



Jefferson County Communications Center Authority
JEFFCOM911

October 2024
Monthly Report



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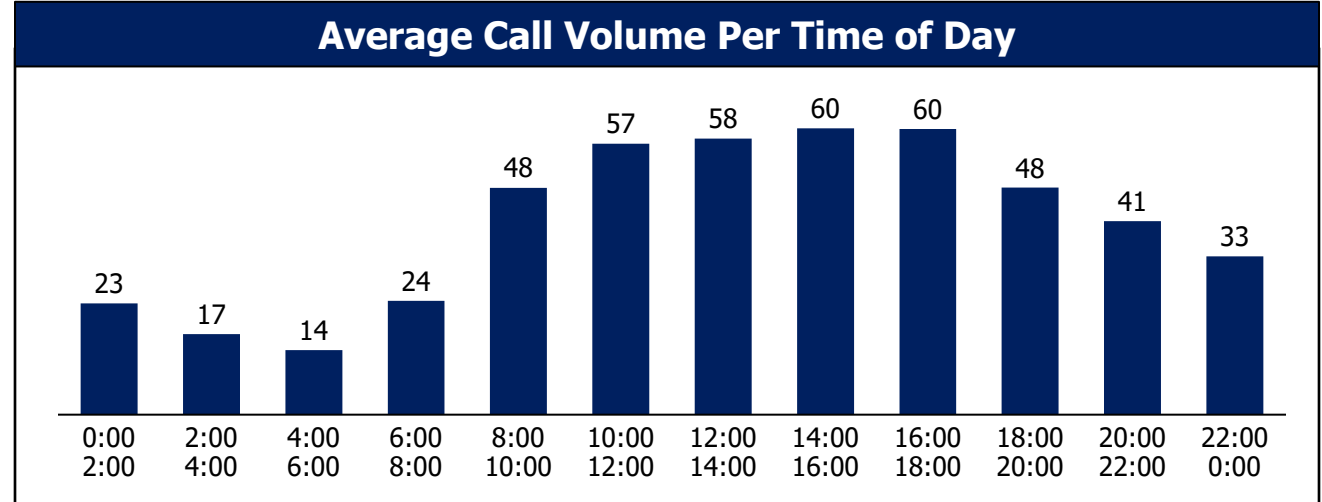


Law Stats

Calls Received, Processed, and Dispatched



Agency	October Calls	% Total	6 Month Trend
Lakewood PD	5,997	29.0%	
Arvada PD	3,088	14.9%	
Jeffco Sheriff	2,795	13.5%	
Wheat Ridge PD	1,544	7.5%	
Golden PD	558	2.7%	
Edgewater PD	364	1.8%	
Clear Creek Sheriff	258	0.5%	
Idaho Springs PD	143	0.2%	
Lakeside PD	61	0.3%	
Morrison PD	53	0.3%	
CSM PD	38	0.2%	
Empire PD	17	0.0%	
Mountain View PD	15	0.1%	
Georgetown PD	0	0.0%	
Total	14,931	71.0%	



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	178	559	529	129	247	121	1,764	13.1%
Monday	2	130	582	592	153	450	141	2,050	15.2%
Tuesday	4	154	695	712	208	503	141	2,417	14.4%
Wednesday	1	172	682	720	202	524	153	2,454	14.6%
Thursday	2	178	722	774	217	453	147	2,493	14.8%
Friday	3	158	526	550	169	370	102	1,878	14.0%
Saturday	3	182	608	545	151	257	129	1,875	13.9%
Total	16	1,152	4,374	4,422	1,229	2,804	934	14,931	

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

* Clear Creek Sheriff's Office is currently responding to Georgetown calls. Calls are reflected in CCSO's total starting in October 2024. See page 37 for Georgetown details.

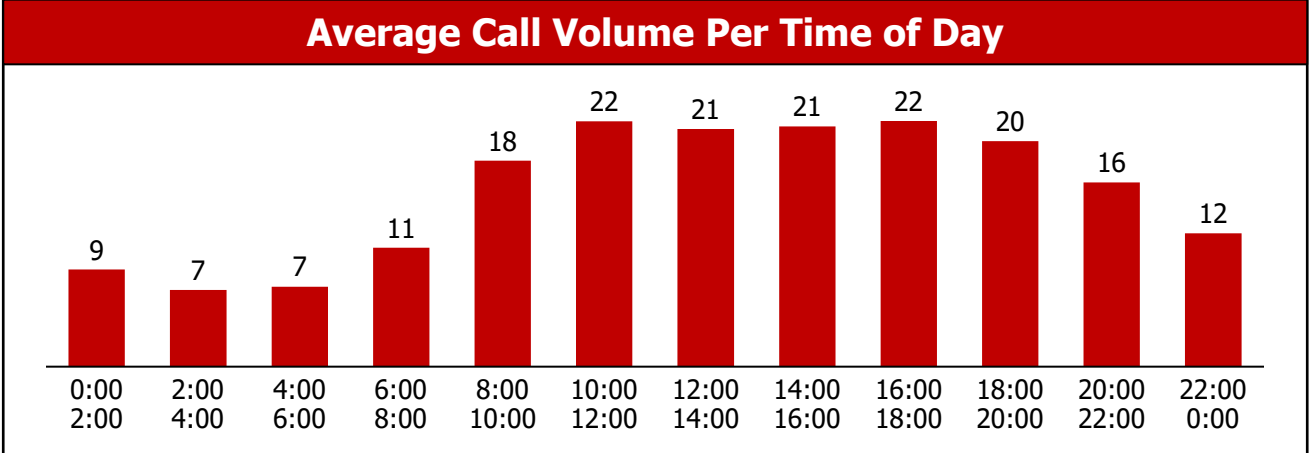


Fire Stats

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%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	12	456	252	2	0	0	722	13.9%
Monday	13	460	277	12	0	3	765	14.8%
Tuesday	15	545	325	15	0	3	903	14.0%
Wednesday	21	558	328	13	0	1	921	14.2%
Thursday	10	579	327	10	0	2	928	14.3%
Friday	11	411	299	5	0	3	729	14.1%
Saturday	12	465	274	7	0	1	759	14.7%
Total	94	3,474	2,082	64	0	13	5,727	

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	74.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	85.1%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.1%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	91.1%	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%	95.8%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	95.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	83.9%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering Time The decrease in answer statistics for October 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 15 days in October to assist in troubleshooting a system issue, which resulted in a 14% increase in daily administrative calls that Jeffcom needed to manually answer. Additionally, there was a 6% 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.</p> <p>Remediation: Call Answering Time Jeffcom is collaborating with Carbyne to enhance call-handling efficiency, including improving the ability to prioritize calls more effectively. Carbyne and the Jeffcom team continue to meet on training opportunities and remedy identified issues. The call cycling issue that required the admin bot to be turned off in September and October was resolved. This was a technical challenge requiring close coordination between the Jeffcom IT team and Carbyne support, and was ultimately determined to be a problem with the way Carbyne's call control service "answers" the call. 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 rolled out Tenzinga in early October and unveiled a new Mission Statement, Core Values and Communication Plan. These efforts will improve employment satisfaction and increase tenure for current employees.</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 01:42 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

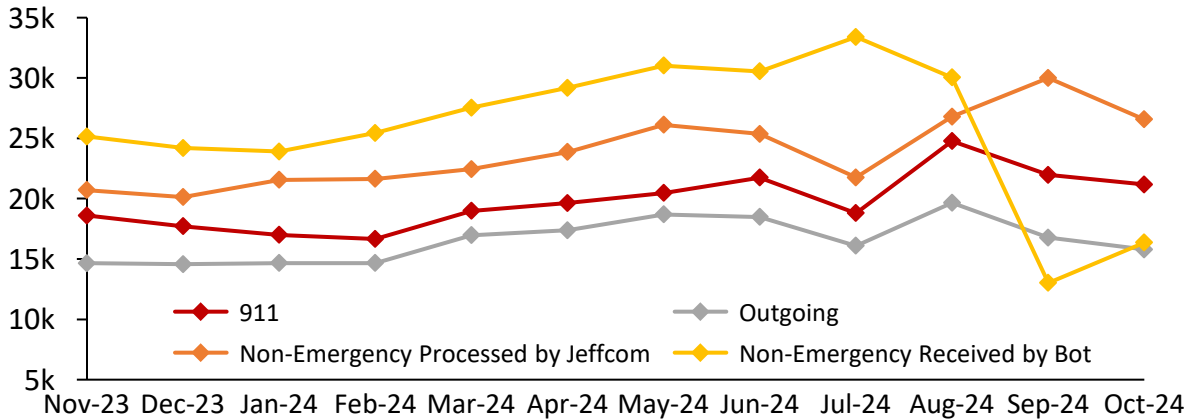
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



Service Level Agreement and Volume Trends



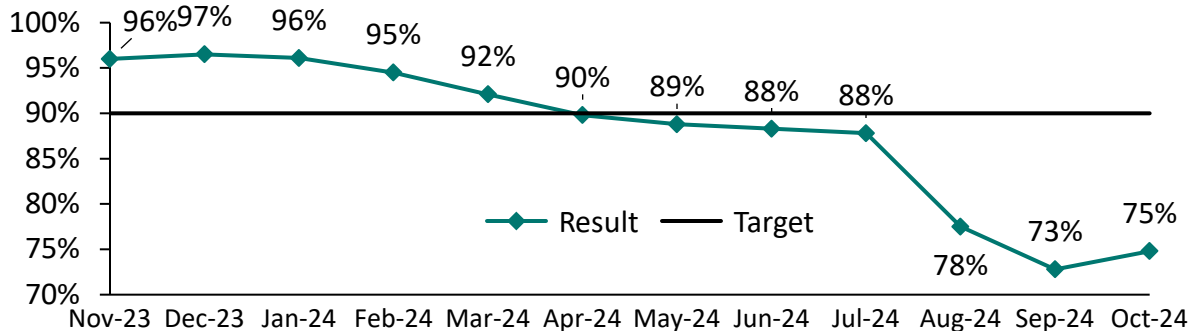
Call Volumes



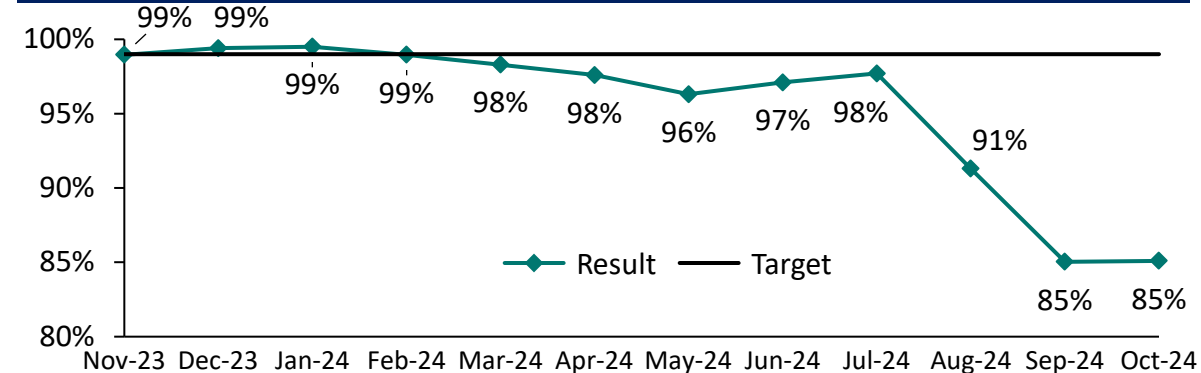
Trend Table

Average Daily Calls	Oct-24	Sep-24	Oct-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	509	559	526	↓ -9%	↓ -3%
Incoming - Admin to Bot	528	434	945	↑ 22%	↓ -44%
Incoming - Admin to Jeffcom	857	1,000	753	↓ -14%	↑ 14%
Incoming - 911	683	732	645	↓ -7%	↑ 6%
911 calls answered within 15 seconds	74.8%	77.5%	94.8%	↓ -2.7%	↓ -20.0%
911 calls answered within 40 seconds	85.1%	91.3%	98.8%	↓ -6.2%	↓ -13.7%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



Admin bot was shut off for 17.5 days in September and 15 days in October. Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st.



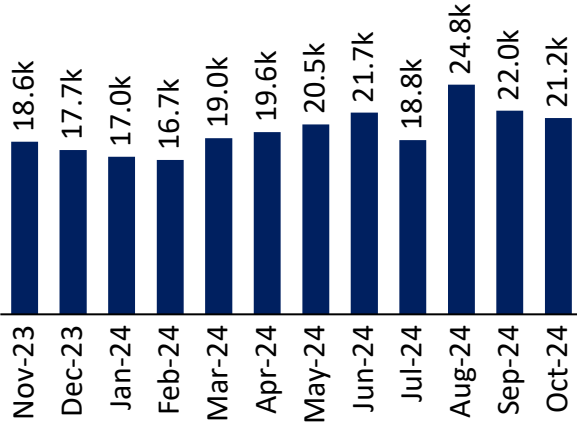
Call Volume/Agency Specific Inquiries

JEFFCOM

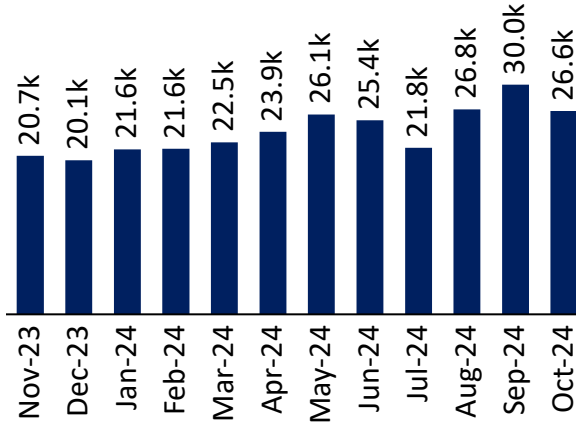


12 Month Trends

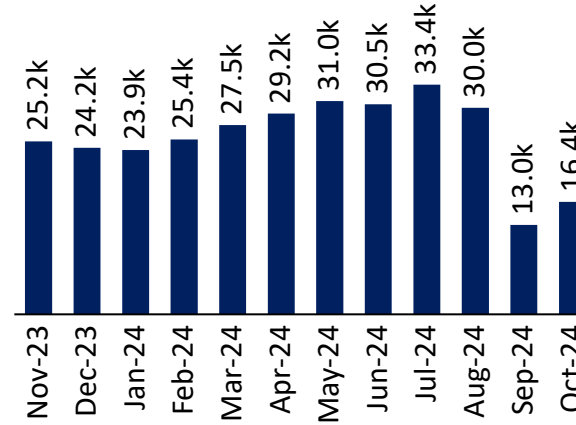
Emergency Calls



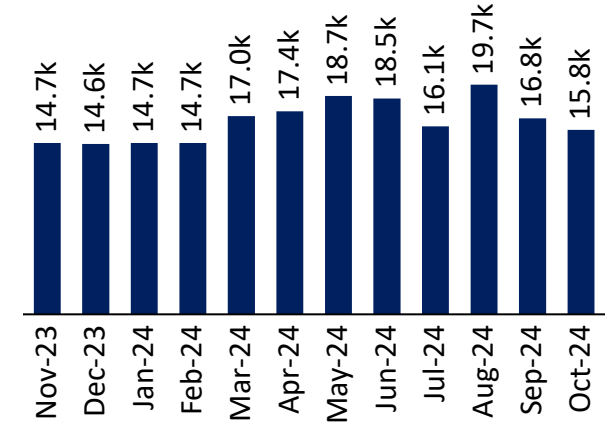
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



Outgoing Calls

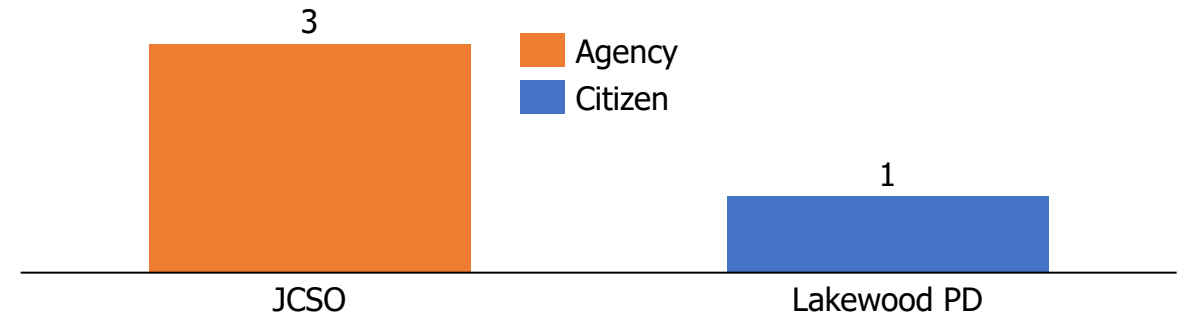


Call Volume

Line	Calls	Notes
Outgoing	15,789	6% decrease per day from September
Incoming - Admin to Bot	16,365	26% increase per day from September*
Incoming - Admin to Jeffcom	26,566	11% decrease per day from September*
Incoming - 911	21,175	4% decrease per day from September
Total Incoming to Jeffcom	47,741	11% Decrease per day from September

Admin bot was shut off for 17.5 days in September and 15 days in October.

September Inquiries



*Admin bot was shut off for 17.5 days in September and 15 days in October. Call Volume for July includes Vesta data through July 30th at 0800 and limited Carbyne data for July 30th and July 31st.

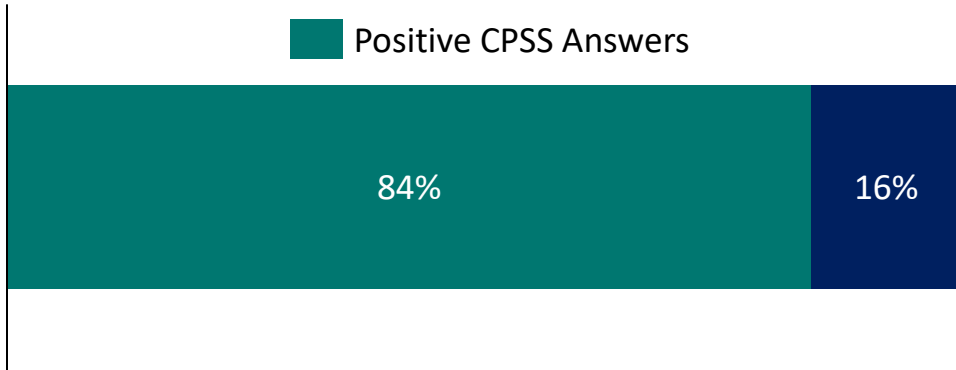


PowerEngage Survey Results

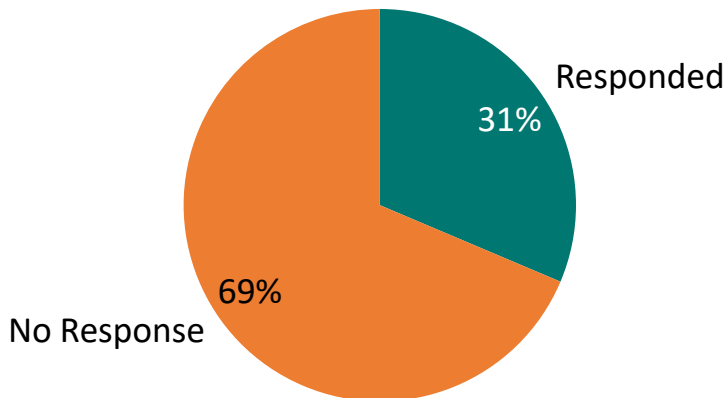
JEFFCOM



Citizen Positive Satisfaction Score (CPSS)



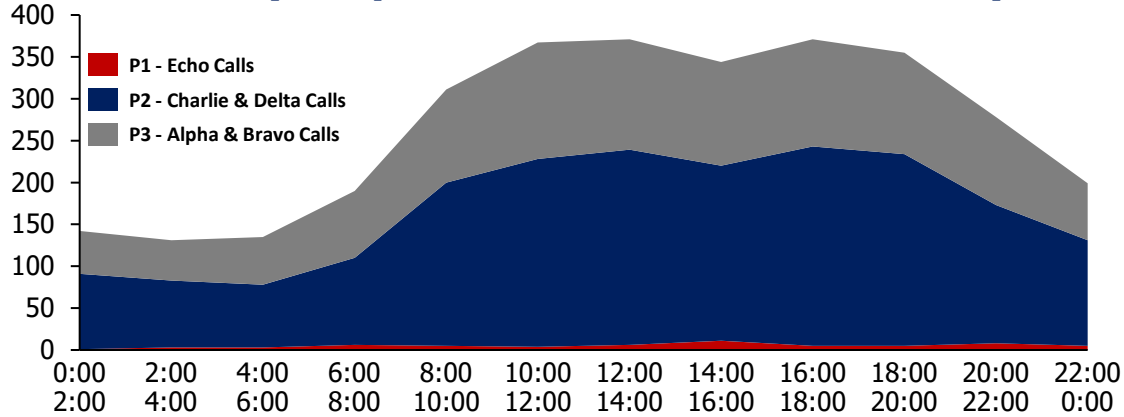
Survey Response Rate



Survey Responses

- The call taker was calm, professional, efficient, yet thorough. A much better experience than I've had in other regions. Keep up the awesome work.
- It was efficient and direct.
- Handled very professionally and promptly.
- She listened and was genuinely concerned.
- 911 call-taker was excellent. Professional, patient and helpful.
- Very helpful and kind. Was able to take the pertinent information and send police responders. Thanks.
- The person who took my call was calm, asked effective questions and provided helpful instructions.
- Was very professional and took the time to help me and understand the problem with all the details. Was clear and responsive.

