Jefferson County Communications Center Authority
JEFFCOM911

December 2022
Monthly Report

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Law Stats
Calls Received, Processed, and Dispatched

Agency	December Calls	% Total	6 Month Trend
Lakewood PD	5,336	27.7%	
Jeffco Sheriff*	2,770	14.4%	
Arvada PD	2,724	14.1%	
Wheat Ridge PD	1,571	8.1%	
Golden PD	514	2.7%	
Edgewater PD	331	1.7%	
Lakeside PD	104	0.5%	
Morrison PD	48	0.2%	
Mountain View PD	24	0.1%	
CSM PD	21	0.1%	
Total	**13,443**	**69.7%**	

Average Call Volume Per Time of Day

Time	Value
0:00–2:00	22
2:00–4:00	16
4:00–6:00	13
6:00–8:00	22
8:00–10:00	43
10:00–12:00	51
12:00–14:00	50
14:00–16:00	54
16:00–18:00	53
18:00–20:00	43
20:00–22:00	36
22:00–0:00	31

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	1	178	559	452	66	217	75	1,548	12.7%
Monday	0	150	503	534	127	376	84	1,774	14.6%
Tuesday	3	143	607	531	139	344	63	1,830	15.1%
Wednesday	1	145	535	581	149	366	68	1,845	15.2%
Thursday	2	171	660	688	152	439	71	2,183	14.4%
Friday	1	195	770	668	128	375	90	2,227	14.7%
Saturday	3	206	687	608	122	300	110	2,036	13.4%
Total	**11**	**1,188**	**4,321**	**4,062**	**883**	**2,417**	**561**	**13,443**	

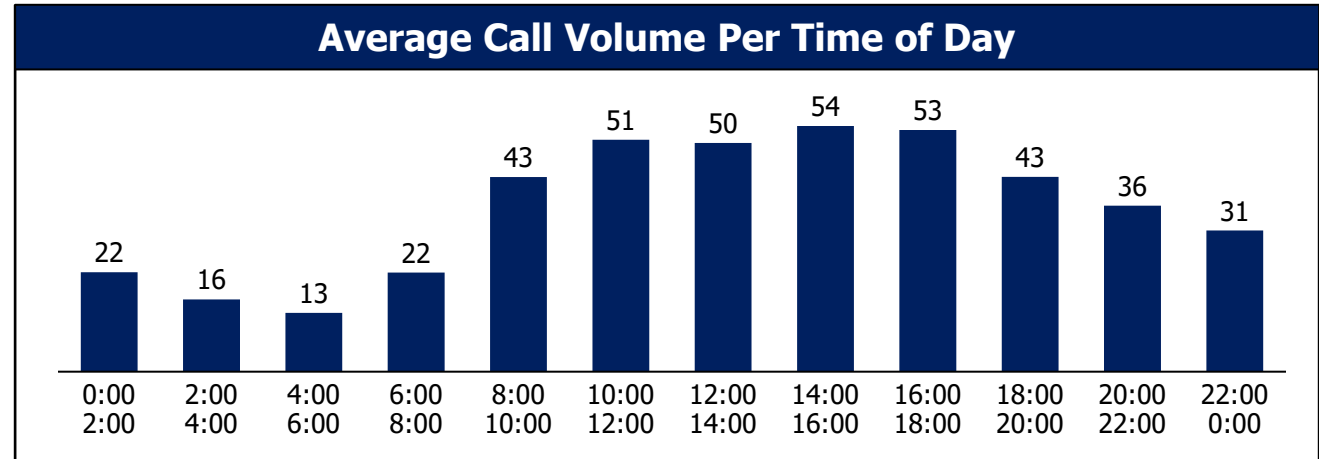Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Fire Stats
Calls Received, Processed, and Dispatched

Agency	December Calls	% of Total	6 Month Trend
West Metro Fire	3,474	18.0%	
Arvada Fire	1,455	7.5%	
Golden Fire	256	1.3%	
Evergreen Fire	221	1.1%	
Elk Creek Fire	110	0.6%	
Fairmount Fire	79	0.4%	
Pleasant View Fire	66	0.3%	
Highland Rescue	64	0.3%	
Foothills Fire	38	0.2%	
Inter Canyon Fire	29	0.2%	
Genesee Fire	19	0.1%	
Indian Hills Fire	11	0.1%	
North Fork Fire	8	0.0%	
Golden Gate Fire	4	0.0%	
Total	**5,834**	**30.3%**	

Average Call Volume Per Time of Day

Time	Value
0:00–2:00	9
2:00–4:00	7
4:00–6:00	8
6:00–8:00	11
8:00–10:00	18
10:00–12:00	23
12:00–14:00	21
14:00–16:00	20
16:00–18:00	22
18:00–20:00	20
20:00–22:00	15
22:00–0:00	13
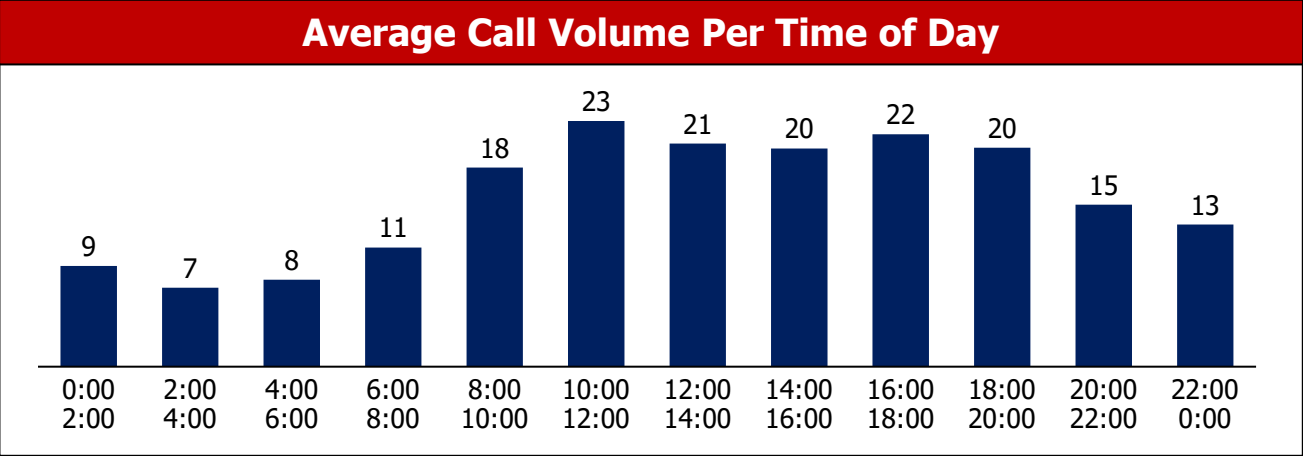
Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	10	384	270	14	0	5	683	13.0%
Monday	20	467	266	11	0	2	766	14.6%
Tuesday	11	442	272	8	0	2	735	14.0%
Wednesday	7	460	289	7	0	2	765	14.6%
Thursday	24	576	312	15	1	1	929	14.1%
Friday	17	637	337	8	0	2	1001	15.2%
Saturday	15	569	352	15	0	4	955	14.5%
Total	**104**	**3,535**	**2,098**	**78**	**1**	**18**	**5,834**	

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**	84.2%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	95.6%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	38.9%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.5%	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**	26.2%	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%**	92.7%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	93.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	N/A	Target average of 95% with a minimum of 80%

Analysis

Root Cause: Call Answering
Jeffcom has experienced personnel losses consistent with national industry trends, challenging operations and scheduling in both call taking and dispatch disciplines.

Remediation: Call Answering
Eight new hires are currently in Academy and there are six new hires in on-the-job training. The Information Services department had launched a new AWS Connect bot that processes non-emergency calls and reduces the number of administrative calls our personnel need to manually address. 15k non-emergency calls were routed through the bot in the last two weeks of December and administrative calls received by Jeffcom personnel decreased 10% from November. This is a dramatic reduction when compared to the increase in outgoing calls and incoming 911 calls (+11% and +15% from November, respectively). This, in conjunction with online reporting and the CS personnel, will allow ECS call-takers to focus on emergency calls. Jeffcom continues to aggressively recruit, hire, and train new personnel to maximize the number of call takers on duty during busy periods, as well as explore and leverage new technologies. 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.

Root Cause: Admin Call Initial Hold Time
With the focus on answering emergency 911 calls as quickly as possible, call-takers are encouraged to leave administrative calls on hold and prioritize emergencies.

Remediation: Admin Call Initial Hold Time
Jeffcom has implemented several new technological solutions to reduce the number of incoming administrative calls that reach our personnel, including the AWS Connect bot,the Jeffcom cellphone app, and online reporting. Jeffcom has also hired admin-only call takers.

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

Remediation: Call Processing Time
The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 02:07 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

Service Level Agreement
IT and Records

Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	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
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**	100.0%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	877 DA Discovery Requests (including 283 from December), 236 Internal Requests
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	97 External Requests
	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 denied by LPD (case sealed), 1 denied by WRPD (pending investigation), 1 denied by JCSO (pending investigation), 1 pending approval from Morrison PD, 2 pending approval from LPD, and 1 pending approval from Arvada PD.

Service Level Agreement and Volume Trends

Call Volumes

Legend:
- 911
- Outgoing
- Non-Emergency received to Jeffcom
- Non-Emergency received to Bot
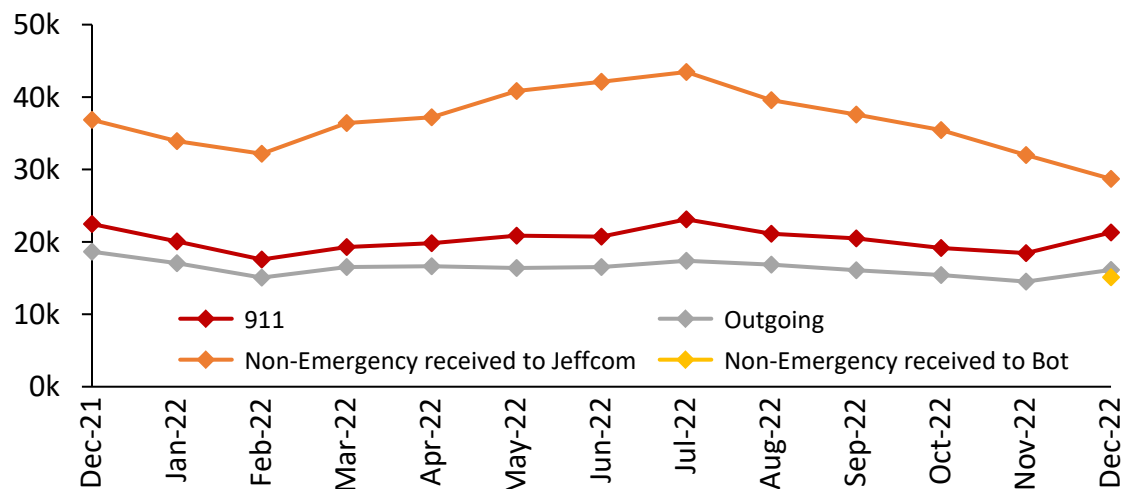
Trend Table

	Dec-22	Nov-22	Dec-21	Δ Last Month	Δ Last Year
Outgoing	16,123	14,505	18,652	⬆ 11%	⬇ -14%
Incoming - **Admin** to Bot	15,102	0	0		
Incoming - **Admin** to Jeffcom	28,706	31,995	36,848	⬇ -10%	⬇ -22%
Incoming - **911**	21,292	18,455	22,478	⬆ 15%	⬇ -5%
911 calls answered within 15 seconds	🔴 84%	🔴 83%	🔴 83%	⬆ 1%	➡ 0%
911 calls answered within 40 seconds	🔴 96%	🔴 95%	🟠 97%	⬆ 1%	⬇ -1%

911 Calls Answered within 15 Seconds

Legend: Result, Target

83%, 88%, 87%, 85%, 84%, 85%, 85%, 84%, 85%, 86%, 84%, 83%, 84%

911 Calls Answered within 40 seconds

Legend: Result, Target

97%, 98%, 98%, 98%, 98%, 98%, 97%, 97%, 97%, 98%, 97%, 95%, 96%
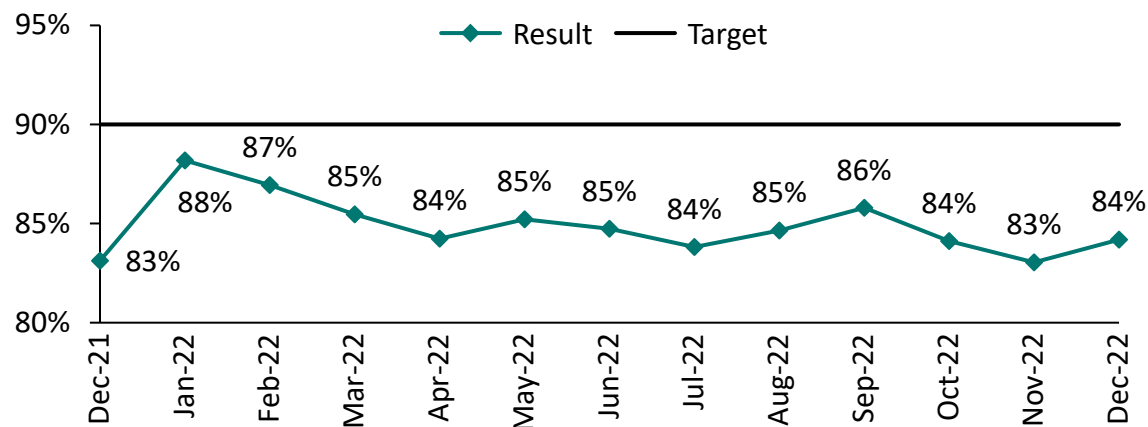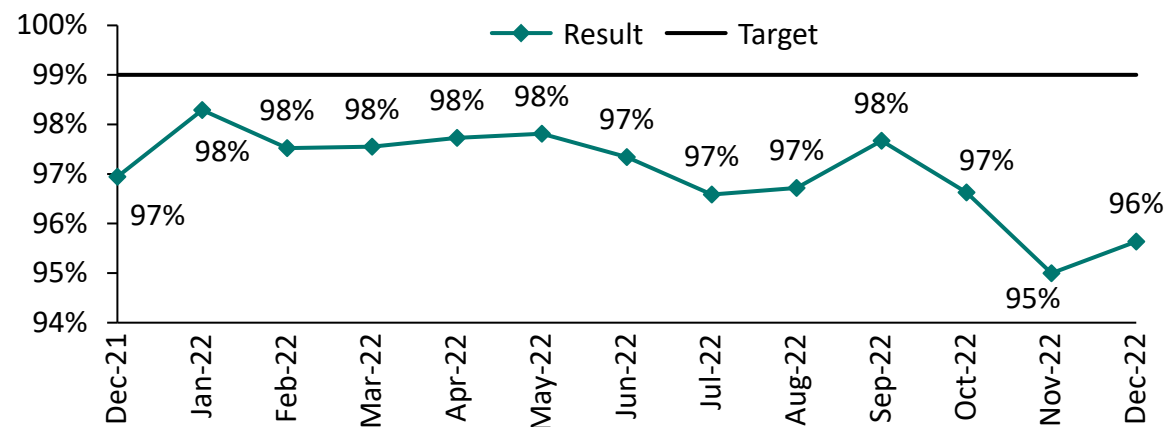
Call Volume/Agency Specific Inquiries

