Jefferson County Communications Center Authority
JEFFCOM911

September 2024
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	September Calls	% Total	6 Month Trend
Lakewood PD	5,944	28.7%	
Arvada PD	3,123	15.1%	
Jeffco Sheriff	2,994	14.4%	
Wheat Ridge PD	1,575	7.6%	
Golden PD	605	2.9%	
Edgewater PD	318	1.5%	
Clear Creek Sheriff	230	0.5%	
Idaho Springs PD	156	0.2%	
Lakeside PD	73	0.4%	
Morrison PD	53	0.3%	
Georgetown PD	52	0.3%	
CSM PD	30	0.0%	
Mountain View PD	27	0.1%	
Empire PD	4	0.0%	
Total	**15,184**	**71.9%**	
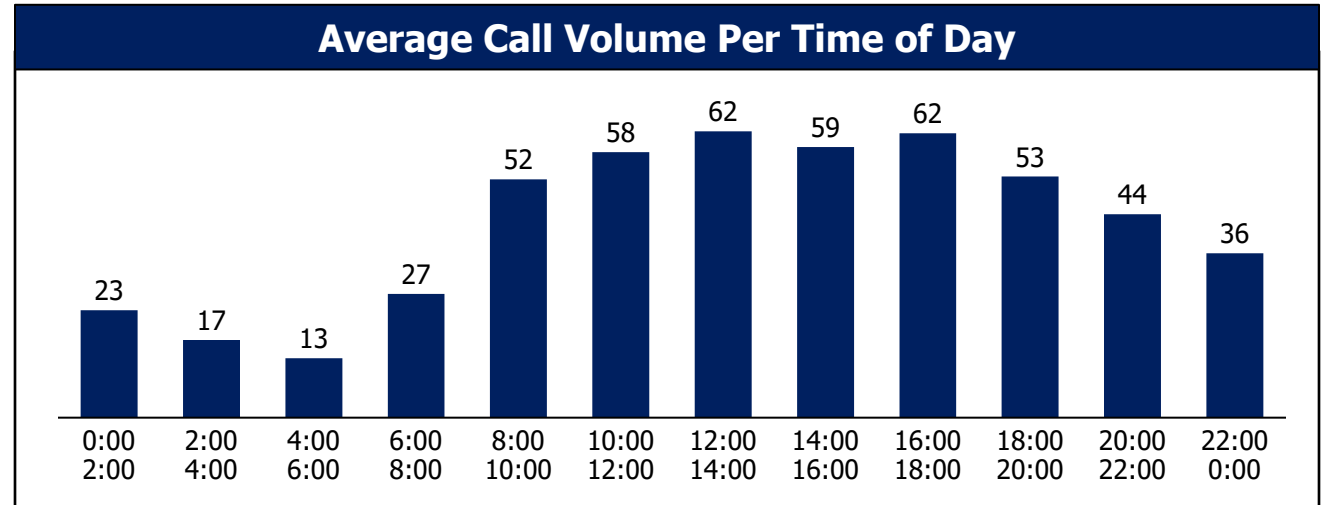
Average Call Volume Per Time of Day

Time	Volume
0:00–2:00	23
2:00–4:00	17
4:00–6:00	13
6:00–8:00	27
8:00–10:00	52
10:00–12:00	58
12:00–14:00	62
14:00–16:00	59
16:00–18:00	62
18:00–20:00	53
20:00–22:00	44
22:00–0:00	36

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	2	221	747	701	170	348	183	2,372	13.4%
Monday	2	186	664	755	227	542	171	2,547	14.3%
Tuesday	0	136	613	642	171	467	154	2,183	15.4%
Wednesday	1	134	577	639	173	430	136	2,090	14.7%
Thursday	1	131	571	619	180	411	128	2,041	14.4%
Friday	1	154	602	622	131	350	106	1,966	13.8%
Saturday	1	185	622	598	152	302	125	1,985	14.0%
Total	**8**	**1,147**	**4,396**	**4,576**	**1,204**	**2,850**	**1,003**	**15,184**	

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

Fire Stats
Calls Received, Processed, and Dispatched

Agency	September Calls	% of Total	6 Month Trend
West Metro Fire	3,210	15.5%	
Arvada Fire	1,274	6.1%	
Golden Fire	279	1.3%	
Evergreen Fire	170	0.8%	
Clear Creek Fire	140	0.7%	
Clear Creek EMS	123	0.6%	
Elk Creek Fire	88	0.4%	
Fairmount Fire	69	0.3%	
Pleasant View Fire	49	0.2%	
Highland Rescue	46	0.2%	
Foothills Fire	36	0.2%	
Inter Canyon Fire	24	0.1%	
Indian Hills Fire	13	0.1%	
North Fork Fire	7	0.0%	
Genesee Fire	6	0.0%	
Golden Gate Fire	4	0.0%	
Total	**5,538**	**26.7%**	
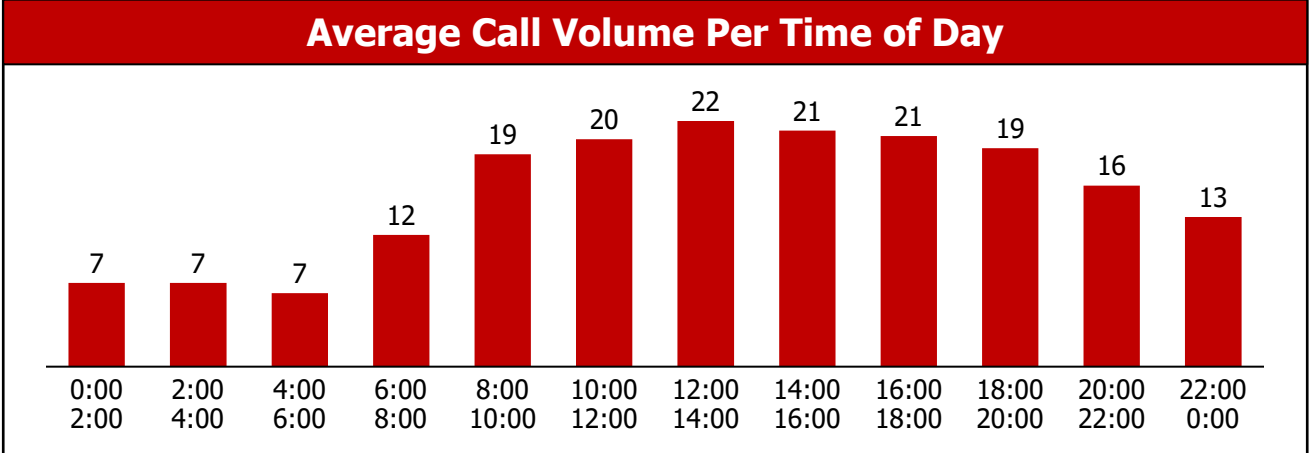
Average Call Volume Per Time of Day

Time	Calls
0:00–2:00	7
2:00–4:00	7
4:00–6:00	7
6:00–8:00	12
8:00–10:00	19
10:00–12:00	20
12:00–14:00	22
14:00–16:00	21
16:00–18:00	21
18:00–20:00	19
20:00–22:00	16
22:00–0:00	13

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.

Service Level Agreement
Call Processing

Process	SLA	Result	Target
Call Answering and Processing	**90% of 911 calls answered within 15 seconds**	72.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	85.0%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	53.4%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	88.9%	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**	*	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%**	96.2%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	98.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	88.7%	Target average of 95% with a minimum of 80%

Analysis

Root Cause: Call Answering Time
The decrease in answer statistics for September continues to be 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. The administrative call bot was turned off for 17.5 days in September to assist in troubleshooting a system issue, which resulted in a 25% increase in daily administrative calls that Jeffcom needed to manually answer. Additionally, there was a 12% increase in daily emergency call volume compared to last year. The combination of these events and the adjustment to the new system significantly impacted efficiency.

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. "Call Triage" was enabled last month, which will help manage major incidents and decrease the amount of time call-takers are tied up on calls that add no new information to existing incidents. Additionally, recruitment efforts are ongoing. The nine newly hired ECS hired in July are progressing through practical training with an anticipated finish date of early November. Nine employees hired in September are thriving in the academy. Interviews begin soon for another academy starting in November. Finally, the team will roll out Tenzinga in early October and unveil a new Mission Statement, Core Values and Communication Plan. These efforts will improve employment satisfaction and increase tenure for current employees.

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.

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 01:50 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.
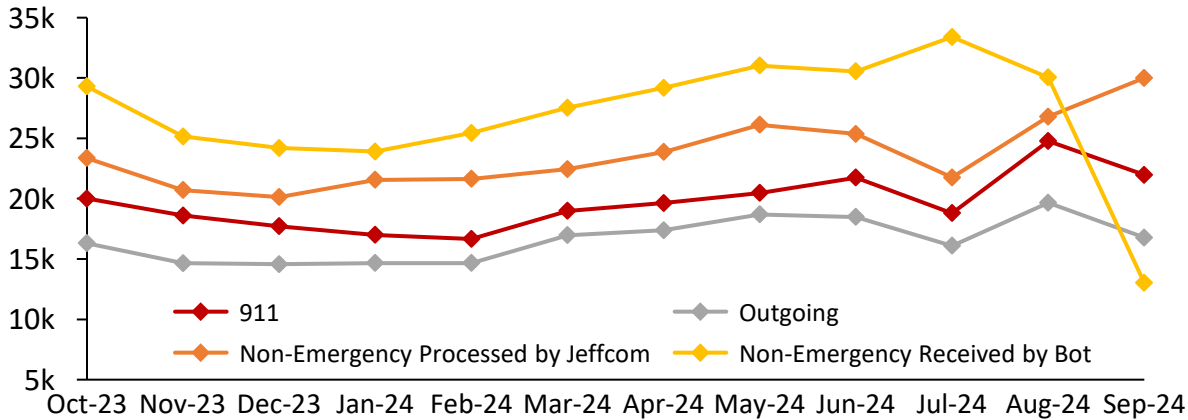
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.
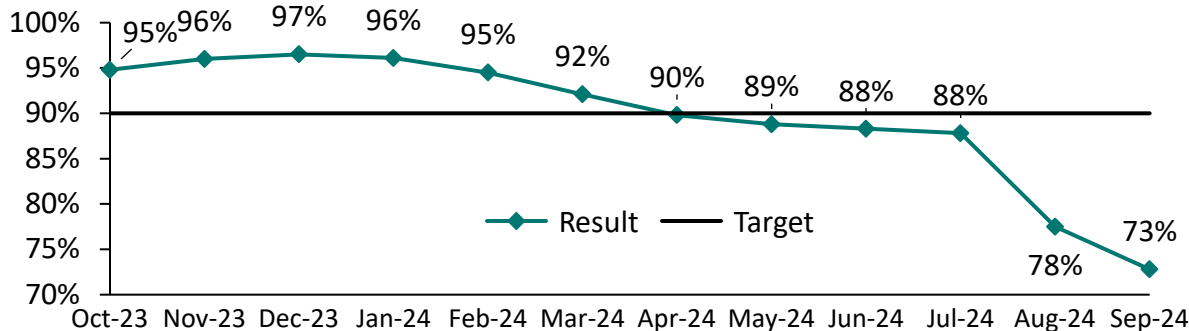
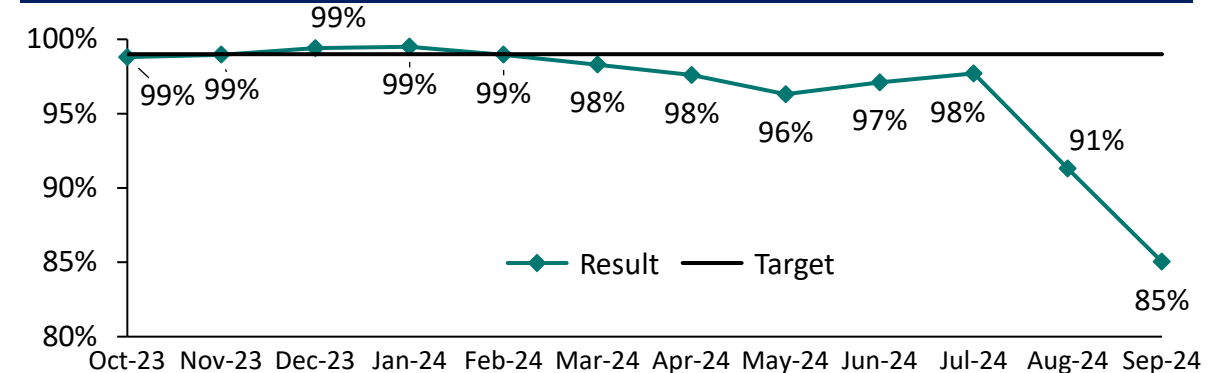# Service Level Agreement and Volume Trends

Call Volumes

Legend:
- 911 (red)
- Outgoing (gray)
- Non-Emergency Processed by Jeffcom (orange)
- Non-Emergency Received by Bot (yellow)

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

911 Calls Answered within 40 seconds

Admin bot was shut off for 17.5 days in September. Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st.
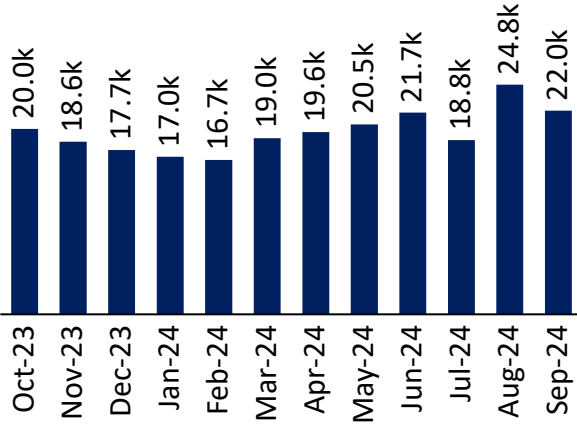
Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

Month	Value
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
Sep-24	22.0k

Non-Emergency Calls Processed by Jeffcom

Month	Value
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
Sep-24	30.0k
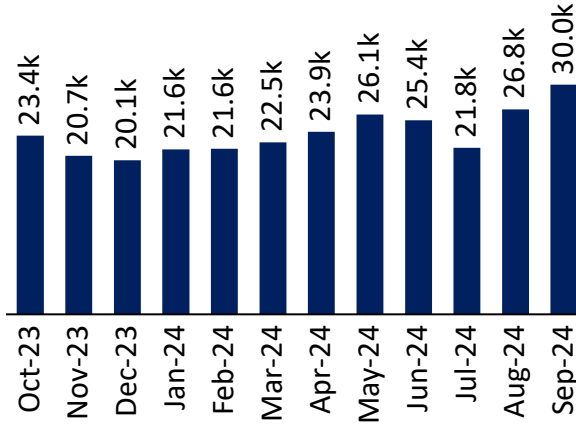
Non-Emergency Calls Received by Bot

Month	Value
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
Sep-24	13.0k

Outgoing Calls

Month	Value
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
Sep-24	16.8k
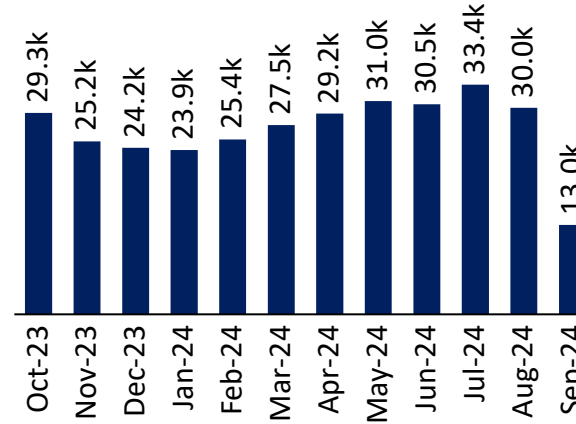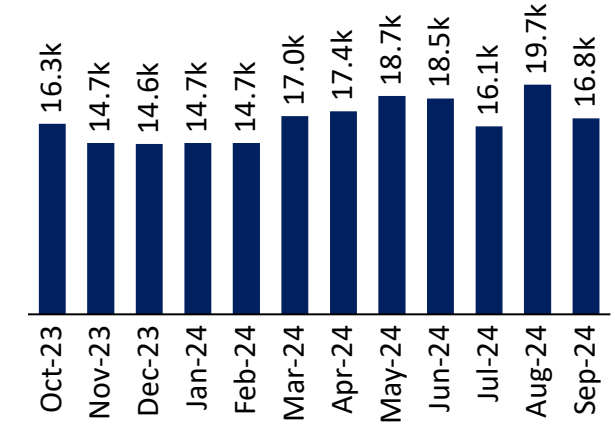
Call Volume

Line	Calls	Notes
Outgoing	16,769	12% decrease per day from August
Incoming - **Admin** to Bot	13,015	55% decrease per day from August*
Incoming - **Admin** to Jeffcom	30,004	16% increase per day from August*
Incoming - **911**	21,963	8% decrease per day from August
Total Incoming to Jeffcom	**51,967**	**4% Increase per day from August**
*Admin bot was shut off for 17.5 days		

September Inquiries
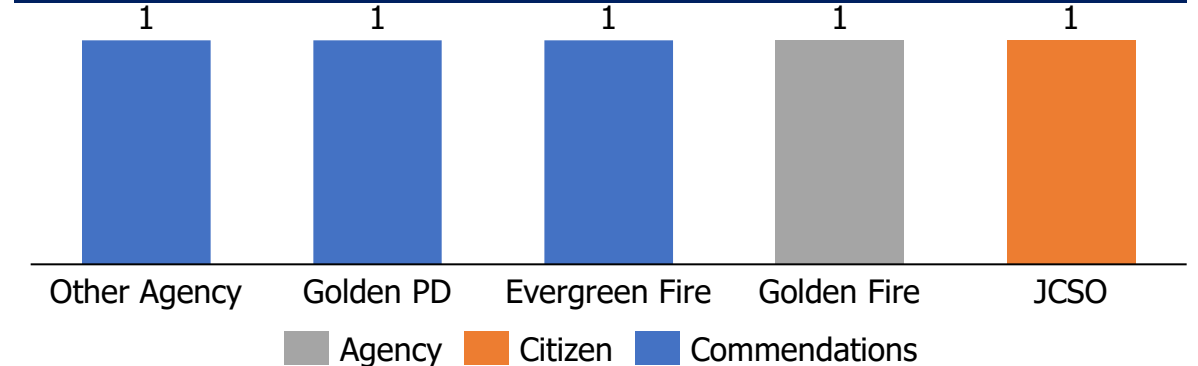
	Other Agency	Golden PD	Evergreen Fire	Golden Fire	JCSO
Count	1	1	1	1	1

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

*Admin bot was shut off for 17.5 days in September. Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st.
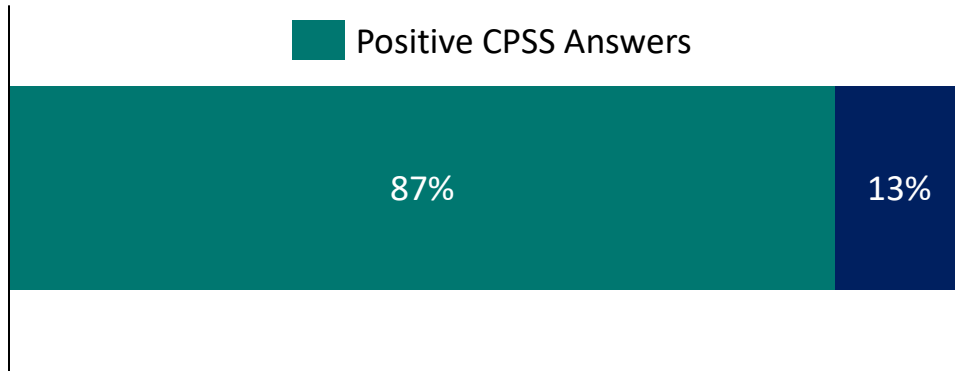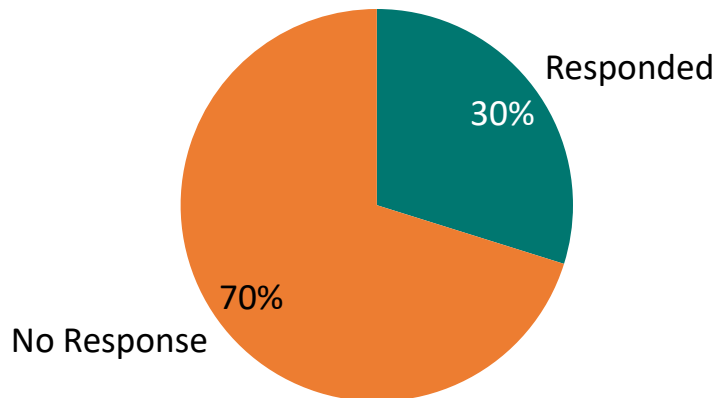
7

PowerEngage Survey Results

JEFFCOM
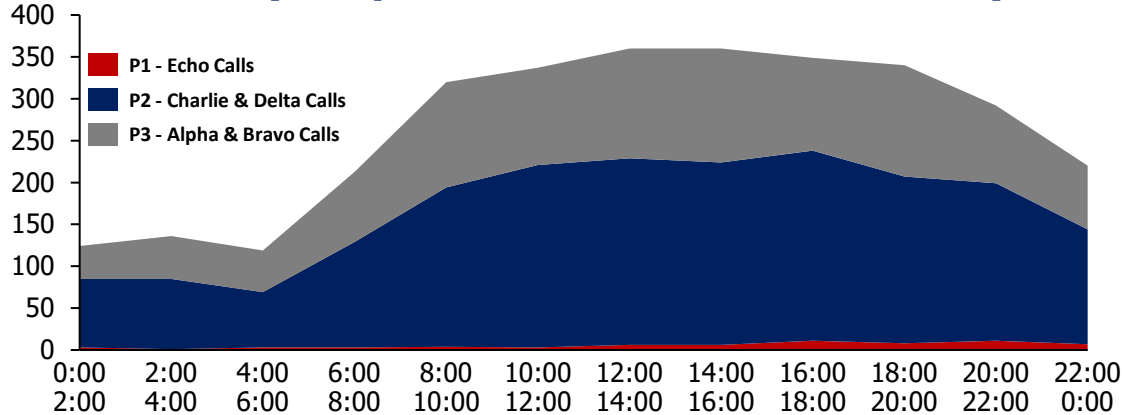
Citizen Positive Satisfaction Score (CPSS)

Positive CPSS Answers

87%   13%

Survey Response Rate

Responded 30%

No Response 70%

Survey Responses

- She was very helpful and calm when I was not.

