



Jefferson County Communications Center Authority  
JEFFCOM911

October 2022  
Monthly Report



# Table of Contents

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

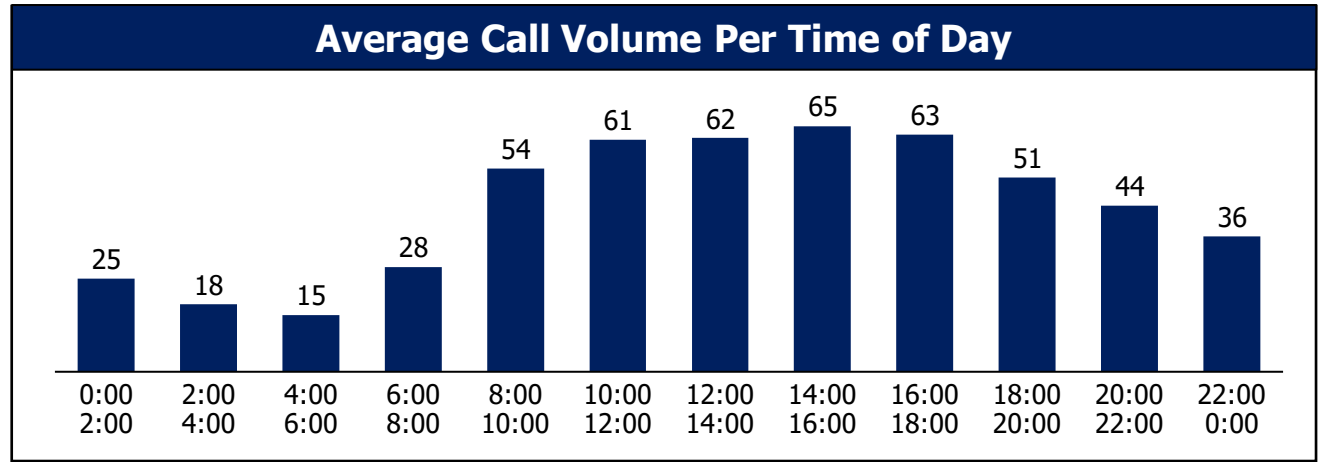


# Law Stats

Calls Received, Processed, and Dispatched



Agency	October Calls	% Total	6 Month Trend
Lakewood PD	6,266	29.3%	
Jeffco Sheriff*	3,282	15.3%	
Arvada PD	3,343	15.6%	
Wheat Ridge PD	1,898	8.9%	
Golden PD	695	3.2%	
Edgewater PD	397	1.9%	
Lakeside PD	90	0.4%	
Morrison PD	56	0.3%	
Mountain View PD	43	0.2%	
CSM PD	33	0.2%	
<b>Total</b>	<b>16,103</b>	<b>75.3%</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	1	239	727	699	159	363	128	2,316	12.7%
Monday	0	172	834	762	237	561	156	2,722	14.9%
Tuesday	2	159	692	632	162	483	116	2,246	15.4%
Wednesday	1	159	613	604	165	444	98	2,084	14.3%
Thursday	3	149	644	584	158	423	97	2,058	14.1%
Friday	4	176	639	624	178	402	87	2,110	14.5%
Saturday	3	255	792	775	155	398	189	2,567	14.1%
<b>Total</b>	<b>14</b>	<b>1,309</b>	<b>4,941</b>	<b>4,680</b>	<b>1,214</b>	<b>3,074</b>	<b>871</b>	<b>16,103</b>	

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

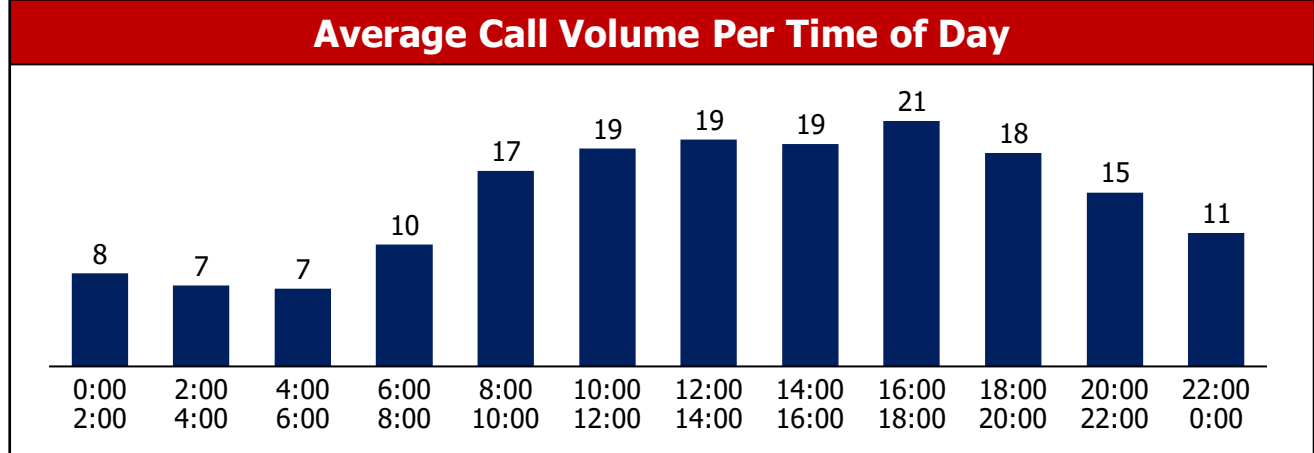


# Fire Stats

Calls Received, Processed, and Dispatched



Agency	October Calls	% of Total	6 Month Trend
West Metro Fire	3,141	14.7%	
Arvada Fire	1,304	6.1%	
Golden Fire	237	1.1%	
Evergreen Fire	172	0.8%	
Elk Creek Fire	108	0.5%	
Fairmount Fire	73	0.3%	
Highland Rescue	69	0.3%	
Pleasant View Fire	47	0.2%	
Foothills Fire	44	0.2%	
Inter Canyon Fire	36	0.2%	
Genesee Fire	23	0.1%	
Indian Hills Fire	17	0.1%	
North Fork Fire	8	0.0%	
Golden Gate Fire	4	0.0%	
<b>Total</b>	<b>5,283</b>	<b>24.7%</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	16	450	280	17	0	2	765	12.8%
Monday	14	508	313	9	0	0	844	14.1%
Tuesday	11	418	281	3	0	1	714	14.9%
Wednesday	9	434	265	5	0	2	715	14.9%
Thursday	15	393	287	11	0	0	706	14.7%
Friday	13	440	256	4	0	0	713	14.9%
Saturday	16	480	315	13	2	0	826	13.8%
<b>Total</b>	<b>94</b>	<b>3,123</b>	<b>1,997</b>	<b>62</b>	<b>2</b>	<b>5</b>	<b>5,283</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	84.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	96.6%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	39.9%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.6%	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	20.2%	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%	3.5%	Target of no more than 3% with a minimum service level of no more than 8%
Quality Assurance Scores	EMD; Target average of 75%	93.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	93.8%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	100.0%	Target average of 95% with a minimum of 80%

Analysis
<p><b>Root Cause: Call Answering</b>            Jeffcom has experienced personnel losses consistent with national industry trends, challenging operations and scheduling in both call taking and dispatch disciplines.</p> <p><b>Remediation: Call Answering</b>            Jeffcom continues to aggressively recruit, hire, and train new personnel. The 22-4 Academy ECS new hires have completed training or near completion of training. Academy 22-5 ECS new hires are in continuing classroom training and the first class of CS new hires are currently in on-the-job training with qualifications scheduled in the coming weeks. Academy 22-6 is scheduled to begin training at the end of November. Jeffcom has also developed a technology strategy to leverage existing and emerging technologies to facilitate automated processing of non-emergency needs further reducing administrative non-emergency call volume. These initiatives are in varying stages of development and deployment with projection of full capabilities being realized by end of Q1, 2023. We are constantly examining the way we do business to enhance our productivity through modifying our current practices to fit the needs of our community and our organization.</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 02:06 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>



# Service Level Agreement

IT and Records



Process	SLA	Result	Target	Notes
<b>Mobile CAD Issue Resolution</b>	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
<b>Admin Calls Customer Service</b>			Less than 7% of issue escalation is from repeat callers	
<b>Dispatch Investigative &amp; Discovery Recording</b>	<b>Within 3 business days of receipt of a properly authorized request for recordings, including all required information to identify the requested recording</b>	100.0%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	683 DA Discovery Requests, 234 Internal Requests
<b>Colorado Criminal Justice Records Act (CCJRA) Requests under C.R.S. §§ 24-72-301 to -309</b>	<b>For all properly authorized request for recordings, including all required information to identify the request recording</b>	100.0%	All requests properly located	146 External Requests
	<b>If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6).</b>	100.0%		1 pending release from APD, 1 pending release from Lakewood PD, 1 pending address history, 1 denied by LPD



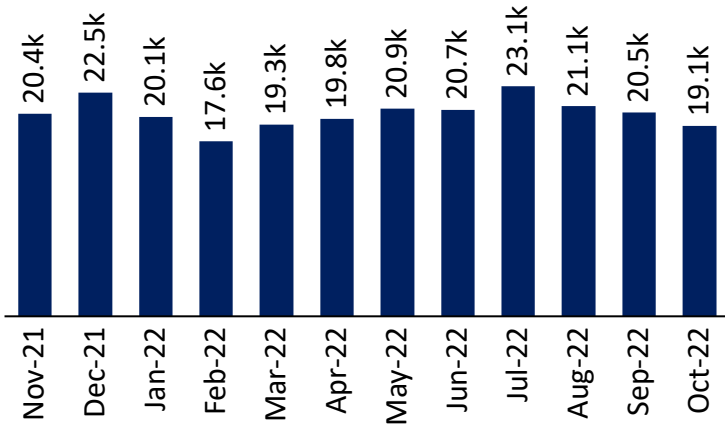
# Call Volume/Agency Specific Inquiries



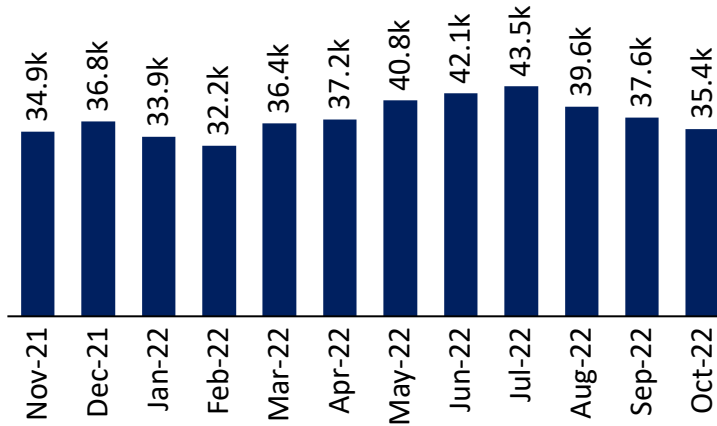
JEFFCOM

## 12 Month Trends

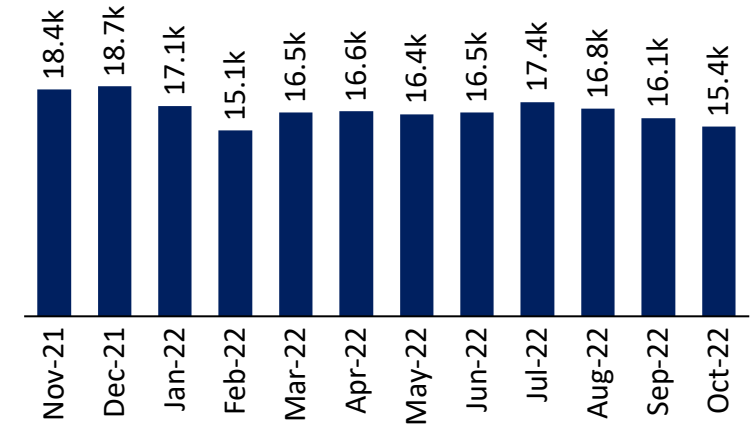
### Emergency Calls



### Administrative Calls



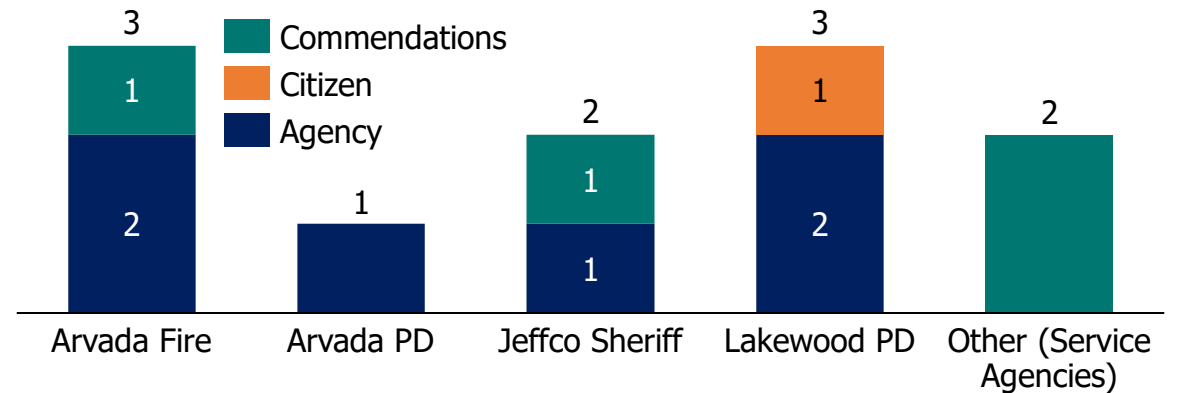
### Outgoing Calls



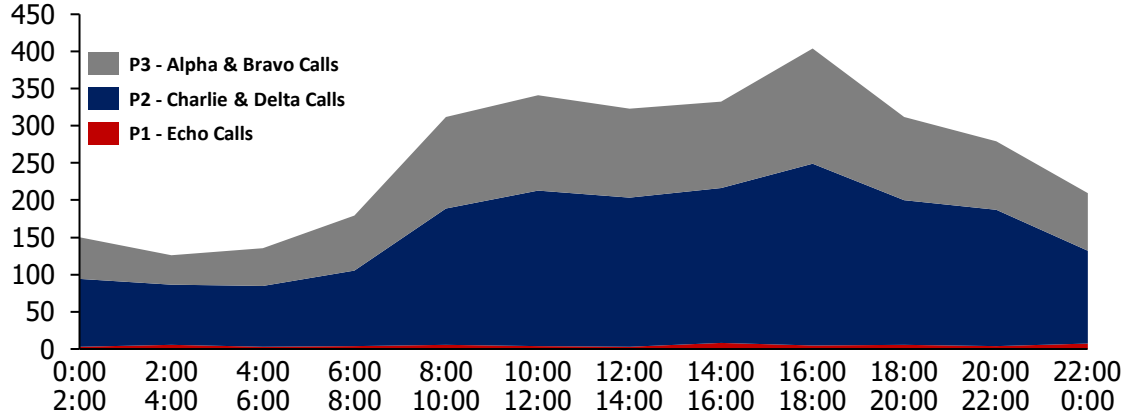
## Call Volume

Line	Calls	Notes
Outgoing	15,411	4% Decrease from September
Incoming - <b>911</b>	19,149	6% Decrease from September
Incoming - <b>Admin</b>	35,431	6% Decrease from September
<b>Total Incoming</b>	<b>54,580</b>	<b>6% Decrease from September</b>

