



Jefferson County Communications Center Authority
JEFFCOM911

June 2024
Monthly Report



Table of Contents

| | | | |
|--|----|----------------------------------|----|
| JEFFCOM – Law..... | 3 | Genesee Fire..... | 21 |
| JEFFCOM – Fire..... | 4 | Foothills Fire..... | 22 |
| Service Level Agreement..... | 5 | Clear Creek Fire..... | 23 |
| Service Level Agreement and Volume Trends..... | 6 | Clear Creek EMS | 24 |
| Call Volume/Agency Specific Inquiries..... | 7 | Jeffco Sheriff..... | 25 |
| PowerEngage Survey Results..... | 8 | Lakewood PD..... | 26 |
| West Metro Fire..... | 9 | Wheat Ridge PD..... | 27 |
| Arvada Fire..... | 10 | Arvada PD..... | 28 |
| Golden Fire..... | 11 | Golden PD..... | 29 |
| Fairmount Fire..... | 12 | Lakeside PD..... | 30 |
| Pleasant View Fire..... | 13 | Morrison PD..... | 31 |
| Golden Gate Fire..... | 14 | Mountain View PD..... | 32 |
| Evergreen Fire..... | 15 | Edgewater PD..... | 33 |
| Inter-Canyon Fire..... | 16 | Colorado School of Mines PD..... | 34 |
| Indian Hills Fire..... | 17 | Clear Creek Sheriff..... | 35 |
| Elk Creek Fire..... | 18 | Idaho Springs PD..... | 36 |
| North Fork Fire..... | 19 | Georgetown PD..... | 37 |
| Highland Rescue..... | 20 | Empire PD..... | 38 |

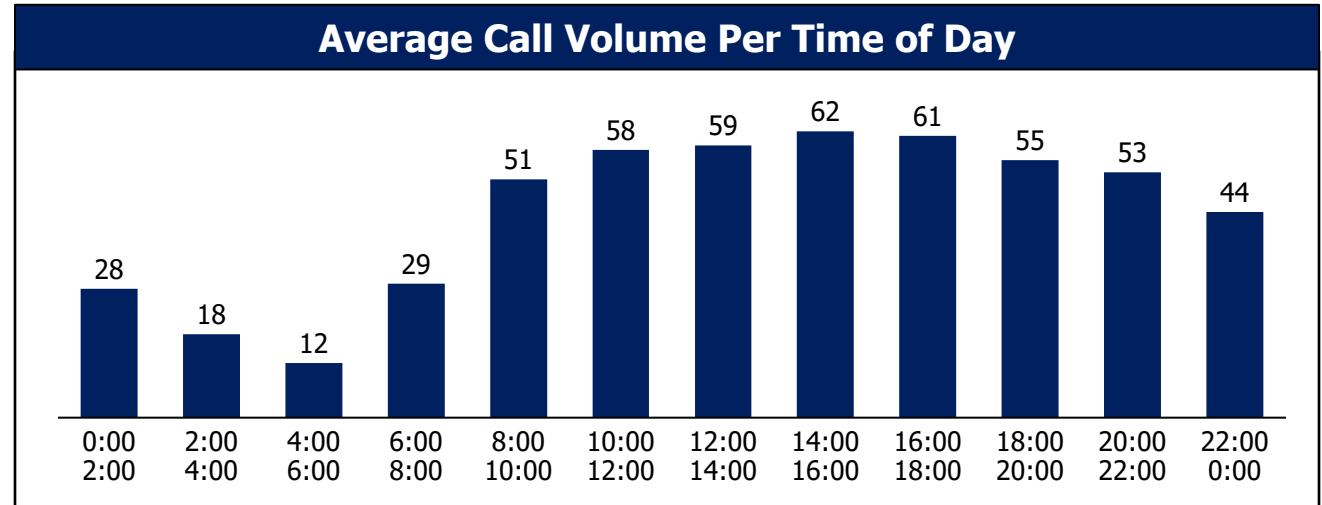


Law Stats

Calls Received, Processed, and Dispatched



| Agency | June Calls | % Total | 6 Month Trend |
|---------------------|---------------|--------------|---------------|
| Lakewood PD | 6,075 | 28.3% | |
| Jeffco Sheriff | 3,287 | 15.3% | |
| Arvada PD | 3,247 | 15.1% | |
| Wheat Ridge PD | 1,567 | 7.3% | |
| Golden PD | 586 | 2.7% | |
| Edgewater PD | 431 | 2.0% | |
| Clear Creek Sheriff | 229 | 0.5% | |
| Idaho Springs PD | 172 | 0.2% | |
| Lakeside PD | 75 | 0.3% | |
| Morrison PD | 51 | 0.2% | |
| Georgetown PD | 49 | 0.2% | |
| Mountain View PD | 24 | 0.1% | |
| Empire PD | 22 | 0.0% | |
| CSM PD | 11 | 0.0% | |
| Total | 15,826 | 72.4% | |



Total CAD Dispatched Calls by Day of Week

| Day of Week | Priority | | | | | | | Total | % of Calls Per Day |
|--------------|-----------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------------|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | | |
| Sunday | 1 | 257 | 812 | 773 | 163 | 332 | 187 | 2,525 | 13.6% |
| Monday | 3 | 169 | 613 | 651 | 189 | 444 | 171 | 2,240 | 15.1% |
| Tuesday | 2 | 153 | 675 | 652 | 168 | 381 | 148 | 2,179 | 14.7% |
| Wednesday | 3 | 150 | 639 | 640 | 138 | 357 | 141 | 2,068 | 14.0% |
| Thursday | 0 | 172 | 576 | 645 | 165 | 387 | 173 | 2,118 | 14.3% |
| Friday | 3 | 180 | 642 | 596 | 162 | 424 | 162 | 2,169 | 14.6% |
| Saturday | 4 | 279 | 758 | 737 | 165 | 386 | 198 | 2,527 | 13.6% |
| Total | 16 | 1,360 | 4,715 | 4,694 | 1,150 | 2,711 | 1,180 | 15,826 | |

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.

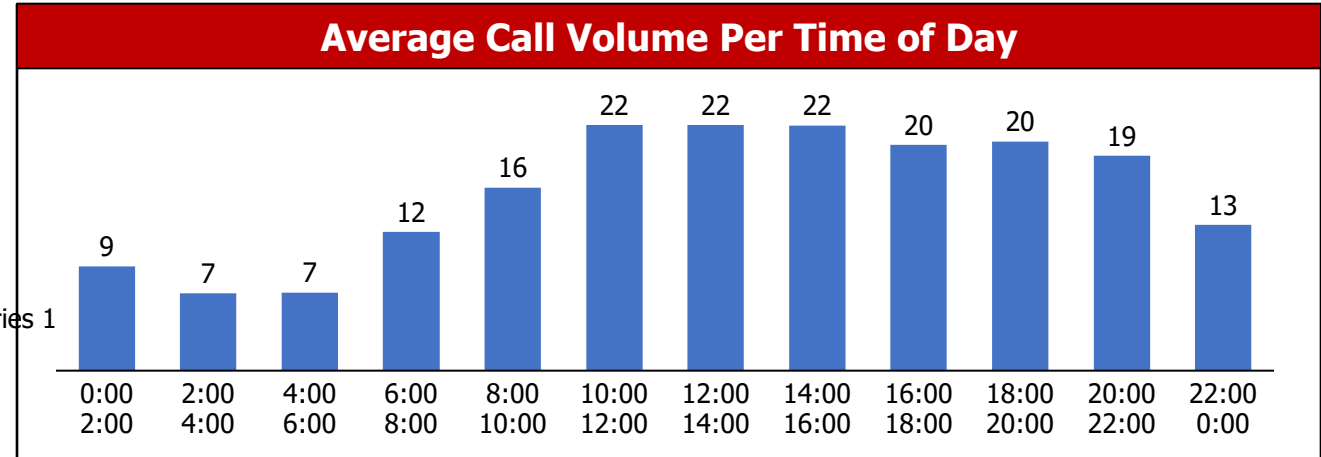


Fire Stats

Calls Received, Processed, and Dispatched



| Agency | June Calls | % of Total | 6 Month Trend |
|--------------------|--------------|--------------|---------------|
| West Metro Fire | 3,235 | 15.0% | |
| Arvada Fire | 1,335 | 6.2% | |
| Golden Fire | 226 | 1.1% | |
| Evergreen Fire | 188 | 0.9% | |
| Clear Creek Fire | 157 | 0.7% | |
| Clear Creek EMS | 148 | 0.7% | |
| Elk Creek Fire | 93 | 0.4% | |
| Fairmount Fire | 54 | 0.3% | |
| Pleasant View Fire | 54 | 0.3% | |
| Highland Rescue | 50 | 0.2% | |
| Foothills Fire | 34 | 0.2% | |
| Inter Canyon Fire | 28 | 0.1% | |
| North Fork Fire | 28 | 0.1% | |
| Indian Hills Fire | 19 | 0.1% | |
| Genesee Fire | 13 | 0.1% | |
| Golden Gate Fire | 9 | 0.0% | |
| Total | 5,671 | 26.4% | |



Total CAD Dispatched Calls by Day of Week

| Day of Week | Priority | | | | | | Total | % of Calls Per Day |
|--------------|------------|--------------|--------------|-----------|----------|-----------|--------------|--------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | |
| Sunday | 27 | 578 | 313 | 11 | 0 | 3 | 932 | 14.1% |
| Monday | 8 | 480 | 272 | 7 | 0 | 3 | 770 | 14.5% |
| Tuesday | 16 | 469 | 285 | 7 | 0 | 3 | 780 | 14.7% |
| Wednesday | 15 | 422 | 260 | 3 | 0 | 3 | 703 | 13.3% |
| Thursday | 12 | 494 | 294 | 5 | 0 | 3 | 808 | 15.2% |
| Friday | 15 | 472 | 266 | 7 | 0 | 3 | 763 | 14.4% |
| Saturday | 20 | 548 | 337 | 7 | 1 | 3 | 916 | 13.8% |
| Total | 113 | 3,463 | 2,027 | 47 | 0 | 21 | 5,671 | |

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 |
|--------------------------------------|---|--------|--|
| Call Answering and Processing | 90% of 911 calls answered within 15 seconds | 88.3% | 95% of 911 calls answered within 15 Seconds |
| | 99% of 911 calls answered within 40 seconds | 97.1% | 99% of 911 calls answered within 40 Seconds |
| | 90% of Priority 1 and 2 calls processed within 60 seconds | 59.6% | 90% of 911 calls processed within 60 Seconds |
| | (Included as a reference only) | 92.3% | 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 | 16.7% | 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% | 94.4% | Target average of 95% with a minimum of 80% |
| | EFD; Target average of 75% | 98.0% | Target average of 95% with a minimum of 80% |
| | LAW; Target average of 75% | 89.5% | Target average of 95% with a minimum of 80% |

| Analysis |
|--|
| <p>Root Cause: Call Answering Time Emergency call volume increased by 10% per day month-over-month. The center maintains an aggressive training schedule to maintain staffing levels and personnel trained in specific disciplines to fully authorized levels.</p> <p>Remediation: Call Answering Time The call answering metrics were not met in June due to the high volume of calls and ongoing training. This month, nine new personnel will begin "On the Job" training, with expected completion and sign-off next month. Additionally, Jeffcom will start a new academy this month, with an estimated 12 trainees. Jeffcom will continue to analyze calls and explore potential strategies to reduce volume to improve metrics.</p> <p>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.</p> <p>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 01:37 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p> |

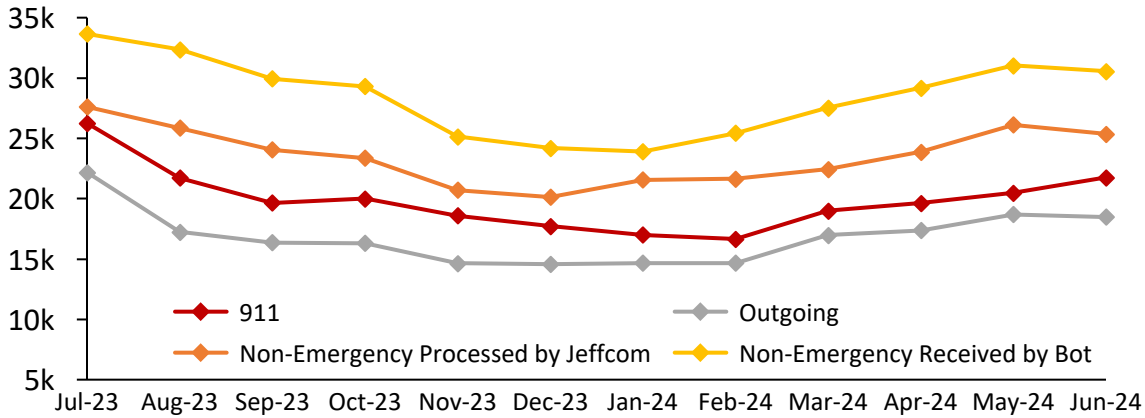
Note: Records stats are currently unavailable as we transition into a new reporting system from the new helpdesk.



Service Level Agreement and Volume Trends



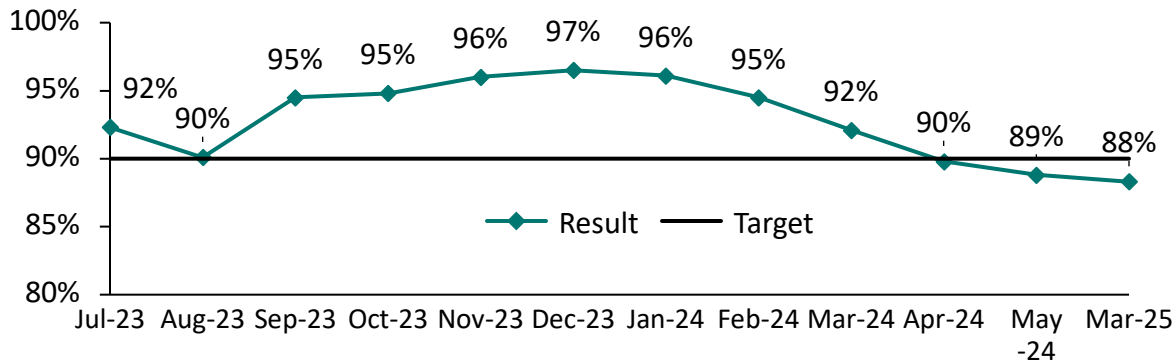
Call Volumes



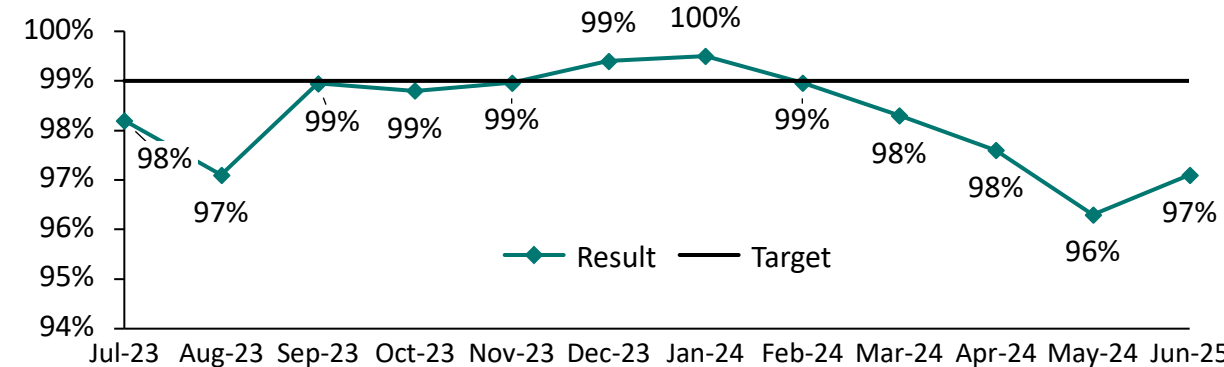
Trend Table

| Average Daily Calls | Jun-24 | May-24 | Jun-23 | Δ Last Month (per day) | Δ Last Year (per day) |
|--------------------------------------|--------|--------|--------|------------------------|-----------------------|
| Outgoing | 616 | 603 | 706 | ↑ 2% | ↓ -13% |
| Incoming - Admin to Bot | 1,018 | 1,001 | 1,116 | ↑ 2% | ↓ -9% |
| Incoming - Admin to Jeffcom | 845 | 843 | 874 | ↑ 0% | ↓ -3% |
| Incoming - 911 | 725 | 660 | 835 | ↑ 10% | ↓ -13% |
| 911 calls answered within 15 seconds | 88.3% | 88.8% | 87.4% | ↓ -0.5% | ↑ 0.9% |
| 911 calls answered within 40 seconds | 97.1% | 96.3% | 96.9% | ↑ 0.8% | ↑ 0.2% |

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





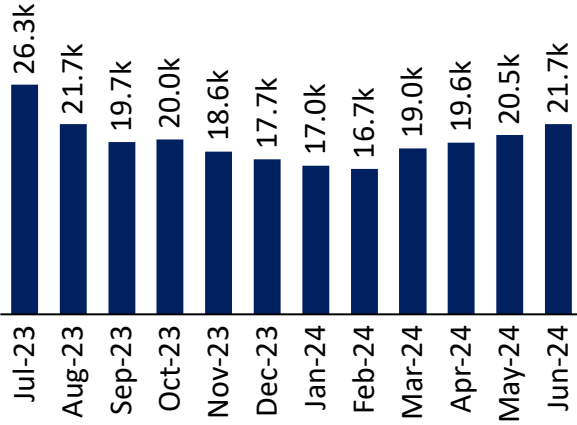
Call Volume/Agency Specific Inquiries

JEFFCOM

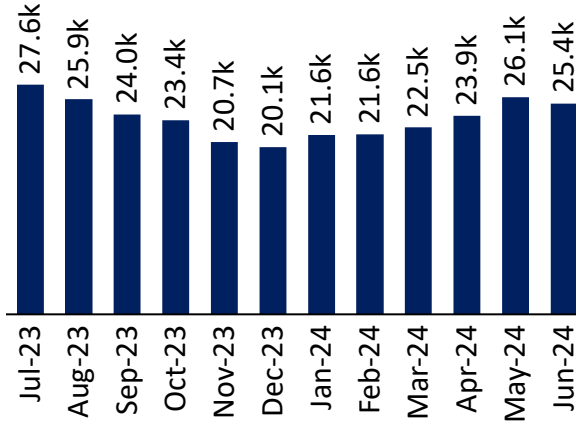


12 Month Trends

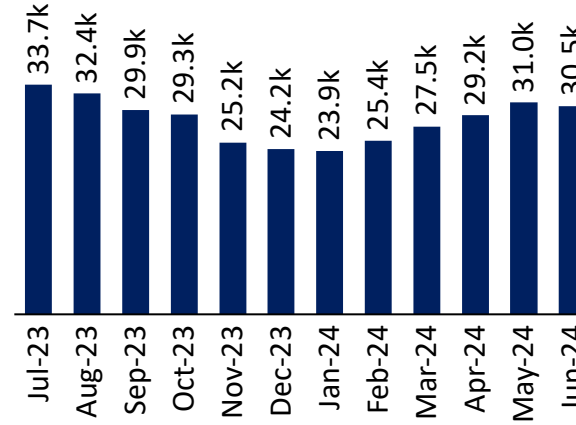
Emergency Calls



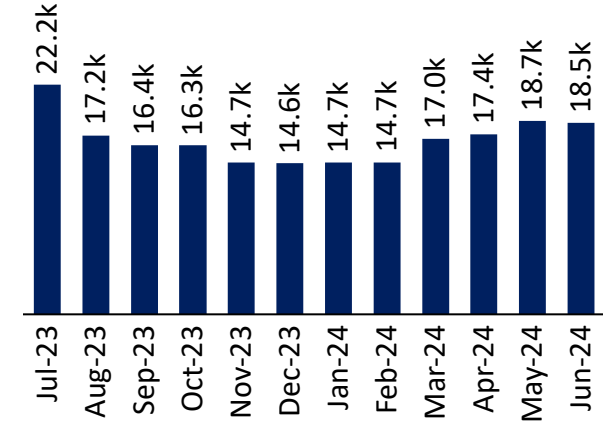
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