Priority Dispatched Calls Per Time of Day

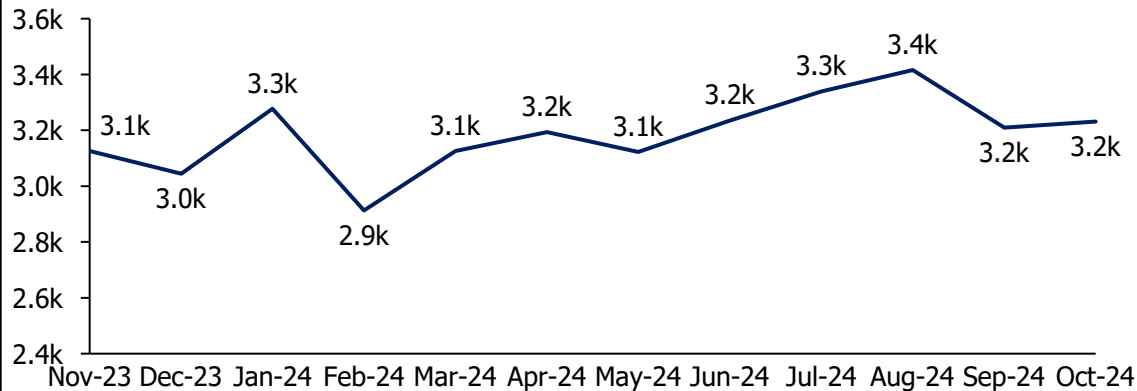


Daily Priority Call Volume and Entry to Assignment

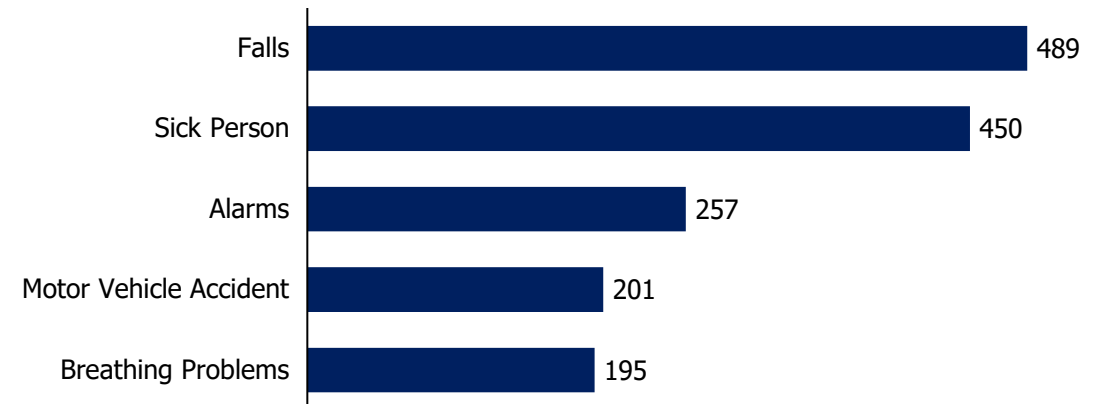
Day of Week	P1	P2	P3	Total	Average
Sunday	7	256	142	405	101
Monday	8	261	164	433	108
Tuesday	13	316	186	515	103
Wednesday	15	338	167	520	104
Thursday	6	319	182	507	101
Friday	7	229	173	409	102
Saturday	6	249	150	405	101
Assignment <1 min	98%	97%			

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

Monthly Call Volume



Top Five Problem Natures

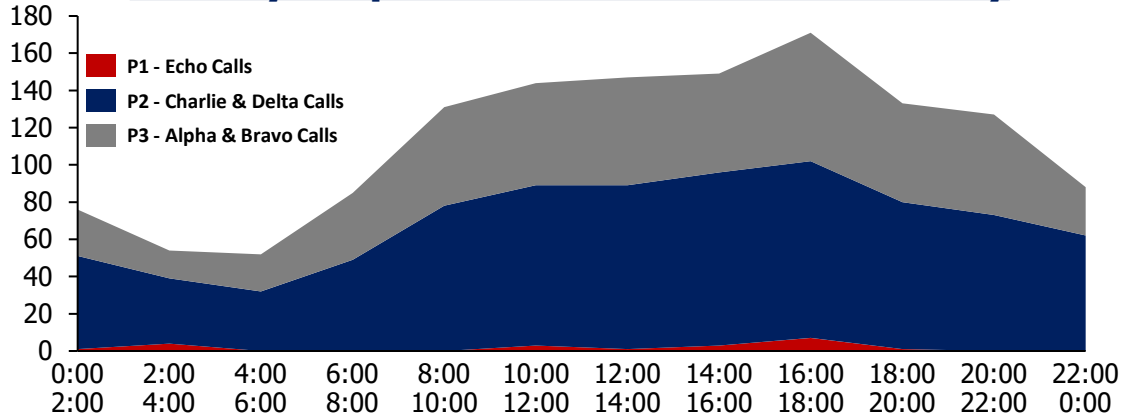




Arvada Fire



Priority Dispatched Calls Per Time of Day



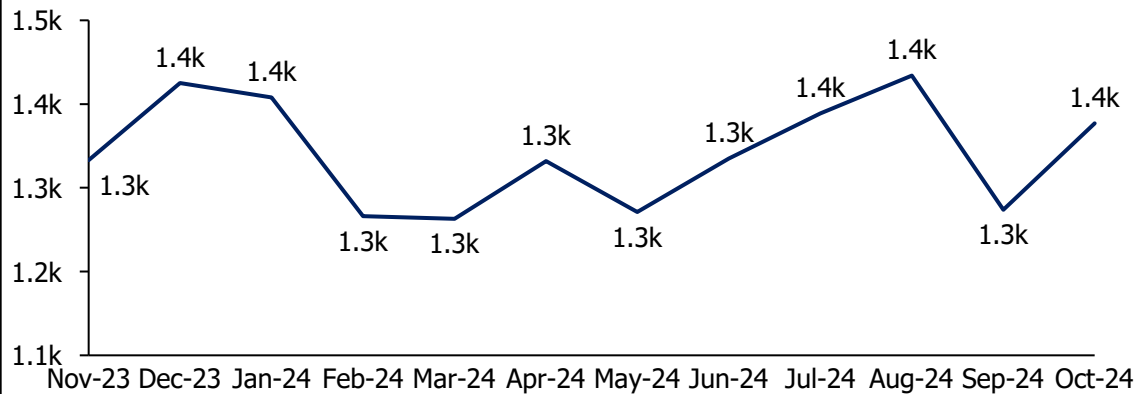
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	110	64	175	44
Monday	2	119	67	188	47
Tuesday	1	117	83	201	40
Wednesday	3	128	82	213	43
Thursday	3	150	83	236	47
Friday	4	89	75	168	42
Saturday	6	107	63	176	44

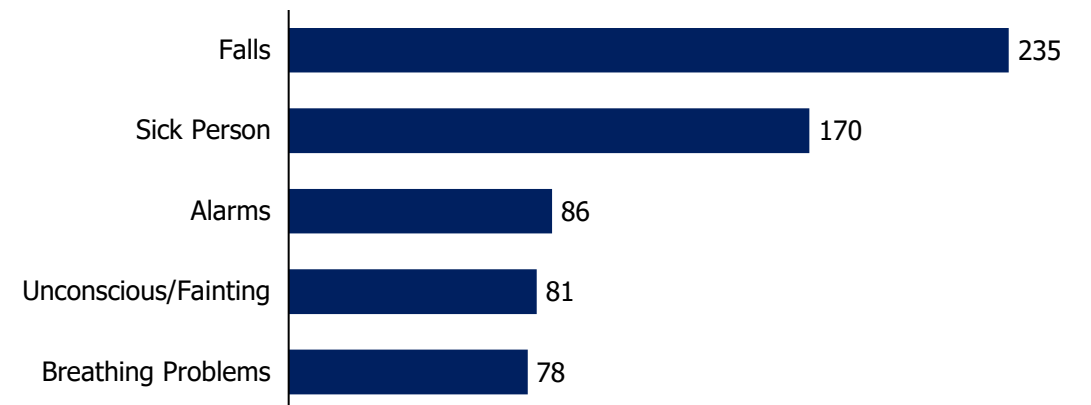
Assignment <1 min 100% 95%

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

Monthly Call Volume



Top Five Problem Natures

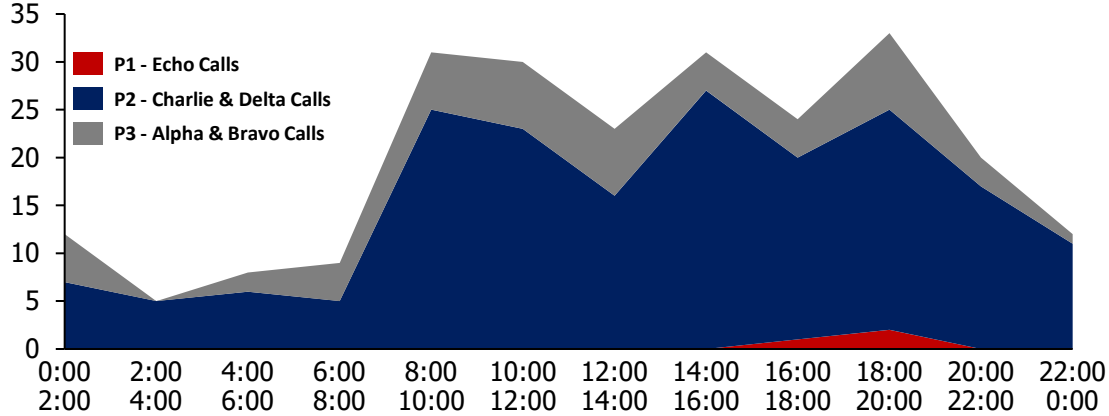




Golden Fire



Priority Dispatched Calls Per Time of Day



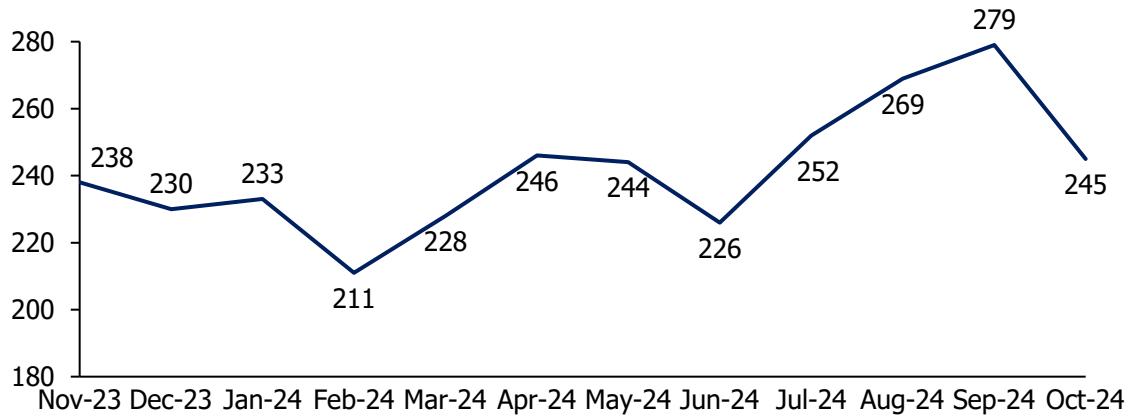
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	22	4	27	7
Monday	0	25	8	33	8
Tuesday	0	36	8	44	9
Wednesday	2	21	9	32	6
Thursday	0	24	7	31	6
Friday	0	31	12	43	11
Saturday	0	25	3	28	7

Assignment <1 min 67% 79%

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

Monthly Call Volume



Top Five Problem Natures

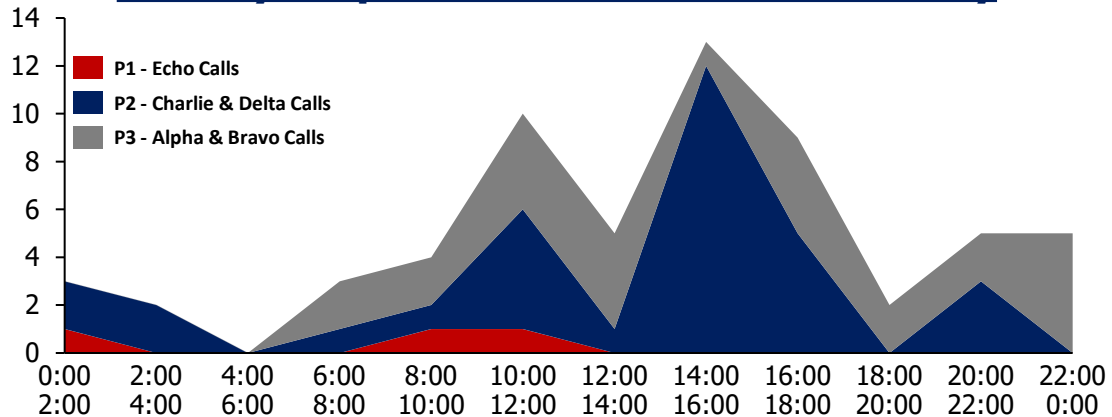




Fairmount Fire



Priority Dispatched Calls Per Time of Day

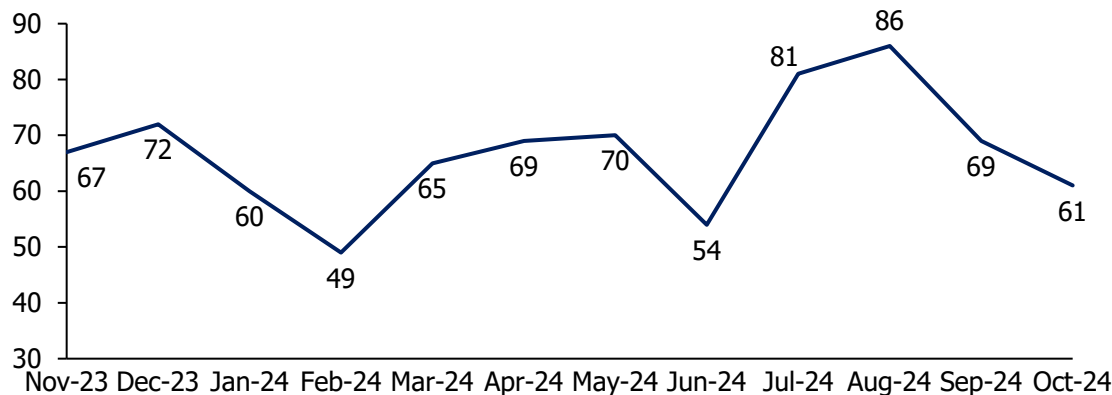


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	2	6	2
Monday	1	5	5	11	3
Tuesday	0	7	5	12	2
Wednesday	1	4	2	7	1
Thursday	1	4	5	10	2
Friday	0	4	3	7	2
Saturday	0	4	4	8	2
Assignment <1 min	67%	78%			

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

Monthly Call Volume



Top Five Problem Natures

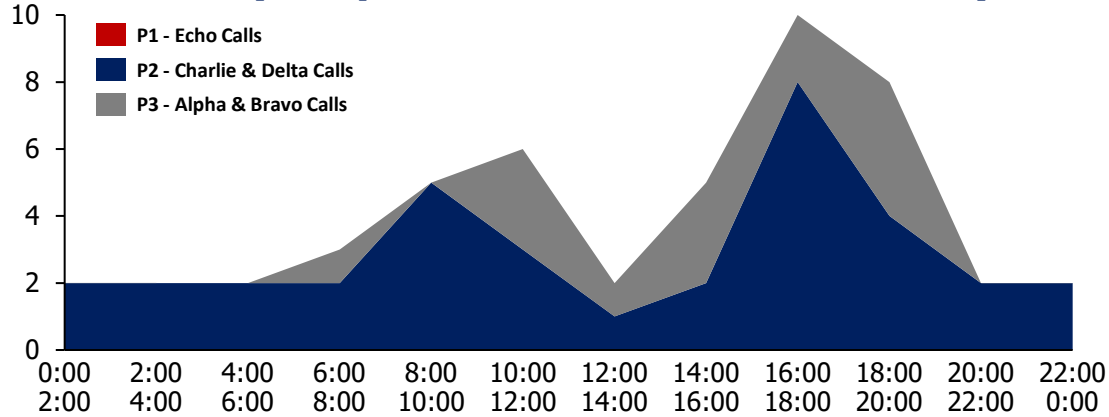




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

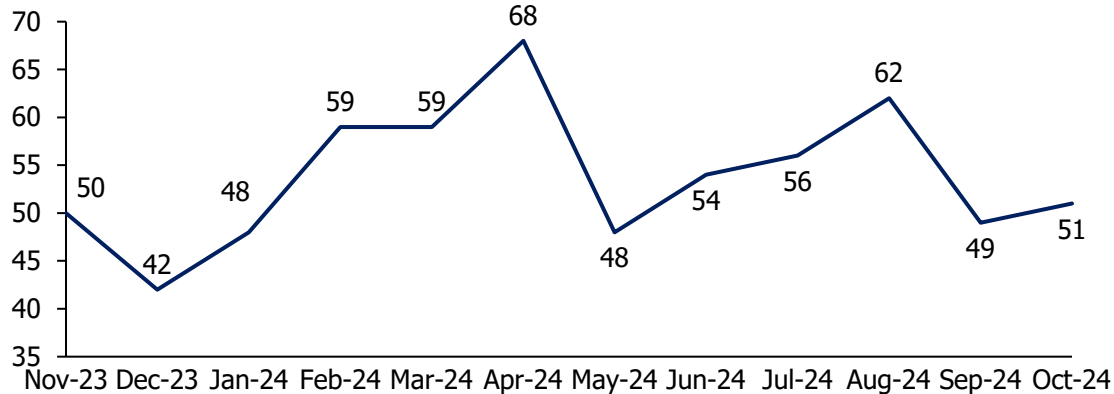


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	1	9	2
Monday	0	4	3	7	2
Tuesday	0	4	4	8	2
Wednesday	0	4	1	5	1
Thursday	0	6	3	9	2
Friday	0	4	0	4	1
Saturday	0	5	2	7	2
Assignment <1 min	N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

