



Jefferson County Communications Center Authority
JEFFCOM911

October 2021
Monthly Report



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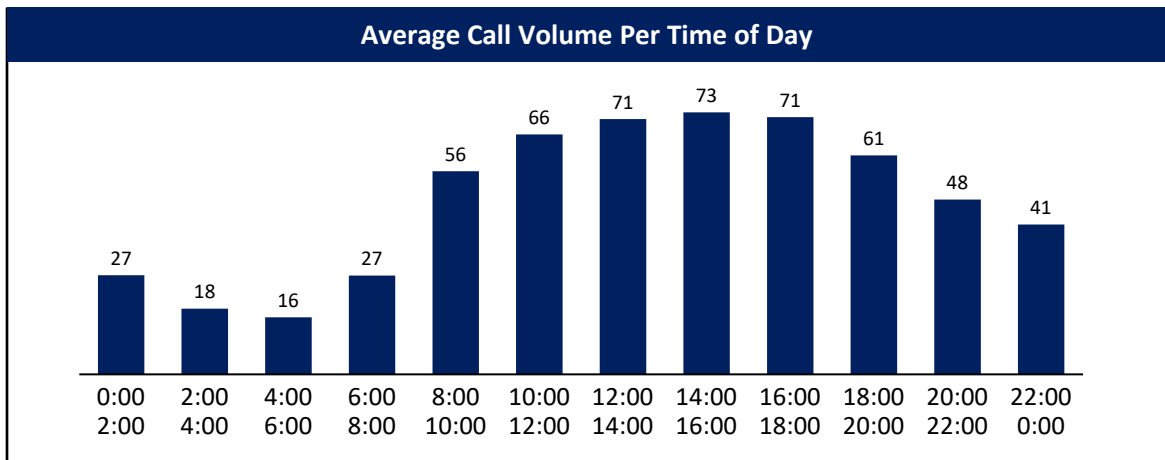
JEFFCOM – Law

Calls Received, Processed and Dispatched Stats

LAW			
Agency	Total October Calls	October % Total	6 Month Trend
Lakewood PD	6,991	30.1%	
Arvada PD	3,762	16.2%	
Jeffco Sheriff	3,460	14.9%	
Wheat Ridge PD	2,224	9.6%	
Golden PD	793	3.4%	
Edgewater PD	449	1.9%	
Lakeside PD	116	0.5%	
Mountain View PD	38	0.2%	
CSM PD	35	0.2%	
Morrison PD	0	0.0%	
Total	17,868	77.0%	

Law call numbers based on the following criteria:

- 1. Call received and processed by JeffCom**
- 2. Call dispatched by JeffCom**
- 3. Self-initiated activity removed**



LAW - 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	4	325	921	739	136	400	147	2,672	13.22%
Monday	2	194	742	717	190	456	140	2,441	15.10%
Tuesday	0	198	771	708	173	436	131	2,417	14.95%
Wednesday	3	190	718	638	162	437	118	2,266	14.02%
Thursday	1	177	717	675	151	404	105	2,230	13.80%
Friday	2	254	924	888	218	537	148	2,971	14.70%
Saturday	4	279	1,019	786	174	435	174	2,871	14.21%
Total	16	1,617	5,812	5,151	1,204	3,105	963	17,868	



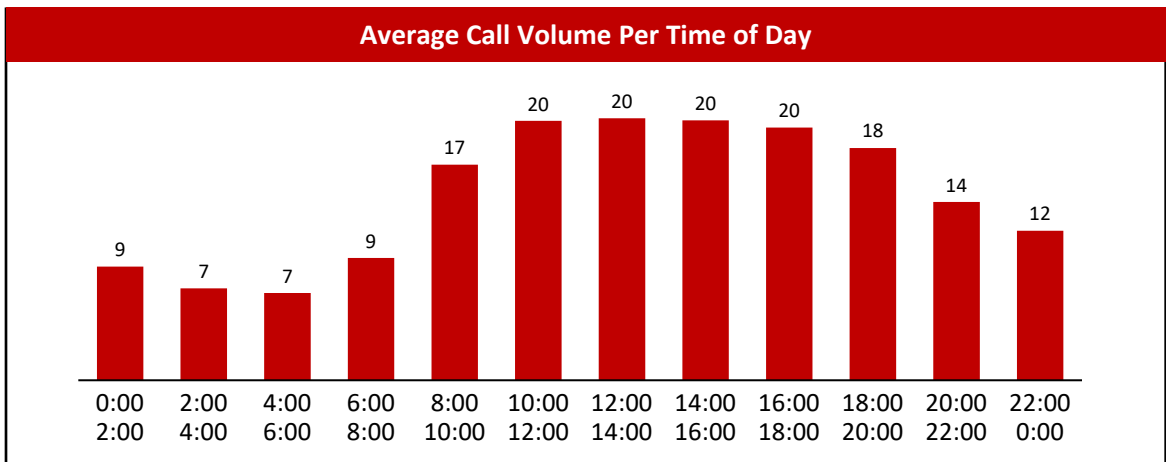
JEFFCOM – Fire

Calls Received, Processed and Dispatched Stats

FIRE			
Agency	Total October Calls	October % Total	6 Month Trend
West Metro Fire	3,070	13.2%	
Arvada Fire	1,382	6.0%	
Golden Fire	250	1.1%	
Evergreen Fire	201	0.9%	
Elk Creek Fire	99	0.4%	
Fairmount Fire	68	0.3%	
Highland Rescue	65	0.3%	
Pleasant View Fire	63	0.3%	
Foothills Fire	42	0.2%	
Inter Canyon Fire	31	0.1%	
Genesee Fire	19	0.1%	
North Fork Fire	17	0.1%	
Indian Hills Fire	14	0.1%	
Golden Gate Fire	5	0.0%	
Total	5,326	23.0%	

Fire call numbers based on the following criteria:

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom



FIRE - Total CAD Dispatched Calls by Day of Week								
Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	19	523	295	13	0	2	852	14.18%
Monday	12	412	264	9	0	0	697	14.50%
Tuesday	12	385	246	6	0	1	650	13.52%
Wednesday	17	428	268	6	0	3	722	15.02%
Thursday	9	408	241	5	0	0	663	13.79%
Friday	20	495	332	6	1	3	857	14.26%
Saturday	21	534	321	9	0	0	885	14.73%
Total	110	3,185	1,967	54	1	9	5,326	



Service Level Agreement

JEFFCOM

Process	Service Level Agreement		Target	Notes
Call Answering and Processing	90% of 911 calls answered within 15 seconds	81.2%	95% of 911 calls answered within 15 Seconds	
	99% of 911 calls answered within 40 seconds	96.3%	99% of 911 calls answered within 40 Seconds	
	90% of Priority 1 and 2 calls processed within 60 seconds	43.3%	90% of 911 calls processed within 60 Seconds	No change from September
		85.7%	95% of 911 calls processed within 106 Seconds	Included as reference only
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	17.3%	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less	
Average Abandoned Rate	Target of no more than 10%	5.2%	Target of no more than 3% with a minimum service level of no more than 8%	
Quality Assurance Scores	EMD; Target average of 75%	950%	Target average of 95% with a minimum of 80%	
	EFD; Target average of 75%	98.0%	Target average of 95% with a minimum of 80%	
	LAW; Target average of 75%	88.0%	Target average of 95% with a minimum of 80%	
Mobile CAD Issue Resolution <i>Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies</i>	N/A	100.0%	95% Acknowledgment within 15 minutes	
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
Dispatch Investigative & Discovery Recording	Within 3 business days of receipt of a properly authorized request for recordings, including all required information to identify the requested recording	99.7%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	552 DA Discovery Requests (552/552), 213 Internal Requests (211/213)
Colorado Criminal Justice Records Act (CCJRA) Requests under C.R.S. §§ 24-72-301 to -309	For all properly authorized request for recordings, including all required information to identify the request recording	100.0%	All requests properly located	External Requests (101/101)
	If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6).	100.0%		1 pending approval from Golden PD, 1 denied by CSP due to still being under investigation