JEFFCOM

12 Month Trends

Emergency Calls

Month	Value
Jan-22	20.1k
Feb-22	17.6k
Mar-22	19.3k
Apr-22	19.8k
May-22	20.9k
Jun-22	20.7k
Jul-22	23.1k
Aug-22	21.1k
Sep-22	20.5k
Oct-22	19.1k
Nov-22	18.5k
Dec-22	21.3k

Administrative Calls Received to Jeffcom

Month	Value
Jan-22	33.9k
Feb-22	32.2k
Mar-22	36.4k
Apr-22	37.2k
May-22	40.8k
Jun-22	42.1k
Jul-22	43.5k
Aug-22	39.6k
Sep-22	37.6k
Oct-22	35.4k
Nov-22	32.0k
Dec-22	28.7k

Administrative Calls Received to Bot

Month	Value
Jan-22	
Feb-22	
Mar-22	
Apr-22	
May-22	
Jun-22	
Jul-22	
Aug-22	
Sep-22	
Oct-22	
Nov-22	
Dec-22	15.1k

Outgoing Calls

Month	Value
Jan-22	17.1k
Feb-22	15.1k
Mar-22	16.5k
Apr-22	16.6k
May-22	16.4k
Jun-22	16.5k
Jul-22	17.4k
Aug-22	16.8k
Sep-22	16.1k
Oct-22	15.4k
Nov-22	14.5k
Dec-22	16.1k

Call Volume

Line	Calls	Notes
Outgoing	16,123	11% Increase from November
Incoming - **Admin** to Bot	15,102	New in December!
Incoming - **Admin** to Jeffcom	28,706	10% Decrease from November
Incoming - **911**	21,292	15% Increase from November
Total Incoming to Jeffcom	**49,998**	**1% Decrease from November**

December Inquiries
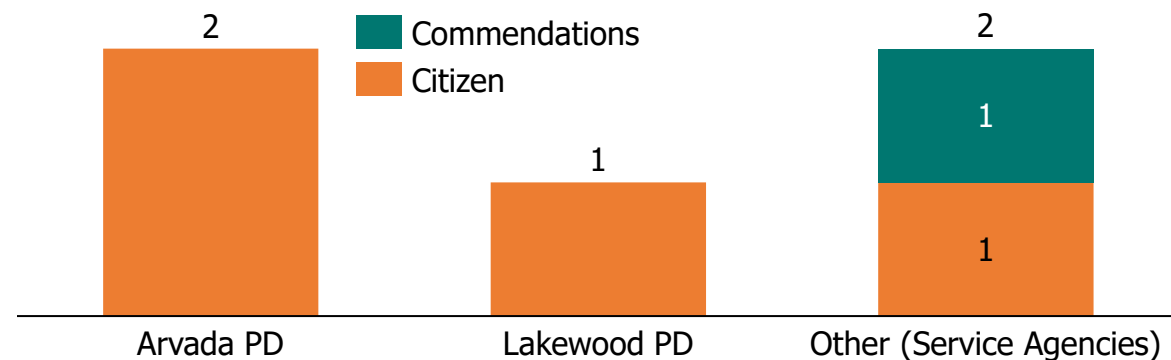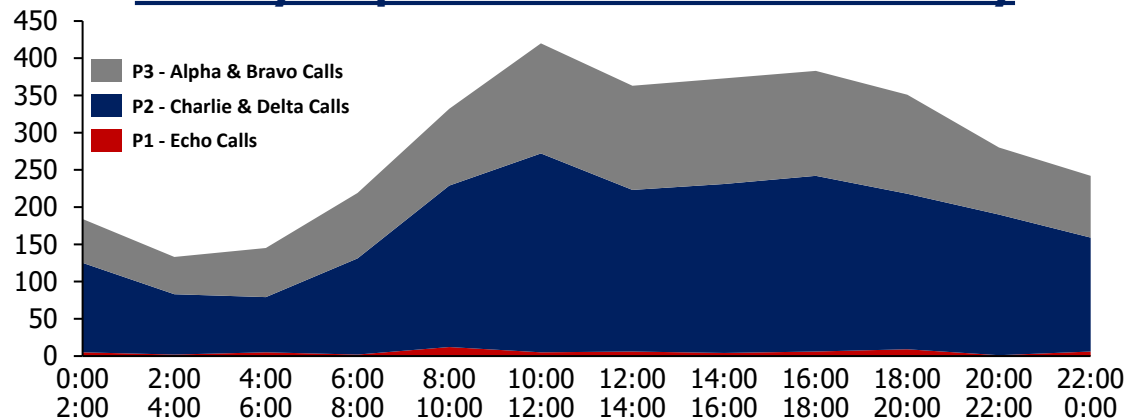
Commendations / **Citizen**

Agency	Value
Arvada PD	2 (Citizen)
Lakewood PD	1 (Citizen)
Other (Service Agencies)	2 (1 Commendations, 1 Citizen)

West Metro Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	233	163	401	100
Monday	10	271	141	422	106
Tuesday	13	328	190	531	106
Wednesday	13	317	169	499	100
Thursday	8	248	136	392	98
Friday	10	277	168	455	114
Saturday	6	255	155	416	104
Assignment <1 min	97%	96%			

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Sick Person	477
Falls	463
Alarms	360
Breathing Problems	261
Unconscious/Fainting	214
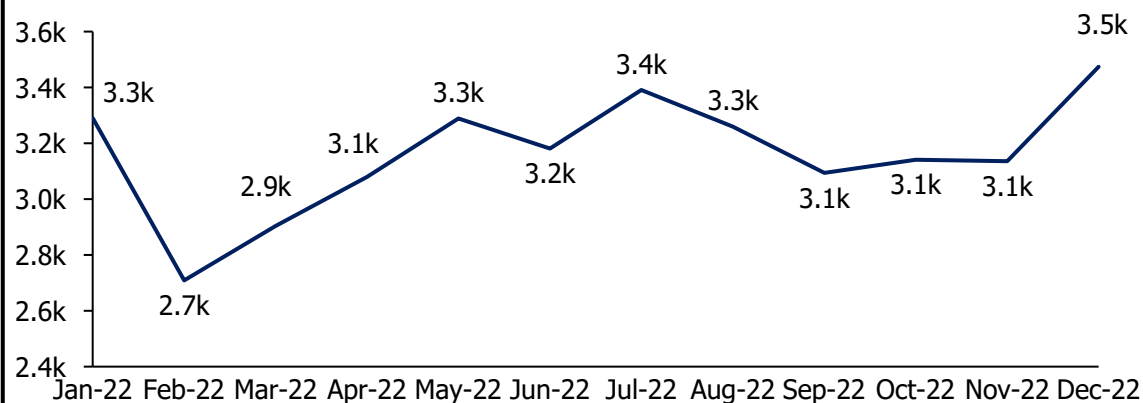
Arvada Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	94	57	153	38
Monday	3	138	66	207	52
Tuesday	3	124	81	208	42
Wednesday	4	136	85	225	45
Thursday	6	78	60	144	36
Friday	2	109	67	178	45
Saturday	3	102	62	167	42
Assignment <1 min	100%	93%			

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Falls	256
Sick Person	200
Breathing Problems	130
Motor Vehicle Accident	86
Alarms	84

Golden Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

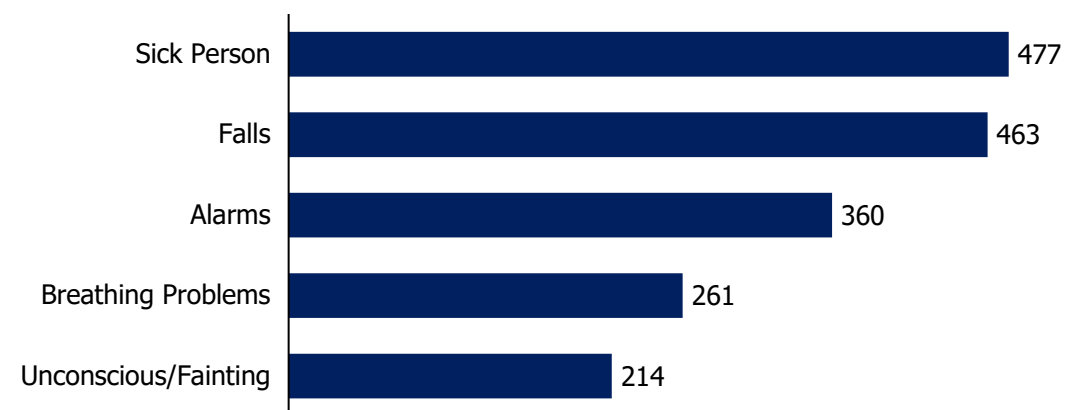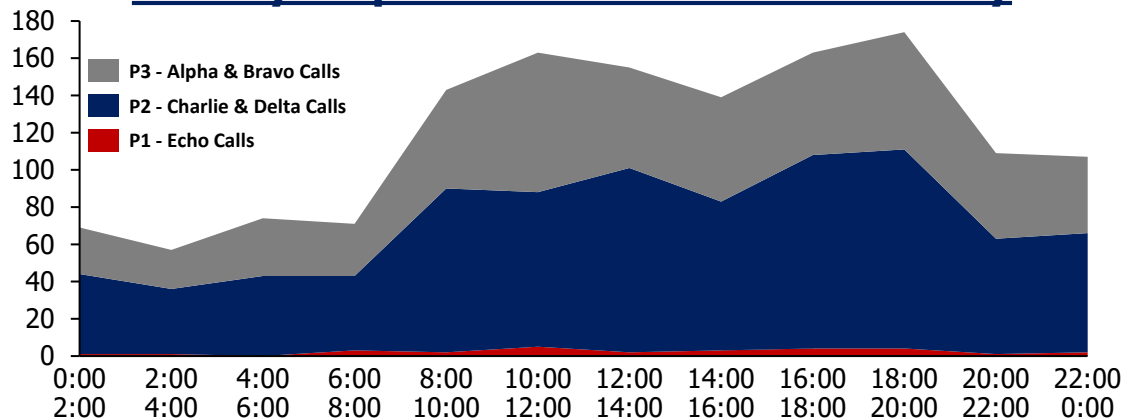| Day of Week	P1	P2	P3	Total	Average
Sunday	0	21	9	30	8
Monday	1	18	9	28	7
Tuesday	0	19	11	30	8
Wednesday	1	18	13	32	8
Thursday	1	24	8	33	7
Friday	1	28	19	48	10
Saturday	0	35	14	49	10
Assignment <1 min	75%	82%			

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

Monthly Call Volume

Month	Value
Jan-22	242
Feb-22	220
Mar-22	202
Apr-22	216
May-22	224
Jun-22	242
Jul-22	240
Aug-22	259
Sep-22	284
Oct-22	237
Nov-22	229
Dec-22	256

Top Five Problem Natures

Problem Nature	Value
Sick Person	39
Falls	30
Motor Vehicle Accident	25
Alarms	19
Unconscious/Fainting	18
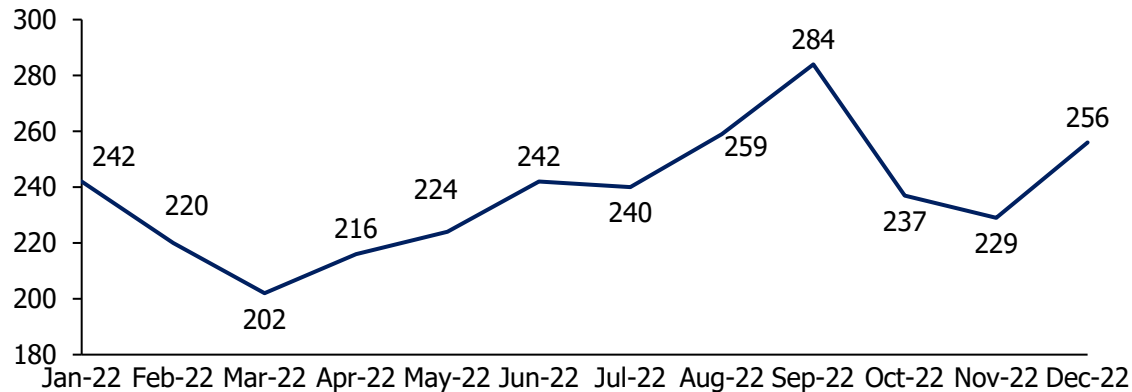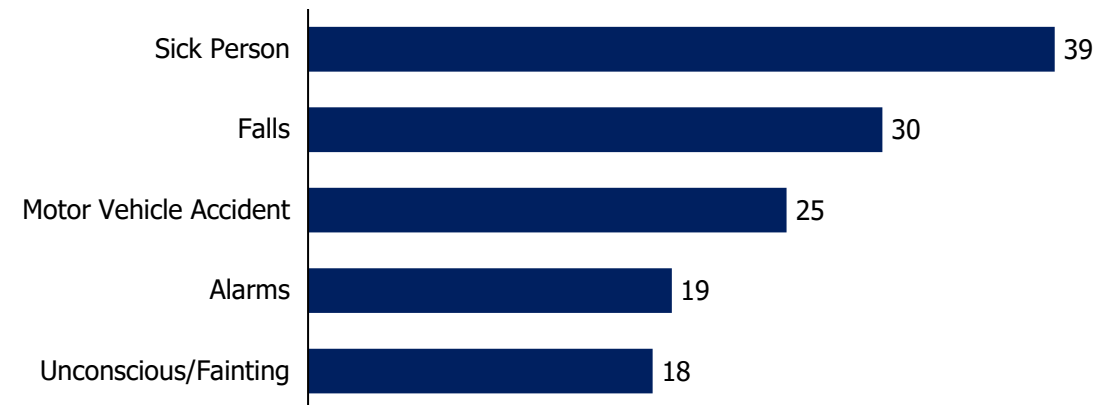
Fairmount Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

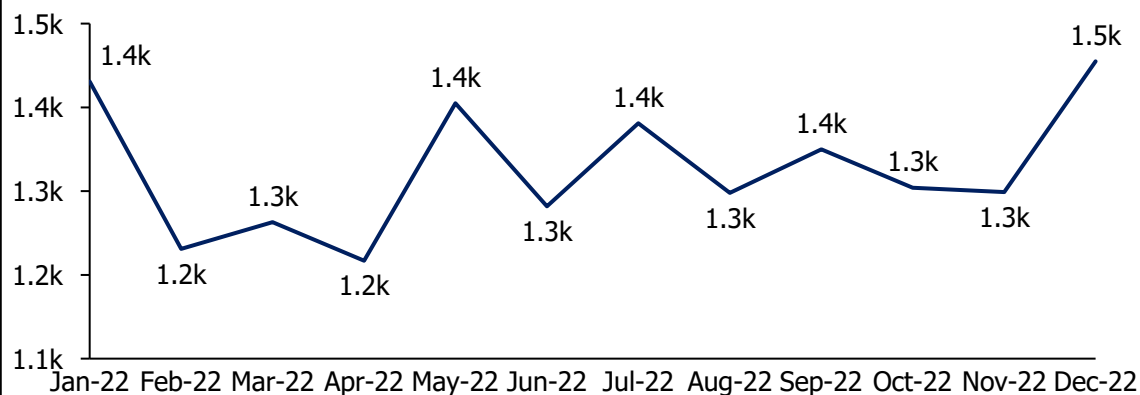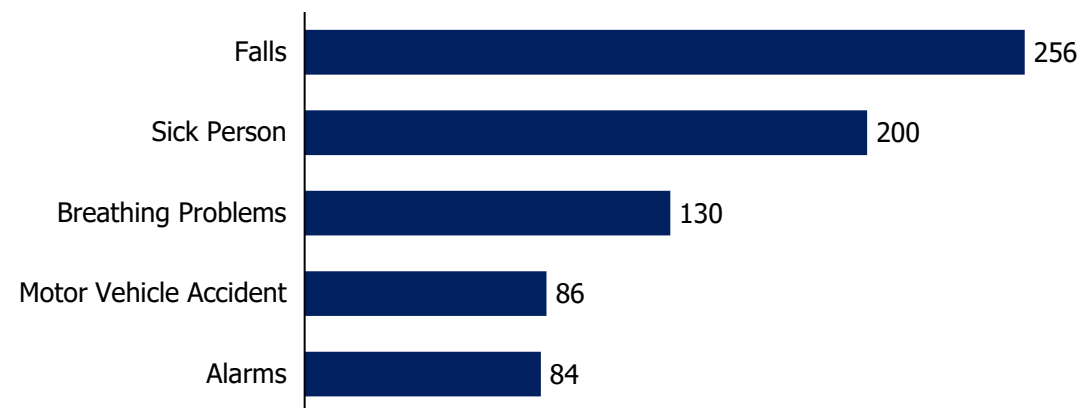| Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	6	10	3
Monday	0	6	3	9	2
Tuesday	0	10	3	13	3
Wednesday	0	9	3	12	3
Thursday	1	8	5	14	3
Friday	0	7	2	9	2
Saturday	0	9	3	12	2
Assignment <1 min	100%	79%			

