Jefferson County Communications Center Authority
JEFFCOM911

August 2024
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	August Calls	% Total	6 Month Trend
Lakewood PD	5,940	28.2%	
Arvada PD	2,991	14.2%	
Jeffco Sheriff	2,968	14.1%	
Wheat Ridge PD	1,541	7.3%	
Golden PD	576	2.7%	
Edgewater PD	293	1.4%	
Clear Creek Sheriff	258	0.5%	
Idaho Springs PD	181	0.2%	
Lakeside PD	66	0.3%	
Morrison PD	55	0.3%	
Georgetown PD	55	0.3%	
CSM PD	27	0.0%	
Empire PD	18	0.1%	
Mountain View PD	16	0.0%	
Total	**14,985**	**69.5%**	
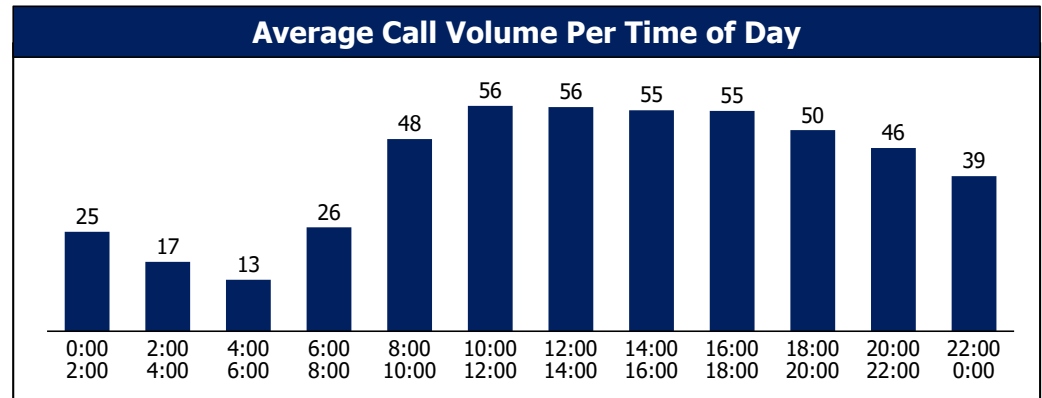
Average Call Volume Per Time of Day

Time	Value
0:00–2:00	25
2:00–4:00	17
4:00–6:00	13
6:00–8:00	26
8:00–10:00	48
10:00–12:00	56
12:00–14:00	56
14:00–16:00	55
16:00–18:00	55
18:00–20:00	50
20:00–22:00	46
22:00–0:00	39

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	5	185	578	539	129	250	102	1,788	13.2%
Monday	3	162	593	602	177	401	117	2,055	15.2%
Tuesday	3	119	582	639	168	379	139	2,029	15.0%
Wednesday	2	137	597	590	142	359	124	1,951	14.4%
Thursday	2	204	722	727	156	378	153	2,342	13.8%
Friday	1	216	722	761	159	466	139	2,464	14.5%
Saturday	3	249	788	725	164	277	150	2,356	13.9%
Total	**19**	**1,272**	**4,582**	**4,583**	**1,095**	**2,510**	**924**	**14,985**	

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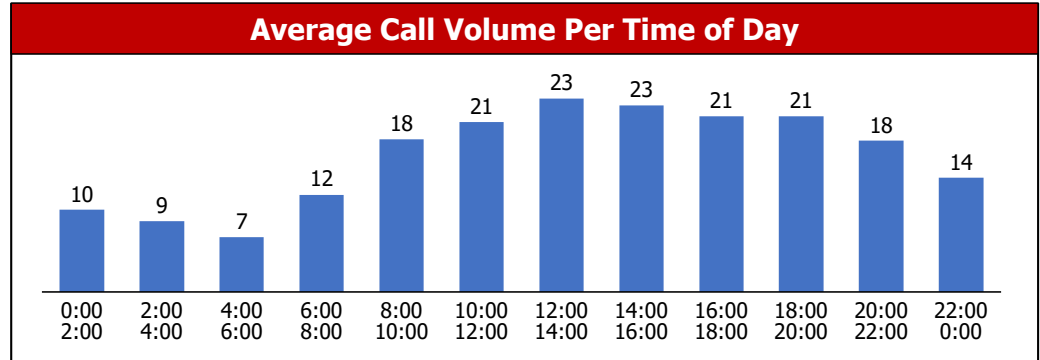*Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Fire Stats
Calls Received, Processed, and Dispatched

Agency	August Calls	% of Total	6 Month Trend
West Metro Fire	3,416	16.2%	
Arvada Fire	1,434	6.8%	
Golden Fire	269	1.3%	
Evergreen Fire	210	1.0%	
Clear Creek Fire	150	0.7%	
Clear Creek EMS	115	0.5%	
Elk Creek Fire	107	0.5%	
Fairmount Fire	86	0.4%	
Highland Rescue	69	0.3%	
Pleasant View Fire	62	0.3%	
Inter Canyon Fire	44	0.2%	
Foothills Fire	42	0.2%	
Genesee Fire	25	0.1%	
North Fork Fire	22	0.1%	
Indian Hills Fire	17	0.1%	
Golden Gate Fire	13	0.1%	
Total	**6,081**	**28.9%**	

Average Call Volume Per Time of Day

Time	Value
0:00–2:00	10
2:00–4:00	9
4:00–6:00	7
6:00–8:00	12
8:00–10:00	18
10:00–12:00	21
12:00–14:00	23
14:00–16:00	23
16:00–18:00	21
18:00–20:00	21
20:00–22:00	18
22:00–0:00	14

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority 1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	14	433	264	8	0	2	721	13.2%
Monday	17	499	298	9	0	3	826	15.1%
Tuesday	10	473	291	9	0	2	785	14.3%
Wednesday	14	477	257	5	0	3	756	13.8%
Thursday	17	600	349	16	0	4	986	14.4%
Friday	20	623	364	14	0	8	1029	15.0%
Saturday	15	608	344	9	0	2	978	14.3%
Total	**107**	**3,713**	**2,167**	**70**	**0**	**24**	**6,081**	

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.
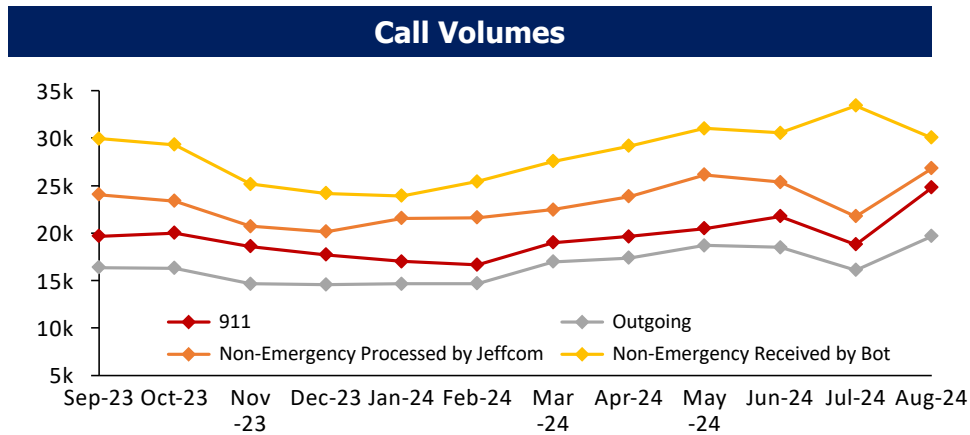
Service Level Agreement
Call Processing

Process	SLA	Result	Target	Analysis
Call Answering and Processing	**90% of 911 calls answered within 15 seconds**	77.5%	95% of 911 calls answered within 15 Seconds	**Root Cause: Call Answering Time** The decrease in answer statistics for August was primarily due to the implementation of a new phone answering system, which introduced unfamiliar functionality and a different interface, leading to a temporary adjustment period for staff. This included changes to "Abandoned Call Back" and "Cherry Picking" for dispatchers to assist in answering 9-1-1 calls. For example, 911 Hangup Calls increased by 16% (4,816 to 5,595) from July to August, and an increase of 20% from August 2023. Additionally, there was a 23% increase in total daily emergency call volume compared to last year, driven by several large-scale events, including the Goltra Fire, continued calls about the Quarry Fire, a grass fire at Roxborough, the Lookout Mountain Fire, and a fatal semi rollover incident. The combination of these events and the adjustment to the new system significantly impacted efficiency.
	99% of 911 calls answered within 40 seconds	91.3%	99% of 911 calls answered within 40 Seconds	
	90% of Priority 1 and 2 calls processed within 60 seconds	52.9%	90% of 911 calls processed within 60 Seconds	
	(Included as a reference only)	89.0%	95% of 911 calls processed within 106 Seconds	**Remediation: Call Answering Time** Jeffcom is collaborating with Carbyne to enhance call-handling efficiency, including improving the ability to prioritize calls more effectively. Carbyne and the Jeffcom team continue to meet on training opportunities and remedy identified issues. The Jeffcom team has also begun to deliver data to support "Call Triage," which will help manage major incidents like those experienced during the month. Additionally, recruitment efforts are ongoing, with nine new staff members expected to be cleared for call-taking, nine transitioning to "On the Job" training, and nine more beginning a new academy in September. Finally, the team expects to roll out Tenzinga after the team has created a new Mission Statement, Core Values and Communication Plan. These efforts will improve employment satisfaction and increase tenure for current employees.
Average Admin Call Initial Hold Time	**15% of all non-emergency calls for service are put on hold for 60 seconds or less**	*	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less	
Quality Assurance Scores	**EMD; Target average of 75%**	91.1%	Target average of 95% with a minimum of 80%	**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.
	EFD; Target average of 75%	97.6%	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 01:49 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.
	LAW; Target average of 75%	95.9%	Target average of 95% with a minimum of 80%	

*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.
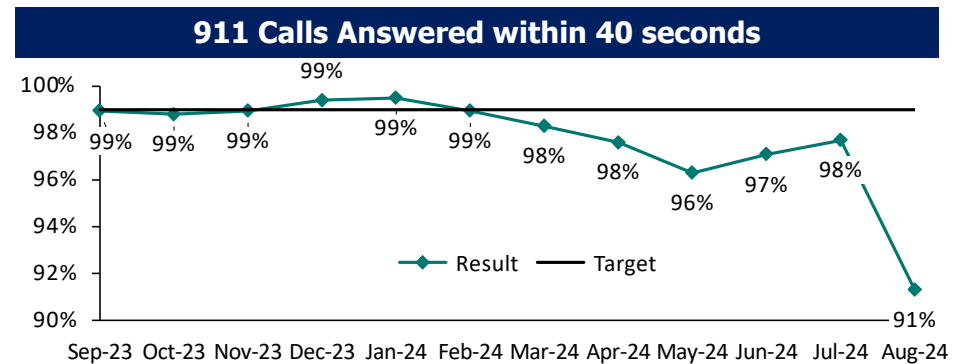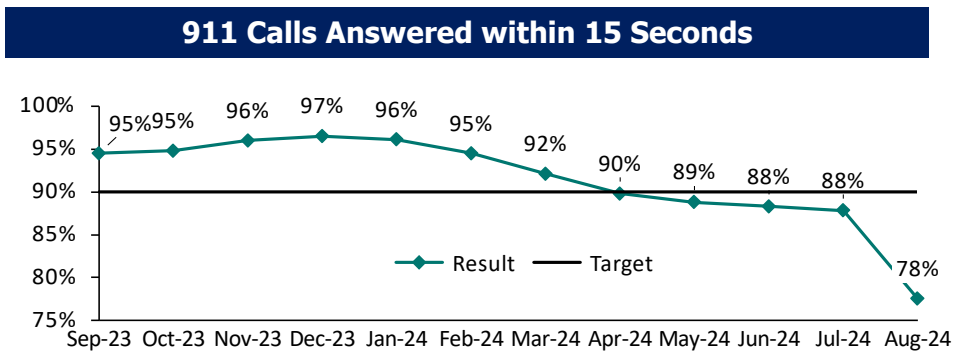
Service Level Agreement and Volume Trends

Call Volumes

911 — Outgoing — Non-Emergency Processed by Jeffcom — Non-Emergency Received by Bot

Trend Table

Average Daily Calls	Aug-24	Jul-24	Aug-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	634	555	556	⬆ 14%	⬆ 14%
Incoming - **Admin** to Bot	969	1,151	1,045	⬇ -16%	⬇ -7%
Incoming - **Admin** to Jeffcom	864	750	834	⬆ 15%	⬆ 4%
Incoming - **911**	799	648	701	⬆ 23%	⬆ 14%
911 calls answered within 15 seconds	🔴 77.5%	🟡 87.8%	🟢 90.1%	⬇ -10.3%	⬇ -12.6%
911 calls answered within 40 seconds	🔴 91.3%	🟡 97.7%	🟡 97.1%	⬇ -6.4%	⬇ -5.8%

911 Calls Answered within 15 Seconds

95% 95% 96% 97% 96% 95% 92% 90% 89% 88% 88% 78%

Result — Target

911 Calls Answered within 40 seconds

99% 99% 99% 99% 99% 99% 98% 98% 96% 97% 98% 91%

Result — Target

*Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st. These numbers are not an accurate depiction of total call volume for the month.
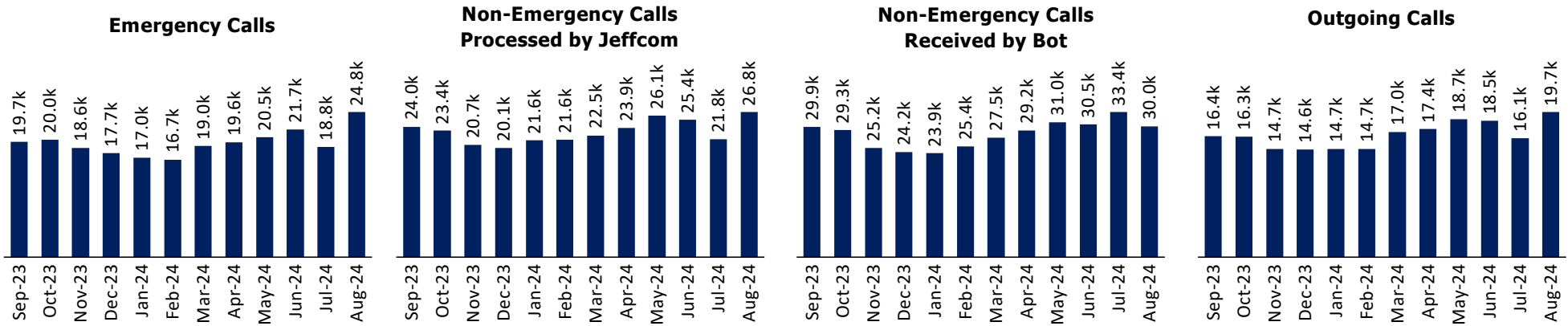
6

Call Volume/Agency Specific Inquiries
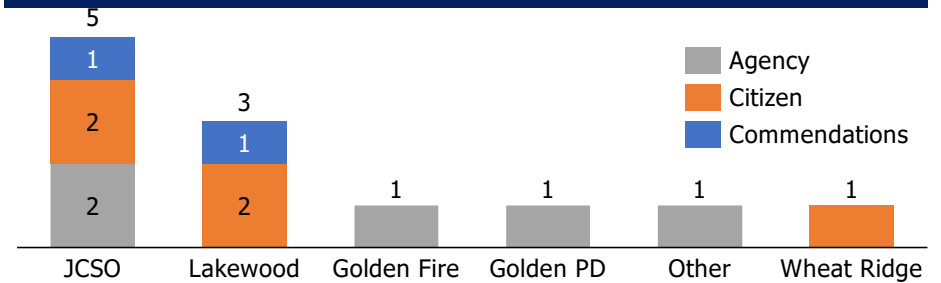
JEFFCOM

12 Month Trends

Emergency Calls

Month	Value
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
Jun-24	21.7k
Jul-24	18.8k
Aug-24	24.8k

Non-Emergency Calls Processed by Jeffcom

Month	Value
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
Jun-24	25.4k
Jul-24	21.8k
Aug-24	26.8k

Non-Emergency Calls Received by Bot

Month	Value
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
Jun-24	30.5k
Jul-24	33.4k
Aug-24	30.0k

Outgoing Calls

Month	Value
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
Jun-24	18.5k
Jul-24	16.1k
Aug-24	19.7k

Call Volume

Line	Calls	Notes
Outgoing	19,657	14.2% increase per day from July*
Incoming - **Admin** to Bot	30,042	15.9% decrease per day from July*
Incoming - **Admin** to Jeffcom	26,791	15.2% increase per day from July*
Incoming - **911**	24,768	23.2% increase per day from July*
Total Incoming to Jeffcom	**51,559**	**18.9% Increase per day from July***
*July data based on 29 days of data		

August Inquiries

Legend: Agency (gray), Citizen (orange), Commendations (blue)

Category	Agency	Citizen	Commendations	Total
JCSO	2	2	1	5
Lakewood		2	1	3
Golden Fire	1			1
Golden PD	1			1
Other	1			1
Wheat Ridge		1		1

*Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st. These numbers are not an accurate depiction of total call volume for the month.

