Jefferson County Communications Center Authority
JEFFCOM911

January 2025
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	January Calls	% Total	6 Month Trend
Lakewood PD	4,939	26.8%	
Arvada PD	2,646	14.4%	
Jeffco Sheriff	2,324	12.6%	
Wheat Ridge PD	1,370	7.4%	
Golden PD	411	2.2%	
Edgewater PD	265	1.4%	
Clear Creek Sheriff	180	1.0%	
Idaho Springs PD	142	0.8%	
Lakeside PD	51	0.3%	
Georgetown PD*	51	0.3%	
CSM PD	32	0.2%	
Morrison PD**	30	0.0%	
Mountain View PD	20	0.1%	
Empire PD	12	0.1%	
Total	**12,473**	**67.4%**	

Average Call Volume Per Time of Day

Time	Calls
0:00–2:00	21
2:00–4:00	15
4:00–6:00	11
6:00–8:00	20
8:00–10:00	39
10:00–12:00	44
12:00–14:00	49
14:00–16:00	52
16:00–18:00	50
18:00–20:00	39
20:00–22:00	33
22:00–0:00	28

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	161	416	396	140	165	73	1,353	12.1%
Monday	1	141	475	465	124	317	89	1,612	14.4%
Tuesday	2	125	510	477	146	312	71	1,643	14.7%
Wednesday	2	151	651	628	214	362	97	2,105	15.0%
Thursday	2	175	665	599	191	371	110	2,113	15.1%
Friday	3	180	614	588	214	388	110	2,097	15.0%
Saturday	3	155	485	474	139	216	78	1,550	13.8%
Total	**15**	**1,088**	**3,816**	**3,627**	**1,168**	**2,131**	**628**	**12,473**	

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. **Jefferson County Sheriff's Office is responding to Morrison calls as of January 2025.
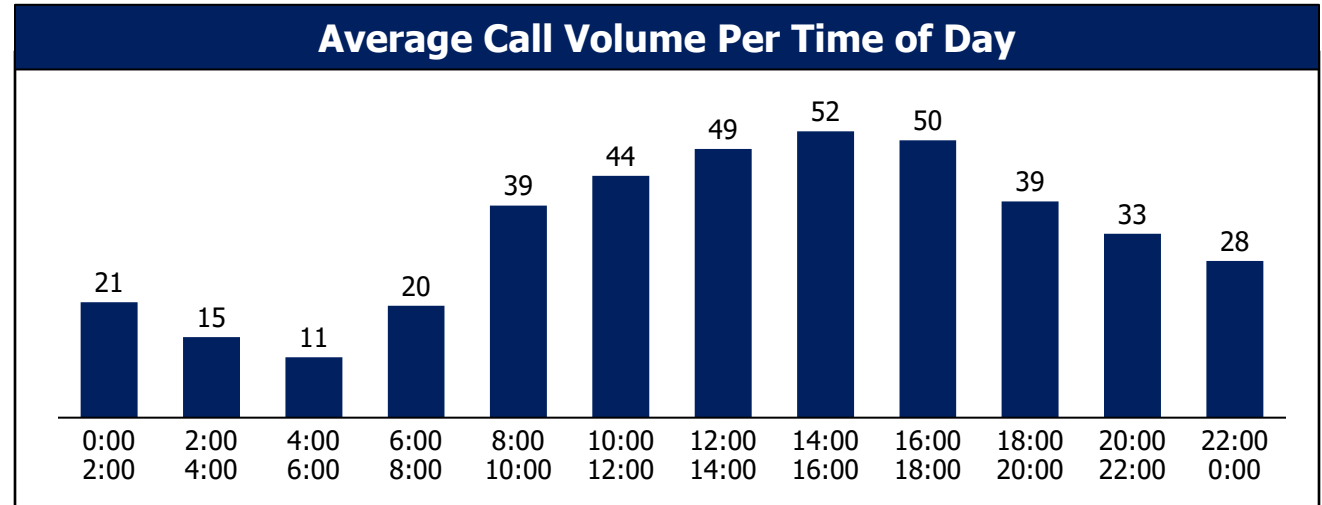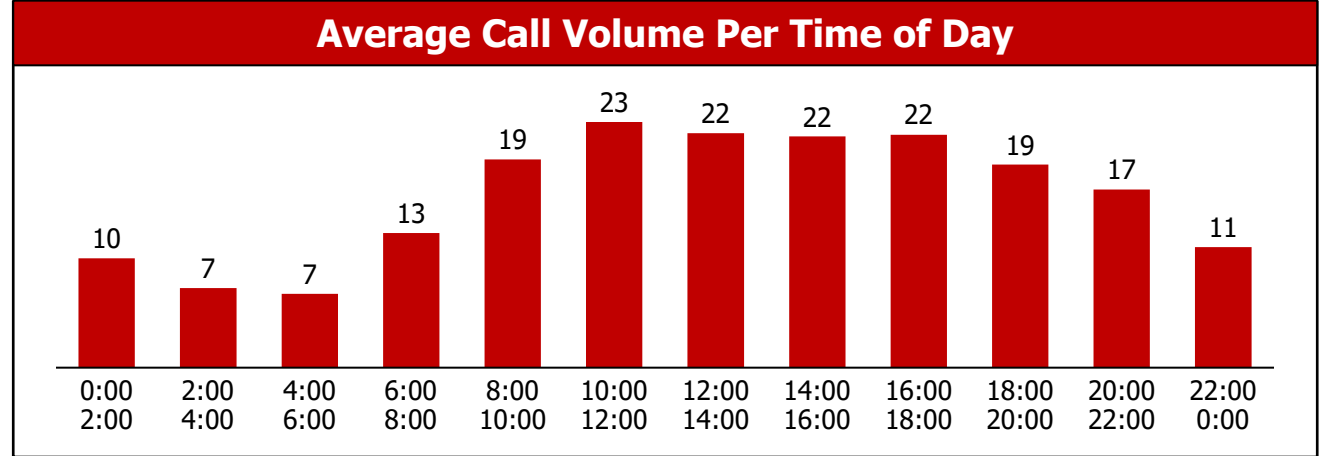
Fire Stats

Calls Received, Processed, and Dispatched

Agency	January Calls	% of Total	6 Month Trend
West Metro Fire	3,379	18.4%	
Arvada Fire	1,521	8.3%	
Golden Fire	278	1.5%	
Evergreen Fire	193	1.0%	
Clear Creek EMS	147	0.8%	
Clear Creek Fire	144	0.8%	
Elk Creek Fire	72	0.4%	
Pleasant View Fire	63	0.3%	
Highland Rescue	42	0.2%	
Inter Canyon Fire	31	0.2%	
Foothills Fire	30	0.2%	
Indian Hills Fire	12	0.1%	
Genesee Fire	10	0.1%	
North Fork Fire	6	0.0%	
Golden Gate Fire	1	0.0%	
Total	**5,929**	**32.2%**	

Average Call Volume Per Time of Day

Time	Value
0:00-2:00	10
2:00-4:00	7
4:00-6:00	7
6:00-8:00	13
8:00-10:00	19
10:00-12:00	23
12:00-14:00	22
14:00-16:00	22
16:00-18:00	22
18:00-20:00	19
20:00-22:00	17
22:00-0:00	11

Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	9	465	252	12	0	1	739	13.8%
Monday	19	491	279	8	0	0	797	14.9%
Tuesday	17	460	274	10	0	0	761	14.2%
Wednesday	20	560	350	8	0	1	939	14.0%
Thursday	16	547	358	10	0	0	931	13.9%
Friday	18	561	354	12	0	0	945	14.1%
Saturday	13	452	323	13	0	0	801	15.0%
Total	**112**	**3,536**	**2,190**	**73**	**0**	**2**	**5,913**	

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	89.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	94.9%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	56.9%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	90.7%	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%	94.6%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	83.3%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	86.9%	Target average of 95% with a minimum of 80%

Analysis

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 call answering metrics continue to trend upwards. The 15 second call answering metric is up by 2.1% and very close to reaching the target, and the 40 second metric is up 0.7% from the previous month as well. 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. January was a busy month for training with twelve new staff members in practical training, ten more in the academy, and ongoing recruitment for a new academy beginning in May.

Root Cause: Call Processing Time
Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.

Remediation: Call Processing Time
The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 01:43 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.
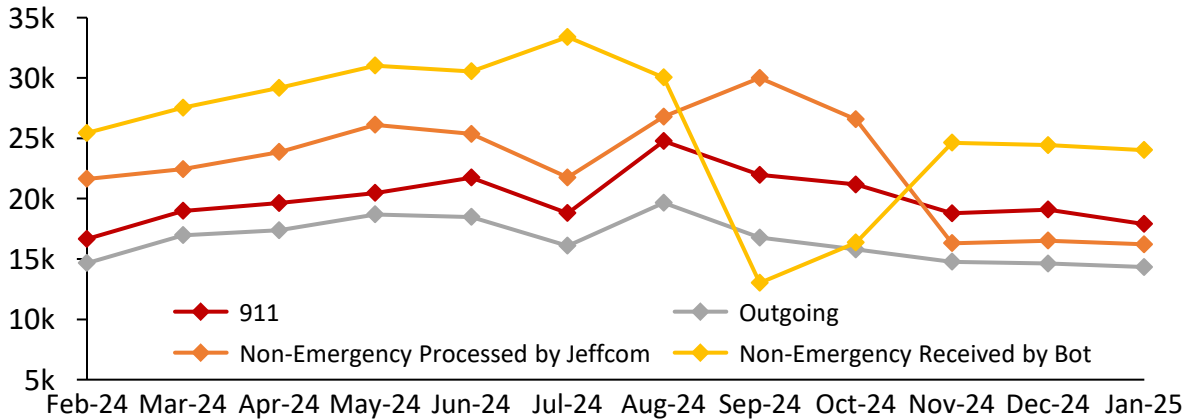
*Due to the switch in CPE, we are actively working with Carbyne to acquire this number. However, they were not "out of the box" reporting numbers nor included in the database feed.
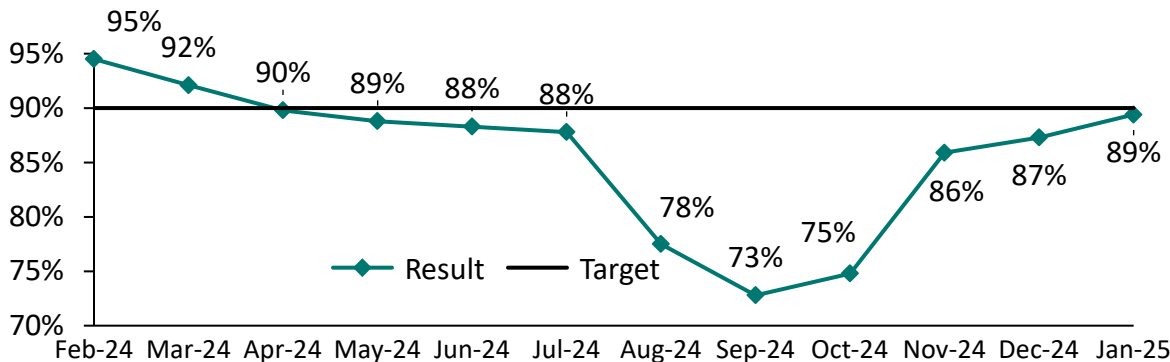
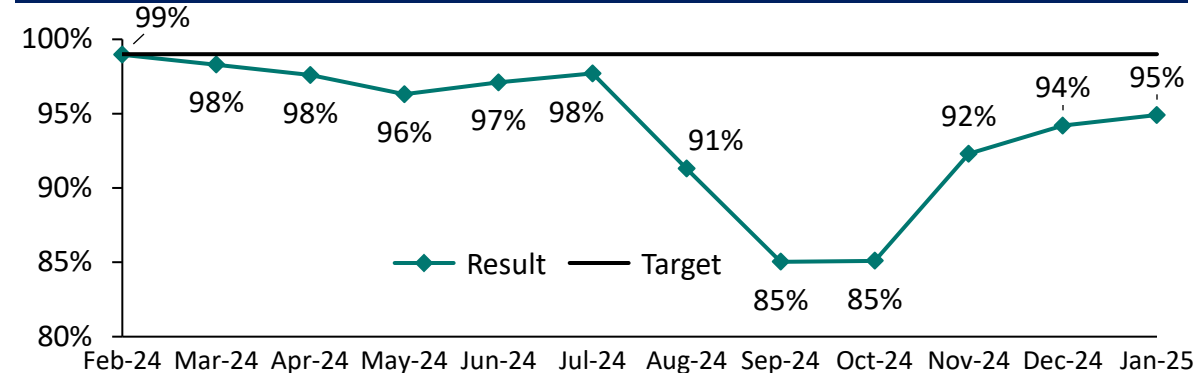# Service Level Agreement and Volume Trends

Call Volumes

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

Trend Table

Average Daily Calls	Jan-25	Dec-24	Jan-24	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	462	472	473	↓ -2%	↓ -2%
Incoming - **Admin** to Bot	775	788	771	↓ -2%	↑ 1%
Incoming - **Admin** to Jeffcom	523	533	695	↓ -2%	↓ -25%
Incoming - **911**	577	616	548	↓ -6%	↑ 5%
911 calls answered within 15 seconds	89.4%	87.3%	96.1%	↑ 2.1%	↓ 6.7%
911 calls answered within 40 seconds	94.9%	94.2%	99.5%	↑ 0.7%	↓ 4.6%

911 Calls Answered within 15 Seconds

Legend: Result, Target

911 Calls Answered within 40 seconds

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.
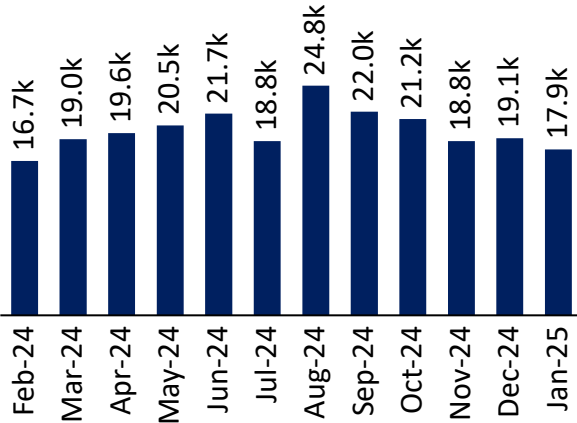
Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

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, Dec-24: 19.1k, Jan-25: 17.9k

Non-Emergency Calls Processed by Jeffcom

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, Dec-24: 16.5k, Jan-25: 16.2k
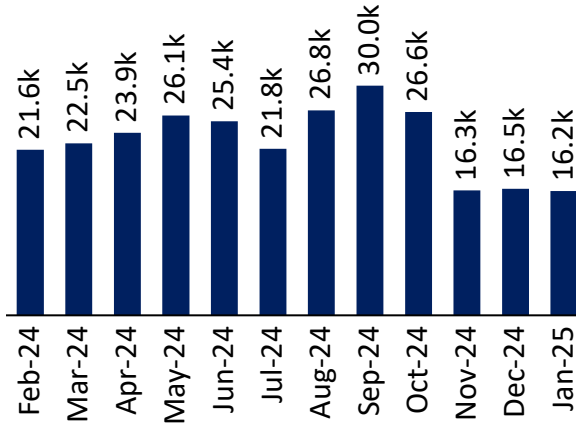
Non-Emergency Calls Received by Bot

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, Dec-24: 24.4k, Jan-25: 24.0k

Outgoing Calls

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, Dec-24: 14.6k, Jan-25: 14.3k
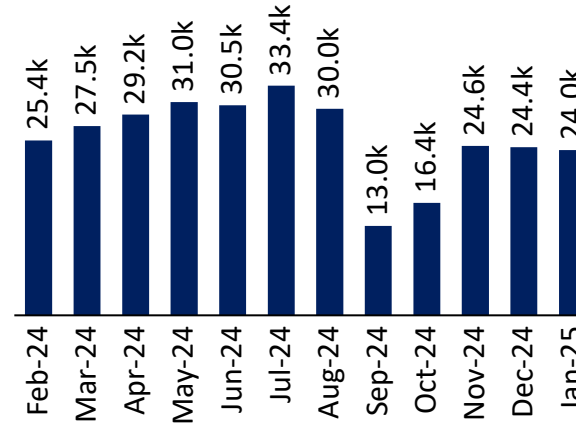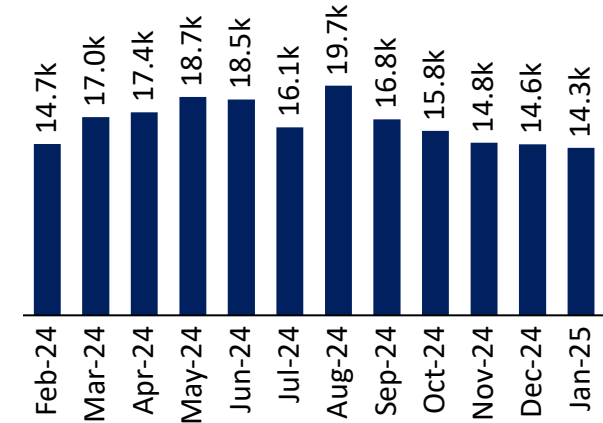
Call Volume

Line	Calls	Notes
Outgoing	14,334	2% decrease per day from December
...g - **Admin** to Bot	24,027	2% decrease per day from December
... - **Admin** to Jeffcom	16,218	2% decrease per day from December
...oming - **911**	17,901	6% decrease per day from December
Total Incoming to Jeffcom	**34,119**	**4% Decrease per day from December**

January Inquiries
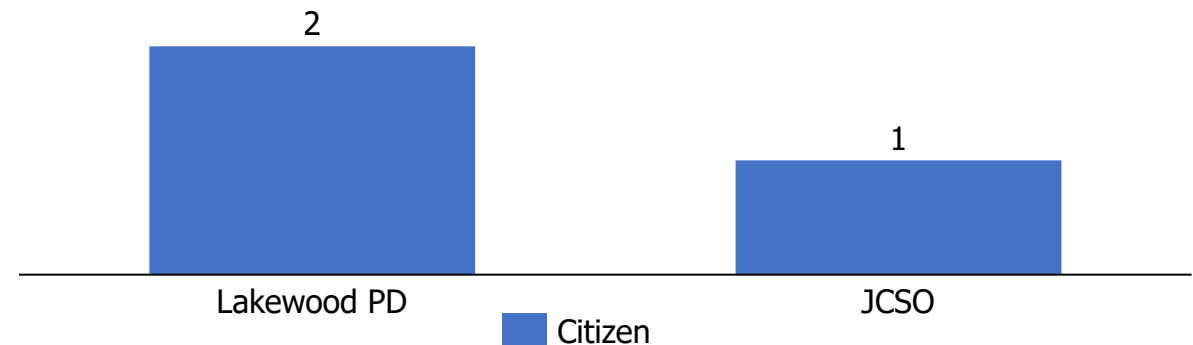
Lakewood PD: 2, JCSO: 1 (Citizen)

