



Jefferson County Communications Center Authority  
JEFFCOM911

December 2024  
Monthly Report



# Table of Contents

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

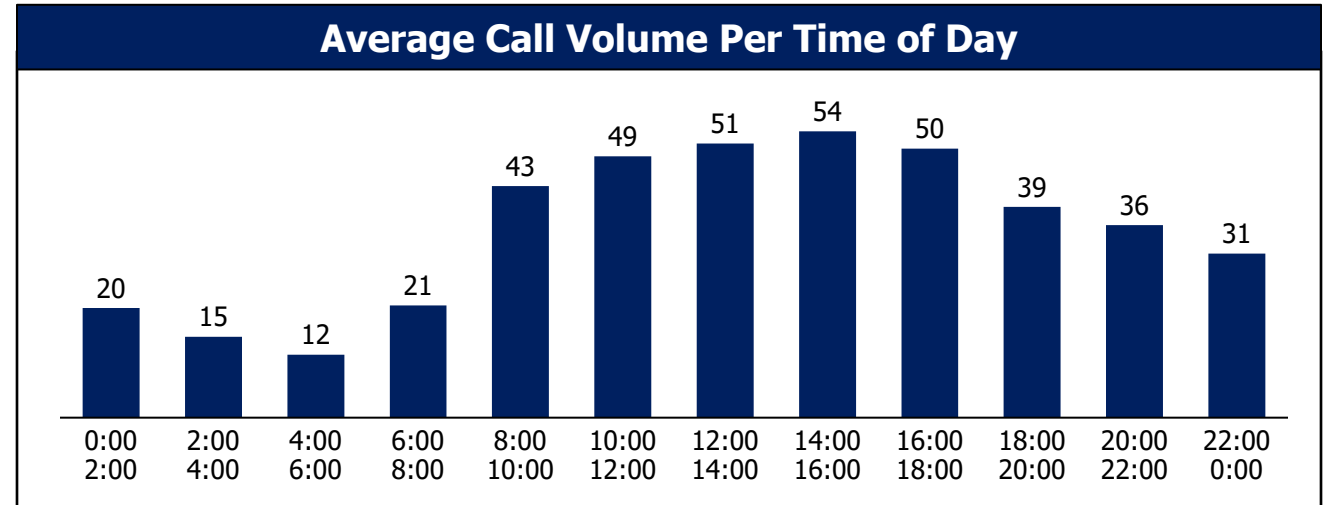


# Law Stats

Calls Received, Processed, and Dispatched



Agency	December Calls	% Total	6 Month Trend
Lakewood PD	5,309	28.3%	
Arvada PD	2,728	14.5%	
Jeffco Sheriff	2,576	13.7%	
Wheat Ridge PD	1,311	7.0%	
Golden PD	434	2.3%	
Edgewater PD	248	1.3%	
Clear Creek Sheriff	168	0.5%	
Idaho Springs PD	119	0.2%	
Lakeside PD	51	0.3%	
Georgetown PD*	47	0.3%	
Morrison PD	31	0.2%	
Mountain View PD	24	0.0%	
CSM PD	23	0.1%	
Empire PD	8	0.0%	
<b>Total</b>	<b>13,077</b>	<b>68.7%</b>	



### 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	2	176	615	592	158	260	129	1,932	13.1%
Monday	1	189	649	692	166	467	117	2,281	15.5%
Tuesday	0	169	689	679	171	400	103	2,211	15.0%
Wednesday	0	145	492	477	134	294	72	1,614	13.7%
Thursday	5	139	519	491	155	355	64	1,728	14.7%
Friday	1	134	510	491	127	299	84	1,646	14.0%
Saturday	4	173	565	466	135	239	83	1,665	14.1%
<b>Total</b>	<b>13</b>	<b>1,125</b>	<b>4,039</b>	<b>3,888</b>	<b>1,046</b>	<b>2,314</b>	<b>652</b>	<b>13,077</b>	

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.  
 \* Clear Creek Sheriff's Office is currently responding to Georgetown calls as of October 2024

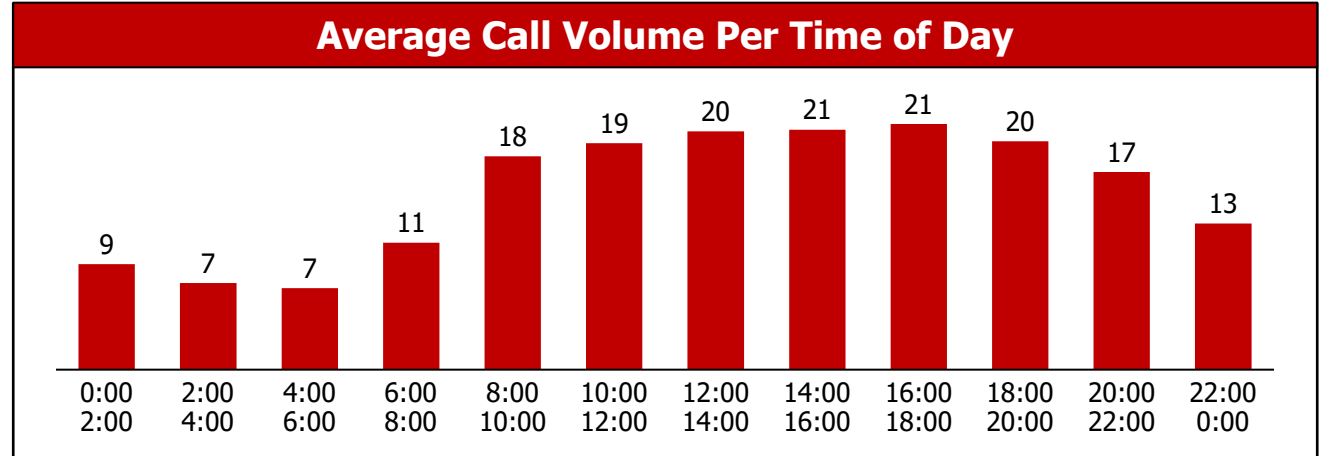


# Fire Stats

Calls Received, Processed, and Dispatched



Agency	December Calls	% of Total	6 Month Trend
West Metro Fire	3,321	17.7%	
Arvada Fire	1,332	7.1%	
Golden Fire	229	1.2%	
Evergreen Fire	205	1.1%	
Clear Creek Fire	131	0.7%	
Clear Creek EMS	129	0.7%	
Elk Creek Fire	80	0.4%	
Fairmount Fire	91	0.5%	
Highland Rescue	44	0.2%	
Pleasant View Fire	37	0.2%	
Foothills Fire	32	0.2%	
Inter Canyon Fire	12	0.1%	
Genesee Fire	12	0.1%	
North Fork Fire	12	0.1%	
Golden Gate Fire	13	0.1%	
Indian Hills Fire	8	0.0%	
<b>Total</b>	<b>5,688</b>	<b>30.3%</b>	



### 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%
<b>Total</b>	<b>93</b>	<b>3,282</b>	<b>1,931</b>	<b>48</b>	<b>0</b>	<b>1</b>	<b>5,355</b>	

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	87.3%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.2%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.1%	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%	91.6%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	89.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	90.0%	Target average of 95% with a minimum of 80%

Analysis
<p><b>Root Cause: Call Answering Time</b> 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.</p> <p><b>Remediation: Call Answering Time</b> The call answering metrics continue to trend upwards. The 15 second call answering metric is up by 1.4% and the 40 second metric is up 1.9% from the previous month, despite a small emergency volume increase of 1%. 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. The newly qualified call-takers are contributing to the metric improvement, with twelve employees undergoing academy training and a January academy upcoming.</p> <p><b>Root Cause: Call Processing Time</b> 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><b>Remediation: Call Processing Time</b> 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 01:45 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

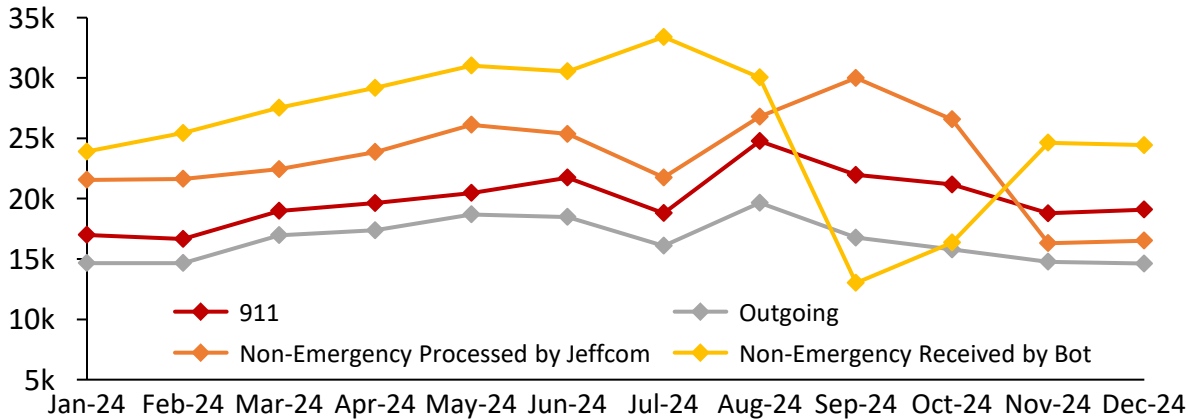
\*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.



# Service Level Agreement and Volume Trends



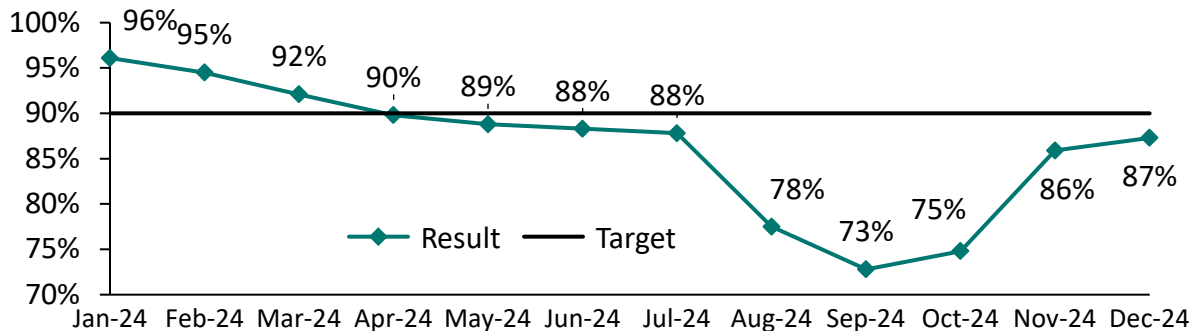
## Call Volumes



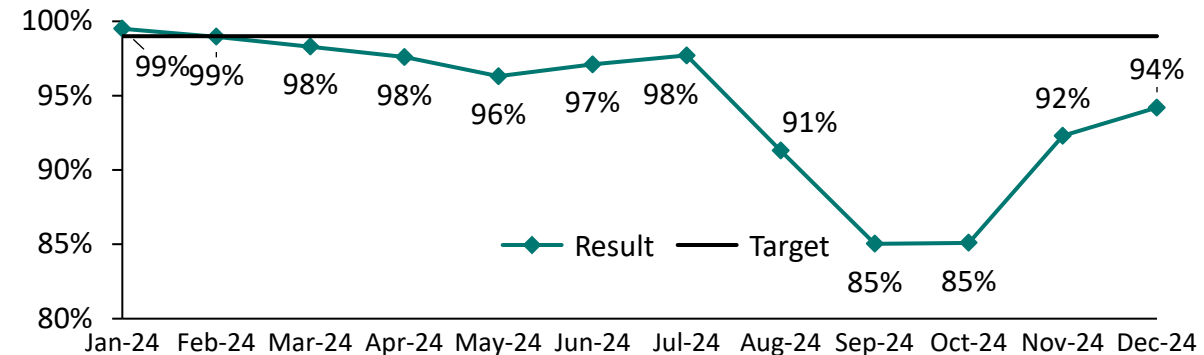
## Trend Table

Average Daily Calls	Dec-24	Nov-24	Dec-23	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	472	476	470	↓ -1%	↑ 0%
Incoming - Admin to Bot	788	795	781	↓ -1%	↑ 1%
Incoming - Admin to Jeffcom	533	526	649	↑ 1%	↓ -18%
Incoming - <b>911</b>	616	606	571	↑ 2%	↑ 8%
911 calls answered within 15 seconds	87.3%	85.9%	96.5%	↑ 1.4%	↓ -9.2%
911 calls answered within 40 seconds	94.2%	92.3%	99.4%	↑ 1.9%	↓ -5.2%

## 911 Calls Answered within 15 Seconds



## 911 Calls Answered within 40 seconds





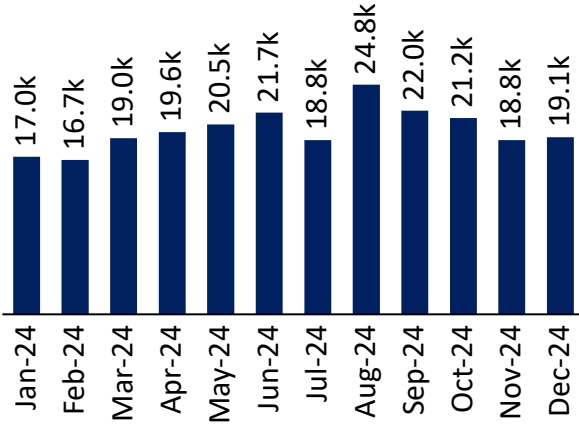
# Call Volume/Agency Specific Inquiries



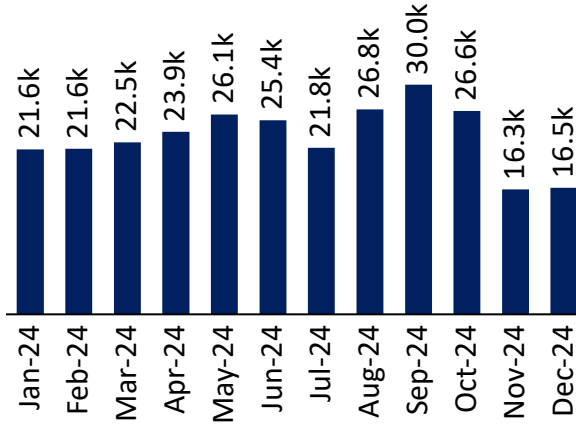
JEFFCOM

## 12 Month Trends

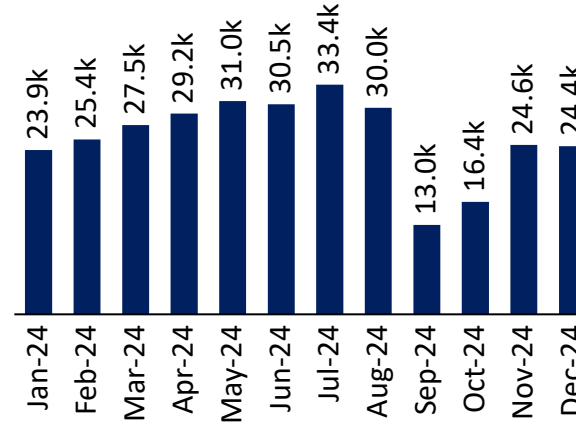
Emergency Calls



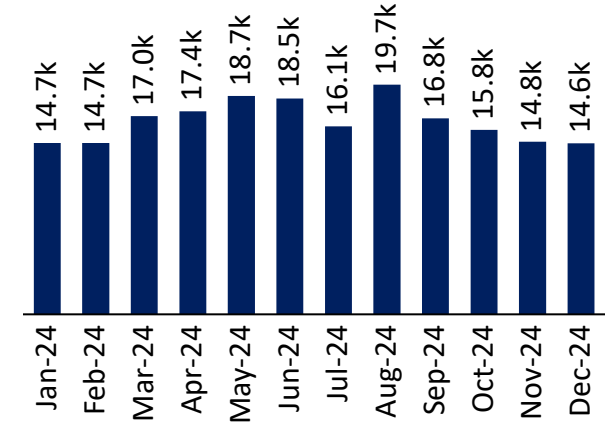
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



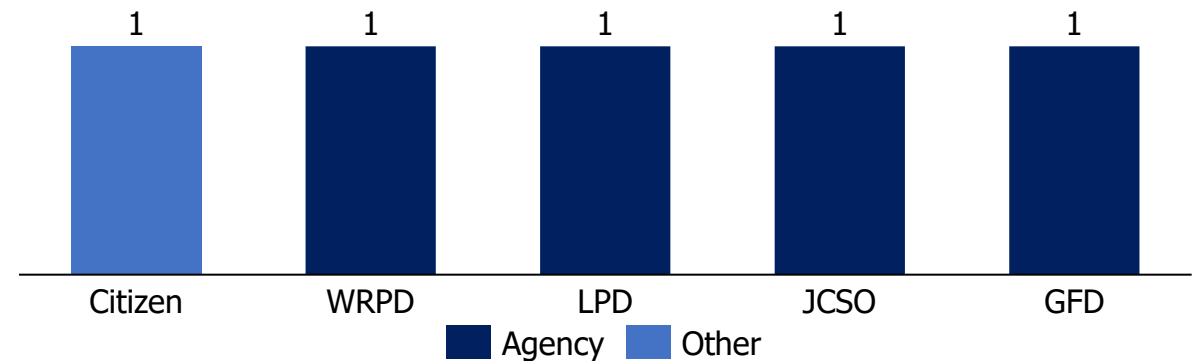
Outgoing Calls



## Call Volume

Line	Calls	Notes
Outgoing	14,626	1% decrease per day from November
Incoming - <b>Admin</b> to Bot	24,433	1% increase per day from November
coming - <b>Admin</b> to Jeffcom	16,513	1% increase per day from November
Incoming - <b>911</b>	19,086	2% increase per day from November
<b>Total Incoming to Jeffcom</b>	<b>35,599</b>	<b>1% Increase per day from November</b>

## December 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 30<sup>th</sup> at 0800 and limited Carbyne data for July 30<sup>th</sup> and July 31<sup>st</sup>.