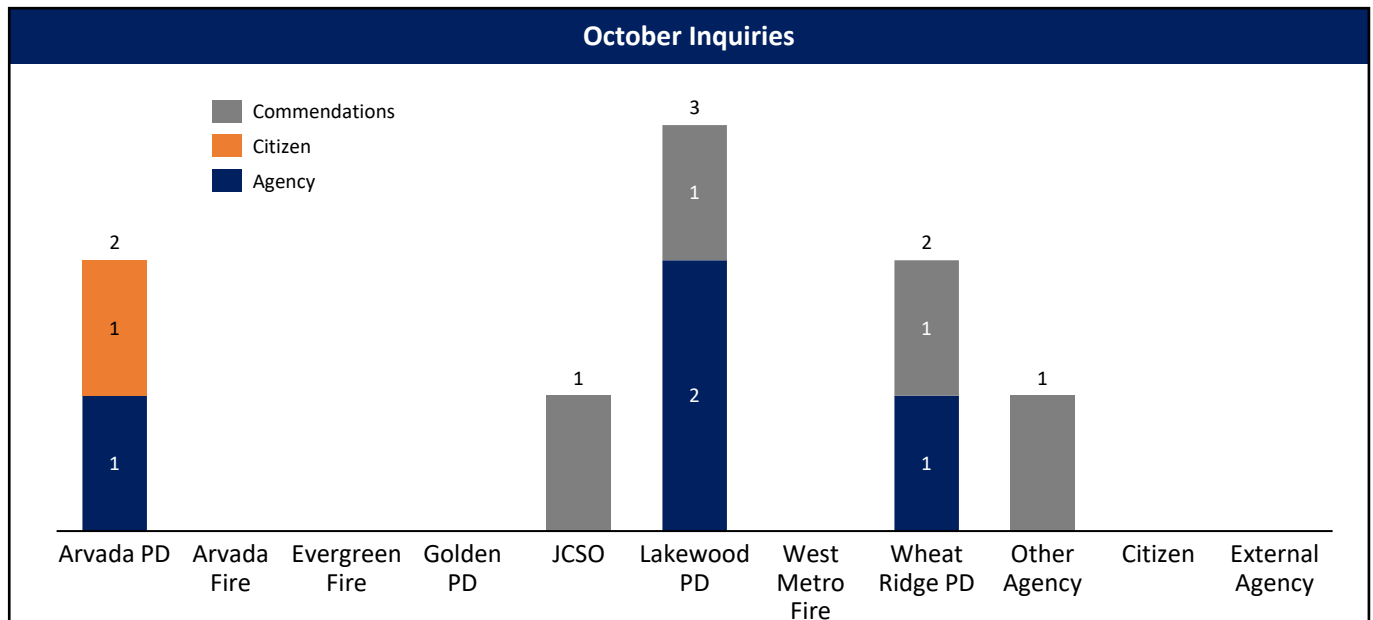
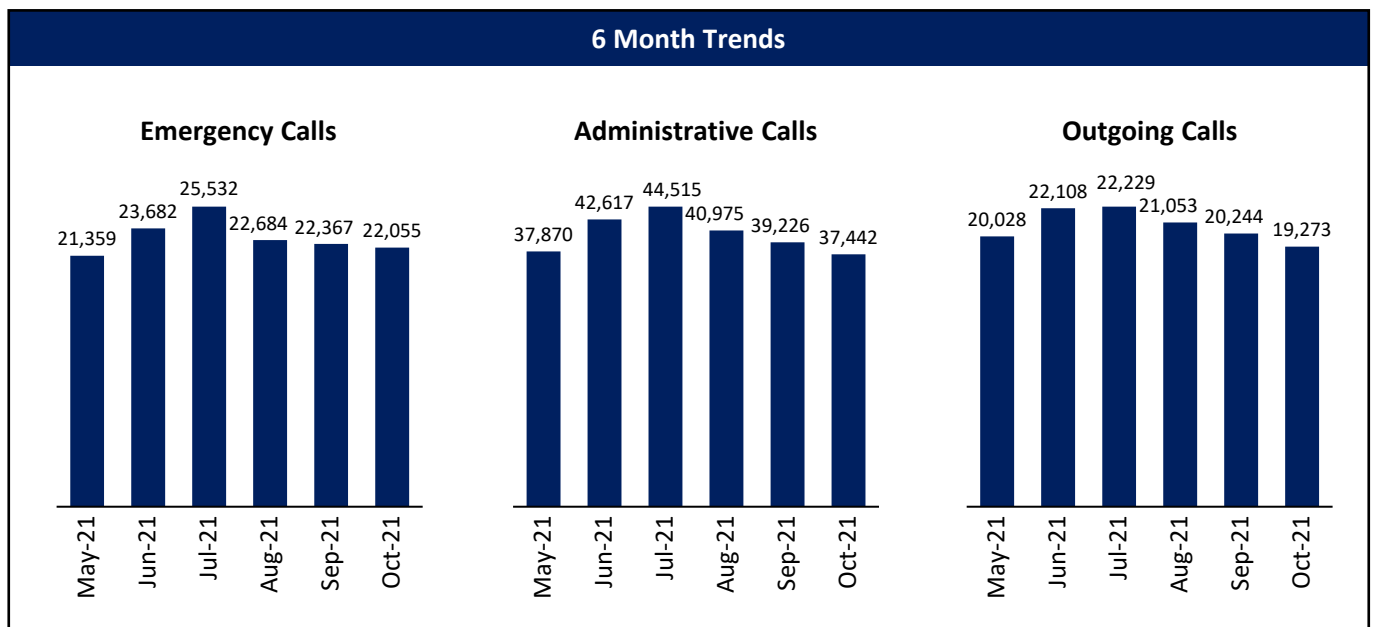
Analysis
<p>Root Cause: Call Answering Jeffcom has experienced personnel losses consistent with national industry trends combined with a 11% year over year increase in emergency call volume, further challenging operations and scheduling in both call taking and dispatch disciplines.</p> <p>Remediation: Call Answering Jeffcom has analyzed current operations and identified several call types and processes where available technology solutions can alleviate call volume. For example, Jeffcom is currently implementing an automated callback module which will integrate into the call processing system and call back 911 hang-ups without tying up a call taker. Five new call takers have graduated from the training Academy and are training on the floor. Five additional new hires will start training in September. Jeffcom continues to aggressively recruit, hire, and train new personnel to maximize the number of call takers on duty during busy periods.</p> <p>Root Cause: Call Processing Time Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.</p> <p>Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 1:59 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p> <p>Root Cause: Dispatch Investigative & Discovery Recording In the month of October, the Jeffcom records team continued to work successfully with agency partners to cut down on requests that were duplicates of the DA's office and/or unnecessary requests.</p> <p>Remediation: Dispatch Investigative & Discovery Recording Jeffcom will continue balancing workload to complete requests in a timely manner.</p>



Call Volume/Agency Specific Inquiries

JEFFCOM

Call Volume					
Line	Calls	Notes	Line	Calls	Notes
911	22,055	1% Decrease from September	Outgoing Calls	19,273	5% Decrease from September
Admin	37,442	5% Decrease from September			
Total	59,497	3% Decrease from September			





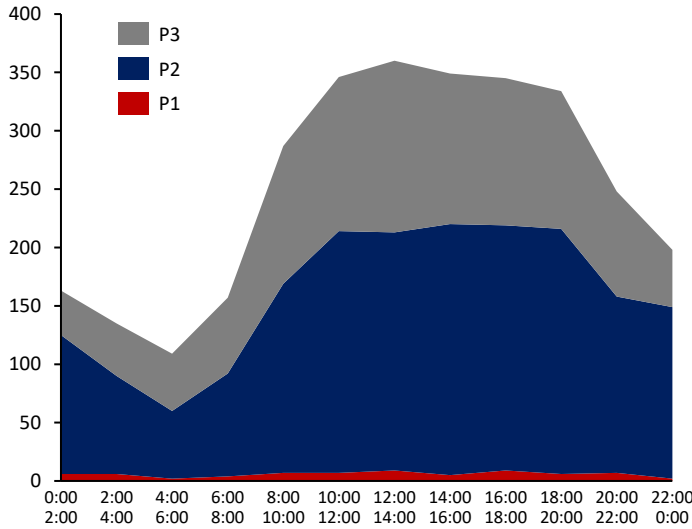
West Metro Fire

Dispatch Report

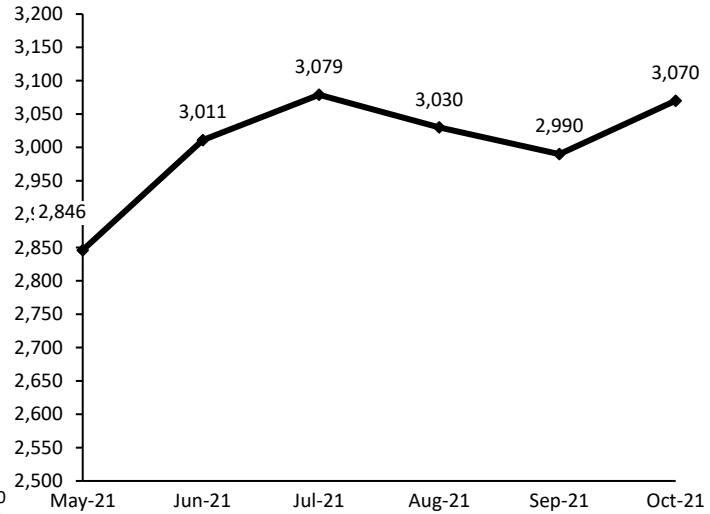
Call Designation

- P1 – Echo Call
- P2 – Charlie Call; Delta Call
- P3 – Alpha Call; Bravo Call

WMFR Priority Dispatched Calls Per Time of Day



WMFR Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	11	313	168	492	98.4
Monday	7	241	164	412	103.0
Tuesday	8	233	138	379	94.8
Wednesday	13	235	156	404	101.0
Thursday	6	252	140	398	99.5
Friday	13	288	179	480	96.0
Saturday	12	293	161	466	93.2

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	70	96%
2	1855	95%

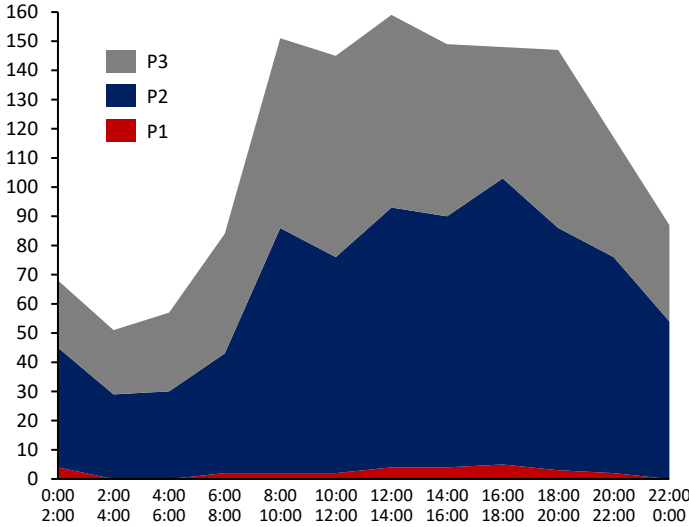


Arvada Fire

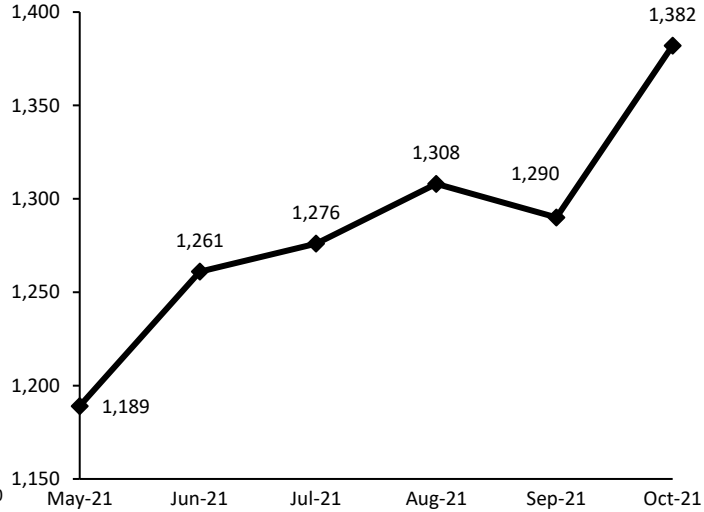
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Arvada Fire Priority Dispatched Calls Per Time of Day



Arvada Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	7	123	93	223	44.6
Monday	3	100	65	168	42.0
Tuesday	2	97	73	172	43.0
Wednesday	2	116	74	192	48.0
Thursday	1	92	62	155	38.8
Friday	6	116	89	211	42.2
Saturday	7	139	96	242	48.4