## October Inquiries



## Priority Dispatched Calls Per Time of Day



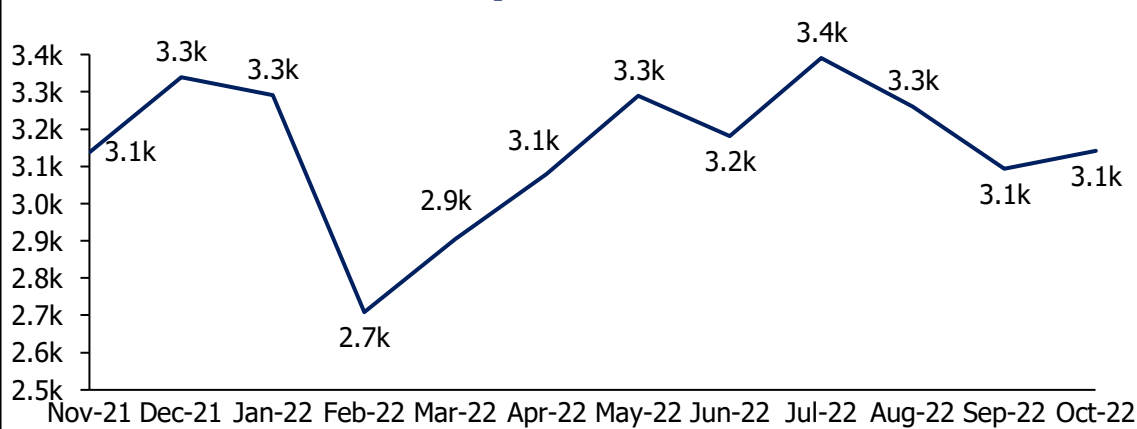
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	9	287	174	470	94
Monday	11	306	174	491	98
Tuesday	7	249	148	404	101
Wednesday	5	267	153	425	106
Thursday	8	230	147	385	96
Friday	8	262	153	423	106
Saturday	11	299	194	504	101

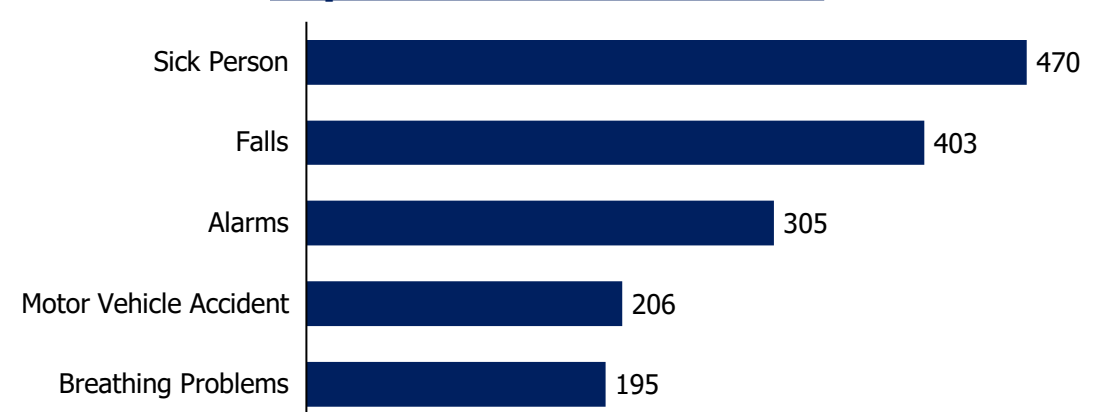
**Assignment <1 min** 98% 94%

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

## Monthly Call Volume



## Top Five Problem Natures



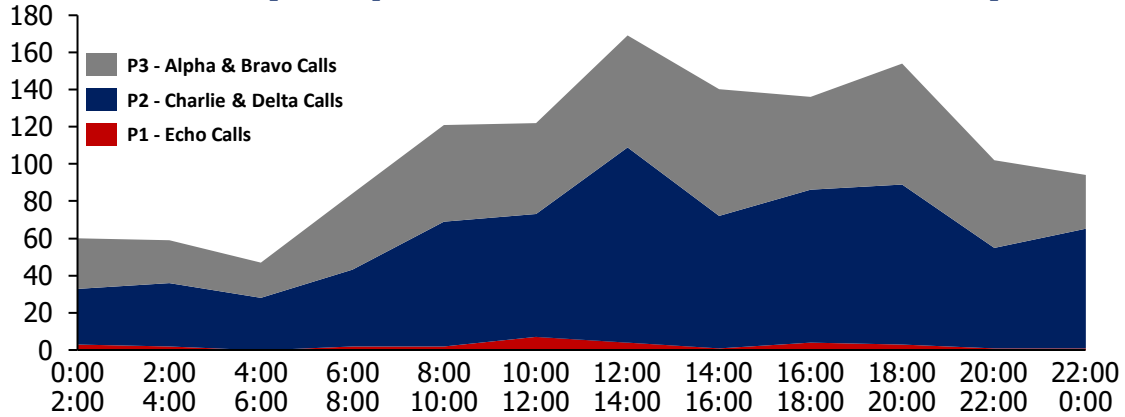




# Arvada Fire



## Priority Dispatched Calls Per Time of Day

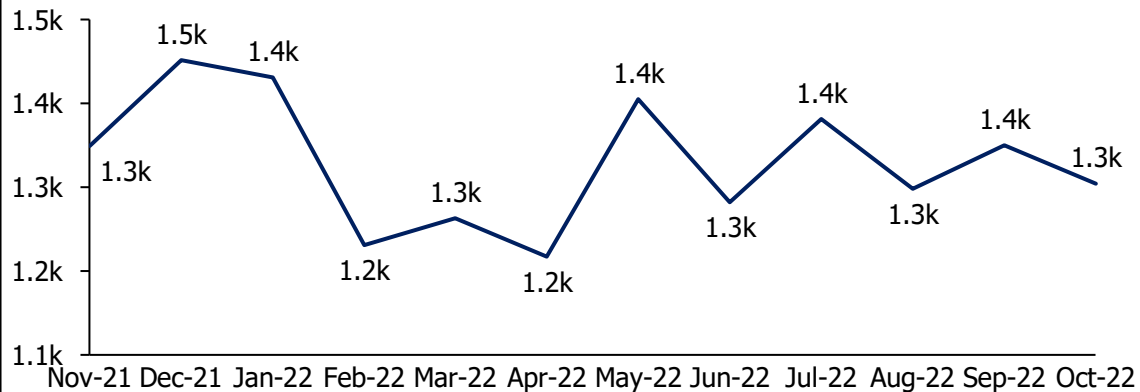


## Daily Priority Call Volume and Entry to Assignment

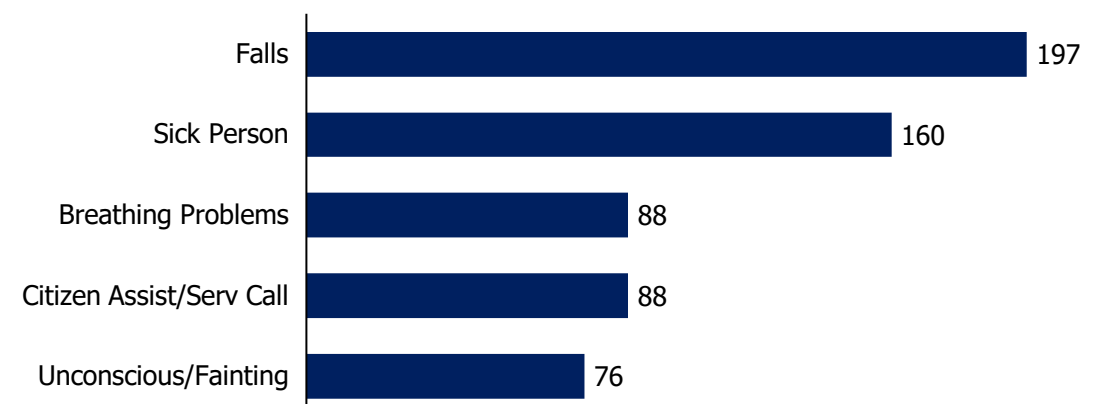
Day of Week	P1	P2	P3	Total	Average
Sunday	5	101	60	166	33
Monday	2	127	87	216	43
Tuesday	4	105	76	185	46
Wednesday	4	97	70	171	43
Thursday	6	92	91	189	47
Friday	5	94	64	163	41
Saturday	4	112	82	198	40
<b>Assignment &lt;1 min</b>	<b>93%</b>	<b>96%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

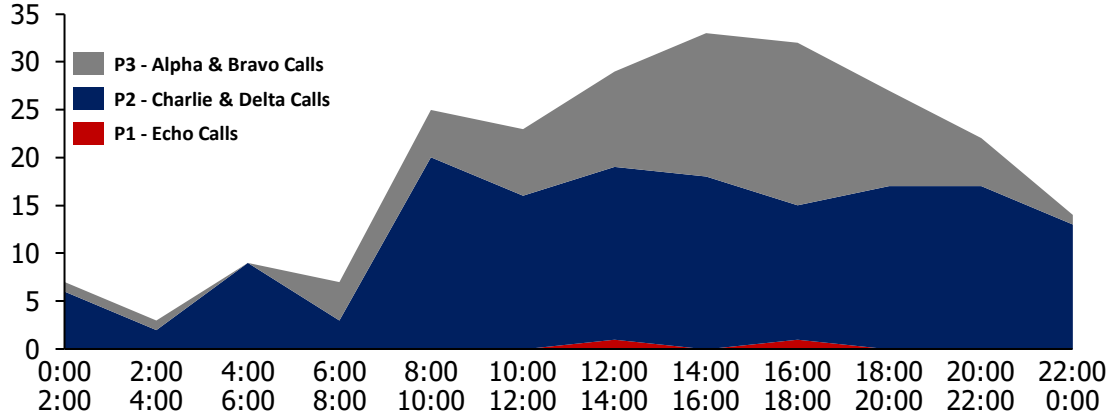




# Golden Fire



## Priority Dispatched Calls Per Time of Day



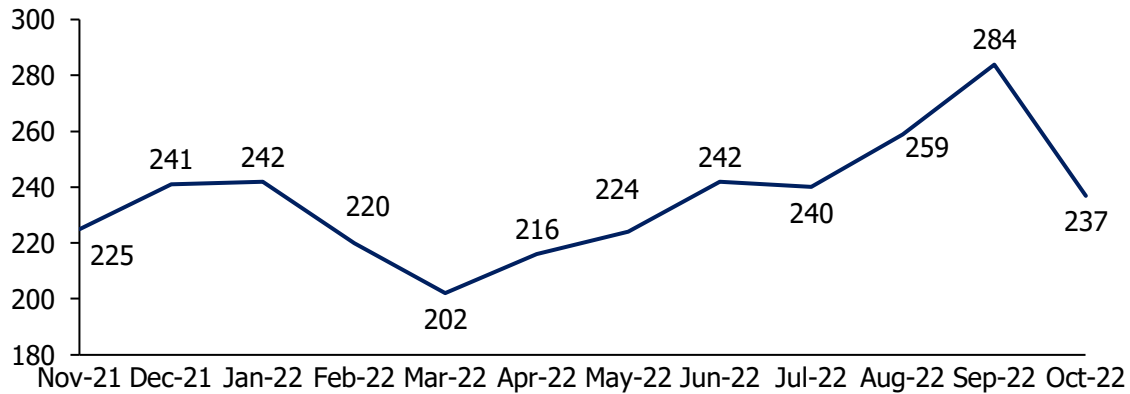
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	20	10	31	6
Monday	0	28	12	40	8
Tuesday	0	20	11	31	8
Wednesday	0	23	10	33	8
Thursday	1	20	13	34	9
Friday	0	18	10	28	7
Saturday	0	24	10	34	7

**Assignment <1 min 100% 90%**

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

## Monthly Call Volume



## Top Five Problem Natures

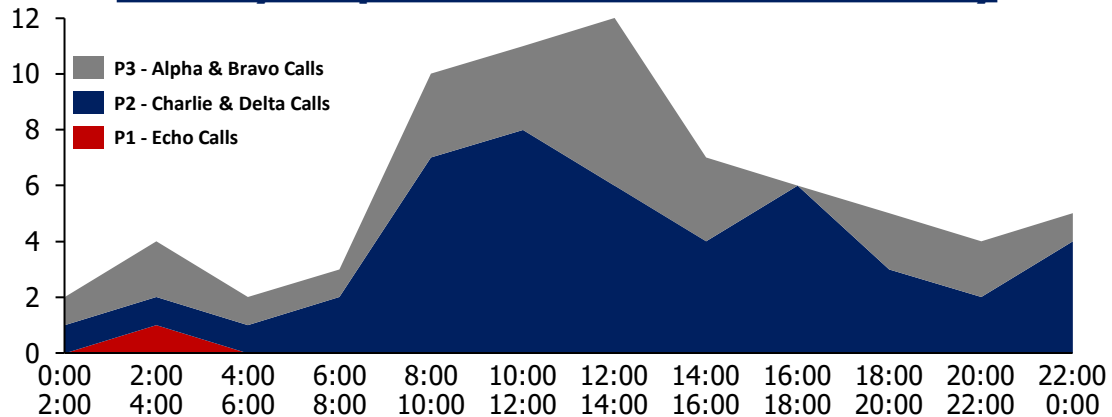




# Fairmount Fire



## Priority Dispatched Calls Per Time of Day



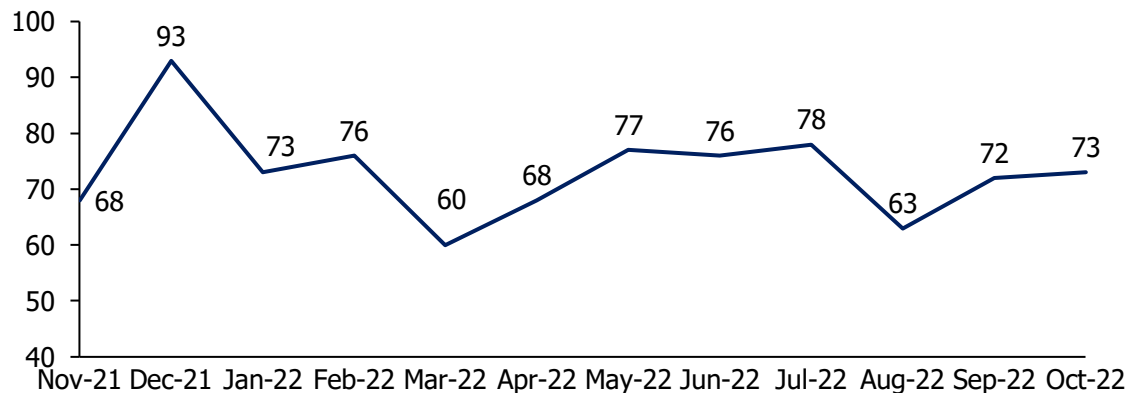
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	3	7	1
Monday	0	7	6	13	3
Tuesday	0	5	4	9	2
Wednesday	0	6	3	9	2
Thursday	0	11	0	11	3
Friday	0	8	4	12	3
Saturday	1	4	5	10	2