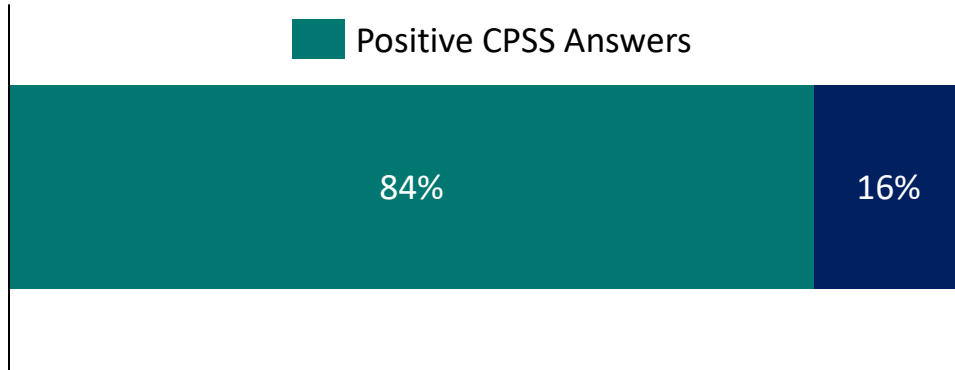


# PowerEngage Survey Results

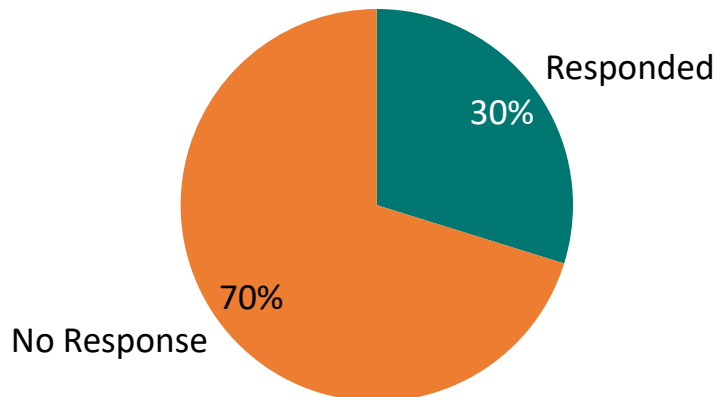
JEFFCOM



## Citizen Positive Satisfaction Score (CPSS)



## Survey Response Rate

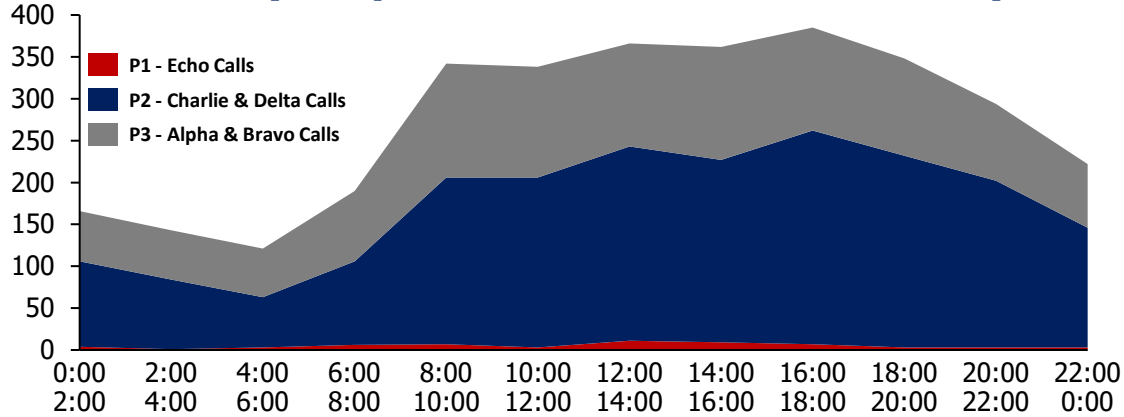


## Survey Responses

- The person I talked to took the information completely, informed me of what action I should take, and what followup I should expect. It was very helpful at a critical time for me.
- The 911 call taker was great. She could understand everything I said even though I was whispering really quietly. She stayed on the phone with me until police got there and directed me on what to do in the mean time. Thank you!!
- The call taker was very professional and calm and made sure all involved in the accident were safe
- She was calm! And listened to everything I had to say. I was probably be dramatic but she handled it very well.
- Thorough, sympathetic, reassuring



## Priority Dispatched Calls Per Time of Day

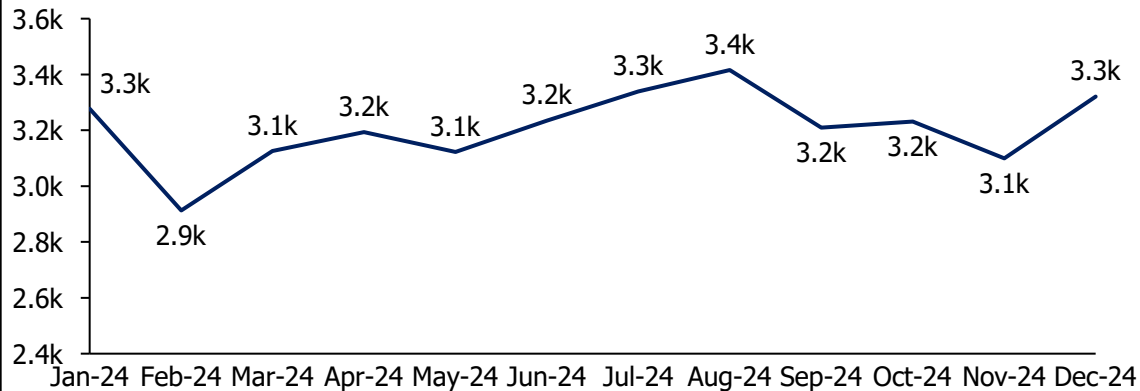


## Daily Priority Call Volume and Entry to Assignment

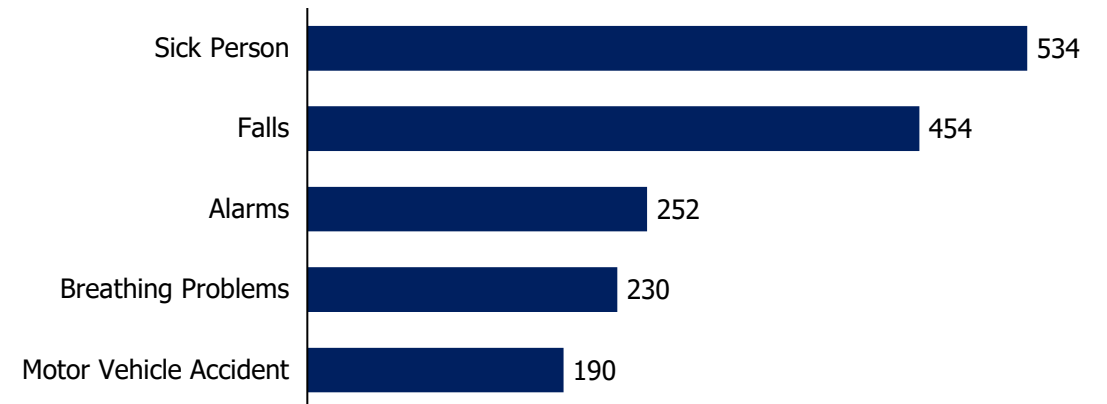
Day of Week	P1	P2	P3	Total	Average
Sunday	7	311	185	503	101
Monday	8	325	208	541	108
Tuesday	7	326	190	523	105
Wednesday	7	260	133	400	100
Thursday	14	267	160	441	110
Friday	12	282	156	450	113
Saturday	5	252	162	419	105
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>97%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

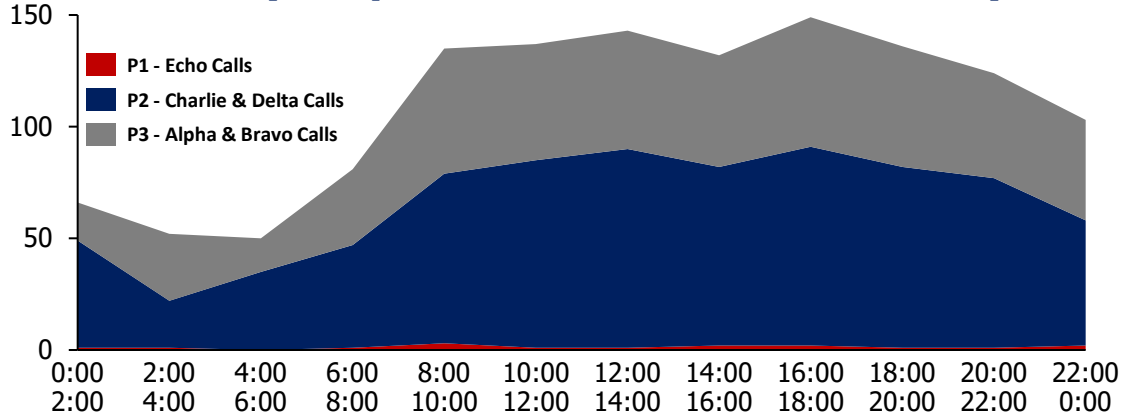




# Arvada Fire



## Priority Dispatched Calls Per Time of Day



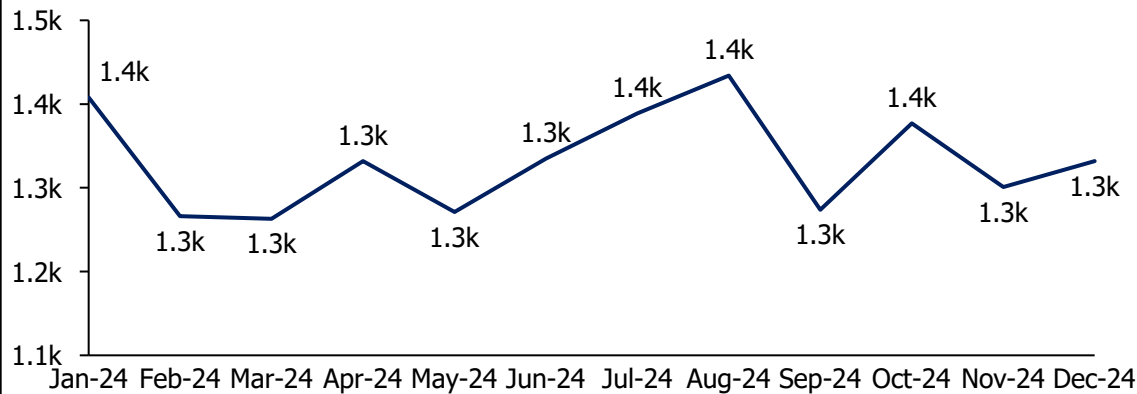
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	120	85	209	42
Monday	4	124	77	205	41
Tuesday	1	149	87	237	47
Wednesday	0	95	57	152	38
Thursday	1	92	53	146	37
Friday	0	89	72	161	40
Saturday	6	112	80	198	50

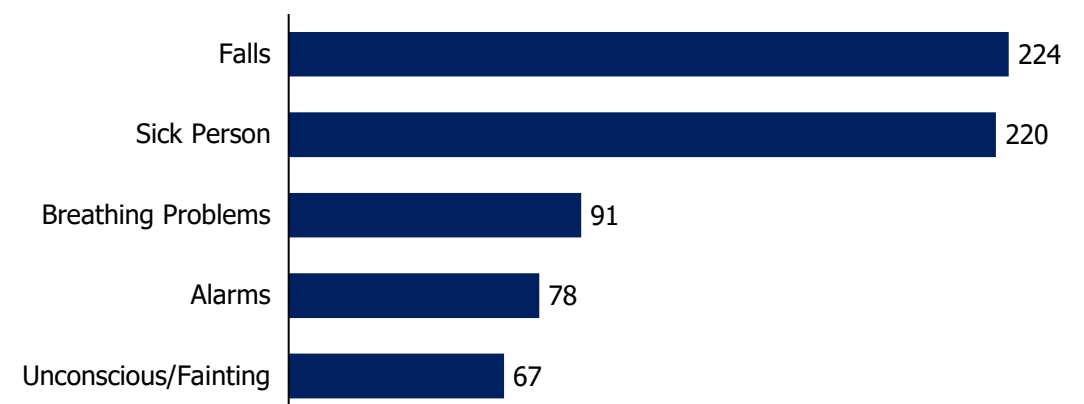
**Assignment <1 min 94% 95%**

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

## Monthly Call Volume



## Top Five Problem Natures

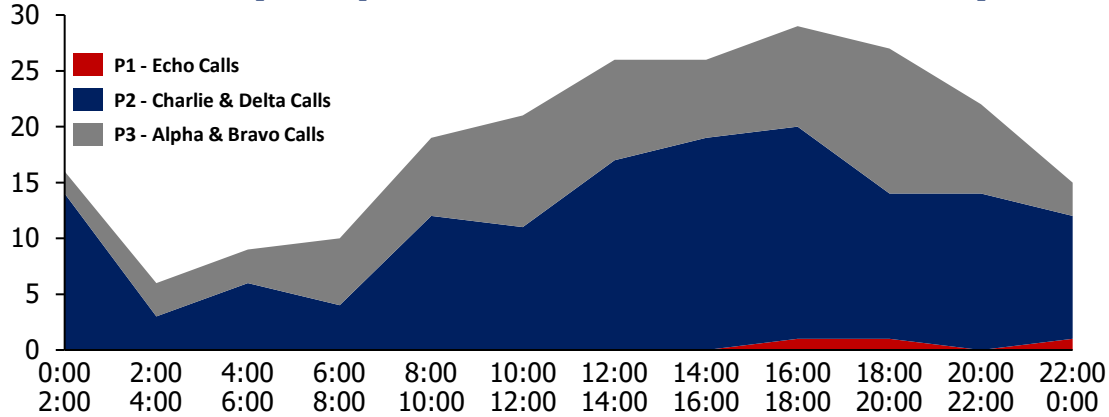




# Golden Fire



## Priority Dispatched Calls Per Time of Day



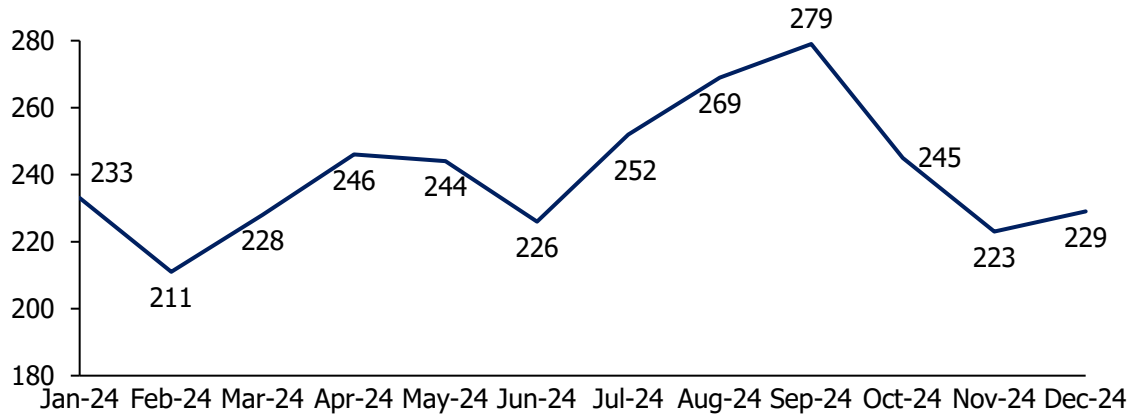
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	20	14	34	7
Monday	0	24	13	37	7
Tuesday	1	13	11	25	5
Wednesday	0	17	12	29	7
Thursday	0	21	7	28	7
Friday	0	32	14	46	12
Saturday	2	16	9	27	7

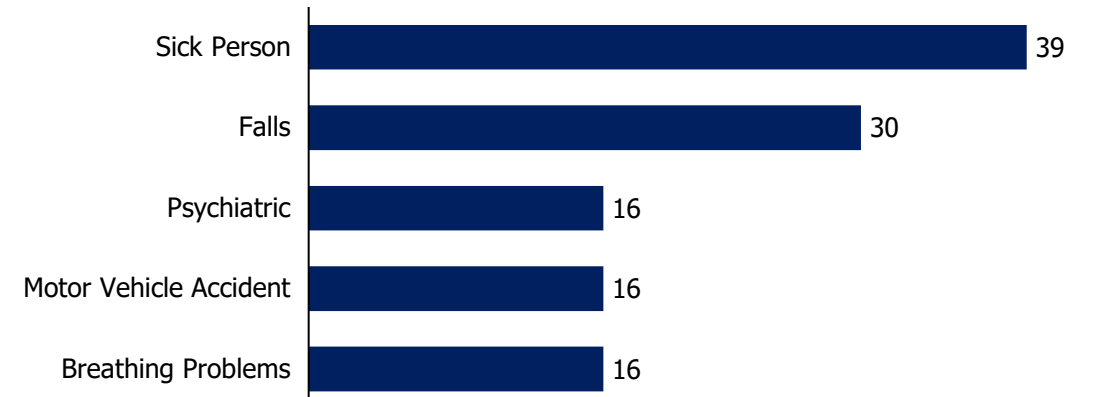
**Assignment <1 min 100% 84%**

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

## Monthly Call Volume



## Top Five Problem Natures

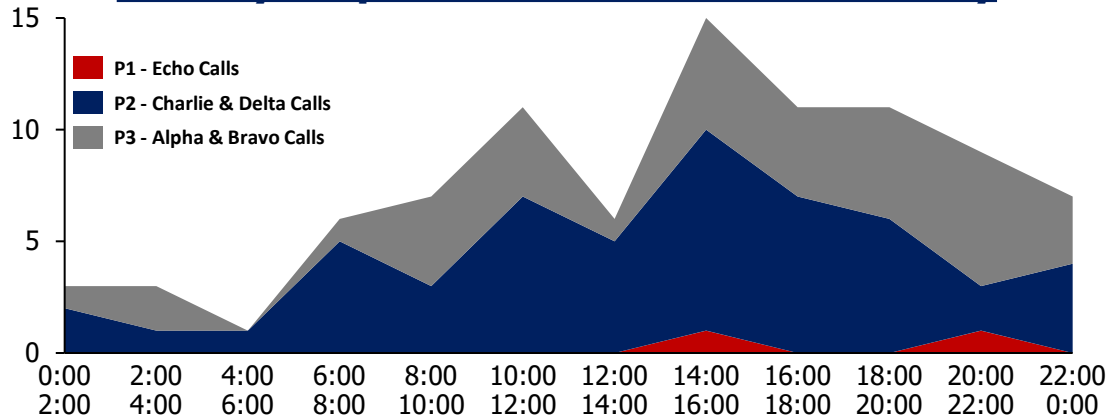




# Fairmount Fire



## Priority Dispatched Calls Per Time of Day

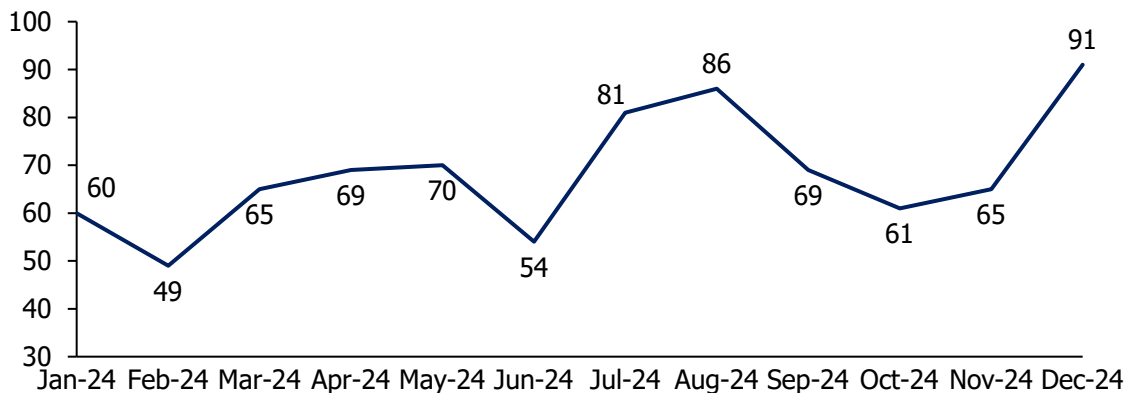


## Daily Priority Call Volume and Entry to Assignment

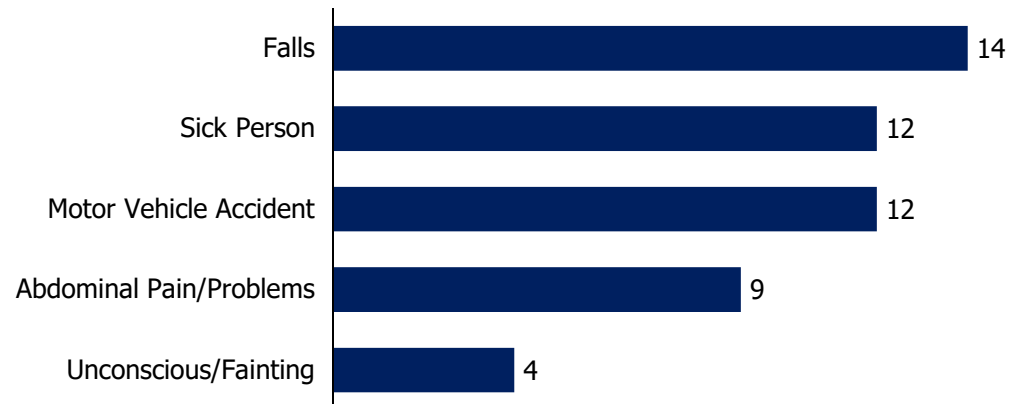
Day of Week	P1	P2	P3	Total	Average
Sunday	0	11	6	17	3
Monday	0	5	10	15	3
Tuesday	0	4	3	7	1
Wednesday	0	11	6	17	4
Thursday	0	9	2	11	3
Friday	2	7	5	14	4
Saturday	0	5	4	9	2
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>81%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