*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.
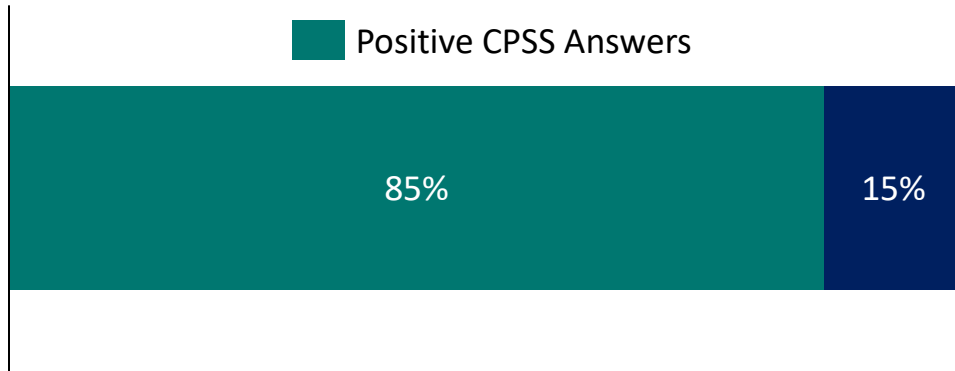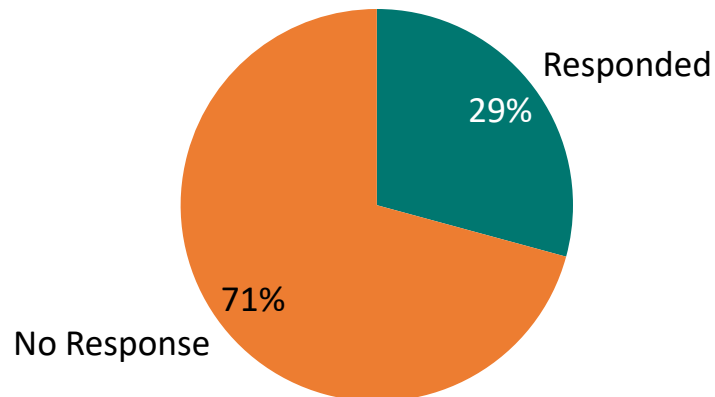
PowerEngage Survey Results

JEFFCOM

Citizen Positive Satisfaction Score (CPSS)

Legend: ■ Positive CPSS Answers

| 85% | 15% |

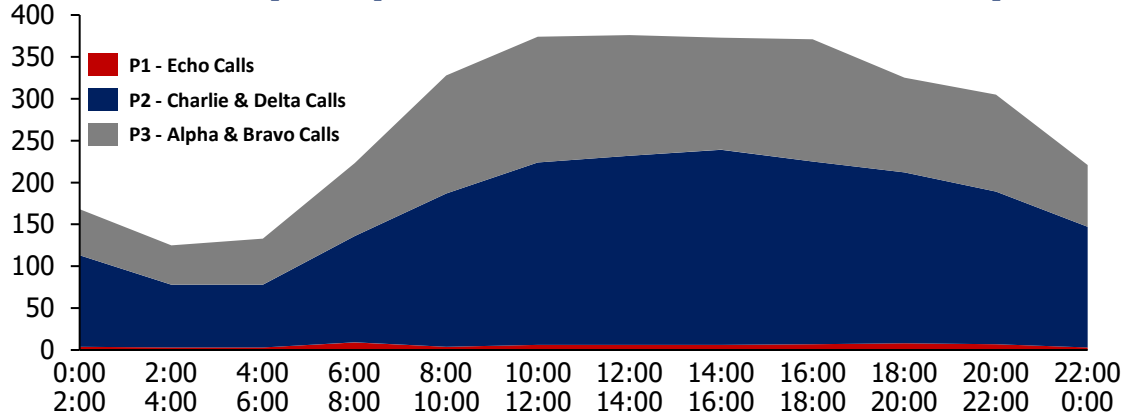## Survey Response Rate

Responded 29%

No Response 71%

Survey Responses

- The 911 call taker was exceptionally patient, courteous, and professional. They asked clear questions, ensured I understood the process, and provided reassurance during a stressful situation. Their kindness and calm demeanor helped alleviate my distress, and I appreciate their excellent service.

- The 911 operator was great. He asked all appropriate questions. He had patience while I answered

- She was amazing and really helped us make sure that police knew it was a mental health crisis.

- The call taker was excellent in attempting to calm me down and talking to me reassuringly after my first major accident

- Asked good questions and was clear and understandable

West Metro Fire

Priority Dispatched Calls Per Time of Day

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

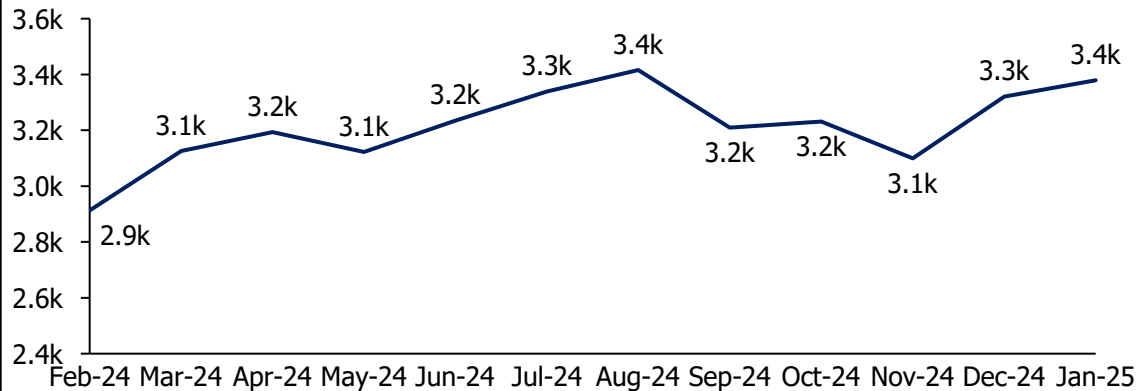## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	4	261	142	407	102
Monday	12	275	157	444	111
Tuesday	9	253	159	421	105
Wednesday	14	305	205	524	105
Thursday	10	324	207	541	108
Friday	11	321	195	527	105
Saturday	6	255	197	458	115
Assignment <1 min	98%	97%			

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

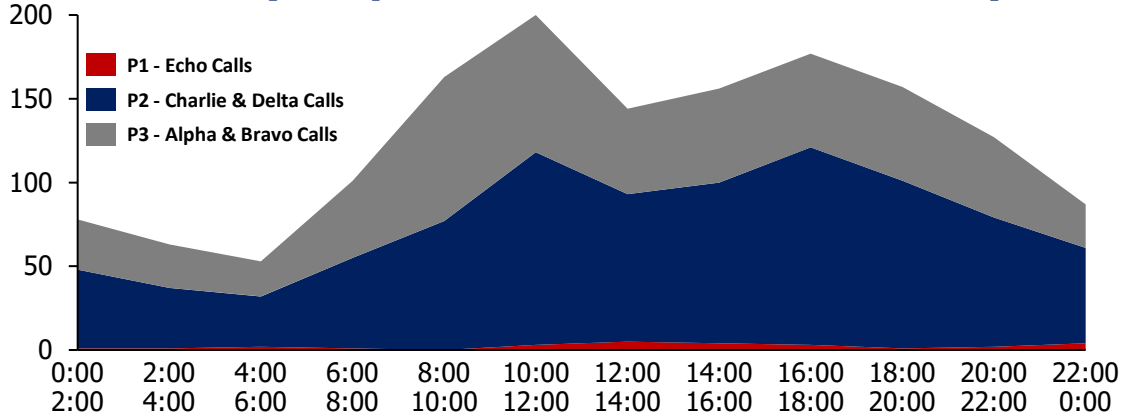## Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Falls	526
Sick Person	520
Breathing Problems	257
Alarms	255
Unconscious/Fainting	185
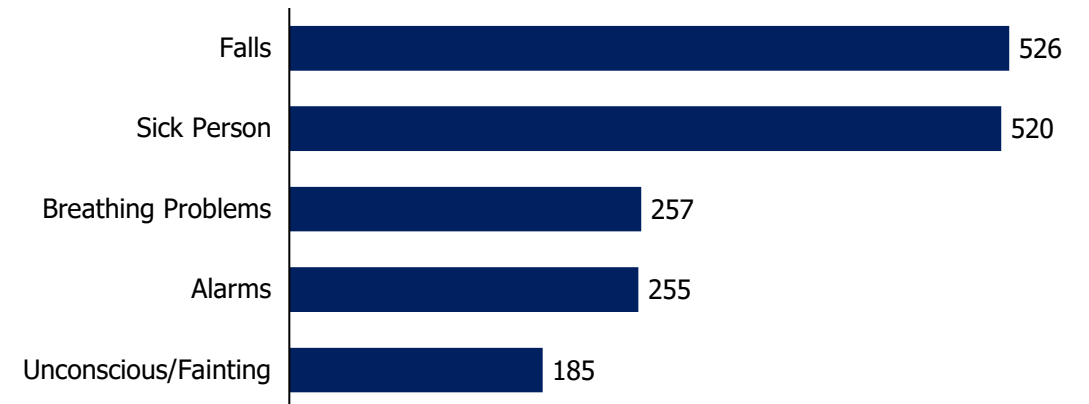
Arvada Fire

Priority Dispatched Calls Per Time of Day

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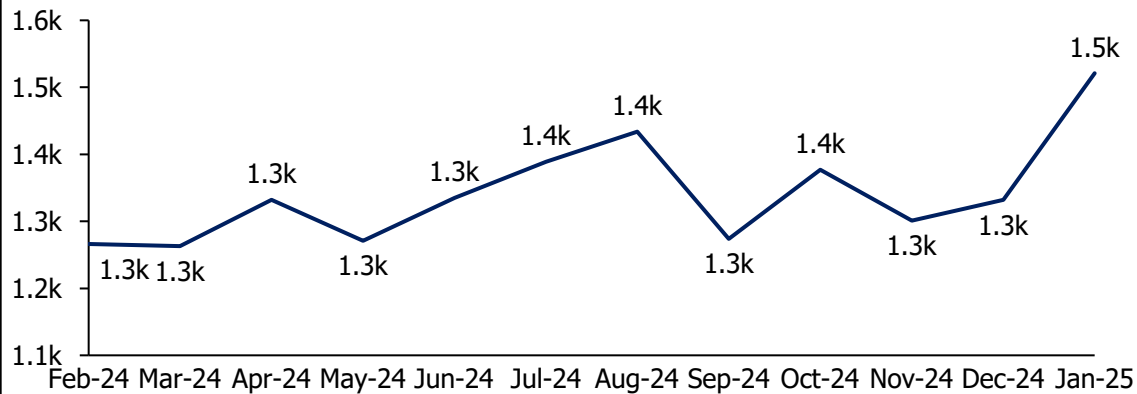

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	120	77	199	50
Monday	3	120	76	199	50
Tuesday	6	126	68	200	50
Wednesday	1	150	90	241	48
Thursday	4	151	95	250	50
Friday	6	130	105	241	48
Saturday	5	98	73	176	44
Assignment <1 min	85%	91%			

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

Monthly Call Volume
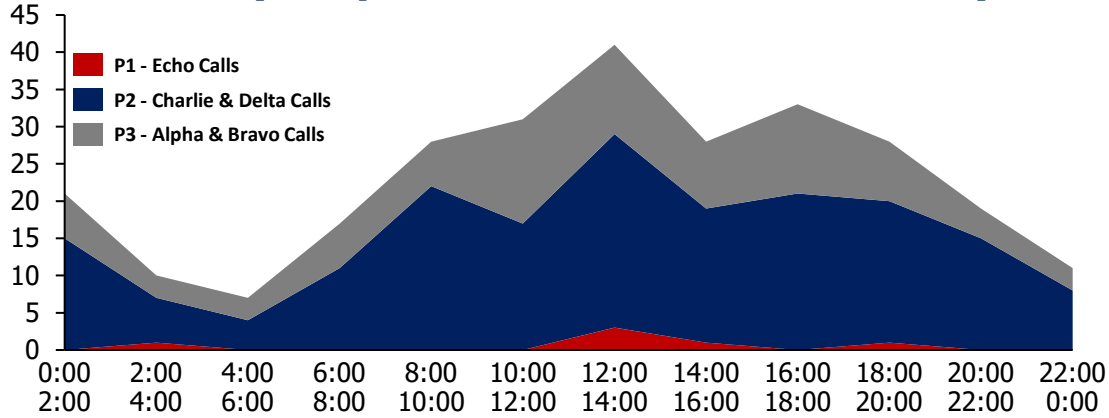

Top Five Problem Natures

Problem Nature	Count
Sick Person	279
Falls	241
Breathing Problems	115
Alarms	104
Motor Vehicle Accident	75

Golden Fire

Priority Dispatched Calls Per Time of Day

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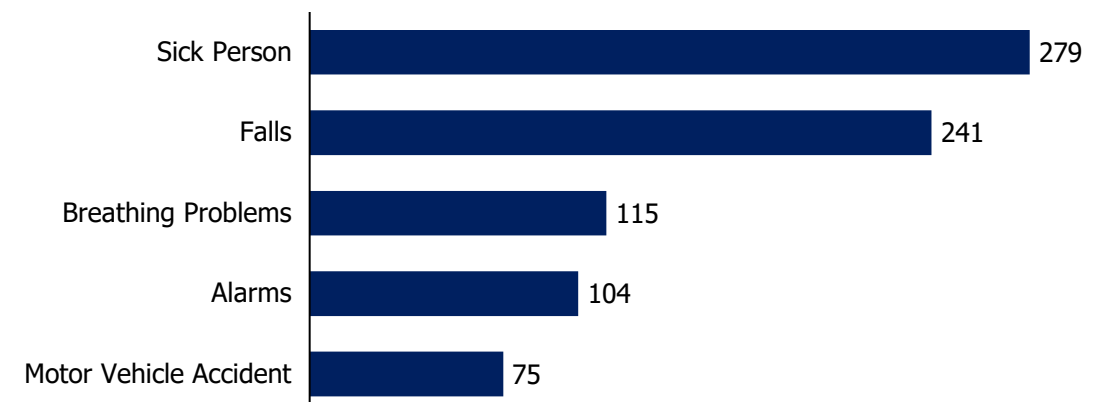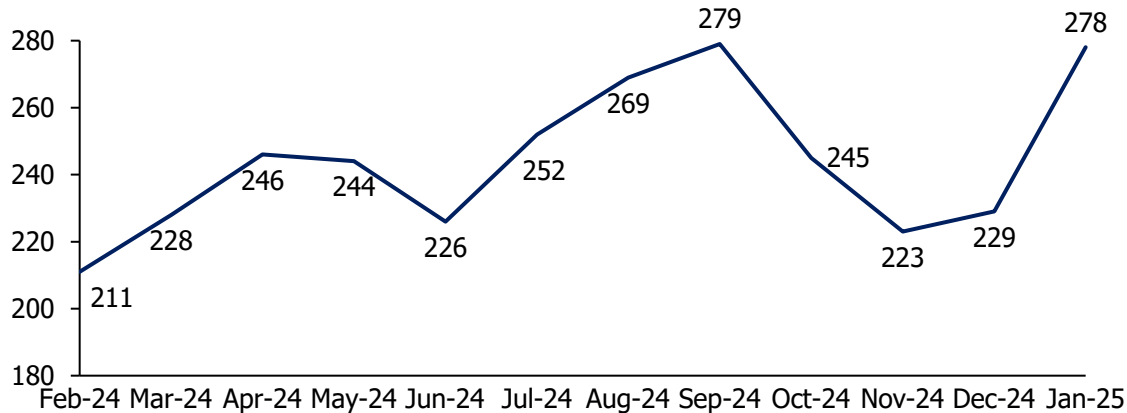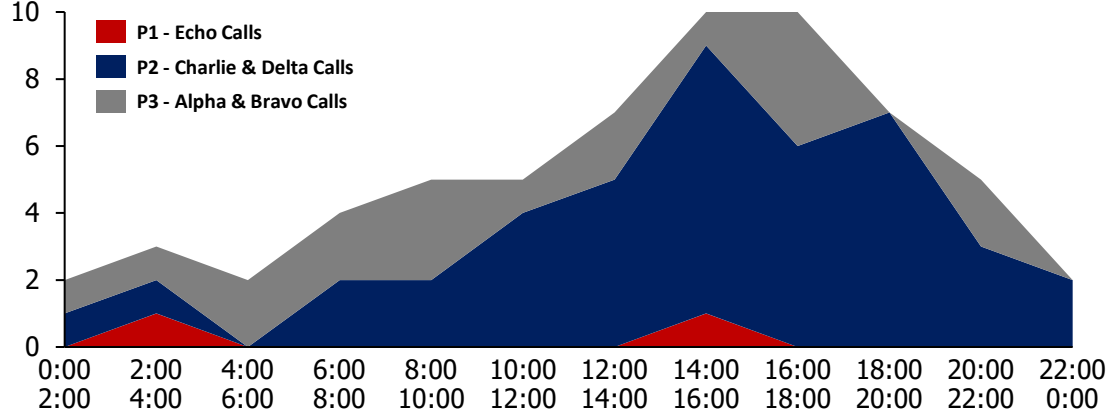

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	26	13	40	10
Monday	2	28	17	47	12
Tuesday	0	19	15	34	9
Wednesday	1	29	13	43	9
Thursday	1	16	9	26	5
Friday	1	39	11	51	10
Saturday	0	25	8	33	8
Assignment <1 min	67%	84%			

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

Monthly Call Volume

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, Dec-24: 229, Jan-25: 278

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	33
Sick Person	33
Falls	30
Alarms	25
Unconscious/Fainting	15

Pleasant View Fire

Priority Dispatched Calls Per Time of Day

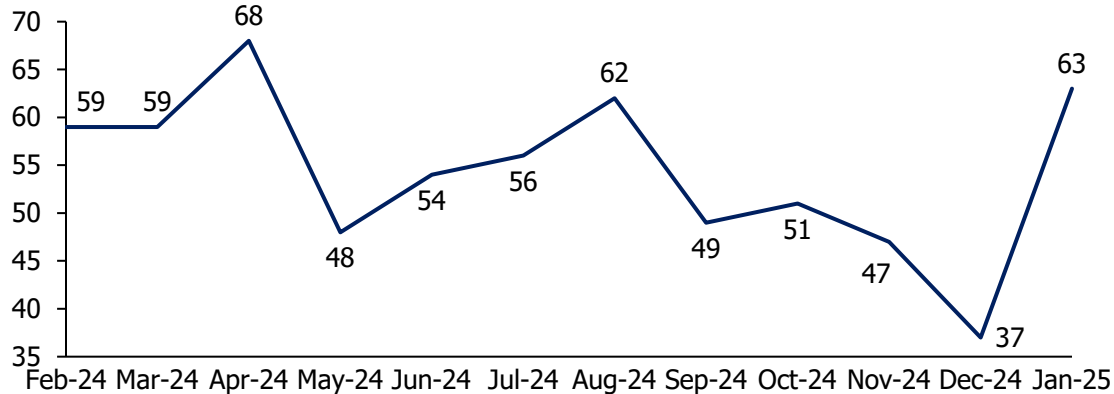Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	2	10	3
Monday	0	6	4	10	3
Tuesday	1	6	2	9	2
Wednesday	1	5	5	11	2
Thursday	0	6	1	7	1
Friday	0	7	2	9	2
Saturday	0	3	3	6	2
Assignment <1 min	50%	88%			

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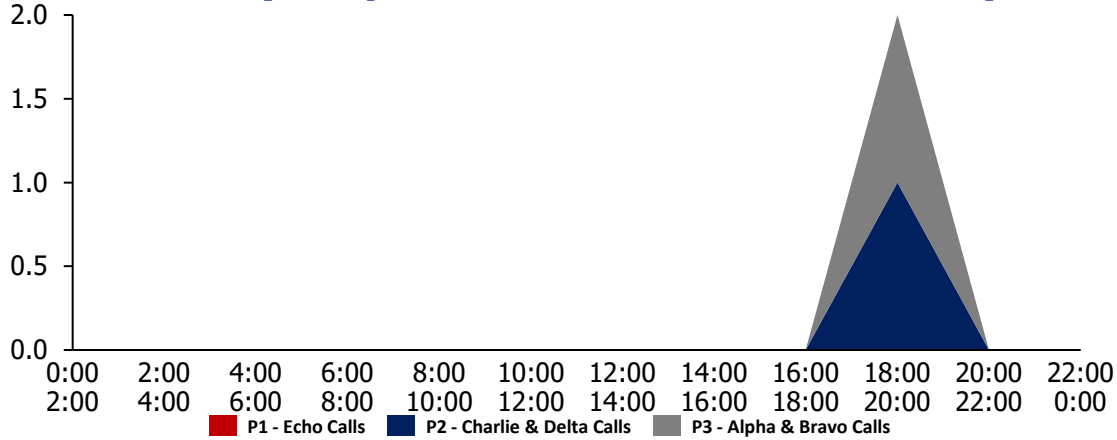
Monthly Call Volume