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

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

## Monthly Call Volume



## Top Five Problem Natures

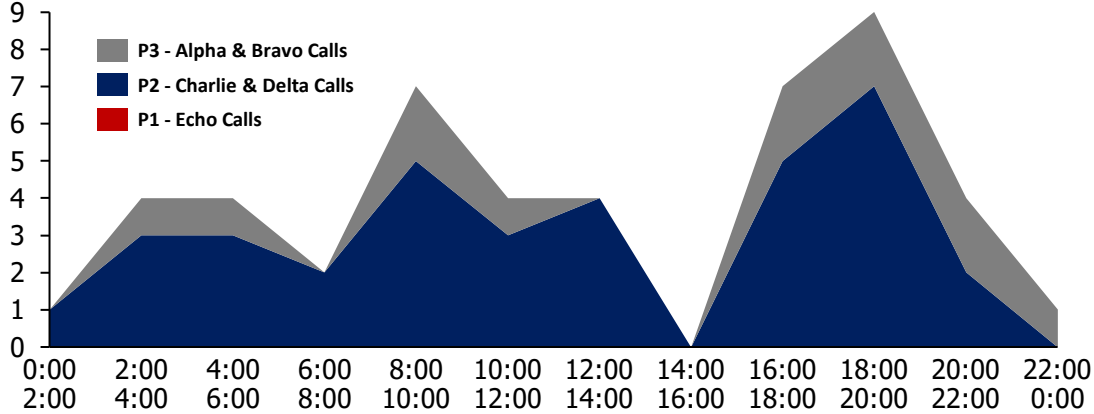




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day

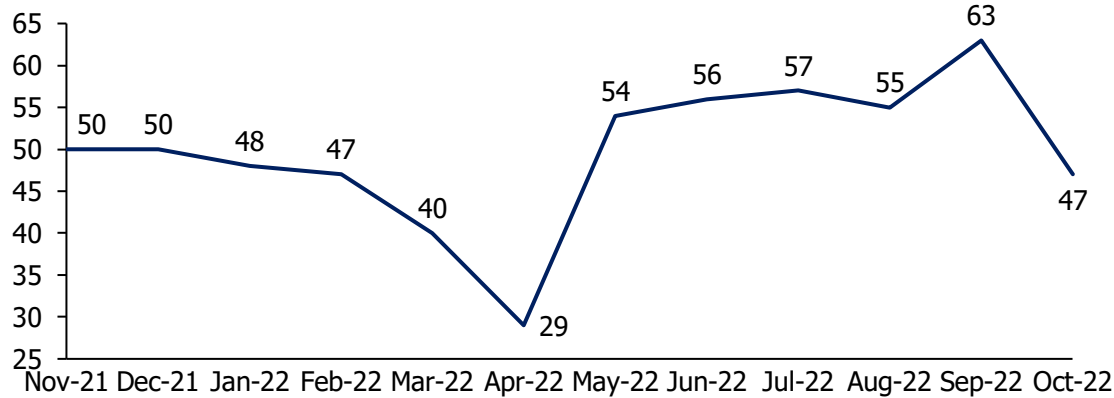


## Daily Priority Call Volume and Entry to Assignment

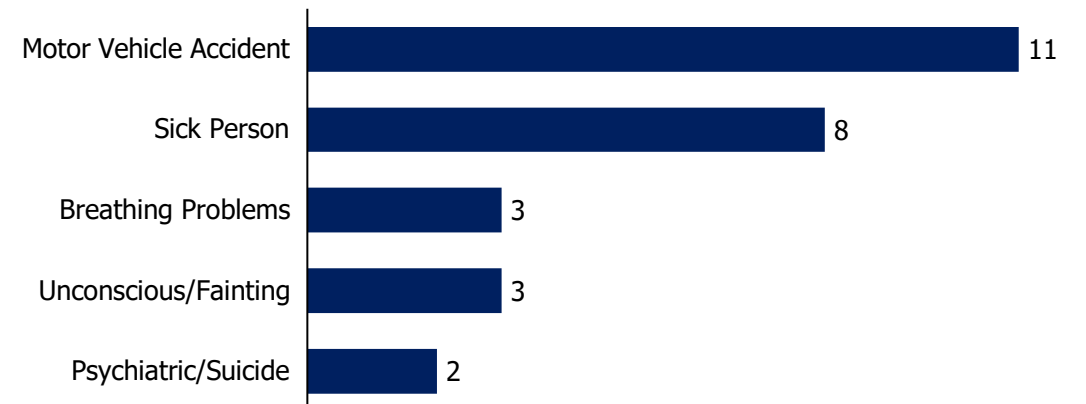
Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	3	12	2
Monday	0	4	3	7	1
Tuesday	0	2	1	3	1
Wednesday	0	1	1	2	1
Thursday	0	4	1	5	1
Friday	0	9	2	11	3
Saturday	0	6	1	7	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>83%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

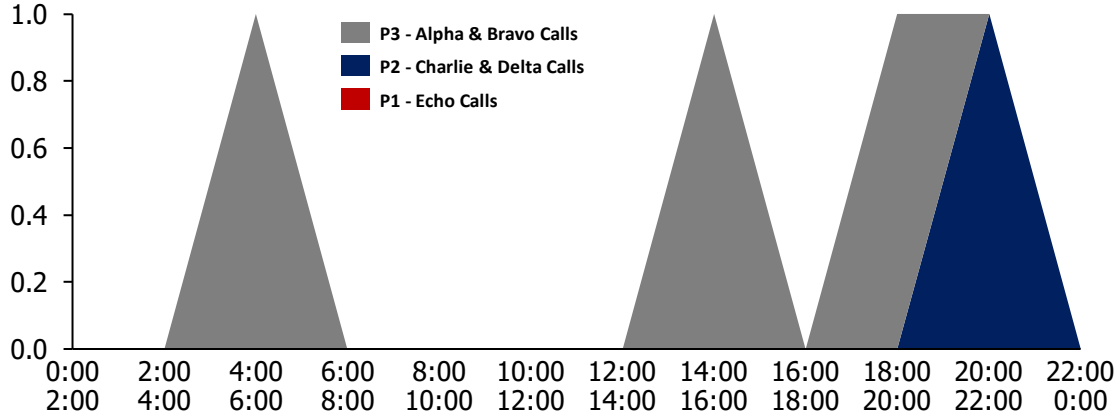




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day

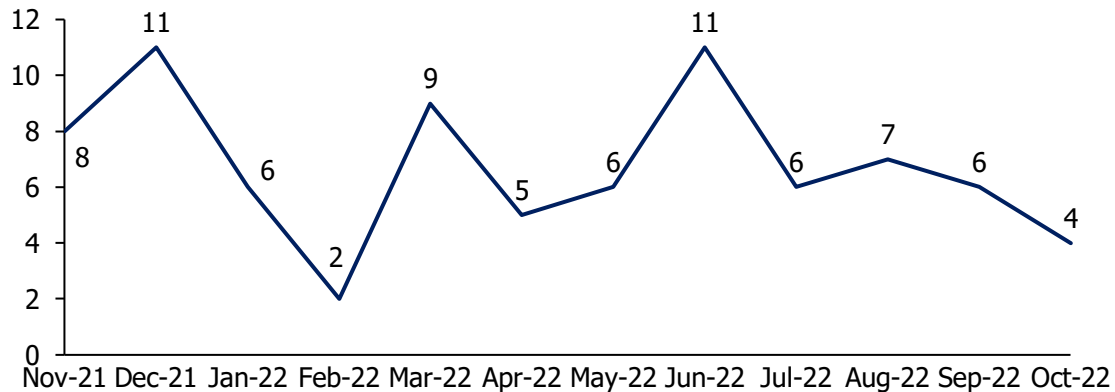


## Daily Priority Call Volume and Entry to Assignment

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

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

## Monthly Call Volume



## Problem Natures

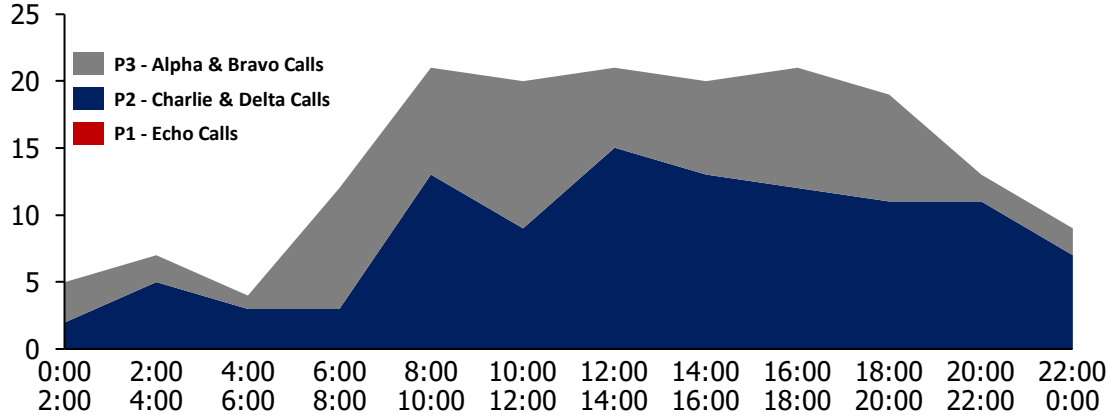




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

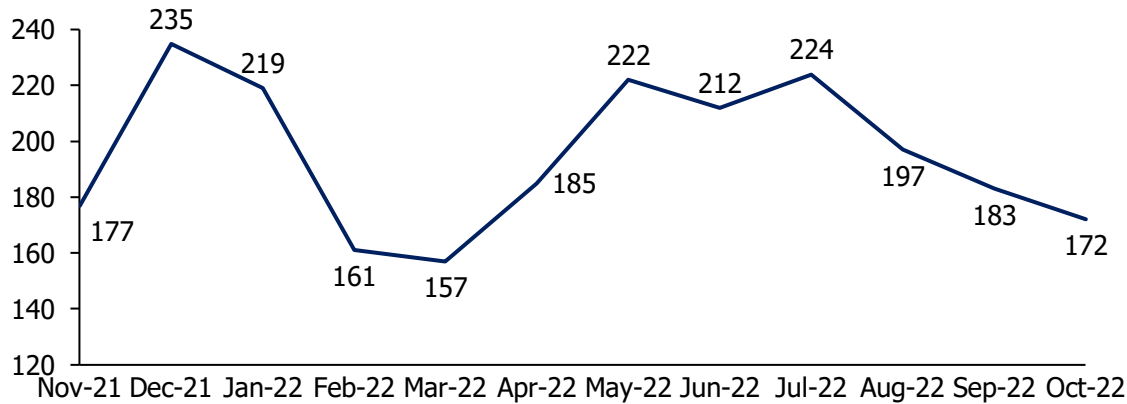


## Daily Priority Call Volume and Entry to Assignment

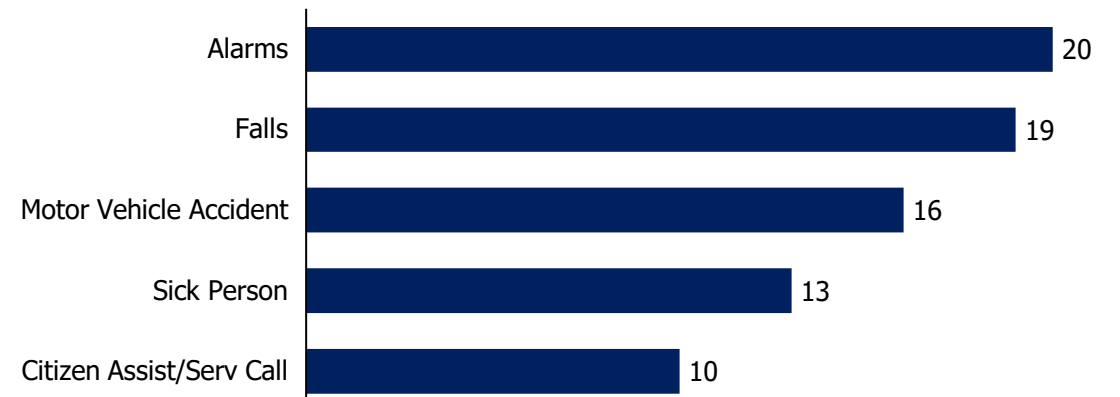
Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	13	23	5
Monday	0	16	14	30	6
Tuesday	0	20	15	35	9
Wednesday	0	13	2	15	4
Thursday	0	11	7	18	5
Friday	0	18	10	28	7
Saturday	0	16	7	23	5
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>87%</b>			