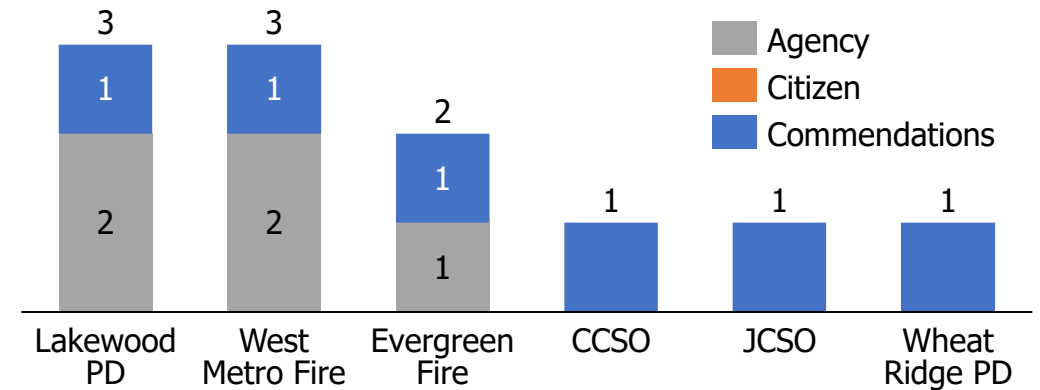
Outgoing Calls



Call Volume

| Line | Calls | Notes |
|------------------------------------|---------------|-------------------------------------|
| Outgoing | 18,484 | 2% Increase per day from May |
| Incoming - Admin to Bot | 30,543 | 2% Increase per day from May |
| Incoming - Admin to Jeffcom | 25,361 | 0% Increase per day from May |
| Incoming - 911 | 21,745 | 10% Increase per day from May |
| Total Incoming to Jeffcom | 47,106 | 4% Increase per day from May |

June Inquiries



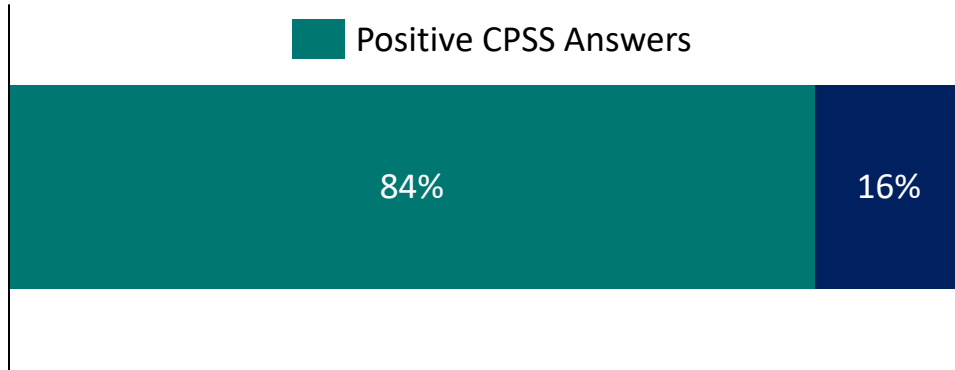


PowerEngage Survey Results

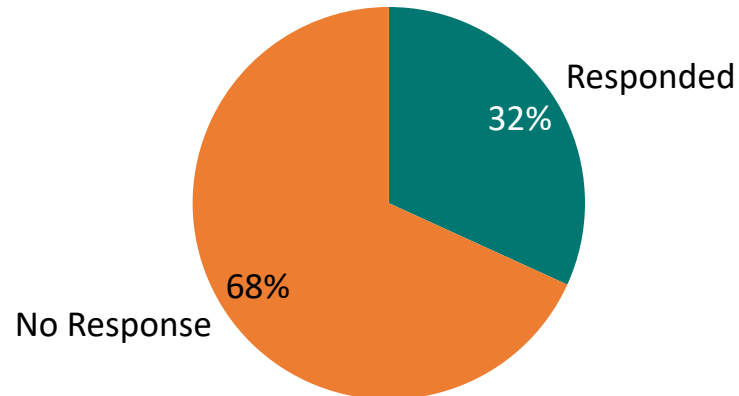
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



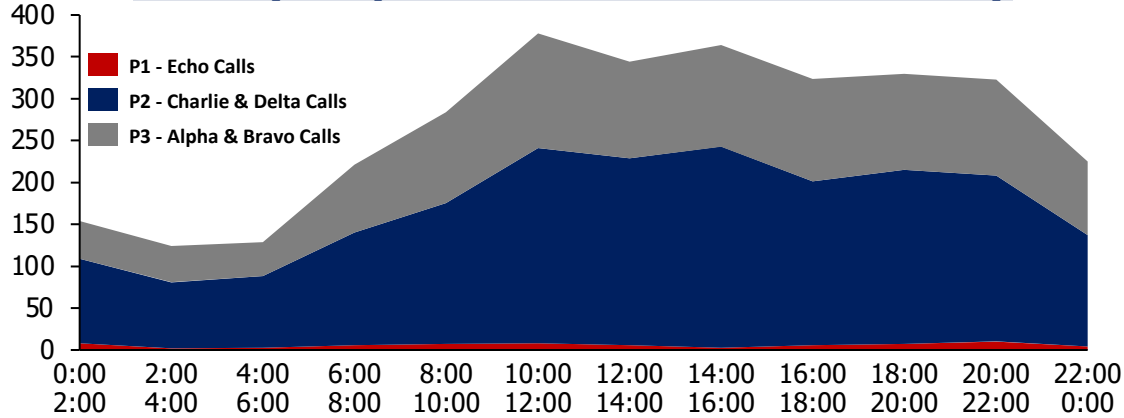
Survey Response Rate



Survey Responses

- “The dispatcher also got the wheels of intervention (police response) going quickly. She was supportive and gave good, clear directions. I needed that.”
- “Very professional and helped to calm me down.”
- “The 911 agent was excellent.”
- “Very kind and efficient.”
- “He was very polite and helpful.”
- “They did great. “
- “She was kind and prompt and not rude at all.”

Priority Dispatched Calls Per Time of Day

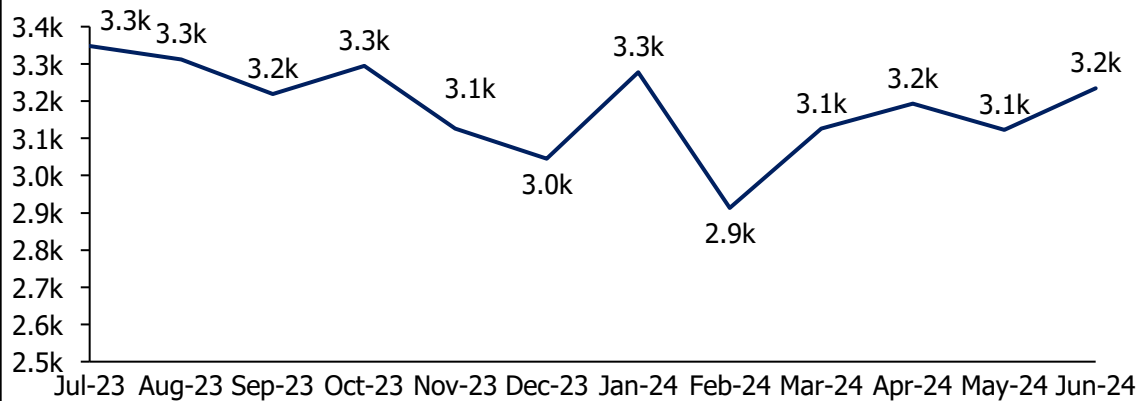


Daily Priority Call Volume and Entry to Assignment

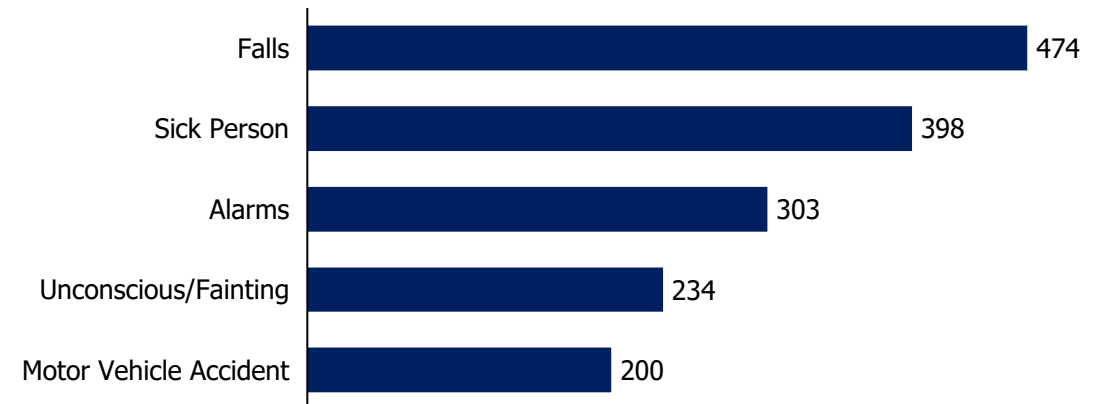
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|------------|------------|-----|-------|---------|
| Sunday | 18 | 340 | 171 | 529 | 106 |
| Monday | 4 | 290 | 163 | 457 | 114 |
| Tuesday | 7 | 271 | 155 | 433 | 108 |
| Wednesday | 8 | 240 | 145 | 393 | 98 |
| Thursday | 5 | 297 | 171 | 473 | 118 |
| Friday | 13 | 243 | 145 | 401 | 100 |
| Saturday | 15 | 316 | 183 | 514 | 103 |
| Assignment < 1 min | 96% | 95% | | | |

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

Monthly Call Volume



Top Five Problem Natures

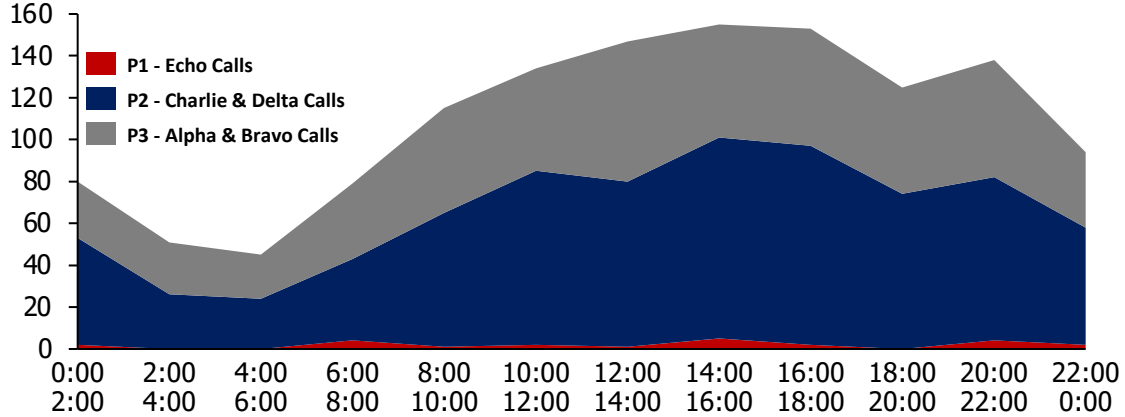




Arvada Fire



Priority Dispatched Calls Per Time of Day



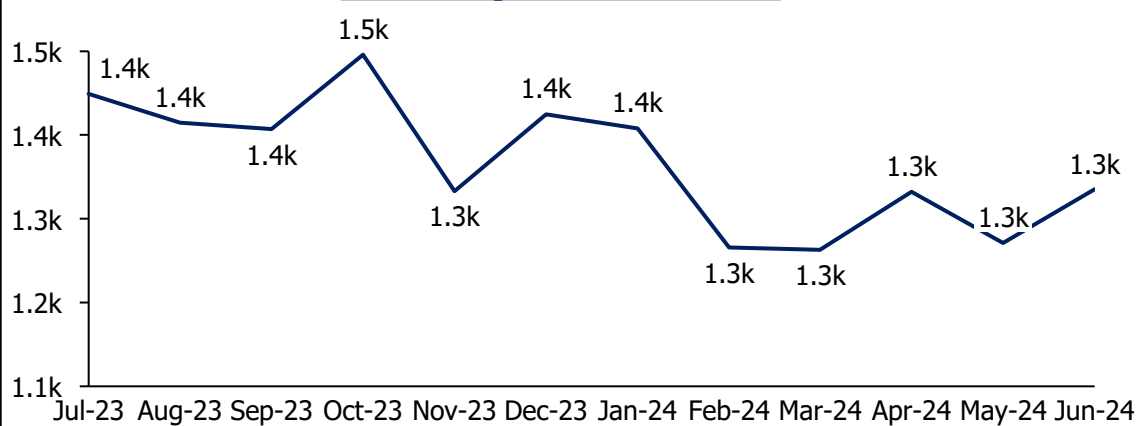
Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|-------------|----|-----|----|-------|---------|
| Sunday | 4 | 123 | 70 | 197 | 39 |
| Monday | 1 | 111 | 60 | 172 | 43 |
| Tuesday | 7 | 100 | 82 | 189 | 47 |
| Wednesday | 5 | 86 | 75 | 166 | 42 |
| Thursday | 3 | 90 | 78 | 171 | 43 |
| Friday | 1 | 116 | 80 | 197 | 49 |
| Saturday | 2 | 139 | 83 | 224 | 45 |

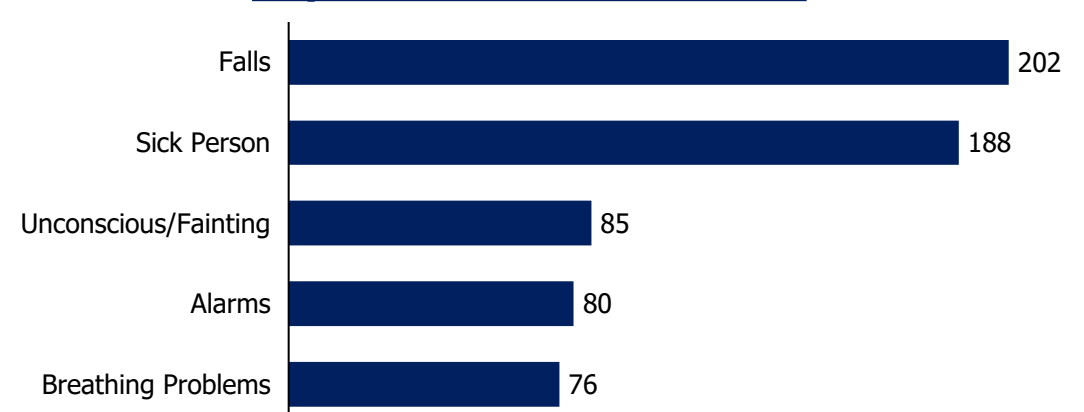
Assignment <1 min 96% 95%

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

Monthly Call Volume



Top Five Problem Natures

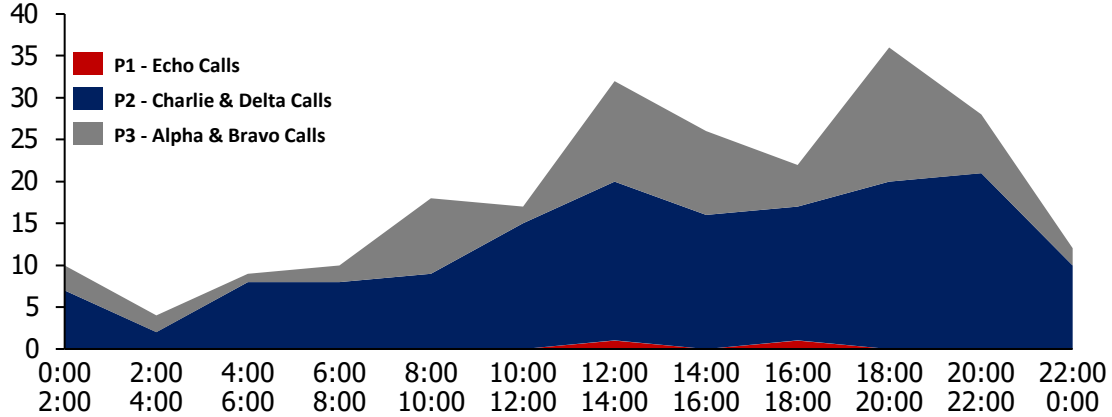




Golden Fire



Priority Dispatched Calls Per Time of Day



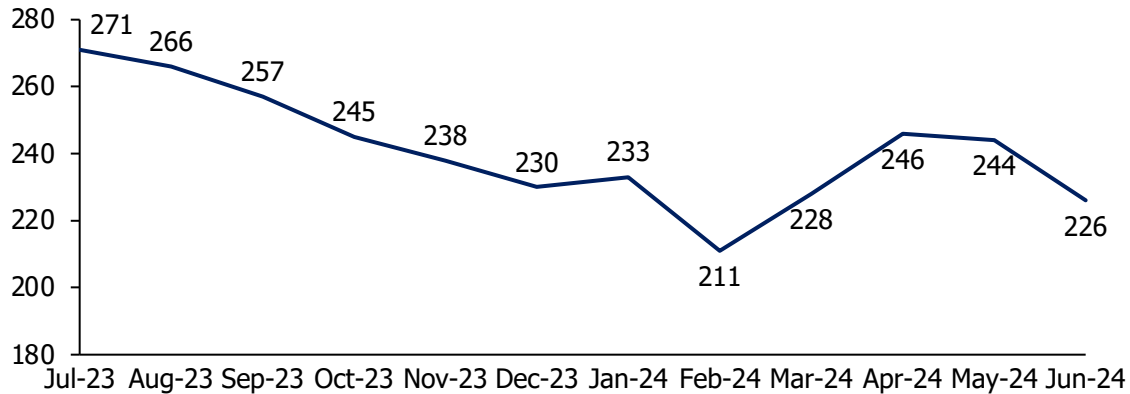
Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|-------------|----|----|----|-------|---------|
| Sunday | 0 | 22 | 11 | 33 | 7 |
| Monday | 0 | 21 | 9 | 30 | 8 |
| Tuesday | 0 | 16 | 5 | 21 | 5 |
| Wednesday | 0 | 24 | 12 | 36 | 9 |
| Thursday | 1 | 20 | 11 | 32 | 8 |
| Friday | 0 | 28 | 9 | 37 | 9 |
| Saturday | 1 | 20 | 14 | 35 | 7 |

Assignment < 1 min: 100% 84%

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

Monthly Call Volume



Top Five Problem Natures

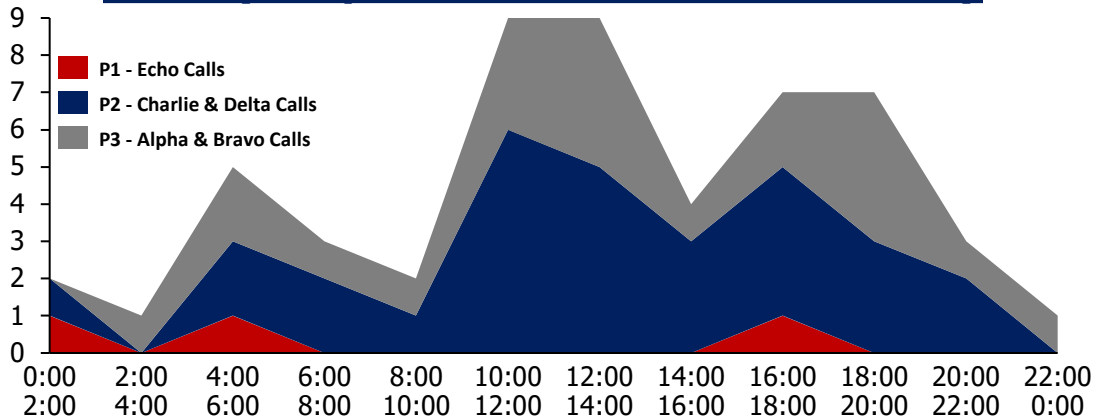




Fairmount Fire



Priority Dispatched Calls Per Time of Day

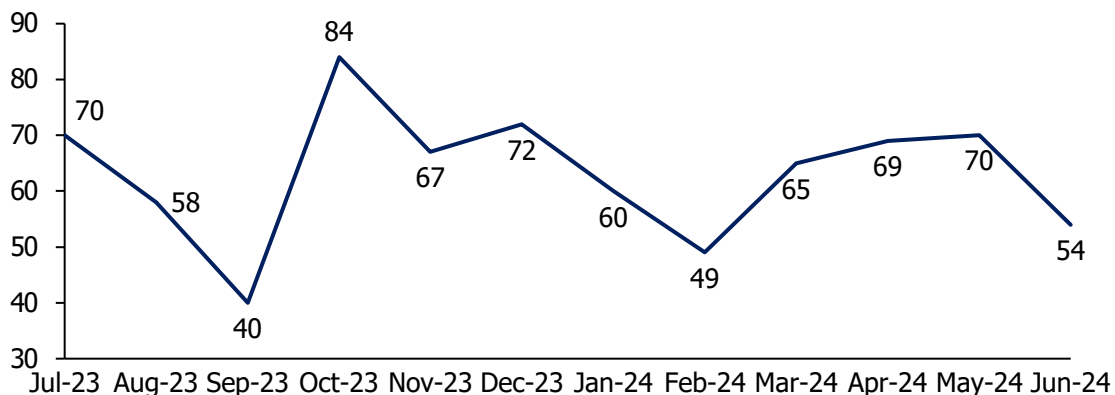


Daily Priority Call Volume and Entry to Assignment

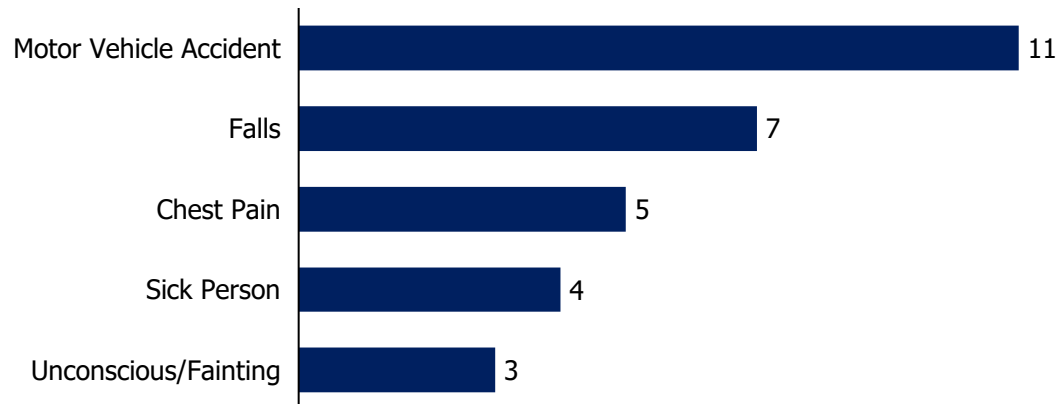
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 0 | 4 | 2 | 6 | 1 |
| Monday | 1 | 4 | 1 | 6 | 2 |
| Tuesday | 0 | 6 | 2 | 8 | 2 |
| Wednesday | 1 | 2 | 1 | 4 | 1 |
| Thursday | 0 | 3 | 4 | 7 | 2 |
| Friday | 1 | 8 | 5 | 14 | 4 |
| Saturday | 0 | 2 | 6 | 8 | 2 |
| Assignment < 1 min | 100% | 90% | | | |