Values: 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, Dec-24: 37, Jan-25: 63

Top Five Problem Natures

Problem Nature	Count
Sick Person	8
Unconscious/Fainting	7
Falls	7
Citizen Assist/Serv Call	5
Alarms	4

Golden Gate Fire

Priority Dispatched Calls Per Time of Day

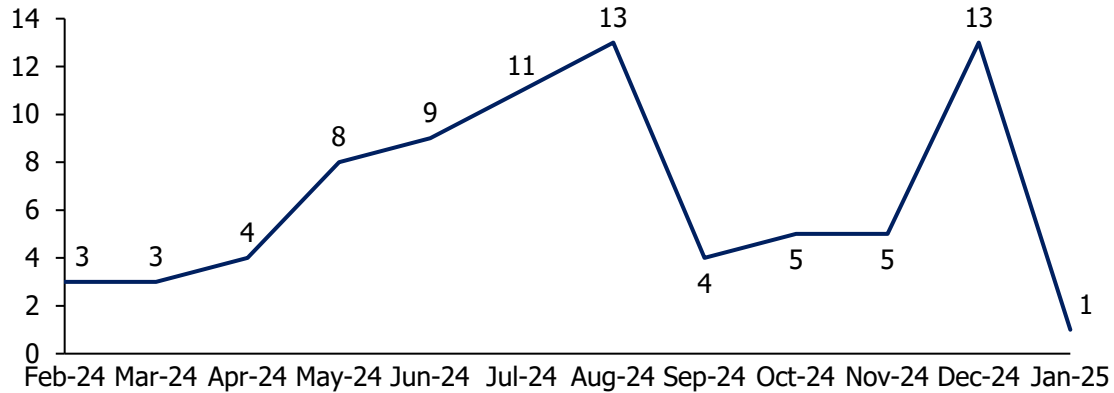Legend: P1 - Echo Calls | P2 - Charlie & Delta Calls | P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

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

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

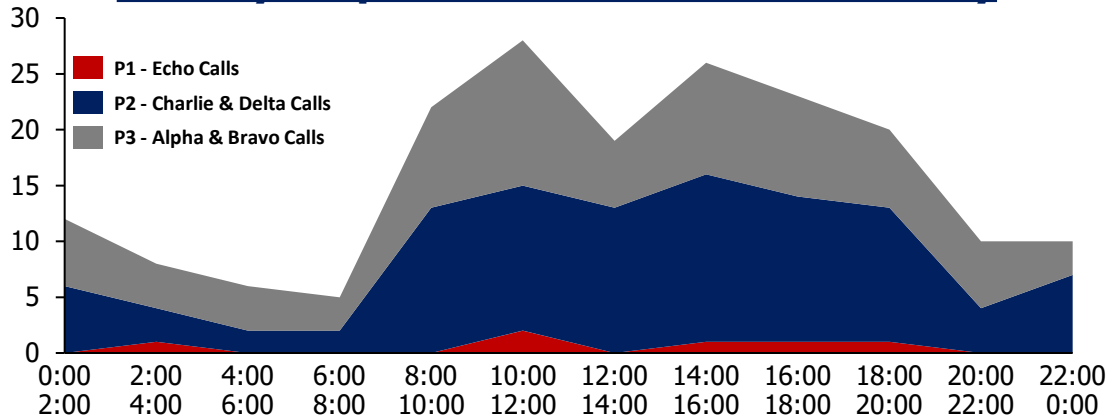## Monthly Call Volume

Problem Natures

Motor Vehicle Accident — 1

Evergreen Fire

Priority Dispatched Calls Per Time of Day

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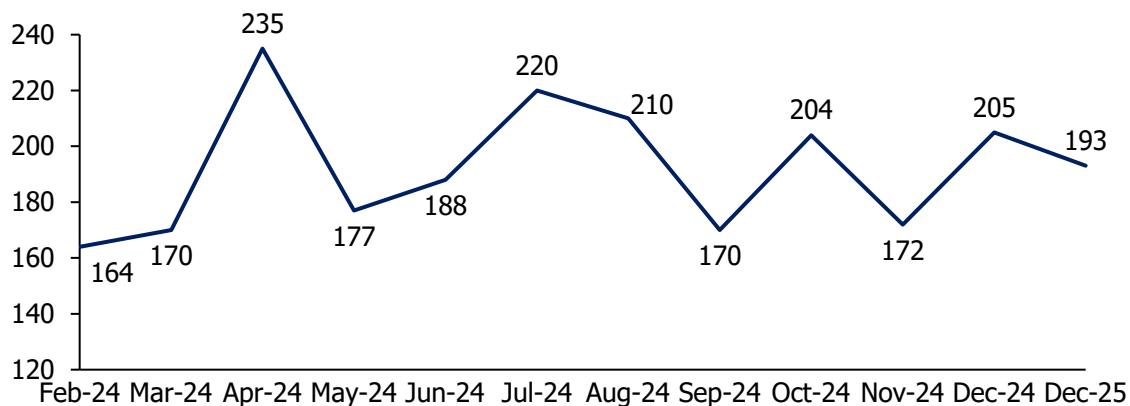

Daily Priority Call Volume and Entry to Assignment

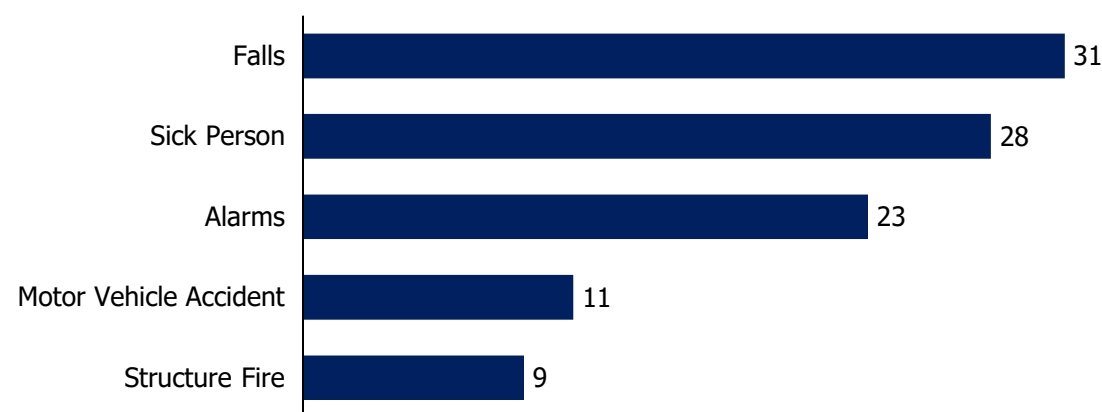| Day of Week	P1	P2	P3	Total	Average
Sunday	1	12	5	18	5
Monday	1	16	10	27	7
Tuesday	0	14	15	29	7
Wednesday	1	14	13	28	6
Thursday	1	17	13	31	6
Friday	0	18	16	34	7
Saturday	2	12	8	22	6
Assignment <1 min	**67%**	**85%**			

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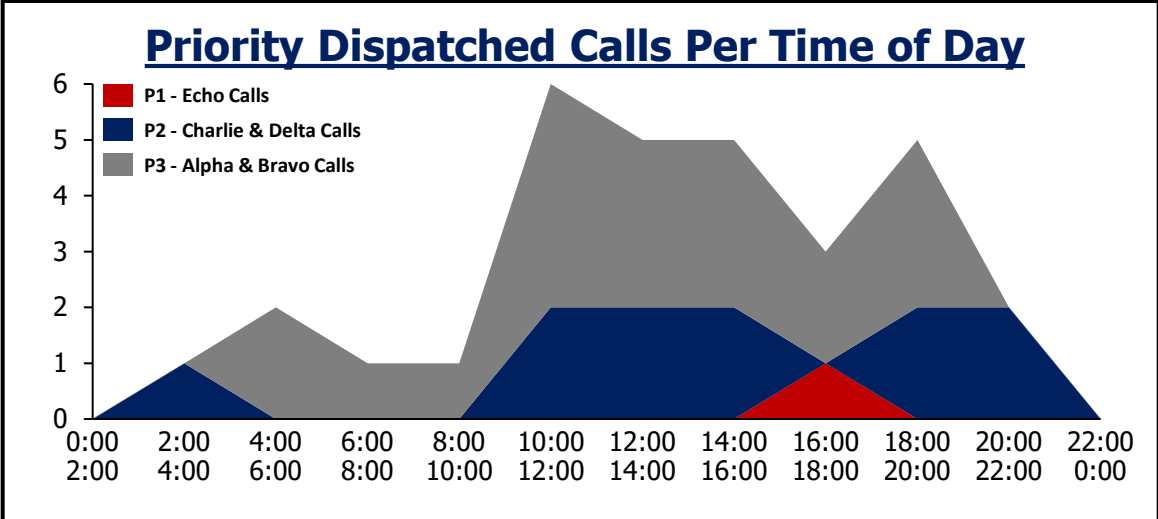
Monthly Call Volume

Values (Feb-24 through Dec-25): 164, 170, 235, 177, 188, 220, 210, 170, 204, 172, 205, 193

Top Five Problem Natures

Problem Nature	Count
Falls	31
Sick Person	28
Alarms	23
Motor Vehicle Accident	11
Structure Fire	9

Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

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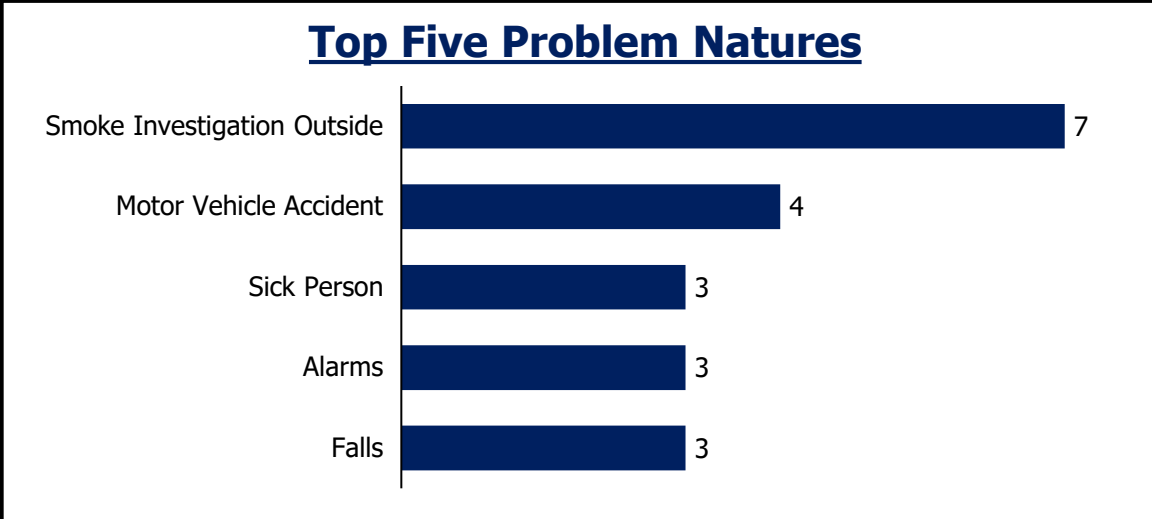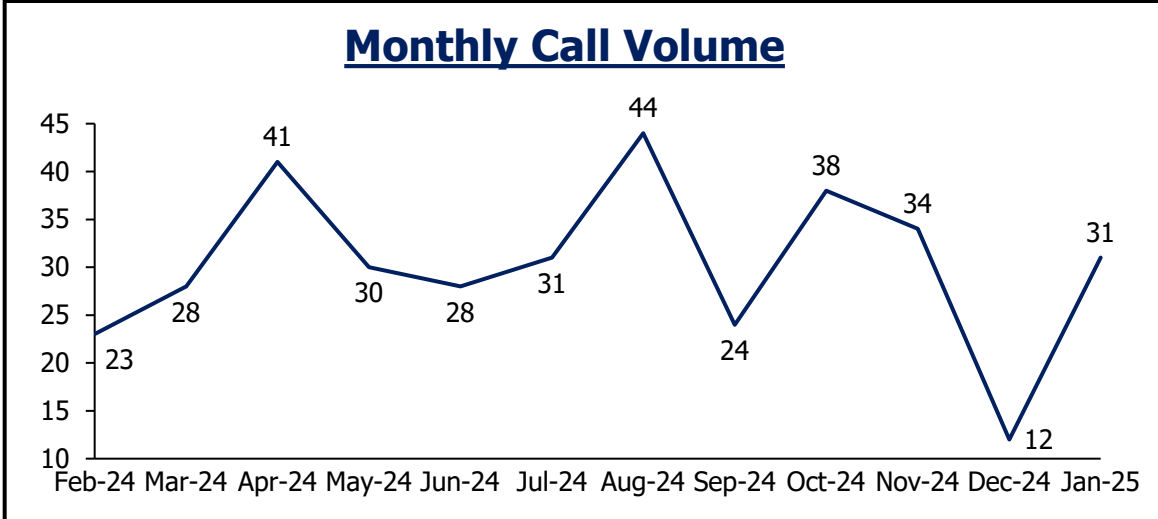

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	1	2	3	1
Tuesday	1	0	4	5	1
Wednesday	0	1	2	3	1
Thursday	0	3	4	7	1
Friday	0	2	4	6	1
Saturday	0	3	1	4	1
Assignment <1 min	100%	64%			

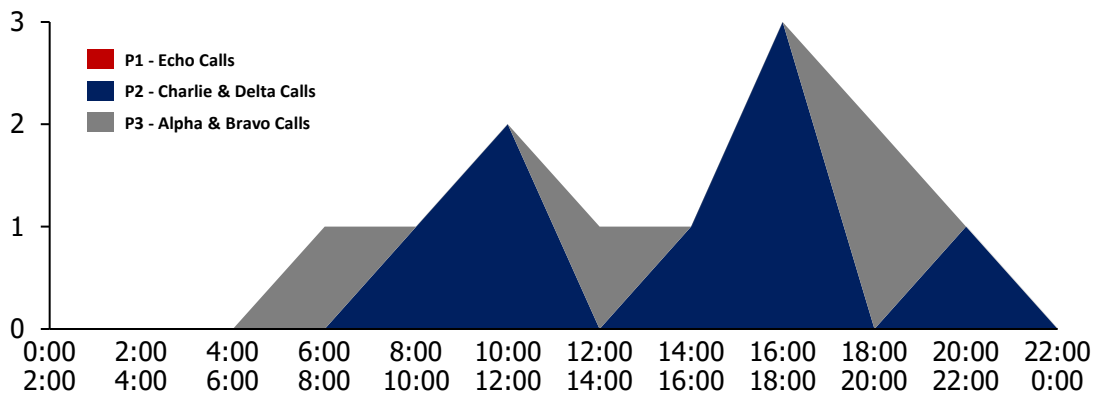Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume

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, Dec-24: 12, Jan-25: 31

Top Five Problem Natures

Problem Nature	Count
Smoke Investigation Outside	7
Motor Vehicle Accident	4
Sick Person	3
Alarms	3
Falls	3

Indian Hills Fire

Priority Dispatched Calls Per Time of Day

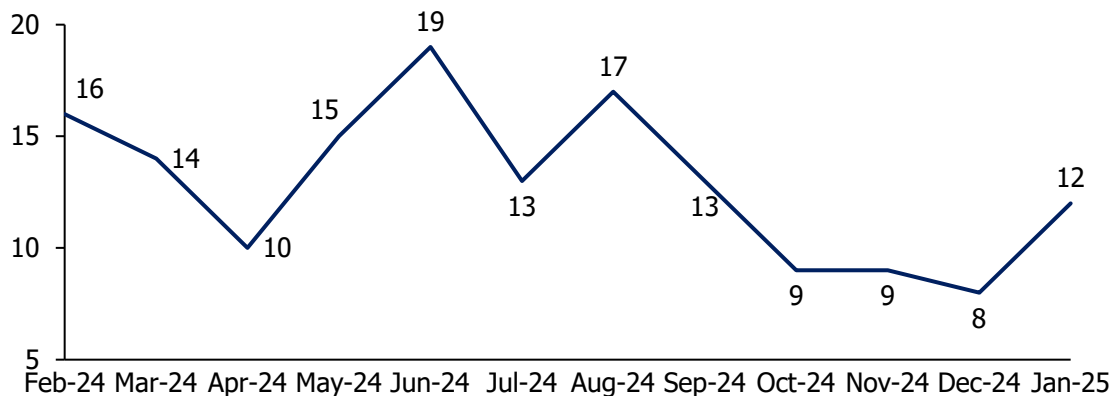Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

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

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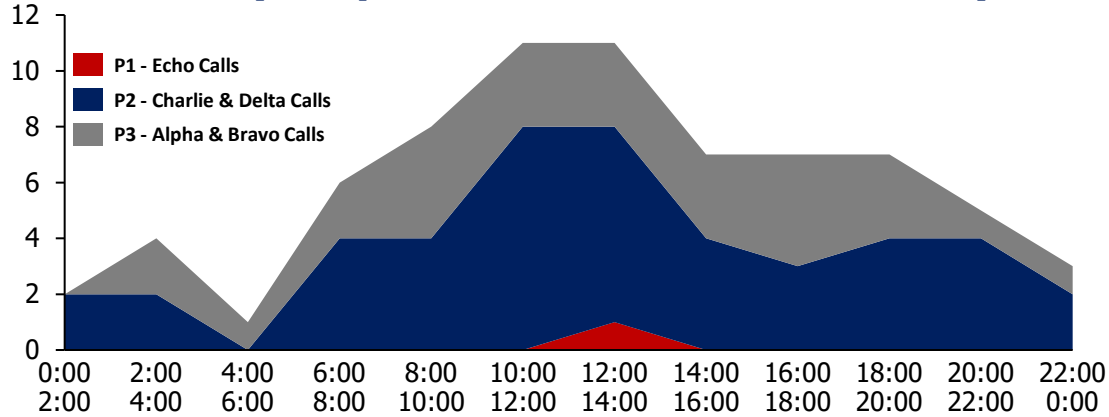
Monthly Call Volume

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
Dec-24: 8
Jan-25: 12

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	6
Stroke/TIA	1
Falls	1
Traffic Incidents	1
Transfer/Palliative Care	1

Elk Creek Fire

Priority Dispatched Calls Per Time of Day
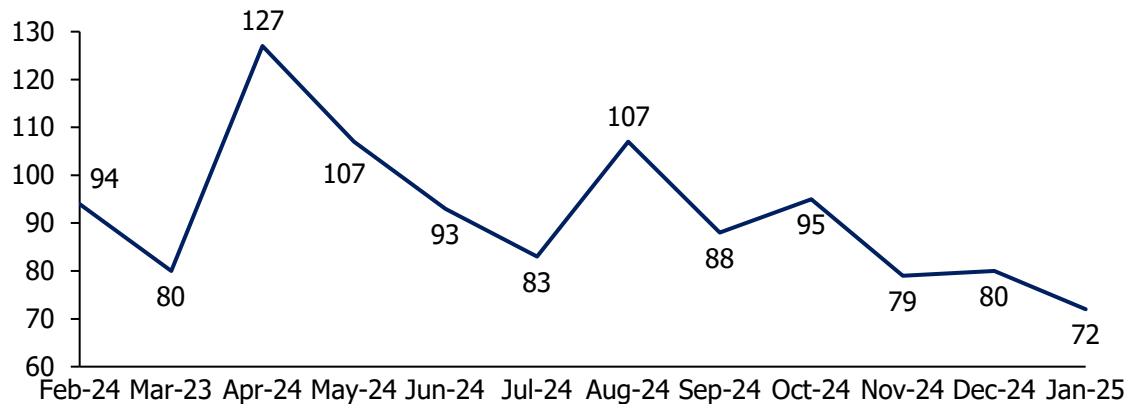

- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls
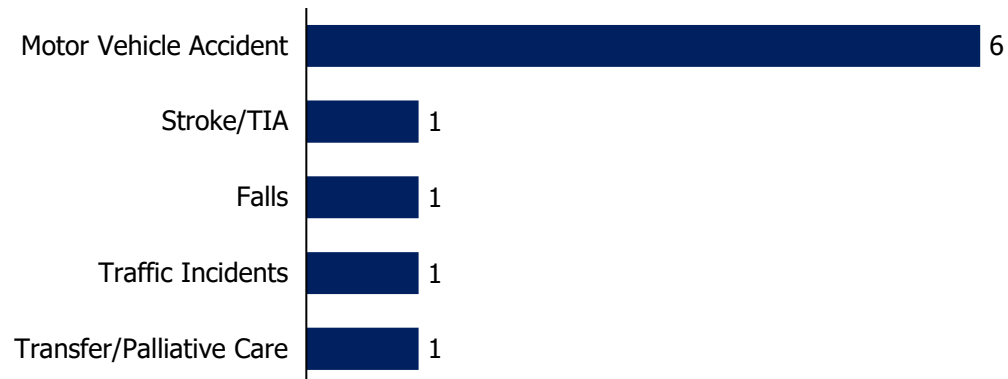
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume
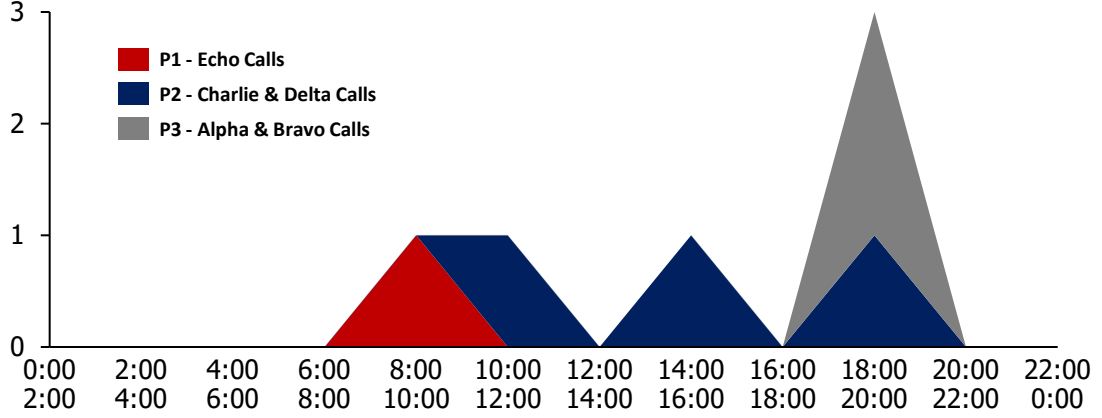

Top Five Problem Natures

- Alarms: 8
- Breathing Problems: 6
- Falls: 6
- Psychiatric/Suicide: 4
- Unconscious/Fainting: 4

North Fork Fire

Priority Dispatched Calls Per Time of Day

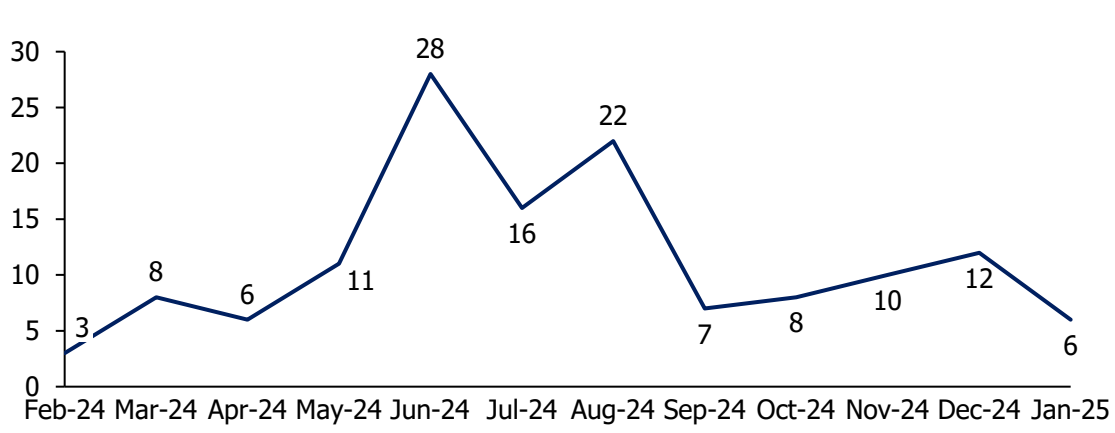Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

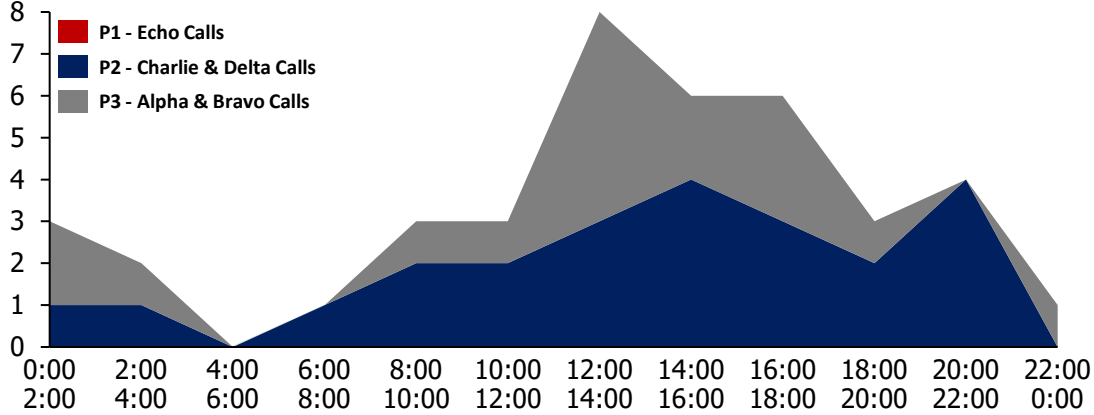| Month	Value
Feb-24	3
Mar-24	8
Apr-24	6
May-24	11
Jun-24	28
Jul-24	16
Aug-24	22
Sep-24	7
Oct-24	8
Nov-24	10
Dec-24	12
Jan-25	6

Problem Natures

Problem Nature	Count
Falls	1
Traumatic Injuries	1
Structure Fire	1
Gas Leak/Gas Odor	1
Motor Vehicle Accident	1

Highland Rescue

Priority Dispatched Calls Per Time of Day

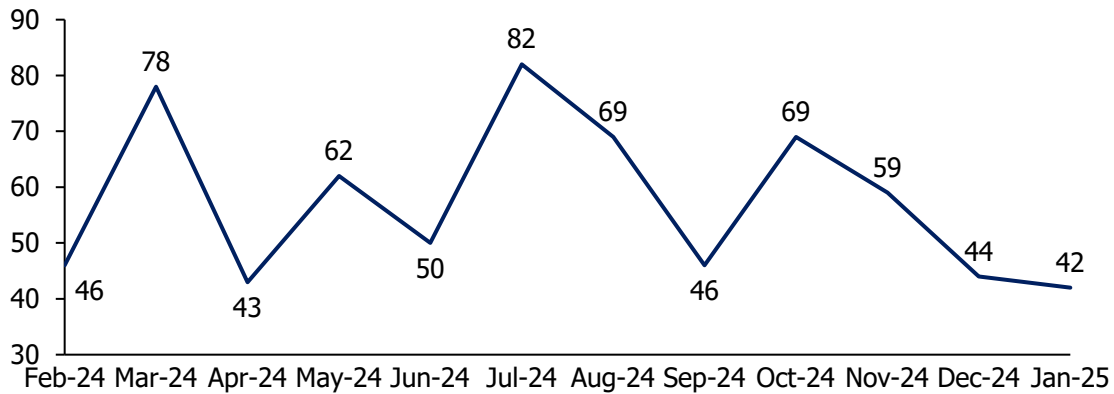Legend:
- P1 - Echo Calls
- P2 - Charlie & Delta Calls
- P3 - Alpha & Bravo Calls

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	1	6	2
Monday	0	2	1	3	1
Tuesday	0	6	1	7	2
Wednesday	0	6	4	10	2
Thursday	0	0	2	2	0
Friday	0	0	2	2	0
Saturday	0	4	6	10	3
Assignment <1 min	N/A	83%			

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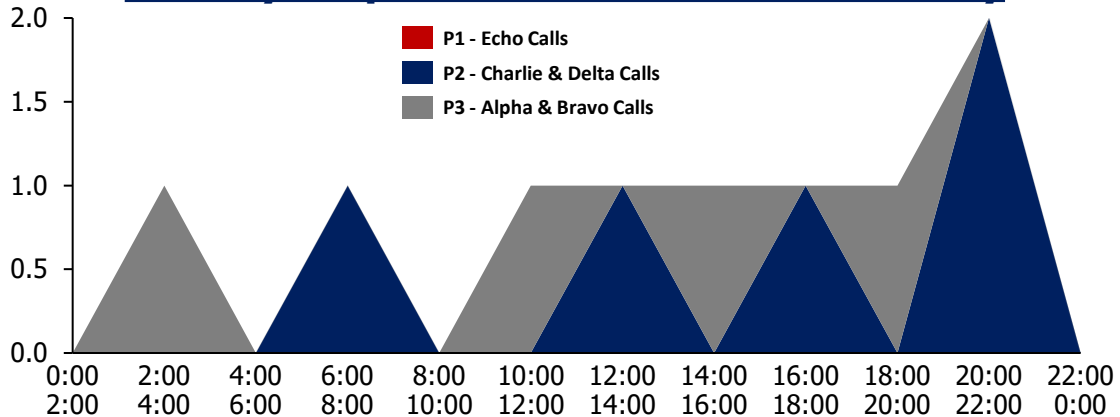
Monthly Call Volume

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, Dec-24: 44, Jan-25: 42

Top Five Problem Natures

- Motor Vehicle Accident: 8
- Falls: 5
- Breathing Problems: 3
- Citizen Assist/Serv Call: 3
- Vehicle Fire: 3
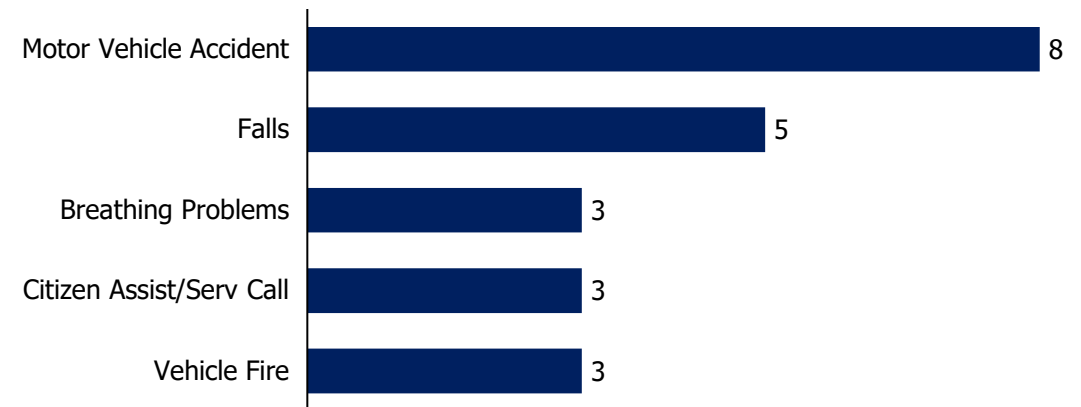
Genesee Fire

Priority Dispatched Calls Per Time of Day

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

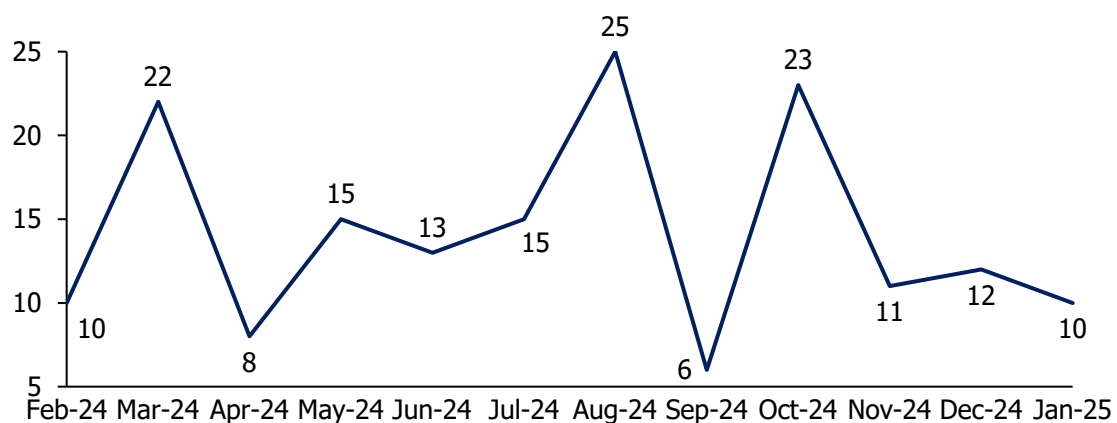
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	0	1	1	0
Tuesday	0	2	0	2	1
Wednesday	0	2	1	3	1
Thursday	0	0	1	1	0
Friday	0	0	0	0	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.
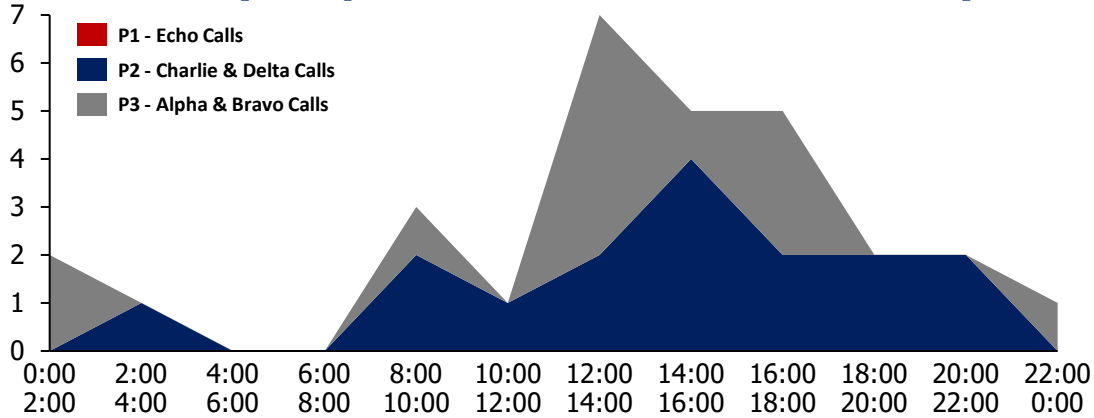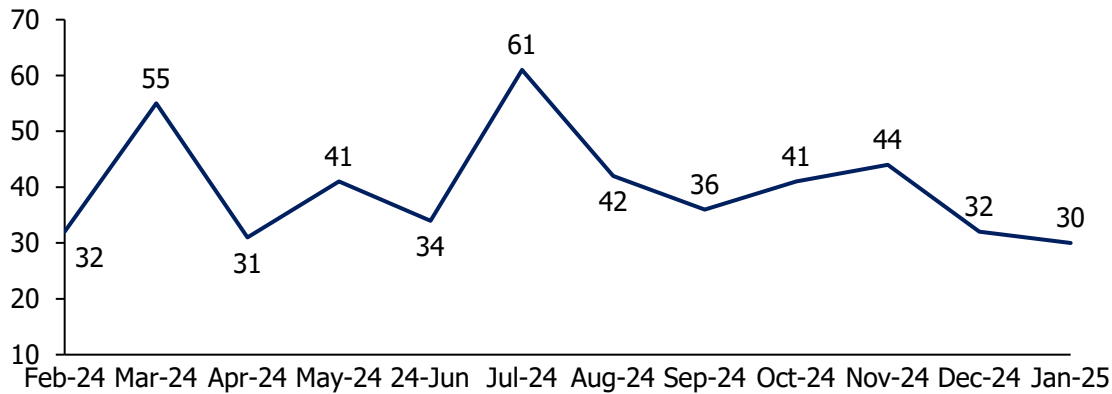
Monthly Call Volume

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, Dec-24: 12, Jan-25: 10

Top Five Problem Natures

Problem Nature	Count
Citizen Assist/Serv Call	2
Falls	2
Breathing Problems	1
Alarms	1
Stroke/TIA	1

Foothills Fire

Priority Dispatched Calls Per Time of Day

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

X-axis times: 0:00-2:00, 2:00-4:00, 4:00-6:00, 6:00-8:00, 8:00-10:00, 10:00-12:00, 12:00-14:00, 14:00-16:00, 16:00-18:00, 18:00-20:00, 20:00-22:00, 22:00-0:00
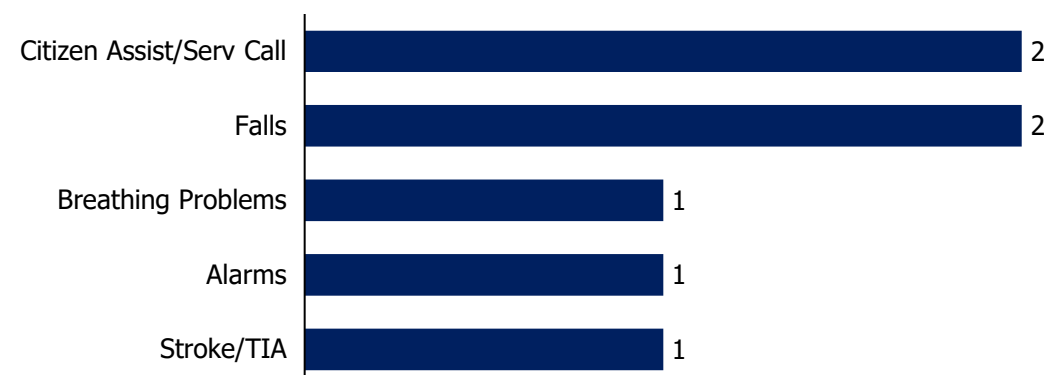
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	2	0	2	1
Tuesday	0	4	1	5	1
Wednesday	0	3	3	6	1
Thursday	0	0	1	1	0
Friday	0	0	2	2	0
Saturday	0	4	5	9	2
Assignment <1 min	**N/A**	**75%**			