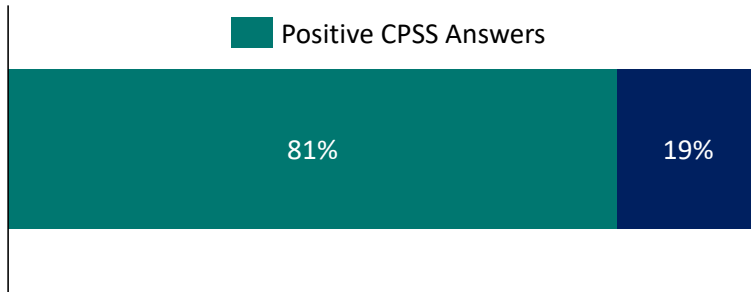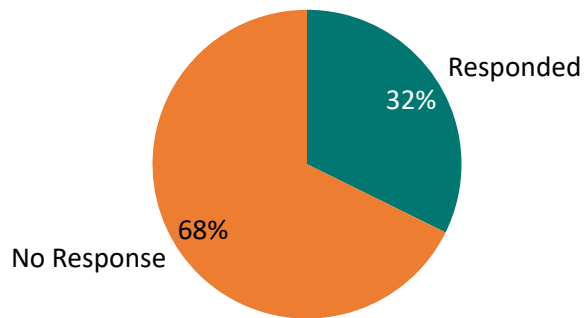# PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)

Positive CPSS Answers

81%   19%

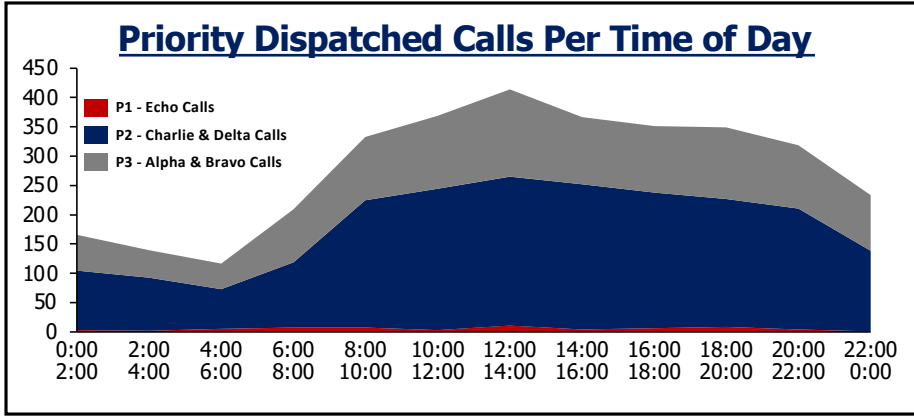## Survey Response Rate

Responded 32%

No Response 68%

Survey Responses

- Operator was super kind and helped my daughter and I through a very stressful and scary situation
- Thanks for your help!
- Very Quick
- She was also very calm and helpful
- Efficient
- The call taker was very thorough with questions related to matters and very easy to talk to walk with.
- As shaken up, I was 911 was pleasant and her calm voice helped me.
- The operator was very nice and professional.
- She was very professional and helpful.
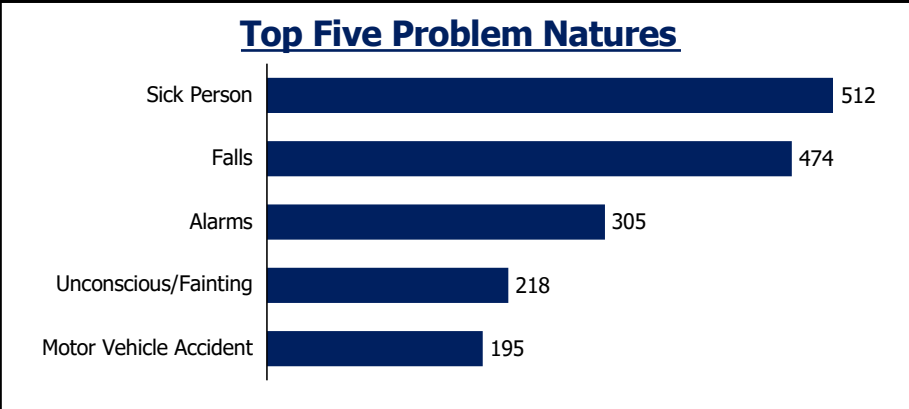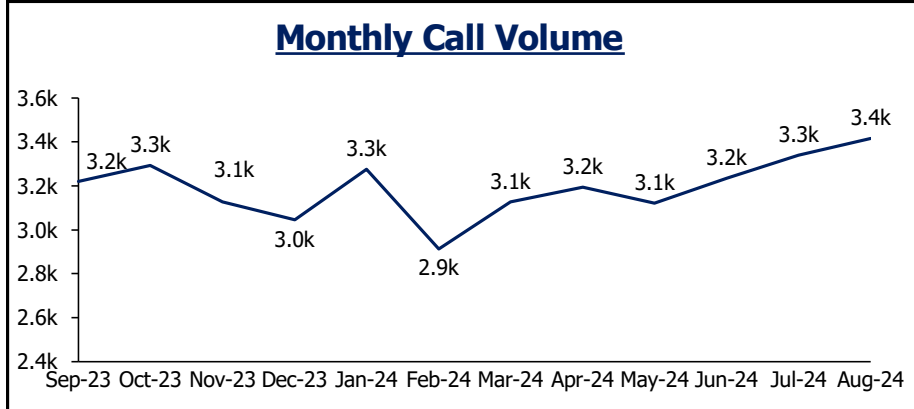- I am grateful to the operators who answer 911

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	4	225	153	382	96
Monday	10	294	155	459	115
Tuesday	5	278	174	457	114
Wednesday	9	279	146	434	109
Thursday	13	357	183	553	111
Friday	13	373	191	577	115
Saturday	10	320	177	507	101
Assignment <1 min	98%	96%			

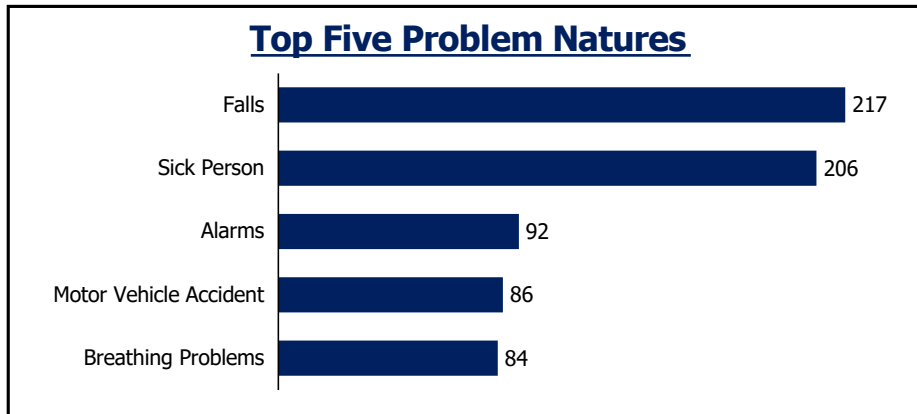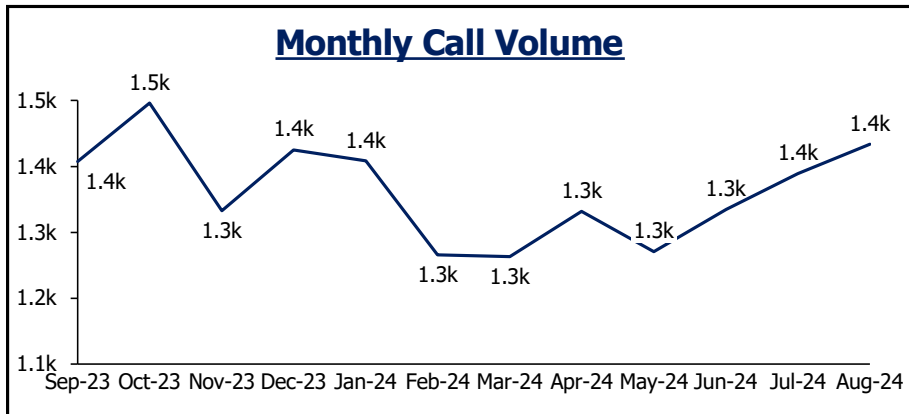Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

Data points: 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, Jun-24: 3.2k, Jul-24: 3.3k, Aug-24: 3.4k

Top Five Problem Natures

Problem Nature	Count
Sick Person	512
Falls	474
Alarms	305
Unconscious/Fainting	218
Motor Vehicle Accident	195

Arvada Fire

Priority Dispatched Calls Per Time of Day

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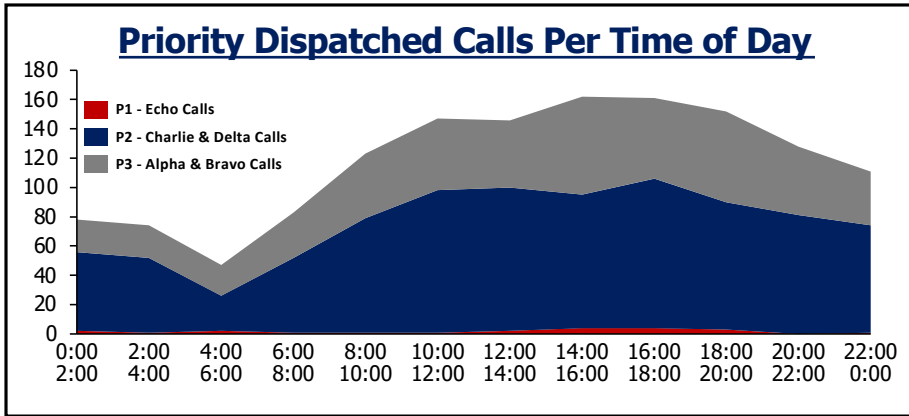
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	3	116	59	178	45
Monday	2	121	72	195	49
Tuesday	2	102	57	161	40
Wednesday	5	110	62	177	44
Thursday	3	143	90	236	47
Friday	6	138	88	232	46
Saturday	1	157	75	233	47
Assignment <1 min	100%	95%			

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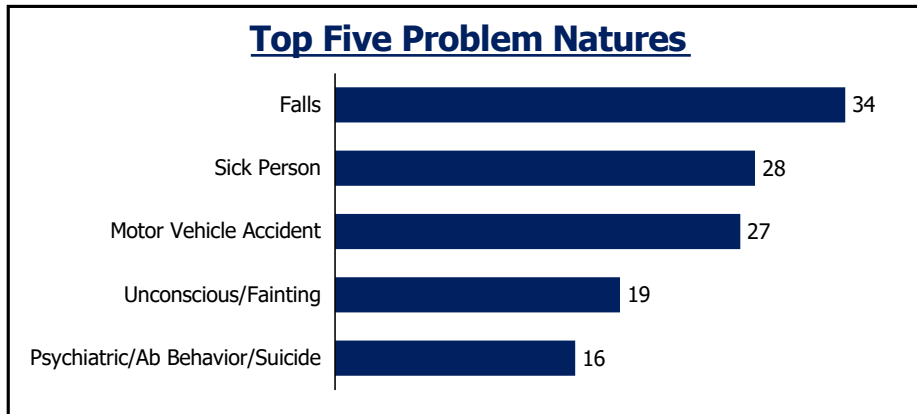
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Value
Falls	217
Sick Person	206
Alarms	92
Motor Vehicle Accident	86
Breathing Problems	84

Golden Fire

Priority Dispatched Calls Per Time of Day

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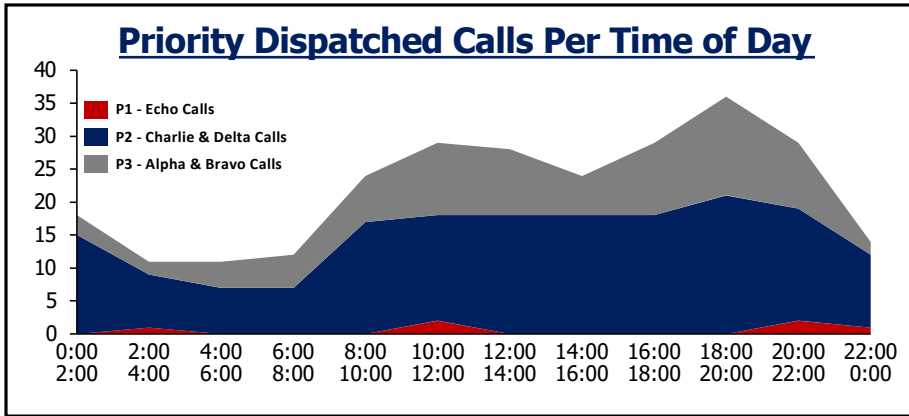
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	24	9	35	9
Monday	0	23	19	42	11
Tuesday	1	22	10	33	8
Wednesday	0	20	9	29	7
Thursday	1	22	16	39	8
Friday	1	34	12	47	9
Saturday	1	28	11	40	8
Assignment <1 min	100%	80%			

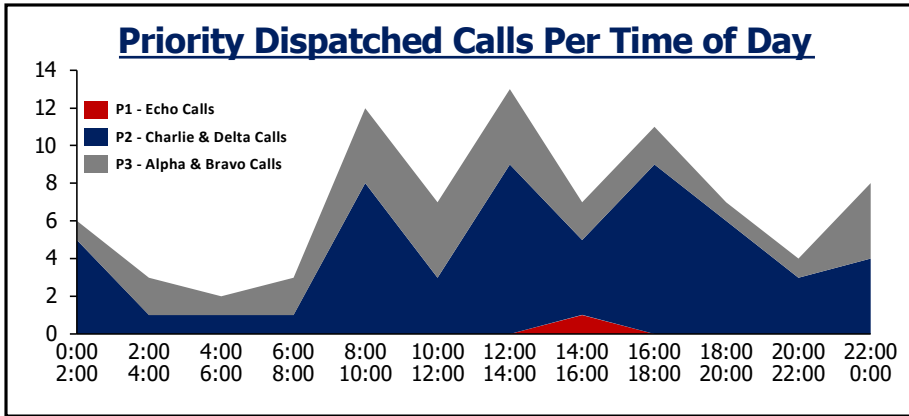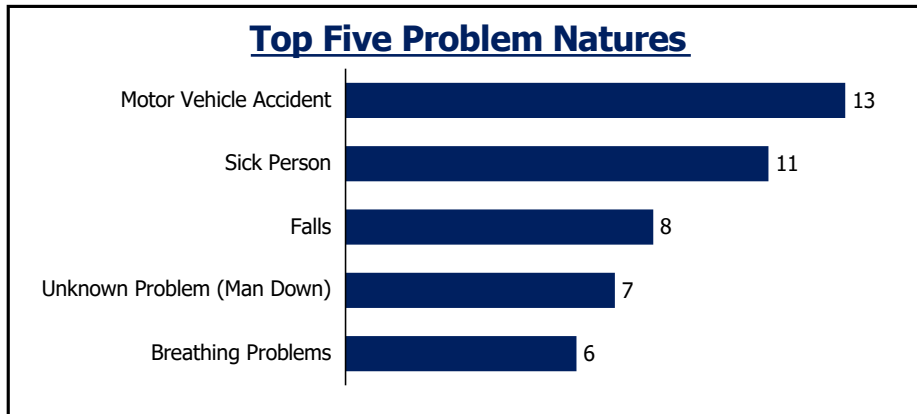Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

Sep-23: 257, Oct-23: 245, Nov-23: 238, Dec-23: 230, Jan-24: 233, Feb-24: 211, Mar-24: 228, Apr-24: 246, May-24: 244, Jun-24: 226, Jul-24: 252, Aug-24: 269

Top Five Problem Natures

- Falls: 34
- Sick Person: 28
- Motor Vehicle Accident: 27
- Unconscious/Fainting: 19
- Psychiatric/Ab Behavior/Suicide: 16

Fairmount Fire

Priority Dispatched Calls Per Time of Day

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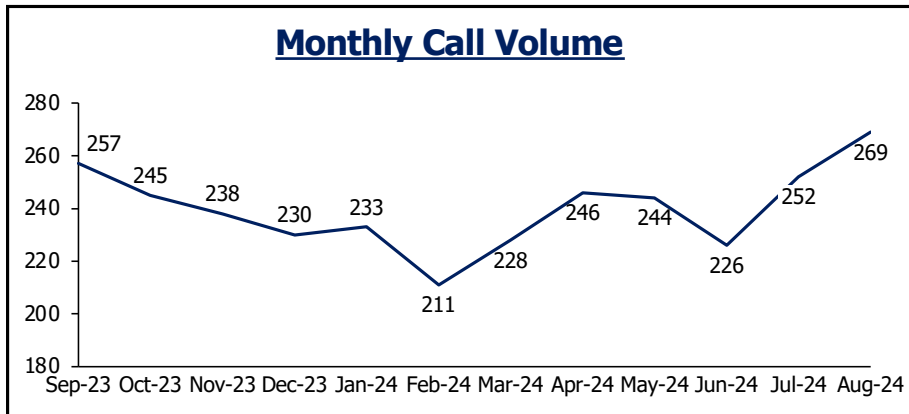
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	2	10	3
Monday	0	8	4	12	3
Tuesday	1	7	3	11	3
Wednesday	0	7	6	13	3
Thursday	0	6	2	8	2
Friday	0	9	5	14	3
Saturday	0	9	6	15	3
Assignment <1 min	100%	78%			

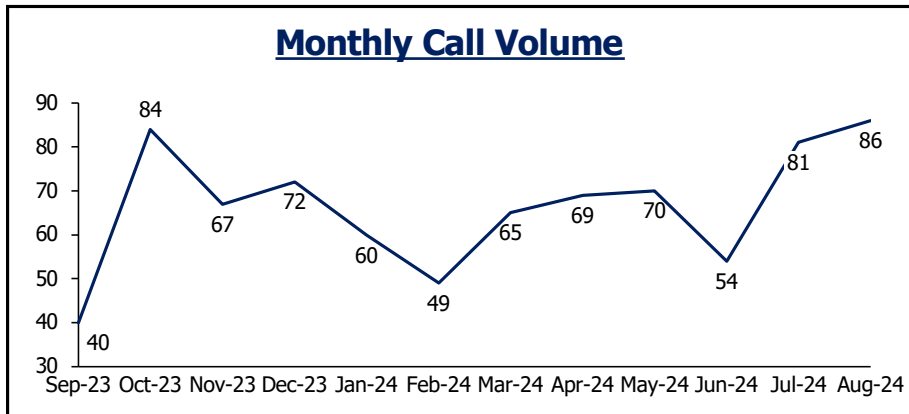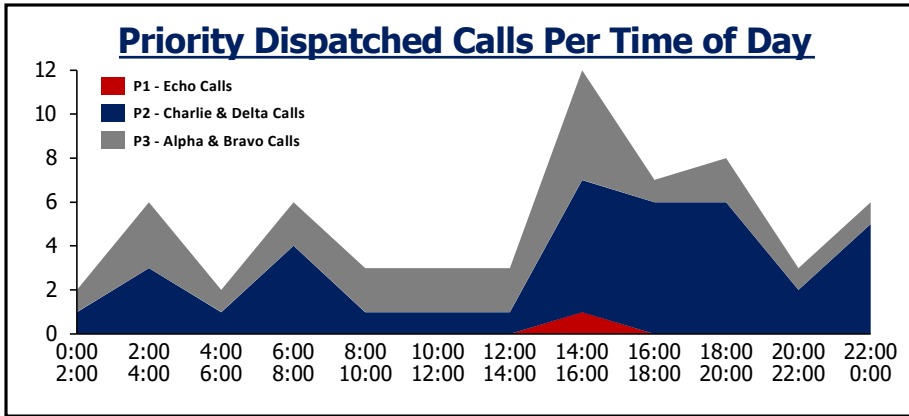**Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.**