- Easy to understand made sure I was understood and dispatched the officer promptly.

- Dispatch was friendly and supportive.

- Thank you for keeping me calm and focused, dispatching help so fast. Kudos to you!

- Dispatch was very professional and on it for details. Did not have to unnecessarily repeat myself, at any point.

- Asked all right questions about accident very effectively.

- Very kind very sincere and very helpful.

- She remained calm and kept me calm. Make sure I was safe and in a location where they could find me.
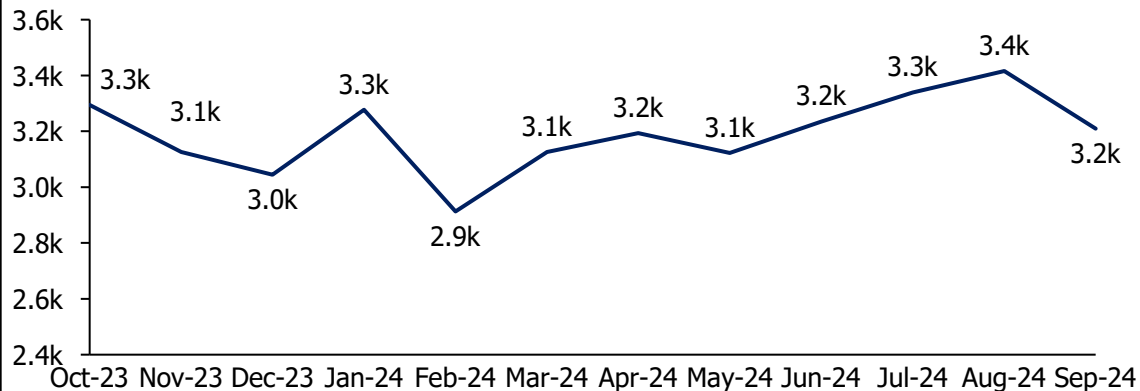
West Metro Fire

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	9	297	175	481	96
Monday	11	305	192	508	102
Tuesday	5	257	153	415	104
Wednesday	10	288	161	459	115
Thursday	12	277	156	445	111
Friday	7	269	164	440	110
Saturday	12	265	145	422	106
Assignment <1 min	**98%**	**96%**			

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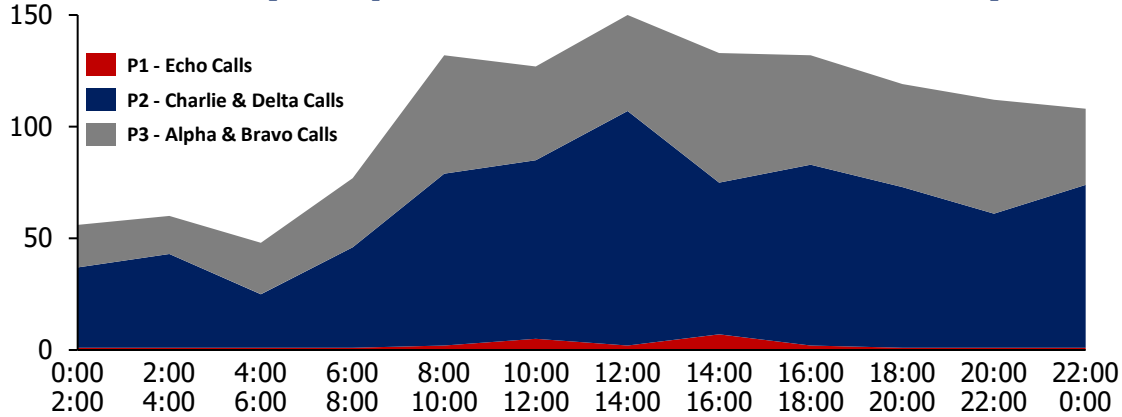
Monthly Call Volume

Values: 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, Sep-24 3.2k

Top Five Problem Natures

Problem Nature	Count
Falls	461
Sick Person	439
Alarms	269
Motor Vehicle Accident	214
Breathing Problems	203
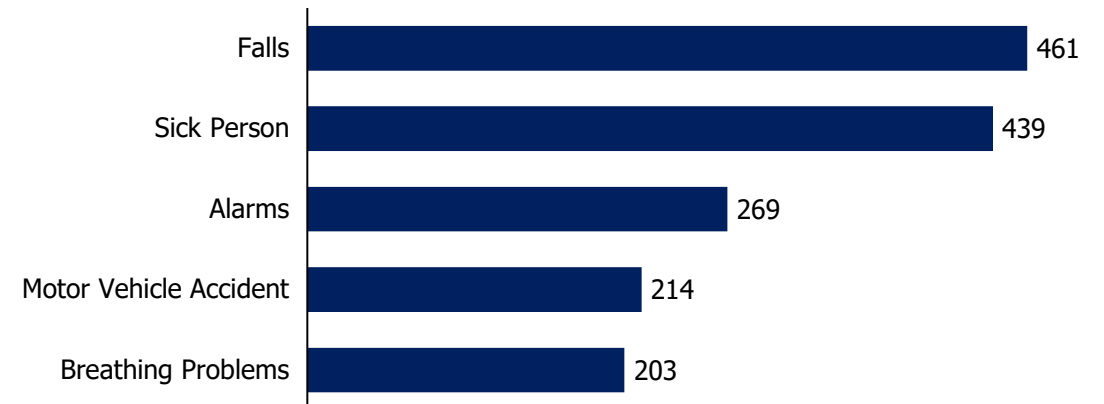
Arvada Fire

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	118	66	187	37
Monday	3	116	92	211	42
Tuesday	5	108	58	171	43
Wednesday	3	111	66	180	45
Thursday	5	126	62	193	48
Friday	3	96	64	163	41
Saturday	3	88	58	149	37
Assignment <1 min	92%	96%			

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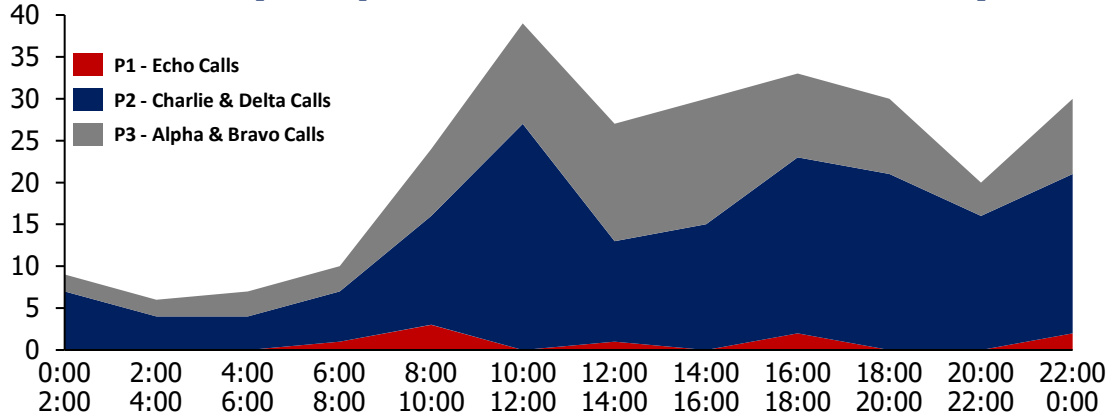
Monthly Call Volume

Values by month: Oct-23: 1.5k, Nov-23: 1.3k, Dec-23: 1.4k, Jan-24: 1.4k, Feb-24: 1.3k, Mar-24: 1.3k, Apr-24: 1.3k, May-24: 1.3k, Jun-24: 1.3k, Jul-24: 1.4k, Aug-24: 1.4k, Sep-24: 1.3k

Top Five Problem Natures

Problem Nature	Count
Sick Person	197
Falls	194
Motor Vehicle Accident	81
Unconscious/Fainting	70
Breathing Problems	63

Golden Fire

Priority Dispatched Calls Per Time of Day

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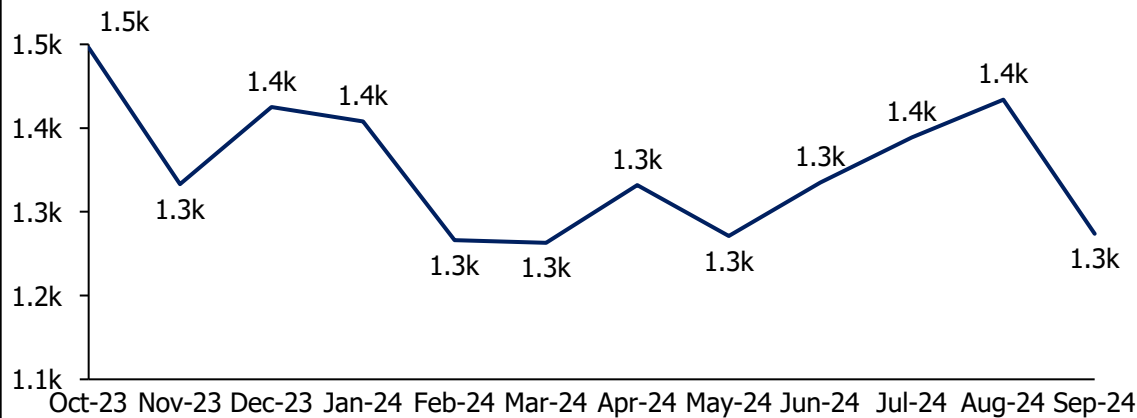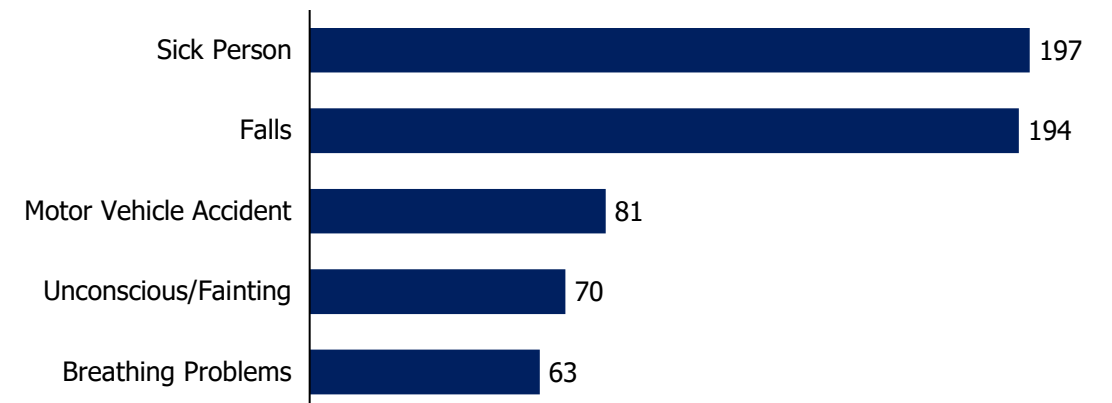
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	29	8	38	8
Monday	2	32	13	47	9
Tuesday	1	13	13	27	7
Wednesday	2	29	13	44	11
Thursday	1	31	10	42	11
Friday	1	16	13	30	8
Saturday	1	15	21	37	9
Assignment <1 min	**89%**	**85%**			

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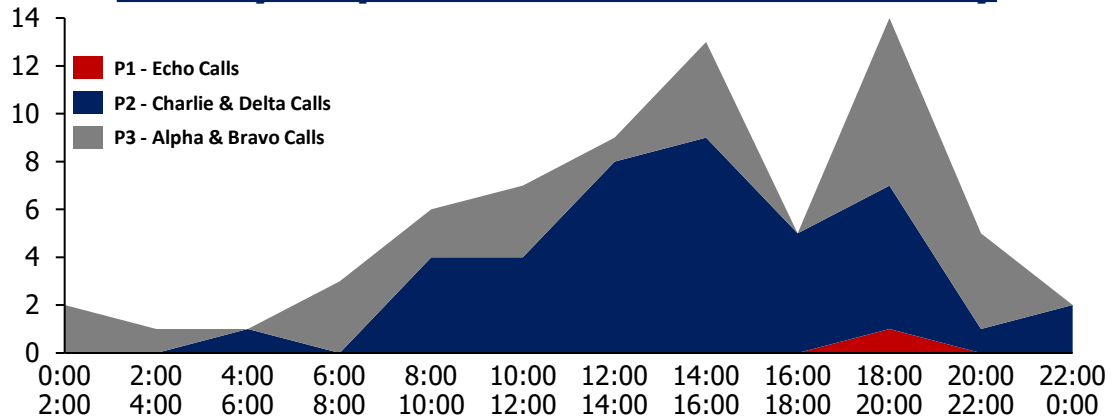
Monthly Call Volume

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
Sep-24: 279

Top Five Problem Natures

Problem Nature	Count
Falls	34
Sick Person	30
Motor Vehicle Accident	24
Alarms	17
Breathing Problems	14
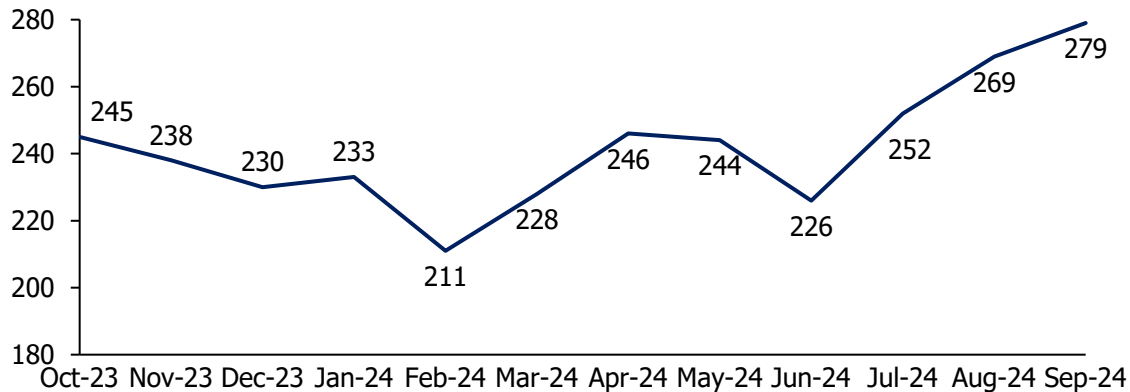
Fairmount Fire

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	10	5	15	3
Monday	0	8	9	17	3
Tuesday	0	3	0	3	1
Wednesday	1	5	3	9	2
Thursday	0	5	3	8	2
Friday	0	4	1	5	1
Saturday	0	5	6	11	3
Assignment <1 min	0%	78%			

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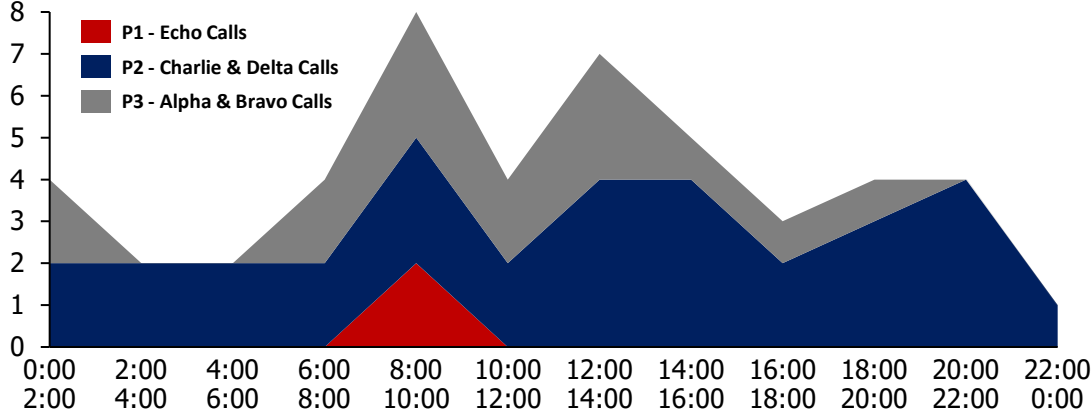
Monthly Call Volume

Values by month: 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, Sep-24: 69

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	11
Falls	9
Unknown Problem (Man Down)	5
Breathing Problems	4
Sick Person	4
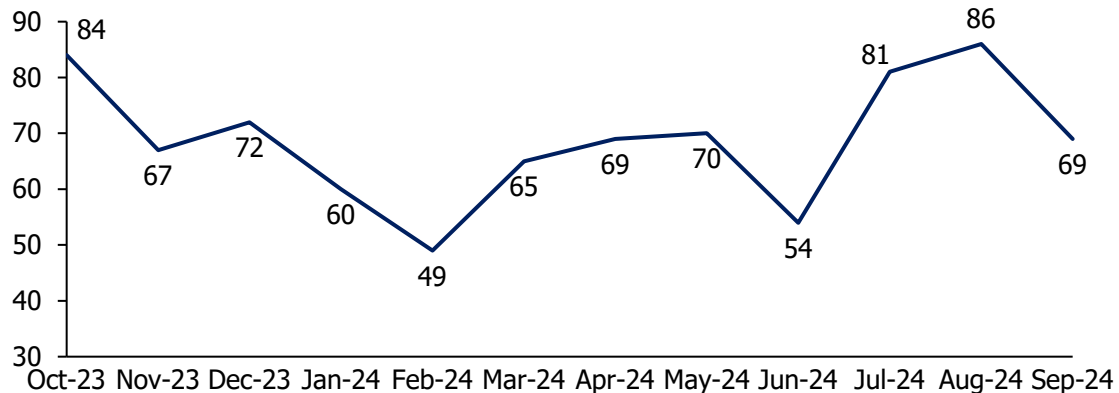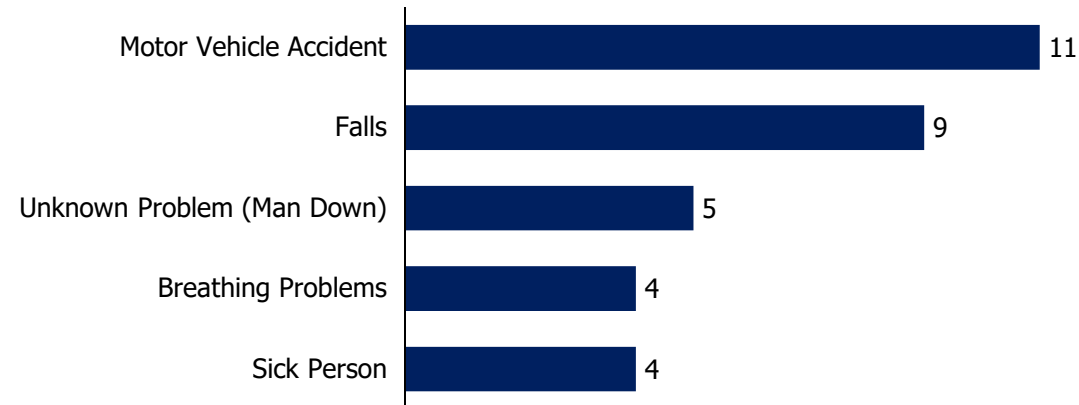
Pleasant View Fire