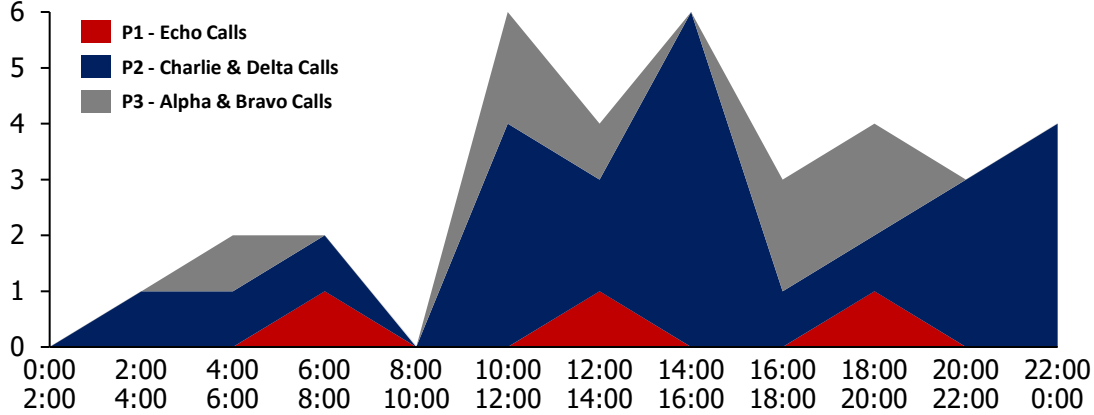




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day

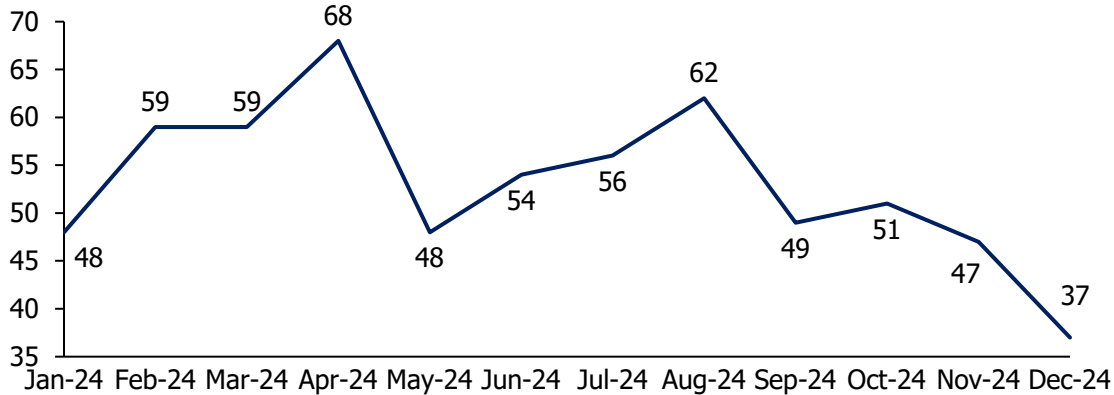


## Daily Priority Call Volume and Entry to Assignment

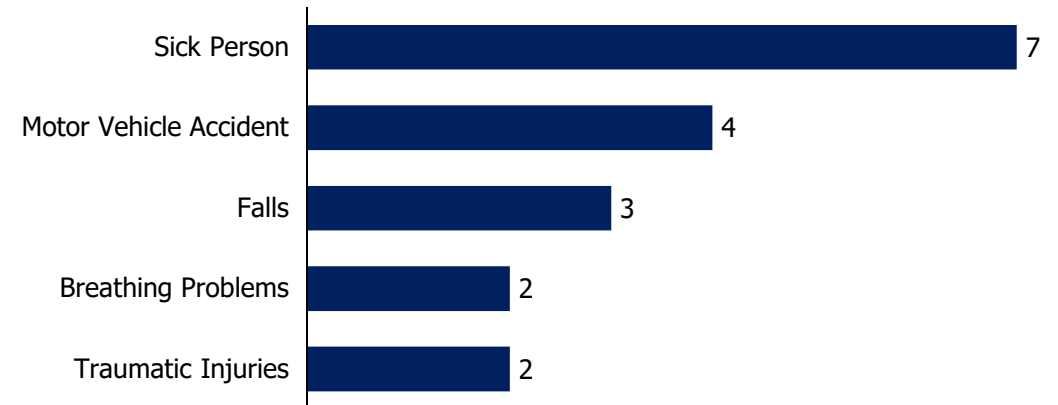
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	1	5	5	11	3
Tuesday	0	3	1	4	1
Wednesday	0	5	2	7	2
Thursday	0	3	6	9	2
Friday	0	3	3	6	1
Saturday	0	3	1	4	1
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>80%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

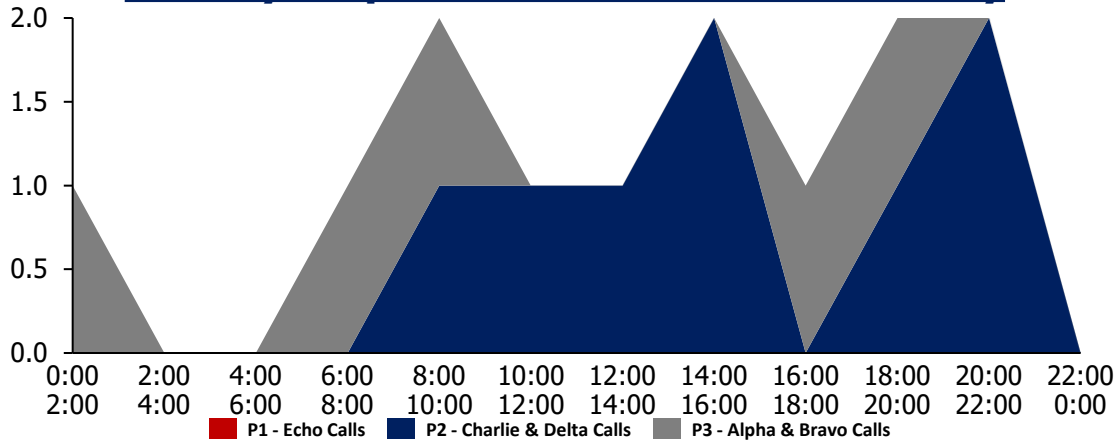




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day



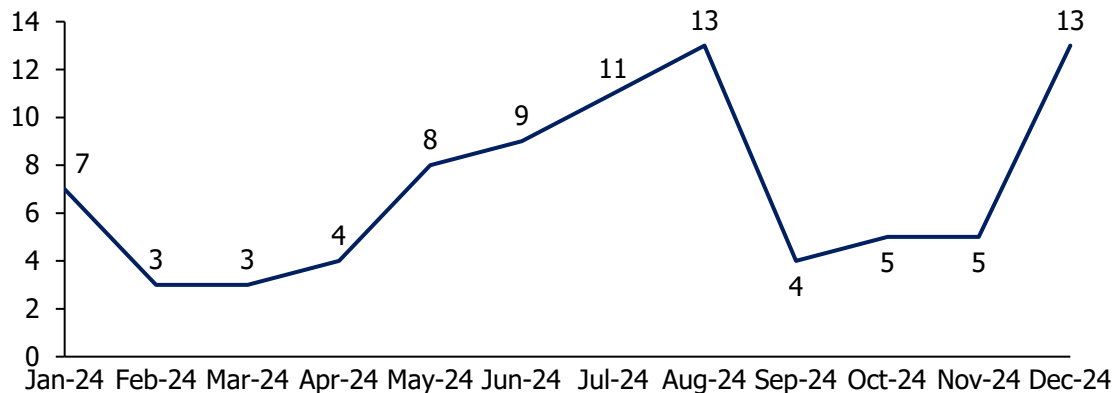
## Daily Priority Call Volume and Entry to Assignment

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

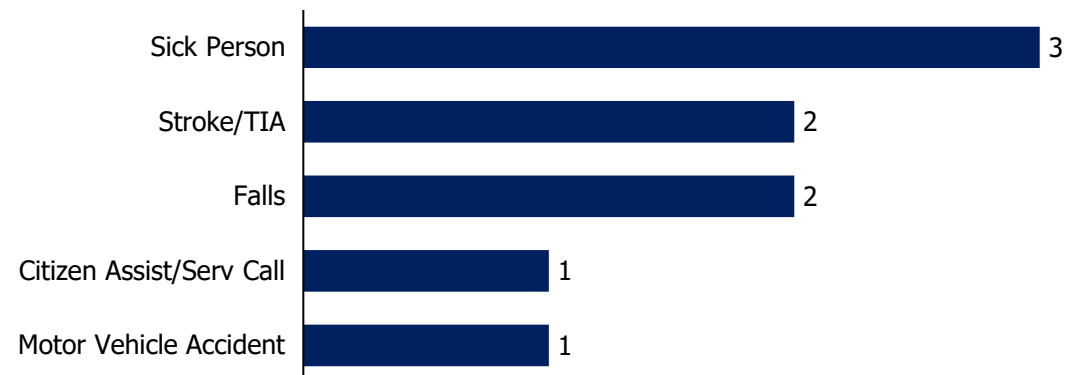
**Assignment <1 min** N/A 63%

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

## Monthly Call Volume



## Problem Natures

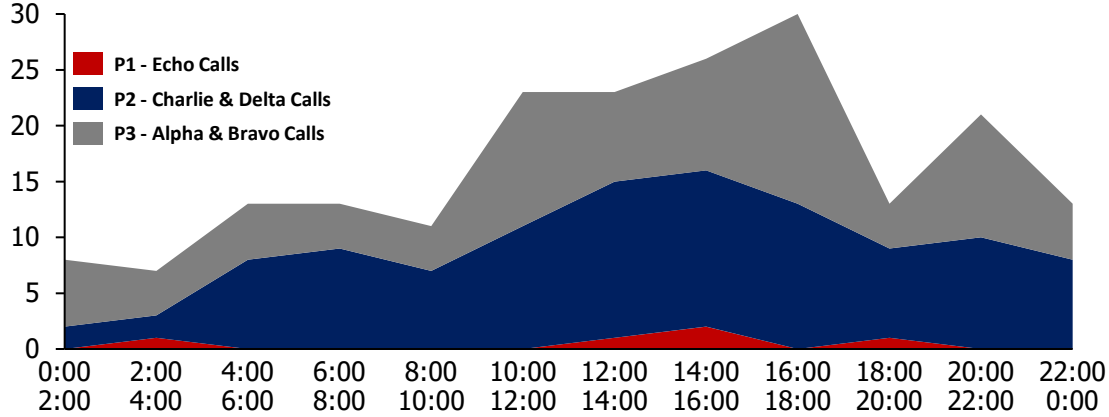




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

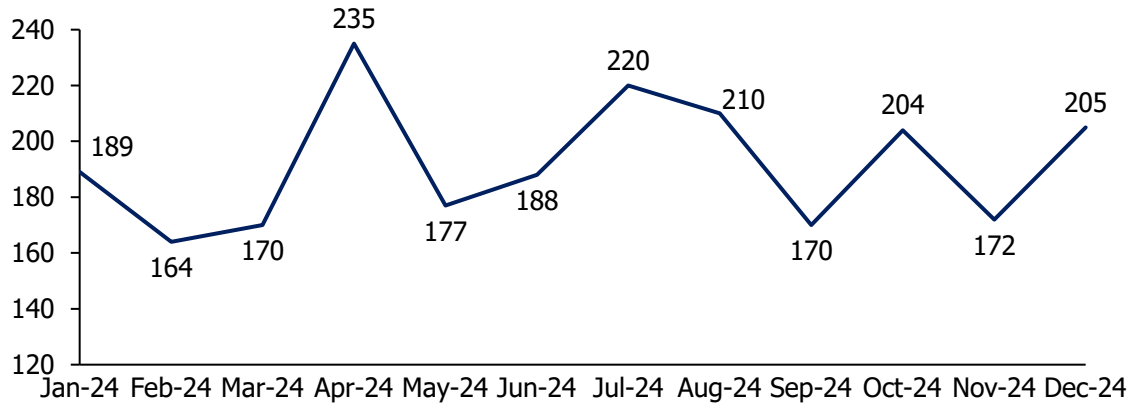


## Daily Priority Call Volume and Entry to Assignment

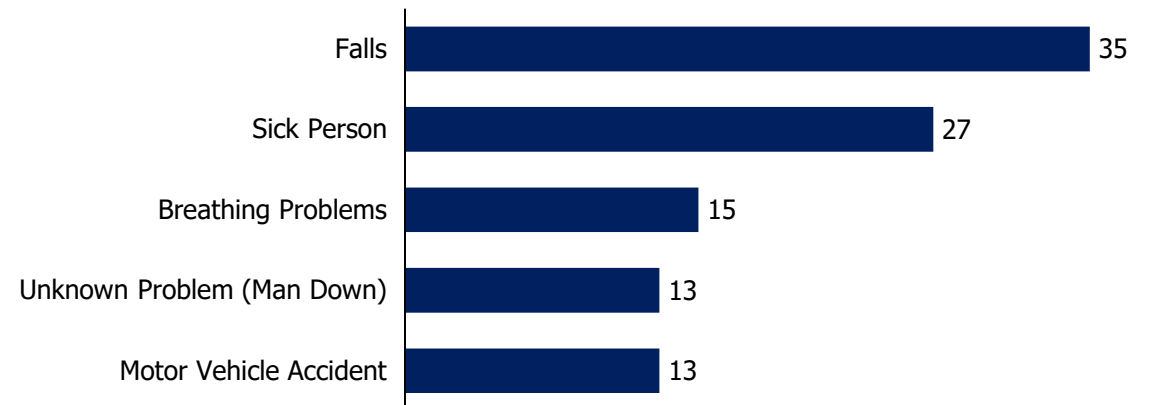
Day of Week	P1	P2	P3	Total	Average
Sunday	0	18	9	27	5
Monday	1	20	22	43	9
Tuesday	0	13	11	24	5
Wednesday	2	13	6	21	5
Thursday	1	16	16	33	8
Friday	1	13	17	31	8
Saturday	0	13	9	22	6
<b>Assignment &lt;1 min</b>				<b>100%</b>	<b>89%</b>

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

## Monthly Call Volume



## Top Five Problem Natures

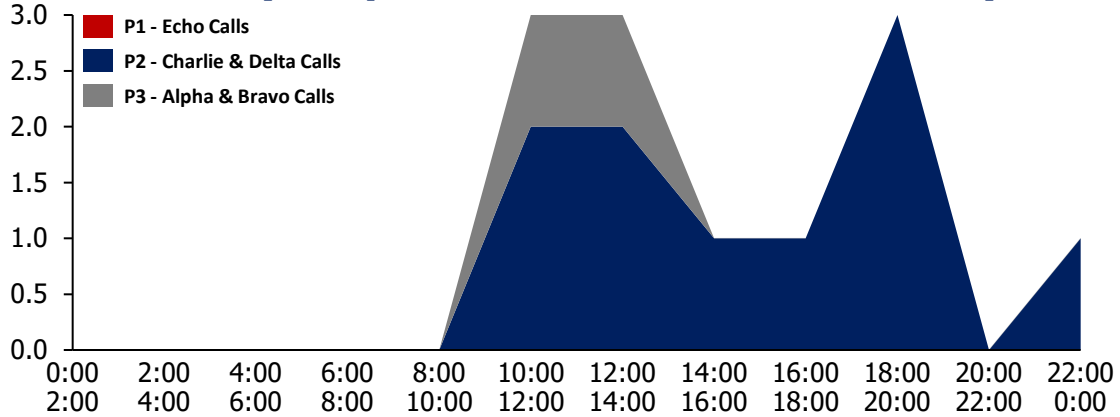




# Inter-Canyon Fire



## Priority Dispatched Calls Per Time of Day



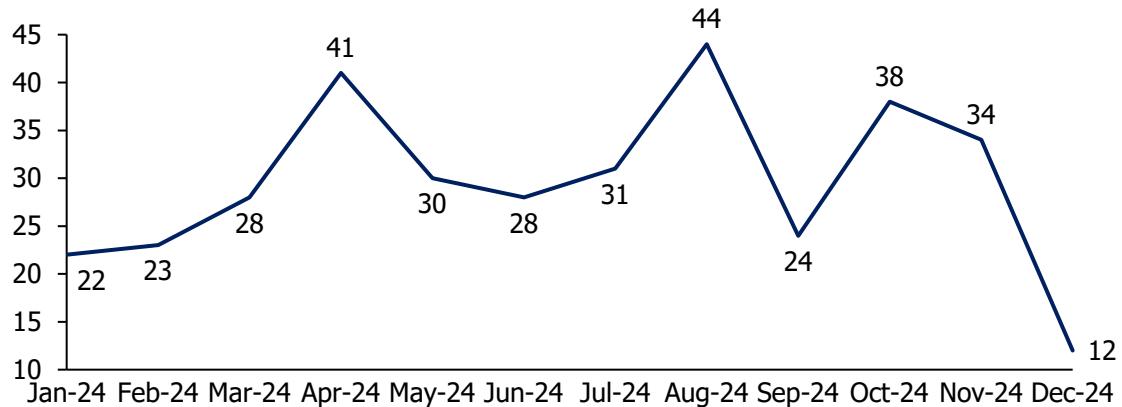
## Daily Priority Call Volume and Entry to Assignment

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

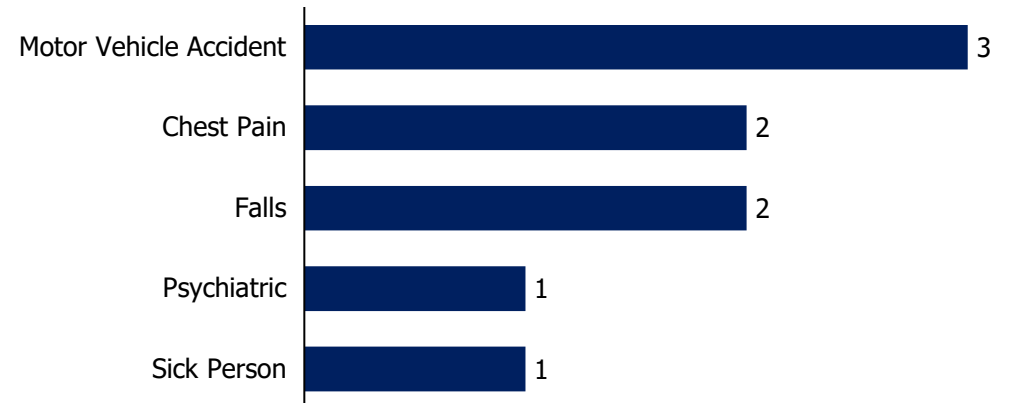
**Assignment <1 min**    **N/A**    **80%**