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

Monthly Call Volume

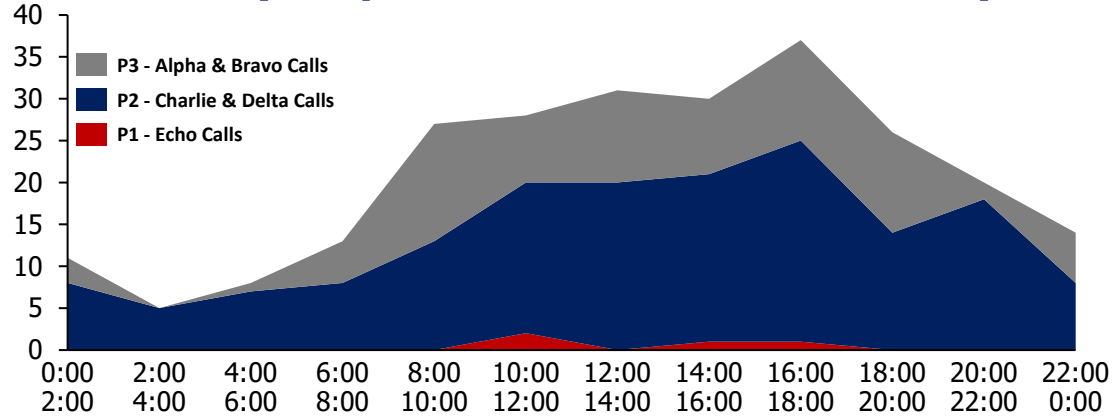Jan-22: 73, Feb-22: 76, Mar-22: 60, Apr-22: 68, May-22: 77, Jun-22: 76, Jul-22: 78, Aug-22: 63, Sep-22: 72, Oct-22: 73, Nov-22: 83, Dec-22: 79

Top Five Problem Natures

- Motor Vehicle Accident: 17
- Falls: 10
- Alarms: 8
- Sick Person: 7
- Breathing Problems: 7
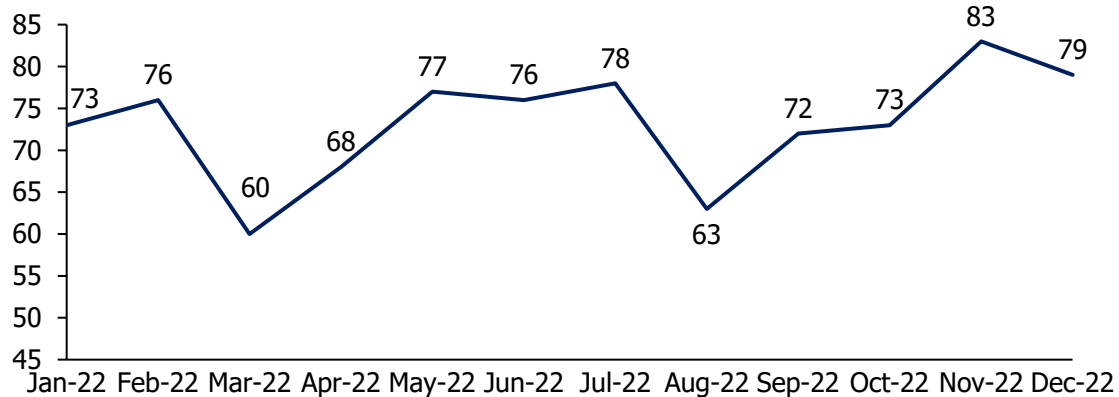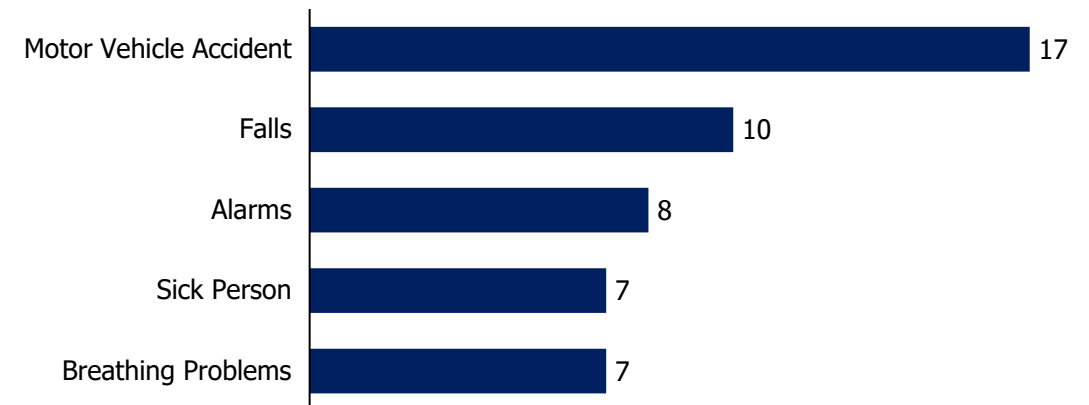
Pleasant View Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	1	3	4	1
	0	8	2	10	3
Wednesday	0	8	2	10	3
Thursday	1	5	4	10	2
Friday	0	9	1	10	2
	0	7	4	11	2
Assignment <1 min	100%	91%			

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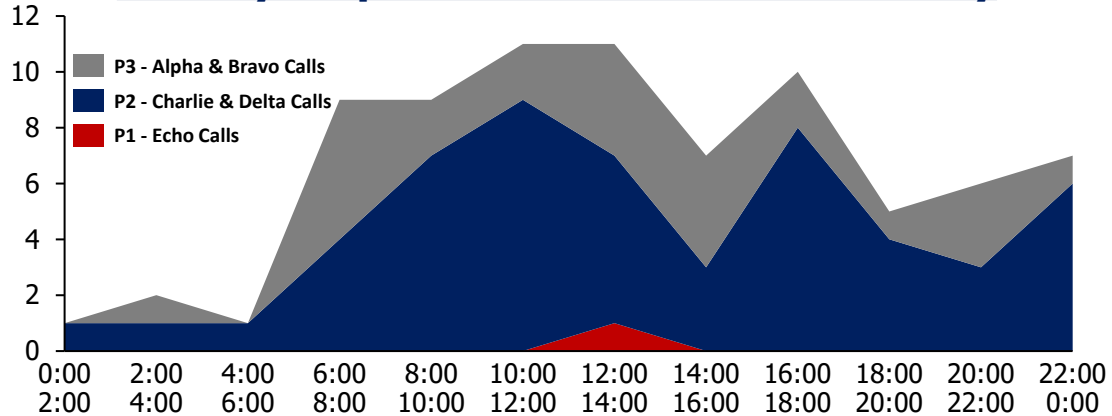
Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Breathing Problems	8
Sick Person	8
Motor Vehicle Accident	8
Convulsions/Seizures	4
Unconscious/Fainting	4
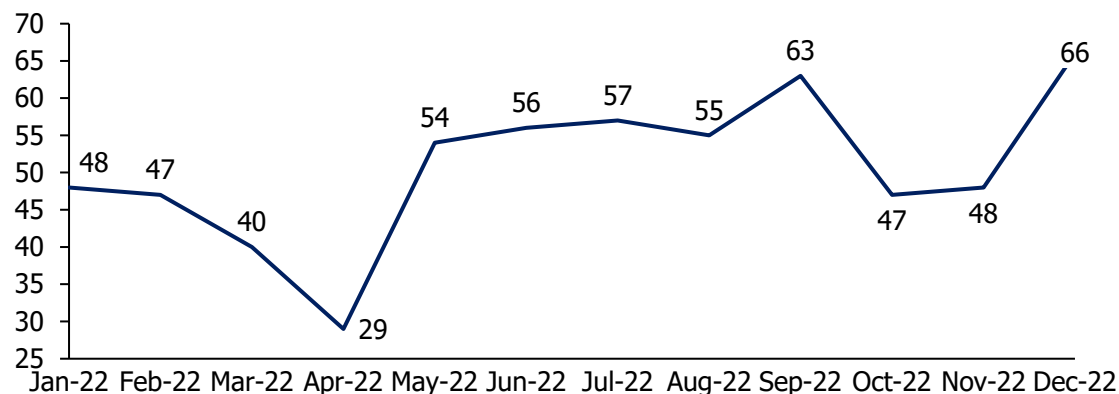
Golden Gate Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

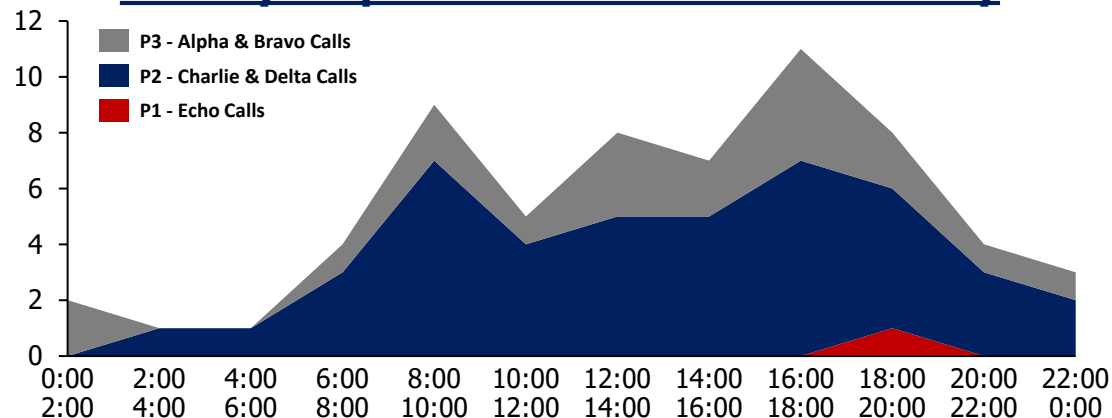| Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	0	1	1	0
Tuesday	0	0	1	1	0
Wednesday	0	1	0	1	0
Thursday	0	0	0	0	0
Friday	0	1	3	4	1
Saturday	0	0	0	0	0
Assignment <1 min	N/A	100%			

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

Monthly Call Volume

Jan-22: 6, Feb-22: 2, Mar-22: 9, Apr-22: 5, May-22: 6, Jun-22: 11, Jul-22: 6, Aug-22: 7, Sep-22: 6, Oct-22: 4, Nov-22: 6, Dec-22: 4

Problem Natures

Problem Nature	Count
Citizen Assist/Serv Call	1
Alarms	1
Falls	1
Motor Vehicle Accident	1
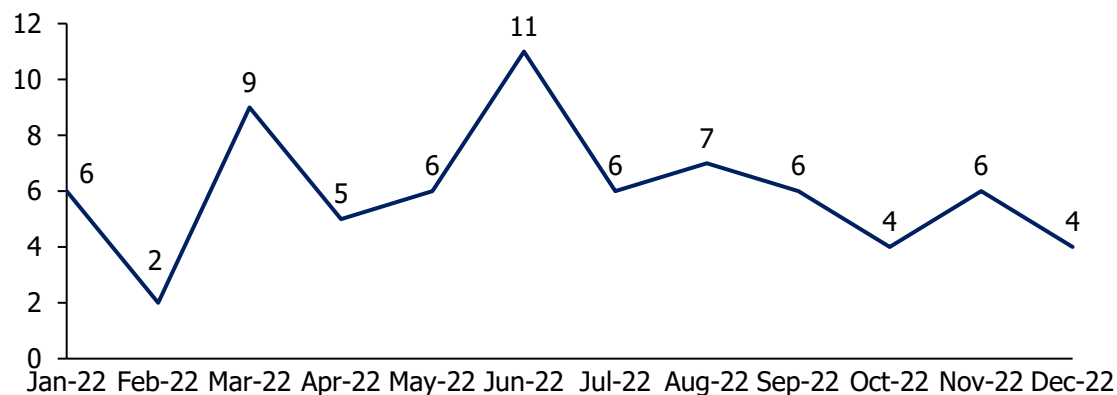
Evergreen Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	11	25	6
Monday	1	20	13	34	9
	0	15	6	21	5
Wednesday	0	21	11	32	8
Thursday	1	23	19	43	9
Friday	1	21	8	30	6
	0	20	14	34	7
Assignment <1 min	**100%**	**81%**			

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

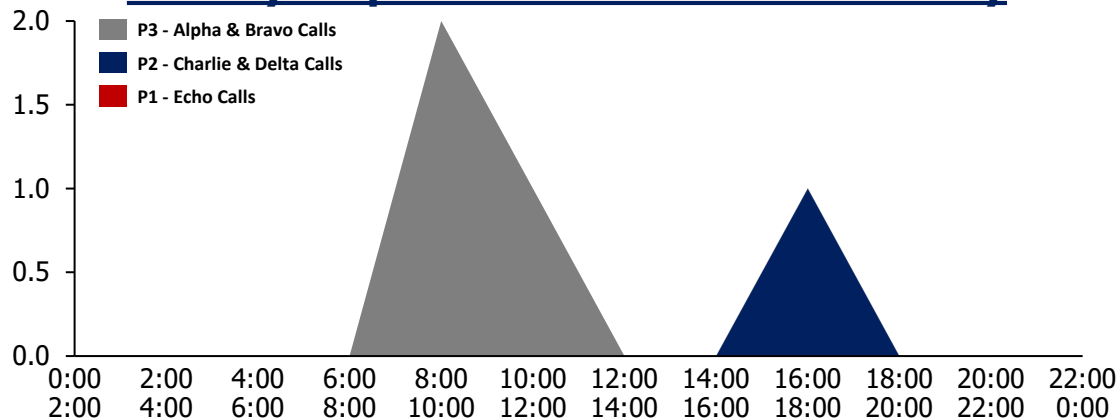## Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
Alarms	33
Falls	24
Motor Vehicle Accident	20
Sick Person	20
Breathing Problems	15
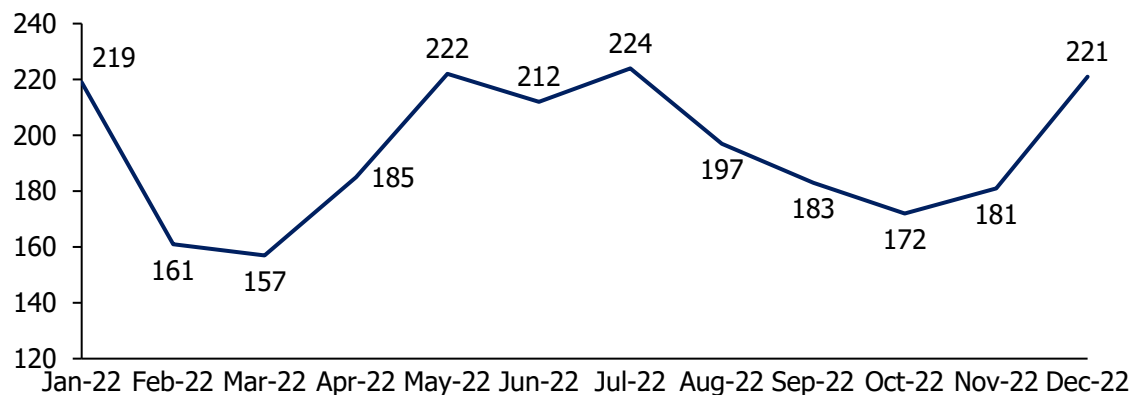
Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day

