Jefferson County Communications Center Authority
JEFFCOM911

September 2026
Monthly Report

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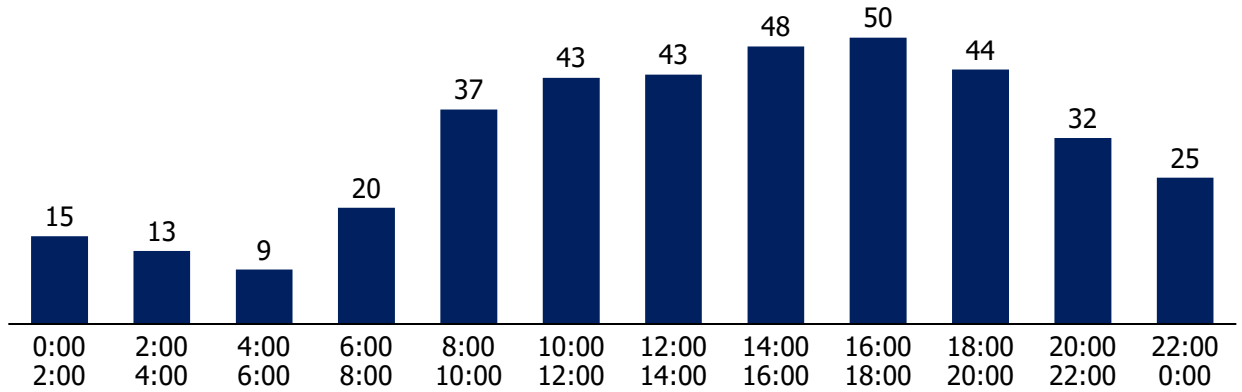
Law Stats

Calls Received, Processed, and Dispatched

Agency	September Calls	% Total	6 Month Trend
Lakewood PD	4,489	25.6%	
Jeffco Sheriff	2,520	14.4%	
Arvada PD	2,343	13.4%	
Wheat Ridge PD	1,258	7.2%	
Golden PD	471	2.7%	
Edgewater PD	232	1.3%	
Clear Creek Sheriff	186	1.1%	
Idaho Springs PD	110	0.6%	
Georgetown PD*	49	0.3%	
Lakeside PD	48	0.3%	
Morrison PD**	48	0.3%	
CSM PD	32	0.2%	
Empire PD	14	0.1%	
Mountain View PD	9	0.1%	
Red Rocks CC PD	6	0.0%	
Total	**11,815**	**67.4%**	

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	1	149	431	520	76	196	83	1,456	13.2%
Monday	0	145	459	584	77	263	77	1,605	14.6%
Tuesday	1	175	594	684	117	345	106	2,022	14.7%
Wednesday	0	175	548	635	114	372	129	1,973	14.3%
Thursday	0	111	436	561	94	249	103	1,554	14.1%
Friday	1	147	474	554	107	308	78	1,669	15.2%
Saturday	3	152	459	540	96	182	104	1,536	13.9%
Total	**6**	**1,054**	**3,401**	**4,078**	**681**	**1,915**	**680**	**11,815**	

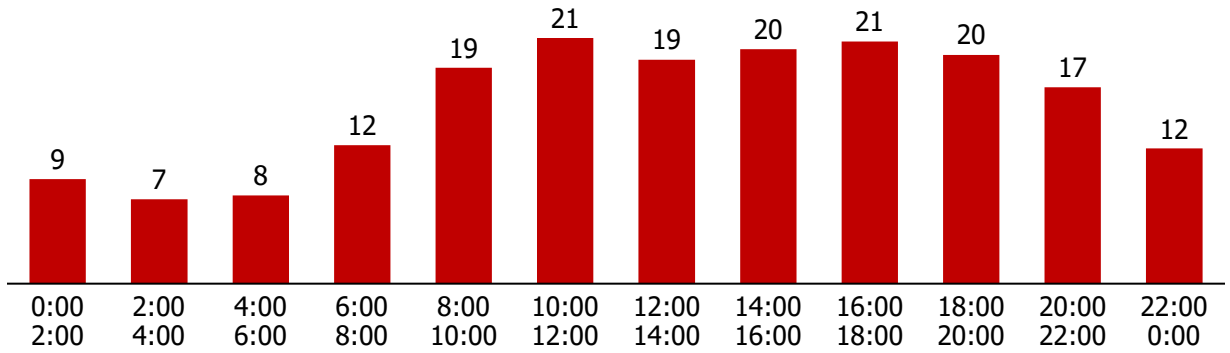
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
*Clear Creek Sheriff's Office is currently responding to Georgetown calls as of October 2024. **Jefferson County Sheriff's Office is responding to Morrison calls as of January 2025.

Fire Stats

Calls Received, Processed, and Dispatched

Agency	September Calls	% of Total	6 Month Trend
West Metro Fire	3,231	18.4%	
Arvada Fire	1,394	7.9%	
Golden Fire	270	1.5%	
Evergreen Fire	225	1.3%	
Clear Creek Fire	163	0.9%	
Clear Creek EMS	134	0.8%	
Elk Creek Fire	124	0.7%	
Highland Rescue	50	0.3%	
Pleasant View Fire	42	0.2%	
Foothills Fire	37	0.2%	
Inter Canyon Fire	26	0.1%	
North Fork Fire	13	0.1%	
Genesee Fire	9	0.1%	
Indian Hills Fire	6	0.0%	
Golden Gate Fire	3	0.0%	
Total	**5,727**	**32.6%**	

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	18	417	253	8	0	0	696	13.0%
Monday	18	449	253	11	0	0	731	13.7%
Tuesday	17	561	329	9	0	0	916	13.7%
Wednesday	27	570	349	18	0	0	964	14.5%
Thursday	15	478	312	10	0	0	815	15.3%
Friday	12	479	314	8	0	1	814	15.3%
Saturday	15	471	280	9	0	0	775	14.5%
Total	**122**	**3,425**	**2,090**	**73**	**0**	**1**	**5,711**	

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**	90.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.9%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	*	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	*	95% of 911 calls processed within 106 Seconds
Quality Assurance Scores	**EMD; Target average of 75%**	88.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	85.9%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	84.5%	Target average of 95% with a minimum of 80%

Analysis

Analysis: Call Answering Time
Jeffcom achieved the 15 second answering metric in September. 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. Abandoned calls represented 4.6% of emergency calls in September 2026. With abandoned calls excluded, the 40 second answering time result for September is 99.6%.

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.

*September 2026 results are pending due to missing information in the database. A ticket is open with Carbyne to address the issue.

Remediation: Call Processing Time
The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal.

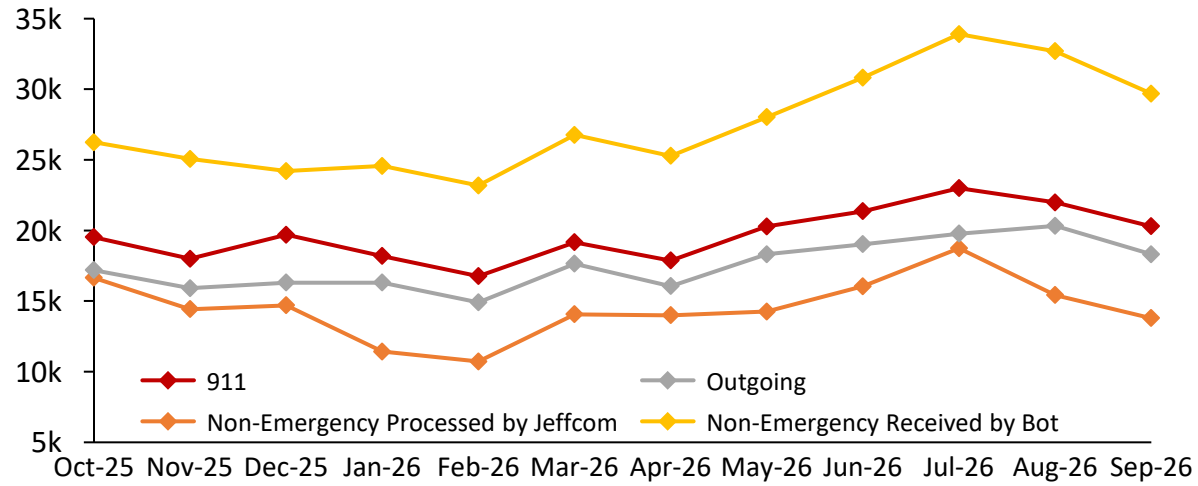
Revised Target Service Levels

Call Processing

Process	SLA	Result	Targets and Industry Standards
Call Answering (All calls)	**90% of 911 calls answered within 15 seconds**	95.3%	90% within 15 Seconds (**NENA 2020**) (excludes abandoned calls)
	95% of 911 calls answered within 20 seconds	97.1%	95% within 20 Seconds (**NENA 2020**) (excludes abandoned calls)
Call Processing (Priority Calls)	**90% of P0/P1 Law calls processed within 90 seconds**	88.8%	**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 (included as a reference only)	67.0%	
	90% of Delta/Echo Fire calls processed within 90 seconds	93.2%	
	90% of Delta/Echo Fire calls processed within 60 seconds (included as a reference only)	72.1%	
Call Dispatching (Priority Calls)	**90% of P0/P1 Law calls dispatched within 210 seconds**	87.4%	
	90% of P0/P1 Law calls dispatched within 60 seconds (included as a reference only)	50.0%	
	90% of Delta/Echo Fire calls dispatched within 60 seconds	96.9%	
Quality Assurance Scores	**EMD; Target average of 75%**	88.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	85.9%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	84.5%	Target average of 95% with a minimum of 80%

Service Level Agreement and Volume Trends

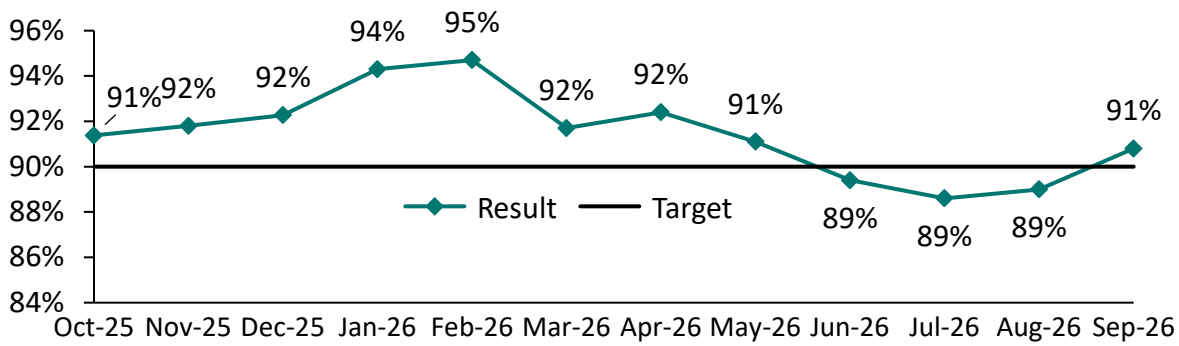
Call Volumes



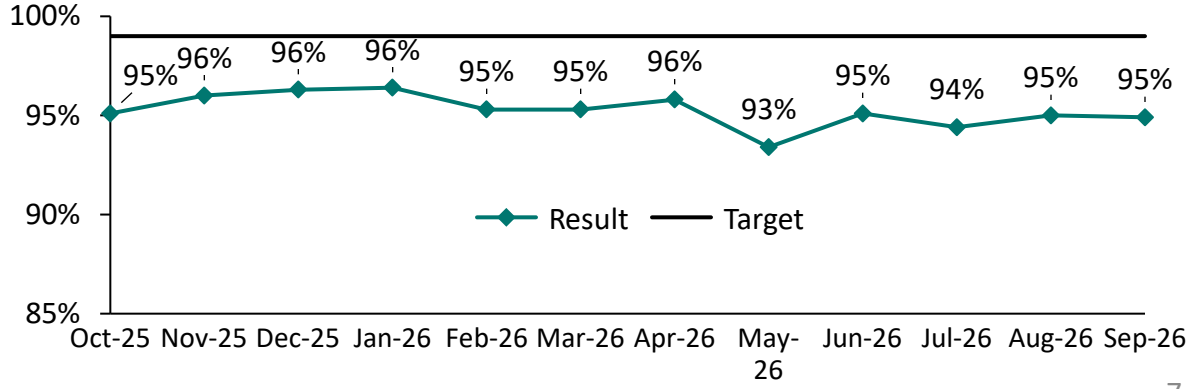
Trend Table

Average Daily Calls	Sep-26	Aug-26	Sep-25	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	611	656	581	-7%	5%
Incoming - **Admin** to Bot	990	1,055	946	-6%	5%
Incoming - **Admin** to Jeffcom	460	498	614	-8%	-25%
Incoming - **911**	676	709	671	-5%	1%
911 calls answered within 15 seconds	90.8%	89.0%	87.6%	1.8%	3.2%
911 calls answered within 40 seconds	94.9%	95.0%	94.7%	-0.1%	0.2%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



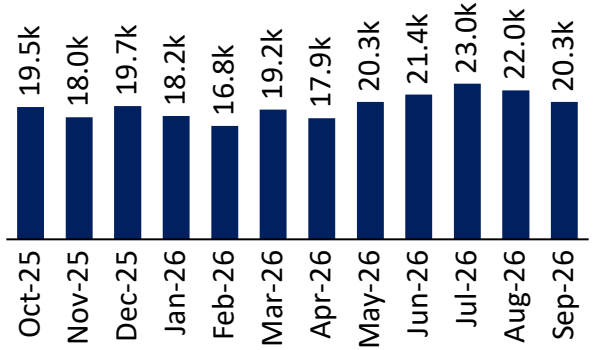
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.

Call Volume/Agency Specific Inquiries

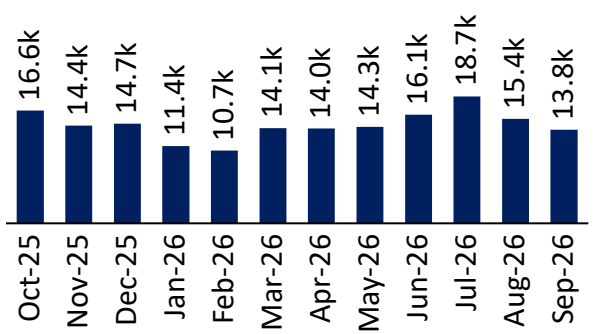
JEFFCOM

12 Month Trends

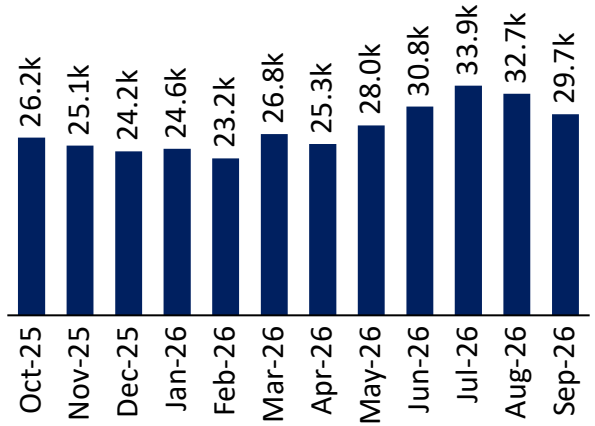
Emergency Calls



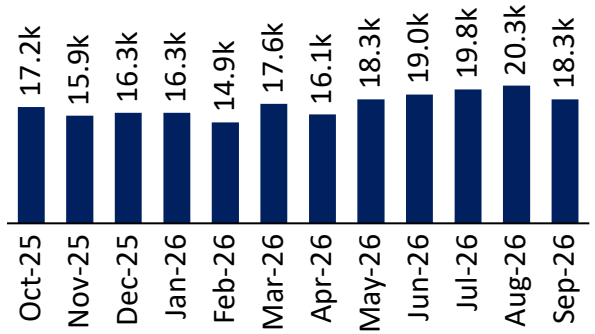
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



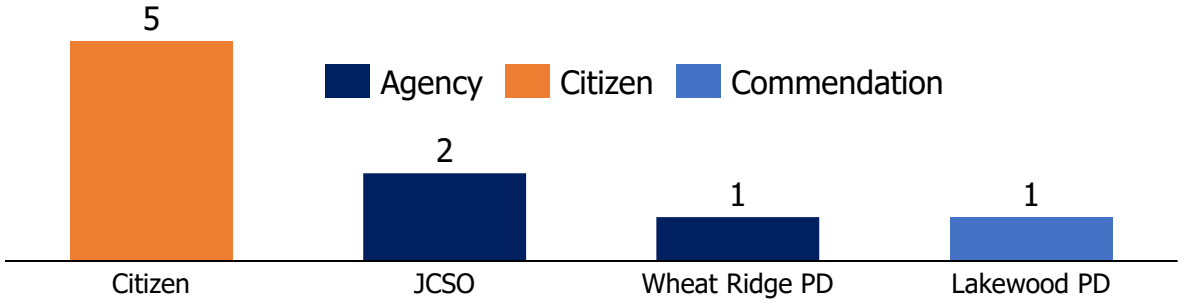
Outgoing Calls



Call Volume

Line	Calls	Notes
Outgoing	18,318	7% Decrease from August
Incoming - **Admin** to Bot	29,692	6% Decrease from August
Incoming - **Admin** to Jeffcom	13,798	8% Decrease from August
Incoming - **911**	20,291	5% Decrease from August
Total Incoming to Jeffcom	**34,089**	**6% Decrease per day from August**

September Inquiries

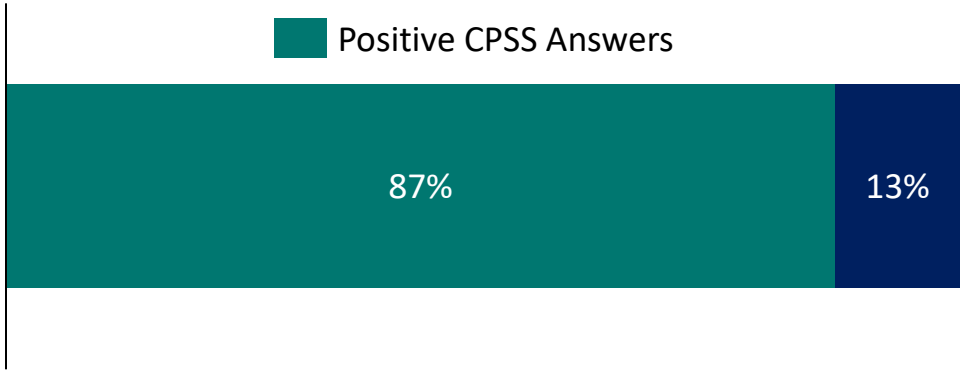


New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.

