Jefferson County Communications Center Authority
JEFFCOM911

August 2026
Monthly Report

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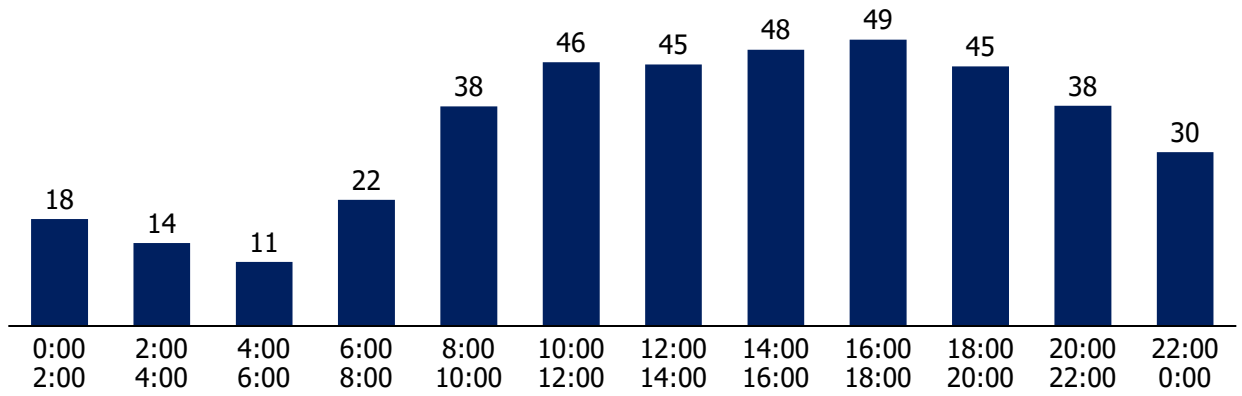
Law Stats

Calls Received, Processed, and Dispatched

Agency	August Calls	% Total	6 Month Trend
Lakewood PD	4,719	25.5%	
Jeffco Sheriff	2,793	15.1%	
Arvada PD	2,440	13.2%	
Wheat Ridge PD	1,238	6.7%	
Golden PD	544	2.9%	
Edgewater PD	239	1.3%	
Clear Creek Sheriff	230	1.2%	
Idaho Springs PD	107	0.6%	
Lakeside PD	57	0.3%	
Morrison PD**	49	0.3%	
Georgetown PD*	48	0.3%	
CSM PD	33	0.2%	
Empire PD	21	0.1%	
Mountain View PD	11	0.1%	
Red Rocks CC PD	6	0.0%	
Total	**12,535**	**67.7%**	

Average Call Volume Per Time of Day



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	2	206	549	681	80	255	140	1,913	13.5%
Monday	0	183	569	699	112	379	120	2,062	14.6%
Tuesday	0	145	493	534	93	263	78	1,606	14.2%
Wednesday	1	147	450	538	101	264	81	1,582	14.0%
Thursday	0	130	496	509	121	272	89	1,617	14.3%
Friday	2	161	485	569	99	280	111	1,707	15.1%
Saturday	2	215	600	709	93	263	166	2,048	14.5%
Total	**7**	**1,187**	**3,642**	**4,239**	**699**	**1,976**	**785**	**12,535**	

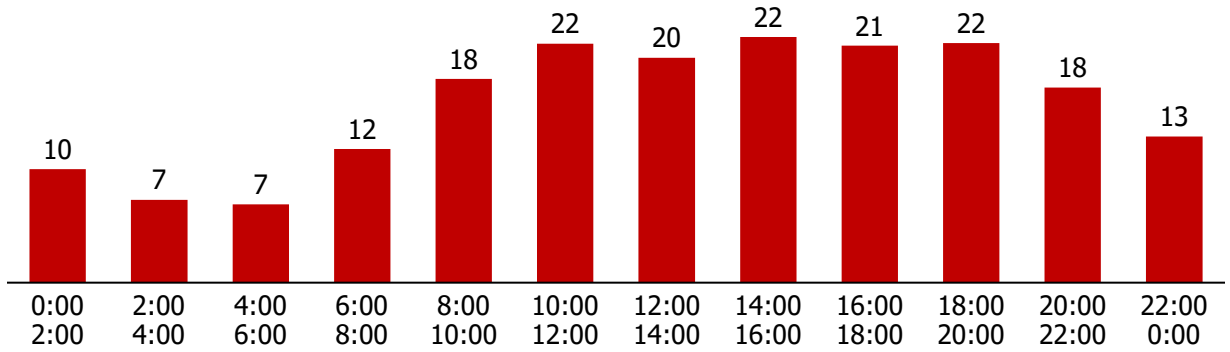
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
*Clear Creek Sheriff's Office is currently responding to Georgetown calls as of October 2024. **Jefferson County Sheriff's Office is responding to Morrison calls as of January 2025.

Fire Stats

Calls Received, Processed, and Dispatched

Agency	August Calls	% of Total	6 Month Trend
West Metro Fire	3,360	18.1%	
Arvada Fire	1,455	7.9%	
Golden Fire	282	1.5%	
Evergreen Fire	240	1.3%	
Clear Creek Fire	179	1.0%	
Clear Creek EMS	146	0.8%	
Elk Creek Fire	101	0.5%	
Highland Rescue	56	0.3%	
Pleasant View Fire	48	0.3%	
Foothills Fire	30	0.2%	
Inter Canyon Fire	30	0.2%	
Genesee Fire	23	0.1%	
North Fork Fire	23	0.1%	
Golden Gate Fire	10	0.1%	
Indian Hills Fire	8	0.0%	
Total	**5,991**	**32.3%**	

Average Call Volume Per Time of Day



Total CAD Dispatched Calls by Day of Week

	Priority							
Day of Week	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	15	577	385	11	0	3	991	14.7%
Monday	18	570	357	11	0	4	960	14.2%
Tuesday	11	452	295	8	0	6	772	14.3%
Wednesday	7	438	295	5	0	6	751	13.9%
Thursday	17	442	312	8	0	9	788	14.6%
Friday	12	449	280	8	0	5	754	13.9%
Saturday	18	561	377	15	0	4	975	14.4%
Total	**98**	**3,489**	**2,301**	**66**	**0**	**37**	**5,991**	

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**	89.0%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	95.0%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.2%	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	**EMD; Target average of 75%**	93.0%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	90.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	82.3%	Target average of 95% with a minimum of 80%

Analysis

Analysis: Call Answering Time
Jeffcom did not achieve the call answering goals in August. 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 77% occurring in less than 10 seconds, 84% occurring within 15 seconds, and 98% of abandoned calls occurring within 40 seconds). Abandoned calls represented 4.5% of emergency calls in August 2026. With abandoned calls excluded, the 15 second answering time result for August 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 01:45 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

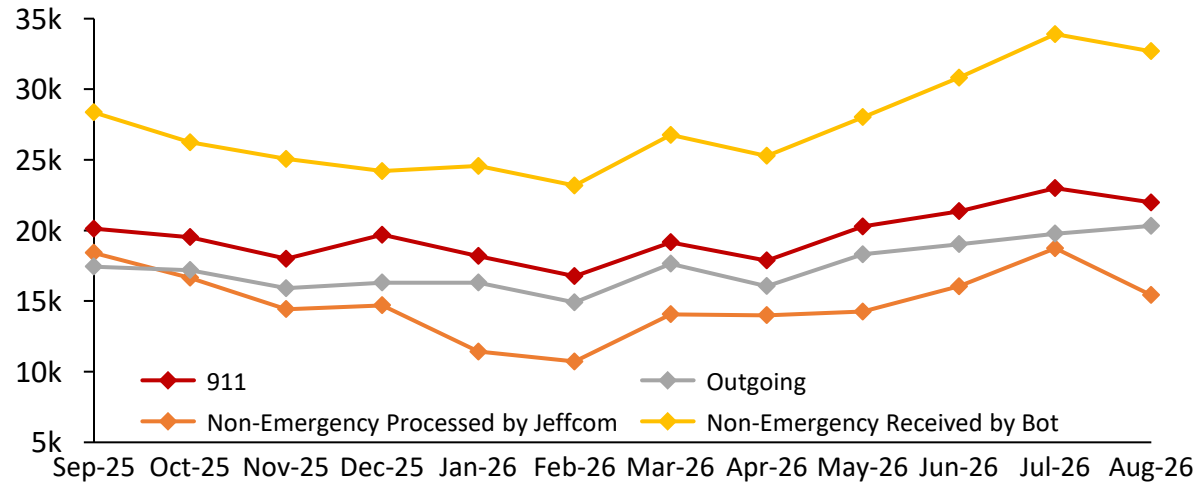
Revised Target Service Levels

Call Processing

Process	SLA	Result	Targets and Industry Standards
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	96.1%	95% within 20 Seconds (**NENA 2020**) (excludes abandoned calls)
Call Processing (Priority Calls)	**90% of P0/P1 Law calls processed within 90 seconds**	87.5%	**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 (included as a reference only)	65.0%	
	90% of Delta/Echo Fire calls processed within 90 seconds	91.0%	
	90% of Delta/Echo Fire calls processed within 60 seconds (included as a reference only)	69.3%	
Call Dispatching (Priority Calls)	**90% of P0/P1 Law calls dispatched within 210 seconds**	88.8%	
	90% of P0/P1 Law calls dispatched within 60 seconds (included as a reference only)	49.5%	
	90% of Delta/Echo Fire calls dispatched within 60 seconds	97.2%	
Quality Assurance Scores	**EMD; Target average of 75%**	93.0%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	90.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	82.3%	Target average of 95% with a minimum of 80%

Service Level Agreement and Volume Trends

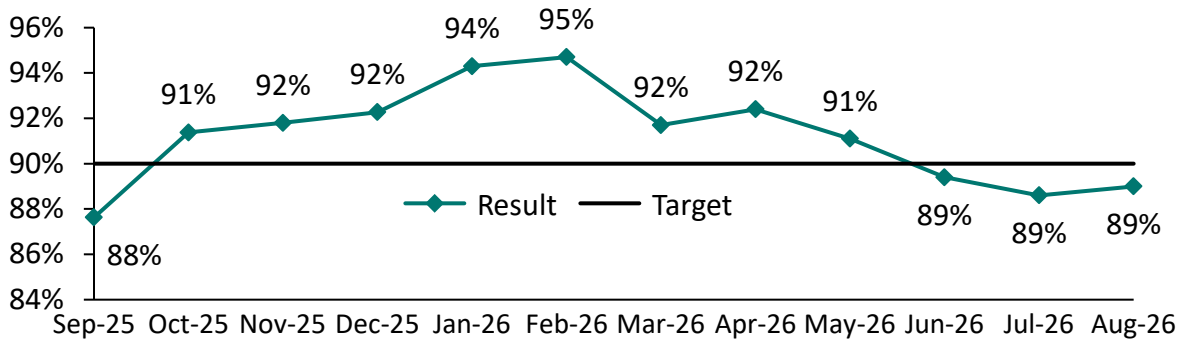
Call Volumes



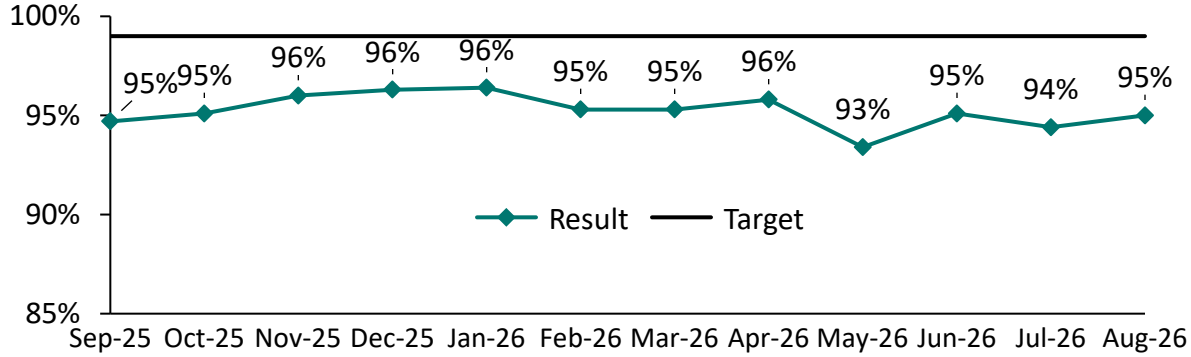
Trend Table

Average Daily Calls	Aug-26	Jul-26	Aug-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	656	638	594	3%	10%
Incoming - **Admin** to Bot	1,055	1,094	918	-4%	15%
Incoming - **Admin** to Jeffcom	498	605	621	-18%	-20%
Incoming - **911**	709	742	698	-4%	2%
911 calls answered within 15 seconds	89.0%	88.6%	89.1%	0.4%	-0.1%
911 calls answered within 40 seconds	95.0%	94.4%	95.0%	0.6%	0.0%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



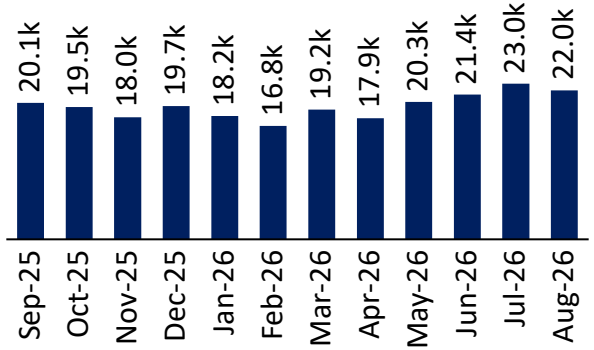
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.

Call Volume/Agency Specific Inquiries

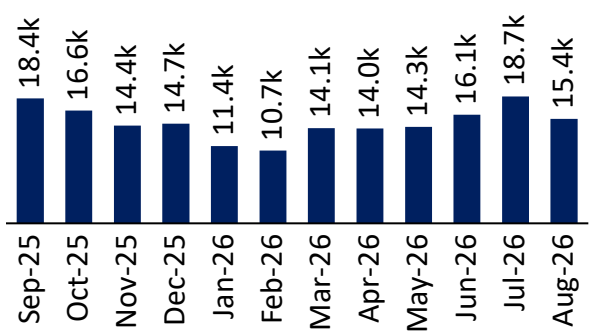
JEFFCOM

12 Month Trends

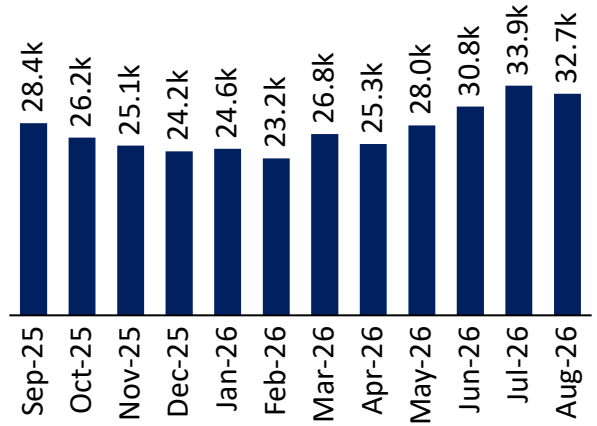
Emergency Calls



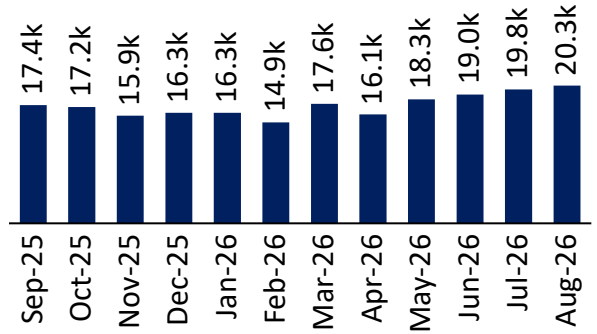
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



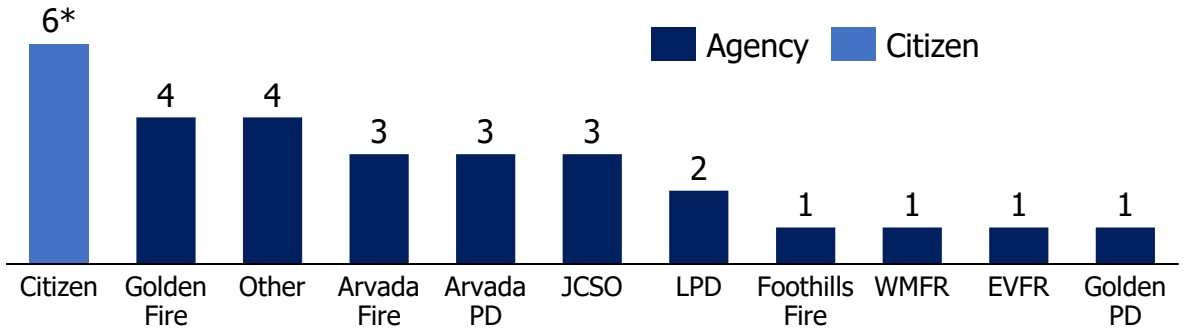
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	20,328	3% Increase from July
Incoming - **Admin** to Bot	32,691	4% Decrease from July
Incoming - **Admin** to Jeffcom	15,424	18% Decrease from July
Incoming - **911**	21,988	4% Decrease from July
Total Incoming to Jeffcom	**37,412**	**10% Decrease per day from July**

August Inquiries*



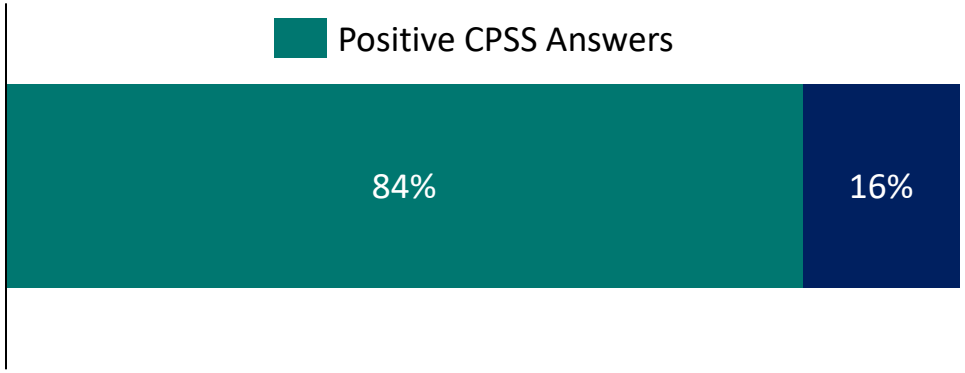
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.

*The inquiries tracking process was changed in August. The new process resulted in increased reporting of inquiries. Several citizen inquires are all from the same citizen.