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

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	1	6	2
	0	0	1	1	0
Wednesday	0	3	5	8	2
Thursday	0	2	0	2	0
Friday	0	4	1	5	1
	0	2	1	3	1
Assignment <1 min	**N/A**	**85%**			

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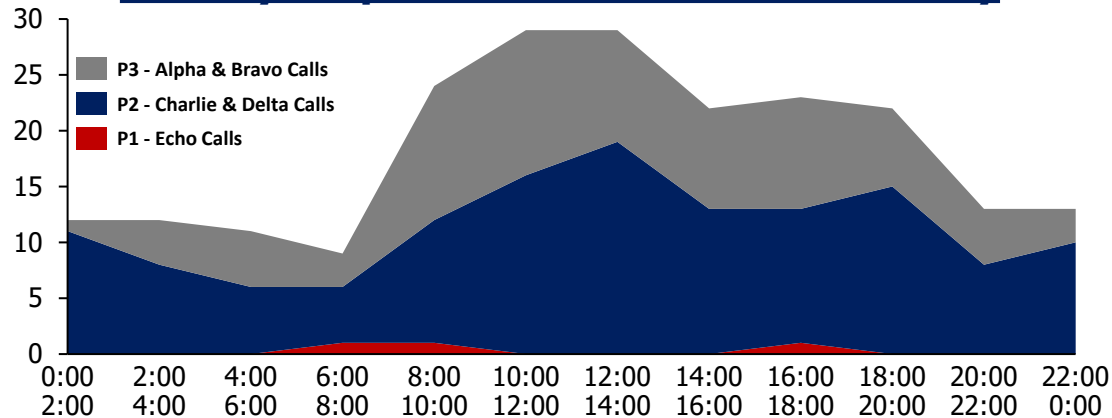
Monthly Call Volume

Jan-22: 43
Feb-22: 18
Mar-22: 23
Apr-22: 29
May-22: 34
Jun-22: 30
Jul-22: 46
Aug-22: 31
Sep-22: 19
Oct-22: 36
Nov-22: 30
Dec-22: 29

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	11
Chest Pain	3
Outside Fire	2
Breathing Problems	2
Alarms	2

Indian Hills Fire

Priority Dispatched Calls Per Time of Day

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

Y-axis: 0.0, 0.5, 1.0, 1.5, 2.0, 2.5, 3.0

X-axis: 0:00–2:00, 2:00–4:00, 4:00–6:00, 6:00–8:00, 8:00–10:00, 10:00–12:00, 12:00–14:00, 14:00–16:00, 16:00–18:00, 18:00–20:00, 20:00–22:00, 22:00–0:00

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	1	2	3	1
	0	1	0	1	0
Wednesday	0	0	4	4	1
Thursday	0	2	0	2	0
Friday	0	0	0	0	0
	0	4	7	11	2
Assignment <1 min	**N/A**	**75%**			

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

Monthly Call Volume

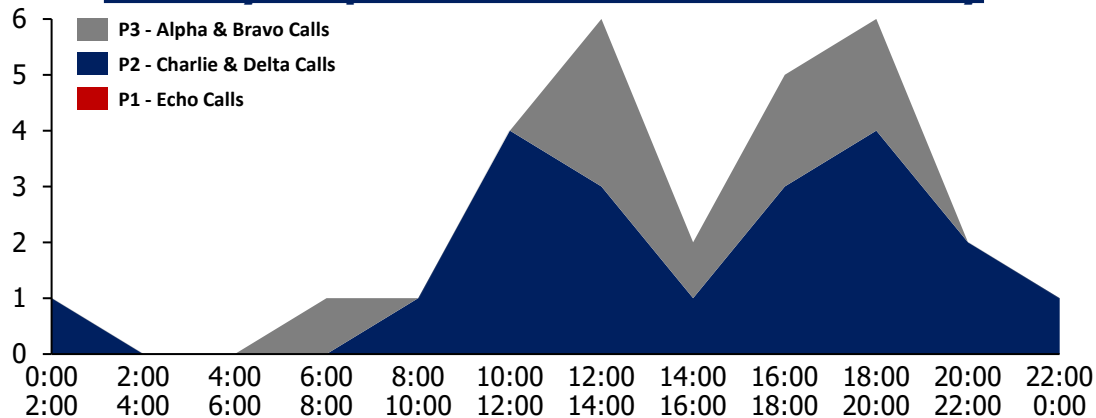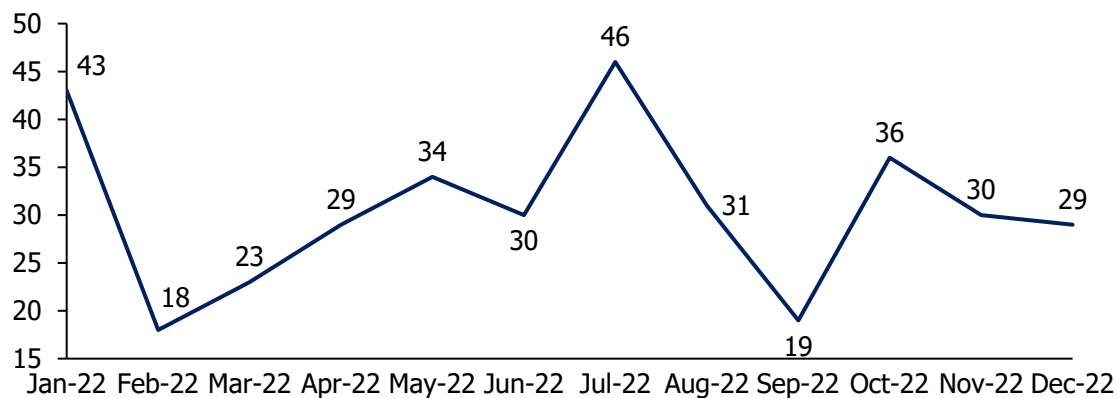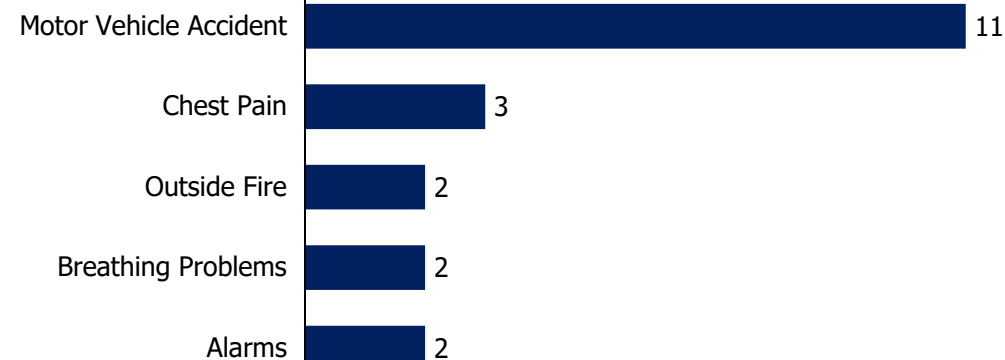| Month	Calls
Jan-22	11
Feb-22	13
Mar-22	8
Apr-22	11
May-22	16
Jun-22	15
Jul-22	13
Aug-22	7
Sep-22	14
Oct-22	17
Nov-22	14
Dec-22	11

Top Five Problem Natures

Problem Nature	Count
Alarms	3
Falls	2
Motor Vehicle Accident	2
Citizen Assist/Serv Call	1
Gas Leak/Gas Odor	1
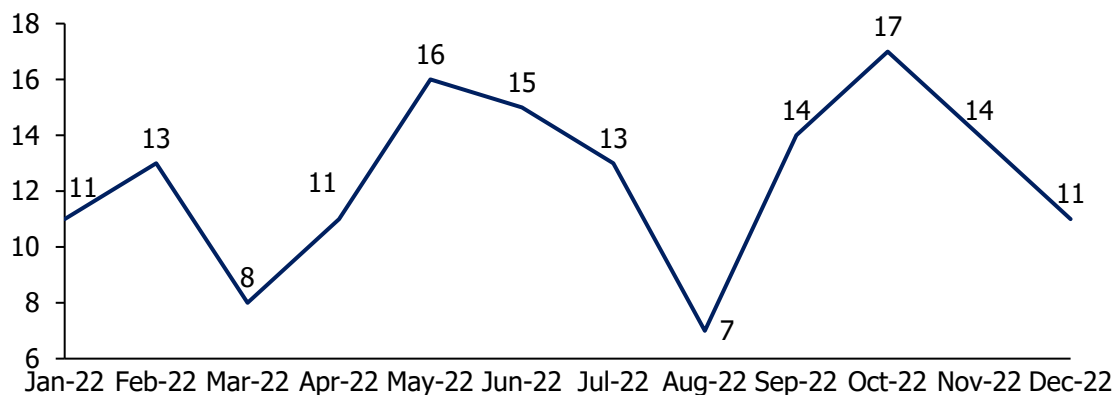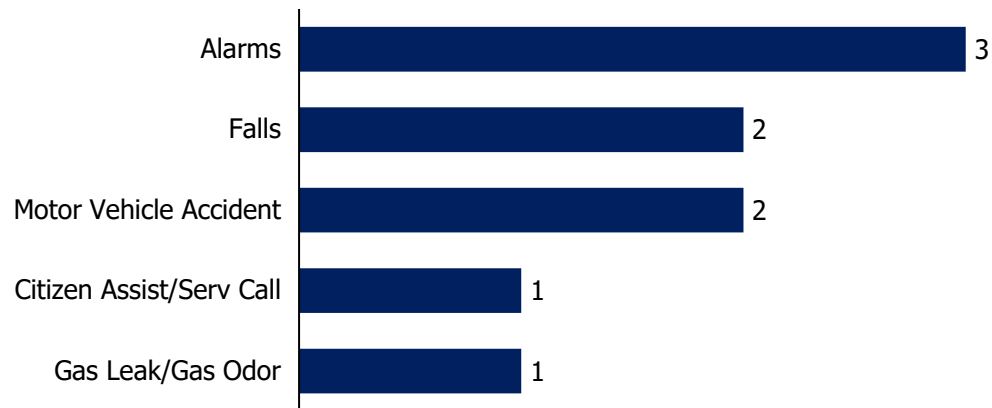
Elk Creek Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	6	7	13	3
	1	7	2	10	3
Wednesday	0	6	6	12	3
Thursday	1	10	4	15	3
Friday	1	22	9	32	6
	1	11	5	17	3
Assignment <1 min	**100%**	**82%**			

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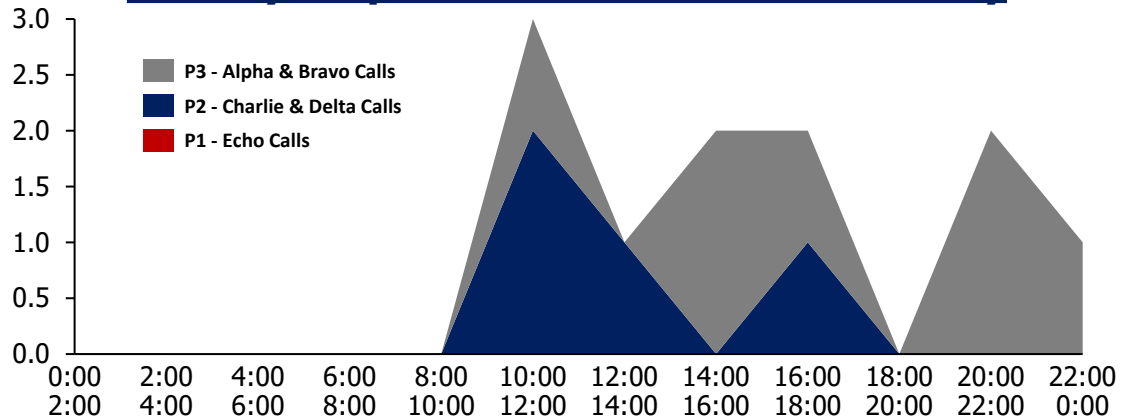
Monthly Call Volume

Jan-22: 109, Feb-22: 82, Mar-22: 92, Apr-22: 102, May-22: 103, Jun-22: 97, Jul-22: 100, Aug-22: 99, Sep-22: 95, Oct-22: 108, Nov-22: 93, Dec-22: 110

Top Five Problem Natures

- Motor Vehicle Accident: 15
- Citizen Assist/Serv Call: 10
- Alarms: 10
- Chest Pain: 10
- Unconscious/Fainting: 7
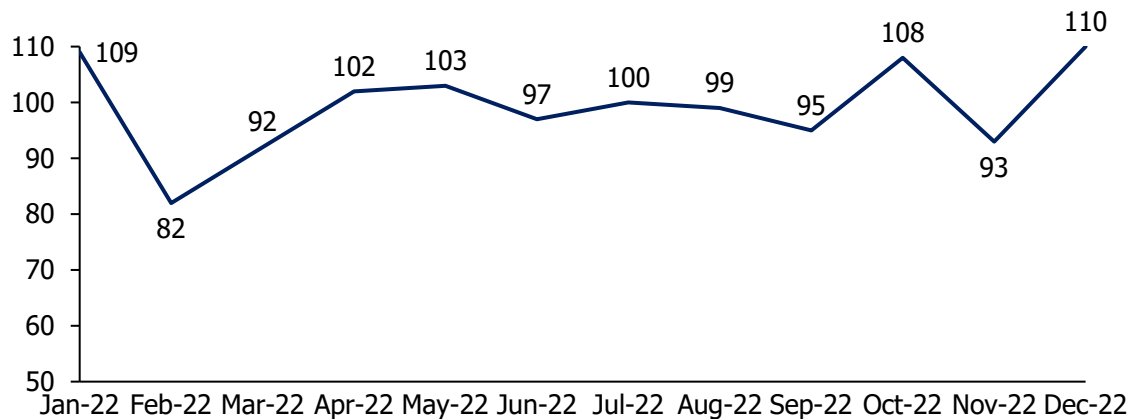
North Fork Fire

Priority Dispatched Calls Per Time of Day

Legend:
- P3 - Alpha & Bravo Calls
- P2 - Charlie & Delta Calls
- P1 - Echo 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	3	1	4	1
Tuesday	0	2	1	3	1
Wednesday	0	0	0	0	0
Thursday	0	6	2	8	2
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	83%			