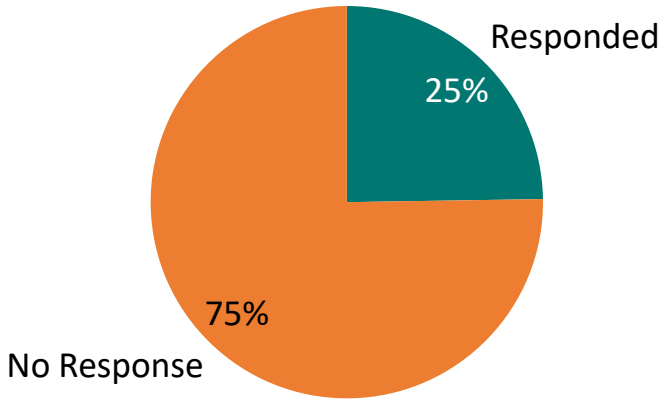
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)



Survey Response Rate

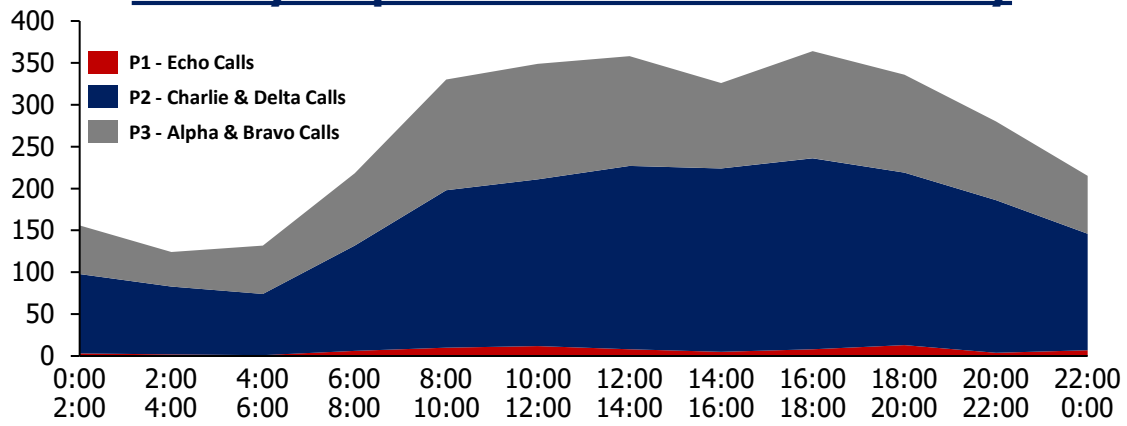


Survey Responses

- Call taker was precise, thorough, and helpful.
- Great dispatcher, thank you!
- Super kind and reassuring given the situation. Very helpful
- The call taker was very patient and got as much information on the individuals who were committing theft, and the call was pretty quick which I like. She was also very friendly.
- She was great 👍🏼 I was nervous speaking and she kept asking questions, Her patience mixed with a serious call were incredible. 😊 ☮️
- I would like to sincerely thank the 911 call-taker who assisted me. The call-taker was extremely kind, professional, patient, and reassuring throughout the entire conversation. They listened carefully, asked the appropriate questions, and handled the situation calmly and efficiently. I felt that my concerns were taken seriously, and I received clear instructions and assistance while help was being dispatched. I truly appreciate the professionalism and compassion shown during what was a stressful situation. Thank you for providing such excellent service and for being there when people need help the most.

West Metro Fire

Priority Dispatched Calls Per Time of Day

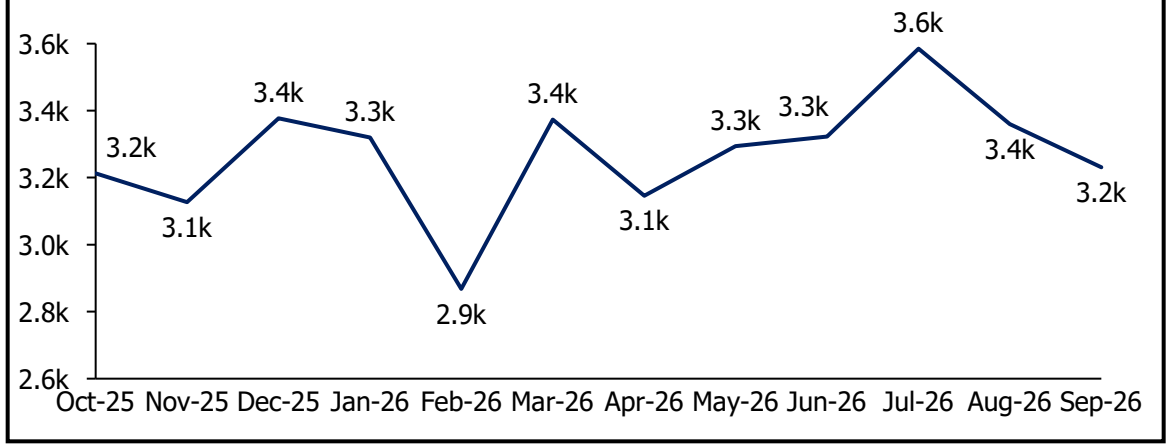


Daily Priority Call Volume and Entry to Assignment

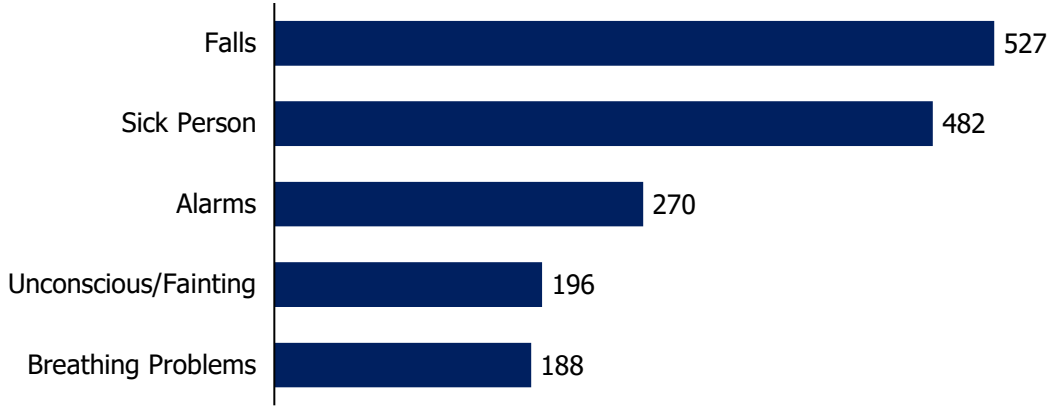
Day of Week	P1	P2	P3	Total	Average
Sunday	9	221	123	353	88
Monday	9	250	147	406	102
Tuesday	15	330	187	532	106
Wednesday	19	350	184	553	111
Thursday	11	269	178	458	115
Friday	8	266	165	439	110
Saturday	8	269	170	447	112
Assignment <1 min	**94%**	**97%**			

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

Monthly Call Volume

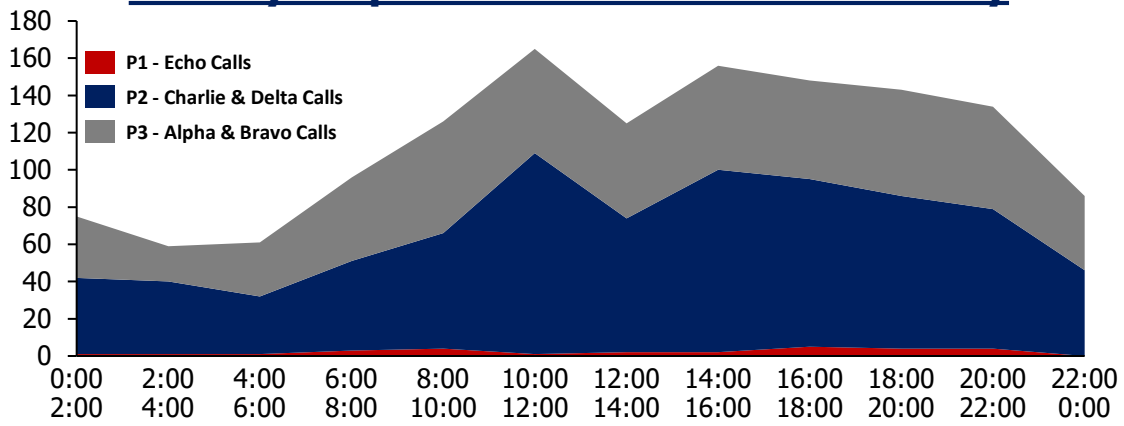


Top Five Problem Natures



Arvada Fire

Priority Dispatched Calls Per Time of Day

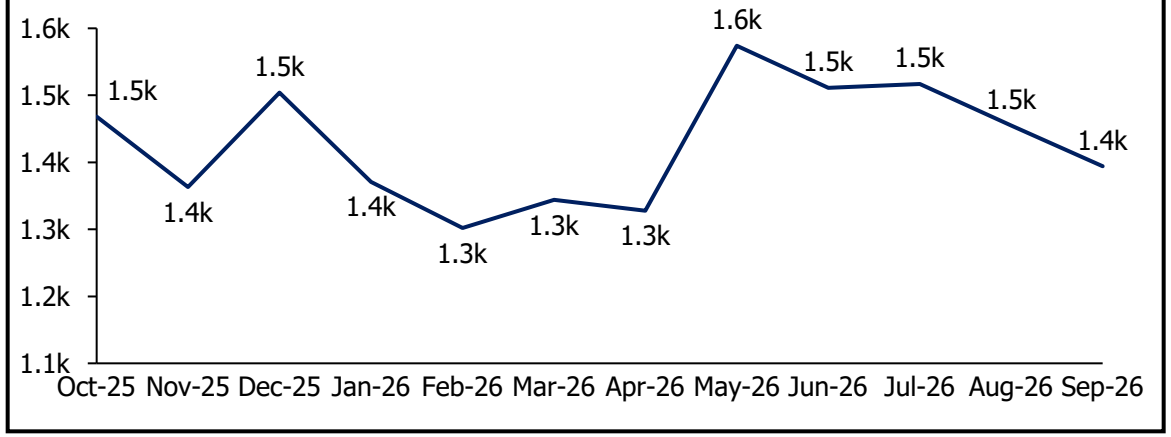


Daily Priority Call Volume and Entry to Assignment

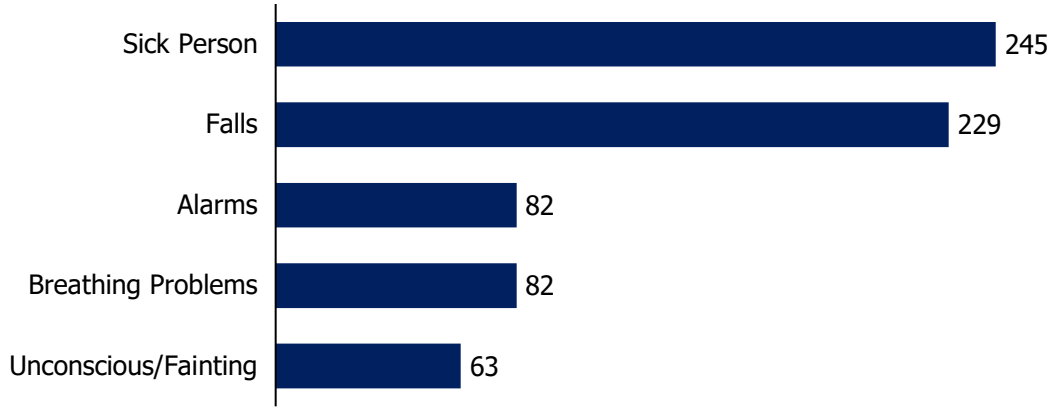
Day of Week	P1	P2	P3	Total	Average
Sunday	2	102	79	183	46
Monday	5	112	65	182	46
Tuesday	2	127	91	220	44
Wednesday	6	116	94	216	43
Thursday	4	119	79	202	51
Friday	3	111	86	200	50
Saturday	6	105	60	171	43
Assignment <1 min	**93%**	**94%**			

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

Monthly Call Volume

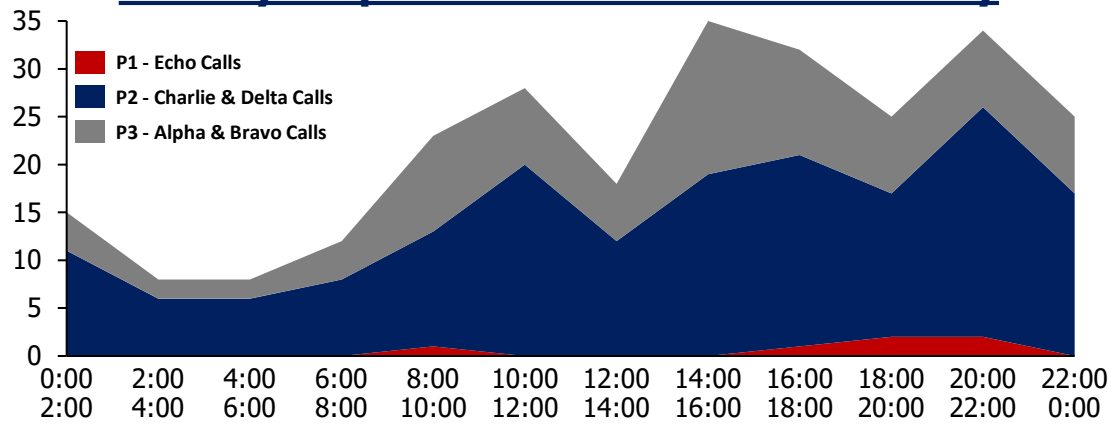


Top Five Problem Natures



Golden Fire

Priority Dispatched Calls Per Time of Day

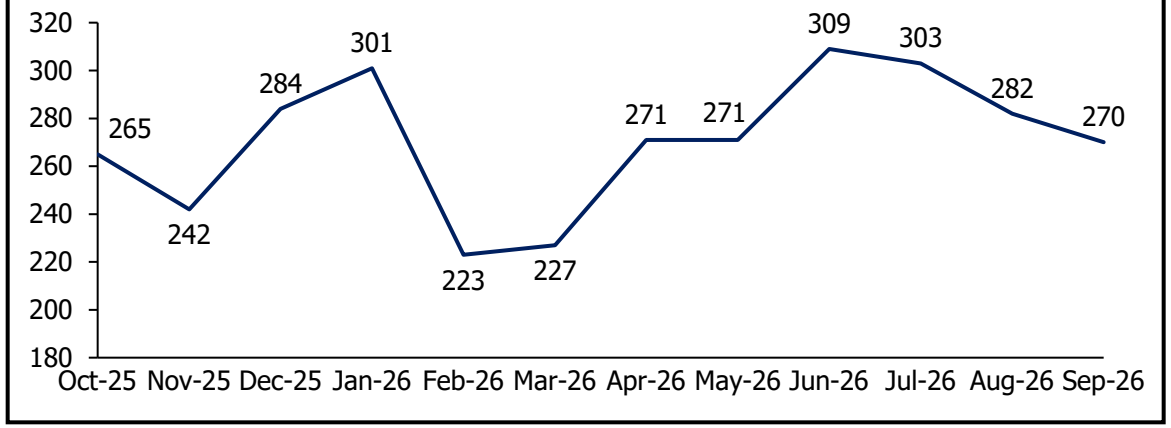


Daily Priority Call Volume and Entry to Assignment

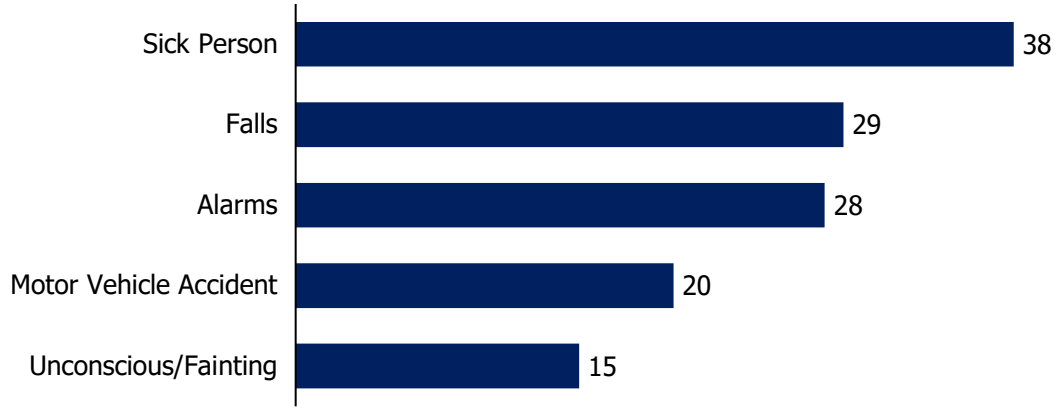
Day of Week	P1	P2	P3	Total	Average
Sunday	3	20	10	33	8
Monday	2	24	11	37	9
Tuesday	0	17	12	29	6
Wednesday	1	22	22	45	9
Thursday	0	22	11	33	8
Friday	0	28	14	42	11
Saturday	0	37	7	44	11
Assignment <1 min	**83%**	**89%**			

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

Monthly Call Volume

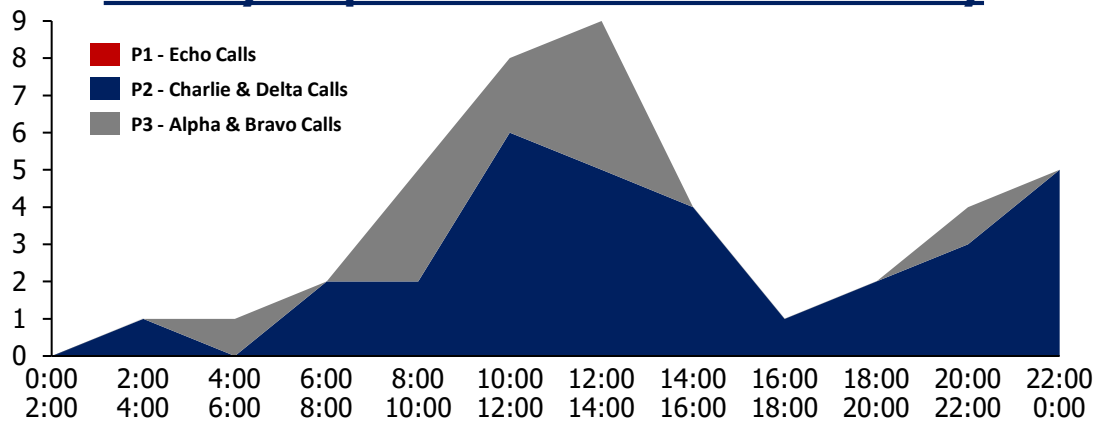


Top Five Problem Natures



Pleasant View Fire

Priority Dispatched Calls Per Time of Day

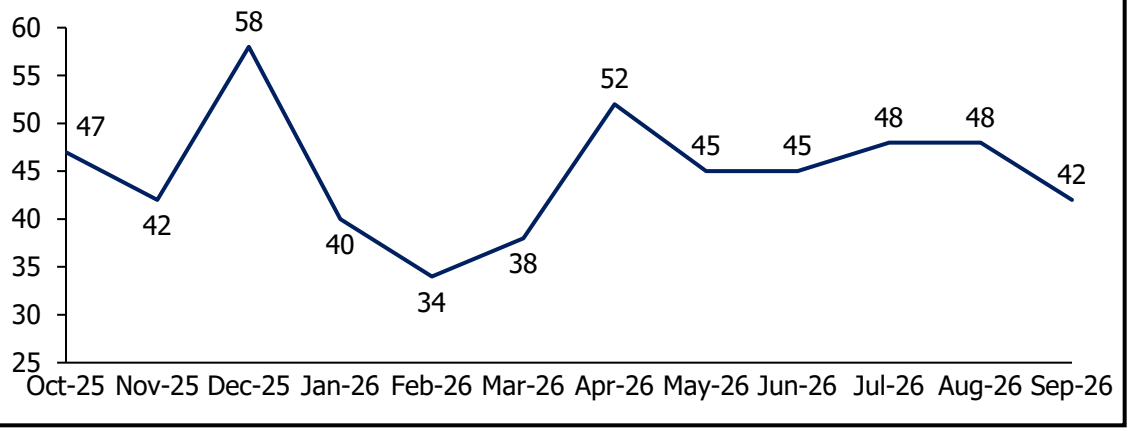


Daily Priority Call Volume and Entry to Assignment

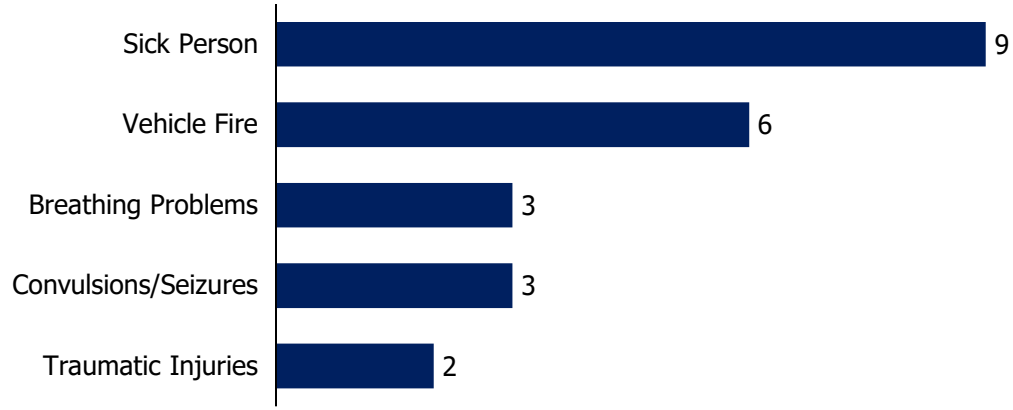
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	3	0	3	1
Tuesday	0	6	3	9	2
Wednesday	0	7	0	7	1
Thursday	0	3	3	6	2
Friday	0	5	2	7	2
Saturday	0	4	2	6	2
Assignment <1 min	**N/A**	**87%**			