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

Monthly Call Volume

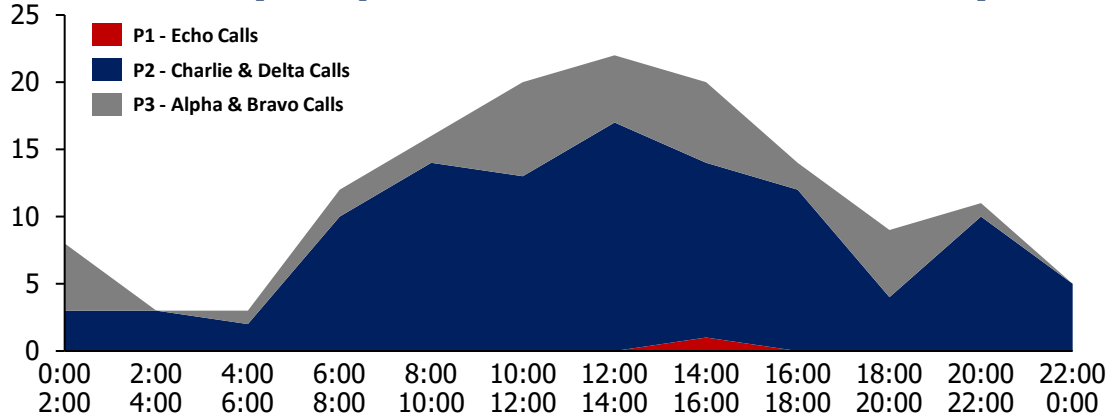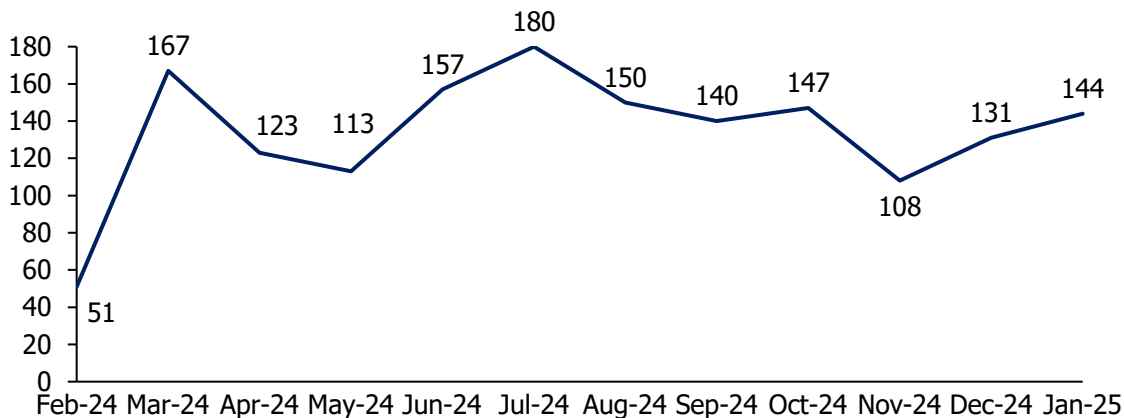| Month	Value
Feb-24	32
Mar-24	55
Apr-24	31
May-24	41
24-Jun	34
Jul-24	61
Aug-24	42
Sep-24	36
Oct-24	41
Nov-24	44
Dec-24	32
Jan-25	30

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	7
Vehicle Fire	3
Falls	3
Outside Fire	2
Psychiatric/Suicide	2

Clear Creek Fire

Priority Dispatched Calls Per Time of Day

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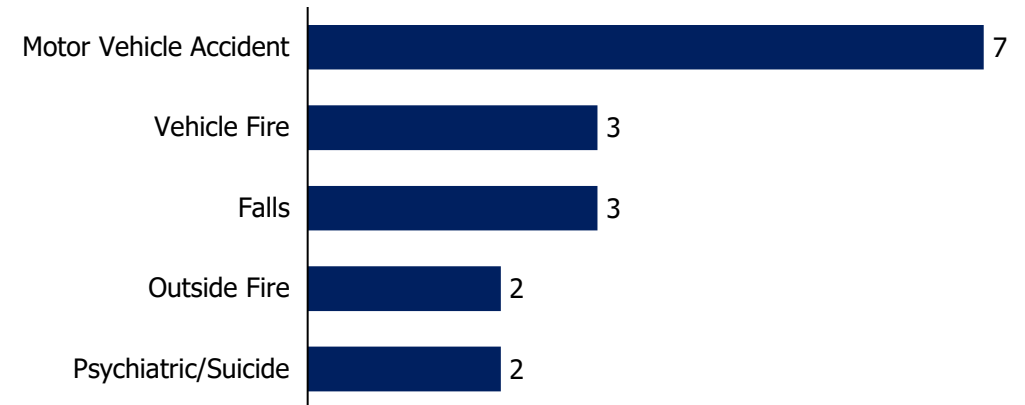
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	3	11	3
Monday	0	18	5	23	6
Tuesday	0	14	1	15	4
Wednesday	1	20	5	26	5
Thursday	0	11	8	19	4
Friday	0	14	8	22	4
Saturday	0	21	6	27	7
Assignment <1 min	100%	70%			

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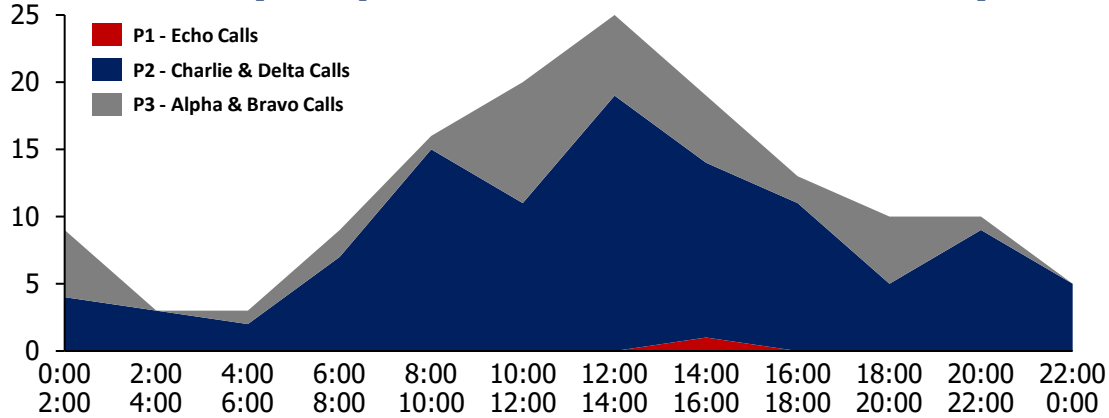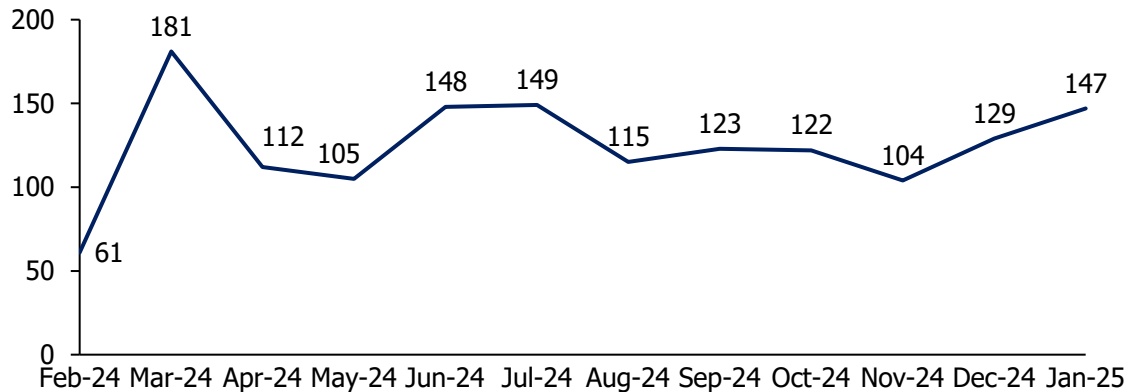
Monthly Call Volume

Values: 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, Dec-24: 131, Jan-25: 144

Top Five Problem Natures

- Motor Vehicle Accident: 36
- Sick Person: 19
- Unconscious/Fainting: 8
- Traumatic Injuries: 8
- Alarms: 7

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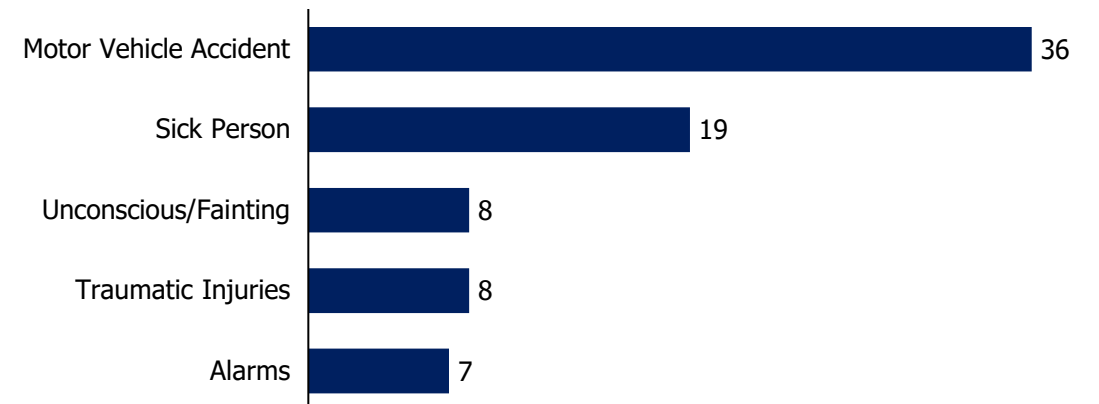
Clear Creek EMS

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	9	2	11	3
Monday	0	17	5	22	6
Tuesday	0	12	2	14	4
Wednesday	1	18	5	24	5
Thursday	0	11	9	20	4
Friday	0	16	7	23	5
Saturday	0	21	7	28	7
Assignment <1 min	100%	71%			

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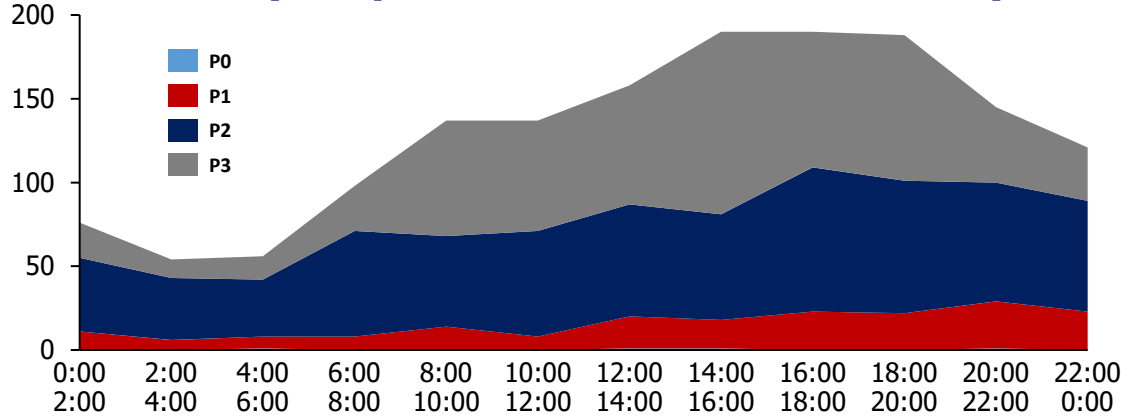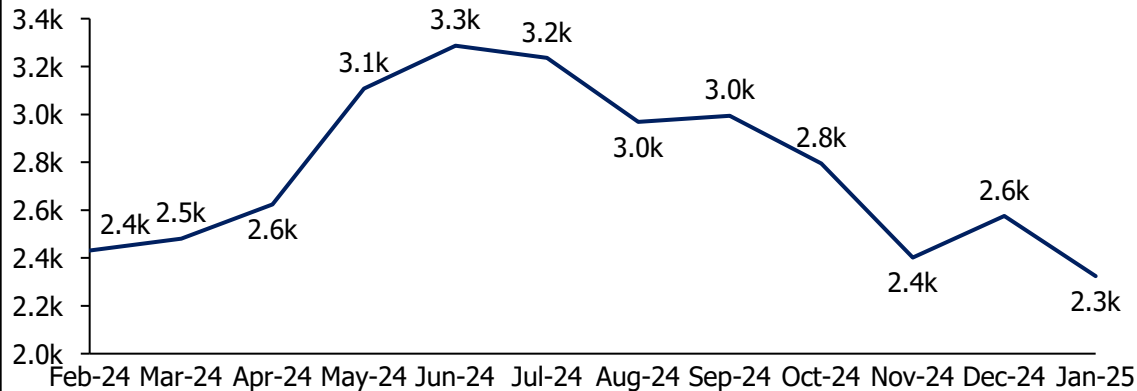
Monthly Call Volume

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, Dec-24: 129, Jan-25: 147

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	34
Sick Person	19
Traumatic Injuries	14
Unconscious/Fainting	12
Falls	9

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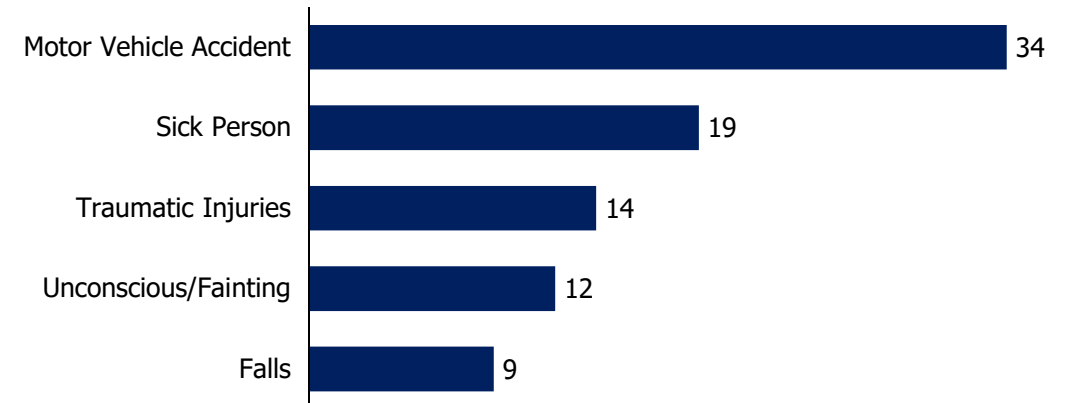
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	24	94	46	164	41
Monday	0	18	73	82	173	43
Tuesday	1	24	115	81	221	55
Wednesday	0	24	121	120	265	53
Thursday	1	28	123	108	260	52
Friday	2	47	111	112	272	54
Saturday	0	21	90	84	195	49
Assignment <2 min		74%	49%			
Assignment <4 min		94%	81%			

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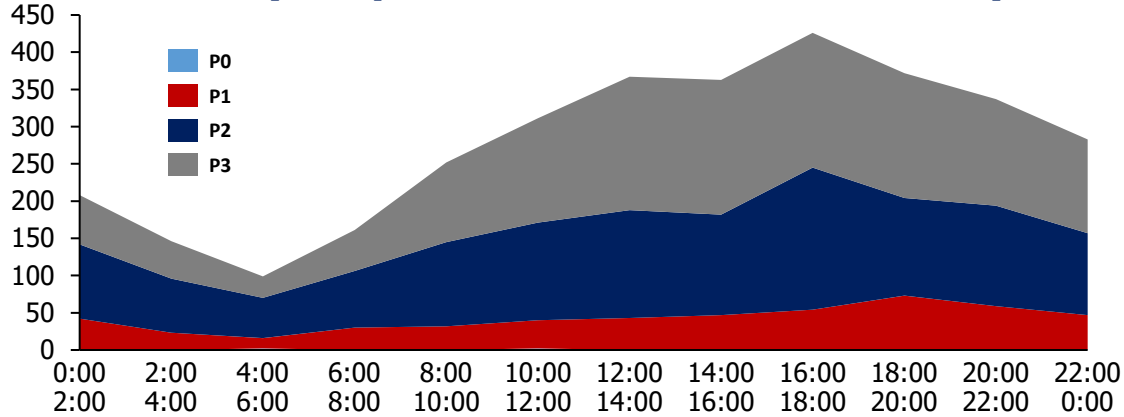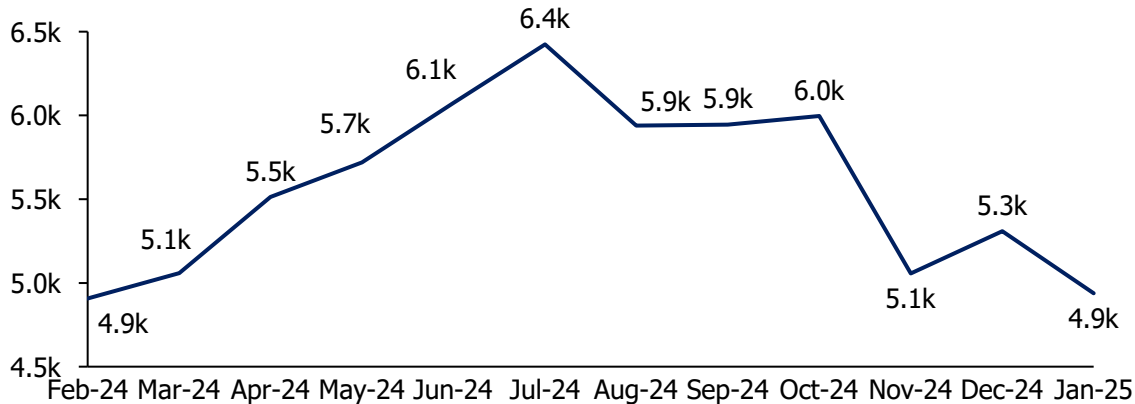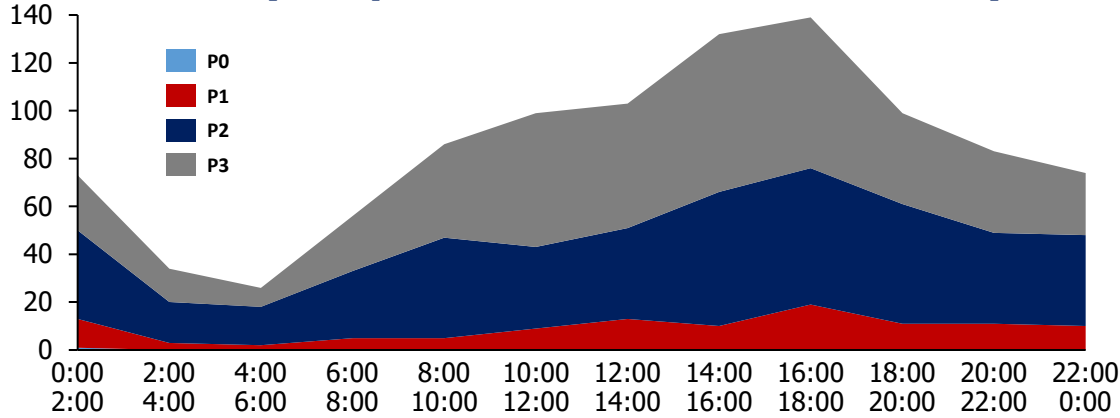
Monthly Call Volume

Feb-24: 2.4k, Mar-24: 2.5k, Apr-24: 2.6k, May-24: 3.1k, Jun-24: 3.3k, Jul-24: 3.2k, Aug-24: 3.0k, Sep-24: 3.0k, Oct-24: 2.8k, Nov-24: 2.4k, Dec-24: 2.6k, Jan-25: 2.3k

Top Five Problem Natures

Problem Nature	Count
Follow Up	235
Welfare Check	227
Citizen Assist/Serv Call	151
Motor Vehicle Accident	128
Verified Alarm	118
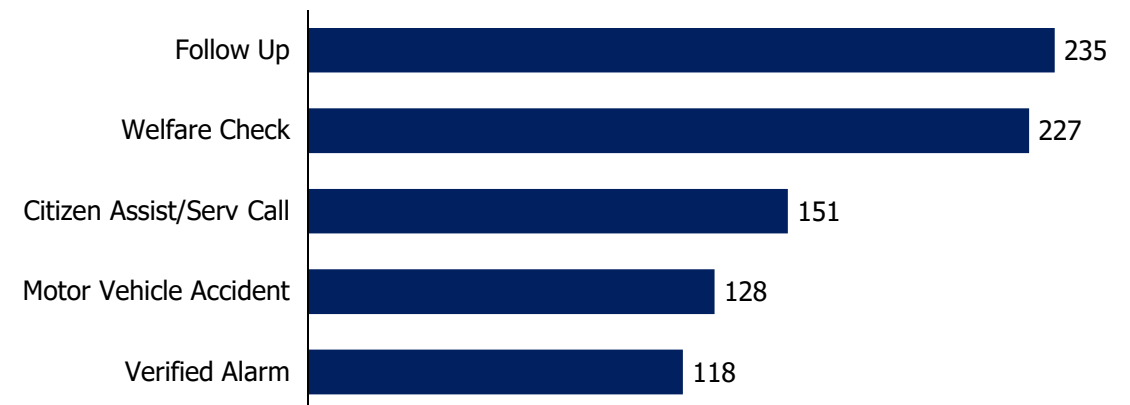
Lakewood PD