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

Monthly Call Volume



Top Five Problem Natures

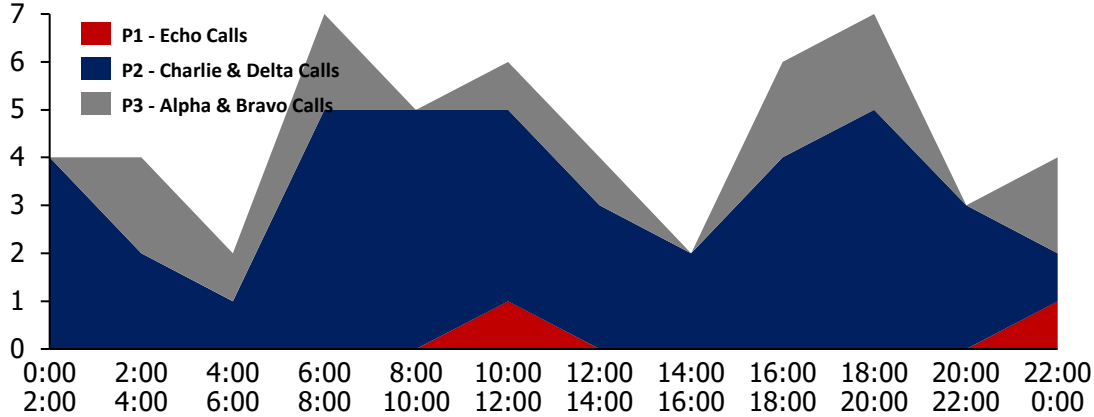




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

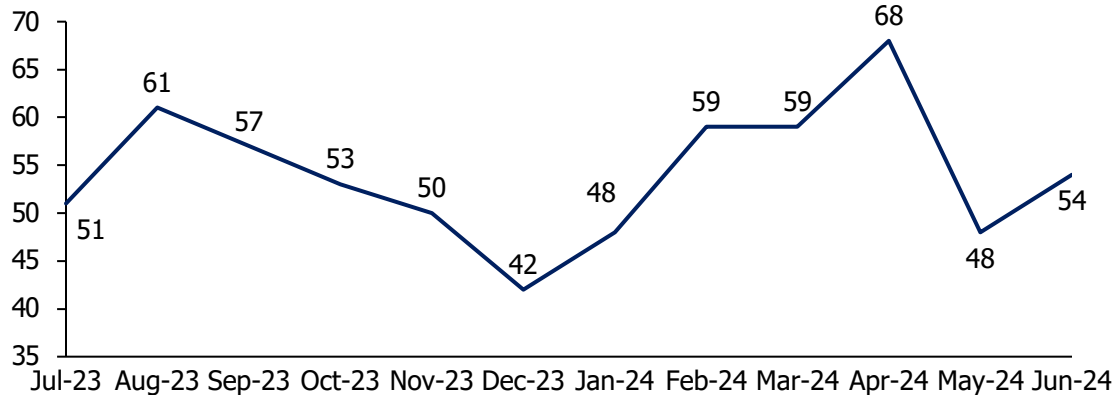


Daily Priority Call Volume and Entry to Assignment

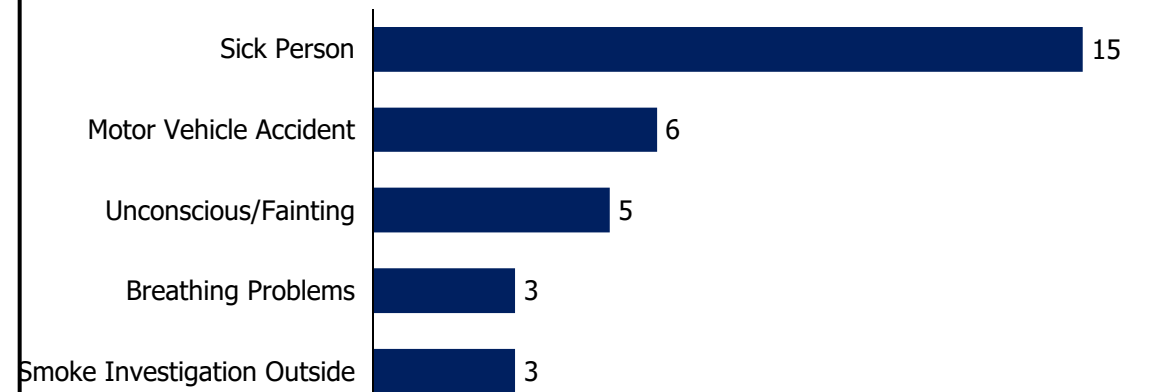
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 0 | 7 | 3 | 10 | 2 |
| Monday | 0 | 7 | 2 | 9 | 2 |
| Tuesday | 1 | 7 | 3 | 11 | 3 |
| Wednesday | 0 | 7 | 2 | 9 | 2 |
| Thursday | 1 | 6 | 1 | 8 | 2 |
| Friday | 0 | 2 | 0 | 2 | 1 |
| Saturday | 0 | 3 | 2 | 5 | 1 |
| Assignment < 1 min | 100% | 90% | | | |

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

Monthly Call Volume



Top Five Problem Natures

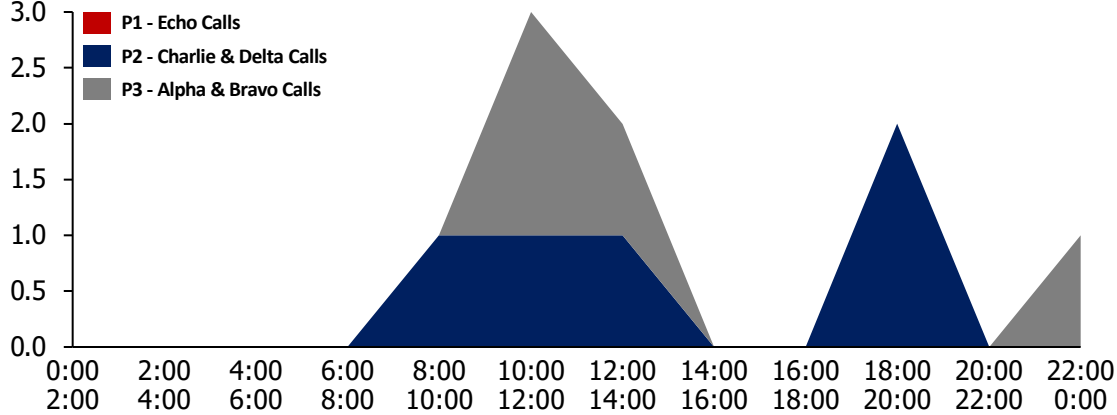




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

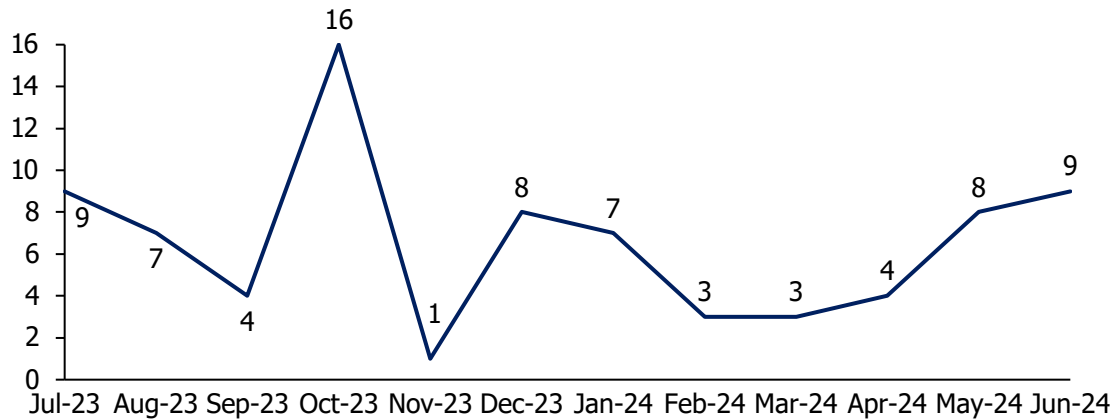


Daily Priority Call Volume and Entry to Assignment

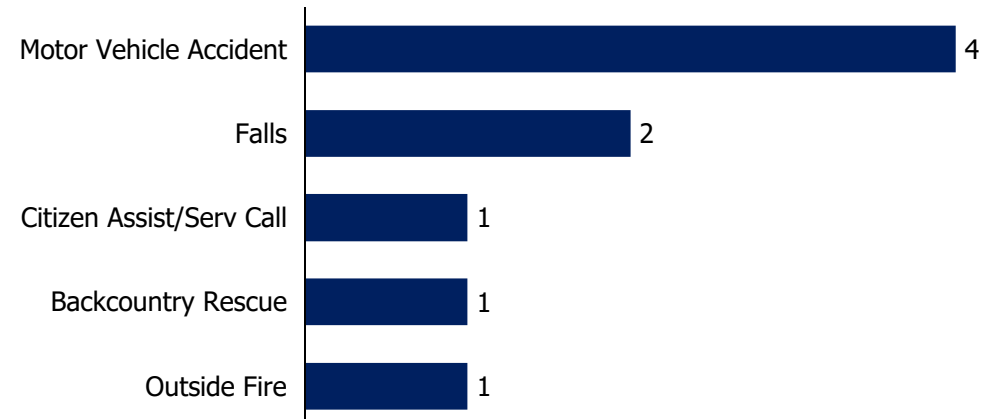
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|------------|------------|----|-------|---------|
| Sunday | 0 | 0 | 2 | 2 | 0 |
| Monday | 0 | 1 | 0 | 1 | 0 |
| Tuesday | 0 | 1 | 1 | 2 | 1 |
| Wednesday | 0 | 0 | 0 | 0 | 0 |
| Thursday | 0 | 1 | 0 | 1 | 0 |
| Friday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

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

Monthly Call Volume



Problem Natures

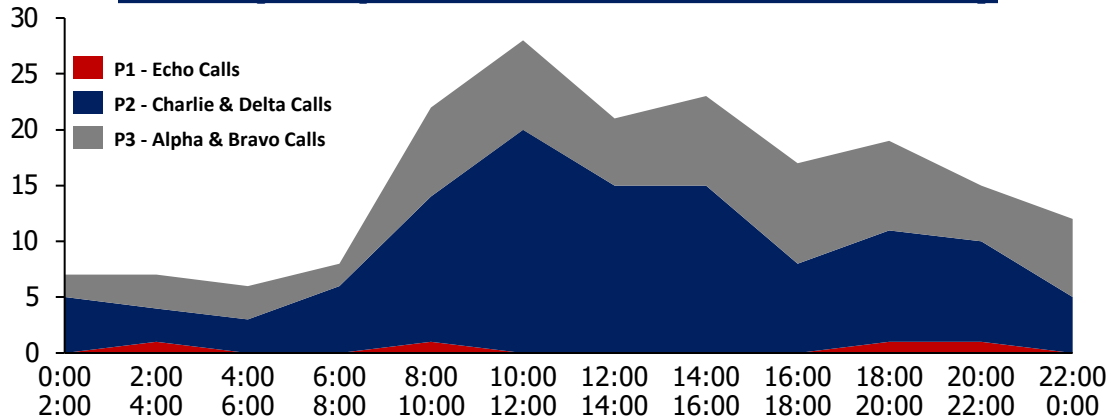




Evergreen Fire



Priority Dispatched Calls Per Time of Day



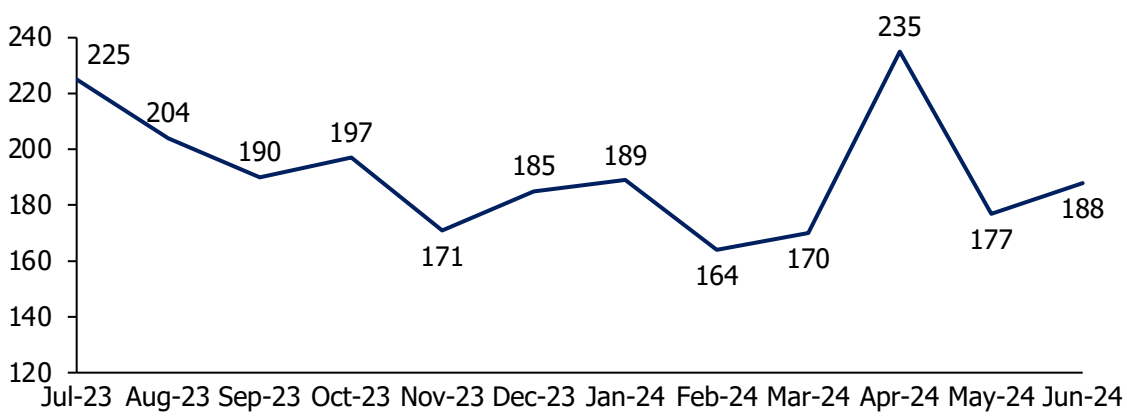
Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|-------------|----|----|----|-------|---------|
| Sunday | 1 | 18 | 13 | 32 | 6 |
| Monday | 0 | 8 | 10 | 18 | 5 |
| Tuesday | 0 | 17 | 11 | 28 | 7 |
| Wednesday | 1 | 19 | 10 | 30 | 8 |
| Thursday | 0 | 14 | 7 | 21 | 5 |
| Friday | 0 | 20 | 9 | 29 | 7 |
| Saturday | 2 | 16 | 9 | 27 | 5 |

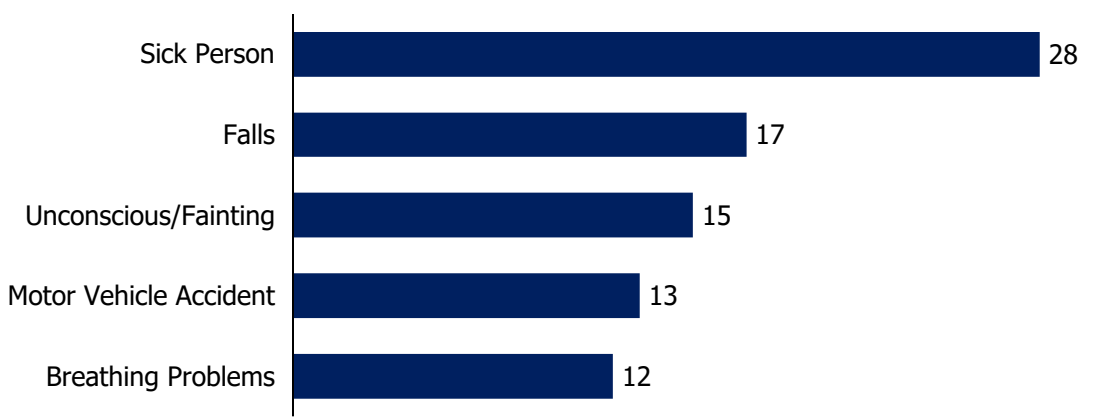
Assignment < 1 min 100% 84%

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

Monthly Call Volume



Top Five Problem Natures

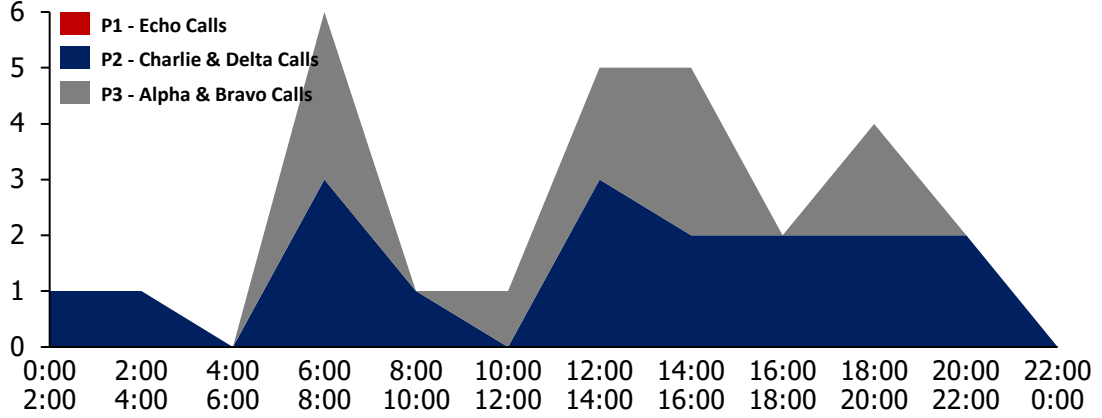




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

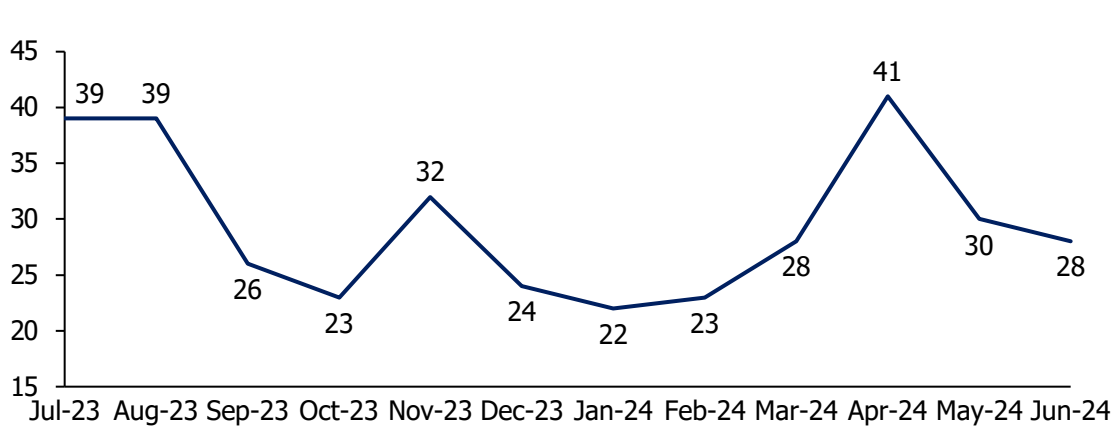


Daily Priority Call Volume and Entry to Assignment

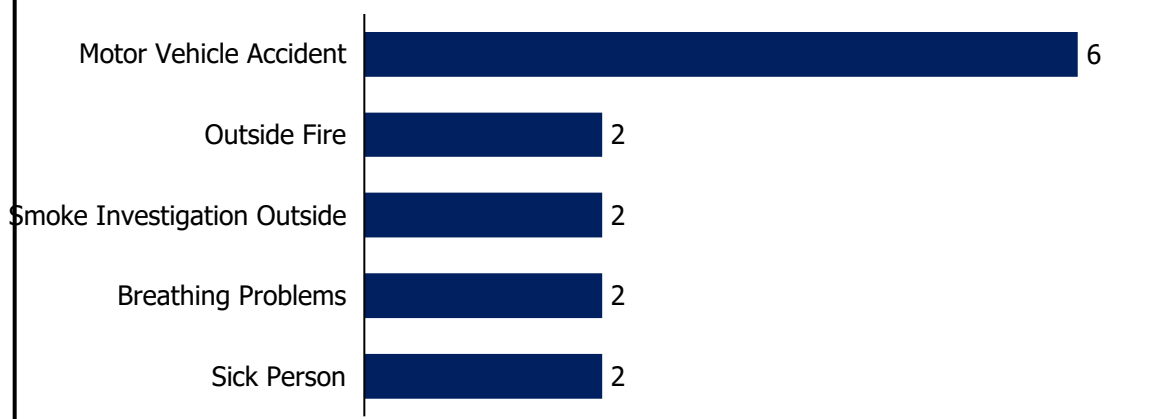
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|------------|------------|----|-------|---------|
| Sunday | 0 | 2 | 4 | 6 | 1 |
| Monday | 0 | 1 | 0 | 1 | 0 |
| Tuesday | 0 | 1 | 1 | 2 | 1 |
| Wednesday | 0 | 3 | 1 | 4 | 1 |
| Thursday | 0 | 2 | 1 | 3 | 1 |
| Friday | 0 | 3 | 1 | 4 | 1 |
| Saturday | 0 | 5 | 3 | 8 | 2 |
| Assignment < 1 min | N/A | 88% | | | |