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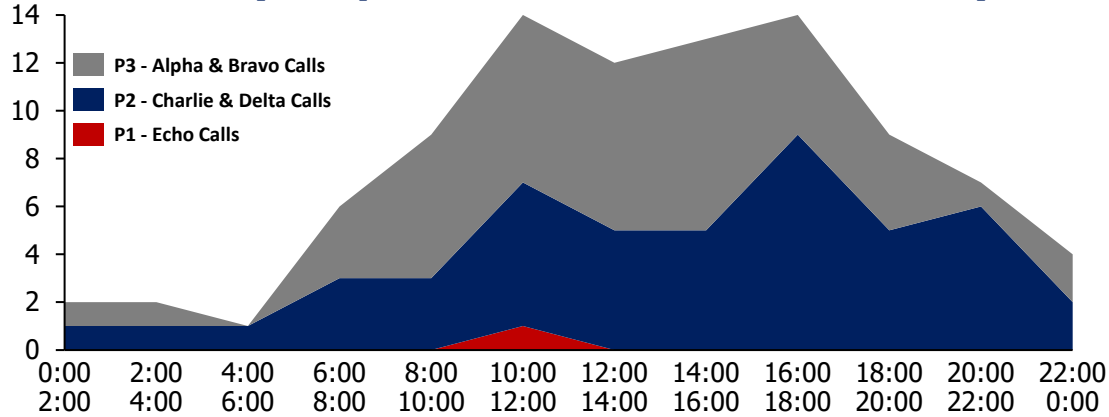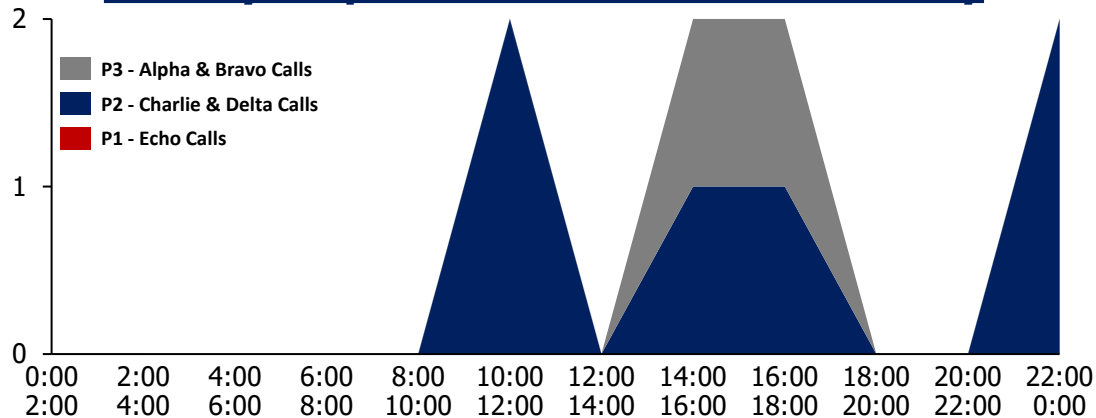
Monthly Call Volume

Data points: Jan-22: 6, Feb-22: 4, Mar-22: 8, Apr-22: 9, May-22: 10, Jun-22: 13, Jul-22: 18, Aug-22: 23, Sep-22: 15, Oct-22: 8, Nov-22: 7, Dec-22: 8

Problem Natures

Problem Nature	Count
Chest Pain	2
Sick Person	1
Abdominal Pain/Problems	1
Stroke/TIA	1
Unconscious/Fainting	1

Highland Rescue

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

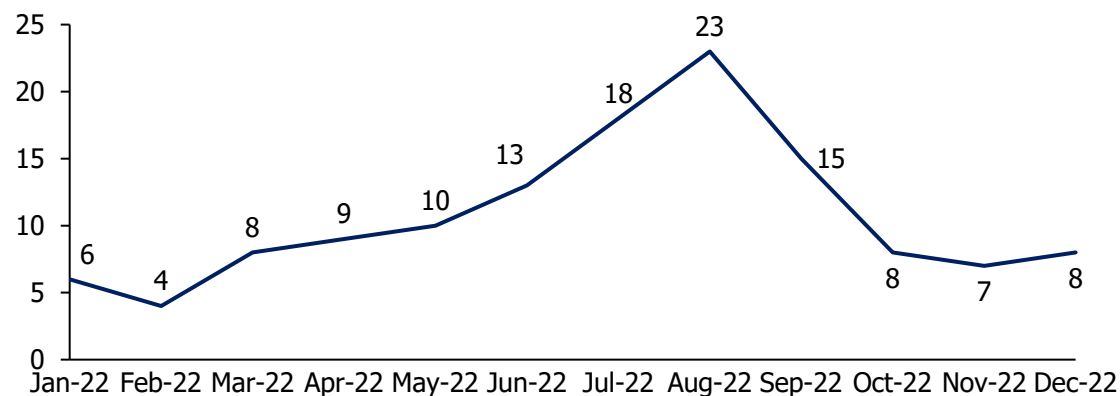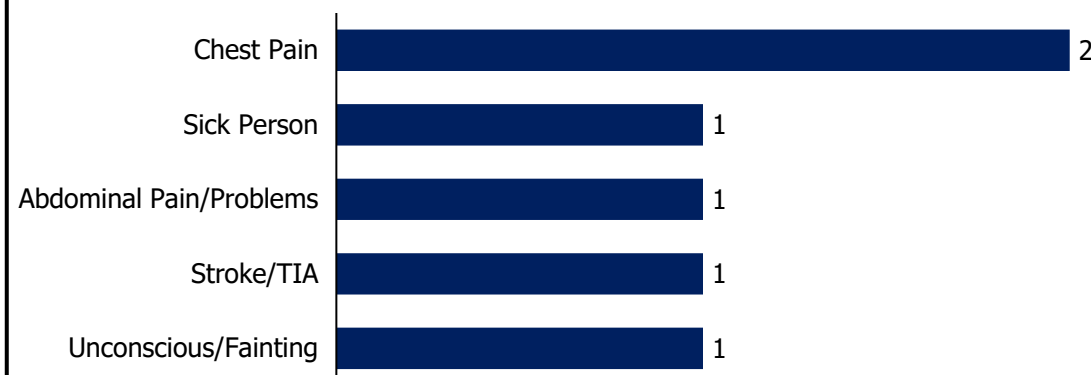| Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	4	5	1
Monday	0	4	4	8	2
Tuesday	0	5	1	6	2
Wednesday	0	3	2	5	1
Thursday	0	10	1	11	2
Friday	0	5	5	10	2
Saturday	0	13	4	17	3
Assignment <1 min	N/A	80%			

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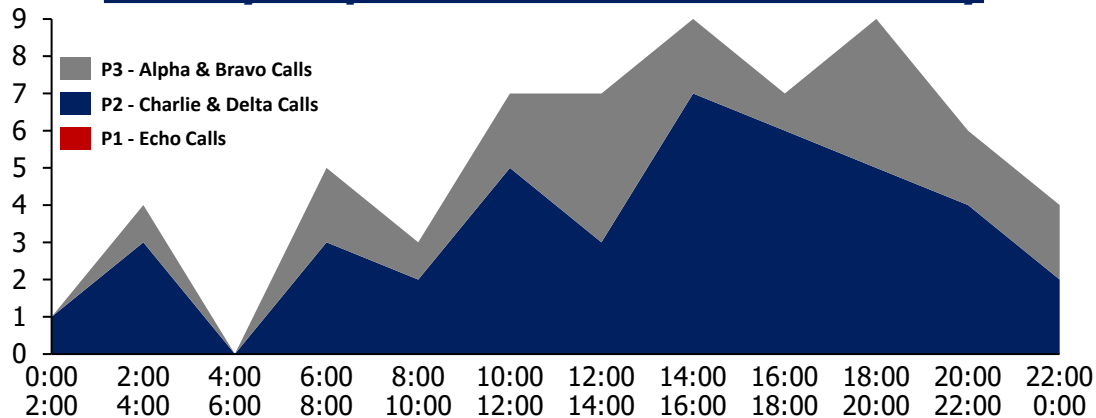
Monthly Call Volume

Jan-22: 64, Feb-22: 51, Mar-22: 57, Apr-22: 69, May-22: 61, Jun-22: 59, Jul-22: 77, Aug-22: 78, Sep-22: 71, Oct-22: 69, Nov-22: 56, Dec-22: 64

Top Five Problem Natures

Problem Nature	Count
Motor Vehicle Accident	12
Citizen Assist/Serv Call	8
Breathing Problems	8
Unconscious/Fainting	6
Vehicle Fire	6
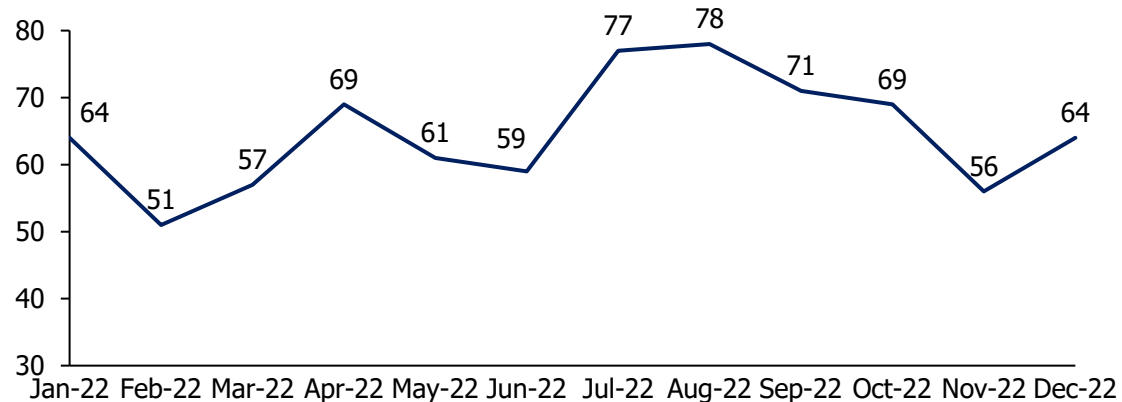
Genesee Fire

Priority Dispatched Calls Per Time of Day

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

Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	2	2	4	1
	0	1	0	1	0
Wednesday	0	0	1	1	0
Thursday	0	1	1	2	0
Friday	0	1	1	2	0
	0	4	1	5	1
Assignment <1 min	**N/A**	**80%**			

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

Monthly Call Volume

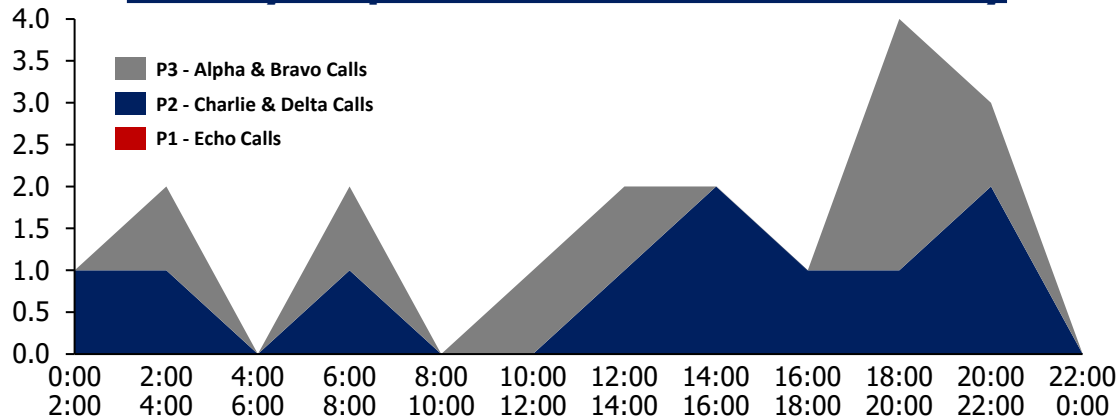## Top Five Problem Natures

- Citizen Assist/Serv Call — 4
- Falls — 4
- Unconscious/Fainting — 2
- Breathing Problems — 2
- Psychiatric/Ab Behavior/Suicide — 1

Foothills Fire

Priority Dispatched Calls Per Time of Day

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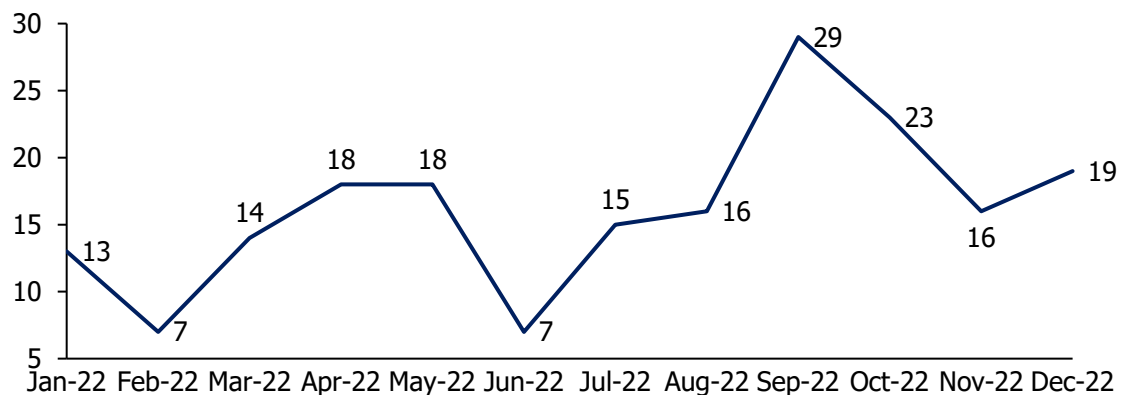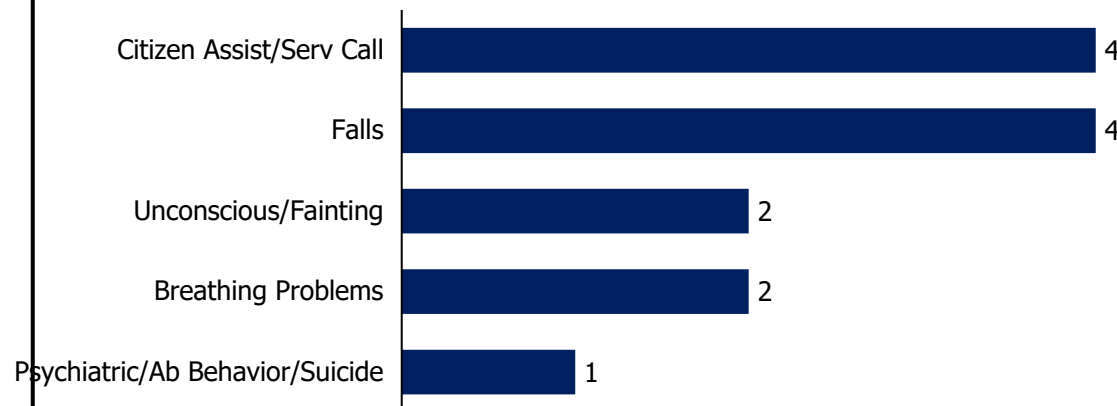
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	2	2	1
Monday	0	2	2	4	1
	0	4	1	5	1
Wednesday	0	3	1	4	1
Thursday	0	7	0	7	1
Friday	0	2	4	6	1
	0	8	2	10	2
Assignment <1 min	**N/A**	**85%**			

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

Monthly Call Volume

Jan-22: 46, Feb-22: 38, Mar-22: 37, Apr-22: 48, May-22: 42, Jun-22: 48, Jul-22: 55, Aug-22: 56, Sep-22: 39, Oct-22: 44, Nov-22: 38, Dec-22: 38