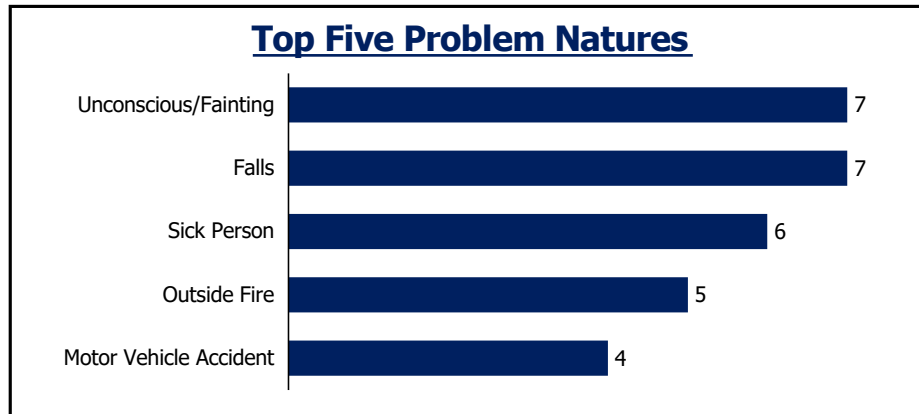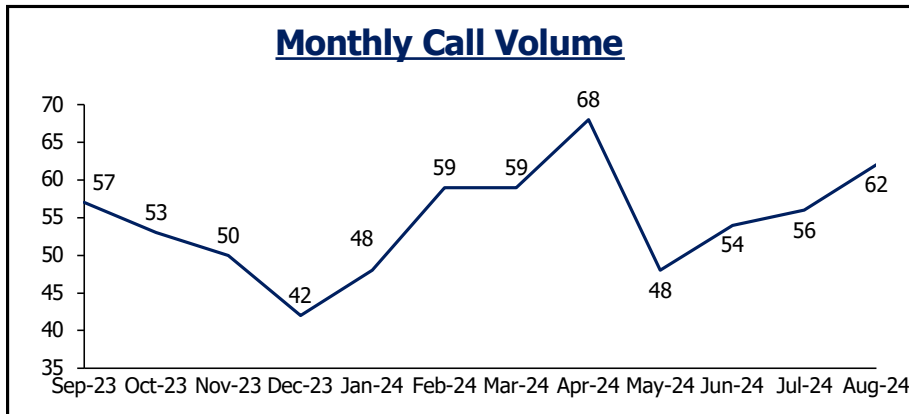## Monthly Call Volume

Values: 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, Jun-24: 54, Jul-24: 81, Aug-24: 86

Top Five Problem Natures

Problem Nature	Value
Motor Vehicle Accident	13
Sick Person	11
Falls	8
Unknown Problem (Man Down)	7
Breathing Problems	6

Pleasant View 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	2	5	7	2
Monday	0	4	5	9	2
Tuesday	0	8	2	10	3
Wednesday	0	7	3	10	3
Thursday	0	9	1	10	2
Friday	0	1	6	7	1
Saturday	1	6	1	8	2
Assignment <1 min	100%	84%			

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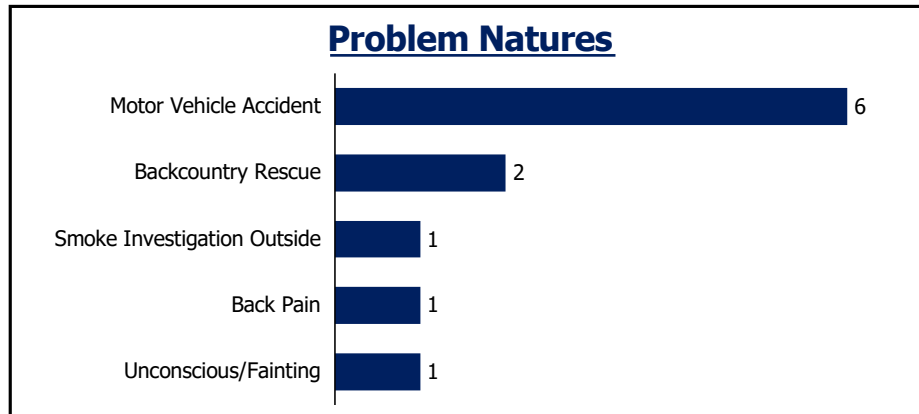
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Unconscious/Fainting	7
Falls	7
Sick Person	6
Outside Fire	5
Motor Vehicle Accident	4

Golden Gate Fire

Priority Dispatched Calls Per Time of Day

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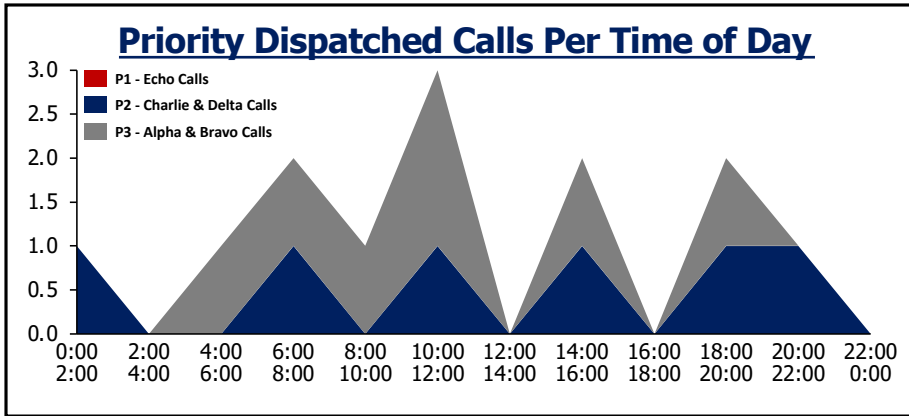
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

Month	Value
Sep-23	4
Oct-23	16
Nov-23	1
Dec-23	8
Jan-24	7
Feb-24	3
Mar-24	3
Apr-24	4
May-24	8
Jun-24	9
Jul-24	11
Aug-24	13

Problem Natures

Problem Nature	Value
Motor Vehicle Accident	6
Backcountry Rescue	2
Smoke Investigation Outside	1
Back Pain	1
Unconscious/Fainting	1

Evergreen Fire

Priority Dispatched Calls Per Time of Day

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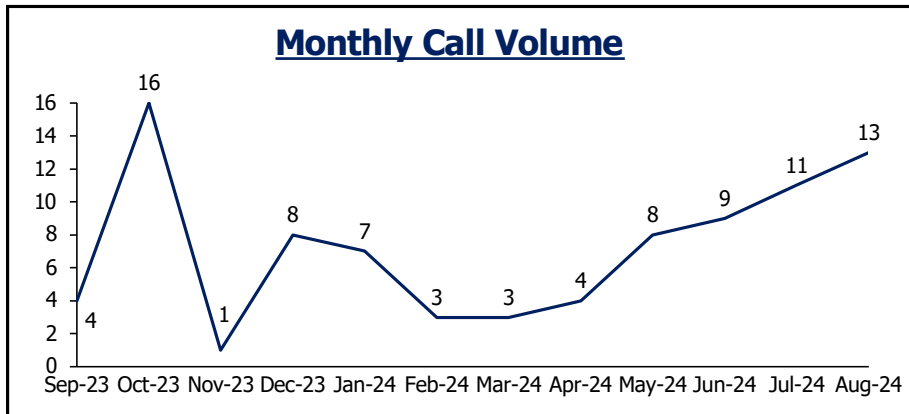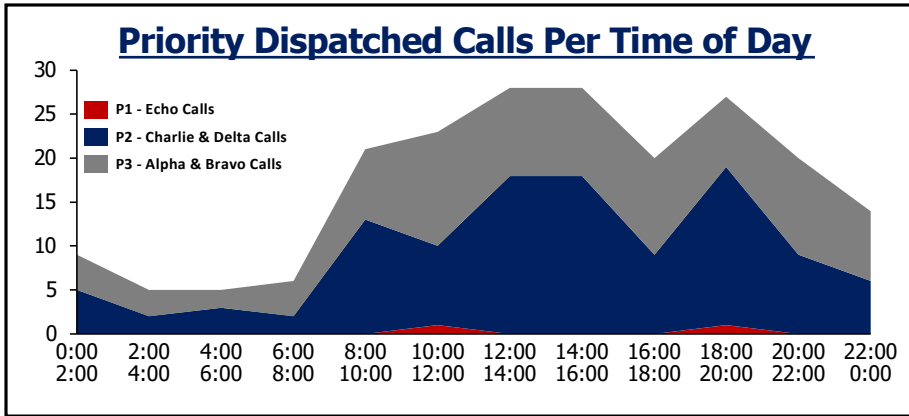
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	14	28	7
Monday	1	17	12	30	8
Tuesday	1	11	11	23	6
Wednesday	0	12	5	17	4
Thursday	0	16	10	26	5
Friday	0	19	13	32	6
Saturday	0	23	27	50	10
Assignment <1 min	50%	79%			

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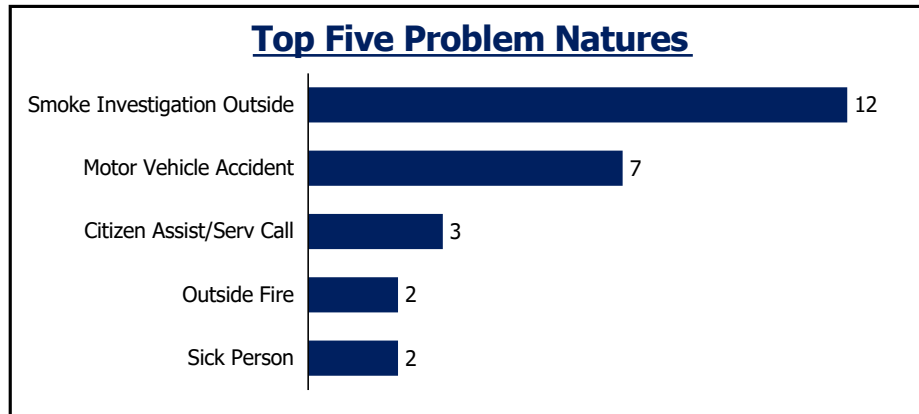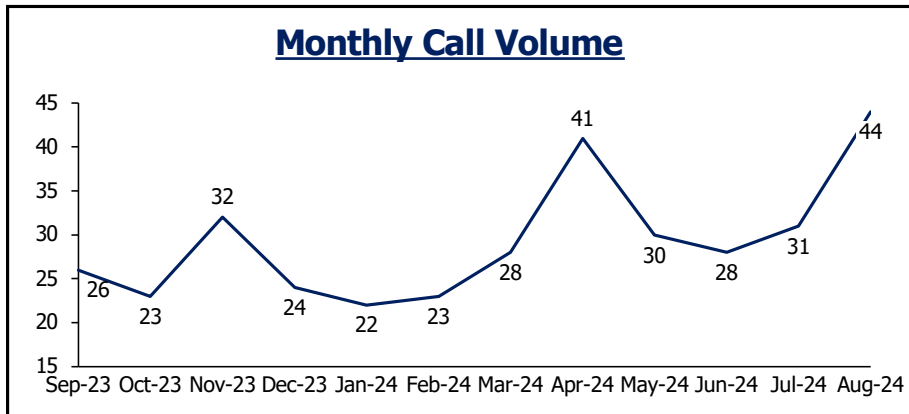
Monthly Call Volume

190, 197, 171, 185, 189, 164, 170, 235, 177, 188, 220, 210

Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24

Top Five Problem Natures

Problem Nature	Count
Falls	26
Sick Person	21
Smoke Investigation Outside	18
Unconscious/Fainting	13
Outside Fire	12

Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

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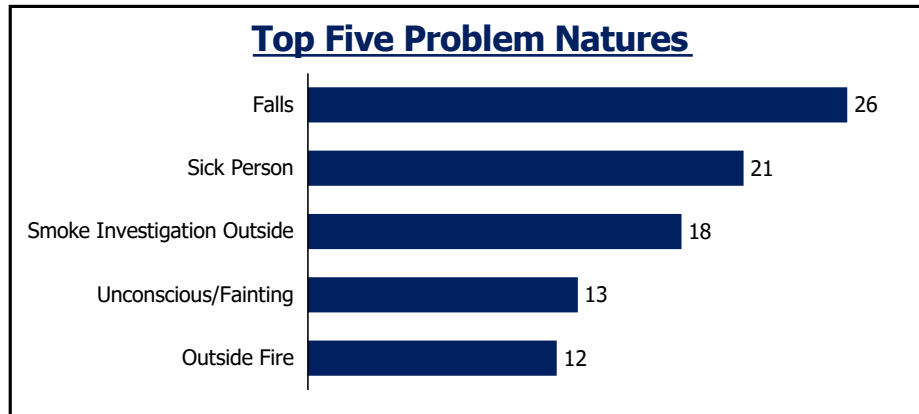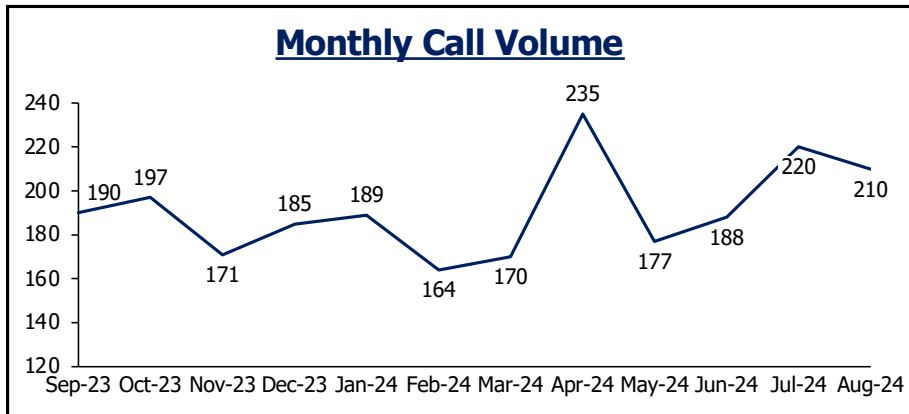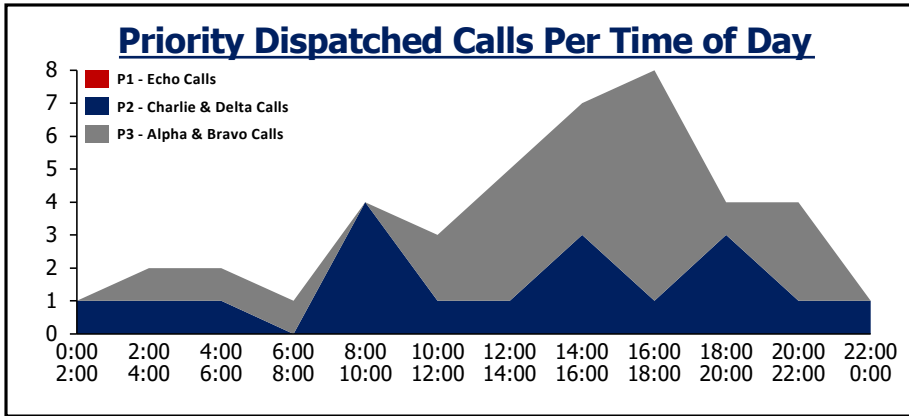
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	1	3	4	1
Tuesday	0	4	1	5	1
Wednesday	0	3	3	6	2
Thursday	0	1	5	6	1
Friday	0	3	7	10	2
Saturday	0	4	4	8	2
Assignment <1 min	N/A	72%			

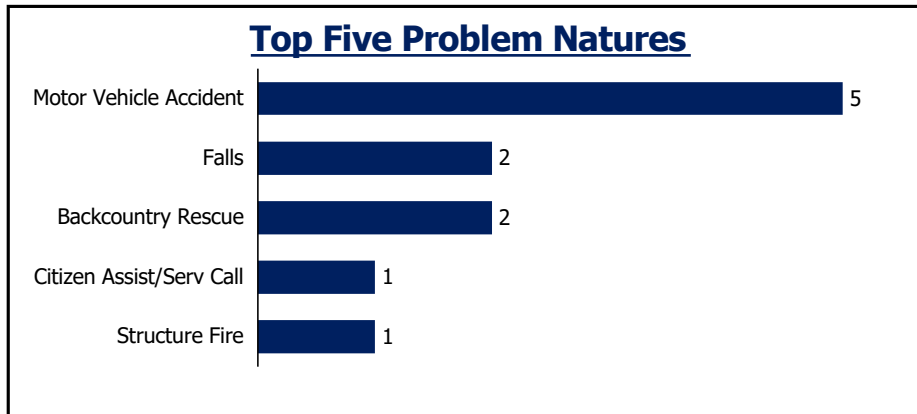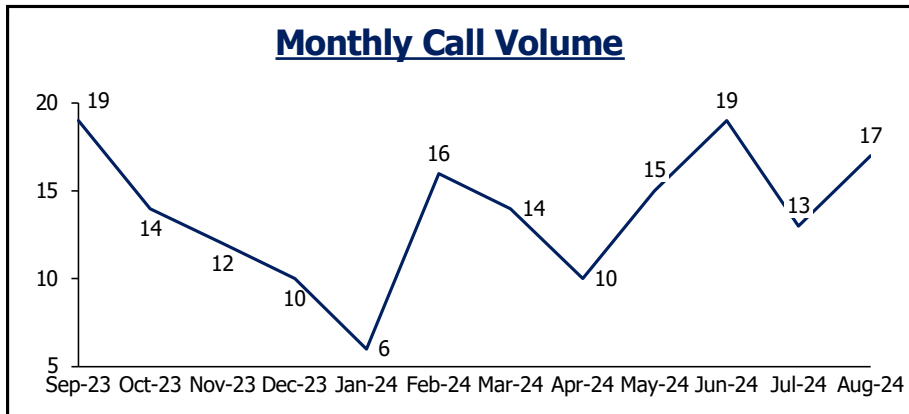Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