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	28	96%
2	783	94%

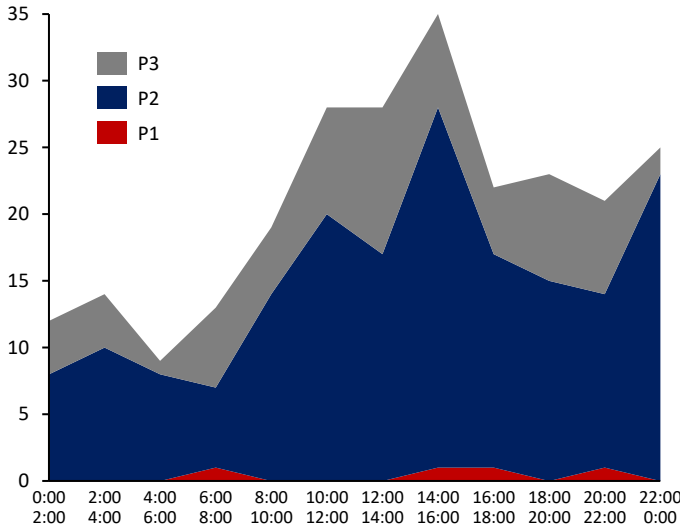


Golden Fire

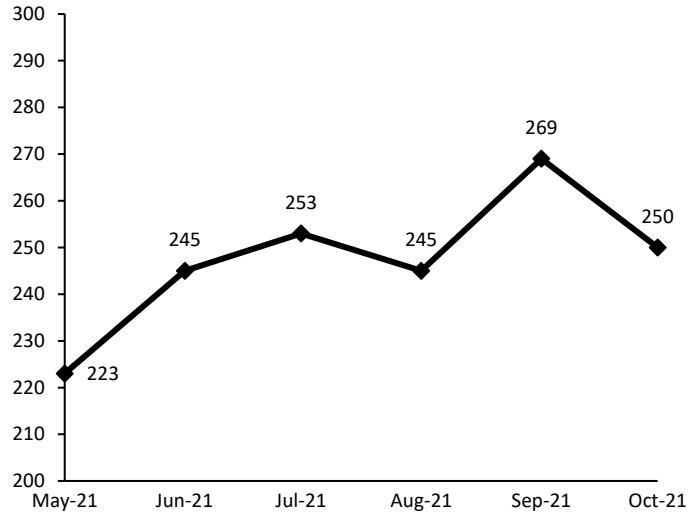
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Golden Fire Priority Dispatched Calls Per Time of Day



Golden Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	29	7	36	7.2
Monday	1	23	7	31	7.8
Tuesday	1	20	10	31	7.8
Wednesday	1	30	11	42	10.5
Thursday	0	20	5	25	6.3
Friday	0	22	16	38	7.6
Saturday	1	33	12	46	9.2

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	4	75%
2	177	90%



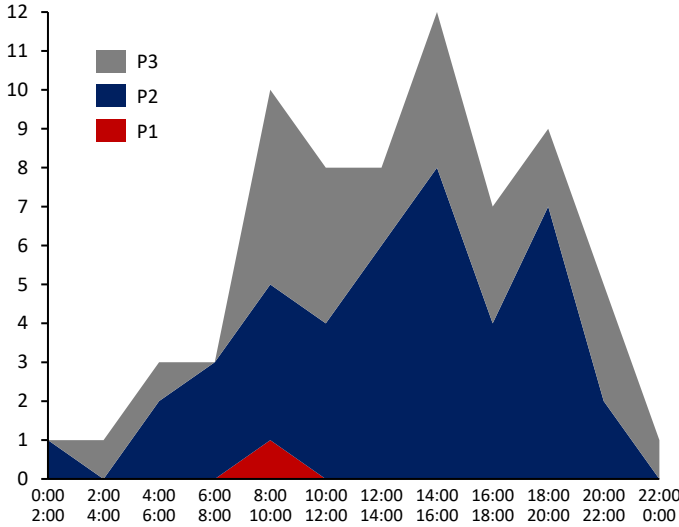
Fairmount Fire

Dispatch Report

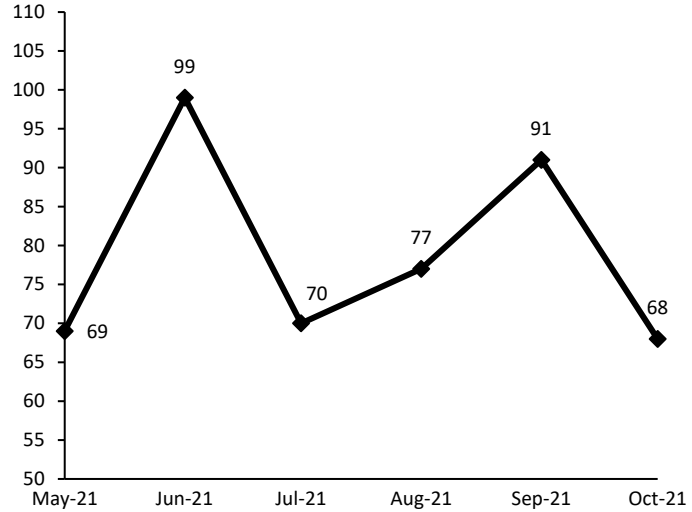
Call Designation

- P1 – Echo Call
- P2 – Charlie Call; Delta Call
- P3 – Alpha Call; Bravo Call

Fairmount Fire Priority Dispatched Calls Per Time of Day



Fairmount Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	5	8	1.6
Monday	0	5	1	6	1.5
Tuesday	1	4	3	8	2.0
Wednesday	0	6	1	7	1.8
Thursday	0	8	2	10	2.5
Friday	0	8	7	15	3.0
Saturday	0	7	7	14	2.8

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	3	67%
2	52	90%



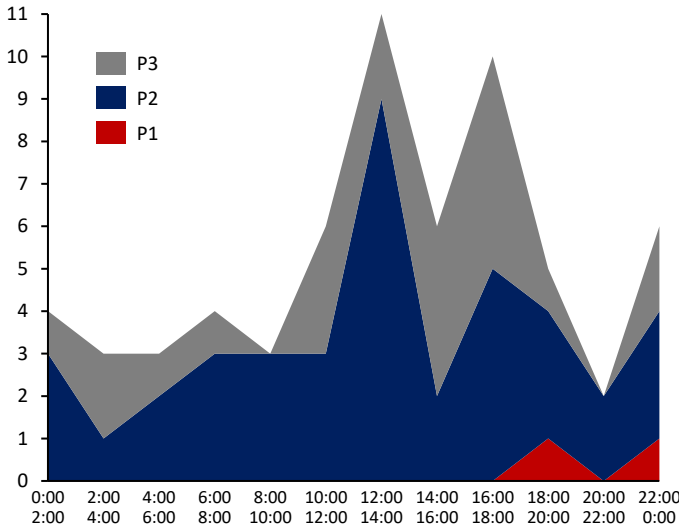
Pleasant View Fire

Dispatch Report

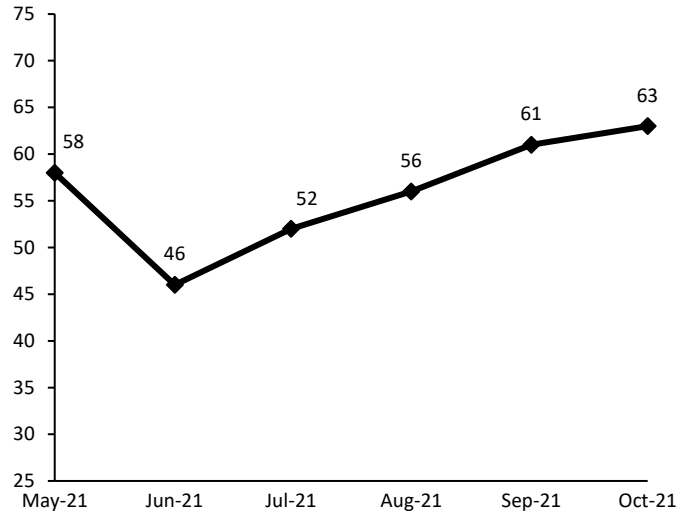
Call Designation

P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Pleasant View Fire Priority Dispatched Calls Per Time of Day



Pleasant View Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	1	10	2	13	2.6
Monday	0	6	3	9	2.3
Tuesday	0	4	2	6	1.5
Wednesday	0	3	3	6	1.5
Thursday	0	4	2	6	1.5
Friday	1	6	7	14	2.8
Saturday	0	6	3	9	1.8

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	2	100%
2	39	90%

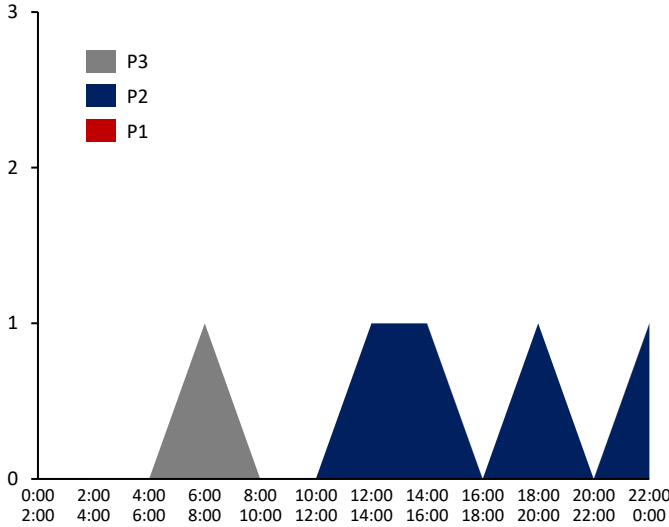


Golden Gate Fire

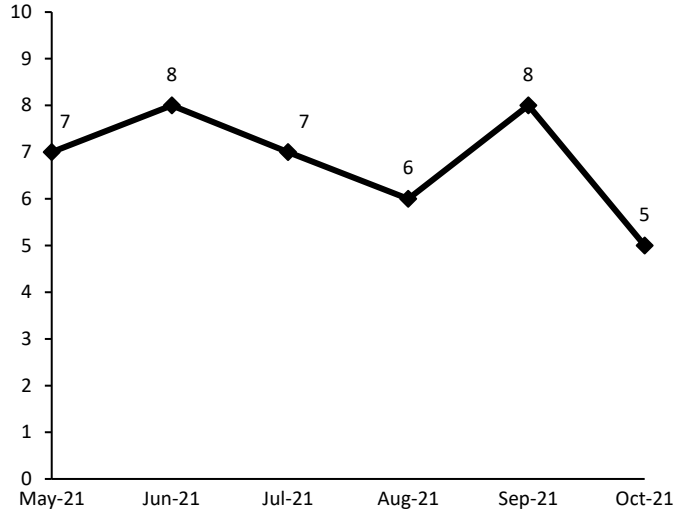
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Golden Gate Fire Priority Dispatched Calls Per Time of Day