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

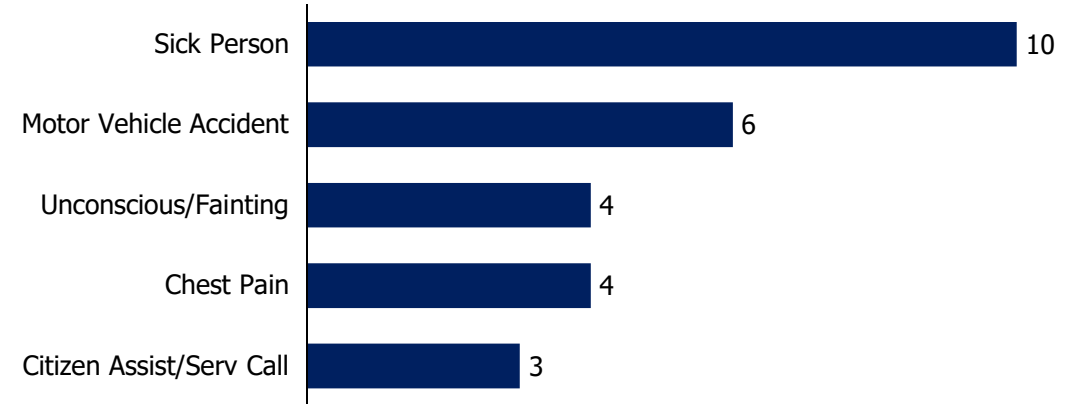| Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	1
Monday	0	8	1	9	2
Tuesday	0	1	3	4	1
Wednesday	0	5	1	6	2
Thursday	0	1	2	3	1
Friday	0	3	2	5	1
Saturday	2	8	4	14	4
Assignment <1 min	100%	97%			

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

Monthly Call Volume

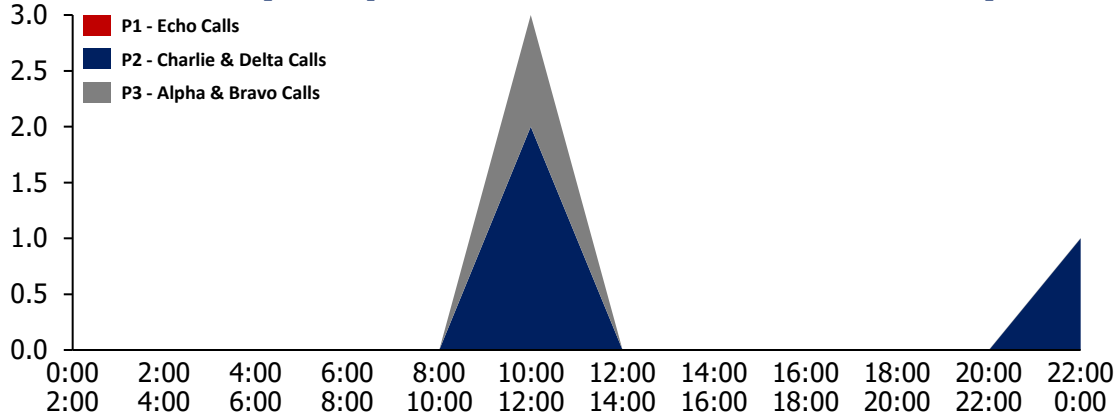Oct-23: 53, Nov-23: 50, Dec-23: 42, Jan-24: 48, Feb-24: 59, Mar-24: 59, Apr-24: 68, May-24: 48, Jun-24: 54, Jul-24: 56, Aug-24: 62, Sep-24: 49

Top Five Problem Natures

- Sick Person: 10
- Motor Vehicle Accident: 6
- Unconscious/Fainting: 4
- Chest Pain: 4
- Citizen Assist/Serv Call: 3
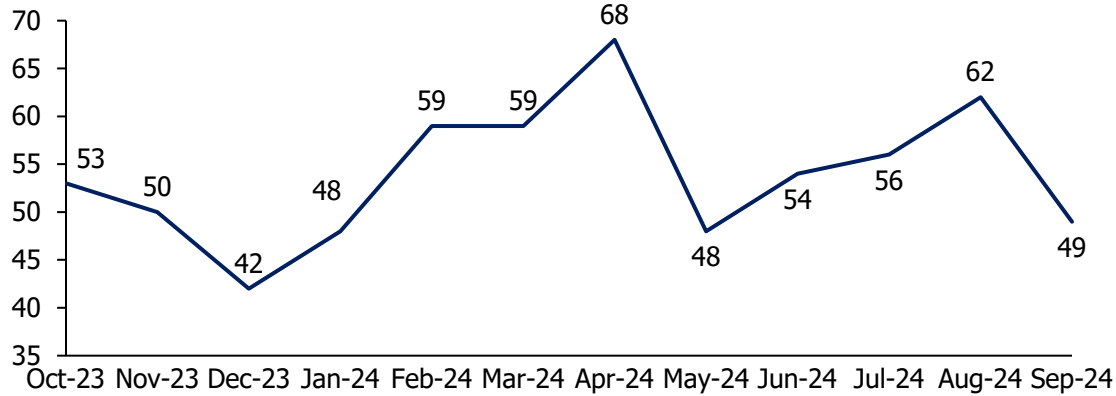
Golden Gate Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

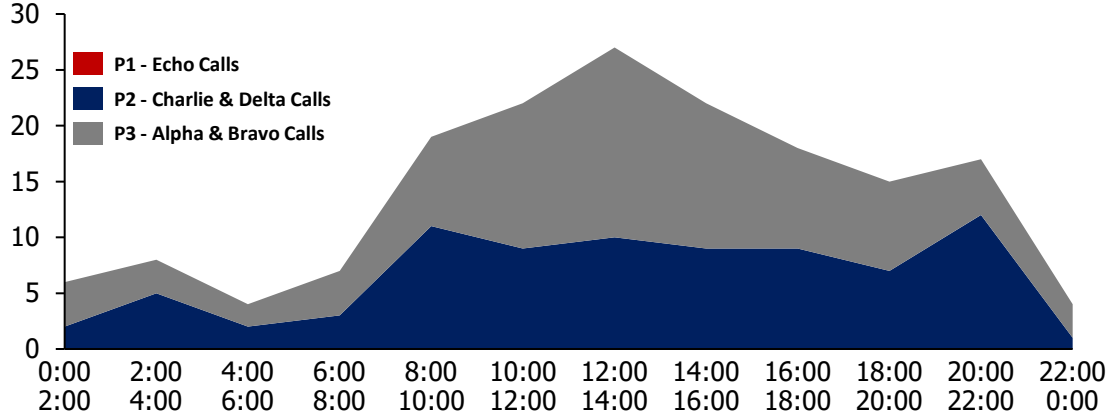Values: Oct-23: 16, Nov-23: 1, Dec-23: 8, Jan-24: 7, Feb-24: 3, Mar-24: 3, Apr-24: 4, May-24: 8, Jun-24: 9, Jul-24: 11, Aug-24: 13, Sep-24: 4

Problem Natures

Problem Nature	Count
Motor Vehicle Accident	2
Backcountry Rescue	1
Breathing Problems	1
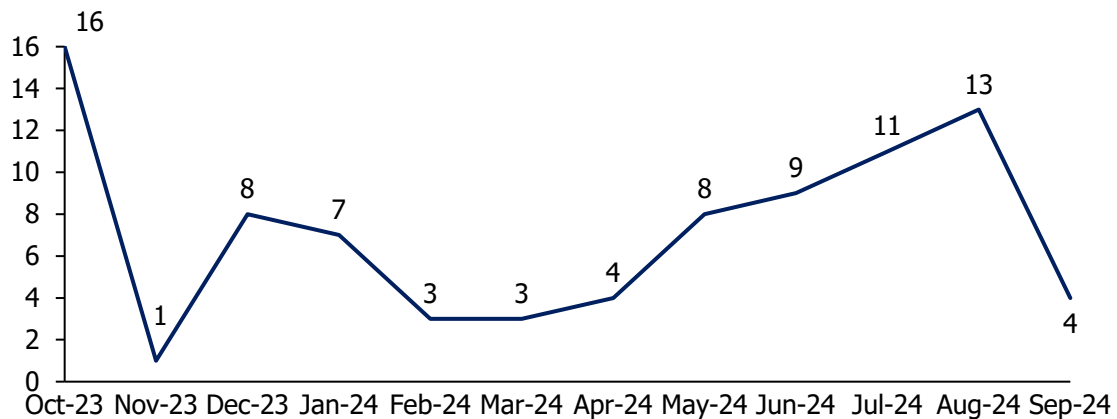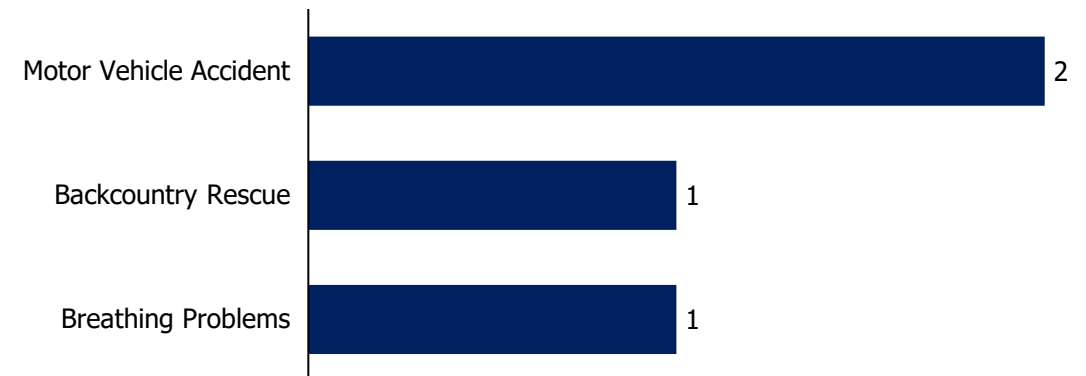
Evergreen Fire

Priority Dispatched Calls Per Time of Day

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

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	20	38	8
Monday	0	11	15	26	5
Tuesday	0	8	11	19	5
Wednesday	0	11	13	24	6
Thursday	0	10	10	20	5
Friday	0	8	10	18	5
Saturday	0	14	10	24	6
Assignment <1 min	N/A	86%			

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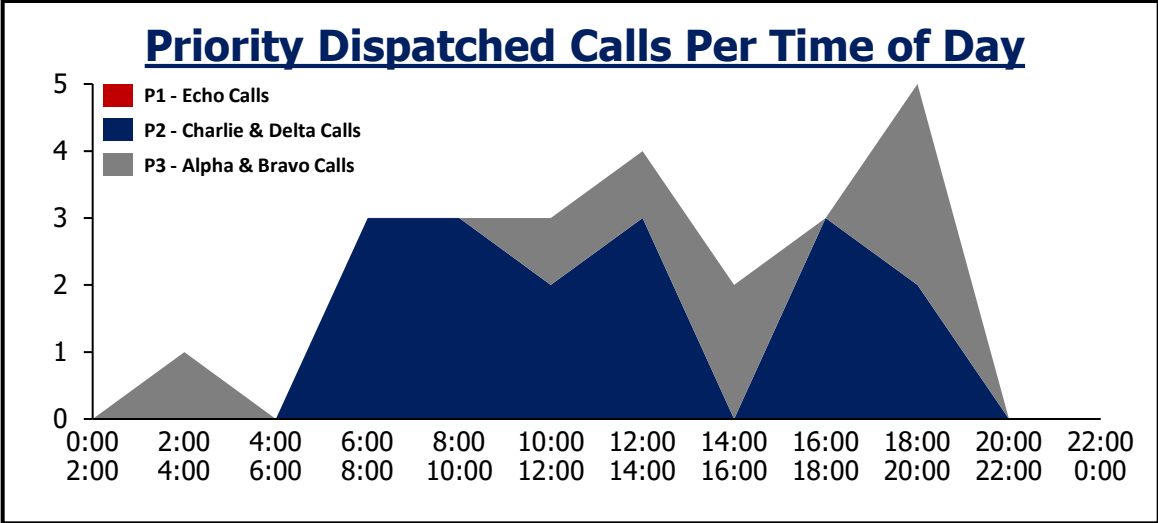
Monthly Call Volume

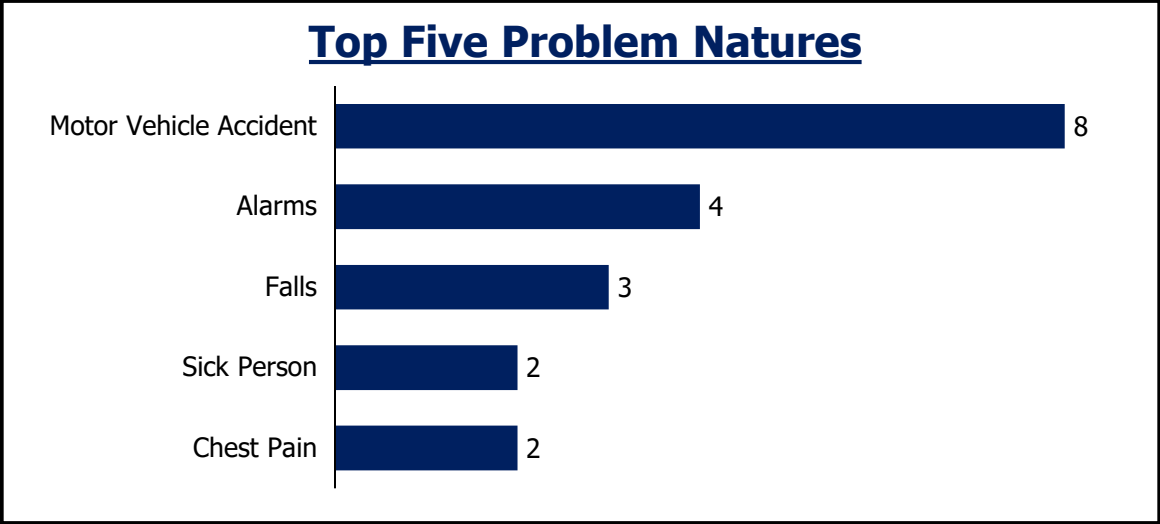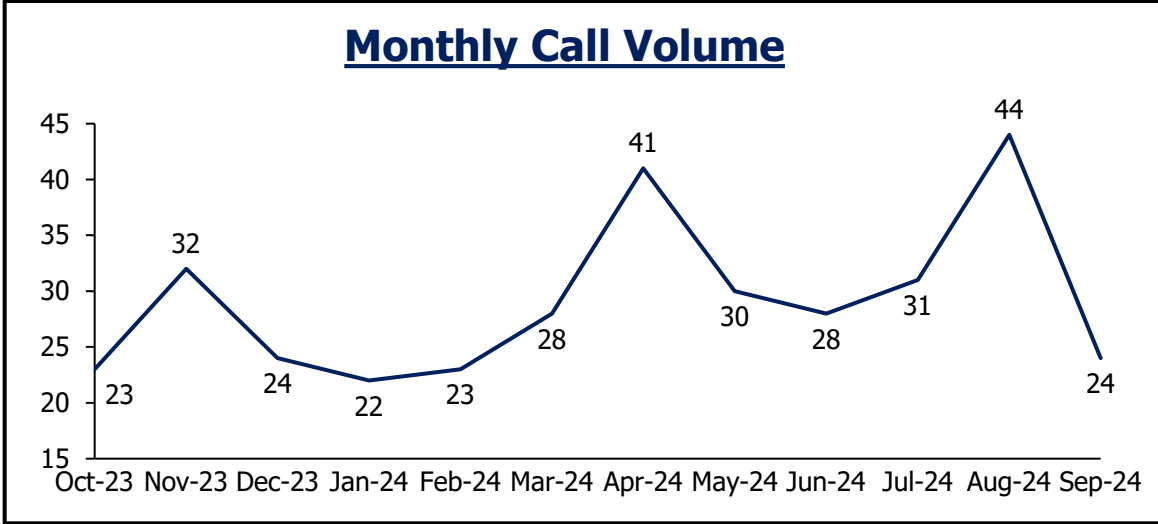Oct-23: 197, Nov-23: 171, Dec-23: 185, Jan-24: 189, Feb-24: 164, Mar-24: 170, Apr-24: 235, May-24: 177, Jun-24: 188, Jul-24: 220, Aug-24: 210, Aug-25: 170

Top Five Problem Natures

- Falls: 20
- Sick Person: 18
- Smoke Investigation Outside: 17
- Alarms: 16
- Motor Vehicle Accident: 9

Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

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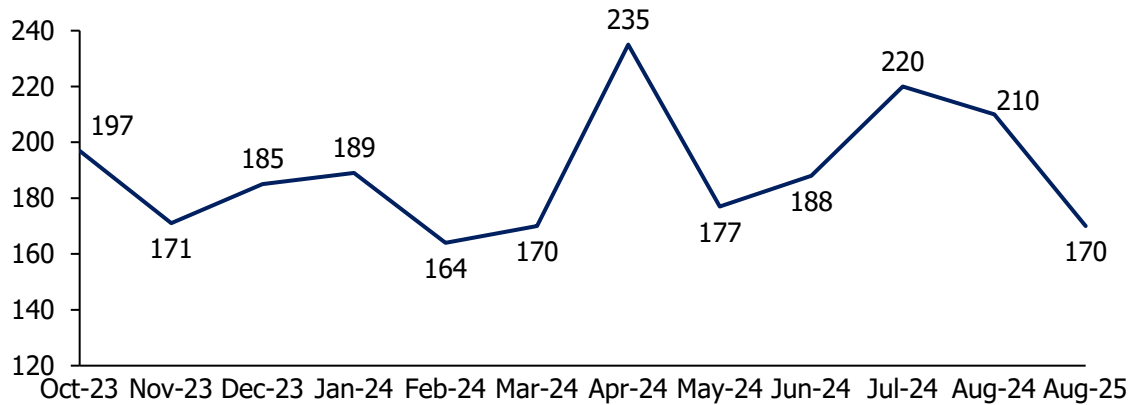
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	1
Monday	0	1	1	2	0
Tuesday	0	2	1	3	1
Wednesday	0	0	0	0	0
Thursday	0	3	2	5	1
Friday	0	3	1	4	1
Saturday	0	4	3	7	2
Assignment <1 min	N/A	81%			

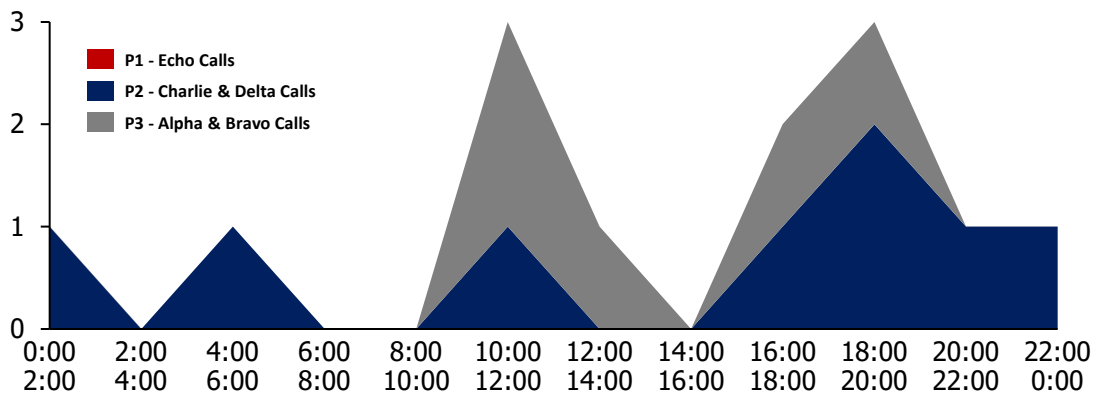Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

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, Sep-24: 24

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	8
Alarms	4
Falls	3
Sick Person	2
Chest Pain	2

Indian Hills 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	0	0	0	0
Monday	0	0	0	0	0
Tuesday	0	1	1	2	1
Wednesday	0	2	2	4	1
Thursday	0	0	1	1	0
Friday	0	3	1	4	1
Saturday	0	2	0	2	1
Assignment <1 min	**N/A**	**50%**			