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

Monthly Call Volume



Top Five Problem Natures

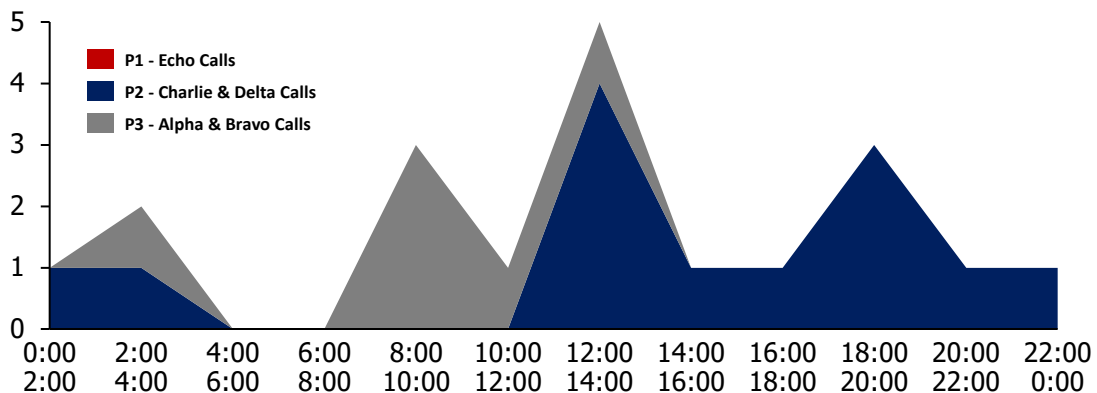




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

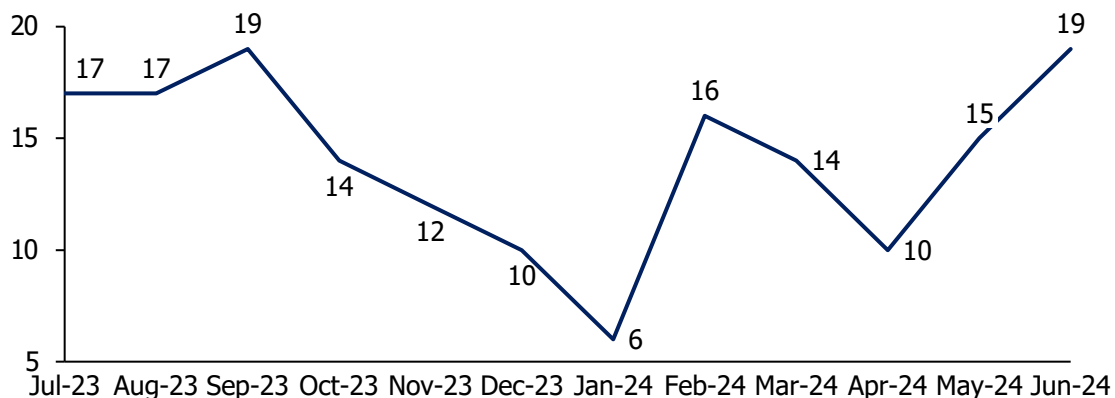


Daily Priority Call Volume and Entry to Assignment

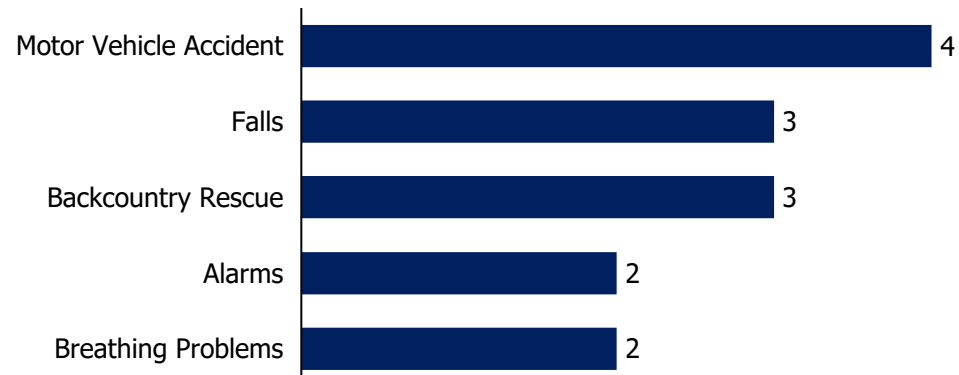
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|------------|-------------|----|-------|---------|
| Sunday | 0 | 4 | 0 | 4 | 1 |
| Monday | 0 | 0 | 1 | 1 | 0 |
| Tuesday | 0 | 2 | 2 | 4 | 1 |
| Wednesday | 0 | 1 | 1 | 2 | 1 |
| Thursday | 0 | 0 | 1 | 1 | 0 |
| Friday | 0 | 2 | 0 | 2 | 1 |
| Saturday | 0 | 4 | 1 | 5 | 1 |
| Assignment < 1 min | N/A | 100% | | | |

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

Monthly Call Volume



Top Five Problem Natures

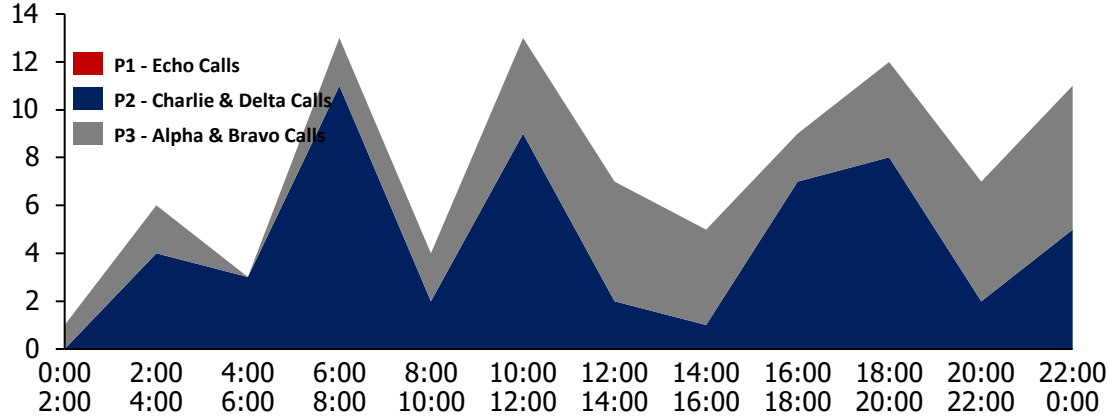




Elk Creek Fire



Priority Dispatched Calls Per Time of Day

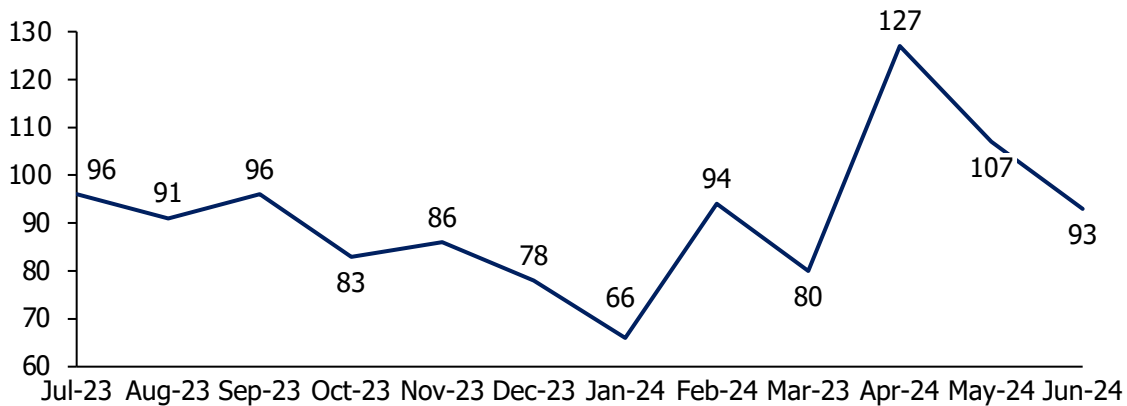


Daily Priority Call Volume and Entry to Assignment

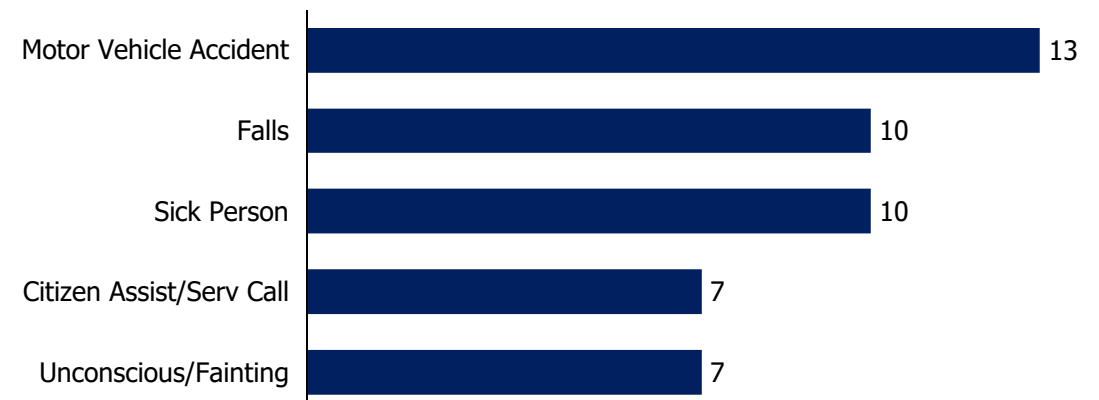
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|------------|------------|----|-------|---------|
| Sunday | 0 | 12 | 4 | 16 | 3 |
| Monday | 0 | 8 | 8 | 16 | 4 |
| Tuesday | 0 | 6 | 4 | 10 | 3 |
| Wednesday | 0 | 3 | 3 | 6 | 2 |
| Thursday | 0 | 6 | 3 | 9 | 2 |
| Friday | 0 | 7 | 5 | 12 | 3 |
| Saturday | 0 | 12 | 10 | 22 | 4 |
| Assignment < 1 min | N/A | 89% | | | |

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

Monthly Call Volume



Top Five Problem Natures

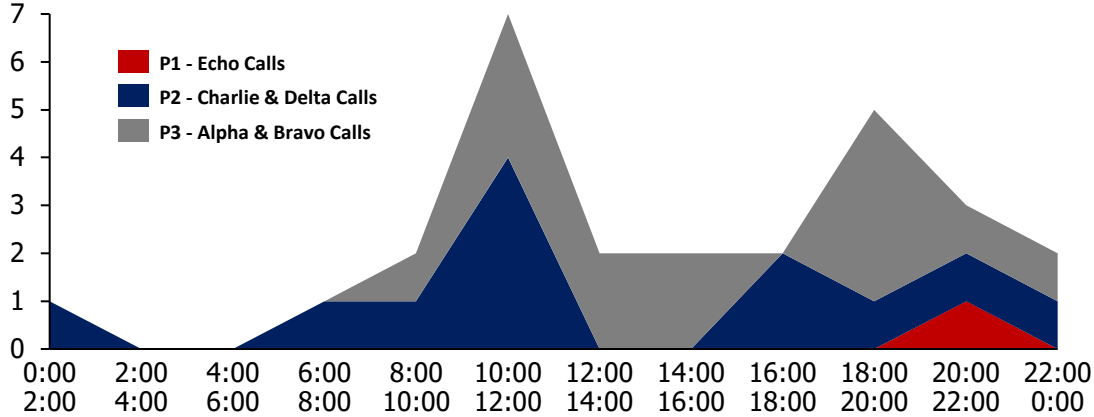




North Fork Fire



Priority Dispatched Calls Per Time of Day



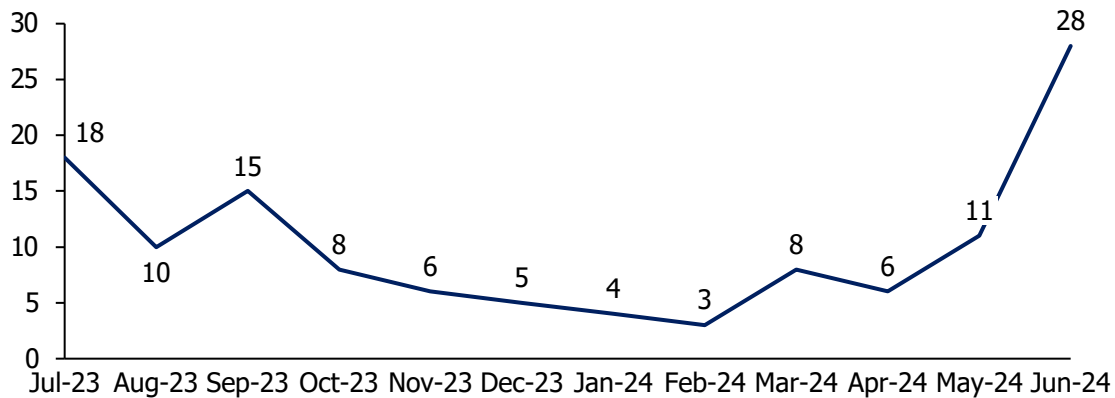
Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|-------------|----|----|----|-------|---------|
| Sunday | 0 | 4 | 4 | 8 | 2 |
| Monday | 0 | 1 | 2 | 3 | 1 |
| Tuesday | 1 | 2 | 0 | 3 | 1 |
| Wednesday | 0 | 1 | 2 | 3 | 1 |
| Thursday | 0 | 2 | 1 | 3 | 1 |
| Friday | 0 | 1 | 1 | 2 | 1 |
| Saturday | 0 | 1 | 4 | 5 | 1 |

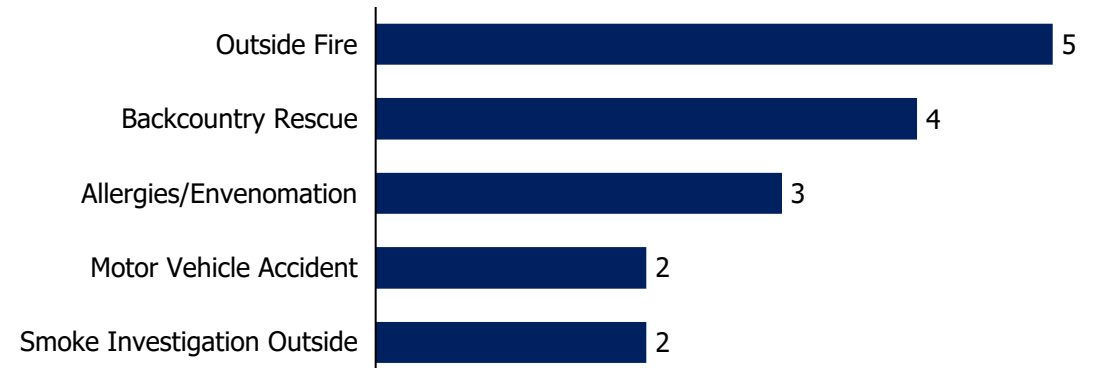
Assignment < 1 min **0%** **75%**

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

Monthly Call Volume



Problem Natures

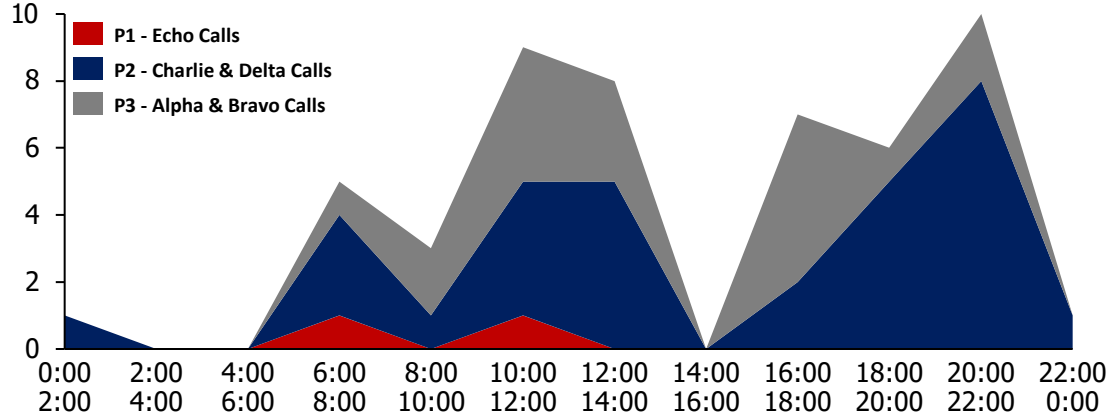




Highland Rescue



Priority Dispatched Calls Per Time of Day

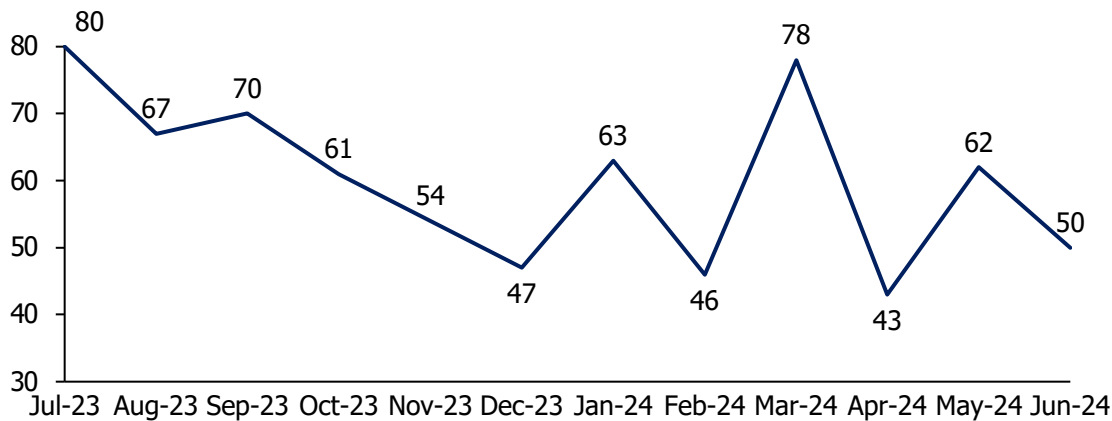


Daily Priority Call Volume and Entry to Assignment

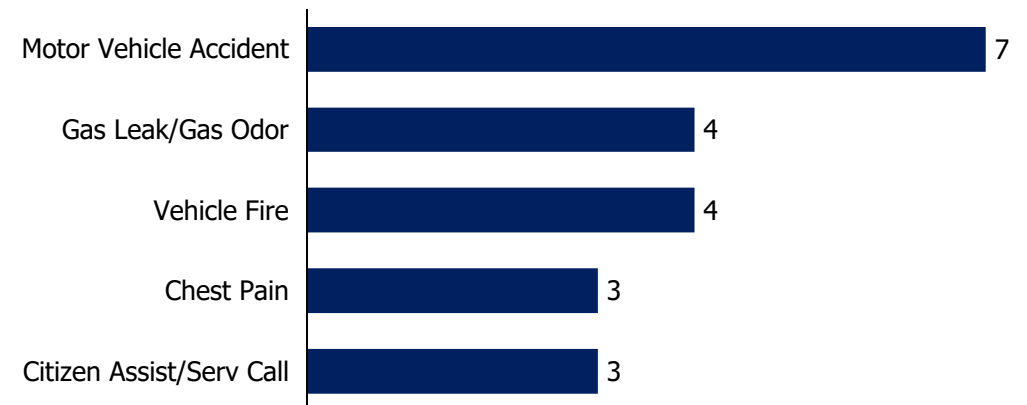
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 1 | 3 | 3 | 7 | 1 |
| Monday | 1 | 3 | 3 | 7 | 2 |
| Tuesday | 0 | 2 | 4 | 6 | 2 |
| Wednesday | 0 | 7 | 2 | 9 | 2 |
| Thursday | 0 | 8 | 3 | 11 | 3 |
| Friday | 0 | 4 | 0 | 4 | 1 |
| Saturday | 0 | 3 | 3 | 6 | 1 |
| Assignment < 1 min | 100% | 93% | | | |