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

Monthly Call Volume

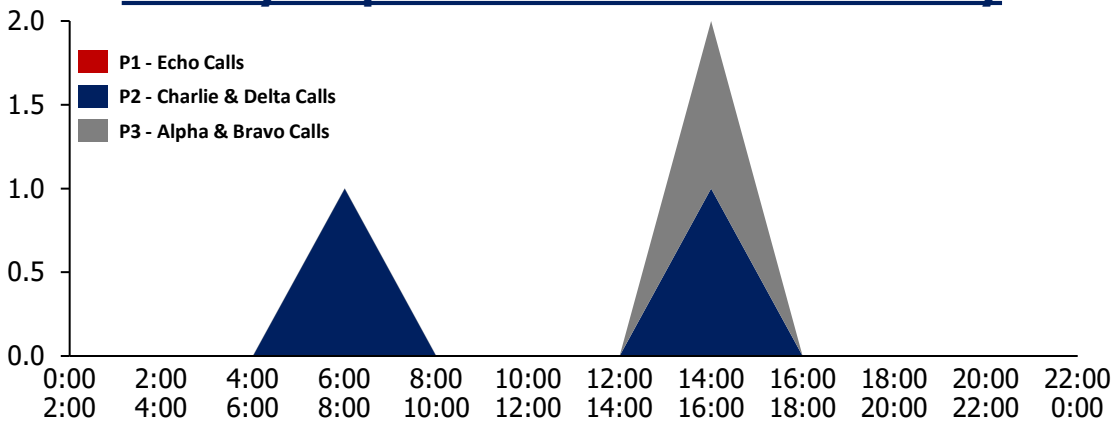


Top Five Problem Natures



Golden Gate Fire

Priority Dispatched Calls Per Time of Day

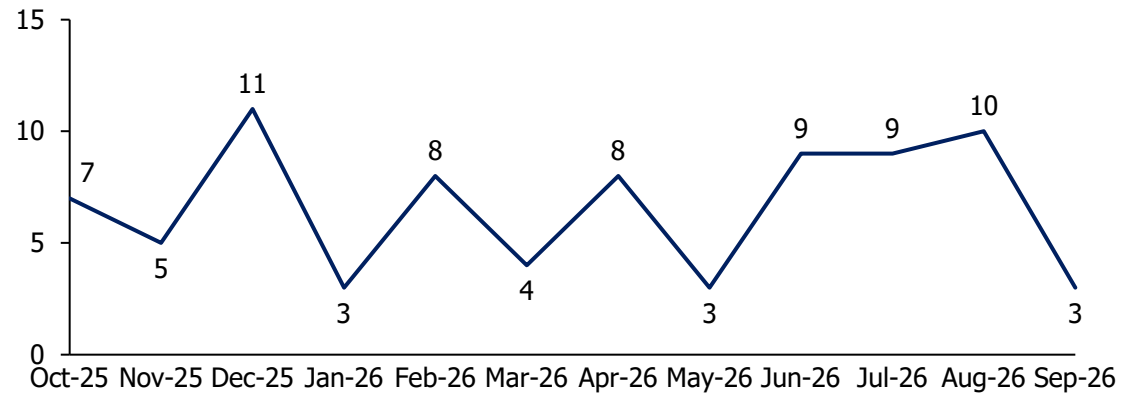


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0
Monday	0	0	0	0	0
Tuesday	0	0	0	0	0
Wednesday	0	0	0	0	0
Thursday	0	0	0	0	0
Friday	0	1	0	1	0
Saturday	0	1	1	2	1
Assignment <1 min	**N/A**	**50%**			

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

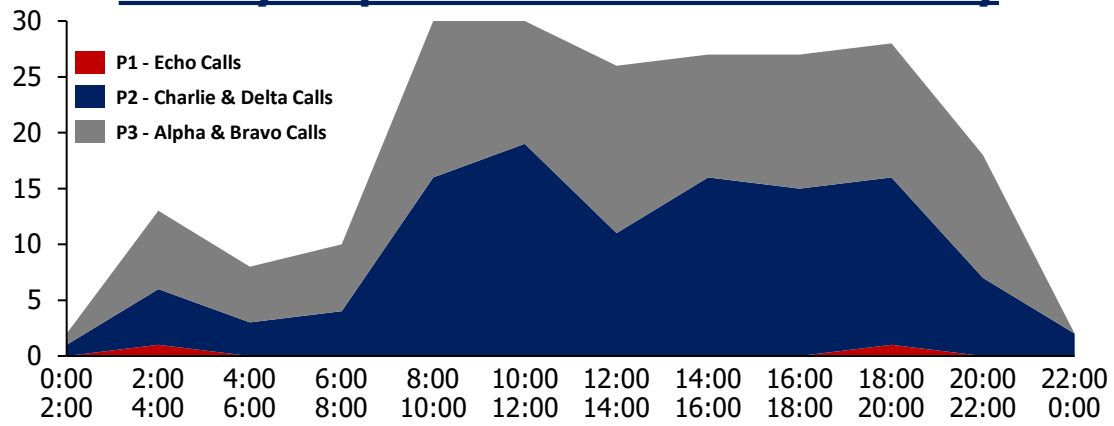
Monthly Call Volume



Problem Natures

Evergreen Fire

Priority Dispatched Calls Per Time of Day

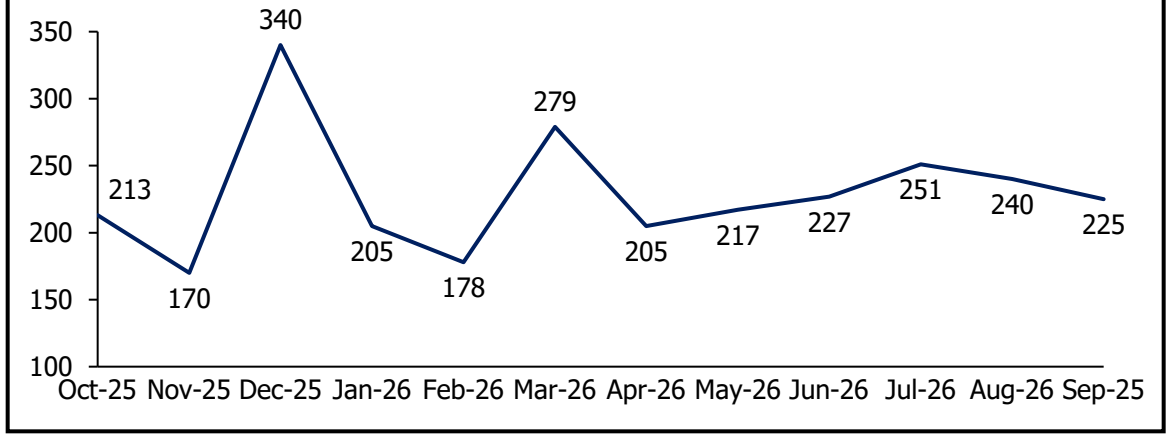


Daily Priority Call Volume and Entry to Assignment

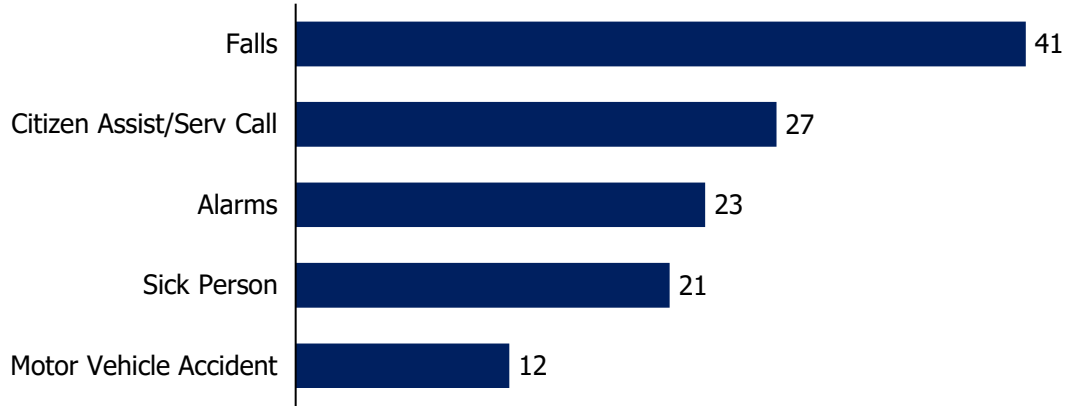
Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	10	23	6
Monday	0	14	11	25	6
Tuesday	0	20	19	39	8
Wednesday	1	24	16	41	8
Thursday	0	16	10	26	7
Friday	0	15	24	39	10
Saturday	1	12	15	28	7
Assignment <1 min	**100%**	**92%**			

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

Monthly Call Volume

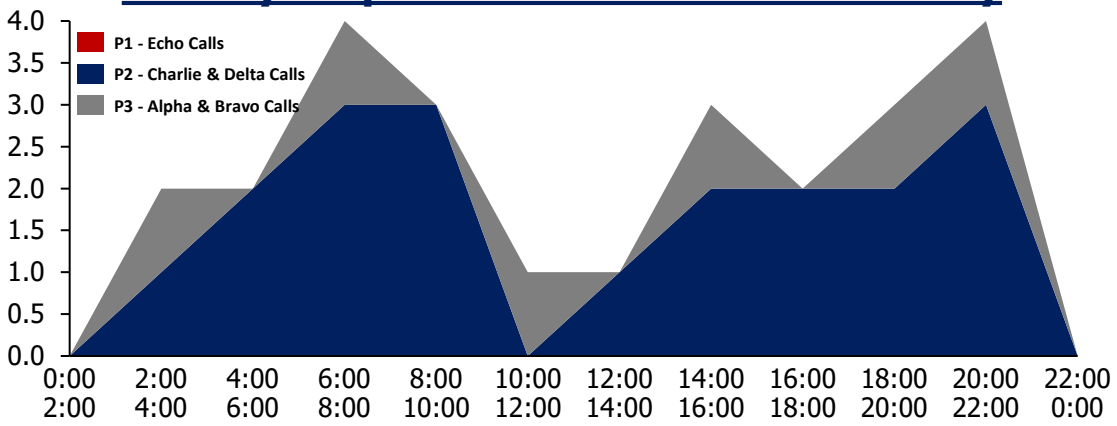


Top Five Problem Natures



Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

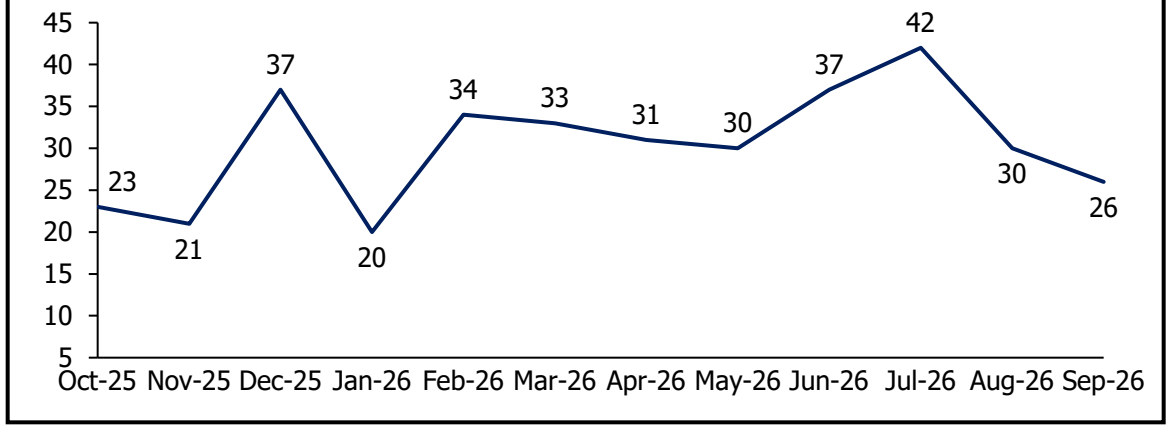


Daily Priority Call Volume and Entry to Assignment

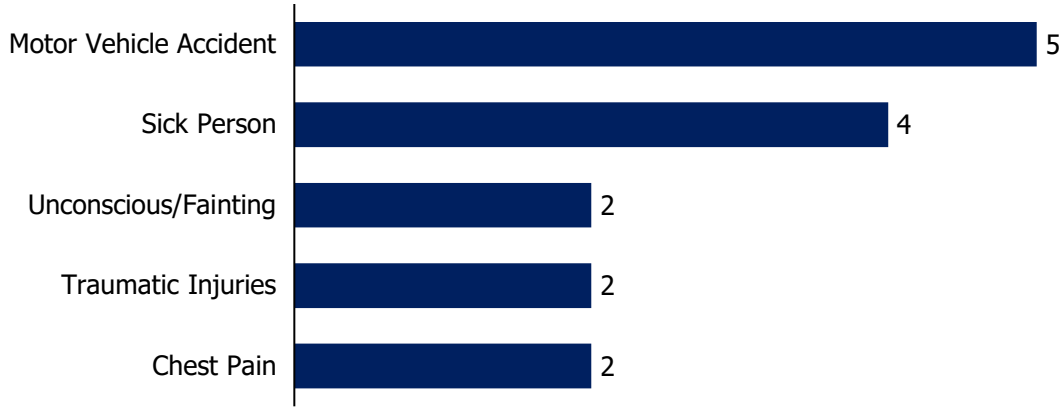
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	4	1	5	1
Tuesday	0	6	1	7	1
Wednesday	0	3	1	4	1
Thursday	0	2	2	4	1
Friday	0	1	0	1	0
Saturday	0	1	0	1	0
Assignment <1 min	**N/A**	**84%**			

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

Monthly Call Volume

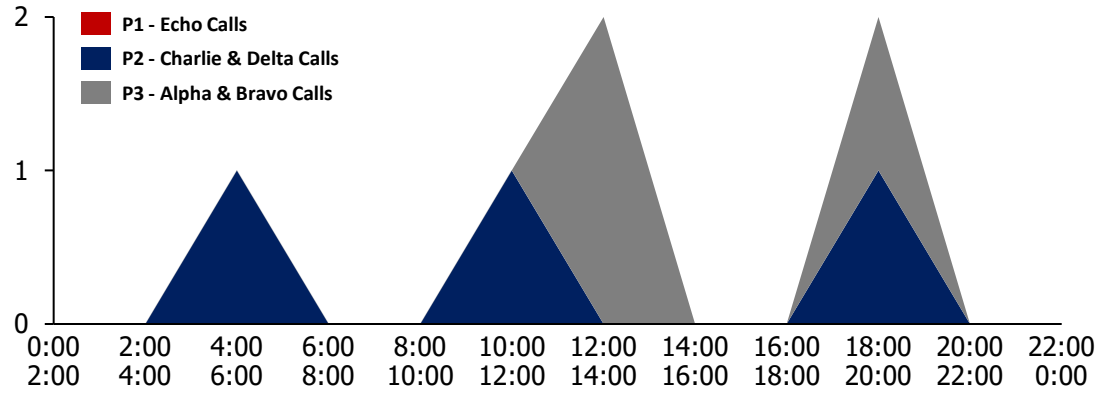


Top Five Problem Natures



Indian Hills Fire

Priority Dispatched Calls Per Time of Day

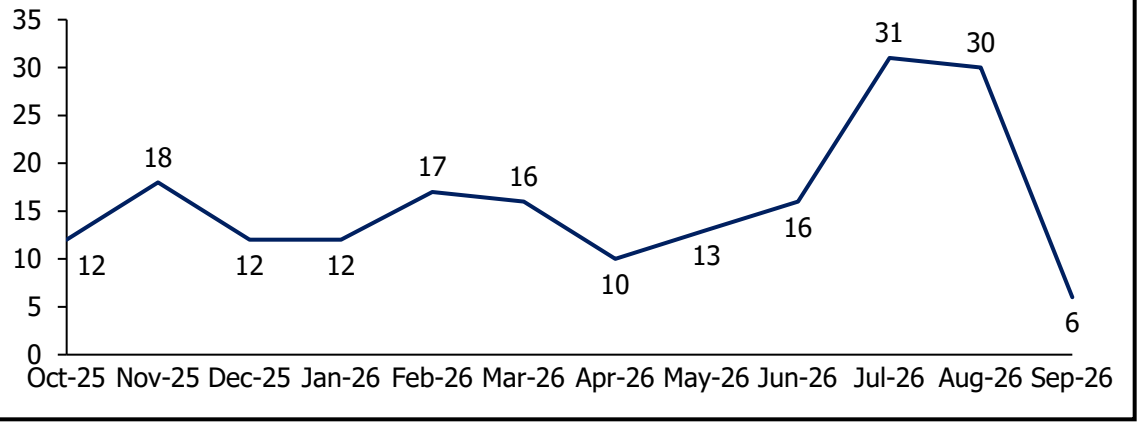


Daily Priority Call Volume and Entry to Assignment

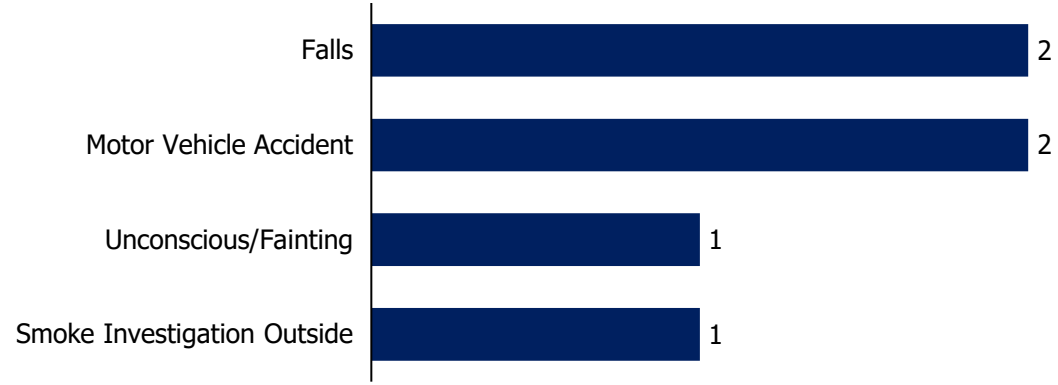
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	0	1	1	0
Tuesday	0	1	0	1	0
Wednesday	0	0	0	0	0
Thursday	0	0	1	1	0
Friday	0	0	0	0	0
Saturday	0	0	1	1	0
Assignment <1 min	**N/A**	**100%**			