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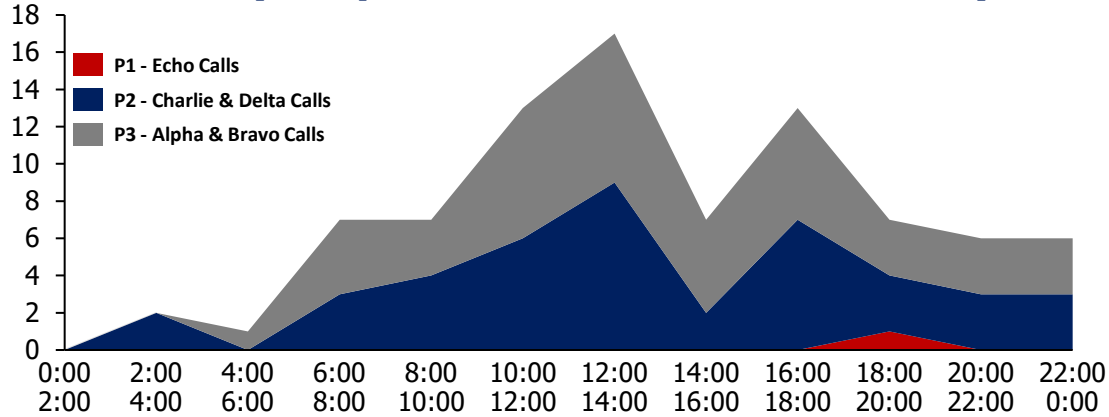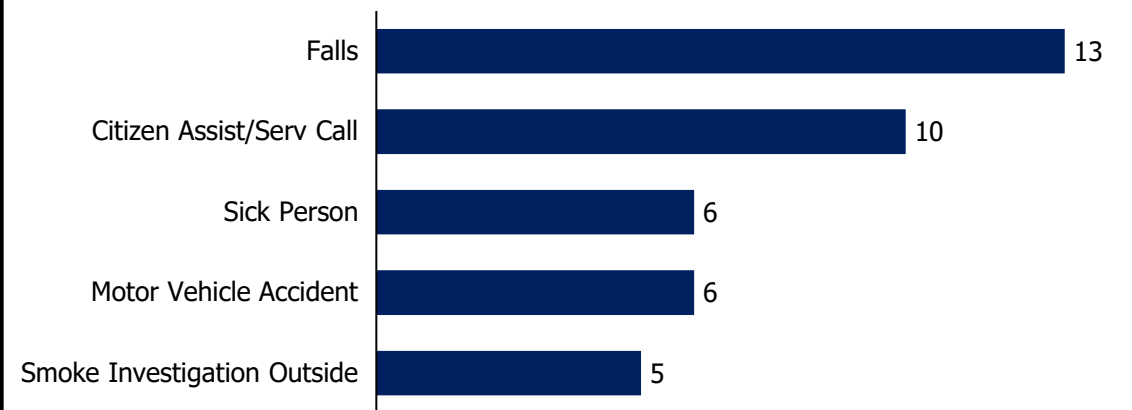
Monthly Call Volume

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
Sep-24: 13

Top Five Problem Natures

Problem Nature	Count
Backcountry Rescue	2
Smoke Investigation Outside	2
Alarms	1
Breathing Problems	1
Overdose/Poisoning	1

Elk Creek Fire

Priority Dispatched Calls Per Time of Day

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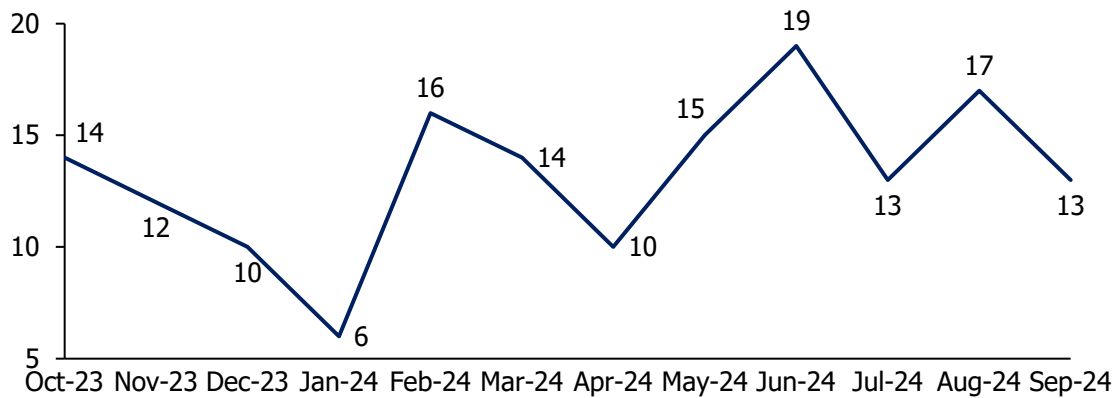
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	8	12	2
Monday	0	6	5	11	2
Tuesday	0	6	6	12	3
Wednesday	0	7	6	13	3
Thursday	1	5	5	11	3
Friday	0	6	4	10	3
Saturday	0	8	9	17	4
Assignment <1 min	0%	76%			

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

Monthly Call Volume

83, 86, 78, 66, 94, 80, 127, 107, 93, 83, 107, 88
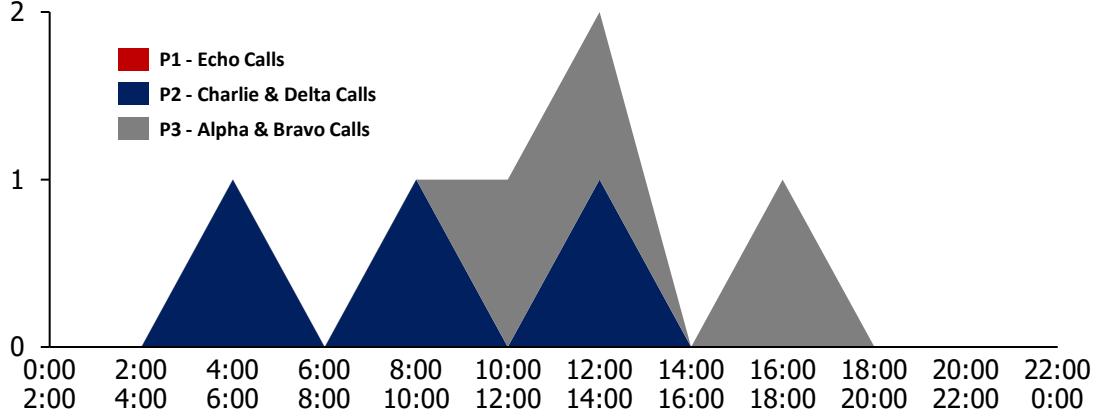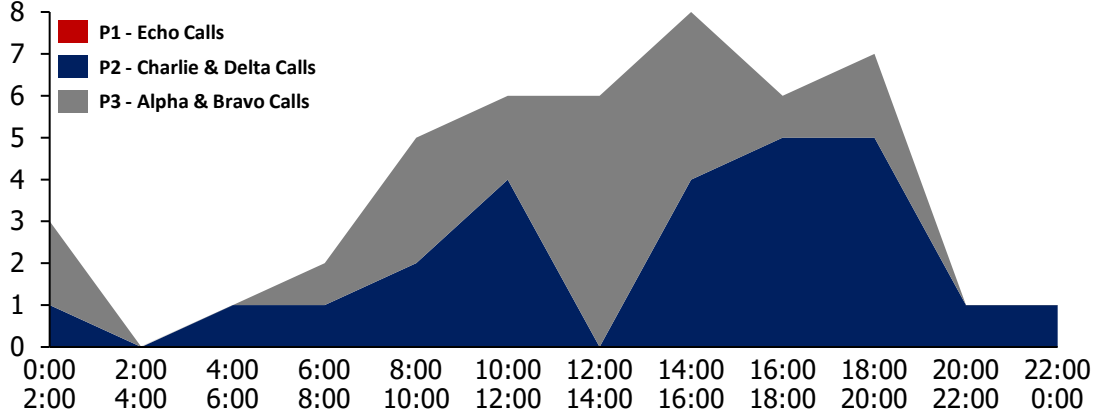
Oct-23, Nov-23, Dec-23, Jan-24, Feb-24, Mar-23, Apr-24, May-24, Jun-24, Jul-24, Aug-24, Sep-24

Top Five Problem Natures

Falls	13
Citizen Assist/Serv Call	10
Sick Person	6
Motor Vehicle Accident	6
Smoke Investigation Outside	5
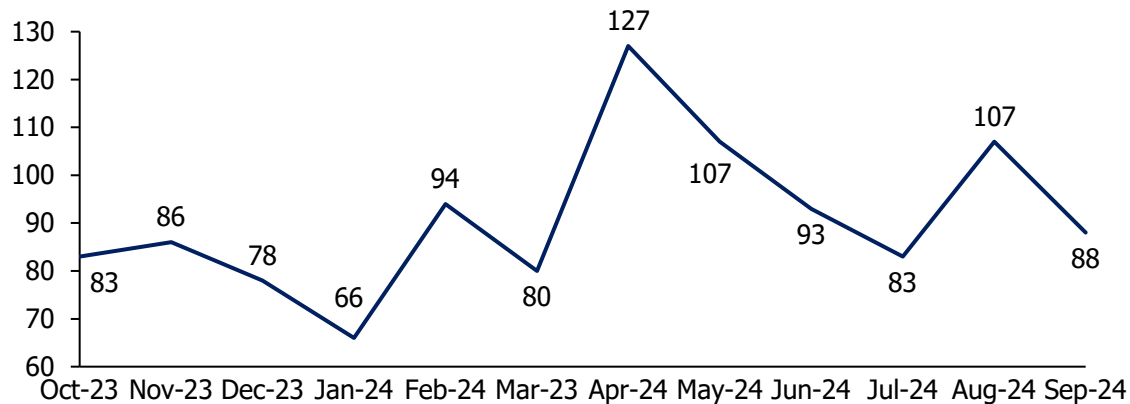
North Fork Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

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

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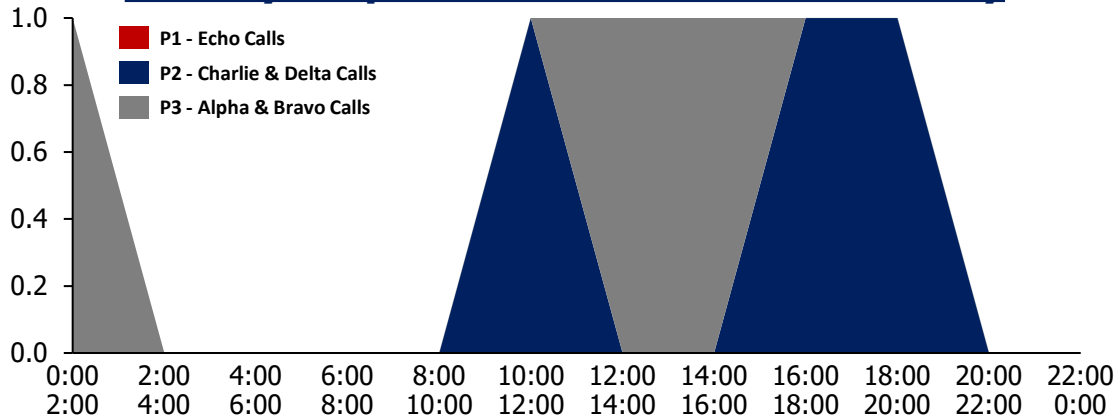
Monthly Call Volume

Month	Calls
Oct-23	8
Nov-23	6
Dec-23	5
Jan-24	4
Feb-24	3
Mar-24	8
Apr-24	6
May-24	11
Jun-24	28
Jul-24	16
Aug-24	22
Sep-24	7

Problem Natures

Nature	Count
Sick Person	2
Smoke Investigation Outside	1
Advised FD	1
Backcountry Rescue	1
Falls	1
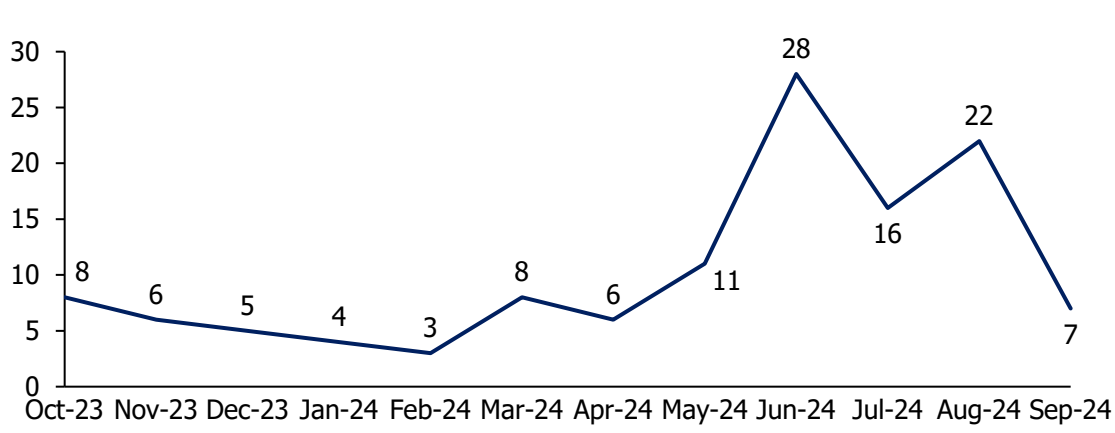
Highland Rescue

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	0	5	4	9	2
Monday	0	2	1	3	1
Tuesday	0	4	4	8	2
Wednesday	0	2	3	5	1
Thursday	0	2	5	7	2
Friday	0	4	1	5	1
Saturday	0	6	3	9	2
Assignment <1 min	N/A	72%			

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

Monthly Call Volume

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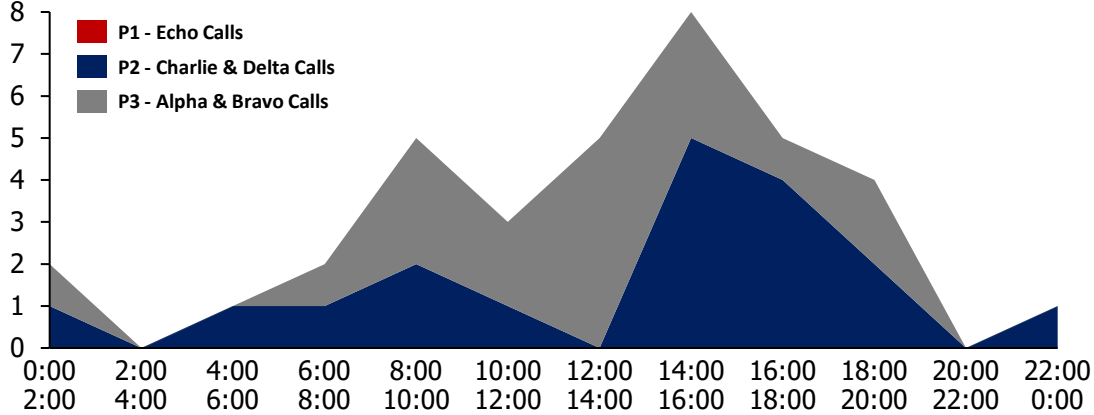Dec-23: 47
Jan-24: 63
Feb-24: 46
Mar-24: 78
Apr-24: 43
May-24: 62
Jun-24: 50
Jul-24: 82
Aug-24: 69
Sep-24: 46

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	10
Smoke Investigation Outside	7
Sick Person	6
Vehicle Fire	6
Falls	3
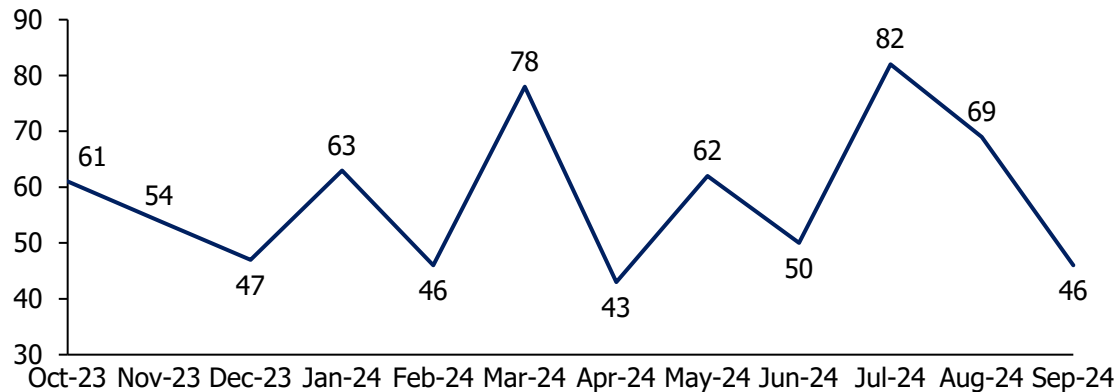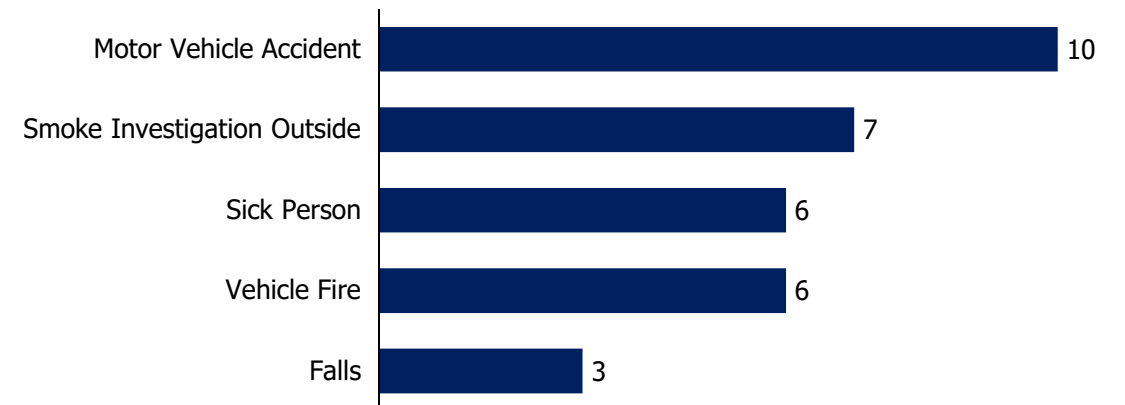
Genesee Fire

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	0	1	1	0
Monday	0	0	0	0	0
Tuesday	0	1	1	2	1
Wednesday	0	1	0	1	0
Thursday	0	0	0	0	0
Friday	0	1	0	1	0
Saturday	0	0	1	1	0
Assignment <1 min	N/A	33%			

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

Monthly Call Volume

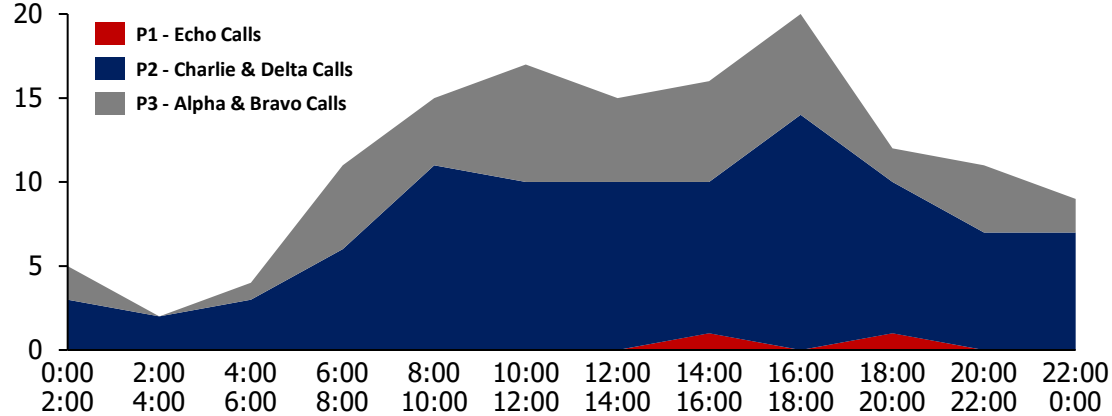Oct-23: 10, Nov-23: 23, Dec-23: 15, Jan-24: 23, Feb-24: 10, Mar-24: 22, Apr-24: 8, May-24: 15, Jun-24: 13, Jul-24: 15, Aug-24: 25, Sep-24: 6