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

Monthly Call Volume



Top Five Problem Natures

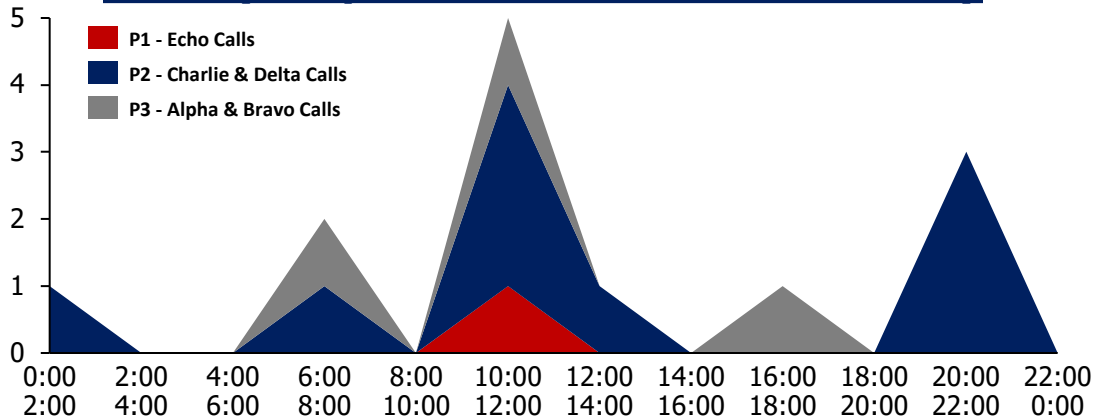




Genesee Fire



Priority Dispatched Calls Per Time of Day

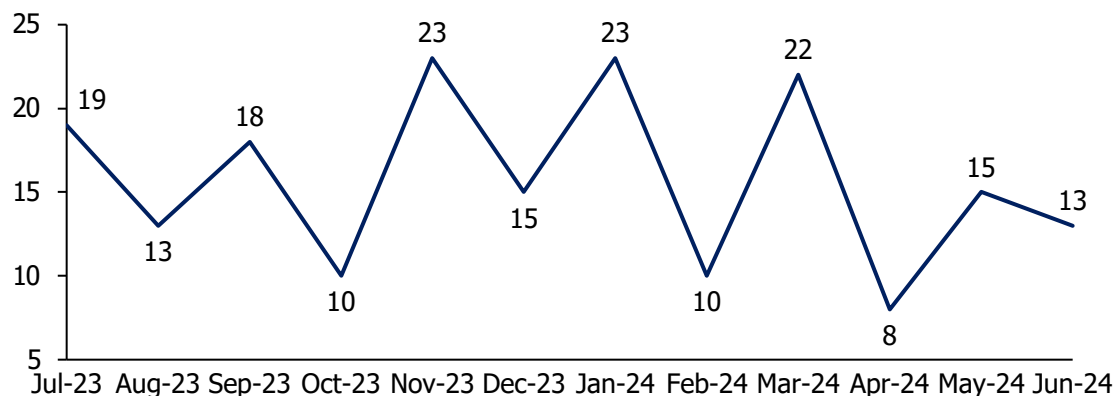


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 1 | 1 | 0 | 2 | 0 |
| Monday | 0 | 0 | 1 | 1 | 0 |
| Tuesday | 0 | 1 | 0 | 1 | 0 |
| Wednesday | 0 | 3 | 0 | 3 | 1 |
| Thursday | 0 | 2 | 1 | 3 | 1 |
| Friday | 0 | 0 | 0 | 0 | 0 |
| Saturday | 0 | 2 | 1 | 3 | 1 |
| Assignment < 1 min | 100% | 89% | | | |

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

Monthly Call Volume



Top Five Problem Natures

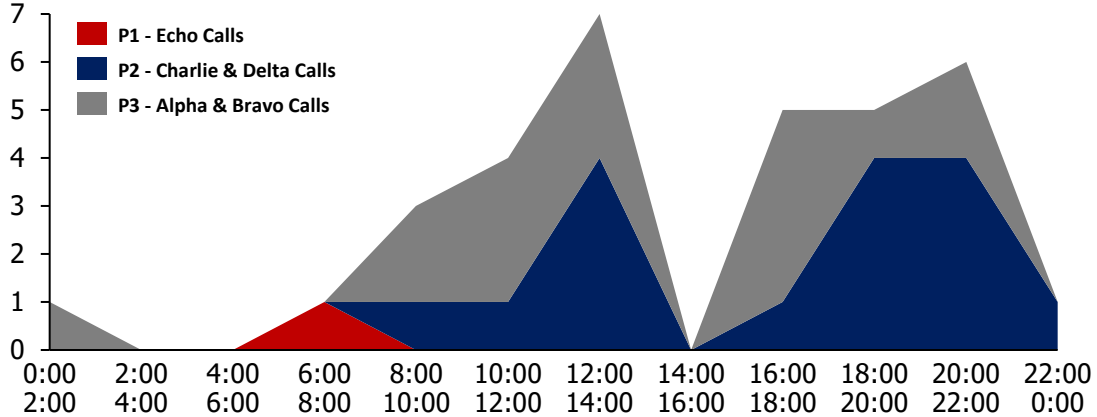




Foothills Fire



Priority Dispatched Calls Per Time of Day

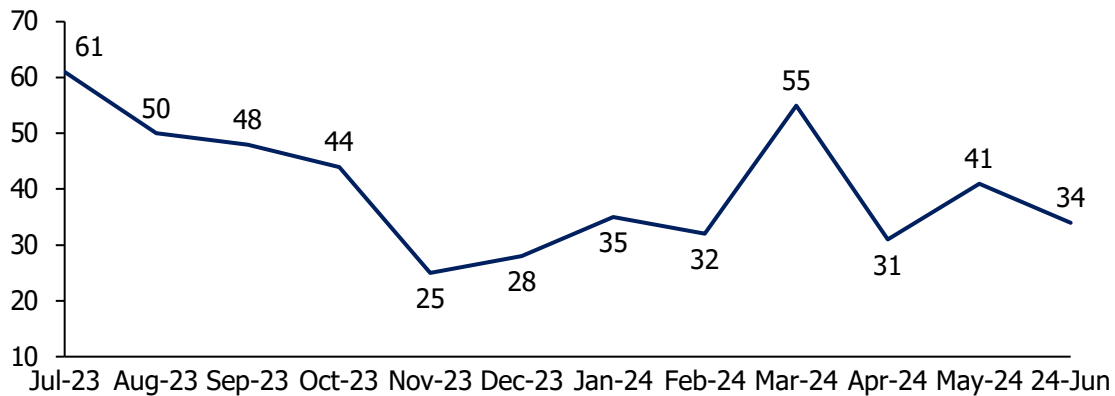


Daily Priority Call Volume and Entry to Assignment

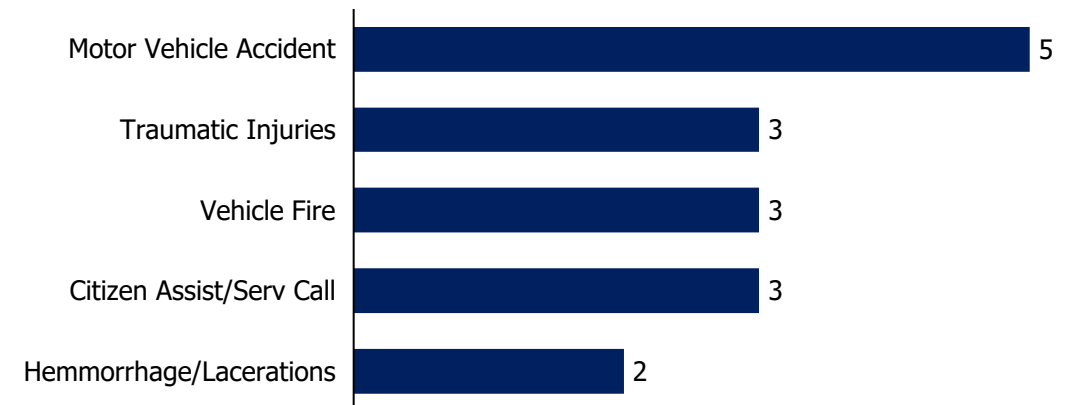
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 0 | 2 | 3 | 5 | 1 |
| Monday | 1 | 2 | 2 | 5 | 1 |
| Tuesday | 0 | 1 | 4 | 5 | 1 |
| Wednesday | 0 | 3 | 2 | 5 | 1 |
| Thursday | 0 | 5 | 2 | 7 | 2 |
| Friday | 0 | 3 | 1 | 4 | 1 |
| Saturday | 0 | 0 | 2 | 2 | 0 |
| Assignment < 1 min | 100% | 75% | | | |

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

Monthly Call Volume



Top Five Problem Natures

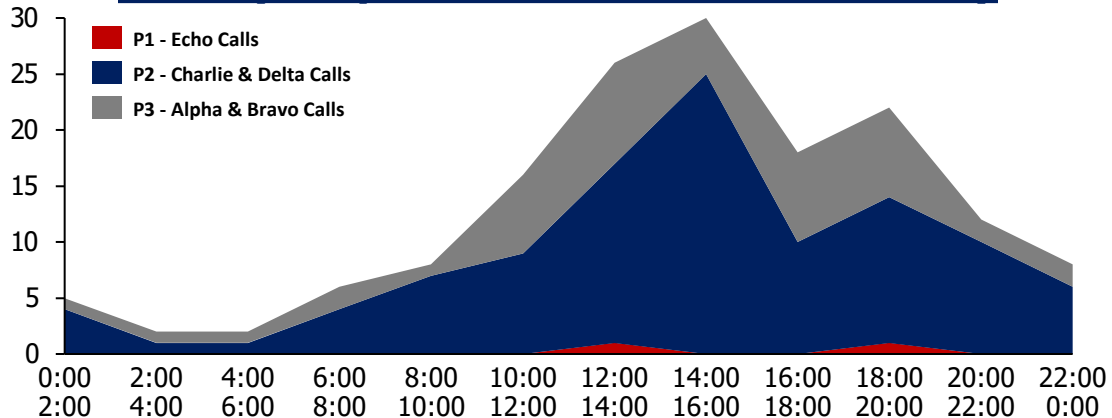




Clear Creek Fire



Priority Dispatched Calls Per Time of Day



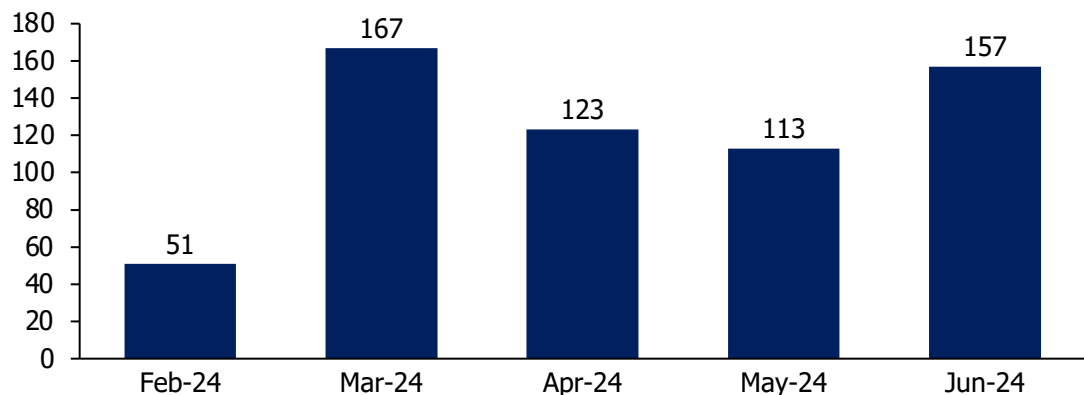
Daily Priority Call Volume and Entry to Assignment

| Day of Week | P1 | P2 | P3 | Total | Average |
|-------------|----|----|----|-------|---------|
| Sunday | 1 | 17 | 14 | 32 | 6 |
| Monday | 0 | 10 | 5 | 15 | 4 |
| Tuesday | 0 | 18 | 6 | 24 | 6 |
| Wednesday | 0 | 12 | 2 | 14 | 4 |
| Thursday | 1 | 20 | 6 | 27 | 7 |
| Friday | 0 | 17 | 6 | 23 | 6 |
| Saturday | 0 | 12 | 8 | 20 | 4 |

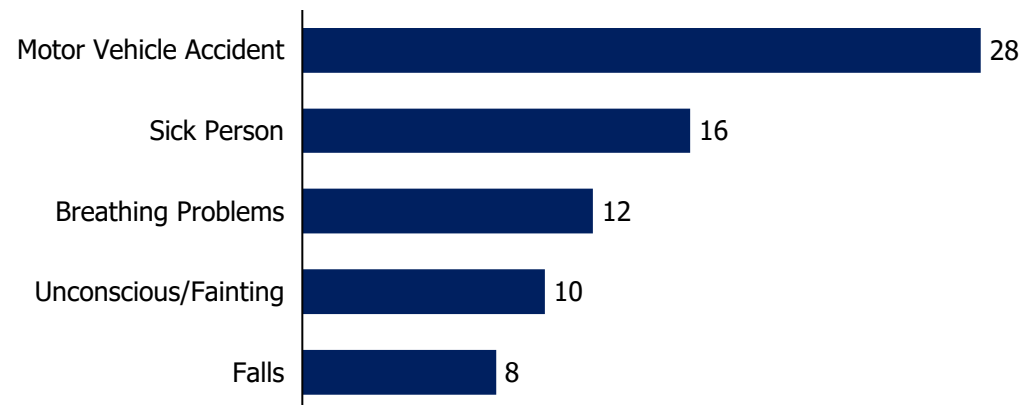
Assignment < 1 min 100% 55%

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

Monthly Call Volume



Top Five Problem Natures

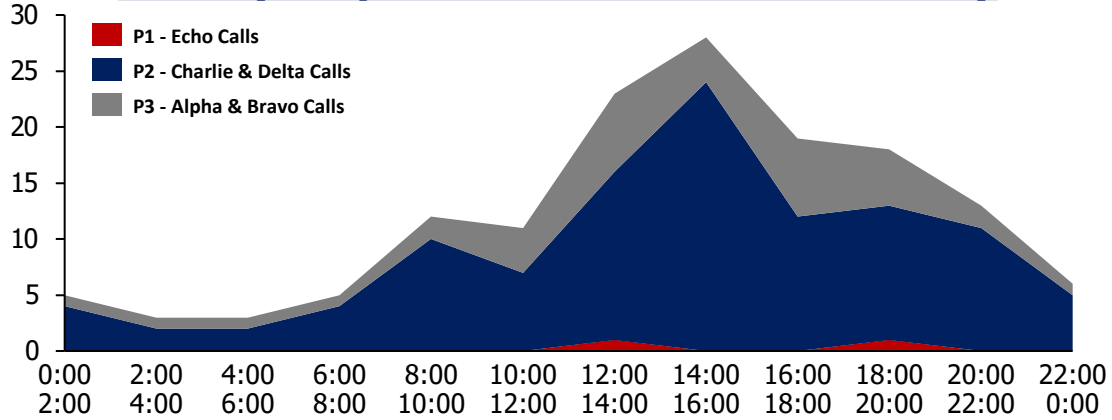




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

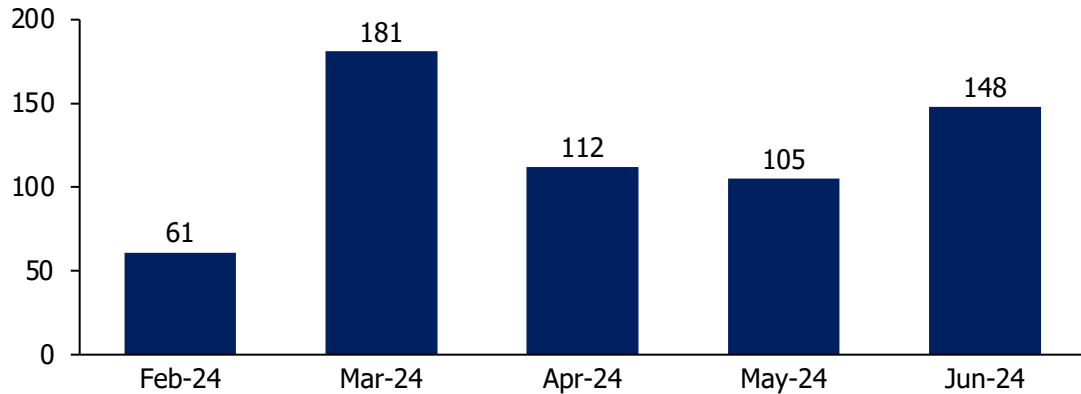


Daily Priority Call Volume and Entry to Assignment

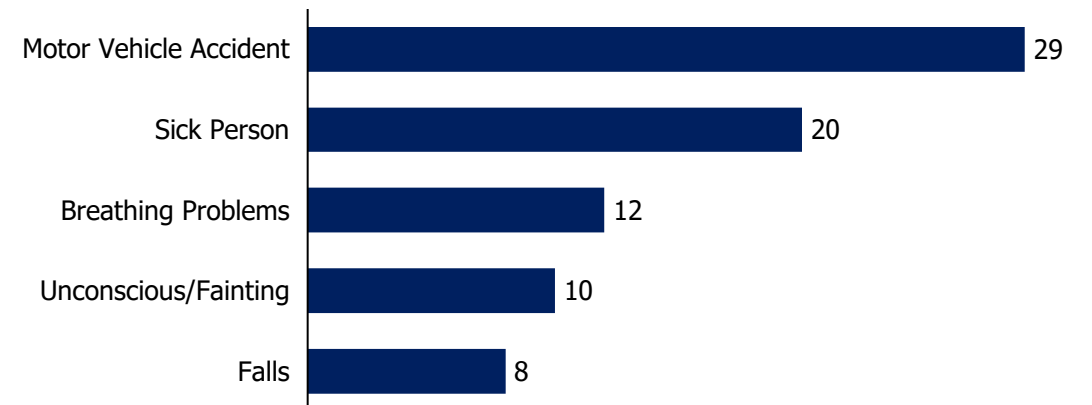
| Day of Week | P1 | P2 | P3 | Total | Average |
|------------------------------|-------------|------------|----|-------|---------|
| Sunday | 1 | 19 | 9 | 29 | 6 |
| Monday | 0 | 13 | 5 | 18 | 5 |
| Tuesday | 0 | 18 | 5 | 23 | 6 |
| Wednesday | 0 | 11 | 2 | 13 | 3 |
| Thursday | 1 | 18 | 4 | 23 | 6 |
| Friday | 0 | 17 | 4 | 21 | 5 |
| Saturday | 0 | 12 | 7 | 19 | 4 |
| Assignment < 1 min | 100% | 55% | | | |