Top Five Problem Natures

- Motor Vehicle Accident: 9
- Vehicle Fire: 6
- Breathing Problems: 5
- Sick Person: 5
- Citizen Assist/Serv Call: 3
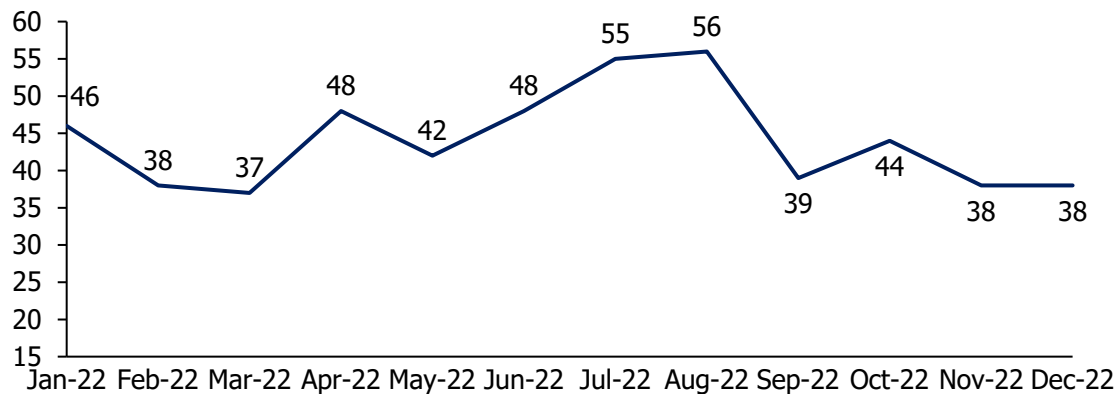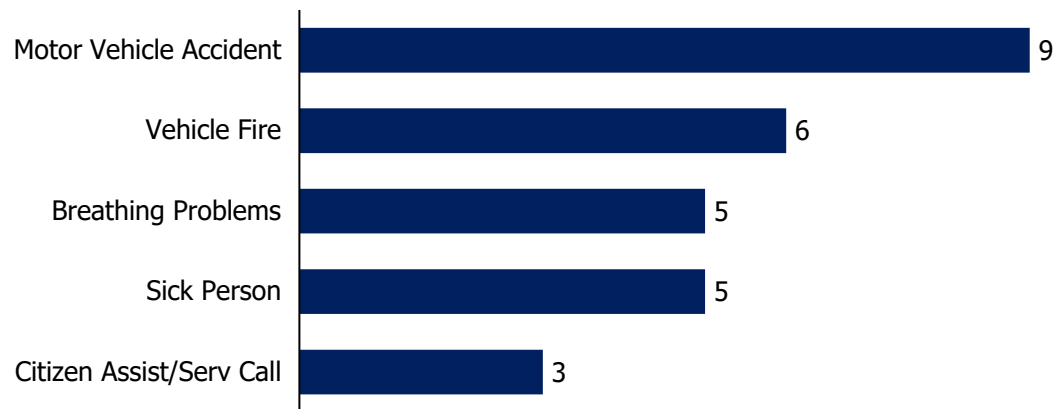
Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

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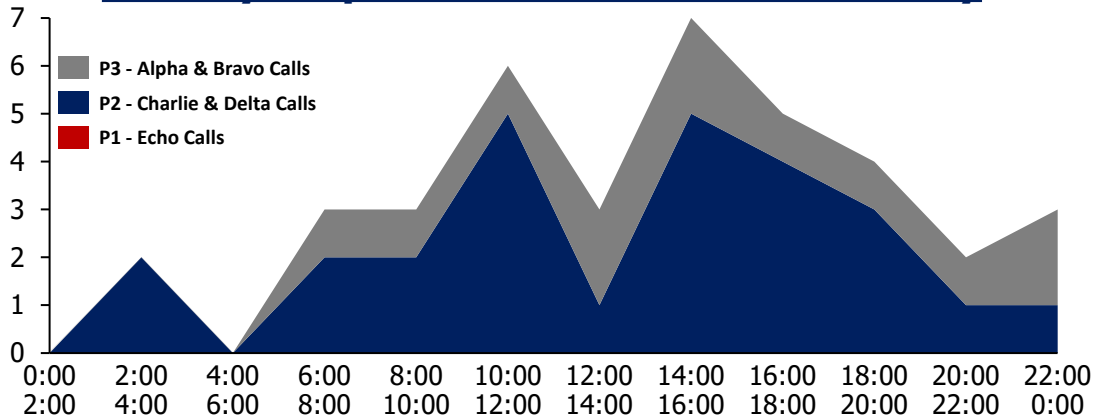
Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	37	125	85	247	62
Monday	0	26	112	95	233	58
Tuesday	0	32	140	98	270	68
Wednesday	0	37	105	95	237	59
Thursday	1	28	135	123	287	57
Friday	0	30	160	113	303	61
Saturday	0	38	154	113	305	61
Assignment <2 min		87%	62%			
Assignment <4 min		95%	84%			

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

Monthly Call Volume

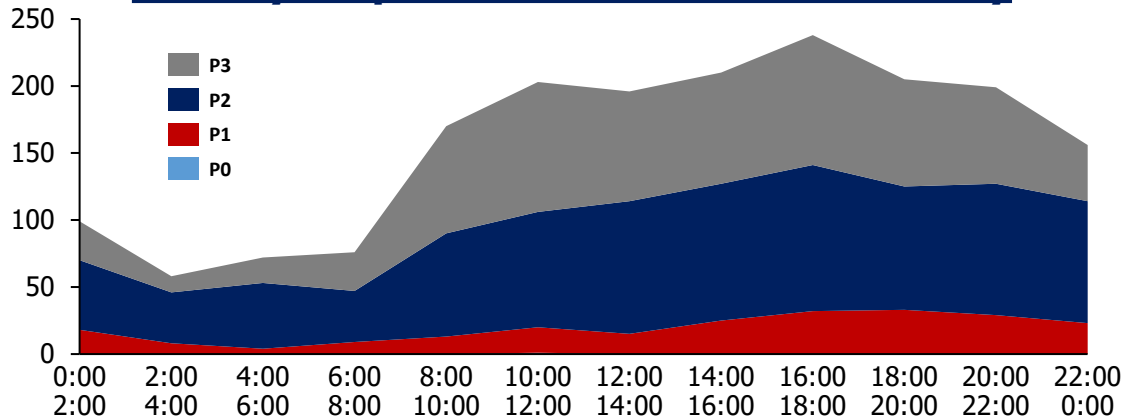Values by month: Jan-22 3.0k, Feb-22 2.9k, Mar-22 3.3k, Apr-22 3.5k, May-22 3.6k, Jun-22 3.5k, Jul-22 3.9k, Aug-22 3.7k, Sep-22 3.5k, Oct-22 3.3k, Nov-22 2.7k, Dec-22 2.8k

Top Five Problem Natures

Problem Nature	Count
Follow Up	235
Welfare Check	196
Verified Alarm	157
Citizen Assist/Serv Call	152
Motor Vehicle Accident	151

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.
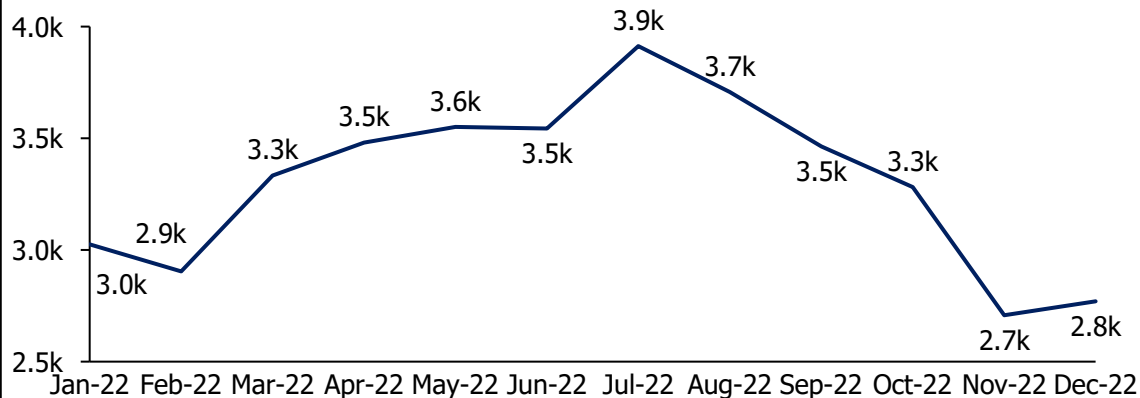
Lakewood PD

Priority Dispatched Calls Per Time of Day

Legend: P3, P2, P1, P0

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	87	205	192	485	121
Monday	0	61	185	212	458	115
Tuesday	1	64	216	225	506	127
Wednesday	0	61	222	237	520	130
Thursday	0	74	269	283	626	125
Friday	0	90	298	280	668	134
Saturday	2	91	250	233	576	115
Assignment <2 min		68%	41%			
Assignment <4 min		81%	60%			

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

Monthly Call Volume

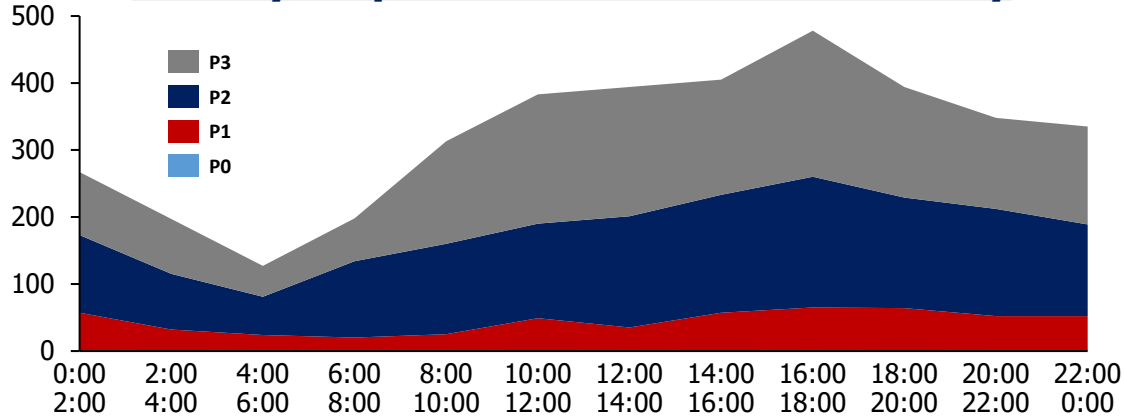Jan-22: 6.4k, Feb-22: 6.0k, Mar-22: 6.9k, Apr-22: 6.8k, May-22: 6.9k, Jun-22: 6.6k, Jul-22: 7.1k, Aug-22: 7.1k, Sep-22: 6.7k, Oct-22: 6.3k, Nov-22: 5.5k, Dec-22: 5.3k

Top Five Problem Natures

Problem Nature	Count
Welfare Check	453
Unwanted Party	425
Motor Vehicle Accident	353
Disturbance	320
Follow Up	266
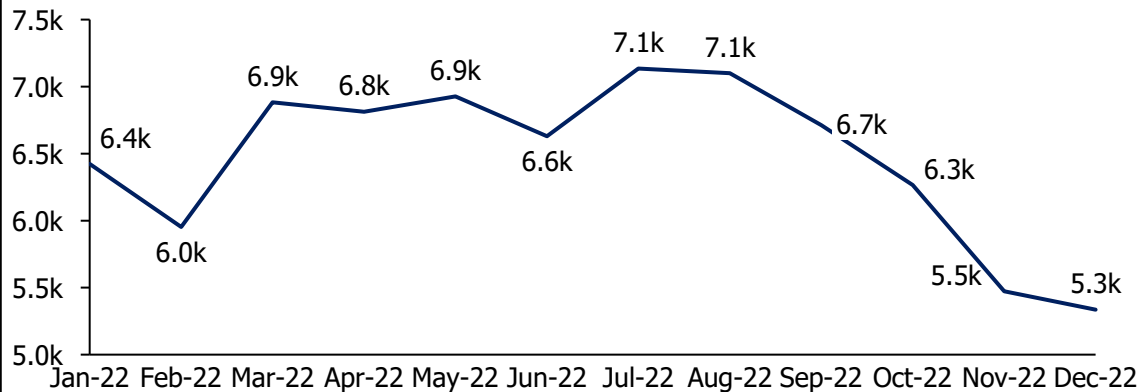
Wheat Ridge PD

Priority Dispatched Calls Per Time of Day

Legend: P3, P2, P1, P0

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	14	66	52	132	33
Monday	0	20	50	71	141	35
Tuesday	0	18	80	64	162	41
Wednesday	0	21	58	65	144	36
Thursday	0	36	92	79	207	41
Friday	0	24	101	71	196	39
Saturday	0	21	74	73	168	34
Assignment <2 min		71%	38%			
Assignment <4 min		84%	52%			

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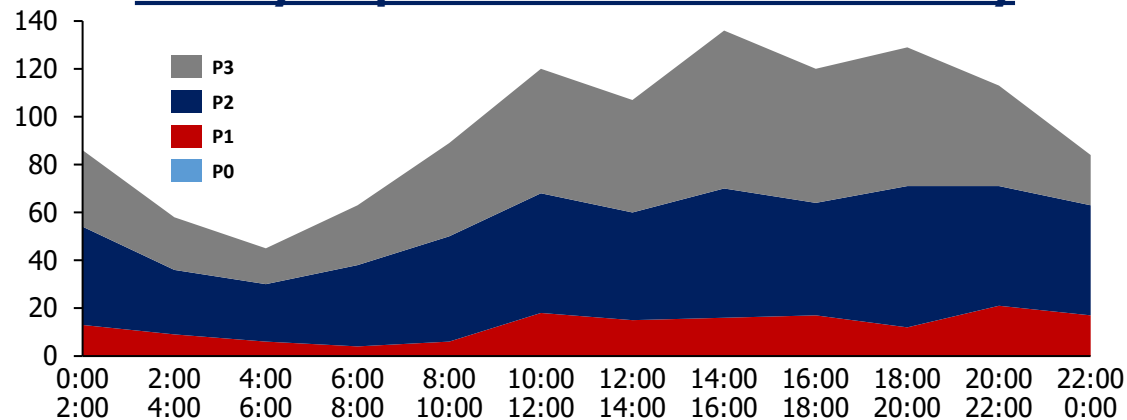
Monthly Call Volume

Jan-22: 1.7k, Feb-22: 1.8k, Mar-22: 2.1k, Apr-22: 2.1k, May-22: 2.1k, Jun-22: 2.1k, Jul-22: 2.2k, Aug-22: 2.1k, Sep-22: 2.0k, Oct-22: 1.9k, Nov-22: 1.6k, Dec-22: 1.6k