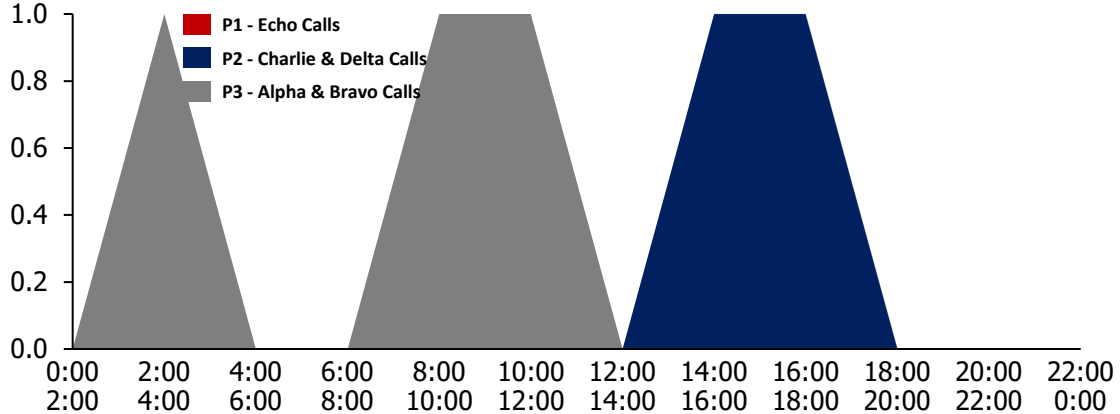




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

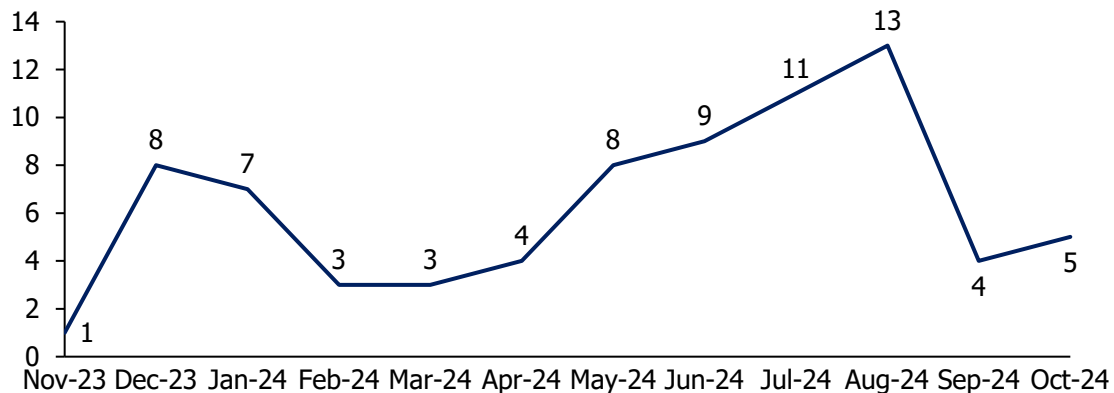


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Problem Natures

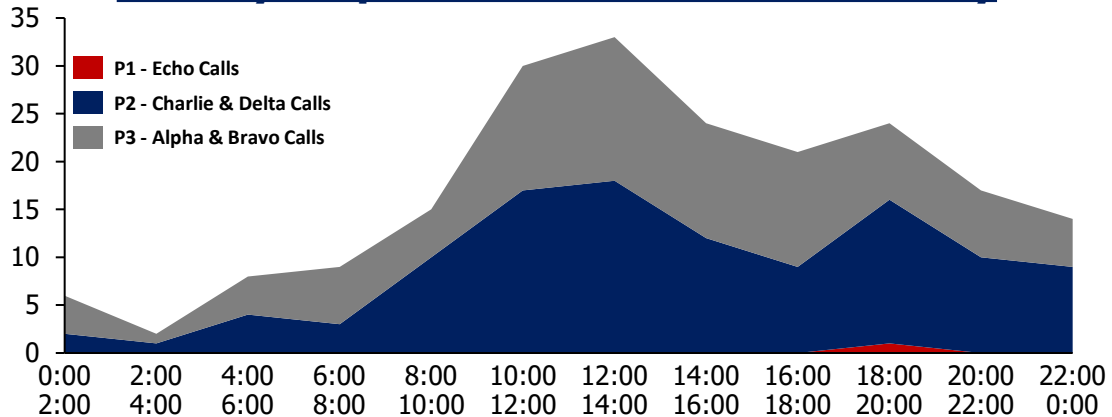




Evergreen Fire



Priority Dispatched Calls Per Time of Day



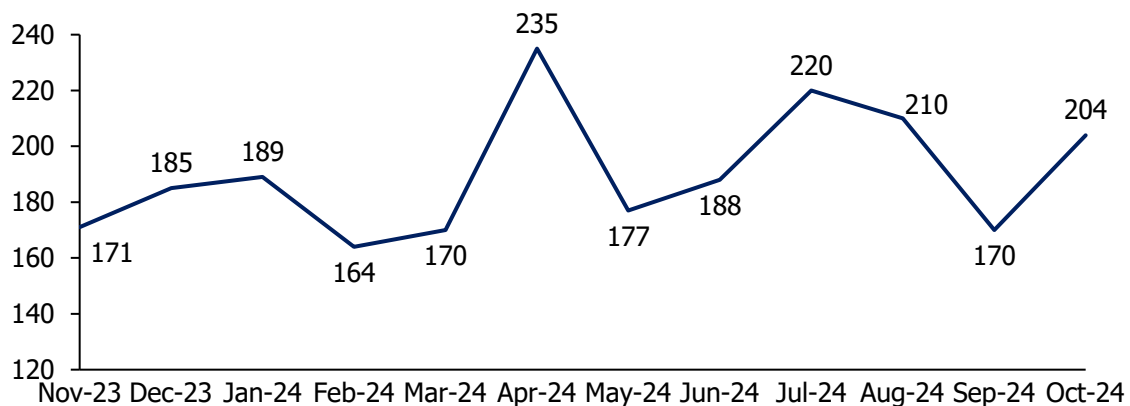
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	13	21	5
Monday	1	12	10	23	6
Tuesday	0	18	12	30	6
Wednesday	0	18	18	36	7
Thursday	0	22	14	36	7
Friday	0	15	10	25	6
Saturday	0	17	15	32	8

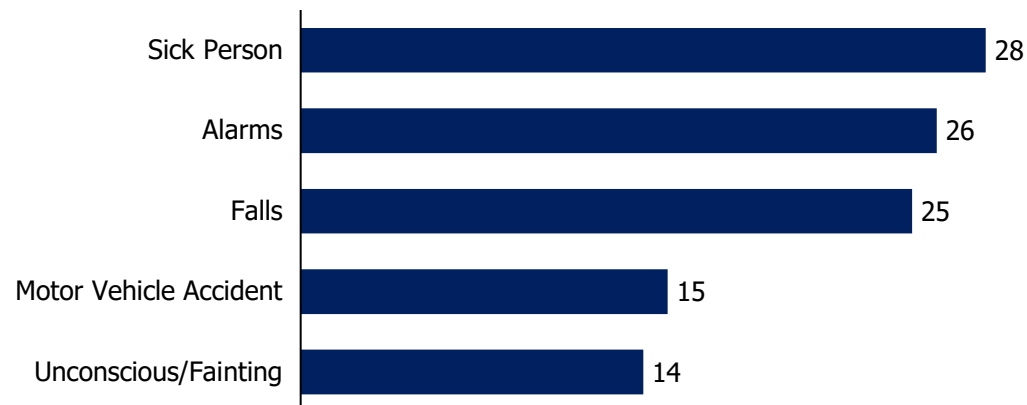
Assignment <1 min 100% 71%

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

Monthly Call Volume



Top Five Problem Natures

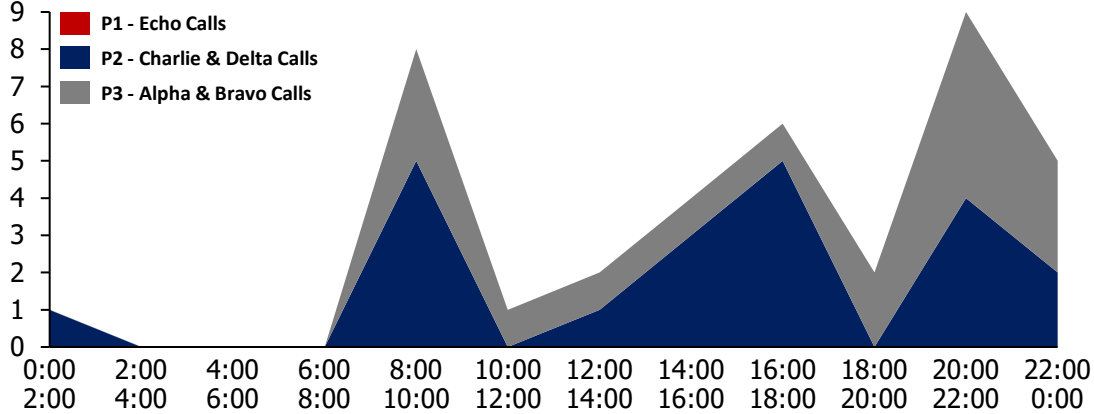




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

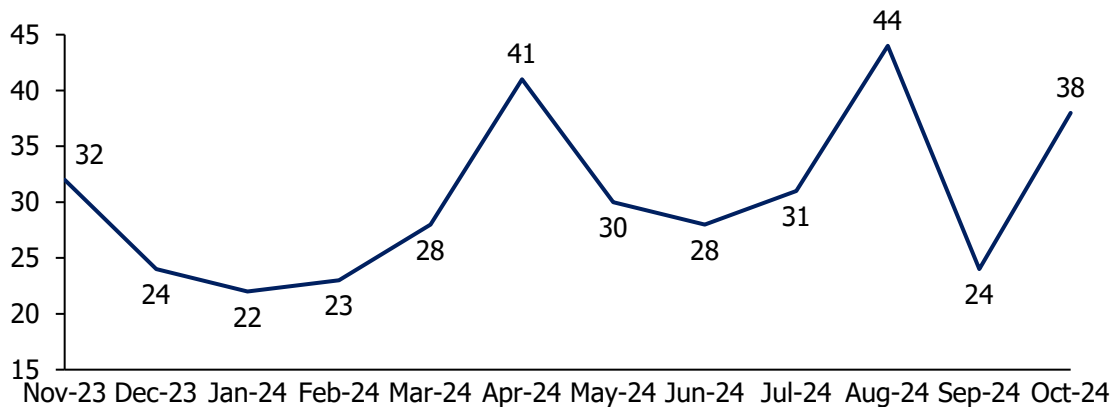


Daily Priority Call Volume and Entry to Assignment

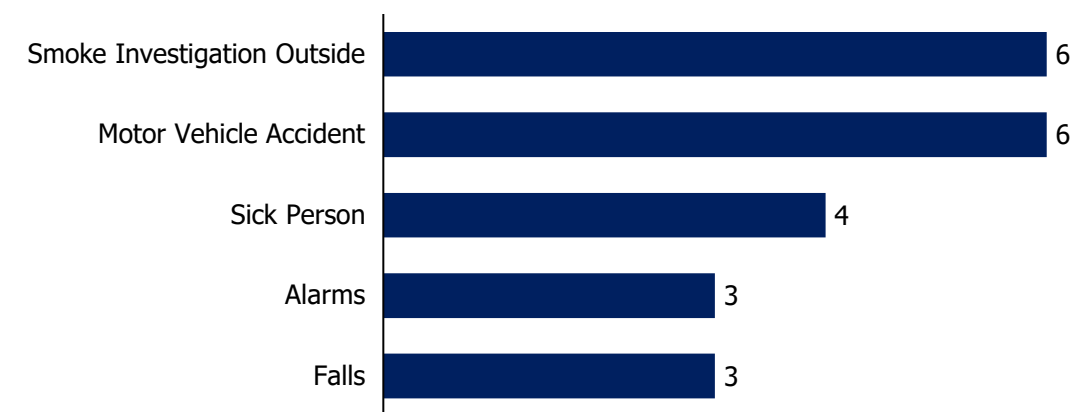
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	4	7	2
Monday	0	2	1	3	1
Tuesday	0	3	2	5	1
Wednesday	0	2	2	4	1
Thursday	0	5	1	6	1
Friday	0	3	4	7	2
Saturday	0	3	3	6	2
Assignment <1 min	N/A	76%			

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

Monthly Call Volume



Top Five Problem Natures

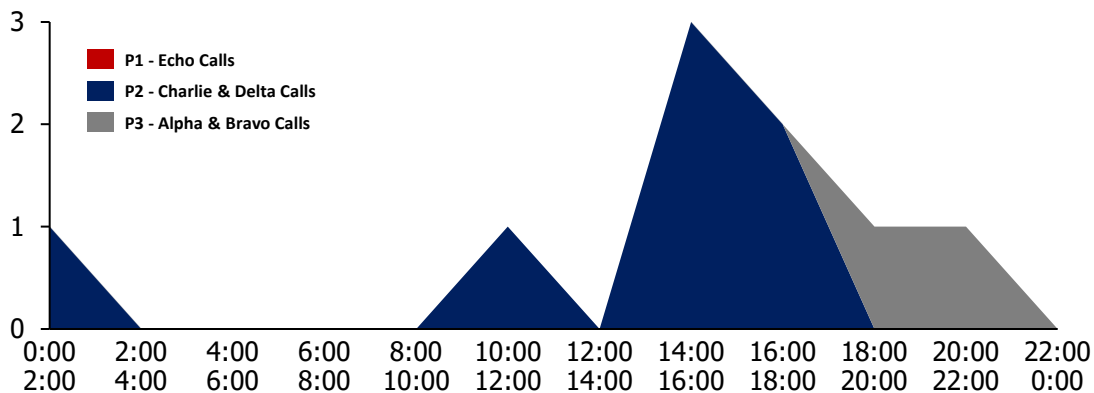




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

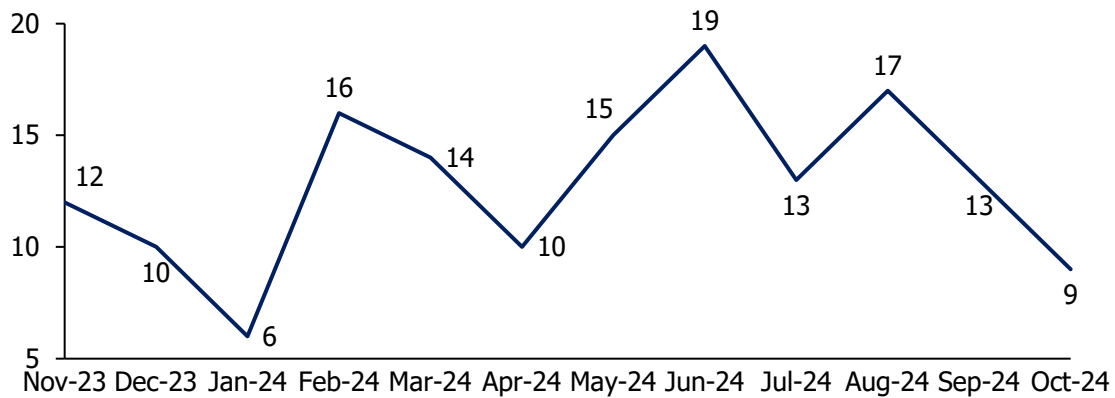


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

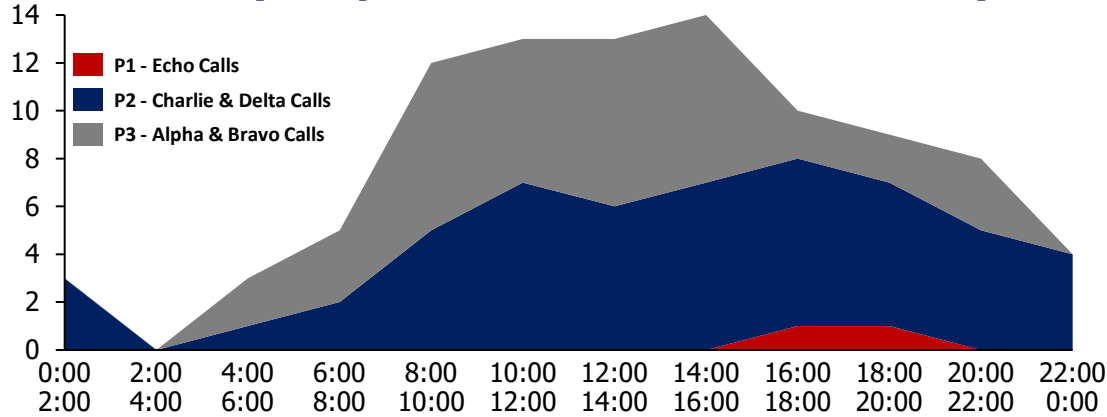




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



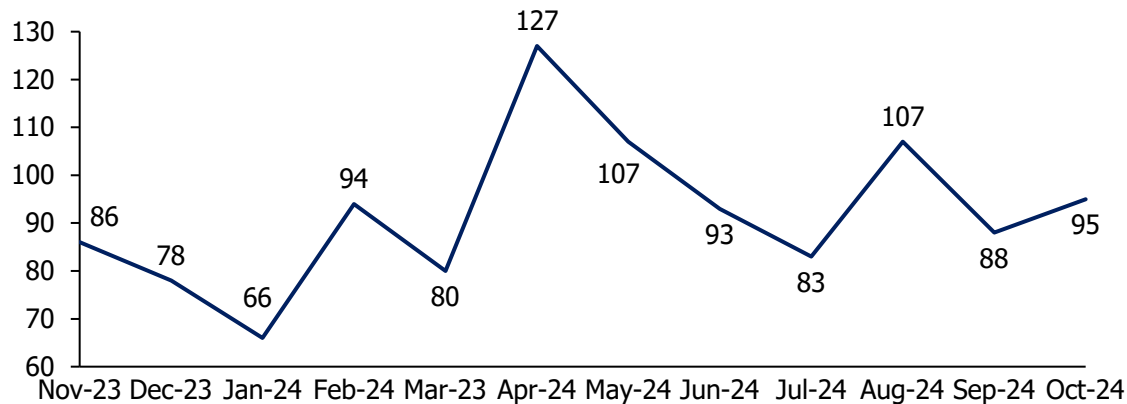
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	6	3	10	3
Monday	0	5	2	7	2
Tuesday	1	8	9	18	4
Wednesday	0	11	3	14	3
Thursday	0	4	11	15	3
Friday	0	9	5	14	4
Saturday	0	10	6	16	4