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

Monthly Call Volume

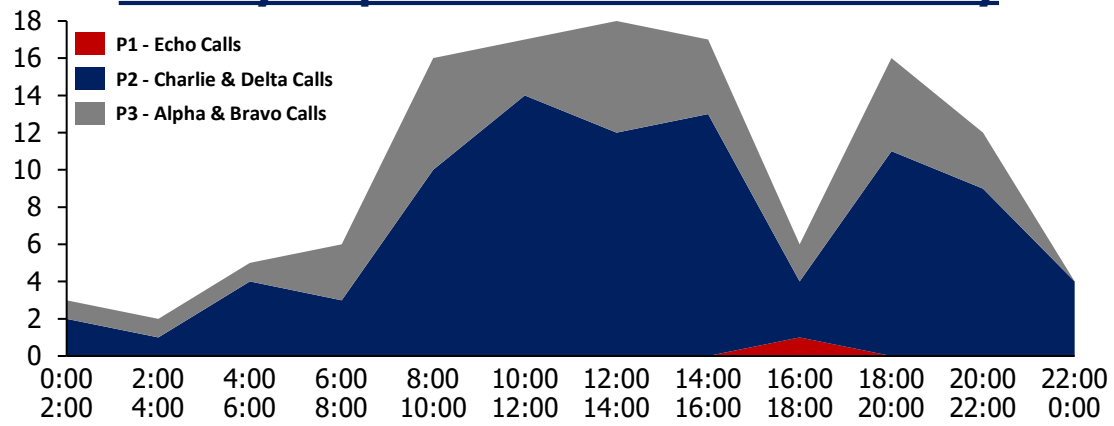


Top Five Problem Natures



Elk Creek Fire

Priority Dispatched Calls Per Time of Day

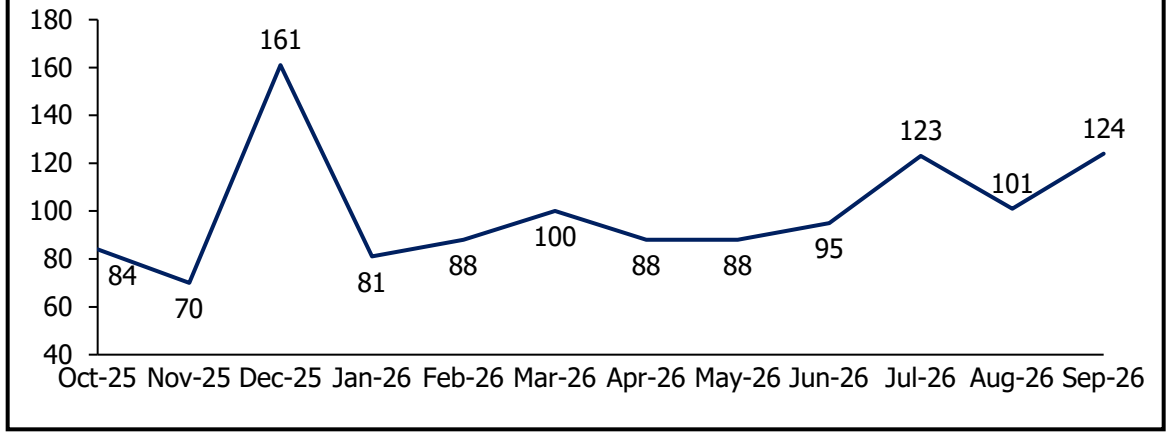


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	4	12	3
Monday	0	14	3	17	4
Tuesday	0	10	5	15	3
Wednesday	0	17	6	23	5
Thursday	0	11	4	15	4
Friday	1	15	7	23	6
Saturday	0	11	6	17	4
Assignment <1 min	**100%**	**90%**			

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

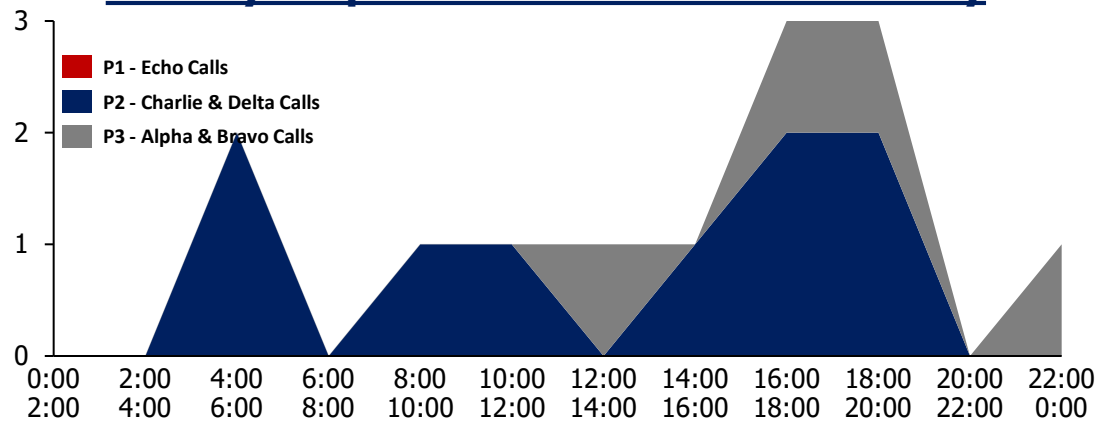
Monthly Call Volume



Top Five Problem Natures

North Fork Fire

Priority Dispatched Calls Per Time of Day

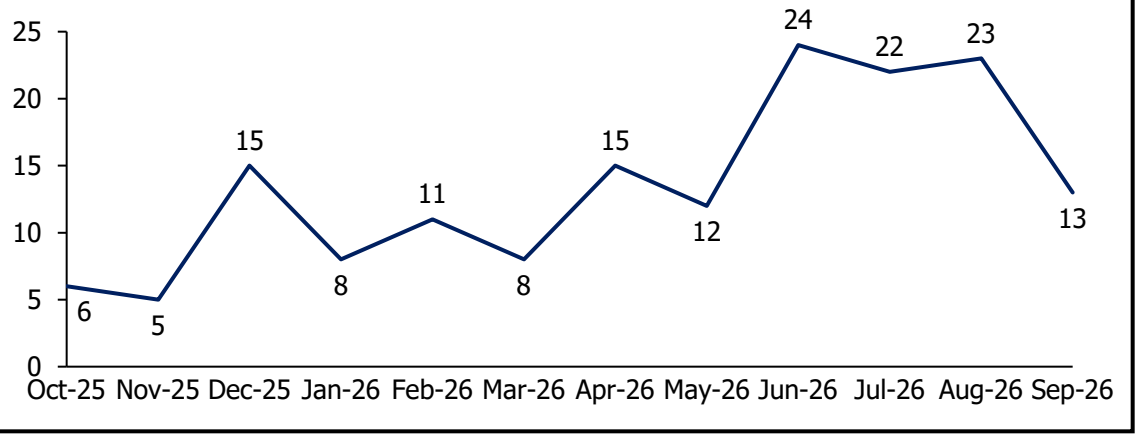


Daily Priority Call Volume and Entry to Assignment

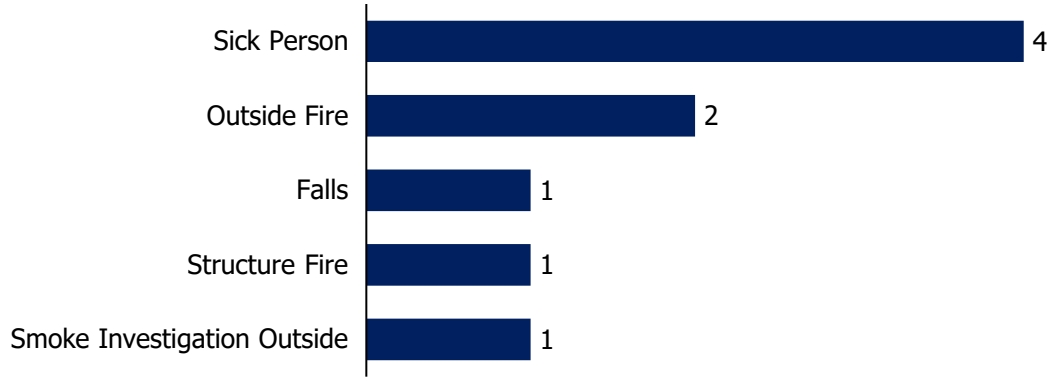
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	0	0	0	0
Tuesday	0	1	0	1	0
Wednesday	0	0	1	1	0
Thursday	0	1	0	1	0
Friday	0	2	1	3	1
Saturday	0	2	1	3	1
Assignment <1 min	**N/A**	**56%**			

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

Monthly Call Volume

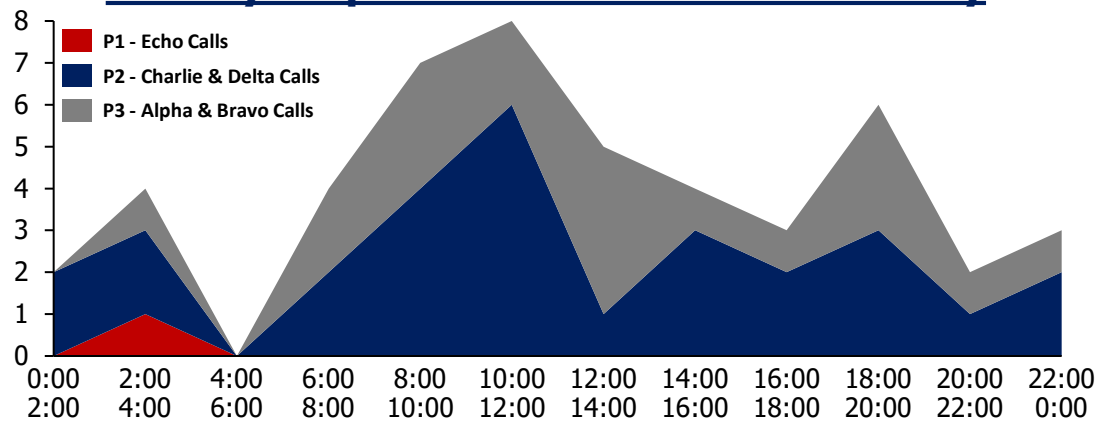


Problem Natures



Highland Rescue

Priority Dispatched Calls Per Time of Day

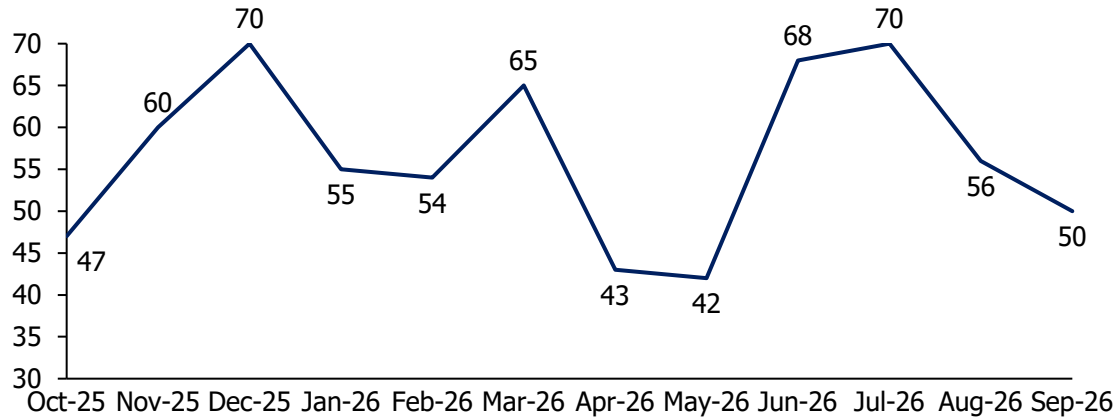


Daily Priority Call Volume and Entry to Assignment

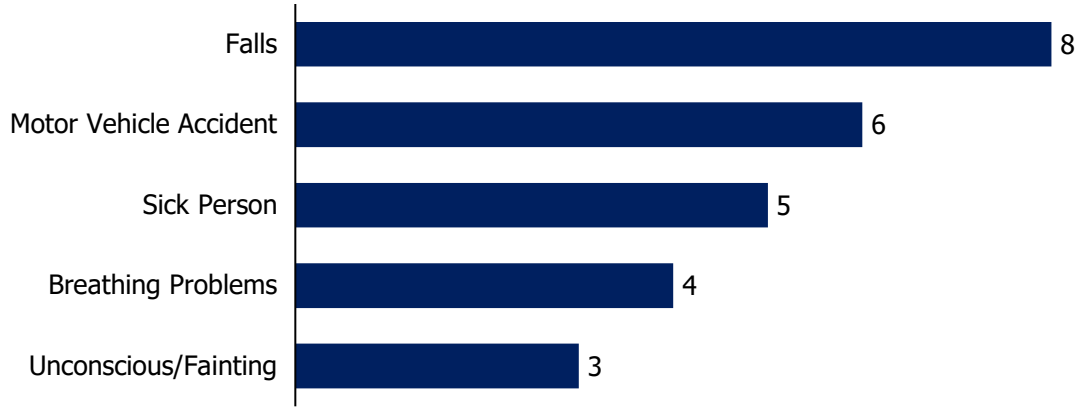
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	2	9	2
Monday	1	2	3	6	2
Tuesday	0	4	4	8	2
Wednesday	0	5	3	8	2
Thursday	0	3	3	6	2
Friday	0	6	2	8	2
Saturday	0	1	2	3	1
Assignment <1 min	**100%**	**82%**			

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

Monthly Call Volume

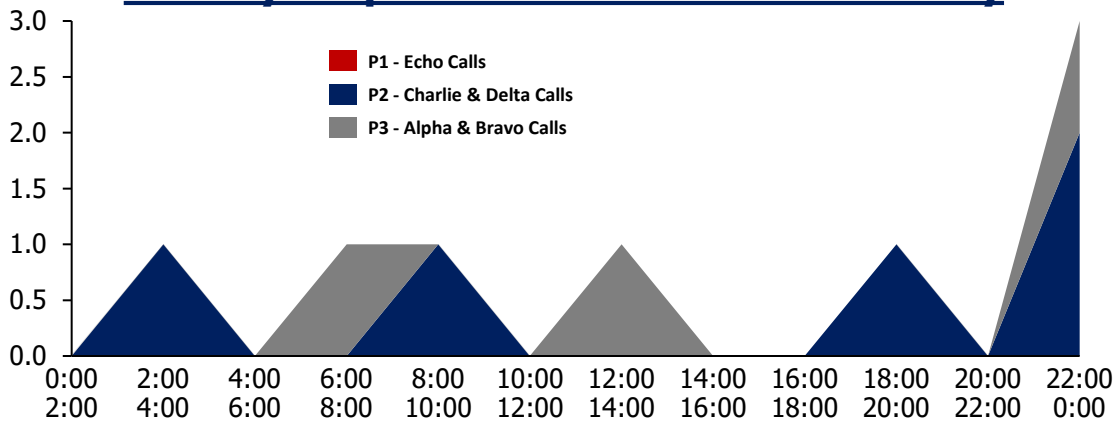


Top Five Problem Natures



Genesee Fire

Priority Dispatched Calls Per Time of Day

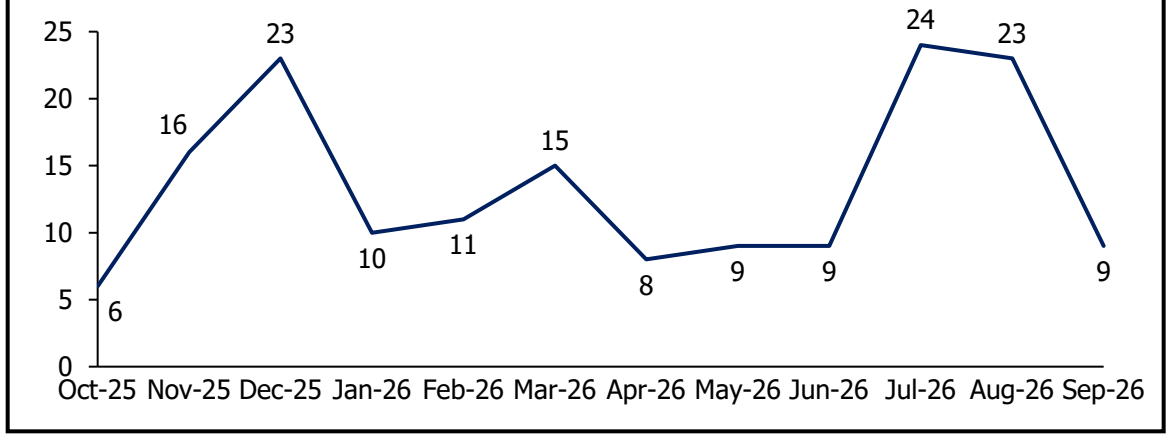


Daily Priority Call Volume and Entry to Assignment

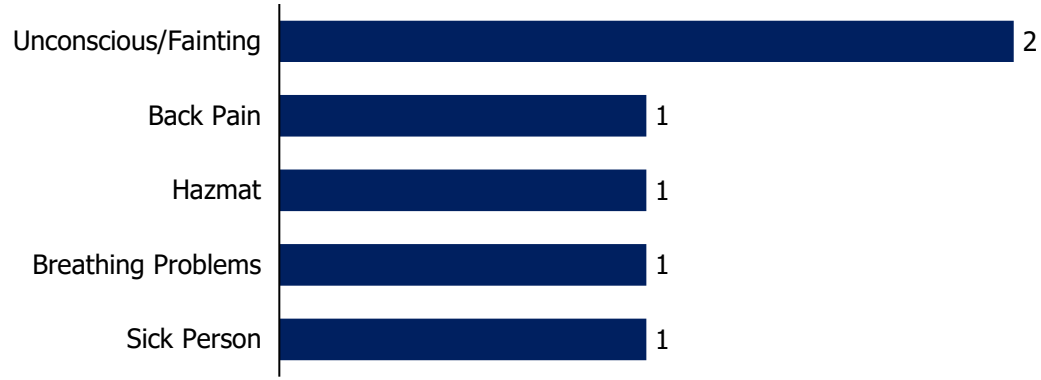
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	0	0	0	0
Tuesday	0	1	1	2	0
Wednesday	0	1	0	1	0
Thursday	0	1	1	2	1
Friday	0	0	1	1	0
Saturday	0	0	0	0	0
Assignment <1 min	**N/A**	**80%**			