Sep-23: 26, Oct-23: 23, Nov-23: 32, Dec-23: 24, Jan-24: 22, Feb-24: 23, Mar-24: 28, Apr-24: 41, May-24: 30, Jun-24: 28, Jul-24: 31, Aug-24: 44

Top Five Problem Natures

Problem Nature	Count
Smoke Investigation Outside	12
Motor Vehicle Accident	7
Citizen Assist/Serv Call	3
Outside Fire	2
Sick Person	2

Indian Hills Fire

Priority Dispatched Calls Per Time of Day

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

(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)
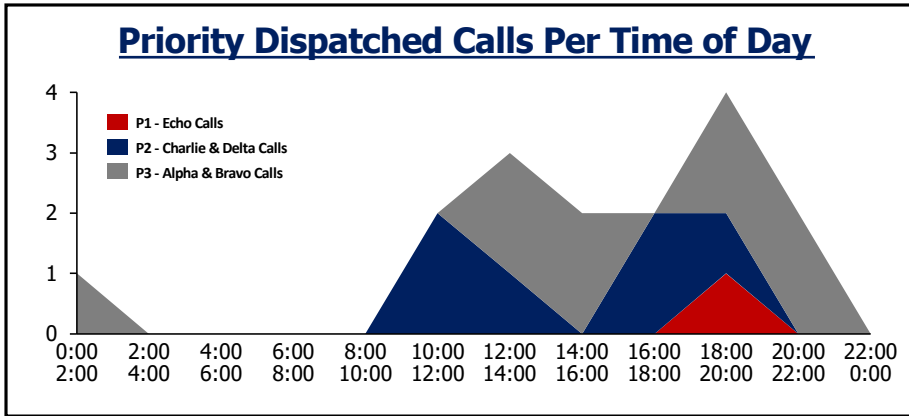
Daily Priority Call Volume and Entry to Assignment

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

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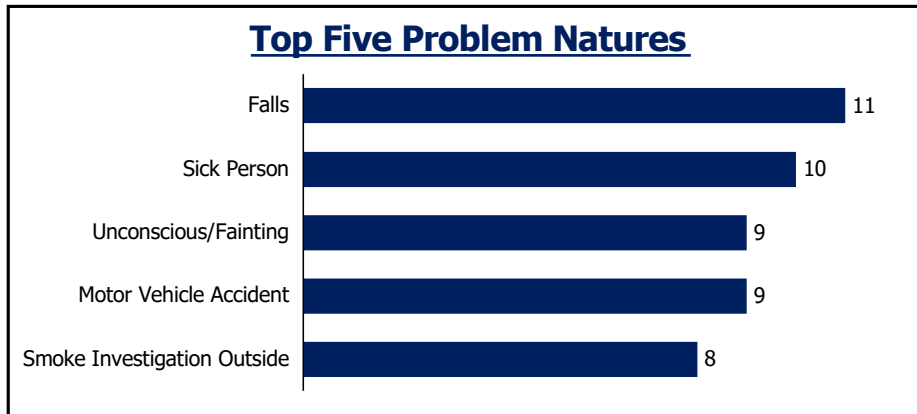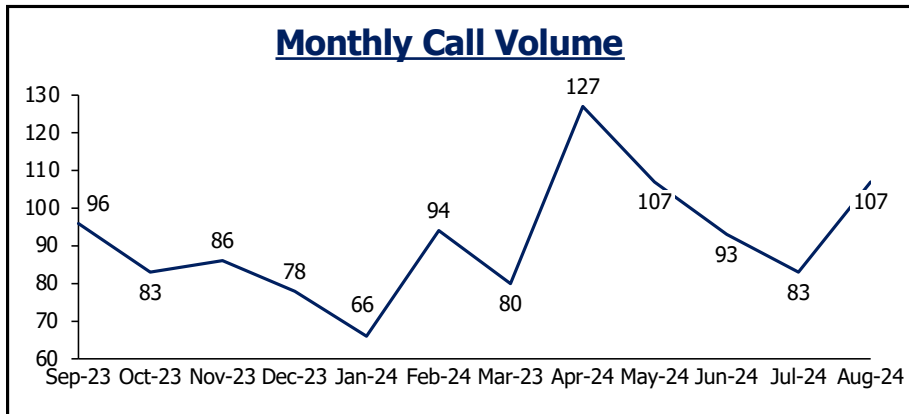
Monthly Call Volume

Month	Value
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
Jun-24	19
Jul-24	13
Aug-24	17

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	5
Falls	2
Backcountry Rescue	2
Citizen Assist/Serv Call	1
Structure Fire	1

Elk Creek Fire

Priority Dispatched Calls Per Time of Day

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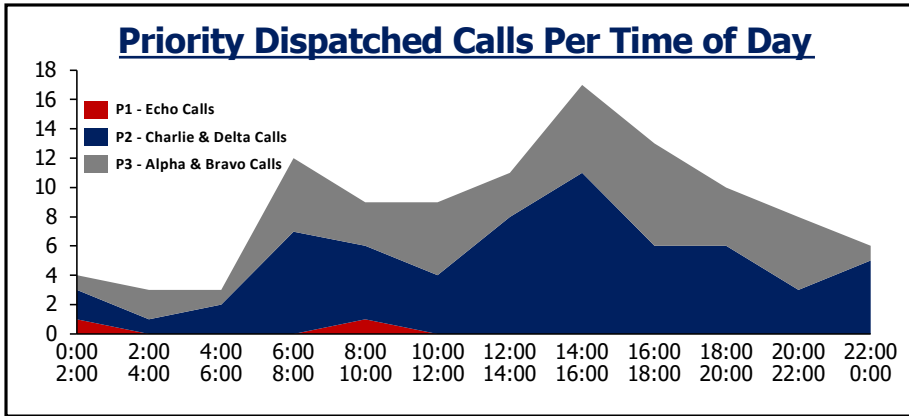
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	12	8	22	6
Monday	0	7	4	11	3
Tuesday	0	6	3	9	2
Wednesday	0	5	4	9	2
Thursday	0	12	8	20	4
Friday	0	10	9	19	4
Saturday	0	8	7	15	3
Assignment <1 min	100%	83%			

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

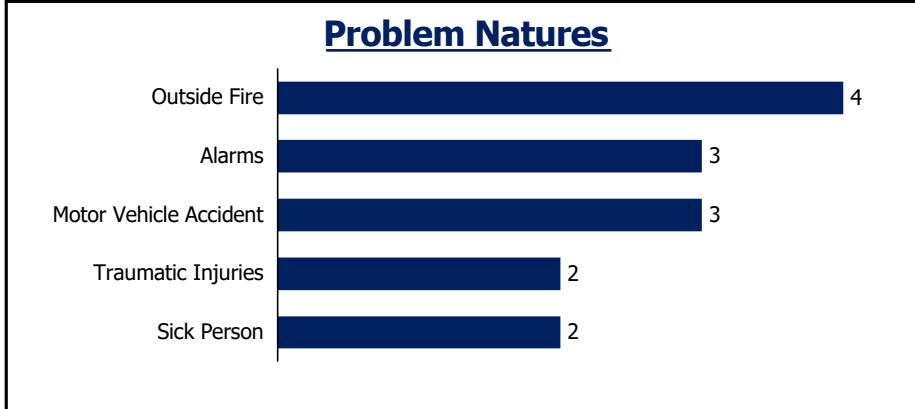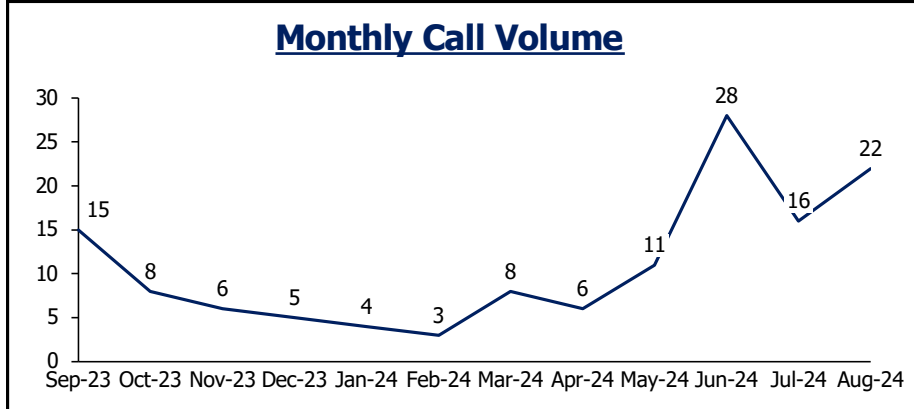## Monthly Call Volume

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, Jun-24: 93, Jul-24: 83, Aug-24: 107

Top Five Problem Natures

- Falls: 11
- Sick Person: 10
- Unconscious/Fainting: 9
- Motor Vehicle Accident: 9
- Smoke Investigation Outside: 8

North Fork Fire

Priority Dispatched Calls Per Time of Day

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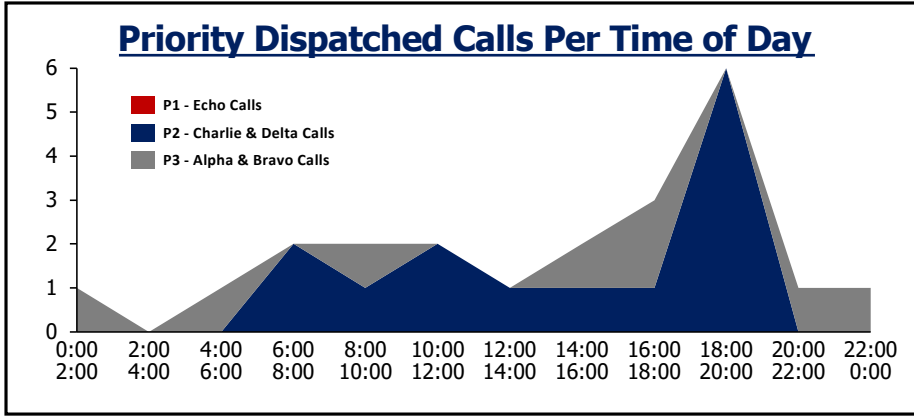
Daily Priority Call Volume and Entry to Assignment

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

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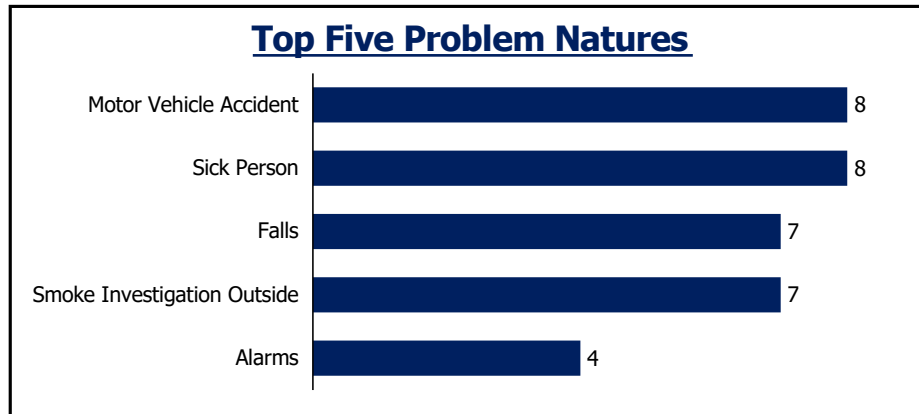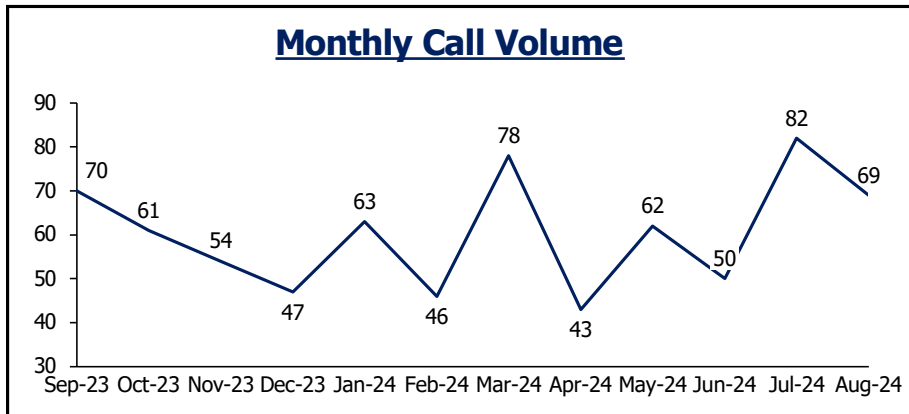
Monthly Call Volume

Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
15	8	6	5	4	3	8	6	11	28	16	22

Problem Natures

Problem Nature	Count
Outside Fire	4
Alarms	3
Motor Vehicle Accident	3
Traumatic Injuries	2
Sick Person	2

Highland Rescue

Priority Dispatched Calls Per Time of Day

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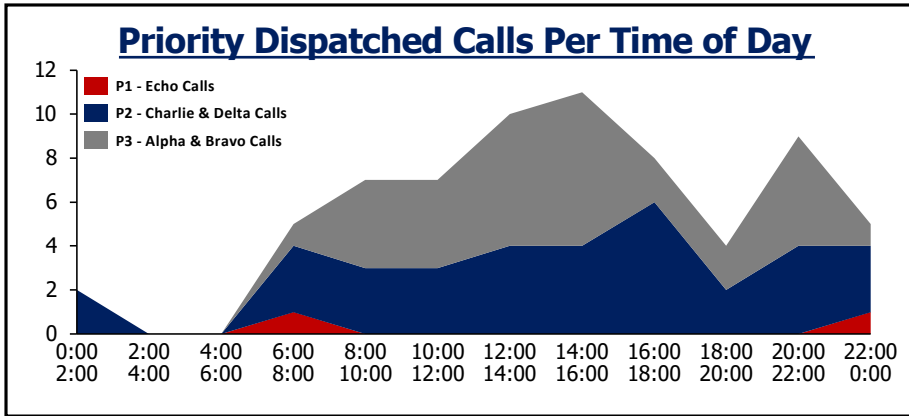
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	4	2	7	2
Monday	1	4	3	8	2
Tuesday	0	3	5	8	2
Wednesday	0	6	1	7	2
Thursday	0	3	11	14	3
Friday	0	8	5	13	3
Saturday	0	6	5	11	2
Assignment <1 min	100%	79%			

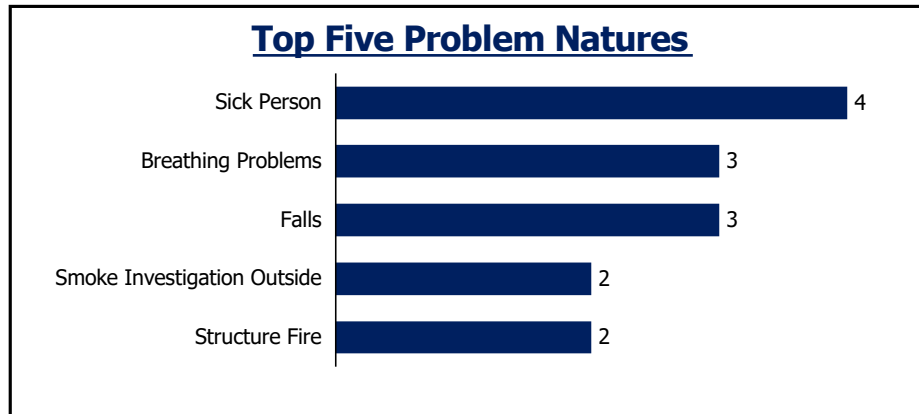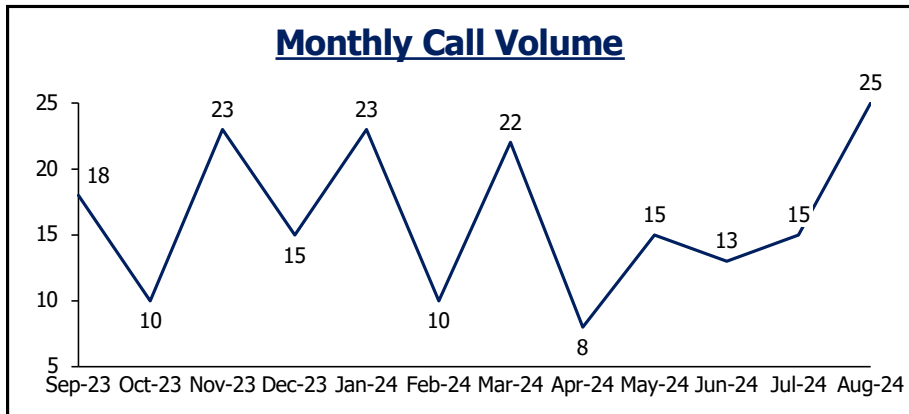Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

70	61	54	47	63	46	78	43	62	50	82	69
Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	8
Sick Person	8
Falls	7
Smoke Investigation Outside	7
Alarms	4

Genesee Fire

Priority Dispatched Calls Per Time of Day

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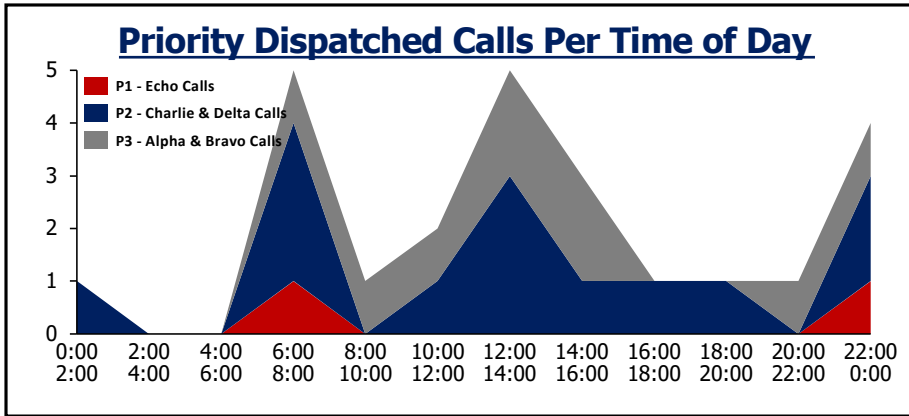
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	1	1	3	1
Monday	1	1	1	3	1
Tuesday	0	2	2	4	1
Wednesday	0	3	0	3	1
Thursday	0	0	3	3	1
Friday	0	4	0	4	1
Saturday	0	2	2	4	1
Assignment <1 min	100%	85%			

