Jefferson County Communications Center Authority
JEFFCOM911

May 2024
Monthly Report

Table of Contents

Law Stats
Calls Received, Processed, and Dispatched

Agency	May Calls	% Total	6 Month Trend
Lakewood PD	5,719	28.0%	
Arvada PD	3,068	15.0%	
Jeffco Sheriff	3,108	15.2%	
Wheat Ridge PD	1,577	7.7%	
Golden PD	521	2.6%	
Edgewater PD	393	1.9%	
Clear Creek Sheriff	193	0.5%	
Idaho Springs PD	150	0.2%	
Lakeside PD	91	0.4%	
Georgetown PD	38	0.2%	
Morrison PD	39	0.2%	
CSM PD	28	0.1%	
Mountain View PD	20	0.0%	
Empire PD	10	0.0%	
Total	**14,955**	**72.3%**	
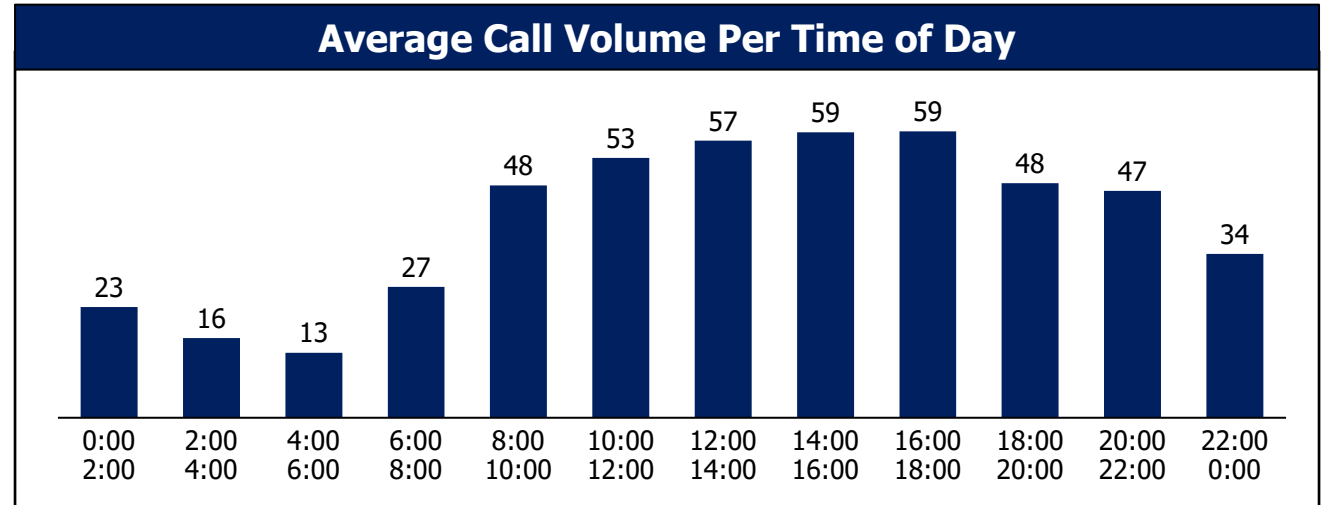
Average Call Volume Per Time of Day

Time	Value
0:00–2:00	23
2:00–4:00	16
4:00–6:00	13
6:00–8:00	27
8:00–10:00	48
10:00–12:00	53
12:00–14:00	57
14:00–16:00	59
16:00–18:00	59
18:00–20:00	48
20:00–22:00	47
22:00–0:00	34

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	3	222	592	537	136	257	126	1,873	13.8%
Monday	2	150	624	600	158	364	128	2,026	15.0%
Tuesday	1	144	569	581	169	410	140	2,014	14.9%
Wednesday	1	169	619	679	159	422	122	2,171	12.8%
Thursday	1	197	728	731	198	475	165	2,495	14.7%
Friday	4	218	707	736	164	468	143	2,440	14.4%
Saturday	0	188	657	525	116	311	139	1,936	14.3%
Total	**12**	**1,288**	**4,496**	**4,389**	**1,100**	**2,707**	**963**	**14,955**	

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
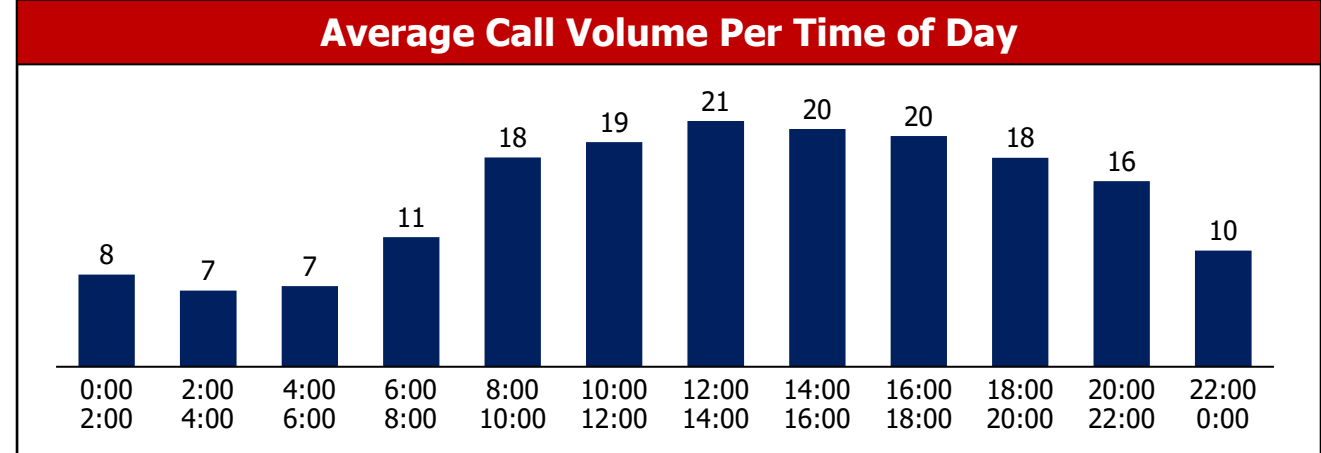*Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Fire Stats
Calls Received, Processed, and Dispatched

Agency	May Calls	% of Total	6 Month Trend
West Metro Fire	3,122	15.3%	
Arvada Fire	1,271	6.2%	
Golden Fire	244	1.2%	
Evergreen Fire	177	0.9%	
Elk Creek Fire	107	0.5%	
Clear Creek Fire	113	0.6%	
Clear Creek EMS	105	0.5%	
Fairmount Fire	70	0.3%	
Highland Rescue	62	0.3%	
Pleasant View Fire	48	0.2%	
Foothills Fire	41	0.2%	
Inter Canyon Fire	30	0.1%	
Indian Hills Fire	15	0.1%	
Genesee Fire	15	0.1%	
North Fork Fire	11	0.1%	
Golden Gate Fire	8	0.0%	
Total	**5,439**	**26.7%**	

Average Call Volume Per Time of Day

Time	Value
0:00–2:00	8
2:00–4:00	7
4:00–6:00	7
6:00–8:00	11
8:00–10:00	18
10:00–12:00	19
12:00–14:00	21
14:00–16:00	20
16:00–18:00	20
18:00–20:00	18
20:00–22:00	16
22:00–0:00	10

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	13	423	247	8	0	3	694	14.1%
Monday	19	469	281	7	0	1	777	15.7%
Tuesday	11	423	283	9	0	2	728	14.8%
Wednesday	14	467	265	11	0	4	761	12.3%
Thursday	11	556	323	12	0	0	902	14.6%
Friday	13	546	291	8	0	7	865	14.0%
Saturday	15	448	239	6	0	4	712	14.4%
Total	**96**	**3,332**	**1,929**	**61**	**0**	**21**	**5,439**	

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
*Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Service Level Agreement
Call Processing

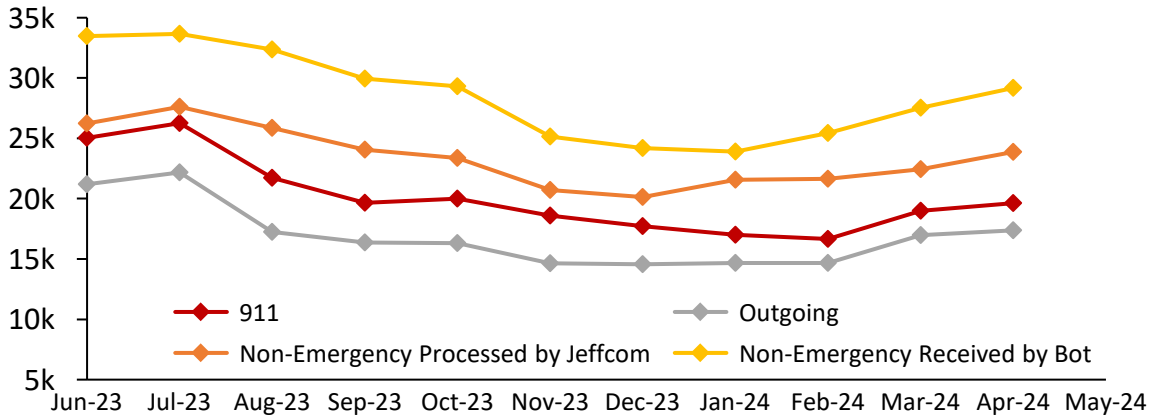| Process	SLA	Result	Target	Analysis
Call Answering and Processing	**90% of 911 calls answered within 15 seconds**	88.8%	95% of 911 calls answered within 15 Seconds	**Root Cause: Call Answering Time** Jeffcom has recovered in overall staffing strength, however, training required for rapid upstaffing will continue to be a capacity inhibitor until final qualifications are achieved for ECS hired in the previous months. In addition, month-over-month emergency call volume increased by 4% while administrative volume increased 9%.
	99% of 911 calls answered within 40 seconds	96.3%	99% of 911 calls answered within 40 Seconds	
	90% of Priority 1 and 2 calls processed within 60 seconds	56.8%	90% of 911 calls processed within 60 Seconds	**Remediation: Call Answering Time** The Call Answering metrics were missed in May due to the high volume of calls, personnel in training, and technical issues. The AI administrative call bot was shut off several days due to a Motorola issue causing audio problems, and this directed all incoming admin calls to the floor during the times of the bot shutoff. Additionally, we encountered a power outage and system downtime due to a construction company severing an electrical and irrigation line and our backup center was in use while that was resolved.
	(Included as a reference only)	91.4%	95% of 911 calls processed within 106 Seconds	
Average Admin Call Initial Hold Time	**15% of all non-emergency calls for service are put on hold for 60 seconds or less**	12.2%	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less	**Root Cause: Call Processing Time** Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.
Quality Assurance Scores	**EMD; Target average of 75%**	94.3%	Target average of 95% with a minimum of 80%	**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 01:41 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.
	EFD; Target average of 75%	92.7%	Target average of 95% with a minimum of 80%	
	LAW; Target average of 75%	93.3%	Target average of 95% with a minimum of 80%	

Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.

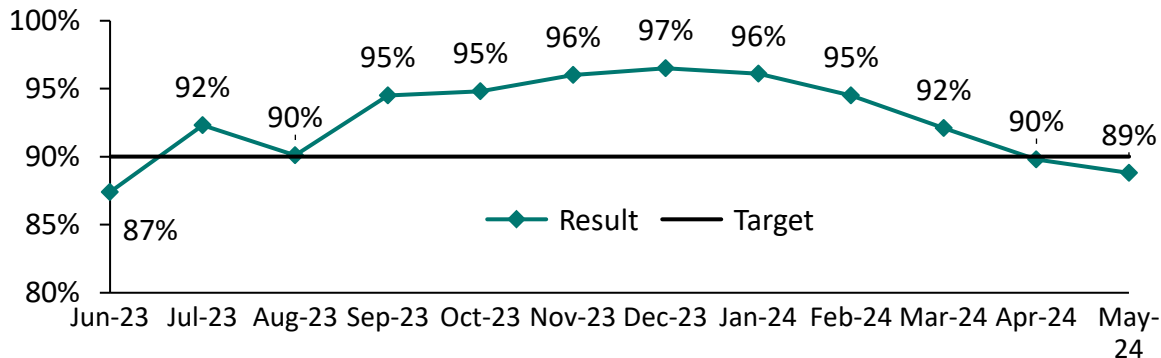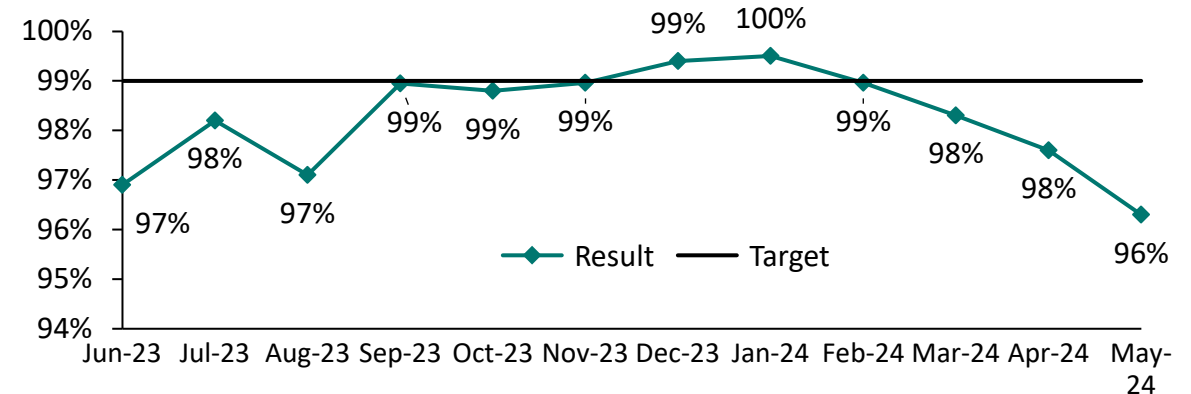# Service Level Agreement and Volume Trends

Call Volumes

911 — (red)
Outgoing — (grey)
Non-Emergency Processed by Jeffcom — (orange)
Non-Emergency Received by Bot — (yellow)

Trend Table

Average Daily Calls	Apr-24	Mar-24	Apr-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	579	547	584	⬆ 6%	⬇ -1%
Incoming - **Admin** to Bot	973	888	981	⬆ 9%	⬇ -1%
Incoming - **Admin** to Jeffcom	795	724	741	⬆ 10%	⬆ 7%
Incoming - **911**	655	612	709	⬆ 7%	⬇ -8%
911 calls answered within 15 seconds	🟡 89.8%	🟢 92.1%	🟢 91.1%	⬇ -2.3%	⬇ -1.3%
911 calls answered within 40 seconds	🟡 97.6%	🟡 98.3%	🟡 98.1%	⬇ -0.7%	⬇ -0.5%

911 Calls Answered within 15 Seconds

Result ——◆—— Target

87%, 92%, 90%, 95%, 95%, 96%, 97%, 96%, 95%, 92%, 90%, 89%

911 Calls Answered within 40 seconds

Result ——◆—— Target

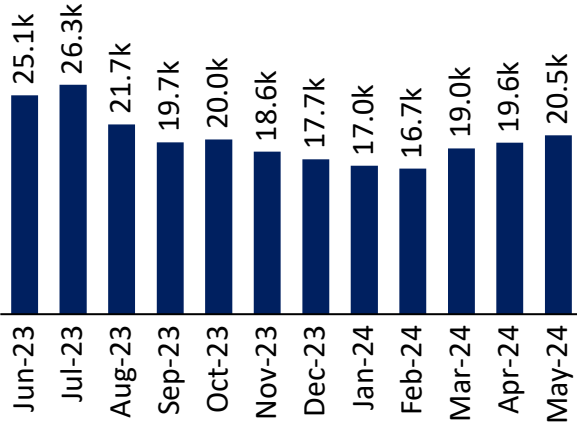97%, 98%, 97%, 99%, 99%, 99%, 99%, 100%, 99%, 98%, 98%, 96%

6

Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

Jun-23: 25.1k, Jul-23: 26.3k, Aug-23: 21.7k, Sep-23: 19.7k, Oct-23: 20.0k, Nov-23: 18.6k, Dec-23: 17.7k, Jan-24: 17.0k, Feb-24: 16.7k, Mar-24: 19.0k, Apr-24: 19.6k, May-24: 20.5k

Non-Emergency Calls Processed by Jeffcom

Jun-23: 26.2k, Jul-23: 27.6k, Aug-23: 25.9k, Sep-23: 24.0k, Oct-23: 23.4k, Nov-23: 20.7k, Dec-23: 20.1k, Jan-24: 21.6k, Feb-24: 21.6k, Mar-24: 22.5k, Apr-24: 23.9k, May-24: 26.1k
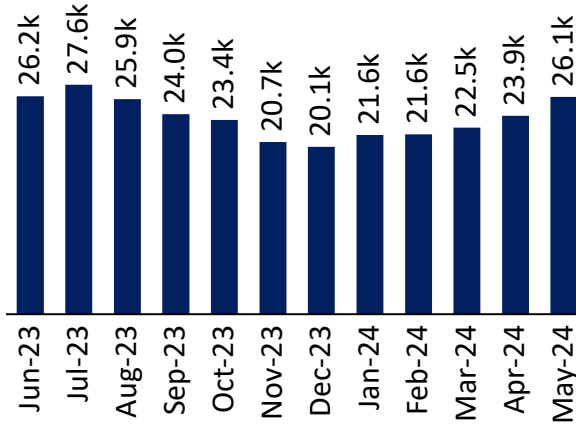
Non-Emergency Calls Received by Bot

Jun-23: 33.5k, Jul-23: 33.7k, Aug-23: 32.4k, Sep-23: 29.9k, Oct-23: 29.3k, Nov-23: 25.2k, Dec-23: 24.2k, Jan-24: 23.9k, Feb-24: 25.4k, Mar-24: 27.5k, Apr-24: 29.2k, May-24: 31.0k

Outgoing Calls

Jun-23: 21.2k, Jul-23: 22.2k, Aug-23: 17.2k, Sep-23: 16.4k, Oct-23: 16.3k, Nov-23: 14.7k, Dec-23: 14.6k, Jan-24: 14.7k, Feb-24: 14.7k, Mar-24: 17.0k, Apr-24: 17.4k, May-24: 18.7k
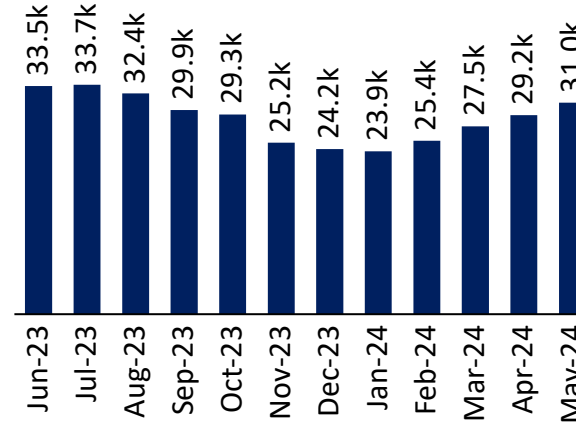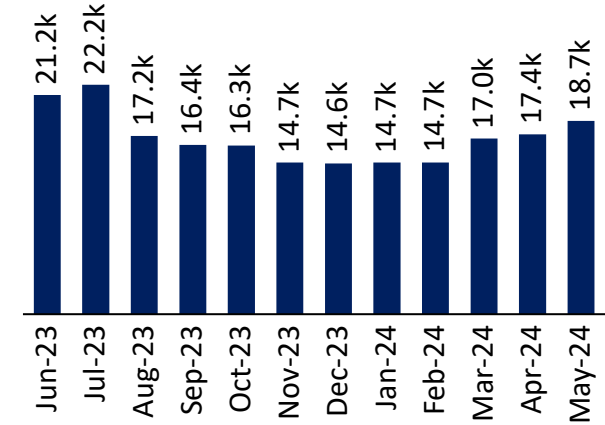
Call Volume

Line	Calls	Notes
Outgoing	18,694	8% Increase from April
Incoming - **Admin** to Bot	31,025	6% Increase from April
Incoming - **Admin** to Jeffcom	26,120	4% Increase from April
Incoming - **911**	20,474	9% Increase from April
Total Incoming to Jeffcom	**46,594**	**7% Increase from April**