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

Monthly Call Volume

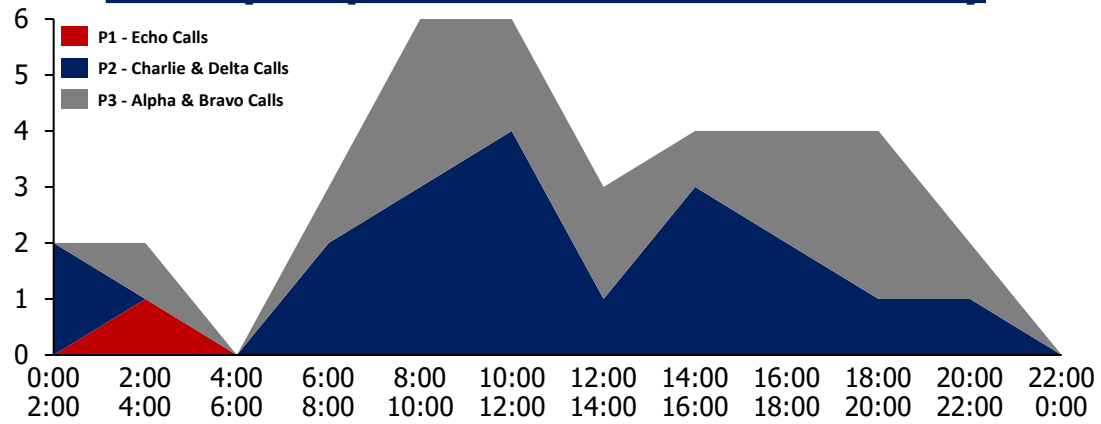


Top Five Problem Natures



Foothills Fire

Priority Dispatched Calls Per Time of Day

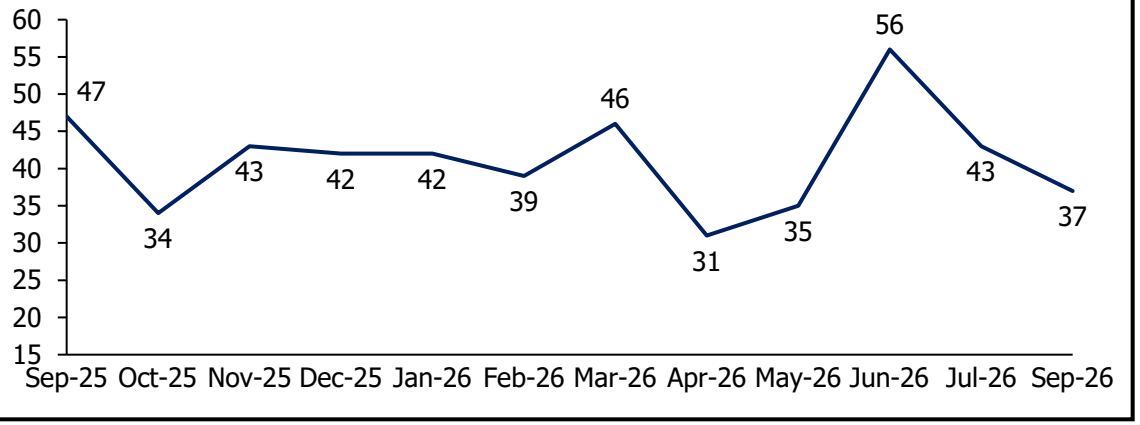


Daily Priority Call Volume and Entry to Assignment

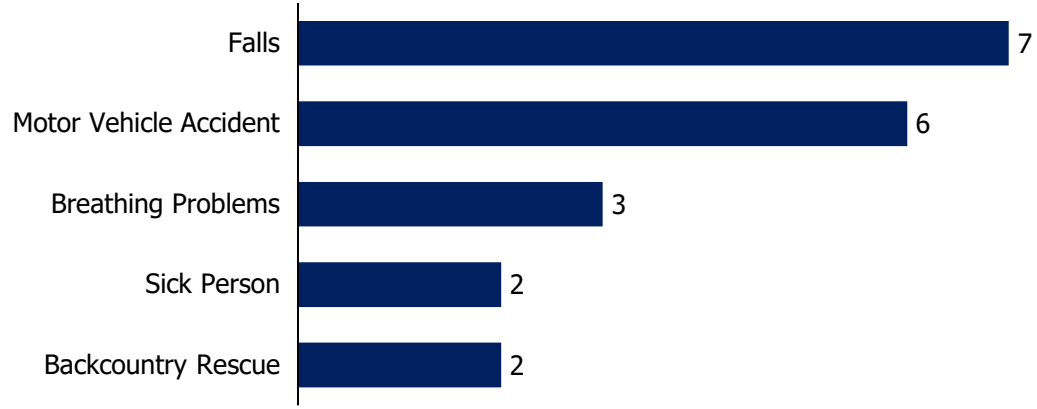
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	2
Monday	1	1	3	5	1
Tuesday	0	2	3	5	1
Wednesday	0	3	3	6	1
Thursday	0	2	3	5	1
Friday	0	5	1	6	2
Saturday	0	1	1	2	1
Assignment <1 min	**100%**	**84%**			

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

Monthly Call Volume

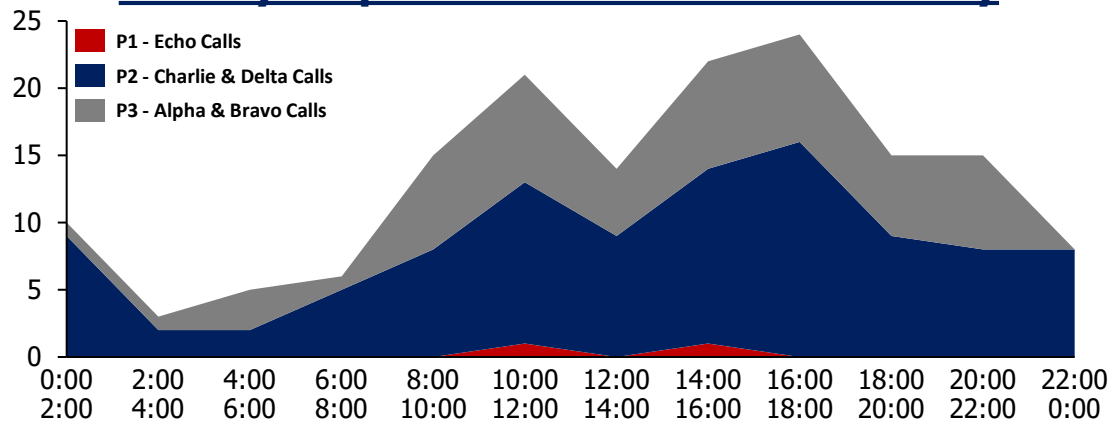


Top Five Problem Natures



Clear Creek Fire

Priority Dispatched Calls Per Time of Day

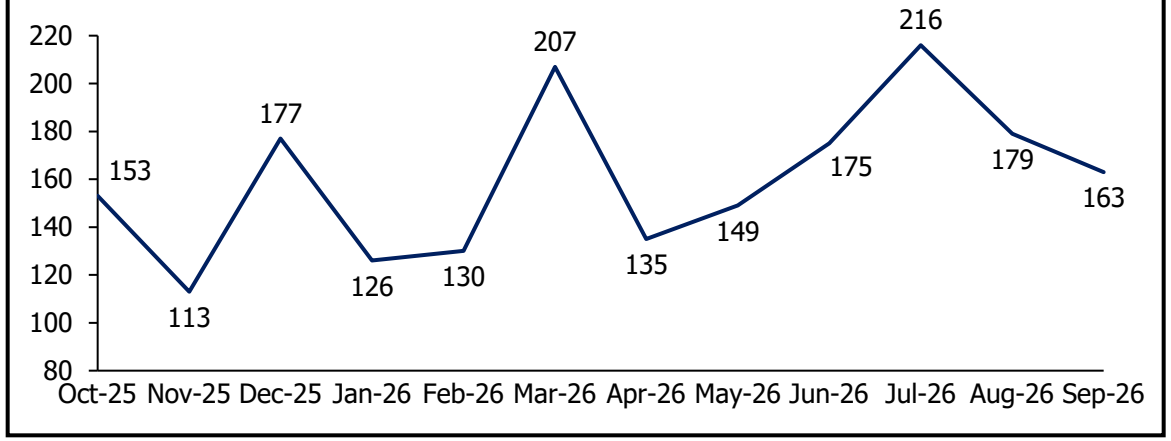


Daily Priority Call Volume and Entry to Assignment

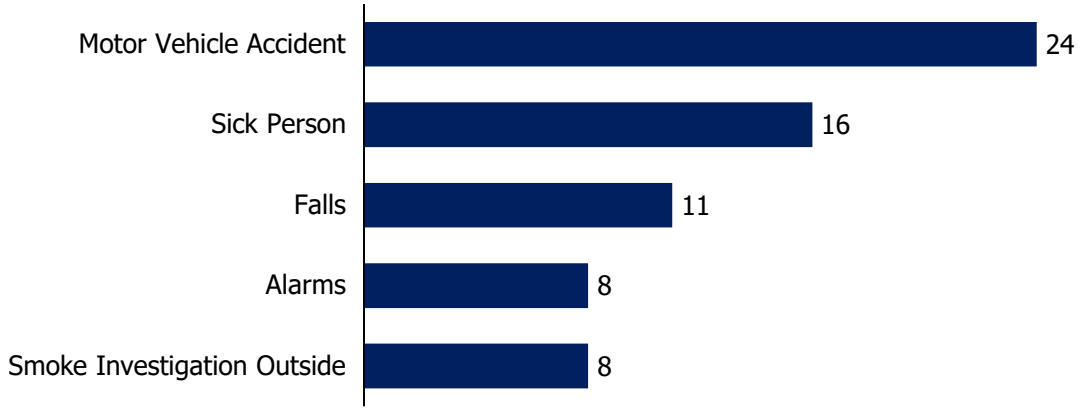
Day of Week	P1	P2	P3	Total	Average
Sunday	2	15	11	28	7
Monday	0	13	5	18	5
Tuesday	0	19	2	21	4
Wednesday	0	11	11	22	4
Thursday	0	15	10	25	6
Friday	0	13	8	21	5
Saturday	0	15	8	23	6
Assignment <1 min	**50%**	**87%**			

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

Monthly Call Volume

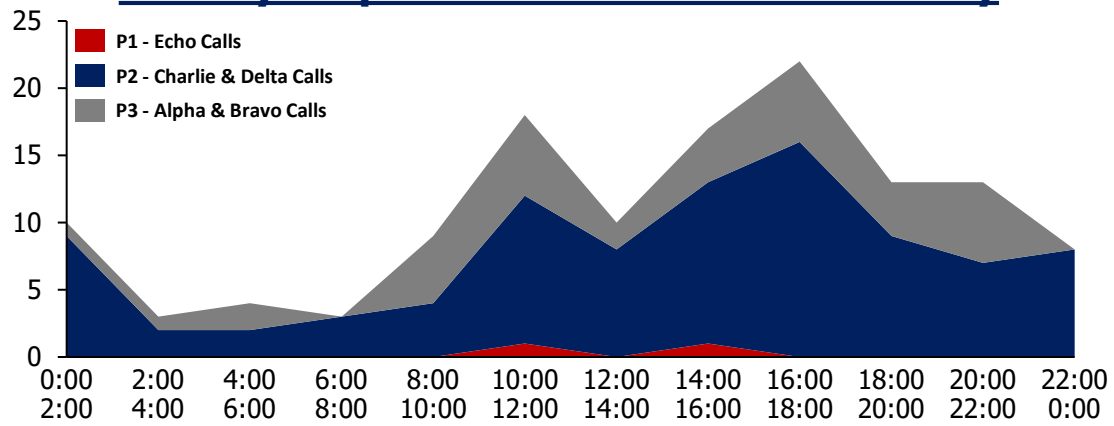


Top Five Problem Natures



Clear Creek EMS

Priority Dispatched Calls Per Time of Day

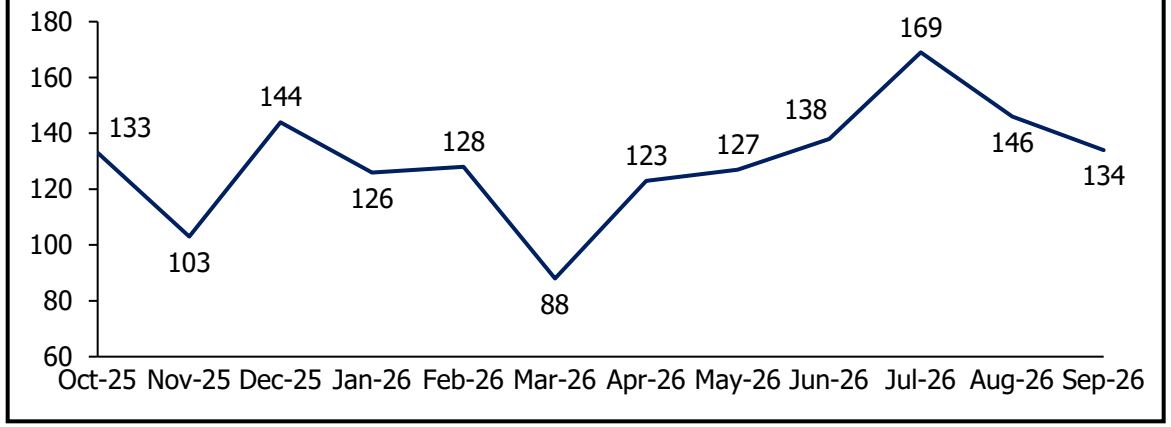


Daily Priority Call Volume and Entry to Assignment

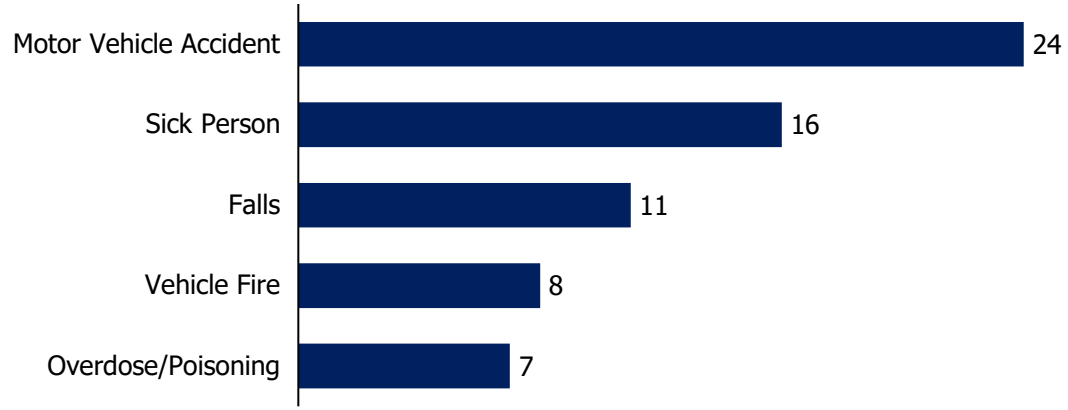
Day of Week	P1	P2	P3	Total	Average
Sunday	2	14	9	25	6
Monday	0	12	3	15	4
Tuesday	0	17	1	18	4
Wednesday	0	11	8	19	4
Thursday	0	14	7	21	5
Friday	0	11	3	14	4
Saturday	0	12	6	18	5
Assignment <1 min	**50%**	**88%**			

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

Monthly Call Volume

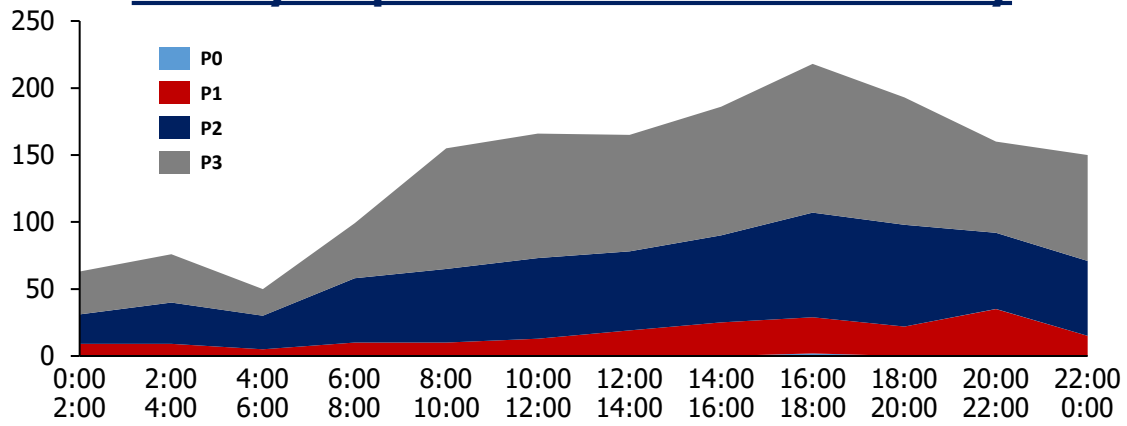


Top Five Problem Natures



Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

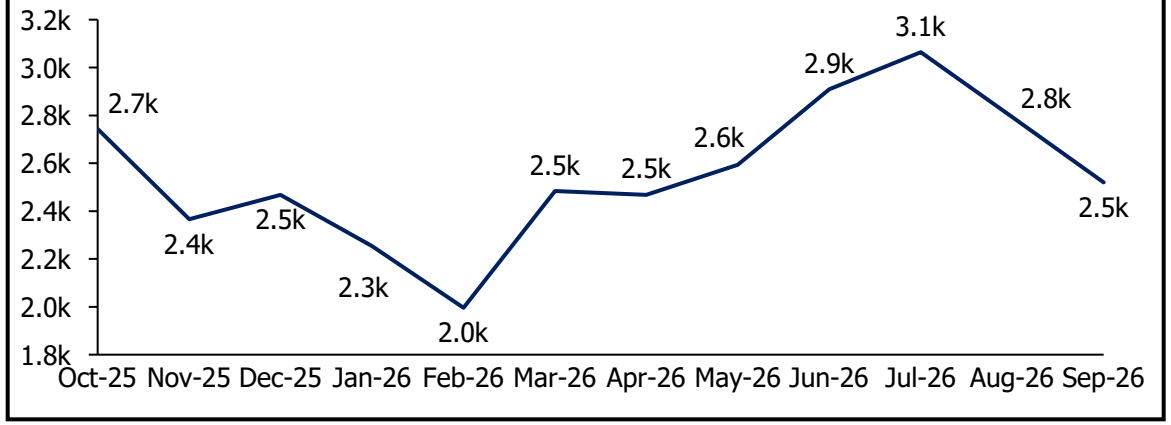


Daily Priority Call Volume and Entry to Assignment

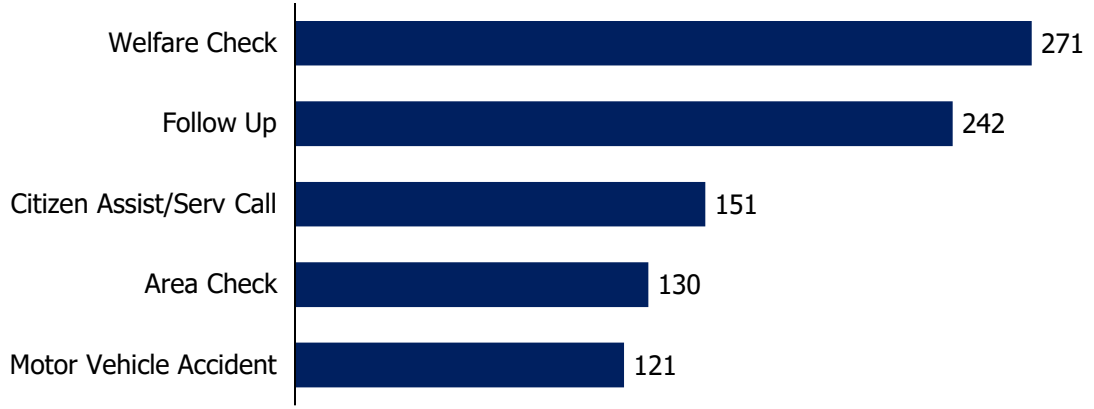
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	89	110	223	56
Monday	0	29	87	125	241	60
Tuesday	0	38	104	134	276	55
Wednesday	0	26	113	141	280	56
Thursday	0	15	62	119	196	49
Friday	0	30	75	108	213	53
Saturday	2	37	102	111	252	63
Assignment <2 min		**79%**	**54%**			
Assignment <4 min		**93%**	**82%**			