Golden Gate Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0.2
Monday	0	1	0	1	0.3
Tuesday	0	1	0	1	0.3
Wednesday	0	1	1	2	0.5
Thursday	0	0	0	0	0.0
Friday	0	4	1	5	1.0
Saturday	0	0	0	0	0.0

- 1. Call received and processed by JeffCom
- 2. Call dispatched by JeffCom
- 3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	4	75%



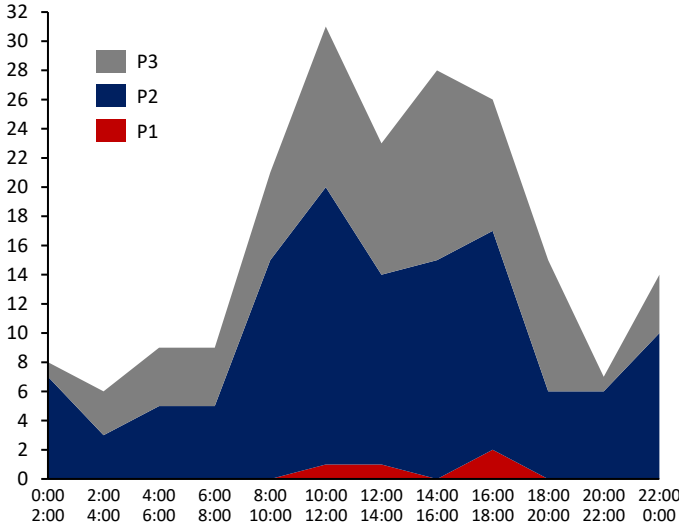
Evergreen Fire

Dispatch Report

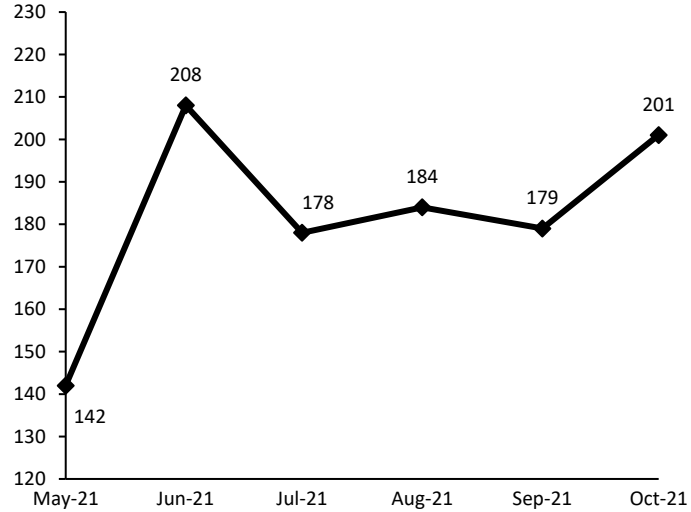
Call Designation

P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Evergreen Fire Priority Dispatched Calls Per Time of Day



Evergreen Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	13	26	5.2
Monday	1	15	6	22	5.5
Tuesday	0	12	10	22	5.5
Wednesday	1	21	6	28	7.0
Thursday	1	14	9	24	6.0
Friday	0	25	13	38	7.6
Saturday	1	19	17	37	7.4

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	4	75%
2	119	84%

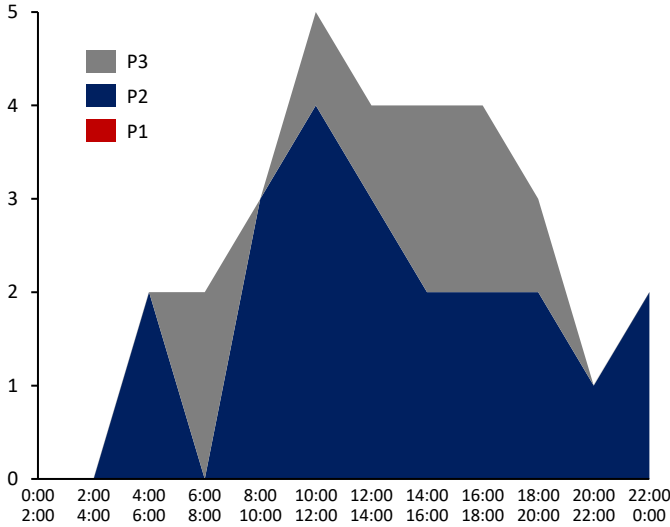


Inter-Canyon Fire

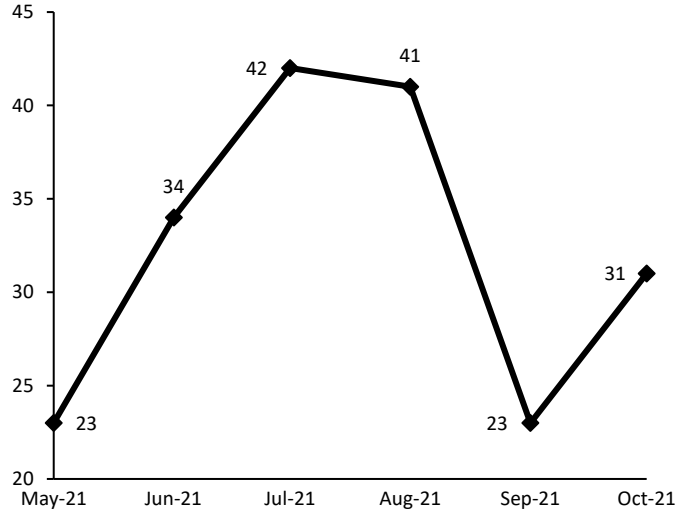
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Inter-Canyon Fire Priority Dispatched Calls Per Time of Day



Inter-Canyon Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	0	5	1.0
Monday	0	2	2	4	1.0
Tuesday	0	1	2	3	0.8
Wednesday	0	2	1	3	0.8
Thursday	0	4	0	4	1.0
Friday	0	0	3	3	0.6
Saturday	0	7	1	8	1.6

- 1. Call received and processed by JeffCom
- 2. Call dispatched by JeffCom
- 3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	21	86%

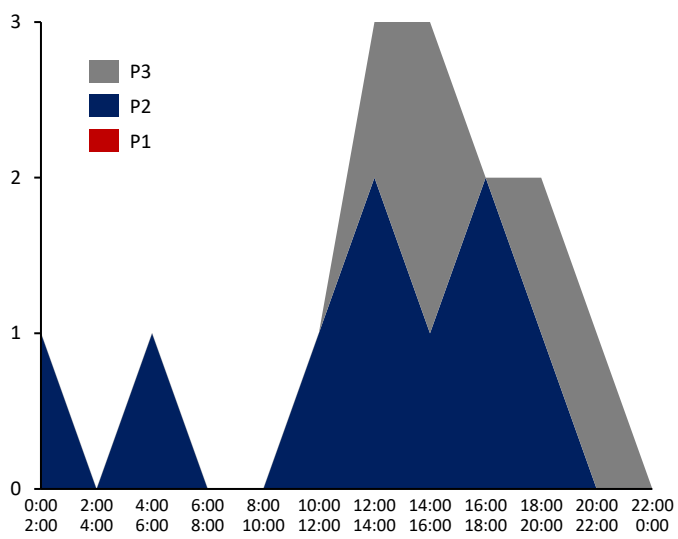


Indian Hills Fire

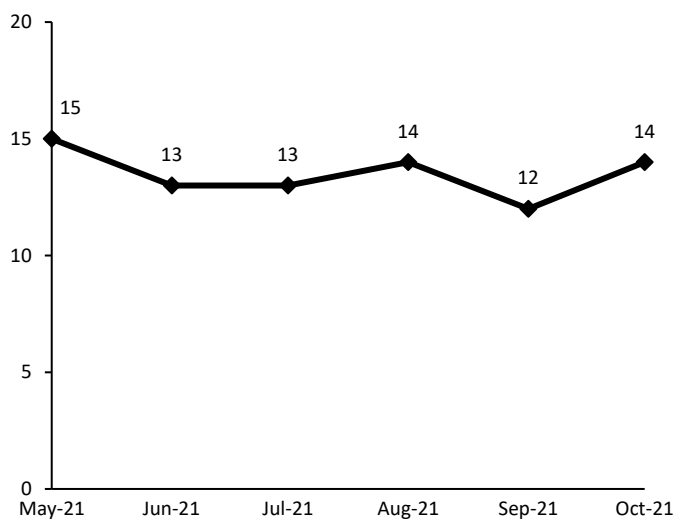
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Indian Hills Fire Priority Dispatched Calls Per Time of Day



Indian Hills Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	2	2	0.4
Monday	0	2	1	3	0.8
Tuesday	0	0	1	1	0.3
Wednesday	0	4	0	4	1.0
Thursday	0	3	1	4	1.0
Friday	0	0	0	0	0.0
Saturday	0	9	5	14	2.8

- 1. Call received and processed by JeffCom
- 2. Call dispatched by JeffCom
- 3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	9	100%