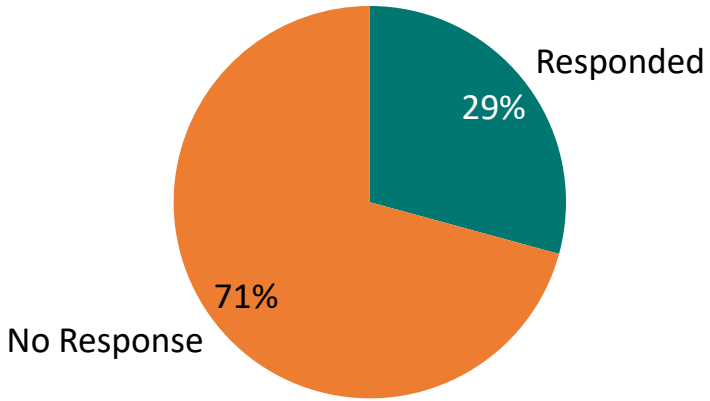
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

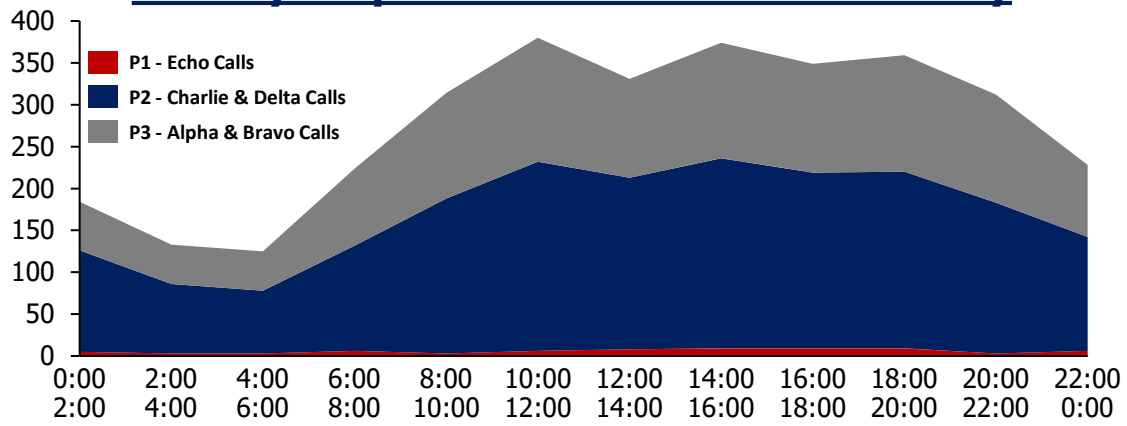


Survey Responses

- The person who assisted me was super patient and helpful throughout the process and should be commended for helping and making the experience very easy.
- He was professional, polite, courteous, level-headed, and quite helpful. Put me at ease that the situation was being taken care of promptly and made me feel safe in a stressful situation.
- The dispatcher kept me calm and was very clear with instructions on what I should do.
- Operator was professional, direct, and easy to understand. Just what I'd expect.
- Very friend and showed concern for my safety. Great experience.
- Call taker was top notch extremely professional, calm, cool and collected !!!! She deserves a raise!!!!

West Metro Fire

Priority Dispatched Calls Per Time of Day

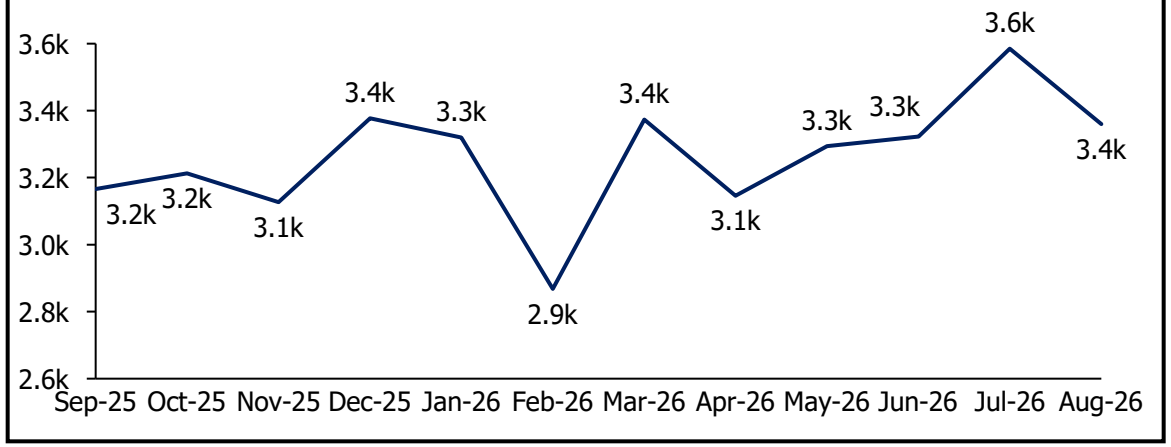


Daily Priority Call Volume and Entry to Assignment

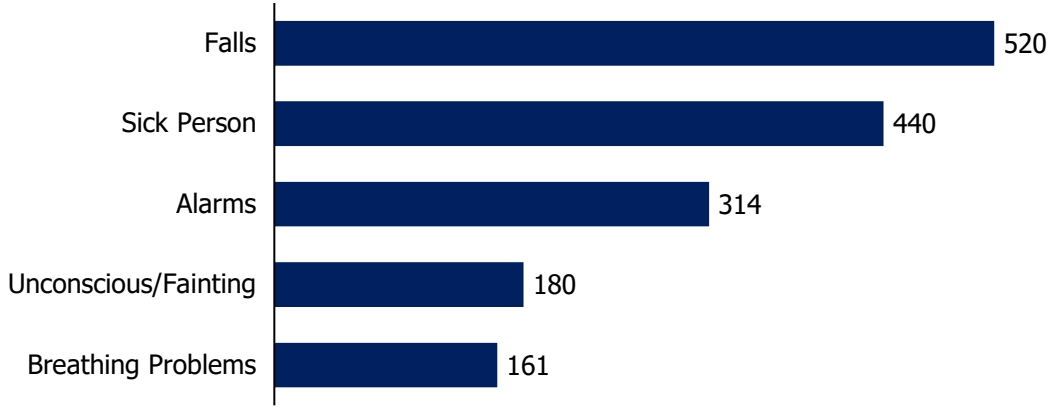
Day of Week	P1	P2	P3	Total	Average
Sunday	9	309	203	521	104
Monday	15	329	190	534	107
Tuesday	9	264	156	429	107
Wednesday	5	274	158	437	109
Thursday	13	248	179	440	110
Friday	4	258	149	411	103
Saturday	15	303	223	541	108
Assignment <1 min	**99%**	**97%**			

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

Monthly Call Volume

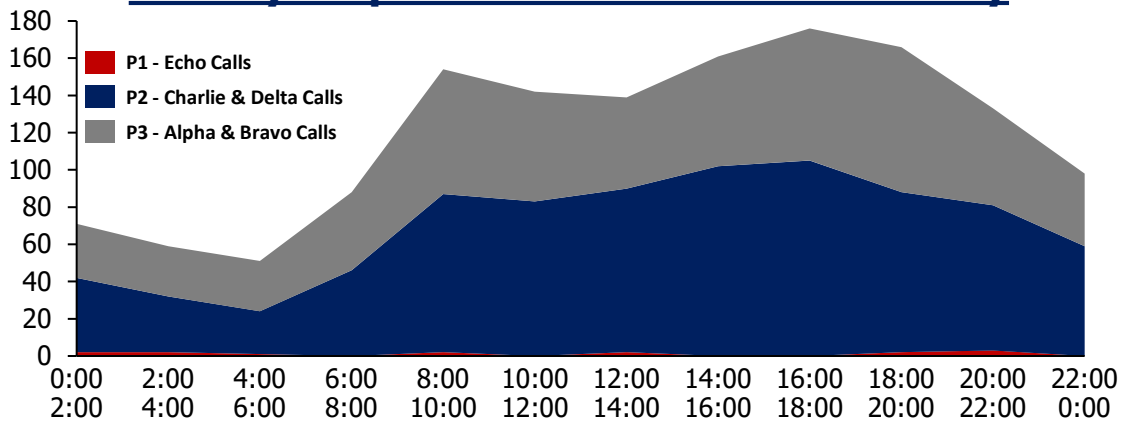


Top Five Problem Natures



Arvada Fire

Priority Dispatched Calls Per Time of Day

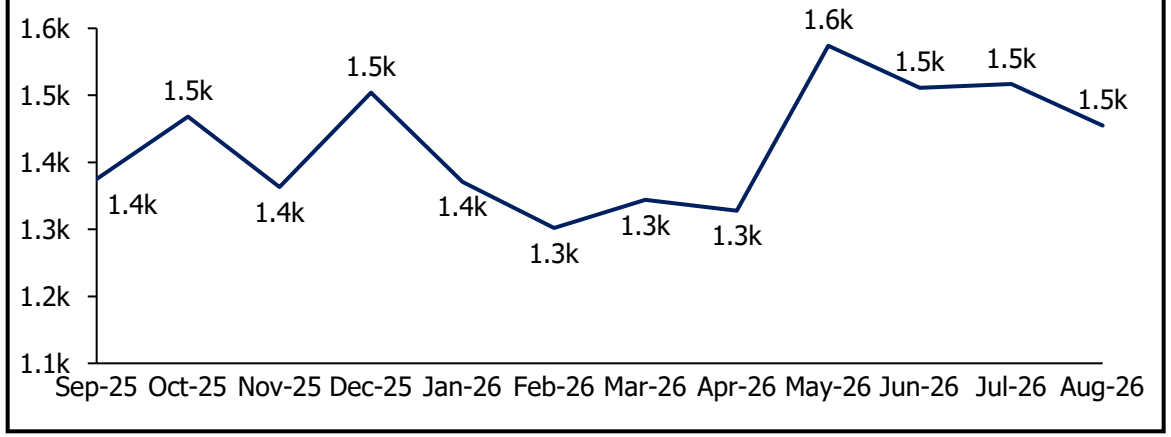


Daily Priority Call Volume and Entry to Assignment

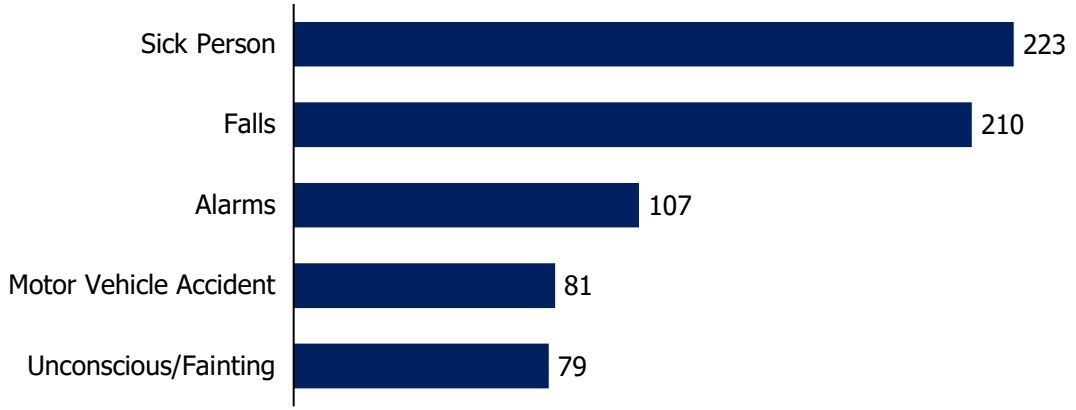
Day of Week	P1	P2	P3	Total	Average
Sunday	3	156	114	273	55
Monday	1	132	96	229	46
Tuesday	1	101	82	184	46
Wednesday	2	104	87	193	48
Thursday	2	97	71	170	43
Friday	4	104	71	179	45
Saturday	1	131	78	210	42
Assignment <1 min	**93%**	**95%**			

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

Monthly Call Volume

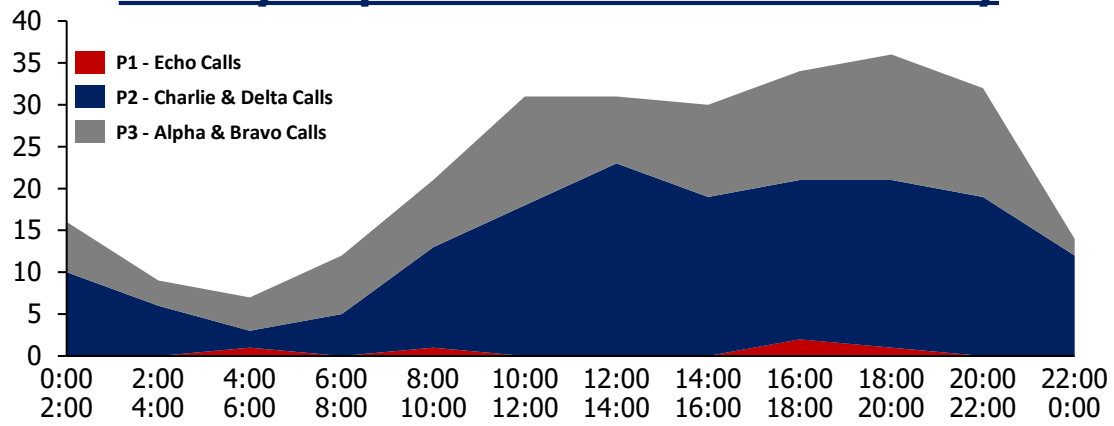


Top Five Problem Natures



Golden Fire

Priority Dispatched Calls Per Time of Day

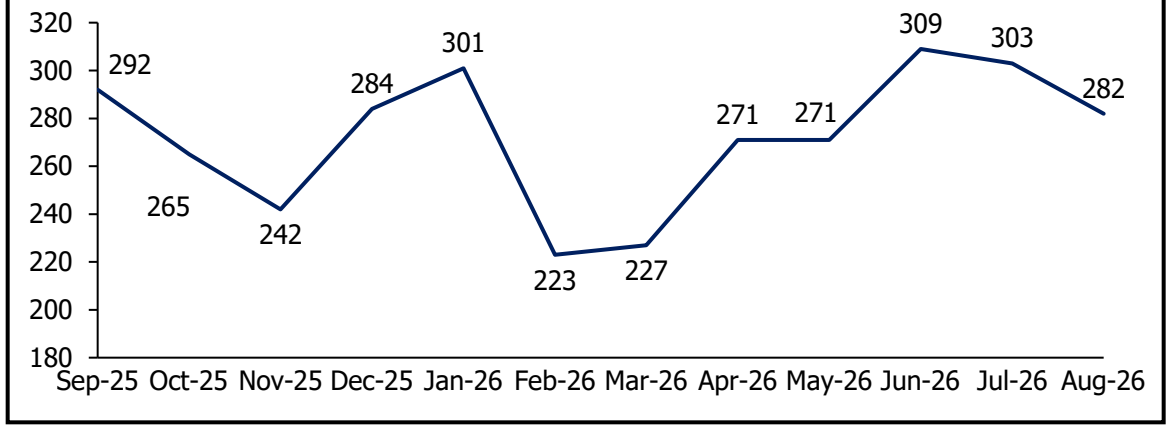


Daily Priority Call Volume and Entry to Assignment

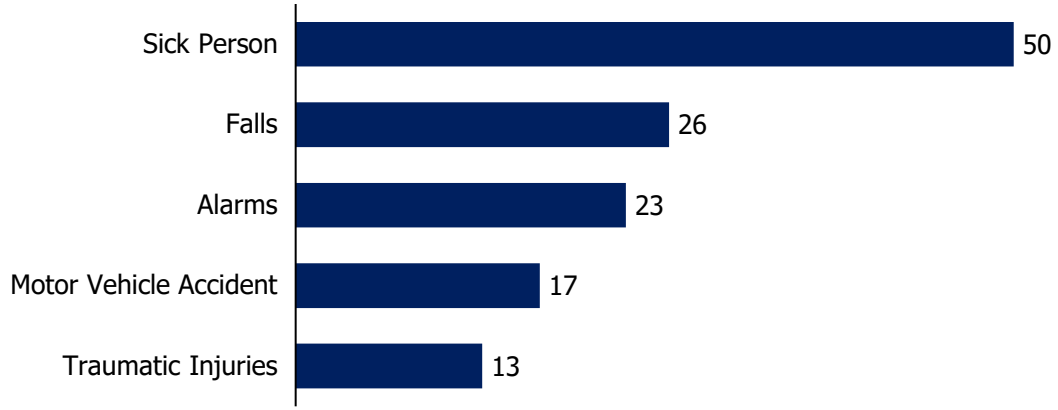
Day of Week	P1	P2	P3	Total	Average
Sunday	1	15	10	26	5
Monday	2	24	14	40	8
Tuesday	0	20	8	28	7
Wednesday	0	22	16	38	10
Thursday	0	22	13	35	9
Friday	1	27	21	49	12
Saturday	1	35	21	57	11
Assignment <1 min	**100%**	**90%**			

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

Monthly Call Volume

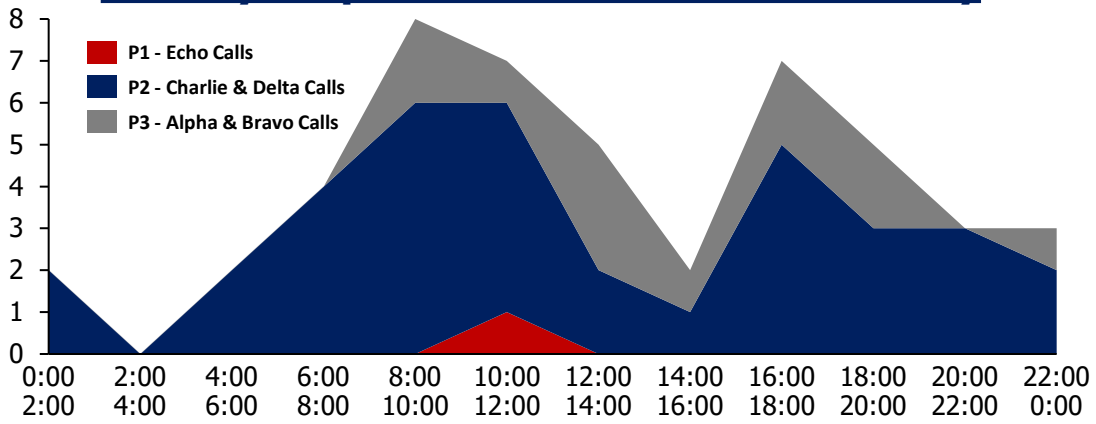


Top Five Problem Natures



Pleasant View Fire

Priority Dispatched Calls Per Time of Day

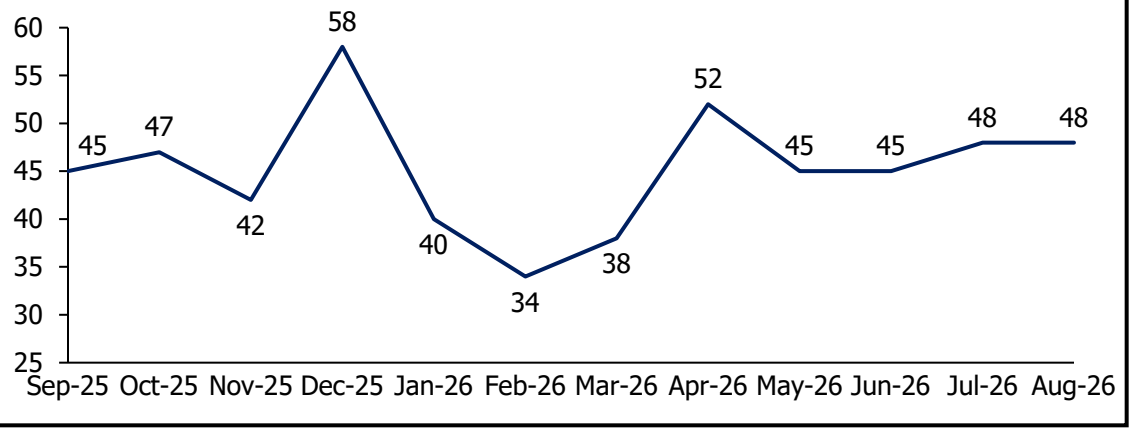


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	5	3	9	2
Monday	0	6	2	8	2
Tuesday	0	3	3	6	2
Wednesday	0	3	1	4	1
Thursday	0	7	0	7	2
Friday	0	7	2	9	2
Saturday	0	4	1	5	1
Assignment <1 min	**100%**	**86%**			