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

Monthly Call Volume

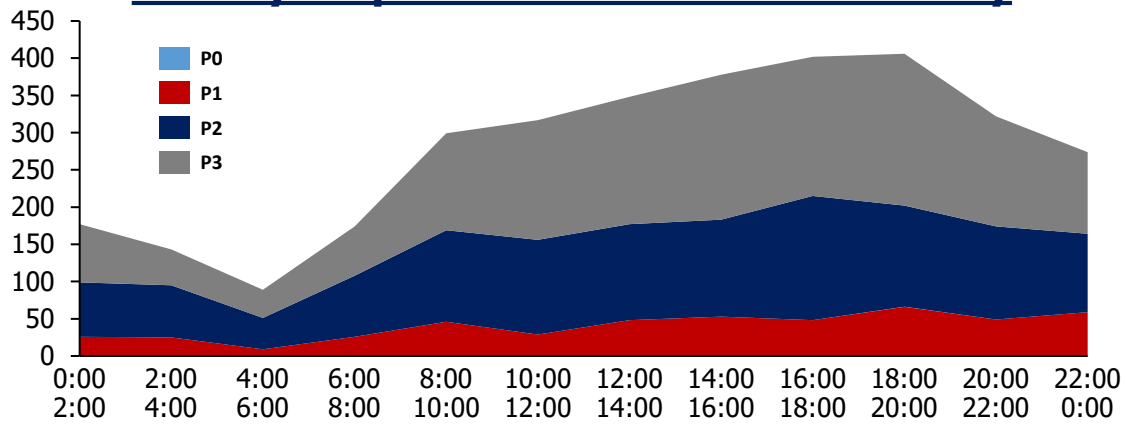


Top Five Problem Natures



Lakewood PD

Priority Dispatched Calls Per Time of Day

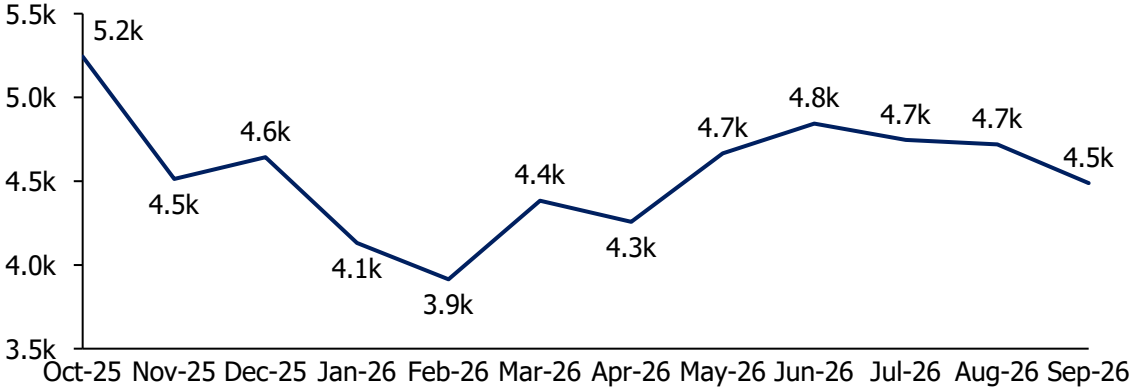


Daily Priority Call Volume and Entry to Assignment

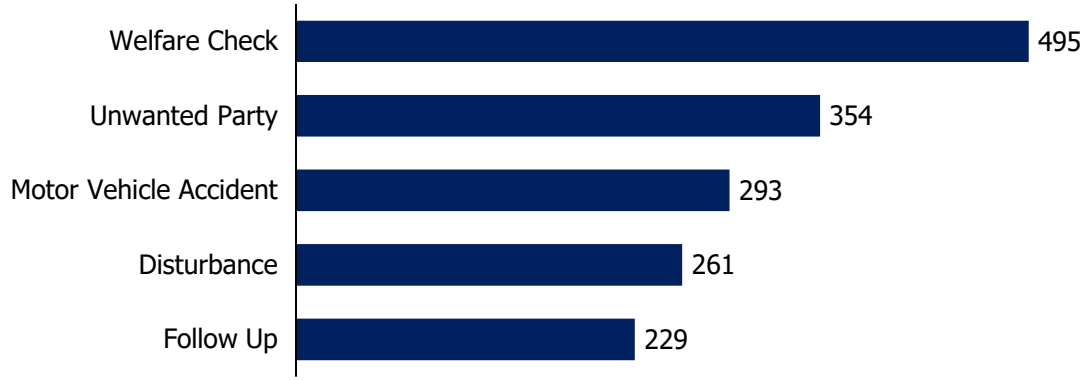
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	78	156	208	443	111
Monday	0	67	172	201	440	110
Tuesday	1	83	245	254	583	117
Wednesday	0	77	208	234	519	104
Thursday	0	50	176	217	443	111
Friday	1	64	192	226	483	121
Saturday	1	61	160	196	418	105
Assignment <2 min		**73%**	**44%**			
Assignment <4 min		**87%**	**66%**			

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

Monthly Call Volume

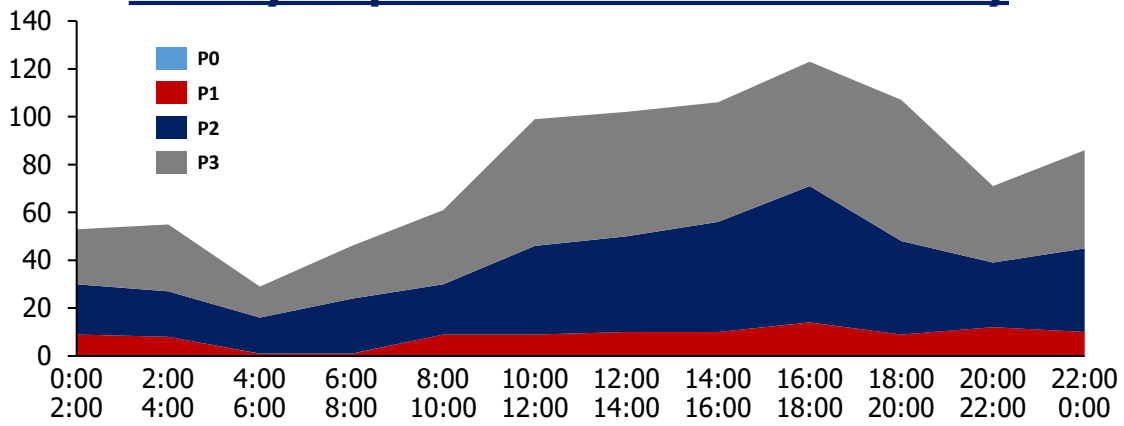


Top Five Problem Natures



Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

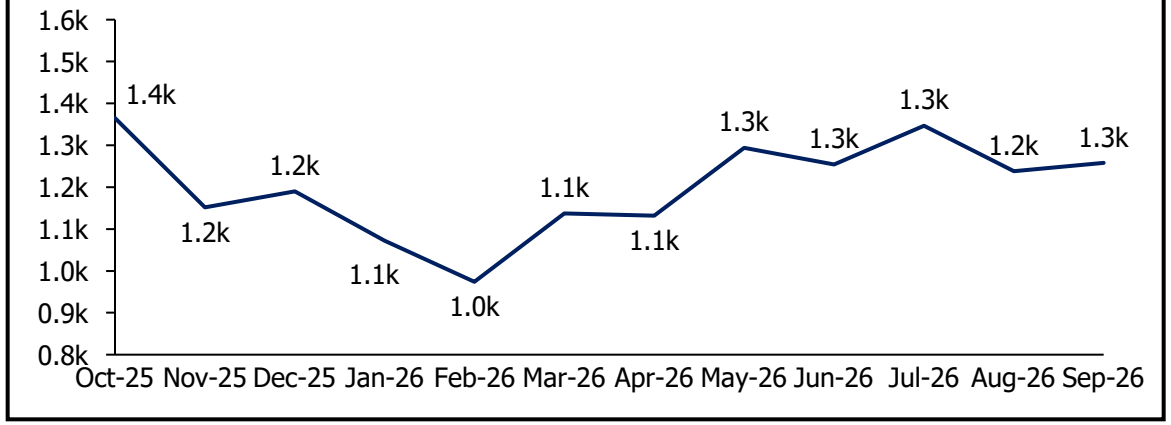


Daily Priority Call Volume and Entry to Assignment

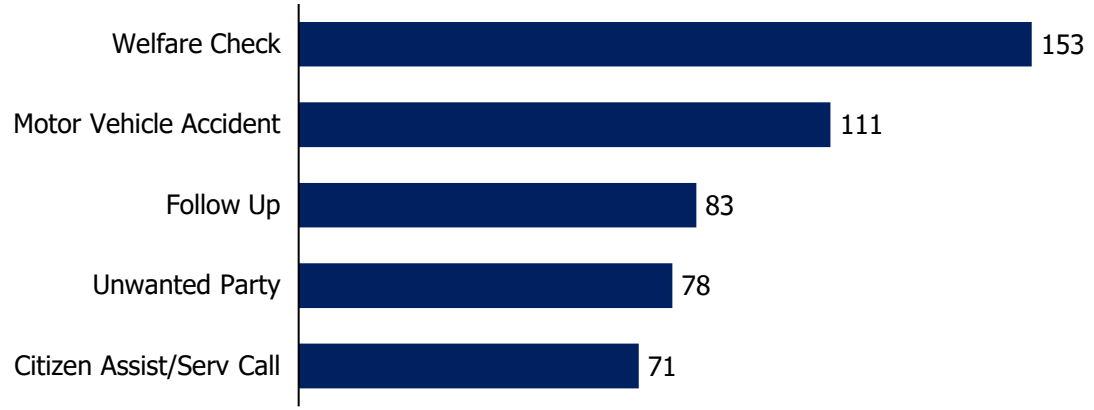
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	12	46	53	111	28
Monday	0	14	50	62	126	32
Tuesday	0	17	69	76	162	32
Wednesday	0	19	60	72	151	30
Thursday	0	8	52	62	122	31
Friday	0	16	51	70	137	34
Saturday	0	16	52	61	129	32
Assignment <2 min		**85%**	**51%**			
Assignment <4 min		**93%**	**71%**			

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

Monthly Call Volume

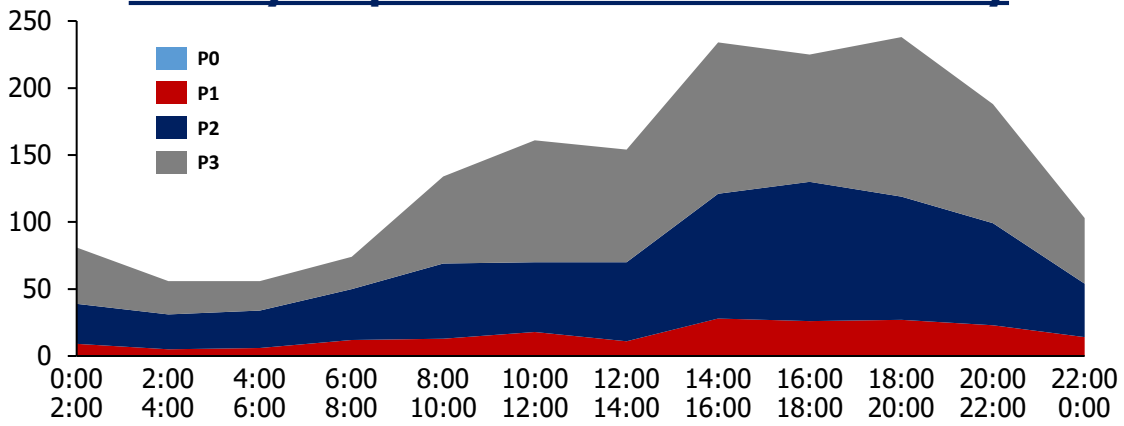


Top Five Problem Natures



Arvada PD

Priority Dispatched Calls Per Time of Day

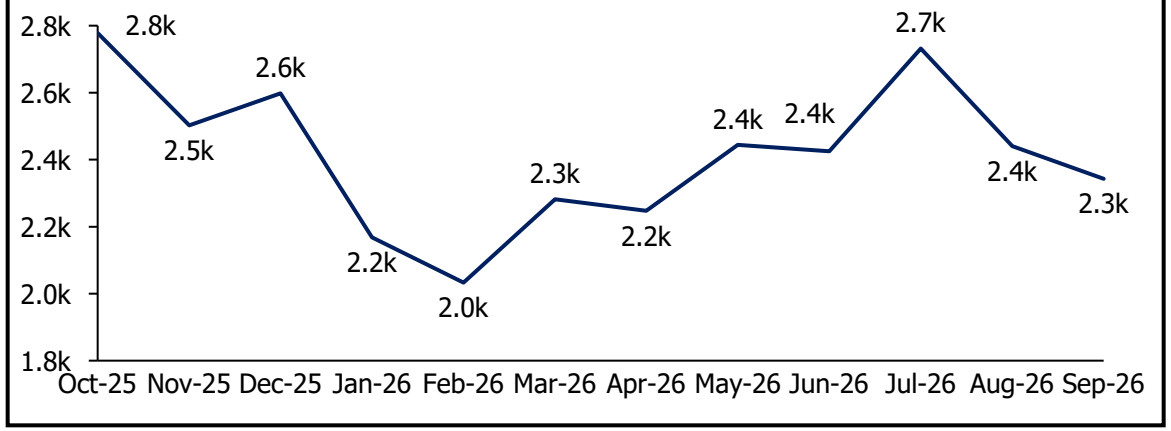


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	85	88	197	49
Monday	0	24	94	129	247	62
Tuesday	0	26	125	146	297	59
Wednesday	0	39	112	131	282	56
Thursday	0	29	89	111	229	57
Friday	0	27	97	101	225	56
Saturday	0	23	92	112	227	57
Assignment <2 min		**78%**	**57%**			
Assignment <4 min		**87%**	**77%**			

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

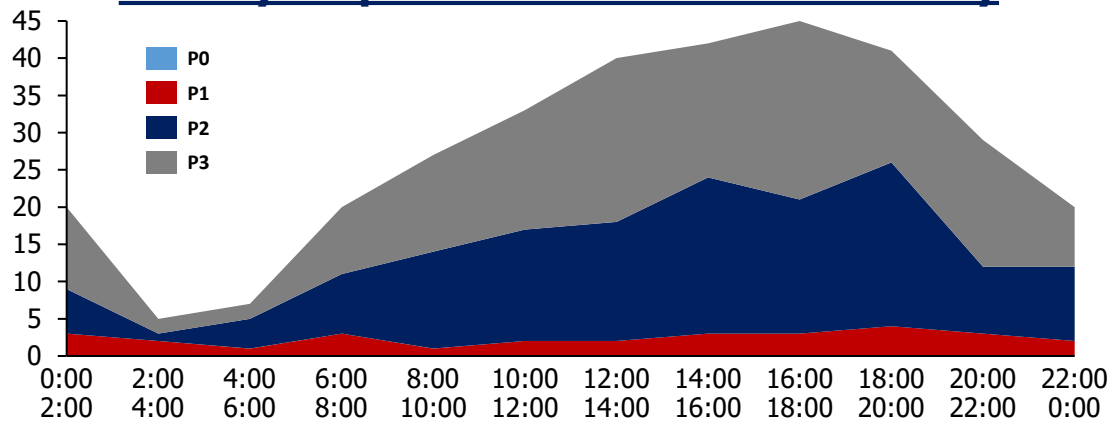
Monthly Call Volume



Top Five Problem Natures

Golden PD

Priority Dispatched Calls Per Time of Day

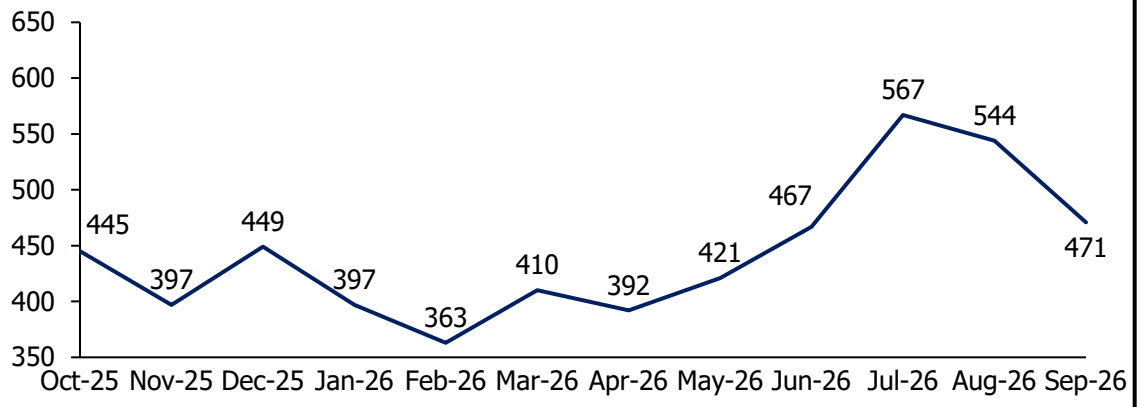


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	13	21	35	9
Monday	0	5	16	22	43	11
Tuesday	0	0	24	29	53	11
Wednesday	0	6	25	20	51	10
Thursday	0	5	24	21	50	13
Friday	0	5	22	18	45	11
Saturday	0	7	19	26	52	13
Assignment <2 min		**86%**	**61%**			
Assignment <4 min		**90%**	**84%**			

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

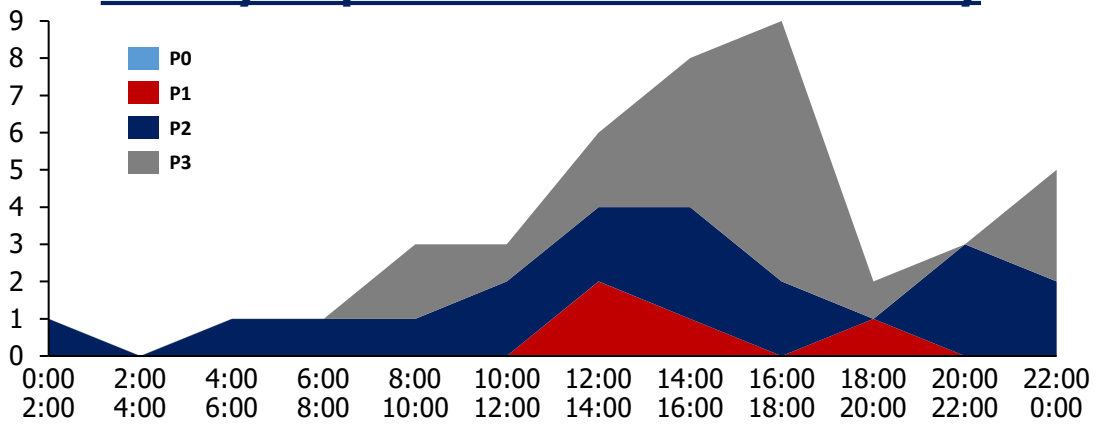
Monthly Call Volume



Top Five Problem Natures

Lakeside PD

Priority Dispatched Calls Per Time of Day

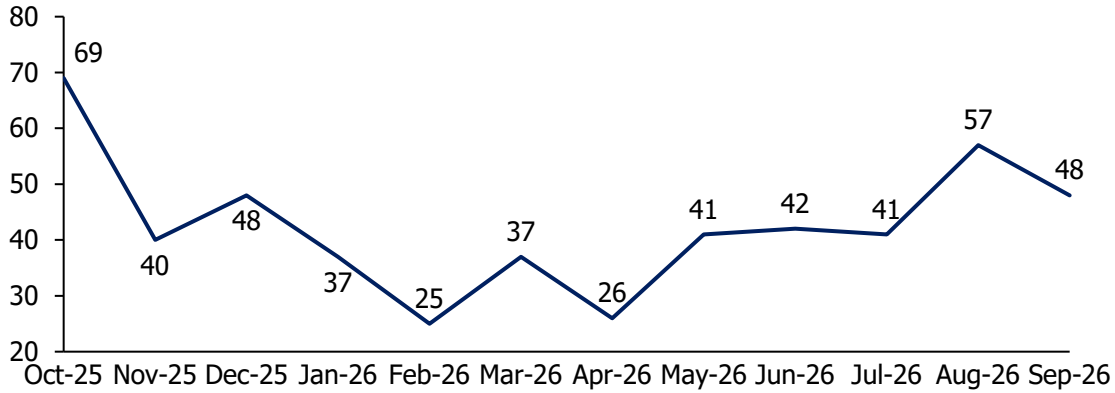


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	2	3	1
Monday	0	0	3	2	5	1
Tuesday	0	1	2	2	5	1
Wednesday	0	2	3	6	11	2
Thursday	0	0	4	2	6	2
Friday	0	0	3	3	6	2
Saturday	0	1	2	3	6	2
Assignment <2 min		**100%**	**56%**			
Assignment <4 min		**100%**	**94%**			