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

## Monthly Call Volume

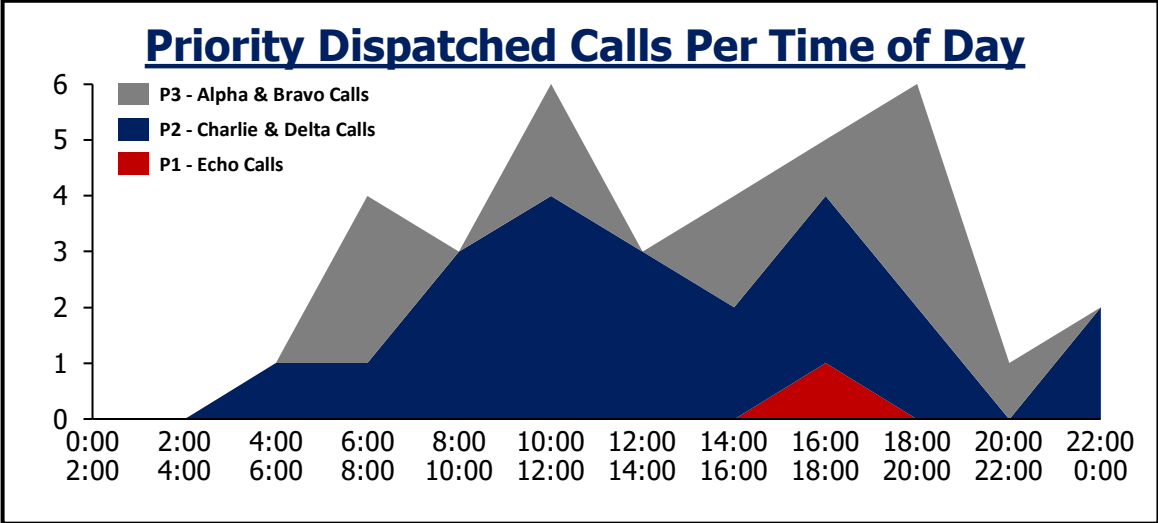


## Top Five Problem Natures





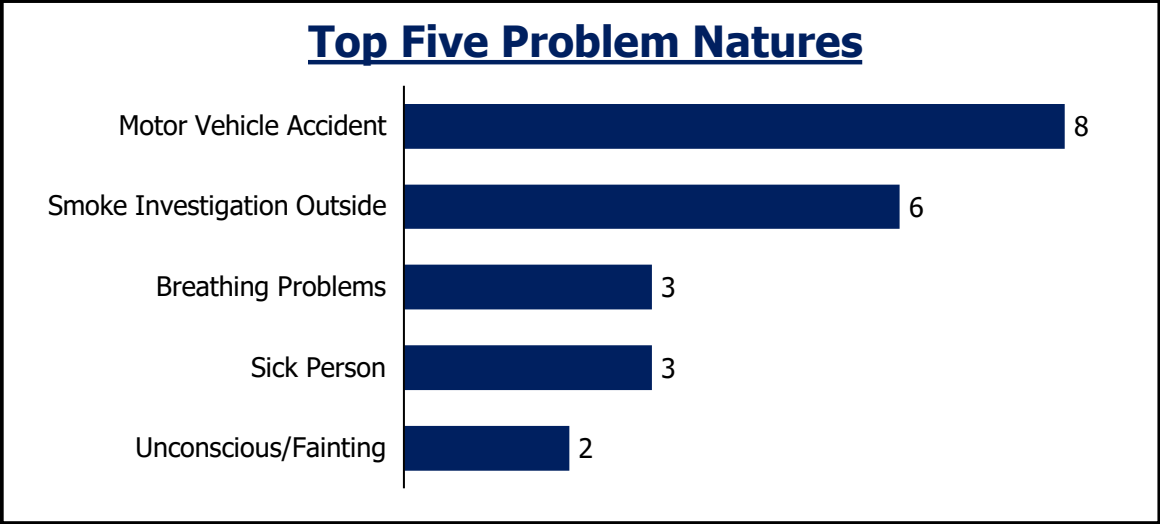
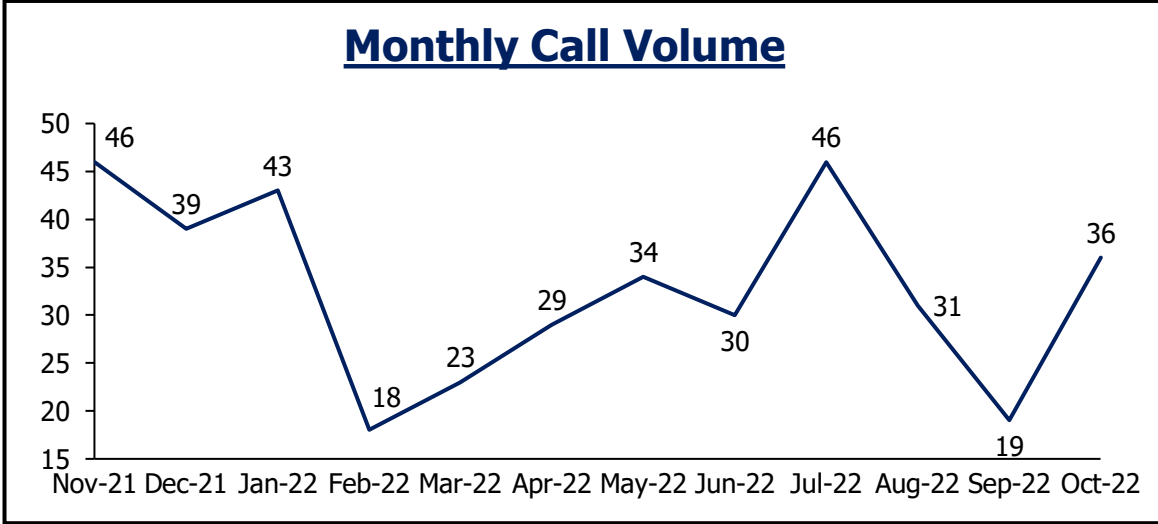
# Inter-Canyon Fire



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	1	3	1	5	1
Tuesday	0	1	1	2	1
Wednesday	0	2	0	2	1
Thursday	0	6	4	10	3
Friday	0	4	1	5	1
Saturday	0	2	4	6	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.

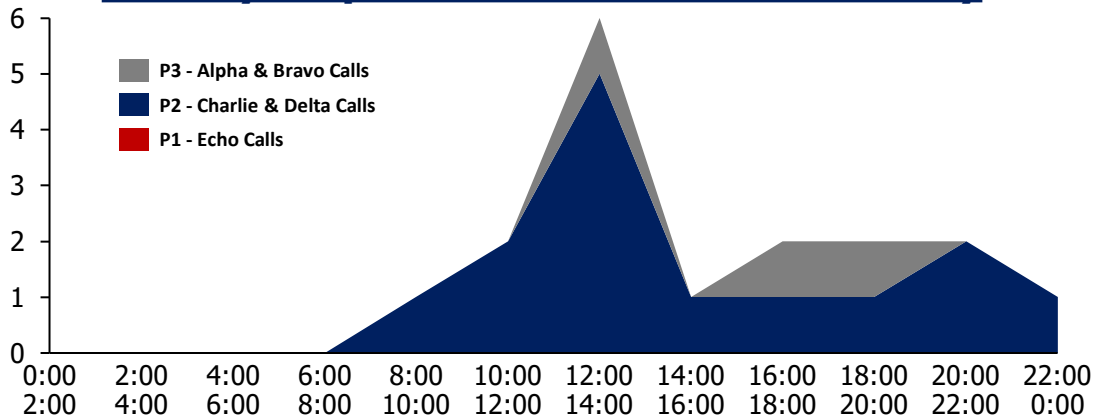




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day



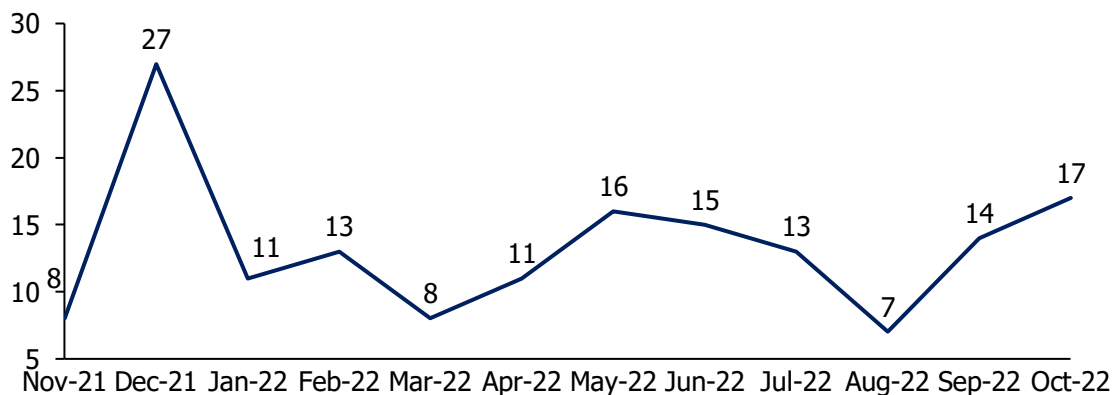
## Daily Priority Call Volume and Entry to Assignment

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

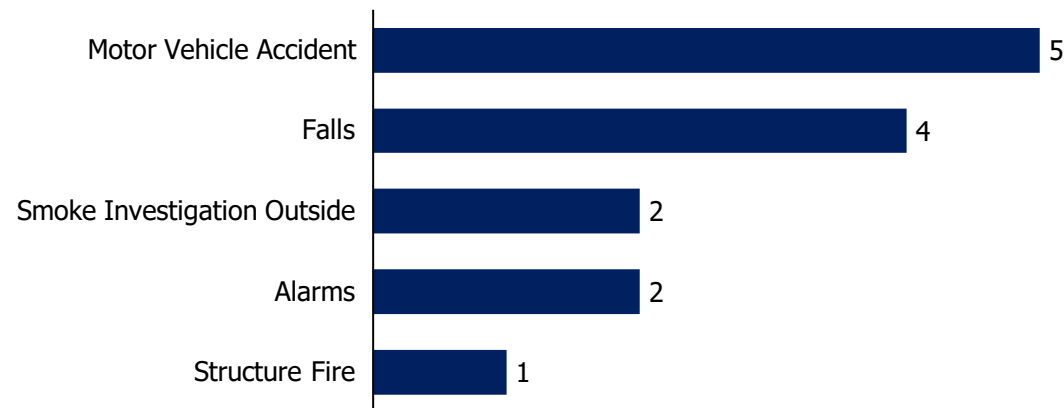
**Assignment <1 min** N/A 64%

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

## Monthly Call Volume



## Top Five Problem Natures



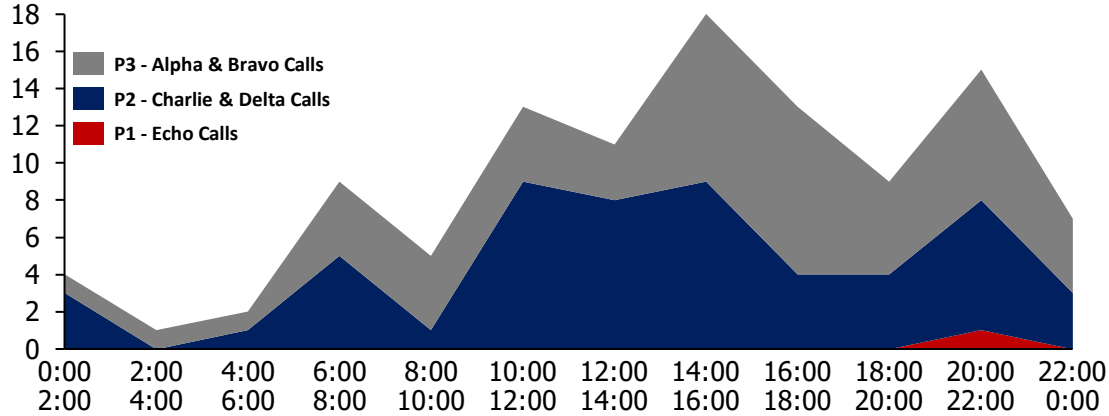




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day

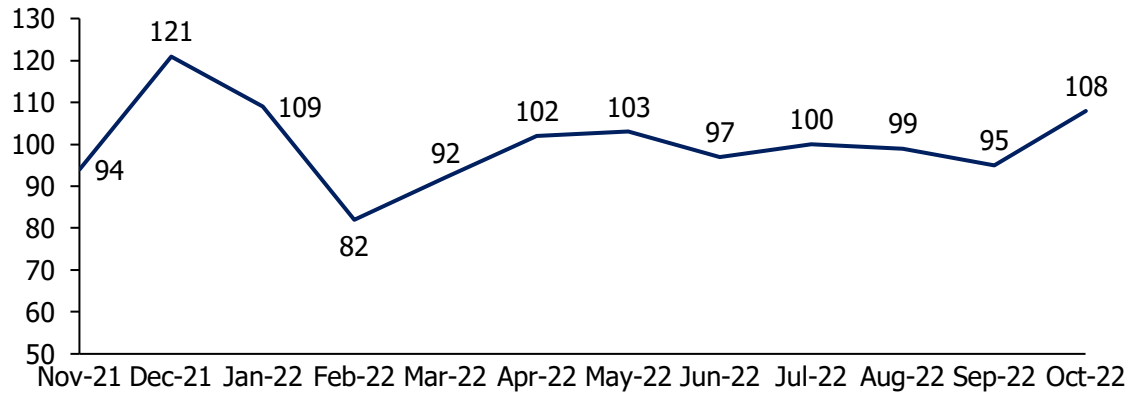


## Daily Priority Call Volume and Entry to Assignment

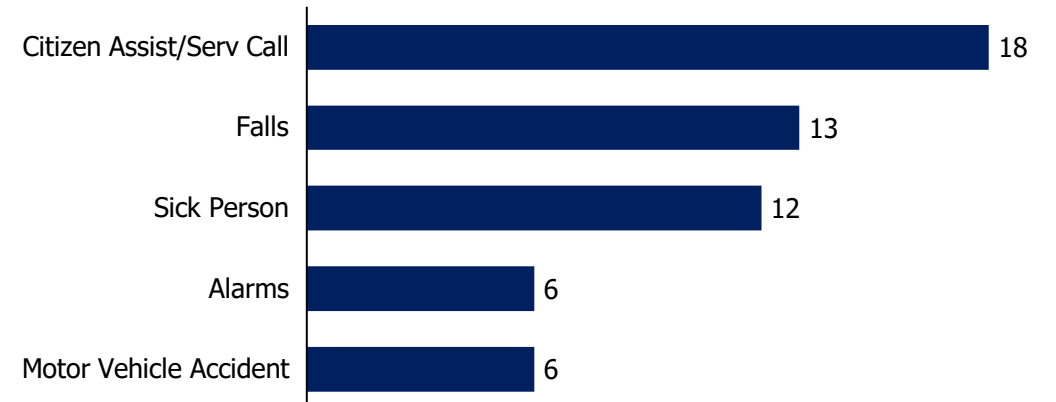
Day of Week	P1	P2	P3	Total	Average
Sunday	1	3	13	17	3
Monday	0	4	5	9	2
Tuesday	0	11	9	20	5
Wednesday	0	10	11	21	5
Thursday	0	5	9	14	4
Friday	0	15	1	16	4
Saturday	0	6	4	10	2
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>85%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