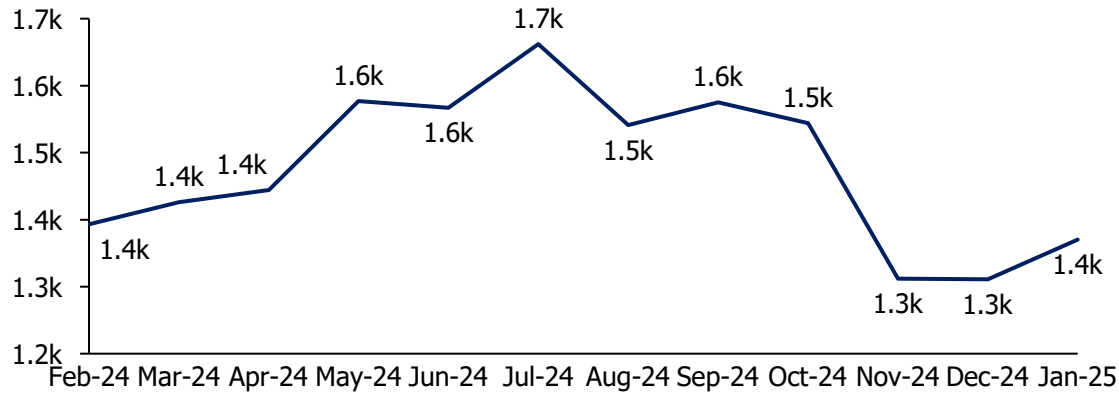## Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	79	135	181	397	99
Monday	1	77	177	190	445	111
Tuesday	0	53	186	186	425	106
Wednesday	0	66	237	258	561	112
Thursday	1	82	244	214	541	108
Friday	1	74	237	233	545	109
Saturday	3	67	178	163	411	103
Assignment <2 min		72%	48%			
Assignment <4 min		89%	71%			

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

Monthly Call Volume

4.9k (Feb-24), 5.1k (Mar-24), 5.5k (Apr-24), 5.7k (May-24), 6.1k (Jun-24), 6.4k (Jul-24), 5.9k (Aug-24), 5.9k (Sep-24), 6.0k (Oct-24), 5.1k (Nov-24), 5.3k (Dec-24), 4.9k (Jan-25)

Top Five Problem Natures

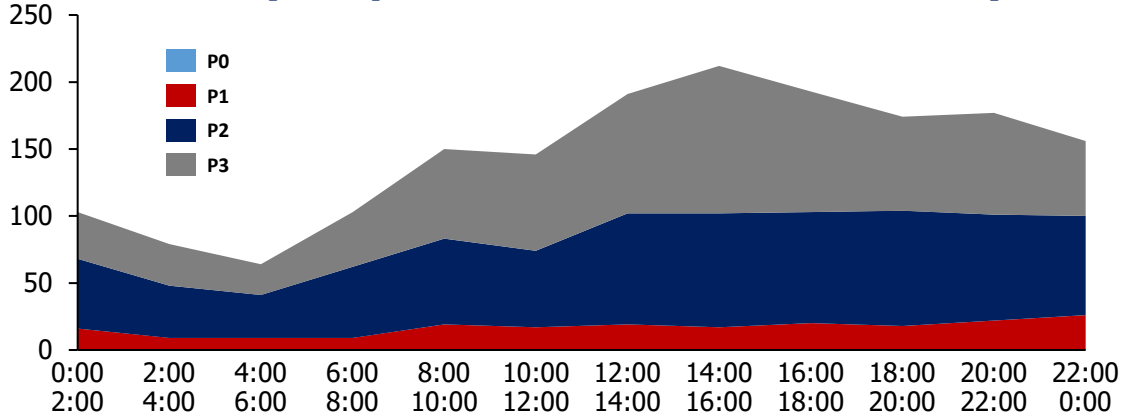| Problem Nature	Count
Welfare Check	420
Unwanted Party	366
Follow Up	313
Motor Vehicle Accident	288
Disturbance	256

Wheat Ridge PD

Priority Dispatched Calls Per Time of Day
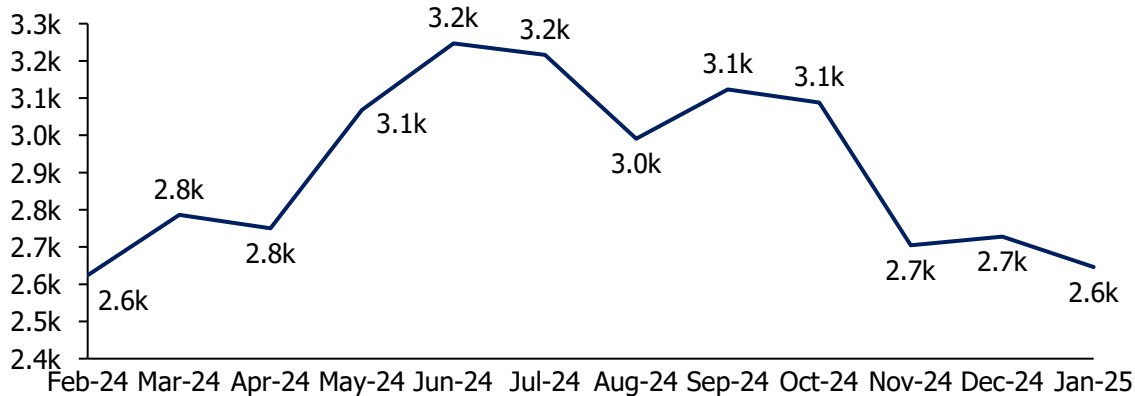

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	17	51	49	117	29
Monday	0	11	72	59	142	36
Tuesday	0	15	55	57	127	32
Wednesday	1	9	65	76	151	30
Thursday	0	20	85	74	179	36
Friday	0	20	76	68	164	33
Saturday	0	18	47	59	124	31
Assignment <2 min		72%	45%			
Assignment <4 min		88%	63%			

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

## Monthly Call Volume

Top Five Problem Natures

Follow Up	116
Welfare Check	114
Unwanted Party	106
Motor Vehicle Accident	84
Disturbance	72

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	28	80	79	187	47
Monday	0	26	93	94	213	53
Tuesday	0	23	96	108	227	57
Wednesday	0	34	145	117	296	59
Thursday	0	34	136	136	306	61
Friday	0	25	125	119	269	54
Saturday	0	31	112	107	250	63
Assignment <2 min		76%	54%			
Assignment <4 min		91%	77%			

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

Monthly Call Volume

Top Five Problem Natures
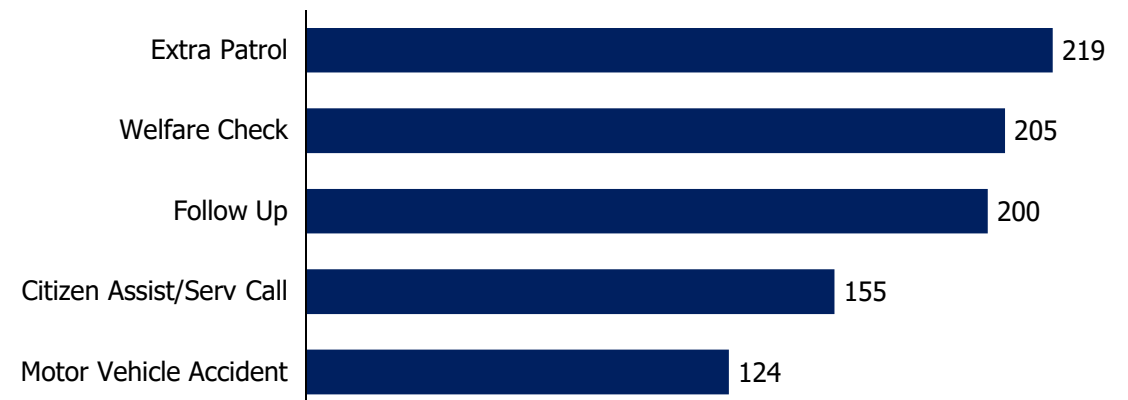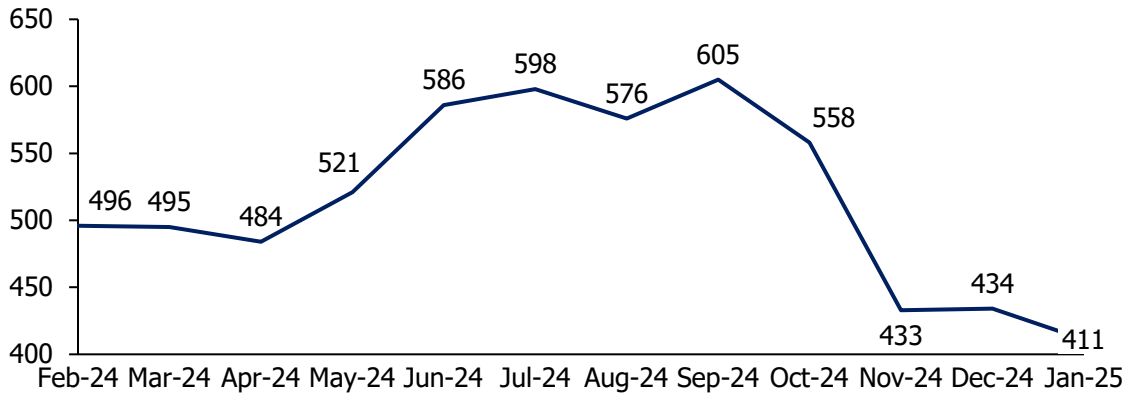
Golden PD

Priority Dispatched Calls Per Time of Day
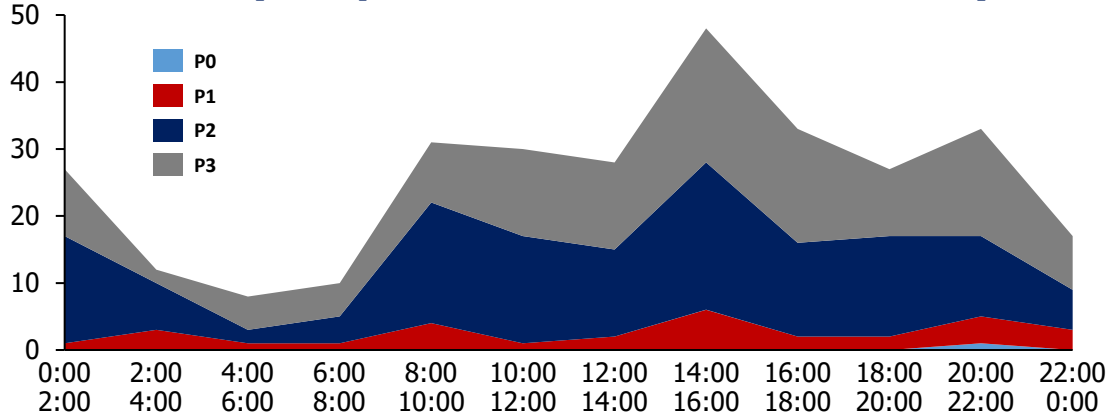
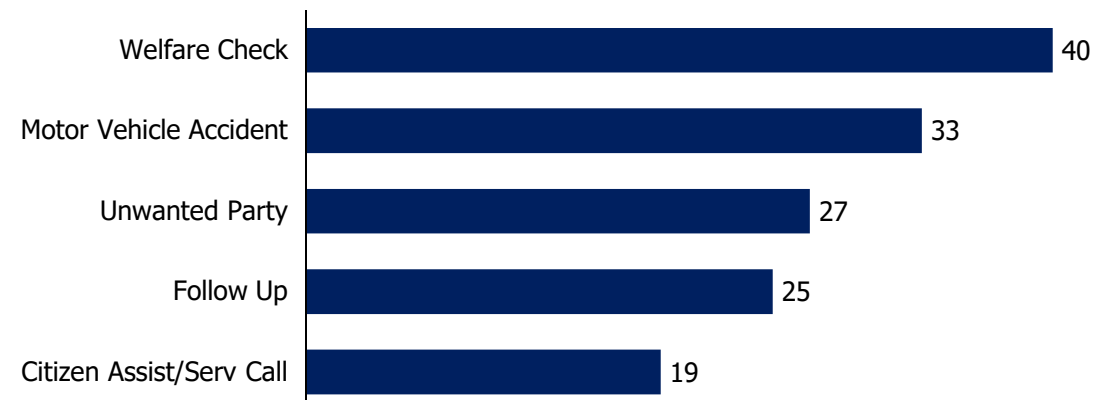

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	16	16	38	10
Monday	0	5	23	11	39	10
Tuesday	1	3	22	15	41	10
Wednesday	0	5	16	21	42	8
Thursday	0	3	31	24	58	12
Friday	0	3	22	19	44	9
Saturday	0	5	15	22	42	11
Assignment <2 min		80%	66%			
Assignment <4 min		93%	83%			

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

Monthly Call Volume
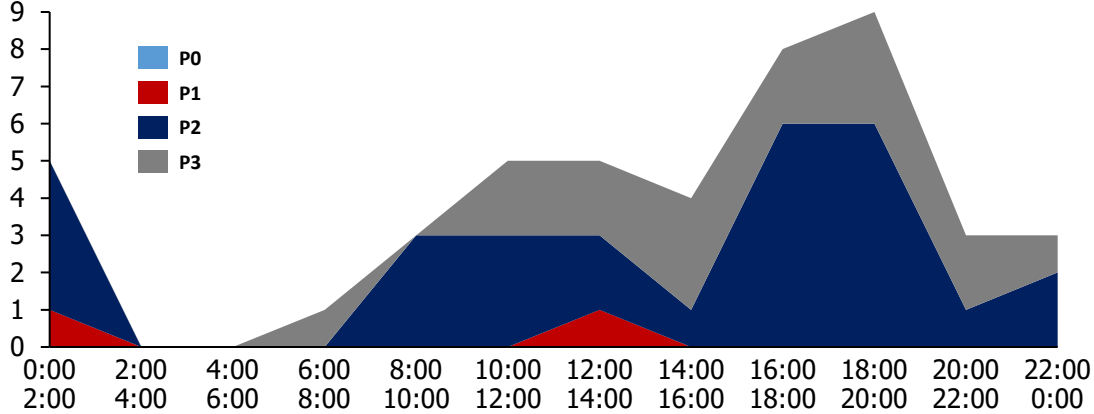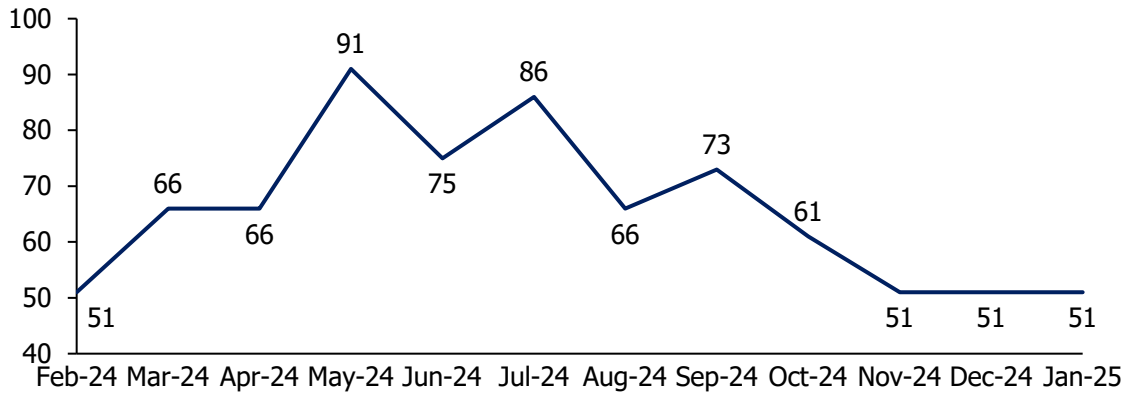

Top Five Problem Natures

Welfare Check	40
Motor Vehicle Accident	33
Unwanted Party	27
Follow Up	25
Citizen Assist/Serv Call	19

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	2	7	1	10	3
Monday	0	0	2	1	3	1
Tuesday	0	0	3	4	7	2
Wednesday	0	0	6	3	9	2
Thursday	0	0	4	3	7	1
Friday	0	0	5	1	6	1
Saturday	0	0	1	3	4	1
Assignment <2 min		100%	82%			
Assignment <4 min		100%	93%			

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

Monthly Call Volume

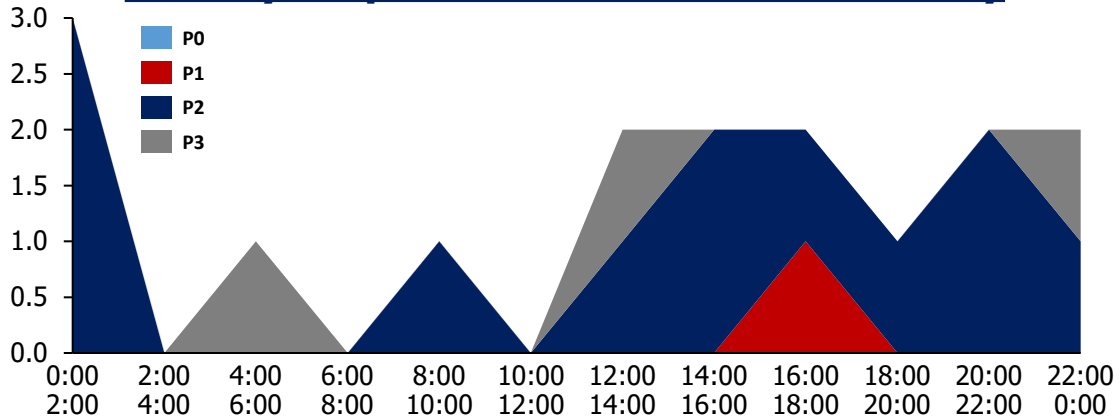## Top Five Problem Natures

Mountain View PD

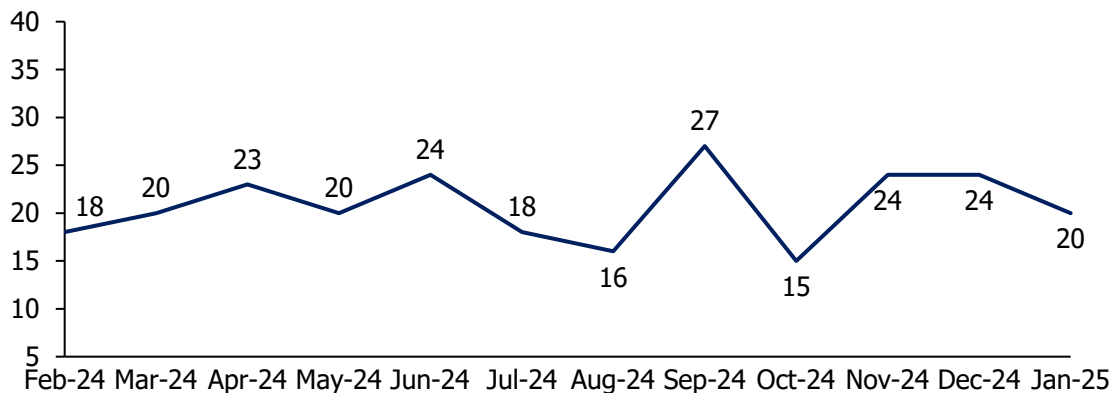## Priority Dispatched Calls Per Time of Day