Top Five Problem Natures

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

Foothills Fire

Priority Dispatched Calls Per Time of Day

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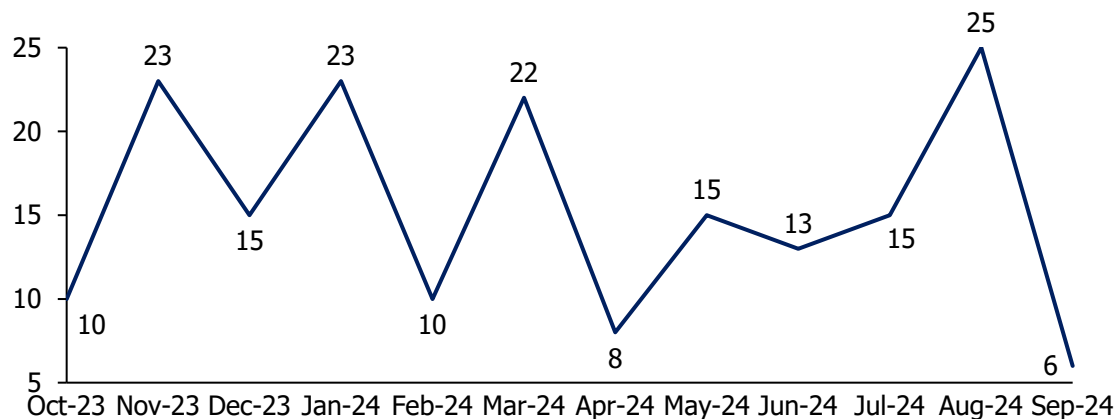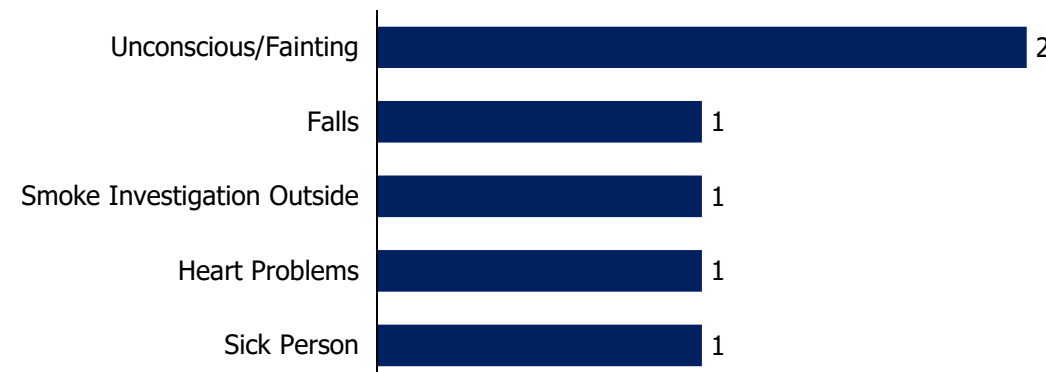
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

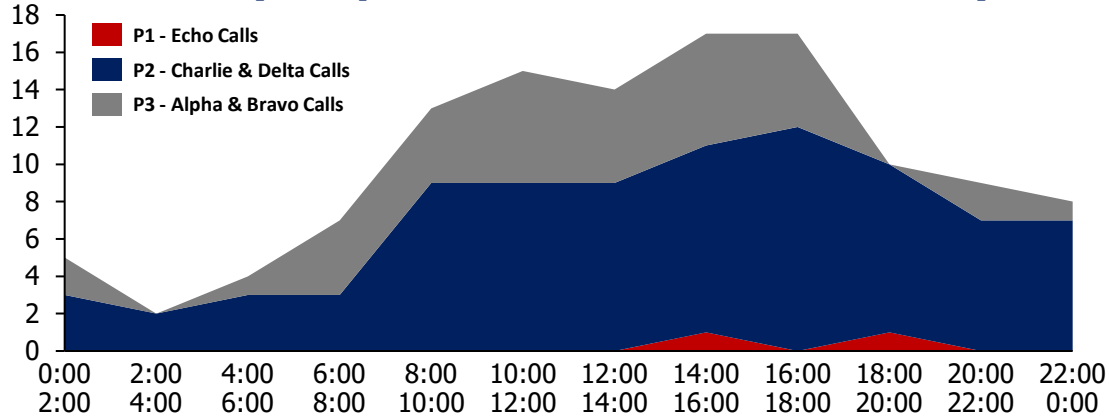Values: Oct-23: 44, Nov-23: 25, Dec-23: 28, Jan-24: 35, Feb-24: 32, Mar-24: 55, Apr-24: 31, May-24: 41, 24-Jun: 34, Jul-24: 61, Aug-24: 42, Sep-24: 36

Top Five Problem Natures

- Motor Vehicle Accident: 8
- Sick Person: 5
- Smoke Investigation Outside: 5
- Vehicle Fire: 5
- Convulsions/Seizures: 3

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

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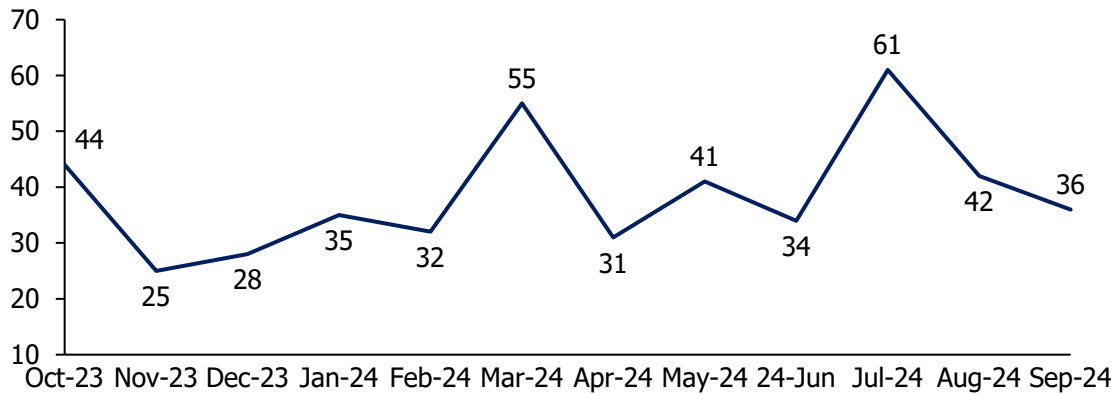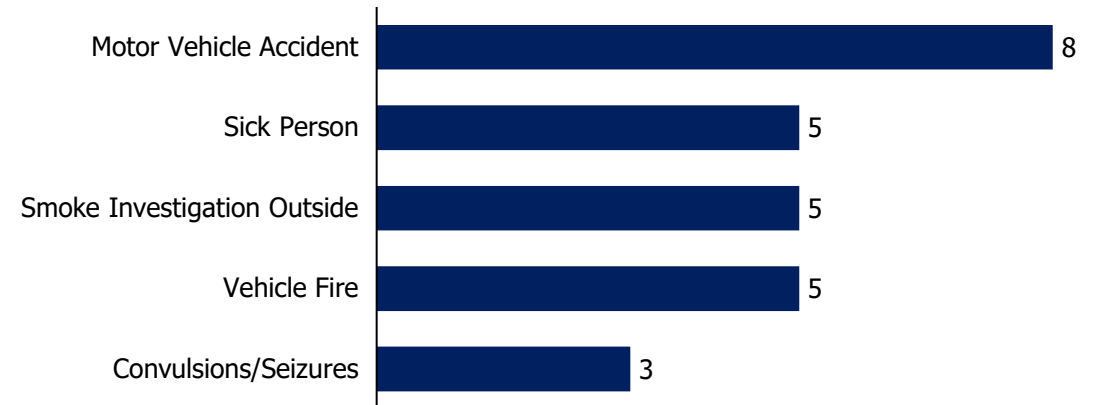
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	15	6	23	5
Monday	0	14	9	23	5
Tuesday	0	13	5	18	5
Wednesday	0	9	1	10	3
Thursday	0	11	8	19	5
Friday	0	12	6	18	5
Saturday	0	17	9	26	7
Assignment <1 min	50%	78%			

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

Monthly Call Volume

Feb-24: 51, Mar-24: 167, Apr-24: 123, May-24: 113, Jun-24: 157, Jul-24: 180, Aug-24: 150, Sep-24: 140

Top Five Problem Natures

- Motor Vehicle Accident: 26
- Sick Person: 18
- Alarms: 11
- Falls: 10
- Backcountry Rescue: 8

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

23
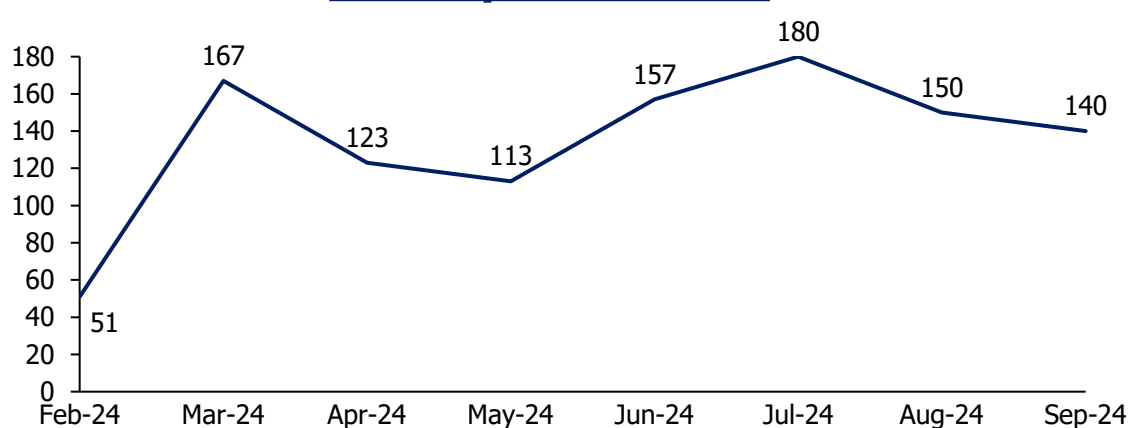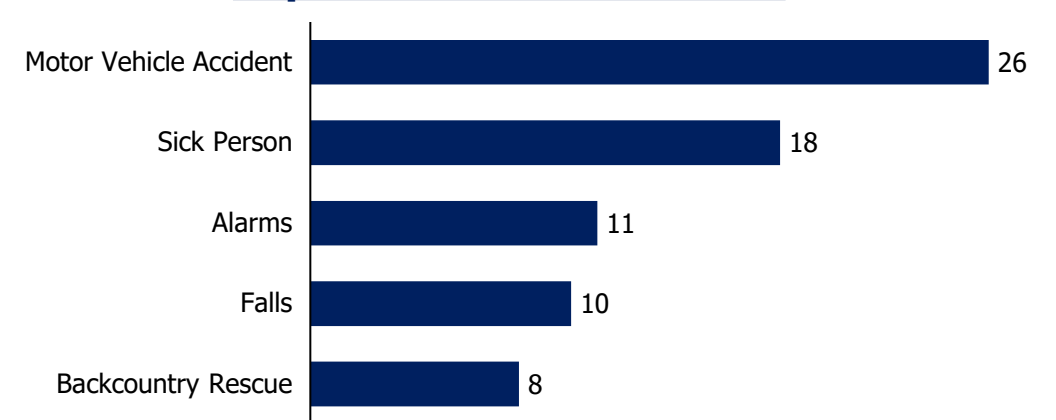
Clear Creek EMS

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	2	14	5	21	4
Monday	0	13	8	21	4
Tuesday	0	13	5	18	5
Wednesday	0	8	0	8	2
Thursday	0	11	4	15	4
Friday	0	9	6	15	4
Saturday	0	15	8	23	6
Assignment <1 min	50%	80%			

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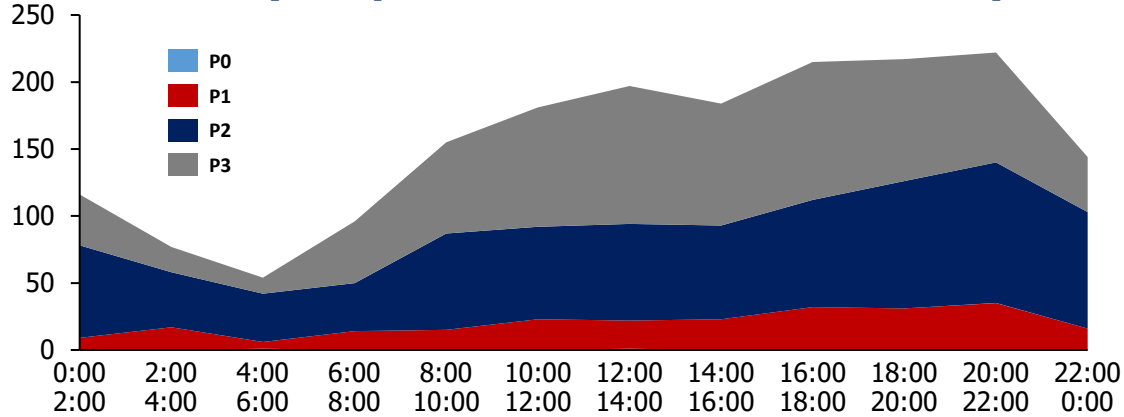
Monthly Call Volume

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.
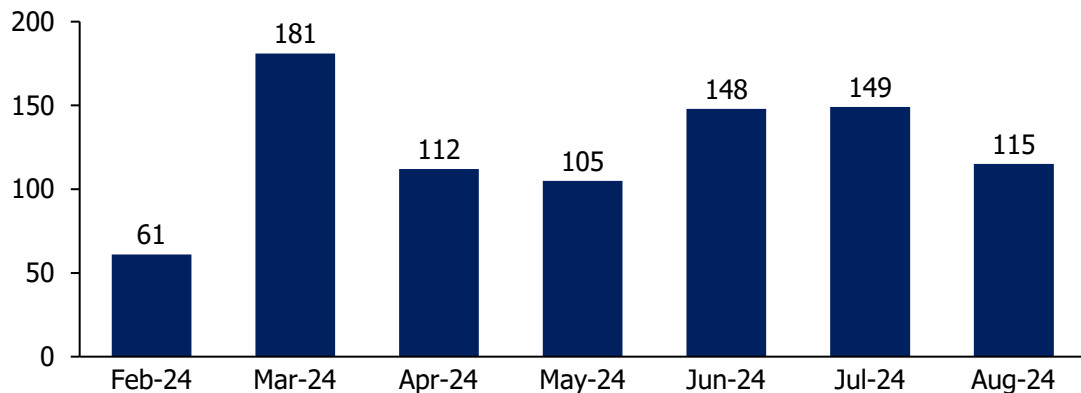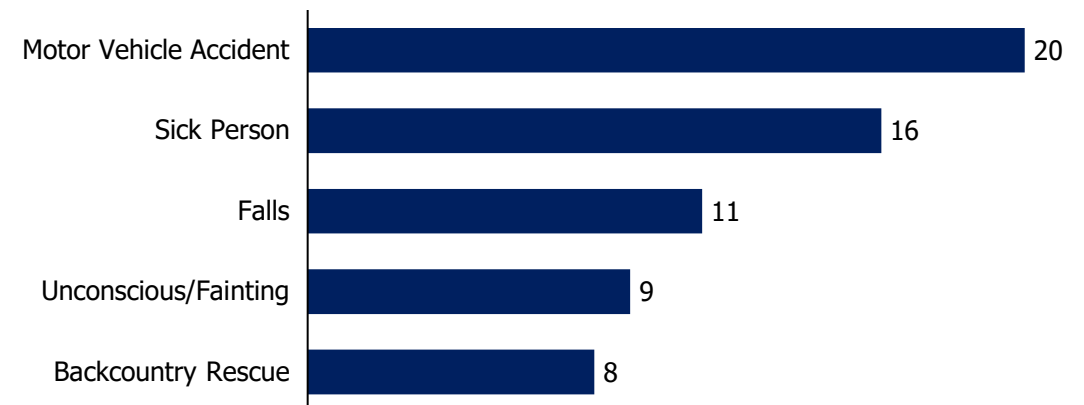
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Y-axis: 0, 50, 100, 150, 200, 250

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	51	154	108	314	63
Monday	0	40	129	117	286	57
Tuesday	0	22	117	118	257	64
Wednesday	1	32	103	108	244	61
Thursday	0	23	85	108	216	54
Friday	0	39	108	135	282	71
Saturday	0	34	136	89	259	65
Assignment <2 min		79%	45%			
Assignment <4 min		92%	72%			

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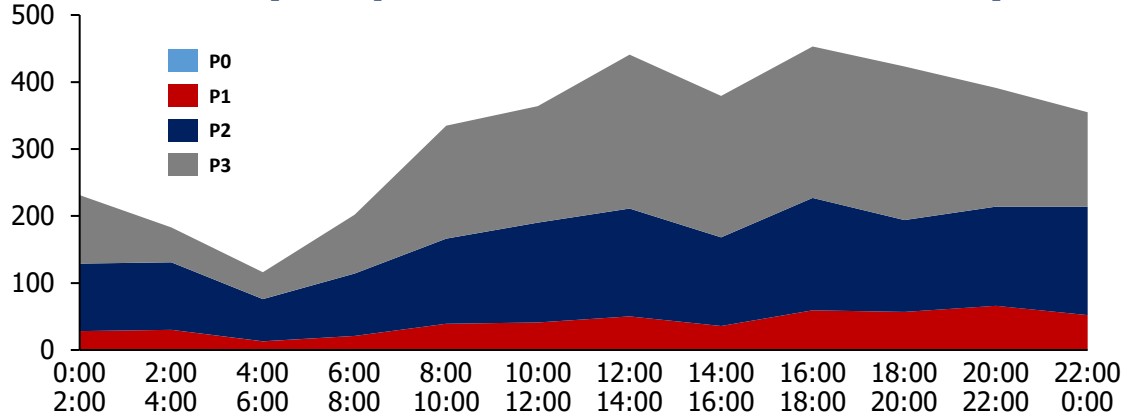
Monthly Call Volume

Values by month: Oct-23: 2.8k, Nov-23: 2.6k, Dec-23: 2.4k, Jan-24: 2.6k, Feb-24: 2.4k, Mar-24: 2.5k, Apr-24: 2.6k, May-24: 3.1k, Jun-24: 3.3k, Jul-24: 3.2k, Aug-24: 3.0k, Sep-24: 3.0k

Top Five Problem Natures

Problem Nature	Count
Welfare Check	273
Follow Up	259
Citizen Assist/Serv Call	178
Motor Vehicle Accident	132
Suspicious Incident	129
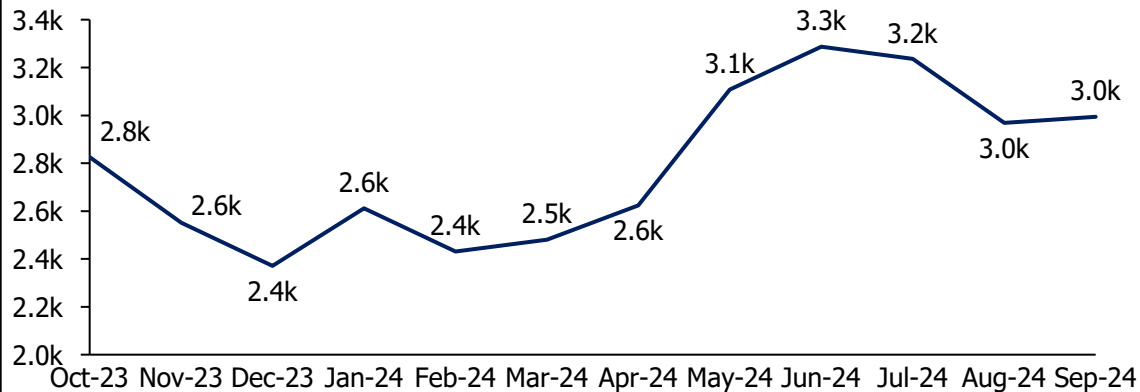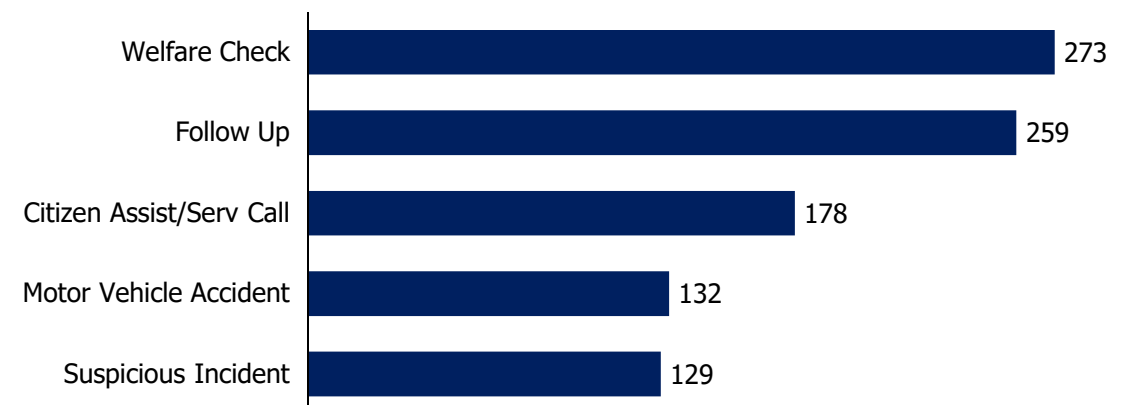
Lakewood PD