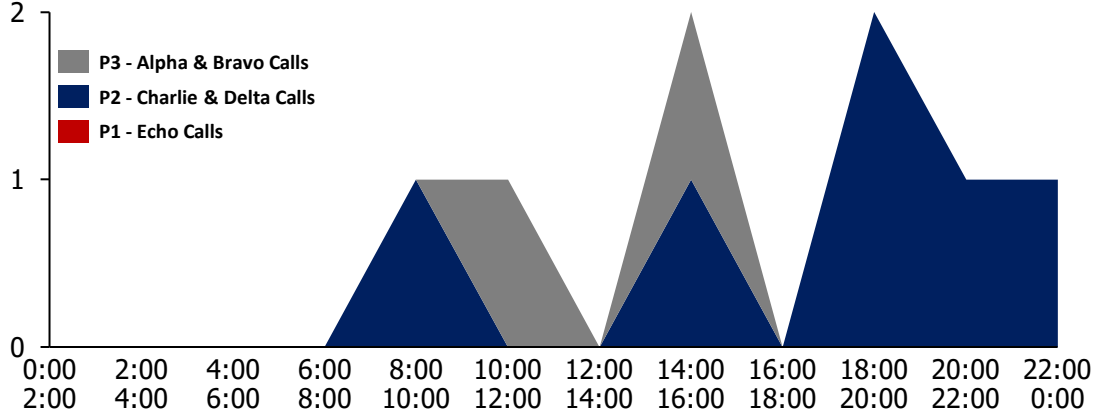




# North Fork Fire



## Priority Dispatched Calls Per Time of Day

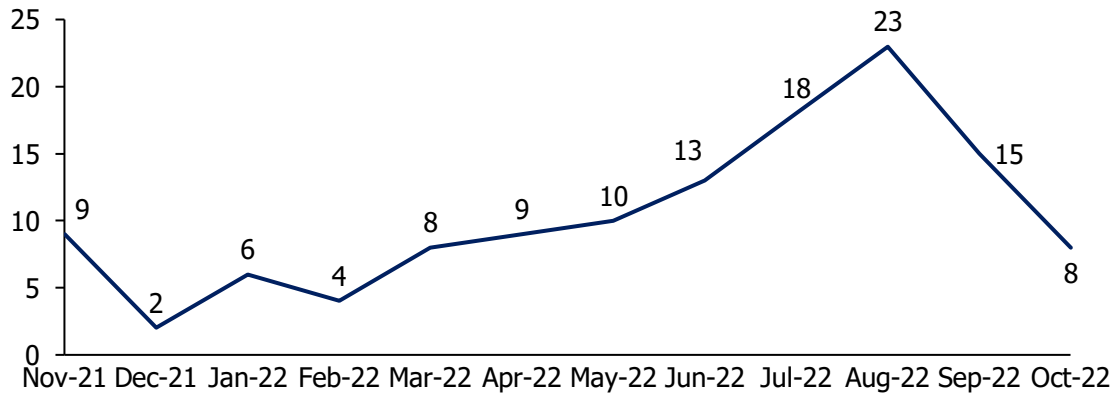


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	1	0	1	0
Tuesday	0	2	0	2	1
Wednesday	0	1	1	2	1
Thursday	0	1	0	1	0
Friday	0	0	0	0	0
Saturday	0	6	2	8	2
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>83%</b>			

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

## Monthly Call Volume



## Problem Natures

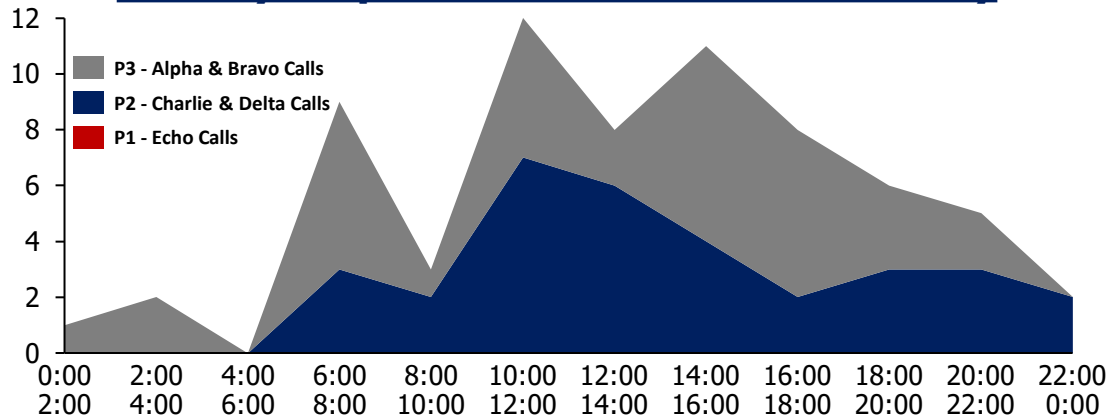




# Highland Rescue



## Priority Dispatched Calls Per Time of Day

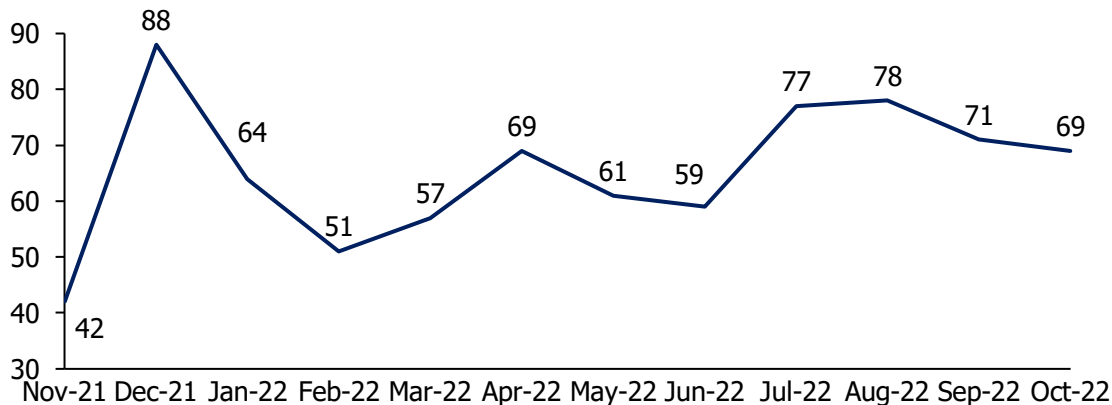


## Daily Priority Call Volume and Entry to Assignment

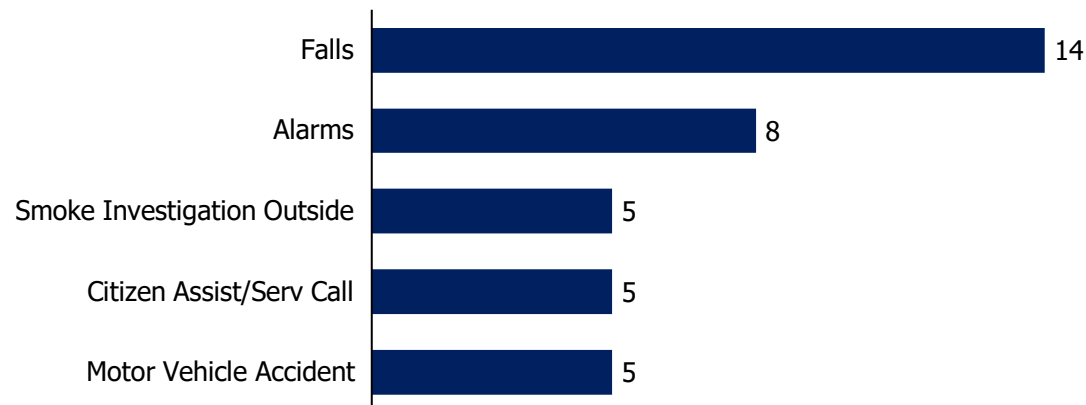
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	0	4	1
Monday	0	5	5	10	2
Tuesday	0	2	7	9	2
Wednesday	0	6	7	13	3
Thursday	0	5	7	12	3
Friday	0	5	5	10	3
Saturday	0	5	4	9	2
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>78%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

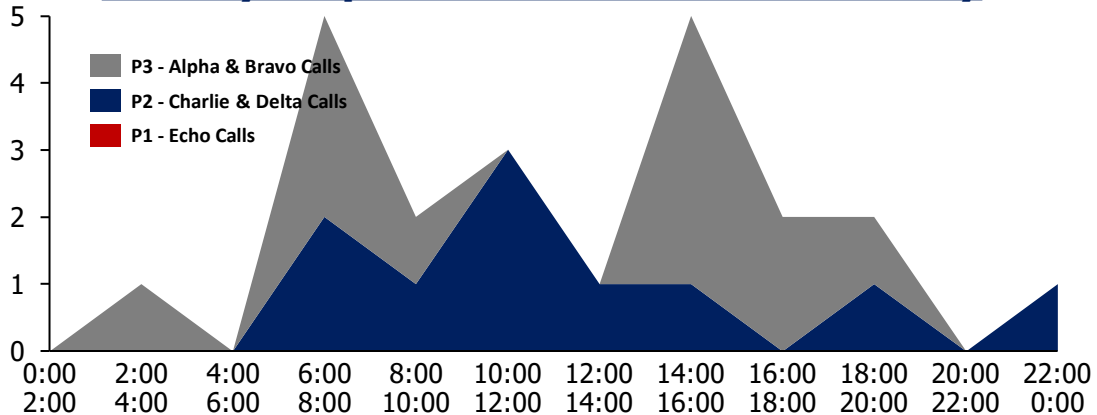




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

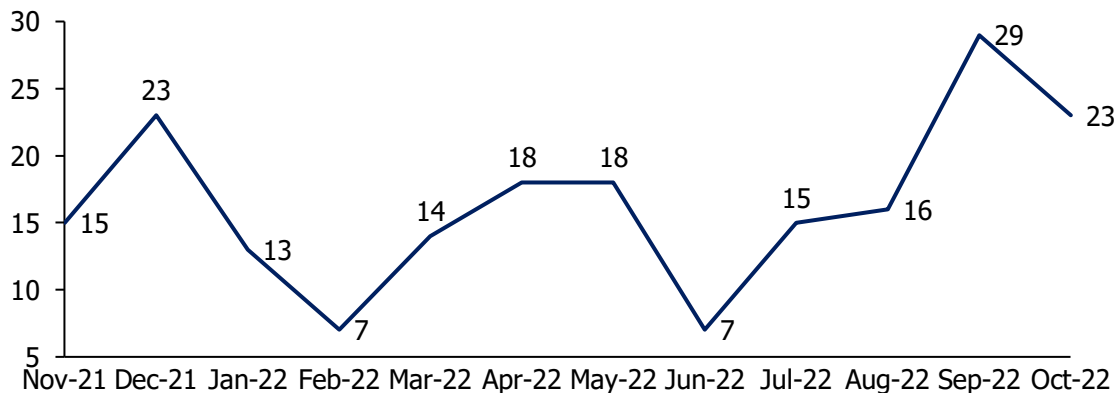


## Daily Priority Call Volume and Entry to Assignment

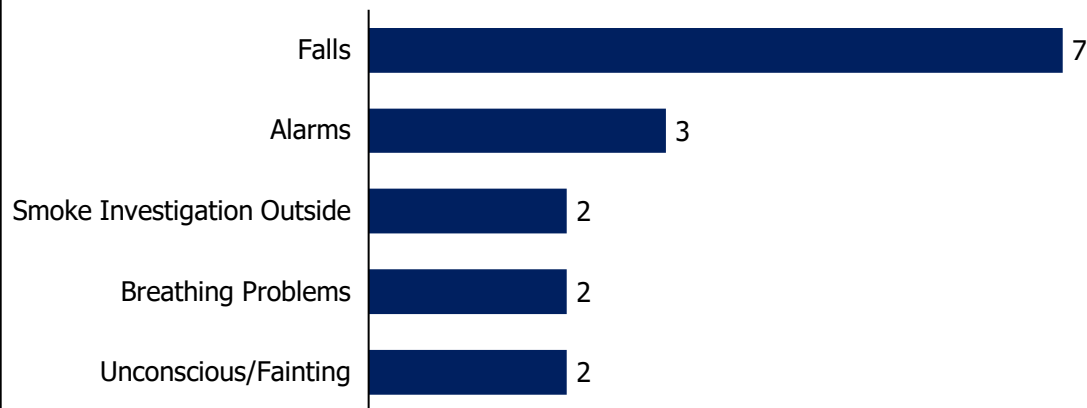
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	2	3	1
Tuesday	0	0	4	4	1
Wednesday	0	4	2	6	2
Thursday	0	1	3	4	1
Friday	0	2	1	3	1
Saturday	0	1	0	1	0
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>90%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

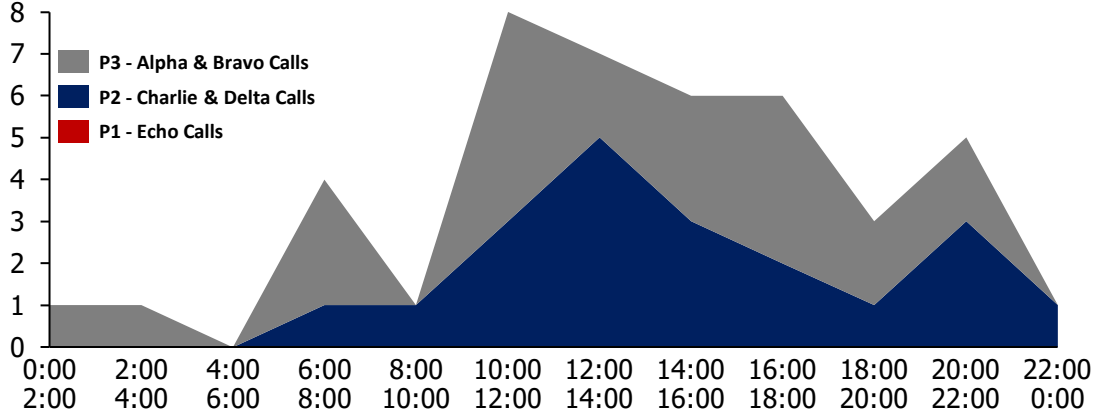




# Foothills Fire



## Priority Dispatched Calls Per Time of Day

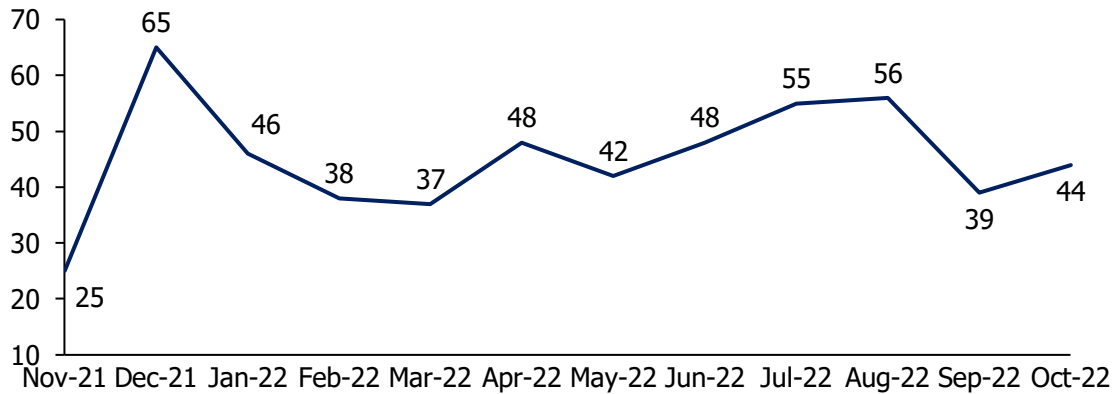


## Daily Priority Call Volume and Entry to Assignment

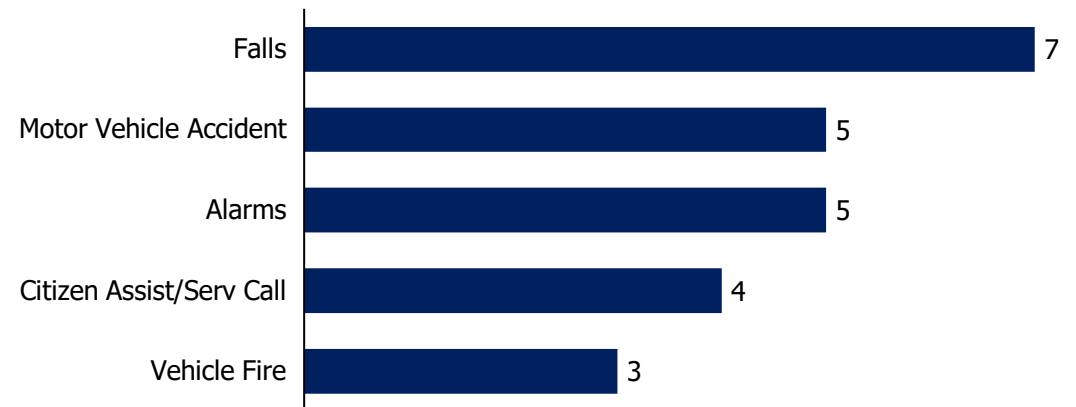
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	1
Monday	0	4	3	7	1
Tuesday	0	2	3	5	1
Wednesday	0	2	5	7	2
Thursday	0	3	4	7	2
Friday	0	3	4	7	2
Saturday	0	3	4	7	1
<b>Assignment &lt;1 min</b>	<b>N/A</b>	<b>70%</b>			