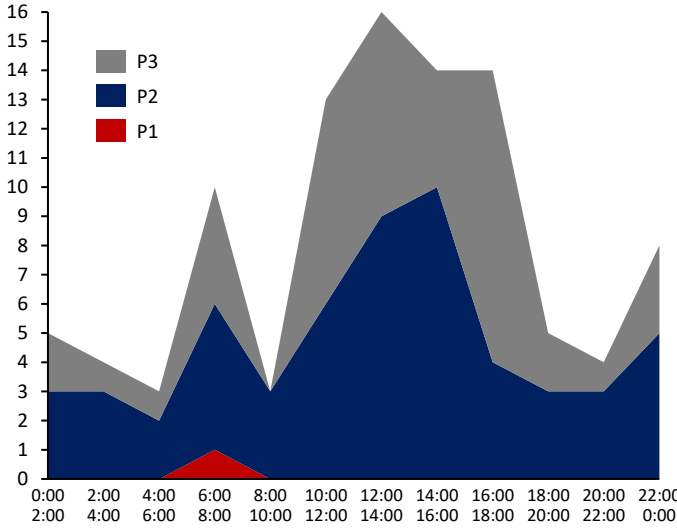


Elk Creek Fire

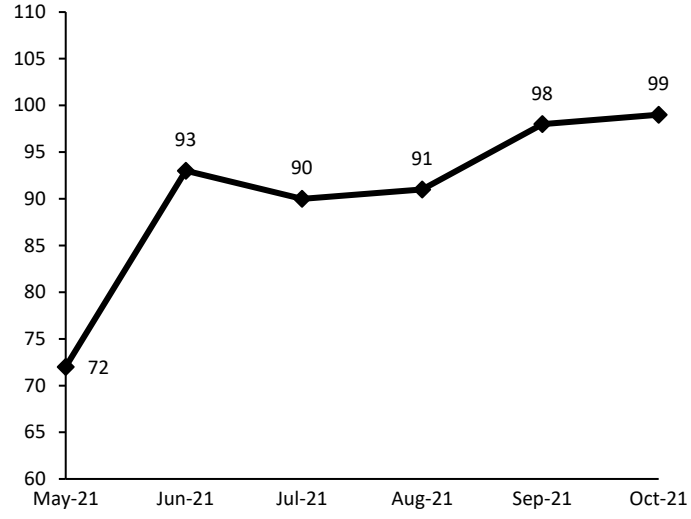
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Elk Creek Fire Priority Dispatched Calls Per Time of Day



Elk Creek Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	3	13	2.6
Monday	0	9	11	20	5.0
Tuesday	0	3	3	6	1.5
Wednesday	0	7	5	12	3.0
Thursday	1	6	7	14	3.5
Friday	0	14	8	22	4.4
Saturday	0	7	5	12	2.4

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	1	100%
2	56	84%

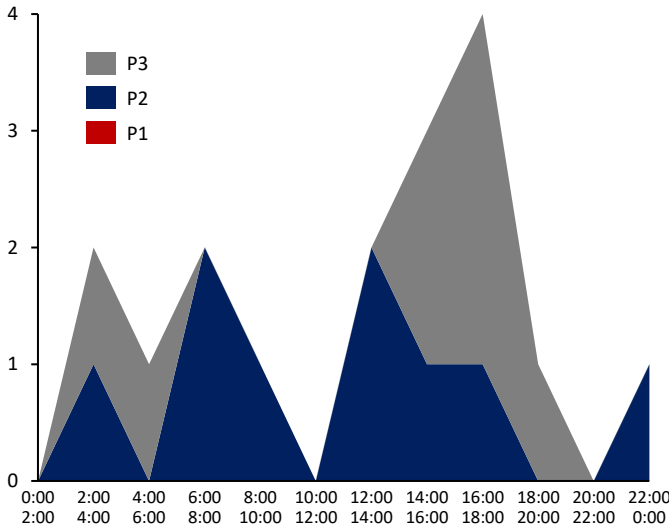


North Fork Fire

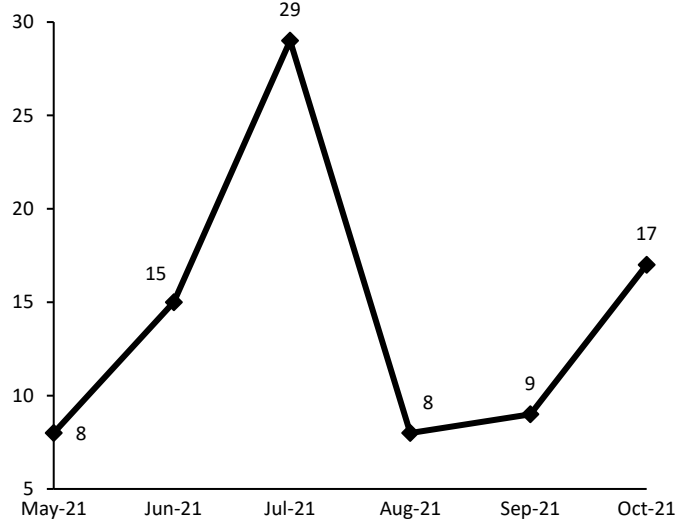
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

North Fork Fire Priority Dispatched Calls Per Time of Day



North Fork Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	0.8
Monday	0	1	1	2	0.5
Tuesday	0	2	2	4	1.0
Wednesday	0	1	2	3	0.8
Thursday	0	1	0	1	0.3
Friday	0	2	1	3	0.6
Saturday	0	0	0	0	0.0

- 1. Call received and processed by JeffCom
- 2. Call dispatched by JeffCom
- 3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	9	67%



Highland Rescue

Dispatch Report

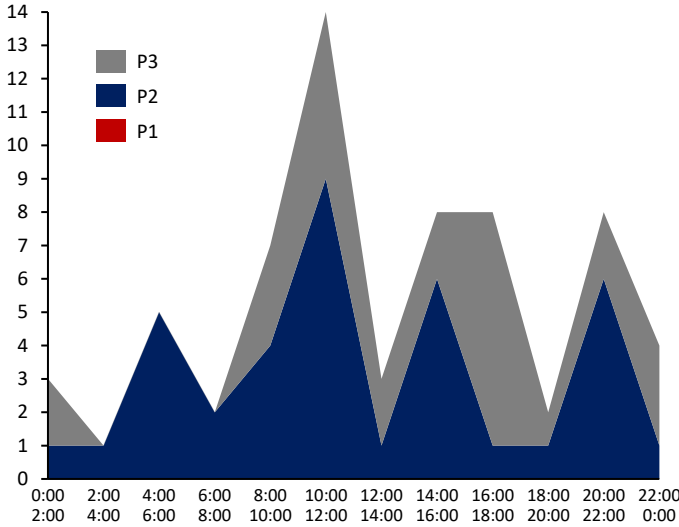
Call Designation

P1 – Echo Call

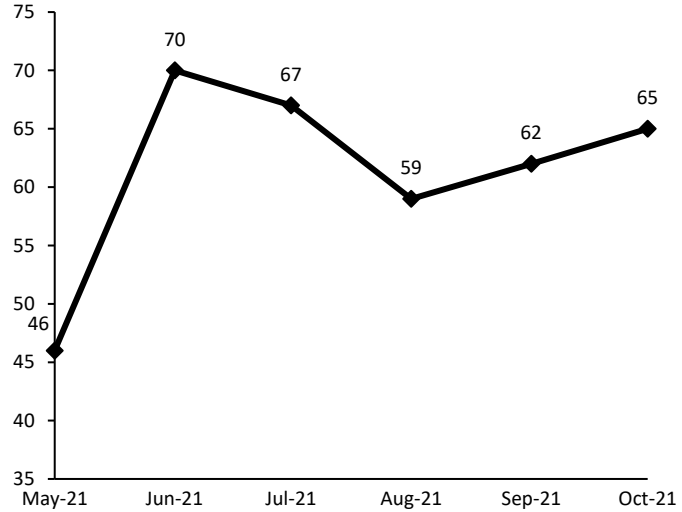
P2 – Charlie Call; Delta Call

P3 – Alpha Call; Bravo Call

Highland Rescue Priority Dispatched Calls Per Time of Day



Highland Rescue Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	1	9	1.8
Monday	0	6	1	7	1.8
Tuesday	0	4	1	5	1.3
Wednesday	0	4	5	9	2.3
Thursday	0	3	6	9	2.3
Friday	0	5	5	10	2.0
Saturday	0	8	8	16	3.2

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	38	87%

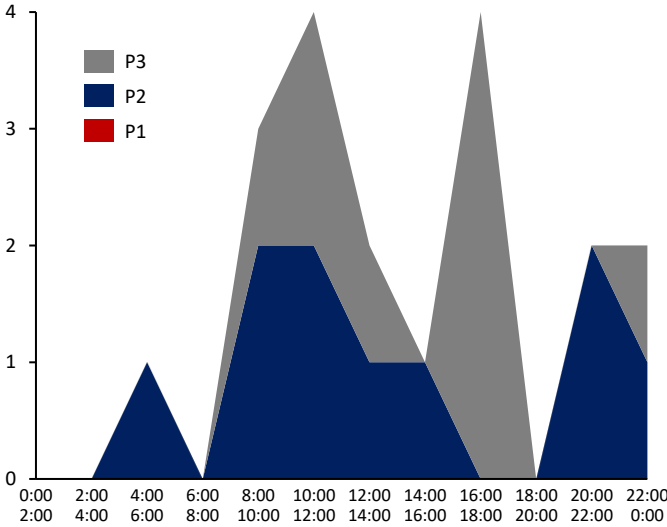


Genesee Fire

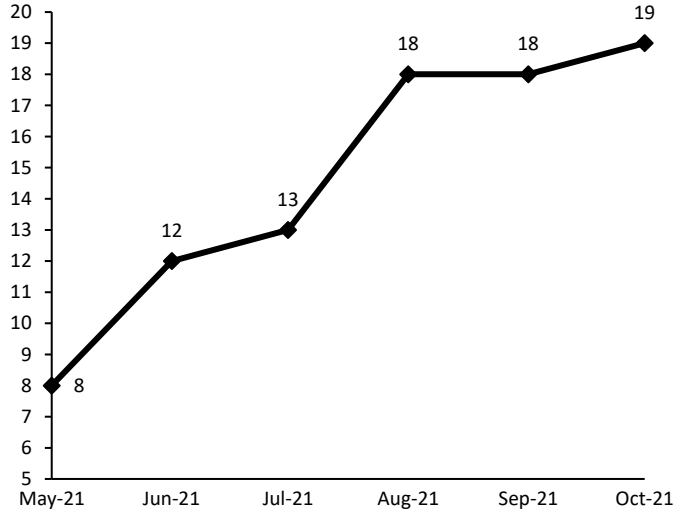
Dispatch Report

Call Designation
 P1 – Echo Call
 P2 – Charlie Call; Delta Call
 P3 – Alpha Call; Bravo Call

Genesee Fire Priority Dispatched Calls Per Time of Day



Genesee Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	0.6
Monday	0	1	0	1	0.3
Tuesday	0	1	3	4	1.0
Wednesday	0	1	2	3	0.8
Thursday	0	1	2	3	0.8
Friday	0	3	2	5	1.0
Saturday	0	0	0	0	0.0