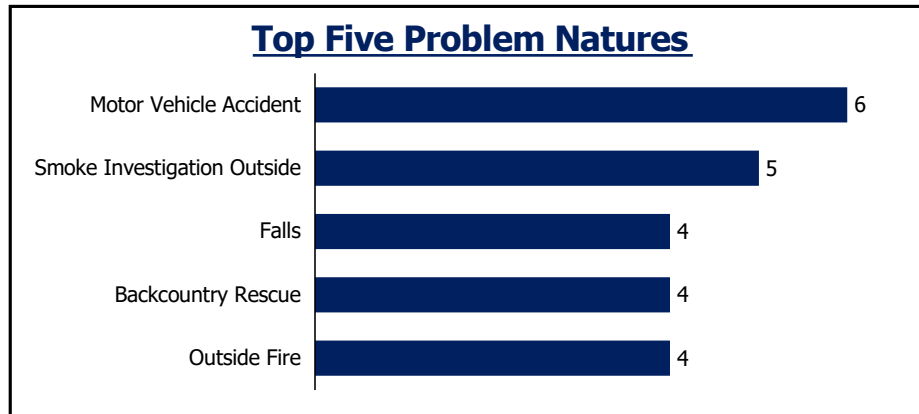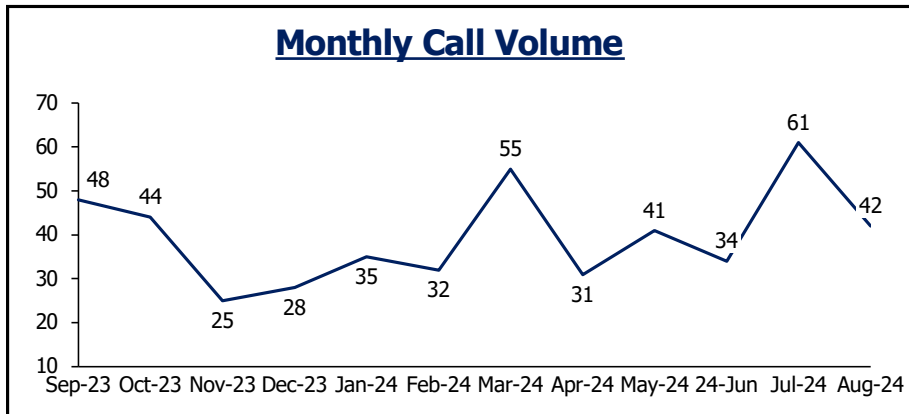Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

Data points: 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, Jun-24: 13, Jul-24: 15, Aug-24: 25

Top Five Problem Natures

- Sick Person: 4
- Breathing Problems: 3
- Falls: 3
- Smoke Investigation Outside: 2
- Structure Fire: 2

Foothills Fire

Priority Dispatched Calls Per Time of Day

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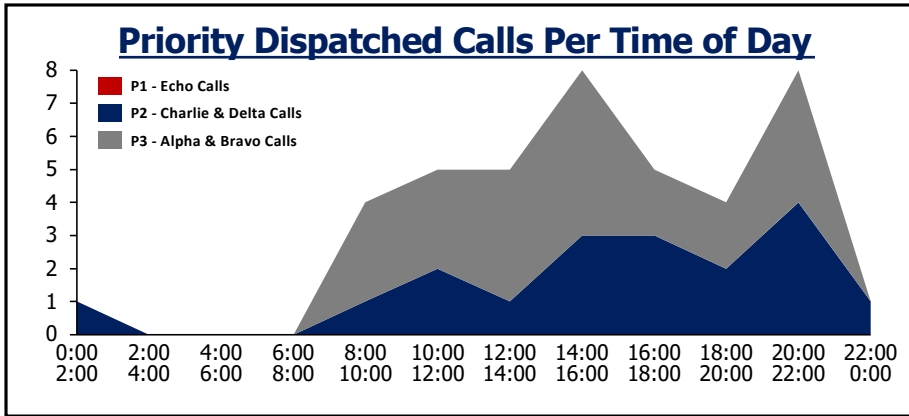
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	3	2	5	1
Tuesday	0	2	3	5	1
Wednesday	0	2	1	3	1
Thursday	0	2	8	10	2
Friday	0	3	5	8	2
Saturday	0	3	3	6	1
Assignment <1 min	N/A	67%			

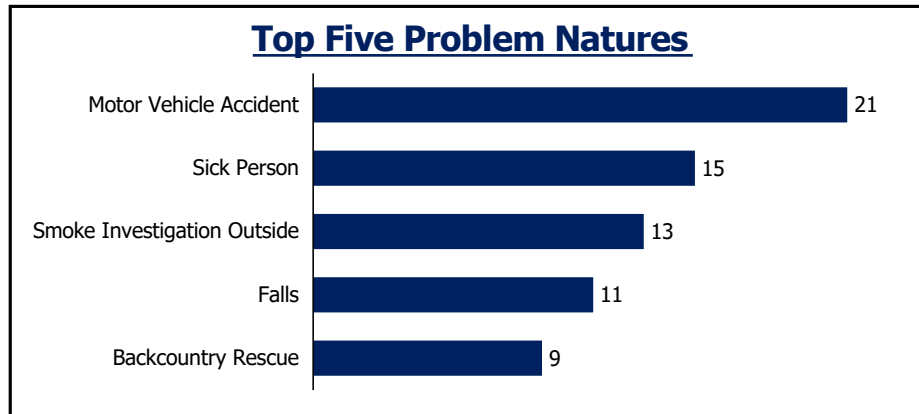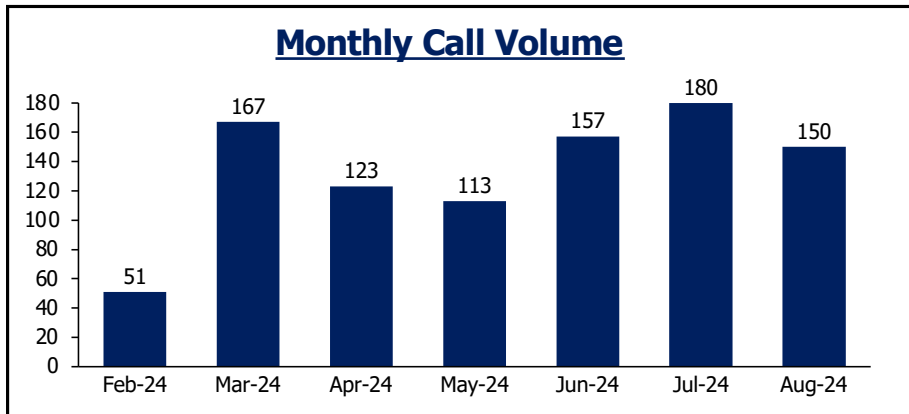Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

Month	Value
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
24-Jun	34
Jul-24	61
Aug-24	42

Top Five Problem Natures

Problem Nature	Value
Motor Vehicle Accident	6
Smoke Investigation Outside	5
Falls	4
Backcountry Rescue	4
Outside Fire	4

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

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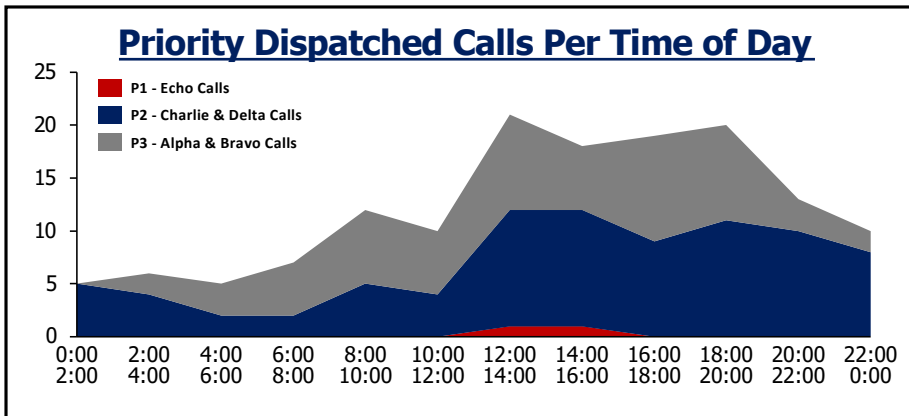
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	4	16	4
Monday	1	6	9	16	4
Tuesday	0	13	10	23	6
Wednesday	0	10	8	18	5
Thursday	0	12	6	18	4
Friday	0	11	13	24	5
Saturday	1	18	12	31	6
Assignment <1 min	50%	76%			

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

Monthly Call Volume

Month	Value
Feb-24	51
Mar-24	167
Apr-24	123
May-24	113
Jun-24	157
Jul-24	180
Aug-24	150

Top Five Problem Natures

Problem Nature	Value
Motor Vehicle Accident	21
Sick Person	15
Smoke Investigation Outside	13
Falls	11
Backcountry Rescue	9

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

Clear Creek EMS
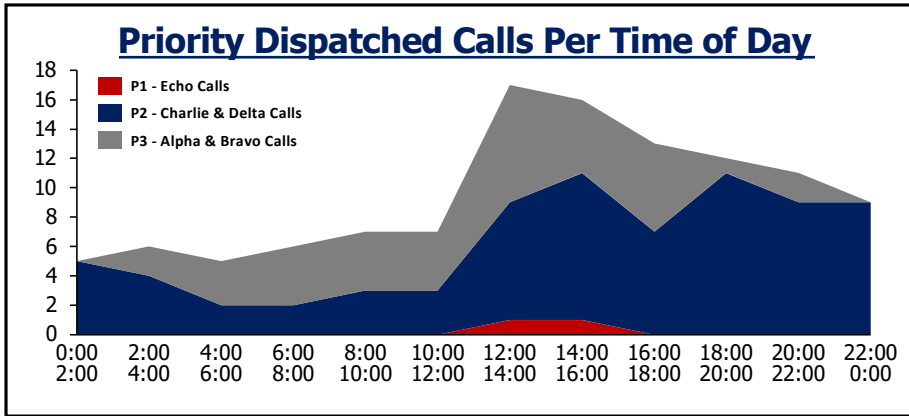
Priority Dispatched Calls Per Time of Day

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	1	10	3
Monday	1	8	6	15	4
Tuesday	0	10	6	16	4
Wednesday	0	9	7	16	4
Thursday	0	12	3	15	3
Friday	0	8	7	15	3
Saturday	1	17	9	27	5
Assignment <1 min	50%	78%			

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
Jun-24	148
Jul-24	149
Aug-24	115

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	20
Sick Person	16
Falls	11
Unconscious/Fainting	9
Backcountry Rescue	8
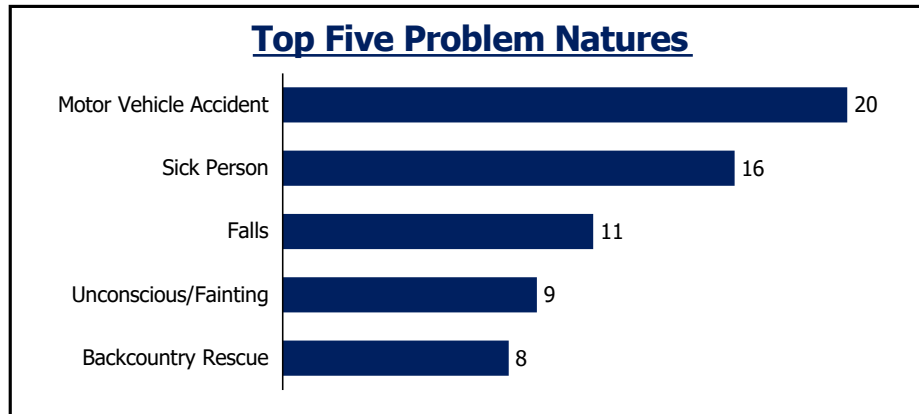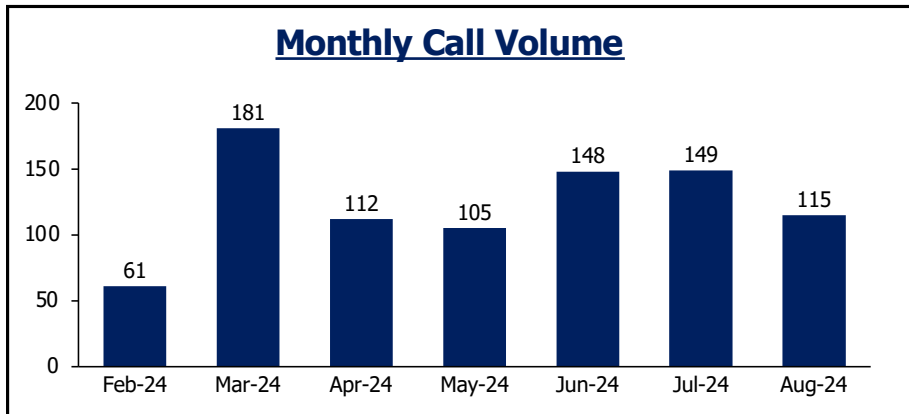
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Jeffco Sheriff
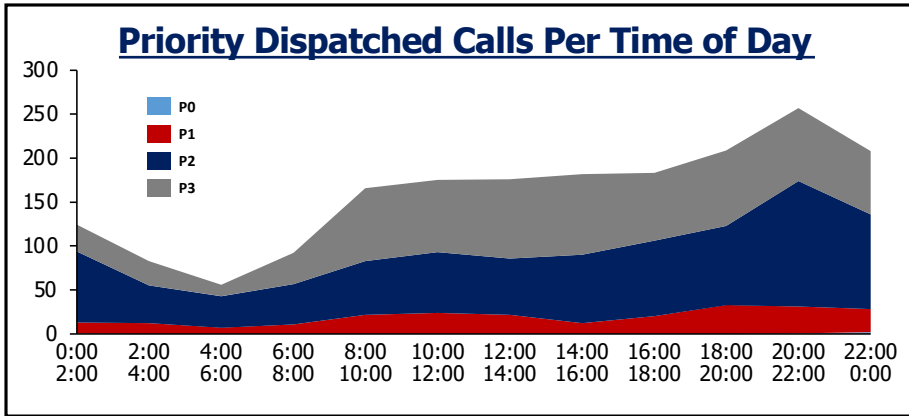
Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	34	114	89	238	60
Monday	0	29	96	94	219	55
Tuesday	0	23	121	104	248	62
Wednesday	0	27	117	107	251	63
Thursday	1	32	143	126	302	60
Friday	0	50	154	131	335	67
Saturday	2	36	160	120	318	64
Assignment <2 min		75%	43%			
Assignment <4 min		91%	71%			

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

Monthly Call Volume

Top Five Problem Natures

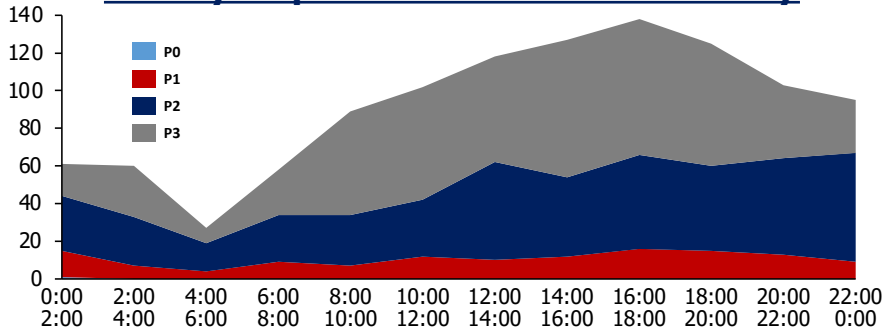|	
Welfare Check	255
Follow Up	221
Citizen Assist/Serv Call	146
Assist Fire/Medical	131
Verified Alarm	125