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

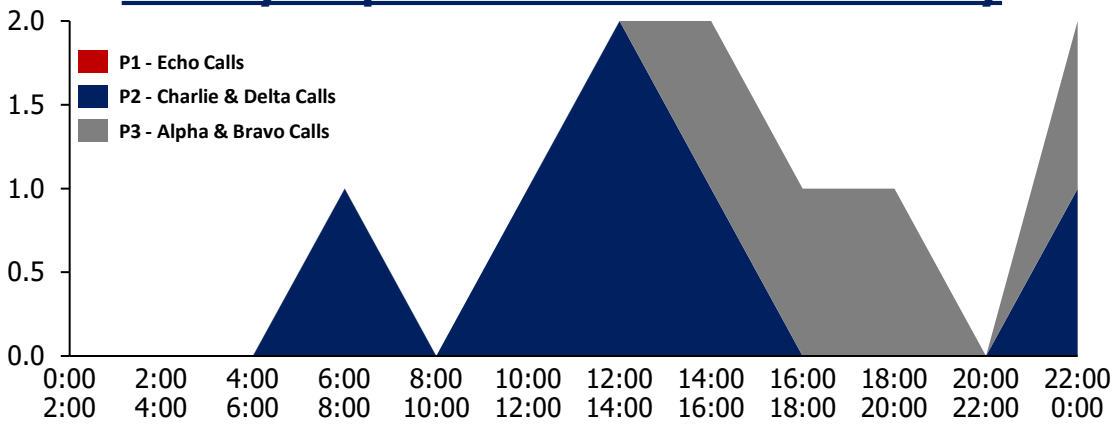
Monthly Call Volume



Top Five Problem Natures

Golden Gate Fire

Priority Dispatched Calls Per Time of Day

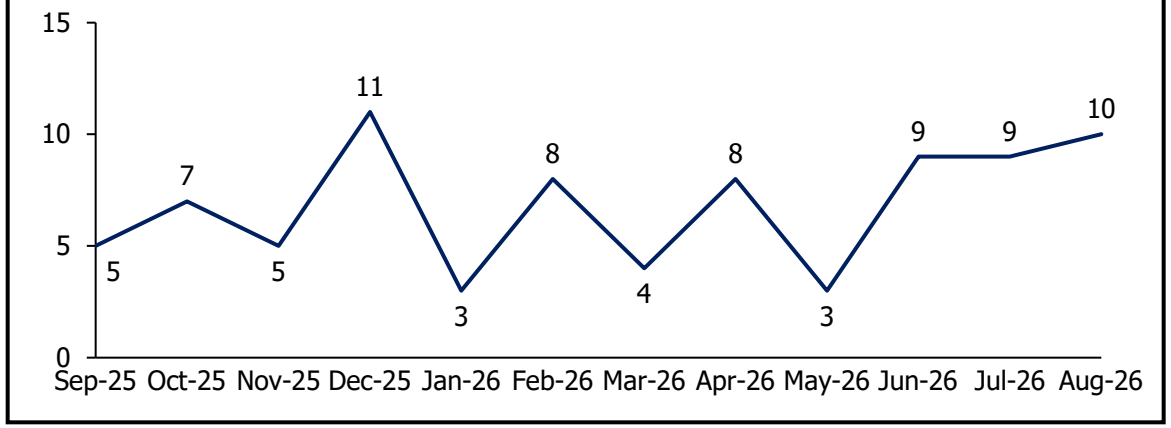


Daily Priority Call Volume and Entry to Assignment

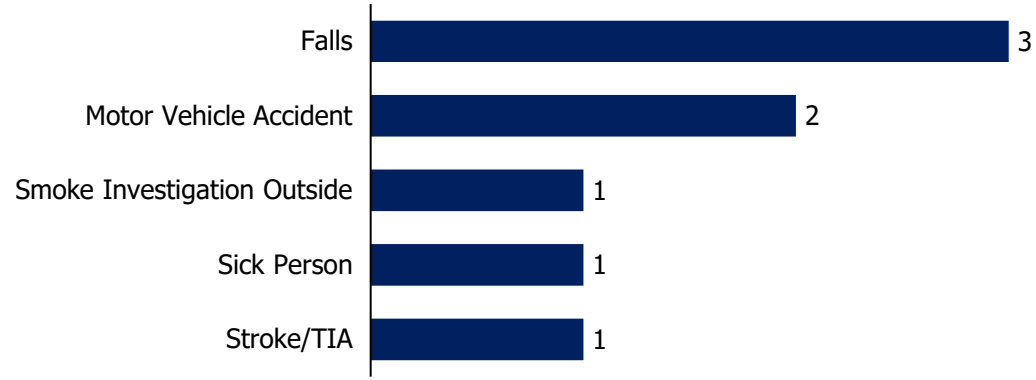
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	0	0	0	0
Tuesday	0	0	0	0	0
Wednesday	0	1	1	2	1
Thursday	0	1	1	2	1
Friday	0	0	0	0	0
Saturday	0	3	0	3	1
Assignment <1 min	**N/A**	**83%**			

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

Monthly Call Volume

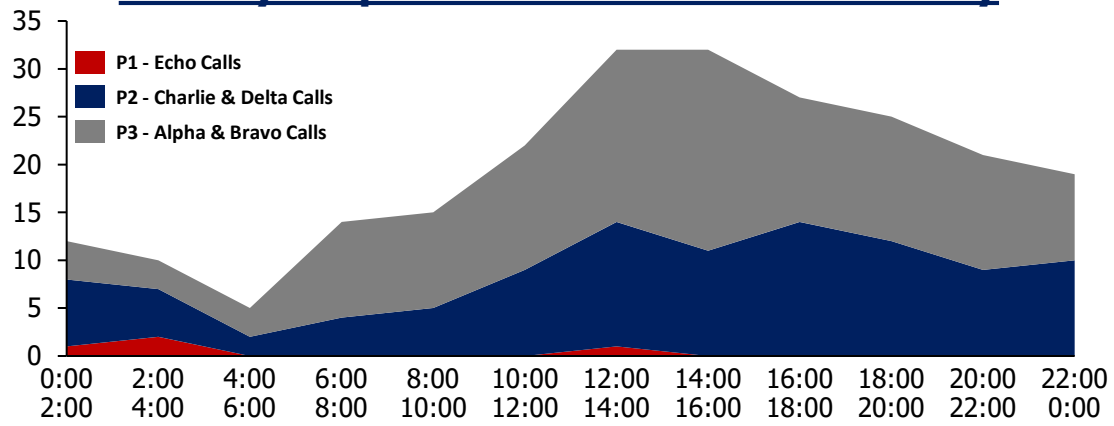


Problem Natures



Evergreen Fire

Priority Dispatched Calls Per Time of Day

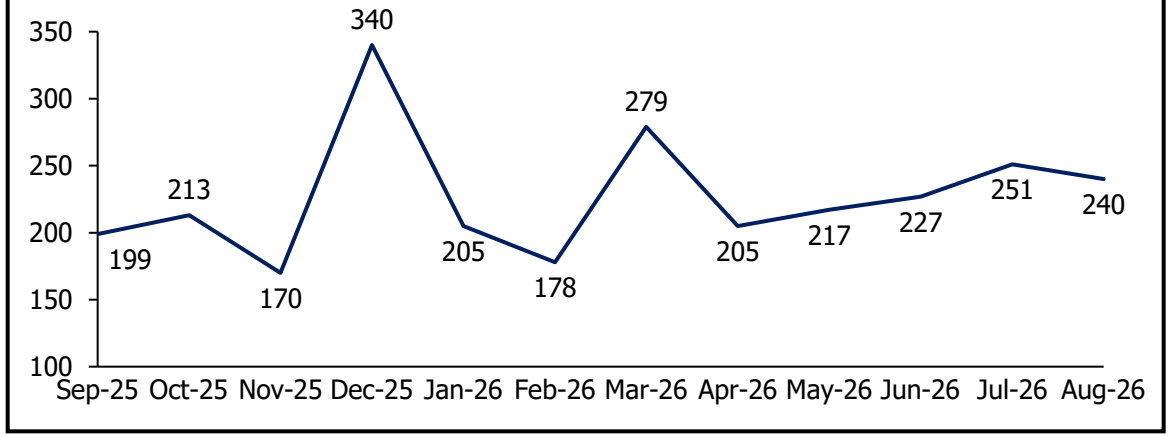


Daily Priority Call Volume and Entry to Assignment

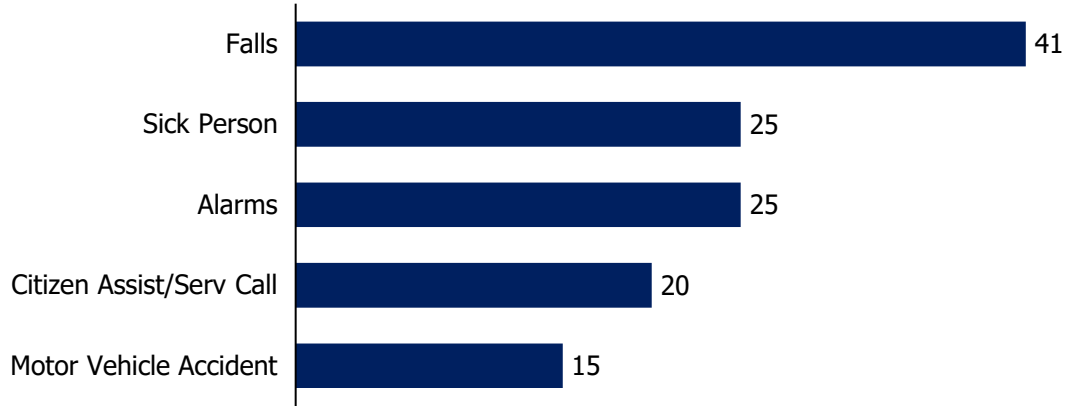
Day of Week	P1	P2	P3	Total	Average
Sunday	1	11	12	24	5
Monday	0	15	21	36	7
Tuesday	1	10	20	31	8
Wednesday	0	9	15	24	6
Thursday	0	17	19	36	9
Friday	1	17	21	39	10
Saturday	1	22	21	44	9
Assignment <1 min	**100%**	**87%**			

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

Monthly Call Volume

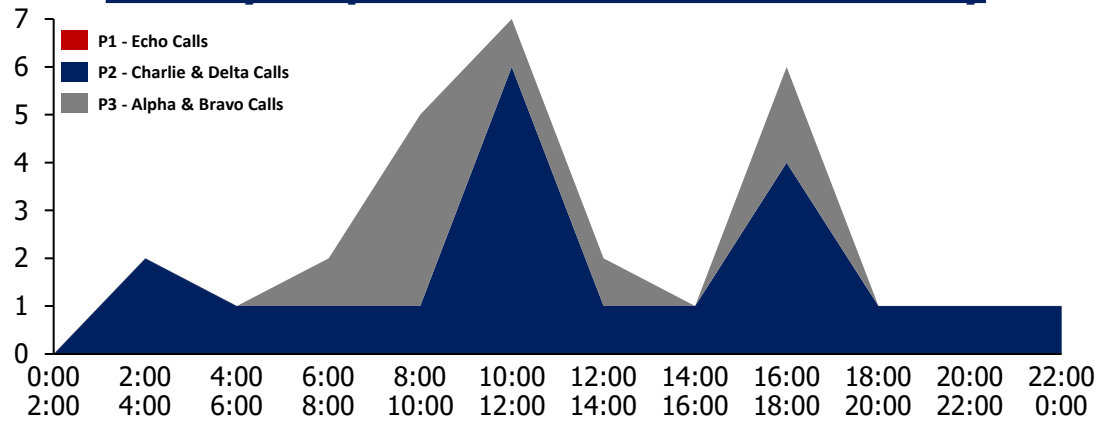


Top Five Problem Natures



Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

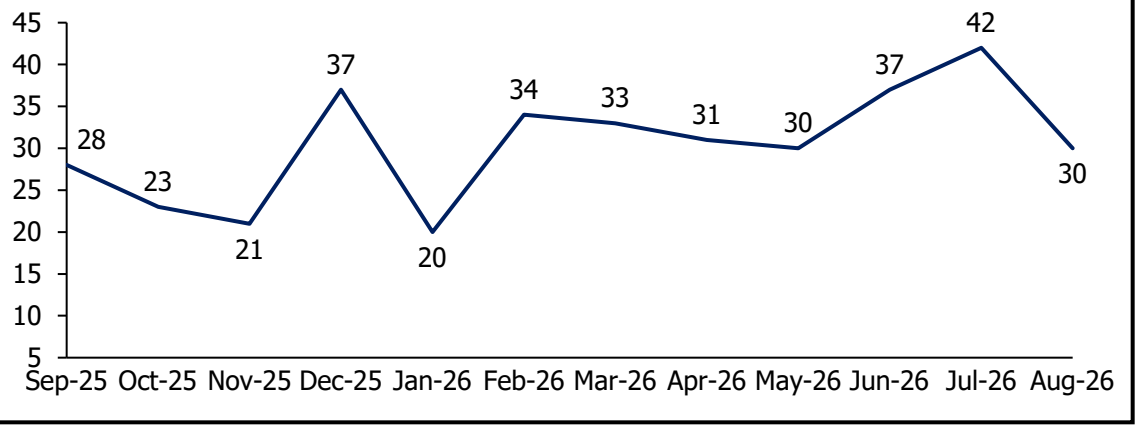


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	3	9	2
Monday	0	2	1	3	1
Tuesday	0	2	0	2	1
Wednesday	0	0	0	0	0
Thursday	0	3	1	4	1
Friday	0	1	1	2	1
Saturday	0	6	3	9	2
Assignment <1 min	**N/A**	**90%**			

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

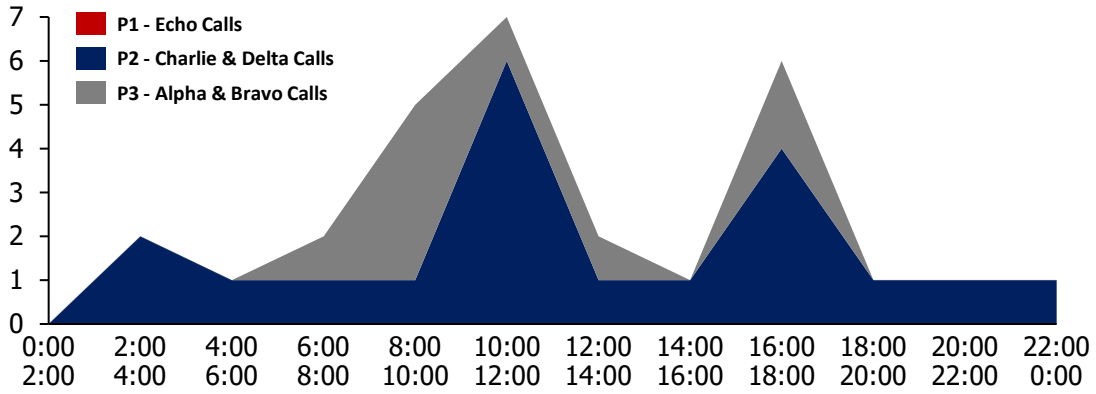
Monthly Call Volume



Top Five Problem Natures

Indian Hills Fire

Priority Dispatched Calls Per Time of Day

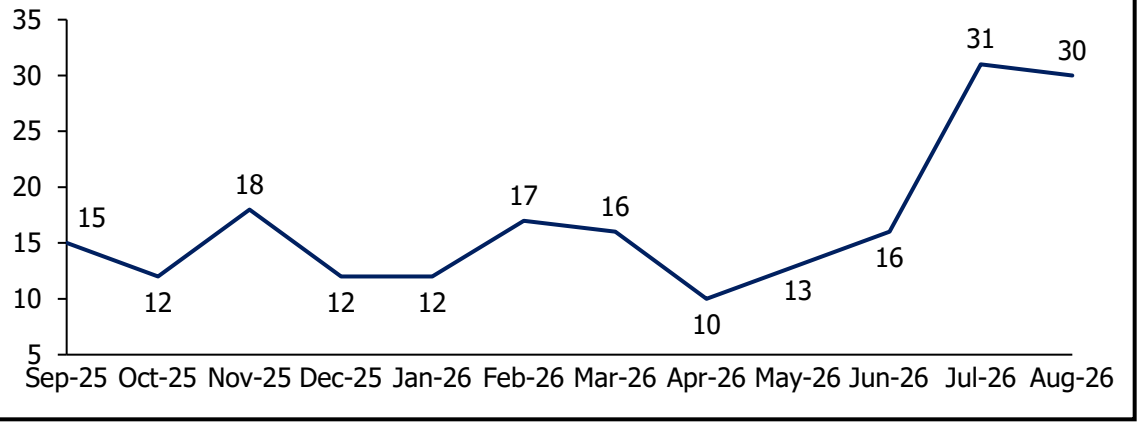


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	3	9	2
Monday	0	2	1	3	1
Tuesday	0	2	0	2	1
Wednesday	0	0	0	0	0
Thursday	0	3	1	4	1
Friday	0	1	1	2	1
Saturday	0	6	3	9	2
Assignment <1 min	**N/A**	**90%**			