May Inquiries

Legend: Agency, Citizen, Commendations

- Lakewood PD: Agency 2, Citizen 1, Commendations 1 (total 4)
- Jeffco Sheriff: Agency 1, Commendations 1 (total 2)
- West Metro Fire: Commendations 1
- Wheat Ridge PD: Agency 1
- Golden Fire: Agency 1
- Golden PD: Commendations 1
- Arvada PD: Citizen 1
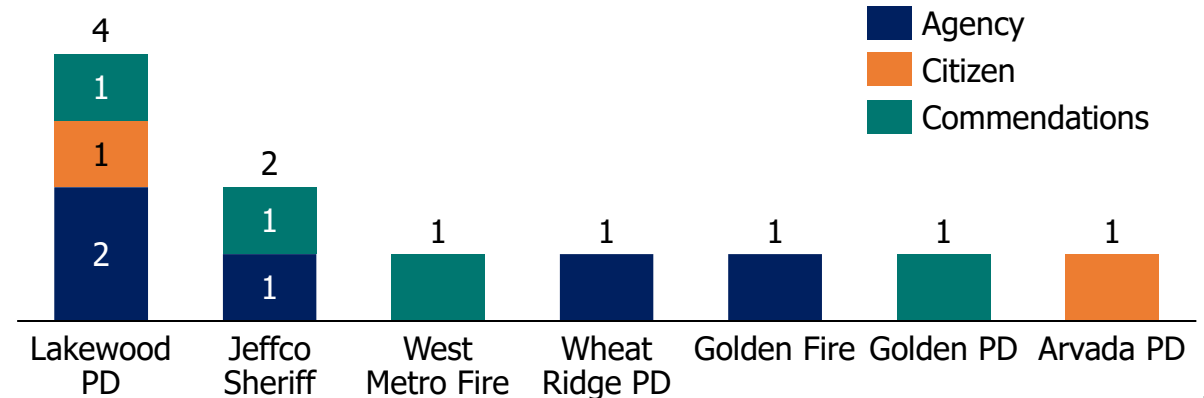
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)

Positive CPSS Answers

80%   20%

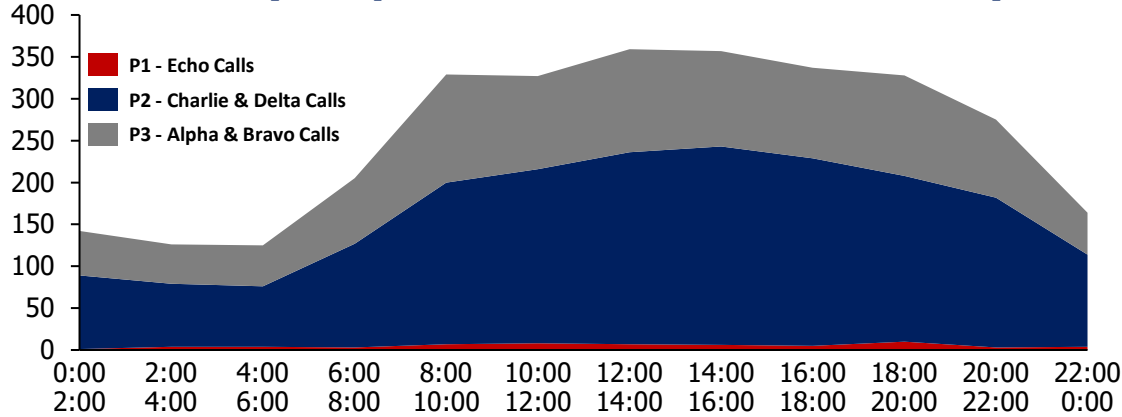## Survey Response Rate

Responded 32%

No Response 68%
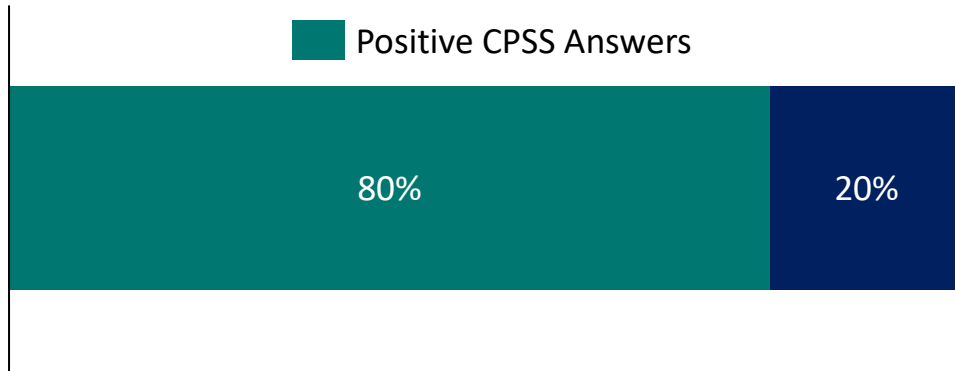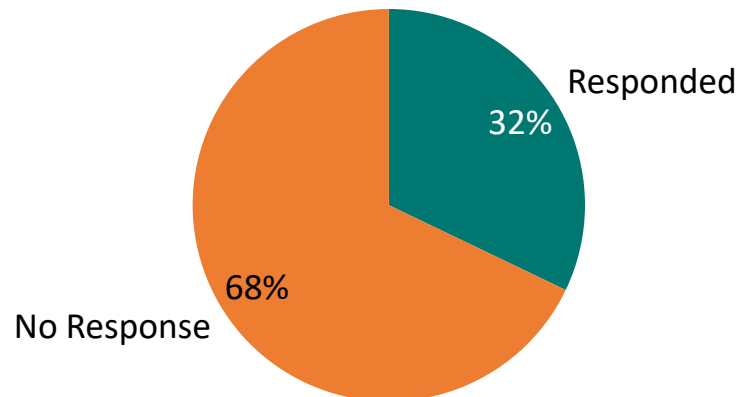
Survey Responses

- "Call taker was efficient, and did a good job at working through a very tense and stressful episode for our family."
- "911 operator was very helpful and knowledgeable. She got appropriate resources on scene as quickly as reasonably possible"
- "Absolutely fantastic job keeping me calm and focused"
- "I was very happy nice job. Y'all are doing a wonderful job."
- "The operator was very proficient and calm in an intense mental health emergency. Thank you."
- "They were very kind and calm. Direct questions. Appreciated their professionalism. "
- "The person was calm, collected, and helped me deliver the information I had in a quick and orderly manner. "
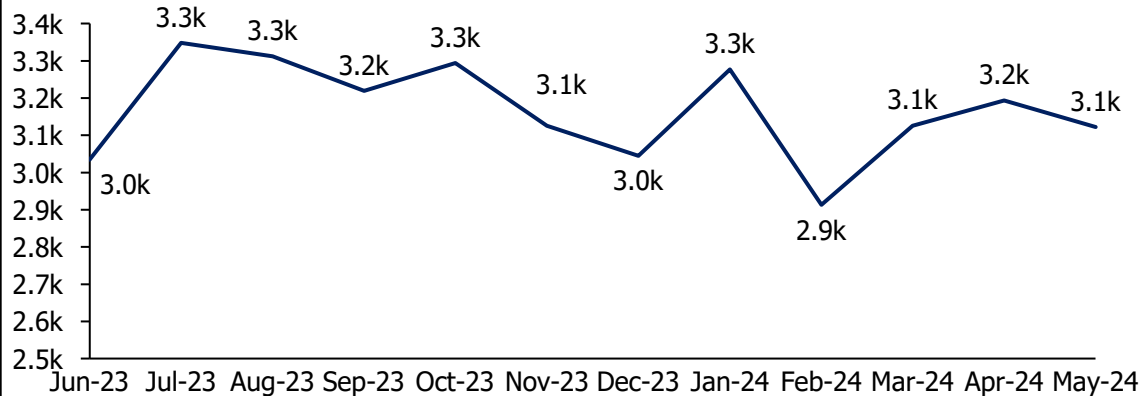
West Metro Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	7	233	155	395	99
Monday	15	252	154	421	105
Tuesday	6	243	156	405	101
Wednesday	7	283	149	439	88
Thursday	8	323	173	504	101
Friday	9	331	161	501	100
Saturday	10	272	127	409	102
Assignment <1 min	95%	95%			

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

Monthly Call Volume

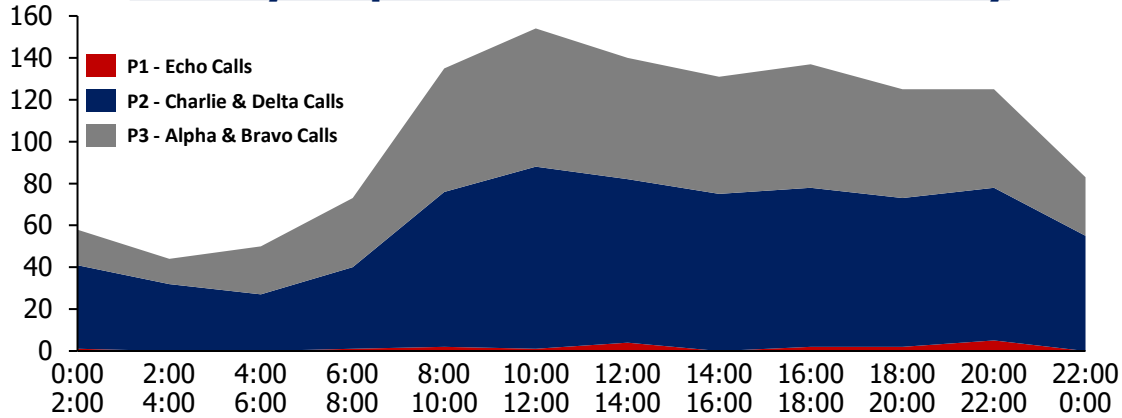Values: Jun-23: 3.0k, Jul-23: 3.3k, Aug-23: 3.3k, Sep-23: 3.2k, Oct-23: 3.3k, Nov-23: 3.1k, Dec-23: 3.0k, Jan-24: 3.3k, Feb-24: 2.9k, Mar-24: 3.1k, Apr-24: 3.2k, May-24: 3.1k

Top Five Problem Natures

- Falls: 435
- Sick Person: 425
- Alarms: 245
- Unconscious/Fainting: 209
- Breathing Problems: 200
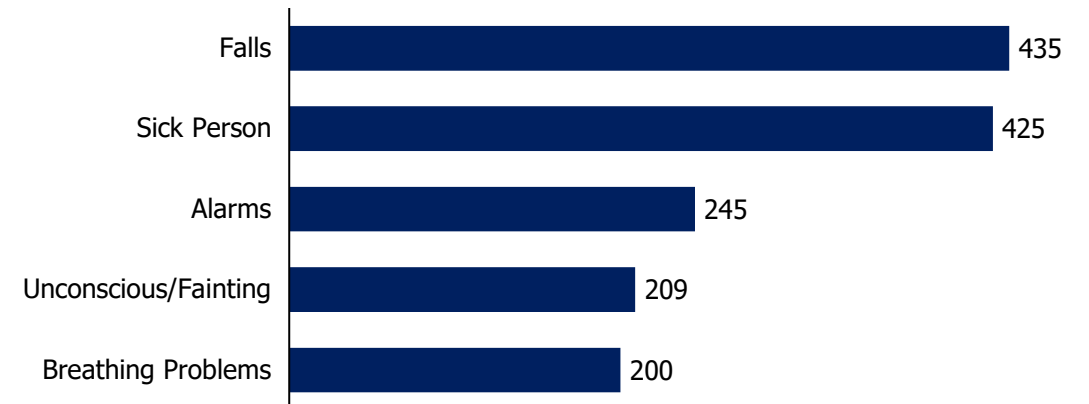
Arvada Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	95	52	151	38
Monday	2	108	64	174	44
Tuesday	1	98	80	179	45
Wednesday	3	99	73	175	35
Thursday	2	133	92	227	45
Friday	1	111	85	197	39
Saturday	5	83	64	152	38
Assignment <1 min	100%	96%			

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

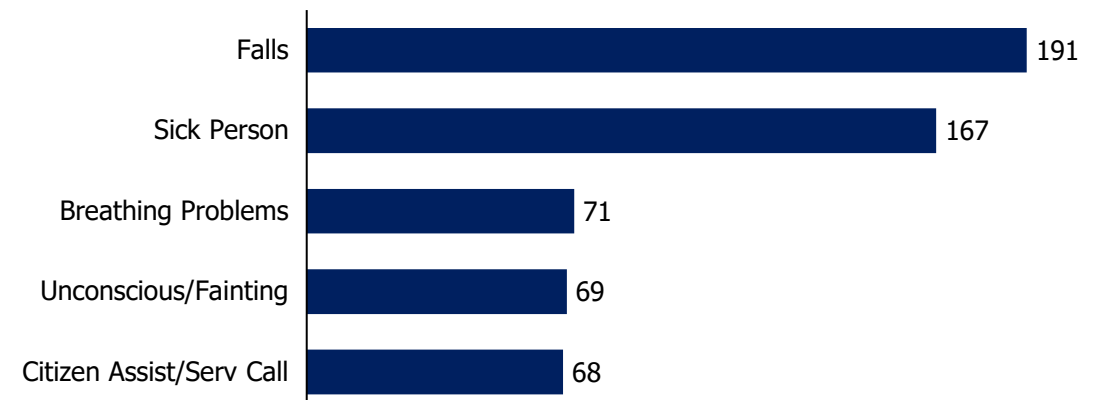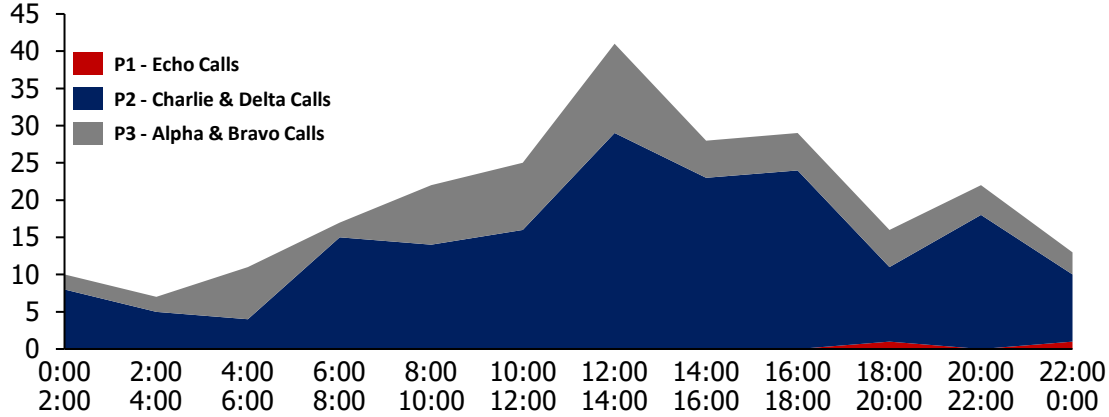## Monthly Call Volume

Top Five Problem Natures

- Falls: 191
- Sick Person: 167
- Breathing Problems: 71
- Unconscious/Fainting: 69
- Citizen Assist/Serv Call: 68

Golden Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls
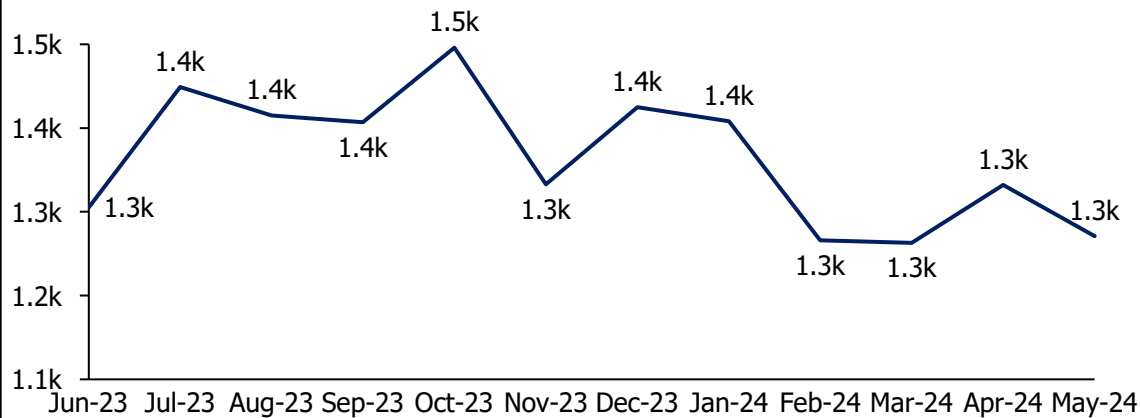
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	28	6	35	9
Monday	0	21	12	33	8
Tuesday	0	19	9	28	7
Wednesday	0	27	6	33	7
Thursday	0	30	17	47	9
Friday	1	26	2	29	6
Saturday	0	24	12	36	9
Assignment <1 min	100%	85%			

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

Monthly Call Volume

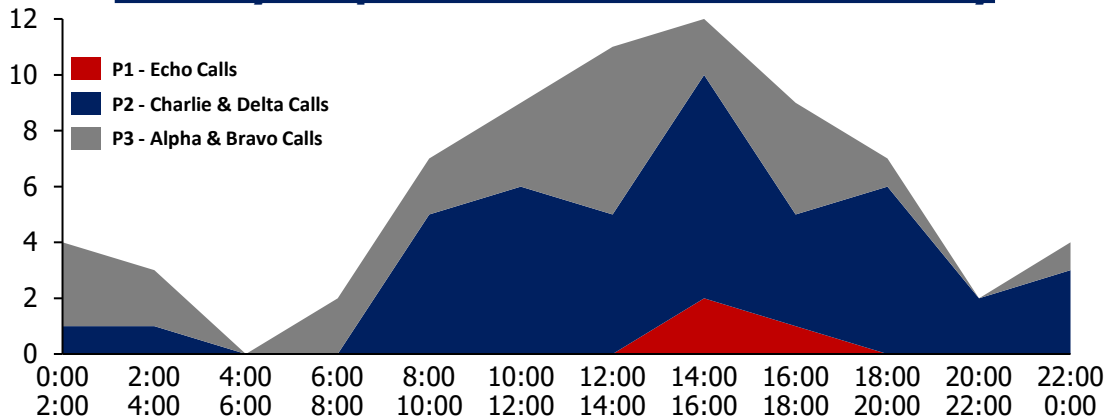## Top Five Problem Natures

Falls	29
Sick Person	27
Motor Vehicle Accident	27
Unconscious/Fainting	14
Alarms	14
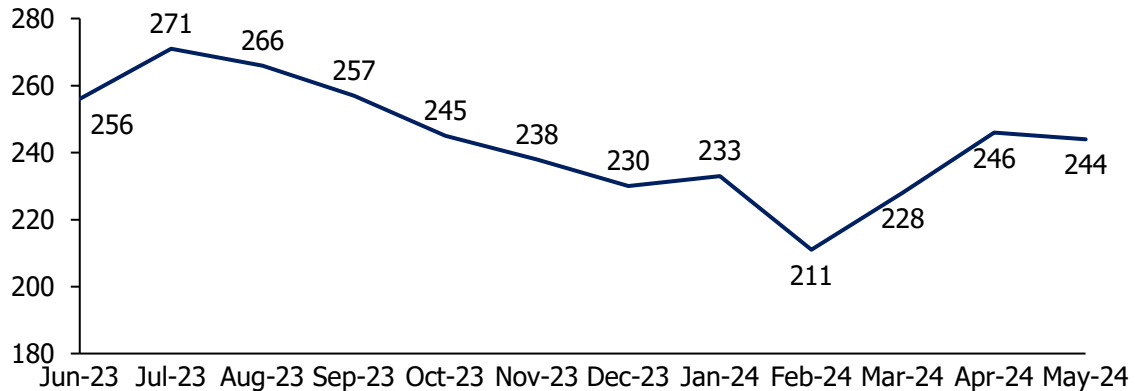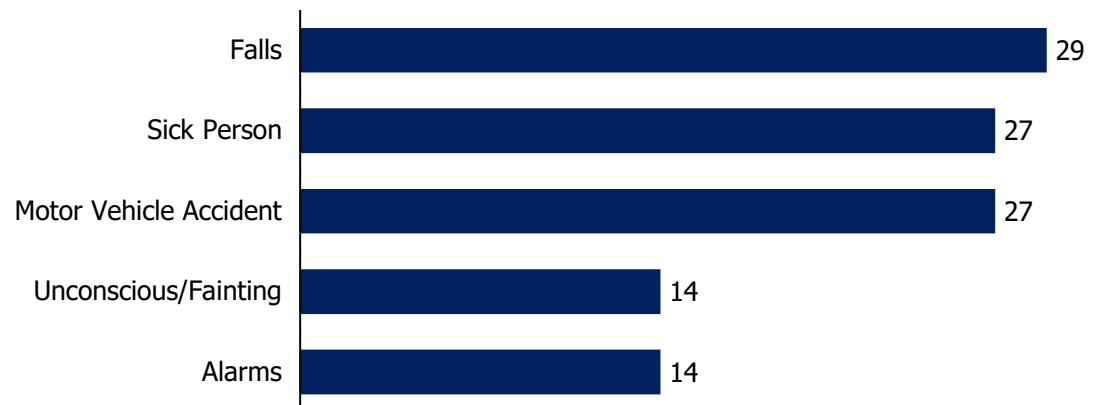
Fairmount Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls (red)
- P2 - Charlie & Delta Calls (dark blue)
- P3 - Alpha & Bravo Calls (gray)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	3	7	2
Monday	1	5	8	14	4
Tuesday	0	9	4	13	3
Wednesday	0	5	2	7	1
Thursday	0	7	4	11	2
Friday	1	3	4	8	2
Saturday	0	9	1	10	3
Assignment <1 min	100%	85%			

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

Monthly Call Volume

Values by month: Jun-23: 58, Jul-23: 70, Aug-23: 58, Sep-23: 40, Oct-23: 84, Nov-23: 67, Dec-23: 72, Jan-24: 60, Feb-24: 49, Mar-24: 65, Apr-24: 69, May-24: 70