Assignment <1 min 100% 72%

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

Monthly Call Volume



Top Five Problem Natures

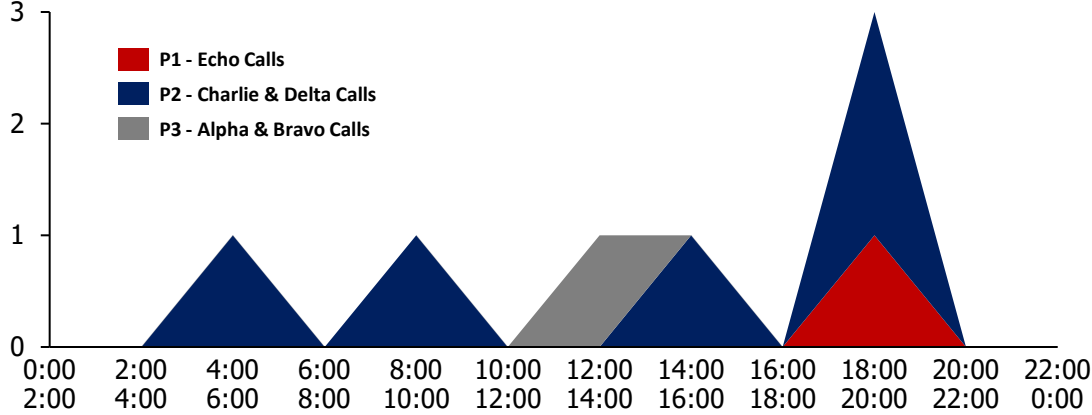




North Fork Fire



Priority Dispatched Calls Per Time of Day



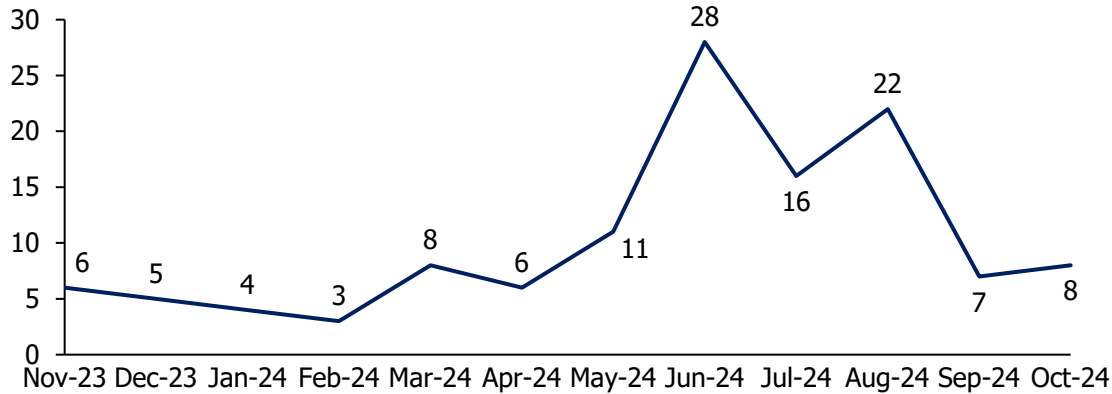
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	1	0	1	2	1
Tuesday	0	1	0	1	0
Wednesday	0	1	0	1	0
Thursday	0	0	0	0	0
Friday	0	1	0	1	0
Saturday	0	0	0	0	0

Assignment <1 min 100% 40%

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

Monthly Call Volume



Problem Natures

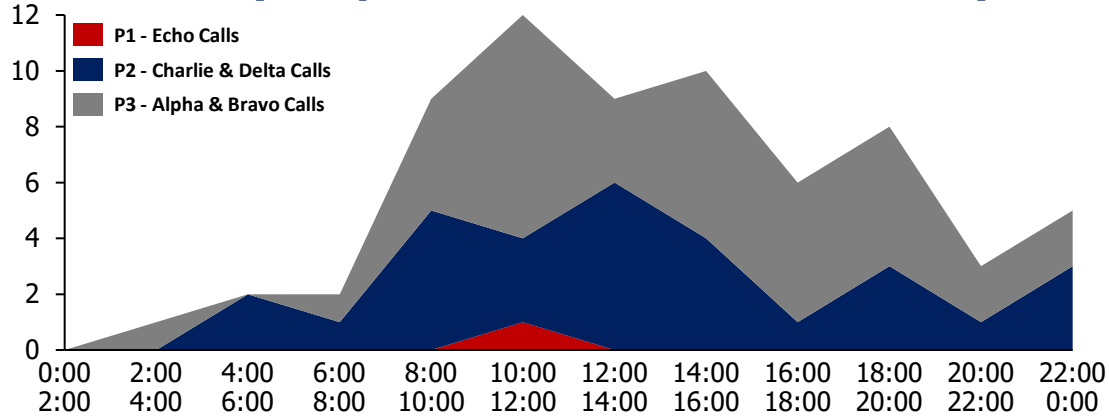




Highland Rescue



Priority Dispatched Calls Per Time of Day

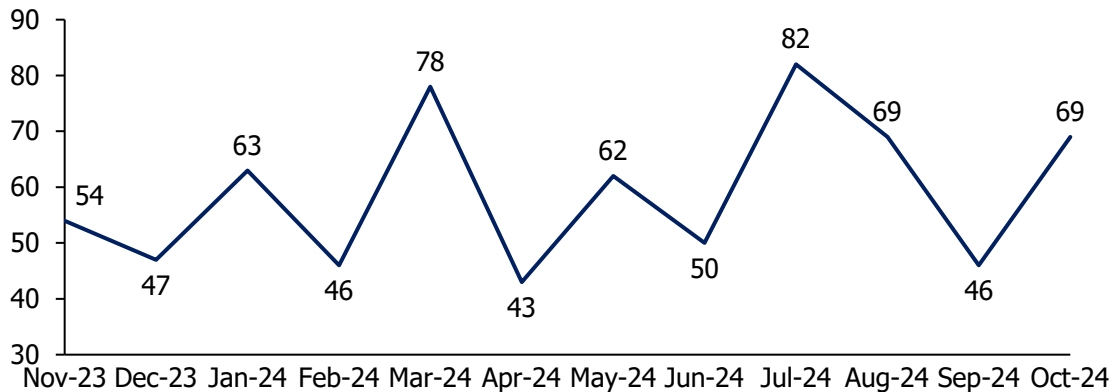


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	3	7	2
Monday	0	5	3	8	2
Tuesday	0	4	4	8	2
Wednesday	0	4	13	17	3
Thursday	0	5	7	12	2
Friday	0	3	3	6	2
Saturday	0	5	4	9	2
Assignment <1 min	0%	69%			

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

Monthly Call Volume



Top Five Problem Natures

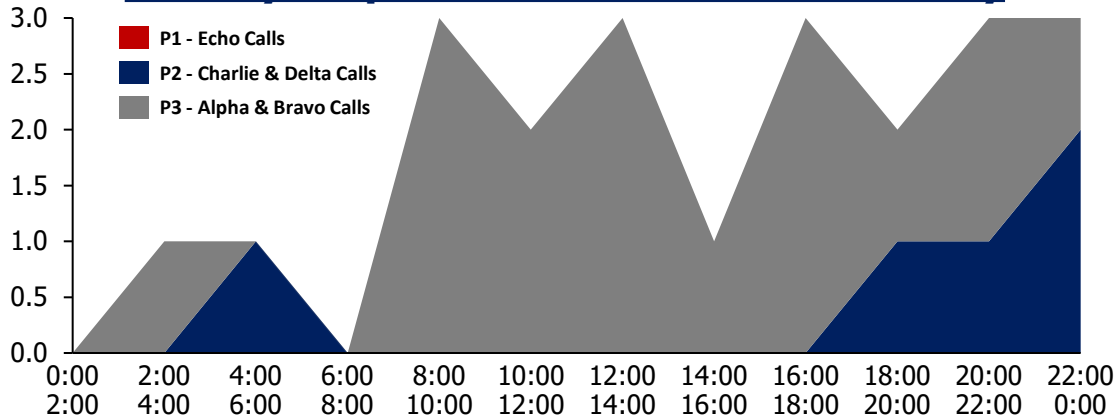




Genesee Fire



Priority Dispatched Calls Per Time of Day

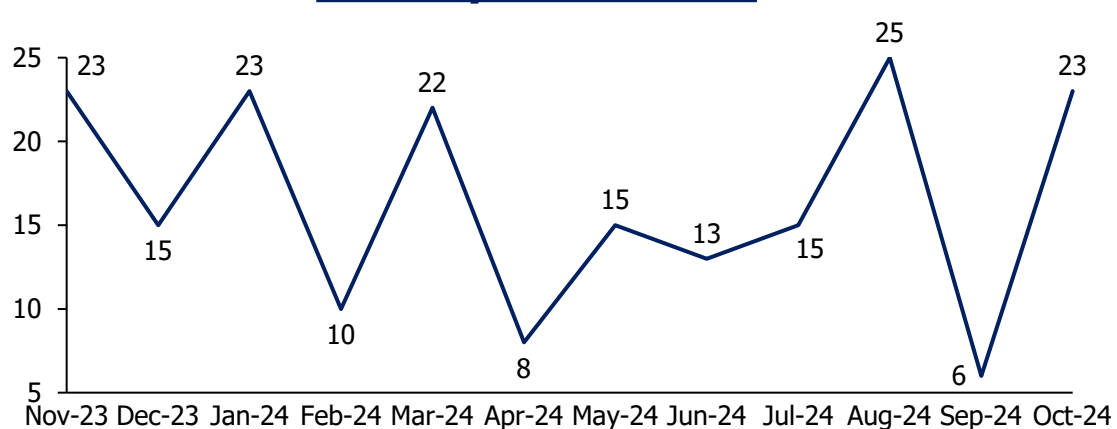


Daily Priority Call Volume and Entry to Assignment

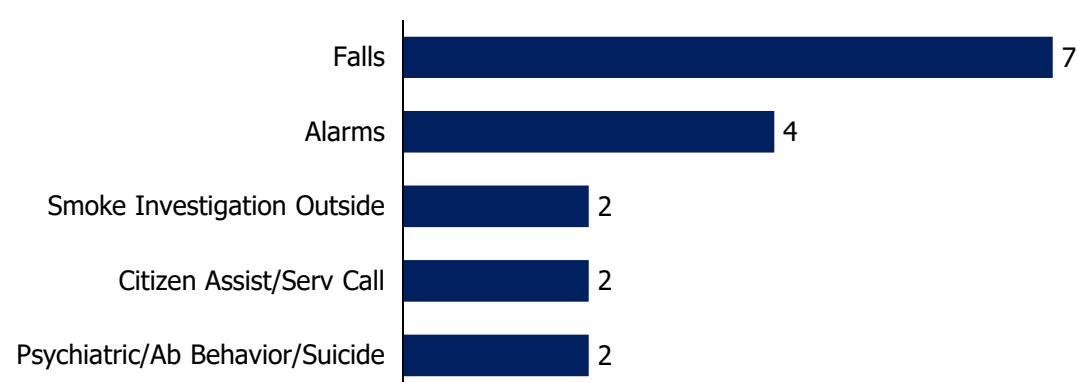
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	1	3	4	1
Tuesday	0	2	1	3	1
Wednesday	0	0	4	4	1
Thursday	0	0	5	5	1
Friday	0	0	1	1	0
Saturday	0	0	2	2	1
Assignment <1 min	N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

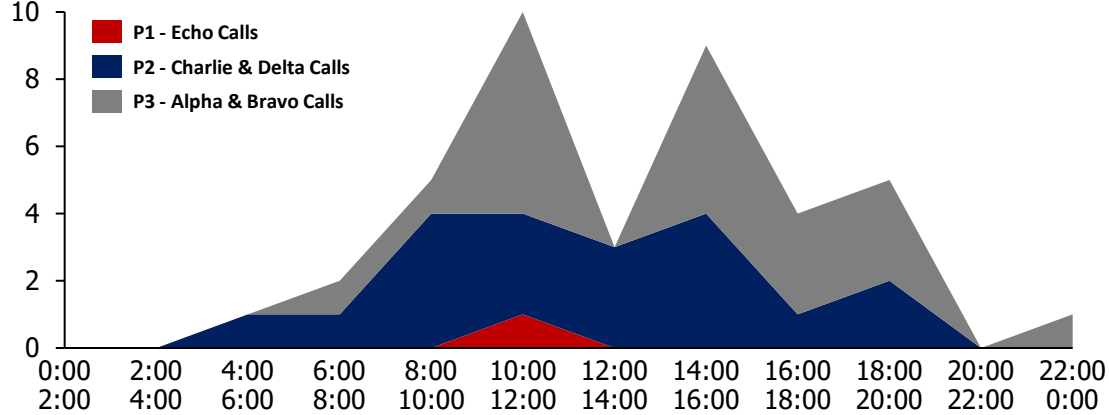




Foothills Fire



Priority Dispatched Calls Per Time of Day



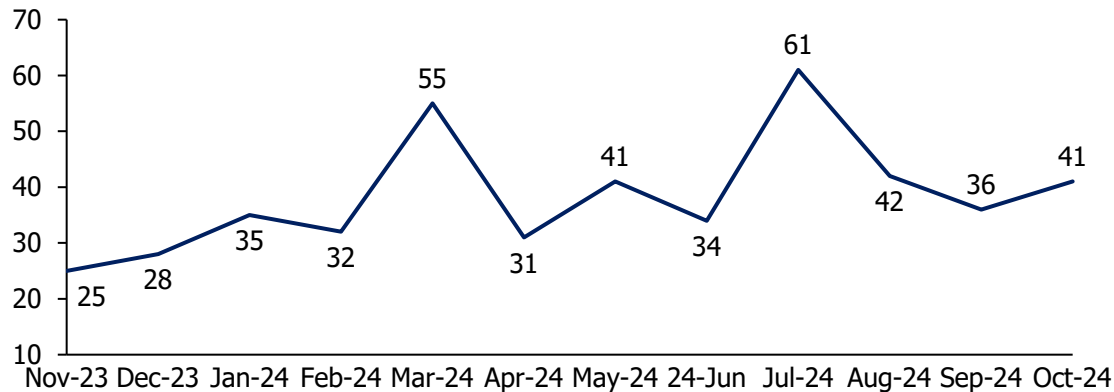
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	2	2	5	1
Monday	0	3	1	4	1
Tuesday	0	2	3	5	1
Wednesday	0	3	8	11	2
Thursday	0	3	2	5	1
Friday	0	2	2	4	1
Saturday	0	4	2	6	2

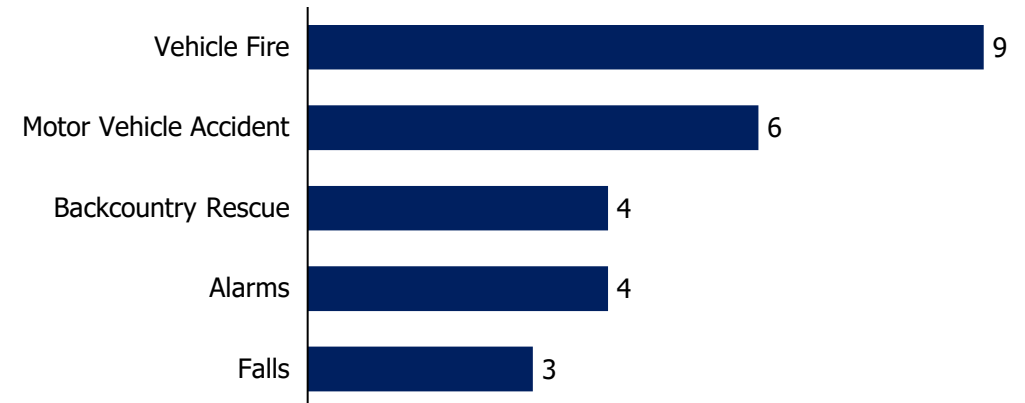
Assignment <1 min **0%** **53%**

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

Monthly Call Volume



Top Five Problem Natures

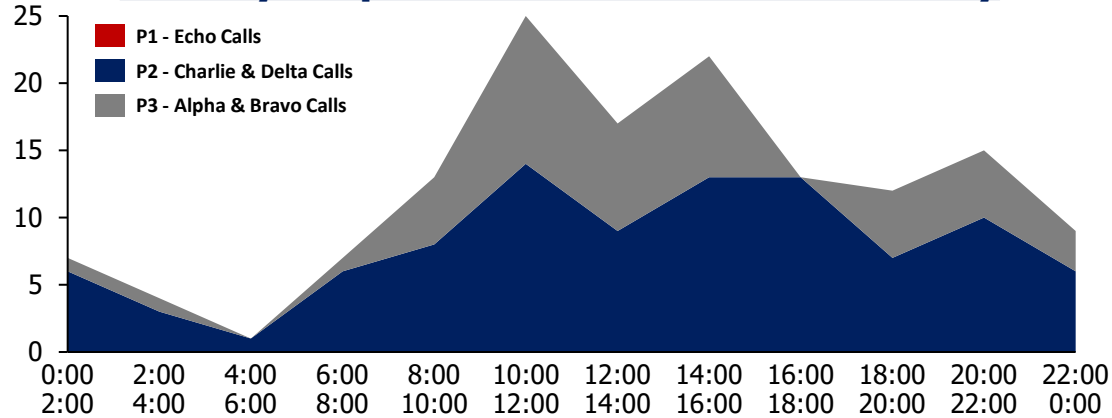




Clear Creek Fire



Priority Dispatched Calls Per Time of Day

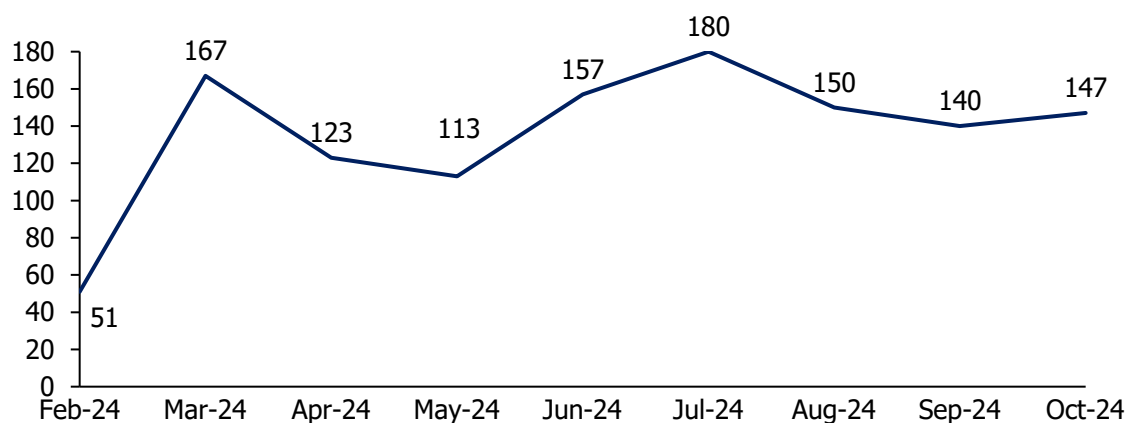


Daily Priority Call Volume and Entry to Assignment

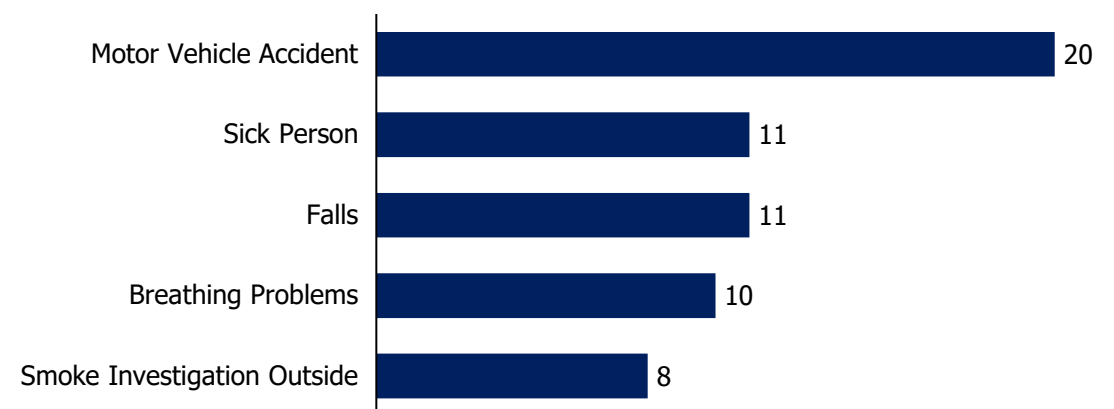
Day of Week	P1	P2	P3	Total	Average
Sunday	0	15	8	23	6
Monday	0	9	4	13	3
Tuesday	0	13	5	18	4
Wednesday	0	12	10	22	4
Thursday	0	20	3	23	5
Friday	0	9	7	16	4
Saturday	0	18	12	30	8
Assignment <1 min	N/A	71%			