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

## Monthly Call Volume

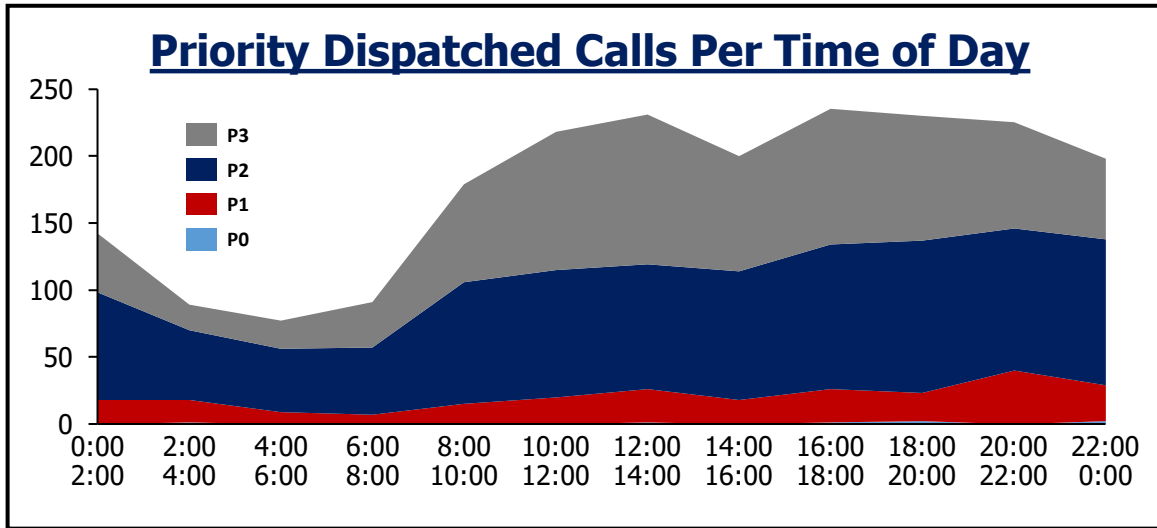


## Top Five Problem Natures





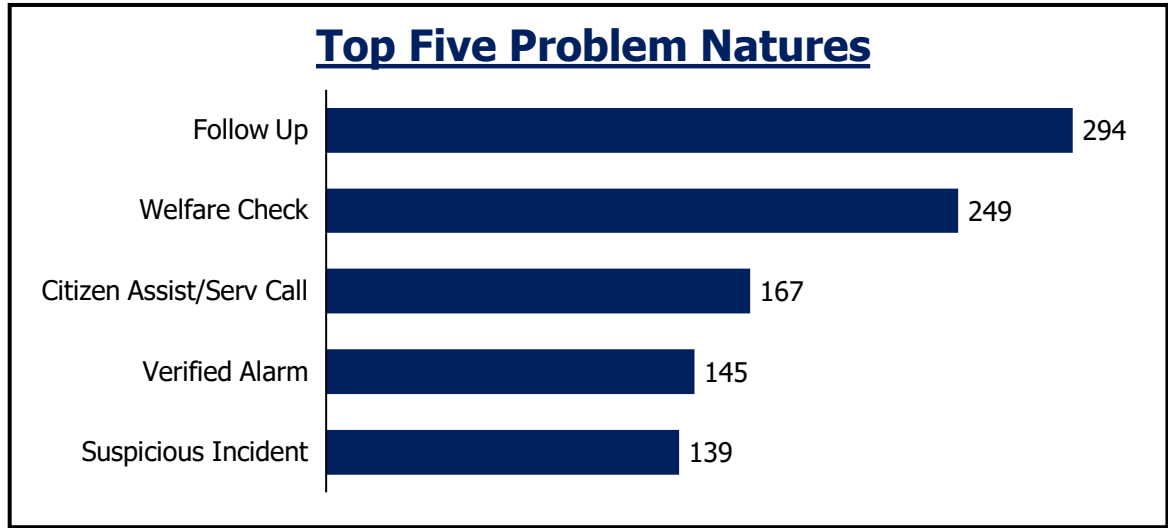
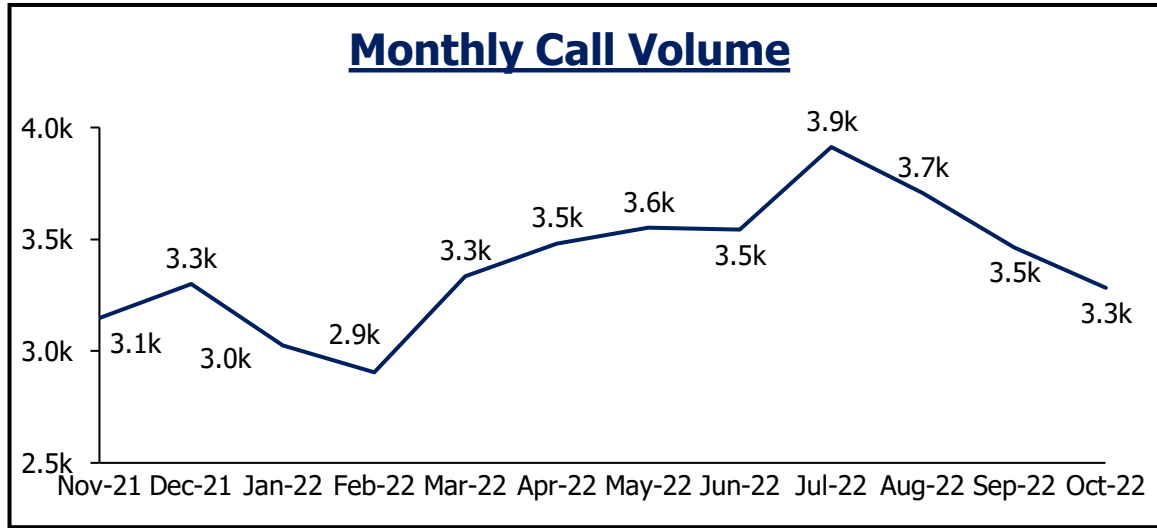
# Jeffco Sheriff



### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	47	170	139	356	71
Monday	0	24	170	125	319	64
Tuesday	1	30	144	99	274	69
Wednesday	1	24	128	90	243	61
Thursday	2	23	124	117	266	67
Friday	2	38	144	114	298	75
Saturday	1	56	161	141	359	72
<b>Assignment &lt;2 min</b>		<b>86%</b>	<b>58%</b>			
<b>Assignment &lt;4 min</b>		<b>95%</b>	<b>82%</b>			

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



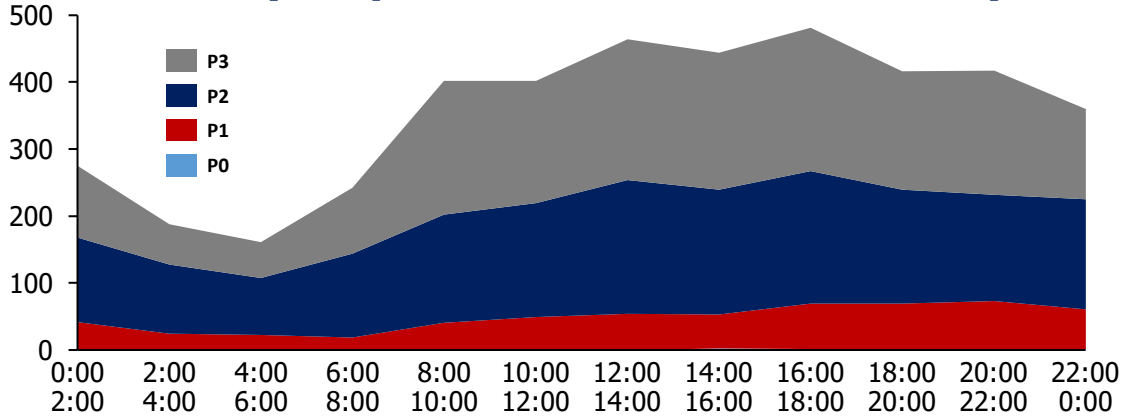
Note: Jeffco Sheriff's Office responded to Morrison calls from mid-August 2021 through April 2022. These calls are included in JCSO dispatch data as of January 2022.



# Lakewood PD



## Priority Dispatched Calls Per Time of Day

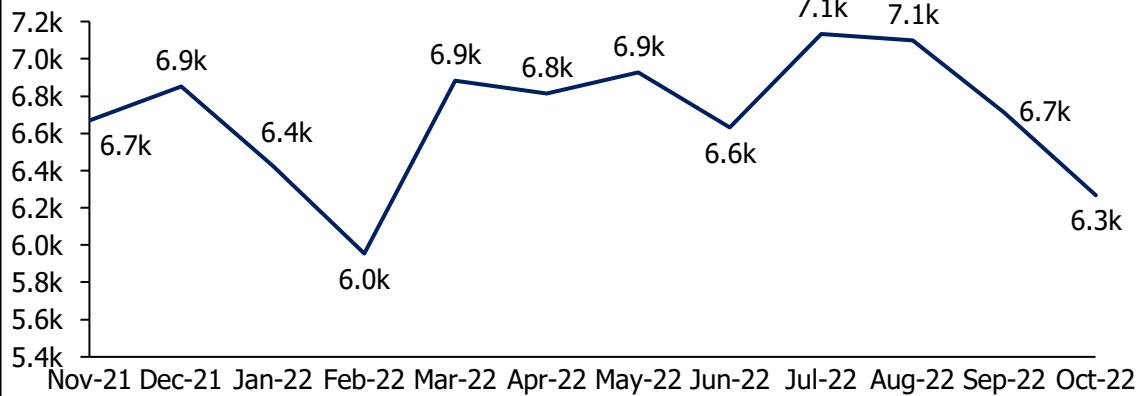


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	92	278	285	656	131
Monday	0	83	325	300	708	142
Tuesday	1	69	277	247	594	149
Wednesday	0	66	220	236	522	131
Thursday	1	71	243	234	549	137
Friday	2	82	237	233	554	139
Saturday	2	106	268	293	669	134
<b>Assignment &lt; 2 min</b>		<b>60%</b>	<b>35%</b>			
<b>Assignment &lt; 4 min</b>		<b>78%</b>	<b>53%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