Top Five Problem Natures

- Motor Vehicle Accident: 16
- Alarms: 8
- Citizen Assist/Serv Call: 4
- Sick Person: 4
- Unconscious/Fainting: 4
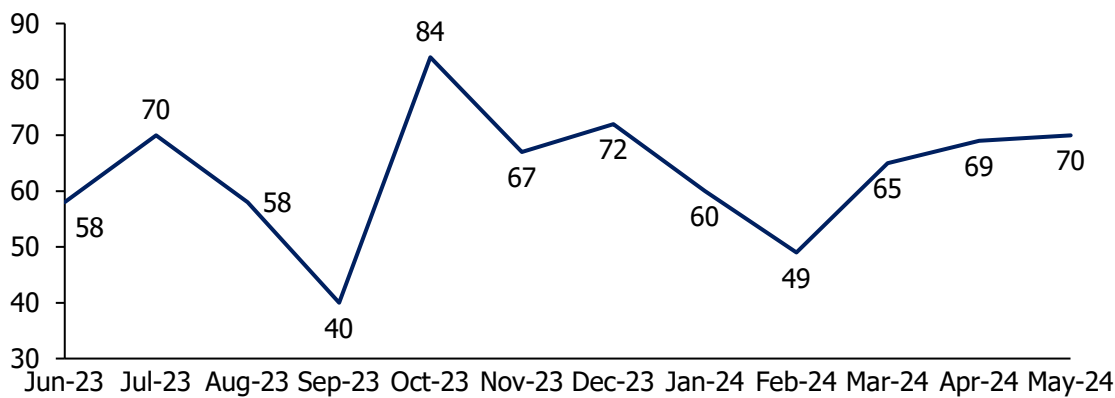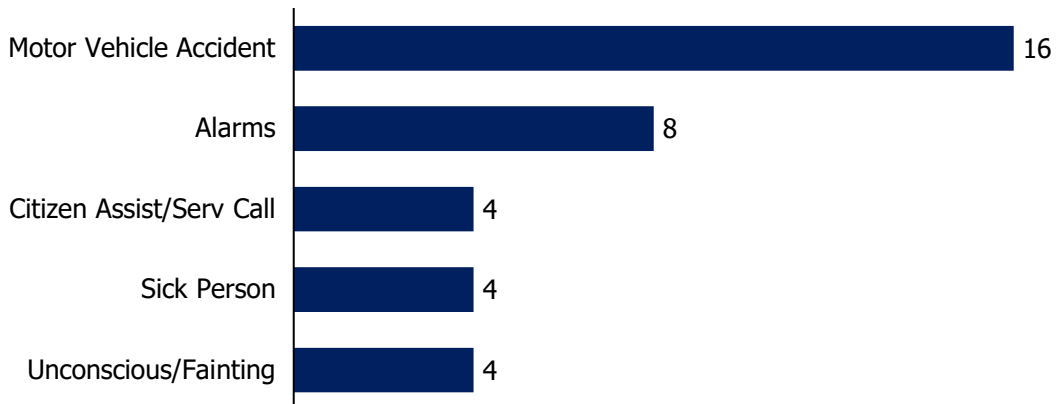
Pleasant View Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls (red)
- P2 - Charlie & Delta Calls (blue)
- P3 - Alpha & Bravo Calls (gray)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	4	1	5	1
Tuesday	1	5	3	9	2
Wednesday	0	6	3	9	2
Thursday	0	9	0	9	2
Friday	0	4	0	4	1
Saturday	0	3	3	6	2
Assignment <1 min	100%	94%			

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

Monthly Call Volume

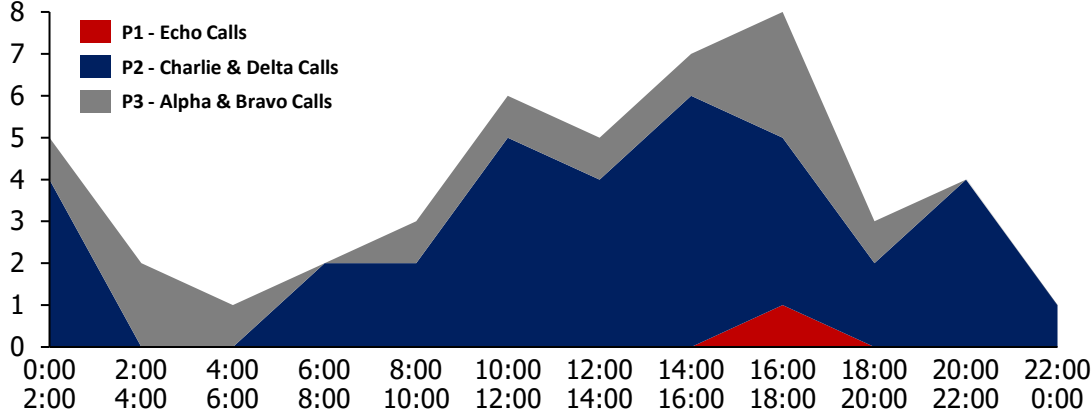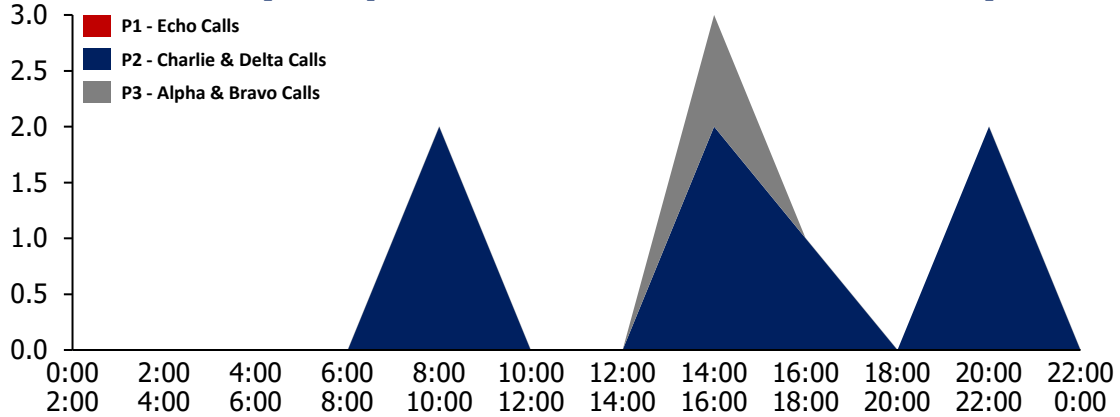| Month	Calls
Jun-23	69
Jul-23	51
Aug-23	61
Sep-23	57
Oct-23	53
Nov-23	50
Dec-23	42
Jan-24	48
Feb-24	59
Mar-24	59
Apr-24	68
May-24	48

Top Five Problem Natures

Problem Nature	Count
Sick Person	8
Falls	7
Motor Vehicle Accident	4
Convulsions/Seizures	4
Alarms	4
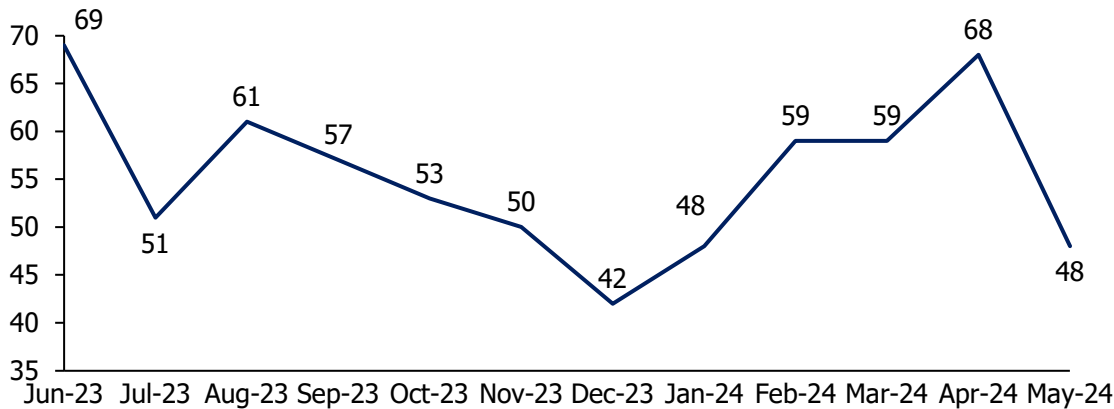
Golden Gate Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

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

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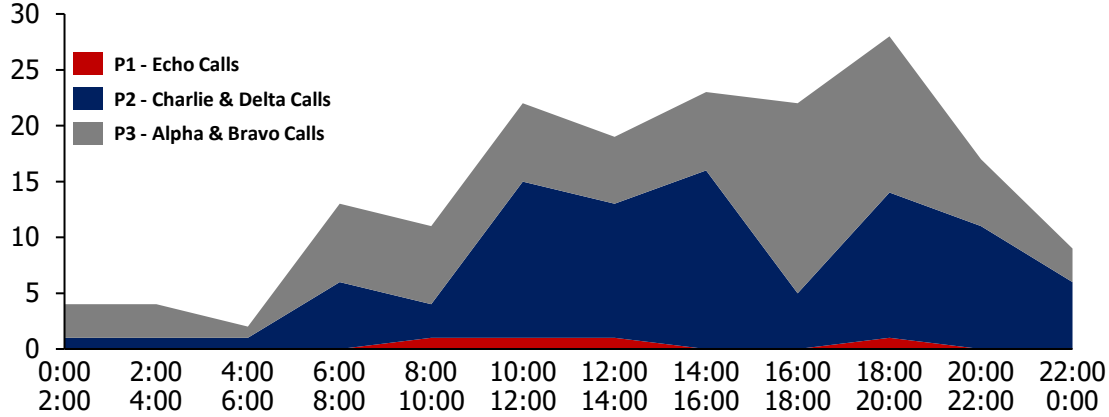
Monthly Call Volume

Problem Natures

Motor Vehicle Accident	4
Breathing Problems	2
Falls	2
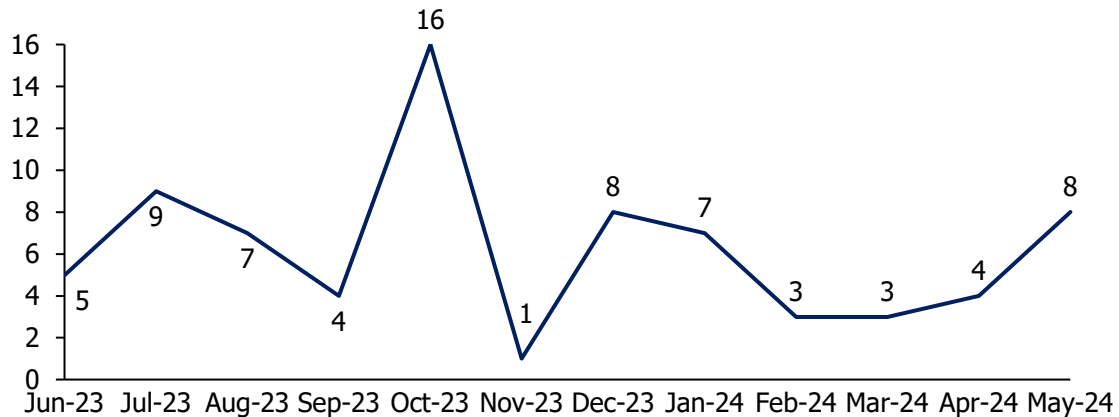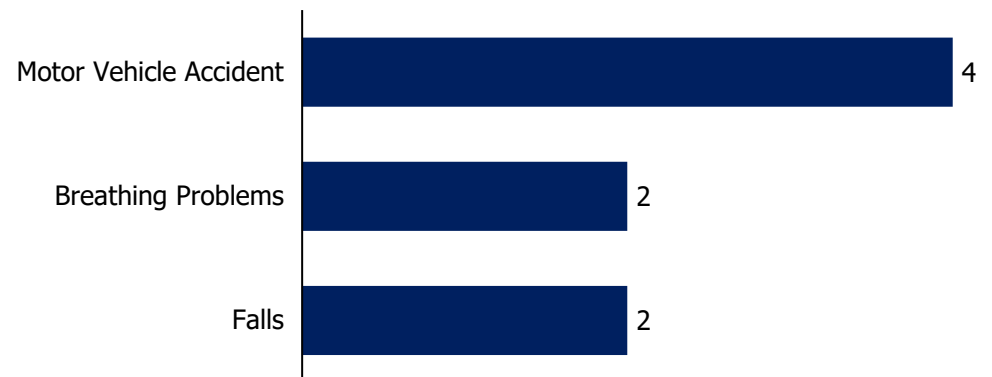
Evergreen Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	8	17	4
Monday	1	14	12	27	7
Tuesday	2	10	11	23	6
Wednesday	0	12	8	20	4
Thursday	1	17	18	36	7
Friday	0	14	11	25	5
Saturday	0	13	13	26	7
Assignment <1 min	**50%**	**67%**			

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

Monthly Call Volume

Jun-23: 195
Jul-23: 225
Aug-23: 204
Sep-23: 190
Oct-23: 197
Nov-23: 171
Dec-23: 185
Jan-24: 189
Feb-24: 164
Mar-24: 170
Apr-24: 235
May-24: 177

Top Five Problem Natures

Problem Nature	Count
Falls	26
Alarms	18
Unconscious/Fainting	13
Sick Person	12
Electrical Hazard	11
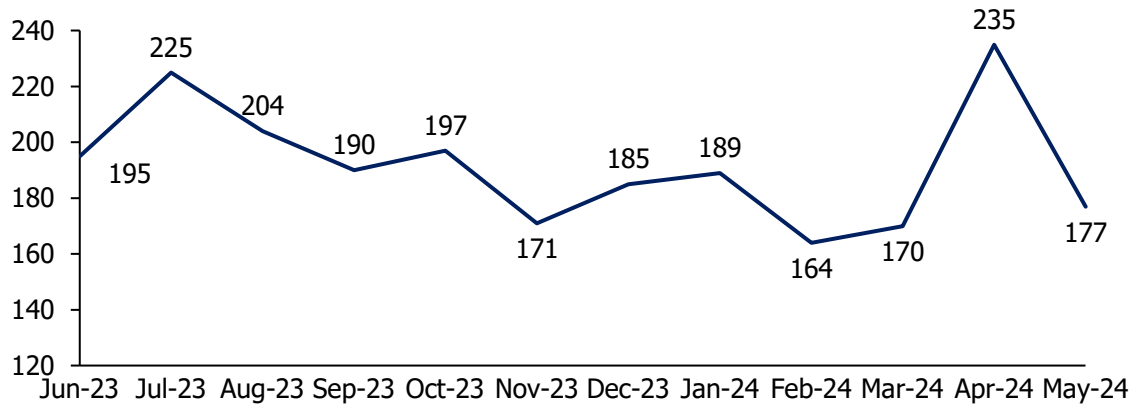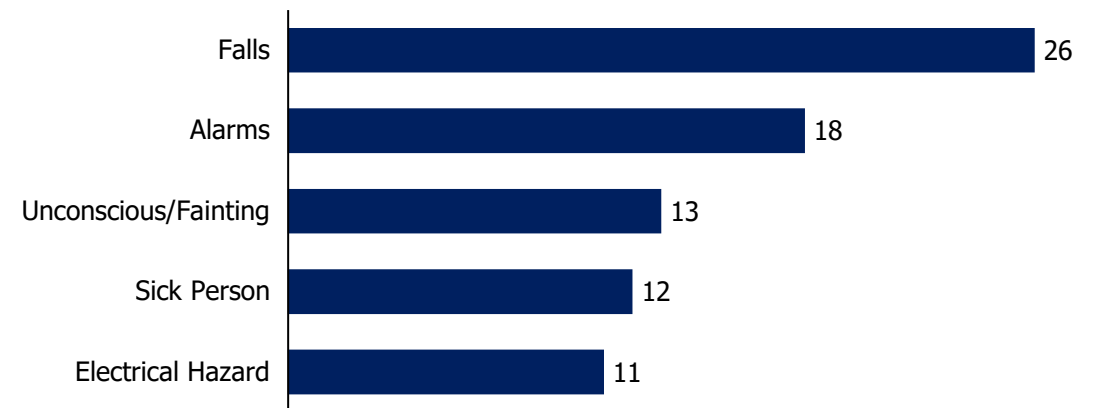
Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	3	6	2
Monday	0	3	1	4	1
Tuesday	0	2	0	2	1
Wednesday	0	2	1	3	1
Thursday	0	2	0	2	0
Friday	0	5	1	6	1
Saturday	0	5	1	6	2
Assignment <1 min	N/A	77%			

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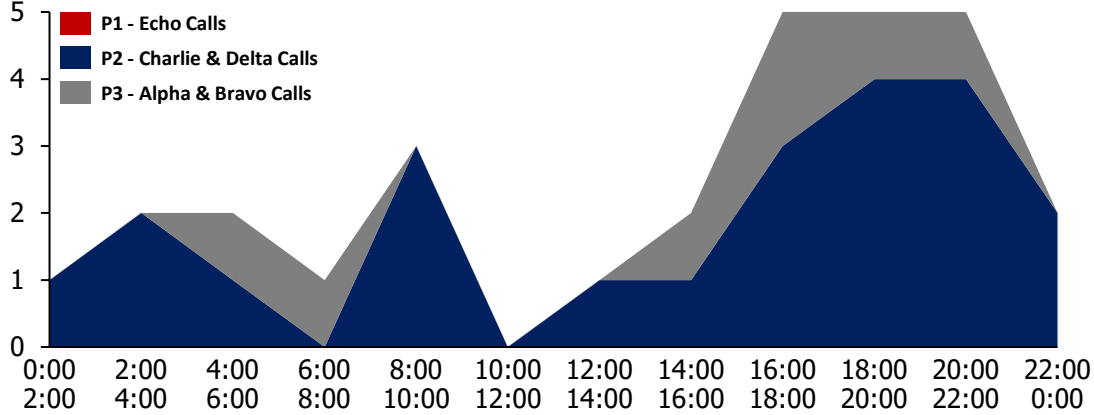
Monthly Call Volume

Top Five Problem Natures
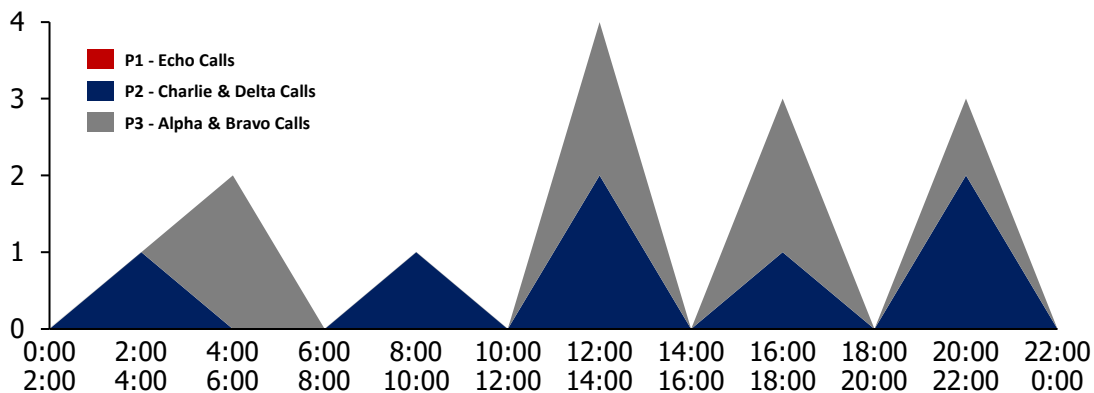
Problem Nature	Count
Alarms	5
Motor Vehicle Accident	4
Sick Person	4
Electrical Hazard	3
Citizen Assist/Serv Call	2
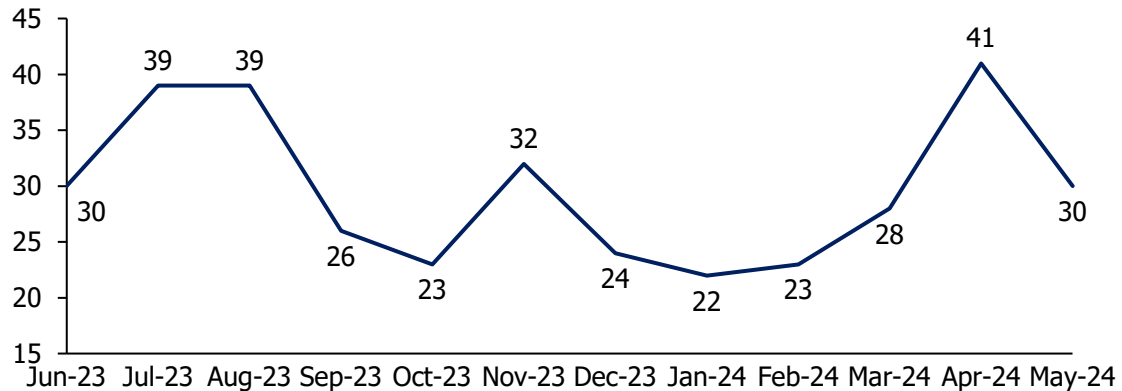
Indian Hills Fire

