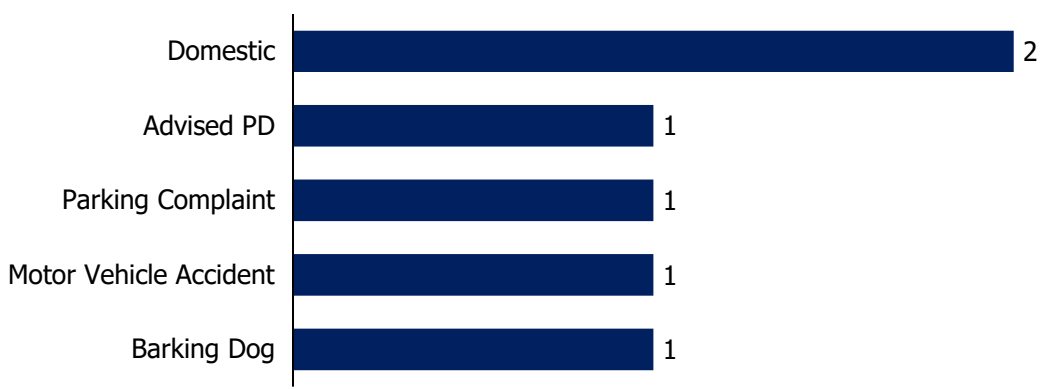
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	0	2	1
Monday	0	0	0	0	0	0
Tuesday	0	0	1	1	2	1
Wednesday	0	1	0	0	1	0
Thursday	0	0	1	1	2	0
Friday	0	0	0	0	0	0
Saturday	0	0	0	0	0	0
Assignment <2 min		100%	67%			
Assignment <4 min		100%	67%			

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

Monthly Call Volume



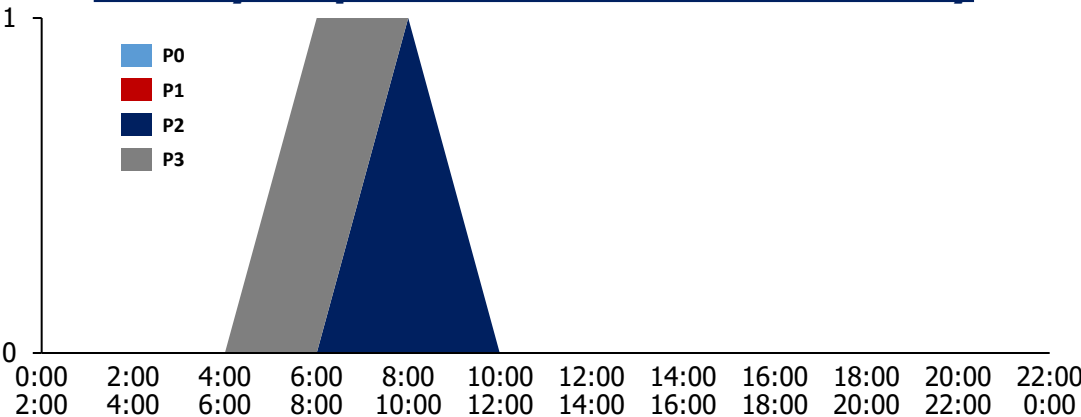
Top Five Problem Natures





Red Rocks Community College PD

Priority Dispatched Calls Per Time of Day

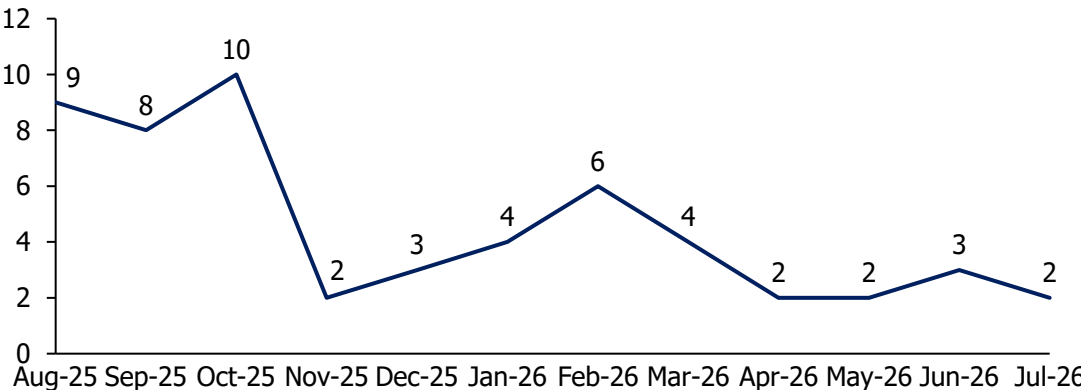


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	0	0	0	0
Tuesday	0	0	1	0	1	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	1	1	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