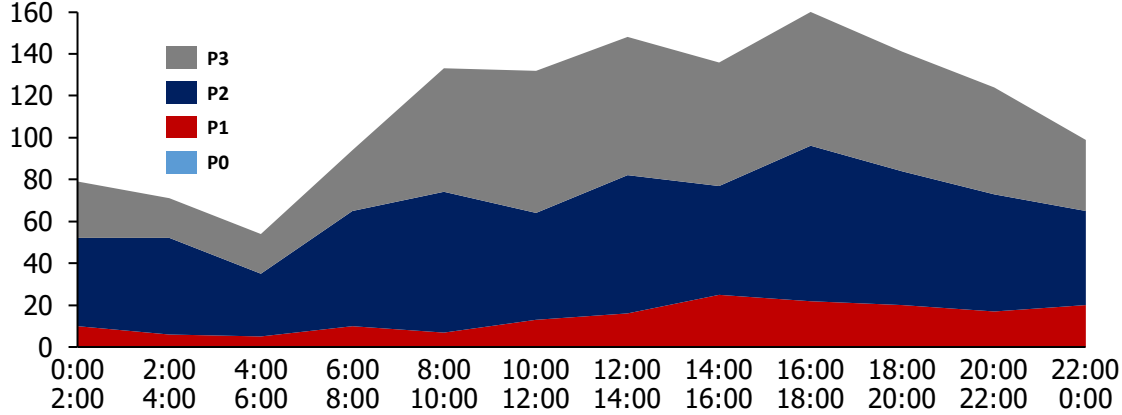




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

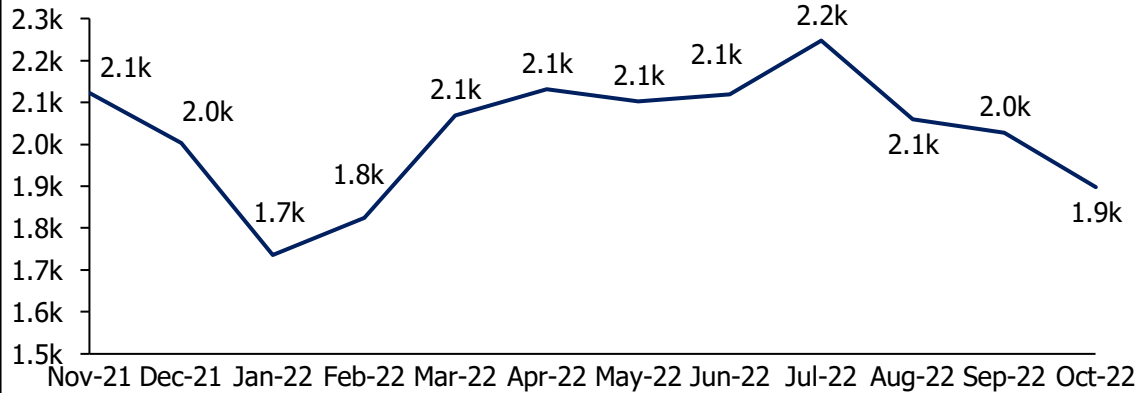


## Daily Priority Call Volume and Entry to Assignment

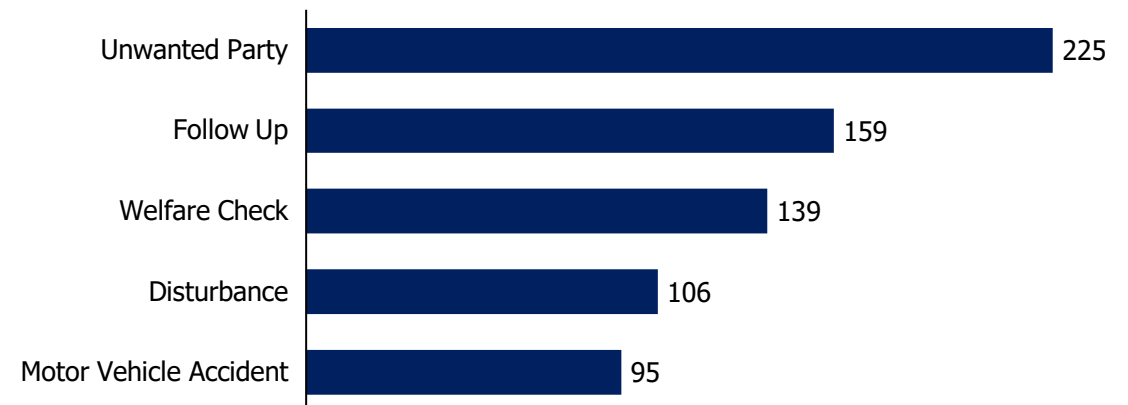
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	32	98	69	199	40
Monday	0	22	107	94	223	45
Tuesday	0	15	81	89	185	46
Wednesday	0	27	69	95	191	48
Thursday	0	21	86	57	164	41
Friday	0	23	84	63	170	43
Saturday	0	31	123	85	239	48
<b>Assignment &lt; 2 min</b>		<b>64%</b>	<b>39%</b>			
<b>Assignment &lt; 4 min</b>		<b>81%</b>	<b>53%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures



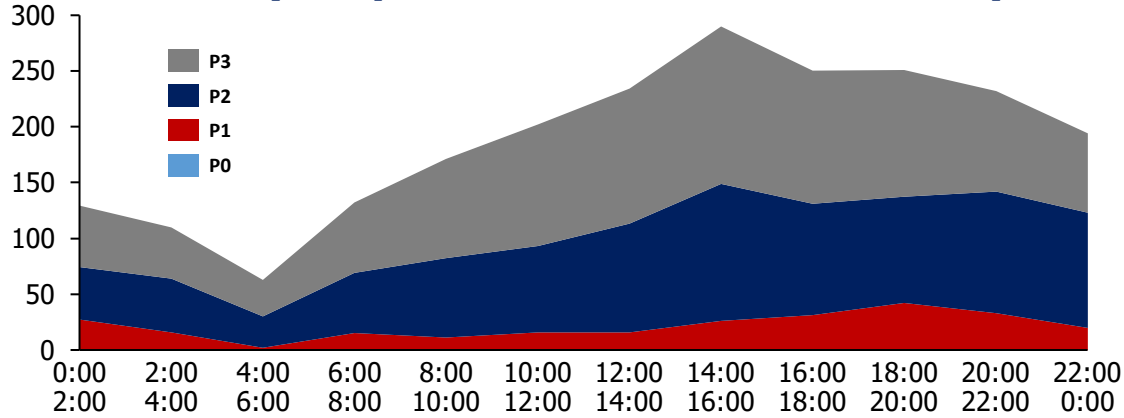




# Arvada PD



## Priority Dispatched Calls Per Time of Day

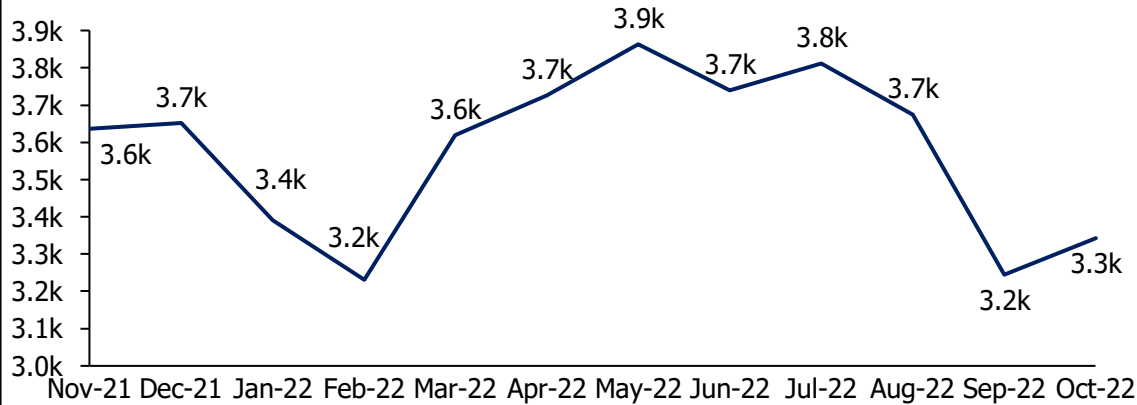


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	49	120	154	323	65
Monday	0	35	165	182	382	76
Tuesday	0	41	122	153	316	79
Wednesday	0	31	134	125	290	73
Thursday	0	28	136	124	288	72
Friday	0	24	112	141	277	69
Saturday	0	47	163	172	382	76
<b>Assignment &lt;2 min</b>		<b>79%</b>	<b>53%</b>			
<b>Assignment &lt;4 min</b>		<b>90%</b>	<b>71%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

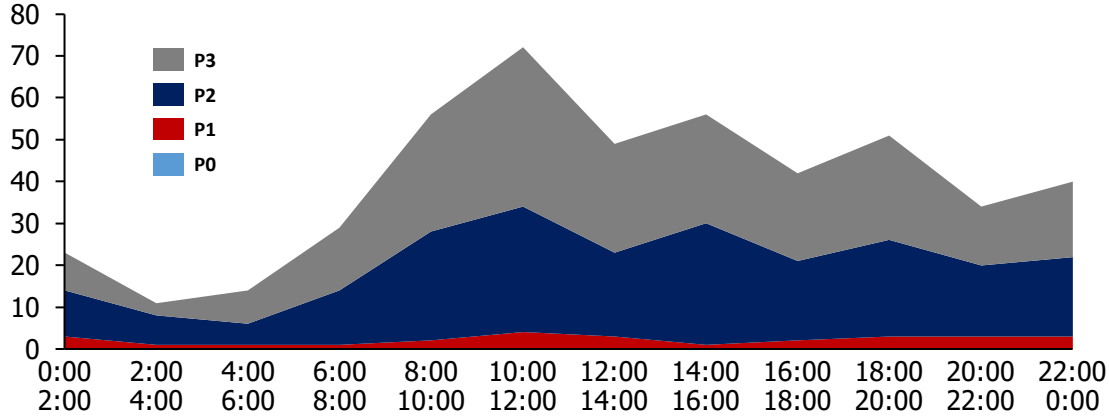




# Golden PD



## Priority Dispatched Calls Per Time of Day

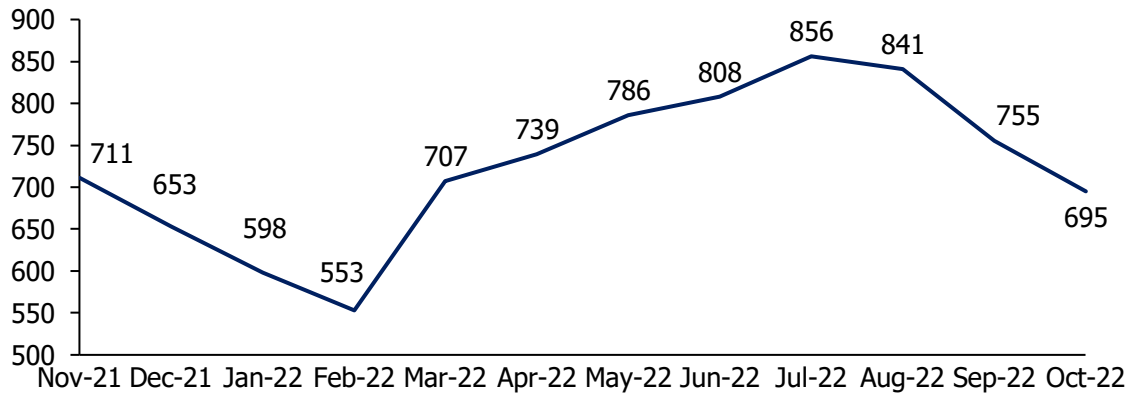


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	9	29	34	72	14
Monday	0	4	24	34	62	12
Tuesday	0	3	36	23	62	16
Wednesday	0	3	27	26	56	14
Thursday	0	2	25	28	55	14
Friday	0	3	34	41	78	20
Saturday	0	3	44	45	92	18
<b>Assignment &lt; 2 min</b>		<b>85%</b>	<b>60%</b>			
<b>Assignment &lt; 4 min</b>		<b>96%</b>	<b>80%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

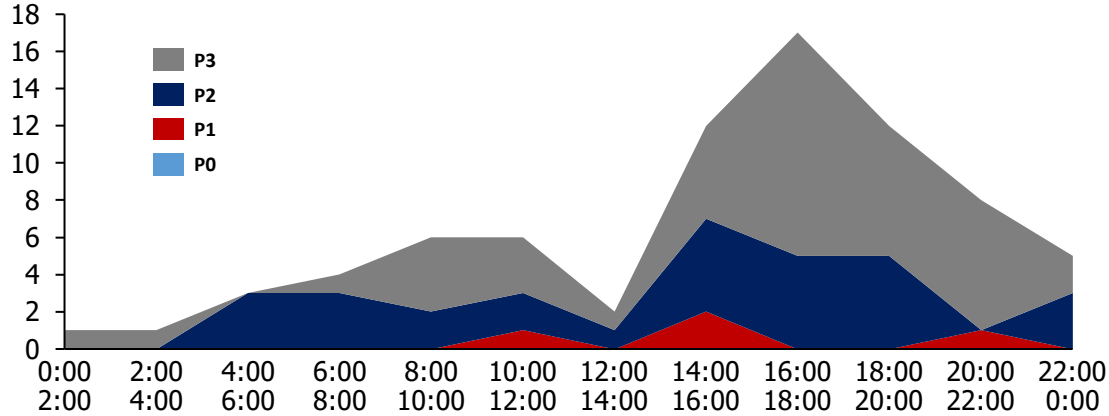




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

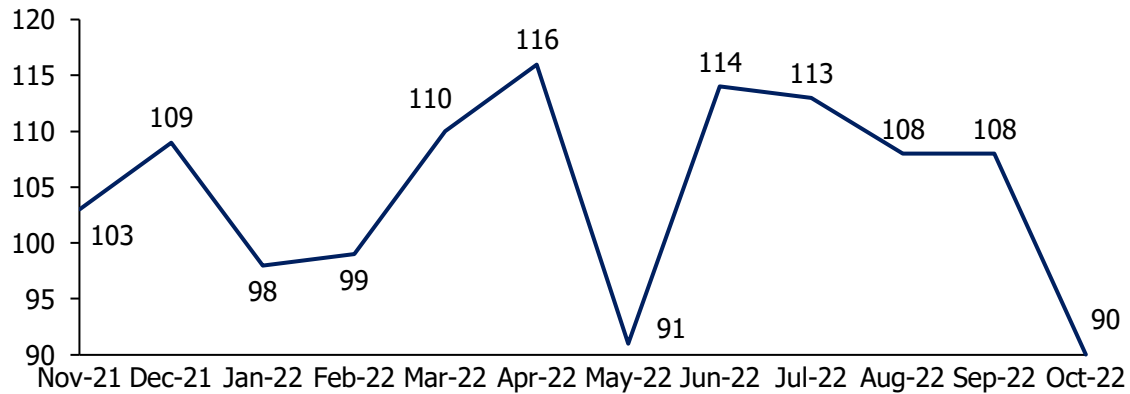


## Daily Priority Call Volume and Entry to Assignment

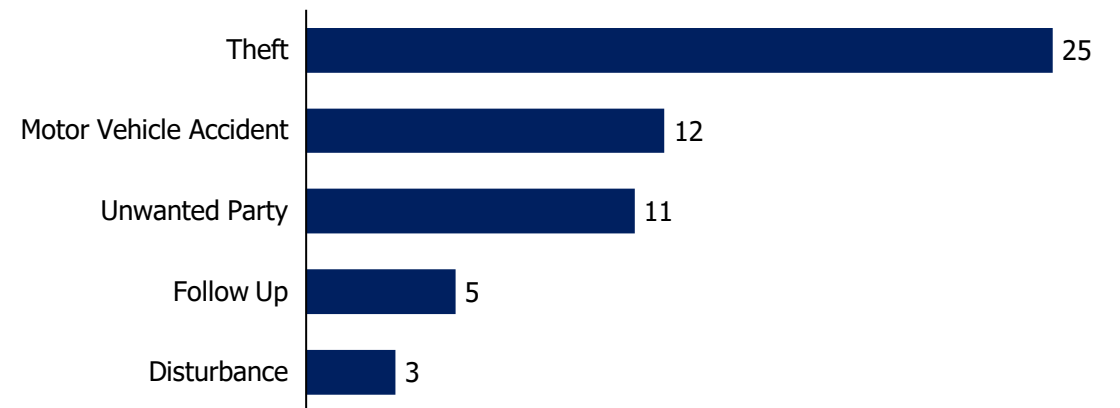
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	4	7	13	3
Monday	0	0	4	3	7	1
Tuesday	0	0	8	2	10	3
Wednesday	0	2	6	10	18	5
Thursday	0	0	3	4	7	2
Friday	0	0	2	10	12	3
Saturday	0	0	2	8	10	2
<b>Assignment &lt;2 min</b>		<b>100%</b>	<b>83%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>97%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