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

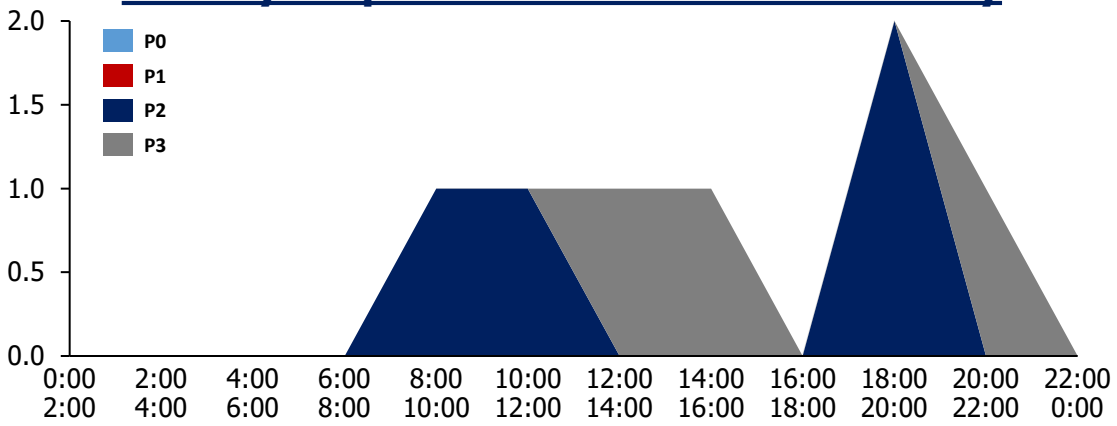
Monthly Call Volume



Top Five Problem Natures

Mountain View PD

Priority Dispatched Calls Per Time of Day

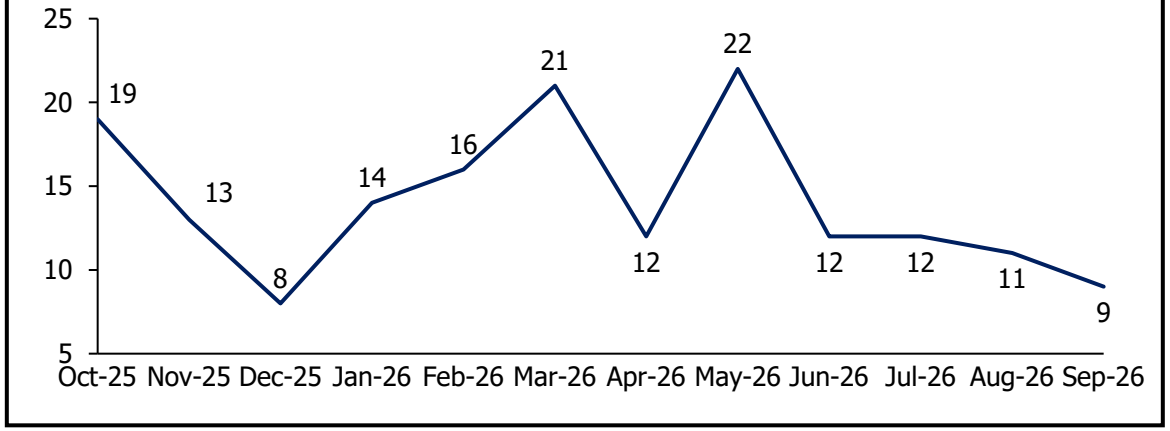


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	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	2	0	2	1
Saturday	0	0	2	1	3	1
Assignment <2 min		**N/A**	**25%**			
Assignment <4 min		**N/A**	**75%**			

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

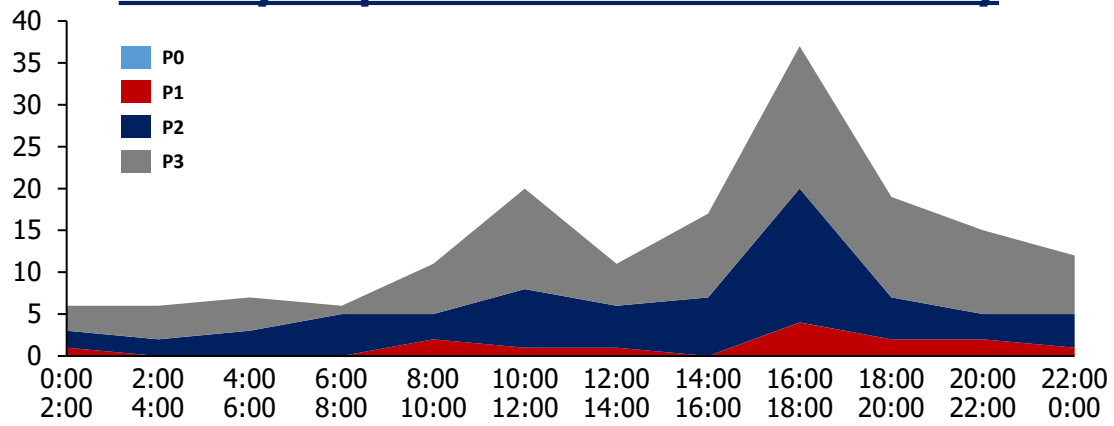
Monthly Call Volume



Top Five Problem Natures

Edgewater PD

Priority Dispatched Calls Per Time of Day

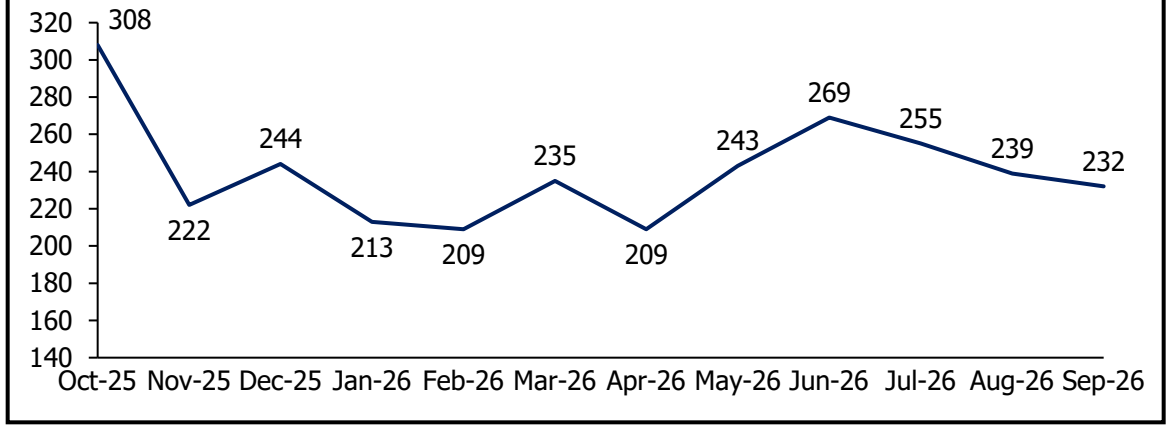


Daily Priority Call Volume and Entry to Assignment

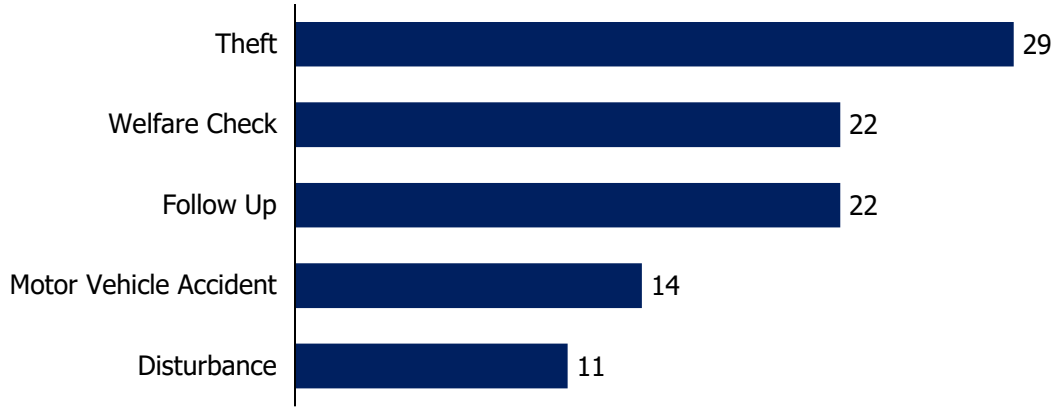
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	11	11	25	6
Monday	0	0	11	17	28	7
Tuesday	0	4	6	20	30	6
Wednesday	0	2	8	15	25	5
Thursday	0	2	8	5	15	4
Friday	0	1	7	14	22	6
Saturday	0	2	11	9	22	6
Assignment <2 min		**100%**	**61%**			
Assignment <4 min		**100%**	**87%**			

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

Monthly Call Volume

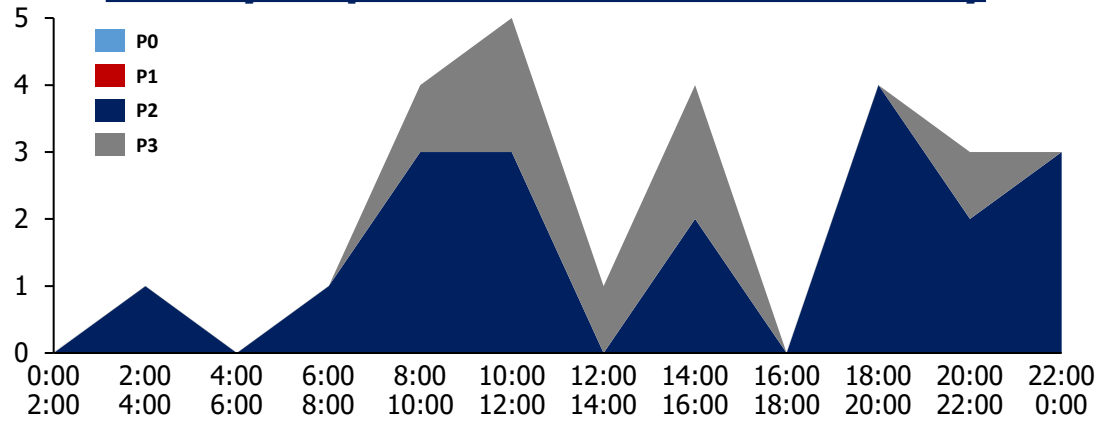


Top Five Problem Natures



Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

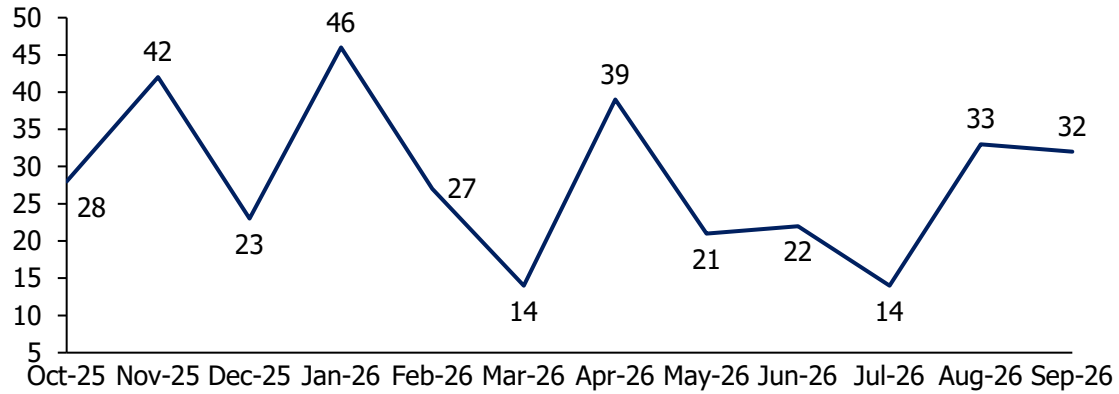


Daily Priority Call Volume and Entry to Assignment

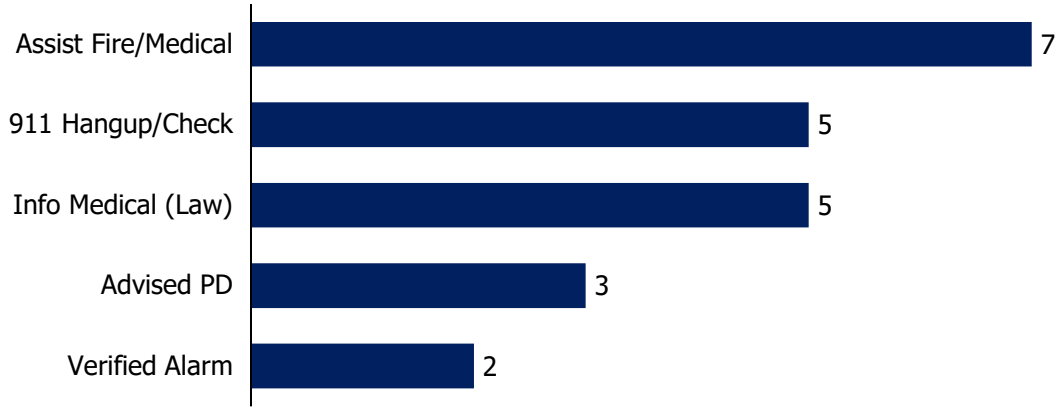
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	0	3	1
Monday	0	0	3	1	4	1
Tuesday	0	0	2	3	5	1
Wednesday	0	0	4	0	4	1
Thursday	0	0	1	2	3	1
Friday	0	0	4	0	4	1
Saturday	0	0	2	1	3	1
Assignment <2 min		**N/A**	**74%**			
Assignment <4 min		**N/A**	**95%**			

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

Monthly Call Volume

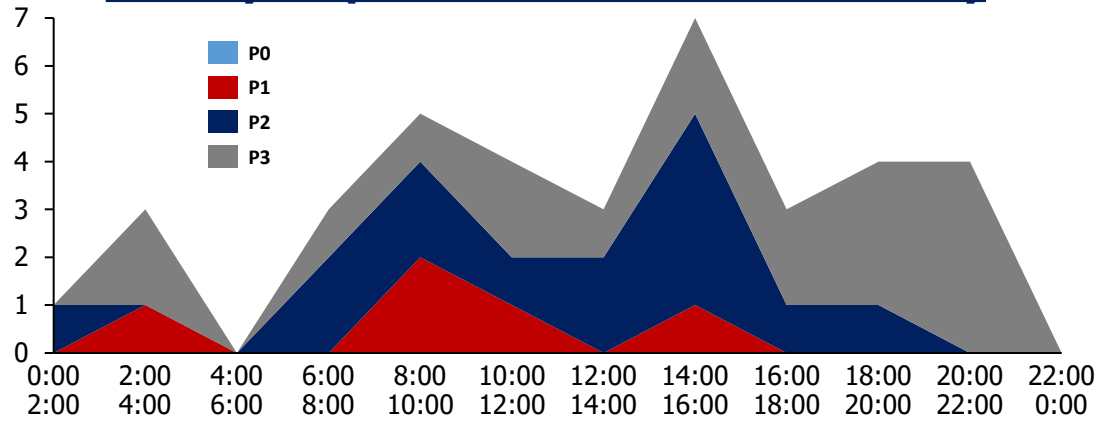


Top Five Problem Natures



Morrison PD (JCSO Response)

Priority Dispatched Calls Per Time of Day

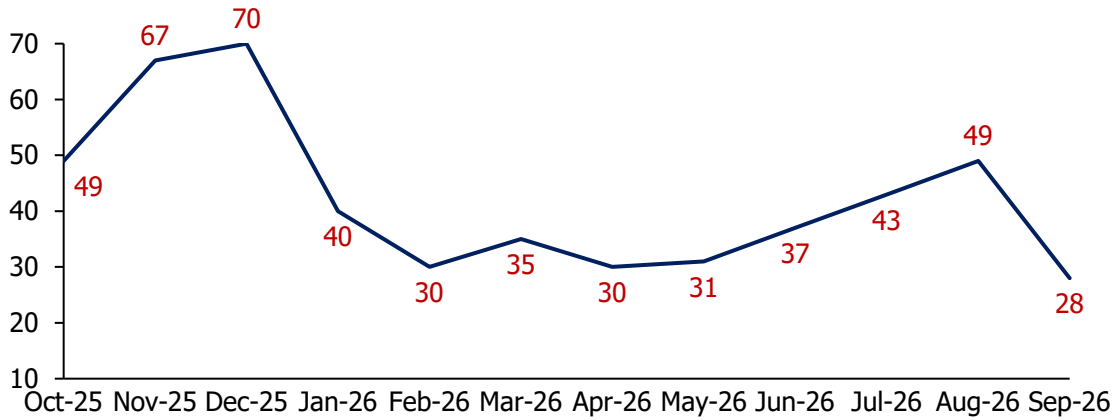


Daily Priority Call Volume and Entry to Assignment

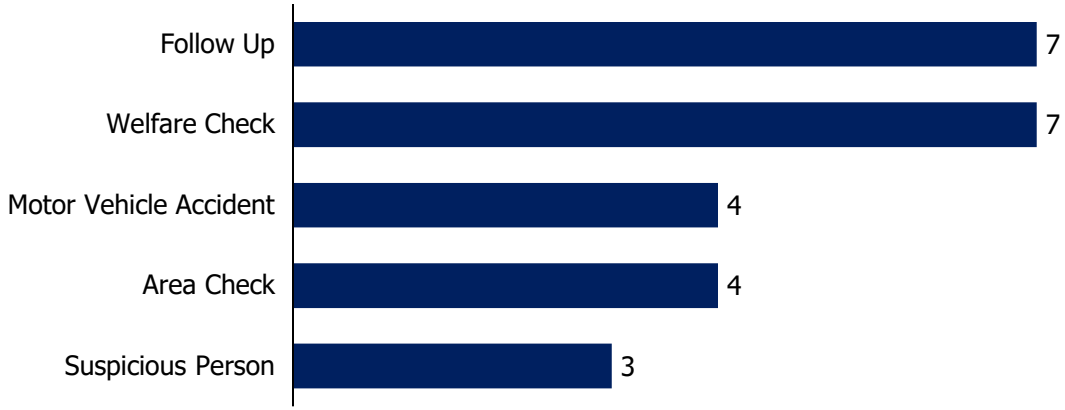
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	3	4	9	2
Monday	0	1	3	4	8	2
Tuesday	0	0	0	0	0	0
Wednesday	0	0	2	2	4	1
Thursday	0	0	2	5	7	2
Friday	0	2	0	2	4	1
Saturday	0	0	4	1	5	1
Assignment <2 min		**100%**	**64%**			
Assignment <4 min		**100%**	**64%**			