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

Monthly Call Volume



Top Five Problem Natures

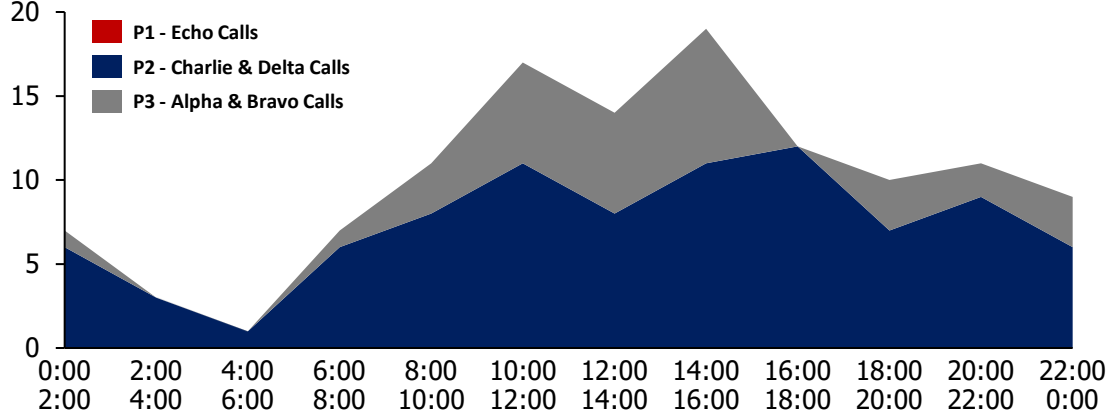




Clear Creek EMS



Priority Dispatched Calls Per Time of Day

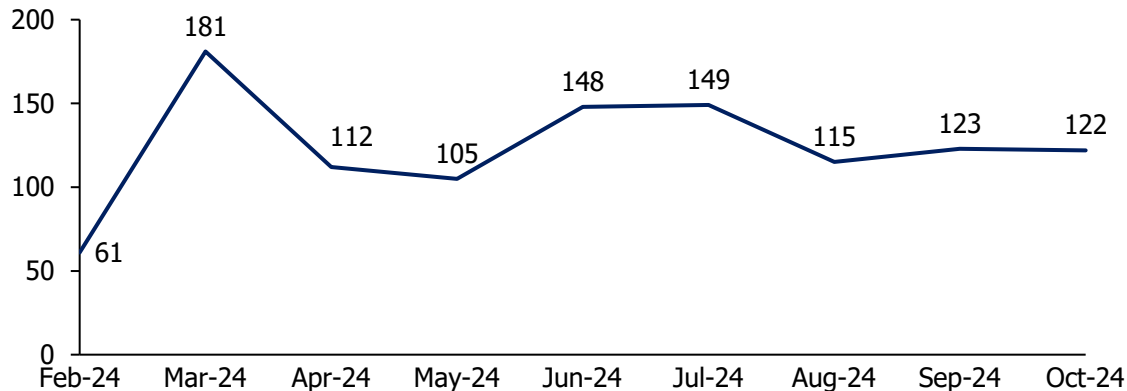


Daily Priority Call Volume and Entry to Assignment

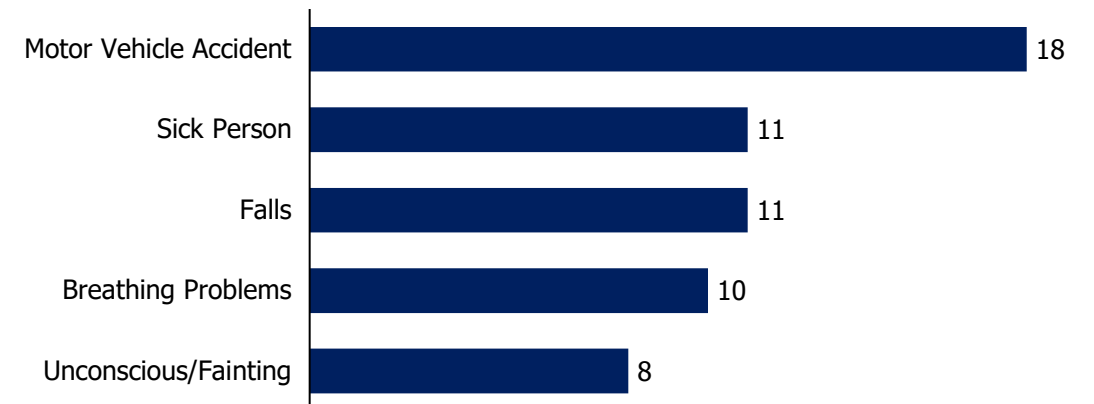
Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	4	18	5
Monday	0	8	4	12	3
Tuesday	0	12	3	15	3
Wednesday	0	12	8	20	4
Thursday	0	17	3	20	4
Friday	0	9	4	13	3
Saturday	0	16	7	23	6
Assignment <1 min	N/A	74%			

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

Monthly Call Volume



Top Five Problem Natures

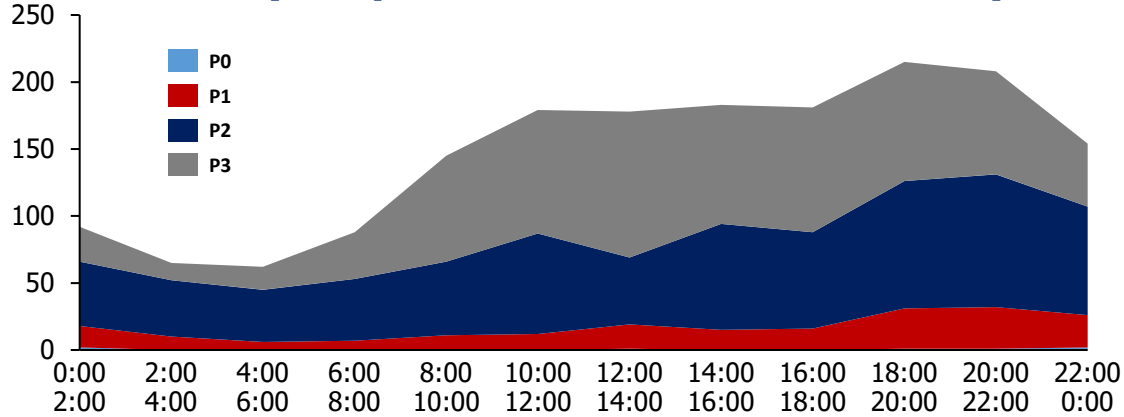




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

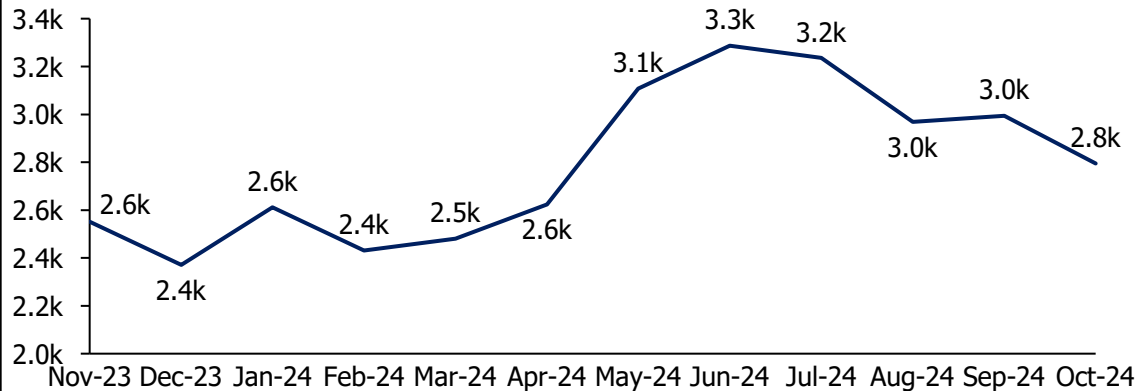


Daily Priority Call Volume and Entry to Assignment

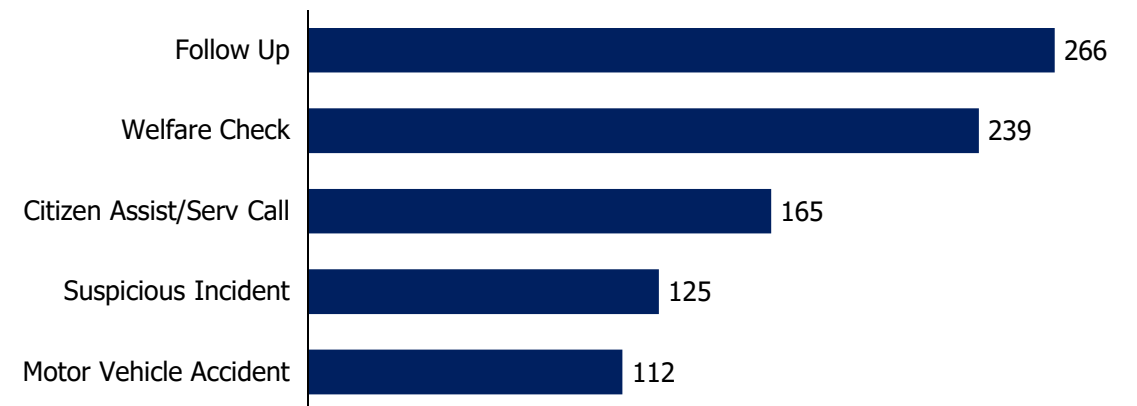
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	32	107	85	225	56
Monday	0	20	120	92	232	58
Tuesday	2	27	121	126	276	55
Wednesday	0	29	121	124	274	55
Thursday	1	28	134	136	299	60
Friday	1	30	78	105	214	54
Saturday	2	30	100	98	230	58
Assignment < 2 min		80%	48%			
Assignment < 4 min		95%	75%			

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

Monthly Call Volume



Top Five Problem Natures

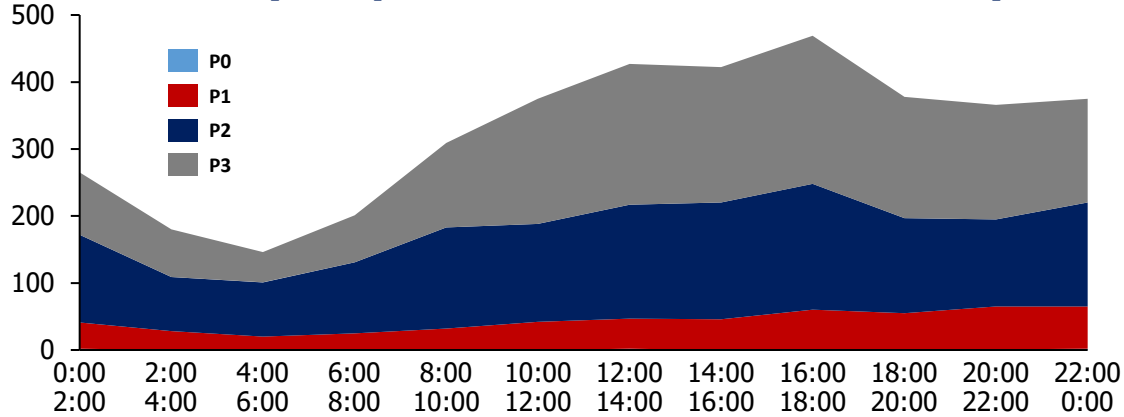




Lakewood PD



Priority Dispatched Calls Per Time of Day

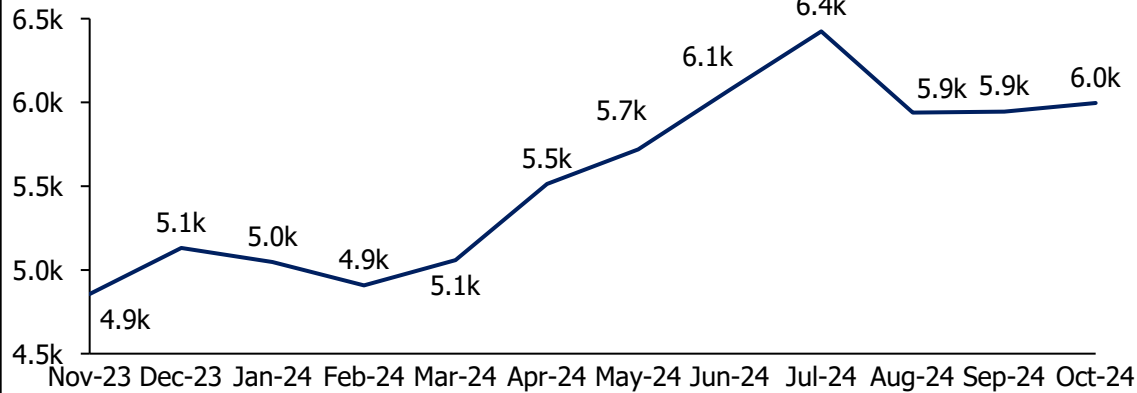


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	75	212	205	492	123
Monday	2	67	200	230	499	125
Tuesday	1	65	272	300	638	128
Wednesday	1	76	279	285	641	128
Thursday	1	84	262	288	635	127
Friday	2	72	196	205	475	119
Saturday	1	79	234	219	533	133
Assignment < 2 min		69%	40%			
Assignment < 4 min		85%	59%			

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

Monthly Call Volume



Top Five Problem Natures

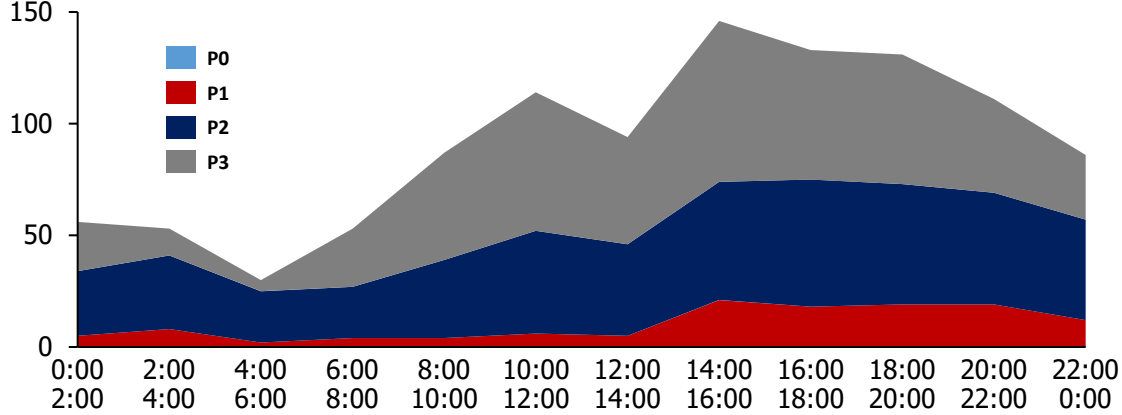




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

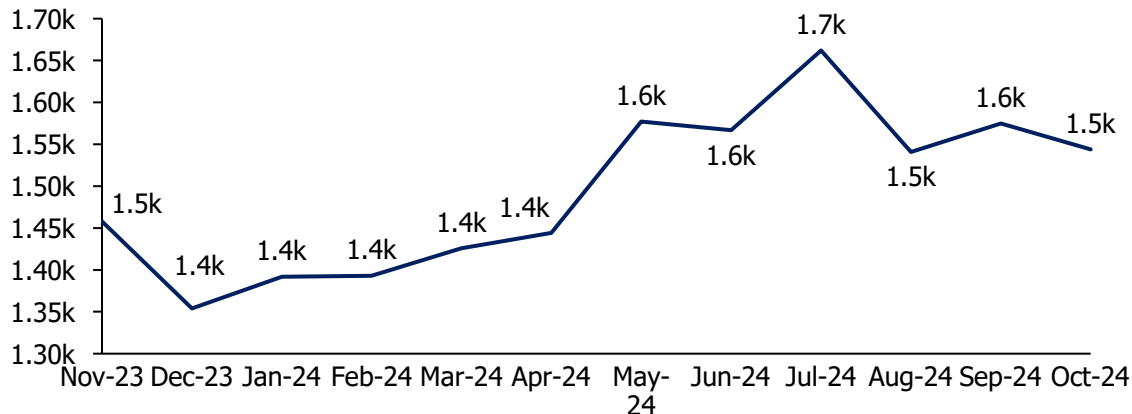


Daily Priority Call Volume and Entry to Assignment

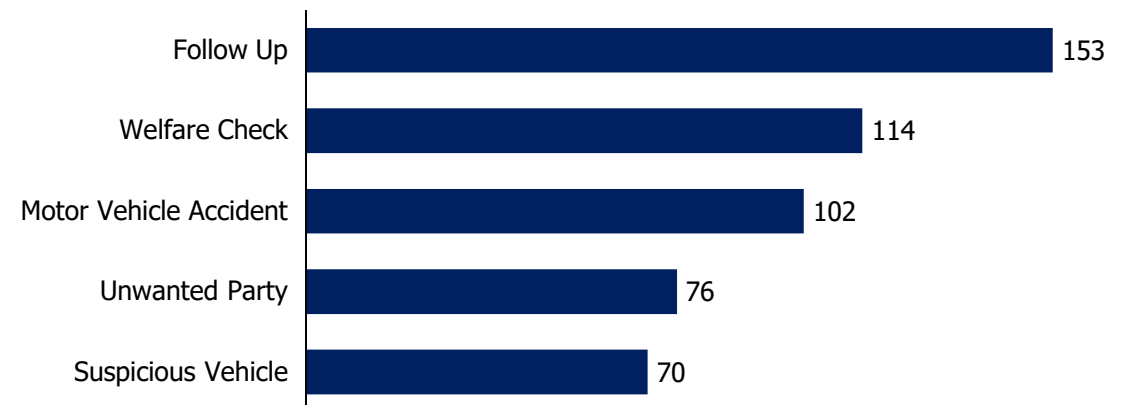
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	15	64	61	140	35
Monday	0	12	55	74	141	35
Tuesday	0	18	79	80	177	35
Wednesday	0	26	76	77	179	36
Thursday	0	15	79	77	171	34
Friday	0	16	73	62	151	38
Saturday	0	21	63	51	135	34
Assignment < 2 min		64%	43%			
Assignment < 4 min		85%	60%			

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

Monthly Call Volume



Top Five Problem Natures

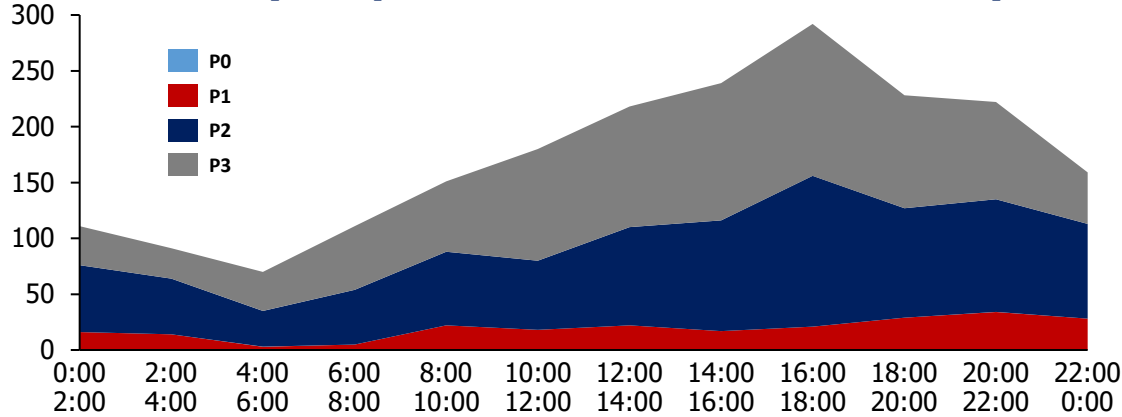




Arvada PD



Priority Dispatched Calls Per Time of Day

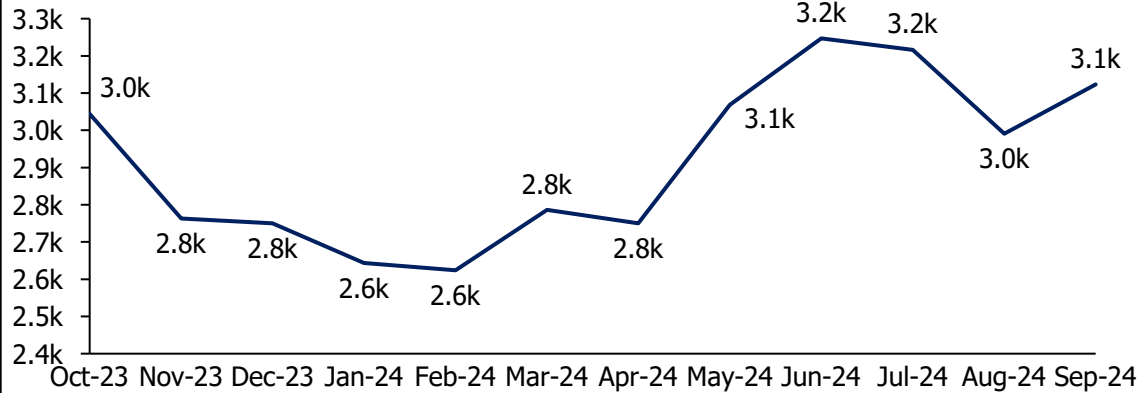


Daily Priority Call Volume and Entry to Assignment

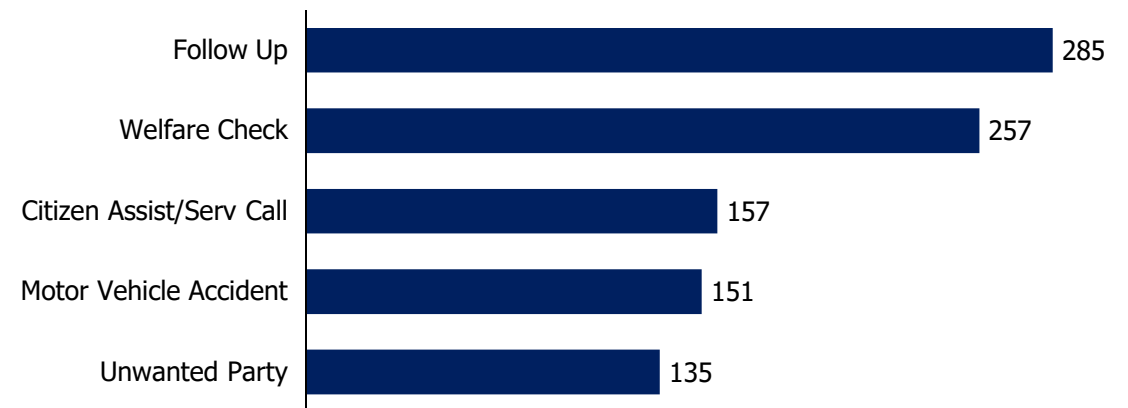
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	38	114	110	262	66
Monday	0	24	128	134	286	72
Tuesday	0	30	144	137	311	62
Wednesday	0	35	133	154	322	64
Thursday	0	33	148	159	340	68
Friday	0	28	120	113	261	65
Saturday	0	41	138	111	290	73
Assignment < 2 min		80%	53%			
Assignment < 4 min		91%	73%			

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

Monthly Call Volume



Top Five Problem Natures

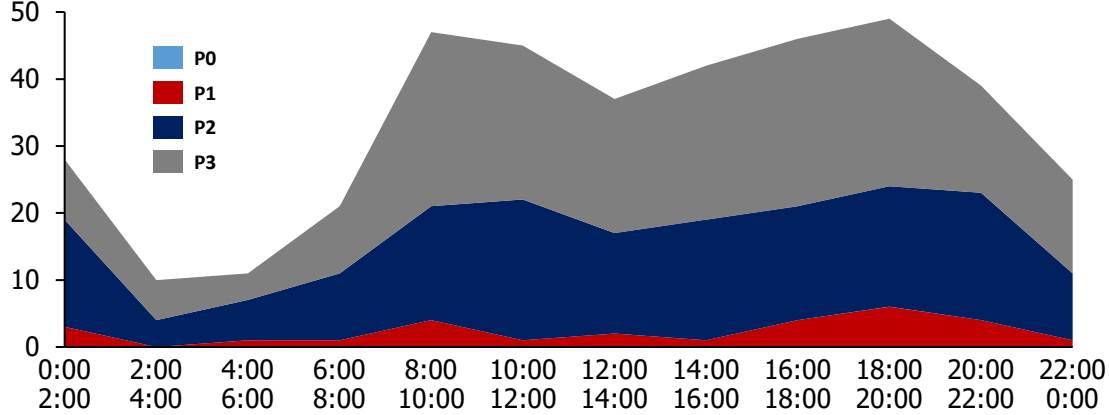




Golden PD



Priority Dispatched Calls Per Time of Day

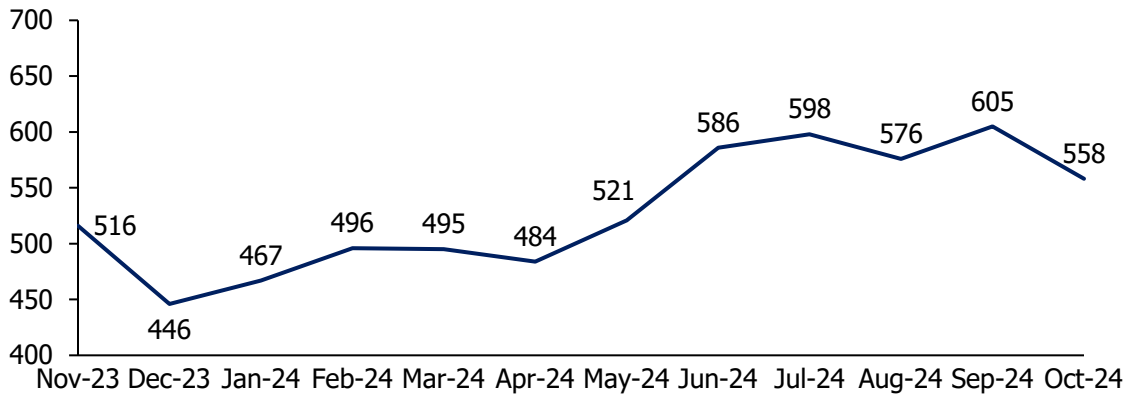


Daily Priority Call Volume and Entry to Assignment

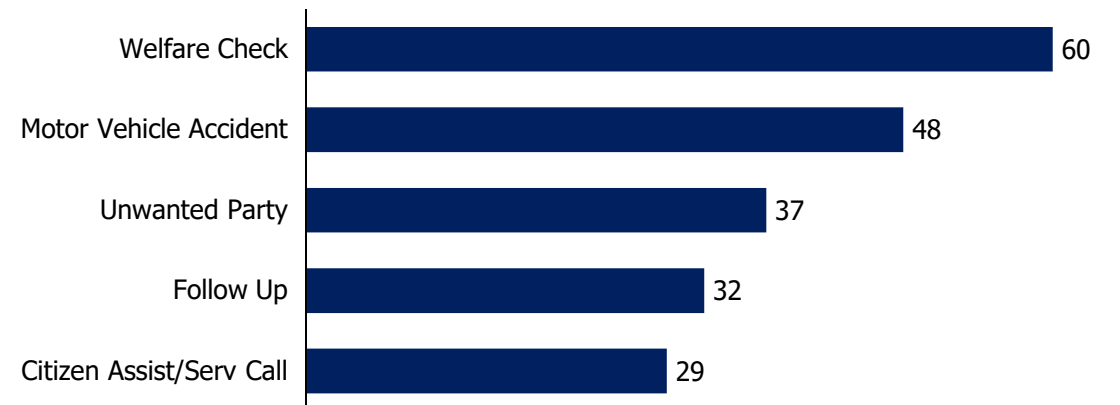
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	8	21	25	54	14
Monday	0	1	22	28	51	13
Tuesday	0	5	30	17	52	10
Wednesday	0	2	29	27	58	12
Thursday	0	6	28	58	92	18
Friday	0	4	21	23	48	12
Saturday	0	2	20	23	45	11
Assignment < 2 min		89%	58%			
Assignment < 4 min		96%	80%			

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

Monthly Call Volume



Top Five Problem Natures

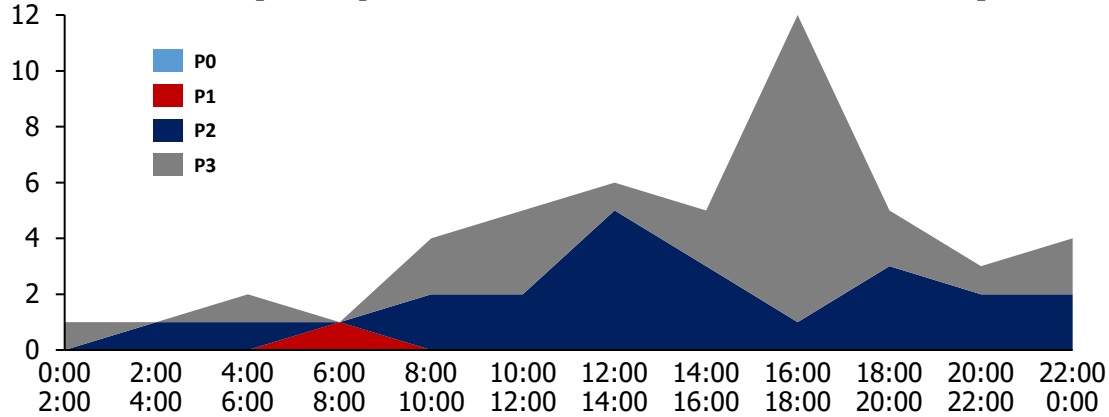




Lakeside PD



Priority Dispatched Calls Per Time of Day

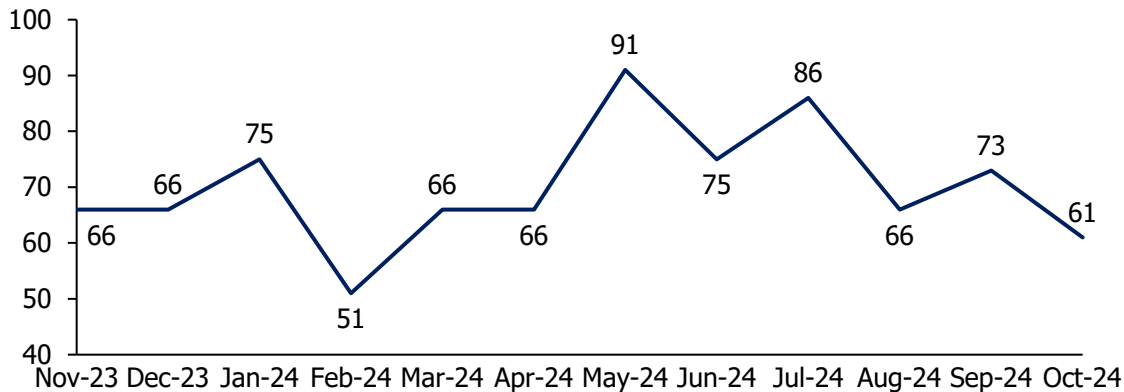


Daily Priority Call Volume and Entry to Assignment

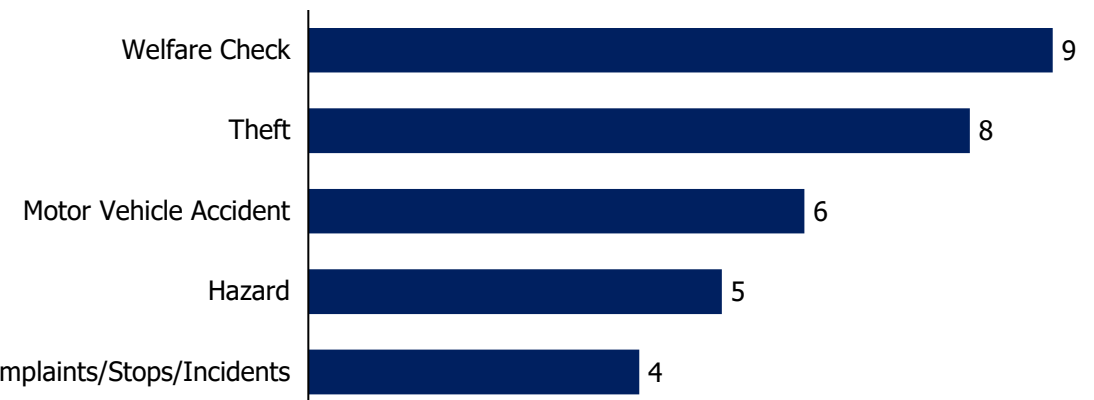
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	8	4	12	3
Monday	0	0	3	6	9	2
Tuesday	0	0	2	2	4	1
Wednesday	0	0	1	6	7	1
Thursday	0	1	3	6	10	2
Friday	0	0	2	0	2	1
Saturday	0	0	3	2	5	1
Assignment < 2 min		100%	68%			
Assignment < 4 min		100%	82%			

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

Monthly Call Volume



Top Five Problem Natures

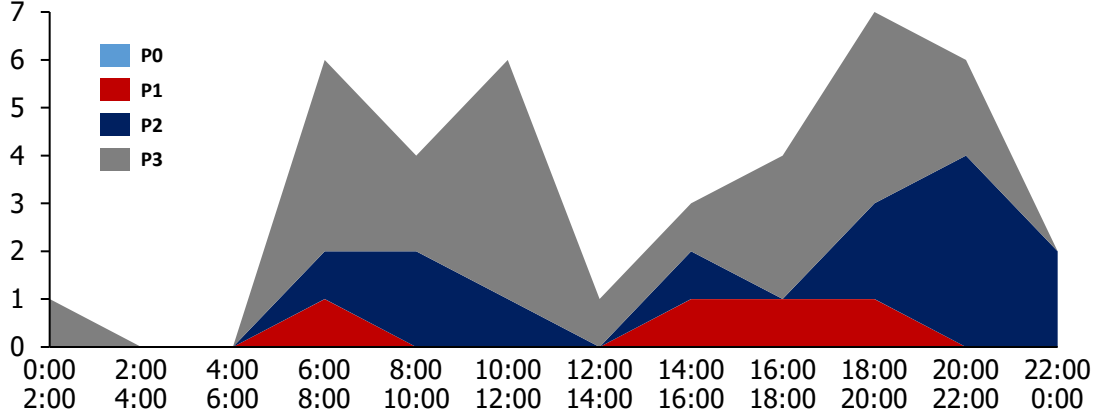




Morrison PD



Priority Dispatched Calls Per Time of Day

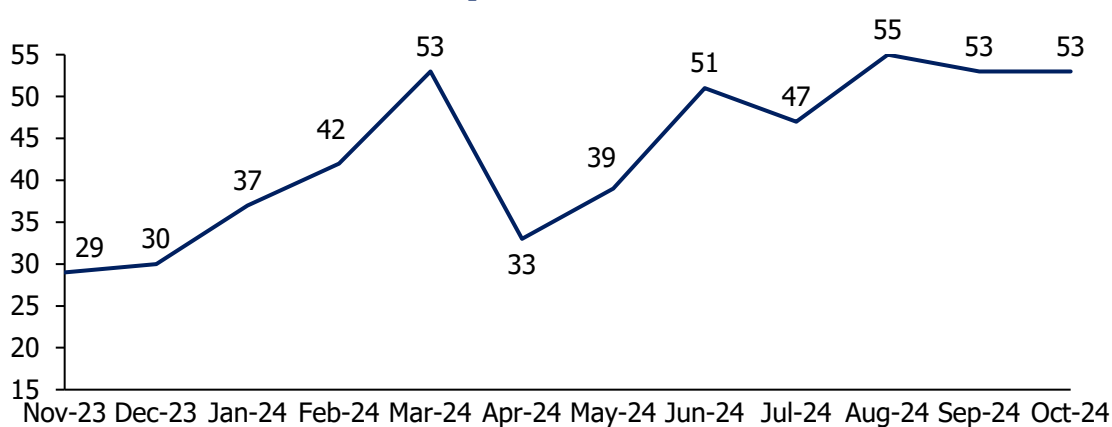


Daily Priority Call Volume and Entry to Assignment

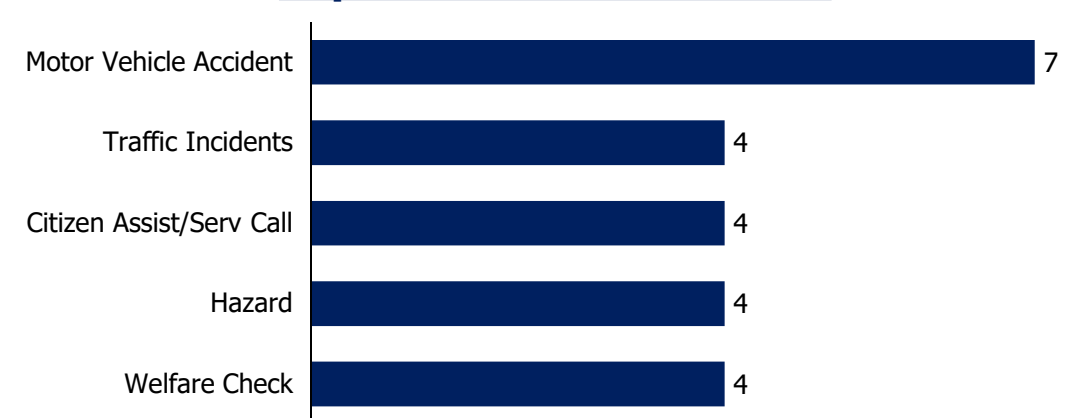
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	4	5	1
Monday	0	1	2	1	4	1
Tuesday	0	2	2	5	9	2
Wednesday	0	0	4	8	12	2
Thursday	0	1	2	2	5	1
Friday	0	0	1	2	3	1
Saturday	0	0	1	1	2	1
Assignment < 2 min		100%	62%			
Assignment < 4 min		100%	92%			

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

Monthly Call Volume



Top Five Problem Natures

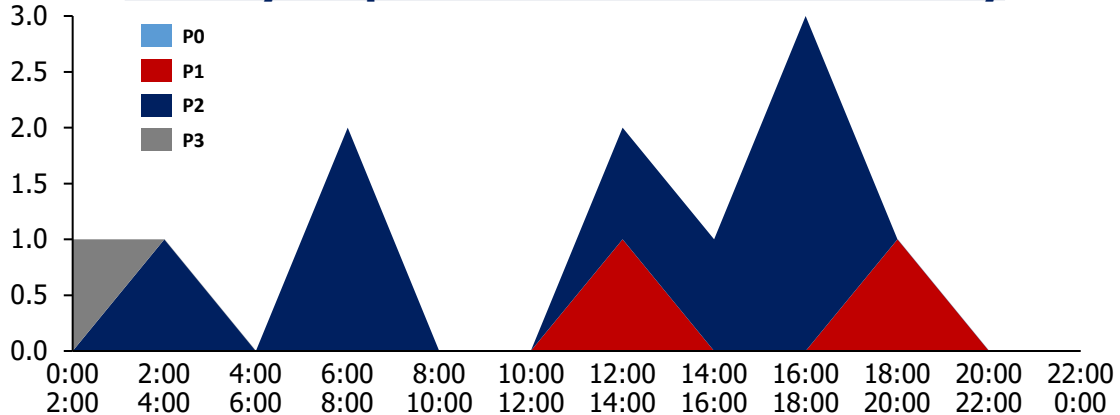




Mountain View PD



Priority Dispatched Calls Per Time of Day

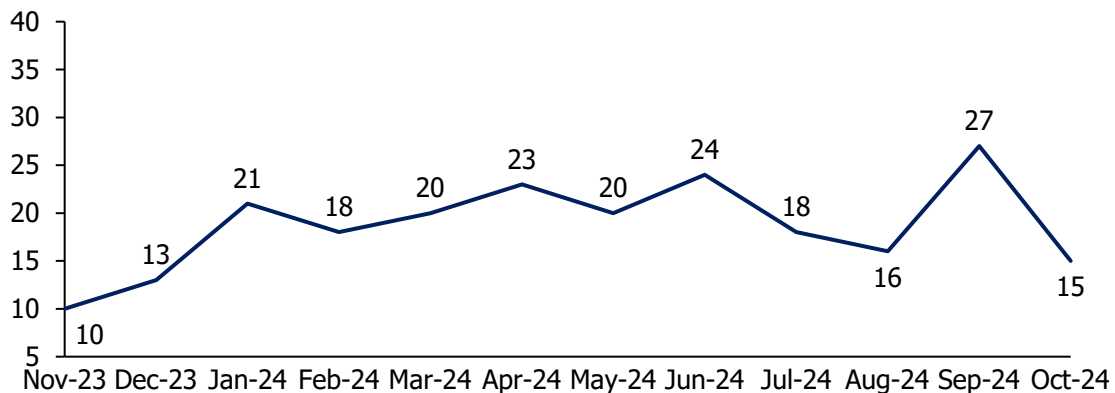


Daily Priority Call Volume and Entry to Assignment

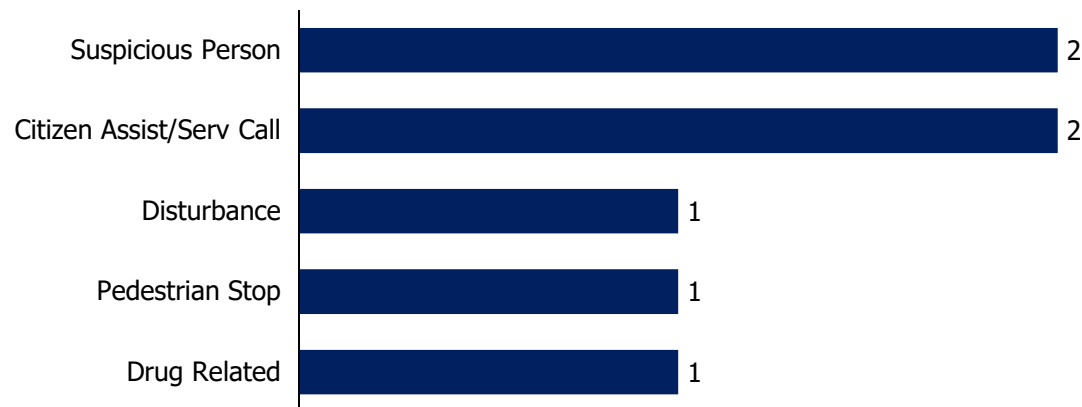
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	3	0	3	1
Tuesday	0	1	0	0	1	0
Wednesday	0	0	0	0	0	0
Thursday	0	0	0	0	0	0
Friday	0	1	1	0	2	1
Saturday	0	0	4	0	4	1
Assignment < 2 min		50%	75%			
Assignment < 4 min		100%	88%			

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

Monthly Call Volume



Top Five Problem Natures

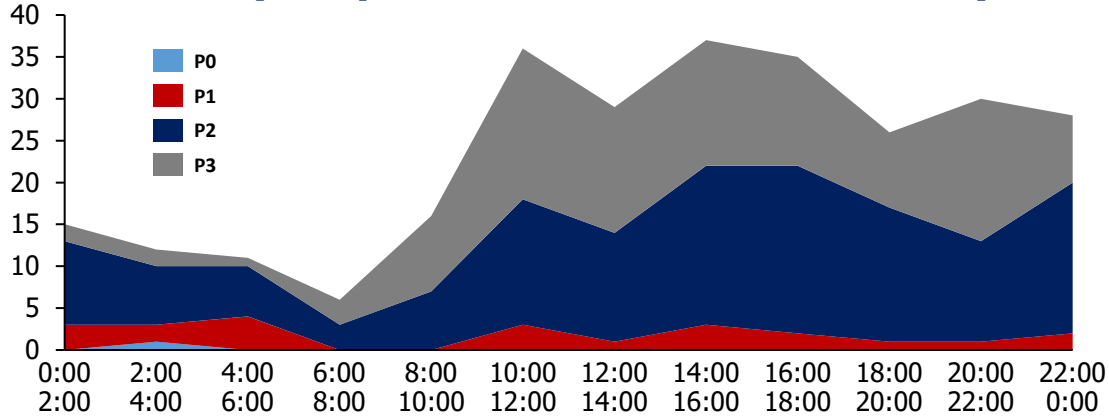




Edgewater PD



Priority Dispatched Calls Per Time of Day

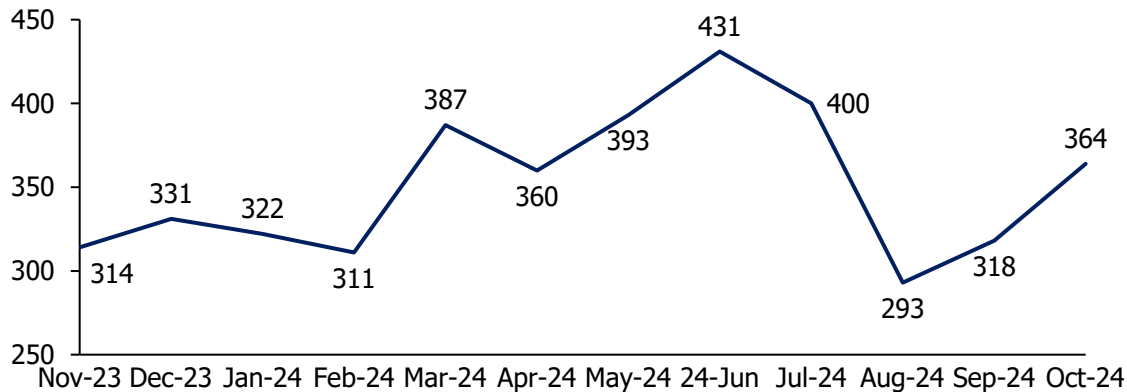


Daily Priority Call Volume and Entry to Assignment

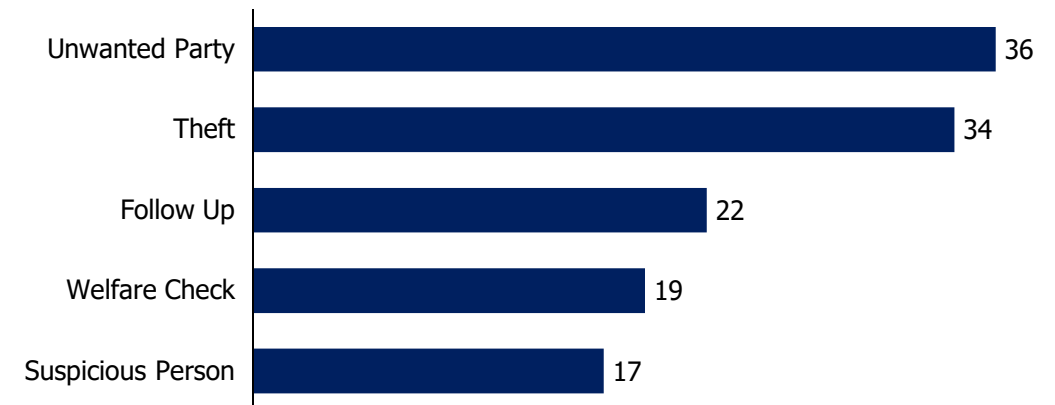
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	11	11	27	7
Monday	0	3	25	11	39	10
Tuesday	1	2	25	16	44	9
Wednesday	0	2	17	19	38	8
Thursday	0	4	31	26	61	12
Friday	0	1	16	16	33	8
Saturday	0	5	21	13	39	10
Assignment < 2 min		73%	60%			
Assignment < 4 min		91%	77%			

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

Monthly Call Volume



Top Five Problem Natures

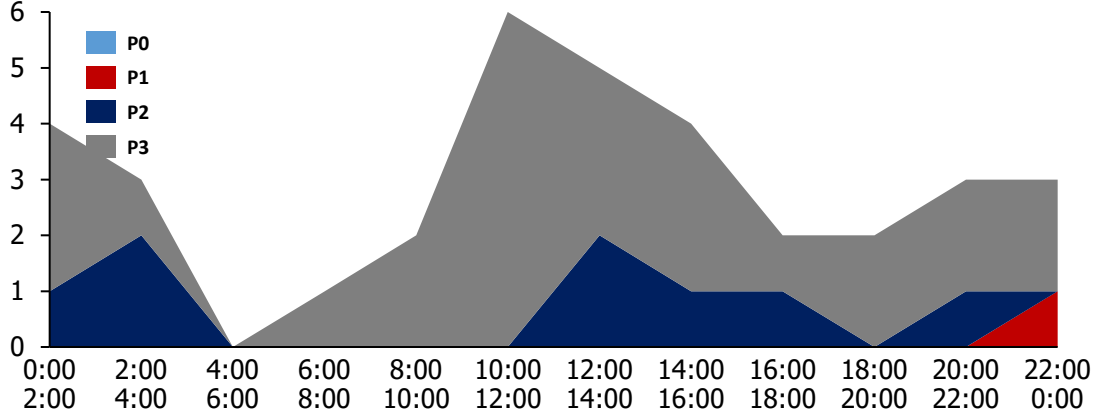




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

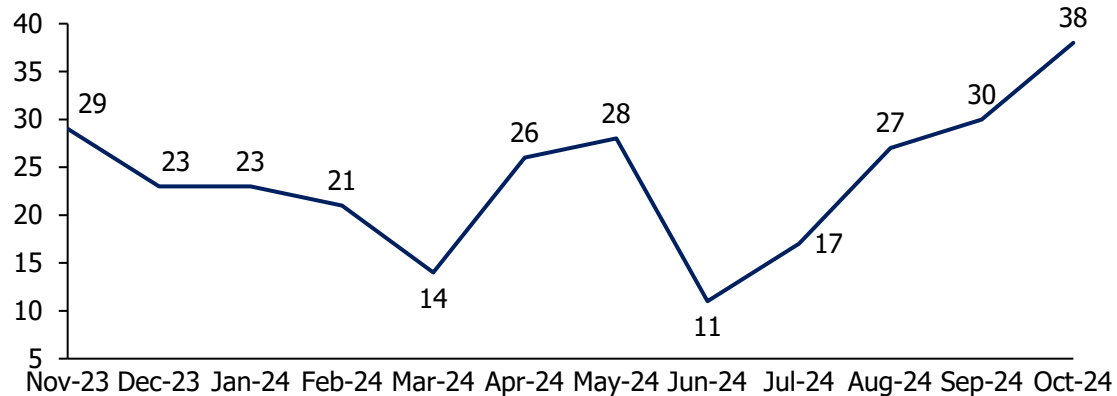


Daily Priority Call Volume and Entry to Assignment

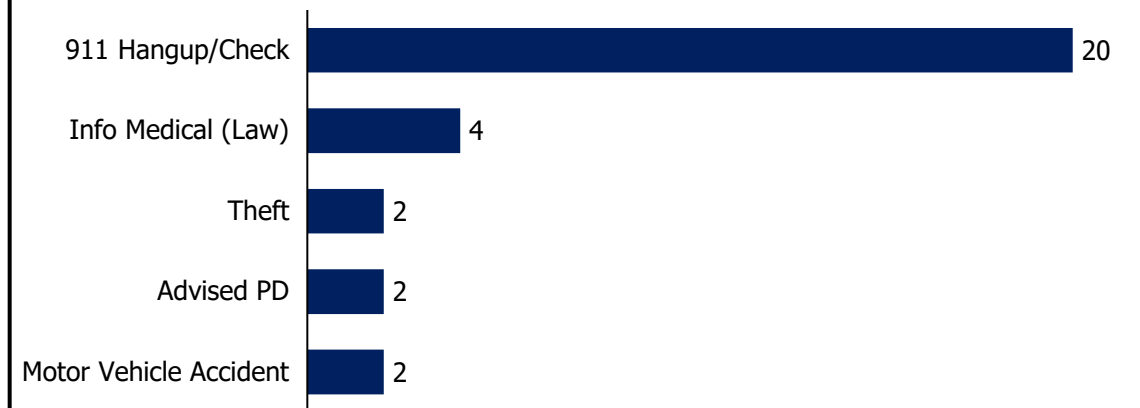
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	3	4	1
Monday	0	0	1	4	5	1
Tuesday	0	0	1	6	7	1
Wednesday	0	0	1	2	3	1
Thursday	0	1	2	3	6	1
Friday	0	0	1	5	6	2
Saturday	0	0	1	3	4	1
Assignment < 2 min		100%	75%			
Assignment < 4 min		100%	88%			

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

Monthly Call Volume

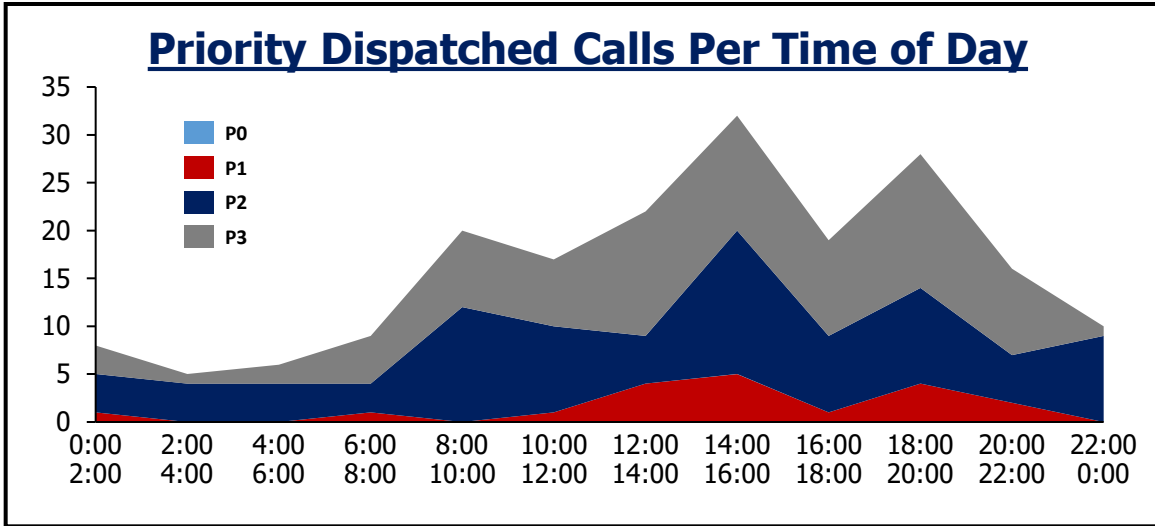


Top Five Problem Natures





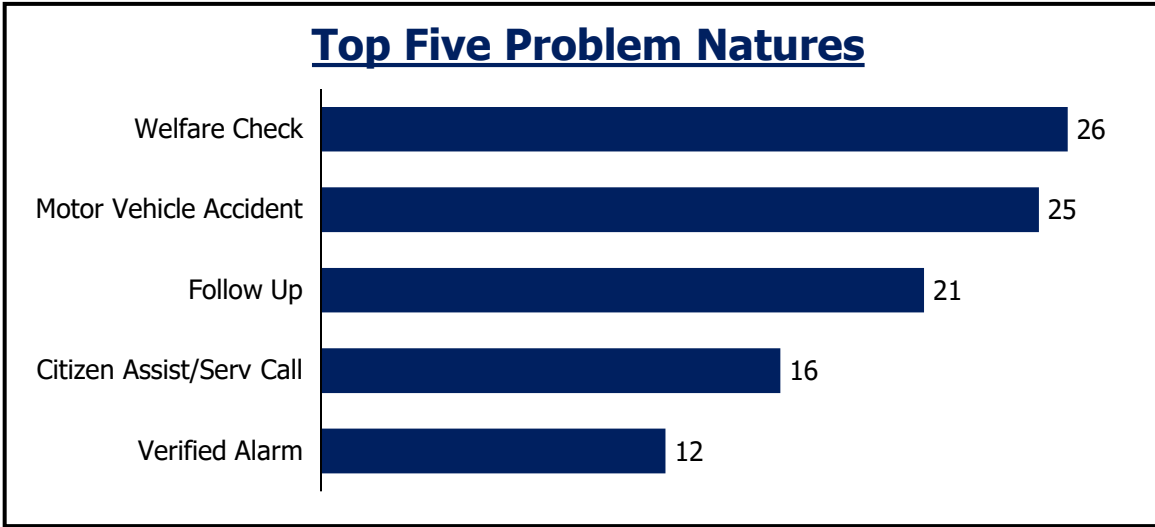
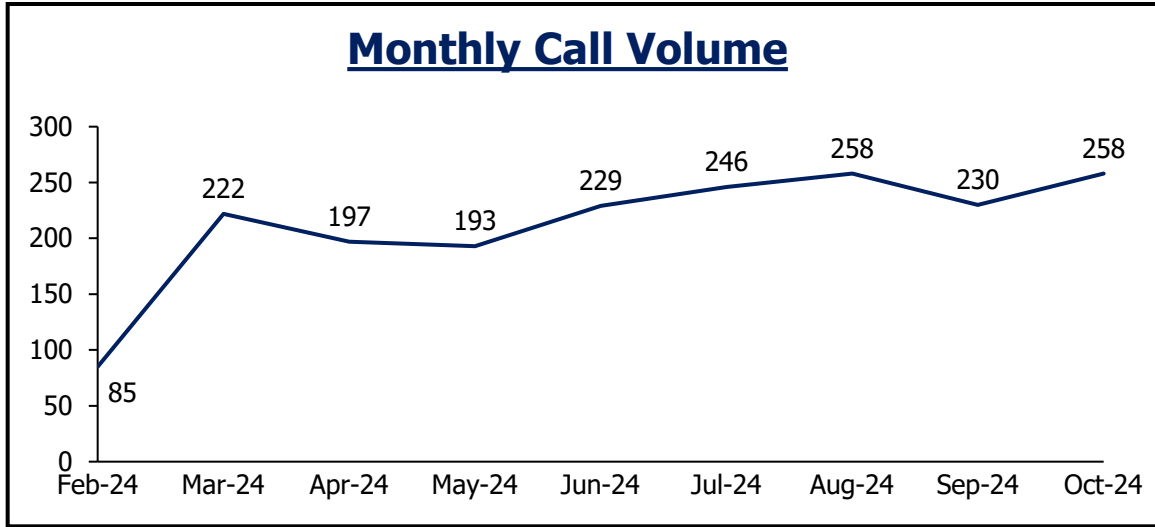
Clear Creek Sheriff