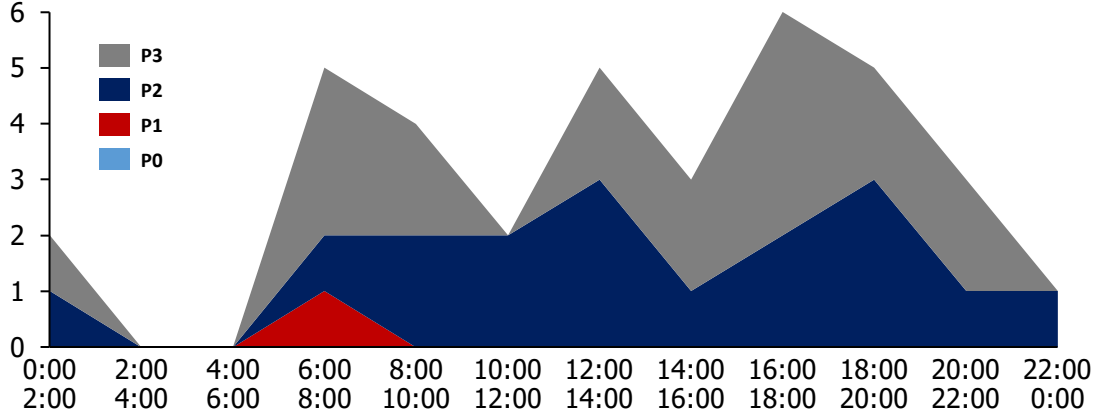




# Morrison PD Jurisdiction



### Priority Dispatched Calls Per Time of Day

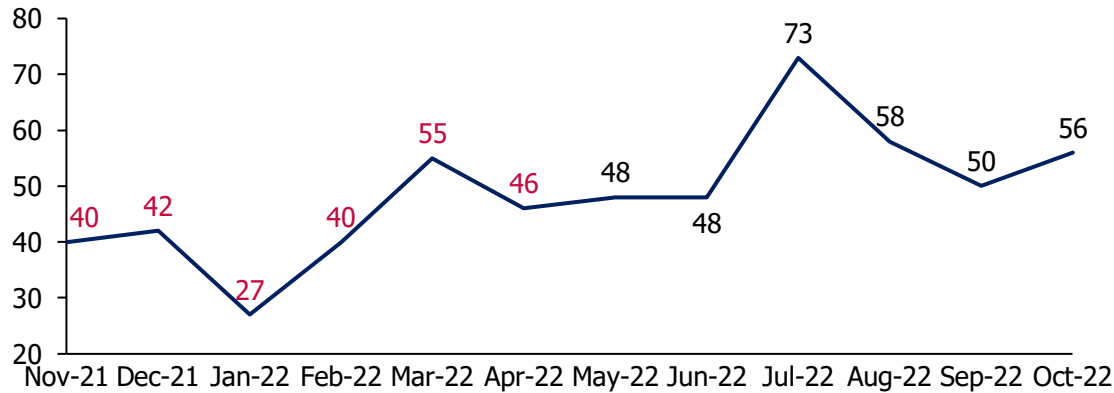


### Daily Priority Call Volume and Entry to Assignment

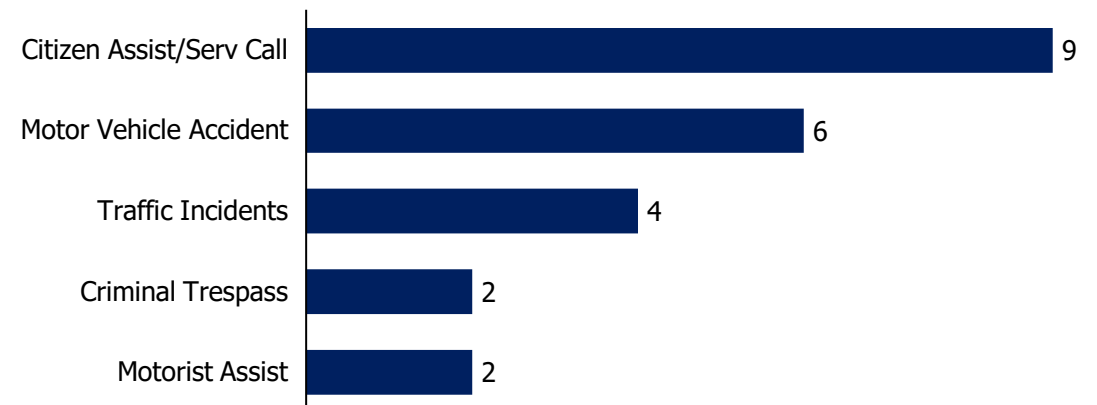
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	1	2	0
Monday	0	0	3	2	5	1
Tuesday	0	0	3	3	6	2
Wednesday	0	0	3	4	7	2
Thursday	0	0	3	1	4	1
Friday	0	0	1	1	2	1
Saturday	0	1	3	6	10	2
<b>Assignment &lt;2 min</b>		<b>100%</b>	<b>65%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>76%</b>			

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

### Monthly Call Volume



### Top Five Problem Natures

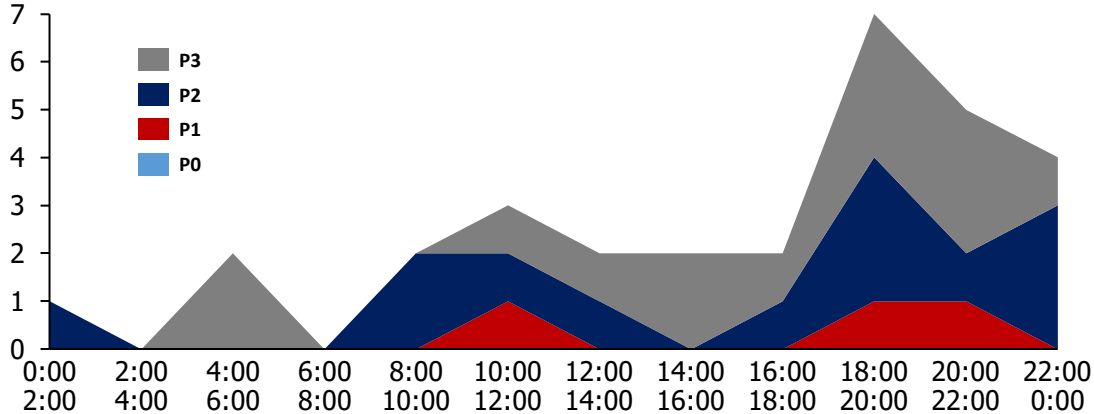




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

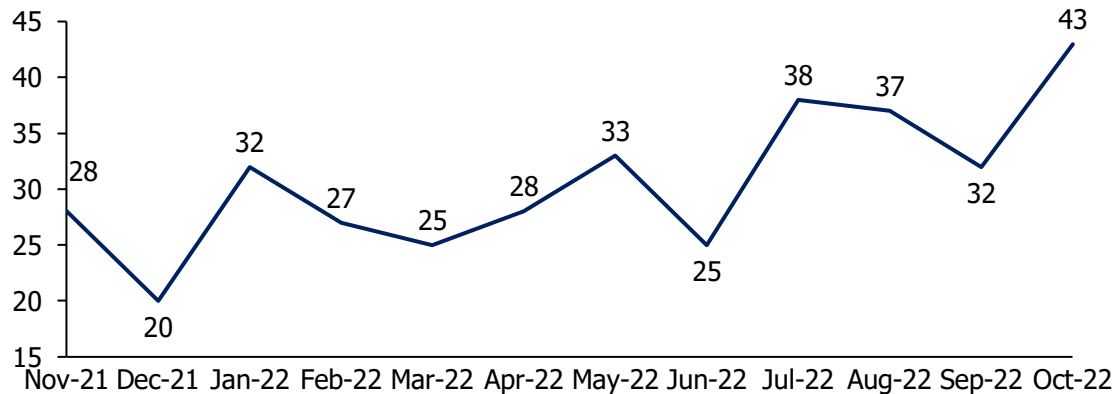


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	0	0	1	0
Monday	0	0	3	0	3	1
Tuesday	0	0	2	1	3	1
Wednesday	0	1	1	0	2	1
Thursday	0	0	1	2	3	1
Friday	0	0	3	6	9	2
Saturday	0	1	3	5	9	2
<b>Assignment &lt;2 min</b>		<b>33%</b>	<b>85%</b>			
<b>Assignment &lt;4 min</b>		<b>100%</b>	<b>92%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

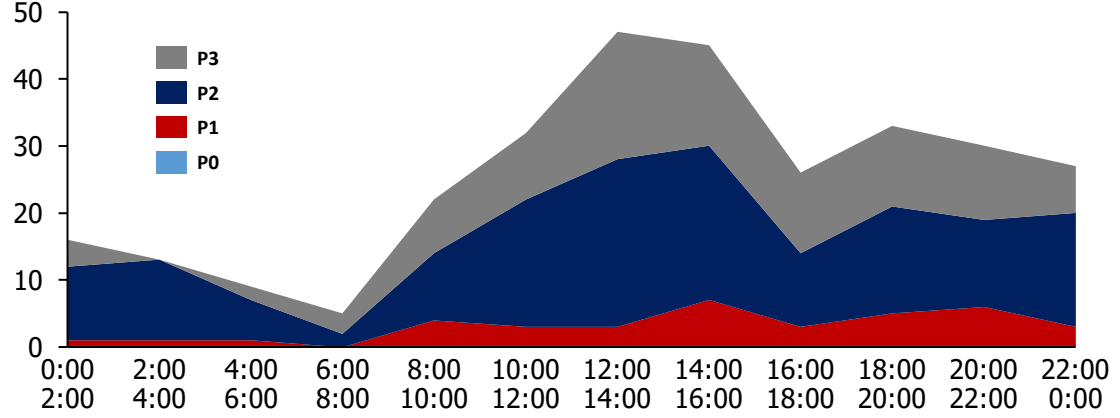




# Edgewater PD



## Priority Dispatched Calls Per Time of Day

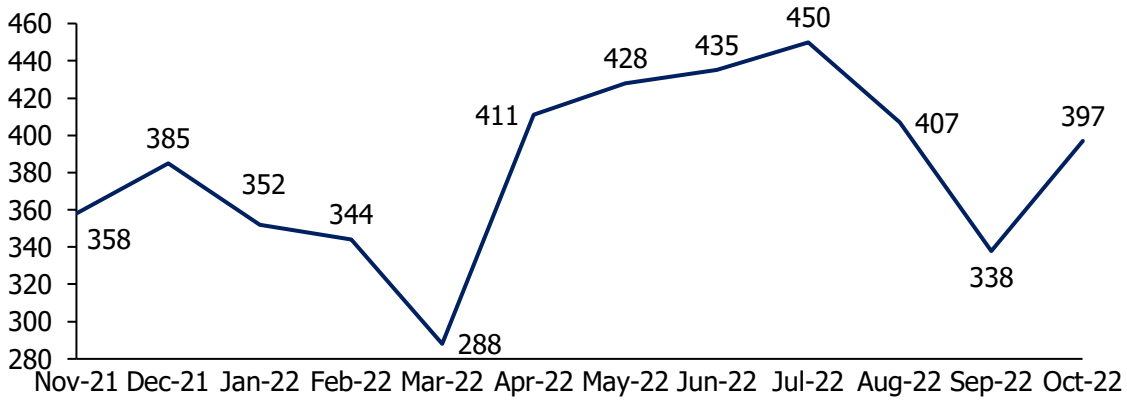


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	7	27	9	43	9
Monday	0	4	31	20	55	11
Tuesday	0	1	17	14	32	8
Wednesday	0	5	22	18	45	11
Thursday	0	4	23	14	41	10
Friday	0	6	21	15	42	11
Saturday	0	10	24	13	47	9
<b>Assignment &lt;2 min</b>		<b>92%</b>	<b>79%</b>			
<b>Assignment &lt;4 min</b>		<b>95%</b>	<b>90%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

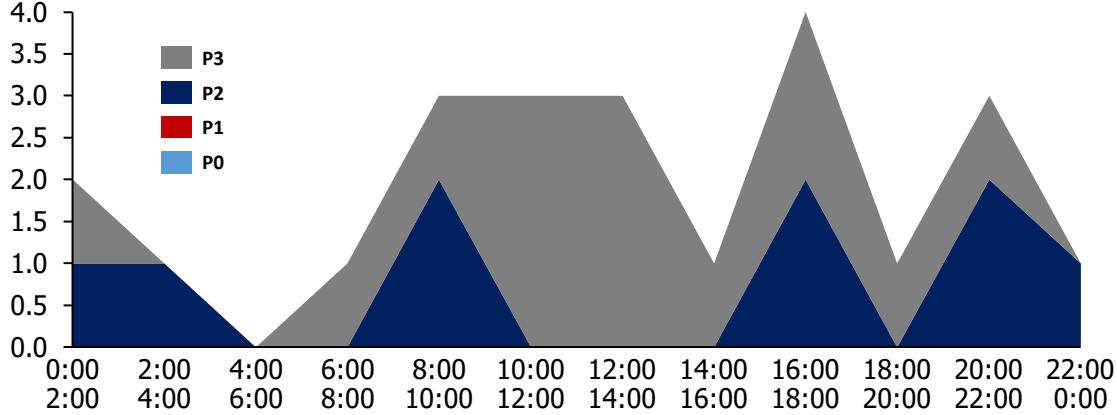




# Colorado School of Mines PD



### Priority Dispatched Calls Per Time of Day

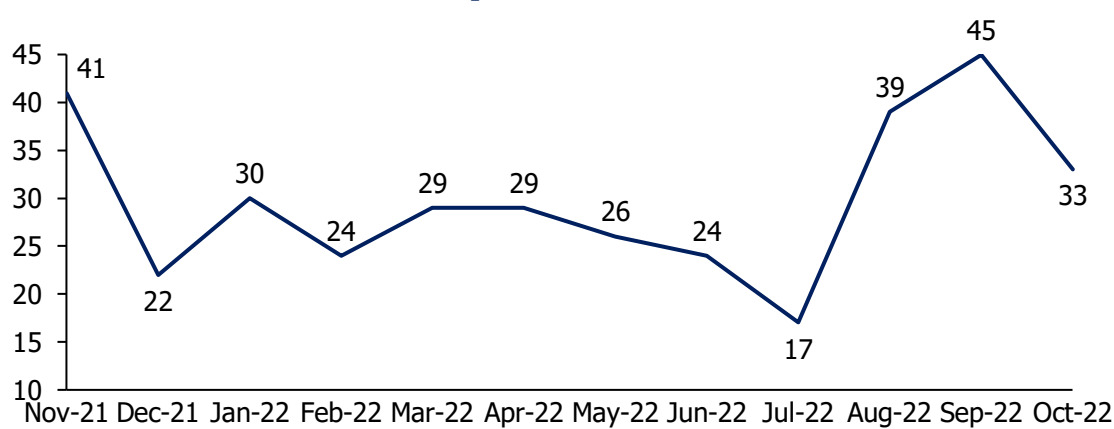


### Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	2	2	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	3	0	3	1
Thursday	0	0	0	3	3	1
Friday	0	0	1	0	1	0
Saturday	0	0	1	7	8	2
<b>Assignment &lt; 2 min</b>		<b>N/A</b>	<b>78%</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