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

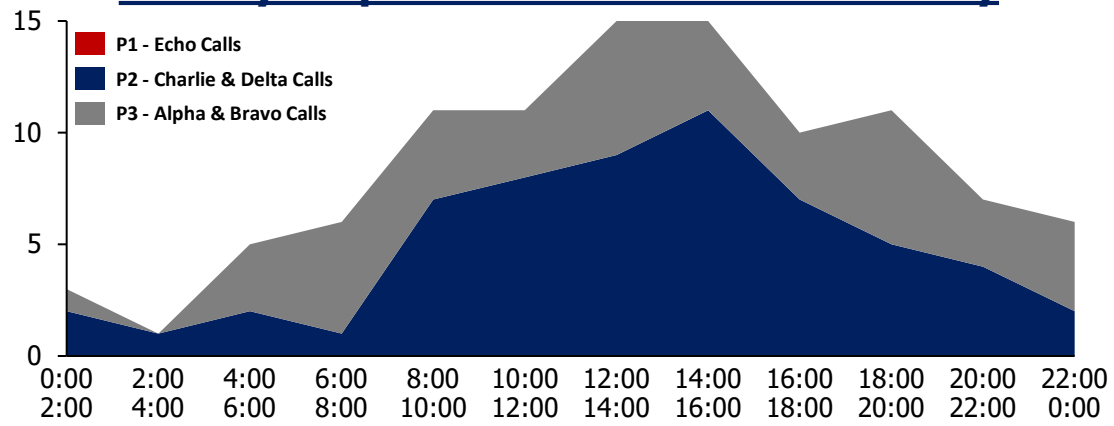
Monthly Call Volume



Top Five Problem Natures

Elk Creek Fire

Priority Dispatched Calls Per Time of Day

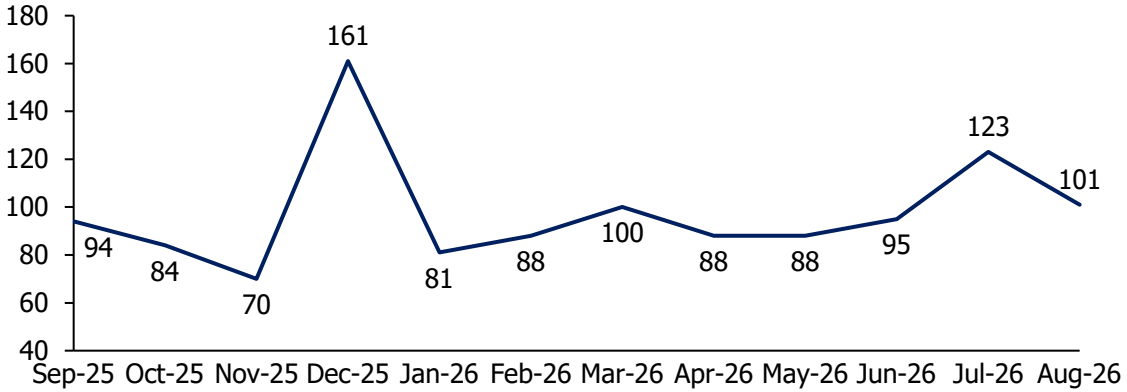


Daily Priority Call Volume and Entry to Assignment

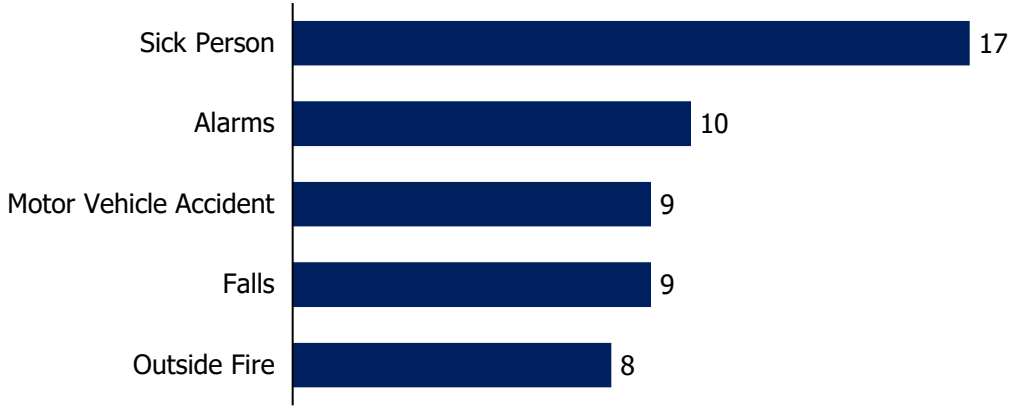
Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	8	18	4
Monday	0	10	6	16	3
Tuesday	0	8	5	13	3
Wednesday	0	6	7	13	3
Thursday	0	12	9	21	5
Friday	0	8	2	10	3
Saturday	0	5	5	10	2
Assignment <1 min	**N/A**	**85%**			

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

Monthly Call Volume

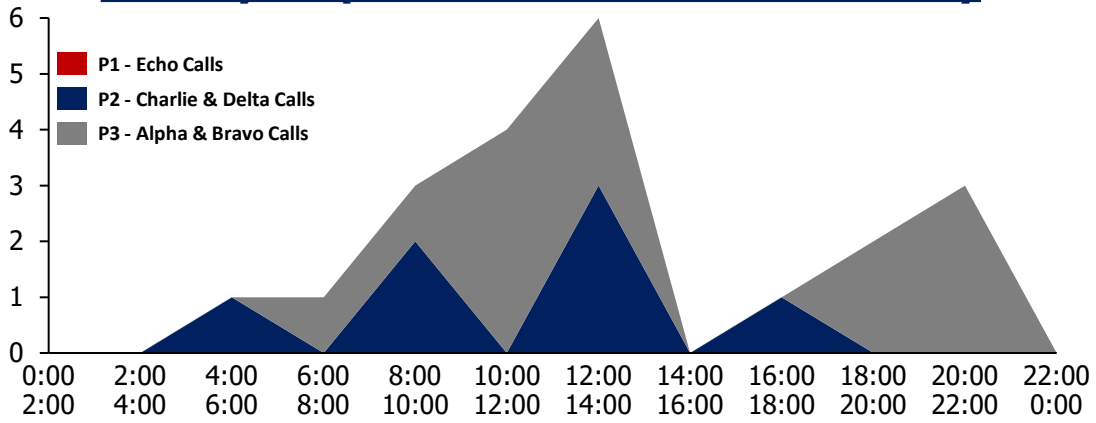


Top Five Problem Natures



North Fork Fire

Priority Dispatched Calls Per Time of Day

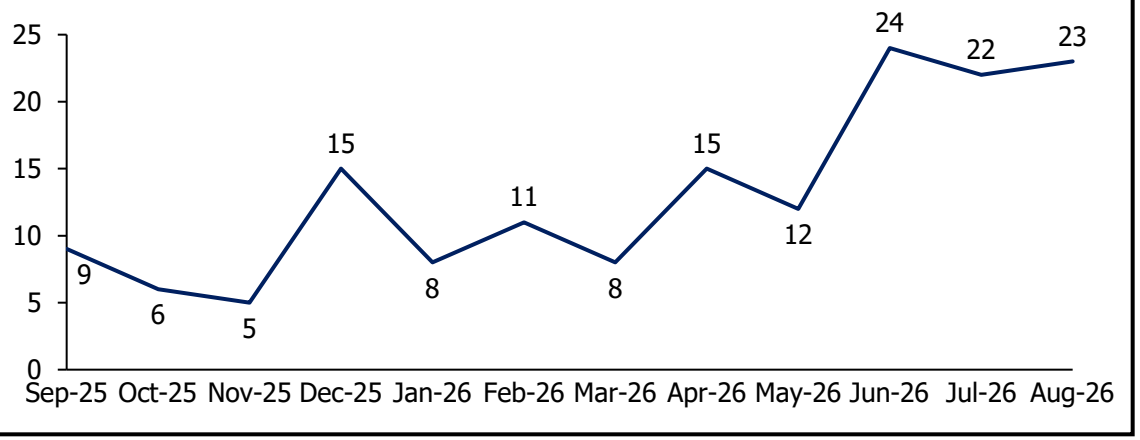


Daily Priority Call Volume and Entry to Assignment

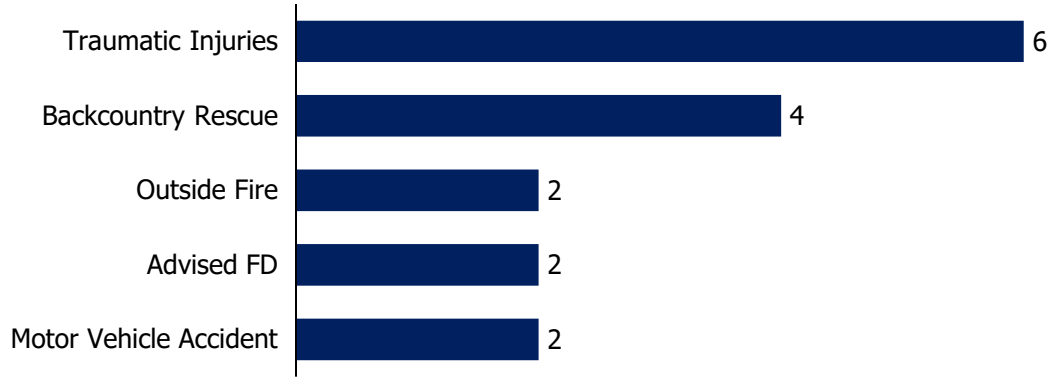
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	2	2	4	1
Tuesday	0	0	2	2	1
Wednesday	0	0	1	1	0
Thursday	0	1	2	3	1
Friday	0	2	1	3	1
Saturday	0	1	4	5	1
Assignment <1 min	**N/A**	**57%**			

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

Monthly Call Volume

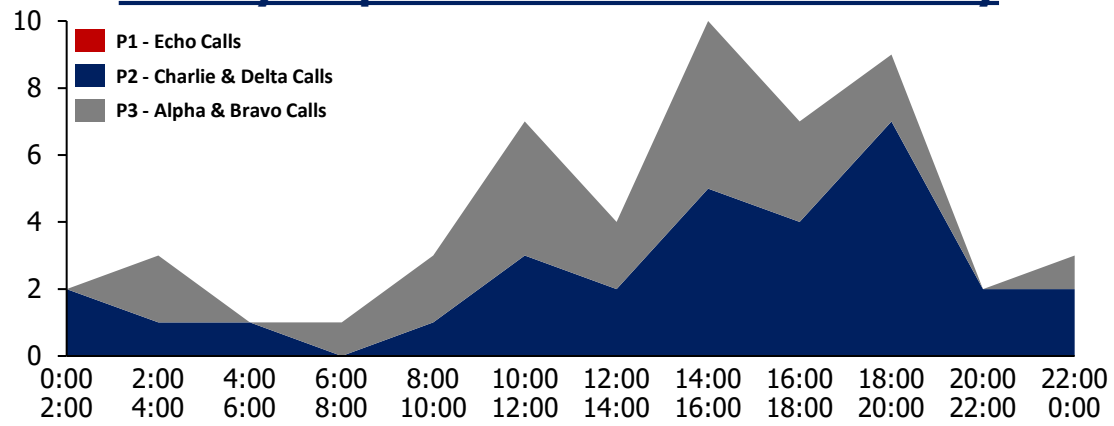


Problem Natures



Highland Rescue

Priority Dispatched Calls Per Time of Day

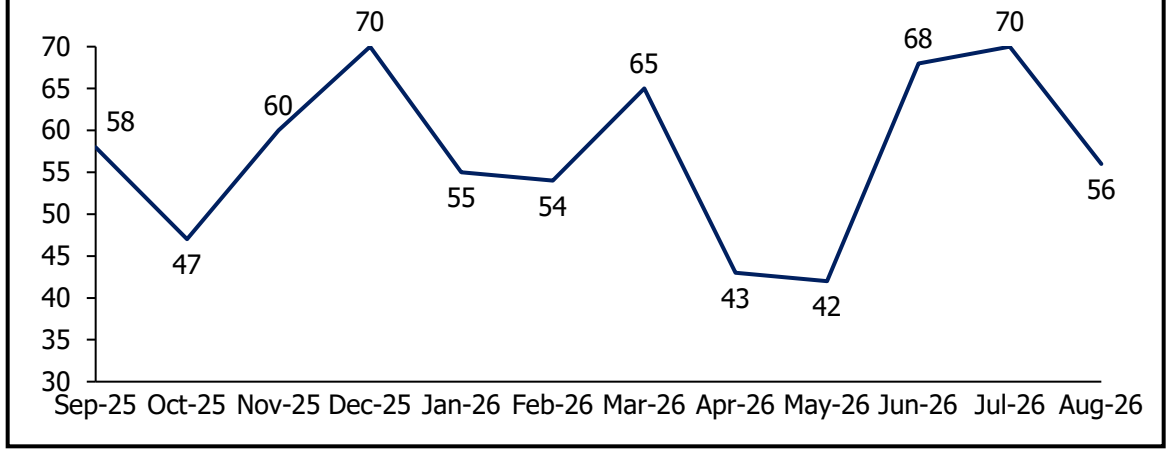


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	5	11	2
Monday	0	9	7	16	3
Tuesday	0	4	2	6	2
Wednesday	0	1	1	2	1
Thursday	0	3	3	6	2
Friday	0	3	2	5	1
Saturday	0	4	2	6	1
Assignment <1 min	**N/A**	**87%**			

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

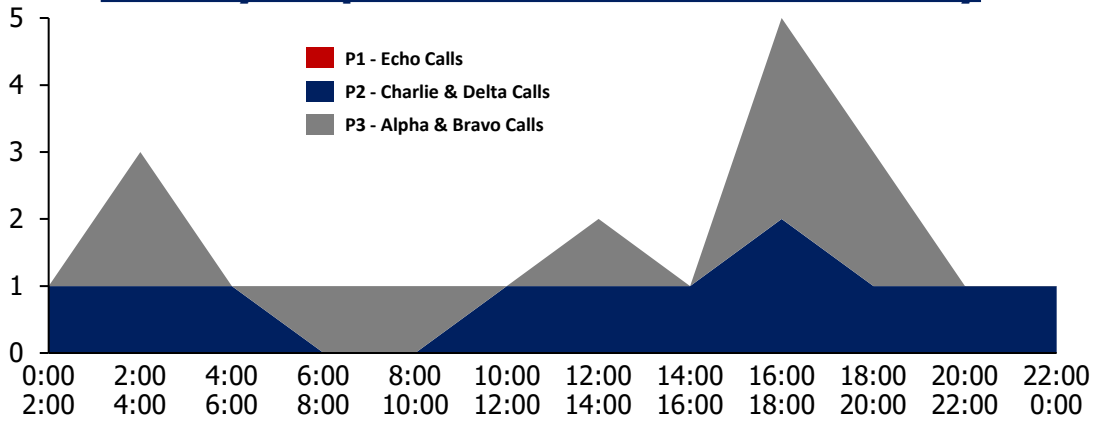
Monthly Call Volume



Top Five Problem Natures

Genesee Fire

Priority Dispatched Calls Per Time of Day

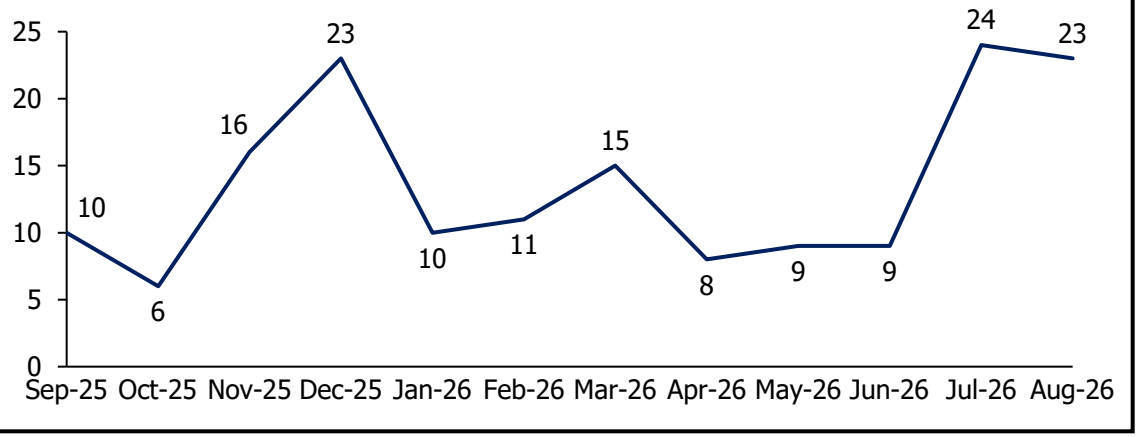


Daily Priority Call Volume and Entry to Assignment

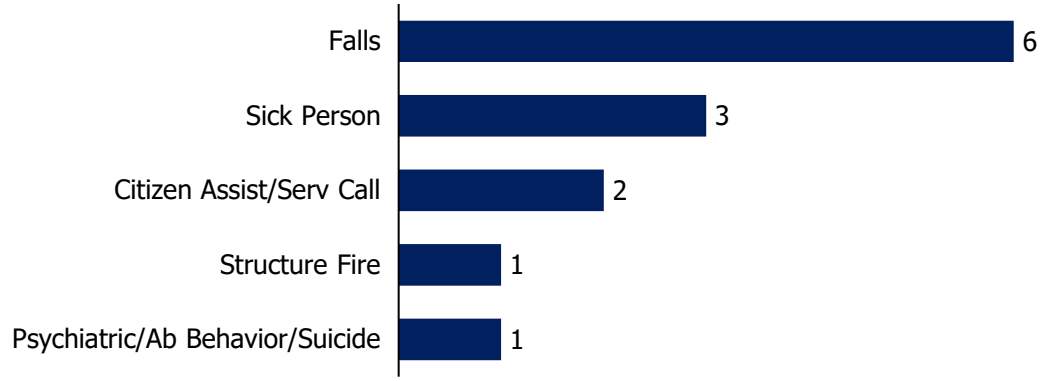
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	3	3	6	1
Tuesday	0	3	3	6	2
Wednesday	0	0	0	0	0
Thursday	0	0	2	2	1
Friday	0	2	1	3	1
Saturday	0	2	0	2	0
Assignment <1 min	**N/A**	**100%**			