Priority Dispatched Calls Per Time of Day

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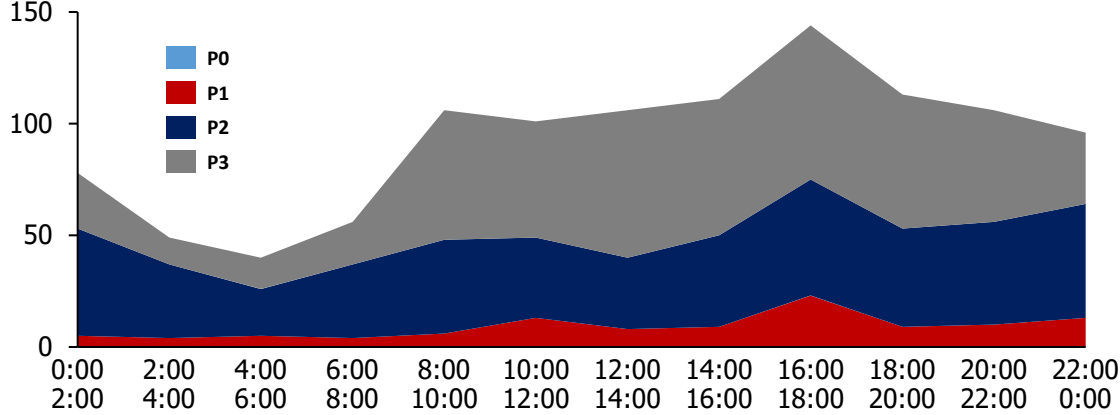
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	81	270	293	645	129
Monday	1	81	218	311	611	122
Tuesday	0	59	229	252	540	135
Wednesday	0	64	211	277	552	138
Thursday	1	59	200	238	498	125
Friday	1	56	207	224	488	122
Saturday	1	87	207	244	539	135
Assignment <2 min		69%	40%			
Assignment <4 min		85%	62%			

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

Monthly Call Volume

Values: Sep-23 5.6k, Oct-23 5.7k, Nov-23 4.9k, Dec-23 5.1k, Jan-24 5.0k, Feb-24 4.9k, Mar-24 5.1k, Apr-24 5.5k, May-24 5.7k, Jun-24 6.1k, Jul-24 6.4k, Aug-24 5.9k

Top Five Problem Natures

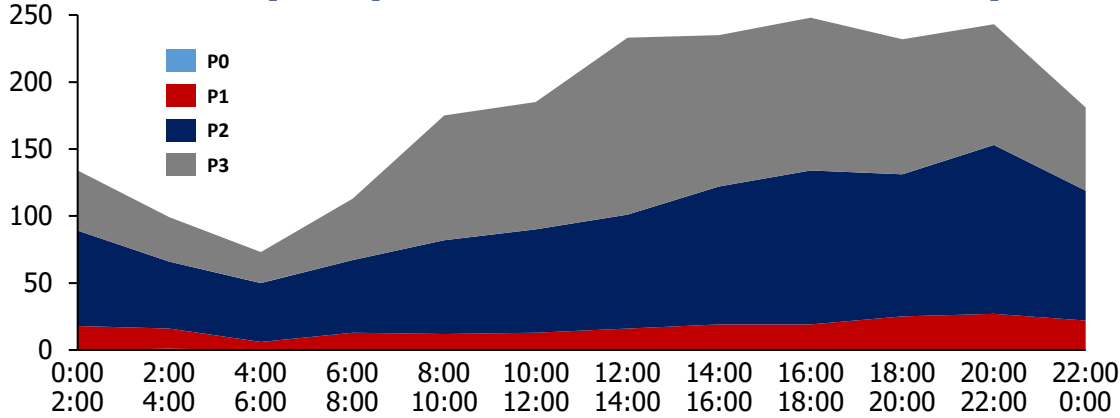| Problem Nature	Count
Welfare Check	569
Unwanted Party	429
Motor Vehicle Accident	328
Follow Up	318
Disturbance	301
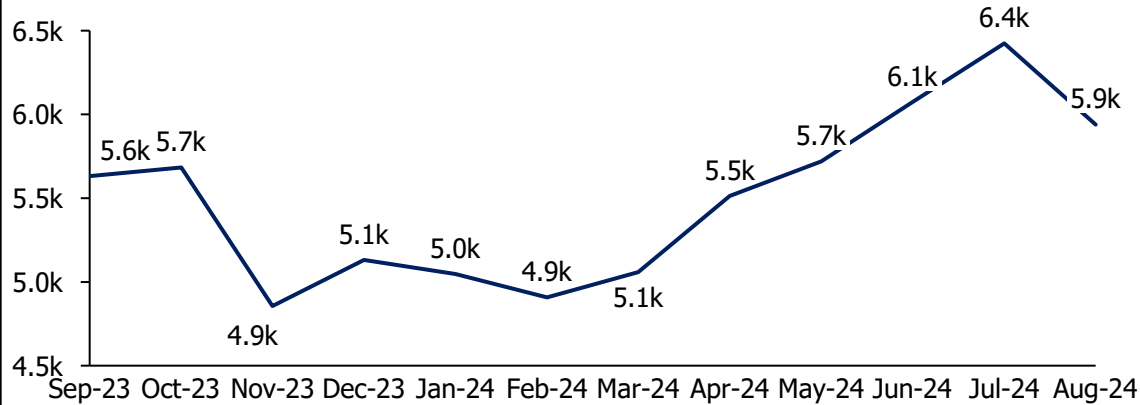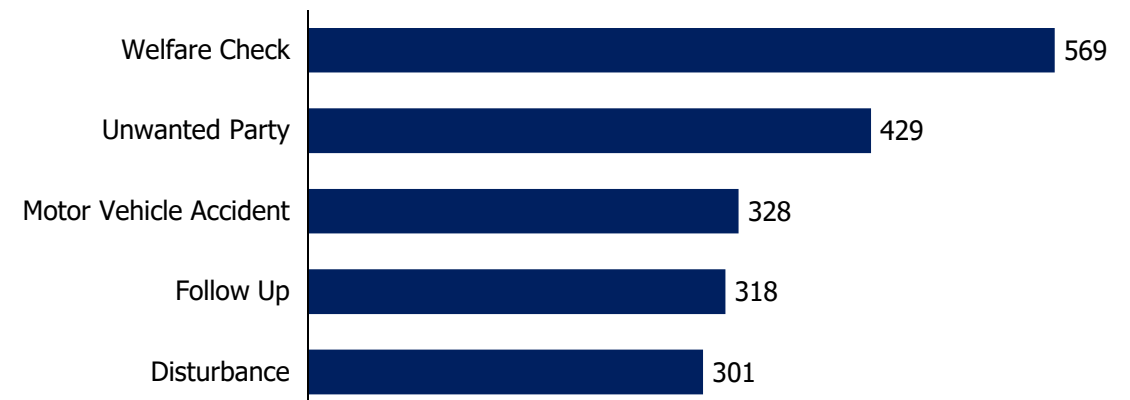
Wheat Ridge PD

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	73	72	164	33
Monday	0	15	74	105	194	39
Tuesday	0	17	61	69	147	37
Wednesday	0	12	63	72	147	37
Thursday	0	14	86	66	166	42
Friday	0	16	67	69	152	38
Saturday	0	16	55	65	136	34
Assignment <2 min		69%	46%			
Assignment <4 min		83%	65%			

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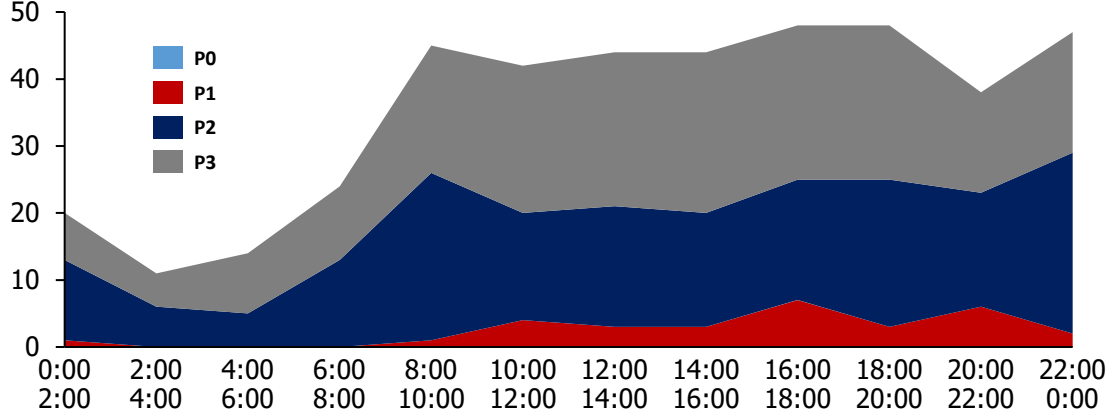
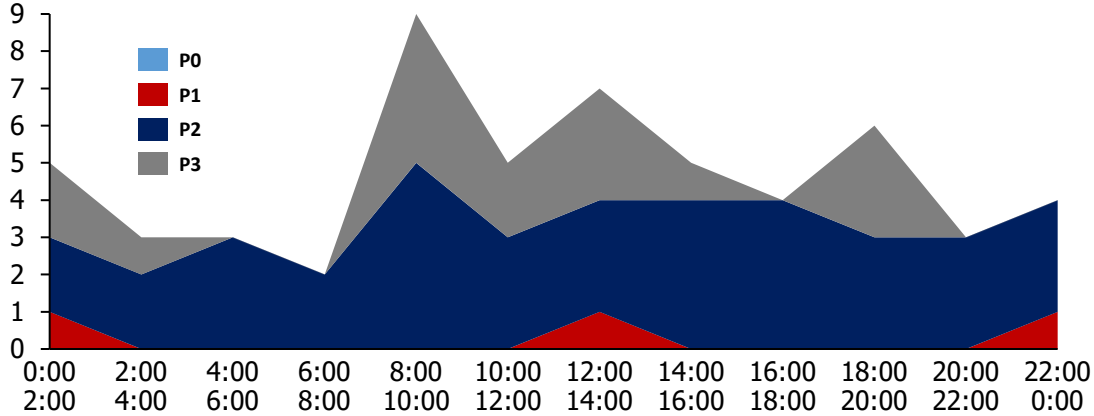## Monthly Call Volume

Top Five Problem Natures

Welfare Check	130
Follow Up	125
Motor Vehicle Accident	94
Citizen Assist/Serv Call	89
Unwanted Party	85
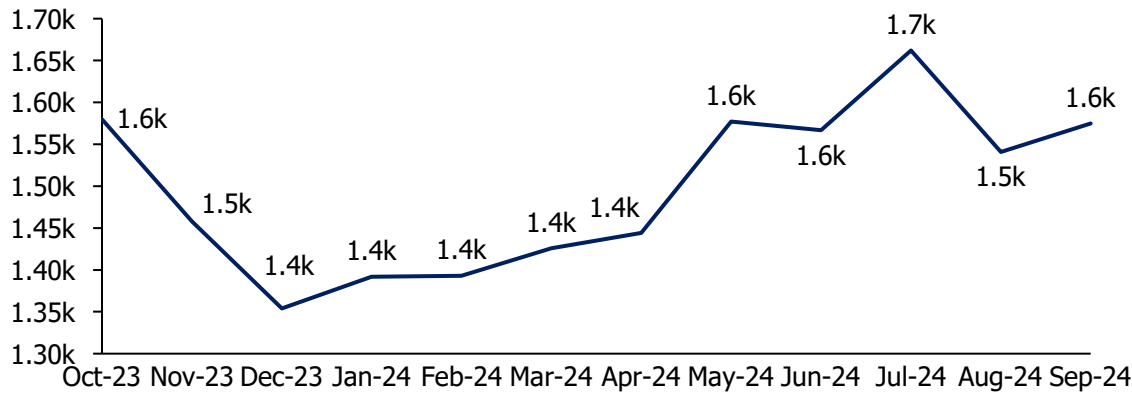
Arvada PD

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	41	168	147	356	71
Monday	1	30	158	141	330	66
Tuesday	0	31	138	127	296	74
Wednesday	0	19	139	134	292	73
Thursday	0	22	129	138	289	72
Friday	0	31	140	127	298	75
Saturday	0	31	126	133	290	73
Assignment <2 min		80%	54%			
Assignment <4 min		92%	74%			

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

Monthly Call Volume

Oct-23 3.0k, Nov-23 2.8k, Dec-23 2.8k, Jan-24 2.6k, Feb-24 2.6k, Mar-24 2.8k, Apr-24 2.8k, May-24 3.1k, Jun-24 3.2k, Jul-24 3.2k, Aug-24 3.0k, Sep-24 3.1k

Top Five Problem Natures

Problem Nature	Count
Follow Up	285
Welfare Check	257
Citizen Assist/Serv Call	157
Motor Vehicle Accident	151
Unwanted Party	135
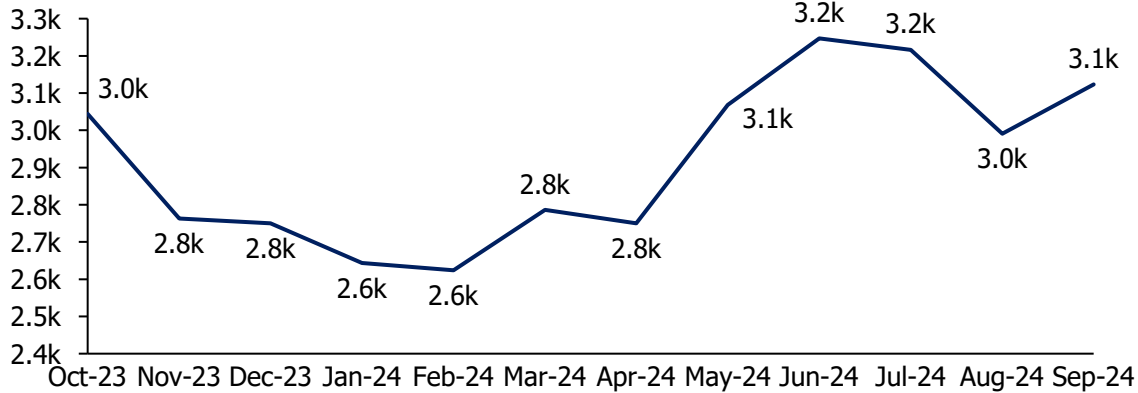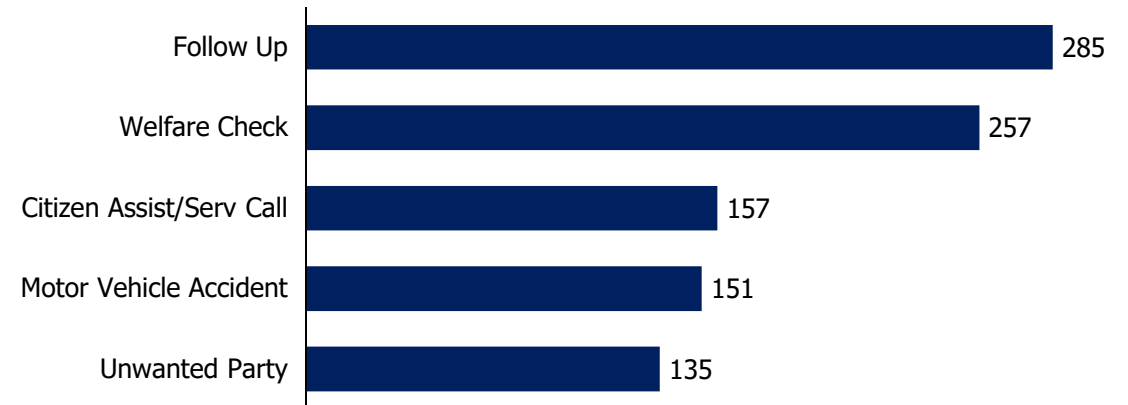
Golden PD

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	8	29	35	72	14
Monday	0	6	30	34	70	14
Tuesday	0	4	22	34	60	15
Wednesday	0	3	19	16	38	10
Thursday	0	6	32	24	62	16
Friday	0	0	34	30	64	16
Saturday	0	3	30	26	59	15
Assignment <2 min		70%	54%			
Assignment <4 min		93%	80%			

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

Monthly Call Volume

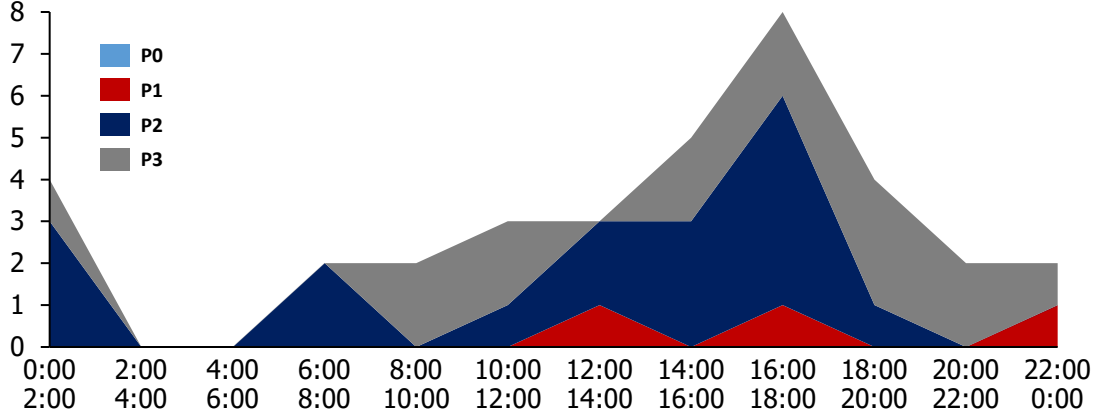Oct-23: 582, Nov-23: 516, Dec-23: 446, Jan-24: 467, Feb-24: 496, Mar-24: 495, Apr-24: 484, May-24: 521, Jun-24: 586, Jul-24: 598, Aug-24: 576, Sep-24: 605

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	54
Welfare Check	46
Citizen Assist/Serv Call	40
Unwanted Party	33
Follow Up	28
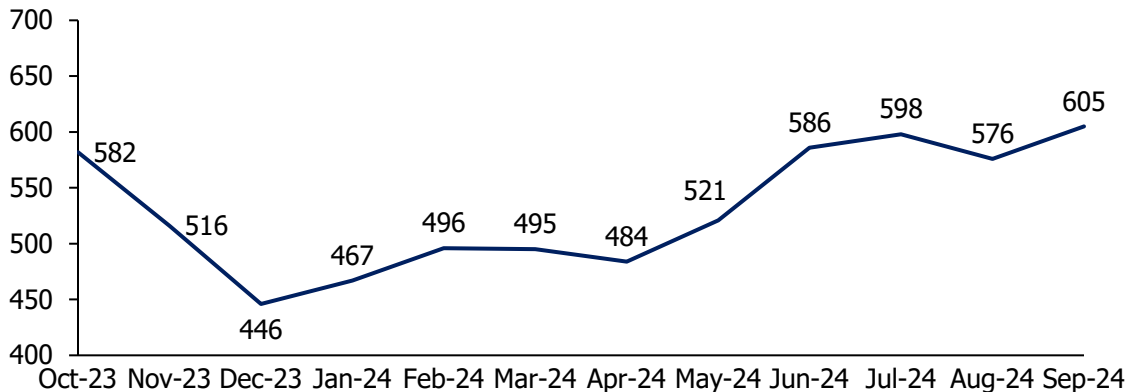
Lakeside PD