Lakewood PD

Priority Dispatched Calls Per Time of Day
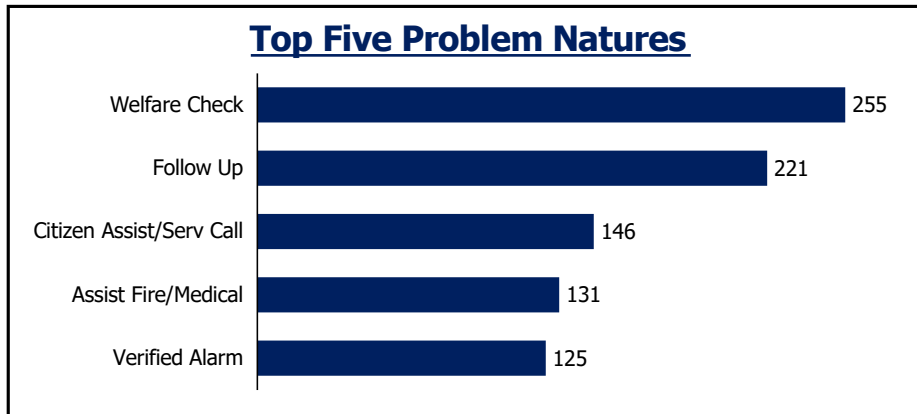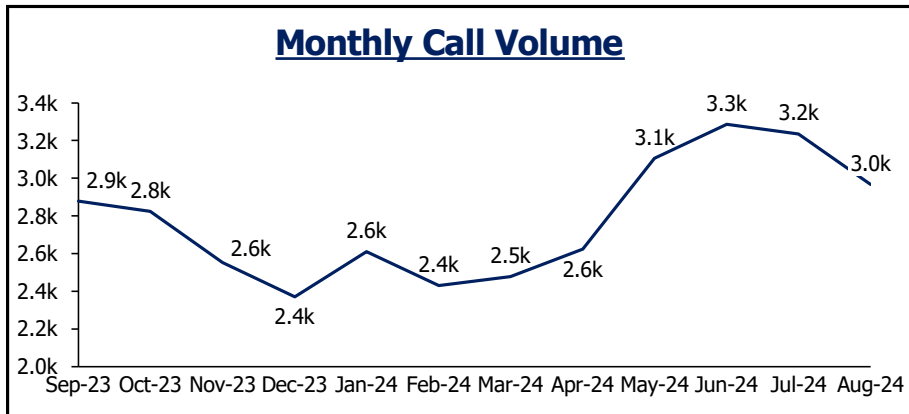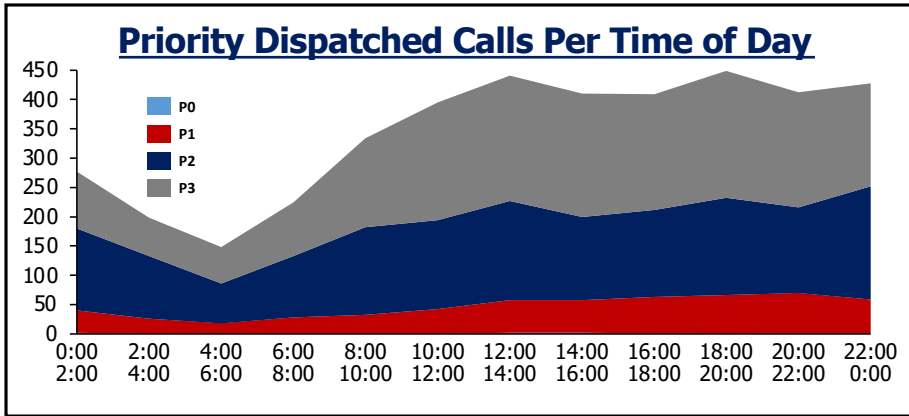
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	78	219	236	535	134
Monday	2	57	230	227	516	129
Tuesday	2	51	219	264	536	134
Wednesday	1	58	221	240	520	130
Thursday	0	98	267	309	674	135
Friday	1	96	244	296	637	127
Saturday	1	114	286	309	710	142
Assignment <2 min		66%	38%			
Assignment <4 min		84%	59%			

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

Monthly Call Volume

Top Five Problem Natures

Welfare Check	569
Unwanted Party	429
Motor Vehicle Accident	328
Follow Up	318
Disturbance	301
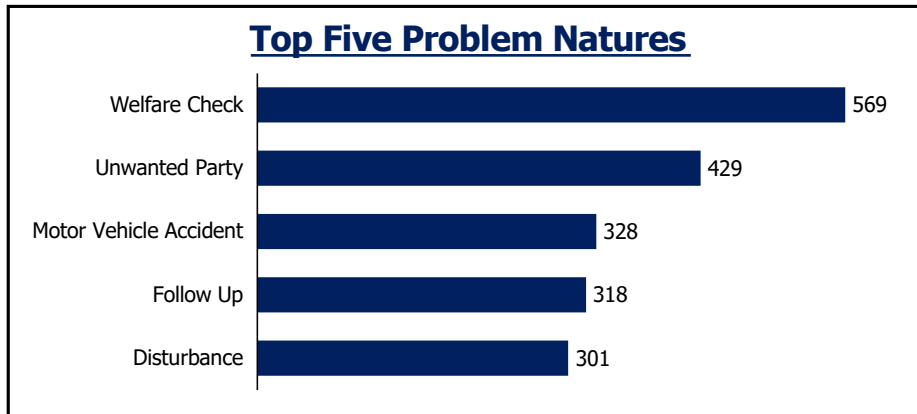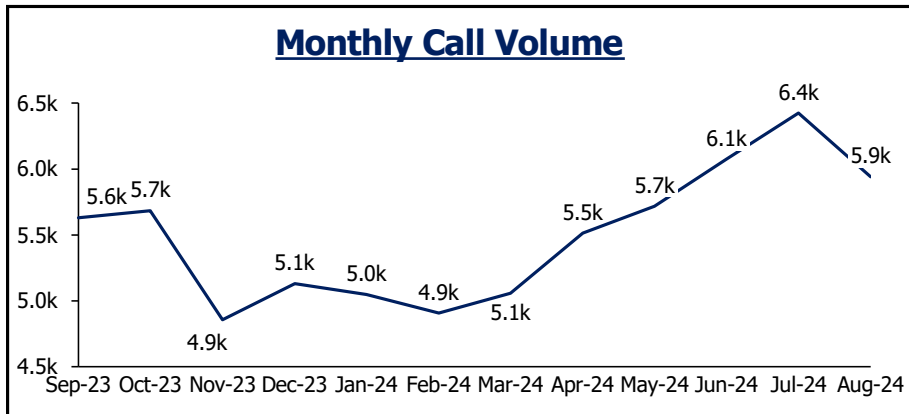
Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

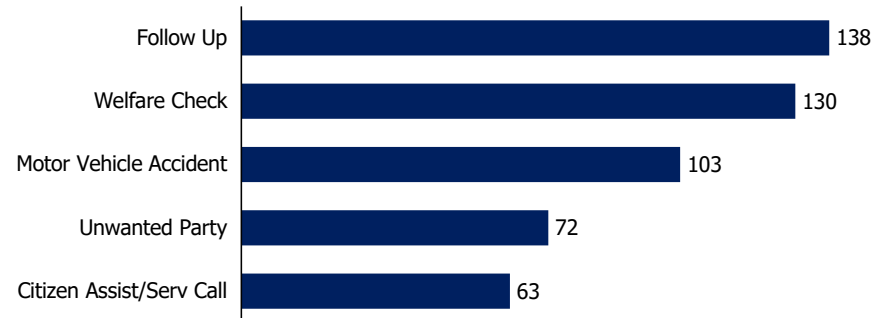| Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	19	52	69	140	35
Monday	0	18	65	82	165	41
Tuesday	1	9	62	87	159	40
Wednesday	0	13	54	63	130	33
Thursday	0	20	77	79	176	35
Friday	0	22	74	84	180	36
Saturday	0	27	66	60	153	31
Assignment <2 min		72%	43%			
Assignment <4 min		86%	63%			

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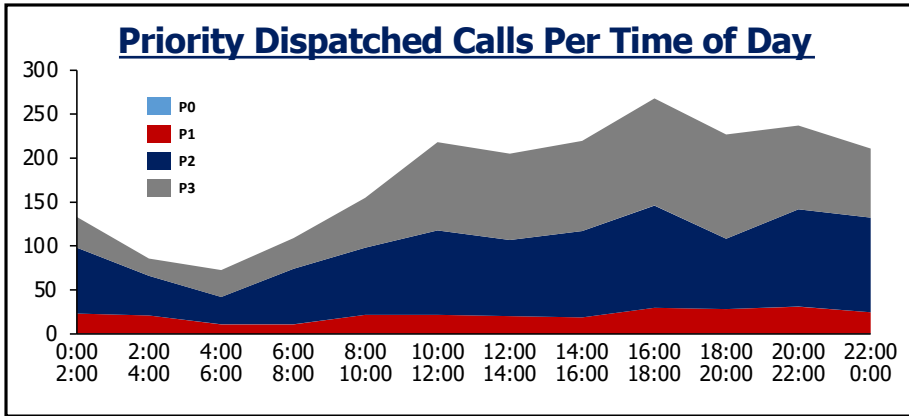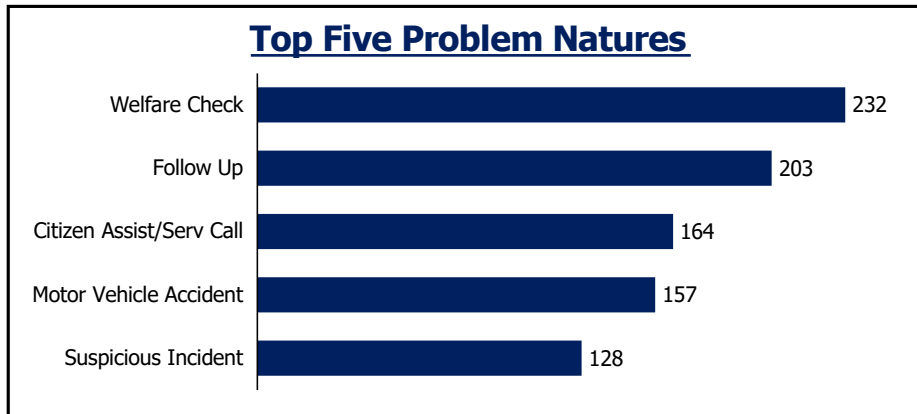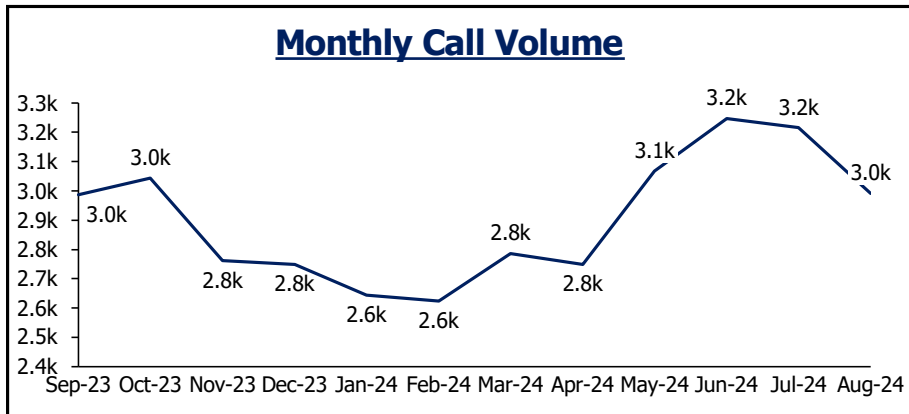
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Follow Up	138
Welfare Check	130
Motor Vehicle Accident	103
Unwanted Party	72
Citizen Assist/Serv Call	63

Arvada PD

Priority Dispatched Calls Per Time of Day
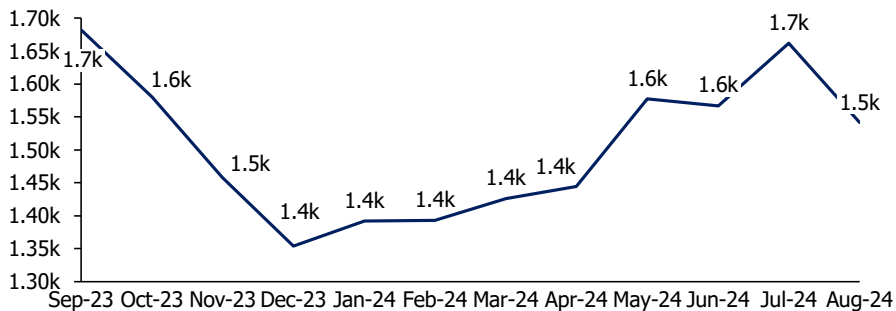
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	38	121	92	253	63
Monday	1	37	130	127	295	74
Tuesday	0	24	112	127	263	66
Wednesday	1	30	139	119	289	72
Thursday	1	40	151	127	319	64
Friday	0	35	164	163	362	72
Saturday	0	54	168	139	361	72
Assignment <2 min		74%	49%			
Assignment <4 min		88%	69%			

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Welfare Check	232
Follow Up	203
Citizen Assist/Serv Call	164
Motor Vehicle Accident	157
Suspicious Incident	128

Golden PD

Priority Dispatched Calls Per Time of Day

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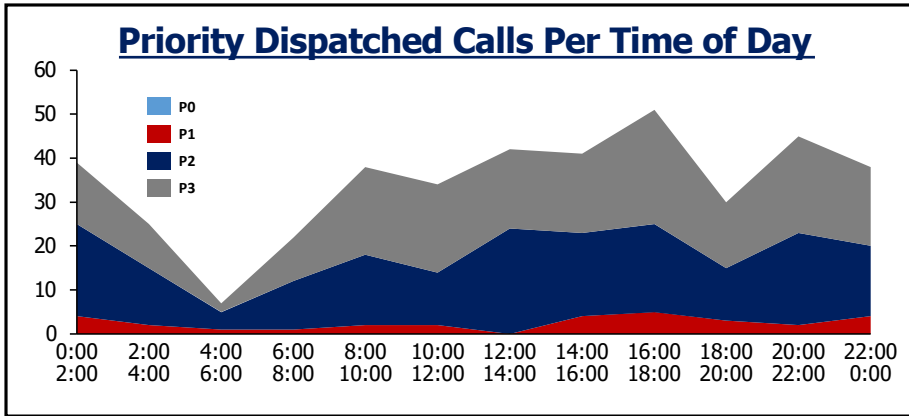
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	18	10	34	9
Monday	0	7	23	30	60	15
Tuesday	0	4	30	24	58	15
Wednesday	0	4	17	25	46	12
Thursday	0	1	31	27	59	12
Friday	0	3	35	37	75	15
Saturday	0	5	35	40	80	16
Assignment <2 min		87%	63%			
Assignment <4 min		100%	85%			

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

Monthly Call Volume

Sep-23: 652
Oct-23: 582
Nov-23: 516
Dec-23: 446
Jan-24: 467
Feb-24: 496
Mar-24: 495
Apr-24: 484
May-24: 521
Jun-24: 586
Jul-24: 598
Aug-24: 576

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	49
Welfare Check	47
Citizen Assist/Serv Call	40
Follow Up	38
Area Check	27

Lakeside PD

Priority Dispatched Calls Per Time of Day
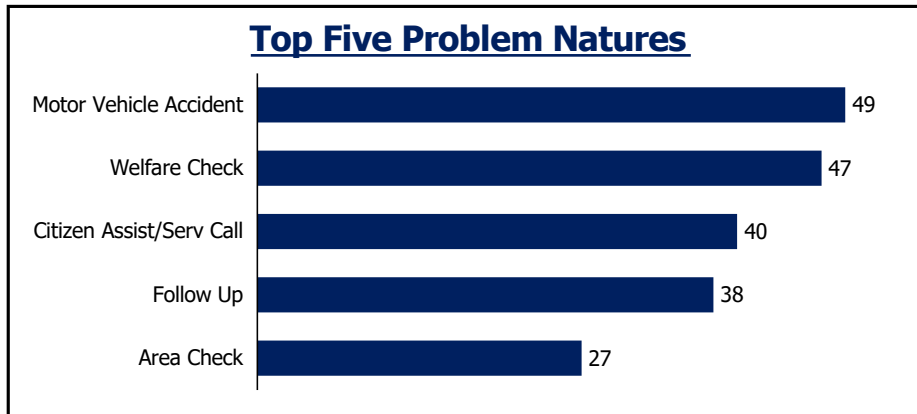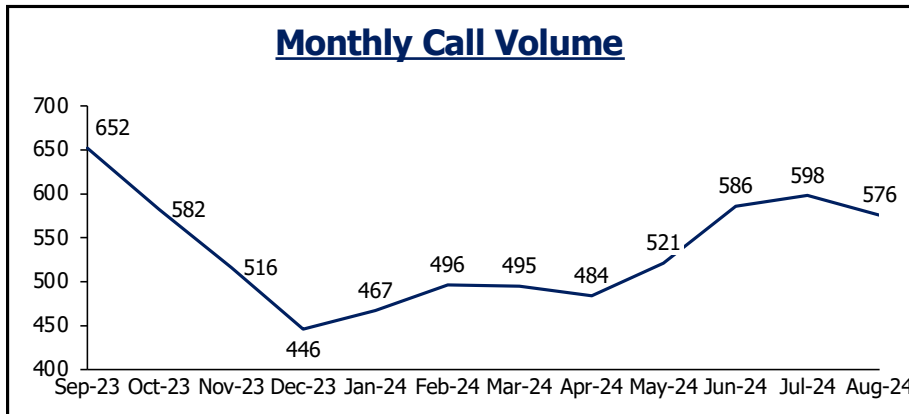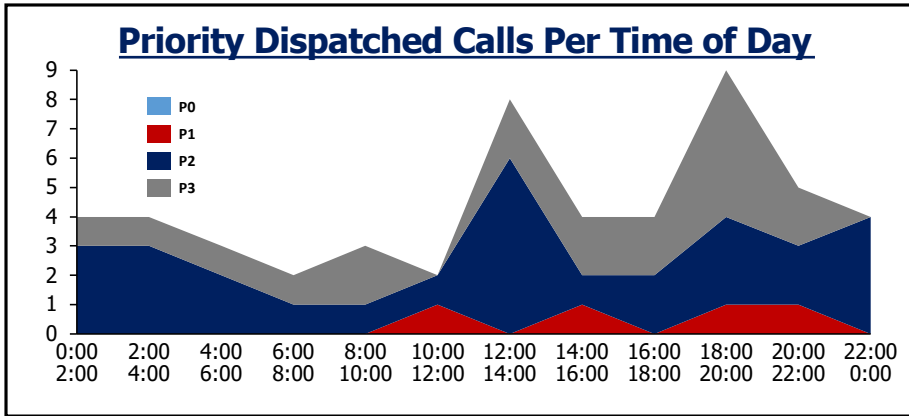
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	4	8	2
Monday	0	0	3	3	6	2
Tuesday	0	1	4	1	6	2
Wednesday	0	0	2	2	4	1
Thursday	0	2	5	4	11	2
Friday	0	0	10	3	13	3
Saturday	0	0	2	2	4	1
Assignment <2 min		50%	79%			
Assignment <4 min		100%	93%			

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	9
Theft	6
Traffic Complaints/Stops/Incidents	4
Disturbance	4
Unwanted Party	4