Top Five Problem Natures

Problem Nature	Count
Follow Up	141
Unwanted Party	136
Welfare Check	135
Motor Vehicle Accident	96
Disturbance	87
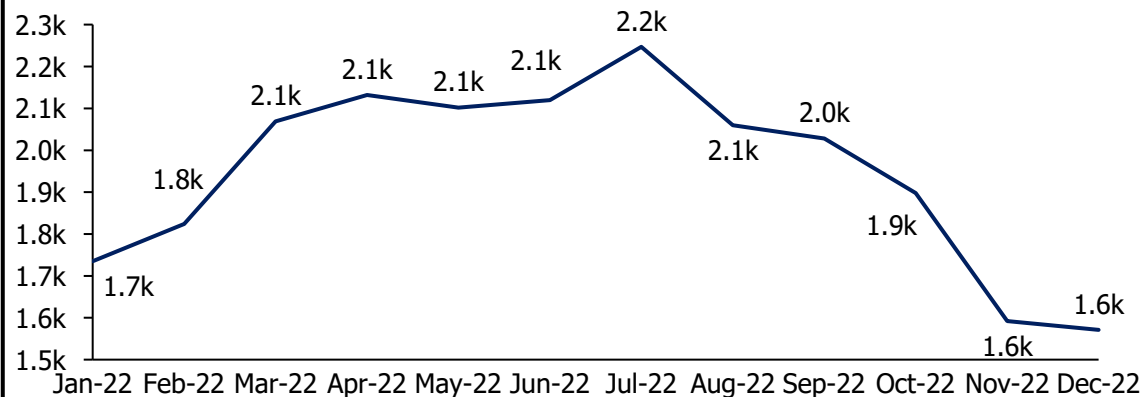
Arvada PD

Priority Dispatched Calls Per Time of Day

Legend: P3 (grey), P2 (dark blue), P1 (red), P0 (light blue)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	31	118	79	228	57
Monday	0	35	112	99	246	62
Tuesday	1	24	125	112	262	66
Wednesday	1	17	103	132	253	63
Thursday	1	24	113	131	269	54
Friday	0	41	140	143	324	65
Saturday	1	46	145	127	319	64
Assignment <2 min		**82%**	**57%**			
Assignment <4 min		**93%**	**78%**			

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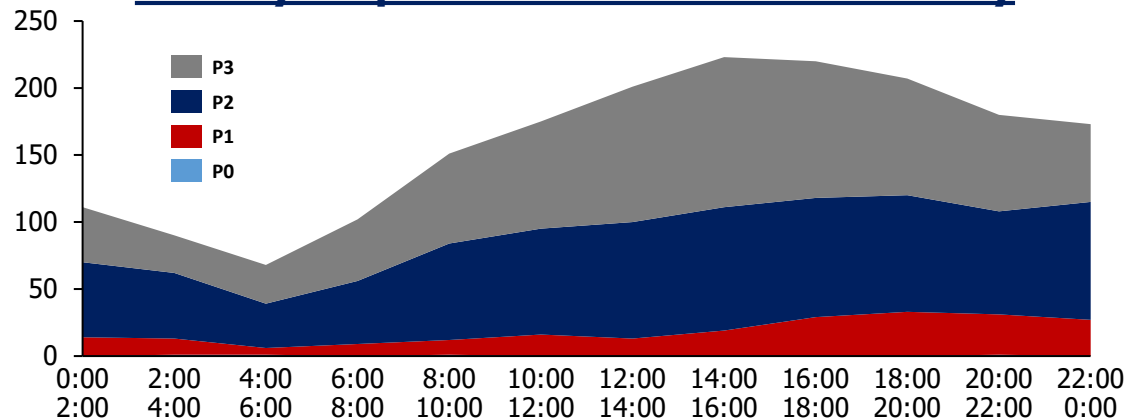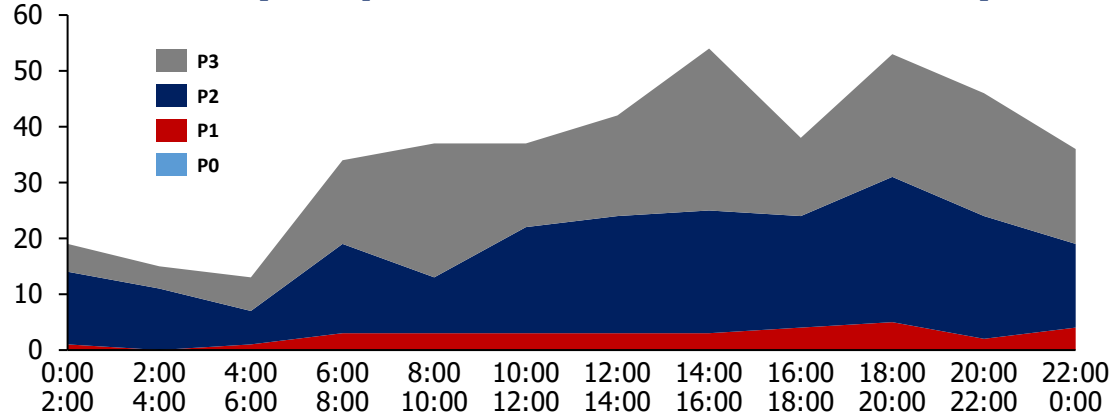
Monthly Call Volume

Jan-22: 3.4k, Feb-22: 3.2k, Mar-22: 3.6k, Apr-22: 3.7k, May-22: 3.9k, Jun-22: 3.7k, Jul-22: 3.8k, Aug-22: 3.7k, Sep-22: 3.2k, Oct-22: 3.3k, Nov-22: 2.9k, Dec-22: 2.7k

Top Five Problem Natures

Problem Nature	Count
Citizen Assist/Serv Call	177
Follow Up	174
Welfare Check	169
Unwanted Party	158
Motor Vehicle Accident	112
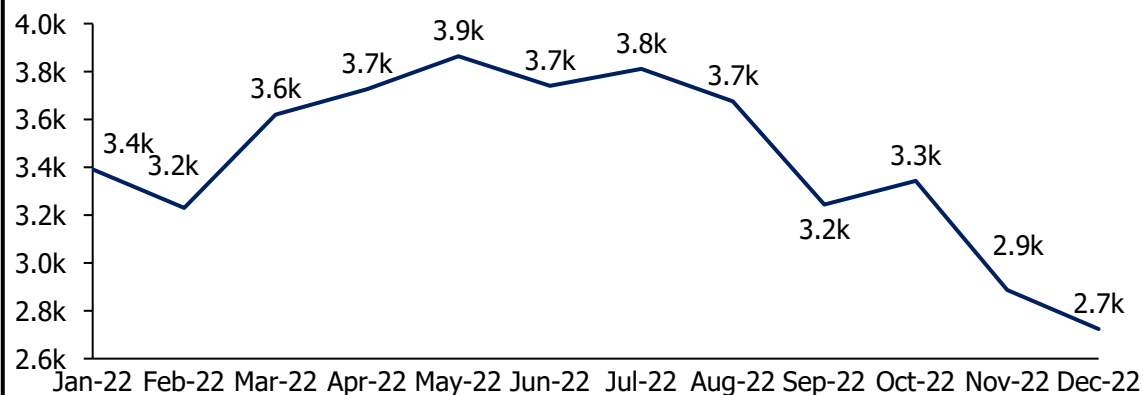
Golden PD

Priority Dispatched Calls Per Time of Day

Legend: P3, P2, P1, P0

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	16	23	43	11
Monday	0	3	23	35	61	15
Tuesday	0	1	25	16	42	11
Wednesday	0	5	26	24	55	14
Thursday	0	2	26	32	60	12
Friday	1	4	31	34	70	14
Saturday	0	6	28	25	59	12
Assignment <2 min		88%	61%			
Assignment <4 min		100%	85%			

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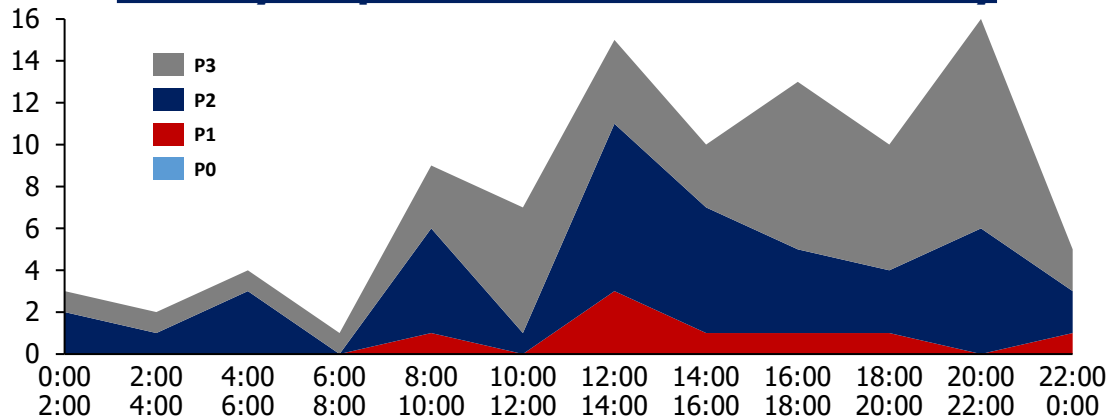
Monthly Call Volume

Jan-22: 598, Feb-22: 553, Mar-22: 707, Apr-22: 739, May-22: 786, Jun-22: 808, Jul-22: 856, Aug-22: 841, Sep-22: 755, Oct-22: 695, Nov-22: 584, Dec-22: 514

Top Five Problem Natures

Problem Nature	Count
Welfare Check	50
Motor Vehicle Accident	45
Follow Up	30
Citizen Assist/Serv Call	29
Unwanted Party	24
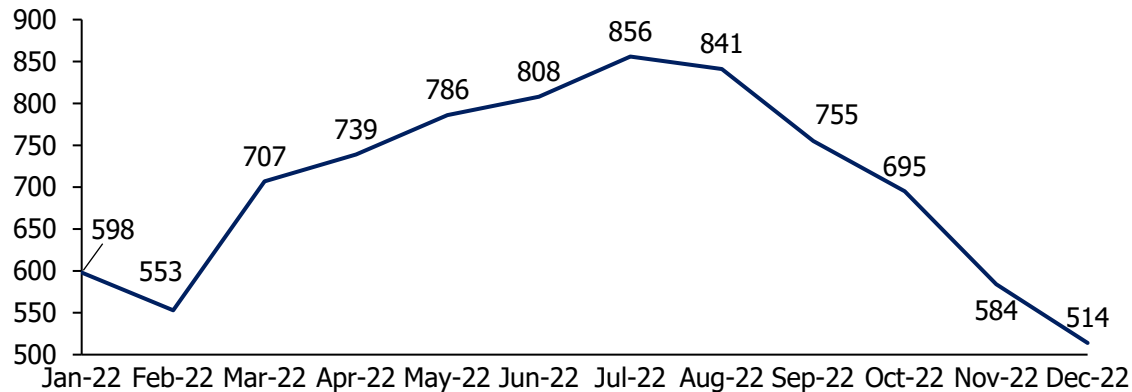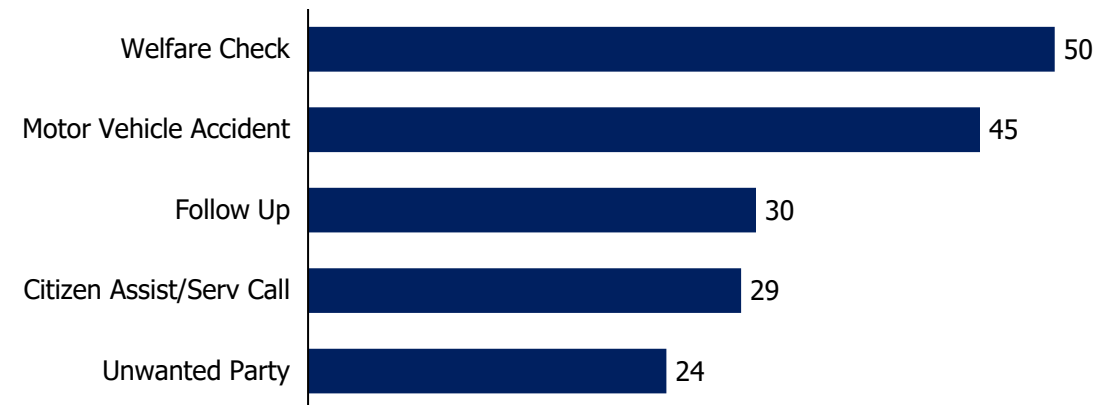
Lakeside PD

Priority Dispatched Calls Per Time of Day

Legend: P3, P2, P1, P0

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	3	9	2
Monday	0	3	2	4	9	2
Tuesday	0	0	5	6	11	3
Wednesday	0	1	6	6	13	3
Thursday	0	1	4	15	20	4
Friday	0	2	10	4	16	3
Saturday	0	1	8	8	17	3
...ment <2 min		100%	83%			
...ment <4 min		100%	98%			

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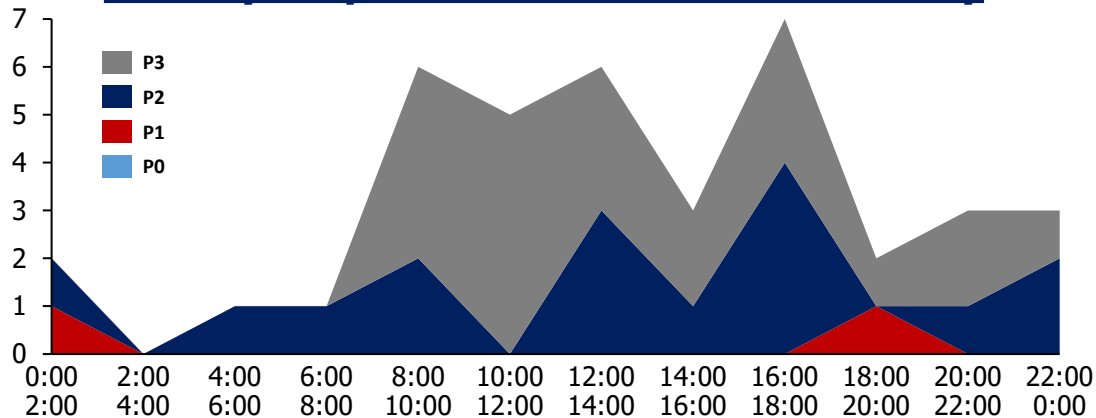
Monthly Call Volume

Month	Value
Jan-22	98
Feb-22	99
Mar-22	110
Apr-22	116
May-22	91
Jun-22	114
Jul-22	113
Aug-22	108
Sep-22	108
Oct-22	90
Nov-22	86
Dec-22	104

Top Five Problem Natures

Problem Nature	Count
Theft	27
Motor Vehicle Accident	16
Unwanted Party	8
Building Check	5
Disturbance	5
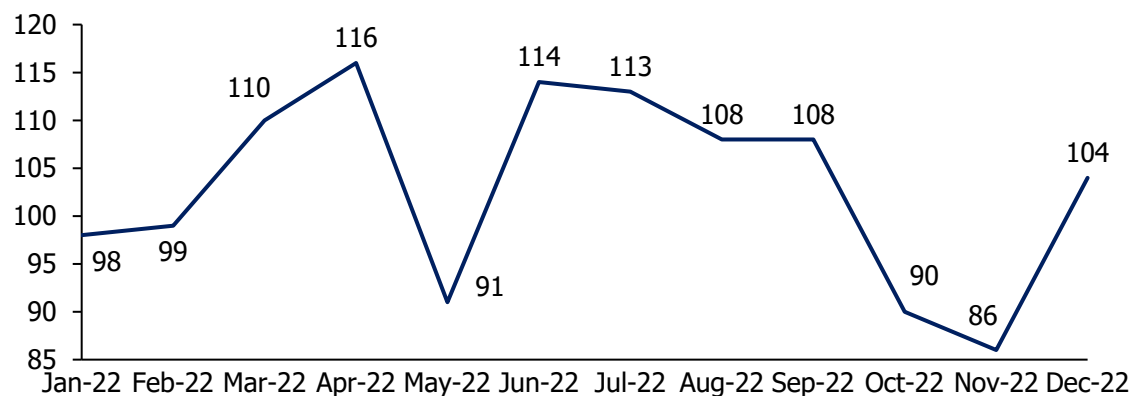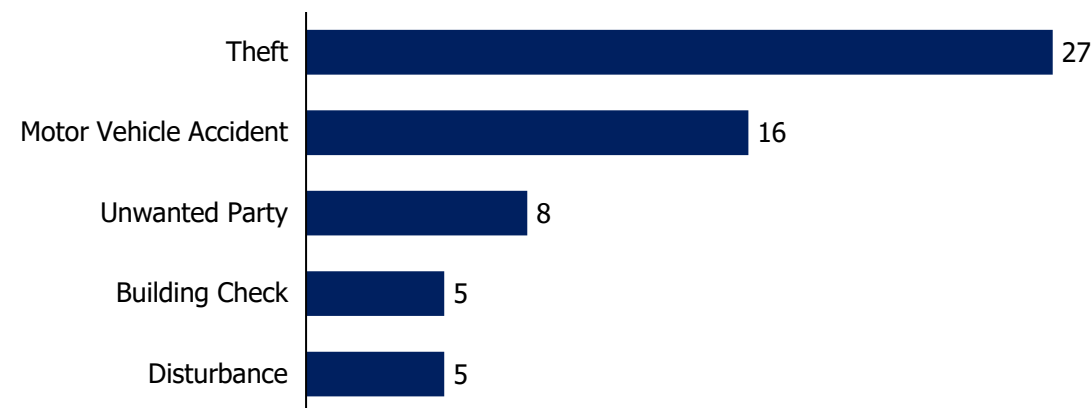
Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