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	3	1	4	1
Monday	0	0	5	2	7	1
Tuesday	0	0	7	2	9	2
Wednesday	0	1	2	2	5	1
Thursday	0	0	7	4	11	3
Friday	0	1	6	3	10	3
Saturday	0	1	7	2	10	3
Assignment <2 min		100%	65%			
Assignment <4 min		100%	86%			

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

Monthly Call Volume

Oct-23: 86, Nov-23: 66, Dec-23: 66, Jan-24: 75, Feb-24: 51, Mar-24: 66, Apr-24: 66, May-24: 91, Jun-24: 75, Jul-24: 86, Aug-24: 66, Sep-24: 73

Top Five Problem Natures

| Problem Nature	Count
Motor Vehicle Accident	16
Unwanted Party	7
Welfare Check	6
Traffic Incidents	5
Suspicious Vehicle	5
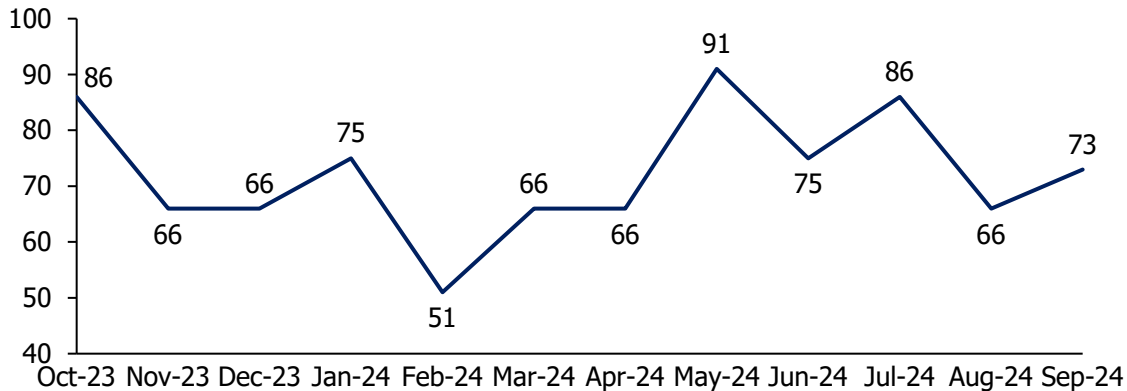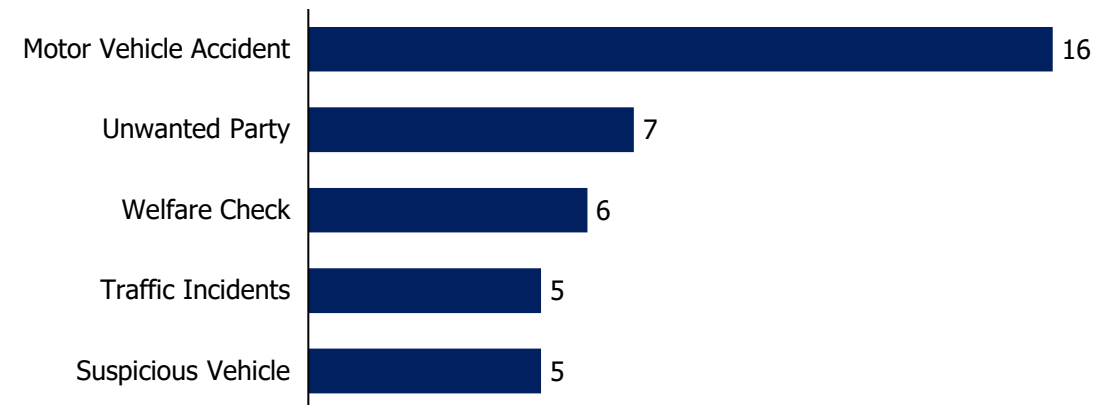
Morrison PD

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	1	3	1	5	1
Tuesday	0	0	1	3	4	1
Wednesday	0	0	2	1	3	1
Thursday	0	1	1	3	5	1
Friday	0	0	3	2	5	1
Saturday	0	0	4	1	5	1
Assignment <2 min		100%	71%			
Assignment <4 min		100%	94%			

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

Monthly Call Volume
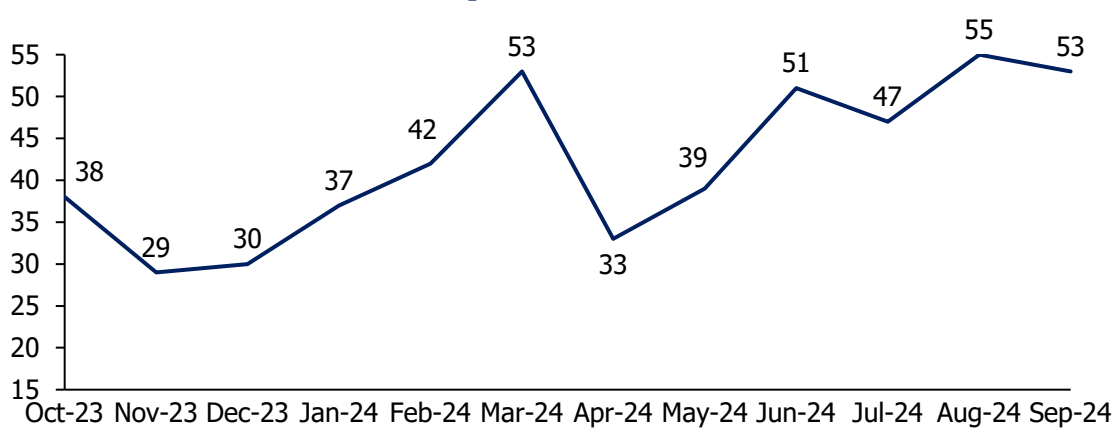
Top Five Problem Natures

Mountain View PD

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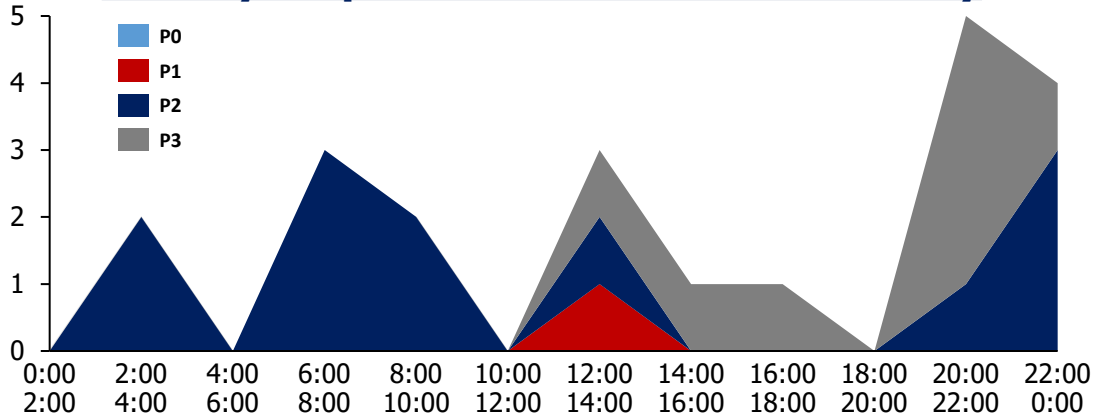
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	0	4	1
Monday	0	0	2	1	3	1
Tuesday	0	0	1	1	2	1
Wednesday	0	0	1	1	2	1
Thursday	0	0	2	3	5	1
Friday	0	0	1	2	3	1
Saturday	0	1	1	0	2	1
Assignment <2 min		0%	75%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume
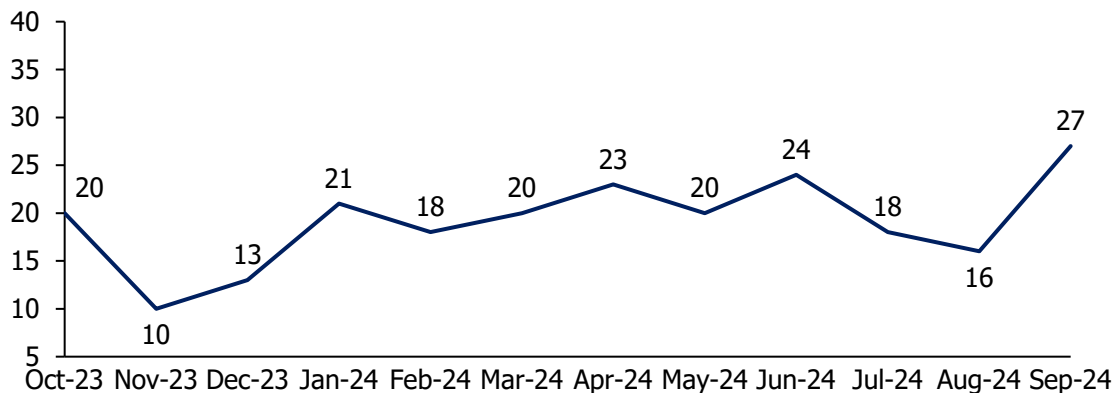
Top Five Problem Natures
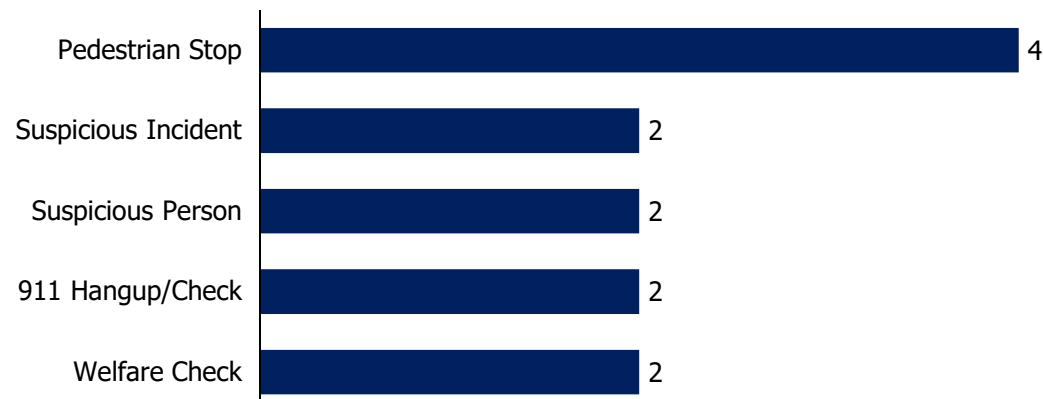
Edgewater PD

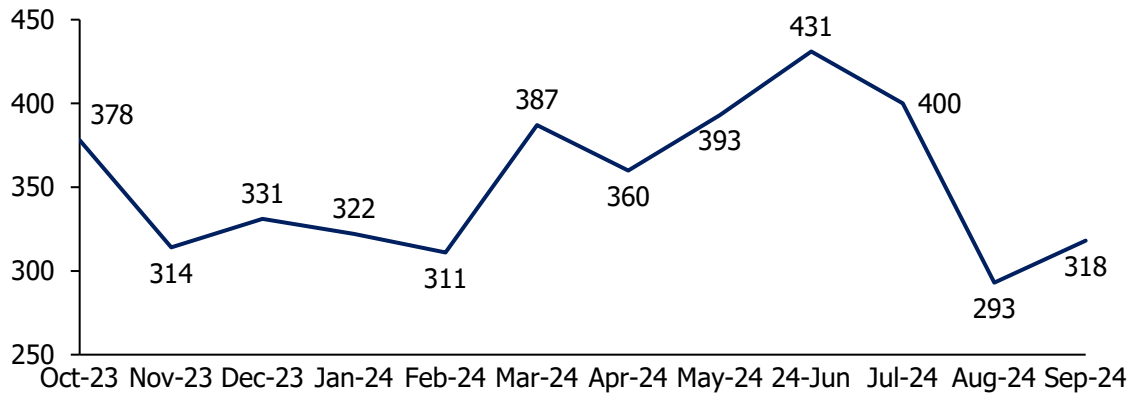## Priority Dispatched Calls Per Time of Day
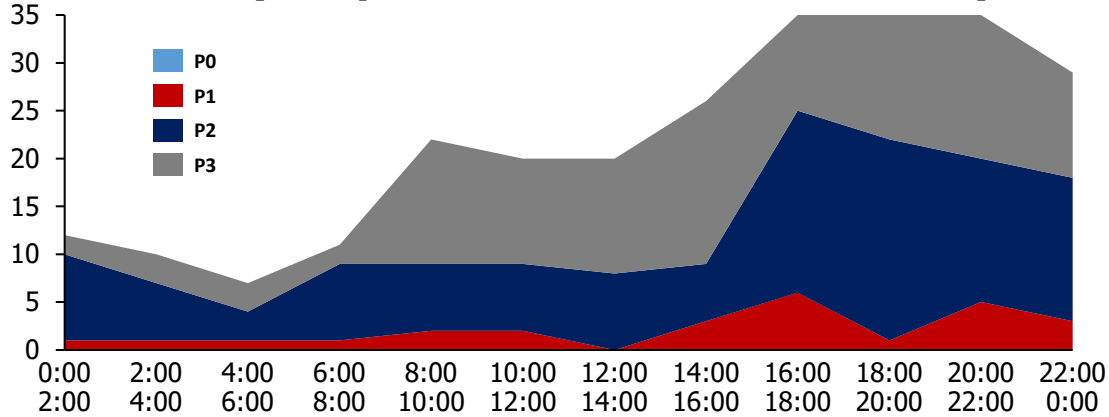
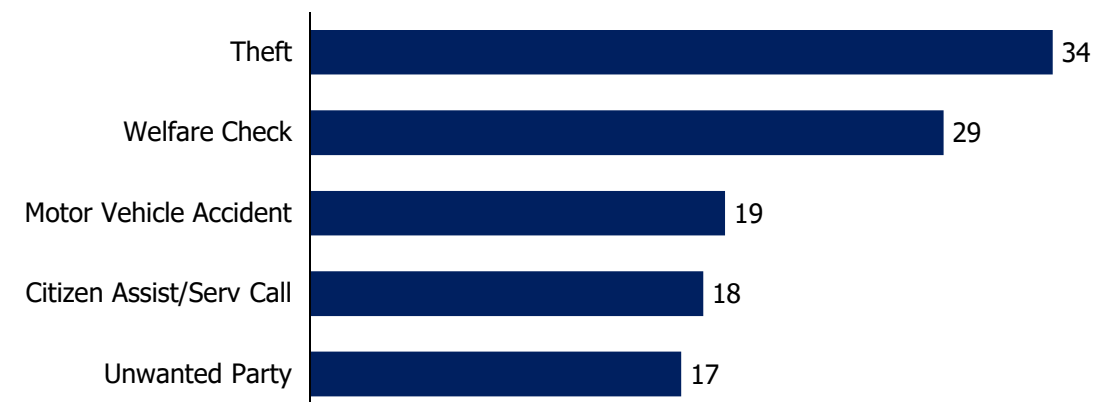## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	7	20	12	39	8
Monday	0	6	22	17	45	9
Tuesday	0	0	19	20	39	10
Wednesday	0	1	21	15	37	9
Thursday	0	2	12	16	30	8
Friday	0	5	13	15	33	8
Saturday	0	5	17	17	39	10
Assignment <2 min		77%	63%			
Assignment <4 min		92%	76%			

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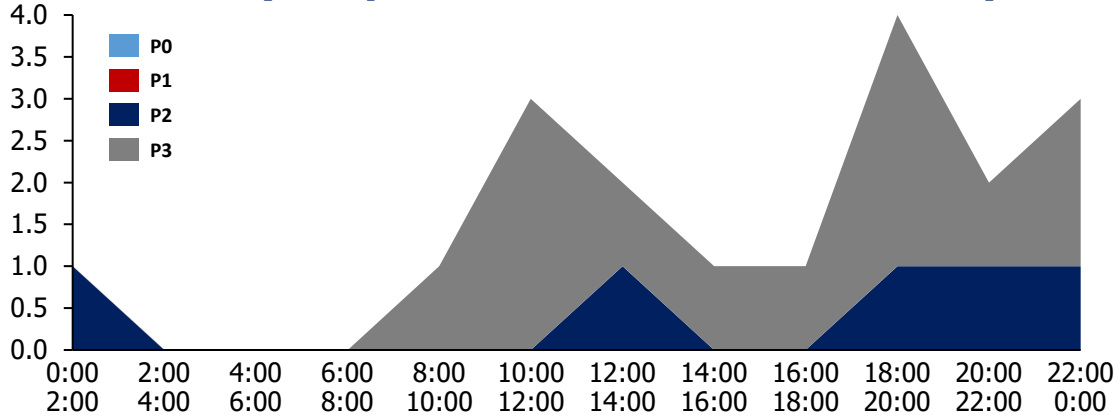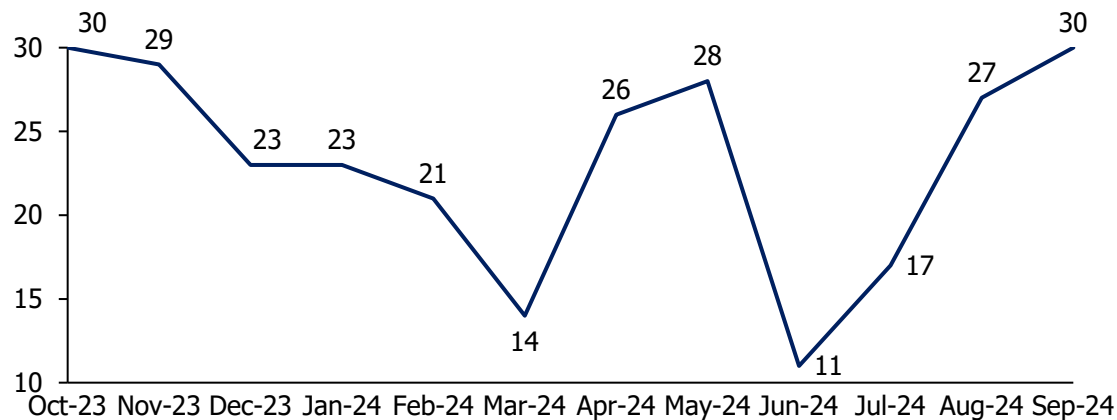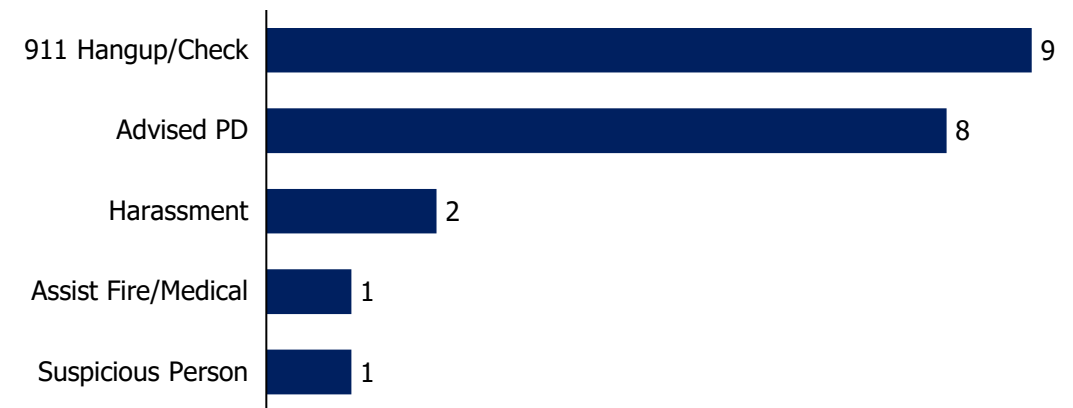
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Theft	34
Welfare Check	29
Motor Vehicle Accident	19
Citizen Assist/Serv Call	18
Unwanted Party	17

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	1	3	4	1
Monday	0	0	0	3	3	1
Tuesday	0	0	1	1	2	1
Wednesday	0	0	0	2	2	1
Thursday	0	0	0	0	0	0
Friday	0	0	1	3	4	1
Saturday	0	0	2	1	3	1
Assignment <2 min		N/A	80%			
Assignment <4 min		N/A	80%			