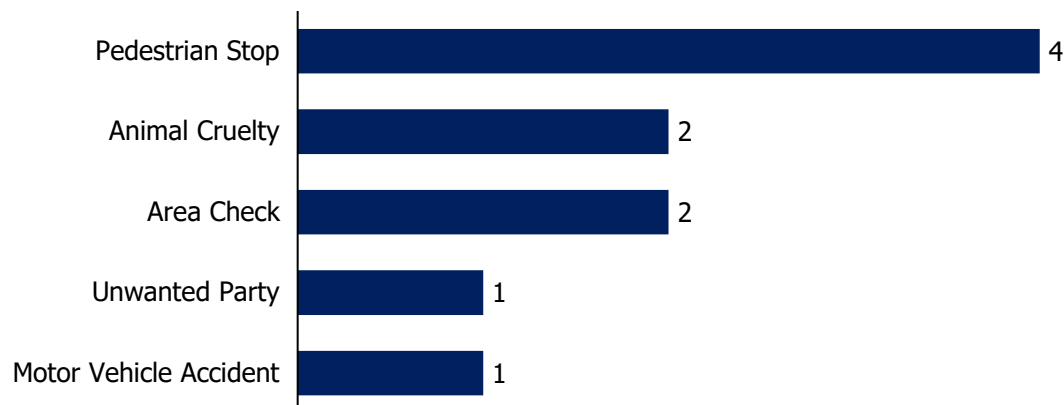## Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume
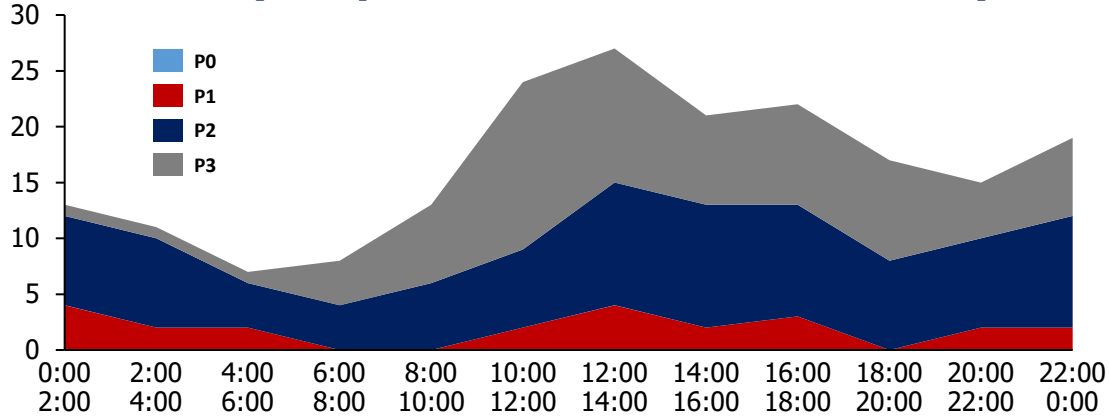

Top Five Problem Natures

30

Edgewater PD

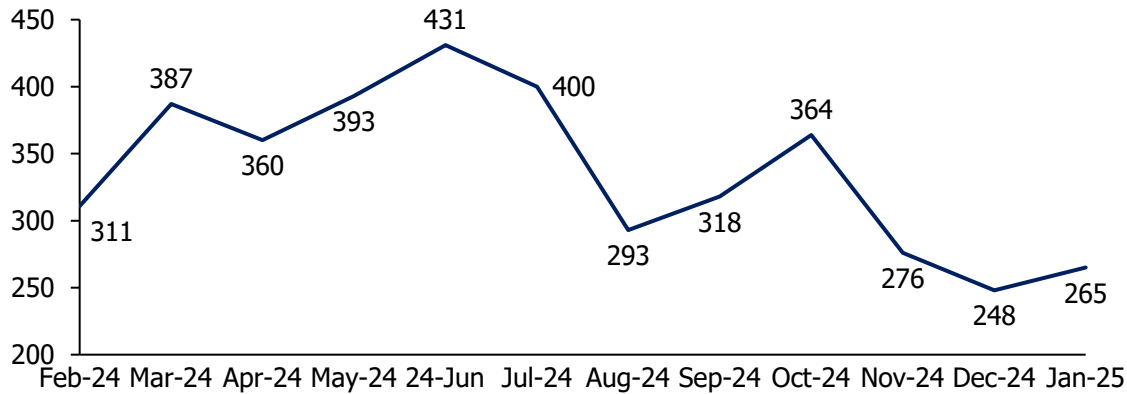## Priority Dispatched Calls Per Time of Day

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	15	11	26	7
Monday	0	1	12	12	25	6
Tuesday	0	2	9	11	22	6
Wednesday	0	6	17	13	36	7
Thursday	0	4	19	13	36	7
Friday	0	3	11	14	28	6
Saturday	0	7	12	5	24	6
Assignment <2 min		65%	66%			
Assignment <4 min		83%	81%			

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

Monthly Call Volume
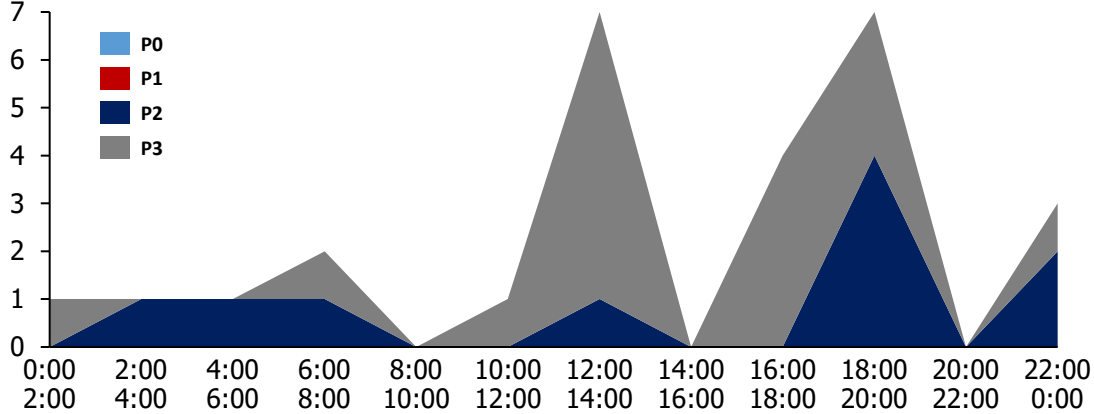

Top Five Problem Natures

Colorado School of Mines PD
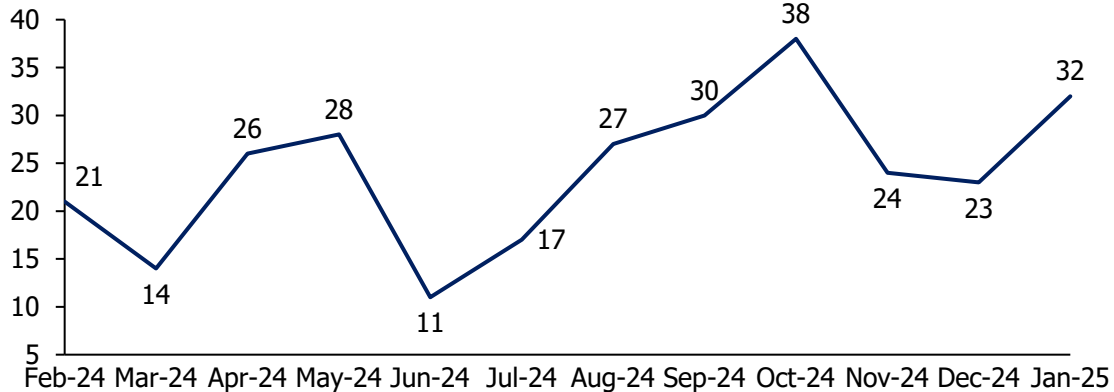
Priority Dispatched Calls Per Time of Day

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	0	0	0
Tuesday	0	0	1	1	2	1
Wednesday	0	0	4	3	7	1
Thursday	0	0	0	6	6	1
Friday	0	0	3	3	6	1
Saturday	0	0	2	2	4	1
Assignment <2 min		N/A	70%			
Assignment <4 min		N/A	80%			

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

Monthly Call Volume

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, Dec-24: 23, Jan-25: 32

Top Five Problem Natures

- 911 Hangup/Check: 12
- Info Medical (Law): 5
- Advised PD: 5
- Assist Fire/Medical: 3
- Building Check: 2
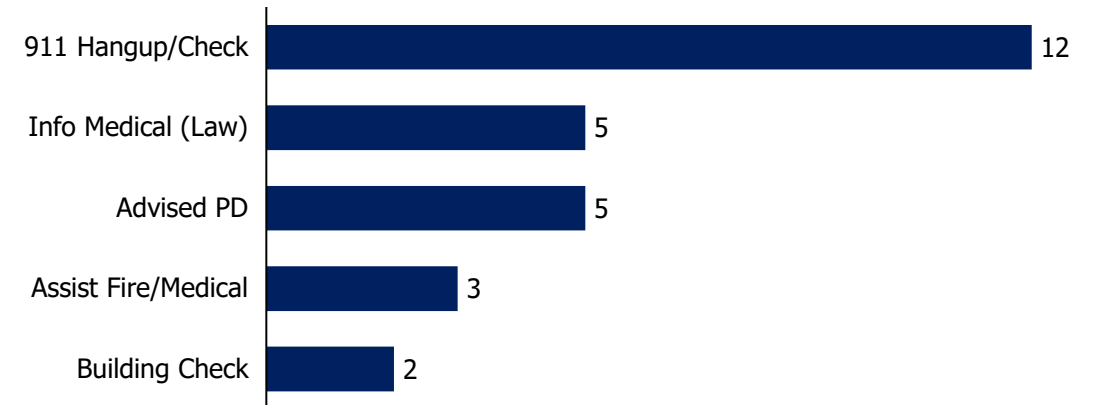
Morrison PD (JCSO Response)

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	1	2	1
Monday	0	0	1	1	2	1
Tuesday	0	0	1	2	3	1
Wednesday	0	0	6	0	6	1
Thursday	0	0	0	0	0	0
Friday	0	0	0	0	0	0
Saturday	0	1	2	3	6	2
Assignment <2 min		100%	64%			
Assignment <4 min		100%	82%			

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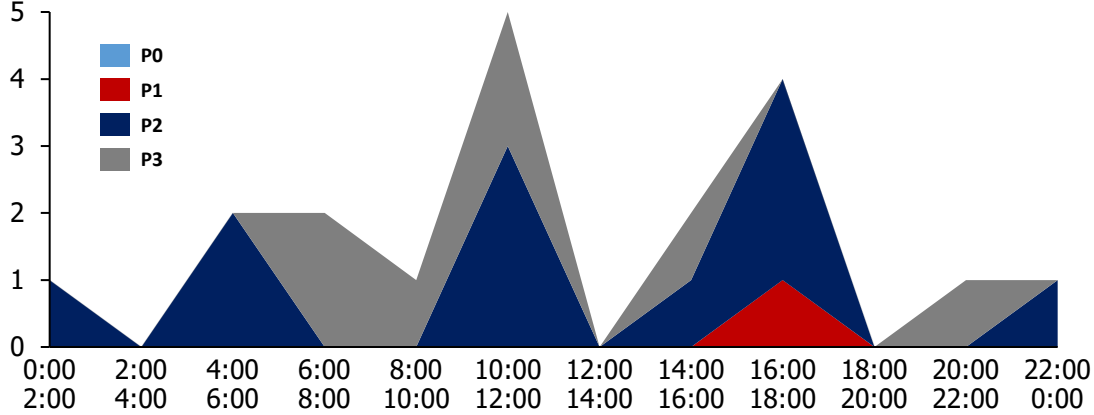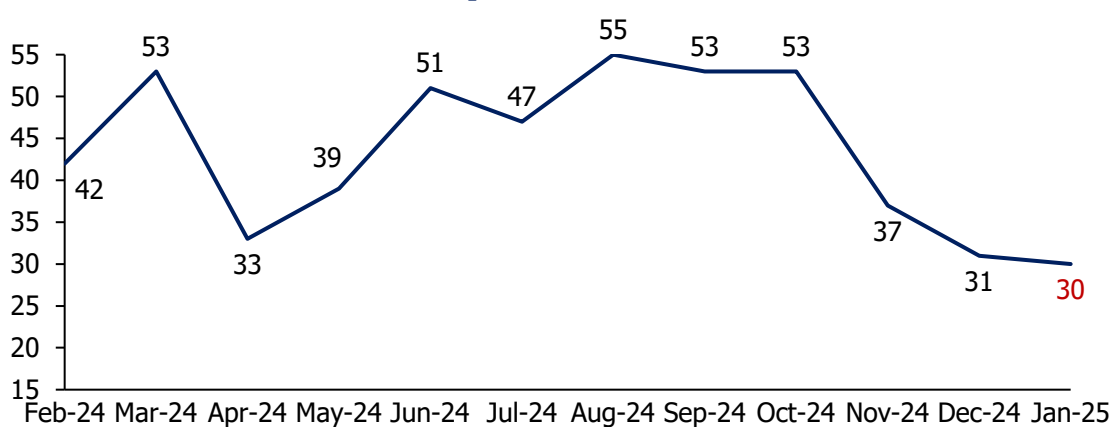
Monthly Call Volume

Values: 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, Dec-24: 31, Jan-25: 30

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	8
Follow Up	7
Welfare Check	2
Animal Cruelty	2
Theft	1

Note: JCSO is handling Morrison calls as of January 2025.

Clear Creek Sheriff

Priority Dispatched Calls Per Time of Day

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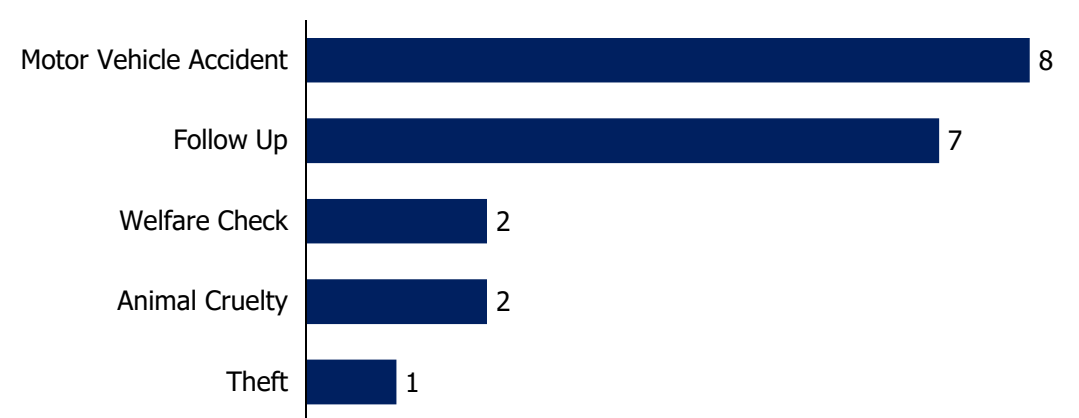
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	8	6	17	4
Monday	0	0	9	8	17	4
Tuesday	0	3	9	5	17	4
Wednesday	0	2	14	11	27	5
Thursday	0	0	10	8	18	4
Friday	0	4	5	7	16	3
Saturday	0	1	15	14	30	8
Assignment <2 min		38%	34%			
Assignment <4 min		69%	69%			

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

Monthly Call Volume

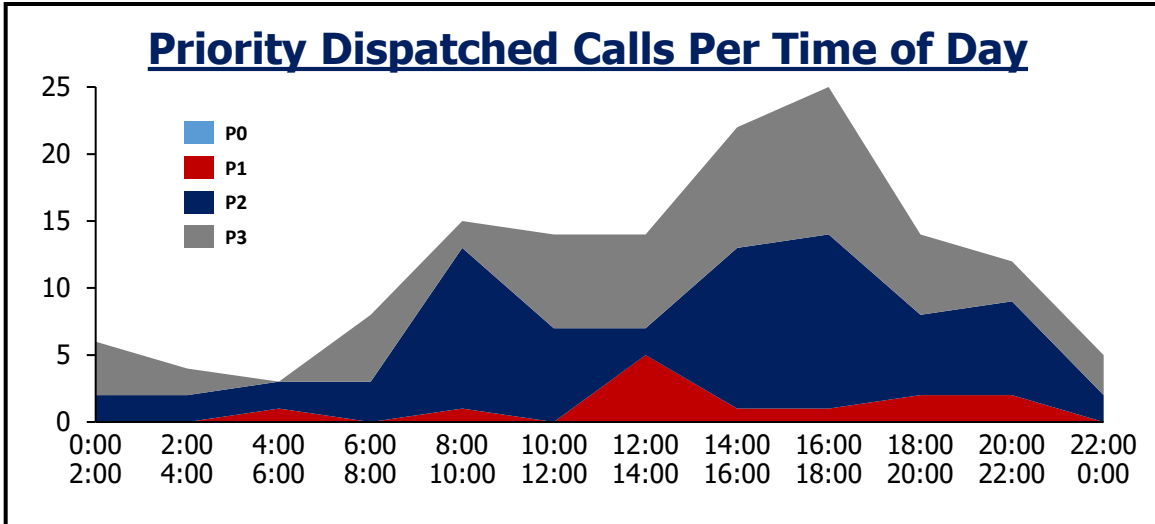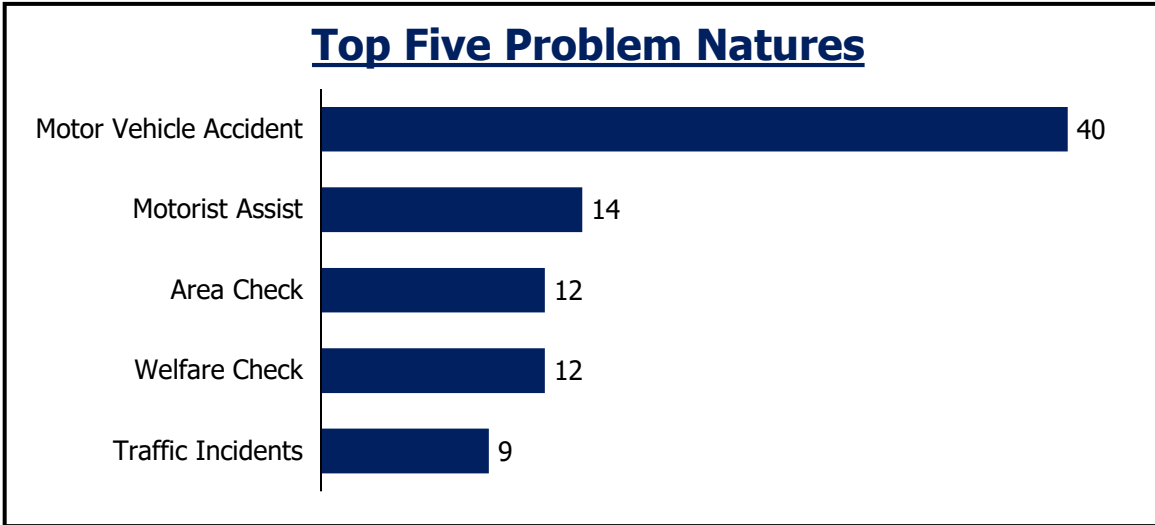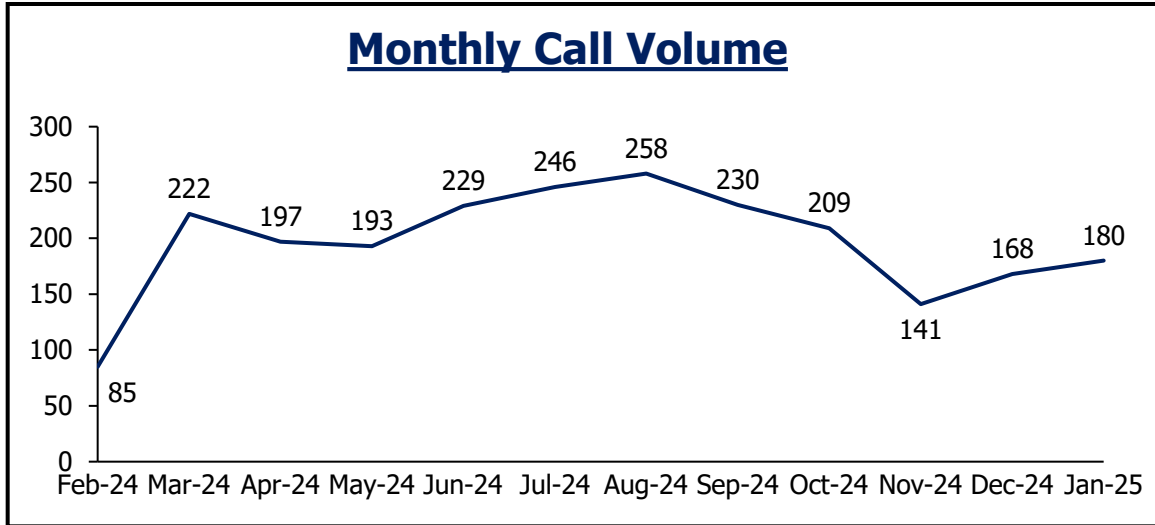
Feb-24: 85, Mar-24: 222, Apr-24: 197, May-24: 193, Jun-24: 229, Jul-24: 246, Aug-24: 258, Sep-24: 230, Oct-24: 209, Nov-24: 141, Dec-24: 168, Jan-25: 180

Top Five Problem Natures

- Motor Vehicle Accident: 40
- Motorist Assist: 14
- Area Check: 12
- Welfare Check: 12
- Traffic Incidents: 9

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. These calls are shown on the Georgetown PD page only.