Priority Dispatched Calls Per Time of Day

Legend:
- **P1 - Echo Calls** (red)
- **P2 - Charlie & Delta Calls** (dark blue)
- **P3 - Alpha & Bravo Calls** (gray)

X-axis time ranges: 0:00–2:00, 2:00–4:00, 4:00–6:00, 6:00–8:00, 8:00–10:00, 10:00–12:00, 12:00–14:00, 14:00–16:00, 16:00–18:00, 18:00–20:00, 20:00–22:00, 22:00–0:00

Daily Priority Call Volume and Entry to Assignment

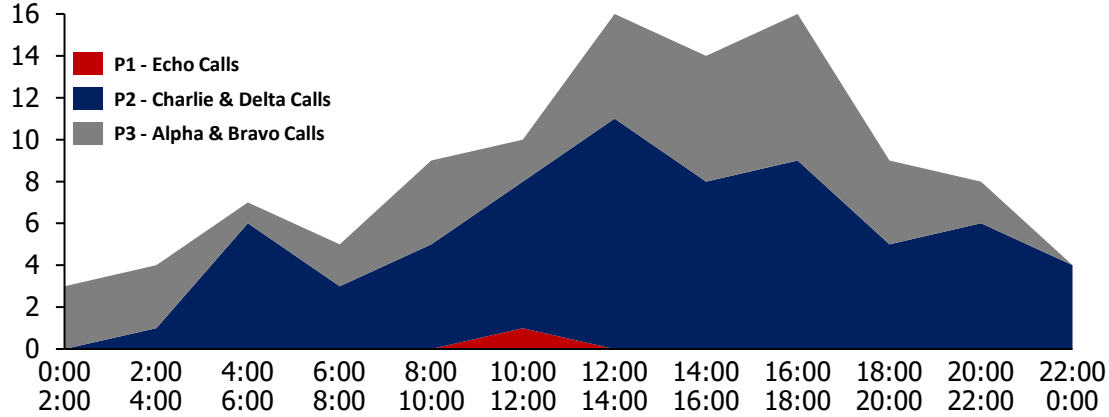| Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	0	4	1
Monday	0	0	0	0	0
Tuesday	0	0	2	2	1
Wednesday	0	0	0	0	0
Thursday	0	1	0	1	0
Friday	0	2	4	6	1
Saturday	0	0	1	1	0
Assignment <1 min	**N/A**	**71%**			

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

Monthly Call Volume

Month	Value
Jun-23	13
Jul-23	17
Aug-23	17
Sep-23	19
Oct-23	14
Nov-23	12
Dec-23	10
Jan-24	6
Feb-24	16
Mar-24	14
Apr-24	10
May-24	15

Top Five Problem Natures

Problem Nature	Count
Sick Person	3
Smoke Investigation Outside	2
Falls	2
Unconscious/Fainting	2
Heart Problems	1

Elk Creek Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls
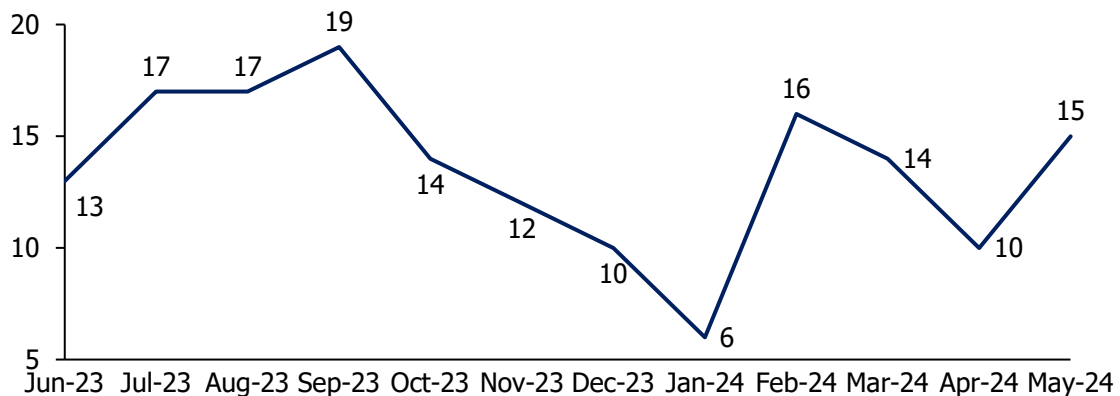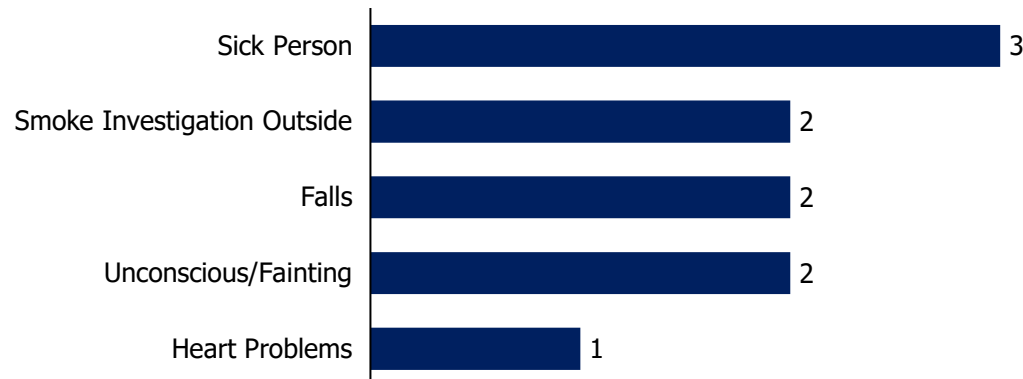
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	8	18	5
Monday	0	15	7	22	6
Tuesday	1	6	5	12	3
Wednesday	0	11	5	16	3
Thursday	0	7	6	13	3
Friday	0	10	6	16	3
Saturday	0	6	2	8	2
Assignment <1 min	100%	77%			

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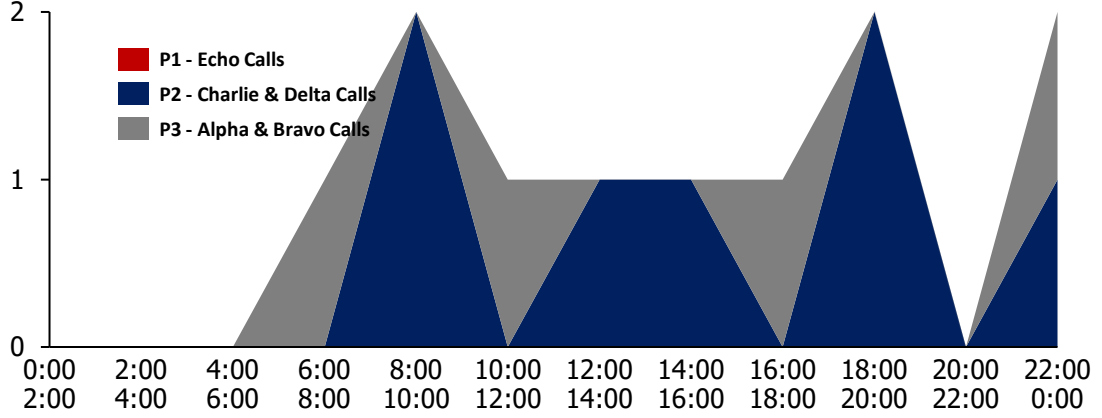
Monthly Call Volume

Jun-23: 76, Jul-23: 96, Aug-23: 91, Sep-23: 96, Oct-23: 83, Nov-23: 86, Dec-23: 78, Jan-24: 66, Feb-24: 94, Mar-23: 80, Apr-24: 127, May-24: 107

Top Five Problem Natures

- Alarms: 12
- Motor Vehicle Accident: 11
- Sick Person: 10
- Electrical Hazard: 8
- Falls: 7
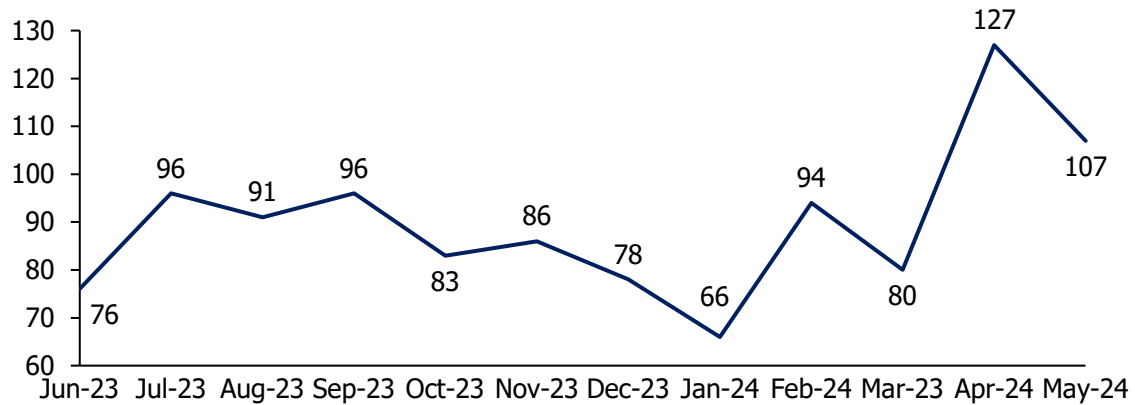
North Fork Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	2	0	2	1
Tuesday	0	0	0	0	0
Wednesday	0	0	1	1	0
Thursday	0	3	1	4	1
Friday	0	0	0	0	0
Saturday	0	1	1	2	1
Assignment <1 min	N/A	86%			

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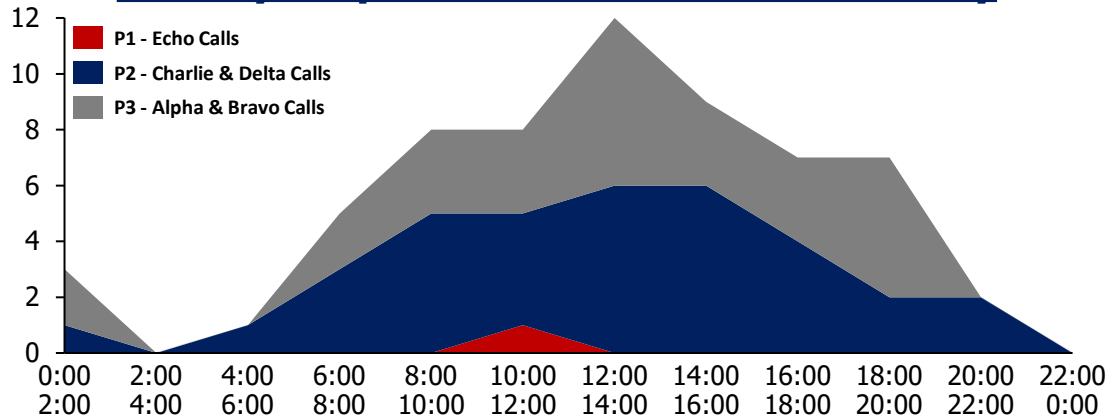
Monthly Call Volume

Data points: Jun-23: 9, Jul-23: 18, Aug-23: 10, Sep-23: 15, Oct-23: 8, Nov-23: 6, Dec-23: 5, Jan-24: 4, Feb-24: 3, Mar-24: 8, Apr-24: 6, May-24: 11

Problem Natures

Nature	Count
Sick Person	3
Motor Vehicle Accident	3
Structure Fire	1
Falls	1
Unconscious/Fainting	1
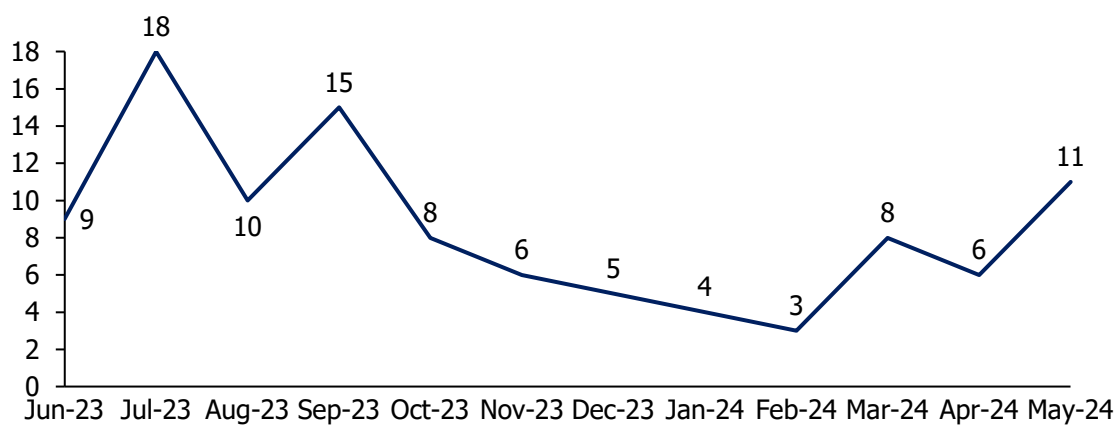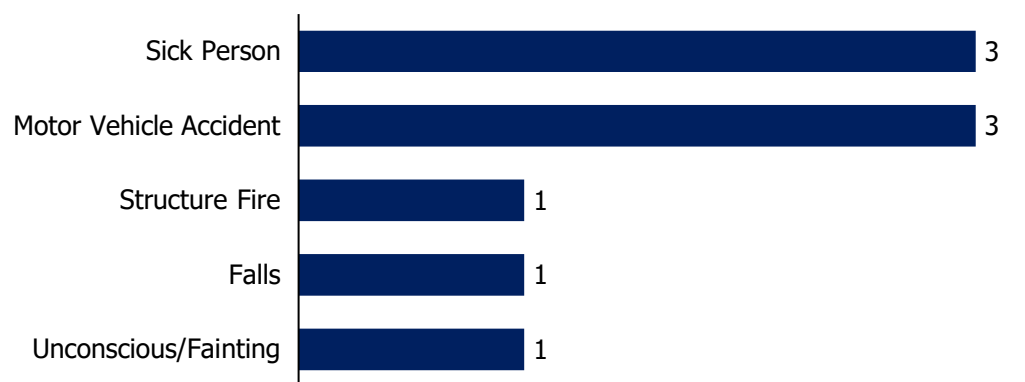
Highland Rescue

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	2
Monday	0	5	7	12	3
Tuesday	0	5	5	10	3
Wednesday	0	1	4	5	1
Thursday	0	6	3	9	2
Friday	1	8	3	12	2
Saturday	0	4	3	7	2
Assignment <1 min	100%	59%			

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

Monthly Call Volume

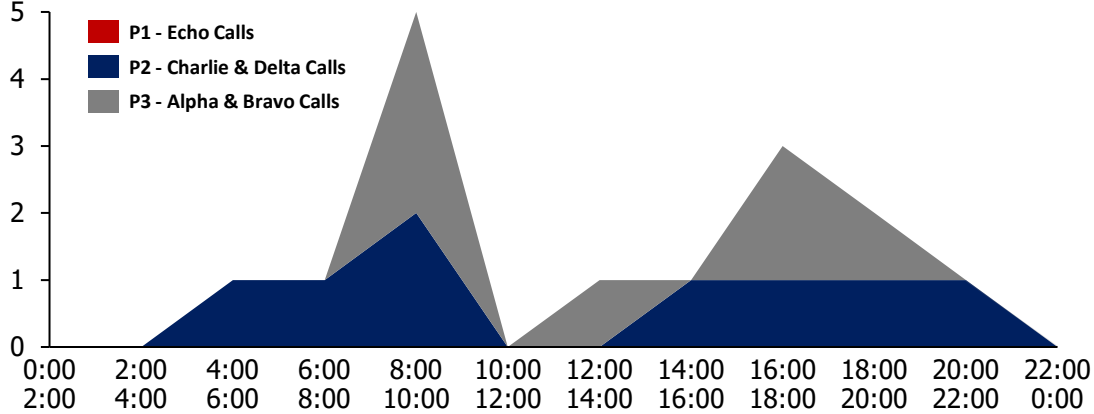Jun-23: 54, Jul-23: 80, Aug-23: 67, Sep-23: 70, Oct-23: 61, Nov-23: 54, Dec-23: 47, Jan-24: 63, Feb-24: 46, Mar-24: 78, Apr-24: 43, May-24: 62

Top Five Problem Natures

- Sick Person: 11
- Falls: 8
- Motor Vehicle Accident: 7
- Traumatic Injuries: 5
- Backcountry Rescue: 4
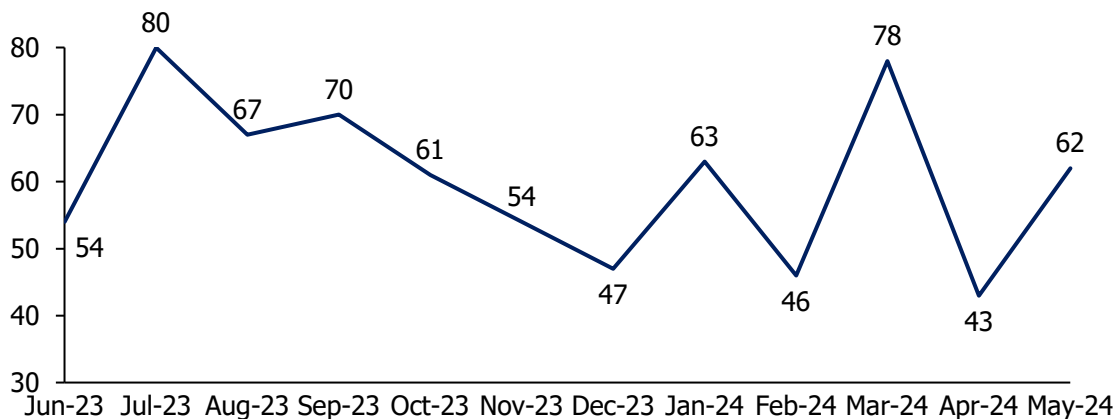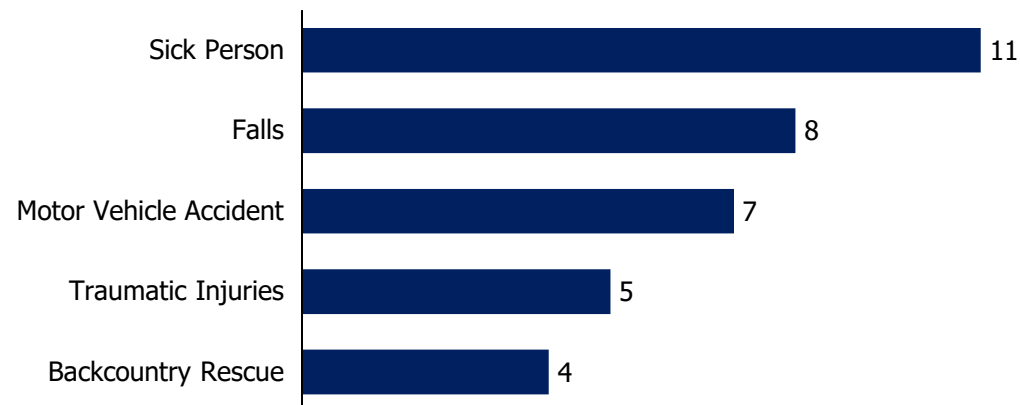
Genesee Fire

Priority Dispatched Calls Per Time of Day

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	1	2	1
Tuesday	0	1	2	3	1
Wednesday	0	0	3	3	1
Thursday	0	2	0	2	0
Friday	0	2	1	3	1
Saturday	0	1	0	1	0
Assignment <1 min	N/A	88%			

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

Monthly Call Volume

Jun-23: 14
Jul-23: 19
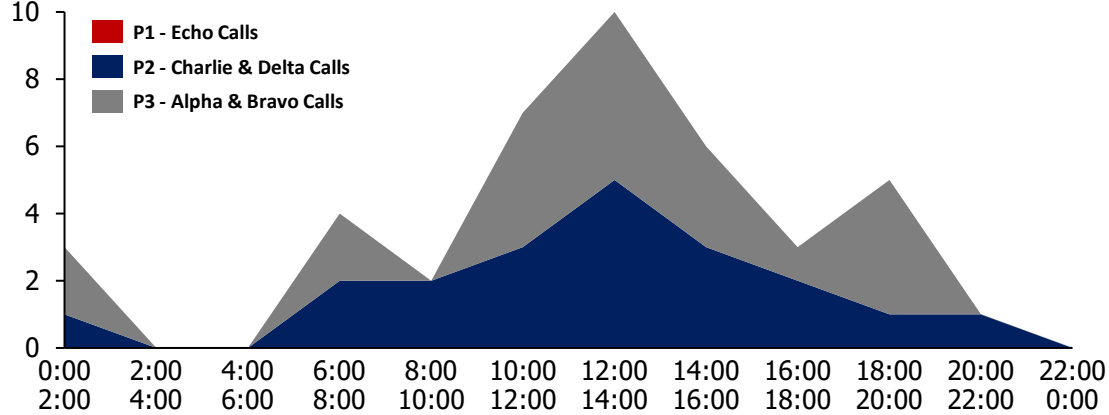Aug-23: 13
Sep-23: 18
Oct-23: 10
Nov-23: 23
Dec-23: 15
Jan-24: 23
Feb-24: 10
Mar-24: 22
Apr-24: 8
May-24: 15