- 1. Call received and processed by JeffCom
- 2. Call dispatched by JeffCom
- 3. Self-initiated activity removed

Call Entry To Unit Assignment		
Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	10	70%



Foothills Fire

Dispatch Report

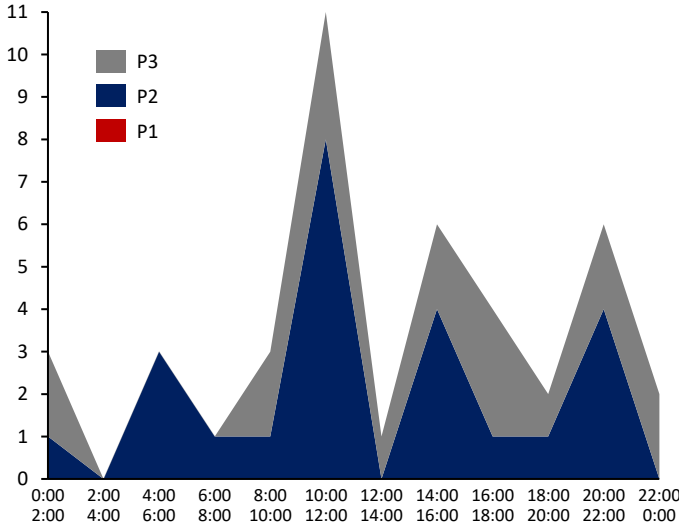
Call Designation

P1 – Echo Call

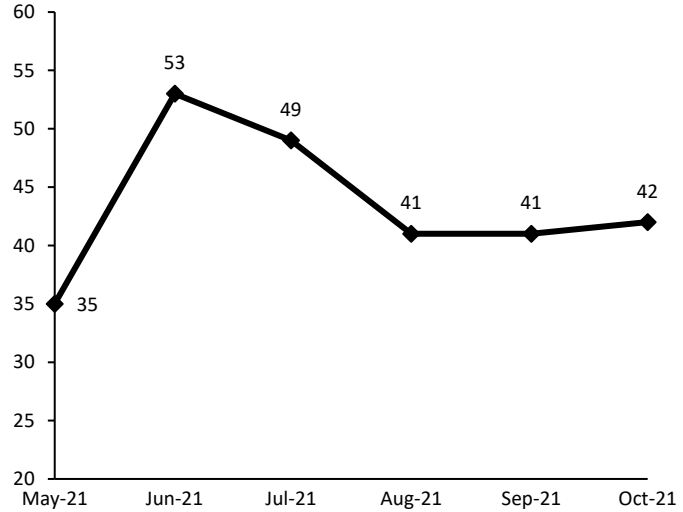
P2 – Charlie Call; Delta Call

P3 – Alpha Call; Bravo Call

Foothills Fire Priority Dispatched Calls Per Time of Day



Foothills Fire Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P1 - P3

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	0.8
Monday	0	3	1	4	1.0
Tuesday	0	3	1	4	1.0
Wednesday	0	3	2	5	1.3
Thursday	0	2	4	6	1.5
Friday	0	4	3	7	1.4
Saturday	0	6	6	12	2.4

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

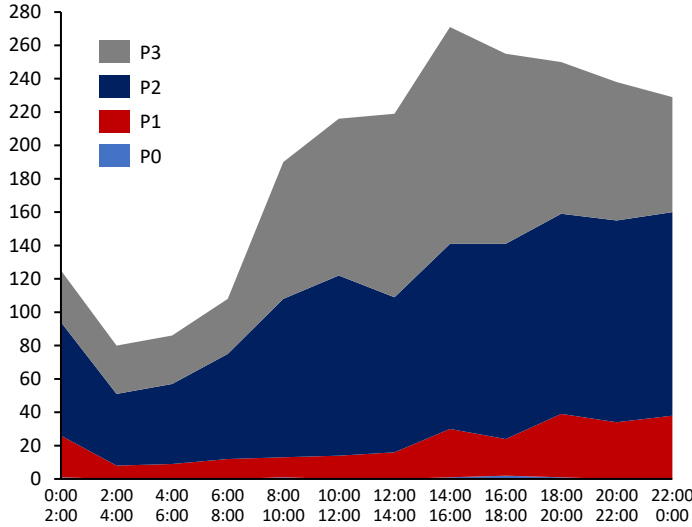
Priority	Count	Assignment < 1 Minute
1	N/A	N/A
2	24	92%



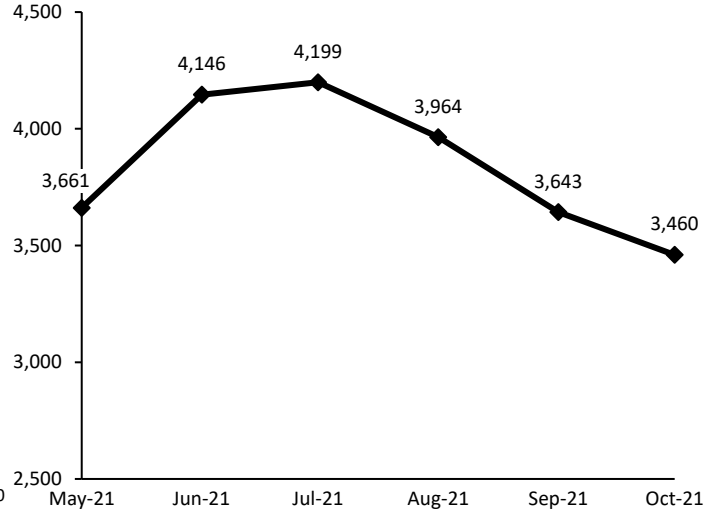
Jeffco Sheriff

Dispatch Report

JCSO Priority Dispatched Calls Per Time of Day



JCSO Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	55	192	121	369	73.8
Monday	0	35	138	136	309	77.3
Tuesday	0	31	134	130	295	73.8
Wednesday	1	29	124	125	279	69.8
Thursday	0	25	142	98	265	66.3
Friday	2	42	170	136	350	70.0
Saturday	2	40	209	149	400	80.0

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

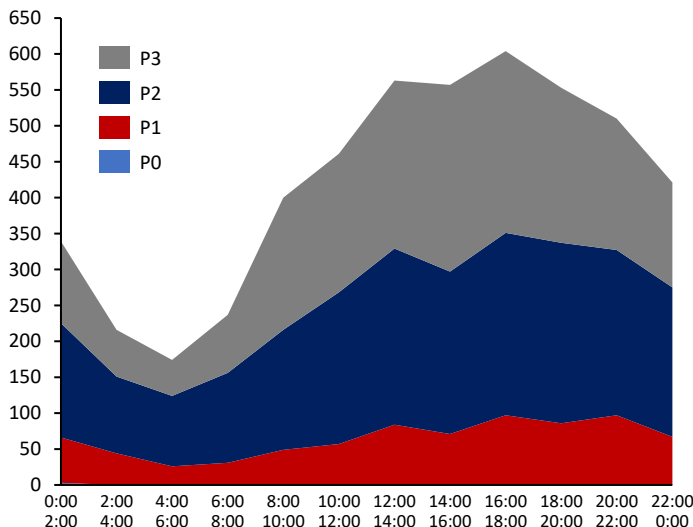
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	257	88%	97%
2	1109	59%	82%



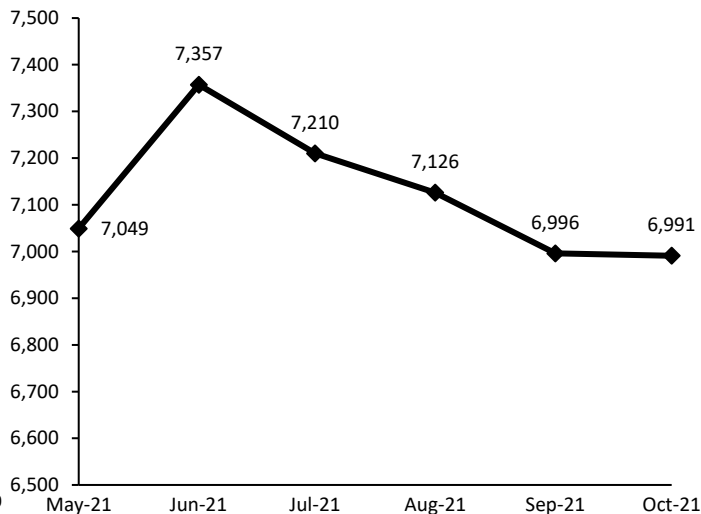
Lakewood PD

Dispatch Report

Lakewood PD Priority Dispatched Calls Per Time of Day



Lakewood PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	148	353	296	798	159.6
Monday	2	79	290	288	659	164.8
Tuesday	0	88	293	271	652	163.0
Wednesday	2	97	305	246	650	162.5
Thursday	0	97	275	263	635	158.8
Friday	0	119	354	324	797	159.4
Saturday	1	141	411	291	844	168.8

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

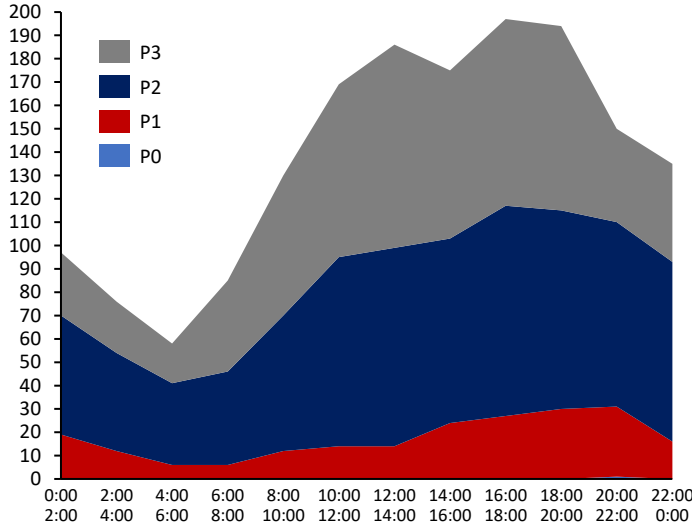
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	769	70%	86%
2	2281	44%	65%