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

## Monthly Call Volume



## Top Five Problem Natures



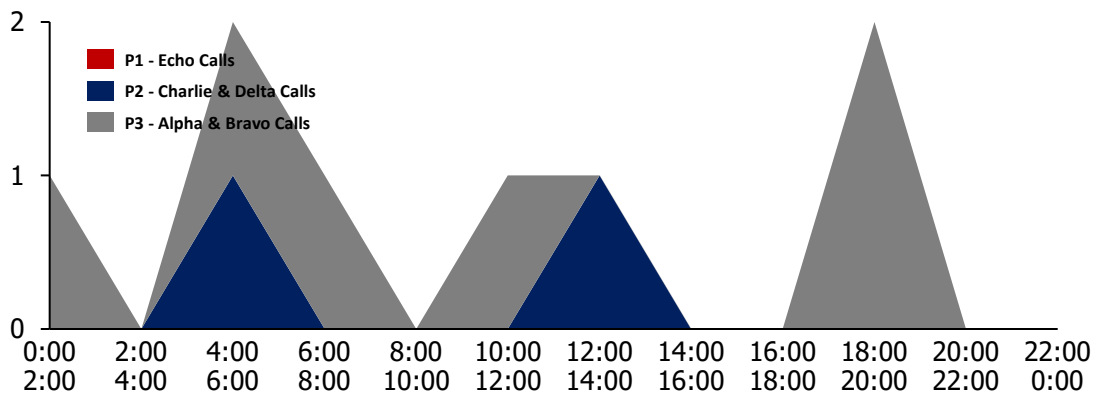




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day

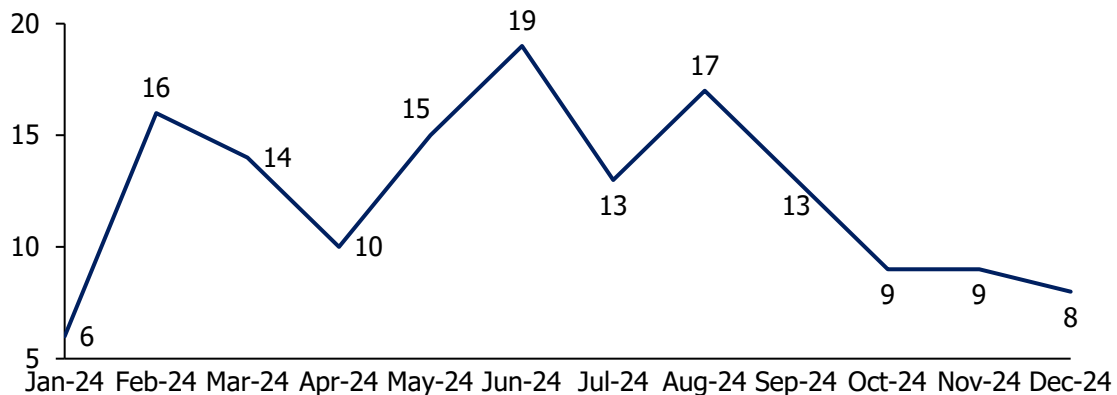


## Daily Priority Call Volume and Entry to Assignment

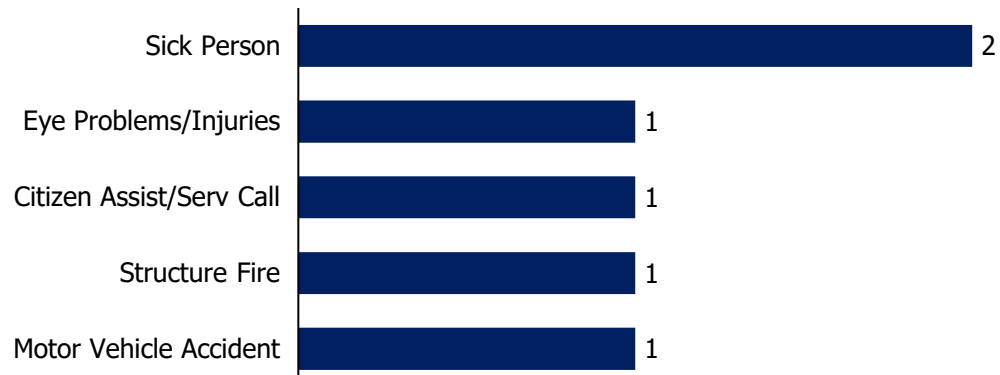
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	2	2	0
Monday	0	0	0	0	0
Tuesday	0	0	0	0	0
Wednesday	0	1	1	2	1
Thursday	0	0	0	0	0
Friday	0	1	2	3	1
Saturday	0	0	1	1	0
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>100%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

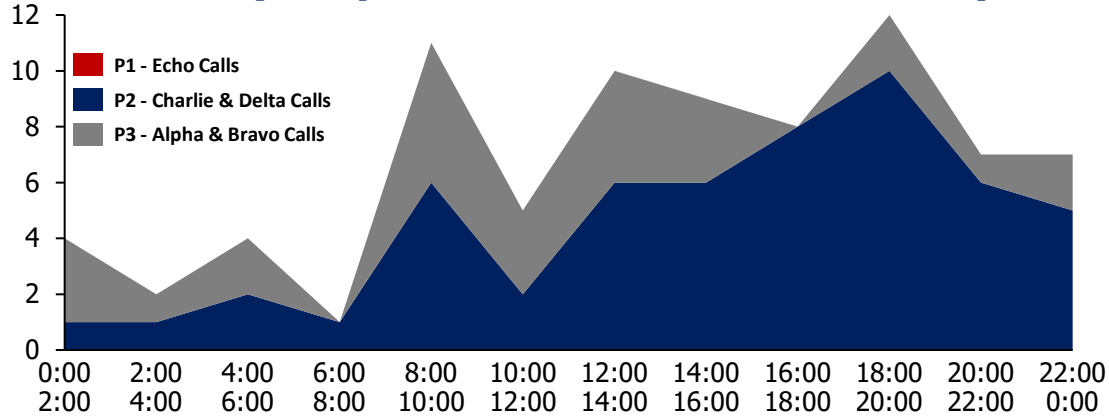




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day

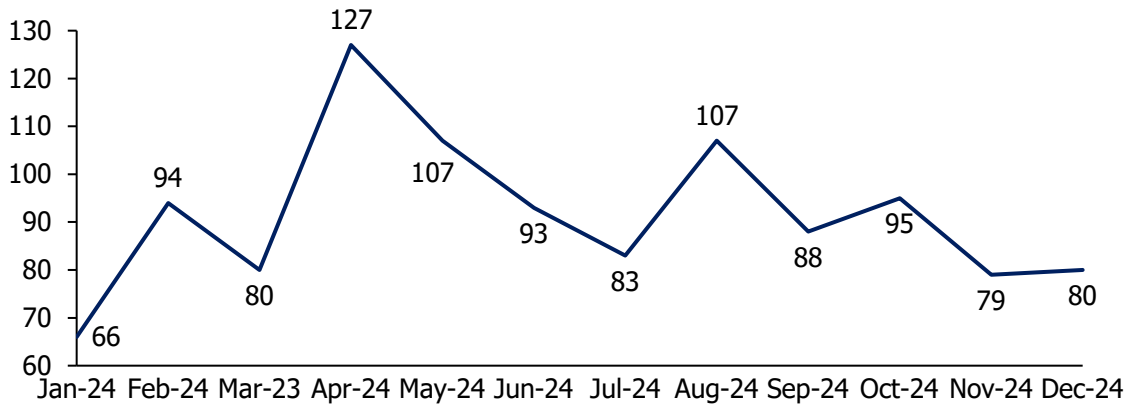


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	1	9	2
Monday	0	3	6	9	2
Tuesday	0	6	5	11	2
Wednesday	0	9	2	11	3
Thursday	0	8	3	11	3
Friday	0	10	6	16	4
Saturday	0	10	3	13	3
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>93%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

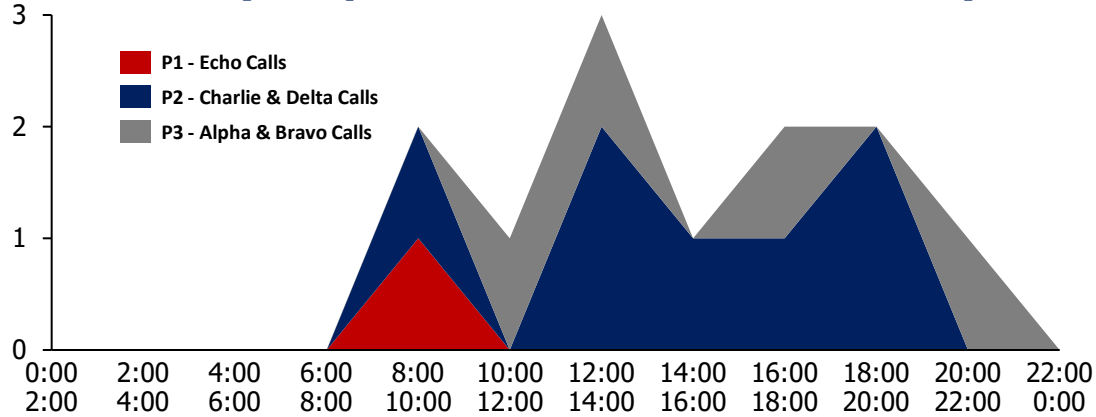




# North Fork Fire



## Priority Dispatched Calls Per Time of Day



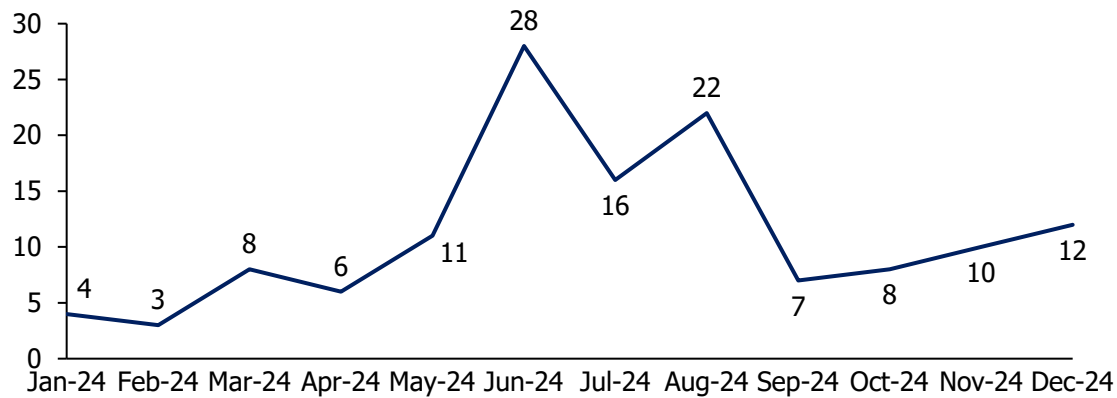
## Daily Priority Call Volume and Entry to Assignment

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

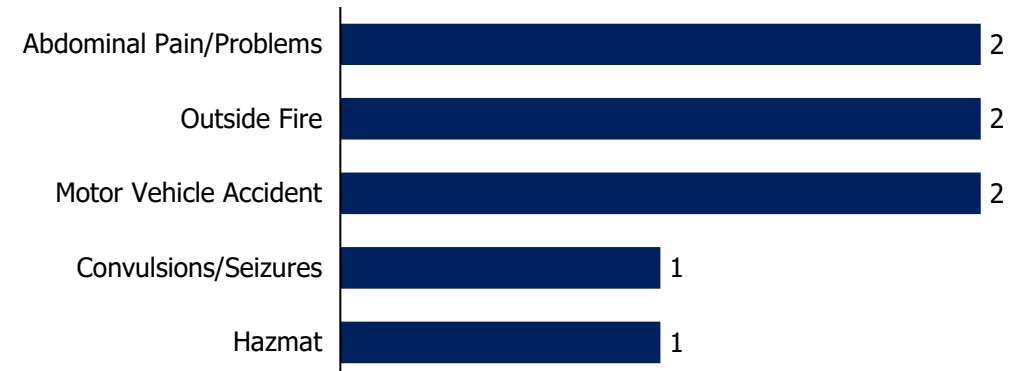
**Assignment <1 min 100% 57%**

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

## Monthly Call Volume



## Problem Natures

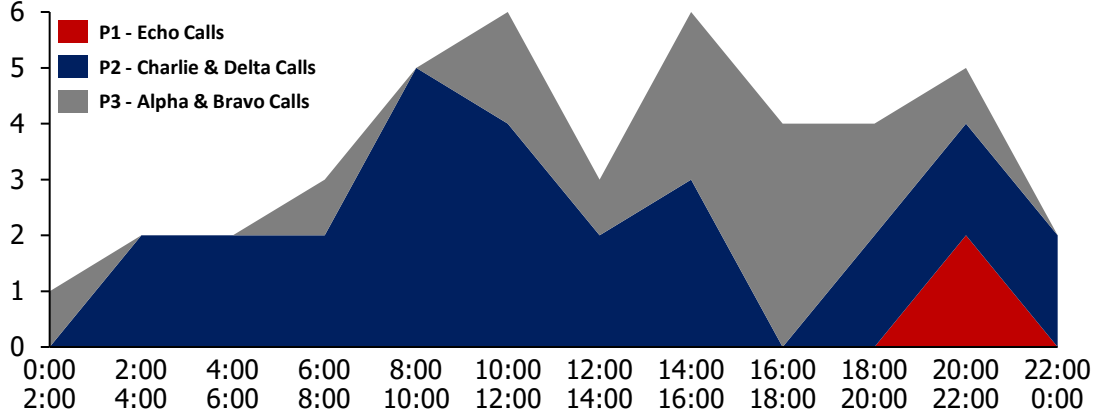




# Highland Rescue



## Priority Dispatched Calls Per Time of Day

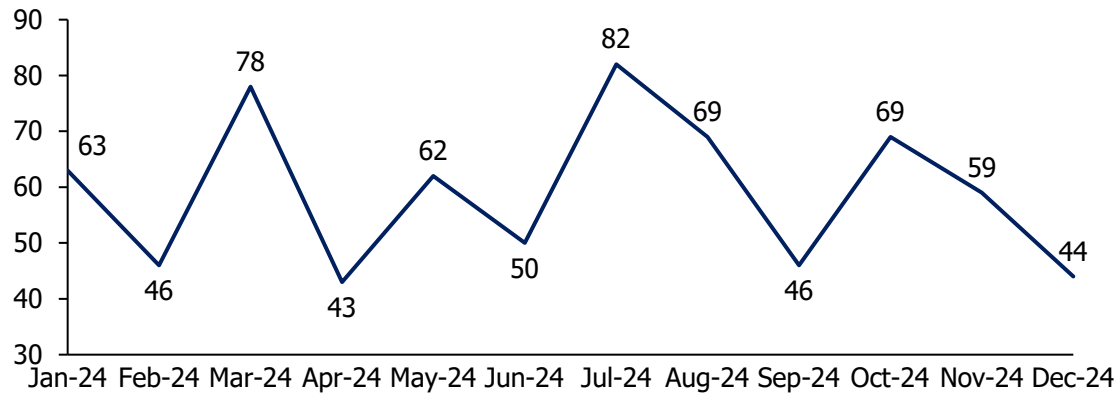


## Daily Priority Call Volume and Entry to Assignment

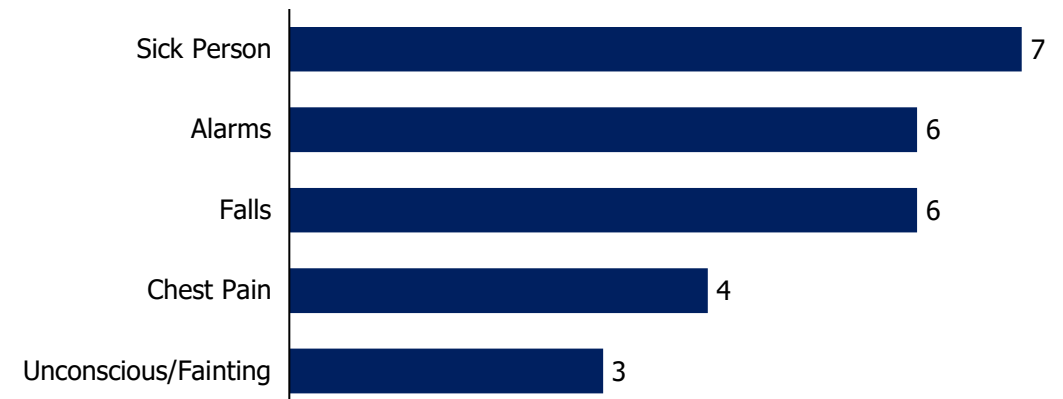
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	4	8	2
Monday	1	3	4	8	2
Tuesday	1	2	3	6	1
Wednesday	0	2	2	4	1
Thursday	0	8	0	8	2
Friday	0	3	2	5	1
Saturday	0	4	0	4	1
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>81%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

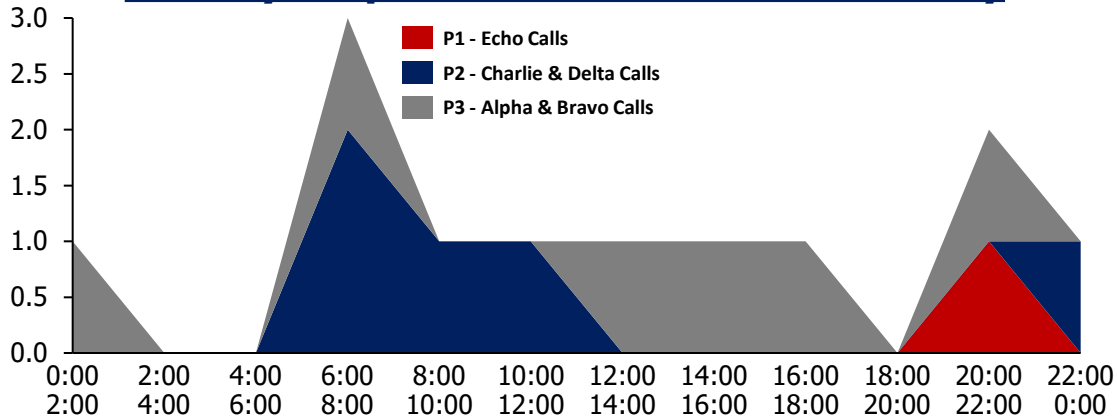




# Genesee Fire



## Priority Dispatched Calls Per Time of Day



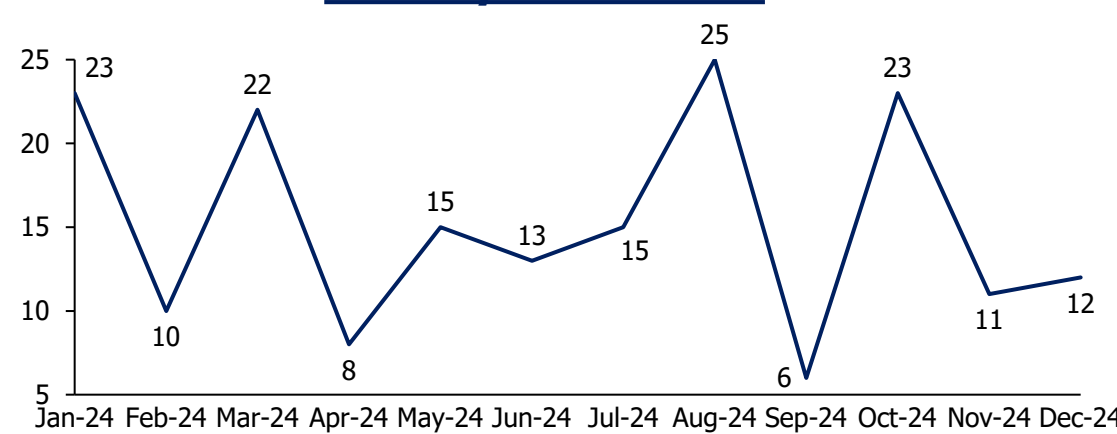
## Daily Priority Call Volume and Entry to Assignment