Morrison PD

Priority Dispatched Calls Per Time of Day
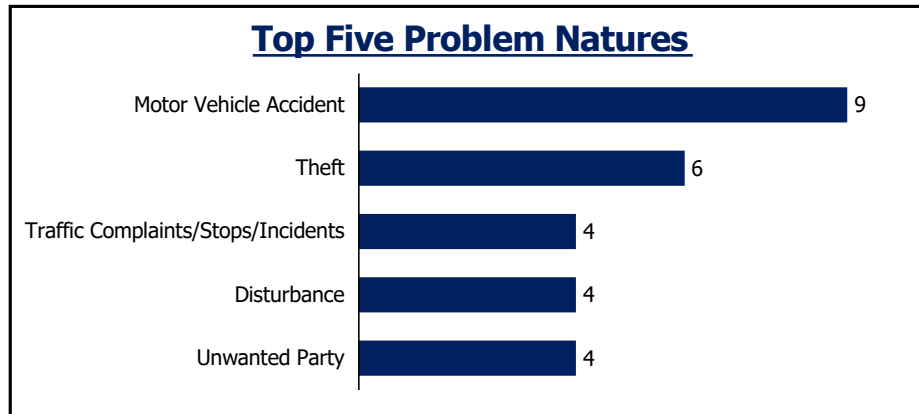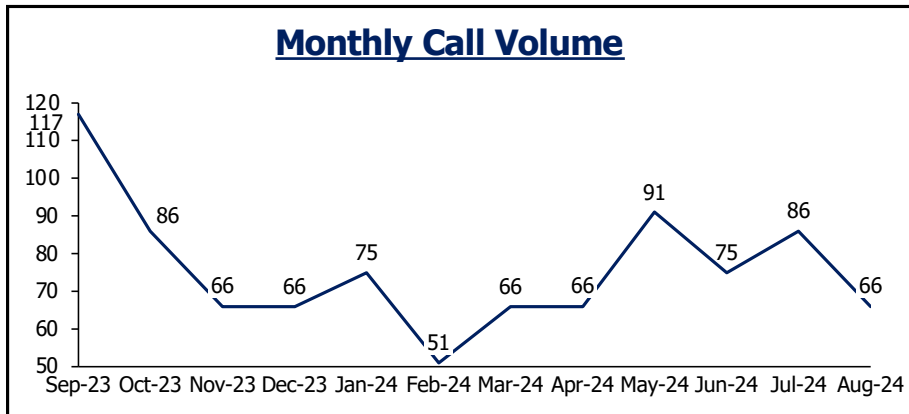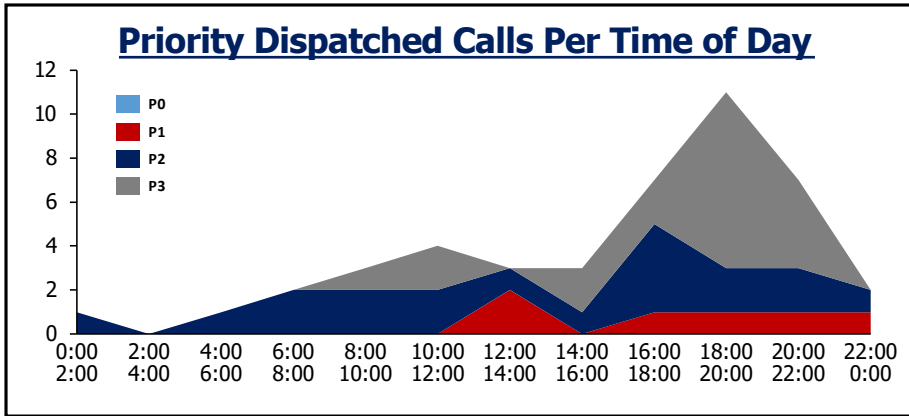
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	4	8	2
Monday	0	0	4	3	7	2
Tuesday	0	0	1	2	3	1
Wednesday	0	1	3	0	4	1
Thursday	0	2	3	3	8	2
Friday	0	1	2	1	4	1
Saturday	0	1	3	6	10	2
Assignment <2 min		67%	74%			
Assignment <4 min		100%	95%			

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

Monthly Call Volume

Top Five Problem Natures

Motor Vehicle Accident	8
Motorist Assist	4
Welfare Check	4
Theft	3
Traffic Complaints/Stops/Incidents	3

Mountain View PD

Priority Dispatched Calls Per Time of Day

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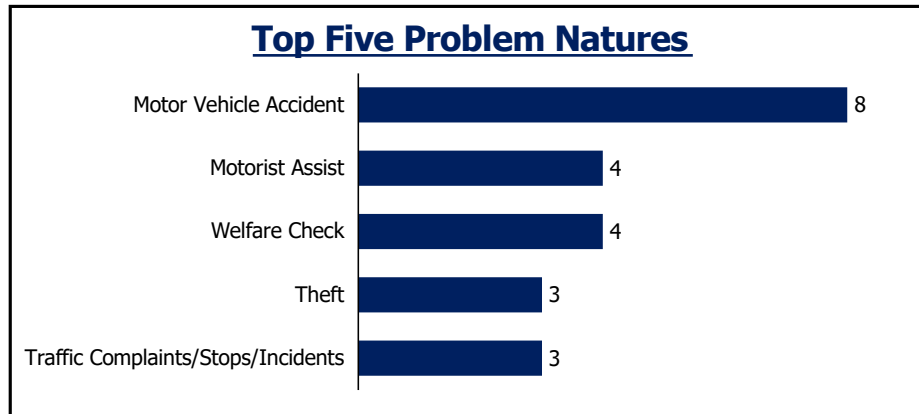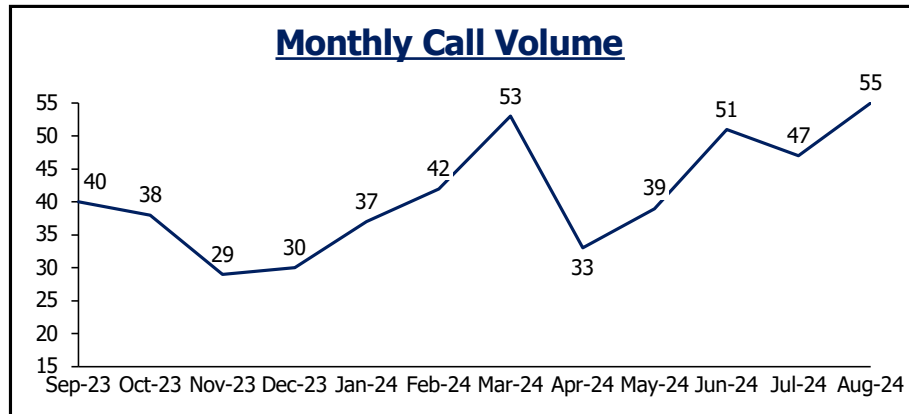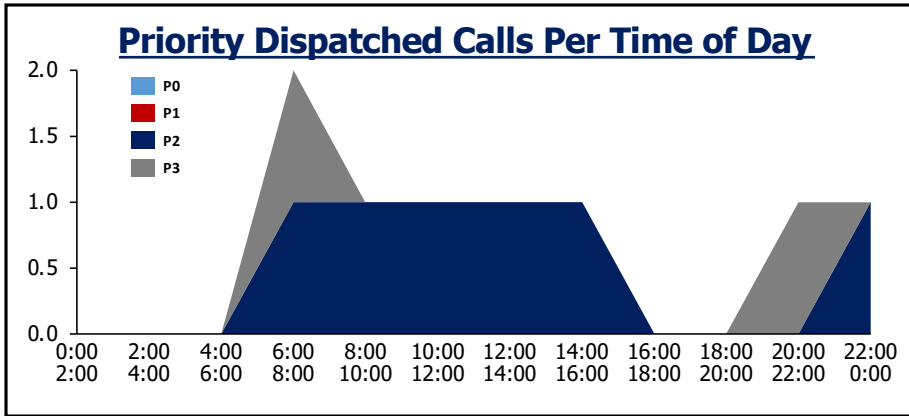
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	0	1	1	0
Tuesday	0	0	1	0	1	0
Wednesday	0	0	0	0	0	0
Thursday	0	0	3	1	4	1
Friday	0	0	1	0	1	0
Saturday	0	0	1	0	1	0
Assignment <2 min		N/A	67%			
Assignment <4 min		N/A	83%			

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

Monthly Call Volume

Month	Value
Sep-23	23
Oct-23	20
Nov-23	10
Dec-23	13
Jan-24	21
Feb-24	18
Mar-24	20
Apr-24	23
May-24	20
Jun-24	24
Jul-24	18
Aug-24	16

Top Five Problem Natures

Problem Nature	Count
Animal Cruelty	2
Unwanted Party	2
Follow Up	2
Extra Patrol	1
Suspicious Incident	1

Edgewater PD

Priority Dispatched Calls Per Time of Day

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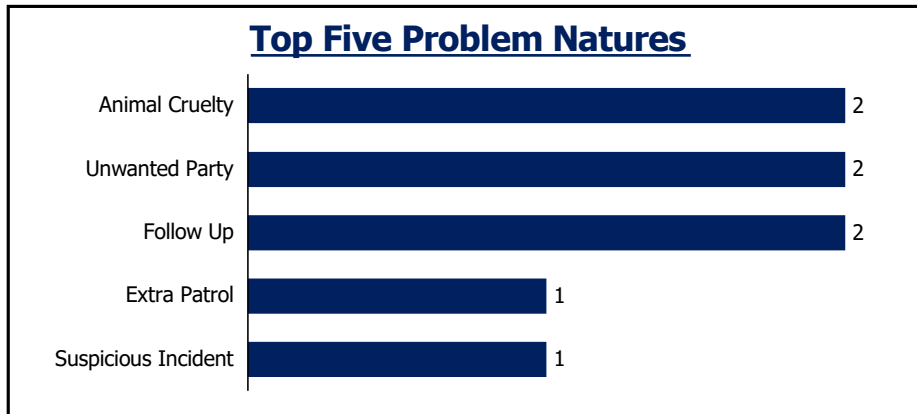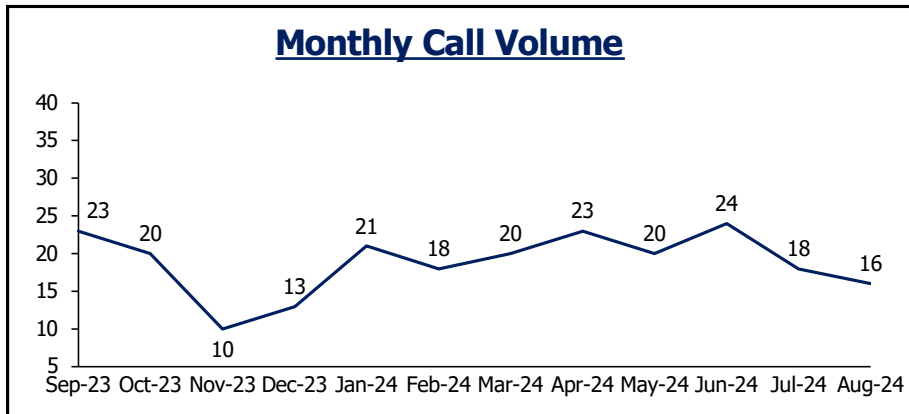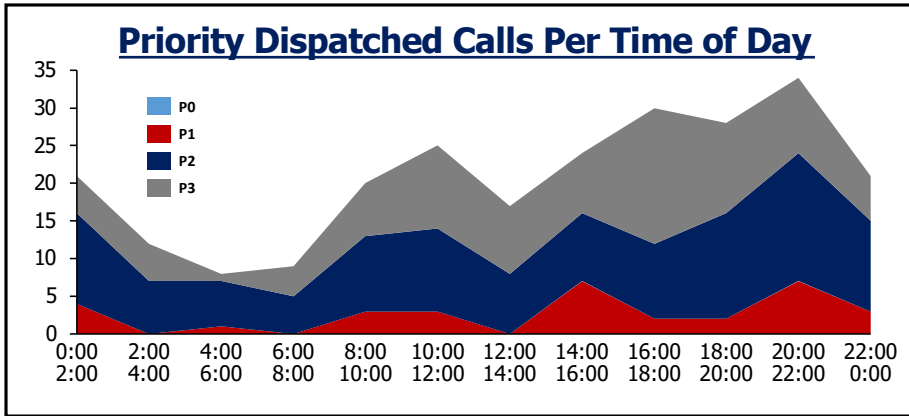
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	17	10	32	8
Monday	0	8	19	10	37	9
Tuesday	0	4	11	11	26	7
Wednesday	0	0	16	16	32	8
Thursday	0	5	20	18	43	9
Friday	0	4	12	14	30	6
Saturday	0	6	26	17	49	10
Assignment <2 min		66%	62%			
Assignment <4 min		78%	80%			

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

Monthly Call Volume

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, 24-Jun: 431, Jul-24: 400, Aug-24: 293

Top Five Problem Natures

Problem Nature	Count
Theft	26
Welfare Check	21
Disturbance	20
Unwanted Party	16
Motor Vehicle Accident	16

33
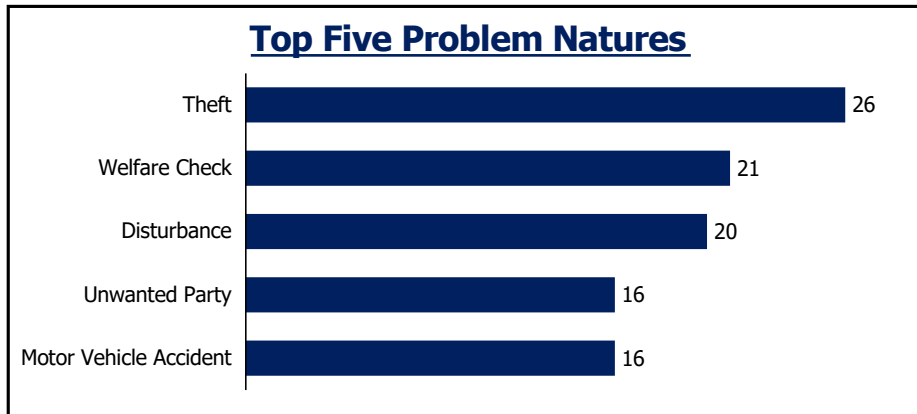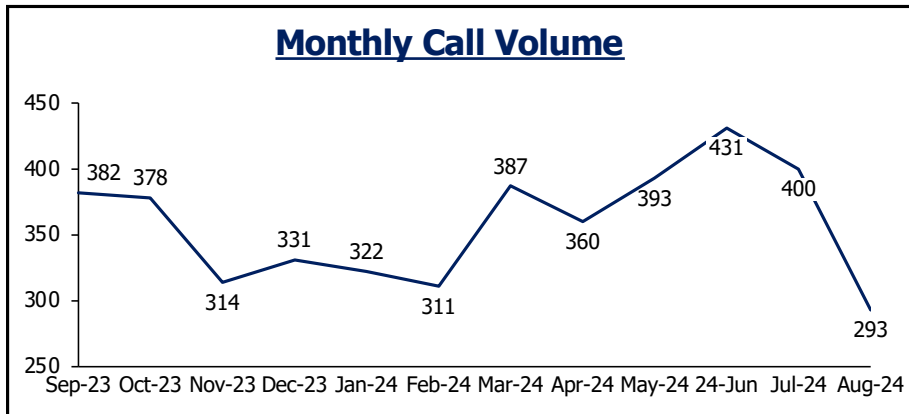
Colorado School of Mines PD
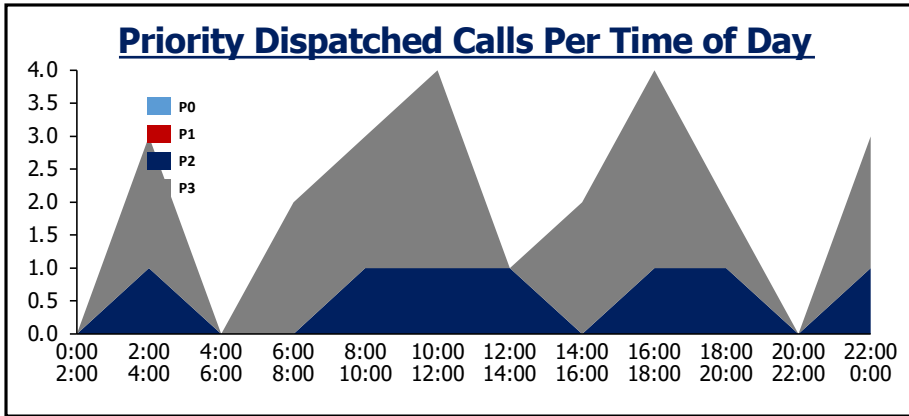
Priority Dispatched Calls Per Time of Day

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	1	1	2	1
Wednesday	0	0	1	2	3	1
Thursday	0	0	2	5	7	1
Friday	0	0	1	4	5	1
Saturday	0	0	1	4	5	1
Assignment <2 min		N/A	57%			
Assignment <4 min		N/A	100%			

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

Monthly Call Volume

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, Jun-24: 11, Jul-24: 17, Aug-24: 27

Top Five Problem Natures

Problem Nature	Count
911 Hangup/Check	13
Advised PD	3
Info Medical (Law)	3
Area Check	2
Shots Heard	1

Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

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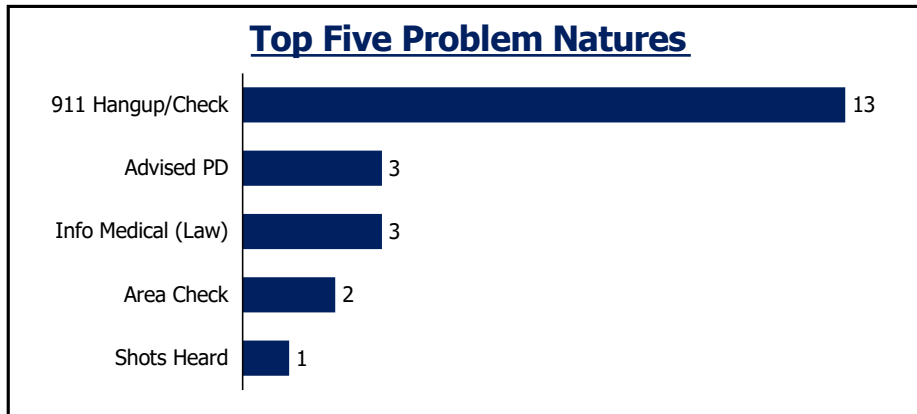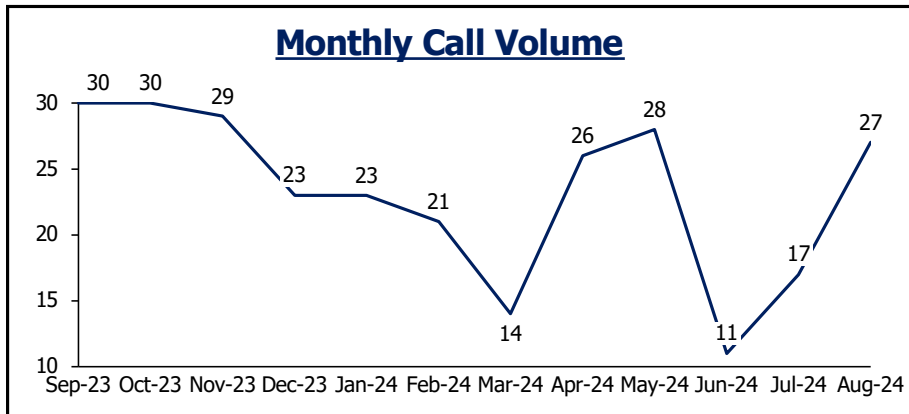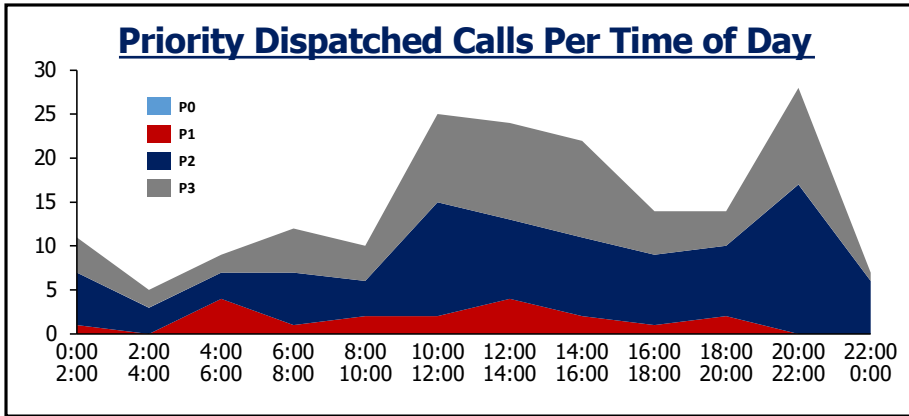
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	12	12	24	6
Monday	0	3	9	12	24	6
Tuesday	0	3	7	7	17	4
Wednesday	0	4	14	5	23	6
Thursday	0	2	12	12	26	5
Friday	0	4	12	12	28	6
Saturday	0	3	26	10	39	8
Assignment <2 min		74%	49%			
Assignment <4 min		89%	72%			

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

Monthly Call Volume

Feb-24: 85, Mar-24: 222, Apr-24: 197, May-24: 193, Jun-24: 229, Jul-24: 246, Aug-24: 258

Top Five Problem Natures

Problem Nature	Count
Welfare Check	20
Follow Up	19
Motor Vehicle Accident	16
Suspicious Incident	15
Assist Fire/Medical	13
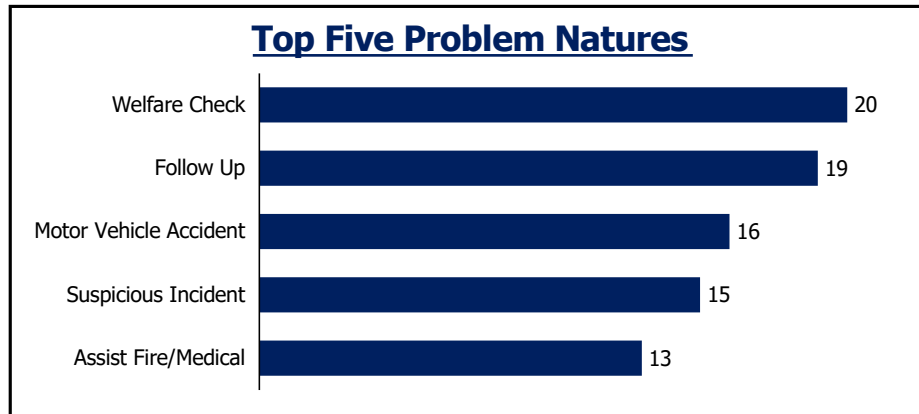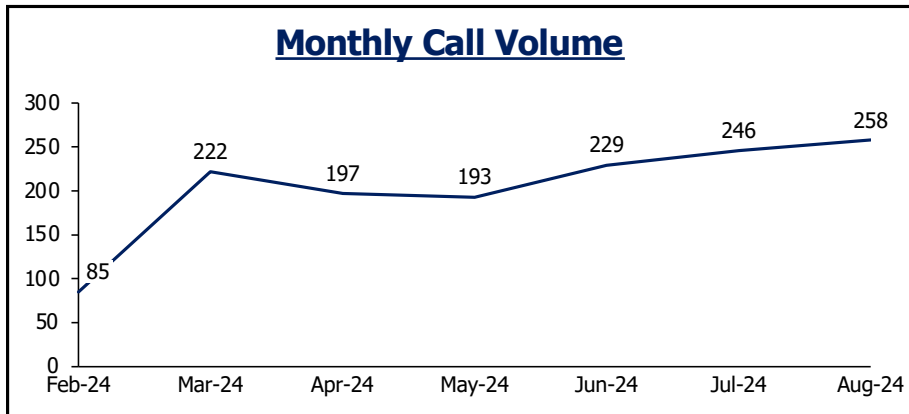
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Idaho Springs PD
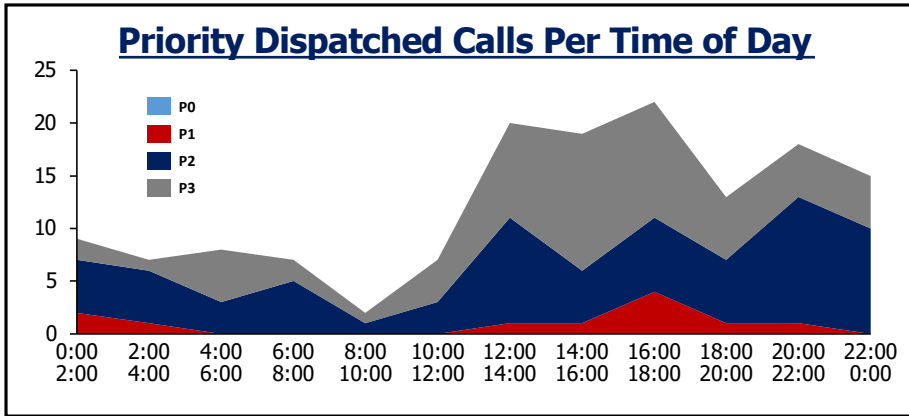
Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	12	11	26	7
Monday	0	3	10	8	21	5
Tuesday	0	0	11	7	18	5
Wednesday	0	0	9	6	15	4
Thursday	0	2	7	11	20	4
Friday	0	1	11	9	21	4
Saturday	0	2	12	12	26	5
Assignment <2 min		82%	71%			
Assignment <4 min		82%	86%			

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, Jun-24: 172, Jul-24: 174, Aug-24: 181

Top Five Problem Natures

Problem Nature	Count
Traffic Complaints/Stops/Incidents	20
Welfare Check	12
Follow Up	10
Motor Vehicle Accident	10
Assist Fire/Medical	9
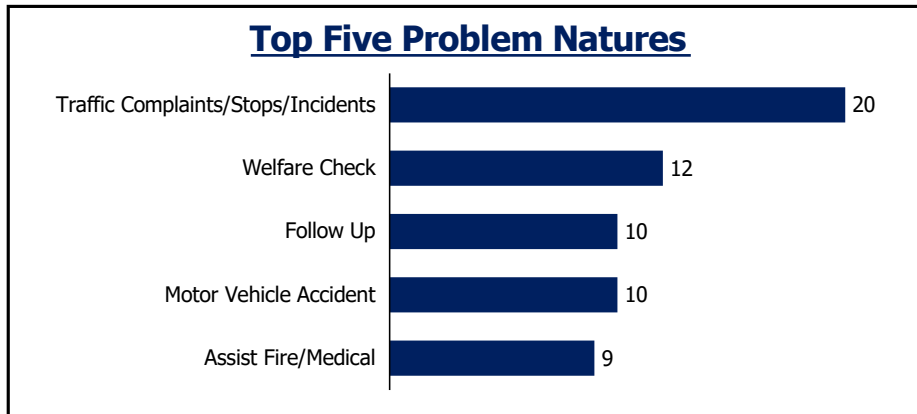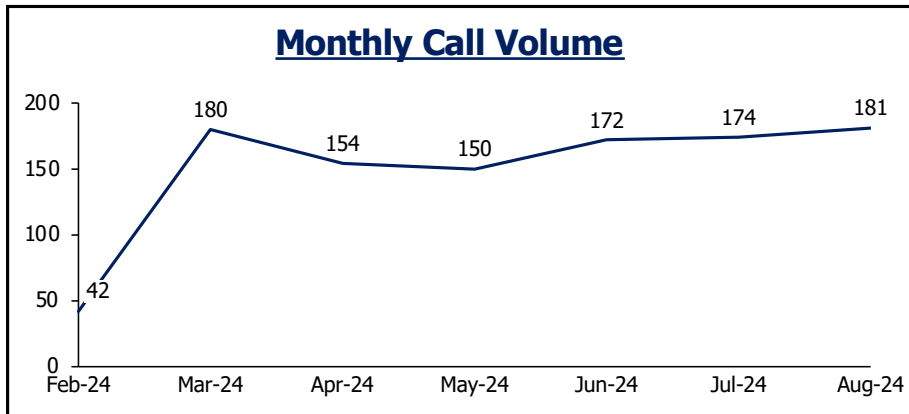
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Georgetown PD
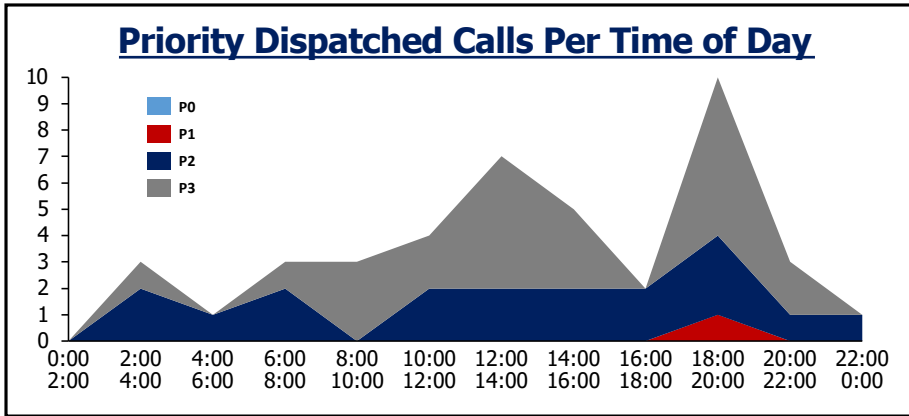
Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	2	8	2
Monday	0	0	2	2	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	4	4	8	2
Thursday	0	0	1	2	3	1
Friday	0	0	1	7	8	2
Saturday	0	1	2	5	8	2
Assignment <2 min		100%	39%			
Assignment <4 min		100%	67%			

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

Monthly Call Volume

Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
10	21	40	38	49	43	55

Top Five Problem Natures

Problem Nature	Count
Verified Alarm	6
Follow Up	6
Area Check	4
Welfare Check	4
Motor Vehicle Accident	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

(Chart: Priority Dispatched Calls Per Time of Day. Y-axis 0 to 5, X-axis time ranges 0:00 through 22:00/0:00)
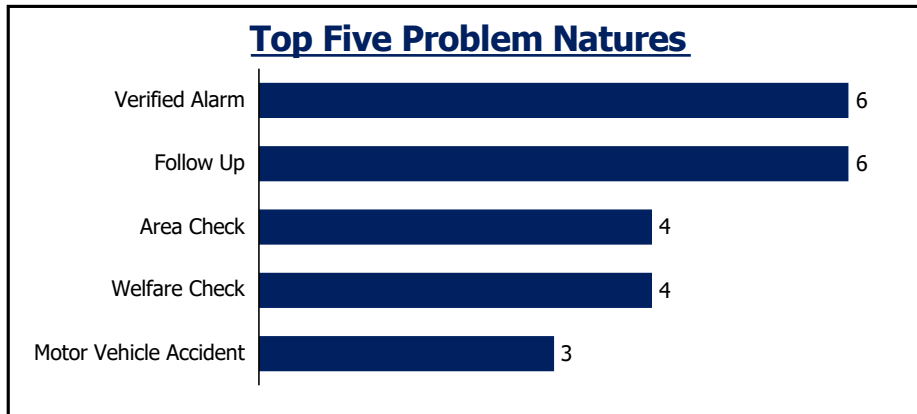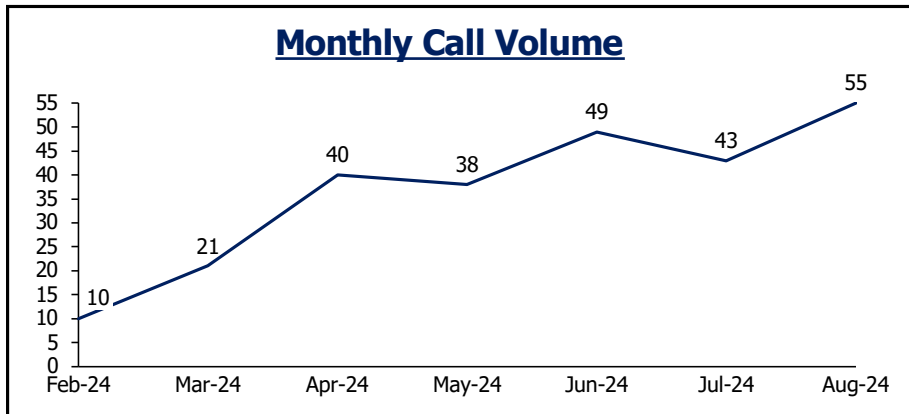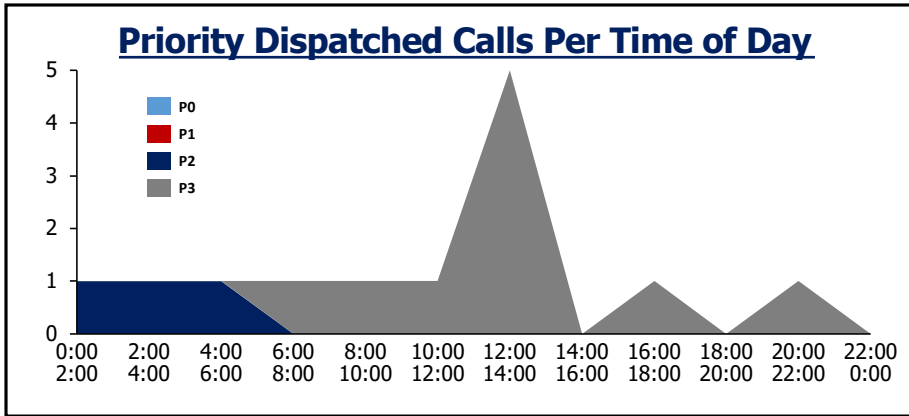
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

(Line chart: Monthly Call Volume)
- Feb-24: 0
- Mar-24: 2
- Apr-24: 14
- May-24: 10
- Jun-24: 22
- Jul-24: 29
- Aug-24: 18

Top Five Problem Natures

- Follow Up: 3
- Building Check: 2
- Suspicious Incident: 2
- Citizen Assist/Serv Call: 1
- Parking Complaint: 1
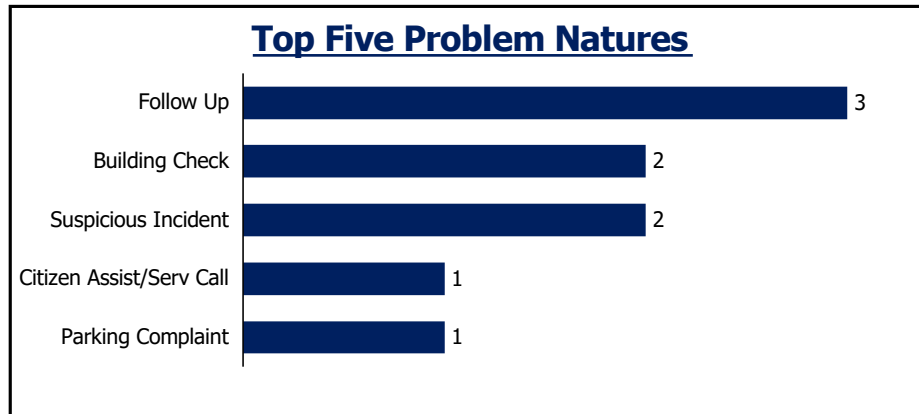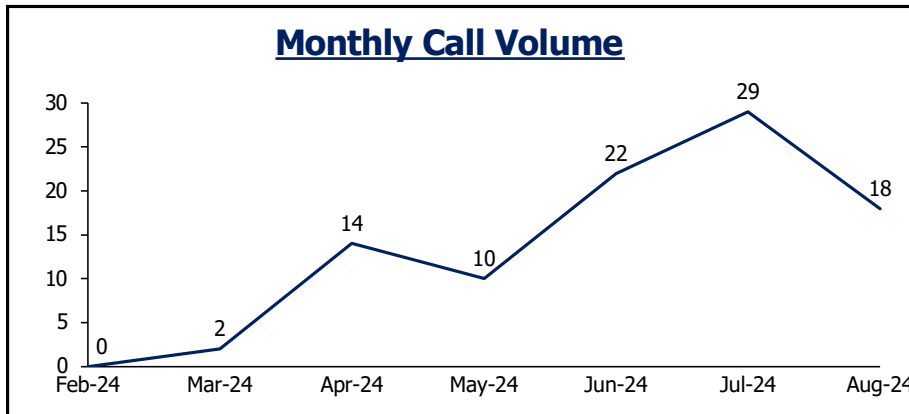
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward. Empire jurisdiction is properly reflected in data as of mid April.