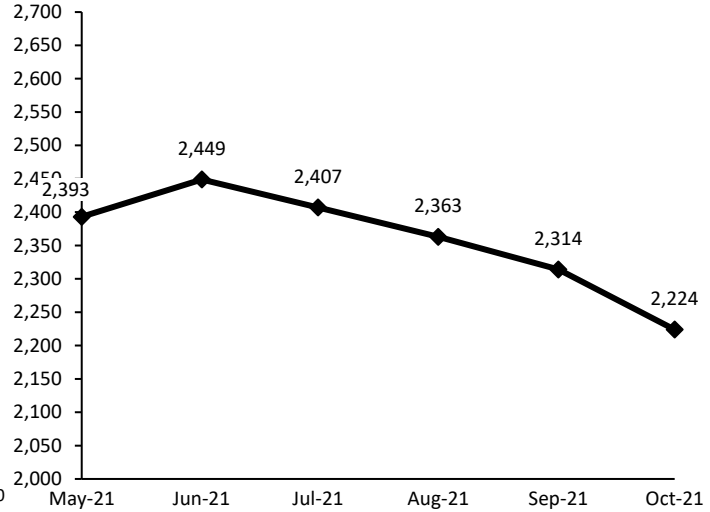
Wheat Ridge PD

Dispatch Report

Wheat Ridge PD Priority Dispatched Calls Per Time of Day



Wheat Ridge PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	38	128	89	256	51.2
Monday	0	31	114	79	224	56.0
Tuesday	0	26	105	86	217	54.3
Wednesday	0	35	104	83	222	55.5
Thursday	0	16	99	89	204	51.0
Friday	0	35	122	114	271	54.2
Saturday	0	29	130	99	258	51.6

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

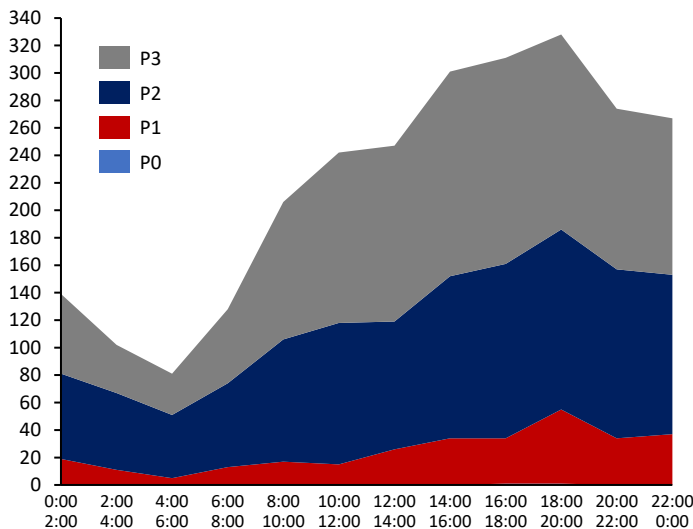
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	210	62%	77%
2	802	38%	53%



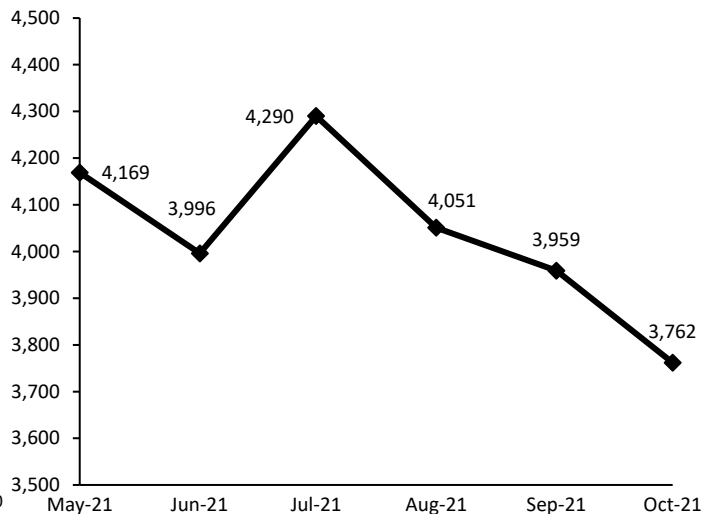
Arvada PD

Dispatch Report

Arvada PD Priority Dispatched Calls Per Time of Day



Arvada PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	68	169	177	415	83.0
Monday	0	39	140	160	339	84.8
Tuesday	0	42	175	154	371	92.8
Wednesday	0	24	124	134	282	70.5
Thursday	0	33	133	162	328	82.0
Friday	0	39	192	229	460	92.0
Saturday	1	53	192	185	431	86.2

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

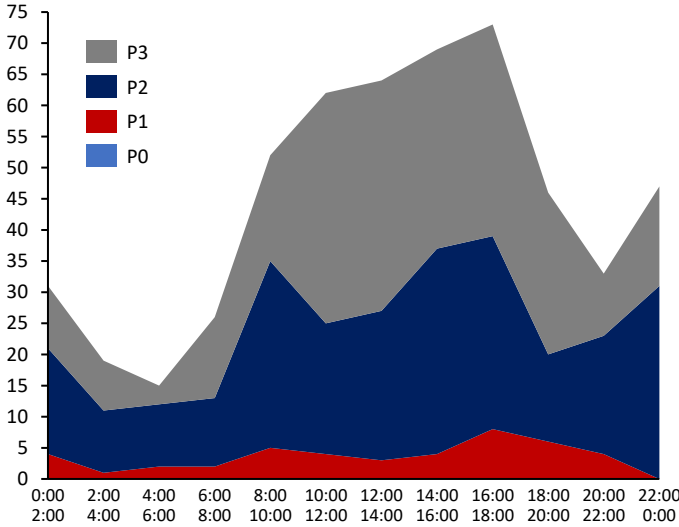
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	298	86%	93%
2	1125	56%	78%



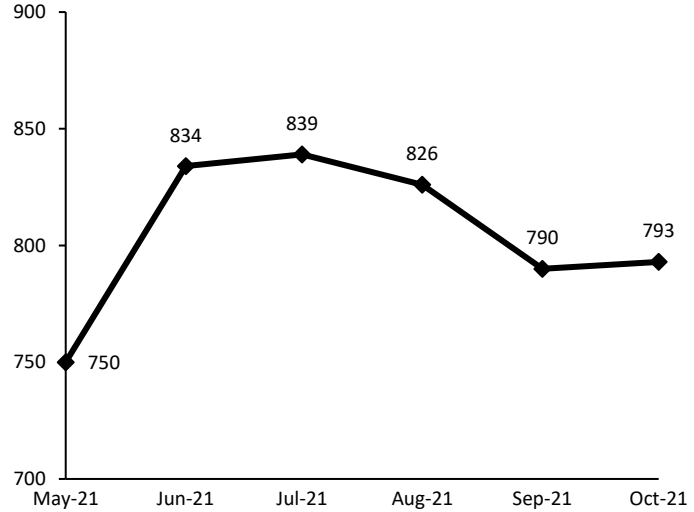
Golden PD

Dispatch Report

Golden PD Priority Dispatched Calls Per Time of Day



Golden PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	9	39	31	79	15.8
Monday	0	7	34	30	71	17.8
Tuesday	0	7	32	33	72	18.0
Wednesday	0	3	39	31	73	18.3
Thursday	0	3	29	35	67	16.8
Friday	0	9	40	53	102	20.4
Saturday	0	5	38	30	73	14.6

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

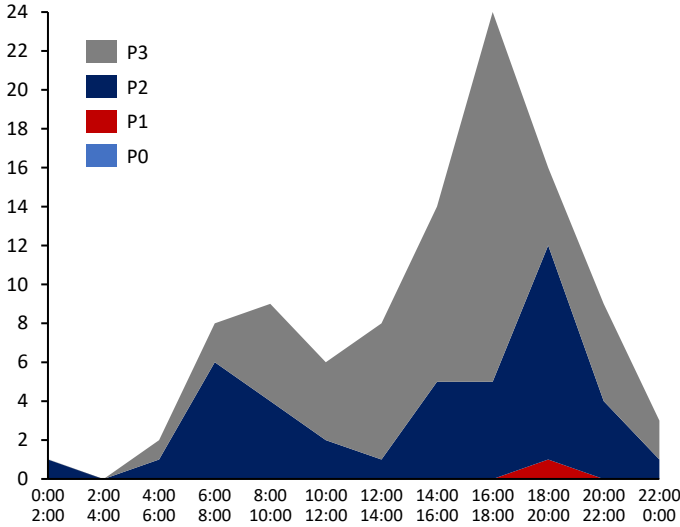
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	43	88%	95%
2	251	63%	86%



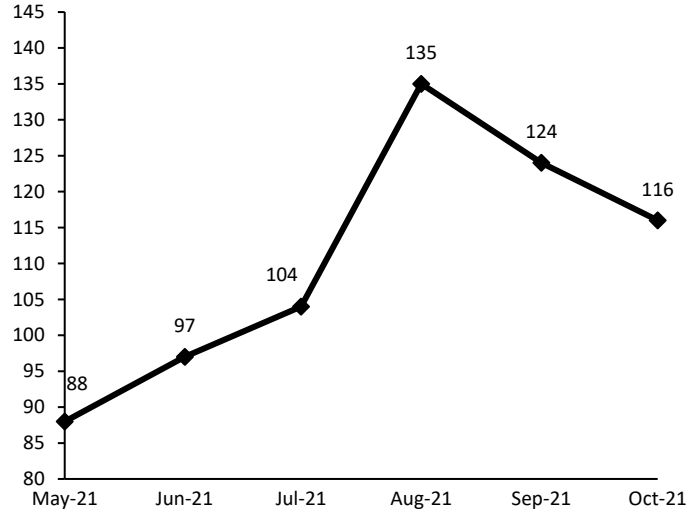
Lakeside PD

Dispatch Report

Lakeside PD Priority Dispatched Calls Per Time of Day



Lakeside PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	10	7	17	3.4
Monday	0	0	6	3	9	2.3
Tuesday	0	0	6	12	18	4.5
Wednesday	0	0	5	7	12	3.0
Thursday	0	0	7	12	19	4.8
Friday	0	1	6	8	15	3.0
Saturday	0	0	1	9	10	2.0

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

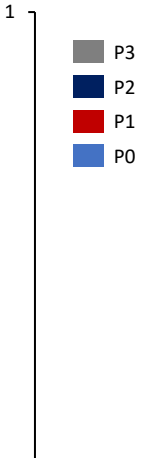
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	1	100%	100%
2	41	76%	88%



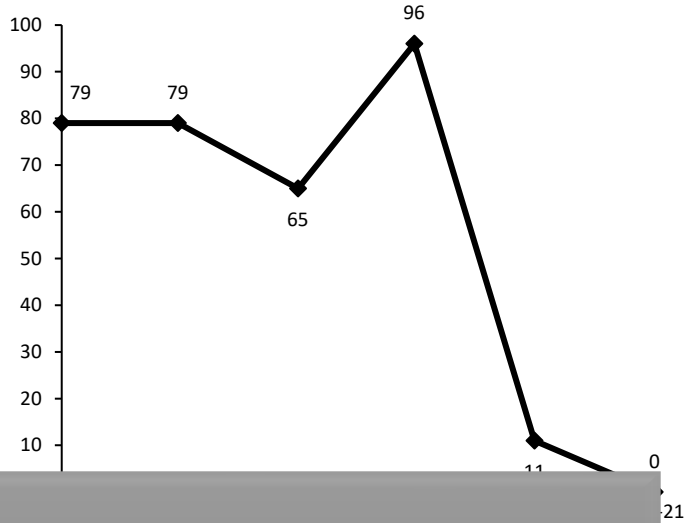
Morrison PD

Dispatch Report

Morrison PD Priority Dispatched Calls Per Time of Day



Morrison PD Six Month Call Volume



Jeffco Sheriff's Office is currently responding to Morrison calls.