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

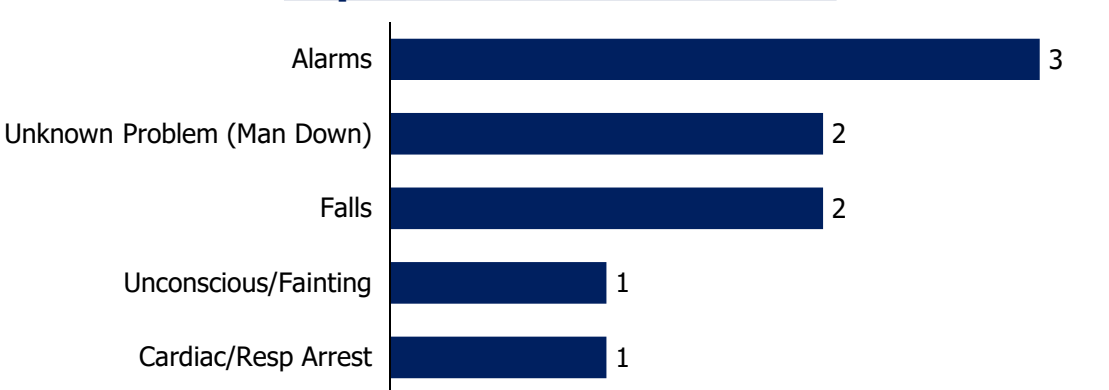
**Assignment <1 min 100% 80%**

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

## Monthly Call Volume



## Top Five Problem Natures

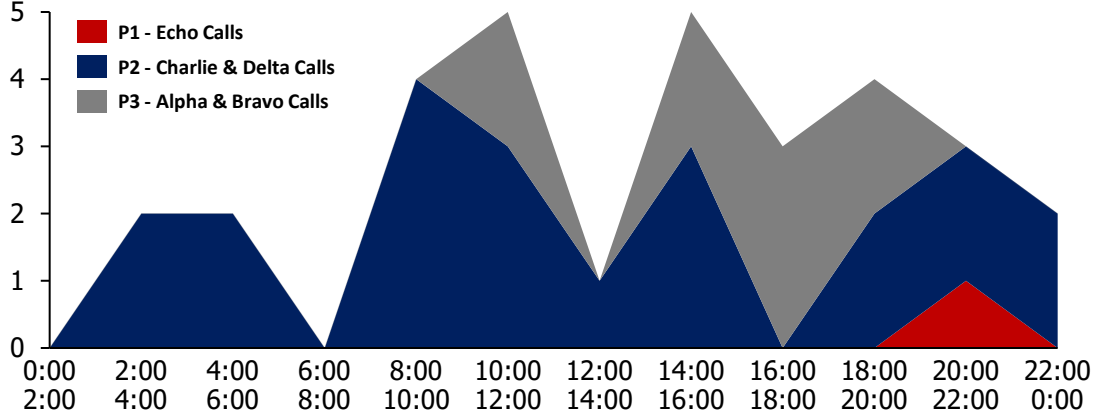




# Foothills Fire



## Priority Dispatched Calls Per Time of Day



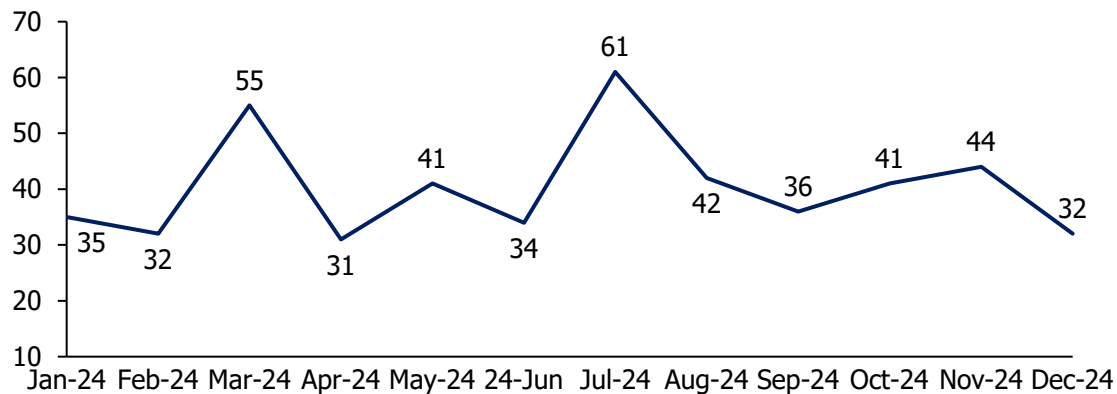
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	3	7	1
Monday	1	2	3	6	1
Tuesday	0	2	0	2	0
Wednesday	0	2	1	3	1
Thursday	0	5	0	5	1
Friday	0	2	2	4	1
Saturday	0	4	0	4	1

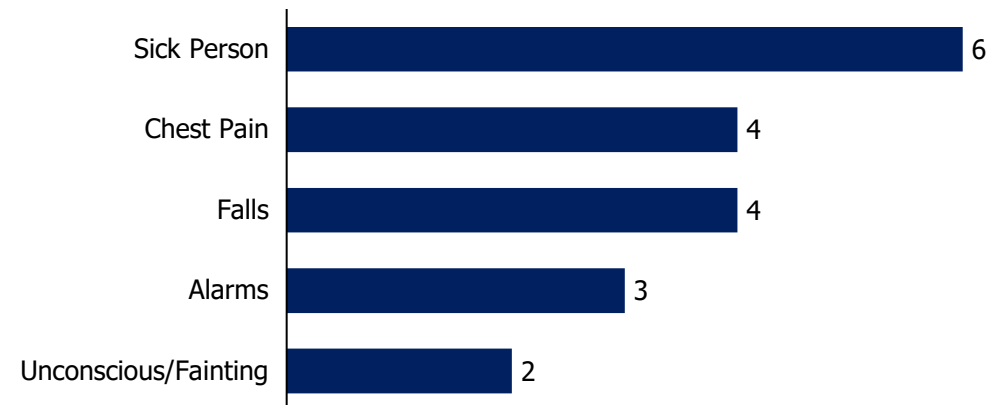
**Assignment <1 min 100% 81%**

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

## Monthly Call Volume



## Top Five Problem Natures

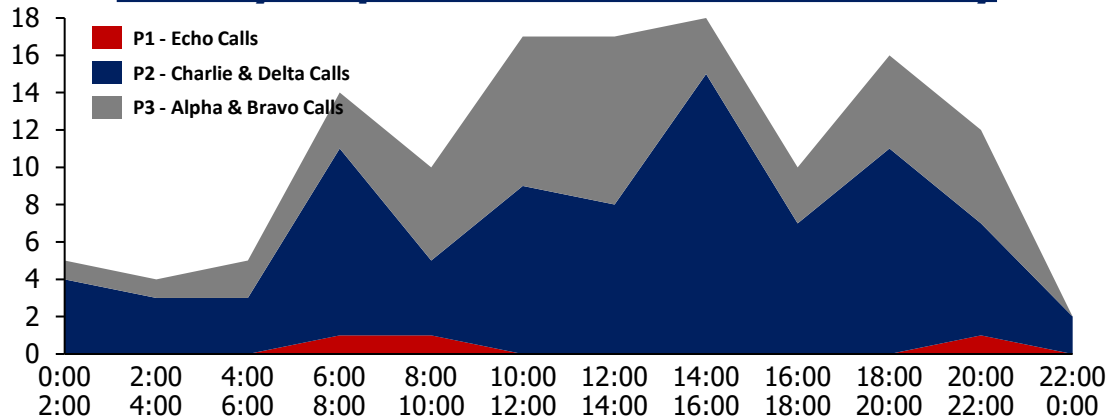




# Clear Creek Fire



## Priority Dispatched Calls Per Time of Day

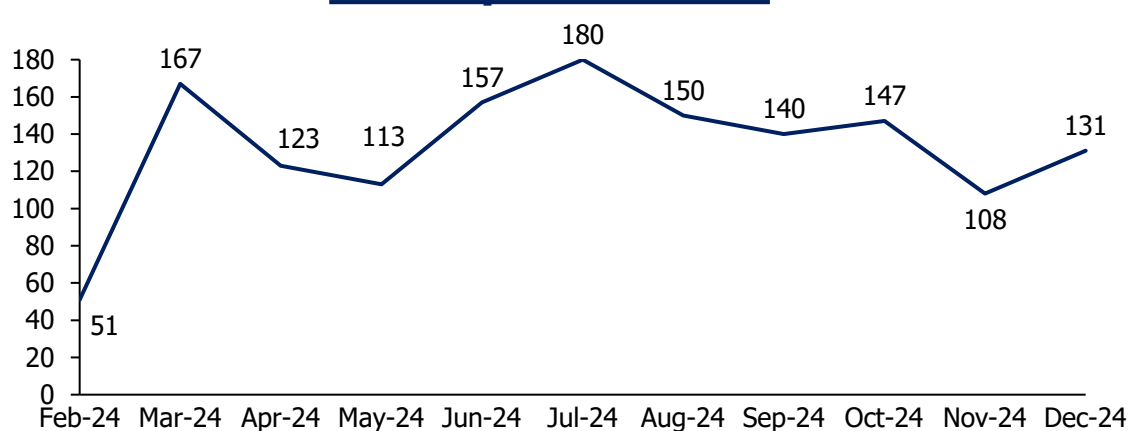


## Daily Priority Call Volume and Entry to Assignment

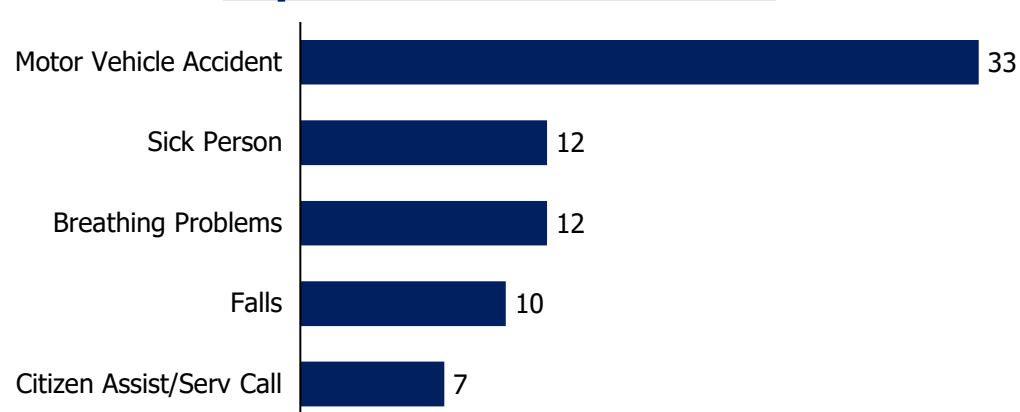
Day of Week	P1	P2	P3	Total	Average
Sunday	1	8	7	16	3
Monday	0	18	4	22	4
Tuesday	0	13	12	25	5
Wednesday	1	10	3	14	4
Thursday	1	10	9	20	5
Friday	0	12	5	17	4
Saturday	0	11	5	16	4
<b>Assignment &lt;1 min</b>	<b>67%</b>	<b>76%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

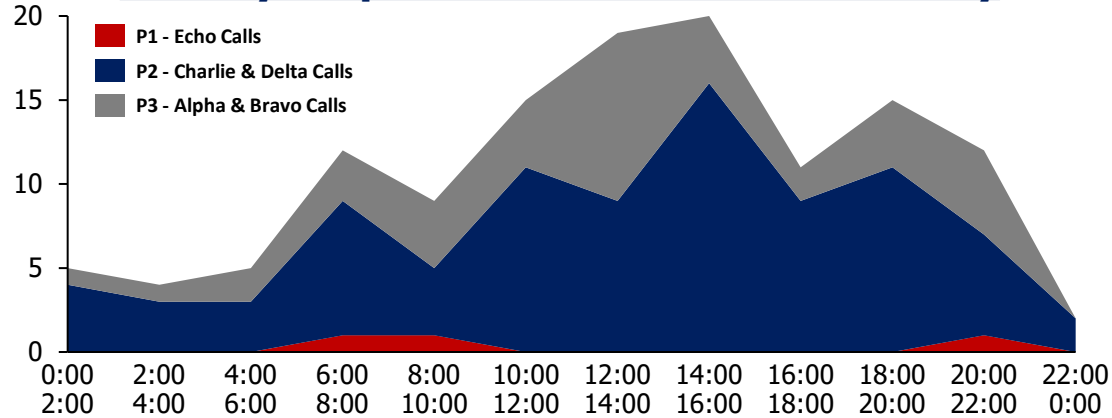




# Clear Creek EMS



## Priority Dispatched Calls Per Time of Day

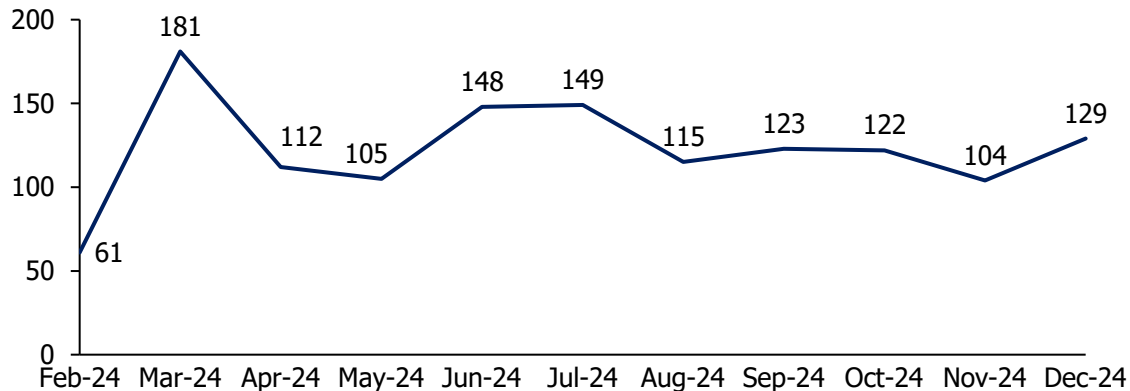


## Daily Priority Call Volume and Entry to Assignment

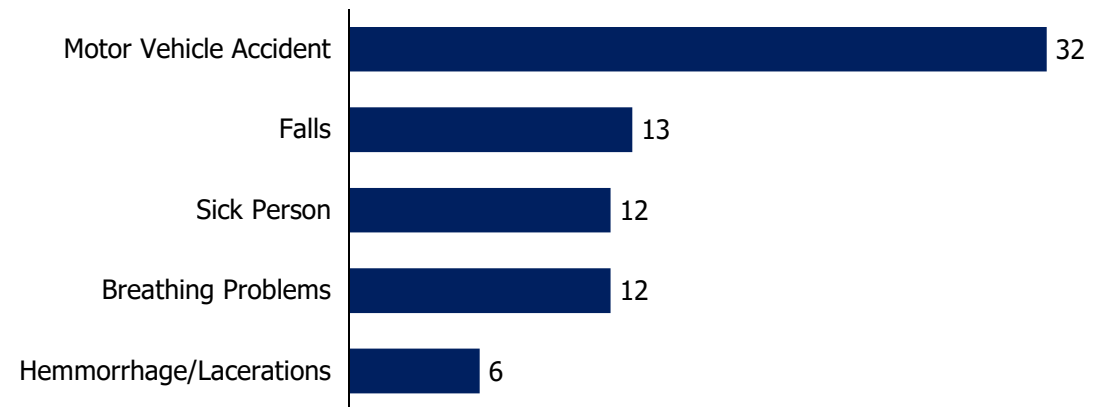
Day of Week	P1	P2	P3	Total	Average
Sunday	1	9	6	16	3
Monday	0	20	4	24	5
Tuesday	0	12	9	21	4
Wednesday	1	10	2	13	3
Thursday	1	11	7	19	5
Friday	0	12	6	18	5
Saturday	0	12	6	18	5
<b>Assignment &lt;1 min</b>	<b>67%</b>	<b>74%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



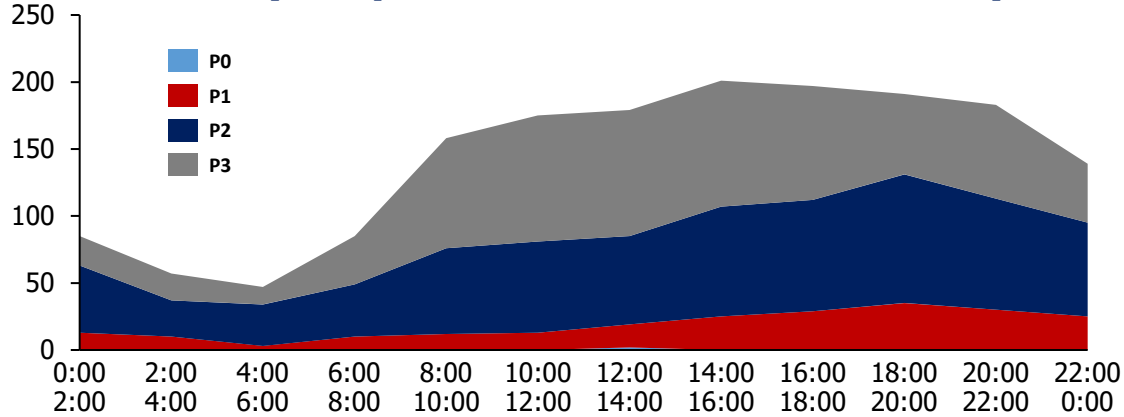




# Jeffco Sheriff



## Priority Dispatched Calls Per Time of Day

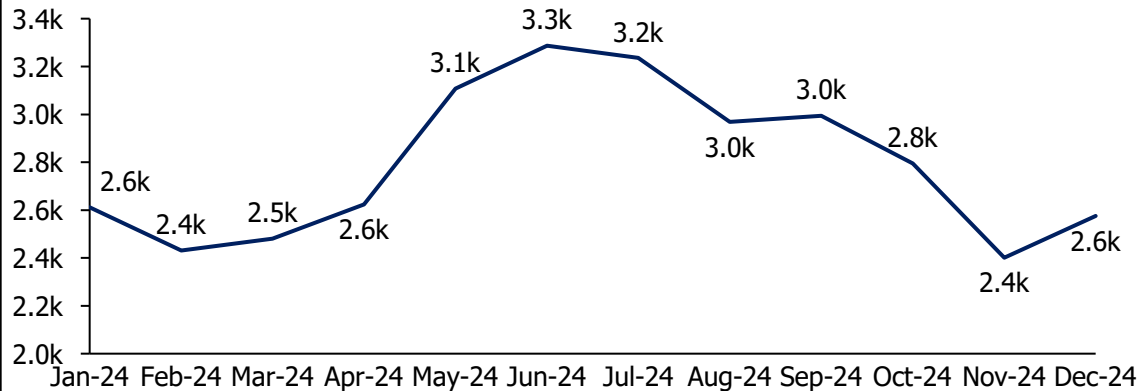


## Daily Priority Call Volume and Entry to Assignment

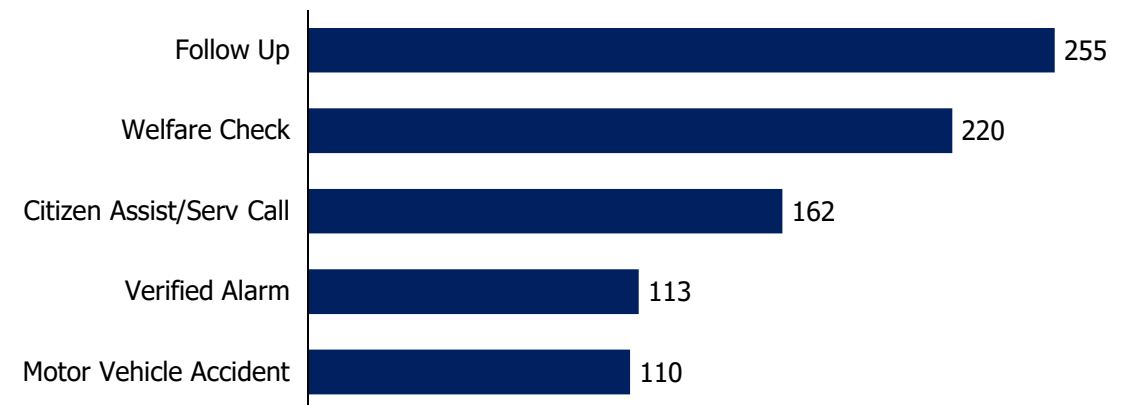
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	30	110	104	244	49
Monday	1	43	120	135	299	60
Tuesday	0	37	114	141	292	58
Wednesday	0	30	96	85	211	53
Thursday	0	24	105	79	208	52
Friday	0	23	101	88	212	53
Saturday	1	35	113	82	231	58
<b>Assignment &lt; 2 min</b>		<b>76%</b>	<b>48%</b>			
<b>Assignment &lt; 4 min</b>		<b>91%</b>	<b>77%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