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

Monthly Call Volume



Top Five Problem Natures

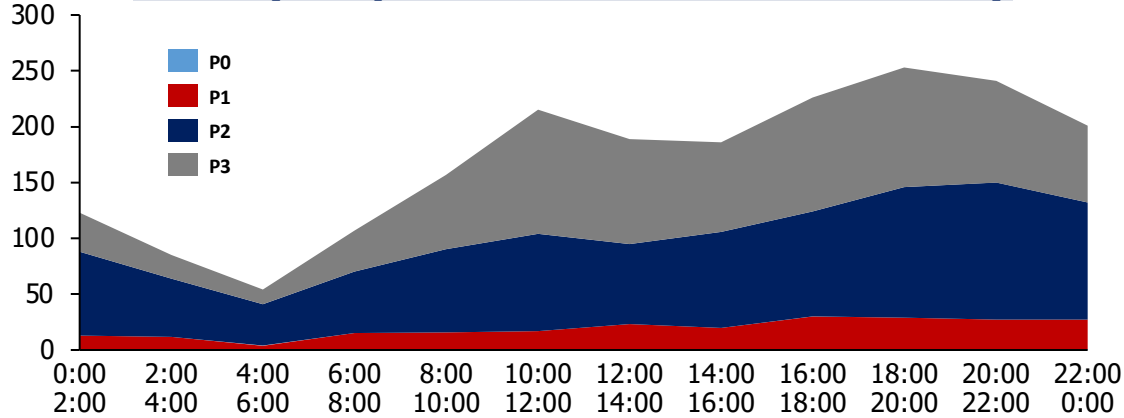




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

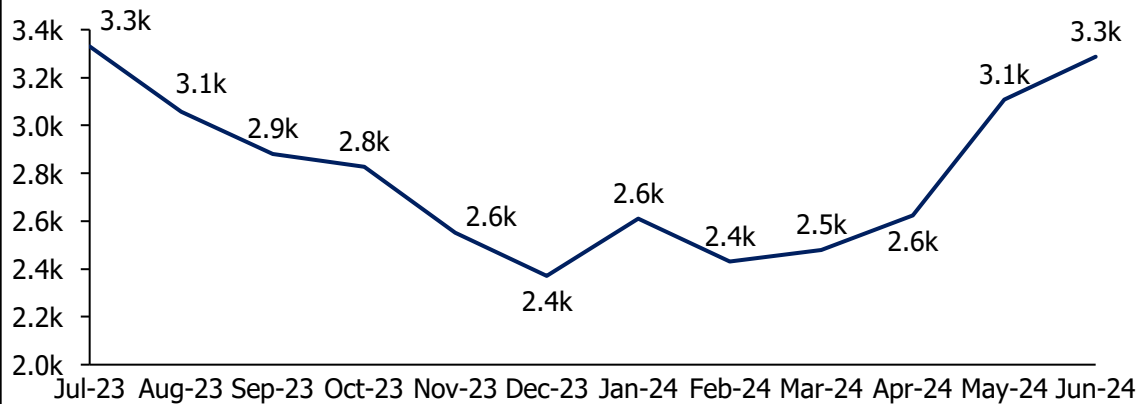


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|-----|-------|---------|
| Sunday | 0 | 53 | 180 | 135 | 368 | 74 |
| Monday | 0 | 29 | 122 | 123 | 274 | 69 |
| Tuesday | 0 | 26 | 140 | 103 | 269 | 67 |
| Wednesday | 1 | 29 | 123 | 120 | 273 | 68 |
| Thursday | 0 | 21 | 111 | 116 | 248 | 62 |
| Friday | 1 | 26 | 136 | 113 | 276 | 69 |
| Saturday | 0 | 47 | 165 | 117 | 329 | 66 |
| Assignment <2 min | | 38% | 39% | | | |
| Assignment <4 min | | 56% | 56% | | | |

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

Monthly Call Volume



Top Five Problem Natures

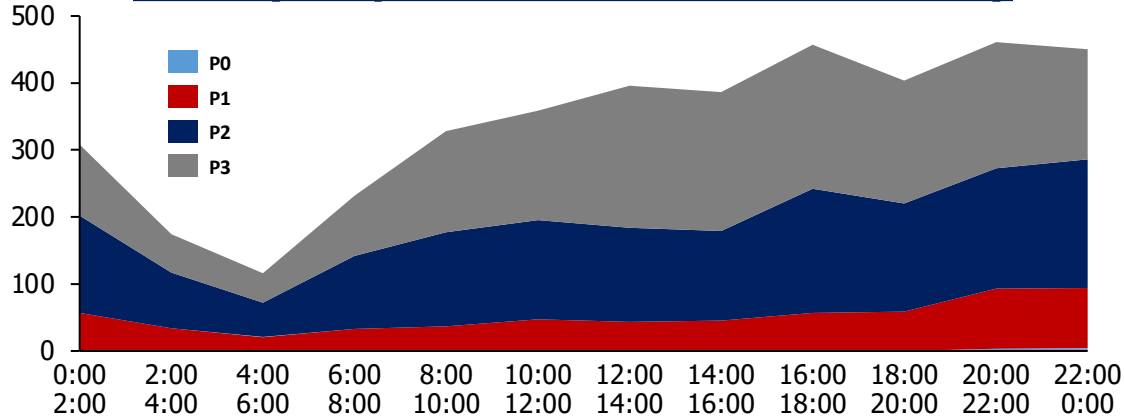




Lakewood PD



Priority Dispatched Calls Per Time of Day

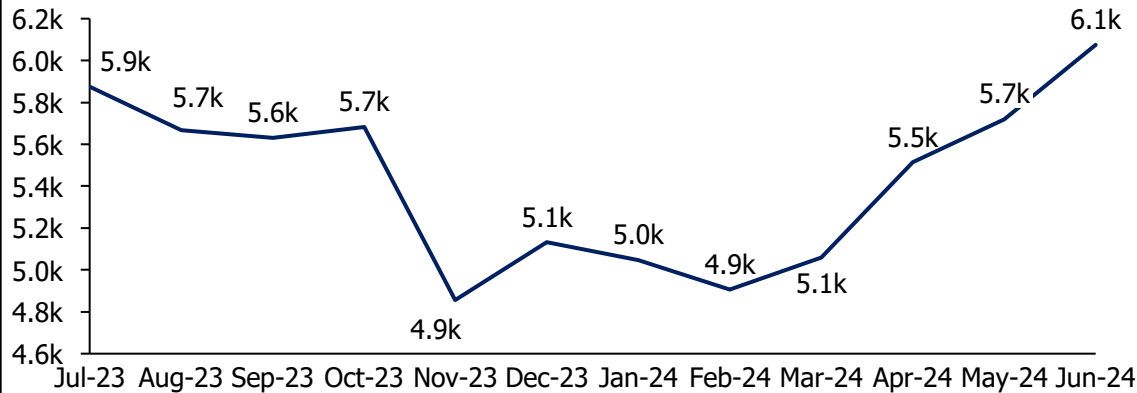


Daily Priority Call Volume and Entry to Assignment

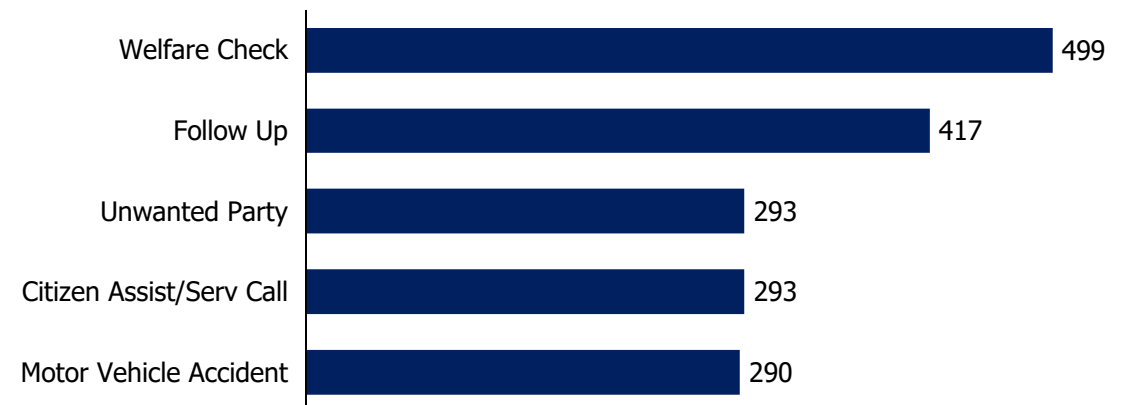
| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|-----|-------|---------|
| Sunday | 1 | 95 | 274 | 284 | 654 | 131 |
| Monday | 3 | 71 | 206 | 243 | 523 | 131 |
| Tuesday | 2 | 79 | 243 | 242 | 566 | 142 |
| Wednesday | 1 | 73 | 219 | 254 | 547 | 137 |
| Thursday | 0 | 88 | 211 | 252 | 551 | 138 |
| Friday | 1 | 83 | 231 | 211 | 526 | 132 |
| Saturday | 3 | 120 | 285 | 296 | 704 | 141 |
| Assignment <2 min | | 40% | 36% | | | |
| Assignment <4 min | | 54% | 53% | | | |

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

Monthly Call Volume



Top Five Problem Natures

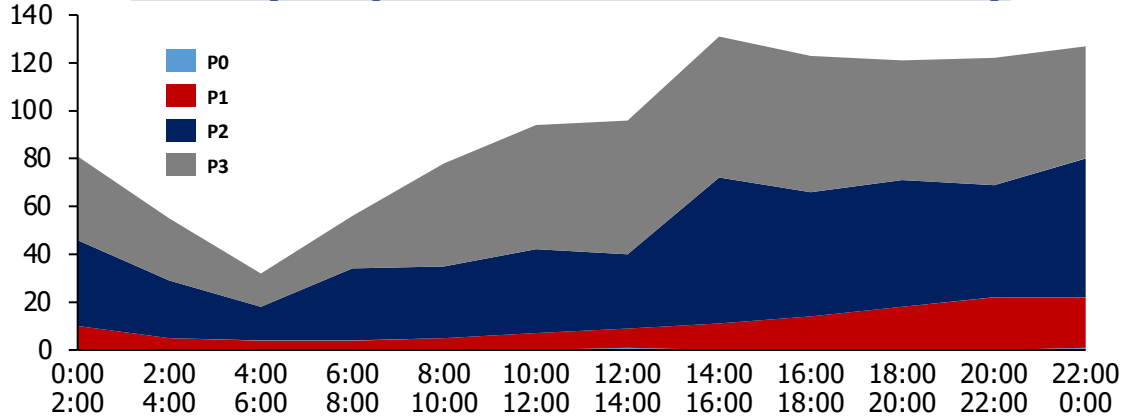




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

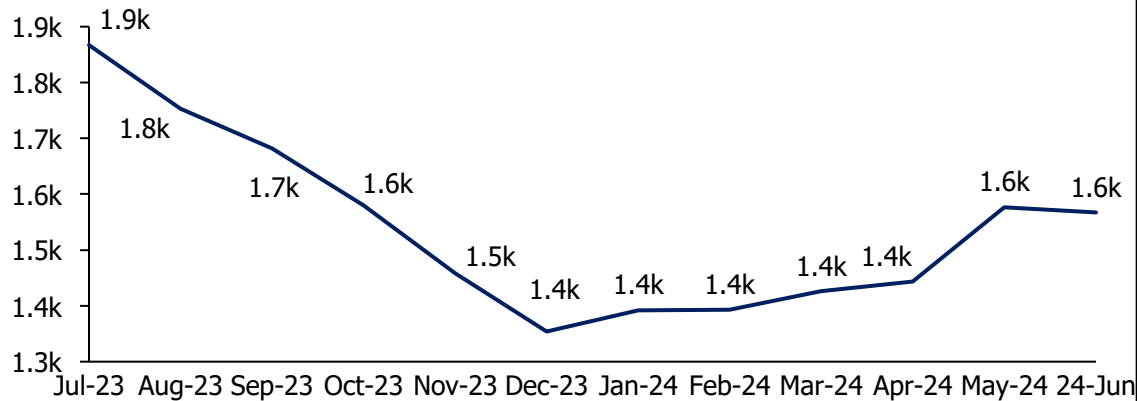


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 25 | 85 | 84 | 194 | 39 |
| Monday | 0 | 22 | 63 | 74 | 159 | 40 |
| Tuesday | 0 | 13 | 63 | 70 | 146 | 37 |
| Wednesday | 0 | 8 | 70 | 76 | 154 | 39 |
| Thursday | 0 | 13 | 60 | 76 | 149 | 37 |
| Friday | 1 | 19 | 61 | 54 | 135 | 34 |
| Saturday | 1 | 29 | 69 | 80 | 179 | 36 |
| Assignment <2 min | | 37% | 37% | | | |
| Assignment <4 min | | 55% | 54% | | | |

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

Monthly Call Volume



Top Five Problem Natures

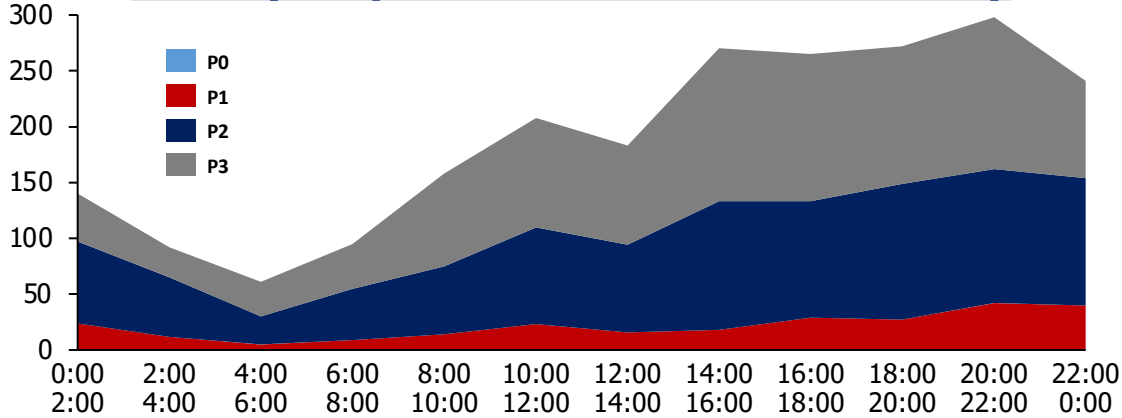




Arvada PD



Priority Dispatched Calls Per Time of Day

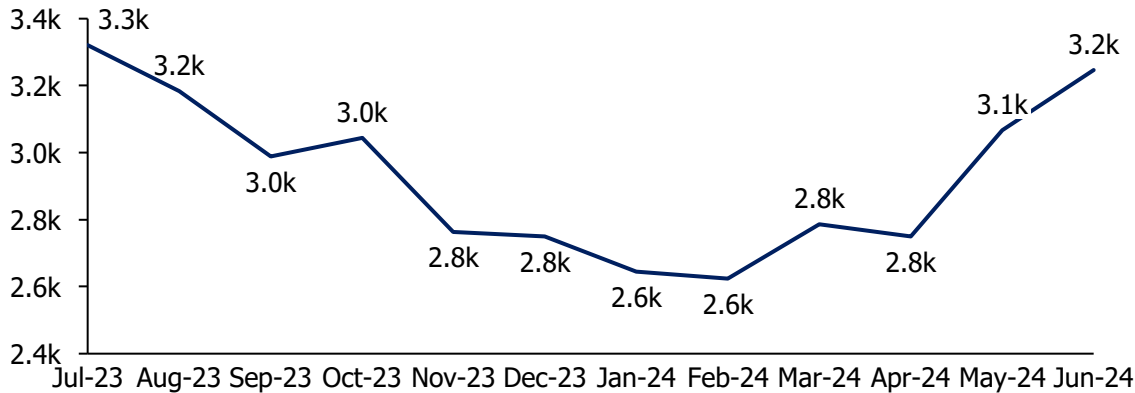


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|------------------------------|----|------------|------------|-----|-------|---------|
| Sunday | 0 | 56 | 160 | 176 | 392 | 78 |
| Monday | 0 | 32 | 140 | 142 | 314 | 79 |
| Tuesday | 0 | 24 | 152 | 154 | 330 | 83 |
| Wednesday | 0 | 23 | 140 | 117 | 280 | 70 |
| Thursday | 0 | 34 | 131 | 131 | 296 | 74 |
| Friday | 0 | 37 | 132 | 145 | 314 | 79 |
| Saturday | 0 | 53 | 143 | 161 | 357 | 71 |
| Assignment < 2 min | | 38% | 35% | | | |
| Assignment < 4 min | | 50% | 52% | | | |

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

Monthly Call Volume



Top Five Problem Natures

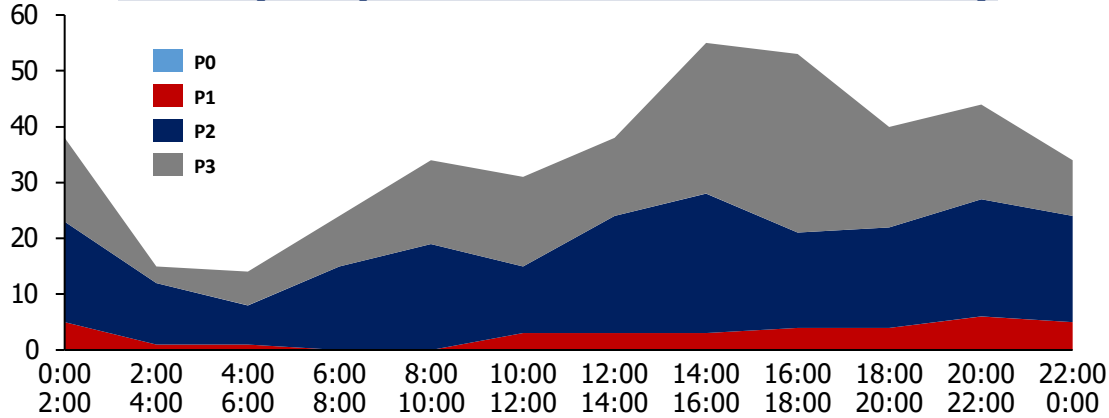




Golden PD



Priority Dispatched Calls Per Time of Day

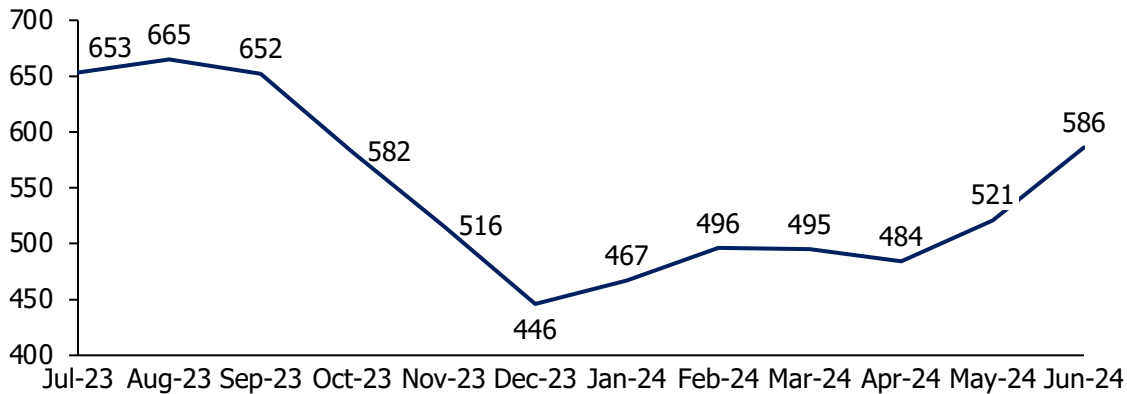


Daily Priority Call Volume and Entry to Assignment

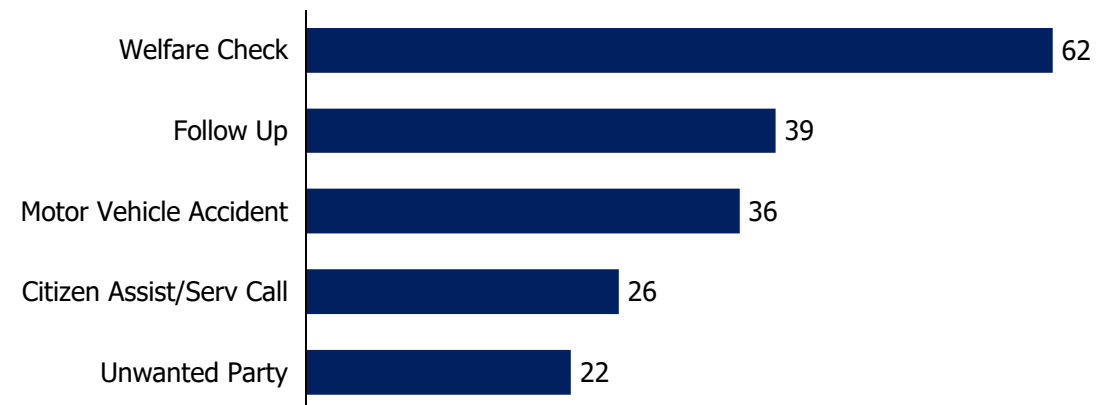
| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 8 | 32 | 32 | 72 | 14 |
| Monday | 0 | 2 | 26 | 24 | 52 | 13 |
| Tuesday | 0 | 2 | 26 | 32 | 60 | 15 |
| Wednesday | 0 | 7 | 35 | 23 | 65 | 16 |
| Thursday | 0 | 5 | 21 | 25 | 51 | 13 |
| Friday | 0 | 3 | 31 | 23 | 57 | 14 |
| Saturday | 0 | 8 | 32 | 23 | 63 | 13 |
| Assignment <2 min | | 41% | 40% | | | |
| Assignment <4 min | | 50% | 58% | | | |