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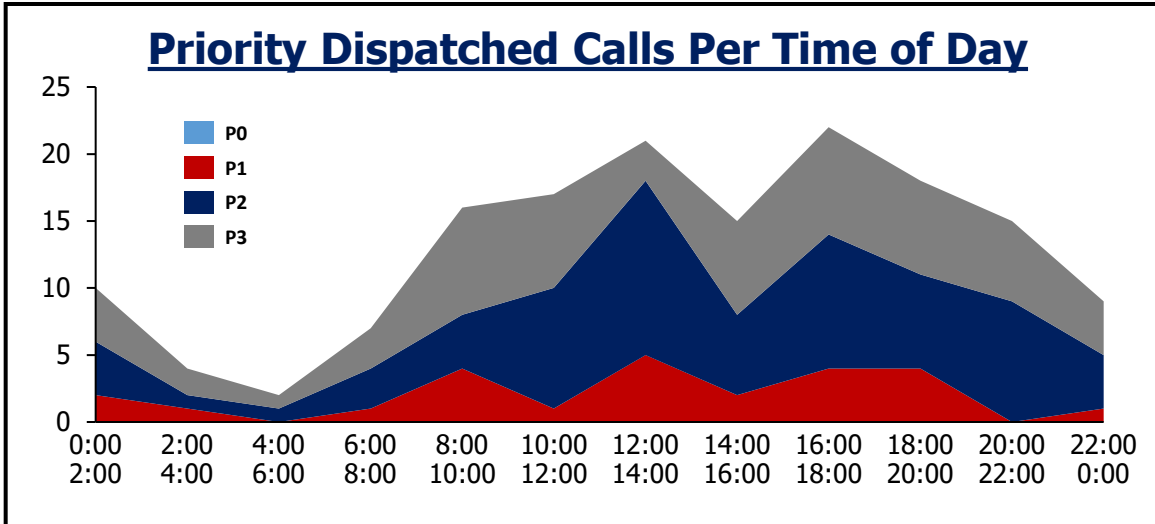
Monthly Call Volume

Data points: 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, Sep-24: 30

Top Five Problem Natures

Problem Nature	Count
911 Hangup/Check	9
Advised PD	8
Harassment	2
Assist Fire/Medical	1
Suspicious Person	1

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	12	11	31	6
Monday	0	4	5	11	20	4
Tuesday	0	2	8	5	15	4
Wednesday	0	0	8	5	13	3
Thursday	0	2	8	8	18	5
Friday	0	4	11	8	23	6
Saturday	0	5	19	12	36	9
Assignment <2 min		60%	42%			
Assignment <4 min		88%	70%			

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

Monthly Call Volume
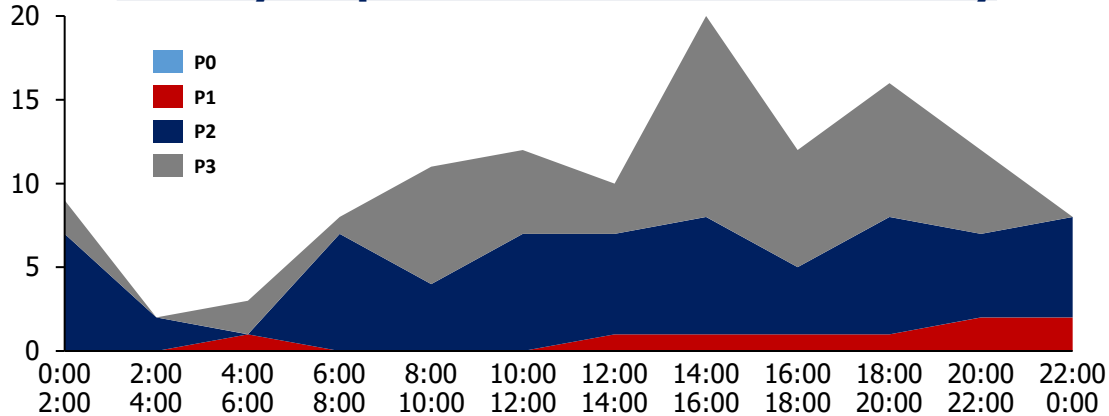

Top Five Problem Natures
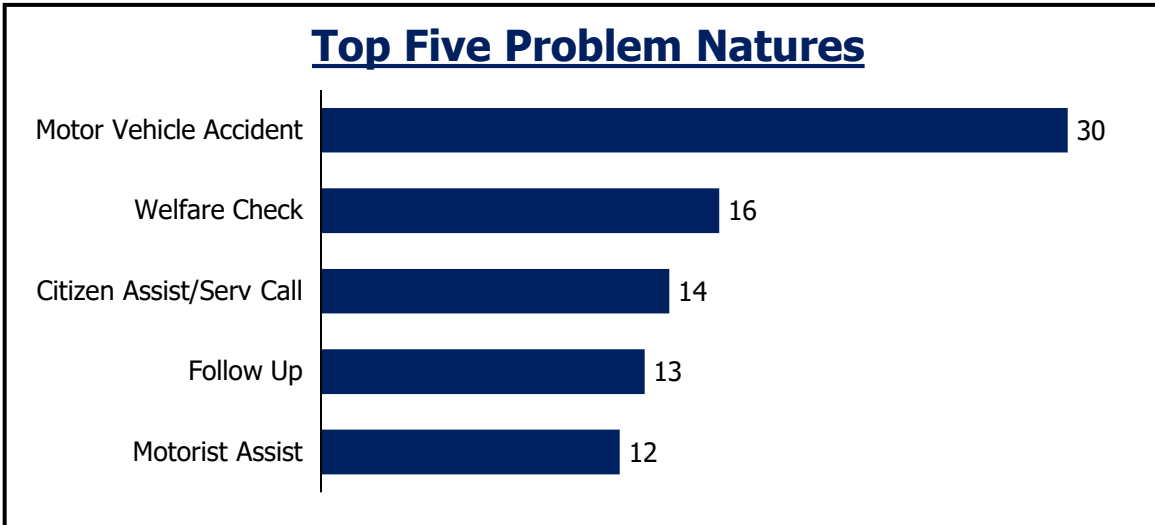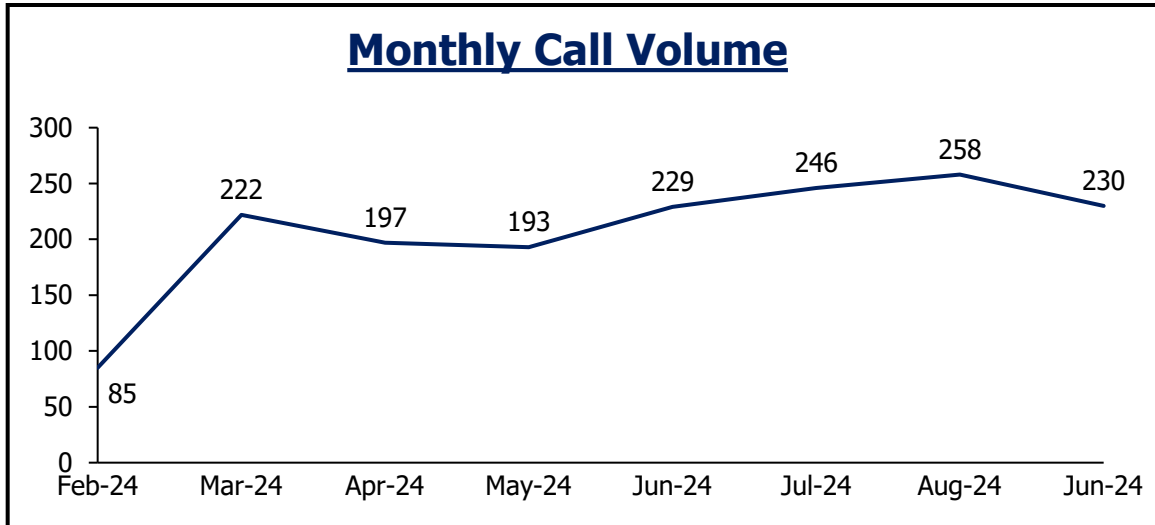
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward.

Idaho Springs PD
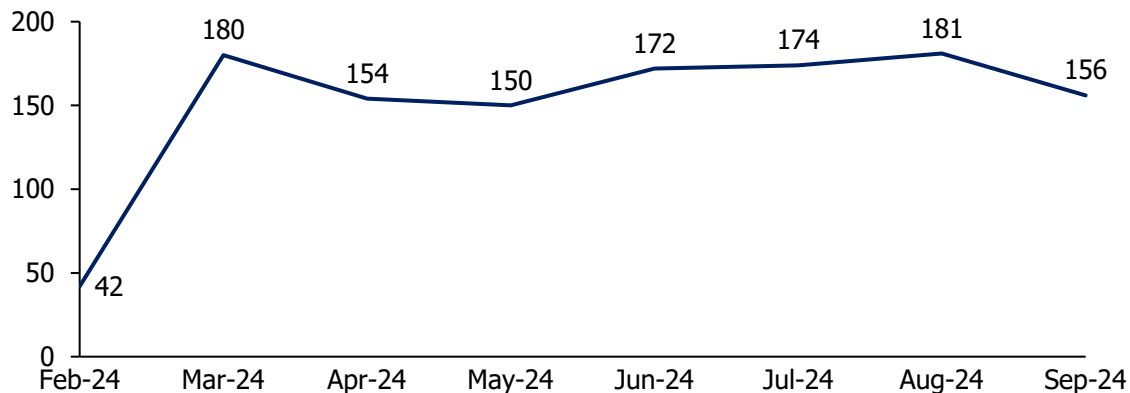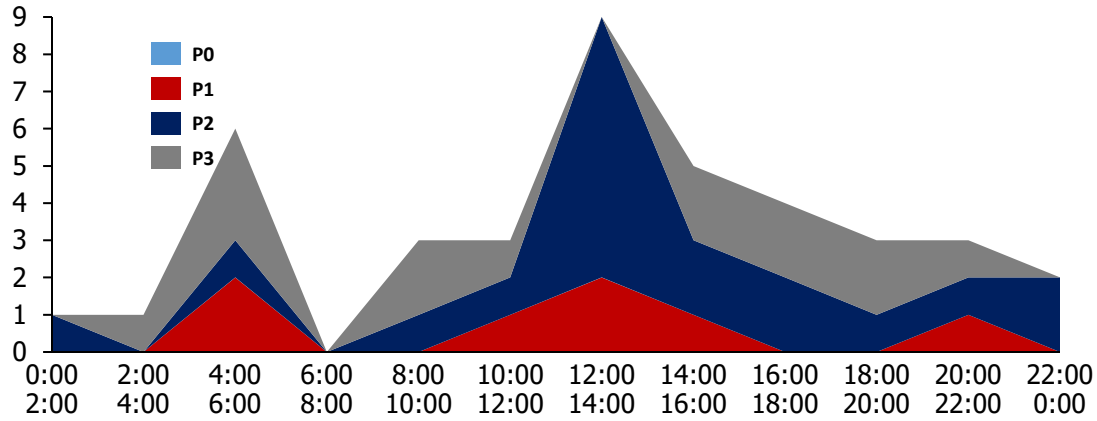
Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	8	12	22	4
Monday	0	2	17	11	30	6
Tuesday	0	0	8	7	15	4
Wednesday	0	1	5	4	10	3
Thursday	0	2	8	9	19	5
Friday	0	2	7	4	13	3
Saturday	0	0	9	5	14	4
Assignment <2 min		89%	65%			
Assignment <4 min		100%	90%			

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, Sep-24: 156

Top Five Problem Natures

Traffic Complaints: 16
Welfare Check: 13
Follow Up: 11
Verified Alarm: 9
Citizen Assist/Serv Call: 9

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

Georgetown PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	2	3	8	2
Monday	0	0	0	1	1	0
Tuesday	0	1	0	3	4	1
Wednesday	0	1	3	2	6	2
Thursday	0	0	1	2	3	1
Friday	0	0	4	0	4	1
Saturday	0	2	9	3	14	4
Assignment <2 min		100%	37%			
Assignment <4 min		100%	58%			

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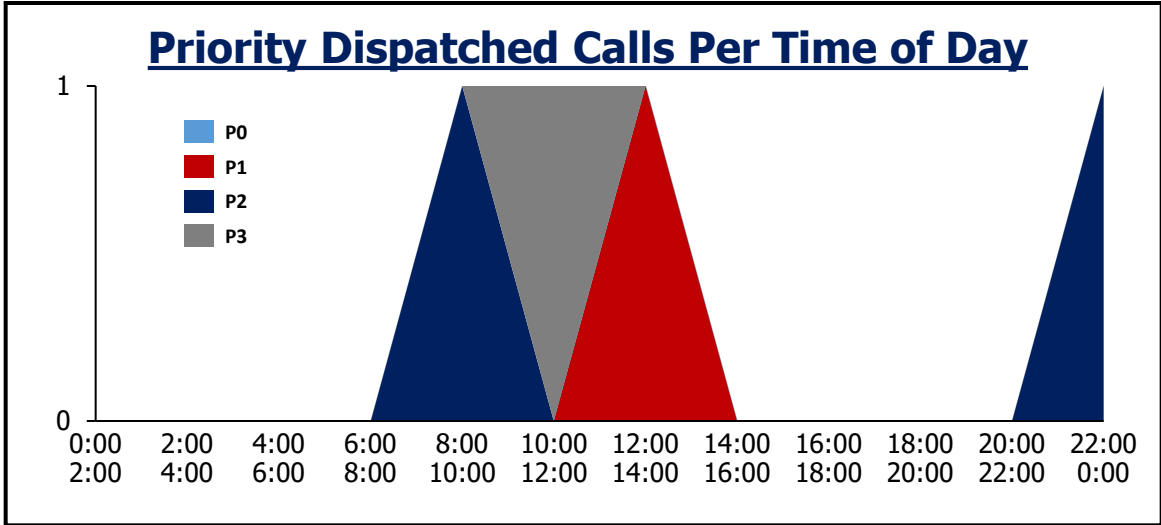
Monthly Call Volume

Top Five Problem Natures

Traffic Incidents	8
Citizen Assist/Serv Call	6
Disturbance	4
Welfare Check	3
Follow Up	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
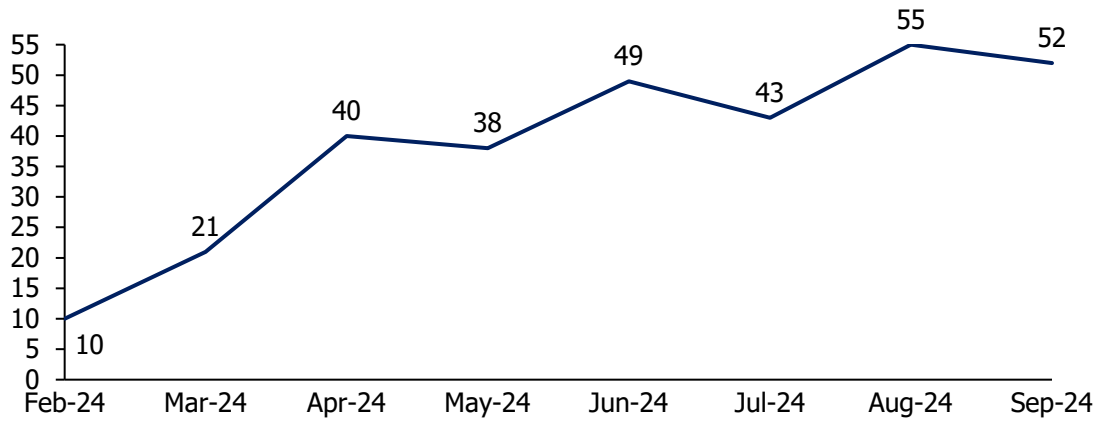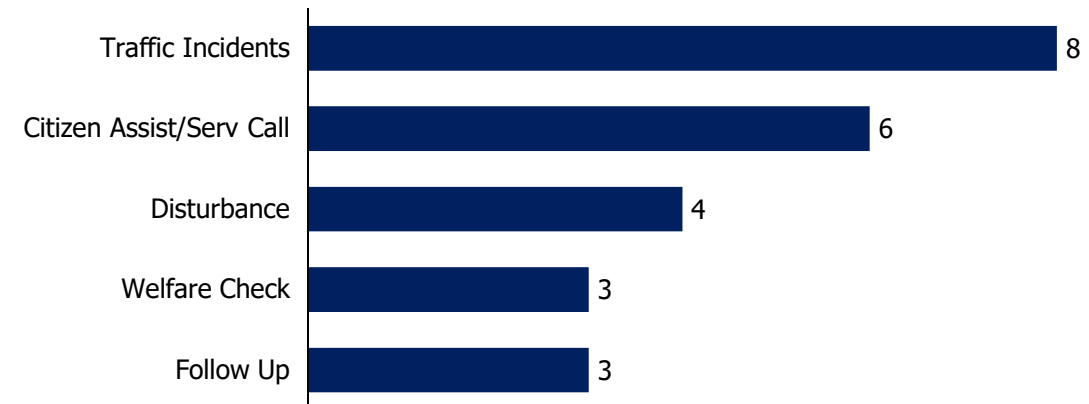
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

Top Five Problem Natures
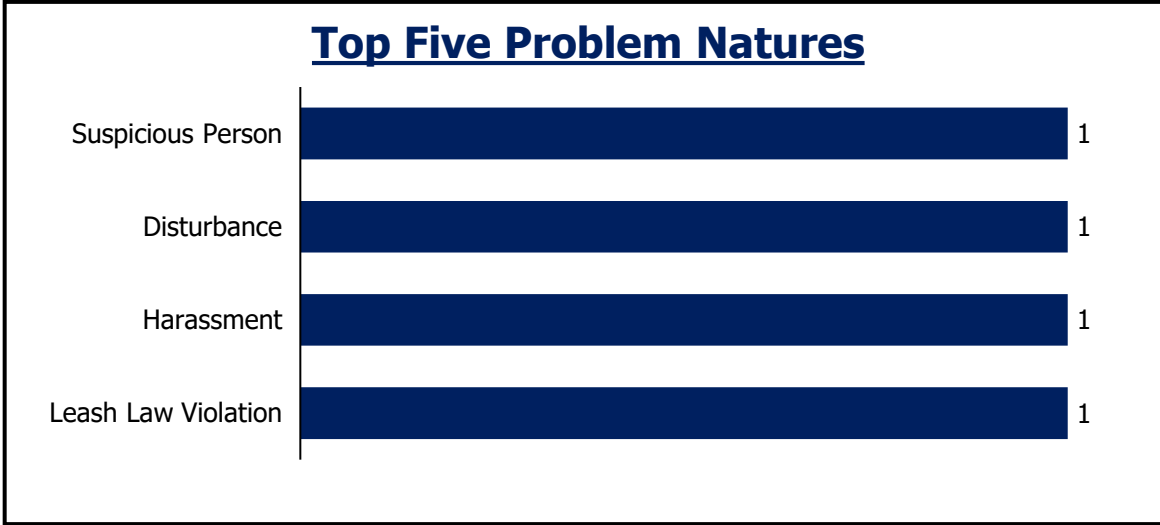
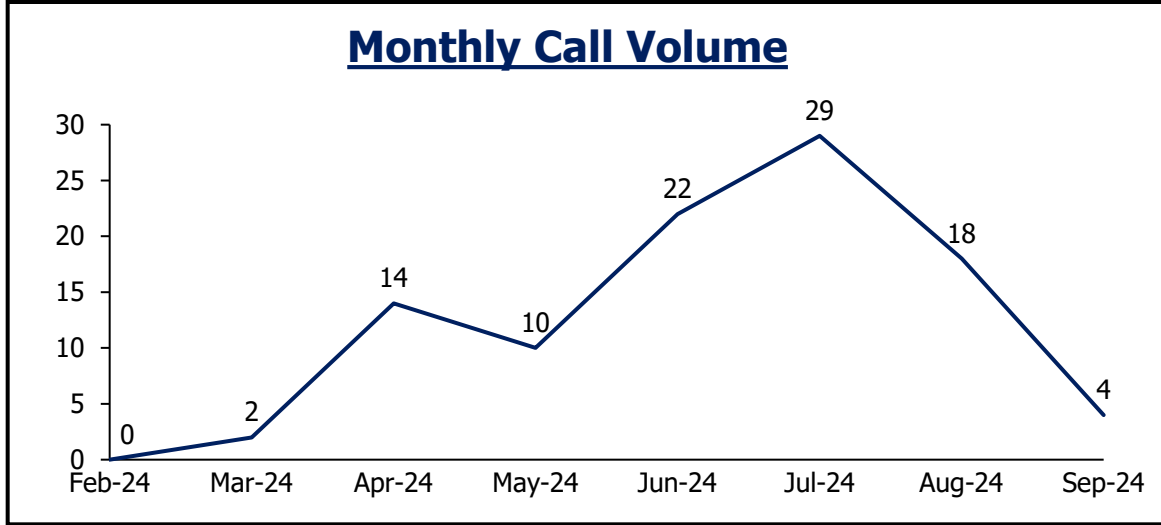Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward. Empire jurisdiction is properly reflected in data as of mid April.