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

Monthly Call Volume

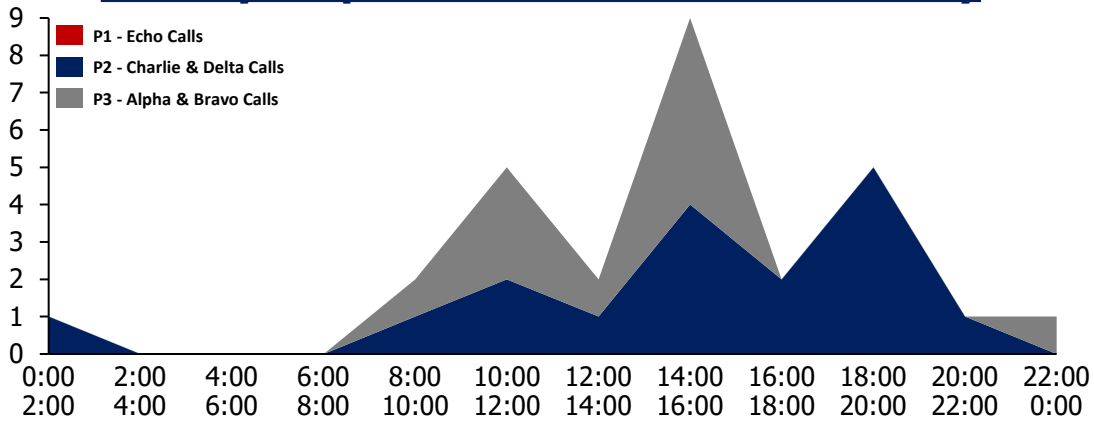


Top Five Problem Natures



Foothills Fire

Priority Dispatched Calls Per Time of Day

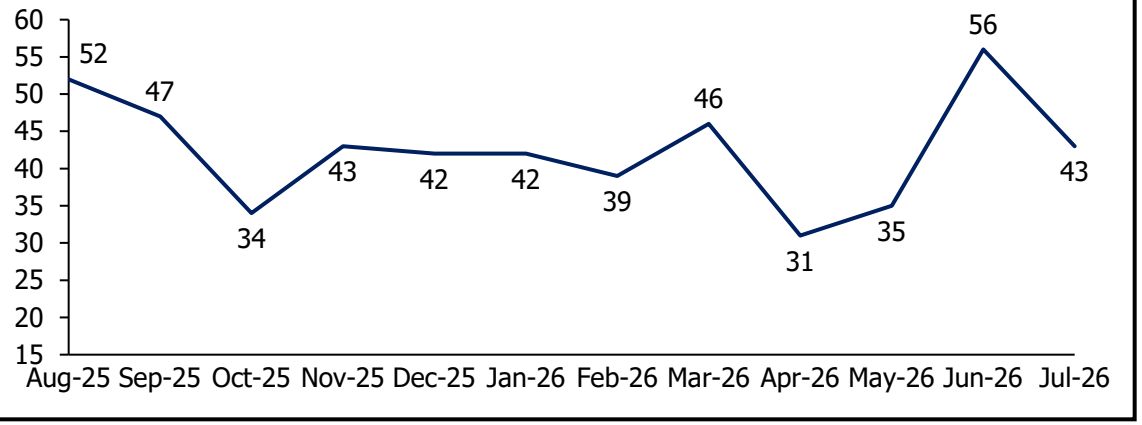


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	4	9	2
Monday	0	4	3	7	1
Tuesday	0	2	0	2	1
Wednesday	0	0	0	0	0
Thursday	0	3	1	4	1
Friday	0	1	1	2	1
Saturday	0	2	2	4	1
Assignment <1 min	**N/A**	**71%**			

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

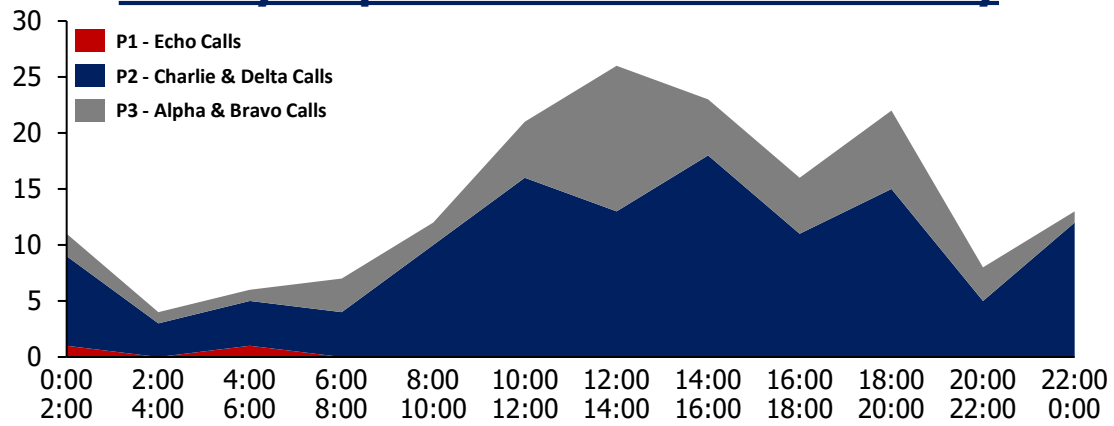
Monthly Call Volume



Top Five Problem Natures

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

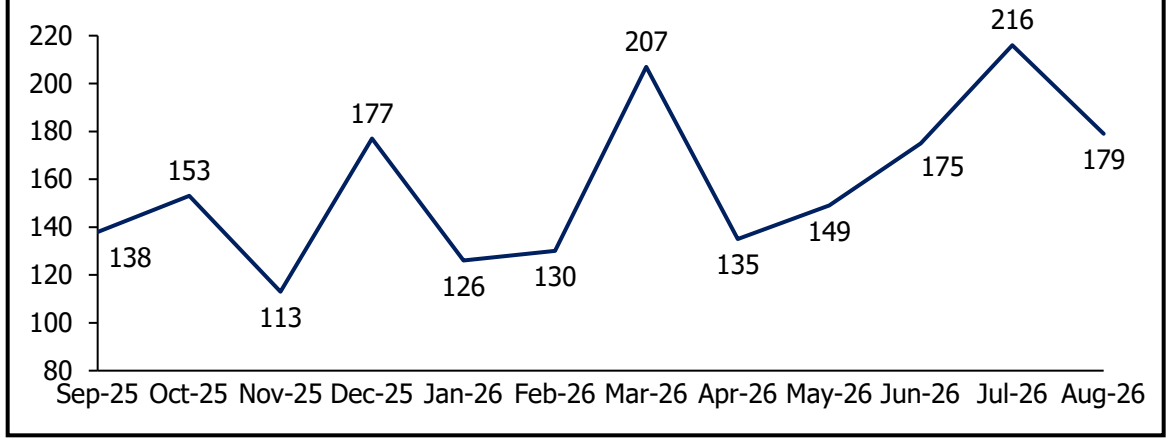


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	26	10	36	7
Monday	0	17	6	23	5
Tuesday	0	16	7	23	6
Wednesday	0	12	4	16	4
Thursday	1	15	6	22	6
Friday	1	10	5	16	4
Saturday	0	23	10	33	7
Assignment <1 min	**50%**	**83%**			

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

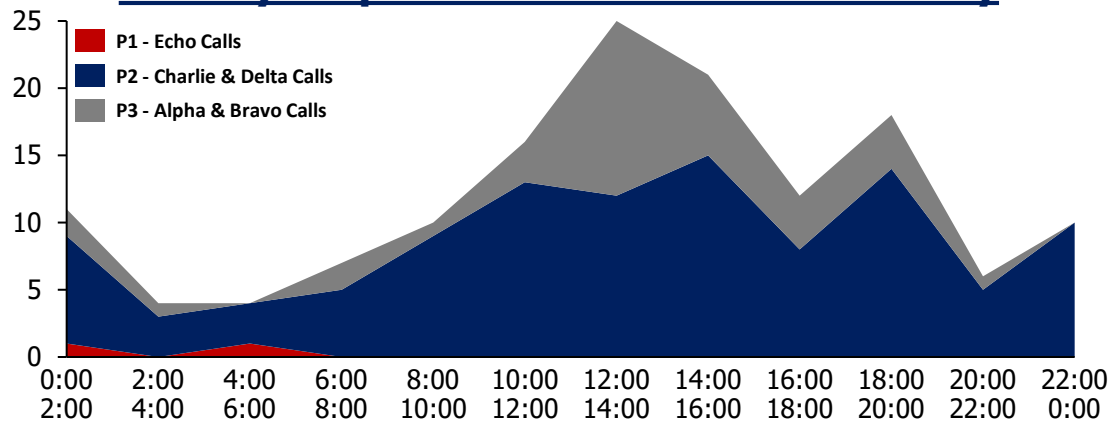
Monthly Call Volume



Top Five Problem Natures

Clear Creek EMS

Priority Dispatched Calls Per Time of Day

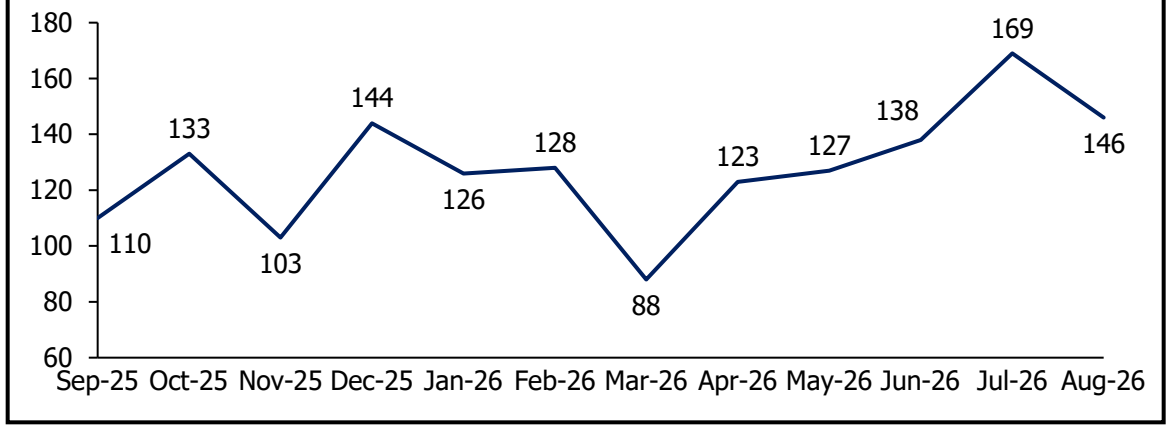


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	24	7	31	6
Monday	0	17	6	23	5
Tuesday	0	16	7	23	6
Wednesday	0	6	4	10	3
Thursday	1	13	5	19	5
Friday	1	9	2	12	3
Saturday	0	20	6	26	5
Assignment <1 min	**50%**	**86%**			

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

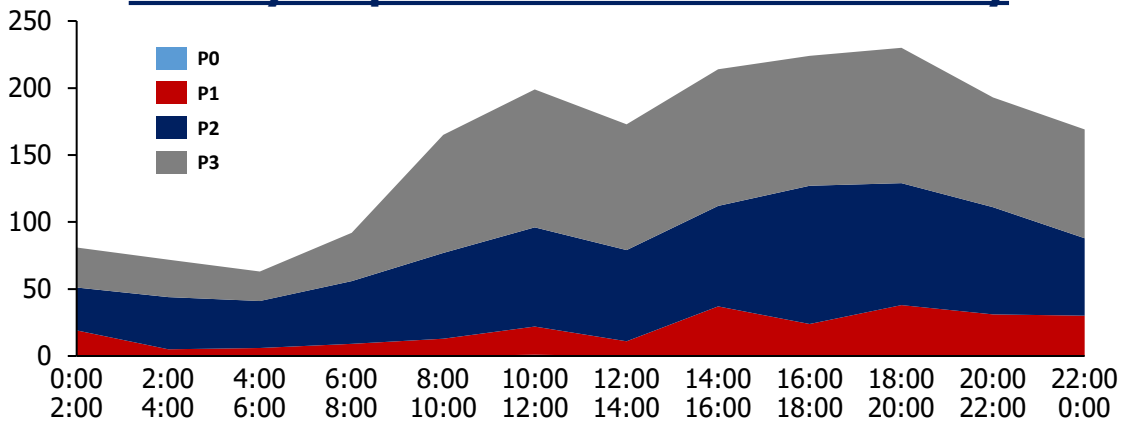
Monthly Call Volume



Top Five Problem Natures

Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

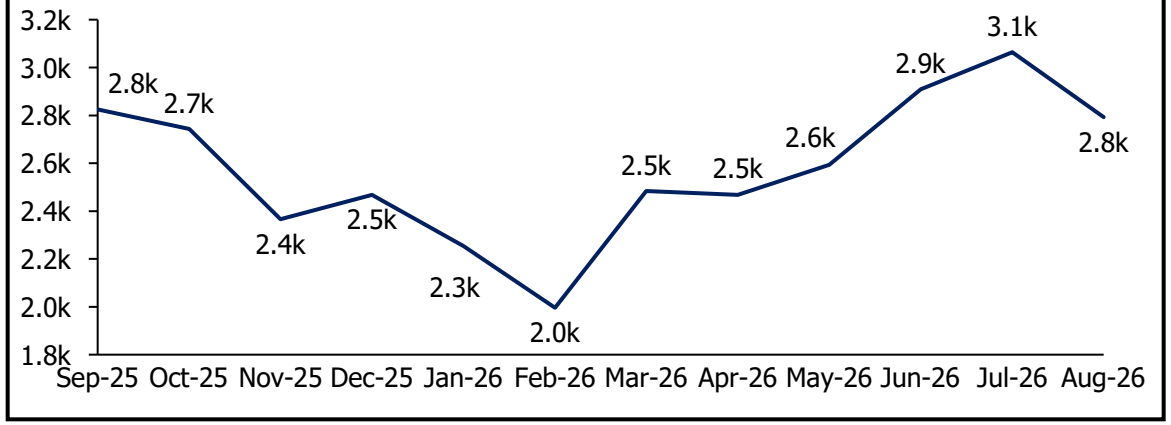


Daily Priority Call Volume and Entry to Assignment

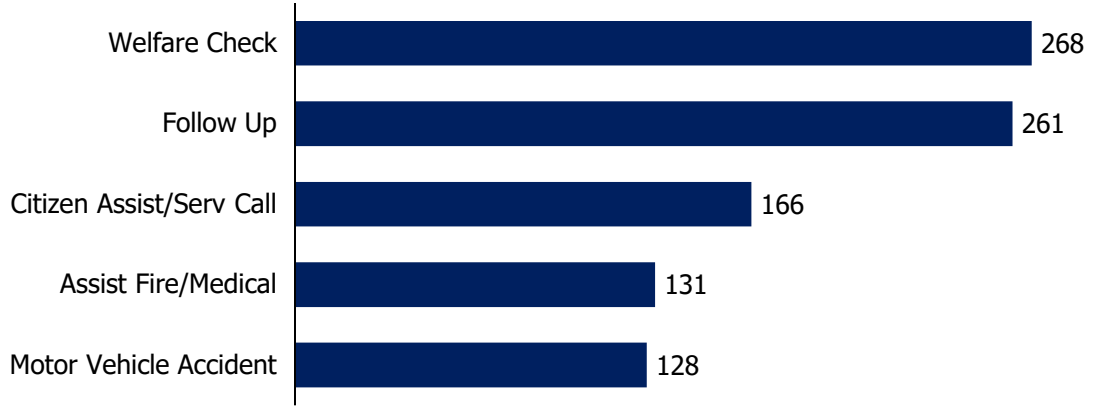
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	43	117	122	282	56
Monday	0	39	111	143	293	59
Tuesday	0	30	88	111	229	57
Wednesday	0	29	94	118	241	60
Thursday	0	27	109	108	244	61
Friday	1	27	110	127	265	66
Saturday	0	49	137	135	321	64
Assignment <2 min		**83%**	**52%**			
Assignment <4 min		**93%**	**79%**			

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

Monthly Call Volume

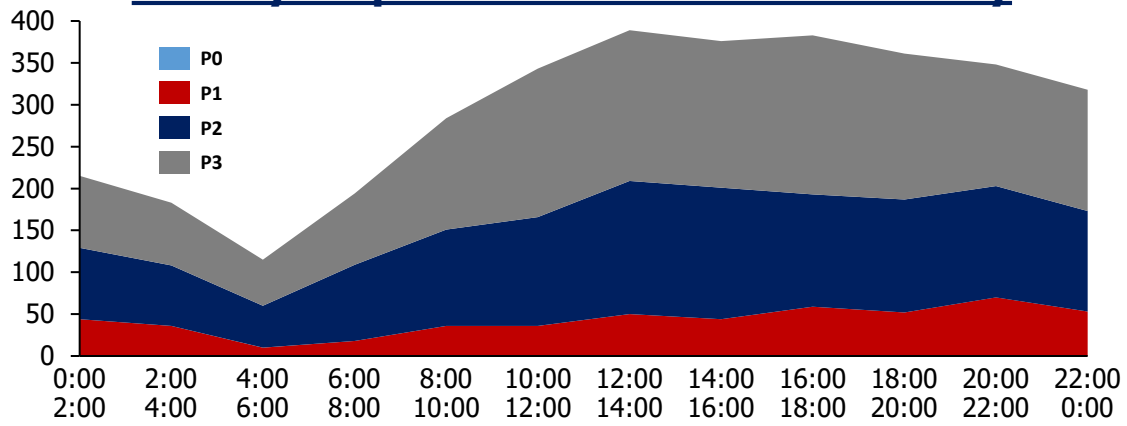


Top Five Problem Natures



Lakewood PD

Priority Dispatched Calls Per Time of Day

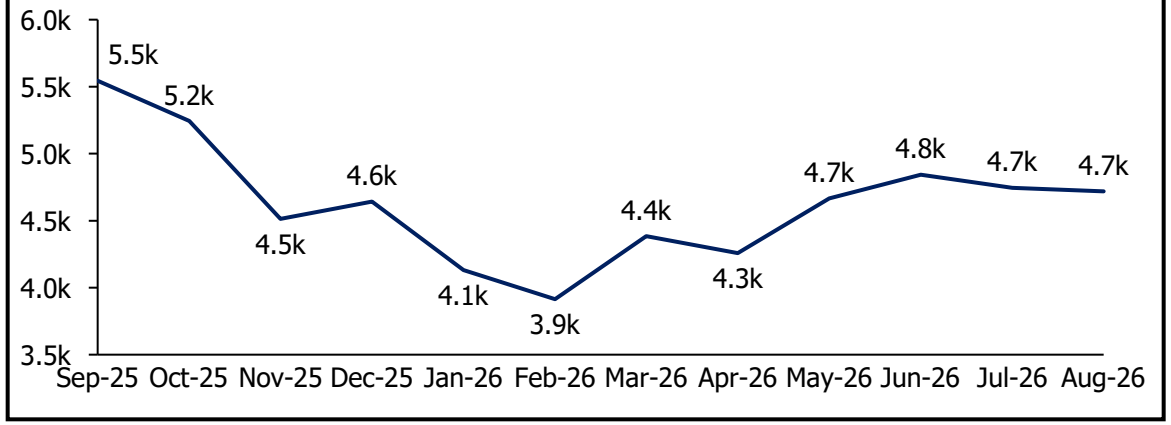


Daily Priority Call Volume and Entry to Assignment

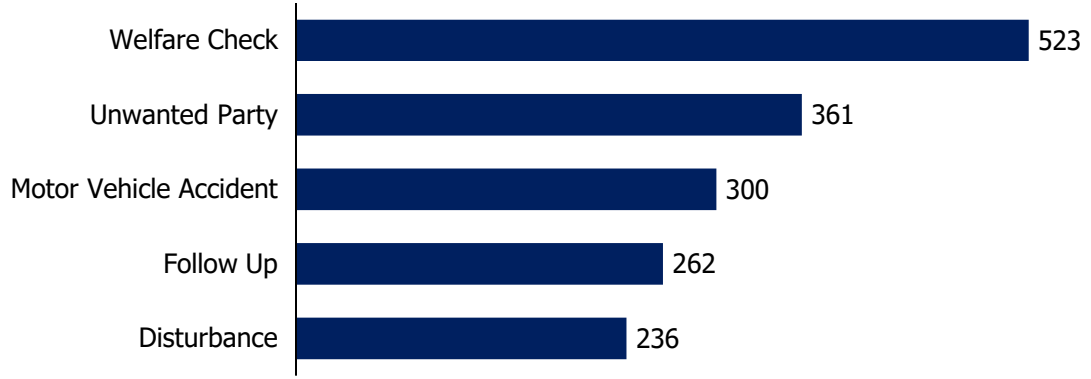
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	96	193	288	578	116
Monday	0	76	232	265	573	115
Tuesday	0	64	211	196	471	118
Wednesday	1	56	174	190	421	105
Thursday	0	51	189	177	417	104
Friday	1	67	166	214	448	112
Saturday	0	95	216	290	601	120
Assignment <2 min		**71%**	**38%**			
Assignment <4 min		**88%**	**61%**			

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

Monthly Call Volume

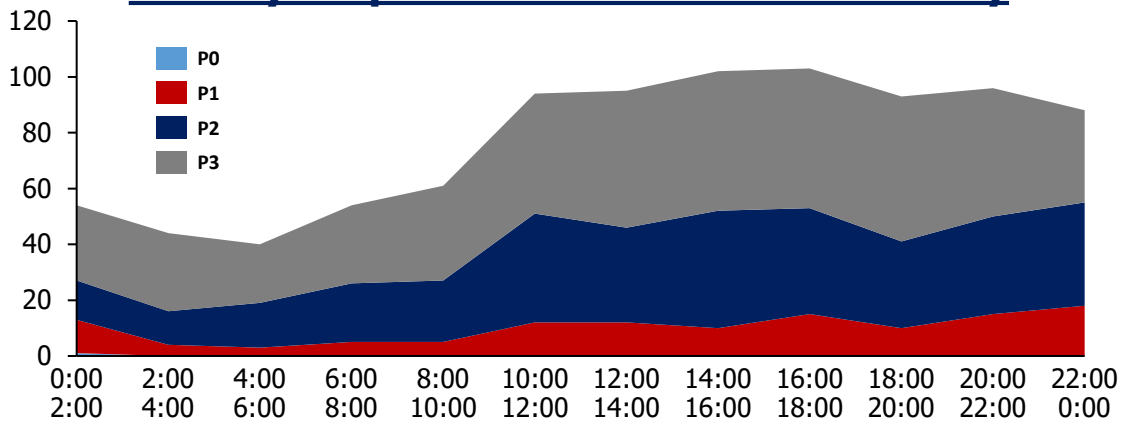


Top Five Problem Natures



Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

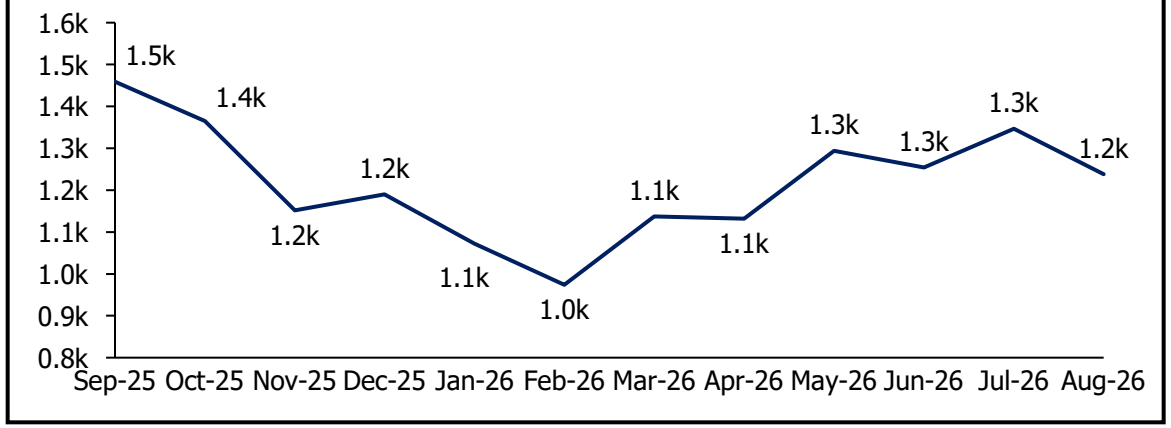


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	54	81	159	32
Monday	0	21	48	67	136	27
Tuesday	0	14	51	51	116	29
Wednesday	0	19	36	62	117	29
Thursday	0	13	56	60	129	32
Friday	0	14	53	58	125	31
Saturday	1	16	43	82	142	28
Assignment <2 min		**76%**	**47%**			
Assignment <4 min		**89%**	**69%**			

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

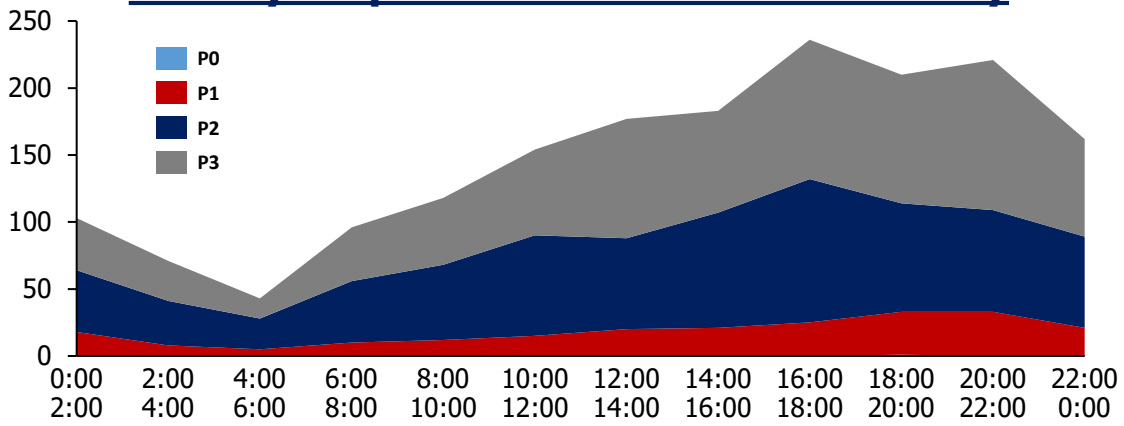
Monthly Call Volume



Top Five Problem Natures

Arvada PD

Priority Dispatched Calls Per Time of Day

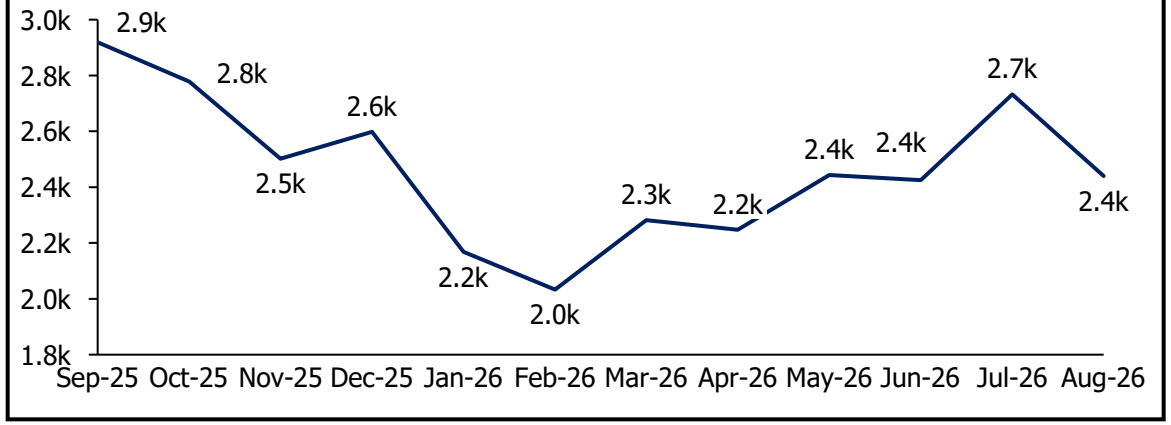


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	35	118	113	267	53
Monday	0	34	117	117	268	54
Tuesday	0	23	92	123	238	60
Wednesday	0	31	105	110	246	62
Thursday	0	29	100	93	222	56
Friday	0	34	98	101	233	58
Saturday	0	34	135	131	300	60
Assignment <2 min		**83%**	**58%**			
Assignment <4 min		**92%**	**79%**			

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

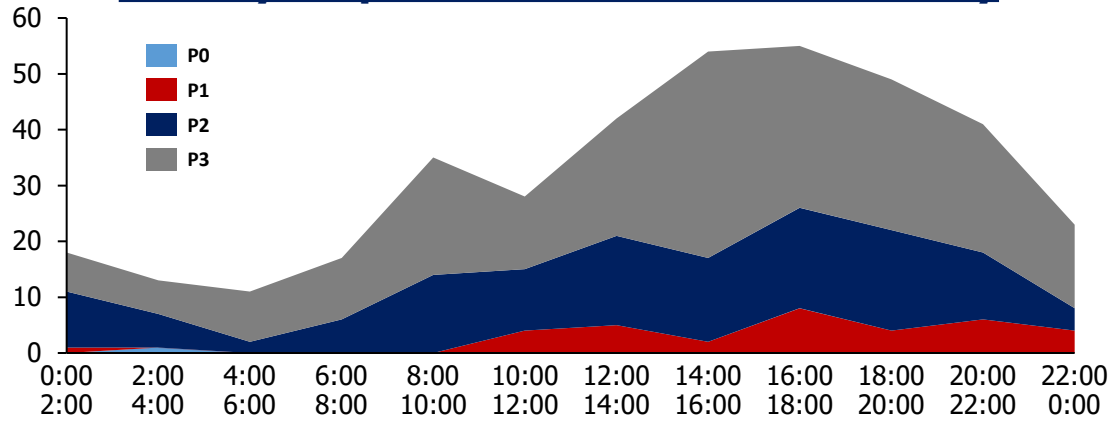
Monthly Call Volume



Top Five Problem Natures

Golden PD

Priority Dispatched Calls Per Time of Day

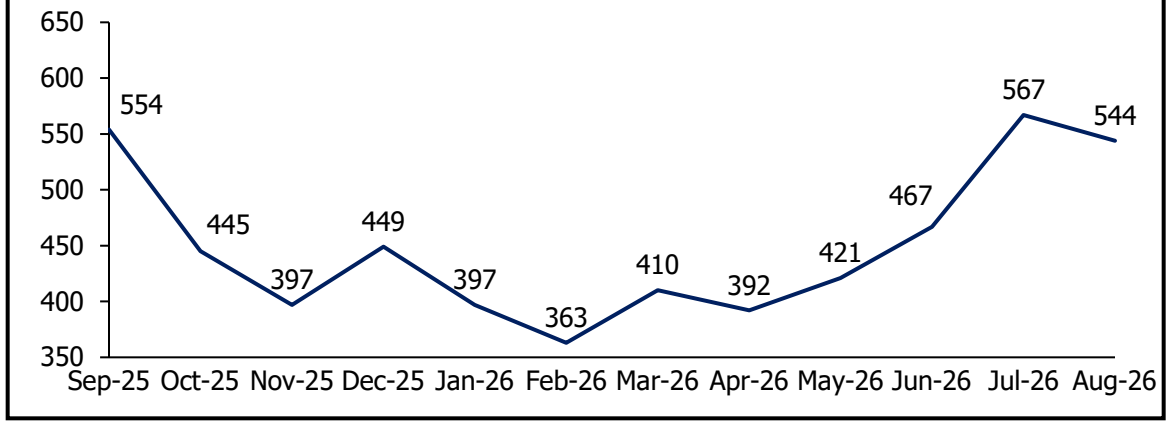


Daily Priority Call Volume and Entry to Assignment

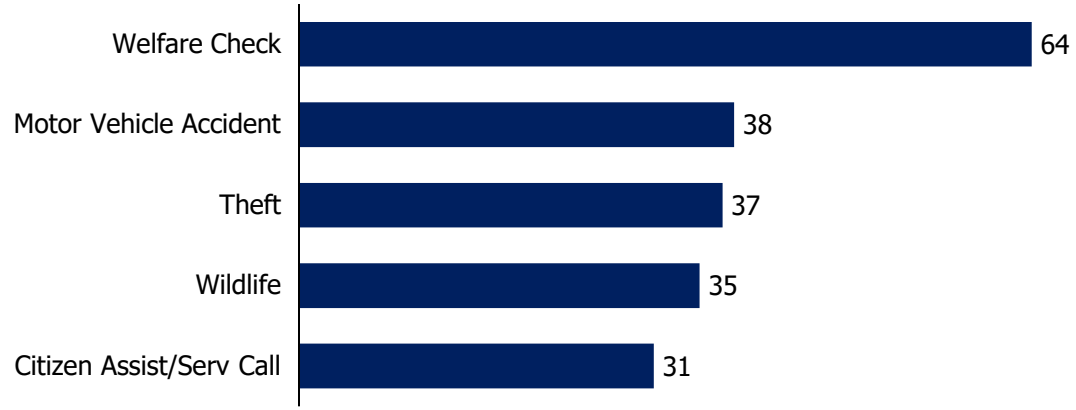
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	19	24	47	9
Monday	0	4	29	56	89	18
Tuesday	0	4	14	22	40	10
Wednesday	0	2	13	27	42	11
Thursday	0	4	16	32	52	13
Friday	0	8	21	28	57	14
Saturday	1	8	20	30	59	12
Assignment <2 min		**94%**	**61%**			
Assignment <4 min		**94%**	**81%**			

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

Monthly Call Volume

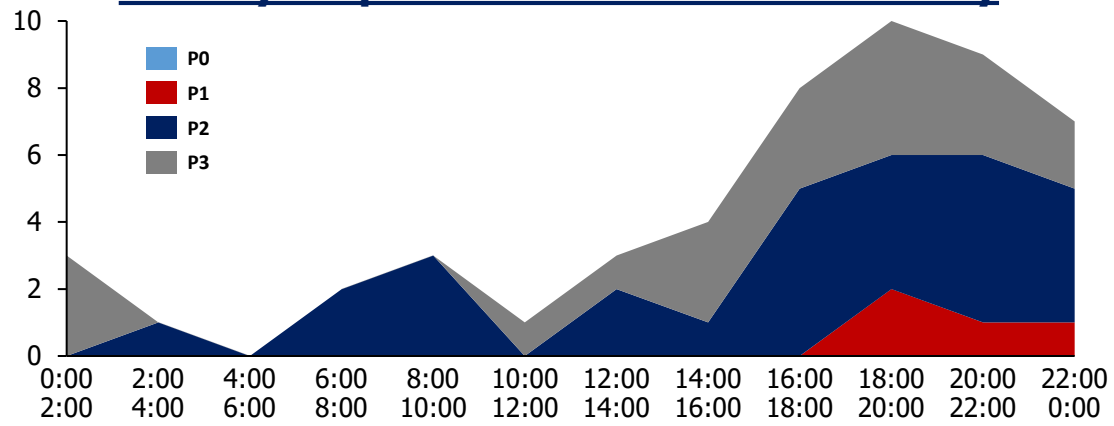


Top Five Problem Natures



Lakeside PD

Priority Dispatched Calls Per Time of Day

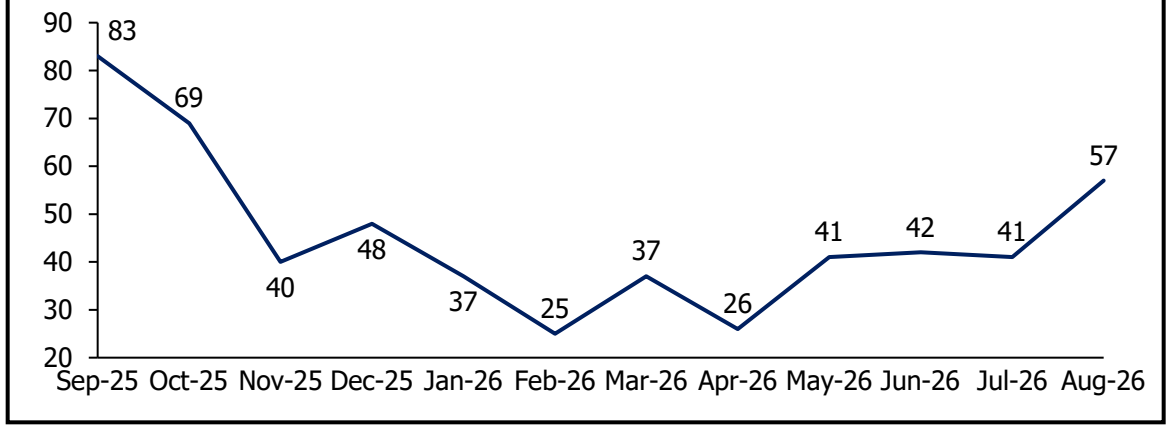


Daily Priority Call Volume and Entry to Assignment

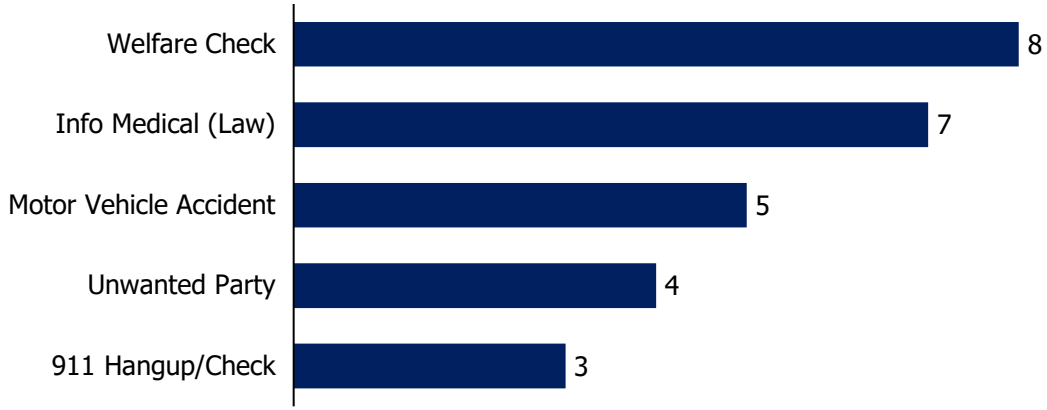
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	2	2	5	1
Monday	0	0	3	4	7	1
Tuesday	0	0	3	0	3	1
Wednesday	0	0	3	1	4	1
Thursday	0	1	5	0	6	2
Friday	0	0	5	4	9	2
Saturday	0	2	6	9	17	3
Assignment <2 min		**100%**	**52%**			
Assignment <4 min		**100%**	**78%**			

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

Monthly Call Volume

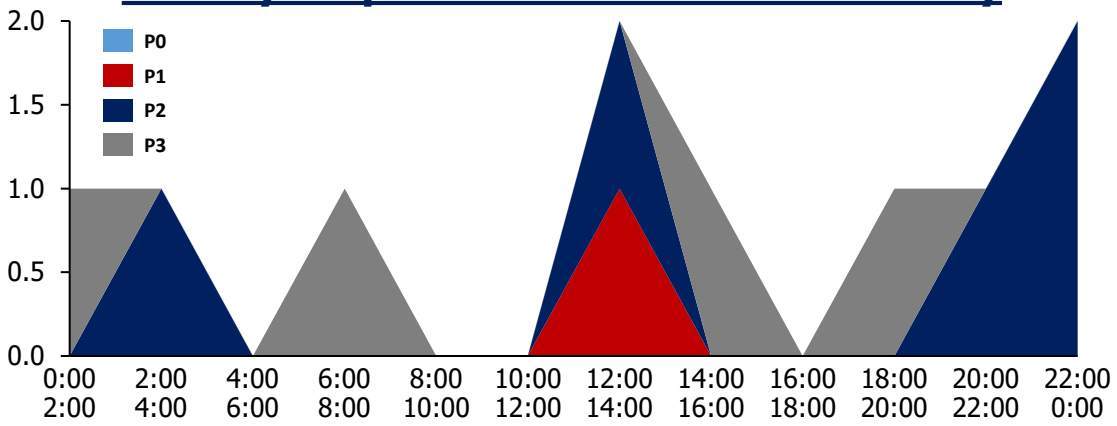


Top Five Problem Natures



Mountain View PD

Priority Dispatched Calls Per Time of Day

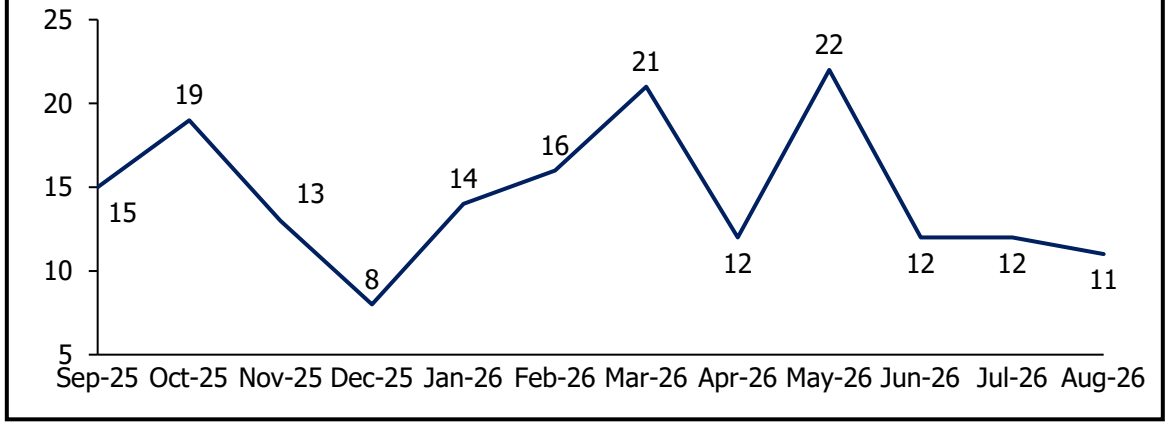


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	1	1	2	0
Tuesday	0	0	0	2	2	1
Wednesday	0	1	2	0	3	1
Thursday	0	0	0	0	0	0
Friday	0	0	1	0	1	0
Saturday	0	0	1	0	1	0
Assignment <2 min		**100%**	**60%**			
Assignment <4 min		**100%**	**100%**			

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

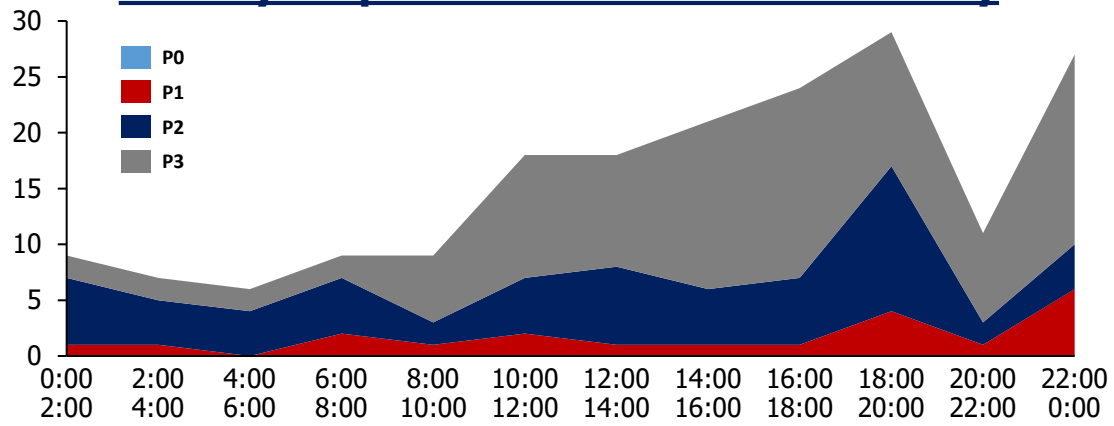
Monthly Call Volume



Top Five Problem Natures

Edgewater PD

Priority Dispatched Calls Per Time of Day

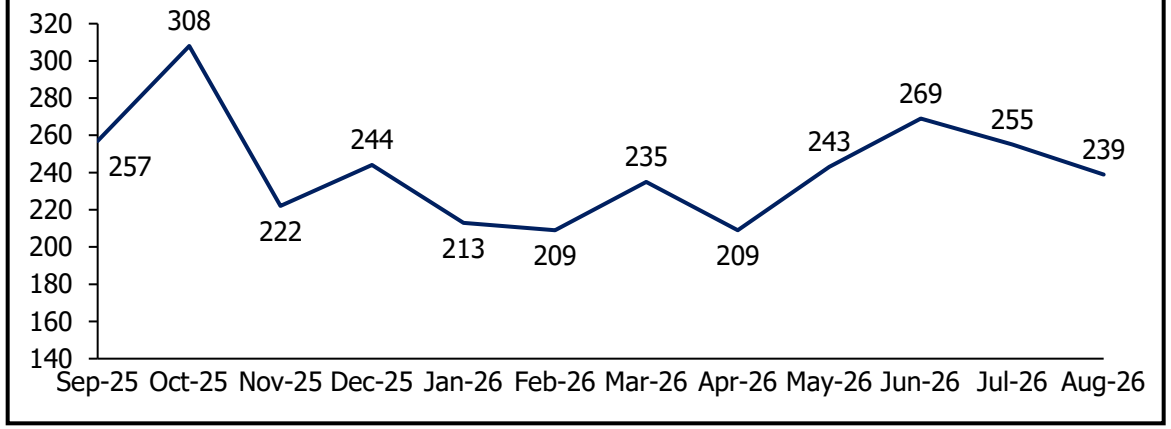


Daily Priority Call Volume and Entry to Assignment

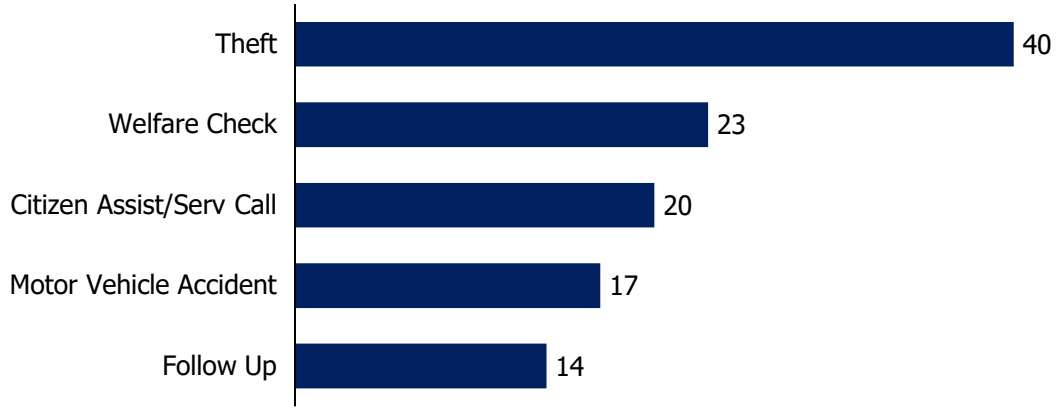
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	14	24	41	8
Monday	0	1	8	17	26	5
Tuesday	0	6	11	13	30	8
Wednesday	0	4	6	9	19	5
Thursday	0	2	7	17	26	7
Friday	0	3	8	11	22	6
Saturday	0	2	9	13	24	5
Assignment <2 min		**95%**	**65%**			
Assignment <4 min		**100%**	**83%**			

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

Monthly Call Volume

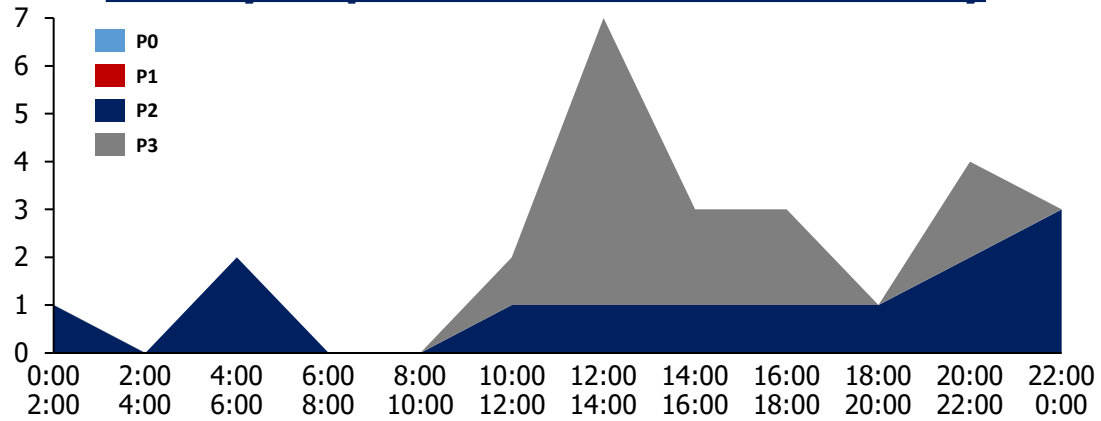


Top Five Problem Natures



Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

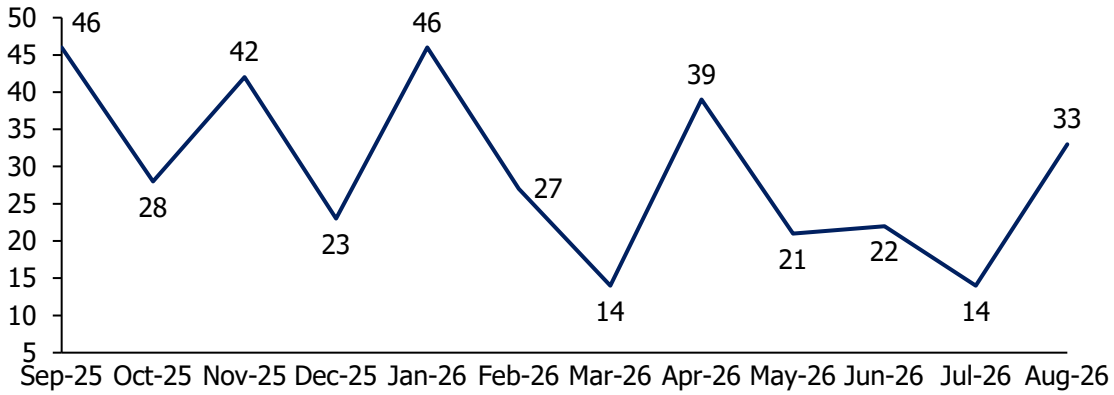


Daily Priority Call Volume and Entry to Assignment

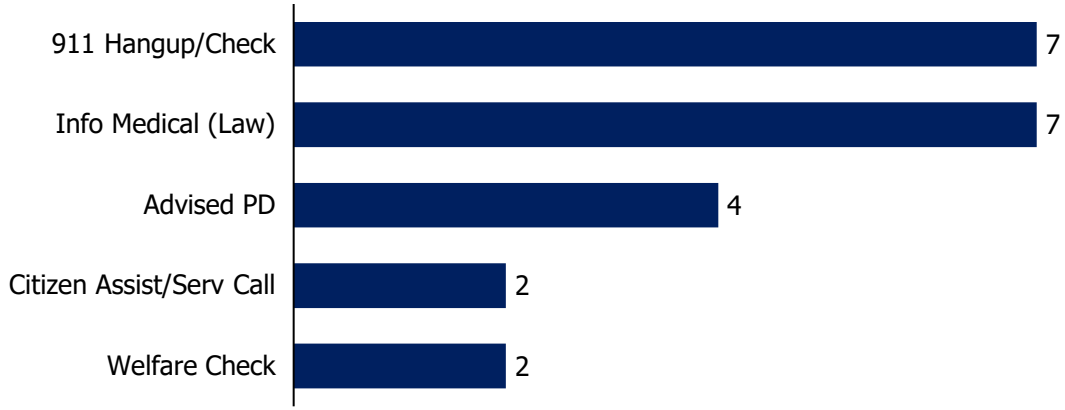
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	2	4	1
Monday	0	0	2	1	3	1
Tuesday	0	0	4	3	7	2
Wednesday	0	0	2	2	4	1
Thursday	0	0	0	1	1	0
Friday	0	0	0	2	2	1
Saturday	0	0	3	2	5	1
Assignment <2 min		**N/A**	**69%**			
Assignment <4 min		**N/A**	**77%**			

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

Monthly Call Volume

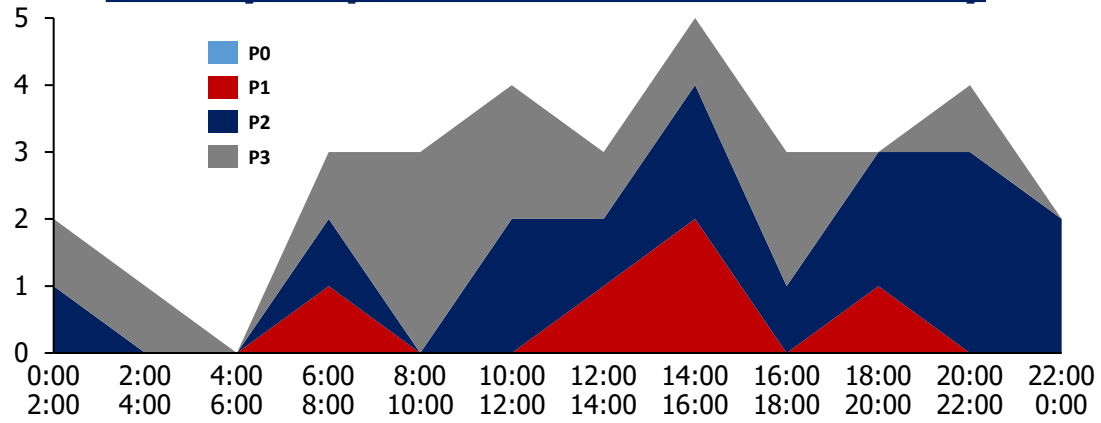


Top Five Problem Natures



Morrison PD (JCSO Response)

Priority Dispatched Calls Per Time of Day

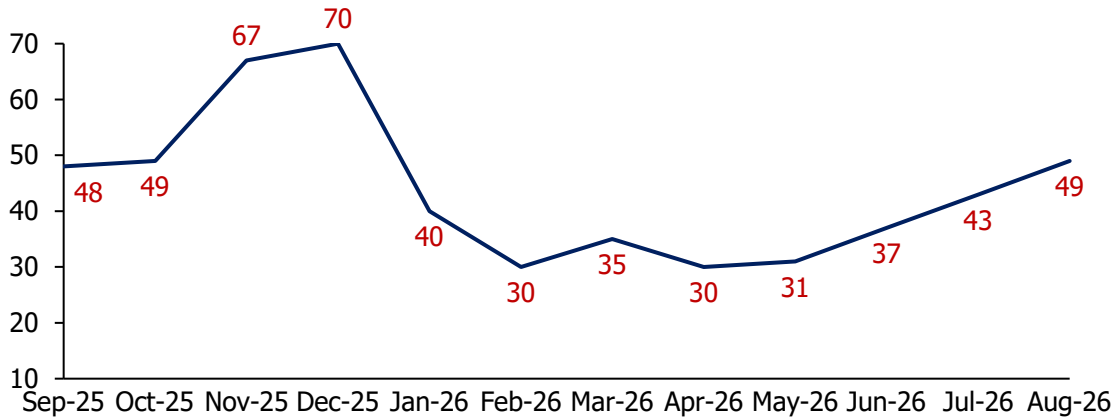


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	2	4	1
Monday	0	0	3	1	4	1
Tuesday	0	1	4	1	6	2
Wednesday	0	0	2	1	3	1
Thursday	0	2	2	3	7	2
Friday	0	1	1	5	7	2
Saturday	0	1	1	0	2	0
Assignment <2 min		**80%**	**67%**			
Assignment <4 min		**80%**	**93%**			

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

Monthly Call Volume

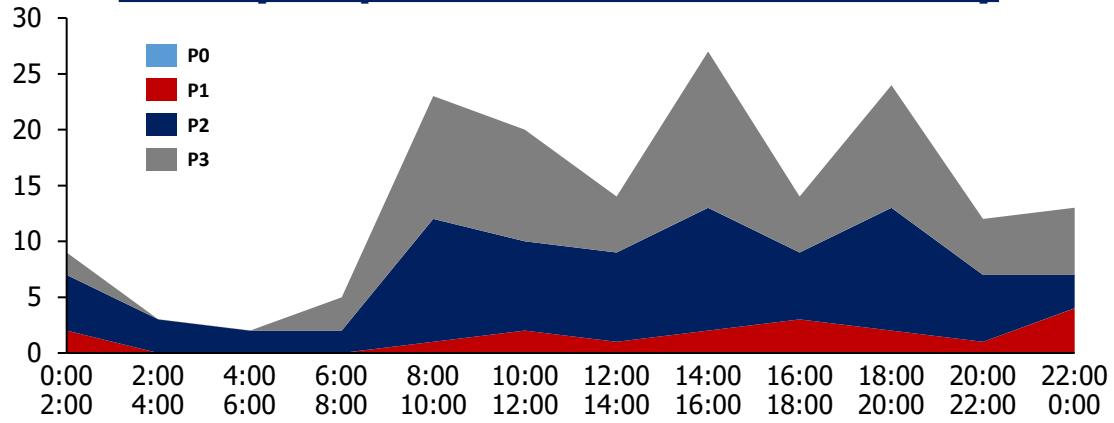


Top Five Problem Natures

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

Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

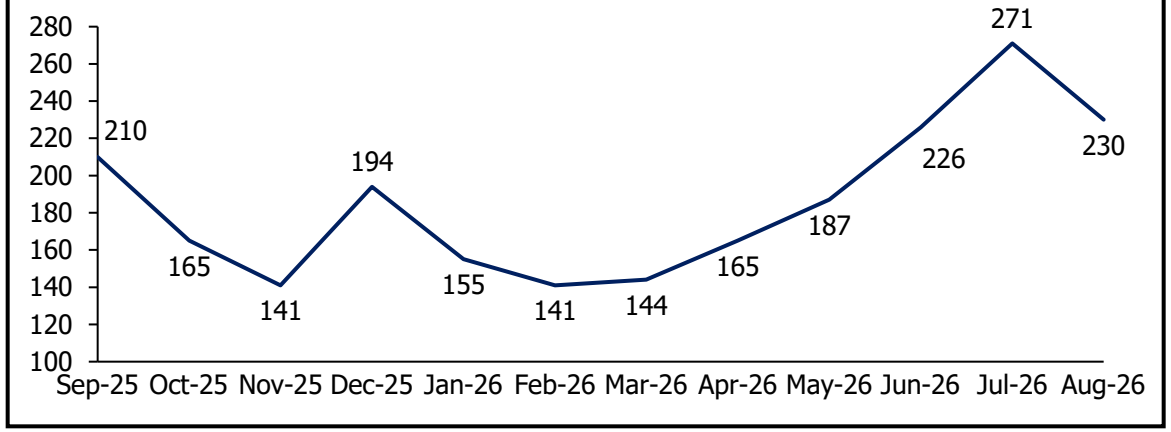


Daily Priority Call Volume and Entry to Assignment

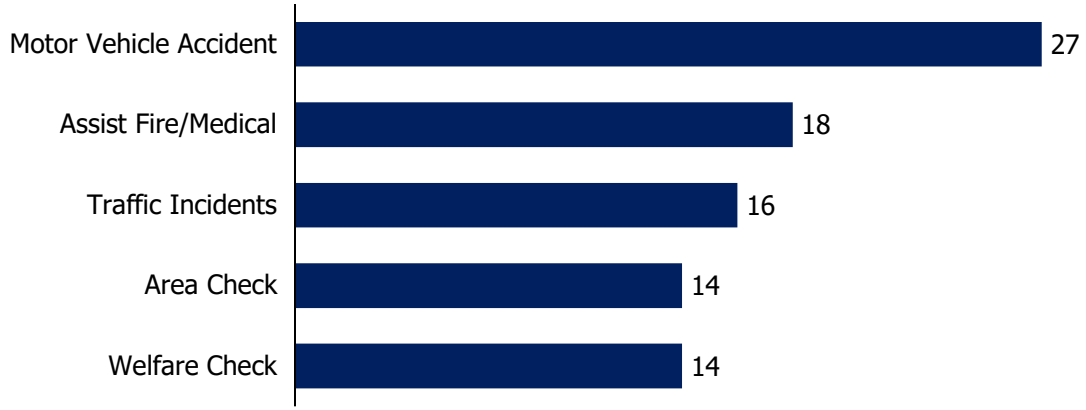
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	20	13	33	7
Monday	0	3	6	14	23	5
Tuesday	0	2	11	6	19	5
Wednesday	0	1	3	11	15	4
Thursday	0	1	7	8	16	4
Friday	0	7	10	12	29	7
Saturday	0	4	19	8	31	6
Assignment <2 min		**89%**	**53%**			
Assignment <4 min		**89%**	**84%**			

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

Monthly Call Volume



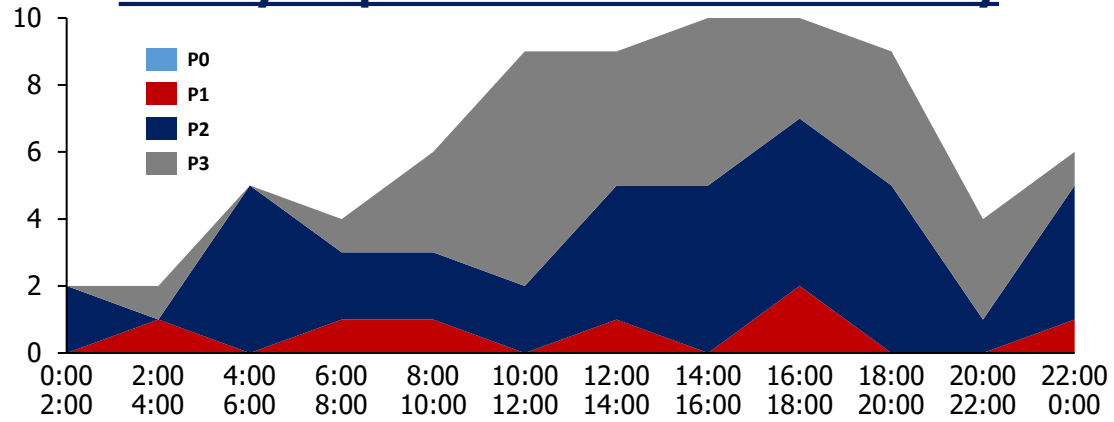
Top Five Problem Natures



Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. These calls are shown on the Georgetown PD page only.

Idaho Springs PD

Priority Dispatched Calls Per Time of Day

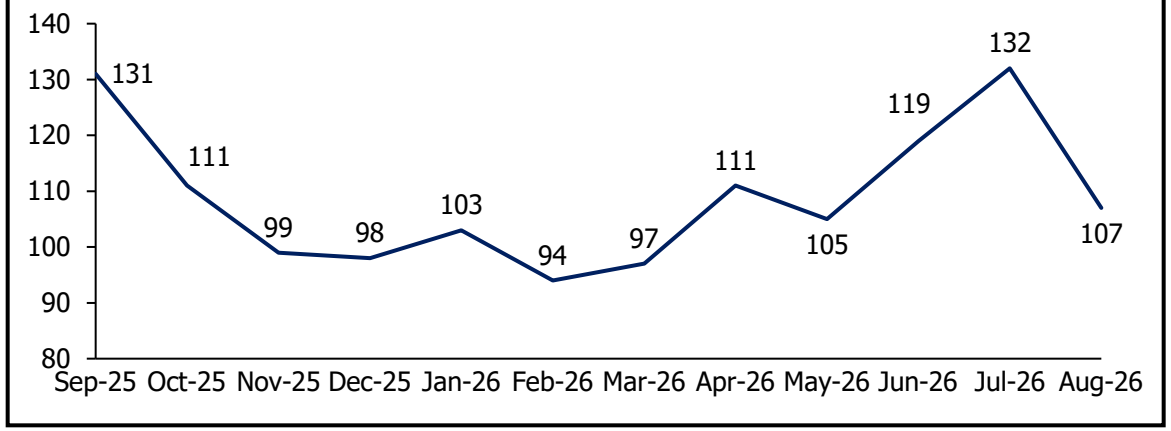


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	3	6	1
Monday	0	1	5	6	12	2
Tuesday	0	0	3	4	7	2
Wednesday	0	4	8	5	17	4
Thursday	0	0	4	3	7	2
Friday	0	0	9	5	14	4
Saturday	0	2	5	6	13	3
Assignment <2 min		**100%**	**68%**			
Assignment <4 min		**100%**	**92%**			

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

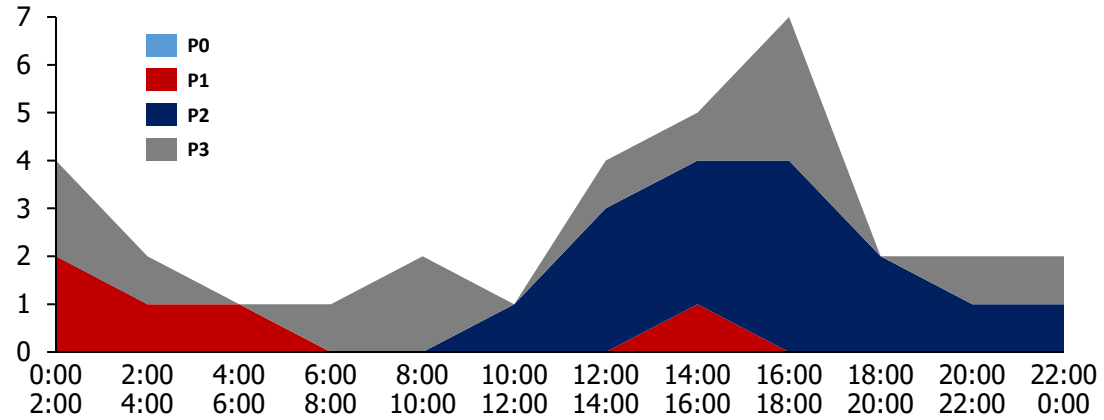
Monthly Call Volume



Top Five Problem Natures

Georgetown PD (CCSO Response)

Priority Dispatched Calls Per Time of Day

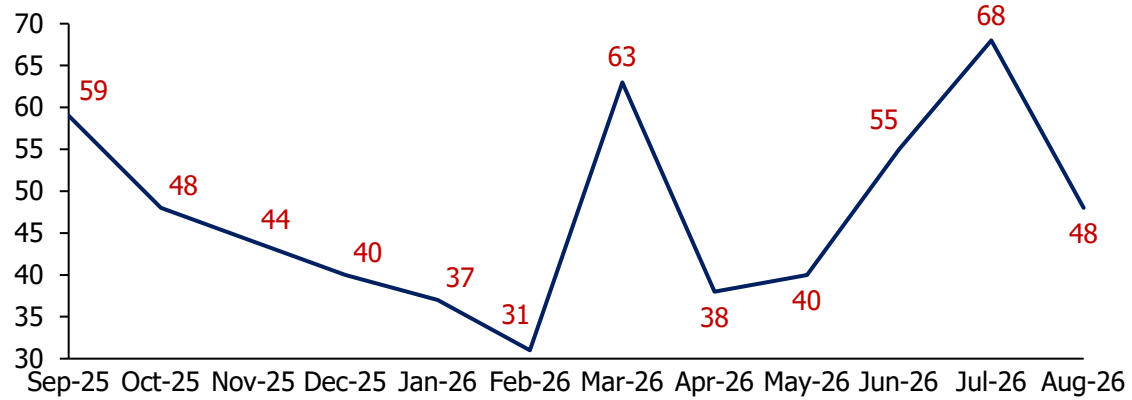


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	2	5	1
Monday	0	2	2	5	9	2
Tuesday	0	1	1	1	3	1
Wednesday	0	0	1	1	2	1
Thursday	0	0	1	2	3	1
Friday	0	0	3	1	4	1
Saturday	0	2	4	1	7	1
Assignment <2 min		**60%**	**40%**			
Assignment <4 min		**60%**	**73%**			

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

Monthly Call Volume

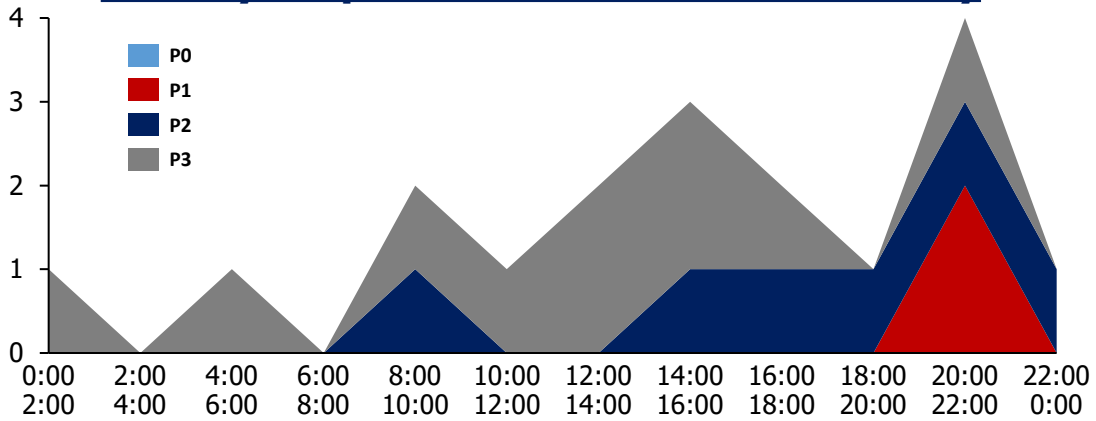


Top Five Problem Natures

Note: Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024.

Empire PD

Priority Dispatched Calls Per Time of Day

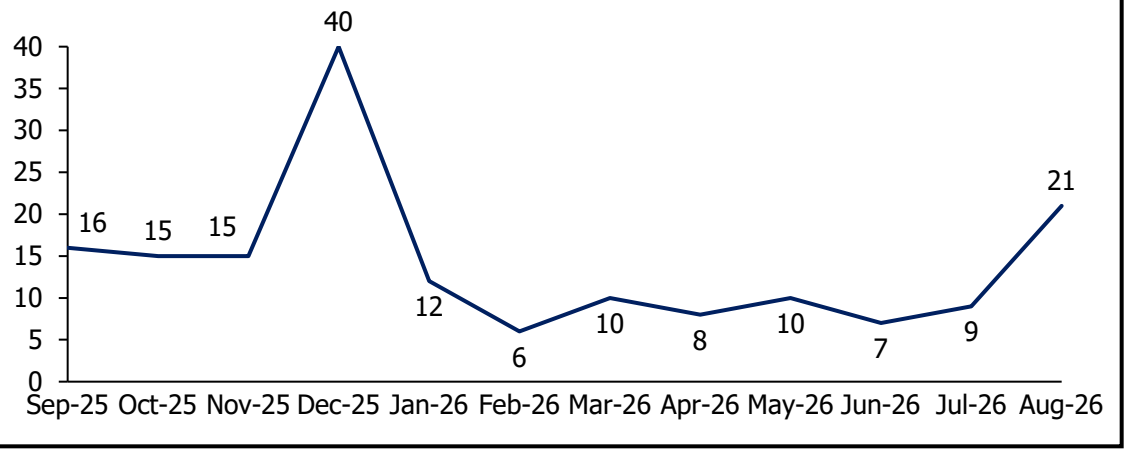


Daily Priority Call Volume and Entry to Assignment

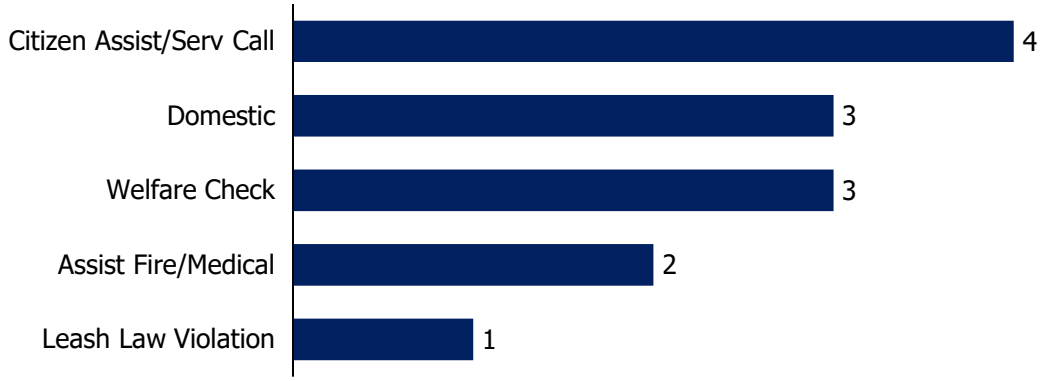
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	4	6	1
Monday	0	2	2	2	6	1
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	3	3	1
Friday	0	0	0	0	0	0
Saturday	0	0	1	0	1	0
Assignment <2 min		**100%**	**50%**			
Assignment <4 min		**100%**	**67%**			

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

Monthly Call Volume

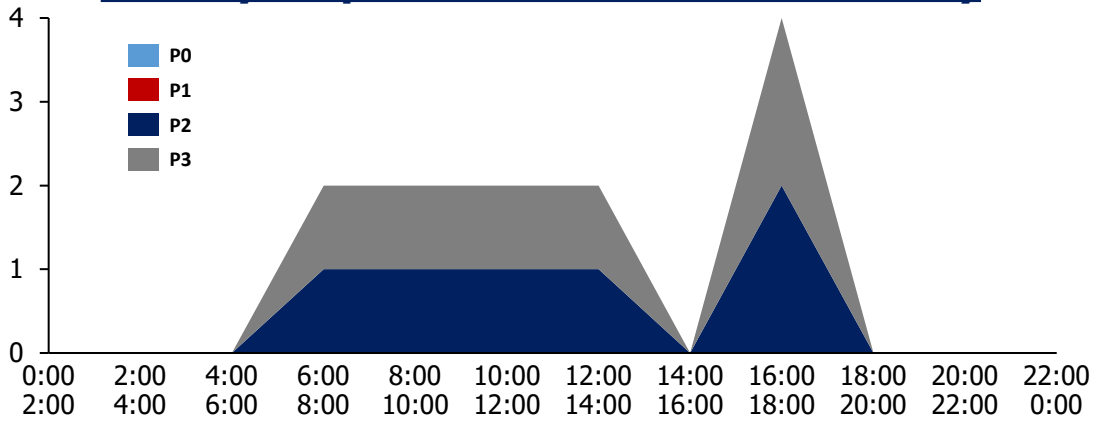


Top Five Problem Natures



Red Rocks Community College PD

Priority Dispatched Calls Per Time of Day

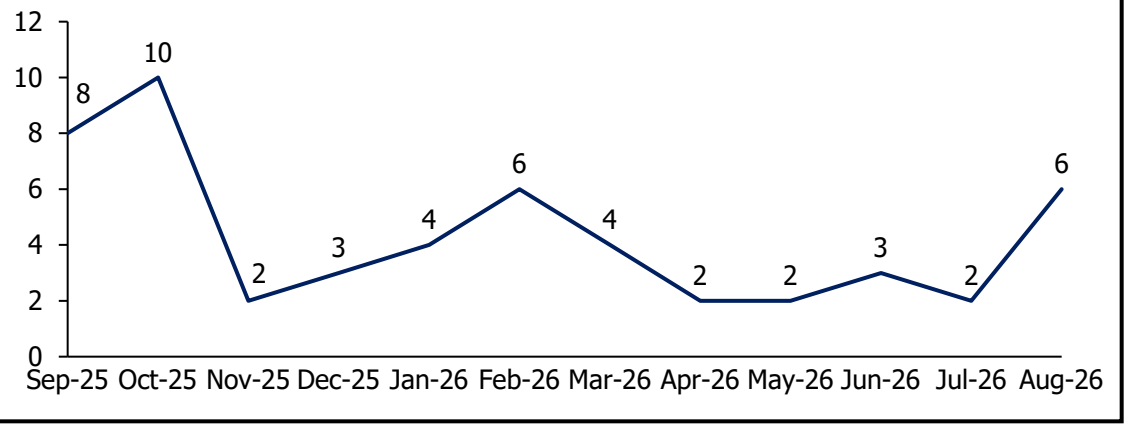


Daily Priority Call Volume and Entry to Assignment

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	0	0	0	0
Wednesday	0	0	1	1	2	1
Thursday	0	0	2	2	4	1
Friday	0	0	1	1	2	1
Saturday	0	0	2	2	4	1
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