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

Monthly Call Volume



Top Five Problem Natures

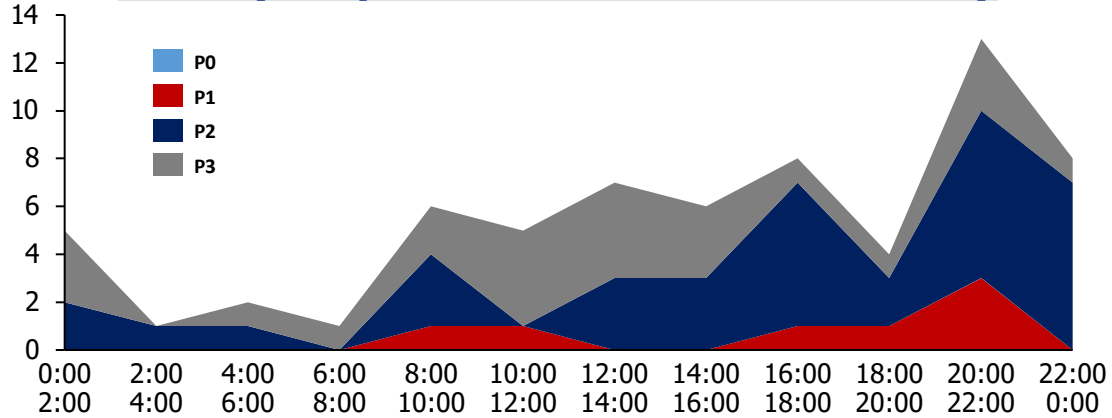




Lakeside PD



Priority Dispatched Calls Per Time of Day

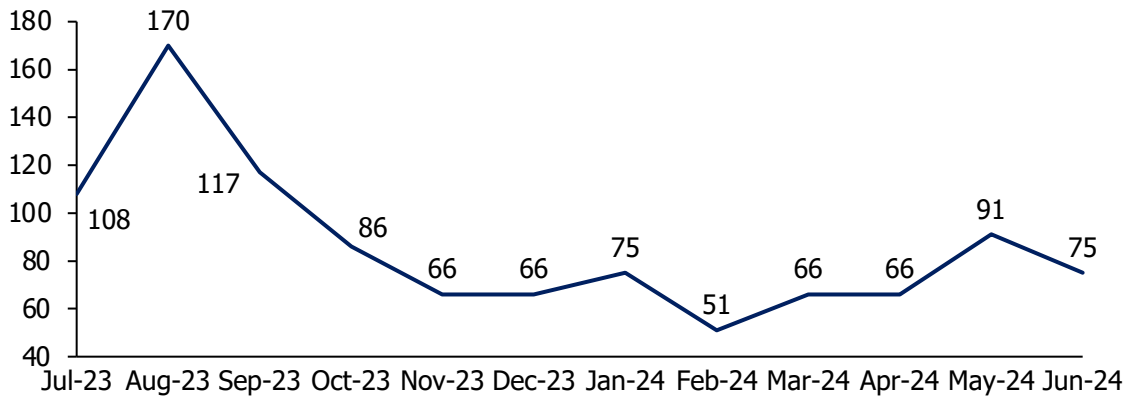


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 0 | 5 | 2 | 7 | 1 |
| Monday | 0 | 1 | 4 | 1 | 6 | 2 |
| Tuesday | 0 | 3 | 8 | 4 | 15 | 4 |
| Wednesday | 0 | 0 | 6 | 4 | 10 | 3 |
| Thursday | 0 | 0 | 4 | 2 | 6 | 2 |
| Friday | 0 | 2 | 1 | 5 | 8 | 2 |
| Saturday | 0 | 1 | 7 | 6 | 14 | 3 |
| Assignment <2 min | | 57% | 29% | | | |
| Assignment <4 min | | 71% | 49% | | | |

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

Monthly Call Volume



Top Five Problem Natures

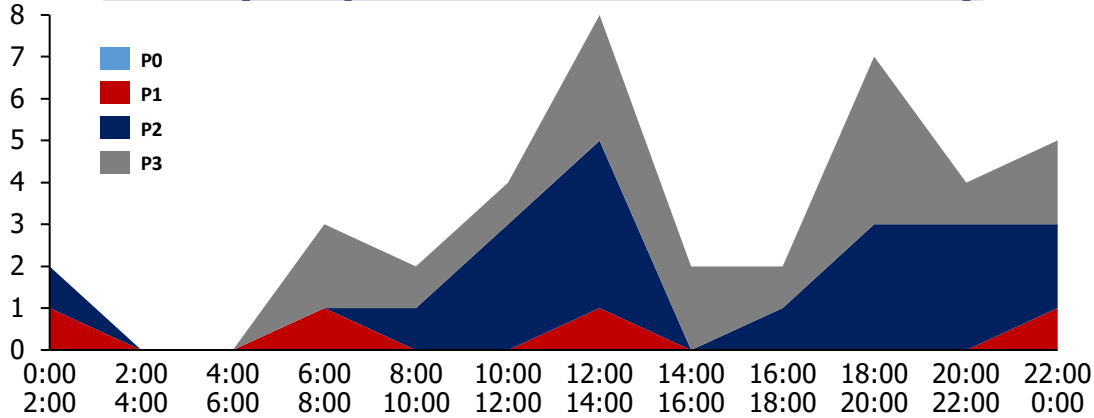




Morrison PD



Priority Dispatched Calls Per Time of Day

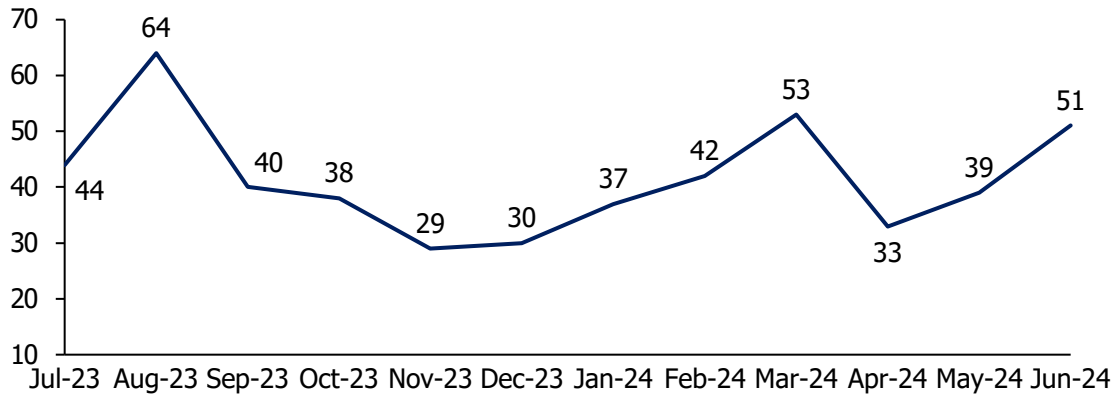


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 0 | 4 | 2 | 6 | 1 |
| Monday | 0 | 1 | 1 | 2 | 4 | 1 |
| Tuesday | 0 | 0 | 3 | 1 | 4 | 1 |
| Wednesday | 0 | 1 | 1 | 1 | 3 | 1 |
| Thursday | 0 | 1 | 1 | 5 | 7 | 2 |
| Friday | 0 | 0 | 3 | 2 | 5 | 1 |
| Saturday | 0 | 1 | 5 | 4 | 10 | 2 |
| Assignment <2 min | | 25% | 50% | | | |
| Assignment <4 min | | 25% | 56% | | | |

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

Monthly Call Volume



Top Five Problem Natures

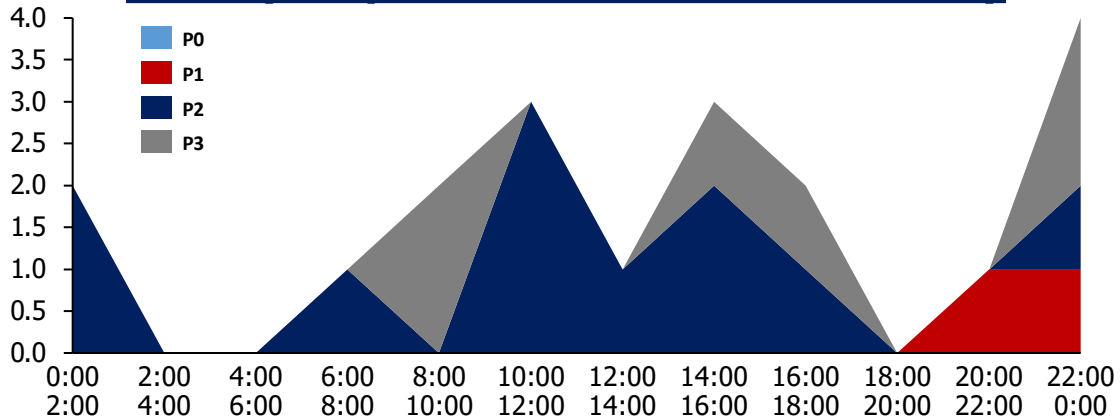




Mountain View PD



Priority Dispatched Calls Per Time of Day

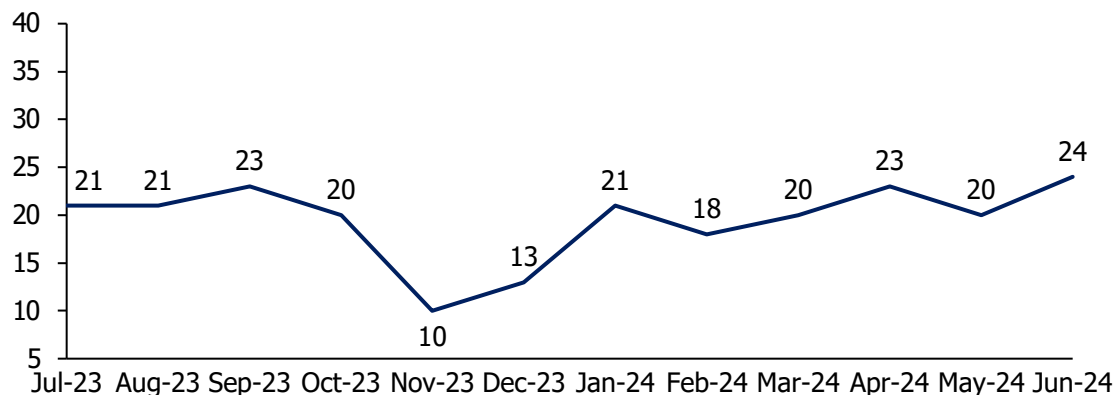


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 1 | 0 | 0 | 1 | 0 |
| Monday | 0 | 0 | 4 | 0 | 4 | 1 |
| Tuesday | 0 | 0 | 1 | 4 | 5 | 1 |
| Wednesday | 0 | 0 | 2 | 0 | 2 | 1 |
| Thursday | 0 | 0 | 1 | 0 | 1 | 0 |
| Friday | 0 | 1 | 3 | 1 | 5 | 1 |
| Saturday | 0 | 0 | 0 | 1 | 1 | 0 |
| Assignment <2 min | | 0% | 45% | | | |
| Assignment <4 min | | 50% | 73% | | | |

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

Monthly Call Volume



Top Five Problem Natures

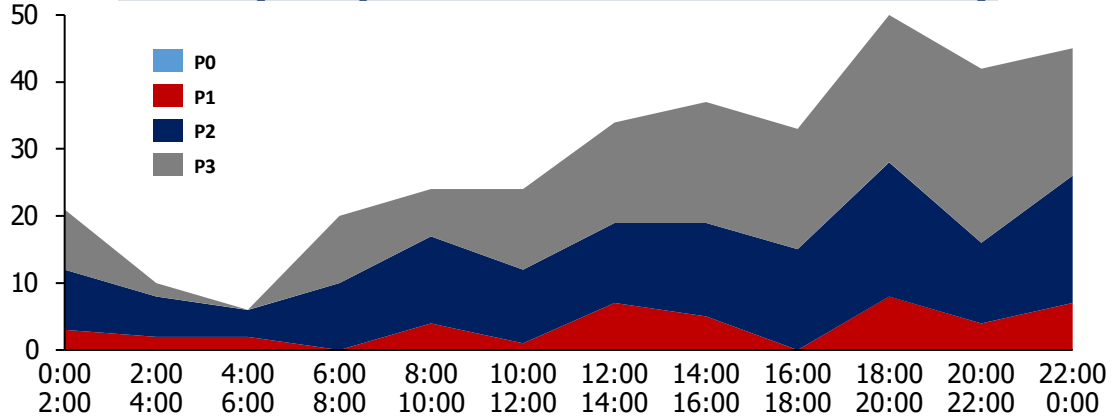




Edgewater PD



Priority Dispatched Calls Per Time of Day

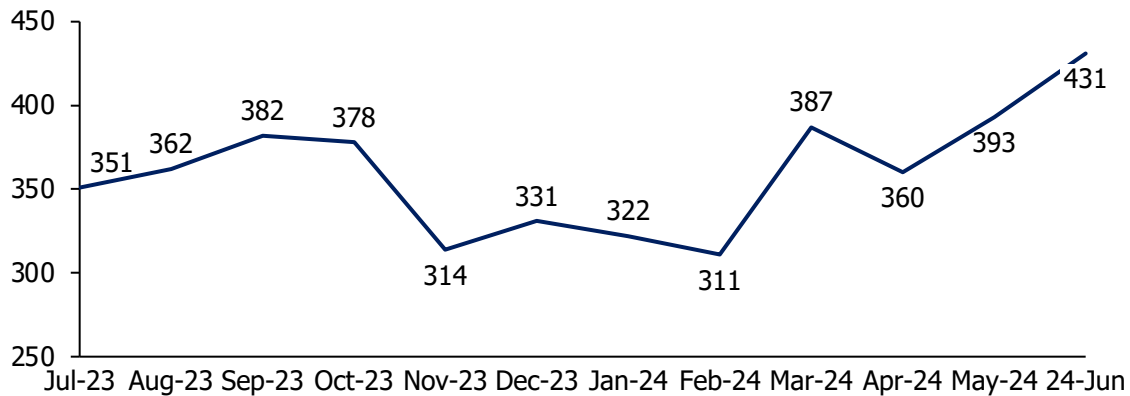


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 9 | 27 | 25 | 61 | 12 |
| Monday | 0 | 6 | 24 | 18 | 48 | 12 |
| Tuesday | 0 | 3 | 21 | 17 | 41 | 10 |
| Wednesday | 0 | 2 | 23 | 25 | 50 | 13 |
| Thursday | 0 | 5 | 13 | 19 | 37 | 9 |
| Friday | 0 | 7 | 12 | 29 | 48 | 12 |
| Saturday | 0 | 11 | 25 | 25 | 61 | 12 |
| Assignment <2 min | | 37% | 39% | | | |
| Assignment <4 min | | 53% | 56% | | | |

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

Monthly Call Volume



Top Five Problem Natures

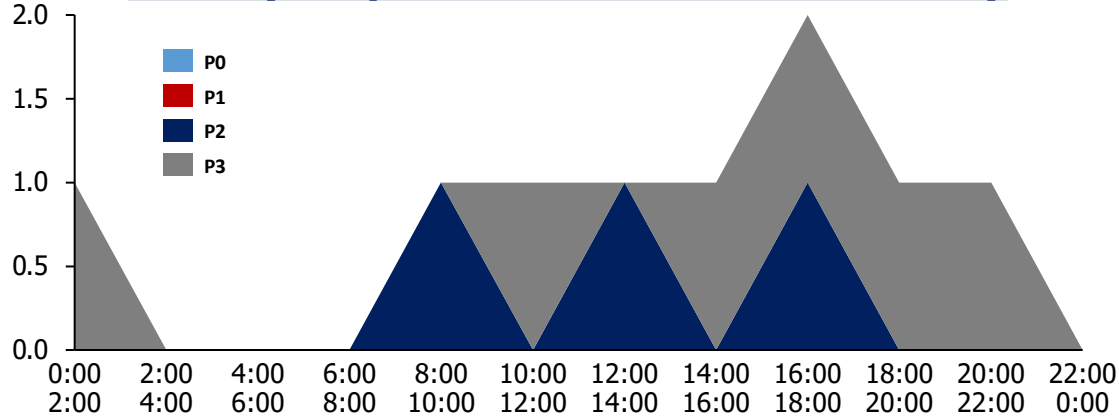




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

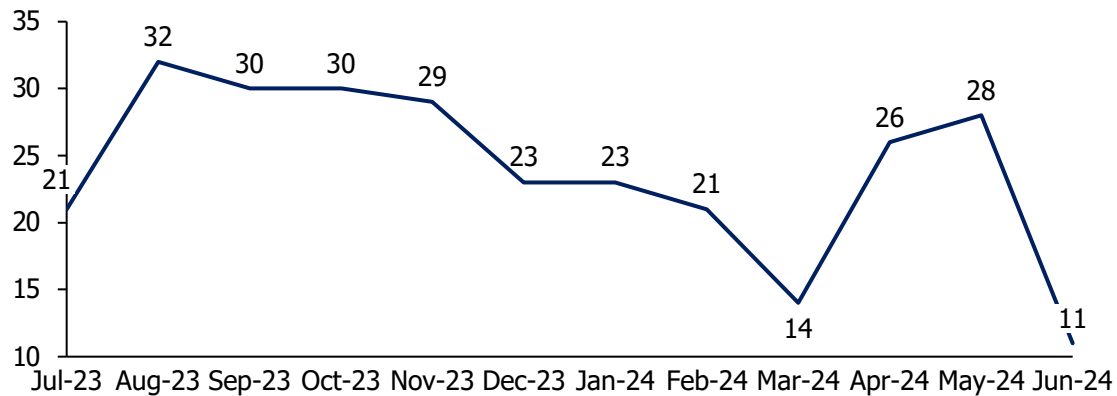


Daily Priority Call Volume and Entry to Assignment

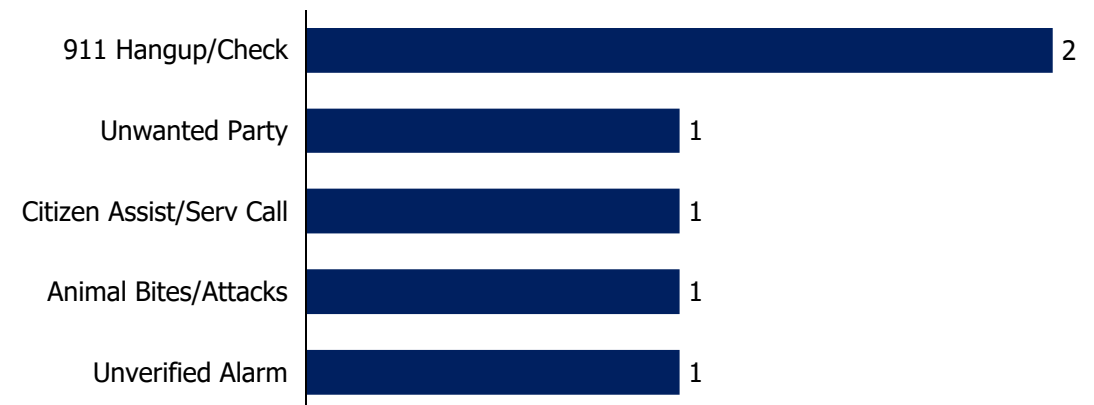
| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|------------------------------|----|------------|-------------|----|-------|---------|
| Sunday | 0 | 0 | 0 | 1 | 1 | 0 |
| Monday | 0 | 0 | 0 | 1 | 1 | 0 |
| Tuesday | 0 | 0 | 0 | 1 | 1 | 0 |
| Wednesday | 0 | 0 | 2 | 2 | 4 | 1 |
| Thursday | 0 | 0 | 0 | 0 | 0 | 0 |
| Friday | 0 | 0 | 1 | 1 | 2 | 1 |
| Saturday | 0 | 0 | 0 | 0 | 0 | 0 |
| Assignment < 2 min | | N/A | 33% | | | |
| Assignment < 4 min | | N/A | 100% | | | |