Legend: P3 (gray), P2 (dark blue), P1 (red), P0 (light blue)

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	1	5	1
Monday	0	0	2	3	5	1
Tuesday	0	2	2	1	5	1
Wednesday	0	0	3	2	5	1
Thursday	0	0	3	5	8	2
Friday	0	0	2	5	7	1
Saturday	0	0	0	4	4	1
Assignment <2 min		100%	81%			
Assignment <4 min		100%	88%			

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

Monthly Call Volume

Jan-22: 27, Feb-22: 40, Mar-22: 55, Apr-22: 46, May-22: 48, Jun-22: 48, Jul-22: 73, Aug-22: 58, Sep-22: 50, Oct-22: 56, Nov-22: 41, Dec-22: 48

Top Five Problem Natures

- Hazard: 8
- Follow Up: 5
- Motor Vehicle Accident: 5
- Harassment: 4
- Assist Fire/Medical: 4

Note: Jeffco Sheriff's Office responded to Morrison calls from mid-August 2021 through April 2022. Calls are also shown in JCSO dispatch data for January – April 2022.
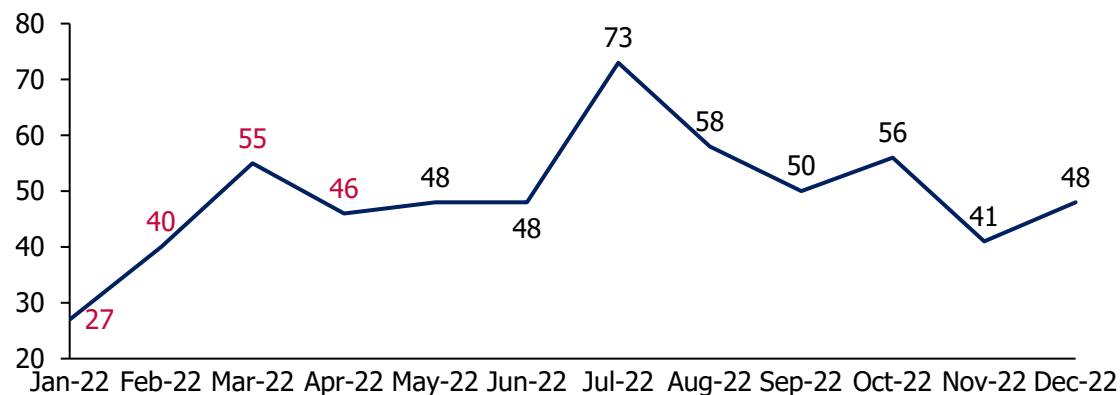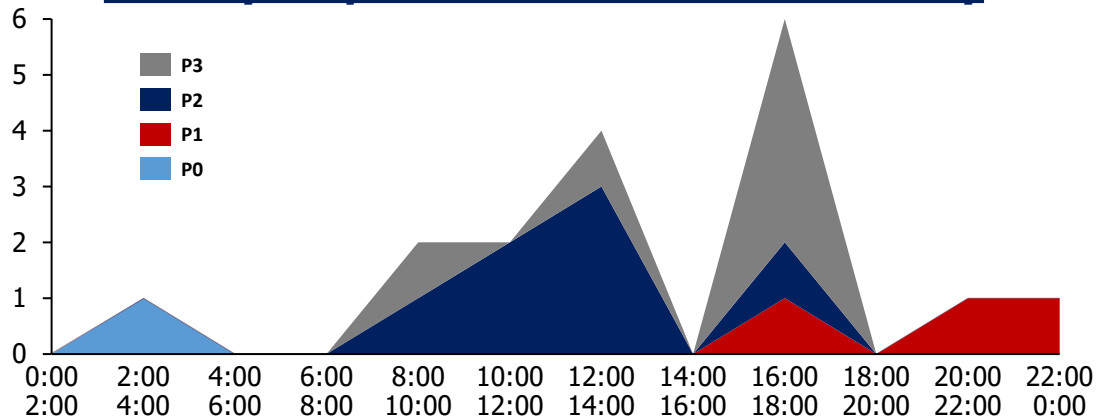
Mountain View PD

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	1	2	3	1
Monday	0	1	0	1	2	1
Tuesday	1	0	0	0	1	0
Wednesday	0	0	0	0	0	0
Thursday	0	0	1	1	2	0
Friday	0	1	1	0	2	0
Saturday	0	1	4	2	7	1
ignment <2 min		33%	86%			
ignment <4 min		100%	86%			

Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.
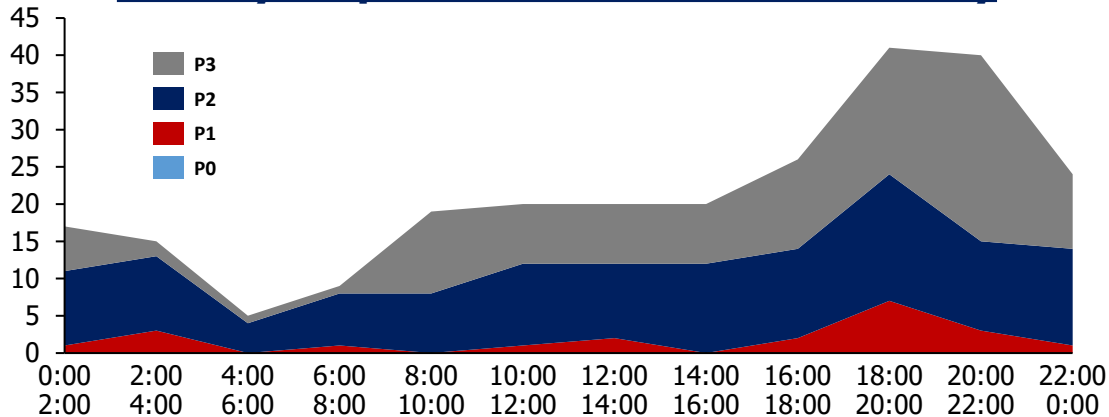
Monthly Call Volume
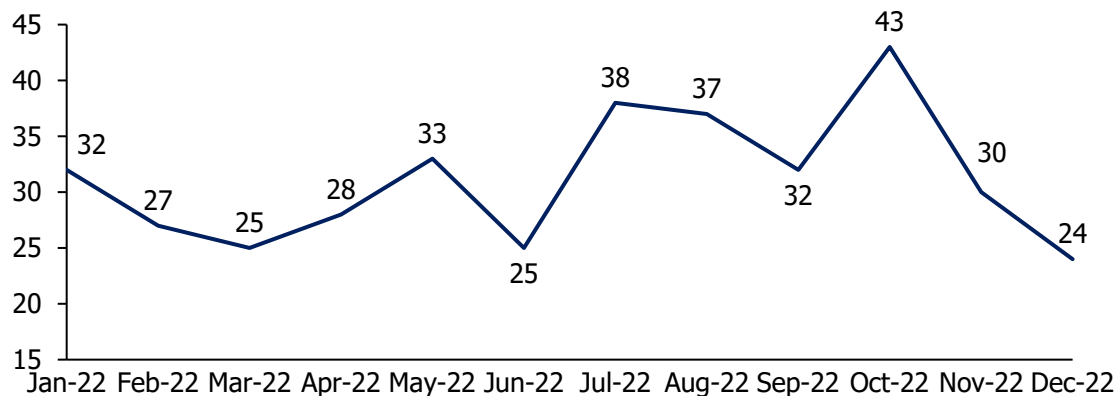
Top Five Problem Natures
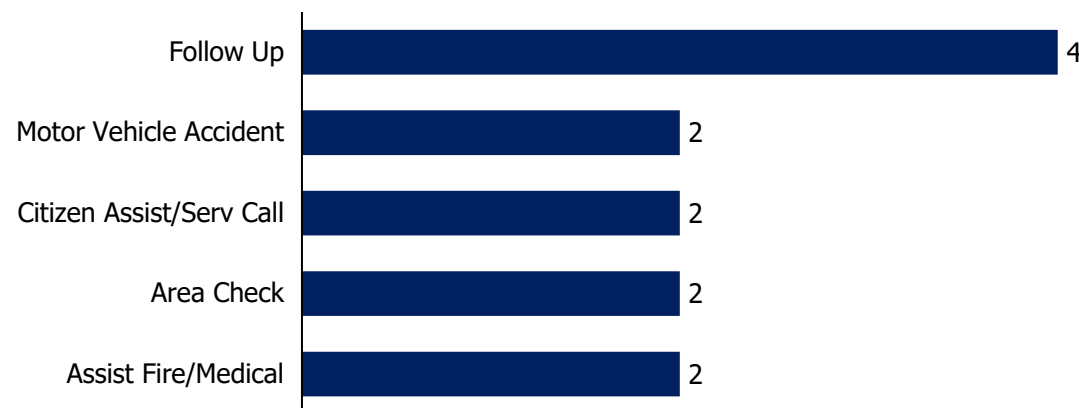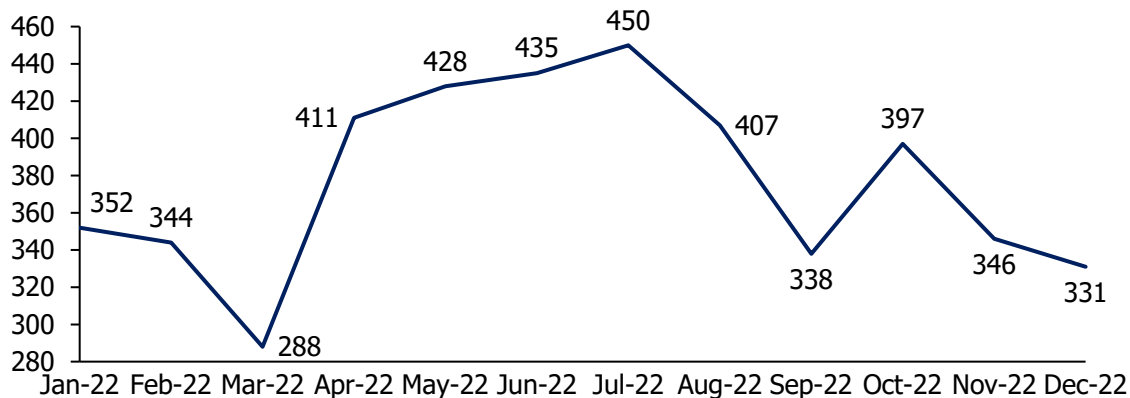
Priority Dispatched Calls Per Time of Day
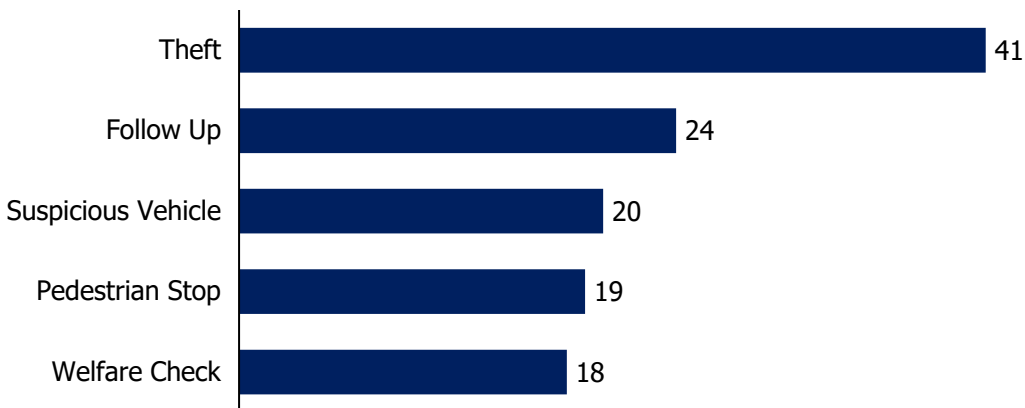

Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	18	14	37	9
Monday	0	1	16	14	31	8
Tuesday	0	2	14	8	24	6
Wednesday	0	3	12	17	32	8
Thursday	0	5	16	18	39	8
Friday	0	3	26	16	45	9
Saturday	0	2	24	22	48	10
ssignment <2 min		76%	85%			
ssignment <4 min		76%	94%			

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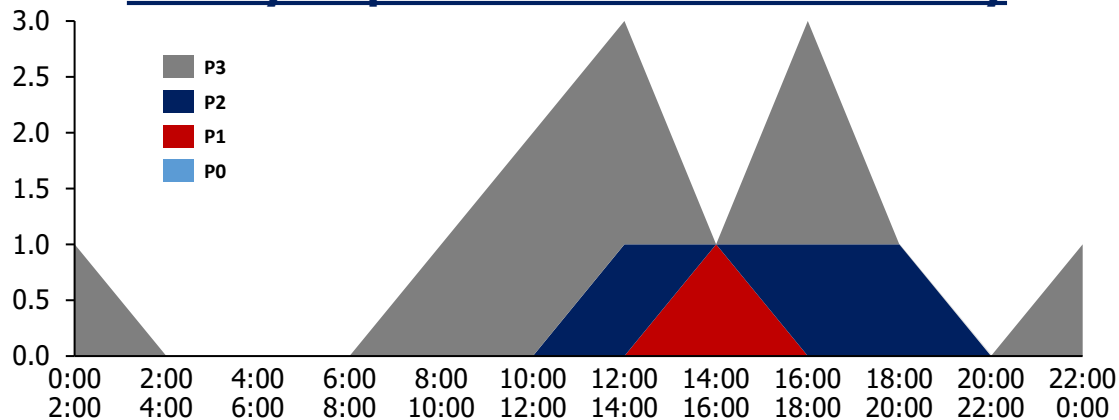
Monthly Call Volume

Top Five Problem Natures

Theft	41
Follow Up	24
Suspicious Vehicle	20
Pedestrian Stop	19
Welfare Check	18

Colorado School of Mines PD

Priority Dispatched Calls Per Time of Day

Legend: P3, P2, P1, P0

Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume

Top Five Problem Natures

Problem Nature	Count
911 Hangup/Check	6
Advised PD	5
Unverified Alarm	2
Motor Vehicle Theft	1
Mental Health	1