Top Five Problem Natures

Problem Nature	Count
Sick Person	5
Falls	2
Chest Pain	2
Citizen Assist/Serv Call	2
Smoke Investigation Outside	1

Foothills Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls (red)
- P2 - Charlie & Delta Calls (dark blue)
- P3 - Alpha & Bravo Calls (gray)
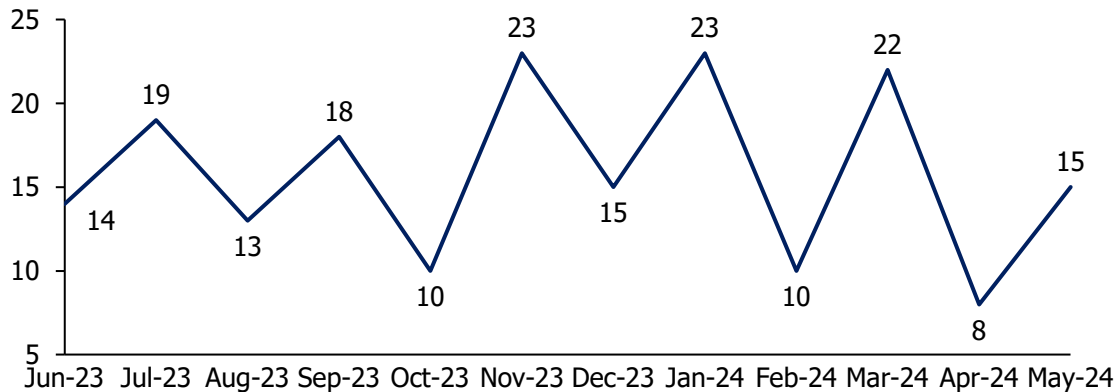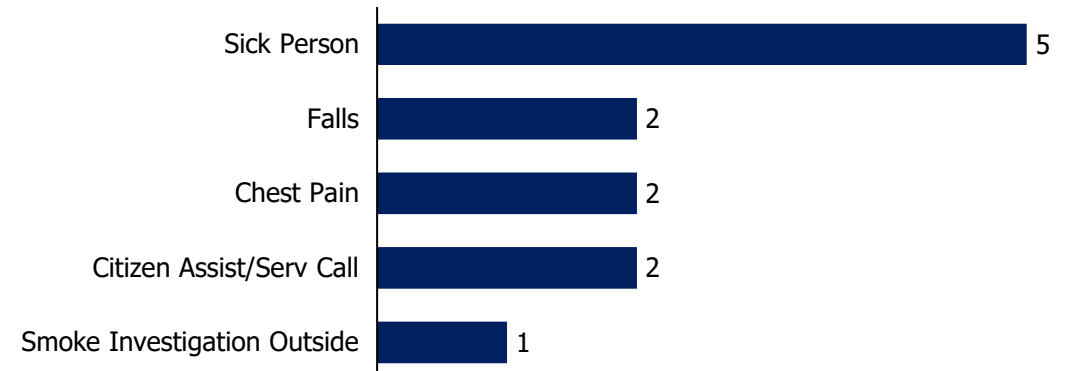
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	3	6	9	2
Tuesday	0	3	3	6	2
Wednesday	0	1	1	2	0
Thursday	0	3	3	6	1
Friday	0	4	3	7	1
Saturday	0	3	3	6	2
Assignment <1 min	N/A	45%			

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

Monthly Call Volume

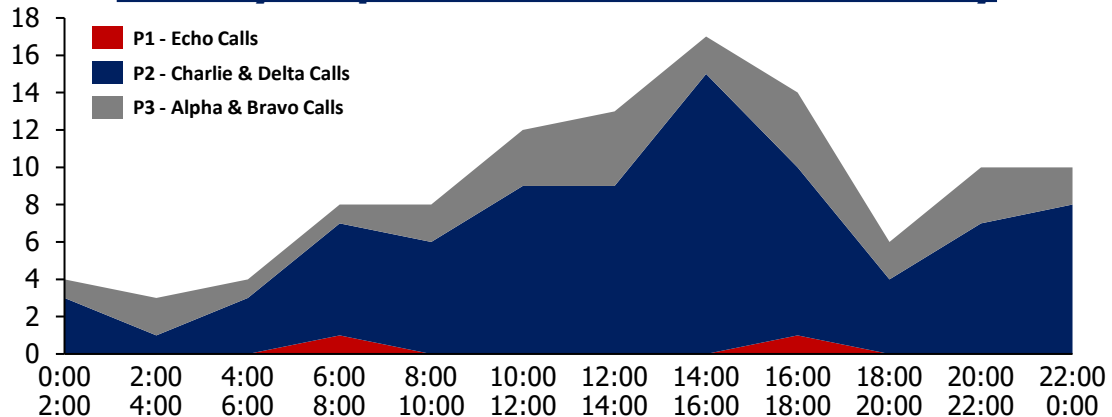Data points: Jun-23: 42, Jul-23: 61, Aug-23: 50, Sep-23: 48, Oct-23: 44, Nov-23: 25, Dec-23: 28, Jan-24: 35, Feb-24: 32, Mar-24: 55, Apr-24: 31, May-24: 41

Top Five Problem Natures

Problem Nature	Count
Falls	6
Motor Vehicle Accident	6
Backcountry Rescue	5
Traumatic Injuries	4
Sick Person	3

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P1 - Echo Calls (red)
- P2 - Charlie & Delta Calls (dark blue)
- P3 - Alpha & Bravo Calls (gray)
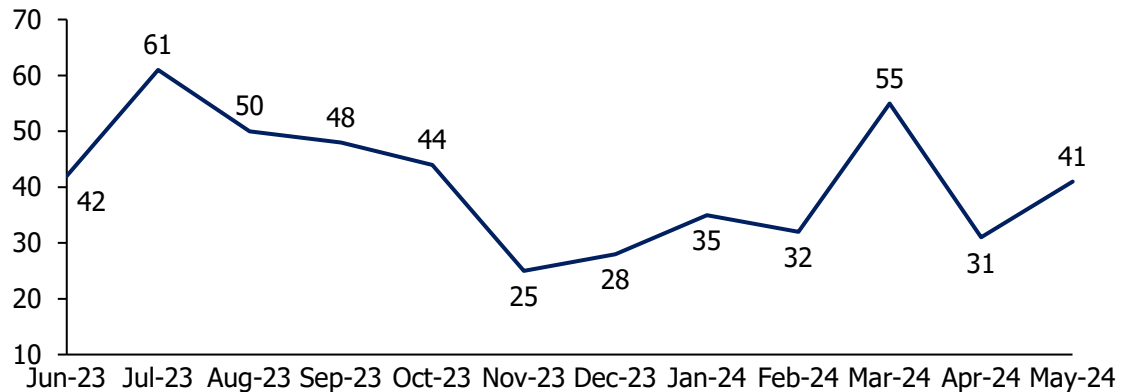
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	3	16	4
Monday	0	18	5	23	6
Tuesday	0	10	2	12	3
Wednesday	2	10	4	16	3
Thursday	0	7	3	10	2
Friday	0	11	6	17	3
Saturday	0	11	4	15	4
Assignment <1 min	50%	50%			

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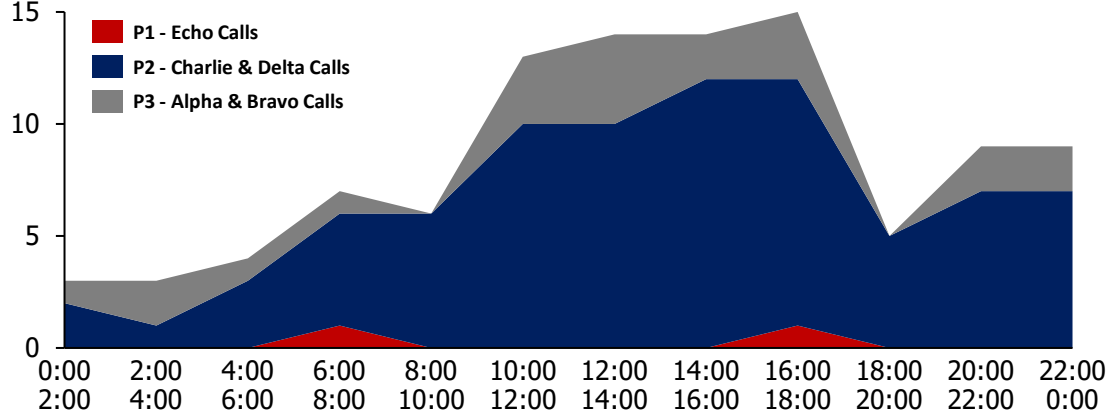
Monthly Call Volume

Month	Calls
Feb-24	51
Mar-24	167
Apr-24	123
May-24	113

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	23
Alarms	9
Unconscious/Fainting	8
Sick Person	7
Falls	6

Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.
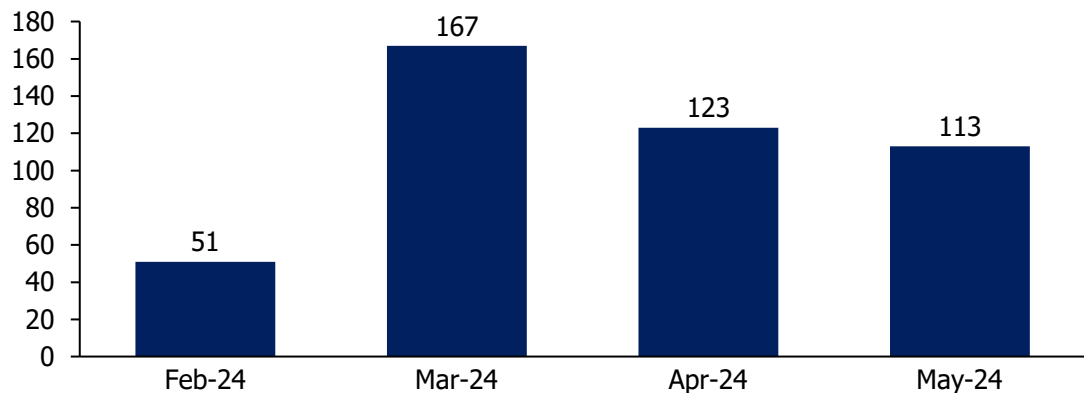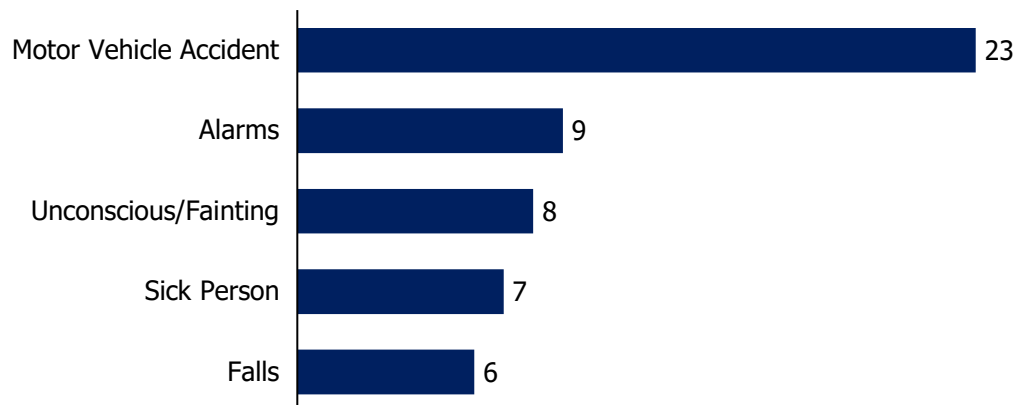
Clear Creek EMS

Priority Dispatched Calls Per Time of Day

- **P1 - Echo Calls** (red)
- **P2 - Charlie & Delta Calls** (dark blue)
- **P3 - Alpha & Bravo Calls** (gray)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	2	14	4
Monday	0	17	3	20	5
Tuesday	0	12	1	13	3
Wednesday	2	10	4	16	3
Thursday	0	5	3	8	2
Friday	0	12	4	16	3
Saturday	0	11	4	15	4
Assignment <1 min	**50%**	**52%**			

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

Monthly Call Volume

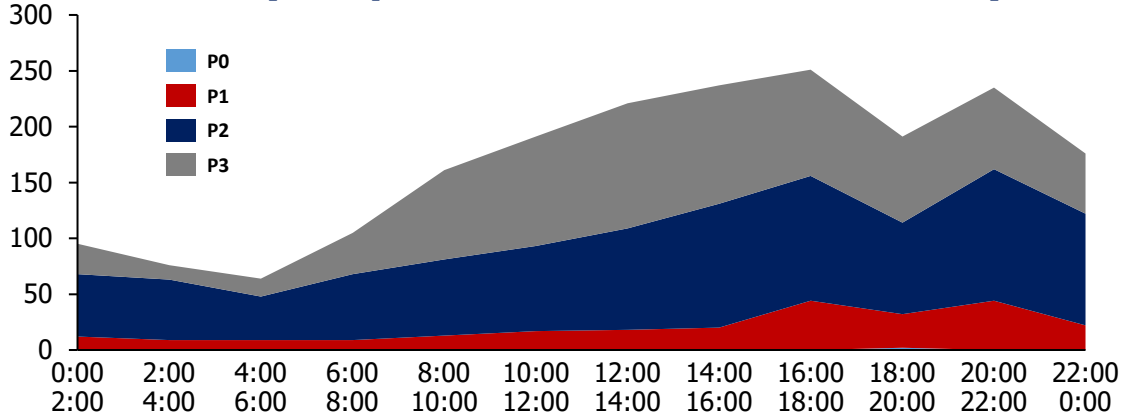| Month	Calls
Feb-24	61
Mar-24	181
Apr-24	112
May-24	105

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	23
Unconscious/Fainting	9
Sick Person	8
Falls	6
Chest Pain	6

Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.
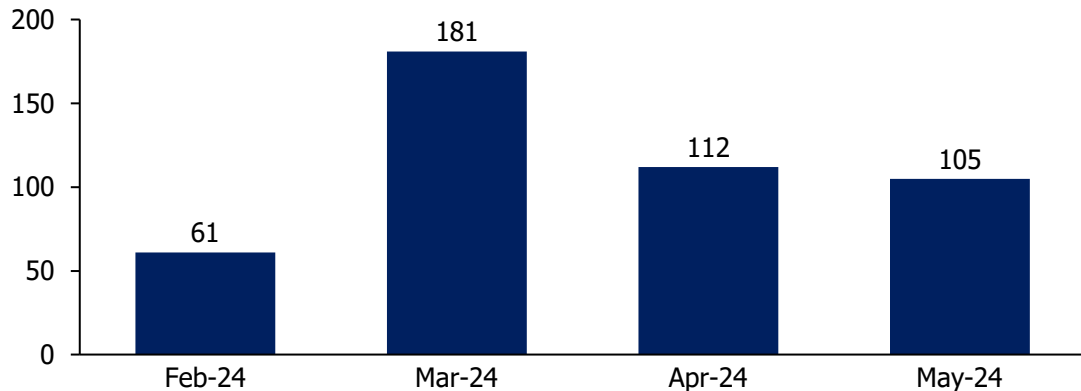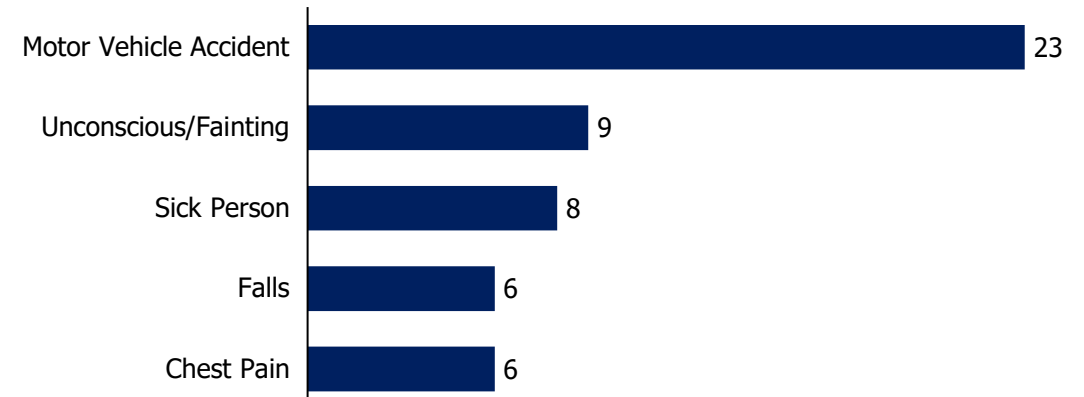
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

(Area chart: x-axis from 0:00–2:00 through 22:00–0:00, y-axis 0 to 300)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	47	131	107	287	72
Monday	0	29	136	117	282	71
Tuesday	0	28	117	108	253	63
Wednesday	0	30	136	123	289	58
Thursday	0	37	154	117	308	62
Friday	0	40	152	132	324	65
Saturday	0	36	140	84	260	65
Assignment <2 min		81%	56%			
Assignment <4 min		95%	80%			

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

Monthly Call Volume

(Line chart, y-axis 2.0k to 3.4k)

- Jun-23: 3.1k
- Jul-23: 3.3k
- Aug-23: 3.1k
- Sep-23: 2.9k
- Oct-23: 2.8k
- Nov-23: 2.6k
- Dec-23: 2.4k
- Jan-24: 2.6k
- Feb-24: 2.4k
- Mar-24: 2.5k
- Apr-24: 2.6k
- May-24: 3.1k

Top Five Problem Natures

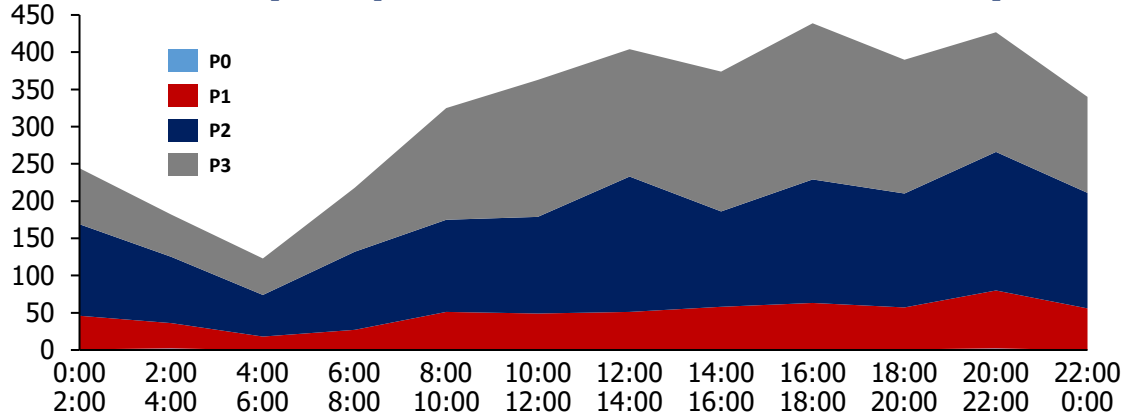| Problem Nature	Count
Welfare Check	251
Follow Up	245
Citizen Assist/Serv Call	184
Verified Alarm	153
Motor Vehicle Accident	129
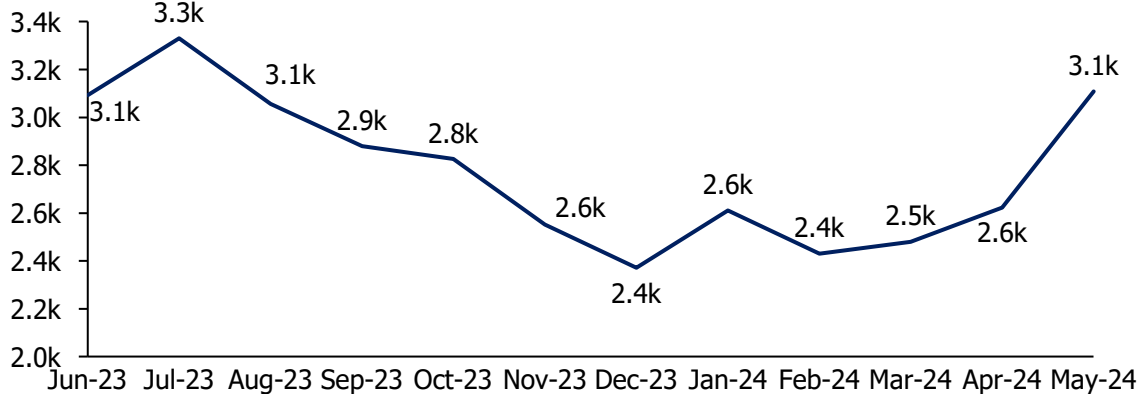
Lakewood PD

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	108	196	195	499	125
Monday	2	70	214	221	507	127
Tuesday	1	56	199	223	479	120
Wednesday	1	80	214	257	552	110
Thursday	0	85	280	297	662	132
Friday	4	95	260	259	618	124
Saturday	0	90	234	188	512	128
Assignment <2 min		64%	41%			
Assignment <4 min		82%	62%			