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

Monthly Call Volume

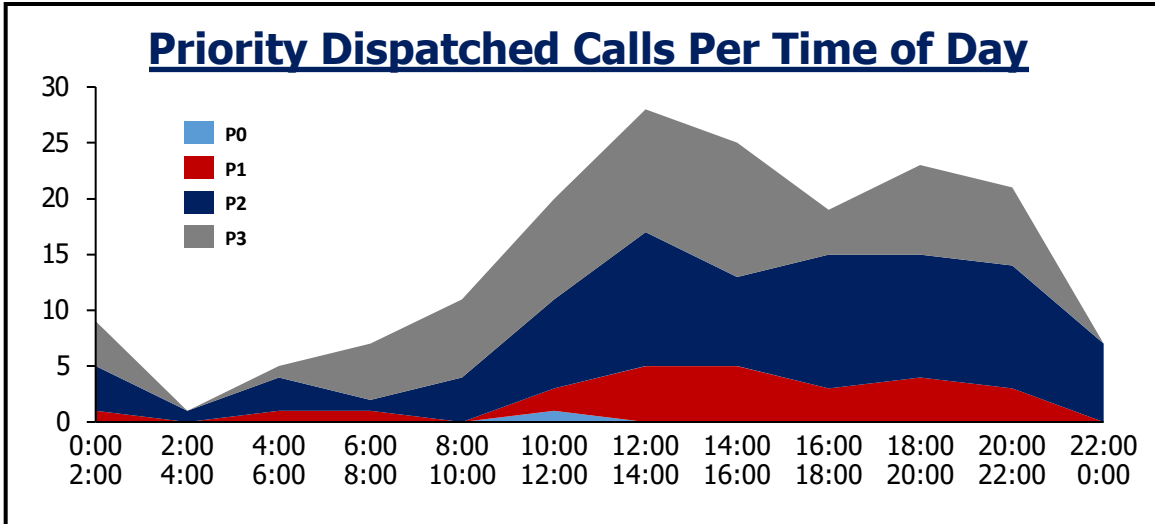


Top Five Problem Natures





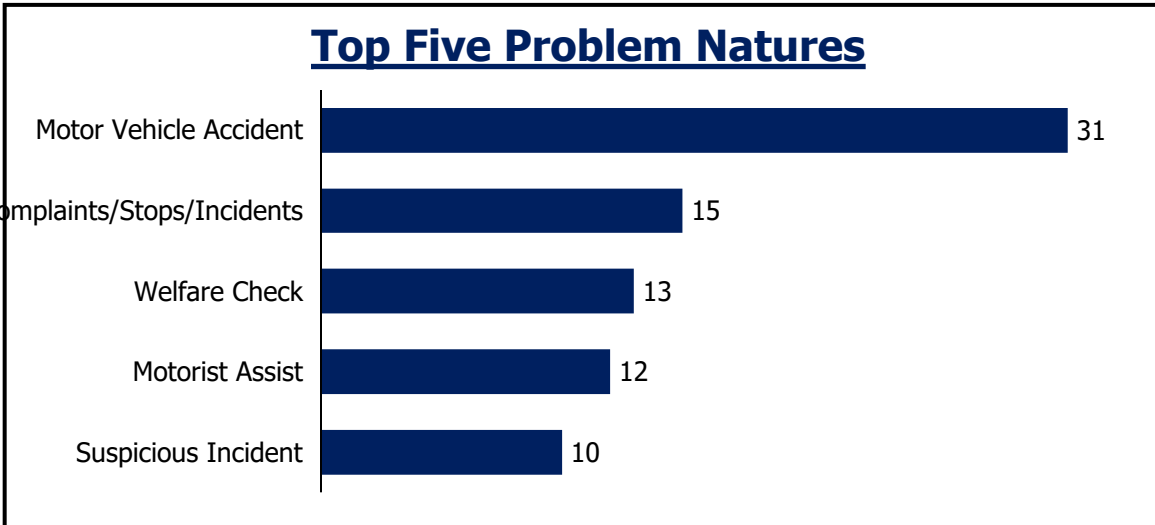
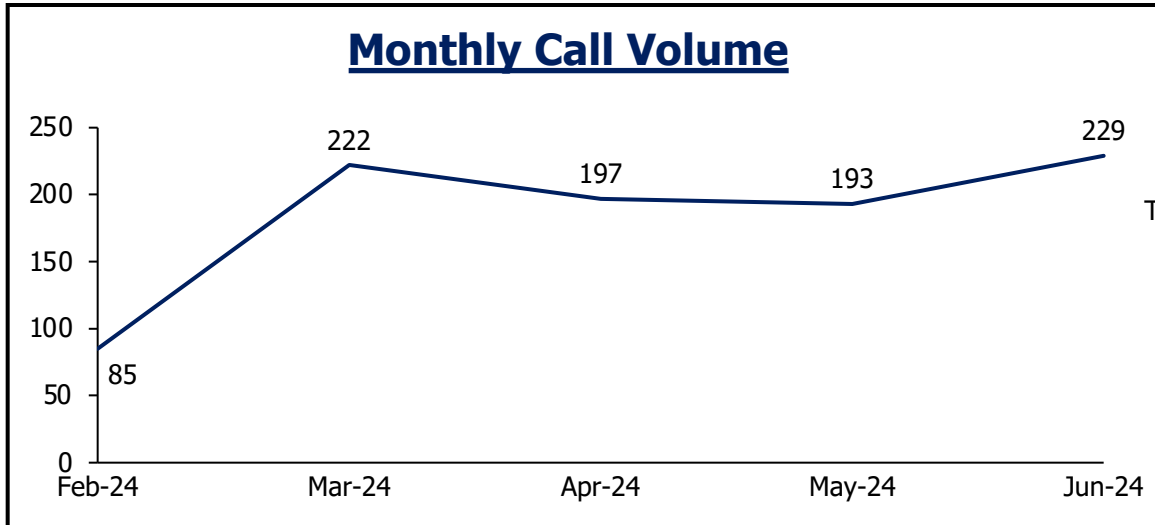
Clear Creek Sheriff



Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 8 | 26 | 16 | 50 | 10 |
| Monday | 0 | 2 | 9 | 10 | 21 | 5 |
| Tuesday | 0 | 1 | 8 | 10 | 19 | 5 |
| Wednesday | 1 | 4 | 5 | 6 | 16 | 4 |
| Thursday | 0 | 3 | 9 | 8 | 20 | 5 |
| Friday | 0 | 2 | 11 | 7 | 20 | 5 |
| Saturday | 0 | 5 | 14 | 11 | 30 | 6 |
| Assignment <2 min | | 24% | 30% | | | |
| Assignment <4 min | | 60% | 65% | | | |

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



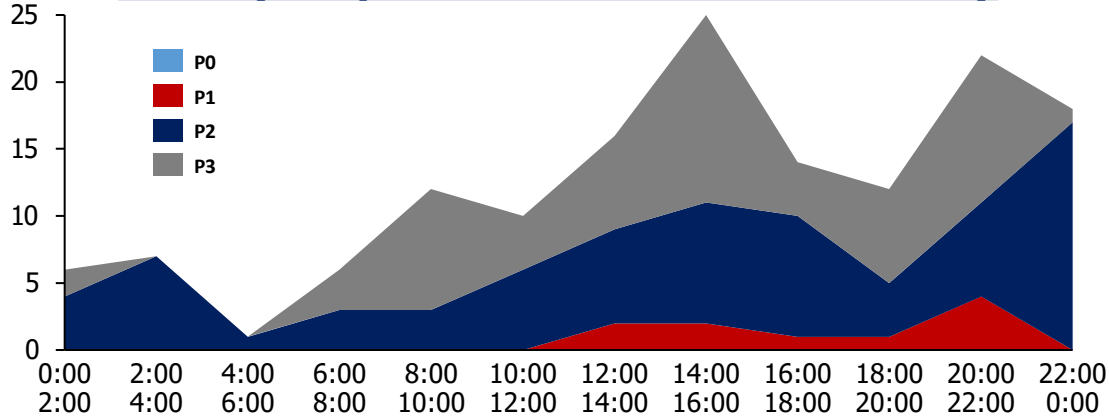
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.



Idaho Springs PD



Priority Dispatched Calls Per Time of Day

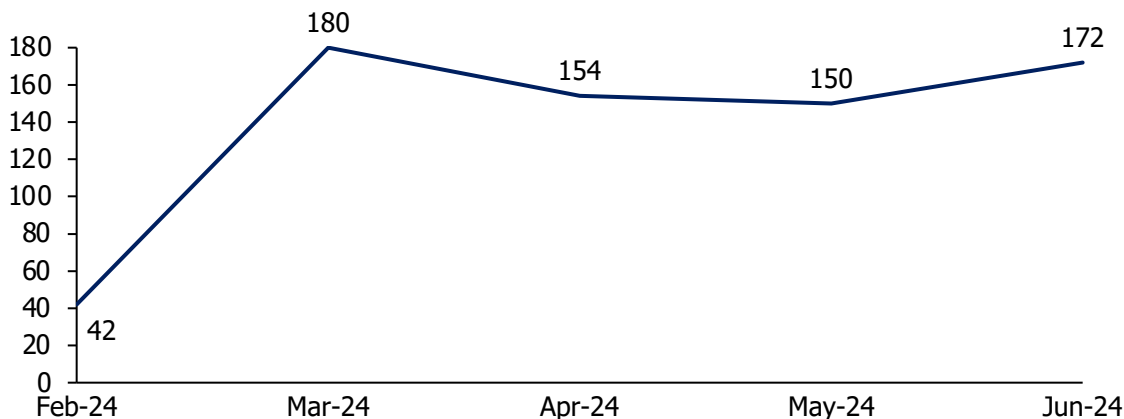


Daily Priority Call Volume and Entry to Assignment

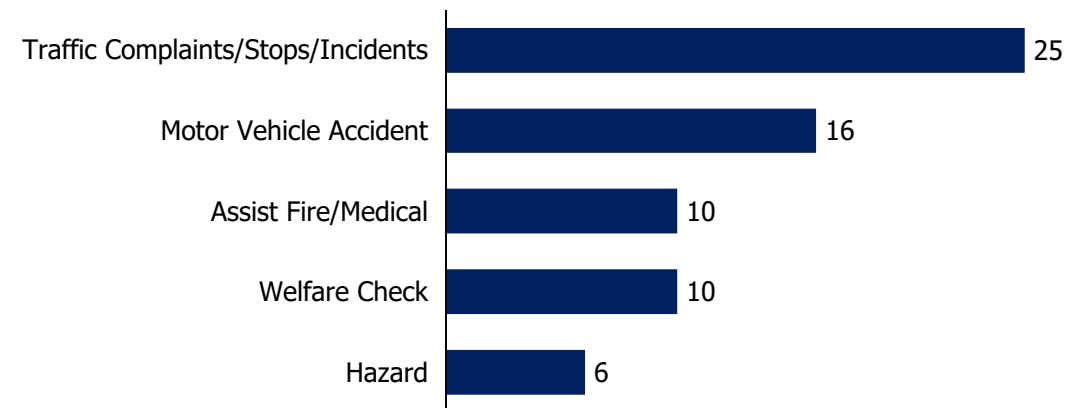
| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 1 | 13 | 14 | 28 | 6 |
| Monday | 0 | 2 | 10 | 8 | 20 | 5 |
| Tuesday | 0 | 1 | 6 | 9 | 16 | 4 |
| Wednesday | 0 | 3 | 11 | 12 | 26 | 7 |
| Thursday | 0 | 2 | 11 | 9 | 22 | 6 |
| Friday | 0 | 0 | 15 | 3 | 18 | 5 |
| Saturday | 0 | 1 | 11 | 7 | 19 | 4 |
| Assignment <2 min | | 60% | 47% | | | |
| Assignment <4 min | | 80% | 71% | | | |

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

Monthly Call Volume



Top Five Problem Natures

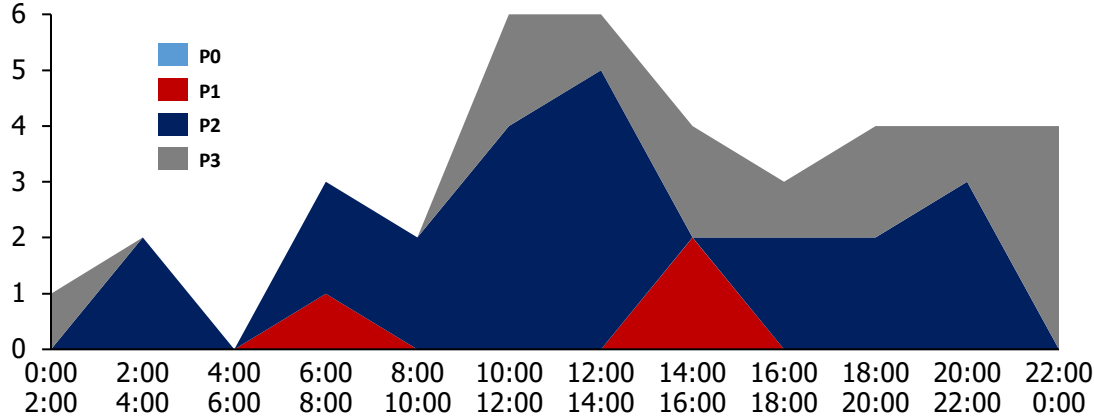




Georgetown PD



Priority Dispatched Calls Per Time of Day

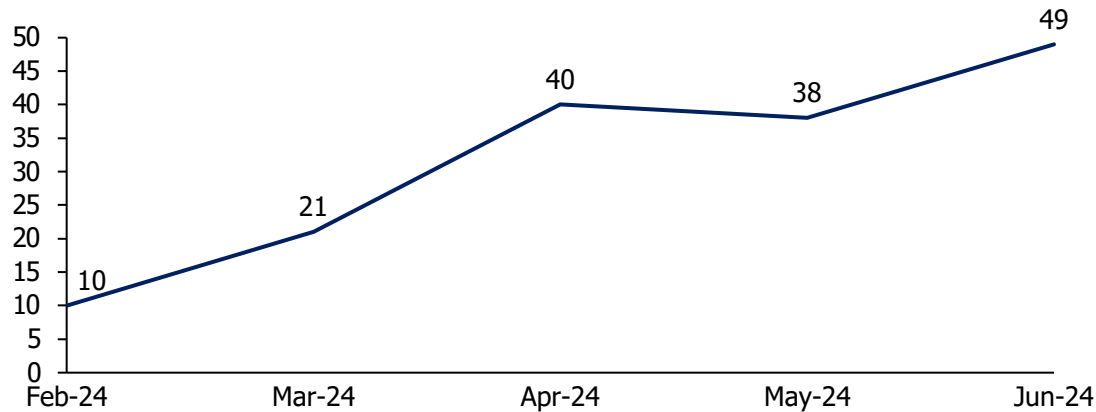


Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 1 | 4 | 2 | 7 | 1 |
| Monday | 0 | 0 | 3 | 4 | 7 | 2 |
| Tuesday | 0 | 0 | 4 | 1 | 5 | 1 |
| Wednesday | 0 | 0 | 2 | 0 | 2 | 1 |
| Thursday | 0 | 0 | 3 | 0 | 3 | 1 |
| Friday | 0 | 0 | 4 | 2 | 6 | 2 |
| Saturday | 0 | 2 | 2 | 5 | 9 | 2 |
| Assignment <2 min | | 67% | 45% | | | |
| Assignment <4 min | | 67% | 59% | | | |

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

Monthly Call Volume

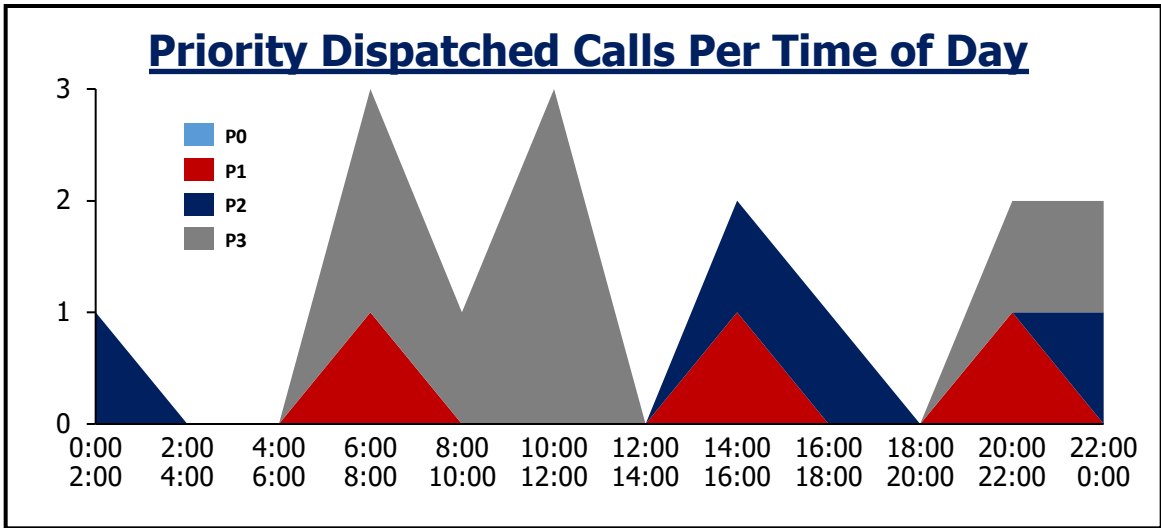


Top Five Problem Natures





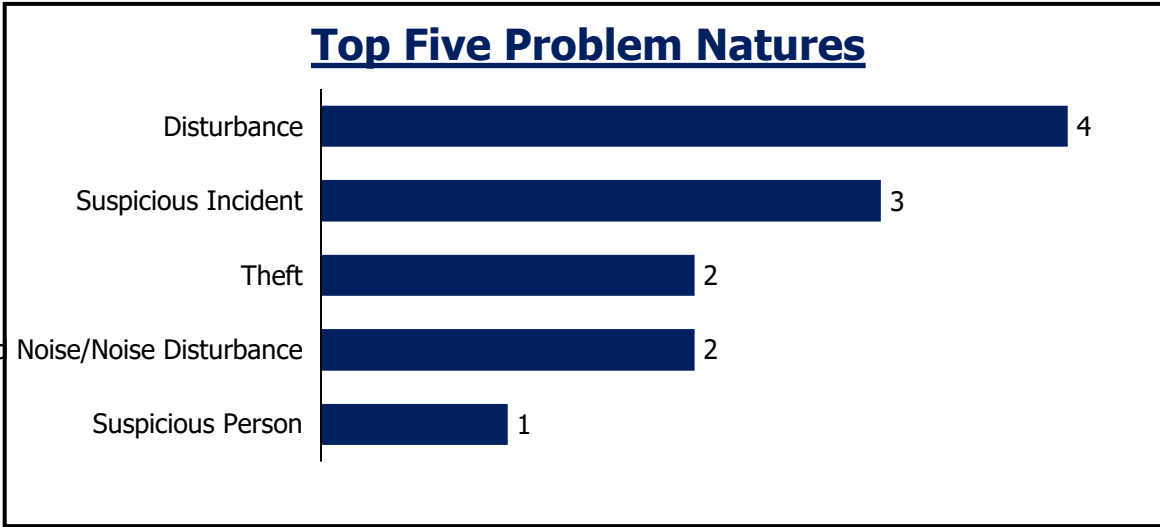
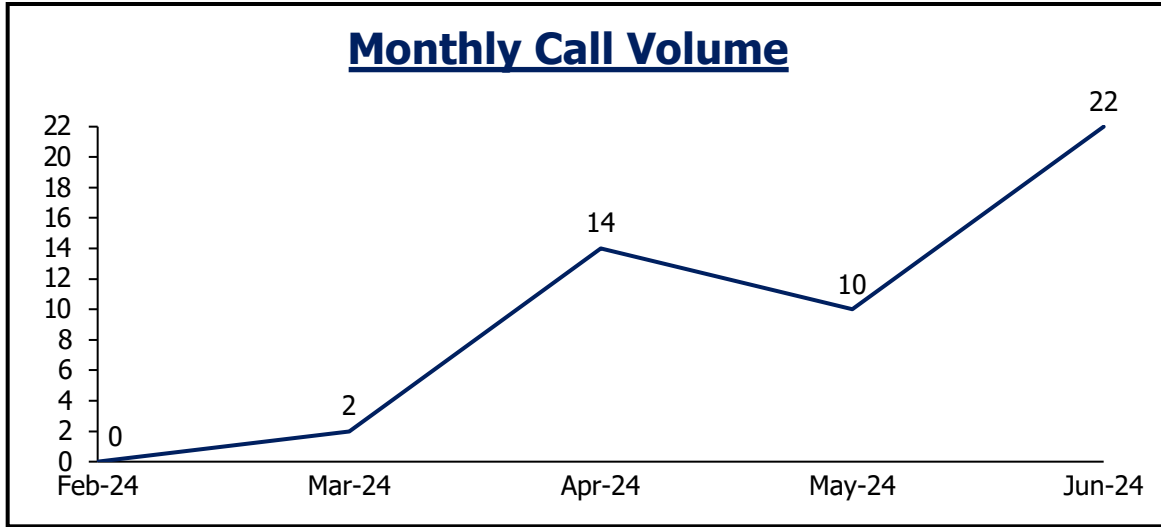
Empire PD



Daily Priority Call Volume and Entry to Assignment

| Day of Week | P0 | P1 | P2 | P3 | Total | Average |
|-----------------------------|----|------------|------------|----|-------|---------|
| Sunday | 0 | 0 | 2 | 0 | 2 | 0 |
| Monday | 0 | 1 | 1 | 1 | 3 | 1 |
| Tuesday | 0 | 1 | 0 | 4 | 5 | 1 |
| Wednesday | 0 | 0 | 0 | 0 | 0 | 0 |
| Thursday | 0 | 0 | 0 | 2 | 2 | 1 |
| Friday | 0 | 0 | 1 | 0 | 1 | 0 |
| Saturday | 0 | 1 | 0 | 1 | 2 | 0 |
| Assignment <2 min | | 0% | 25% | | | |
| Assignment <4 min | | 67% | 75% | | | |

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



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.