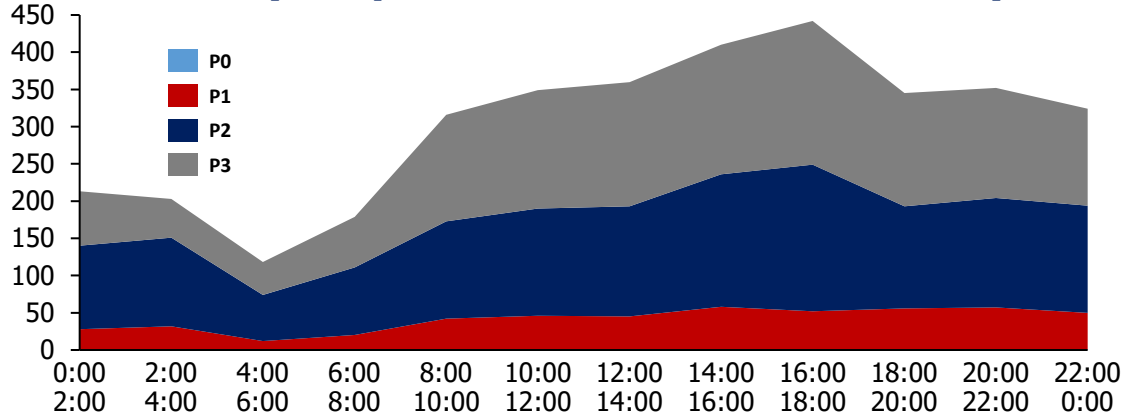




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

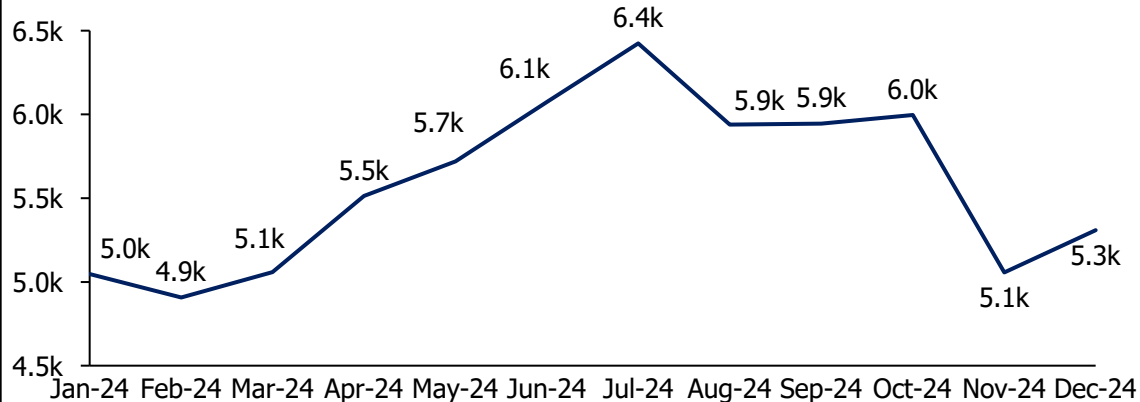


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	72	224	252	549	110
Monday	0	78	272	243	593	119
Tuesday	0	81	288	267	636	127
Wednesday	0	68	201	198	467	117
Thursday	1	54	205	197	457	114
Friday	1	66	195	167	429	107
Saturday	0	76	225	179	480	120
<b>Assignment &lt;2 min</b>		<b>69%</b>	<b>42%</b>			
<b>Assignment &lt;4 min</b>		<b>85%</b>	<b>66%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

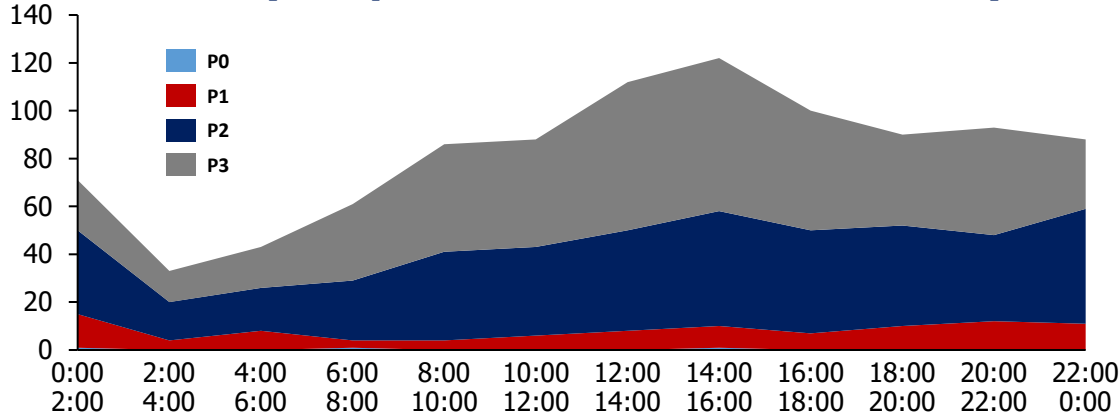




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

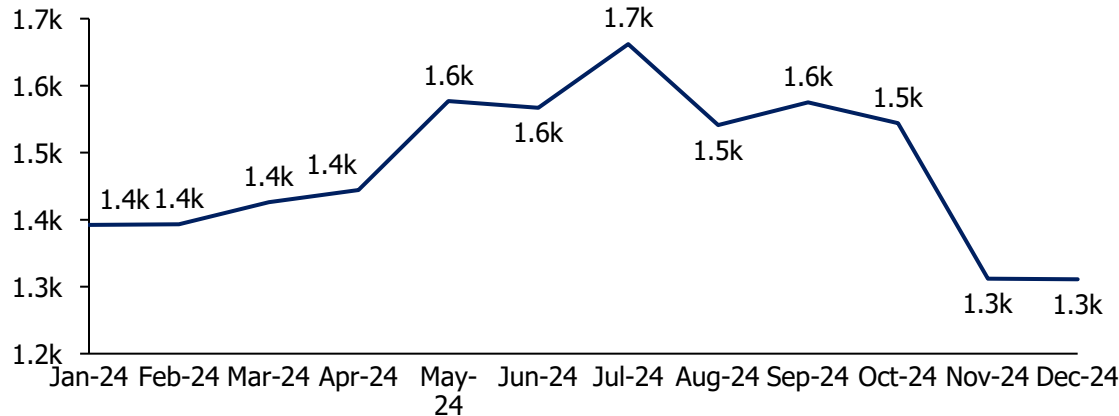


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	19	59	57	135	27
Monday	0	17	76	93	186	37
Tuesday	0	16	76	72	164	33
Wednesday	0	6	56	54	116	29
Thursday	2	13	58	64	137	34
Friday	0	9	48	63	120	30
Saturday	1	16	54	58	129	32
<b>Assignment &lt;2 min</b>		<b>74%</b>	<b>42%</b>			
<b>Assignment &lt;4 min</b>		<b>89%</b>	<b>61%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

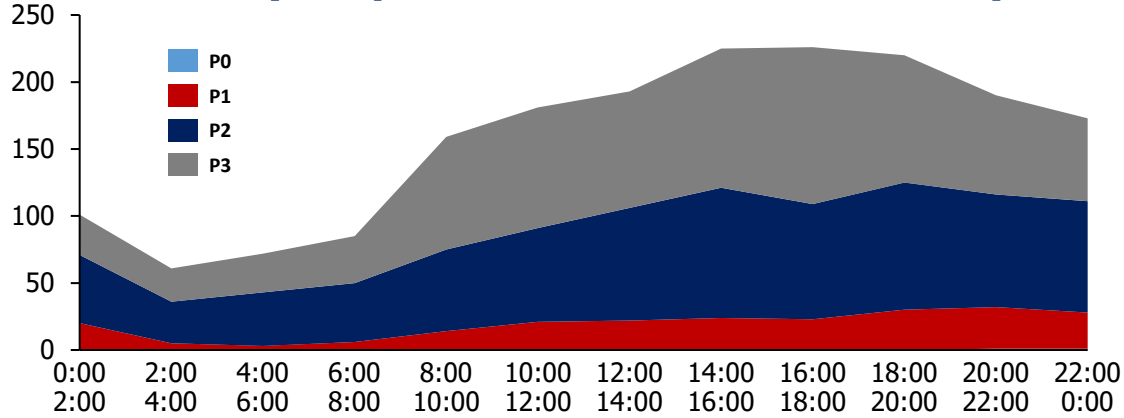




# Arvada PD



## Priority Dispatched Calls Per Time of Day

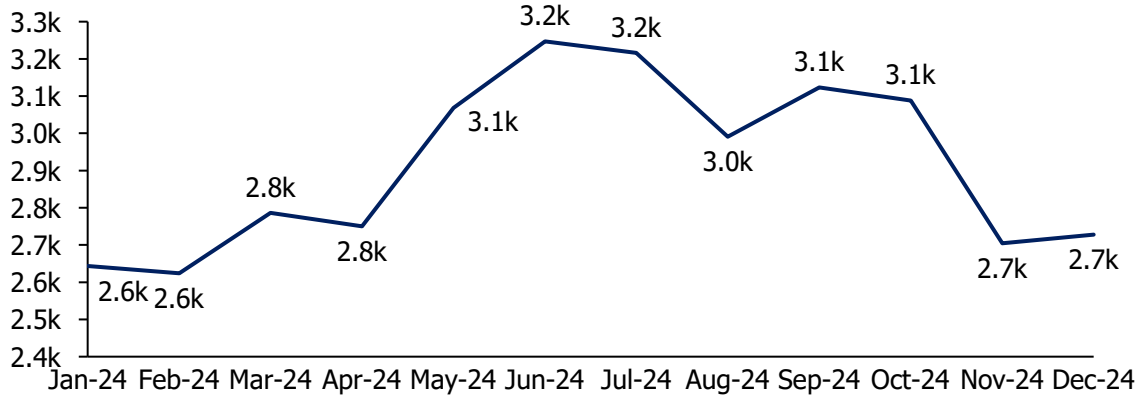


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	42	147	129	319	64
Monday	0	39	114	155	308	62
Tuesday	0	22	130	136	288	58
Wednesday	0	33	95	100	228	57
Thursday	1	36	107	99	243	61
Friday	0	22	114	117	253	63
Saturday	0	32	119	96	247	62
<b>Assignment &lt;2 min</b>		<b>76%</b>	<b>58%</b>			
<b>Assignment &lt;4 min</b>		<b>88%</b>	<b>78%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

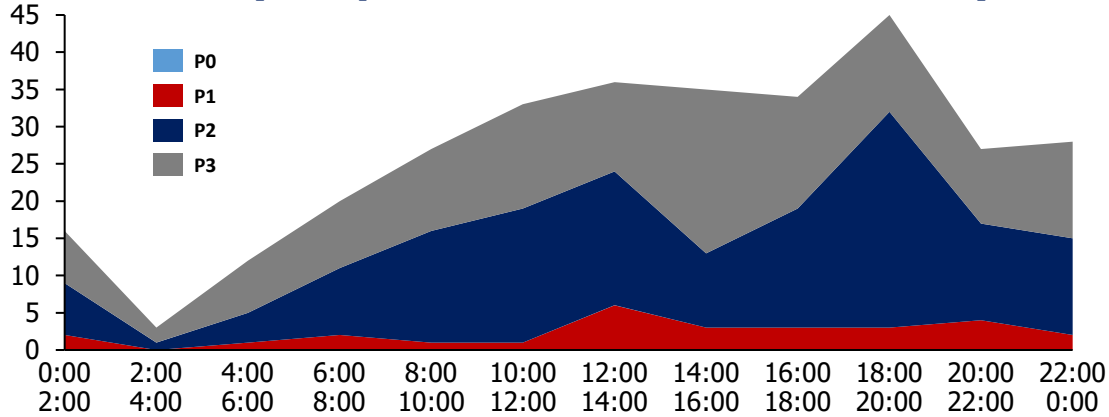




# Golden PD



## Priority Dispatched Calls Per Time of Day

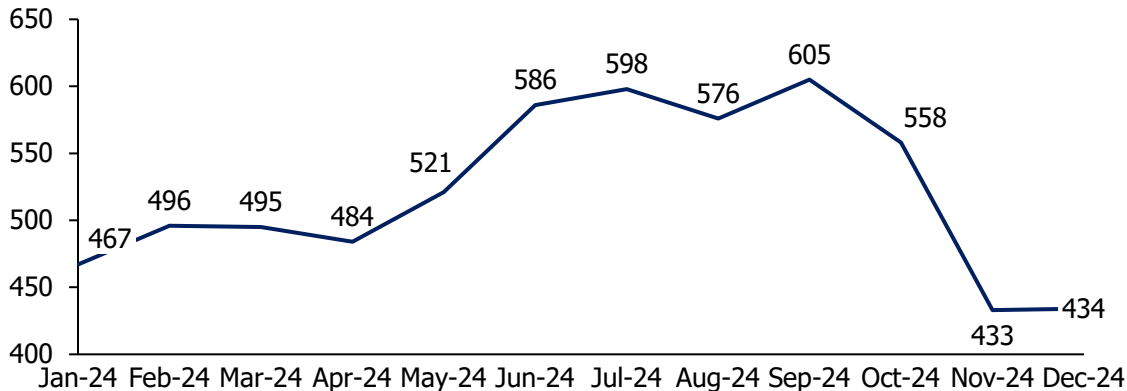


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	20	16	39	8
Monday	0	3	31	30	64	13
Tuesday	0	5	29	21	55	11
Wednesday	0	3	23	11	37	9
Thursday	0	6	14	17	37	9
Friday	0	6	23	23	52	13
Saturday	0	2	13	17	32	8
<b>Assignment &lt;2 min</b>		<b>93%</b>	<b>60%</b>			
<b>Assignment &lt;4 min</b>		<b>96%</b>	<b>79%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

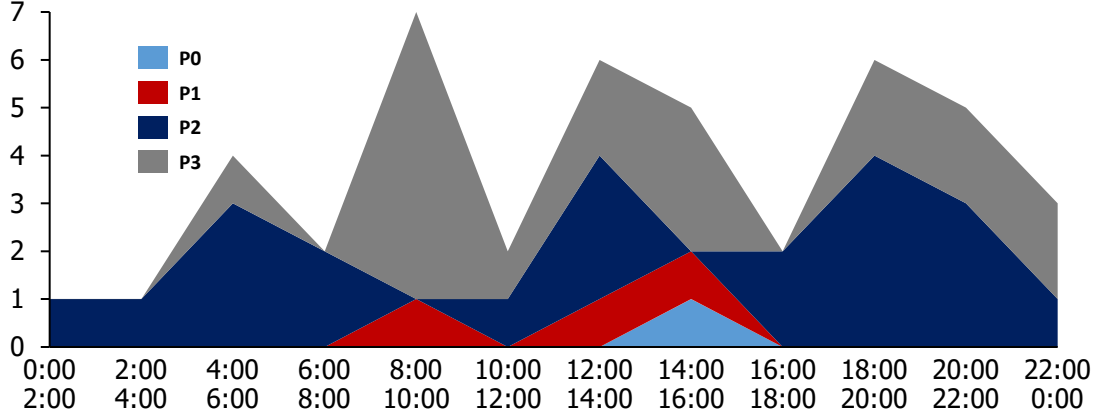




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

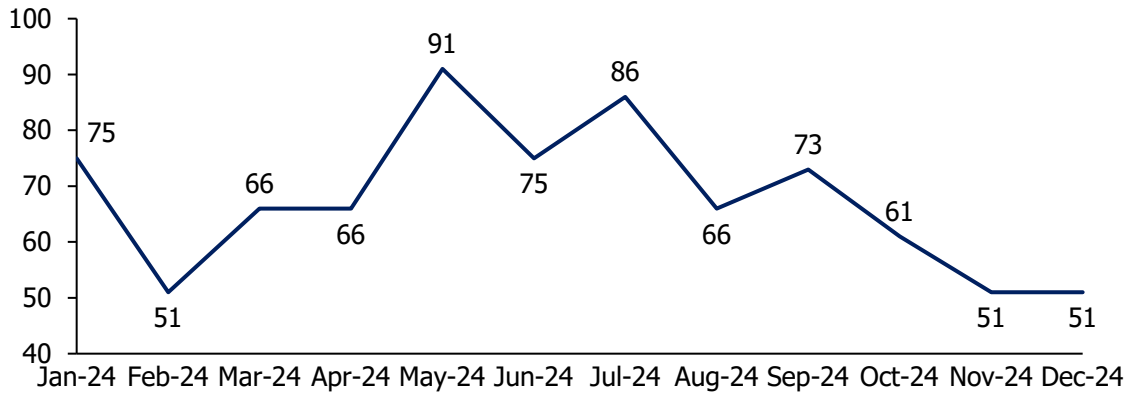


## Daily Priority Call Volume and Entry to Assignment

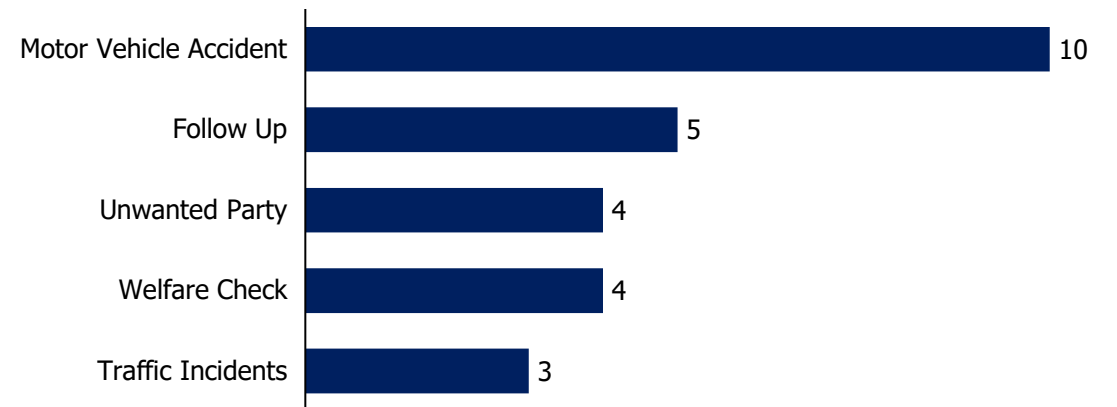
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	4	9	2
Monday	0	0	4	5	9	2
Tuesday	0	0	5	1	6	1
Wednesday	0	1	1	2	4	1
Thursday	1	0	3	3	7	2
Friday	0	0	3	1	4	1
Saturday	0	1	1	3	5	1
<b>Assignment &lt; 2 min</b>		<b>100%</b>	<b>62%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>90%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

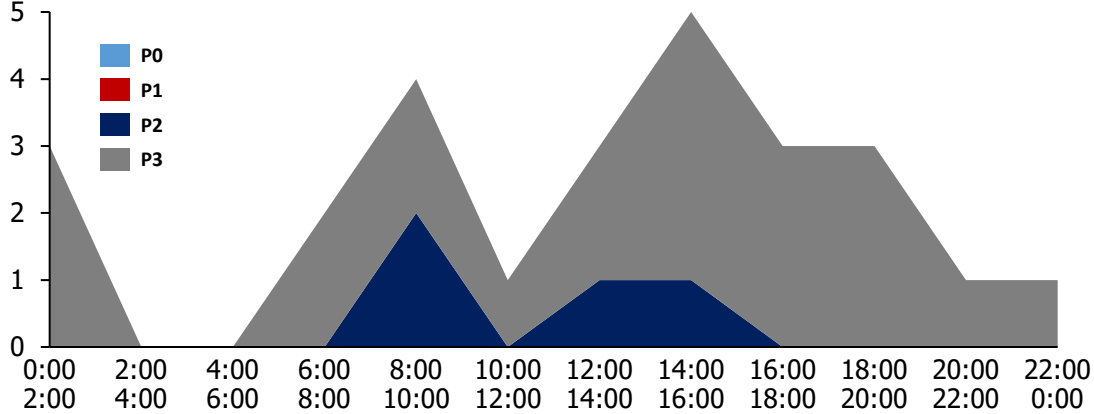




# Morrison PD



## Priority Dispatched Calls Per Time of Day

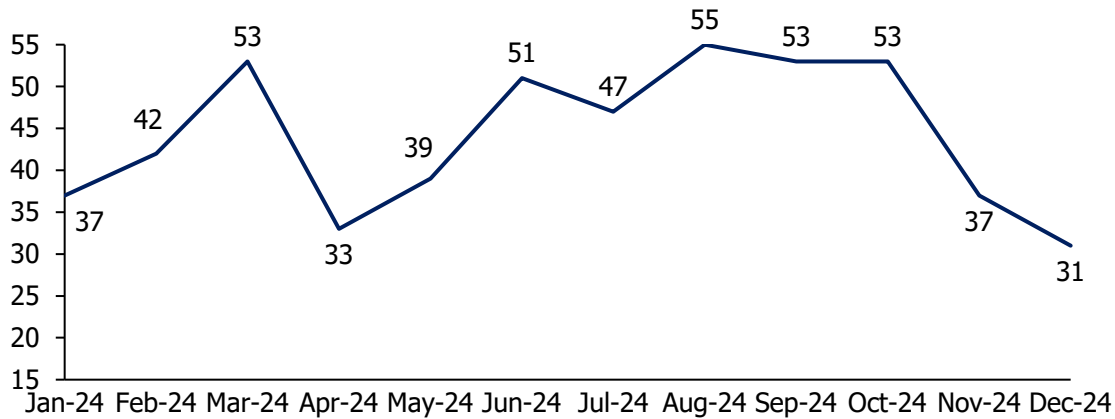


## Daily Priority Call Volume and Entry to Assignment

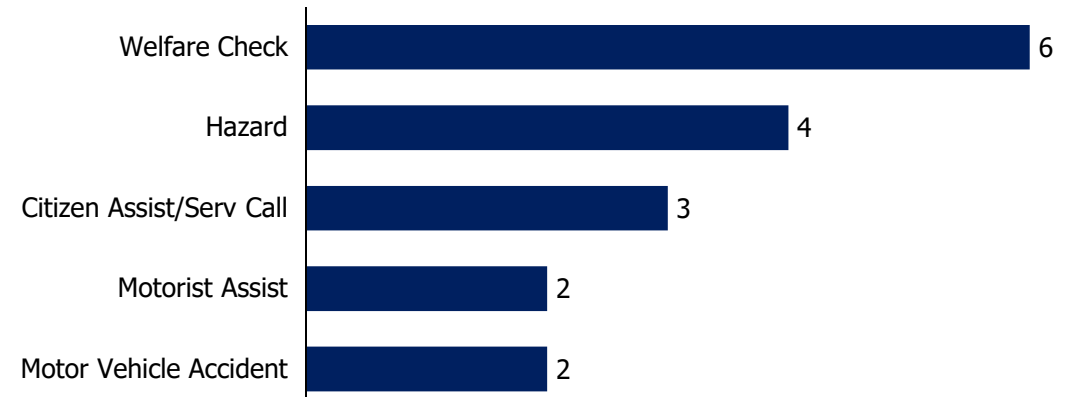
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	2	1	3	1
Tuesday	0	0	2	5	7	1
Wednesday	0	0	0	4	4	1
Thursday	0	0	0	5	5	1
Friday	0	0	0	3	3	1
Saturday	0	0	0	3	3	1
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>75%</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>100%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

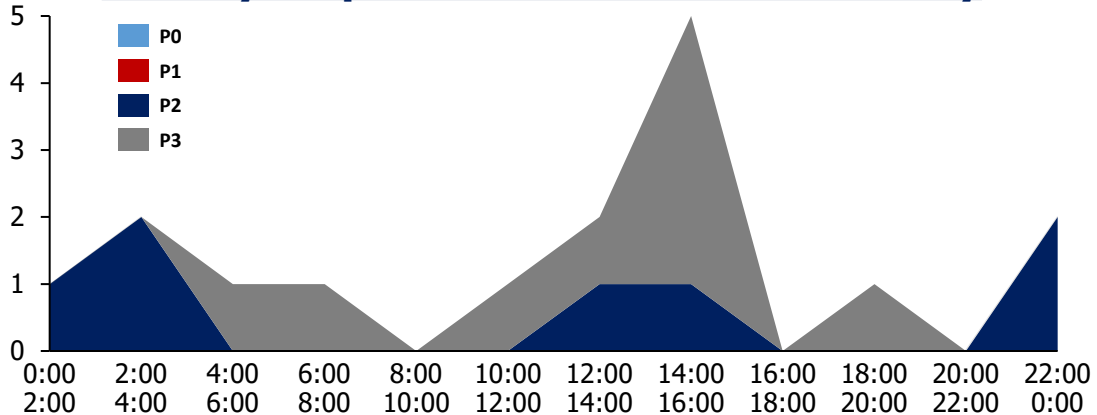




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

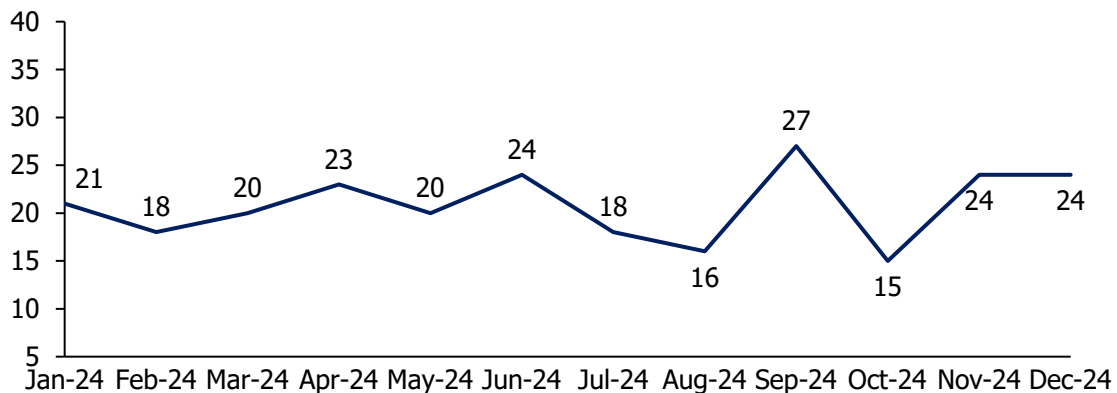


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	3	6	1
Monday	0	0	2	0	2	0
Tuesday	0	0	2	0	2	0
Wednesday	0	0	0	2	2	1
Thursday	0	0	0	1	1	0
Friday	0	0	0	1	1	0
Saturday	0	0	0	2	2	1
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>86%</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>86%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



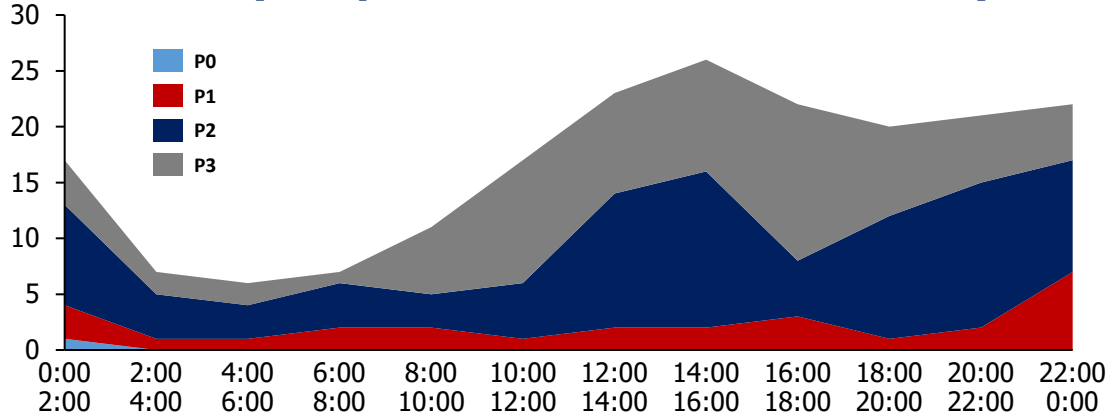




# Edgewater PD



## Priority Dispatched Calls Per Time of Day

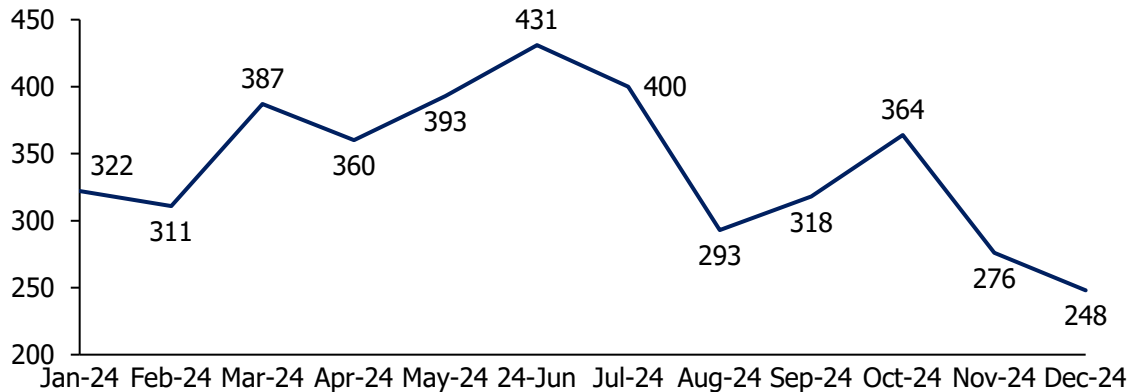


## Daily Priority Call Volume and Entry to Assignment

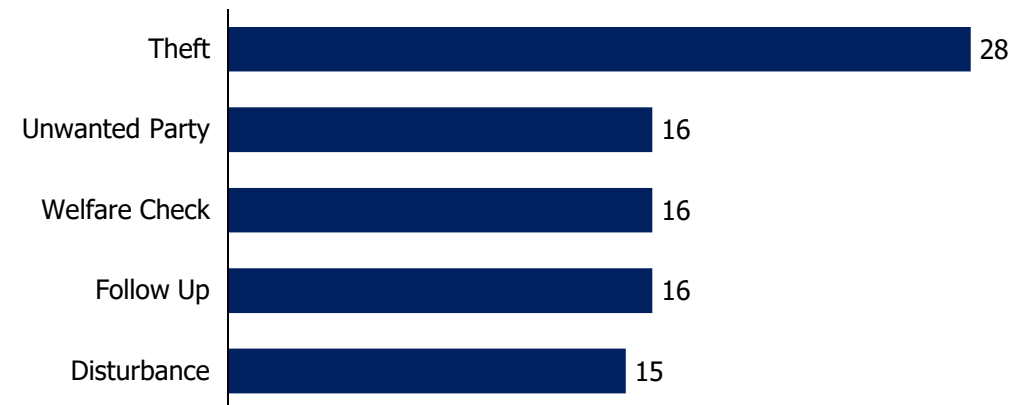
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	18	9	32	6
Monday	0	3	14	11	28	6
Tuesday	0	5	16	17	38	8
Wednesday	0	1	8	6	15	4
Thursday	0	3	7	8	18	5
Friday	0	4	13	15	32	8
Saturday	1	6	17	12	36	9
<b>Assignment &lt;2 min</b>		<b>67%</b>	<b>54%</b>			
<b>Assignment &lt;4 min</b>		<b>81%</b>	<b>75%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

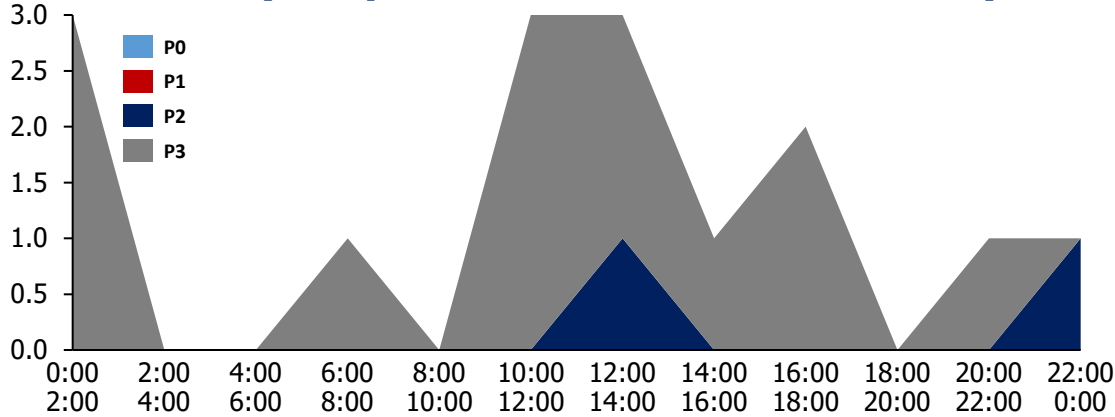




# Colorado School of Mines PD



### Priority Dispatched Calls Per Time of Day

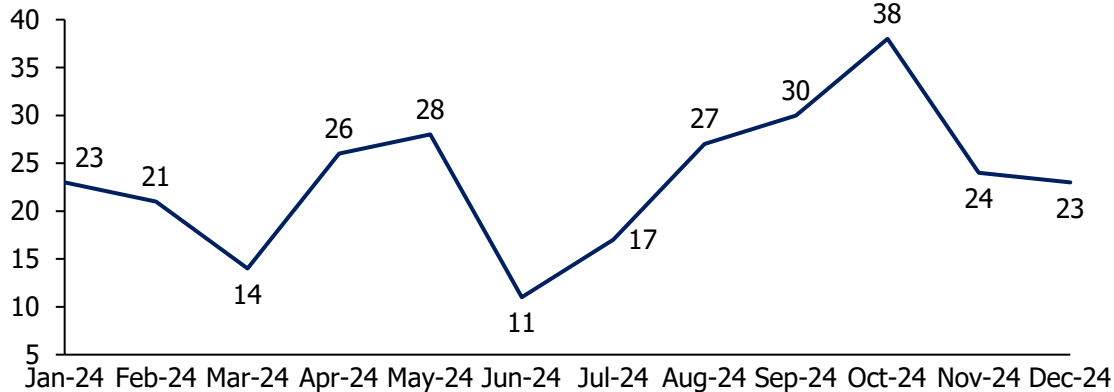


### Daily Priority Call Volume and Entry to Assignment

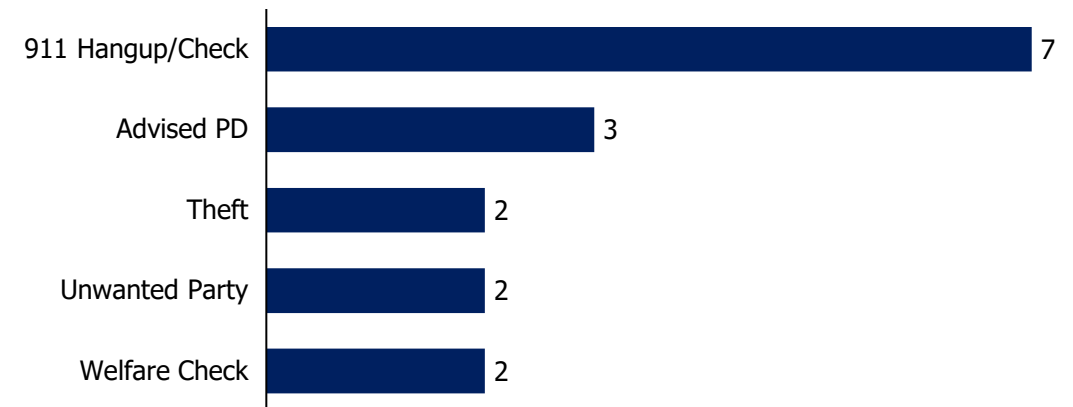
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	2	2	1
Monday	0	0	0	2	2	1
Tuesday	0	0	1	2	3	1
Wednesday	0	0	0	1	1	0
Thursday	0	0	0	2	2	1
Friday	0	0	1	3	4	1
Saturday	0	0	0	1	1	0
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>50%</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>100%</b>			

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

### Monthly Call Volume

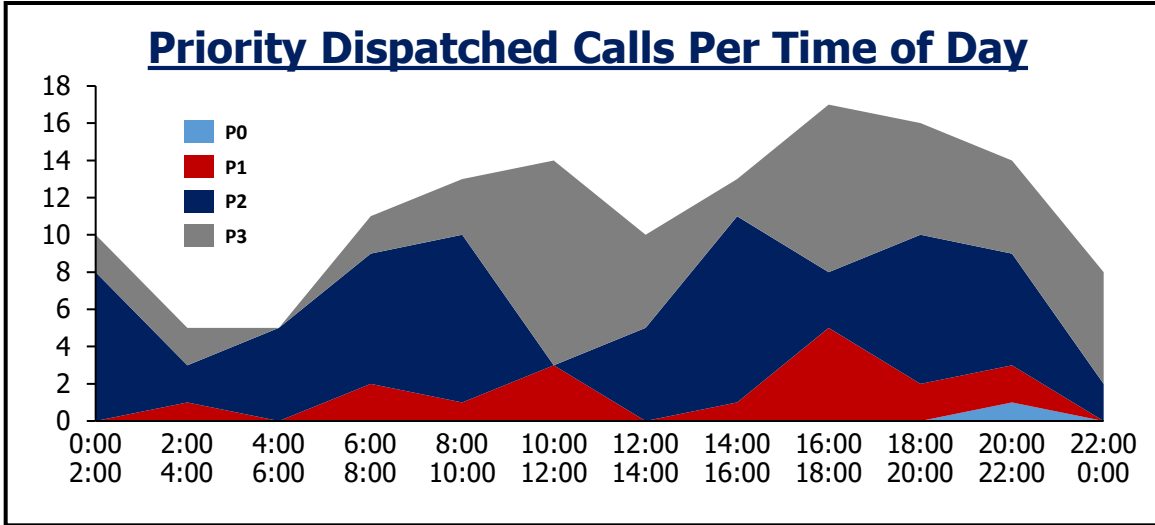


### Top Five Problem Natures





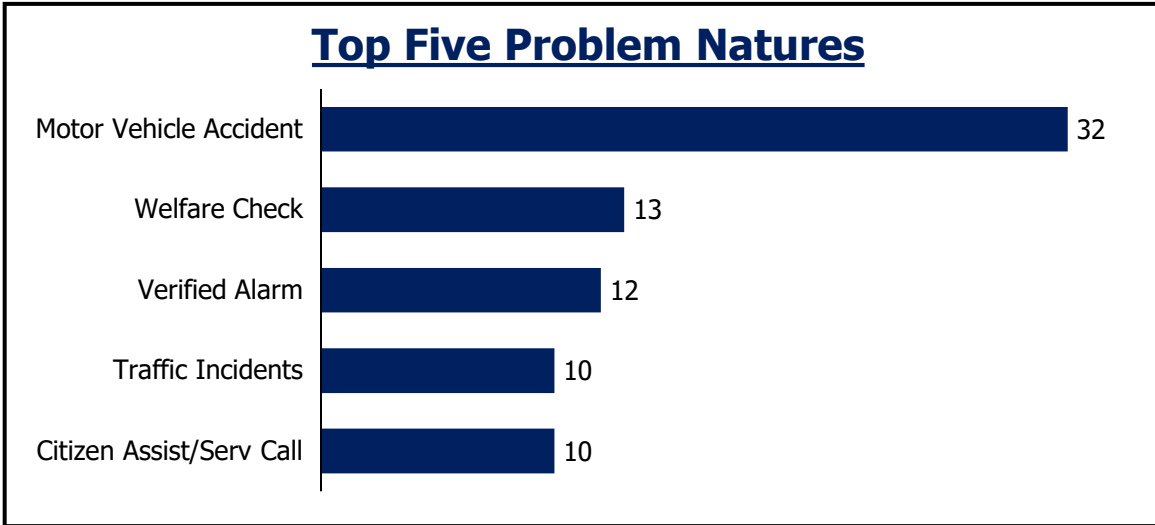
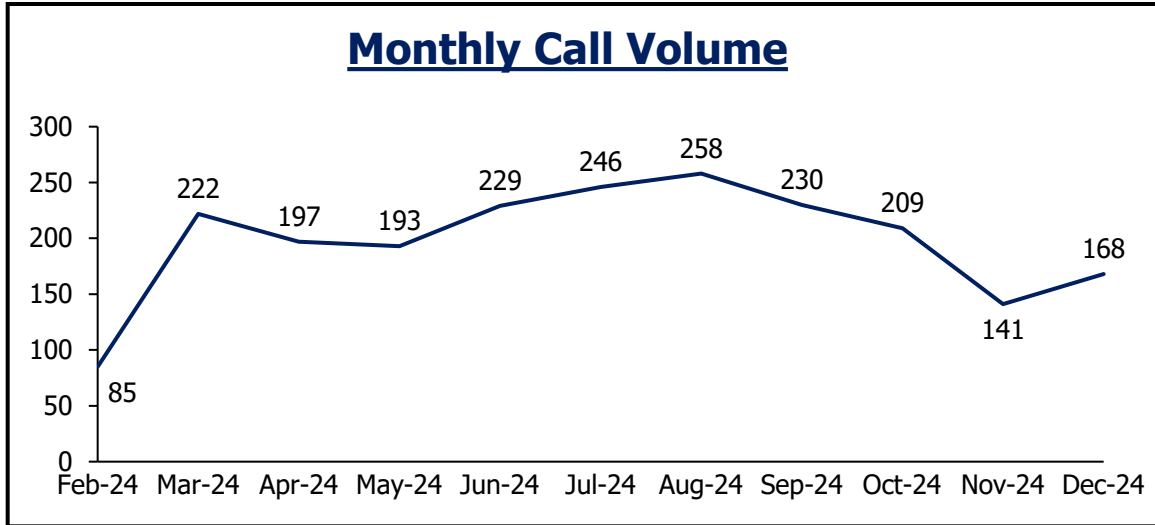
# Clear Creek Sheriff



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	10	10	23	5
Monday	0	3	7	7	17	3
Tuesday	0	1	14	9	24	5
Wednesday	0	2	5	4	11	3
Thursday	0	3	12	10	25	6
Friday	0	2	8	6	16	4
Saturday	1	3	9	7	20	5
<b>Assignment &lt; 2 min</b>		<b>41%</b>	<b>43%</b>			
<b>Assignment &lt; 4 min</b>		<b>76%</b>	<b>77%</b>			

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

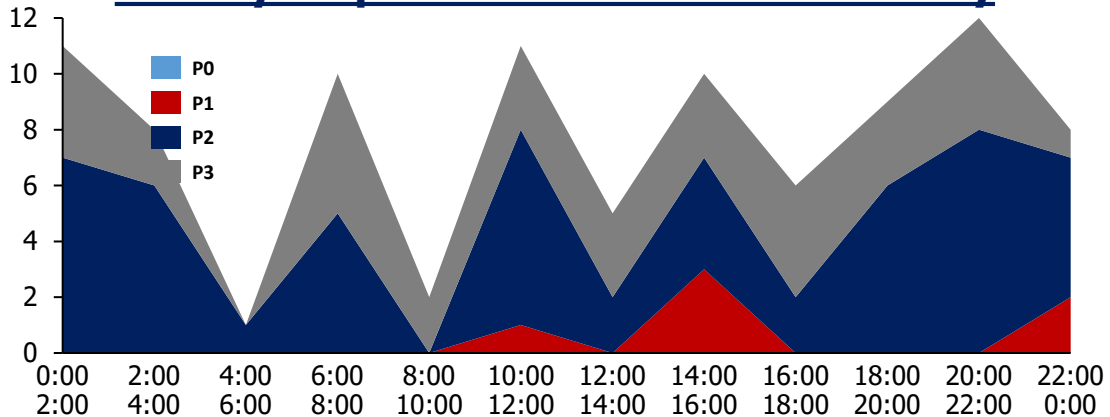




# Idaho Springs PD



## Priority Dispatched Calls Per Time of Day

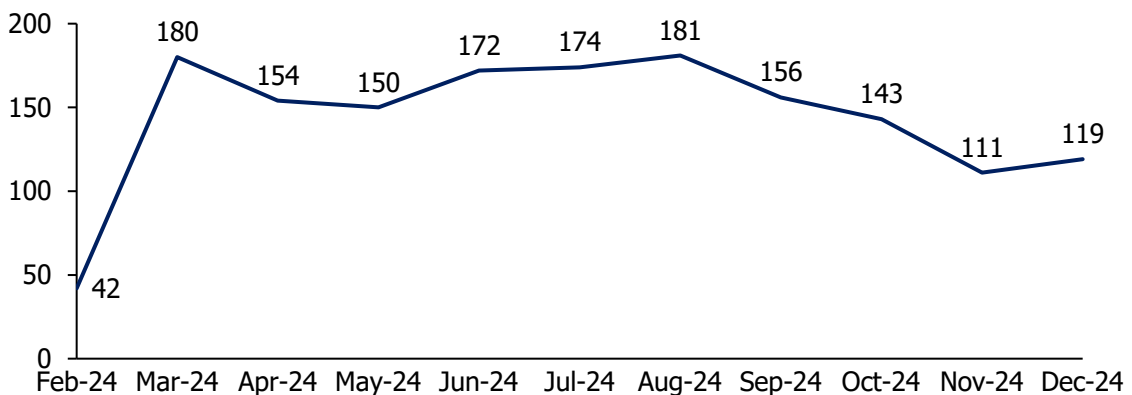


## Daily Priority Call Volume and Entry to Assignment

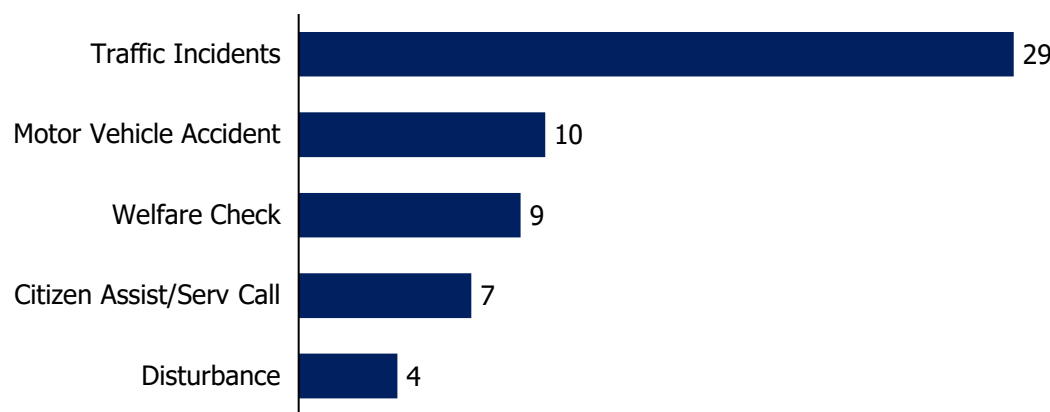
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	15	4	19	4
Monday	0	2	6	3	11	2
Tuesday	0	1	8	7	16	3
Wednesday	0	0	5	6	11	3
Thursday	0	0	7	5	12	3
Friday	0	1	3	4	8	2
Saturday	0	2	9	5	16	4
<b>Assignment &lt;2 min</b>		<b>67%</b>	<b>85%</b>			
<b>Assignment &lt;4 min</b>		<b>83%</b>	<b>96%</b>			

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

## Monthly Call Volume



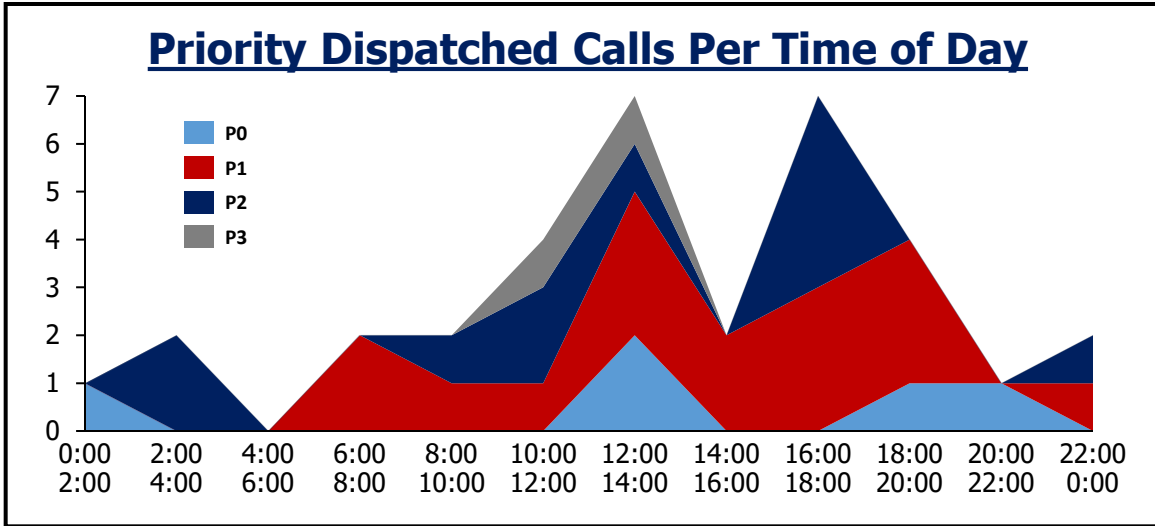
## Top Five Problem Natures



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



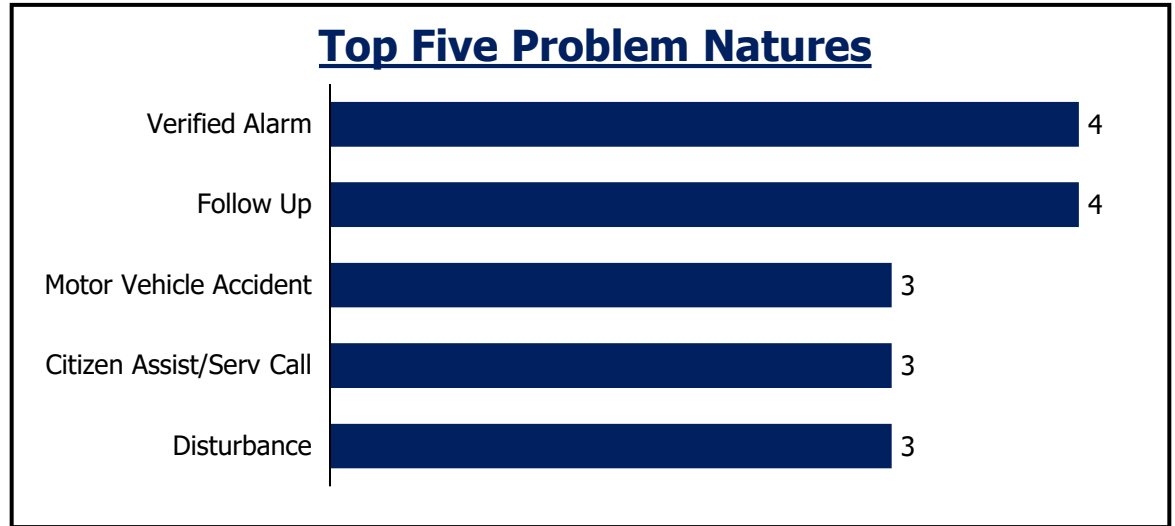
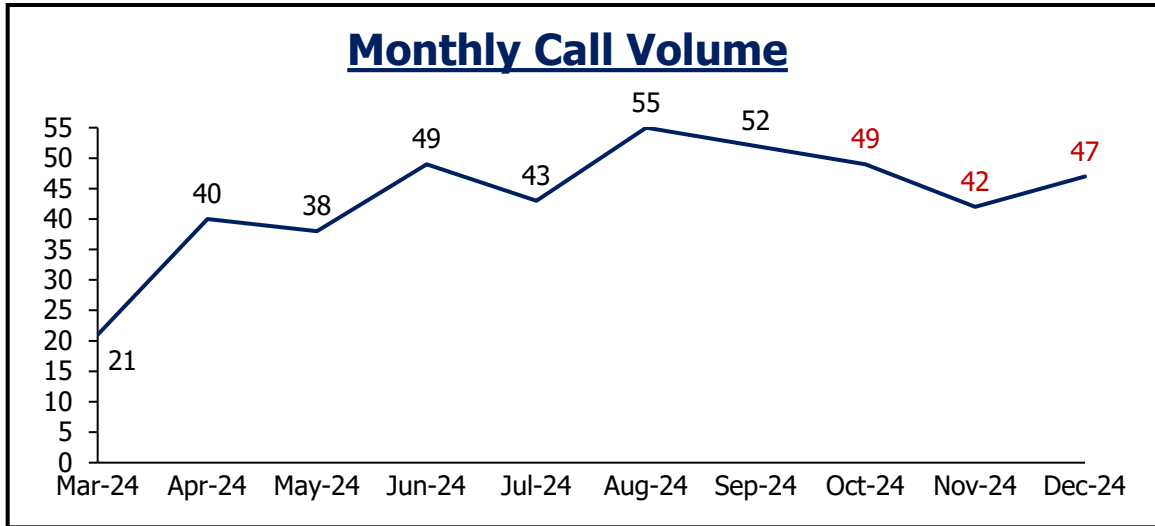
# Georgetown PD (CCSO Response)



### Daily Priority Call Volume and Entry to Assignment

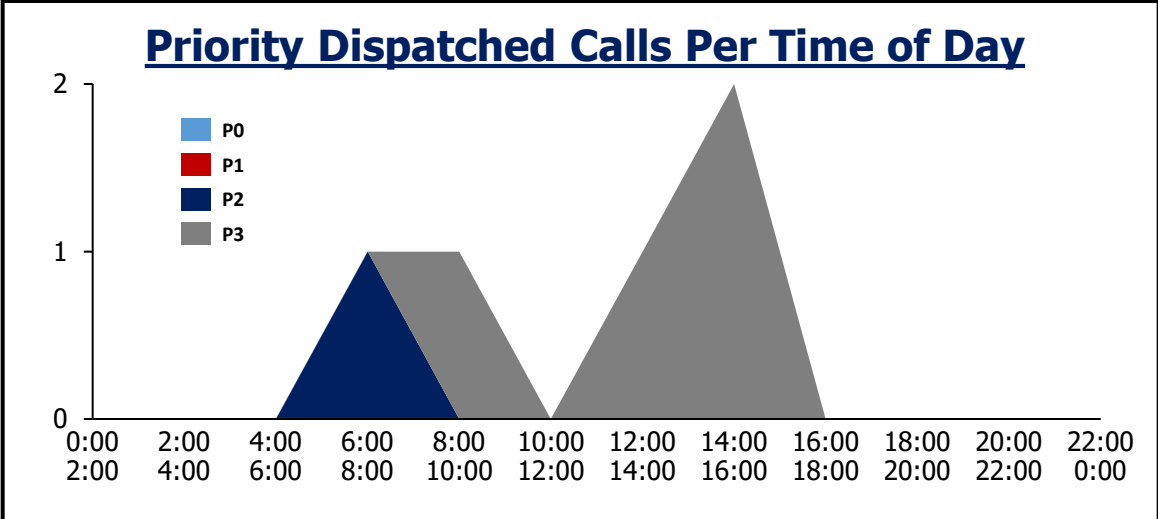
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	5	2	0	8	2
Monday	1	1	1	0	3	1
Tuesday	1	5	1	0	7	1
Wednesday	1	1	4	0	6	2
Thursday	0	0	0	1	1	0
Friday	1	2	2	0	5	1
Saturday	0	2	1	1	4	1
<b>Assignment &lt; 2 min</b>		<b>60%</b>	<b>56%</b>			
<b>Assignment &lt; 4 min</b>		<b>100%</b>	<b>75%</b>			

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





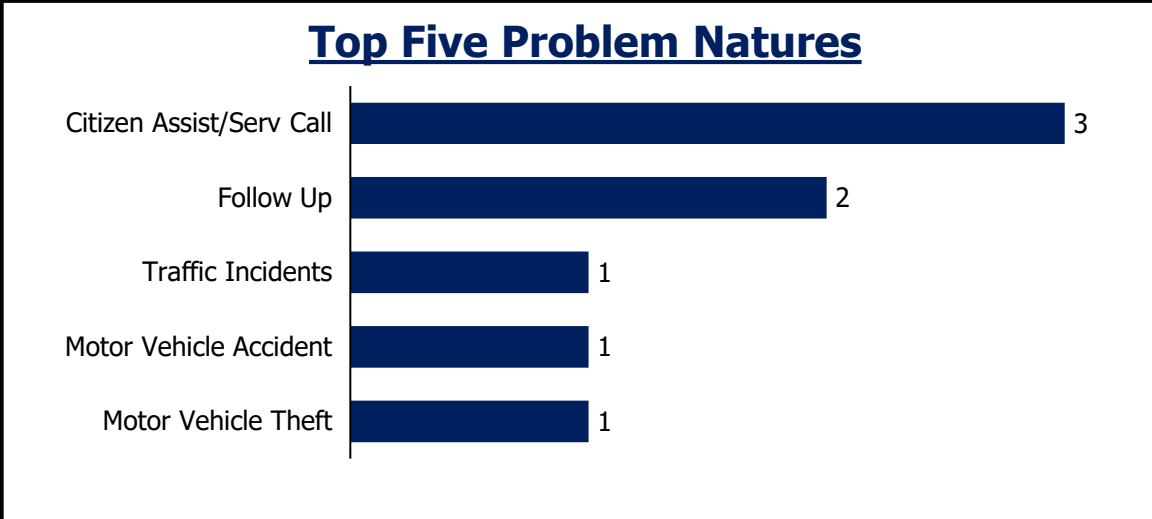
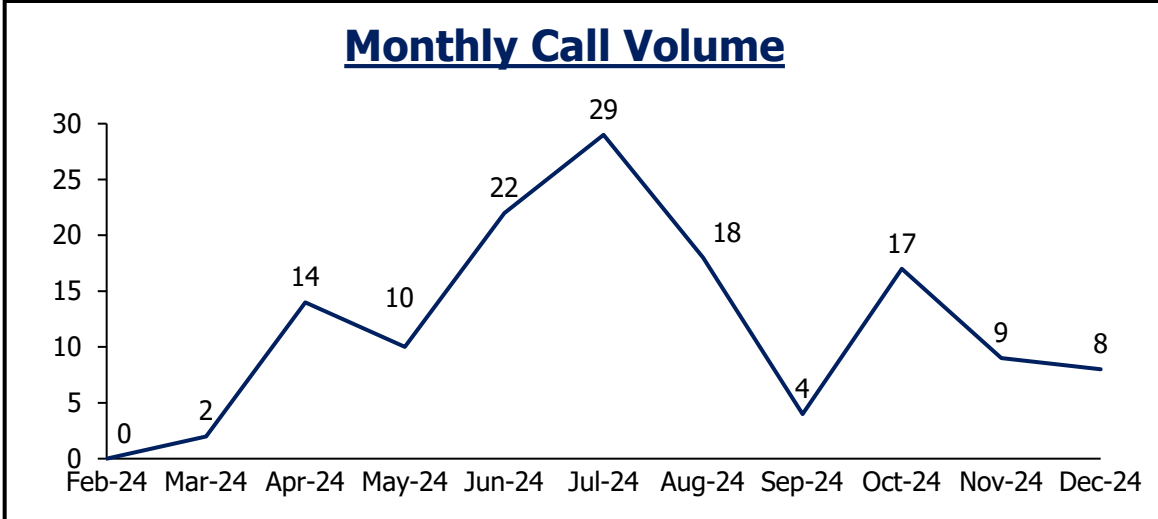
# Empire PD



### 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	0	0	0
Tuesday	0	0	0	1	1	0
Wednesday	0	0	1	0	1	0
Thursday	0	0	0	1	1	0
Friday	0	0	0	1	1	0
Saturday	0	0	0	1	1	0
<b>Assignment &lt;2 min</b>		<b>N/A</b>	<b>0%</b>			
<b>Assignment &lt;4 min</b>		<b>N/A</b>	<b>100%</b>			

**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.