Idaho Springs PD

Priority Dispatched Calls Per Time of Day

Legend: P0, P1, P2, P3

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	5	3	10	3
Monday	0	2	5	5	12	3
Tuesday	0	2	8	6	16	4
Wednesday	1	1	14	4	20	4
Thursday	0	2	8	11	21	4
Friday	0	2	12	6	20	4
Saturday	0	2	6	9	17	4
Assignment <2 min		85%	78%			
Assignment <4 min		100%	91%			

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

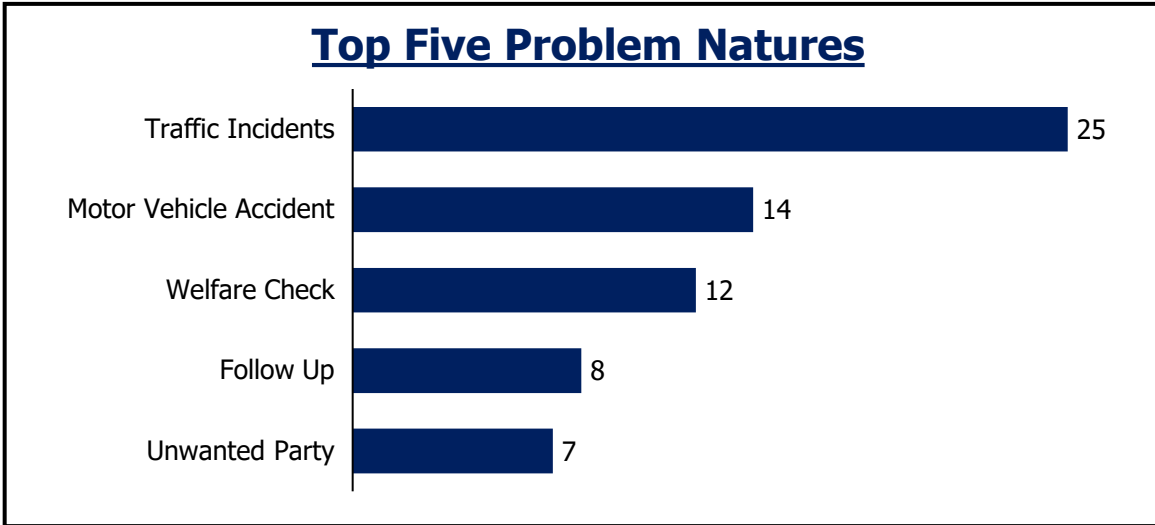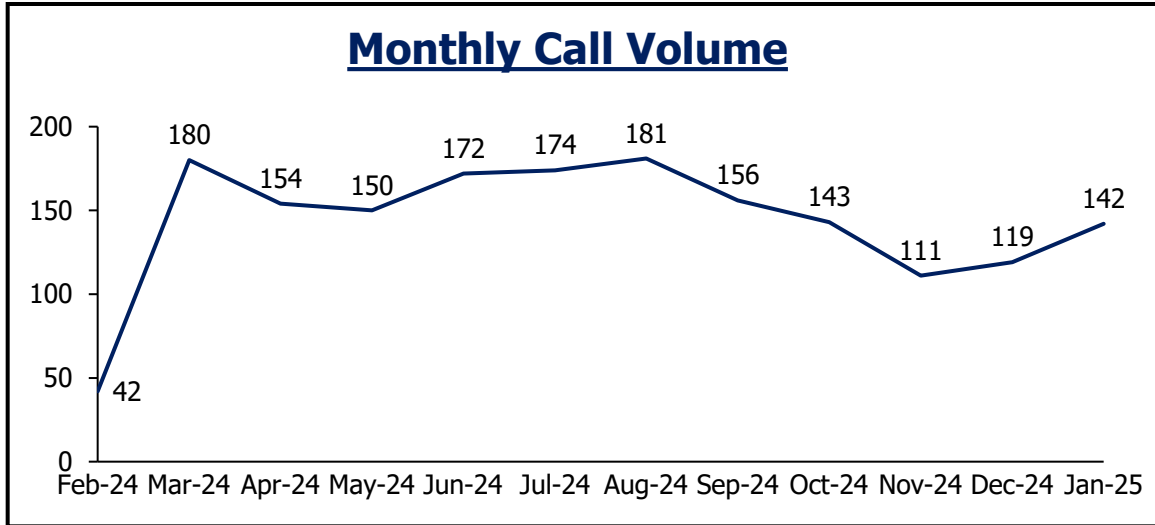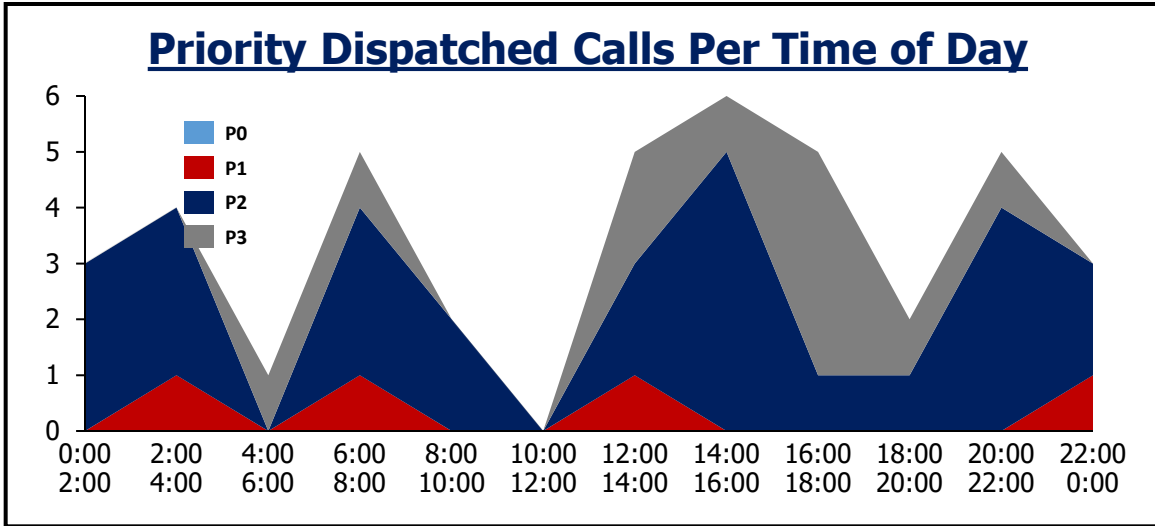## Monthly Call Volume

Feb-24: 42, Mar-24: 180, Apr-24: 154, May-24: 150, Jun-24: 172, Jul-24: 174, Aug-24: 181, Sep-24: 156, Oct-24: 143, Nov-24: 111, Dec-24: 119, Jan-25: 142

Top Five Problem Natures

Problem Nature	Count
Traffic Incidents	25
Motor Vehicle Accident	14
Welfare Check	12
Follow Up	8
Unwanted Party	7

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

Priority Dispatched Calls Per Time of Day

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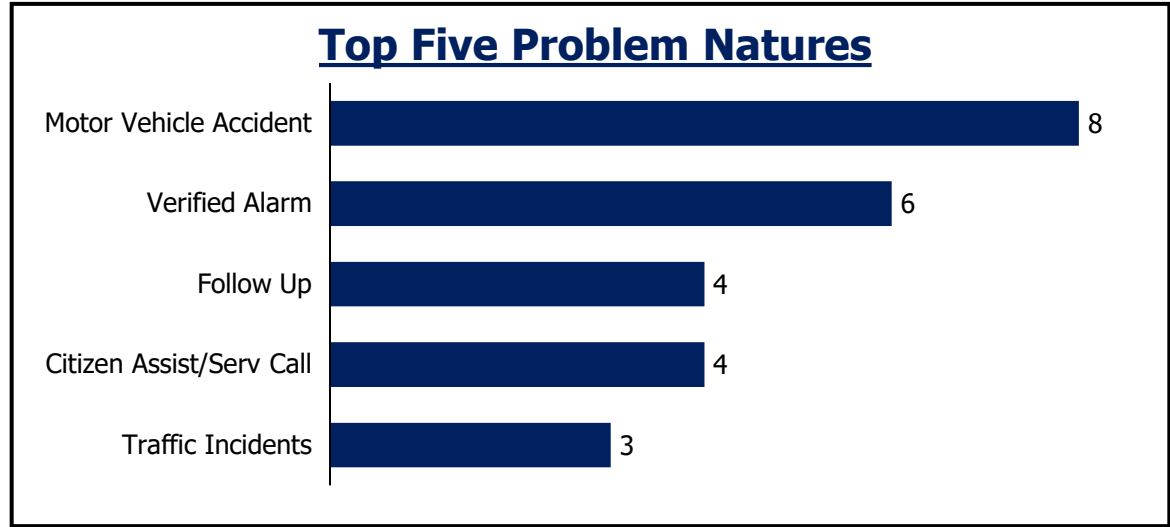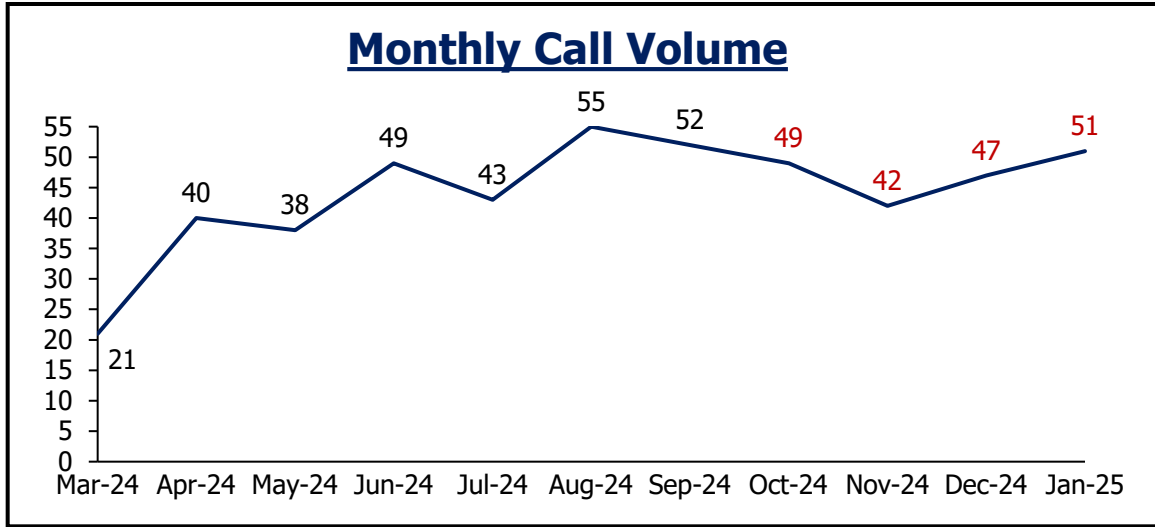
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	1	3	1
Monday	0	0	6	1	7	2
Tuesday	0	0	3	0	3	1
Wednesday	0	1	5	1	7	1
Thursday	0	0	2	1	3	1
Friday	0	1	3	5	9	2
Saturday	0	2	5	2	9	2
Assignment <2 min		75%	42%			
Assignment <4 min		100%	77%			

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

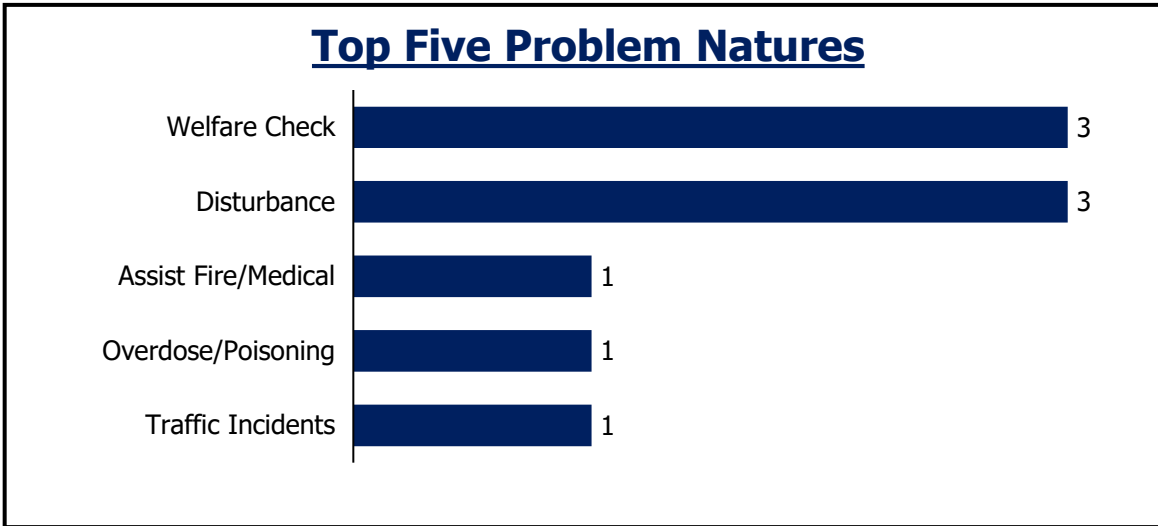## Monthly Call Volume

Month	Value
Mar-24	21
Apr-24	40
May-24	38
Jun-24	49
Jul-24	43
Aug-24	55
Sep-24	52
Oct-24	49
Nov-24	42
Dec-24	47
Jan-25	51

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	8
Verified Alarm	6
Follow Up	4
Citizen Assist/Serv Call	4
Traffic Incidents	3

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.
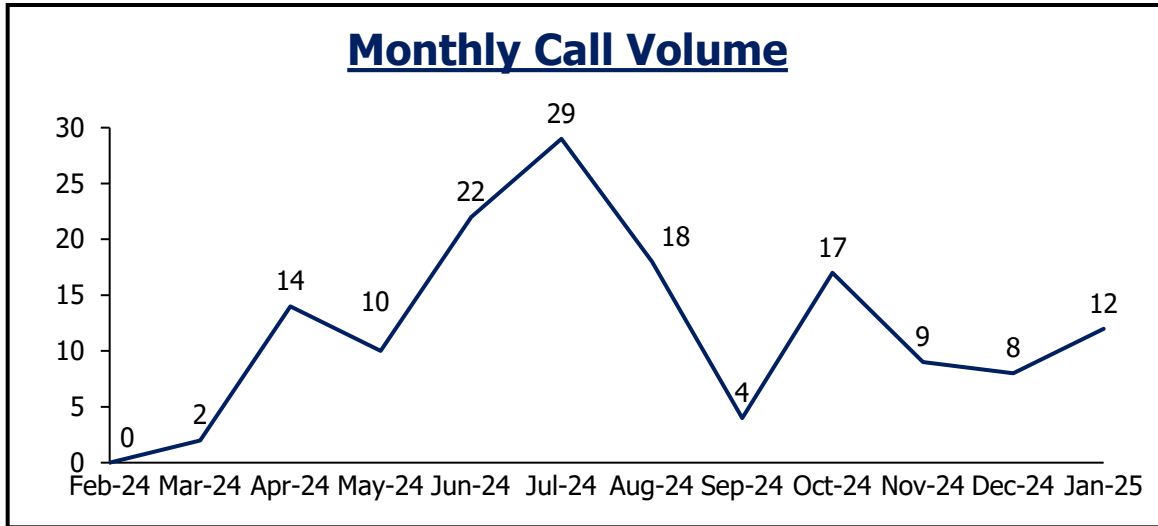
Empire PD

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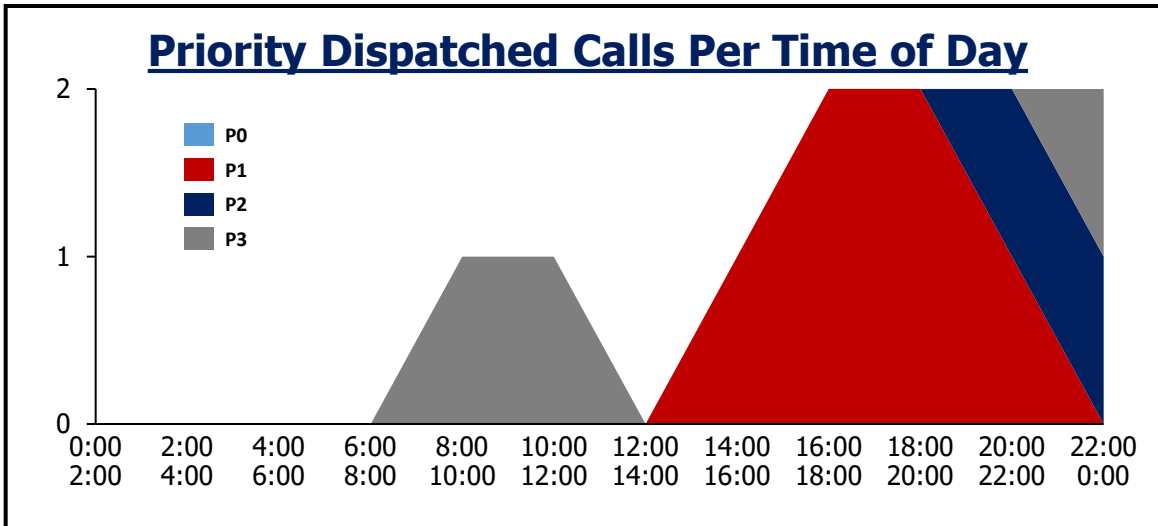
Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

Top Five Problem Natures

- Welfare Check — 3
- Disturbance — 3
- Assist Fire/Medical — 1
- Overdose/Poisoning — 1
- Traffic Incidents — 1

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.