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

Monthly Call Volume
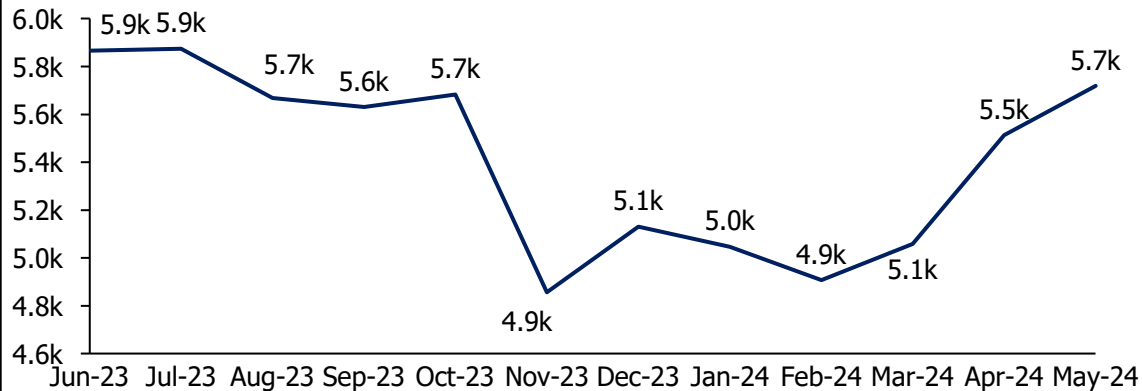
Top Five Problem Natures

Wheat Ridge PD

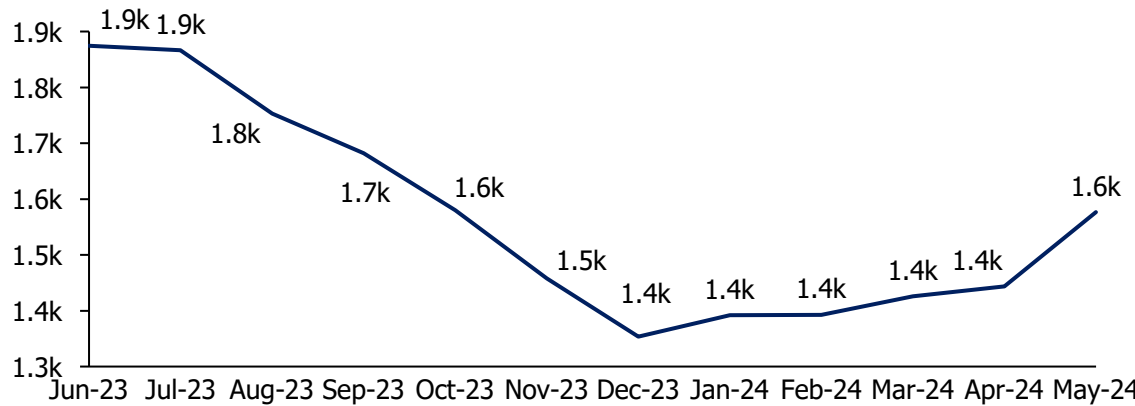## Priority Dispatched Calls Per Time of Day
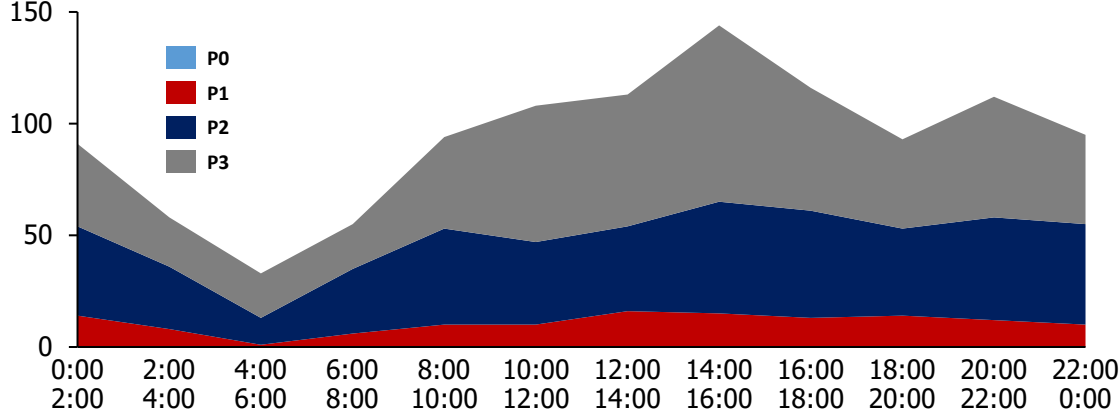
Legend: P0, P1, P2, P3

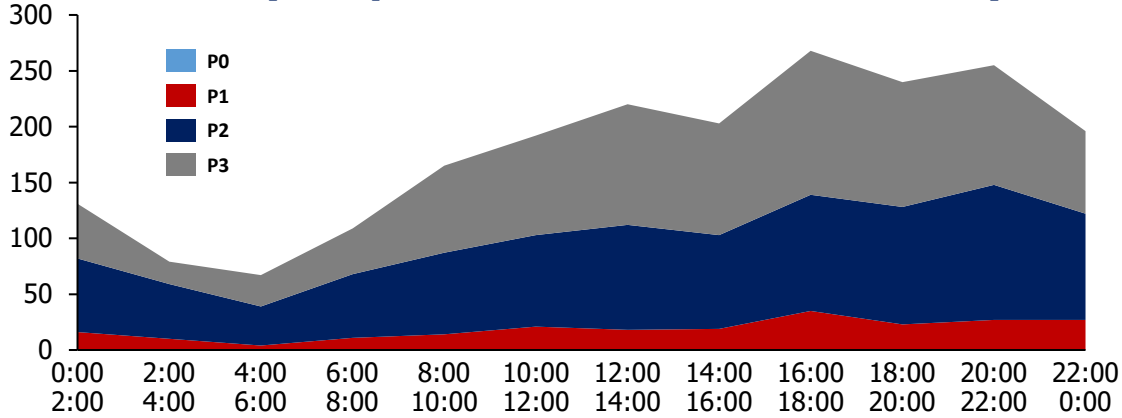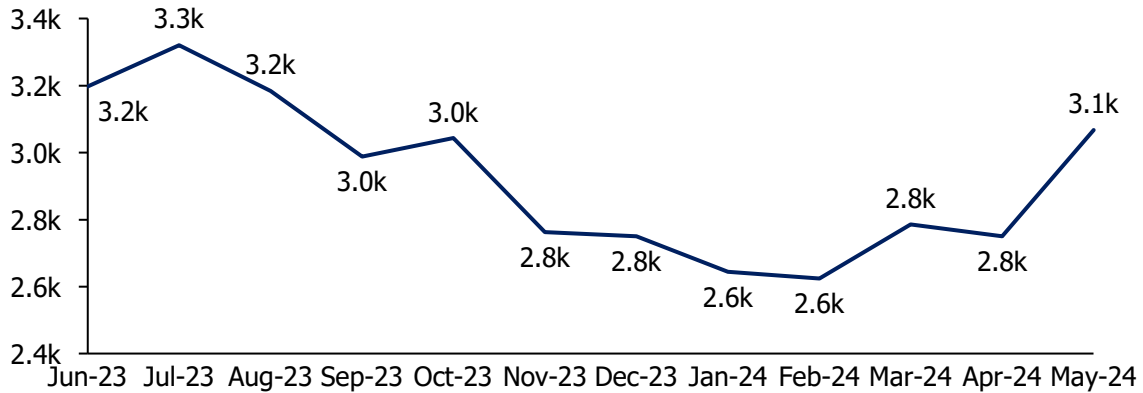(Area chart, y-axis 0–150, x-axis time of day from 0:00 to 0:00)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	18	69	69	156	39
Monday	0	12	58	63	133	33
Tuesday	0	18	62	78	158	40
Wednesday	0	19	65	75	159	32
Thursday	0	21	67	86	174	35
Friday	0	25	70	94	189	38
Saturday	0	16	64	63	143	36
Assignment <2 min		65%	49%			
Assignment <4 min		81%	67%			

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

Monthly Call Volume

(Line chart, y-axis 1.3k–1.9k, x-axis Jun-23 to May-24)

Data labels: 1.9k, 1.9k, 1.8k, 1.7k, 1.6k, 1.5k, 1.4k, 1.4k, 1.4k, 1.4k, 1.4k, 1.6k

Top Five Problem Natures

Problem Nature	Count
Follow Up	150
Welfare Check	116
Motor Vehicle Accident	104
Theft	87
Citizen Assist/Serv Call	78
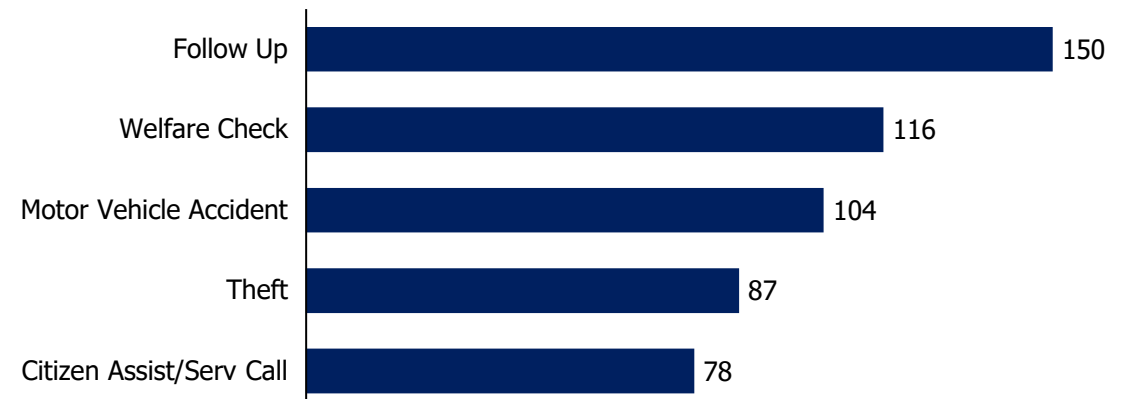
Arvada PD

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	32	116	102	251	63
Monday	0	25	148	128	301	75
Tuesday	0	31	129	121	281	70
Wednesday	0	27	142	145	314	63
Thursday	1	38	139	151	329	66
Friday	0	39	149	163	351	70
Saturday	0	31	142	125	298	75
Assignment <2 min		**75%**	**51%**			
Assignment <4 min		**89%**	**71%**			

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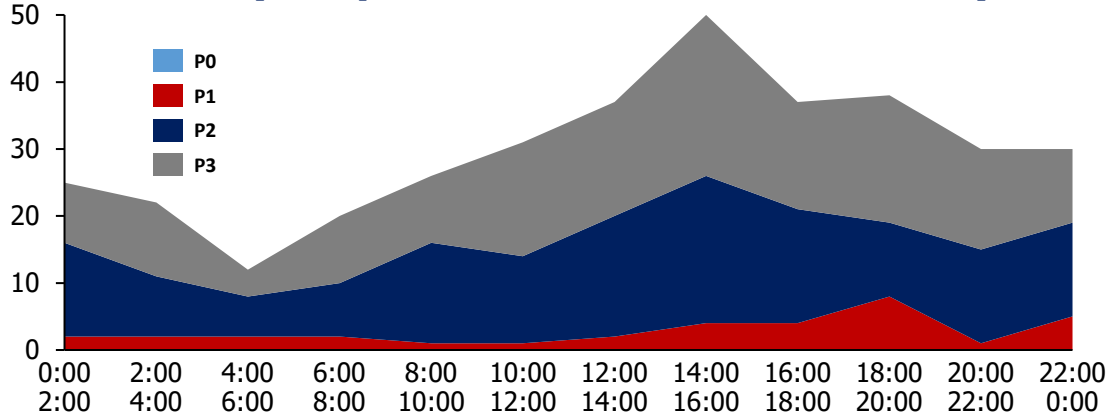
Monthly Call Volume

Top Five Problem Natures

Follow Up	212
Welfare Check	210
Citizen Assist/Serv Call	187
Unwanted Party	145
Suspicious Incident	127

Golden PD

Priority Dispatched Calls Per Time of Day
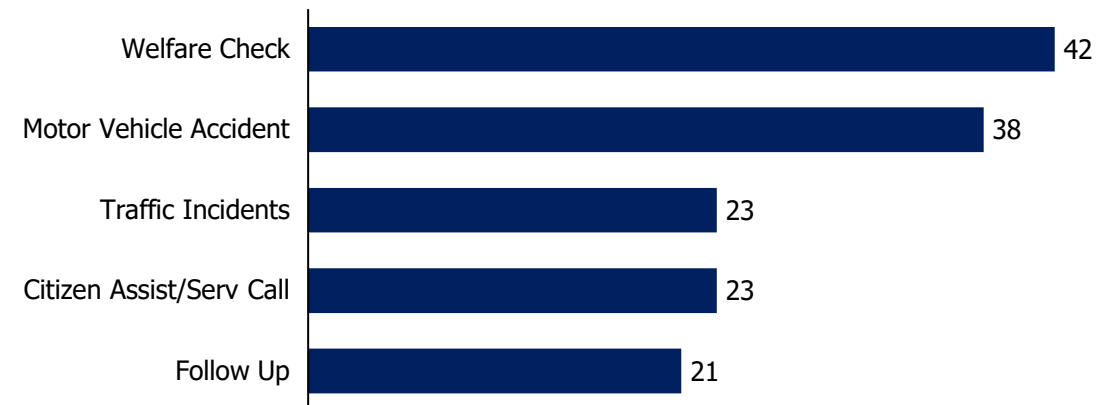

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	7	29	18	54	14
Monday	0	2	16	23	41	10
Tuesday	0	5	23	25	53	13
Wednesday	0	3	19	28	50	10
Thursday	0	6	32	20	58	12
Friday	0	5	16	23	44	9
Saturday	0	6	26	26	58	15
Assignment <2 min		79%	65%			
Assignment <4 min		97%	85%			

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

Monthly Call Volume
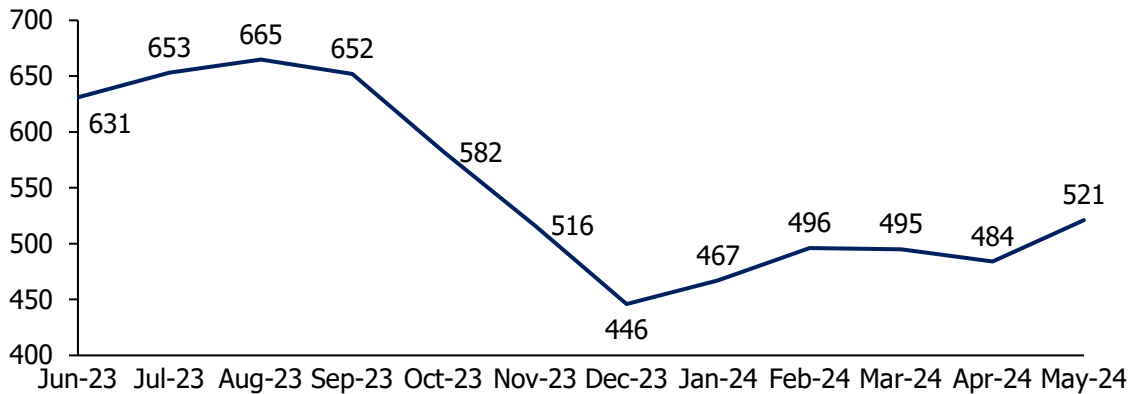
Top Five Problem Natures
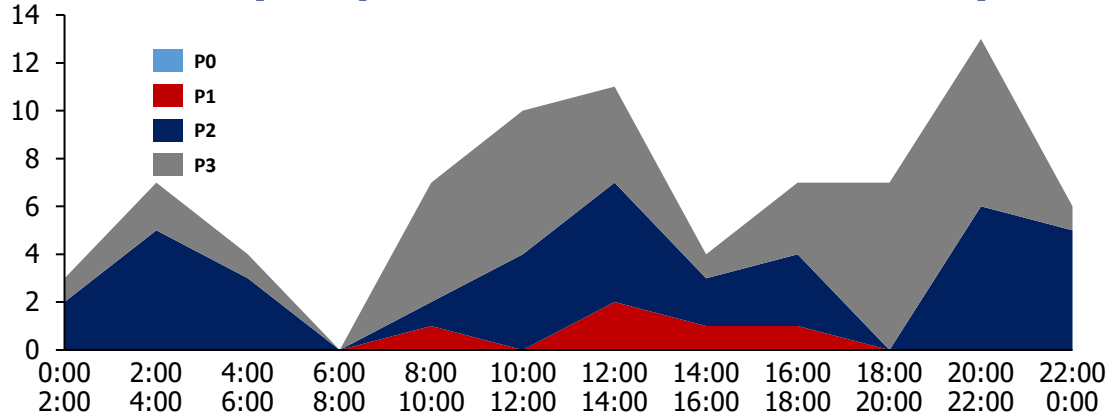
Lakeside PD

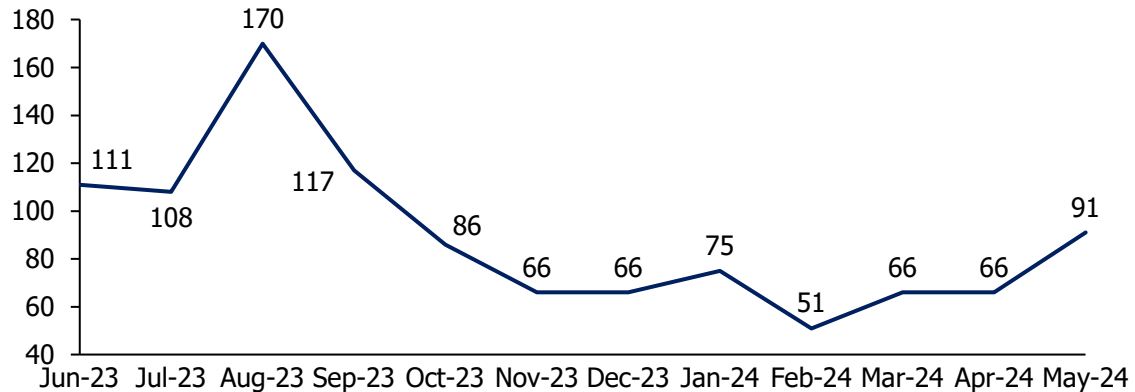## Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Y-axis: 0, 2, 4, 6, 8, 10, 12, 14
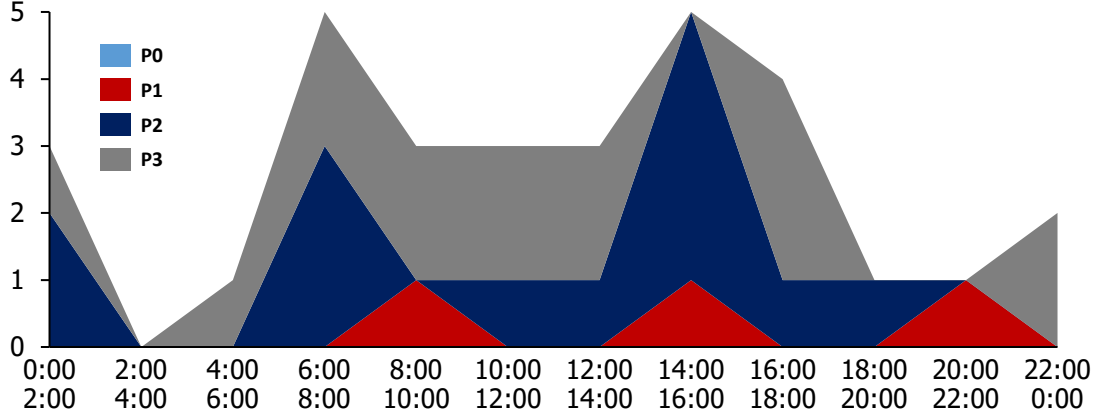
X-axis: 0:00–2:00, 2:00–4:00, 4:00–6:00, 6:00–8:00, 8:00–10:00, 10:00–12:00, 12:00–14:00, 14:00–16:00, 16:00–18:00, 18:00–20:00, 20:00–22:00, 22:00–0:00

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	6	12	3
Monday	0	1	6	4	11	3
Tuesday	0	0	6	4	10	3
Wednesday	0	2	4	8	14	3
Thursday	0	1	6	8	15	3
Friday	0	1	3	5	9	2
Saturday	0	0	5	3	8	2
Assignment <2 min		80%	86%			
Assignment <4 min		100%	89%			

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

Monthly Call Volume

Month	Value
Jun-23	111
Jul-23	108
Aug-23	170
Sep-23	117
Oct-23	86
Nov-23	66
Dec-23	66
Jan-24	75
Feb-24	51
Mar-24	66
Apr-24	66
May-24	91

Top Five Problem Natures

Problem Nature	Value
Theft	10
Suspicious Vehicle	9
Welfare Check	6
Motor Vehicle Accident	5
Unwanted Party	4
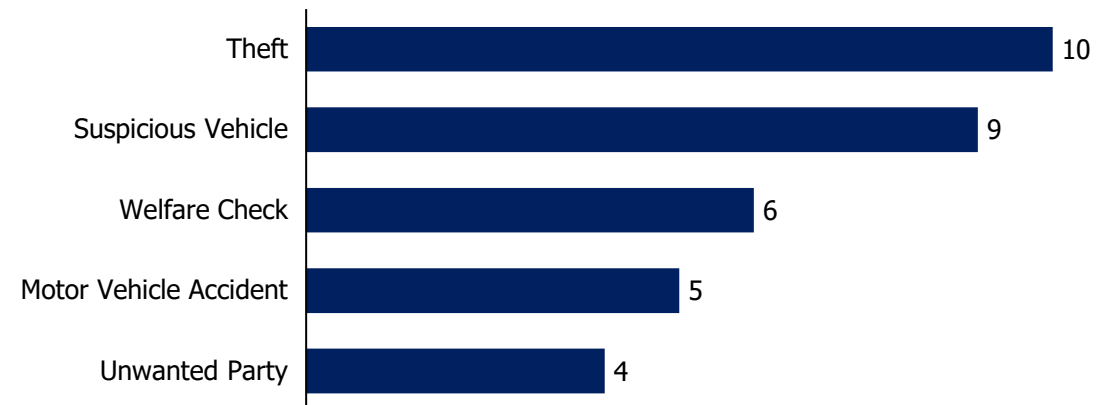
Morrison PD

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	3	4	1
Monday	0	2	4	1	7	2
Tuesday	0	0	1	1	2	1
Wednesday	0	0	0	3	3	1
Thursday	0	0	2	3	5	1
Friday	0	0	5	3	8	2
Saturday	0	1	0	1	2	1
Assignment <2 min		100%	62%			
Assignment <4 min		100%	85%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
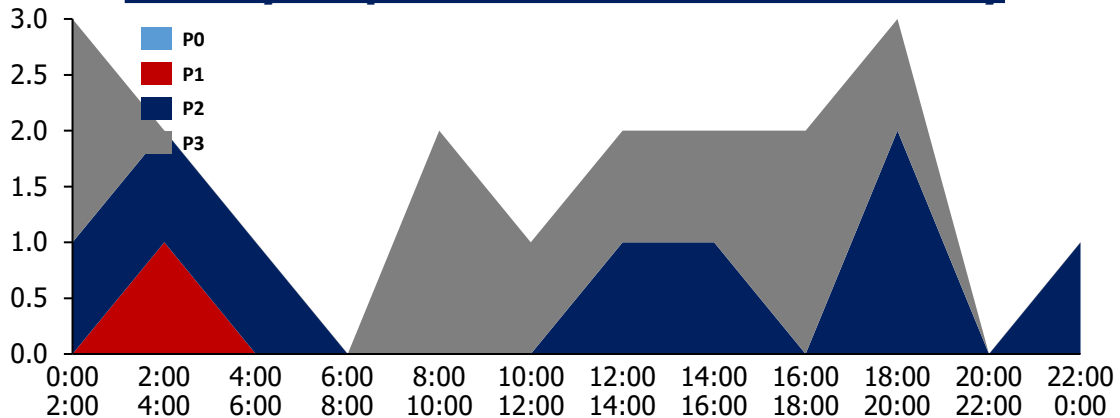
Monthly Call Volume
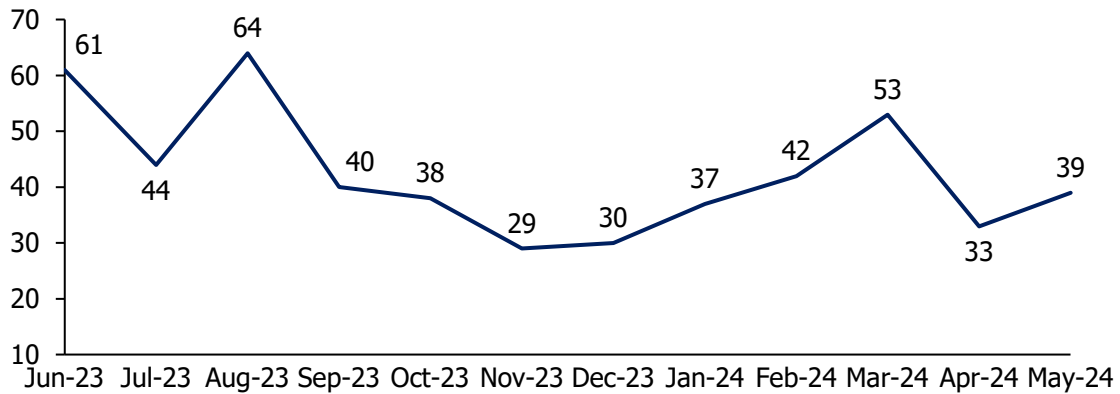
Top Five Problem Natures

Mountain View PD

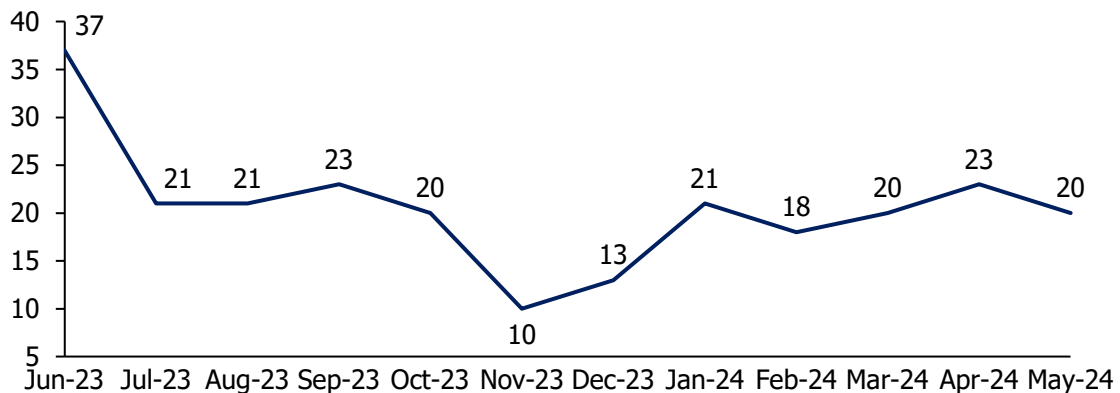## Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	1	1	3	1
Monday	0	0	2	2	4	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	1	3	4	1
Thursday	0	0	0	3	3	1
Friday	0	0	2	0	2	0
Saturday	0	0	1	1	2	1
Assignment <2 min		100%	88%			
Assignment <4 min		100%	100%			

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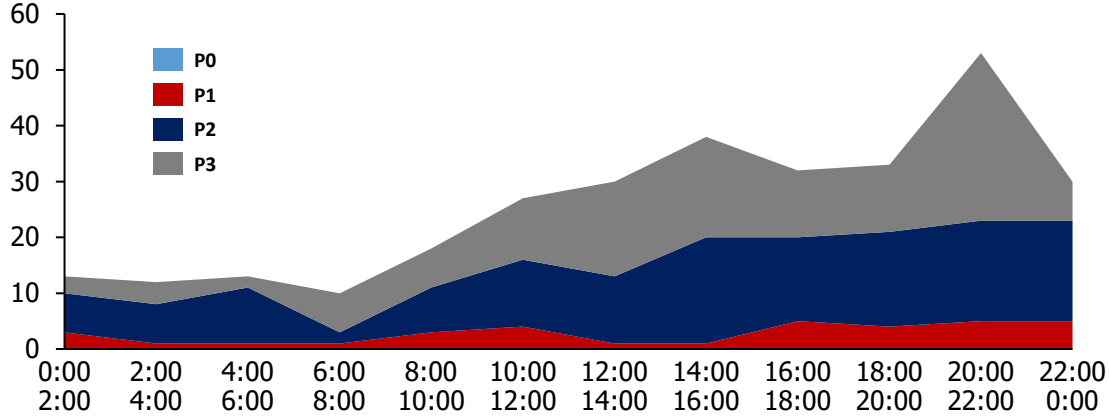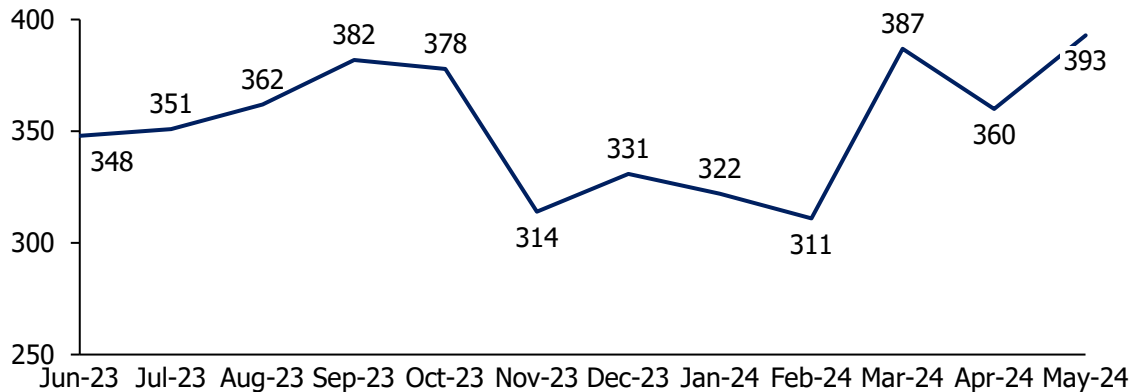
Monthly Call Volume

Top Five Problem Natures

Suspicious Vehicle	3
Follow Up	3
911 Hangup/Check	2
Welfare Check	2
Citizen Assist/Serv Call	2

Edgewater PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

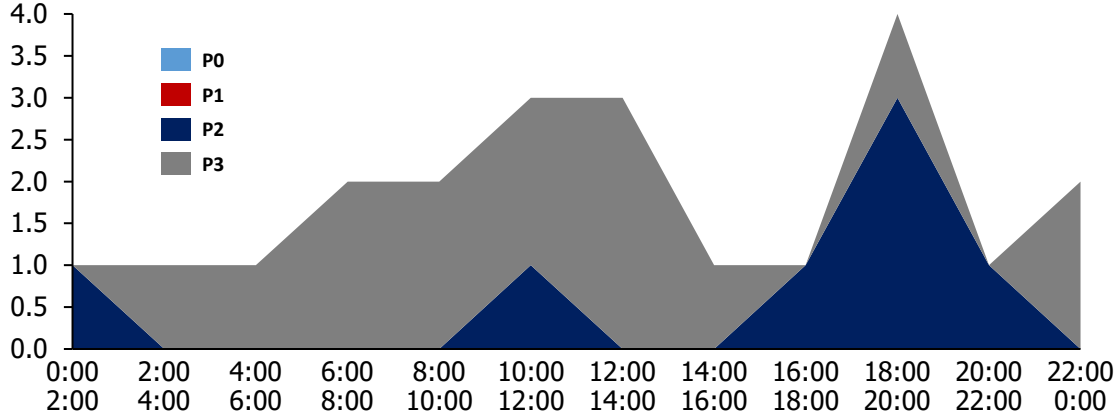## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	26	11	42	11
Monday	0	3	20	14	37	9
Tuesday	0	5	16	11	32	8
Wednesday	0	4	21	23	48	10
Thursday	0	4	26	21	51	10
Friday	0	8	17	33	58	12
Saturday	0	5	19	17	41	10
Assignment <2 min		82%	66%			
Assignment <4 min		88%	82%			

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

Monthly Call Volume

Data points: Jun-23: 348, Jul-23: 351, Aug-23: 362, Sep-23: 382, Oct-23: 378, Nov-23: 314, Dec-23: 331, Jan-24: 322, Feb-24: 311, Mar-24: 387, Apr-24: 360, May-24: 393

Top Five Problem Natures

Problem Nature	Count
Theft	46
Follow Up	28
Disturbance	24
Motor Vehicle Accident	24
Unwanted Party	24
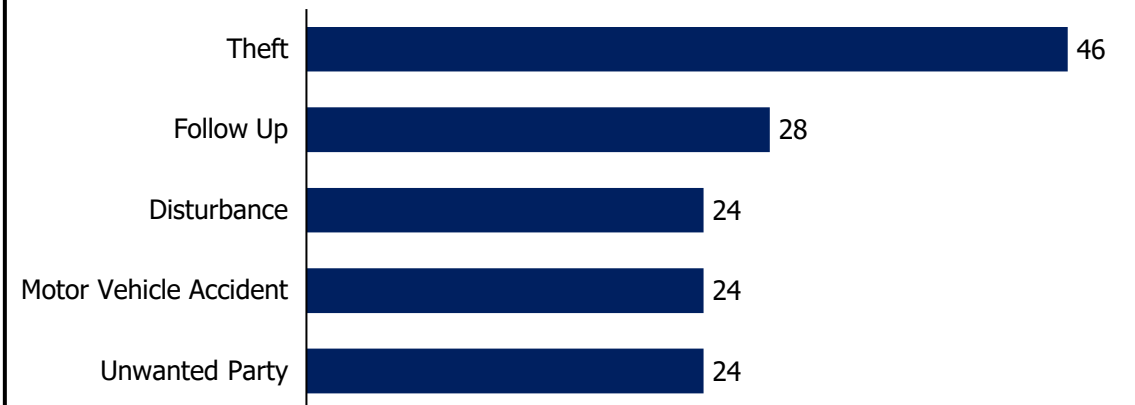
Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

(Area chart, y-axis 0.0 to 4.0, x-axis time of day from 0:00/2:00 to 22:00/0:00)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	1
Monday	0	0	0	3	3	1
Tuesday	0	0	0	0	0	0
Wednesday	0	0	1	1	2	0
Thursday	0	0	3	1	4	1
Friday	0	0	1	5	6	1
Saturday	0	0	2	3	5	1
Assignment <2 min		N/A	71%			
Assignment <4 min		N/A	86%			

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

Monthly Call Volume

(Line chart, y-axis 10 to 35, x-axis Jun-23 to May-24)

- Jun-23: 13
- Jul-23: 21
- Aug-23: 32
- Sep-23: 30
- Oct-23: 30
- Nov-23: 29
- Dec-23: 23
- Jan-24: 23
- Feb-24: 21
- Mar-24: 14
- Apr-24: 26
- May-24: 28

Top Five Problem Natures

- 911 Hangup/Check: 11
- Advised PD: 4
- Info Medical (Law): 3
- Area Check: 2
- Unwanted Party: 1

Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day
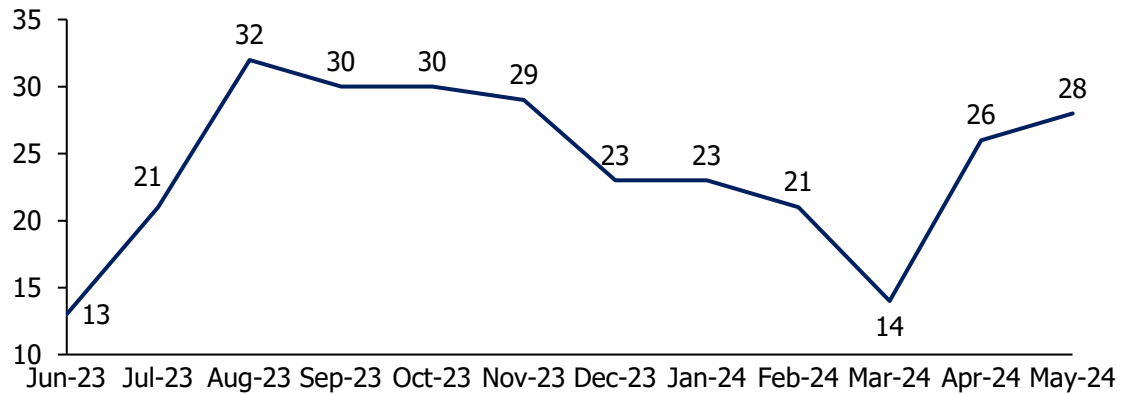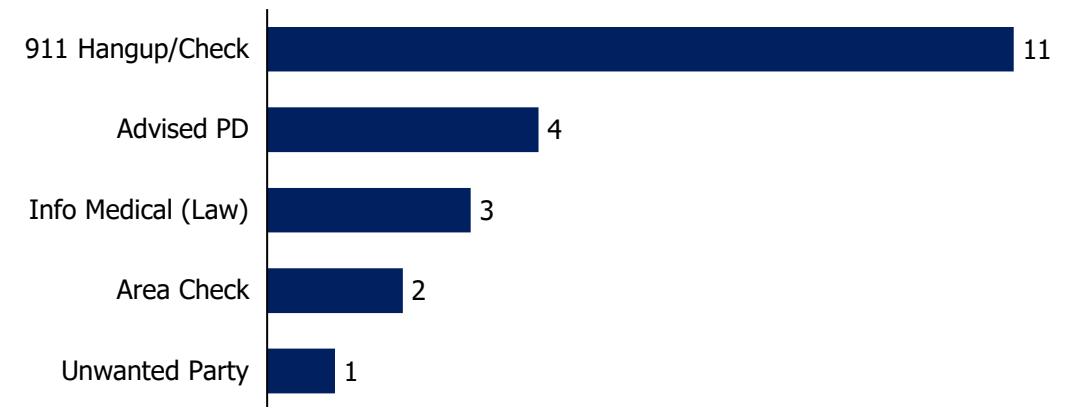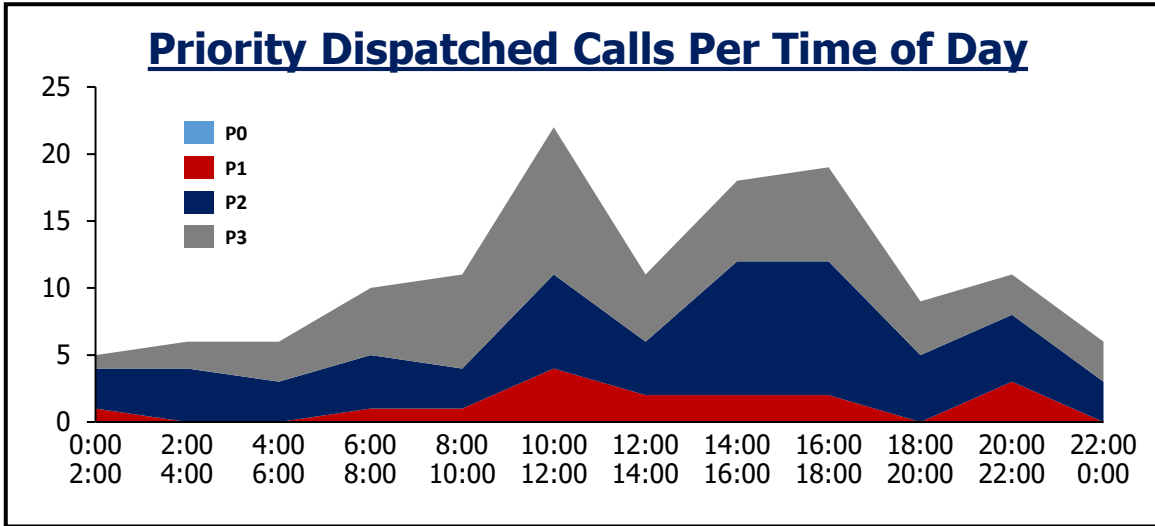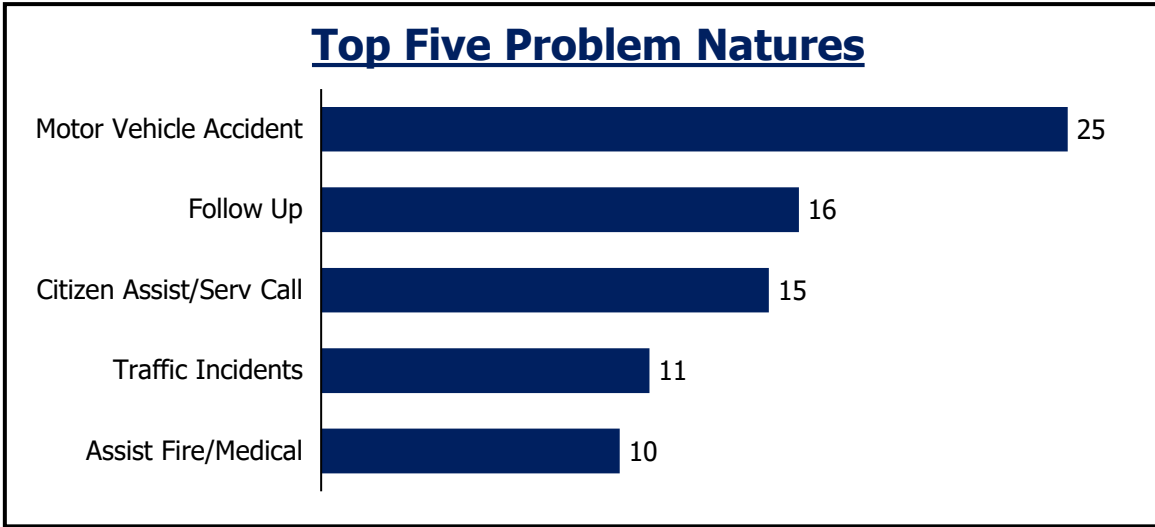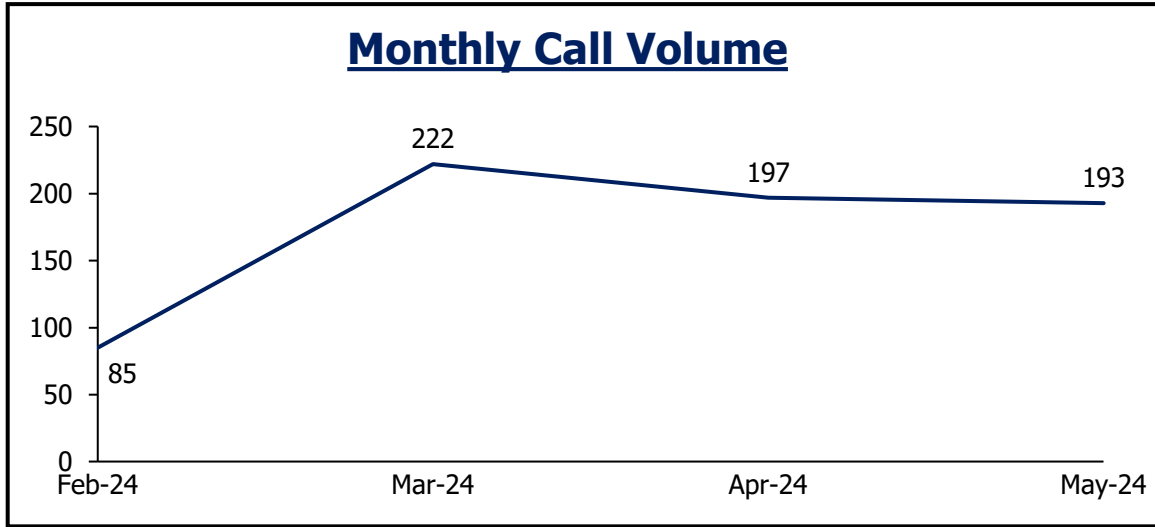

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	10	11	23	6
Monday	0	5	11	10	26	7
Tuesday	0	1	7	4	12	3
Wednesday	0	4	9	5	18	4
Thursday	0	1	5	13	19	4
Friday	0	2	9	10	21	4
Saturday	0	1	10	4	15	4
Assignment <2 min		50%	39%			
Assignment <4 min		94%	69%			

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

Monthly Call Volume

Top Five Problem Natures

Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Idaho Springs PD
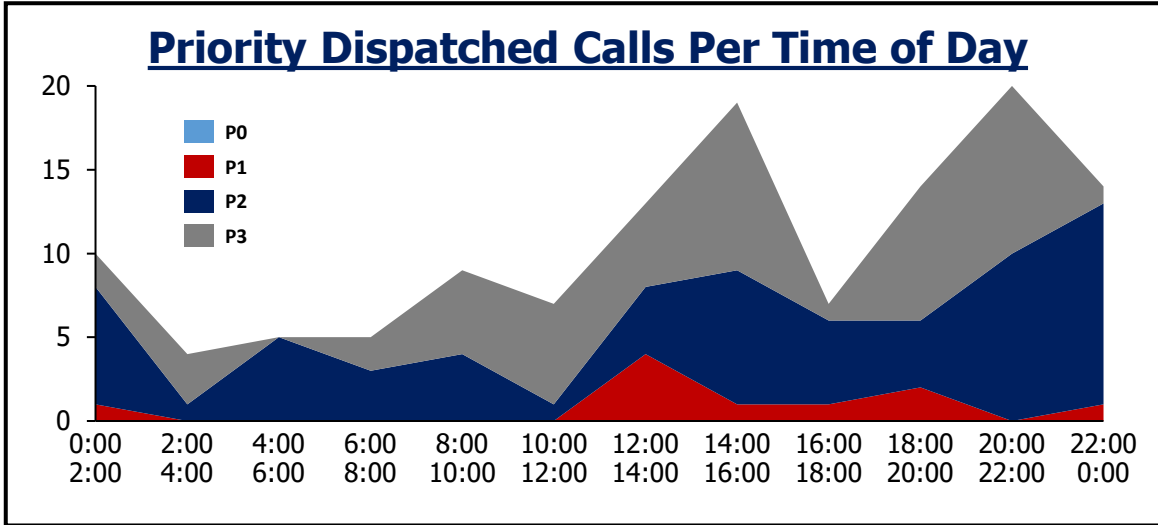
Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	8	12	3
Monday	0	1	6	12	19	5
Tuesday	0	0	6	3	9	2
Wednesday	0	0	7	6	13	3
Thursday	0	4	9	8	21	4
Friday	0	2	21	8	31	6
Saturday	0	2	12	8	22	6
Assignment <2 min		70%	75%			
Assignment <4 min		100%	97%			

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

Monthly Call Volume

Feb-24: 42, Mar-24: 180, Apr-24: 154, May-24: 150

Top Five Problem Natures

- Traffic incidents: 20
- Building Check: 11
- Follow Up: 11
- Welfare Check: 9
- Citizen Assist/Serv Call: 9
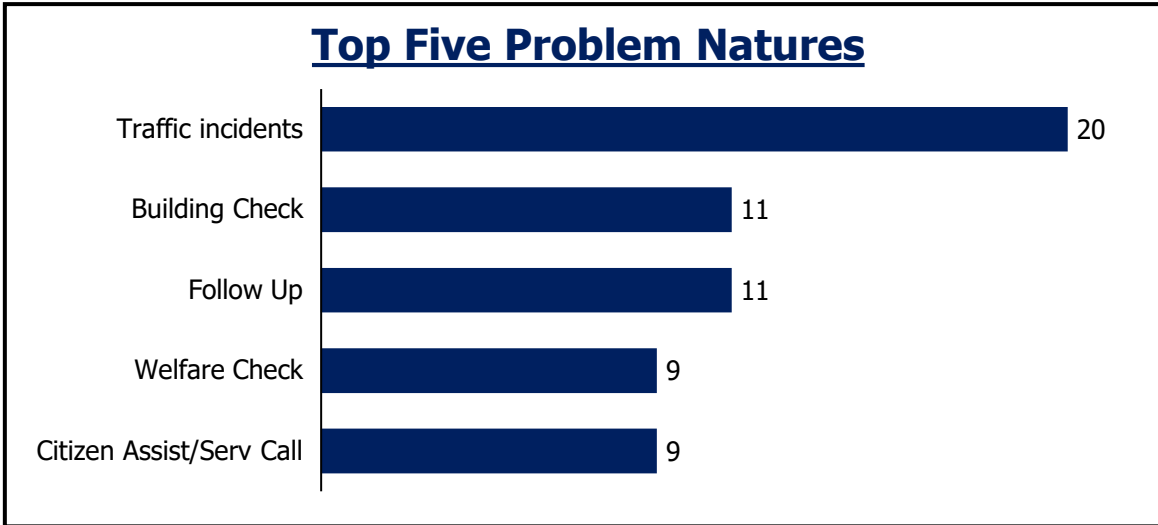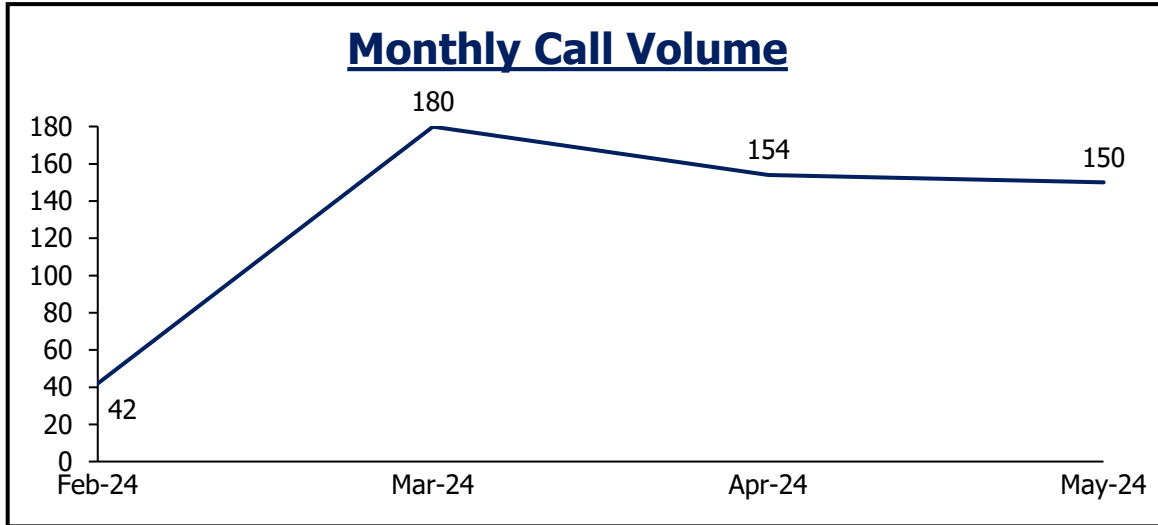
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Georgetown PD
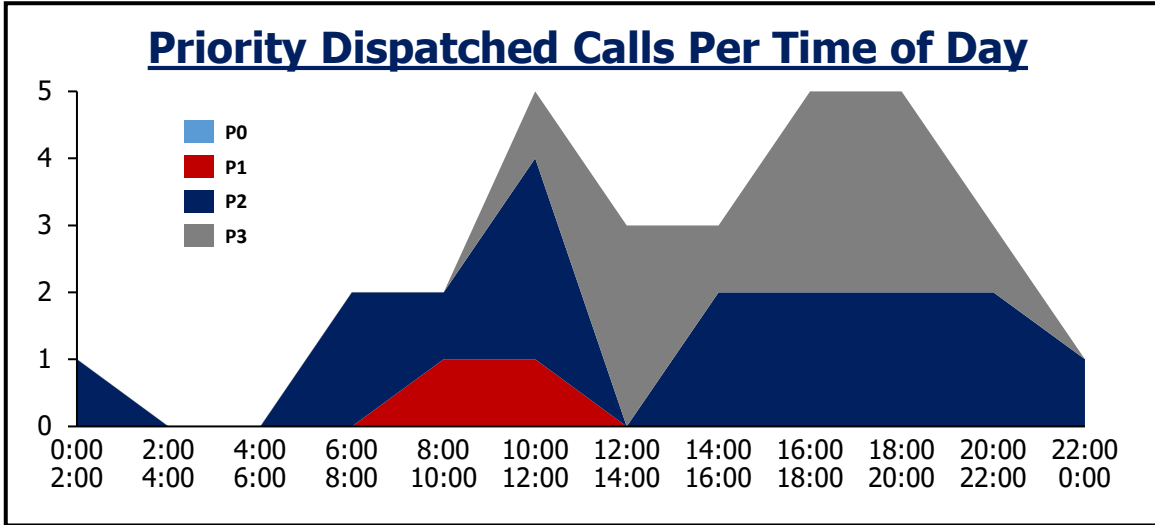
Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	4	9	2
Monday	0	0	2	1	3	1
Tuesday	0	0	2	3	5	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	4	1	5	1
Friday	0	1	2	1	4	1
Saturday	0	0	2	1	3	1
Assignment <2 min		50%	38%			
Assignment <4 min		100%	88%			

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

Monthly Call Volume

Top Five Problem Natures

Traffic Incidents	4
Citizen Assist/Serv Call	4
Assist Fire/Medical	3
Motor Vehicle Accident	3
Verified Alarm	3

Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Empire PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3
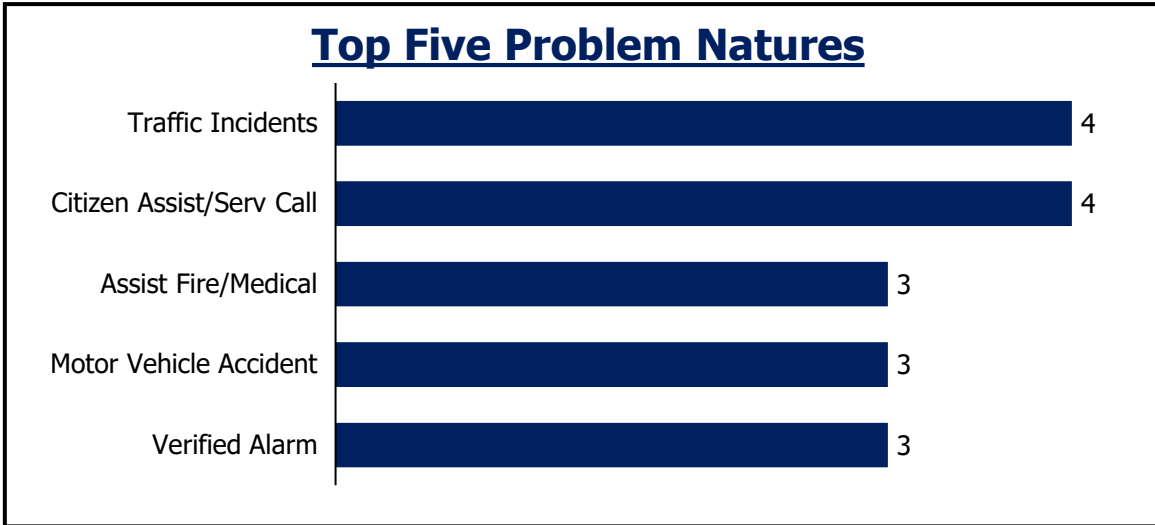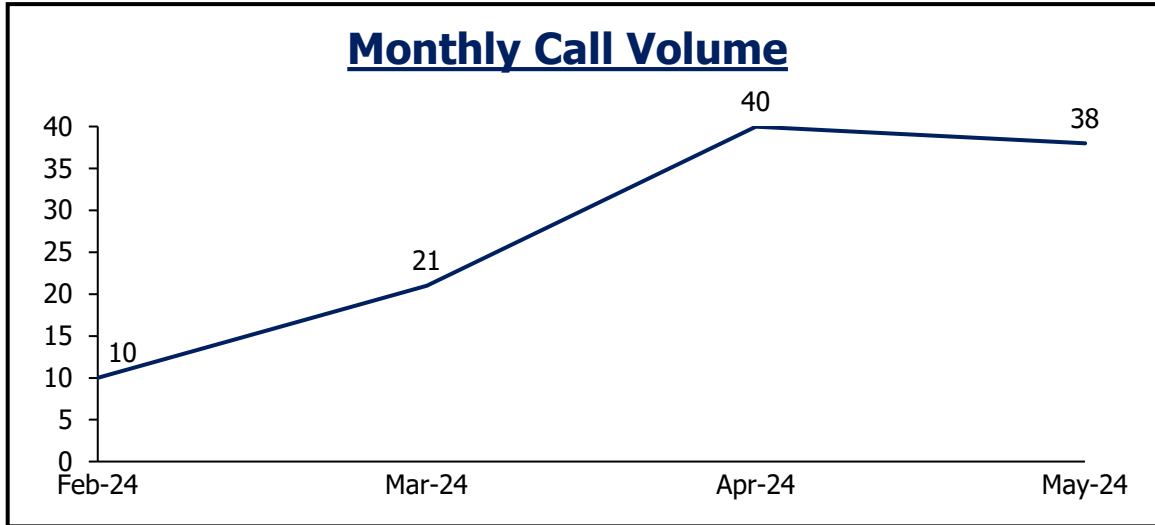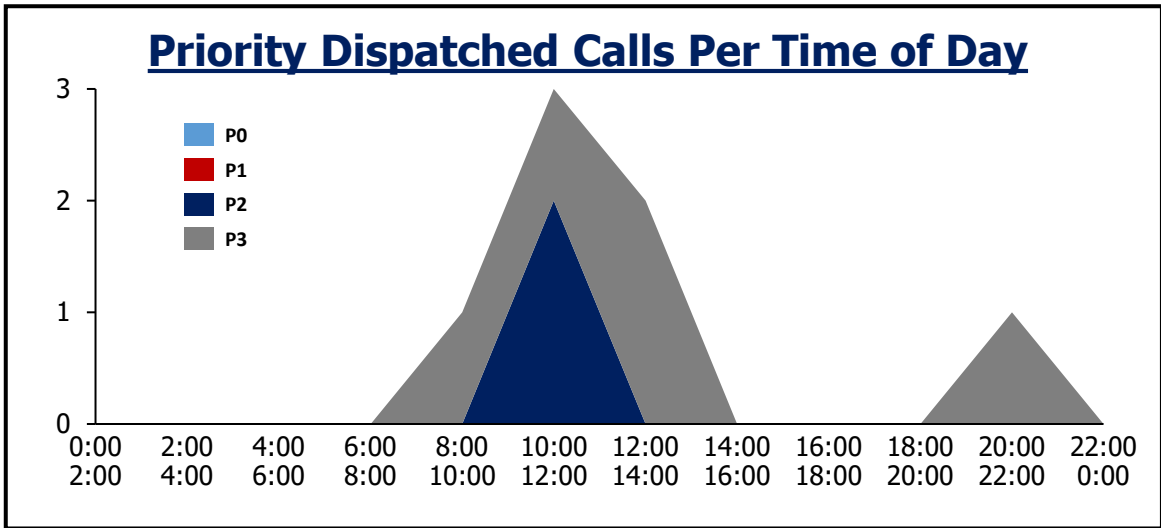
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

Feb-24: 0
Mar-24: 2
Apr-24: 14
May-24: 10

Top Five Problem Natures

Problem Nature	Count
Unwanted Party	1
Abandoned Animal	1
Citizen Assist/Serv Call	1
Building Check	1
Traffic Incidents	1
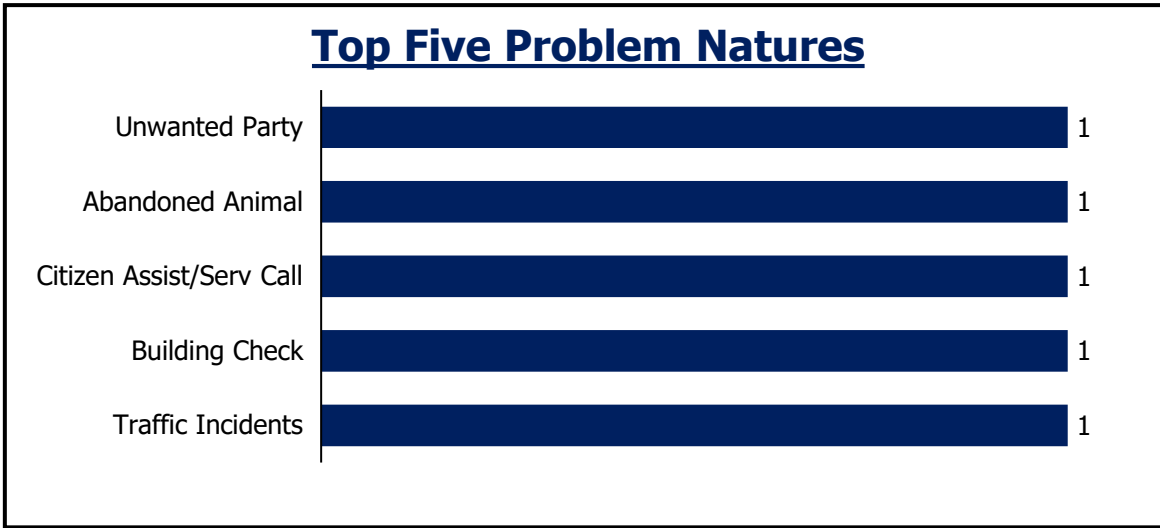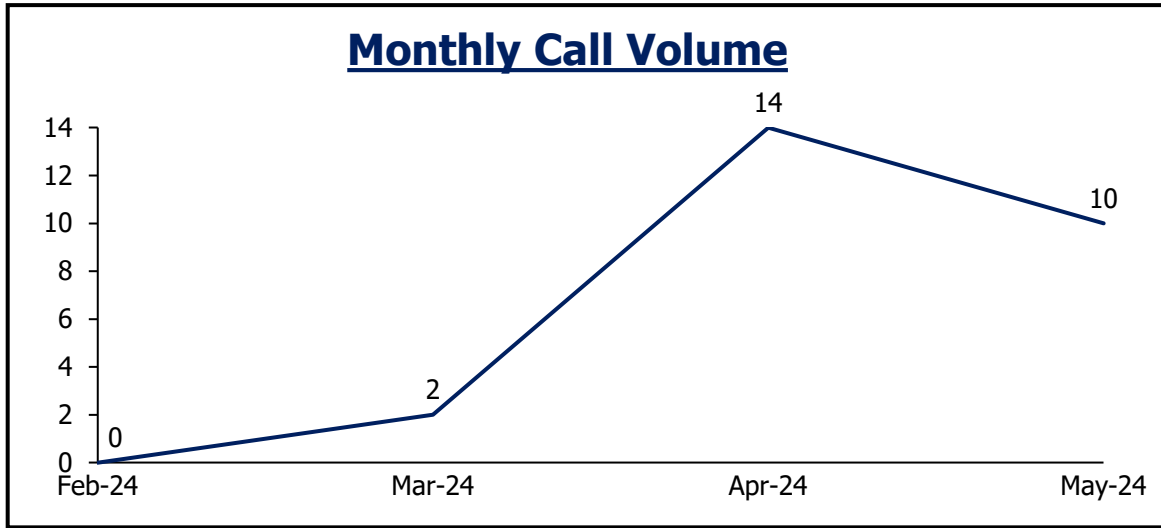
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward. Empire jurisdiction is properly reflected in data as of mid April.