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

Monthly Call Volume



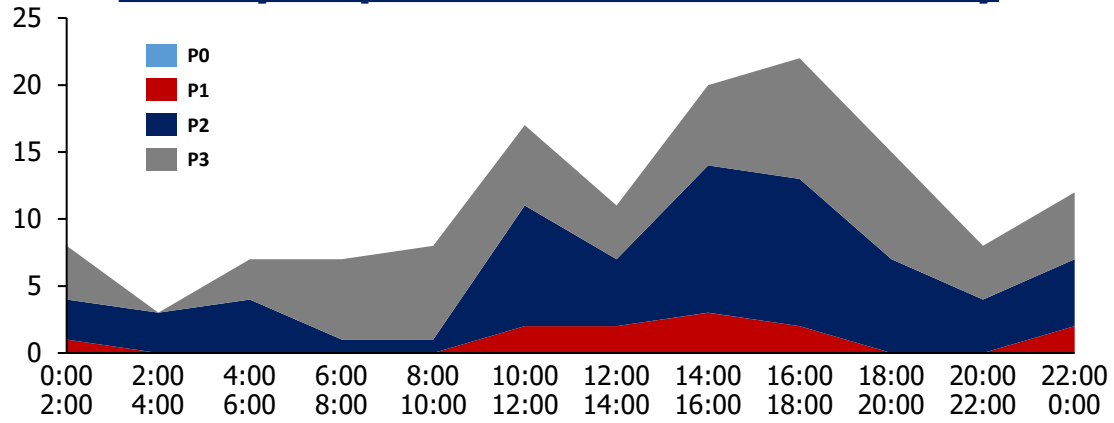
Top Five Problem Natures



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

Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

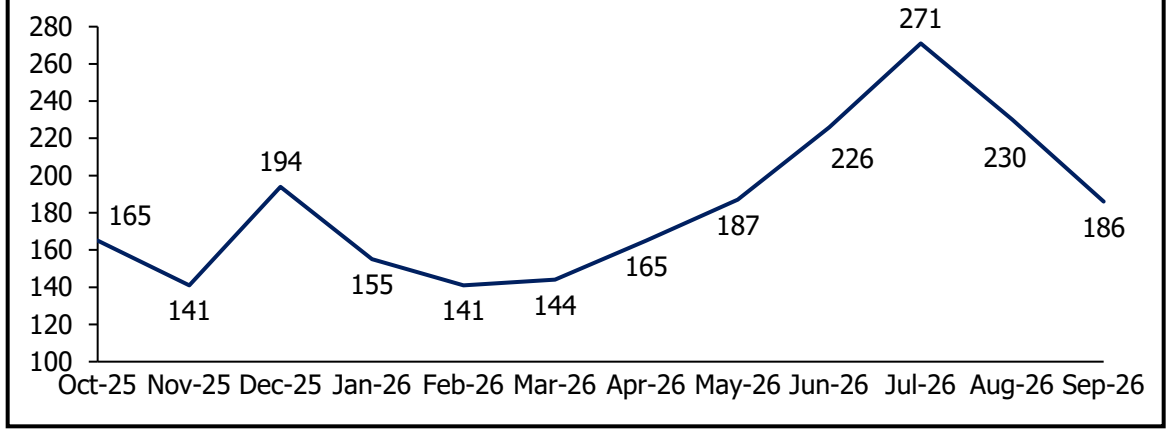


Daily Priority Call Volume and Entry to Assignment

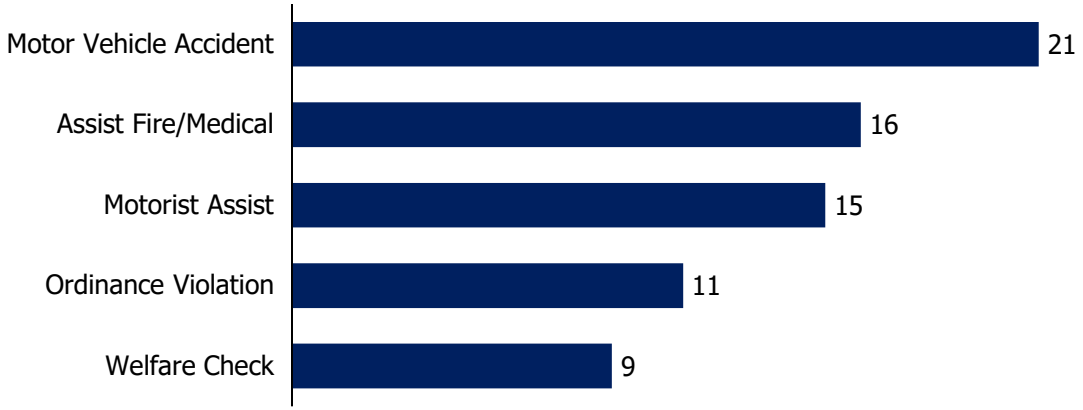
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	14	7	24	6
Monday	0	1	11	12	24	6
Tuesday	0	1	7	8	16	3
Wednesday	0	2	6	9	17	3
Thursday	0	0	10	8	18	5
Friday	0	2	9	10	21	5
Saturday	0	3	7	8	18	5
Assignment <2 min		**67%**	**52%**			
Assignment <4 min		**83%**	**75%**			

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

Monthly Call Volume



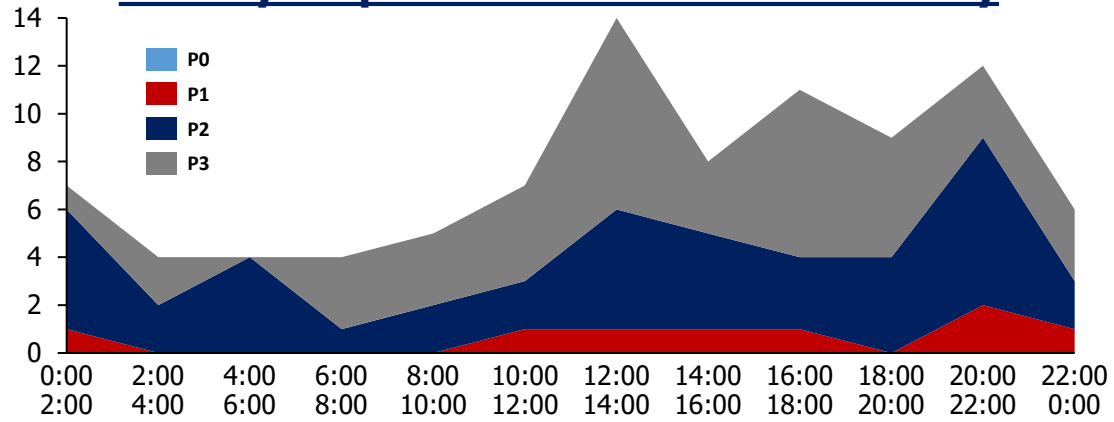
Top Five Problem Natures



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

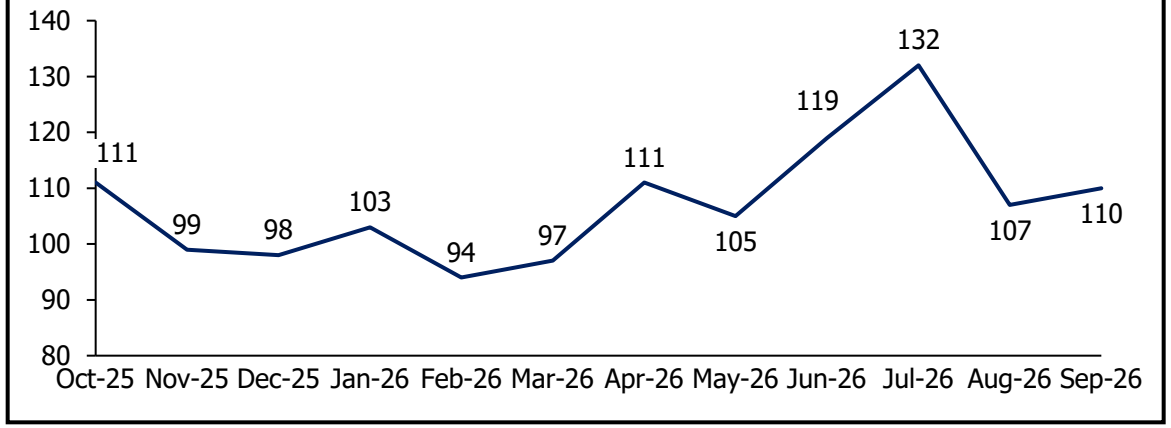


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	8	14	23	6
Monday	0	3	7	7	17	4
Tuesday	0	2	8	5	15	3
Wednesday	0	1	3	4	8	2
Thursday	0	1	6	3	10	3
Friday	0	0	7	2	9	2
Saturday	0	0	2	7	9	2
Assignment <2 min		**75%**	**68%**			
Assignment <4 min		**88%**	**90%**			

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

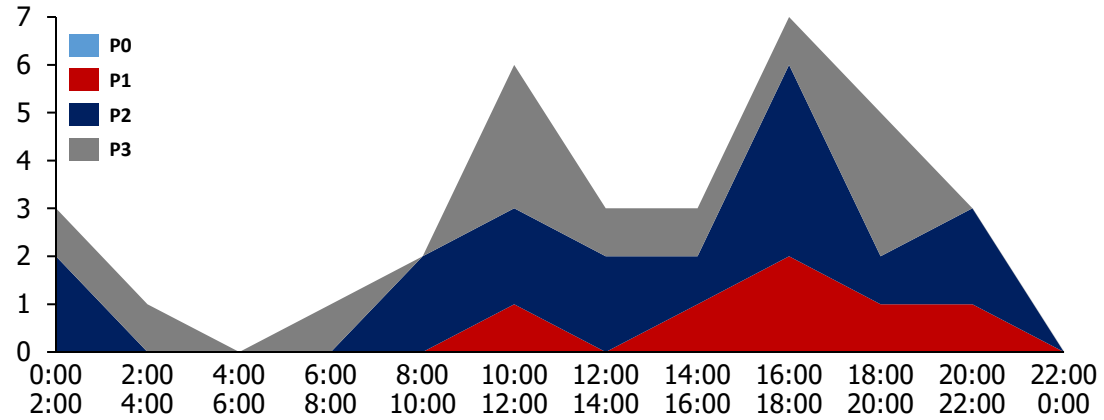
Monthly Call Volume



Top Five Problem Natures

Georgetown PD (CCSO Response)

Priority Dispatched Calls Per Time of Day

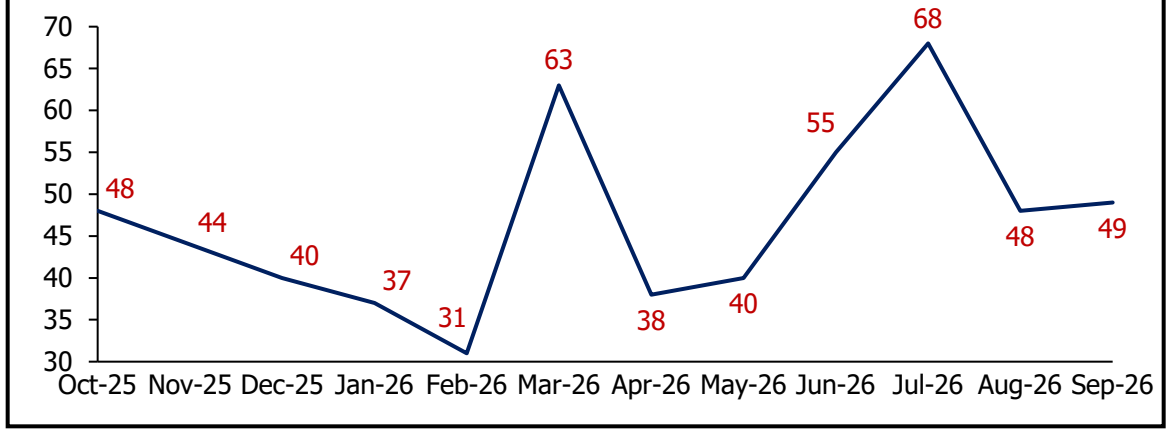


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	1	3	1
Monday	0	1	2	1	4	1
Tuesday	0	2	2	4	8	2
Wednesday	0	1	3	0	4	1
Thursday	0	1	2	4	7	2
Friday	0	0	2	0	2	1
Saturday	0	1	3	2	6	2
Assignment <2 min		**67%**	**63%**			
Assignment <4 min		**100%**	**75%**			

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

Monthly Call Volume

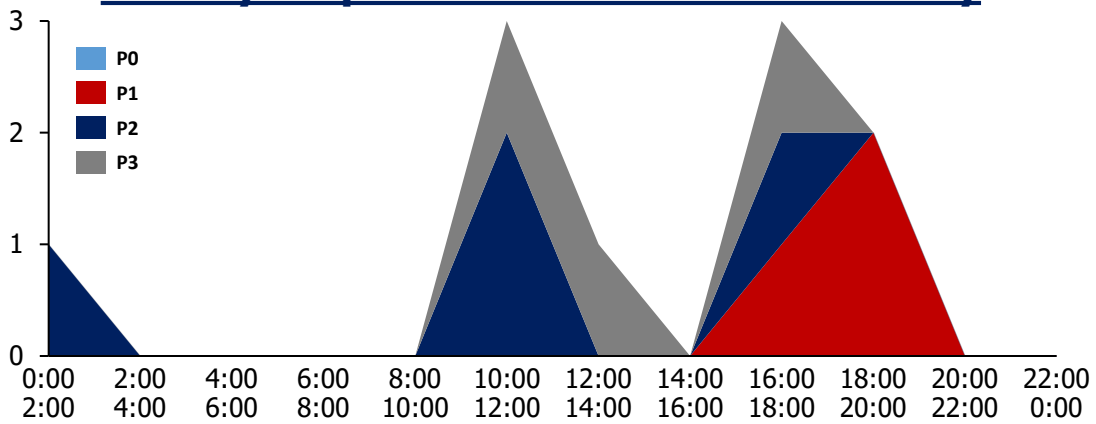


Top Five Problem Natures

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

Empire PD

Priority Dispatched Calls Per Time of Day

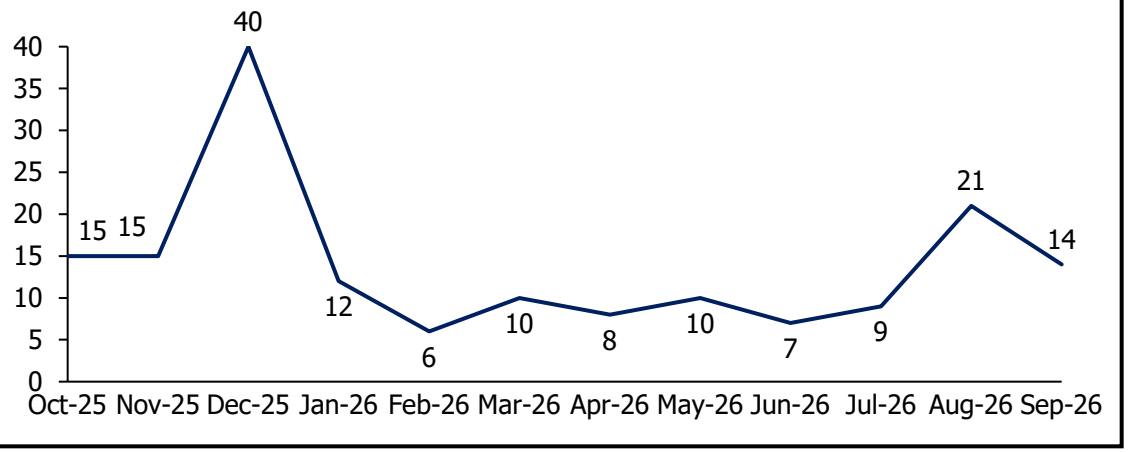


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	0	1	2	1
Monday	0	0	0	0	0	0
Tuesday	0	1	0	1	2	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	0	0	0
Friday	0	0	3	0	3	1
Saturday	0	1	0	1	2	1
Assignment <2 min		**67%**	**25%**			
Assignment <4 min		**67%**	**50%**			

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

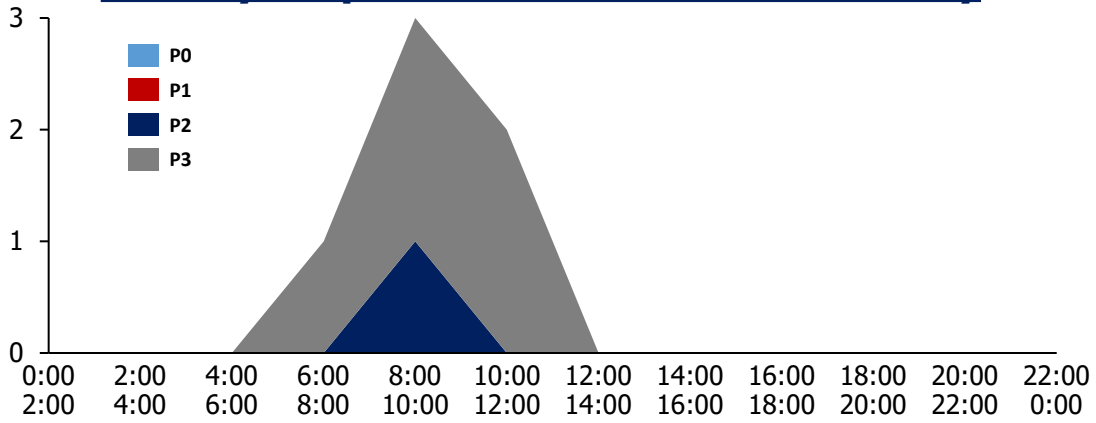
Monthly Call Volume



Top Five Problem Natures

Red Rocks Community College PD

Priority Dispatched Calls Per Time of Day

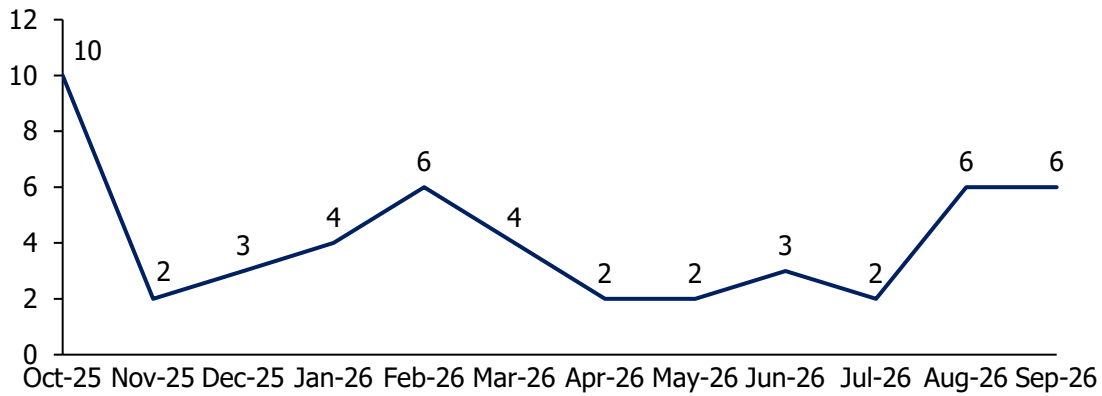


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures