Jefferson County Communications Center Authority
JEFFCOM911

November 2024
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	November Calls	% Total	6 Month Trend
Lakewood PD	5,057	28.1%	
Arvada PD	2,705	15.0%	
Jeffco Sheriff	2,401	13.3%	
Wheat Ridge PD	1,312	7.3%	
Golden PD	433	2.4%	
Edgewater PD	276	1.5%	
Clear Creek Sheriff	183	0.5%	
Idaho Springs PD	111	0.2%	
Lakeside PD	51	0.3%	
Morrison PD	37	0.2%	
CSM PD	24	0.1%	
Mountain View PD	24	0.0%	
Empire PD	9	0.1%	
Georgetown PD	0	0.0%	
Total	**12,623**	**69.1%**	

Average Call Volume Per Time of Day

Time	Calls
0:00–2:00	20
2:00–4:00	14
4:00–6:00	13
6:00–8:00	24
8:00–10:00	42
10:00–12:00	48
12:00–14:00	51
14:00–16:00	54
16:00–18:00	51
18:00–20:00	40
20:00–22:00	33
22:00–0:00	30

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	152	486	518	131	222	98	1,609	13.7%
Monday	0	113	544	551	125	405	72	1,810	15.4%
Tuesday	0	135	551	531	141	349	112	1,819	15.4%
Wednesday	0	124	490	500	98	310	93	1,615	13.7%
Thursday	2	133	437	517	105	291	81	1,566	13.3%
Friday	1	177	605	651	160	381	129	2,104	14.3%
Saturday	0	208	609	644	152	341	146	2,100	14.3%
Total	**5**	**1,042**	**3,722**	**3,912**	**912**	**2,299**	**731**	**12,623**	

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.
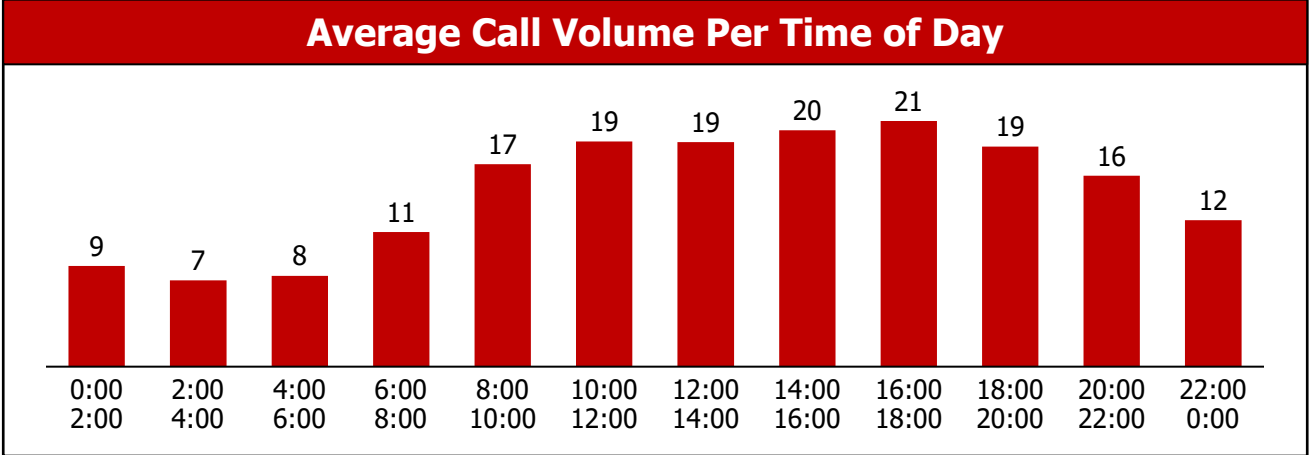
Fire Stats
Calls Received, Processed, and Dispatched

Agency	November Calls	% of Total	6 Month Trend
West Metro Fire	3,100	17.2%	
Arvada Fire	1,301	7.2%	
Golden Fire	223	1.2%	
Evergreen Fire	172	1.0%	
Clear Creek Fire	108	0.6%	
Clear Creek EMS	104	0.6%	
Elk Creek Fire	79	0.4%	
Fairmount Fire	65	0.4%	
Highland Rescue	59	0.3%	
Pleasant View Fire	47	0.3%	
Foothills Fire	44	0.2%	
Inter Canyon Fire	34	0.2%	
Genesee Fire	11	0.1%	
North Fork Fire	10	0.1%	
Indian Hills Fire	9	0.1%	
Golden Gate Fire	5	0.0%	
Total	**5,371**	**29.8%**	

Average Call Volume Per Time of Day

Time	Value
0:00 - 2:00	9
2:00 - 4:00	7
4:00 - 6:00	8
6:00 - 8:00	11
8:00 - 10:00	17
10:00 - 12:00	19
12:00 - 14:00	19
14:00 - 16:00	20
16:00 - 18:00	21
18:00 - 20:00	19
20:00 - 22:00	16
22:00 - 0:00	12

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	11	397	236	7	0	0	651	13.0%
Monday	9	435	283	5	0	0	732	14.6%
Tuesday	21	445	276	2	0	0	744	14.9%
Wednesday	14	468	247	8	0	0	737	14.7%
Thursday	10	436	249	6	0	1	702	14.0%
Friday	15	595	308	14	0	0	932	14.9%
Saturday	13	506	332	6	0	0	857	13.7%
Total	**93**	**3,282**	**1,931**	**48**	**0**	**1**	**5,355**	

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

Service Level Agreement

Call Processing

Process	SLA	Result	Target	Analysis
Call Answering and Processing	90% of 911 calls answered within 15 seconds	85.9%	95% of 911 calls answered within 15 Seconds	**Root Cause: Call Answering Time**
	99% of 911 calls answered within 40 seconds	92.3%	99% of 911 calls answered within 40 Seconds	
	90% of Priority 1 and 2 calls processed within 60 seconds	55.3%	90% of 911 calls processed within 60 Seconds	
	(Included as a reference only)	89.7%	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%	87.1%	Target average of 95% with a minimum of 80%	
	EFD; Target average of 75%	100.0%	Target average of 95% with a minimum of 80%	
	LAW; Target average of 75%	89.0%	Target average of 95% with a minimum of 80%	

Root Cause: Call Answering Time
The call answering 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.

Remediation: Call Answering Time
The November 15 second call answering metric is up by 11% as compared to the previous month. November saw a 21% reduction in incoming administrative calls that Jeffcom needed to manually answer due to the technical solutions that allowed the J.A.N.E bot to be running full-time again. Jeffcom continues to collaborate 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. Recruitment efforts are ongoing for a January academy. Nine new staff members qualified on call-taking during November and another twelve new employees started the academy.

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 02:27 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.
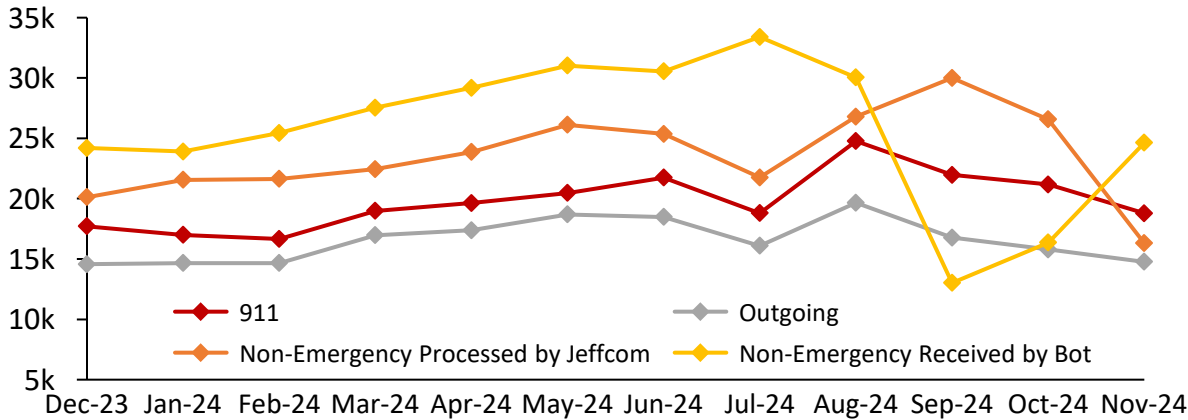
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.
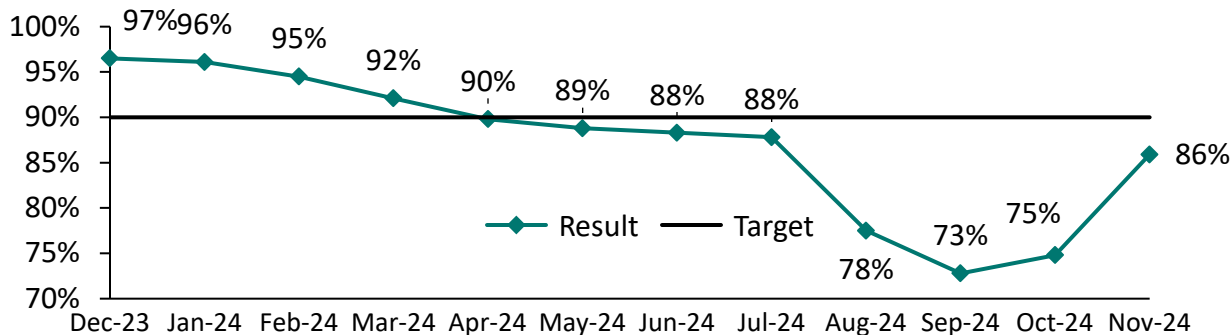
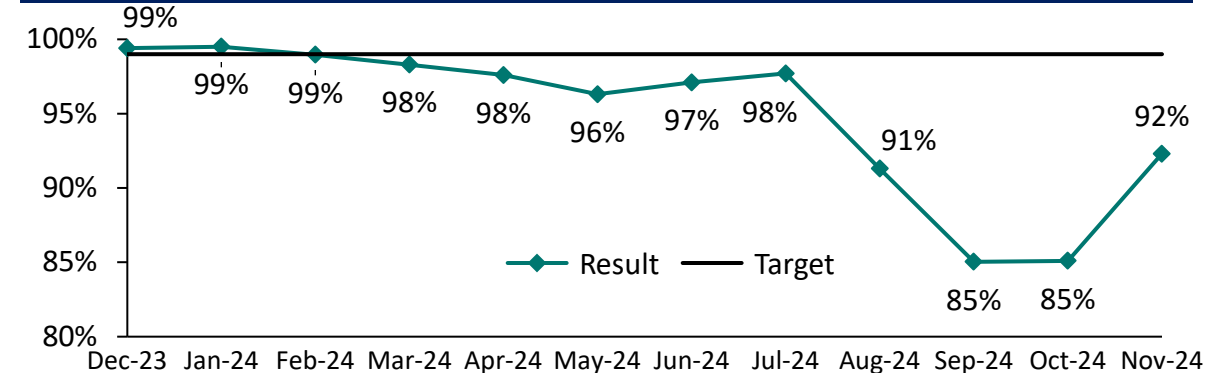# Service Level Agreement and Volume Trends

Call Volumes

Legend:
- 911
- Outgoing
- Non-Emergency Processed by Jeffcom
- Non-Emergency Received by Bot

X-axis: Dec-23, Jan-24, Feb-24, Mar-24, Apr-24, May-24, Jun-24, Jul-24, Aug-24, Sep-24, Oct-24, Nov-24

Trend Table

Average Daily Calls	Nov-24	Oct-24	Nov-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	476	509	473	-6%	1%
Incoming - **Admin** to Bot	795	528	831	51%	-4%
Incoming - **Admin** to Jeffcom	526	857	668	-39%	-21%
Incoming - **911**	606	683	600	-11%	1%
911 calls answered within 15 seconds	85.9%	74.8%	96.0%	11.1%	-10.1%
911 calls answered within 40 seconds	92.3%	85.1%	99.0%	7.2%	-6.7%

911 Calls Answered within 15 Seconds

Result values: 97%, 96%, 95%, 92%, 90%, 89%, 88%, 88%, 78%, 73%, 75%, 86%
Legend: Result, Target

911 Calls Answered within 40 seconds

Result values: 99%, 99%, 99%, 98%, 98%, 96%, 97%, 98%, 91%, 85%, 85%, 92%
Legend: Result, Target

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.
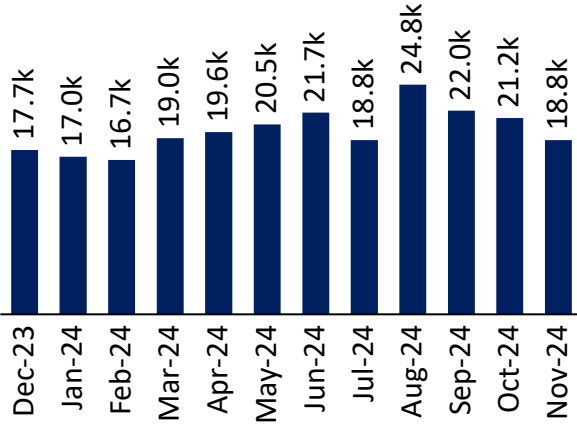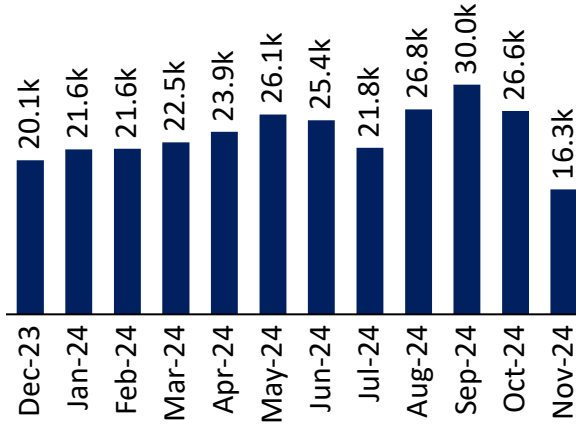
Call Volume/Agency Specific Inquiries
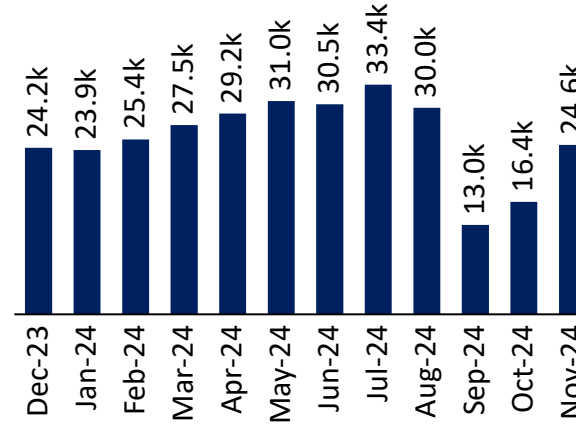
JEFFCOM

12 Month Trends

Emergency Calls

Month	Value
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
Oct-24	21.2k
Nov-24	18.8k

Non-Emergency Calls Processed by Jeffcom

Month	Value
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
Oct-24	26.6k
Nov-24	16.3k

Non-Emergency Calls Received by Bot

Month	Value
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
Oct-24	16.4k
Nov-24	24.6k

Outgoing Calls

Month	Value
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
Oct-24	15.8k
Nov-24	14.8k
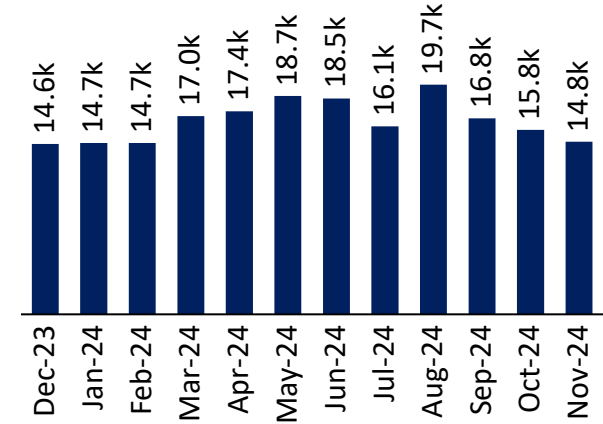
Call Volume

Line	Calls	Notes
Outgoing	14,765	6% decrease per day from October
Incoming - **Admin** to Bot	24,635	51% increase per day from October*
Incoming - **Admin** to Jeffcom	16,305	39% decrease per day from October*
Incoming - **911**	18,780	11% decrease per day from October
Total Incoming to Jeffcom	**35,085**	**27% Decrease per day from October**
Admin bot was shut off for 15 days in October.		

November Inquiries
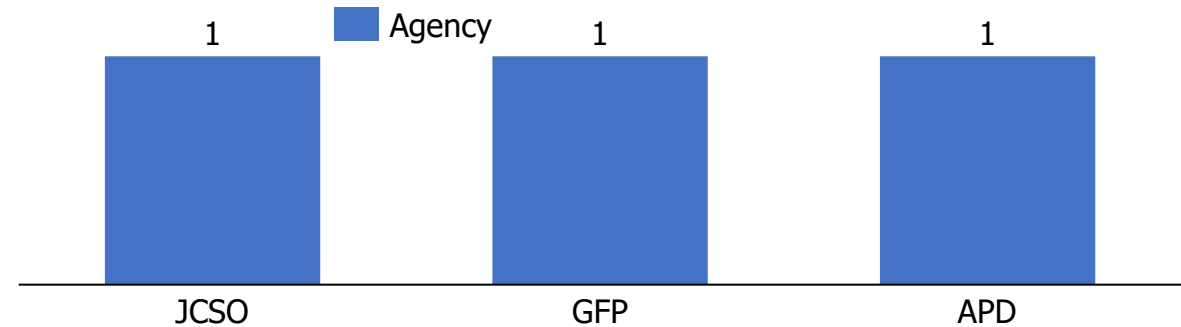
Agency

Agency	Value
JCSO	1
GFP	1
APD	1

*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.
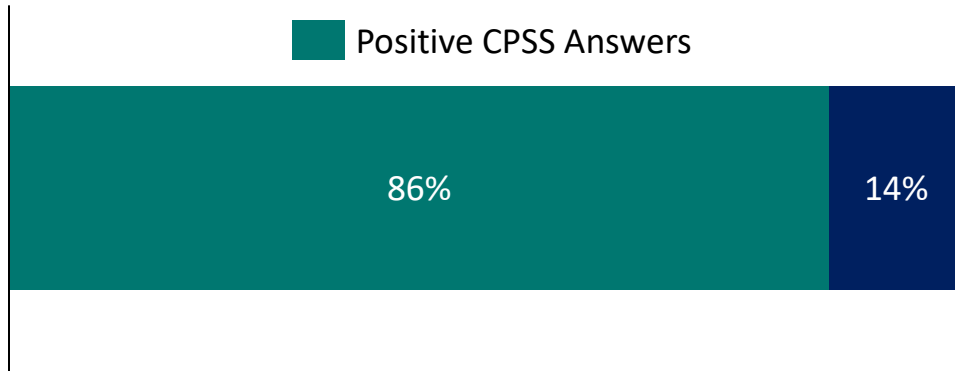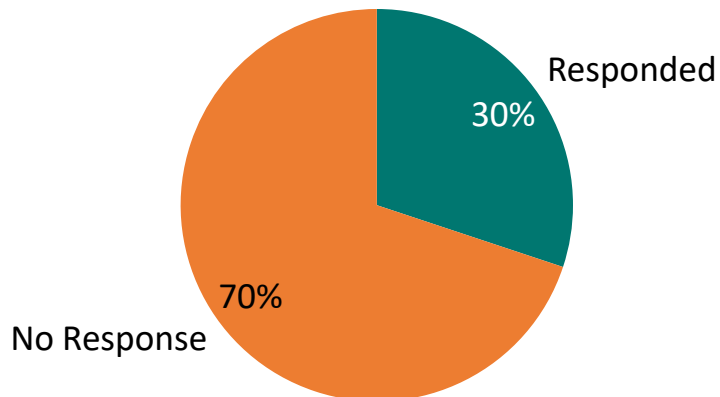
PowerEngage Survey Results
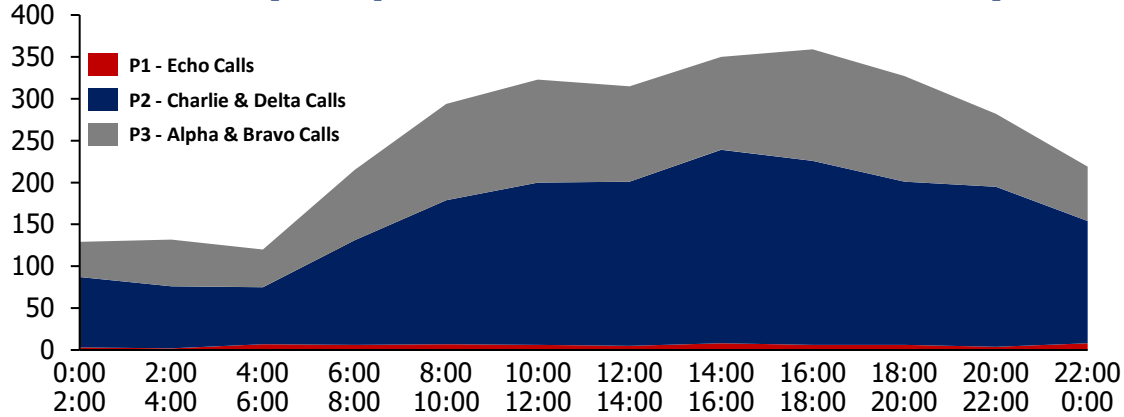
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Citizen Positive Satisfaction Score (CPSS)

Legend: Positive CPSS Answers

86% | 14%

Survey Response Rate

Responded 30%

No Response 70%

Survey Responses

- The dispatcher was calm and understanding. She asked questions and made sure she understood.

- The call taker was excellent and handled things wonderfully. Made us feel safe and confident that we were going to be taken care of.

- They were very helpful and kept me calm

- The call taker was fantastic, listened, repeated back to me what I said and was very prompt in getting help my way. Outstanding job by her

- Excellent, caring, and engaged!

- Very efficient and calm and clear.

- The dispatcher was amazing! Very calm and asked pertinent questions. Great job!

- He was fantastic. Very calm and direct.
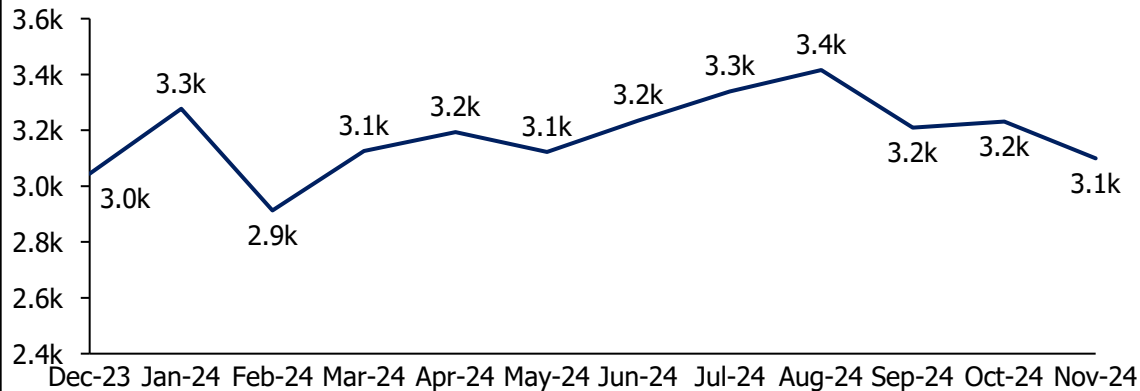
West Metro Fire

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	8	240	133	381	95
Monday	7	262	161	430	108
Tuesday	16	250	169	435	109
Wednesday	8	270	145	423	106
Thursday	9	251	127	387	97
Friday	13	334	171	518	104
Saturday	7	289	195	491	98
Assignment <1 min	**96%**	**97%**			

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

Monthly Call Volume

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, Oct-24: 3.2k, Nov-24: 3.1k

Top Five Problem Natures

- Sick Person: 478
- Falls: 429
- Alarms: 272
- Breathing Problems: 217
- Motor Vehicle Accident: 168

9
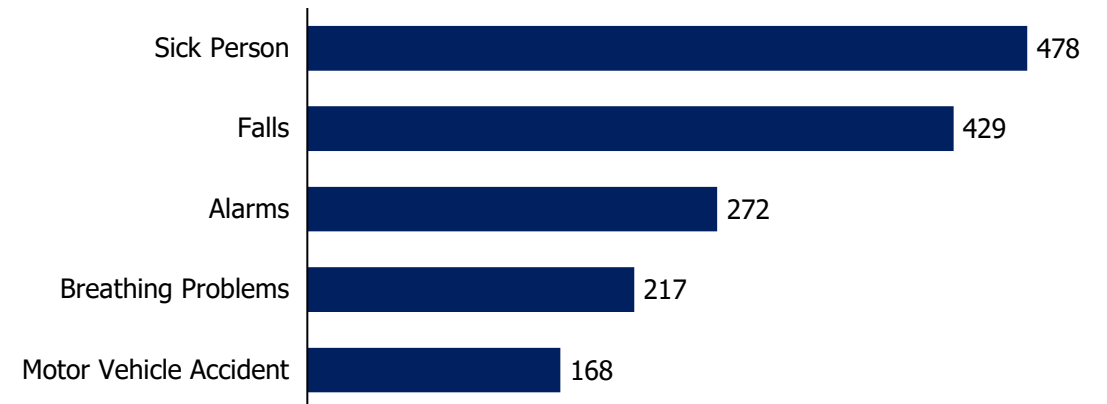
Arvada Fire

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	80	59	142	36
Monday	0	89	73	162	41
Tuesday	3	119	54	176	44
Wednesday	5	102	68	175	44
Thursday	1	115	66	182	46
Friday	1	158	75	234	47
Saturday	3	127	79	209	42
Assignment <1 min	94%	95%			

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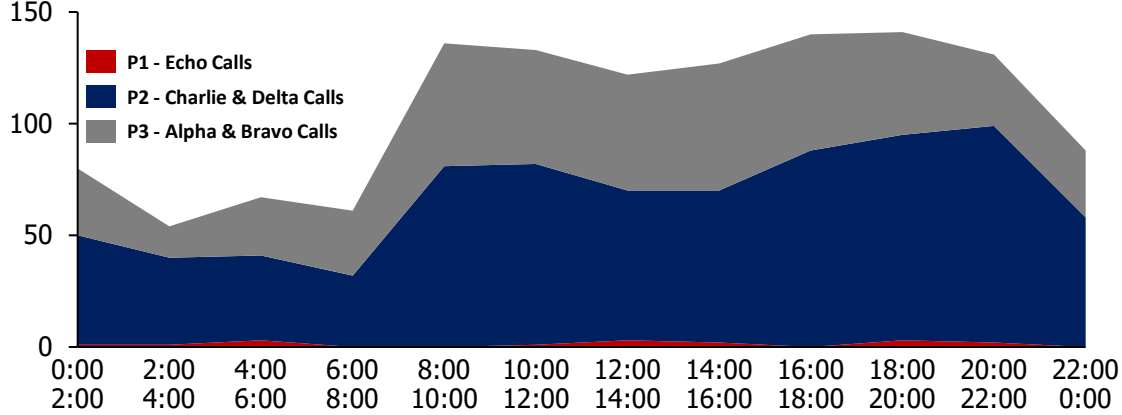
Monthly Call Volume

Top Five Problem Natures

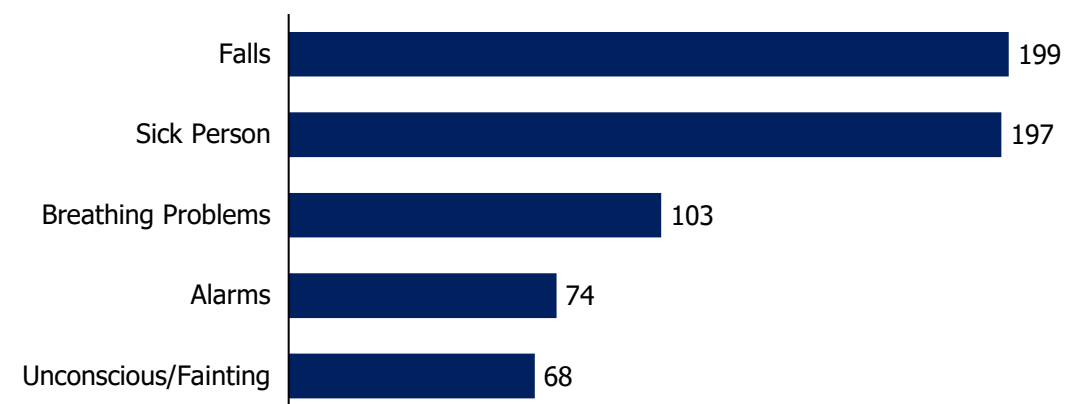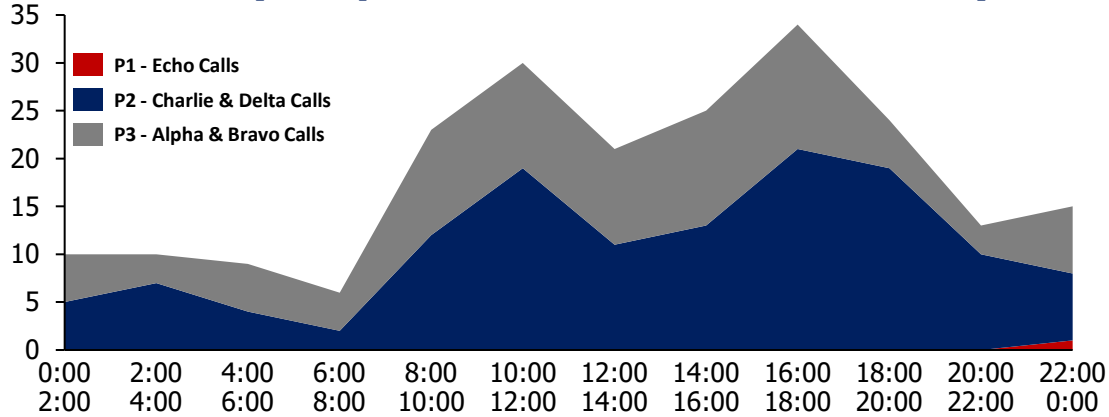| Problem Nature	Count
Falls	199
Sick Person	197
Breathing Problems	103
Alarms	74
Unconscious/Fainting	68

Golden Fire

Priority Dispatched Calls Per Time of Day

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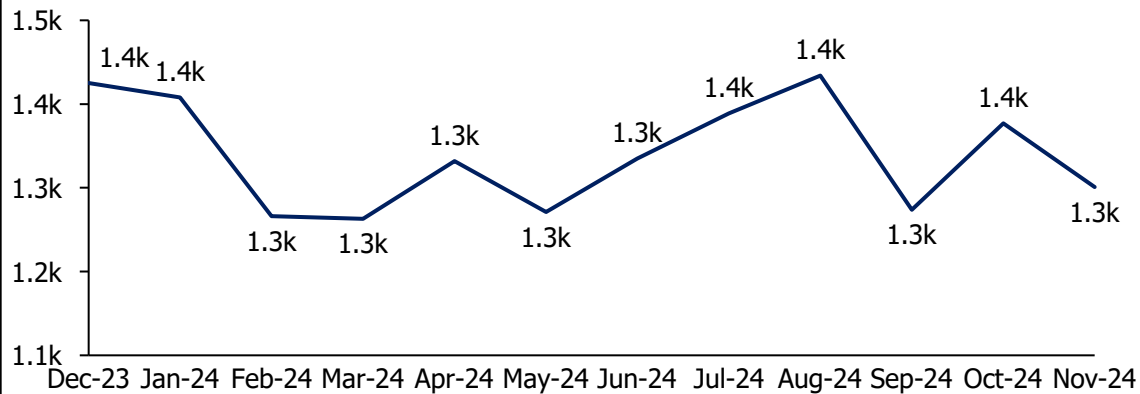
Daily Priority Call Volume and Entry to Assignment

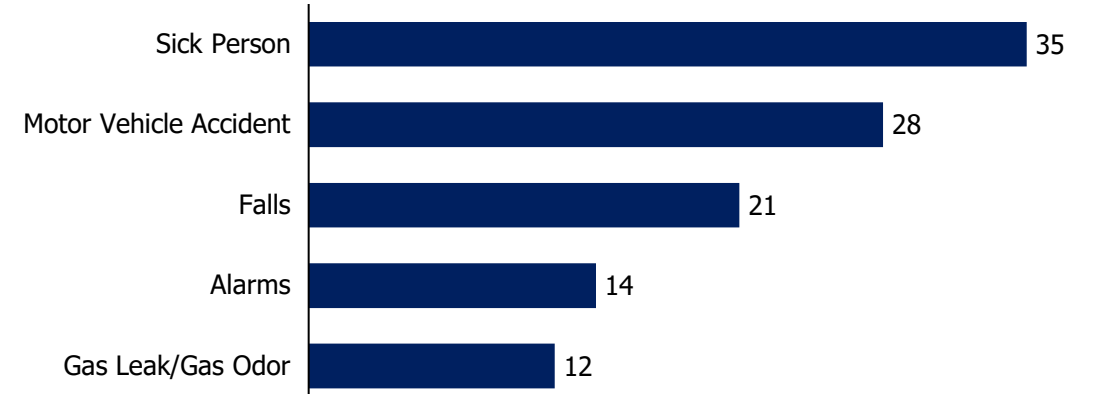| Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	12	26	7
Monday	1	17	12	30	8
Tuesday	0	17	14	31	8
Wednesday	0	17	9	26	7
Thursday	0	16	11	27	7
Friday	0	20	14	34	7
Saturday	0	29	17	46	9
Assignment <1 min	100%	83%			

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

Monthly Call Volume

Values: 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, Oct-24: 245, Nov-24: 223

Top Five Problem Natures

Problem Nature	Count
Sick Person	35
Motor Vehicle Accident	28
Falls	21
Alarms	14
Gas Leak/Gas Odor	12
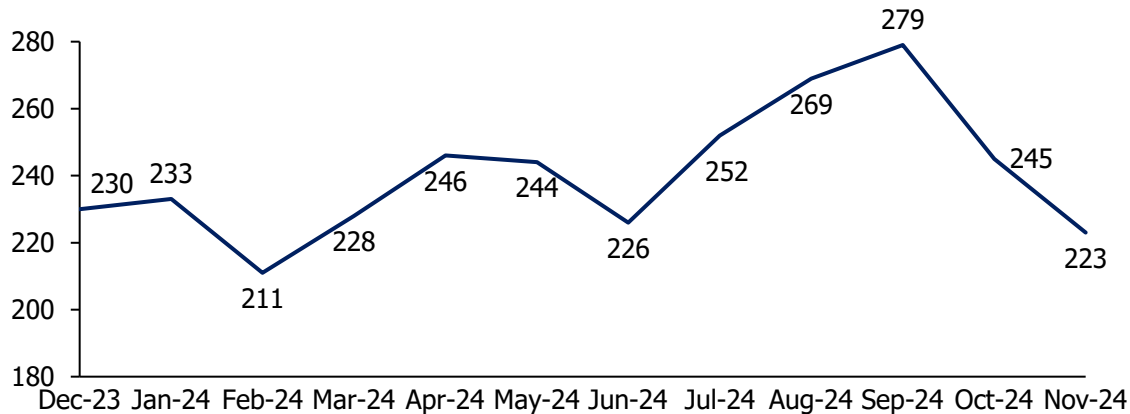
Fairmount Fire

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	3	13	3
Monday	0	2	5	7	2
Tuesday	0	3	5	8	2
Wednesday	0	5	4	9	2
Thursday	0	5	2	7	2
Friday	0	8	4	12	2
Saturday	0	6	3	9	2
Assignment <1 min	N/A	87%			

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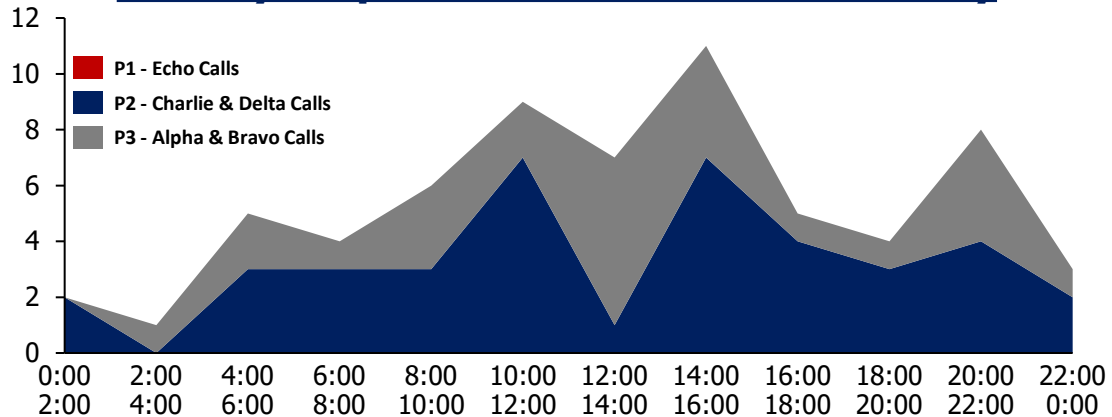
Monthly Call Volume

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, Oct-24: 61, Nov-24: 65

Top Five Problem Natures

Problem Nature	Count
Alarms	9
Falls	9
Motor Vehicle Accident	7
Sick Person	5
Breathing Problems	4
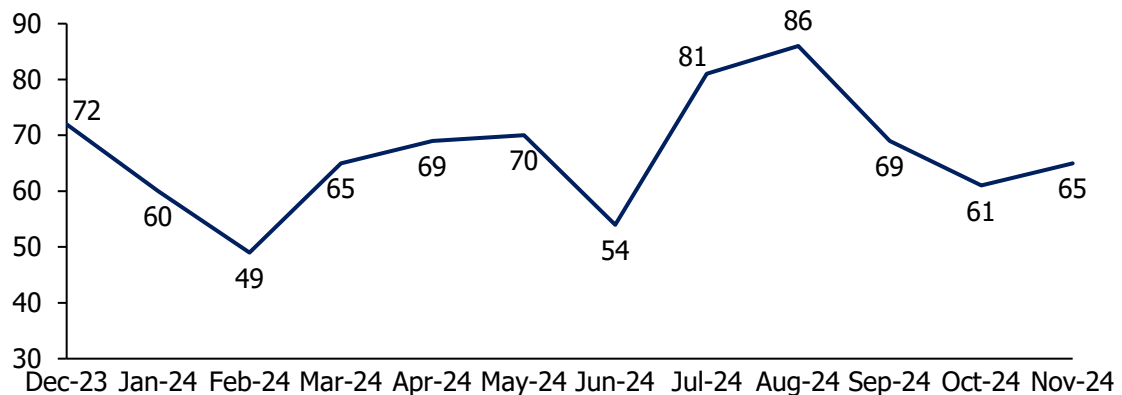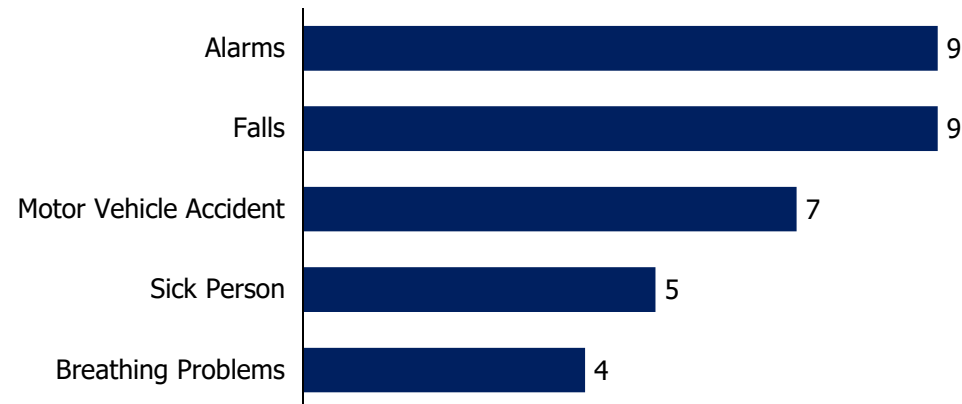
Pleasant View Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	1	5	5	11	3
Tuesday	0	3	1	4	1
Wednesday	0	5	2	7	2
Thursday	0	3	6	9	2
Friday	0	3	3	6	1
Saturday	0	3	1	4	1
Assignment <1 min	**100%**	**80%**			

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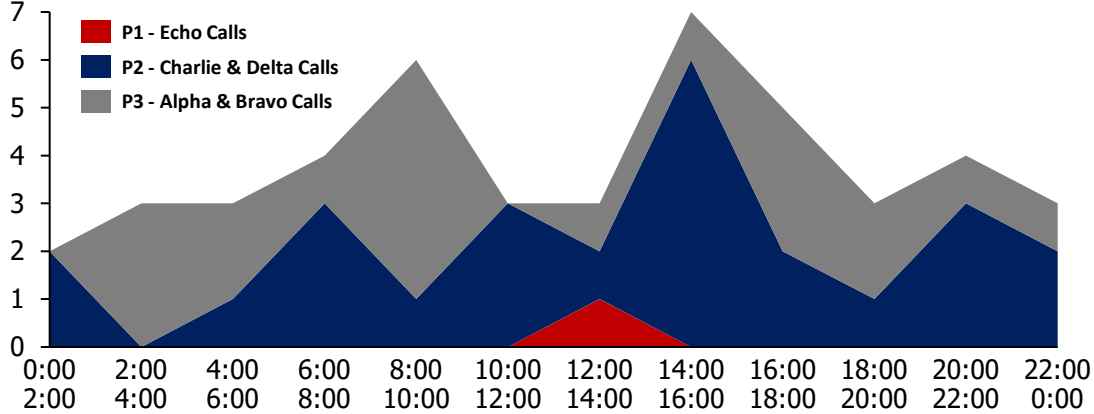
Monthly Call Volume

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, Oct-24: 51, Nov-24: 47

Top Five Problem Natures

- Sick Person: 7
- Outside Fire: 4
- Breathing Problems: 4
- Citizen Assist/Serv Call: 3
- Vehicle Fire: 3
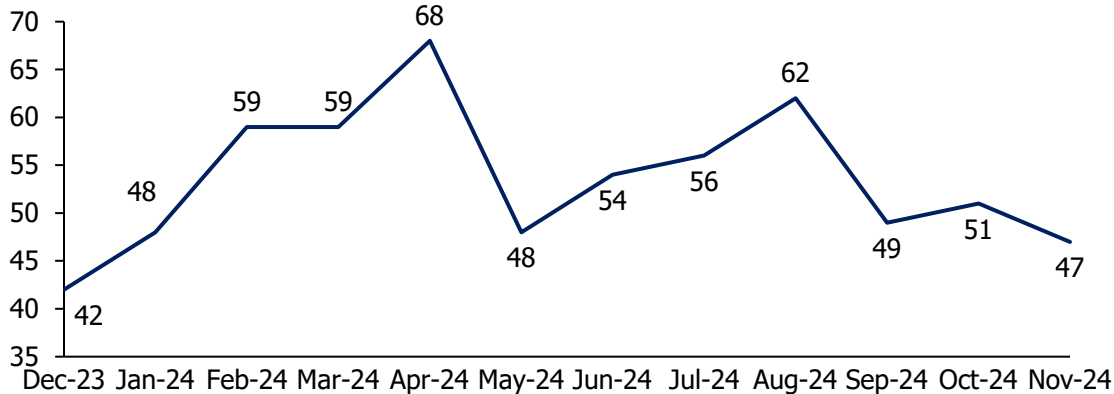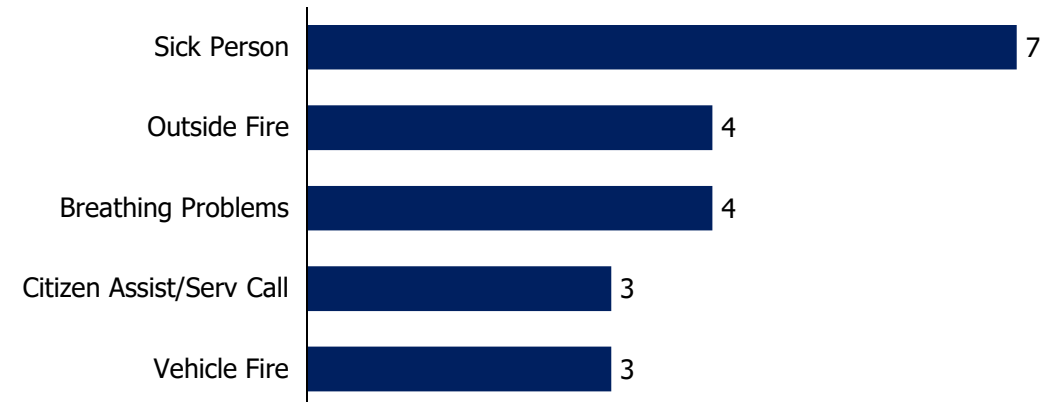
Golden Gate Fire

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	1	0	1	0
Tuesday	0	0	0	0	0
Wednesday	0	2	1	3	1
Thursday	0	0	0	0	0
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	50%			

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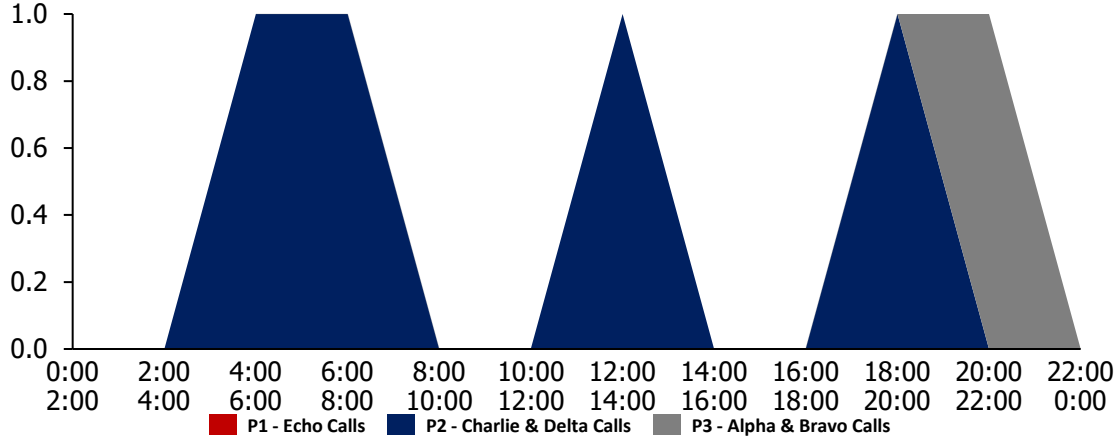
Monthly Call Volume

Problem Natures

Problem Nature	Count
Motor Vehicle Accident	2
Gas Leak/Gas Odor	1
Stroke/TIA	1
Cardiac/Resp Arrest	1
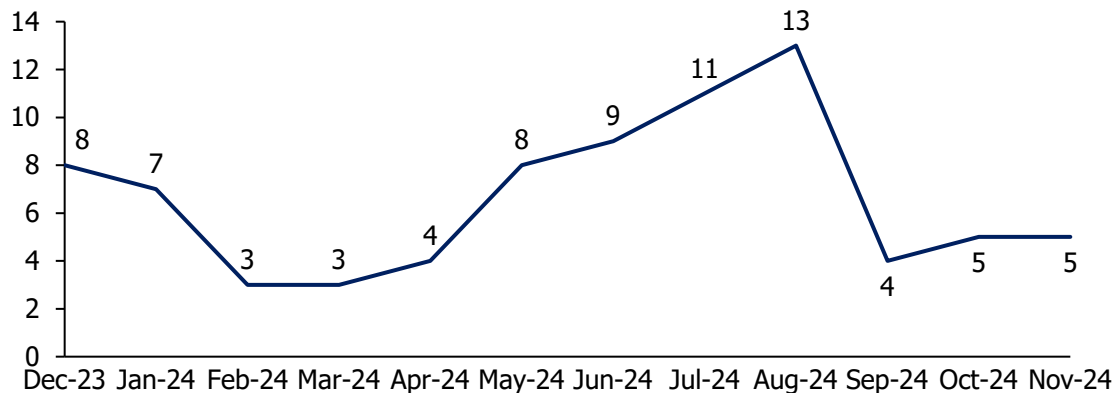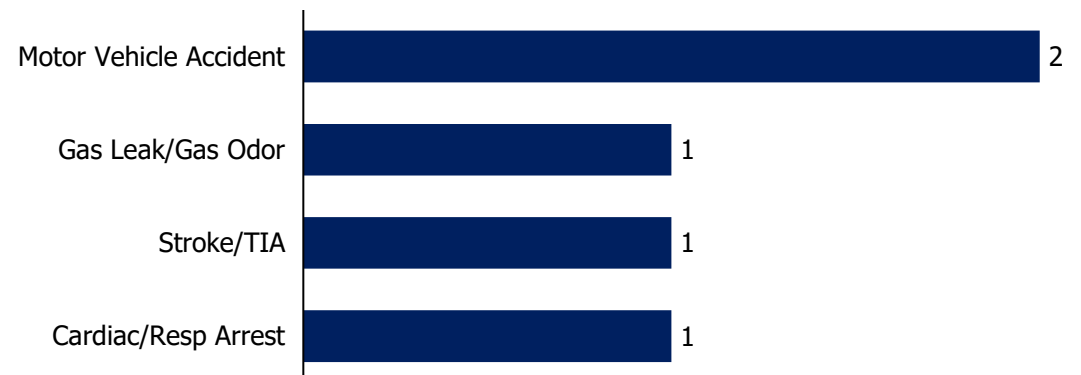
Evergreen Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	5	15	4
Monday	0	14	13	27	7
Tuesday	0	12	13	25	6
Wednesday	0	14	9	23	6
Thursday	0	11	12	23	6
Friday	1	18	10	29	6
Saturday	0	16	11	27	5
Assignment <1 min	0%	71%			

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

Monthly Call Volume
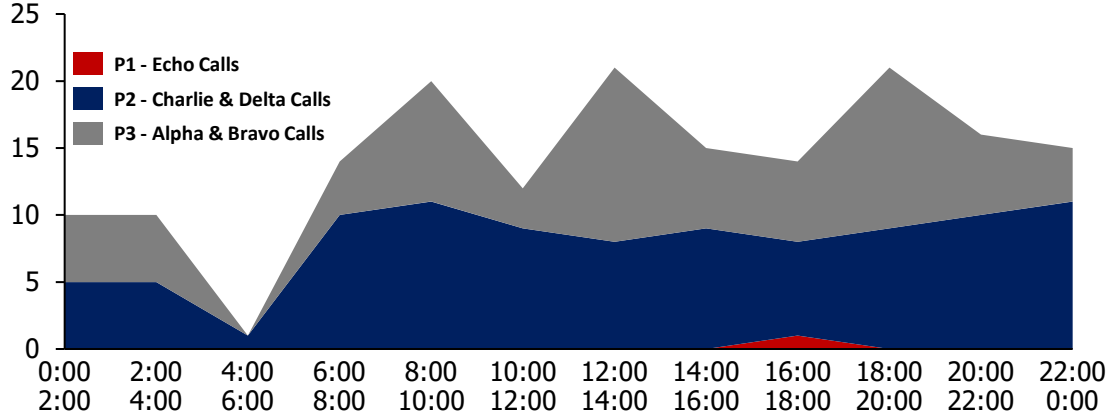

185, 189, 164, 170, 235, 177, 188, 220, 210, 170, 204, 172

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

Top Five Problem Natures

- Falls — 21
- Alarms — 20
- Sick Person — 17
- Motor Vehicle Accident — 16
- Breathing Problems — 12
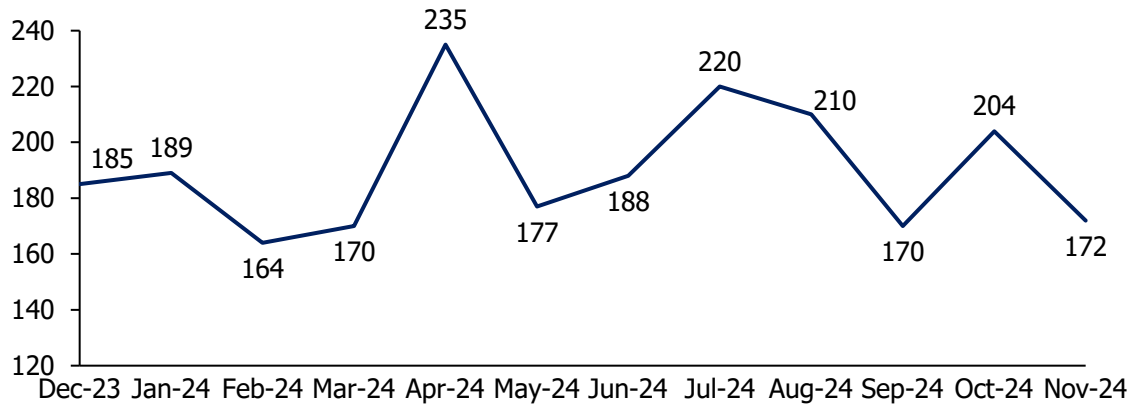
Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	6	2	8	2
Tuesday	0	2	1	3	1
Wednesday	1	3	0	4	1
Thursday	0	1	0	1	0
Friday	0	2	2	4	1
Saturday	2	4	3	9	2
Assignment <1 min	100%	95%			

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

Monthly Call Volume

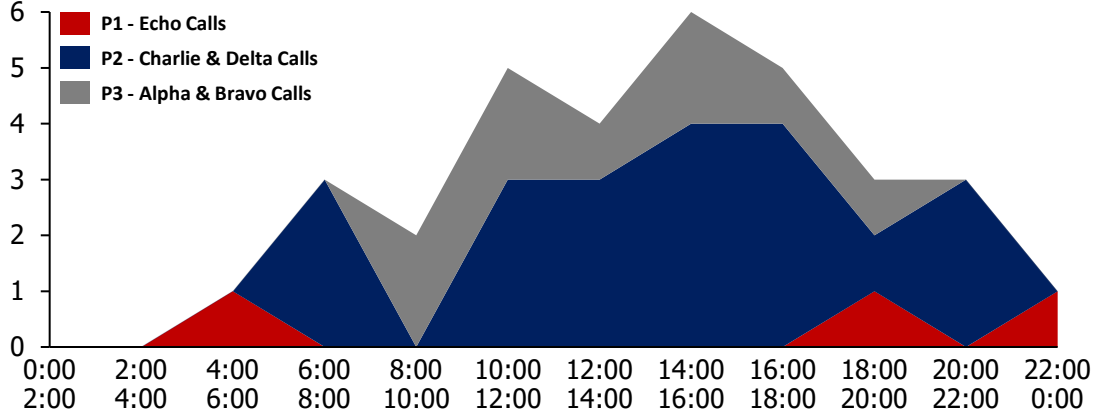Dec-23: 24, Jan-24: 22, Feb-24: 23, Mar-24: 28, Apr-24: 41, May-24: 30, Jun-24: 28, Jul-24: 31, Aug-24: 44, Sep-24: 24, Oct-24: 38, Nov-24: 34

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	7
Convulsions/Seizures	4
Cardiac/Resp Arrest	4
Sick Person	4
Alarms	2
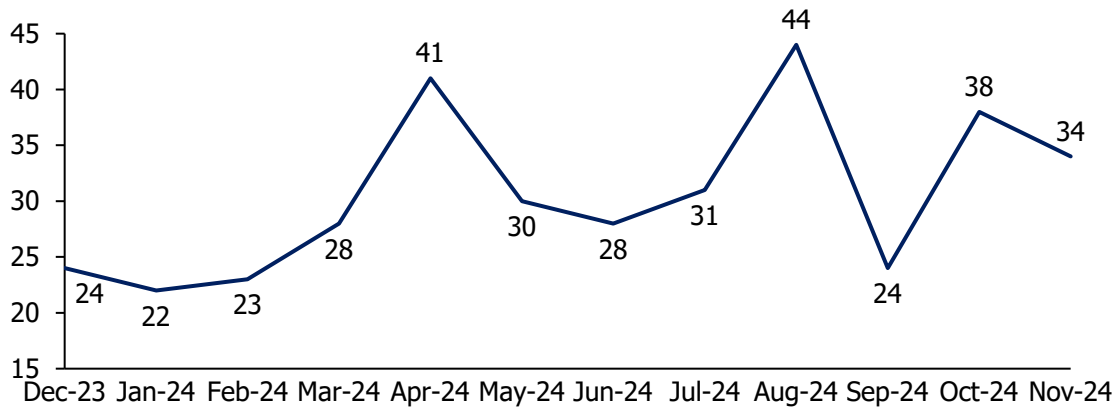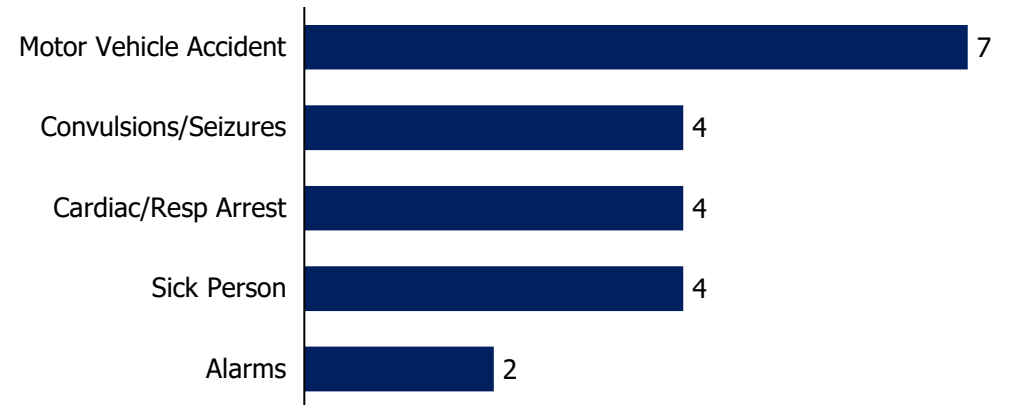
Indian Hills Fire

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

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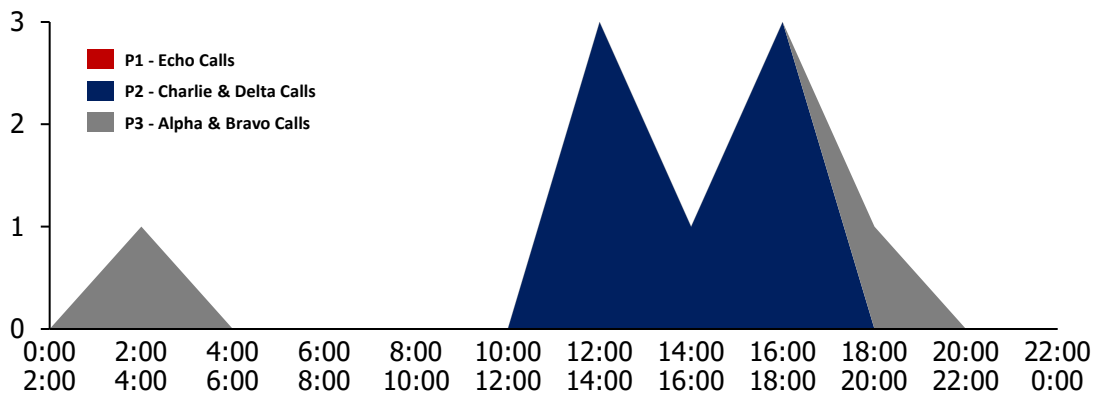
Monthly Call Volume

Values by month:
- 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
- Oct-24: 9
- Nov-24: 9

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	4
Sick Person	1
Alarms	1
Falls	1
Stroke/TIA	1

17

Elk Creek Fire

Priority Dispatched Calls Per Time of Day

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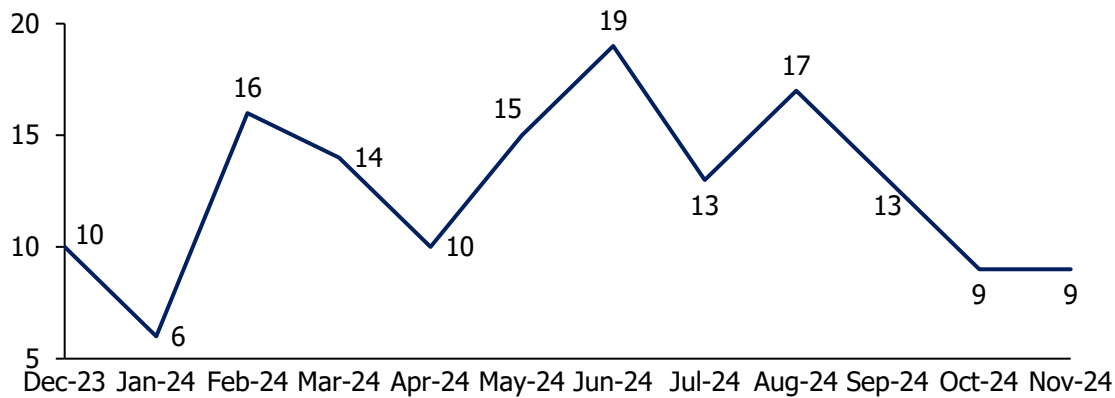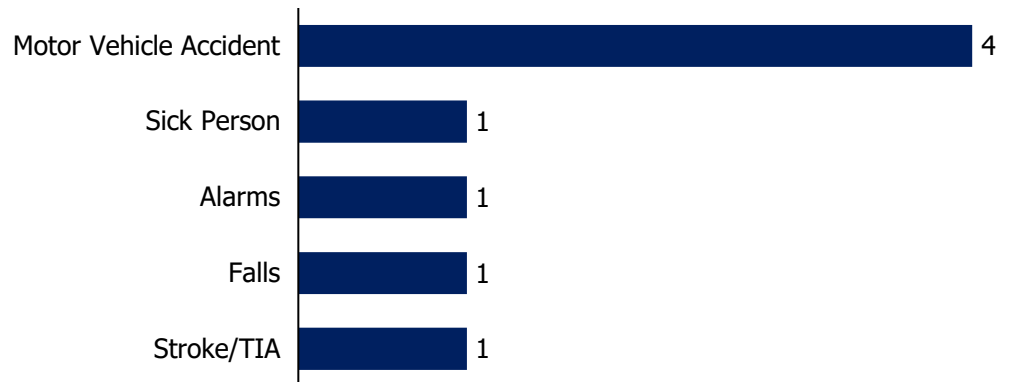
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	3	10	3
Monday	0	9	3	12	3
Tuesday	0	13	5	18	5
Wednesday	0	5	1	6	2
Thursday	0	7	2	9	2
Friday	0	8	6	14	3
Saturday	1	5	4	10	2
Assignment <1 min	100%	72%			

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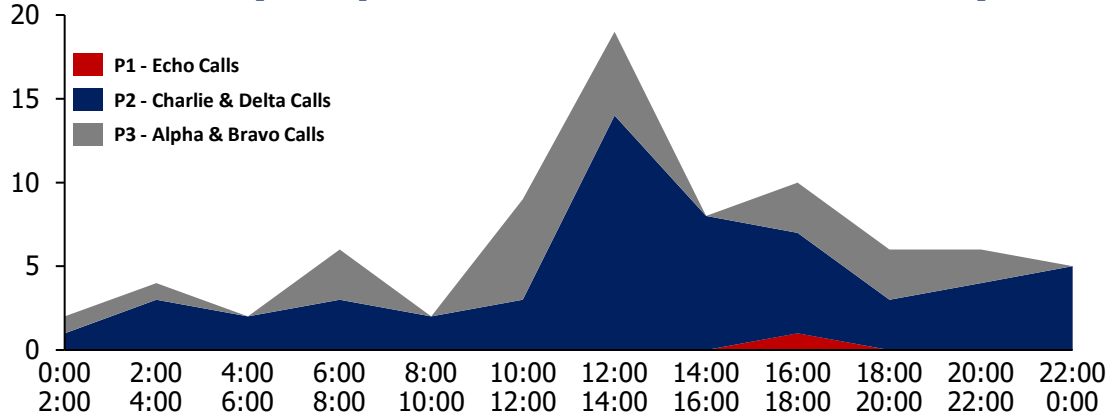
Monthly Call Volume

Dec-23	Jan-24	Feb-24	Mar-23	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
78	66	94	80	127	107	93	83	107	88	95	79

Top Five Problem Natures

Problem Nature	Count
Sick Person	13
Motor Vehicle Accident	11
Breathing Problems	7
Alarms	6
Unconscious/Fainting	6
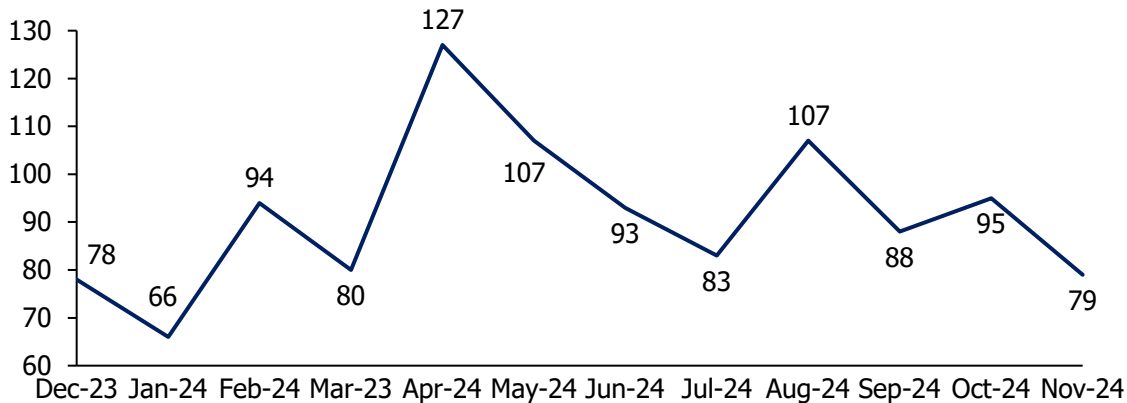
North Fork Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

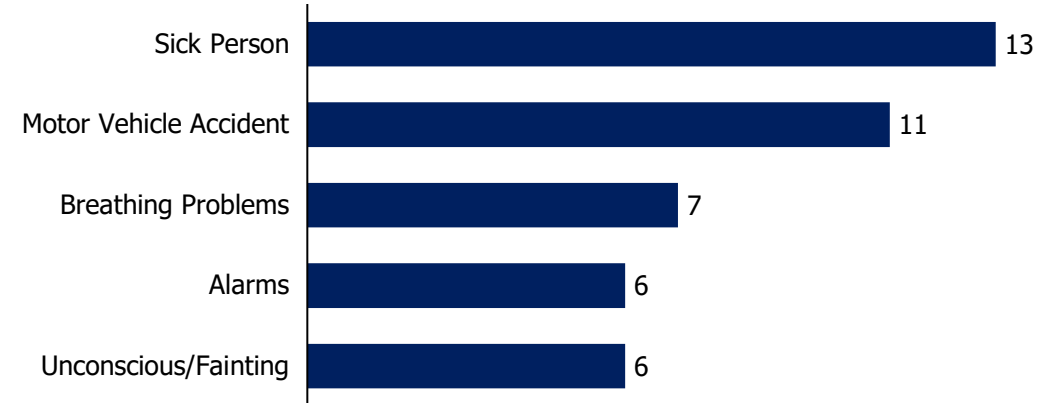| Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	2	0	2	1
Tuesday	0	0	1	1	0
Wednesday	0	3	1	4	1
Thursday	0	0	0	0	0
Friday	0	0	1	1	0
Saturday	0	1	0	1	0
Assignment <1 min	N/A	100%			

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

Monthly Call Volume

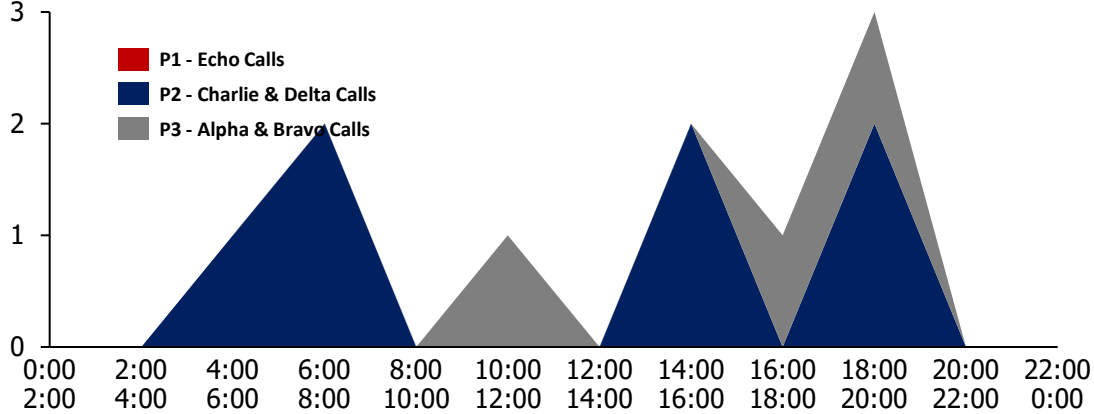Values: Dec-23: 5, Jan-24: 4, Feb-24: 3, Mar-24: 8, Apr-24: 6, May-24: 11, Jun-24: 28, Jul-24: 16, Aug-24: 22, Sep-24: 7, Oct-24: 8, Nov-24: 10

Problem Natures

Problem Nature	Count
Sick Person	1
Backcountry Rescue	1
Unknown Problem (Man Down)	1
Convulsions/Seizures	1
Psychiatric/Ab Behavior/Suicide	1
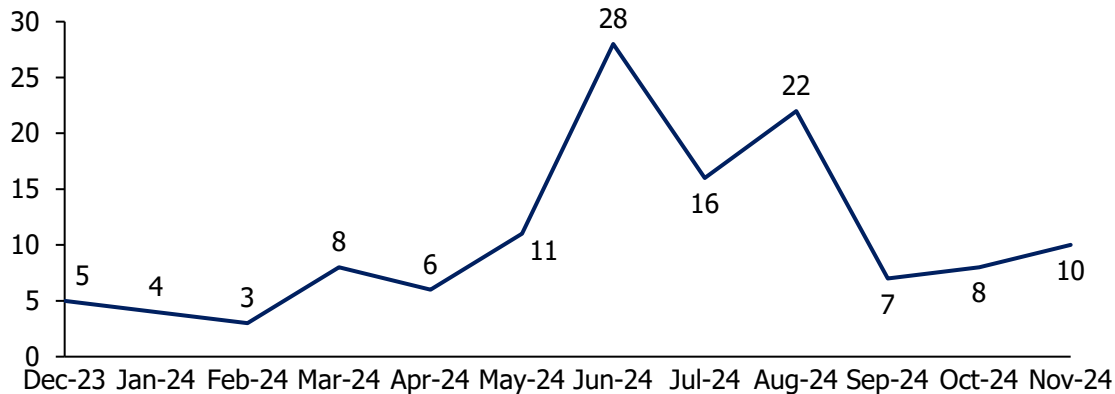
Highland Rescue

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	6	5	11	3
Monday	0	3	2	5	1
Tuesday	0	2	3	5	1
Wednesday	0	9	1	10	3
Thursday	0	4	6	10	3
Friday	0	6	5	11	2
Saturday	0	4	2	6	1
Assignment <1 min	N/A	68%			

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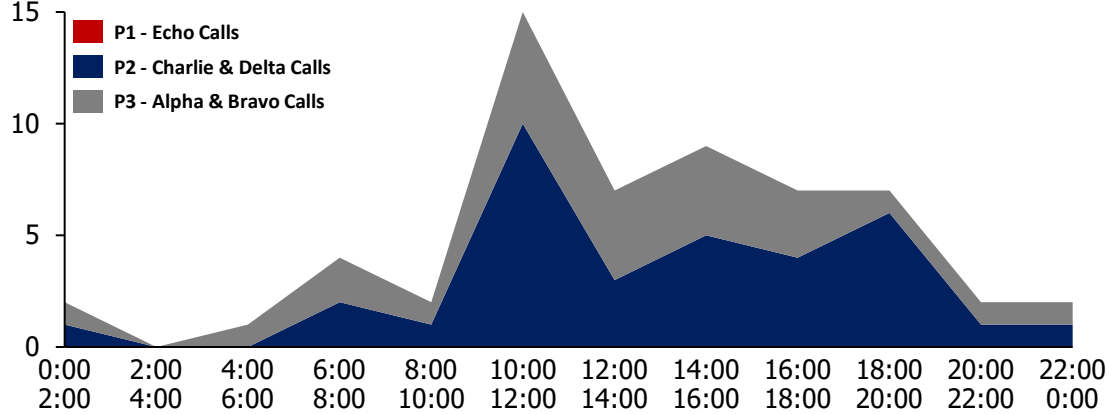
Monthly Call Volume

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, Oct-24: 69, Nov-24: 59

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	15
Vehicle Fire	9
Sick Person	5
Falls	5
Unconscious/Fainting	4
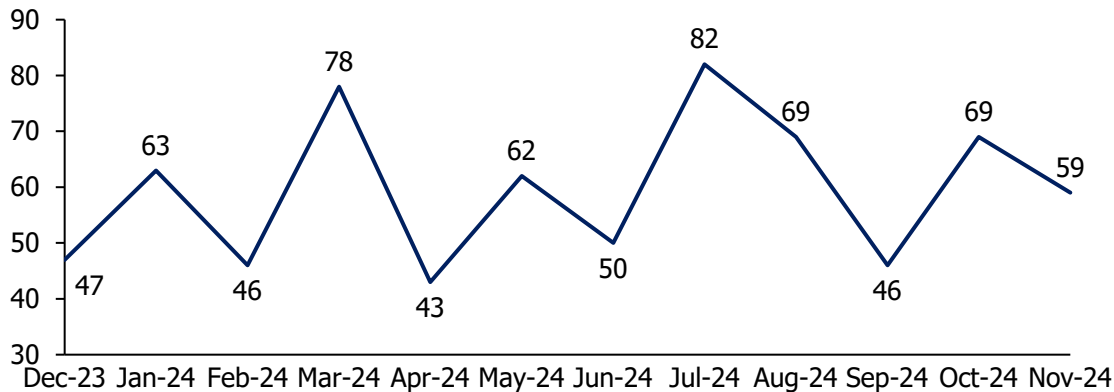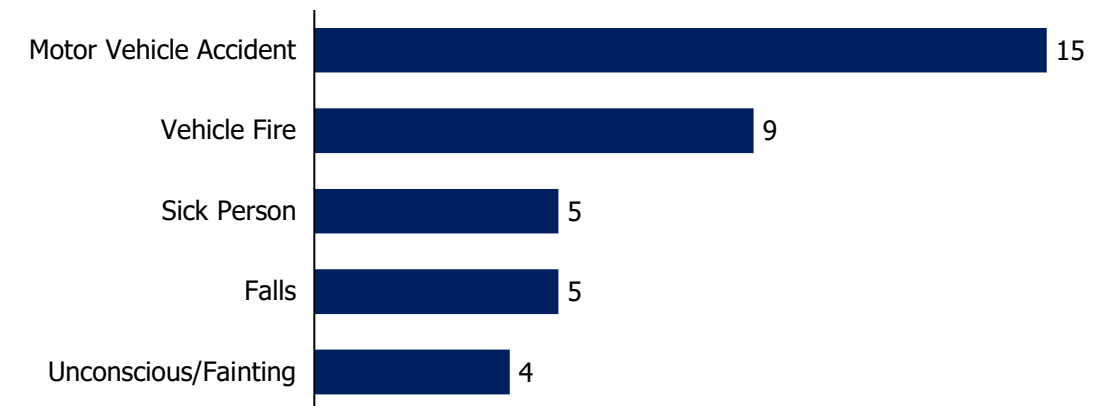
Genesee Fire

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	1	0	1	0
Monday	0	2	0	2	1
Tuesday	0	0	1	1	0
Wednesday	0	2	0	2	1
Thursday	0	0	1	1	0
Friday	0	1	2	3	1
Saturday	0	1	0	1	0
Assignment <1 min	N/A	86%			

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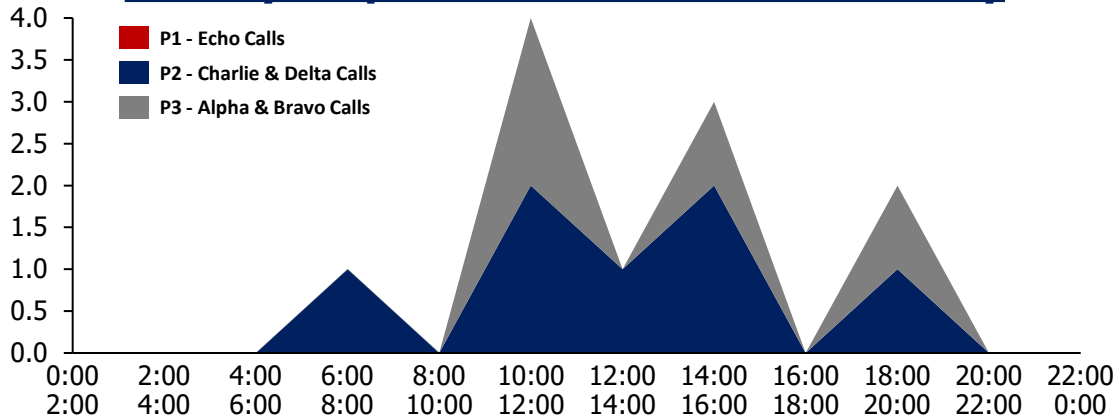
Monthly Call Volume

Values by month:
- 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
- Oct-24: 23
- Nov-24: 11

Top Five Problem Natures

Problem Nature	Count
Alarms	2
Unknown Problem (Man Down)	2
Sick Person	2
Unconscious/Fainting	1
Psychiatric/Ab Behavior/Suicide	1

Foothills Fire

Priority Dispatched Calls Per Time of Day

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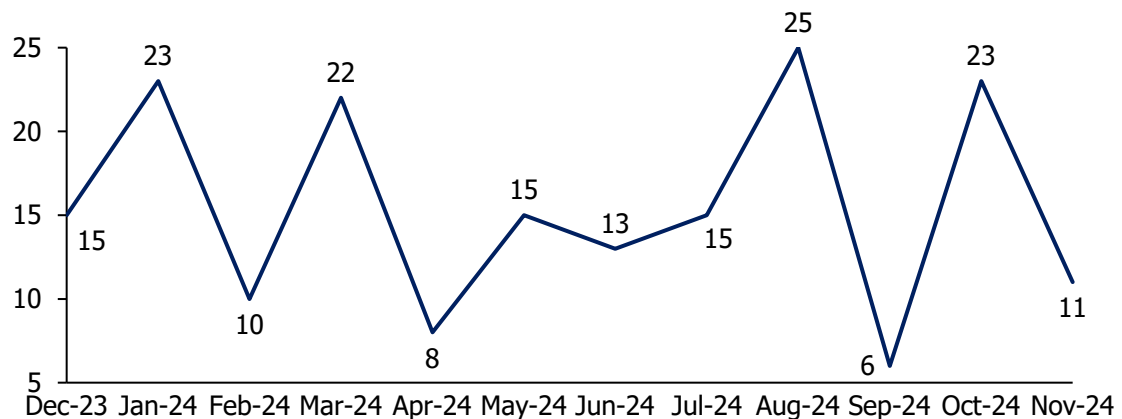
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	5	10	3
Monday	0	1	2	3	1
Tuesday	0	1	2	3	1
Wednesday	0	5	1	6	2
Thursday	0	4	5	9	2
Friday	0	5	3	8	2
Saturday	0	3	2	5	1
Assignment <1 min	N/A	63%			

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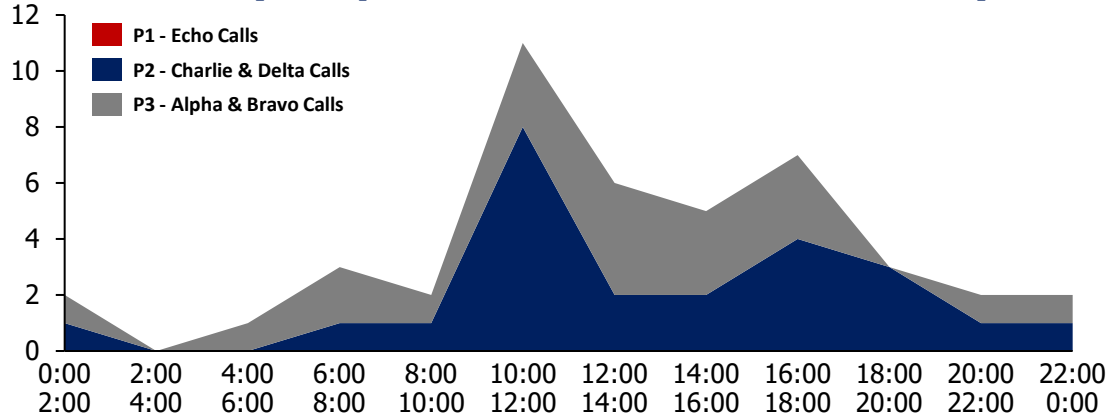
Monthly Call Volume

Values: 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, Oct-24: 41, Nov-24: 44

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	15
Vehicle Fire	8
Falls	4
Unconscious/Fainting	3
Gas Leak/Gas Odor	3

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

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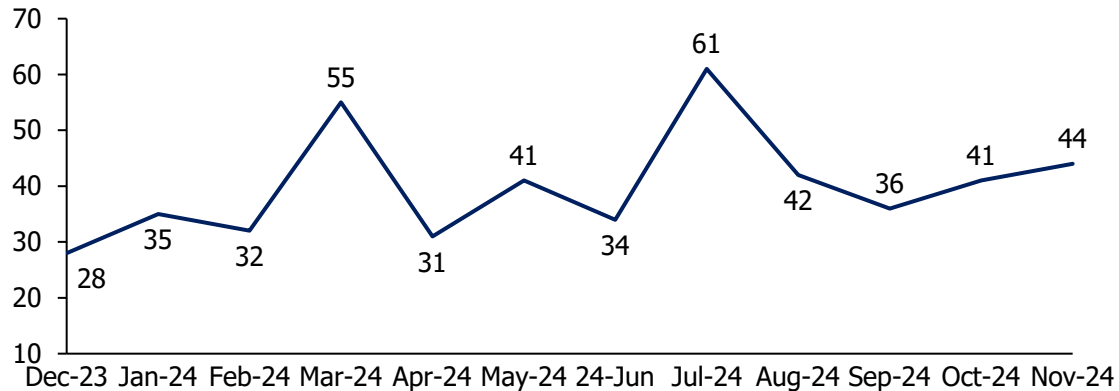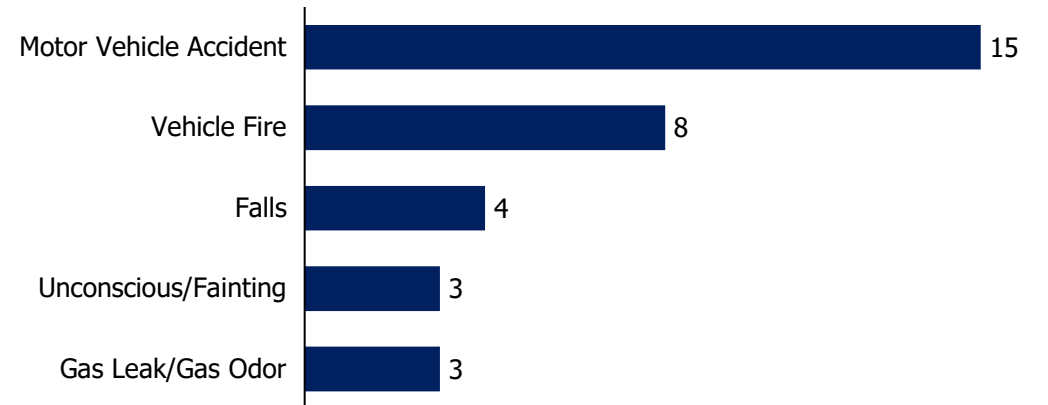
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	4	12	3
Monday	0	12	2	14	4
Tuesday	1	9	3	13	3
Wednesday	0	12	3	15	4
Thursday	0	9	6	15	4
Friday	0	16	6	22	4
Saturday	0	9	8	17	3
Assignment <1 min	100%	83%			

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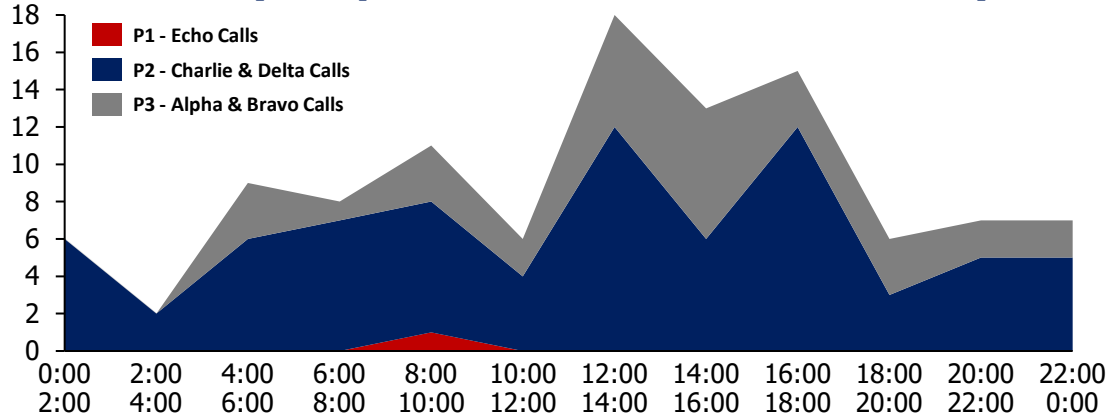
Monthly Call Volume

Feb-24: 51, Mar-24: 167, Apr-24: 123, May-24: 113, Jun-24: 157, Jul-24: 180, Aug-24: 150, Sep-24: 140, Oct-24: 147, Nov-24: 108

Top Five Problem Natures

- Motor Vehicle Accident: 24
- Sick Person: 10
- Unconscious/Fainting: 10
- Falls: 8
- Alarms: 6

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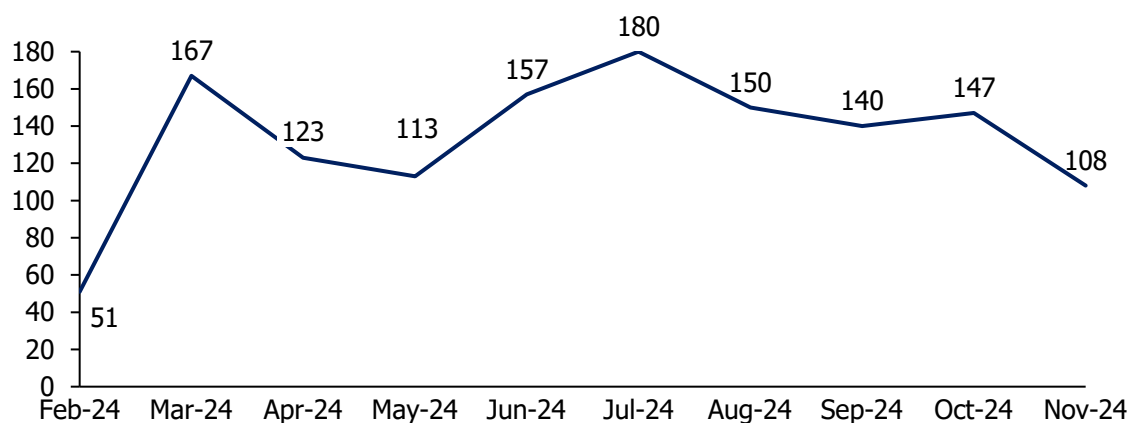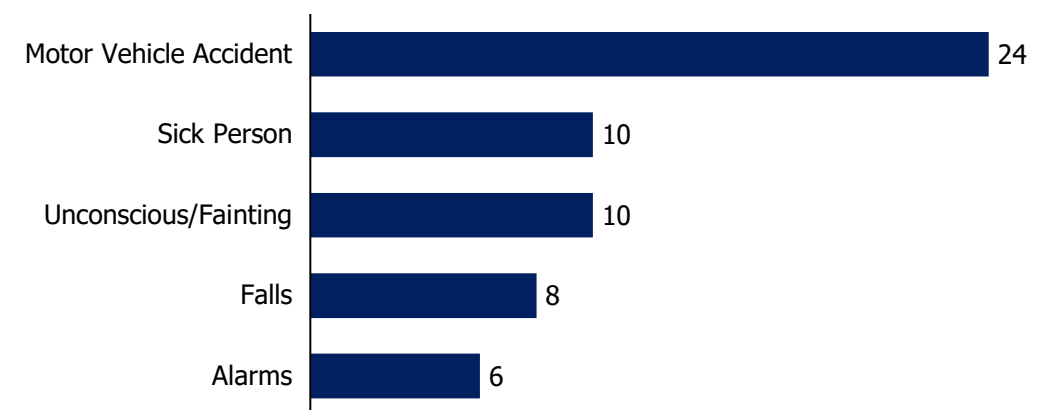
Clear Creek EMS

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	4	12	3
Monday	0	10	3	13	3
Tuesday	1	11	3	15	4
Wednesday	0	12	2	14	4
Thursday	0	9	5	14	4
Friday	0	15	5	20	4
Saturday	0	9	7	16	3
Assignment <1 min	100%	82%			

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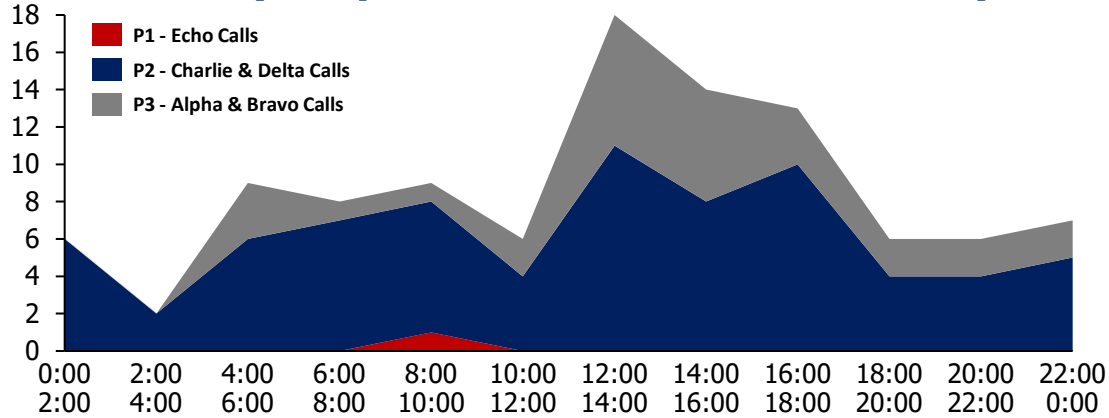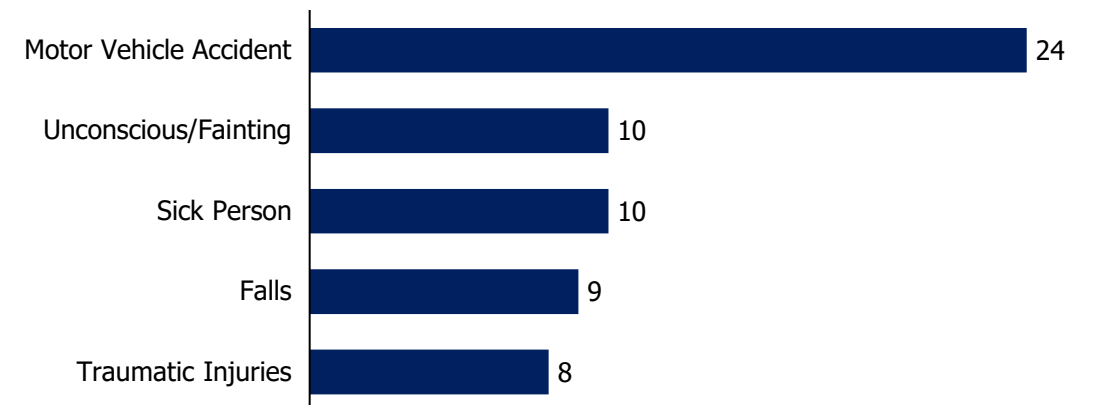
Monthly Call Volume

Feb-24: 61, Mar-24: 181, Apr-24: 112, May-24: 105, Jun-24: 148, Jul-24: 149, Aug-24: 115, Sep-24: 123, Oct-24: 122, Nov-24: 104

Top Five Problem Natures

- Motor Vehicle Accident: 24
- Unconscious/Fainting: 10
- Sick Person: 10
- Falls: 9
- Traumatic Injuries: 8

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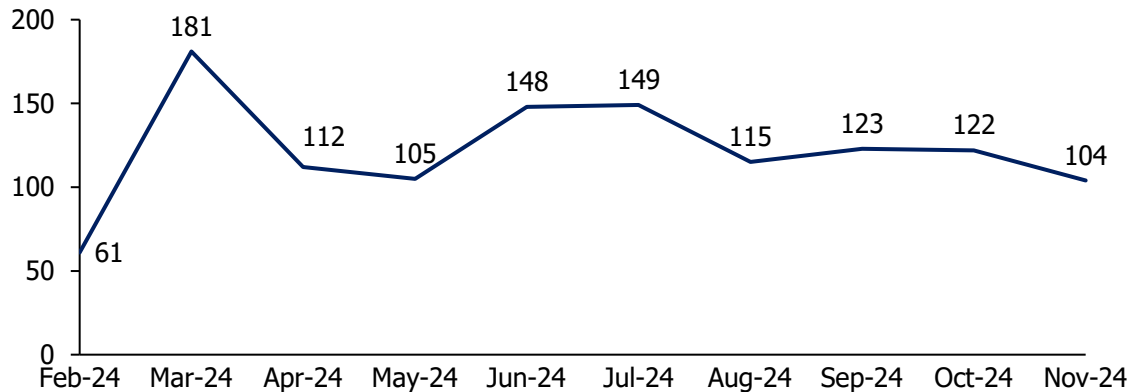
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	26	117	82	225	56
Monday	0	19	116	94	229	57
Tuesday	0	25	93	98	216	54
Wednesday	0	18	84	81	183	46
Thursday	0	20	79	94	193	48
Friday	0	27	117	119	263	53
Saturday	0	54	141	104	299	60
Assignment <2 min		80%	54%			
Assignment <4 min		94%	79%			

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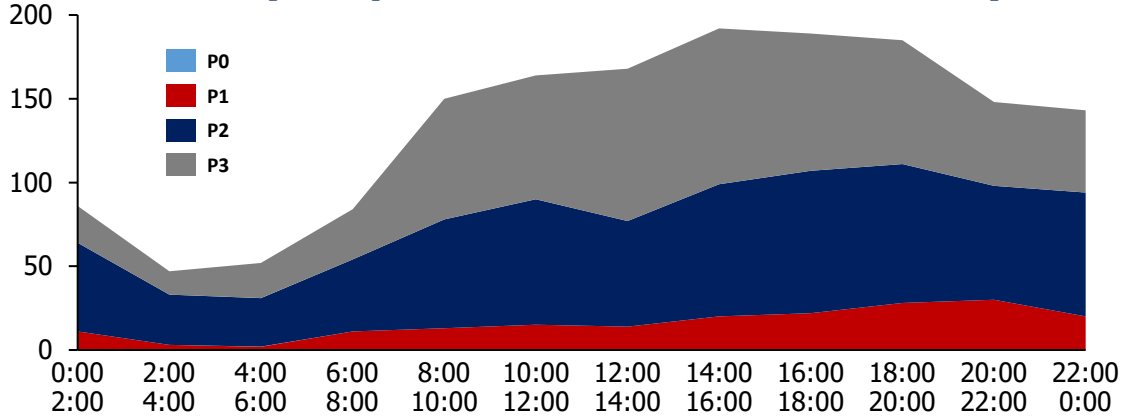
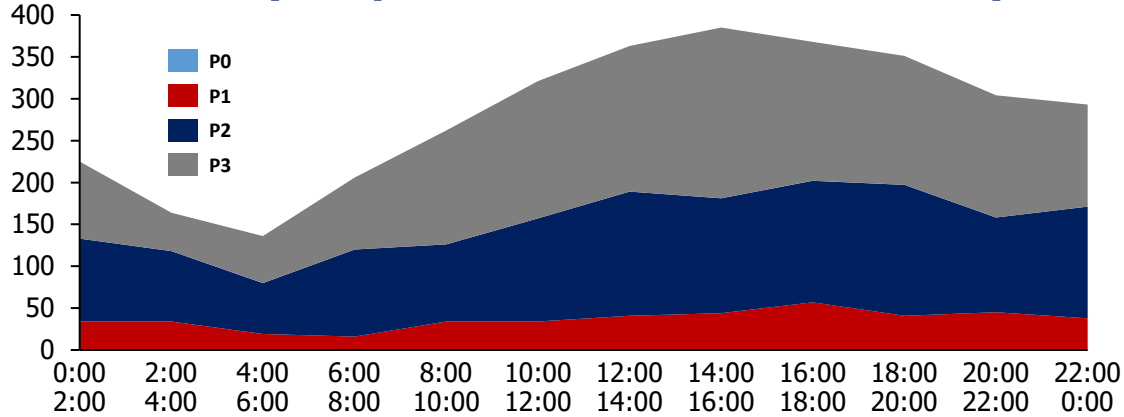## Monthly Call Volume

Top Five Problem Natures

- Follow Up — 224
- Welfare Check — 221
- Citizen Assist/Serv Call — 147
- Motor Vehicle Accident — 131
- Assist Fire/Medical — 100
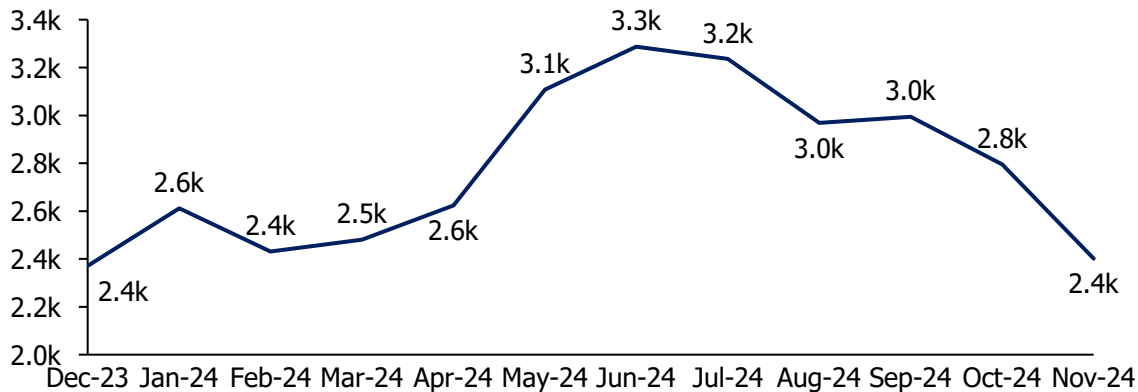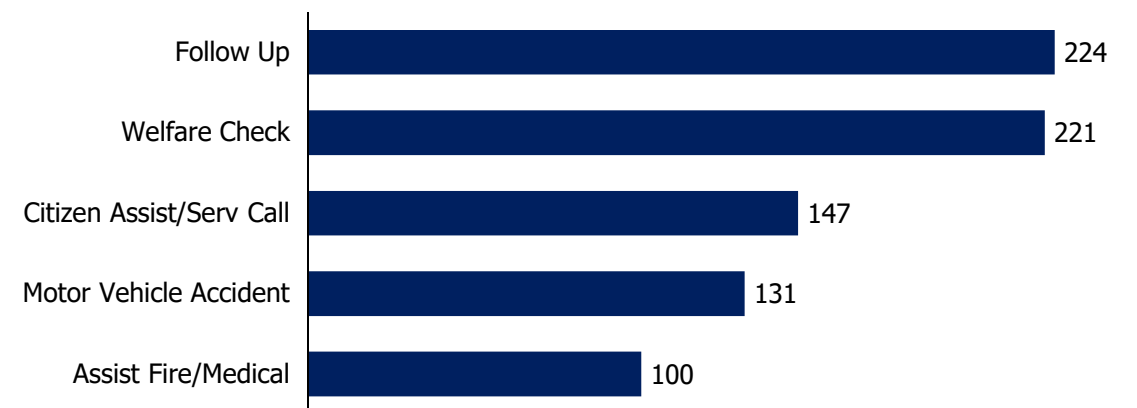
Lakewood PD

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

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	65	176	209	451	113
Monday	0	42	202	212	456	114
Tuesday	0	52	218	196	466	117
Wednesday	0	62	180	199	441	110
Thursday	0	59	168	197	424	106
Friday	1	82	218	252	553	111
Saturday	0	73	233	281	587	117
Assignment <2 min		69%	46%			
Assignment <4 min		84%	68%			

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

Monthly Call Volume

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, Sep-24: 5.9k, Oct-24: 6.0k, Nov-24: 5.1k

Top Five Problem Natures

Problem Nature	Count
Welfare Check	439
Unwanted Party	381
Follow Up	334
Motor Vehicle Accident	274
Disturbance	263
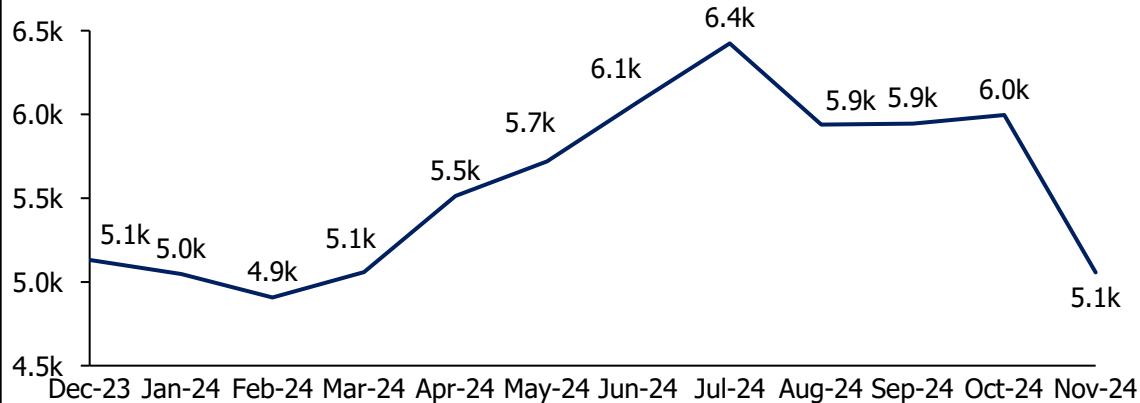
Wheat Ridge PD

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	12	46	60	119	30
Monday	0	13	60	62	135	34
Tuesday	0	16	56	58	130	33
Wednesday	0	8	63	50	121	30
Thursday	0	8	54	59	121	30
Friday	0	19	79	75	173	35
Saturday	0	23	57	66	146	29
Assignment <2 min		71%	49%			
Assignment <4 min		87%	71%			

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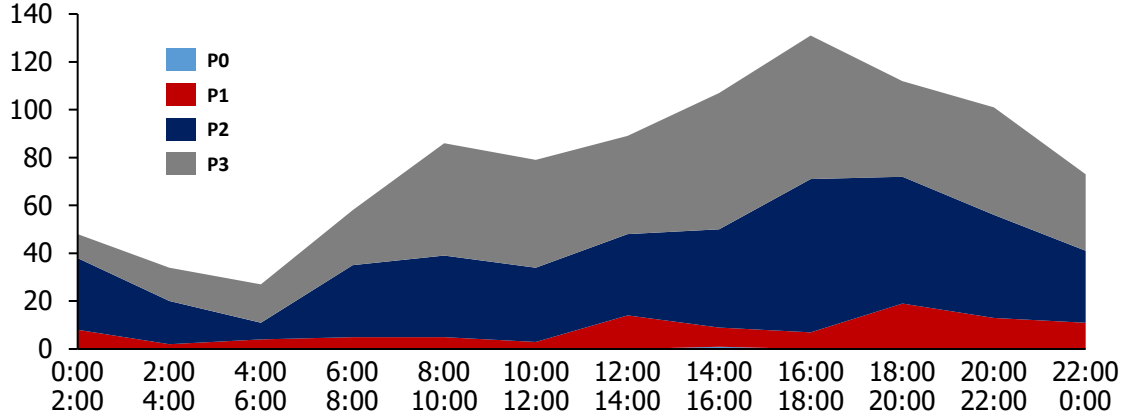
Monthly Call Volume

Data points: 1.4k (Dec-23), 1.4k (Jan-24), 1.4k (Feb-24), 1.4k (Mar-24), 1.4k (Apr-24), 1.6k (May-24), 1.6k (Jun-24), 1.7k (Jul-24), 1.5k (Aug-24), 1.6k (Sep-24), 1.5k (Oct-24), 1.3k (Nov-24)

Top Five Problem Natures

Problem Nature	Count
Welfare Check	109
Motor Vehicle Accident	104
Follow Up	101
Theft	73
Unwanted Party	70
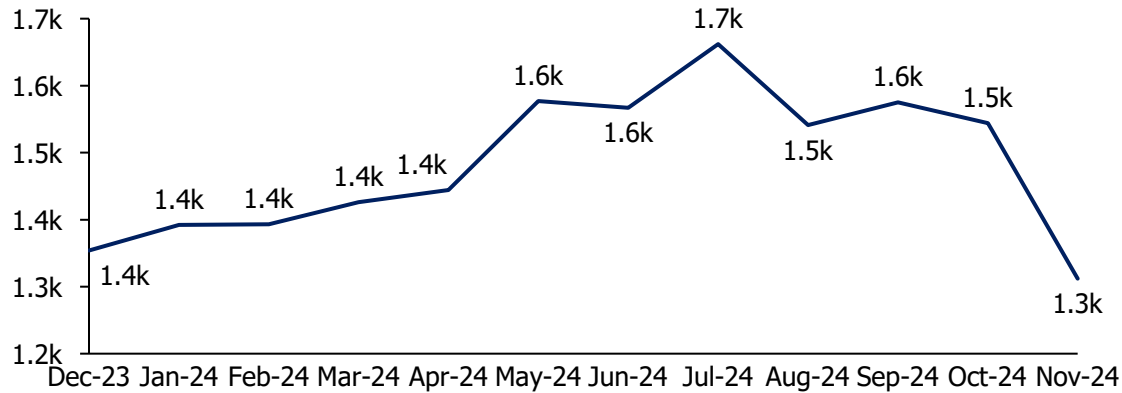
Arvada PD

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	32	99	112	243	61
Monday	0	32	101	133	266	67
Tuesday	0	33	121	132	286	72
Wednesday	0	29	111	116	256	64
Thursday	2	31	80	121	234	59
Friday	0	37	128	139	304	61
Saturday	0	40	117	129	286	57
Assignment <2 min		74%	50%			
Assignment <4 min		88%	73%			

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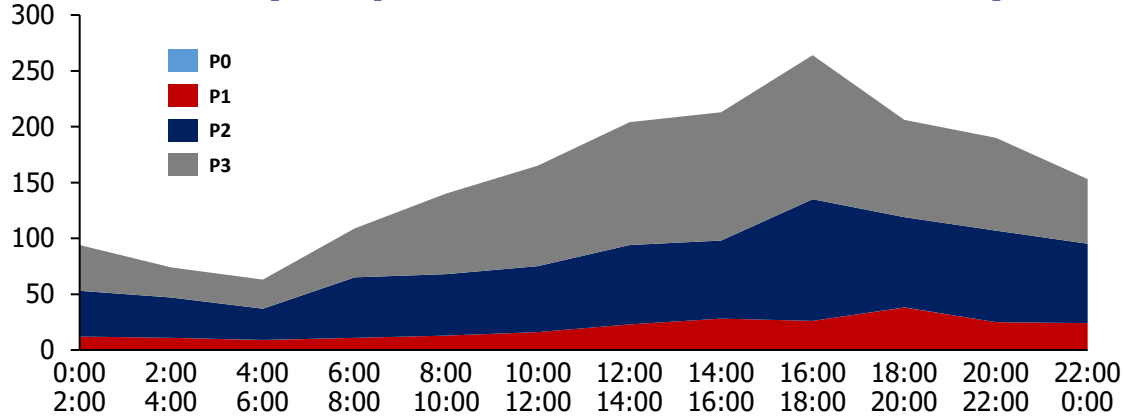
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Follow Up	261
Welfare Check	221
Citizen Assist/Serv Call	167
Unwanted Party	119
Motor Vehicle Accident	114
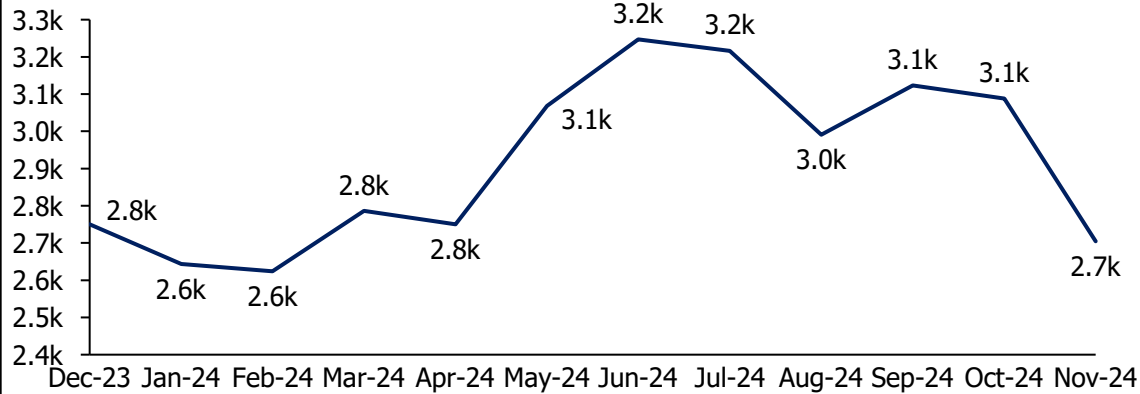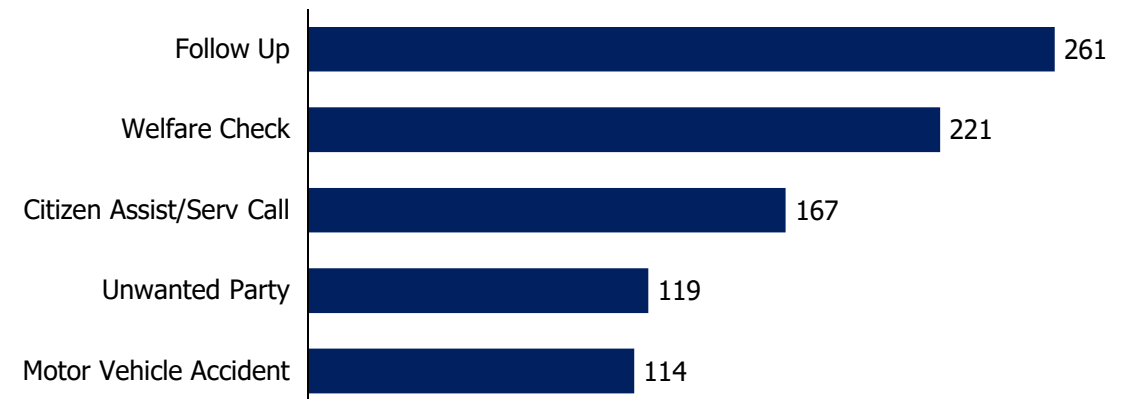
Golden PD

Priority Dispatched Calls Per Time of Day

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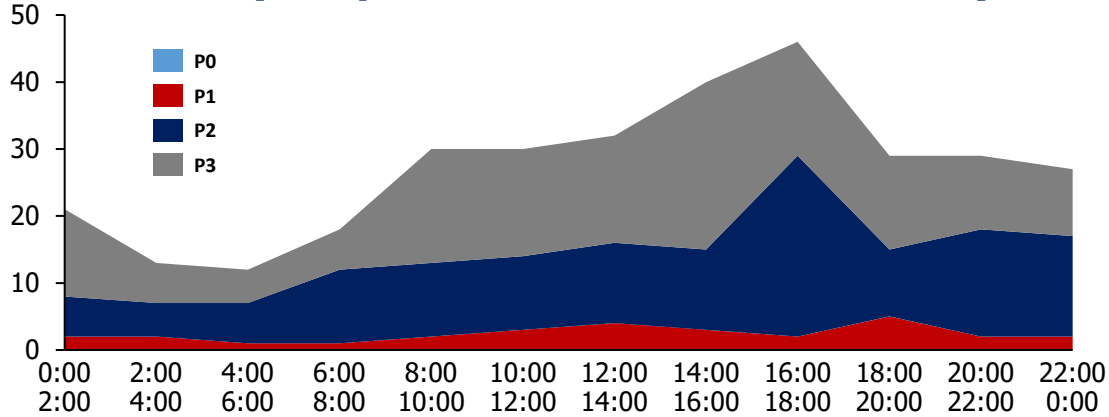
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	16	24	46	12
Monday	0	1	29	26	56	14
Tuesday	0	3	20	20	43	11
Wednesday	0	2	18	17	37	9
Thursday	0	5	17	17	39	10
Friday	0	5	20	26	51	10
Saturday	0	7	22	26	55	11
Assignment <2 min		72%	54%			
Assignment <4 min		93%	75%			

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

Monthly Call Volume

Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
446	467	496	495	484	521	586	598	576	605	558	433

Top Five Problem Natures

Motor Vehicle Accident	40
Unwanted Party	37
Welfare Check	37
Citizen Assist/Serv Call	25
Follow Up	22
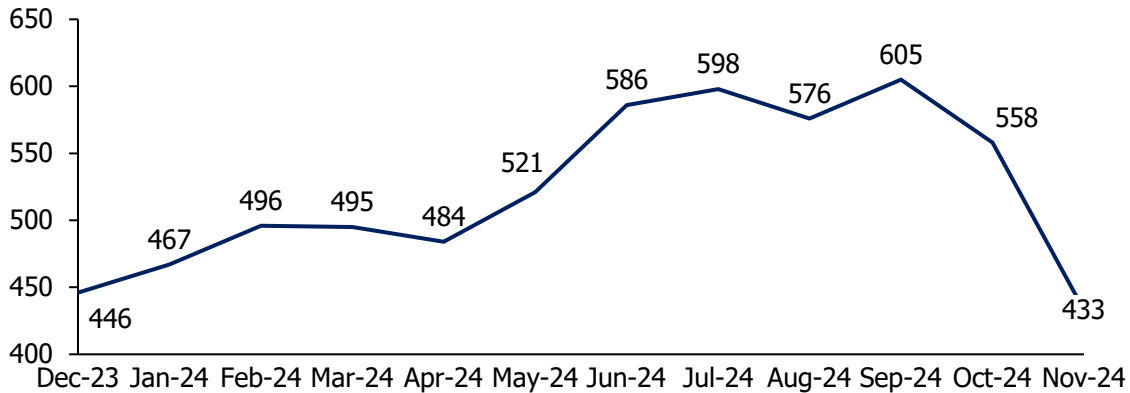
Lakeside PD

Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	1	6	2
Monday	0	1	4	3	8	2
Tuesday	0	0	4	4	8	2
Wednesday	0	0	3	1	4	1
Thursday	0	0	2	4	6	2
Friday	0	1	2	1	4	1
Saturday	0	0	5	2	7	1
Assignment <2 min		67%	50%			
Assignment <4 min		100%	83%			

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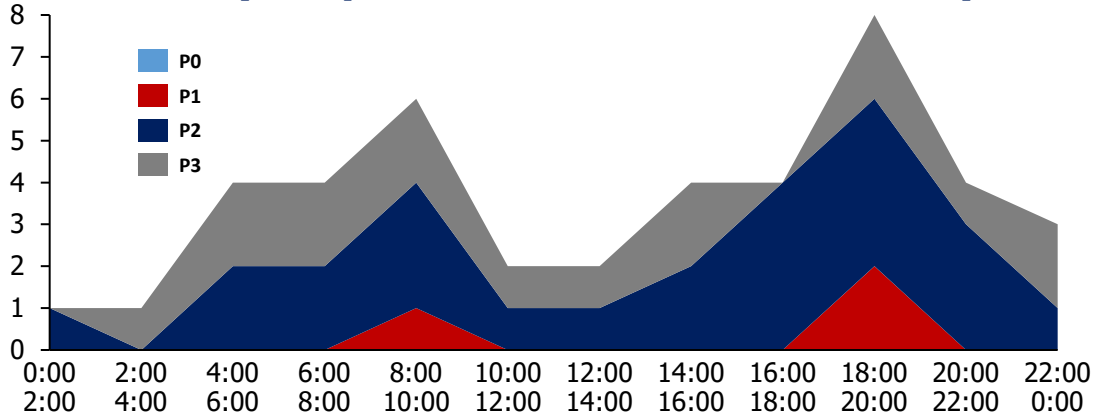
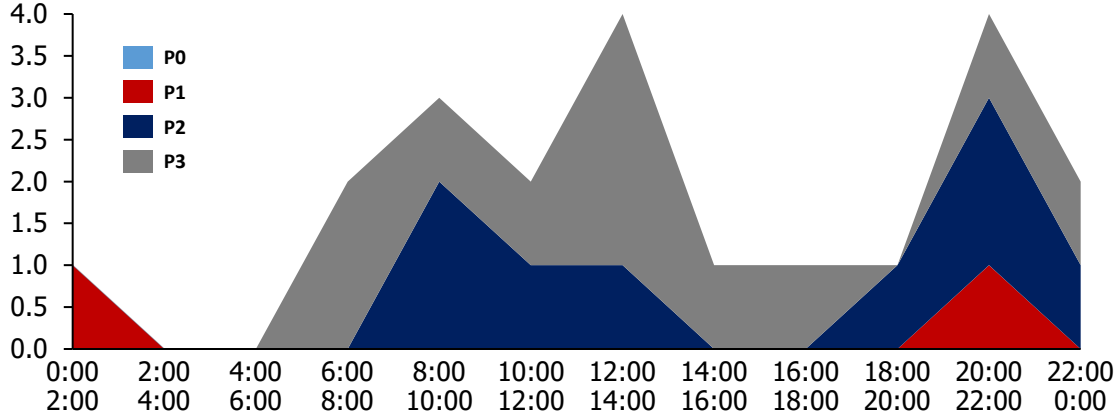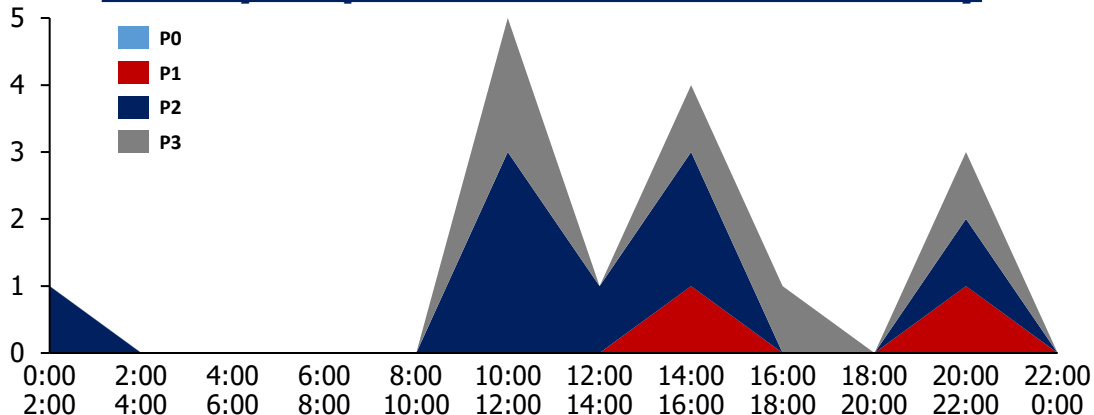## Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Welfare Check	6
Unwanted Party	5
Hazard	5
Motor Vehicle Accident	5
Assist Other Agency	4
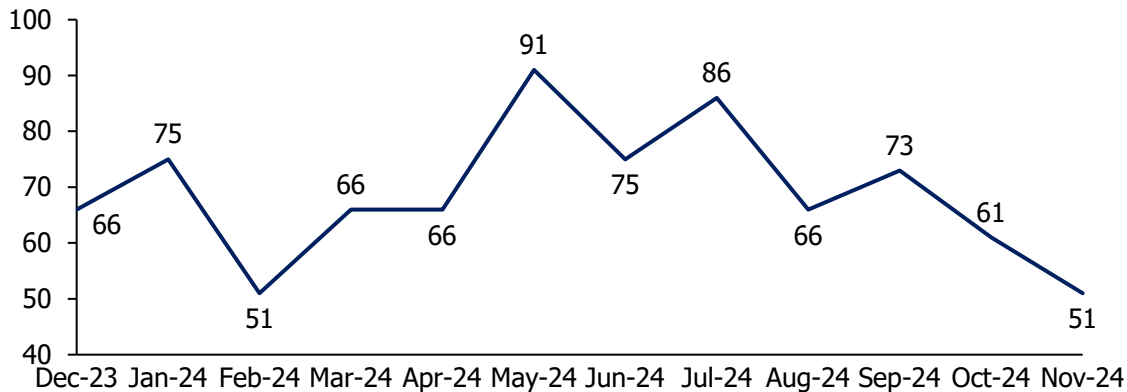
Morrison PD

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	2	0	2	1
Monday	0	0	0	4	4	1
Tuesday	0	0	1	0	1	0
Wednesday	0	1	1	2	4	1
Thursday	0	1	1	1	3	1
Friday	0	0	2	2	4	1
Saturday	0	0	1	2	3	1
Assignment <2 min		100%	38%			
Assignment <4 min		100%	75%			

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

Monthly Call Volume

Dec-23: 30, Jan-24: 37, Feb-24: 42, Mar-24: 53, Apr-24: 33, May-24: 39, Jun-24: 51, Jul-24: 47, Aug-24: 55, Sep-24: 53, Oct-24: 53, Nov-24: 37

Top Five Problem Natures

Problem Nature	Count
Citizen Assist/Serv Call	4
Motor Vehicle Accident	4
Follow Up	4
Welfare Check	3
REDDI	2
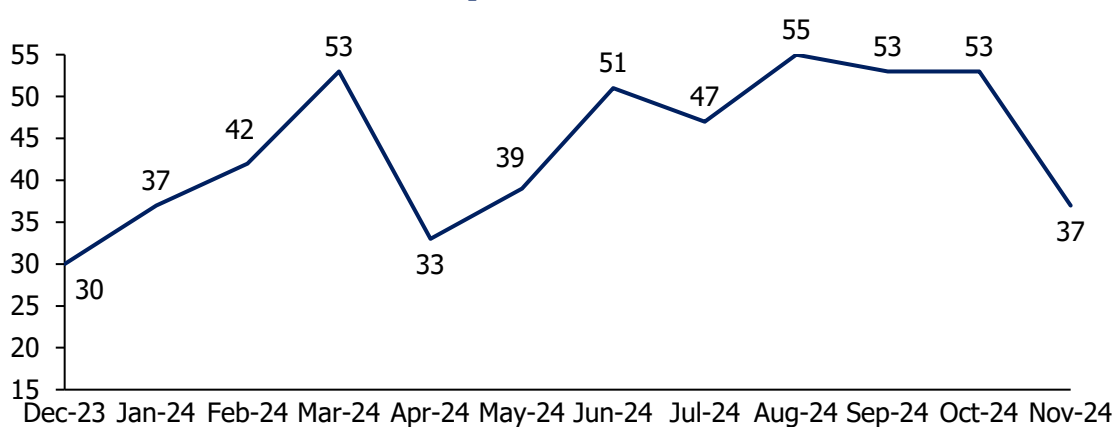
Mountain View PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	0	0	1	0
Monday	0	0	3	1	4	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	1	0	3	4	1
Friday	0	0	1	0	1	0
Saturday	0	0	2	1	3	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

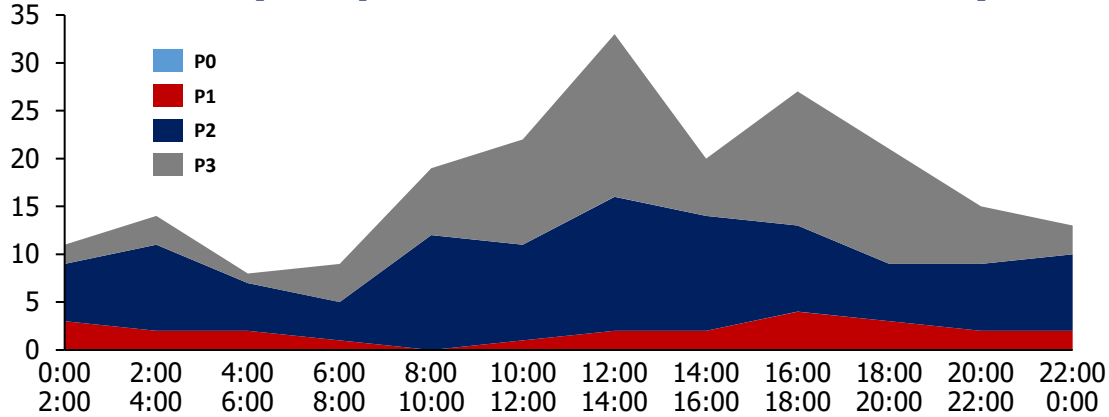Values: Dec-23: 13, Jan-24: 21, Feb-24: 18, Mar-24: 20, Apr-24: 23, May-24: 20, Jun-24: 24, Jul-24: 18, Aug-24: 16, Sep-24: 27, Oct-24: 15, Nov-24: 24

Top Five Problem Natures

Problem Nature	Count
Citizen Assist/Serv Call	2
Unwanted Party	2
911 Hangup/Check	2
Crim Mischief	2
Criminal Trespass	2
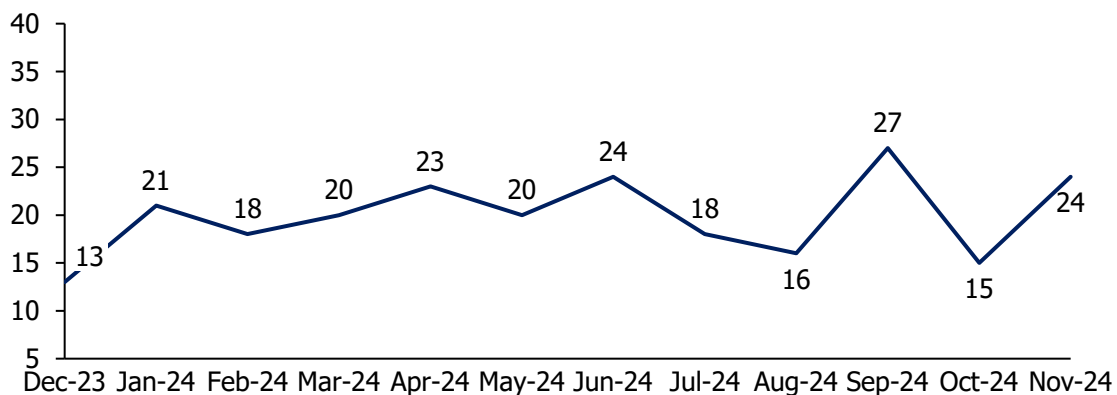
Edgewater PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

(Area chart showing priority dispatched calls across times of day from 0:00 to 0:00, y-axis 0–35)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	13	15	34	9
Monday	0	1	11	8	20	5
Tuesday	0	2	21	12	35	9
Wednesday	0	2	13	13	28	7
Thursday	0	3	18	9	30	8
Friday	0	4	15	15	34	7
Saturday	0	6	11	14	31	6
Assignment <2 min		71%	55%			
Assignment <4 min		88%	70%			

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

Monthly Call Volume

(Line chart, y-axis 250–450)

Month	Value
Dec-23	331
Jan-24	322
Feb-24	311
Mar-24	387
Apr-24	360
May-24	393
24-Jun	431
Jul-24	400
Aug-24	293
Sep-24	318
Oct-24	364
Nov-24	276

Top Five Problem Natures

Nature	Value
Theft	30
Follow Up	20
Unwanted Party	18
Disturbance	17
Welfare Check	17
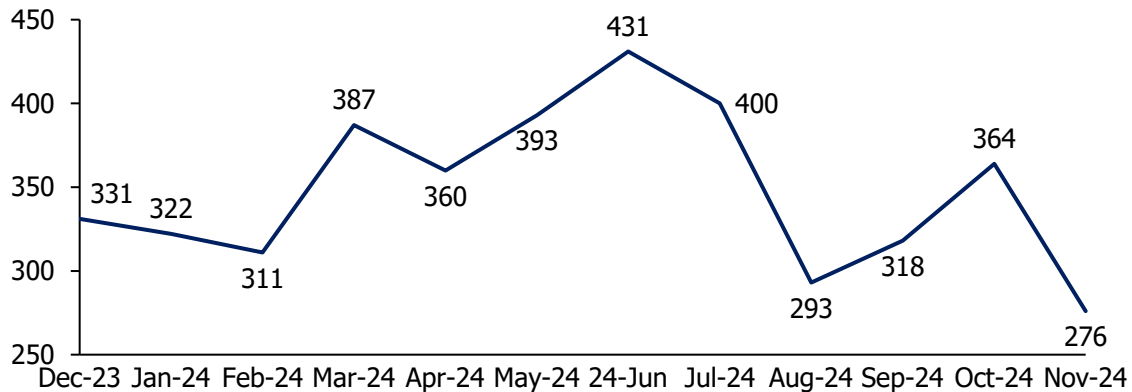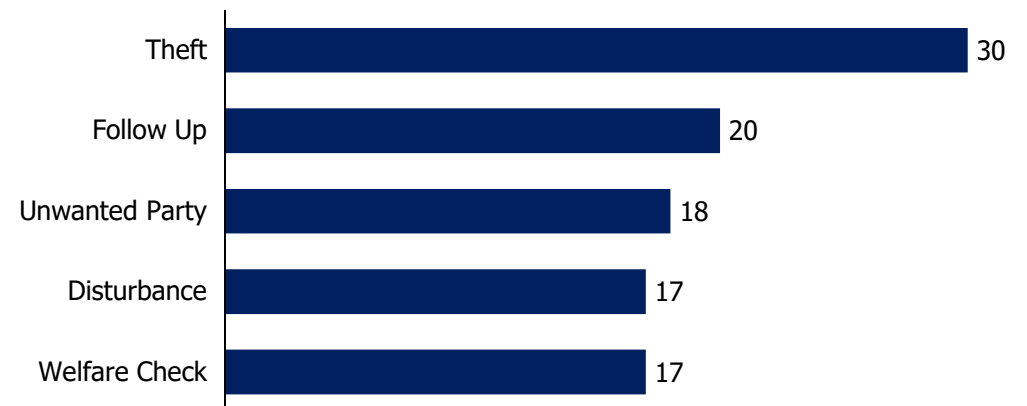
Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

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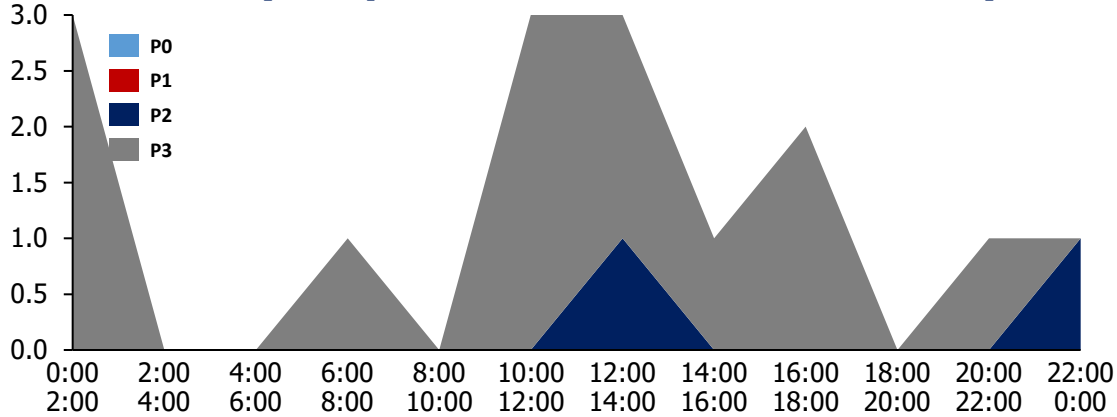
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

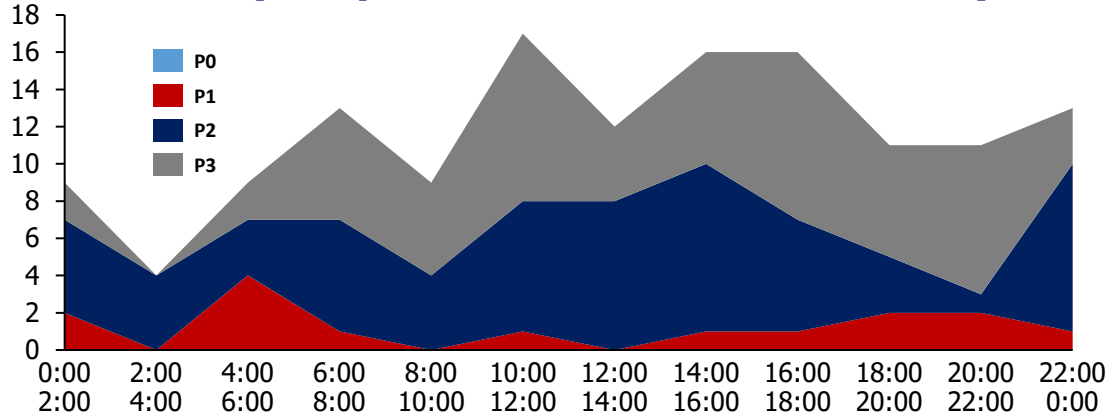Dec-23: 23, Jan-24: 23, Feb-24: 21, Mar-24: 14, Apr-24: 26, May-24: 28, Jun-24: 11, Jul-24: 17, Aug-24: 27, Sep-24: 30, Oct-24: 38, Nov-24: 24

Top Five Problem Natures

Problem Nature	Count
911 Hangup/Check	8
Advised PD	5
Welfare Check	3
Area Check	3
Info Medical (Law)	2
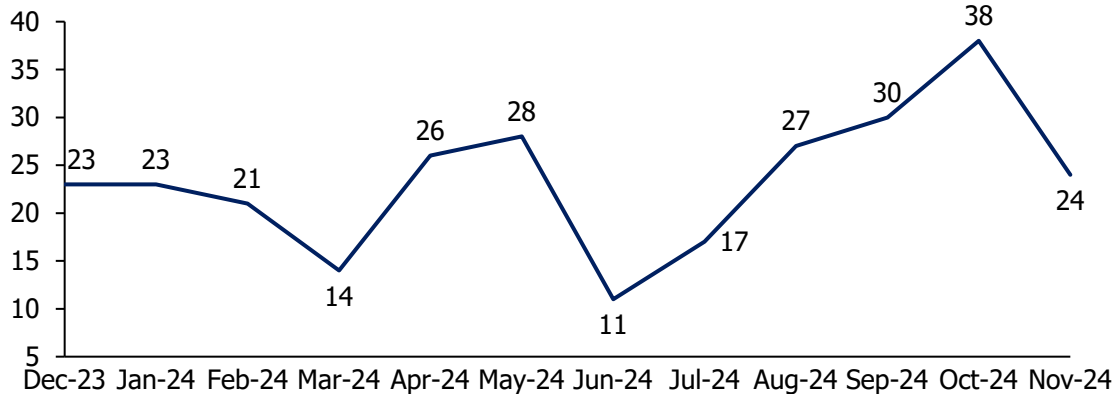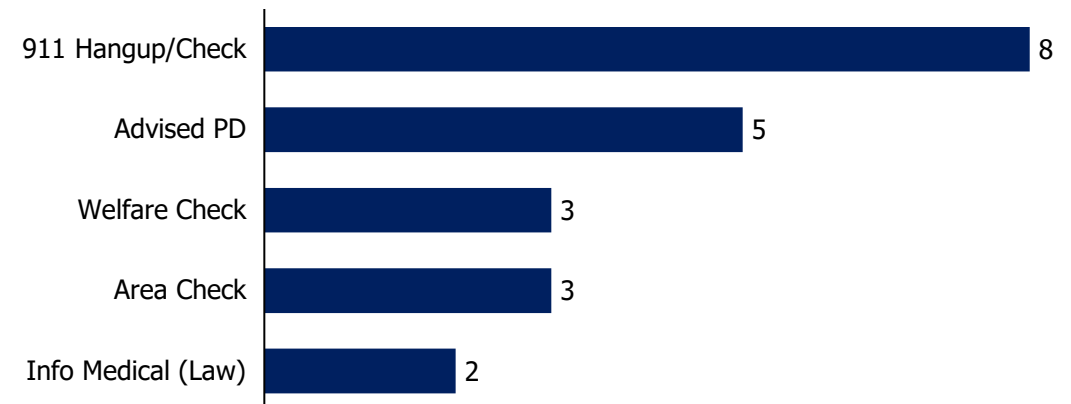
Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

Legend:
- P0
- P1
- P2
- P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	8	10	19	5
Monday	0	3	9	4	16	4
Tuesday	0	2	8	4	14	4
Wednesday	0	2	8	14	24	6
Thursday	0	4	11	6	21	5
Friday	0	1	10	15	26	5
Saturday	0	2	11	7	20	4
Assignment <2 min		80%	51%			
Assignment <4 min		93%	82%			

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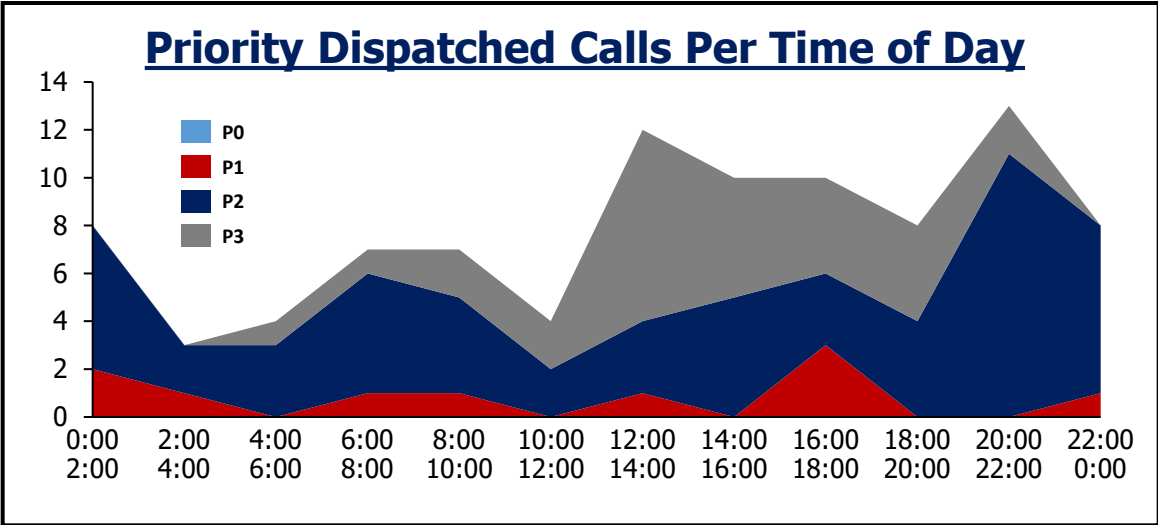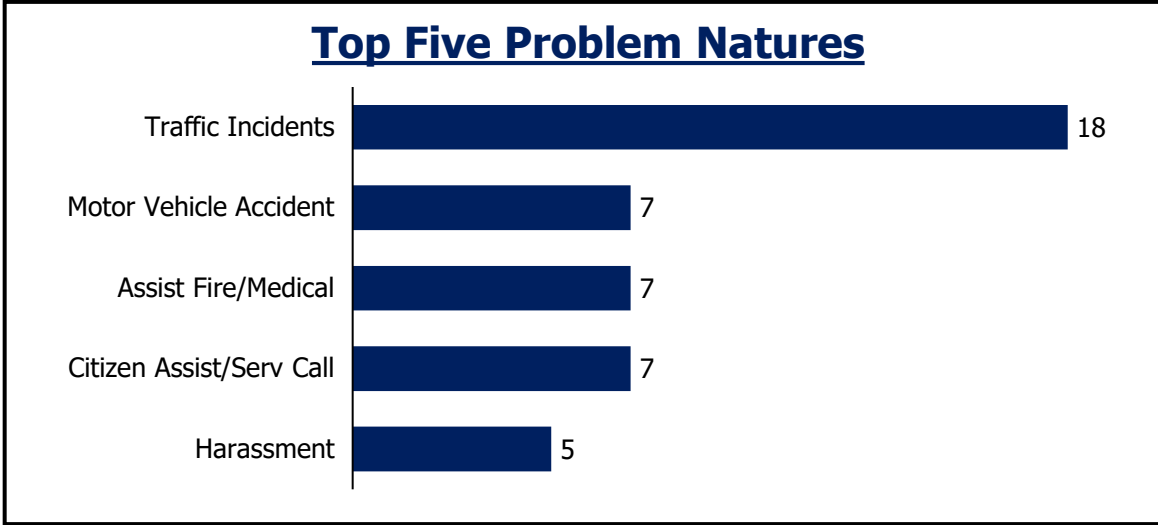
Monthly Call Volume

Values: Feb-24: 85, Mar-24: 222, Apr-24: 197, May-24: 193, Jun-24: 229, Jul-24: 246, Aug-24: 258, Sep-24: 230, Oct-24: 258, Nov-24: 183

Top Five Problem Natures

- Motor Vehicle Accident: 26
- Welfare Check: 12
- Verified Alarm: 12
- Motorist Assist: 12
- Traffic Incidents: 10

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

(Area chart with y-axis 0–14, x-axis time intervals from 0:00/2:00 through 22:00/0:00)
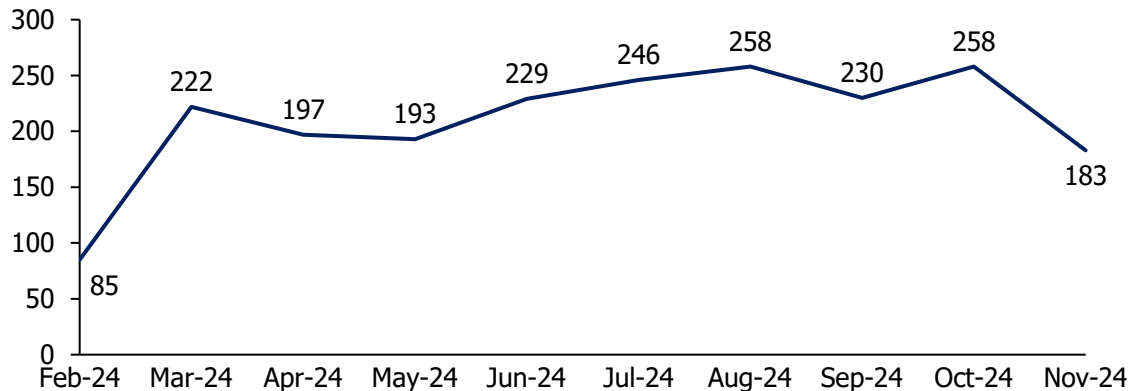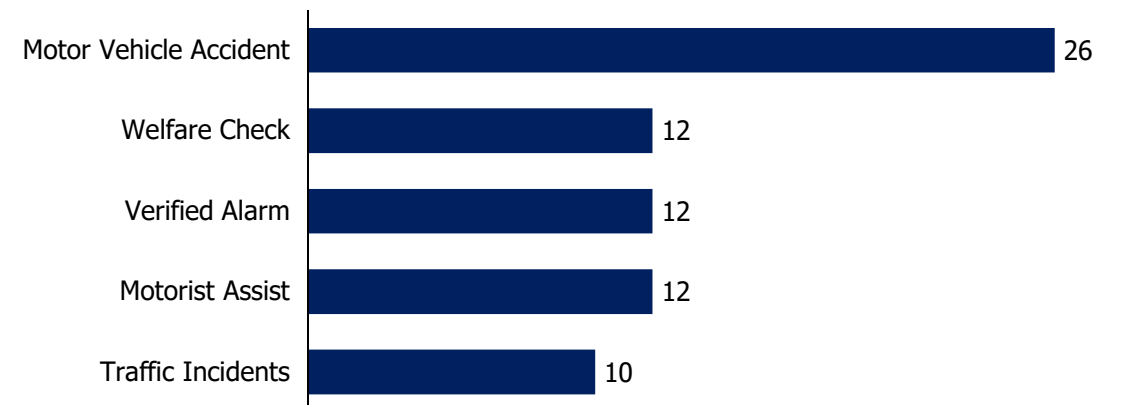
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	5	2	9	2
Monday	0	1	8	1	10	3
Tuesday	0	2	6	3	11	3
Wednesday	0	0	8	6	14	4
Thursday	0	1	7	4	12	3
Friday	0	1	12	3	16	3
Saturday	0	3	9	10	22	4
Assignment <2 min		80%	76%			
Assignment <4 min		100%	89%			

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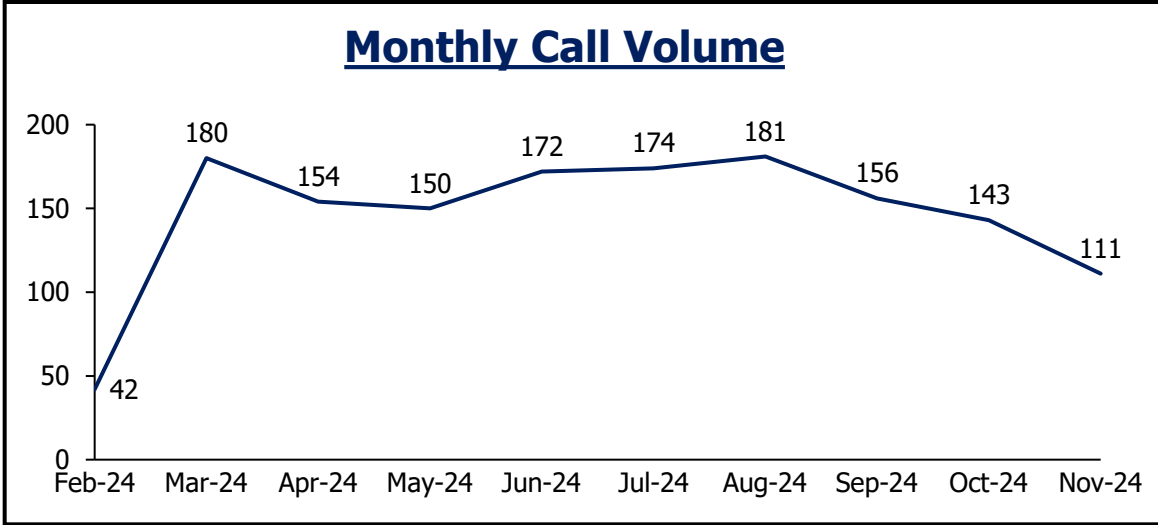
Monthly Call Volume

Month	Value
Feb-24	42
Mar-24	180
Apr-24	154
May-24	150
Jun-24	172
Jul-24	174
Aug-24	181
Sep-24	156
Oct-24	143
Nov-24	111

Top Five Problem Natures

Problem Nature	Value
Traffic Incidents	18
Motor Vehicle Accident	7
Assist Fire/Medical	7
Citizen Assist/Serv Call	7
Harassment	5

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

Georgetown PD (CCSO Response)
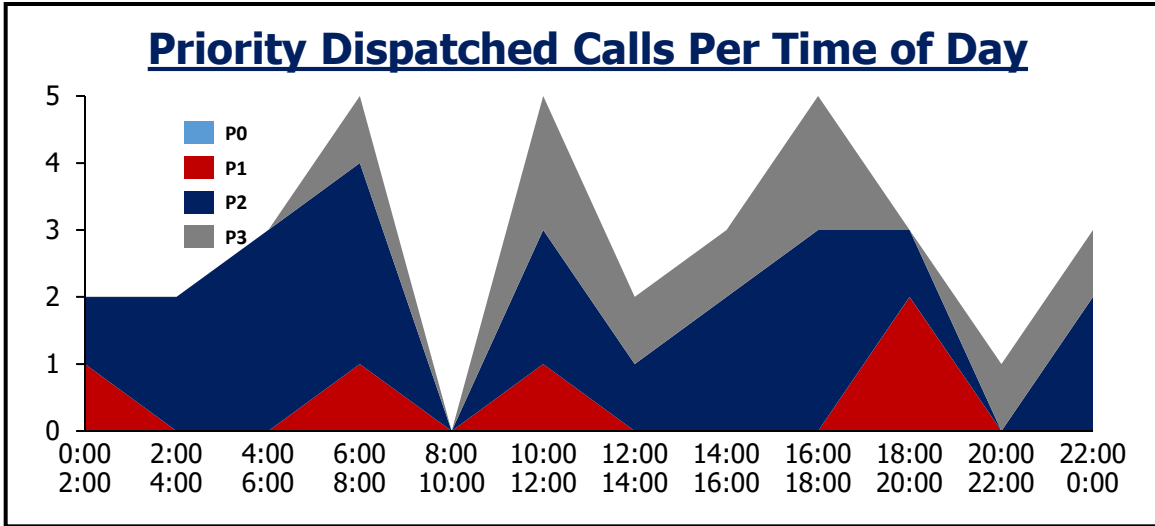
Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	5	0	5	1
Monday	0	1	1	0	2	1
Tuesday	0	1	2	2	5	1
Wednesday	0	1	4	1	6	2
Thursday	0	1	7	1	9	2
Friday	0	0	1	4	5	1
Saturday	0	1	0	1	2	0
Assignment <2 min		100%	55%			
Assignment <4 min		100%	75%			

**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. Clear Creek Sheriff's Office is responding to Georgetown calls as of October 2024. Calls are also shown in CCSO.

Empire PD

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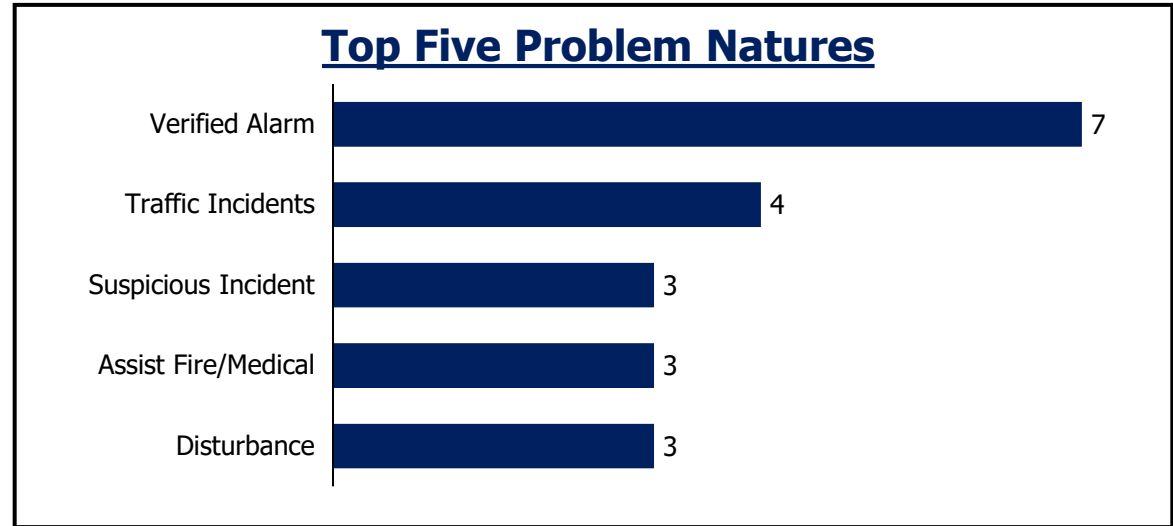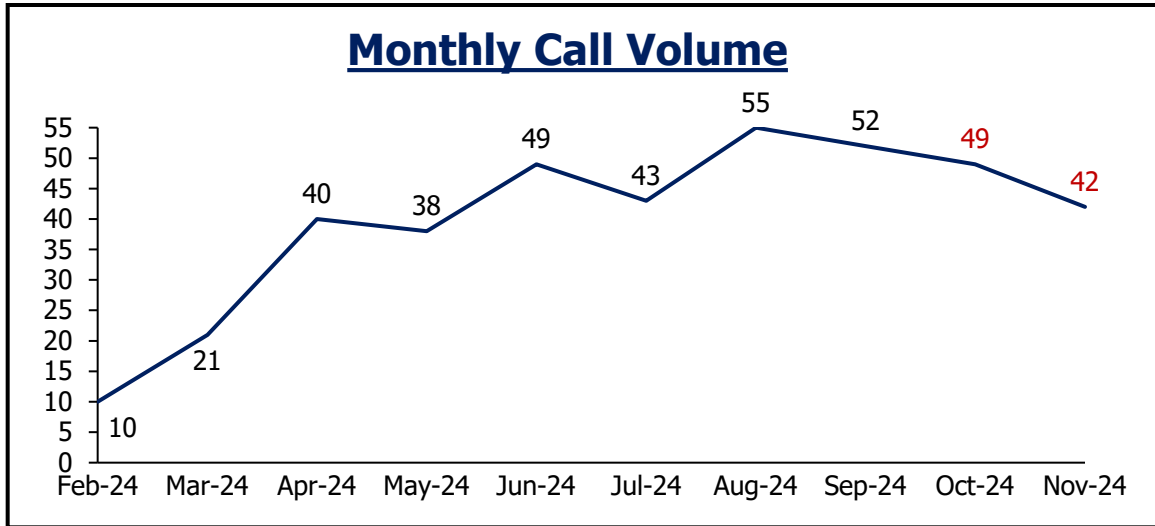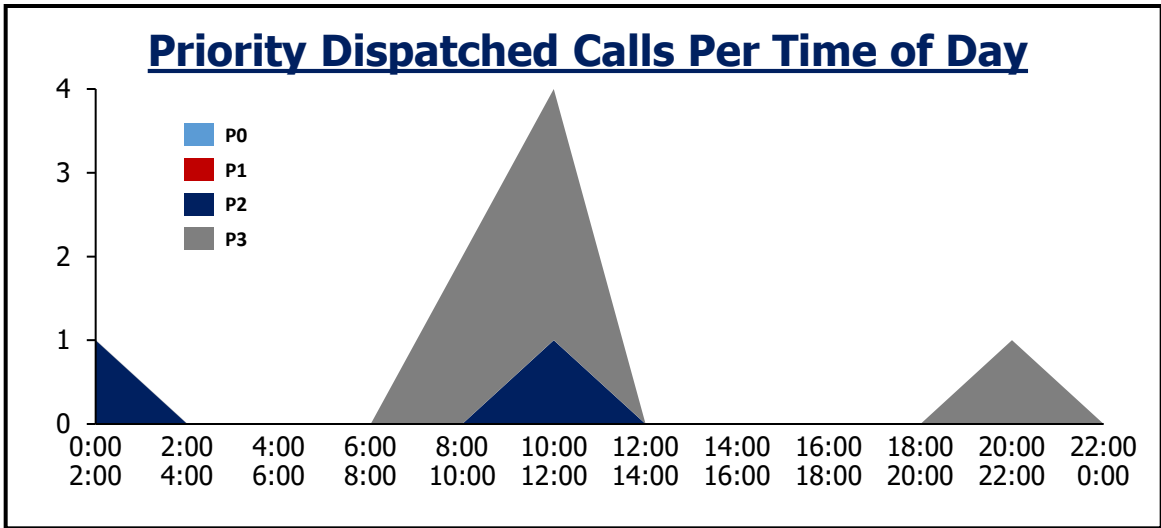
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

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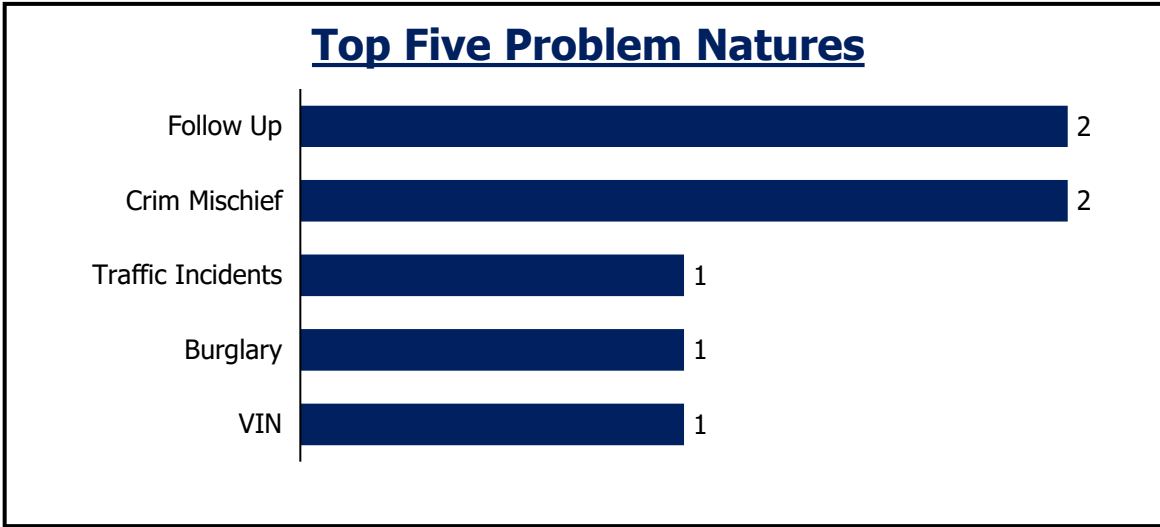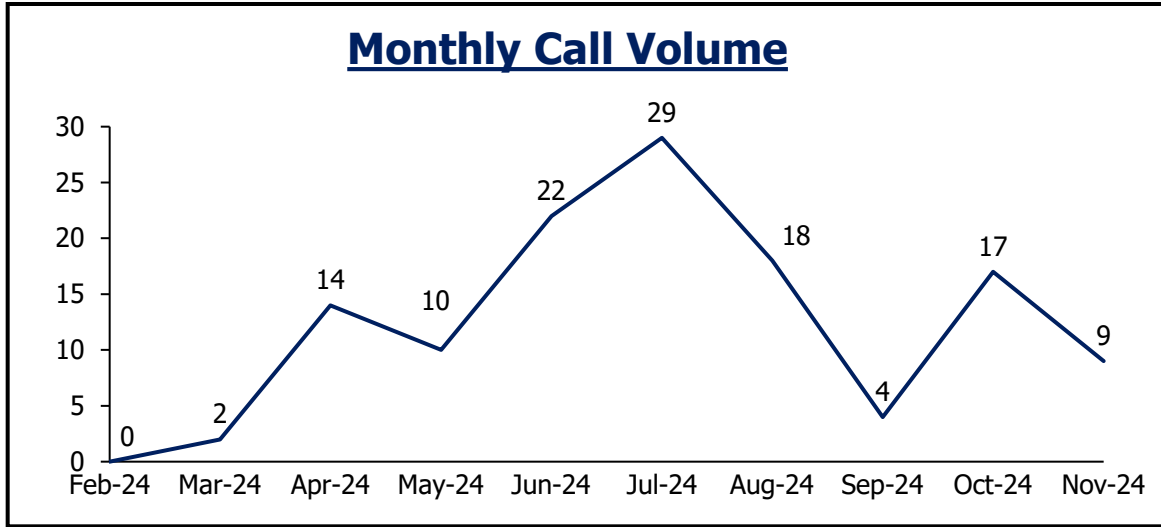
Note: Clear Creek County joined Jeffcom on February 21. Data is shown from this date forward. Empire jurisdiction is properly reflected in data as of mid April.