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	8	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%			

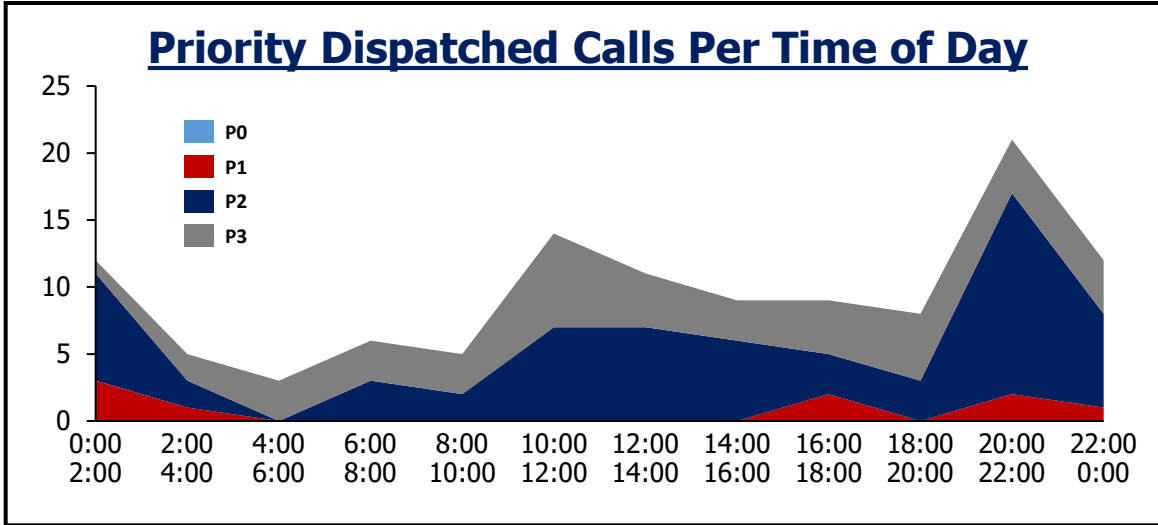
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



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



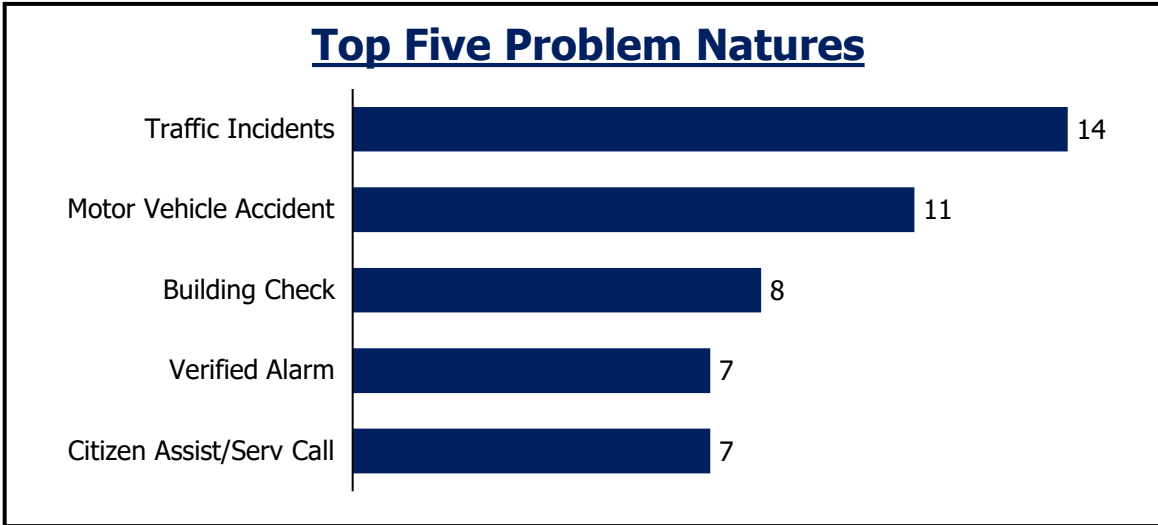
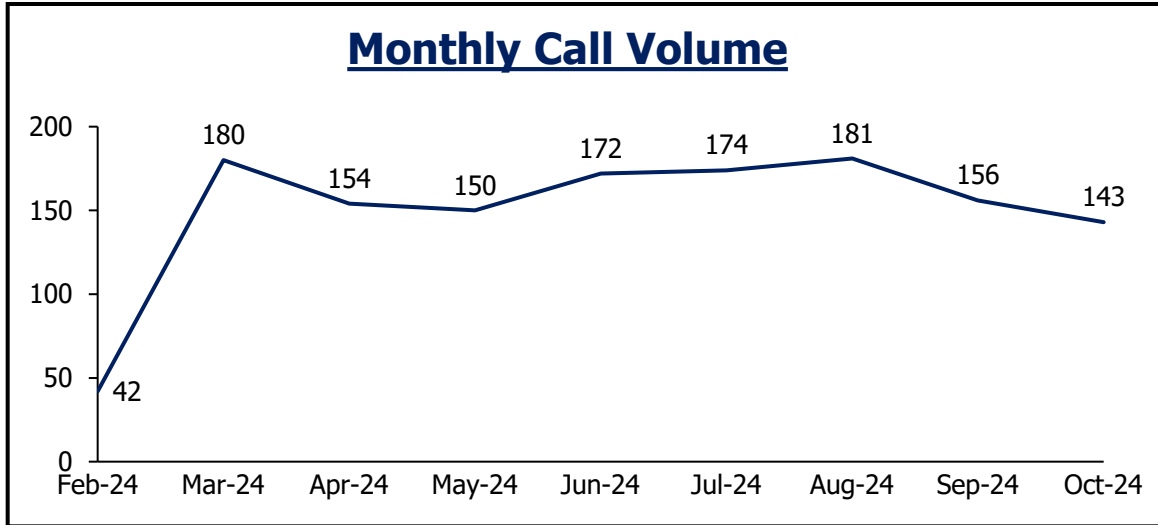
Idaho Springs PD



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	7	6	13	3
Monday	0	0	7	2	9	2
Tuesday	0	2	9	4	15	3
Wednesday	0	0	10	10	20	4
Thursday	0	0	11	3	14	3
Friday	0	4	9	8	21	5
Saturday	0	3	10	10	23	6
Assignment < 2 min		89%	65%			
Assignment < 4 min		89%	94%			

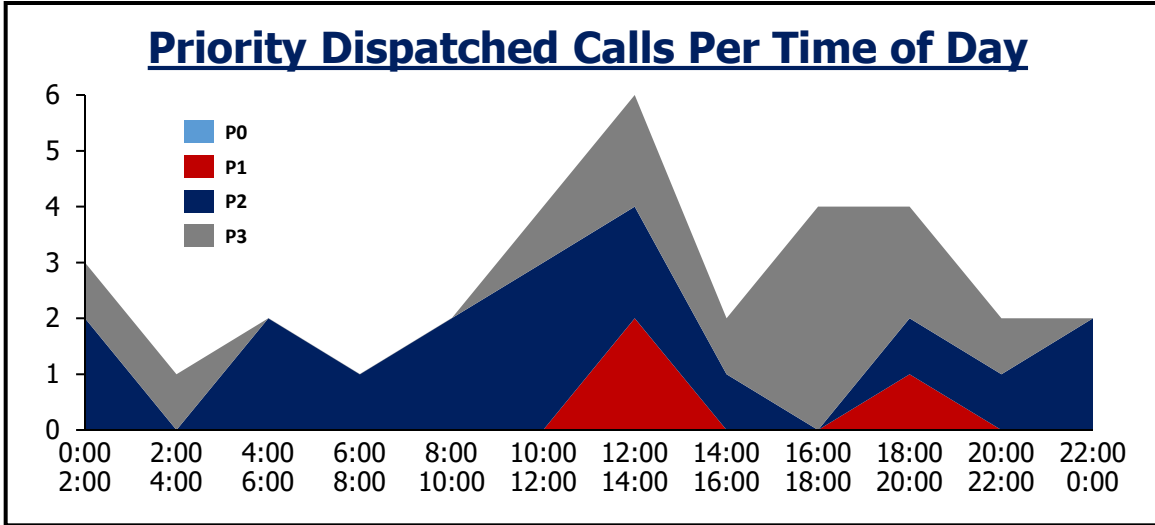
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.



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



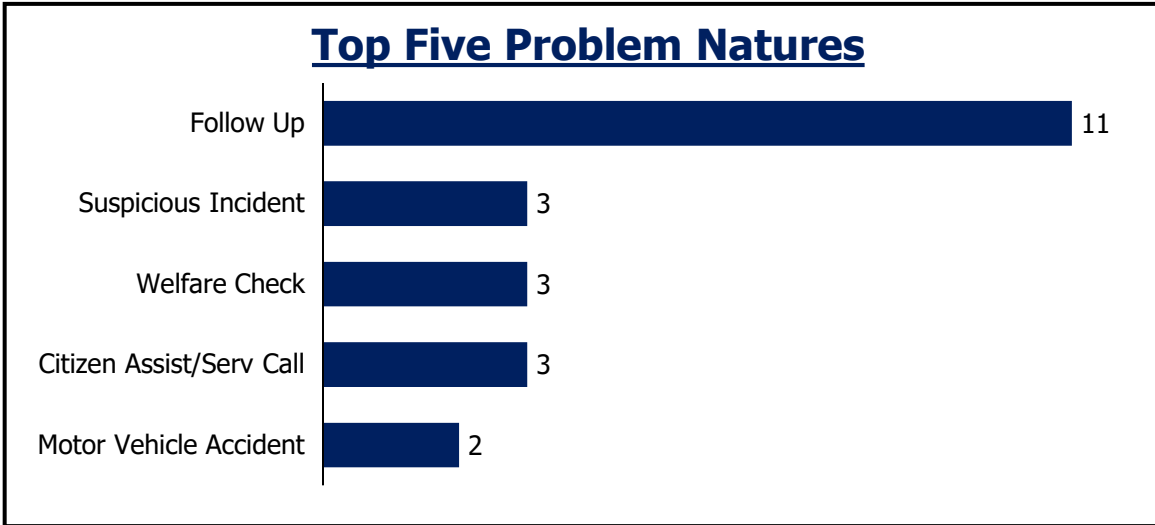
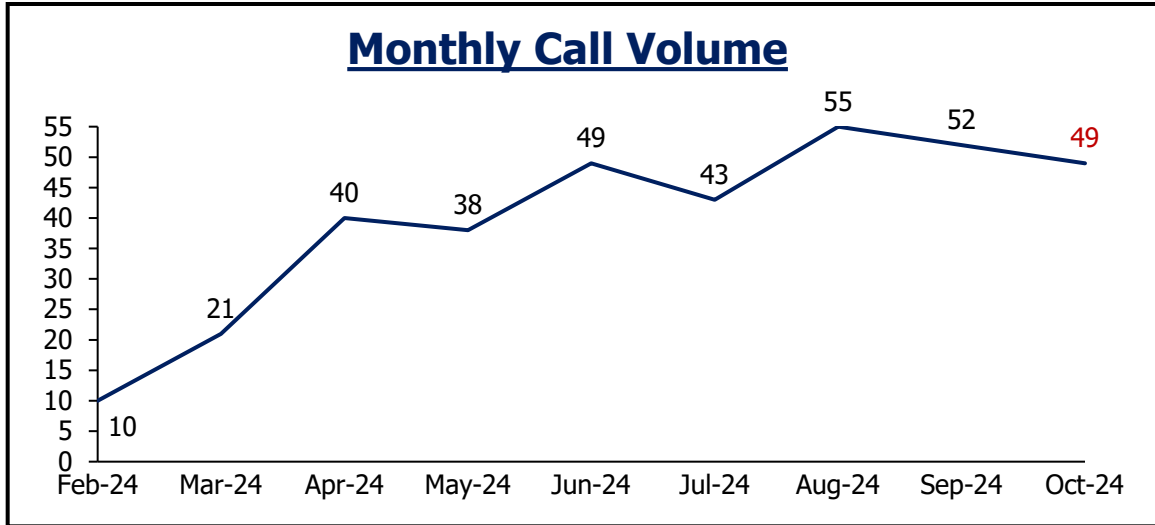
Georgetown PD (CCSO Response)



Daily Priority Call Volume and Entry to Assignment

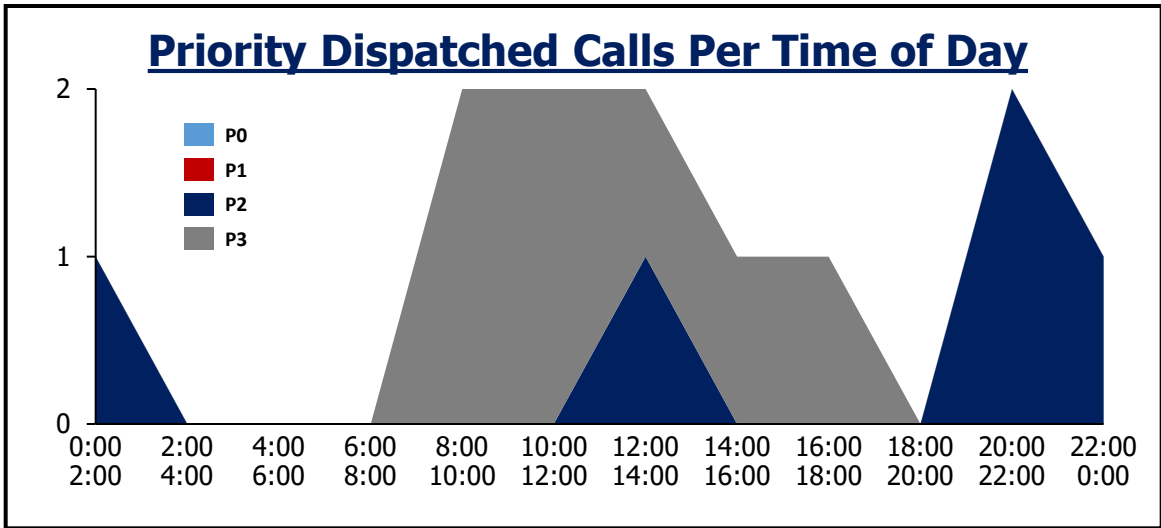
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	2	0	4	1
Monday	0	1	5	1	7	1
Tuesday	0	0	1	3	4	1
Wednesday	0	0	2	2	4	1
Thursday	0	0	3	1	4	1
Friday	0	0	3	3	6	2
Saturday	0	0	1	3	4	1
Assignment < 2 min		67%	53%			
Assignment < 4 min		67%	65%			

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





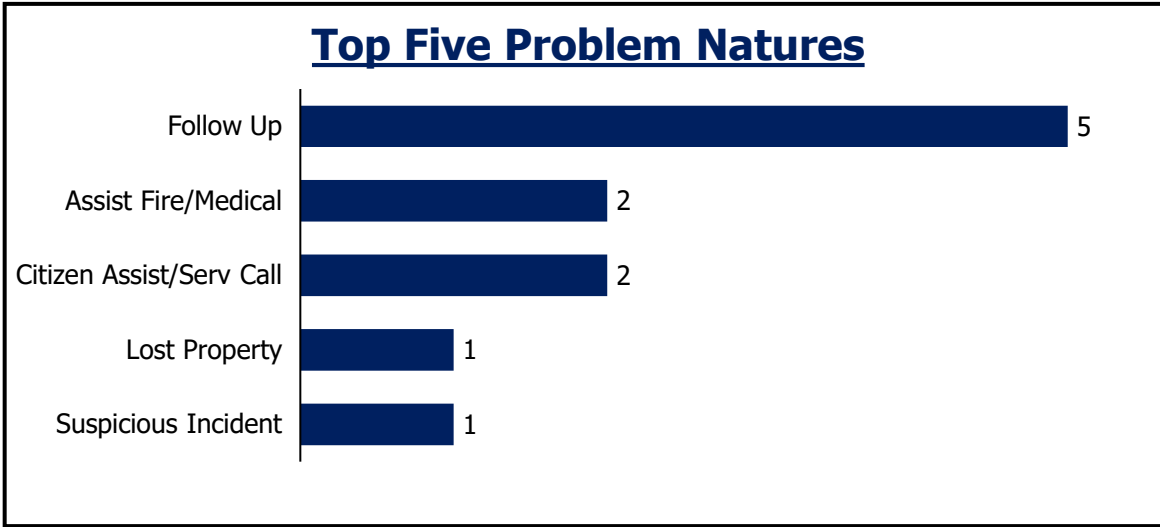
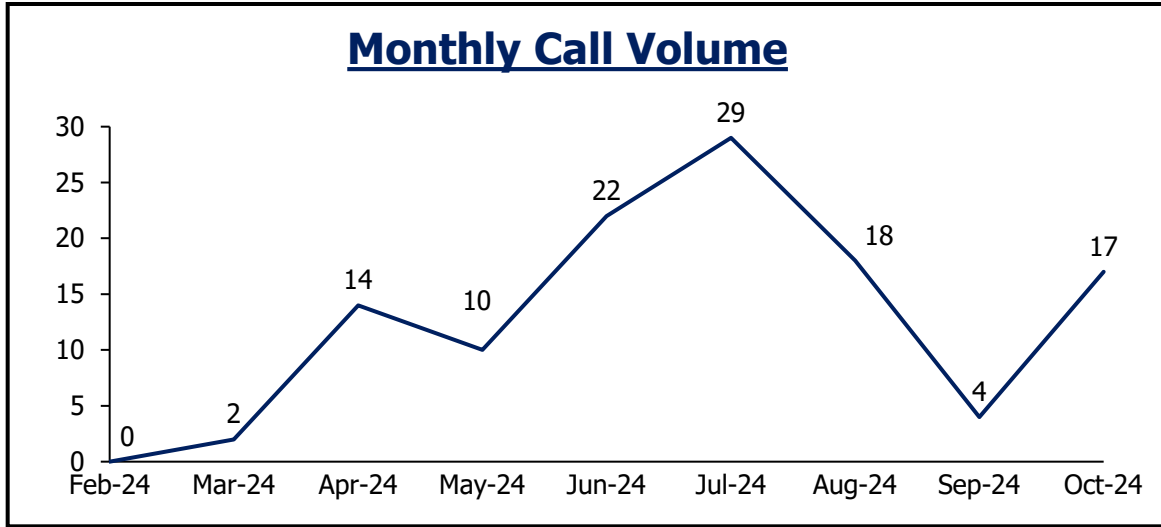
Empire PD



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0
Monday	0	0	0	1	1	0
Tuesday	0	0	1	3	4	1
Wednesday	0	0	1	0	1	0
Thursday	0	0	3	1	4	1
Friday	0	0	0	0	0	0
Saturday	0	0	0	2	2	1
Assignment < 2 min		N/A	60%			
Assignment < 4 min		N/A	60%			

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.