Day of week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0.0
Monday	0	0	0	0	0	0.0
Tuesday	0	0	0	0	0	0.0
Wednesday	0	0	0	0	0	0.0
Thursday	0	0	0	0	0	0.0
Friday	0	0	0	0	0	0.0
Saturday	0	0	0	0	0	0.0

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

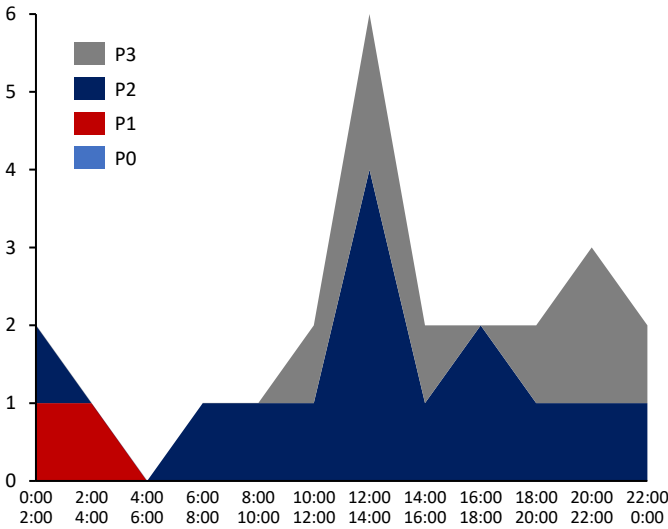
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	N/A	N/A	N/A
2	N/A	N/A	N/A



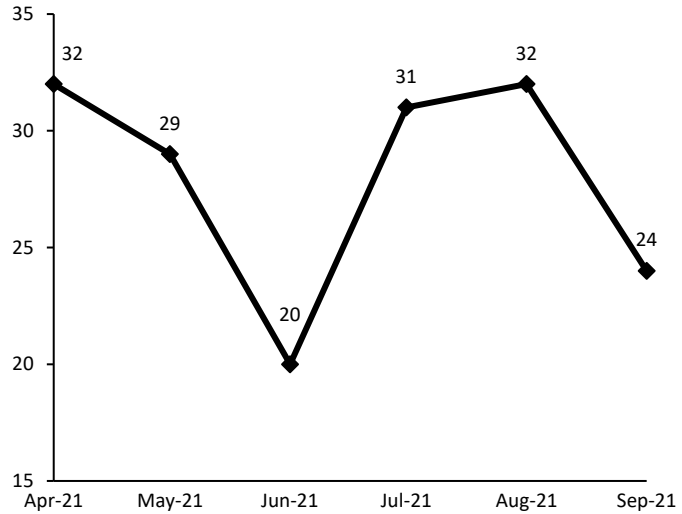
Mountain View PD

Dispatch Report

Mountain View PD Priority Dispatched Calls Per Time of Day



Mountain View PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	2	6	1.2
Monday	0	1	1	0	2	0.5
Tuesday	0	0	2	1	3	0.8
Wednesday	0	0	1	2	3	0.8
Thursday	0	0	2	1	3	0.8
Friday	0	0	2	2	4	0.8
Saturday	0	0	3	0	3	0.6

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

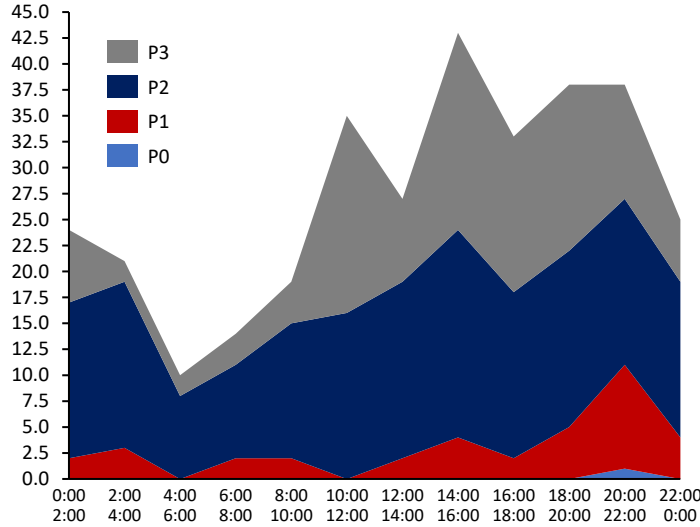
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	2	100%	100%
2	14	86%	100%



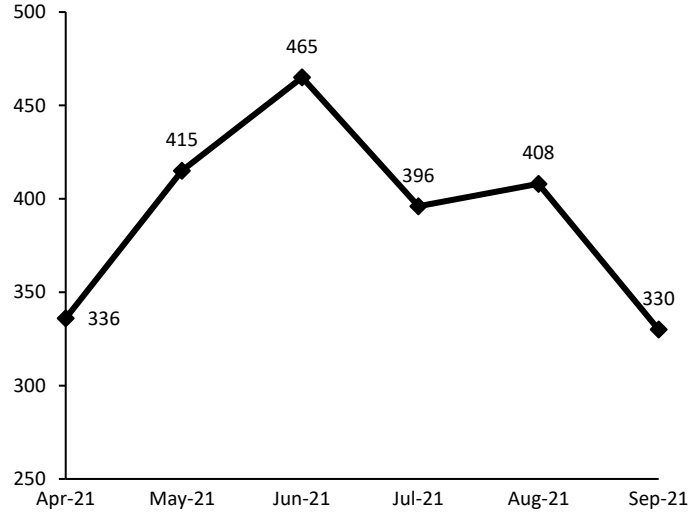
Edgewater PD

Dispatch Report

Edgewater PD Priority Dispatched Calls Per Time of Day



Edgewater PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	27	16	49	9.8
Monday	0	2	19	20	41	10.3
Tuesday	0	4	22	17	43	10.8
Wednesday	0	1	16	9	26	6.5
Thursday	1	3	29	11	44	11.0
Friday	0	9	34	18	61	12.2
Saturday	0	11	31	21	63	12.6

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

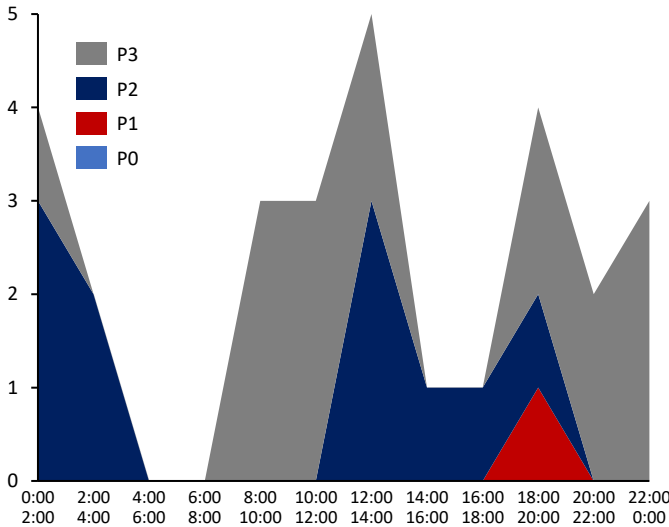
Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	36	89%	94%
2	178	74%	84%



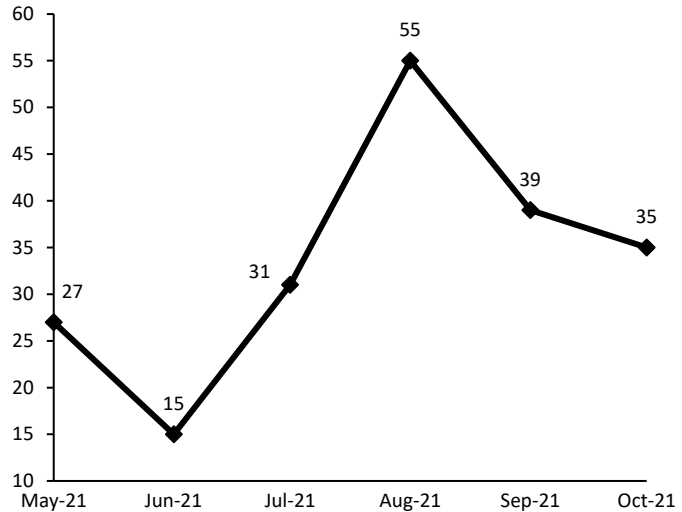
Colorado School of Mines PD

Dispatch Report

CSM PD Priority Dispatched Calls Per Time of Day



CSM PD Six Month Call Volume



Dispatched Call Volume Per Day of the Week; P0 - P3

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	0	0	0.0
Monday	0	0	0	1	1	0.3
Tuesday	0	0	2	4	6	1.5
Wednesday	0	1	0	1	2	0.5
Thursday	0	0	1	4	5	1.3
Friday	0	0	4	4	8	1.6
Saturday	0	0	4	2	6	1.2

1. Call received and processed by JeffCom
2. Call dispatched by JeffCom
3. Self-initiated activity removed

Call Entry To Unit Assignment

Priority	Count	Assignment < 2 Minutes	Assignment < 4 Minutes
1	1	100%	100%
2	11	36%	82%