



Jefferson County Communications Center Authority
JEFFCOM911

February 2023
Monthly Report



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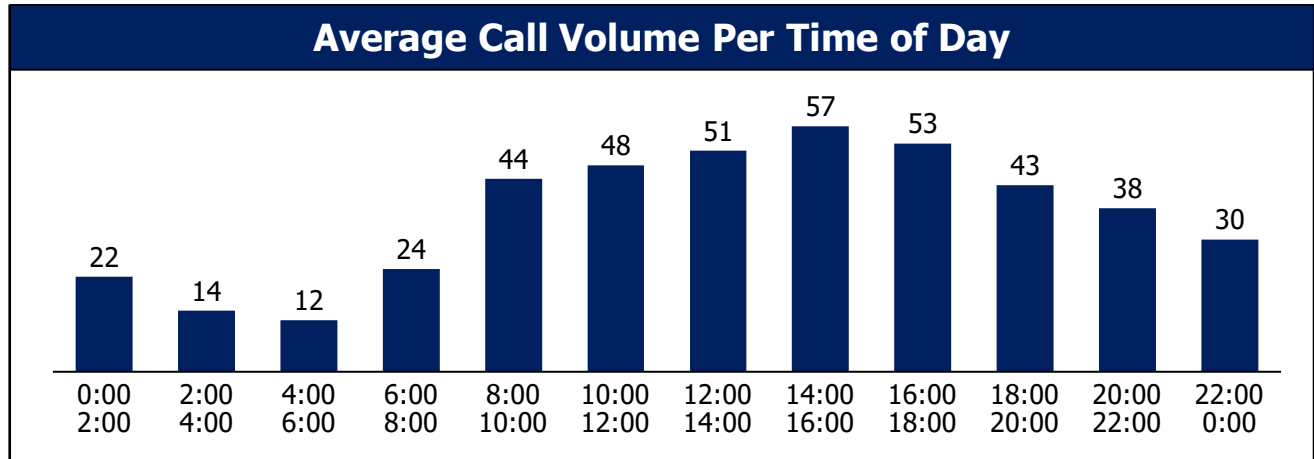


Law Stats

Calls Received, Processed, and Dispatched









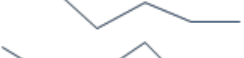







Agency	February Calls	% Total	6 Month Trend
Lakewood PD	4,778	28.5%	
Jeffco Sheriff*	2,450	14.6%	
Arvada PD	2,517	15.0%	
Wheat Ridge PD	1,455	8.7%	
Golden PD	461	2.8%	
Edgewater PD	309	1.8%	
Lakeside PD	92	0.5%	
Morrison PD	30	0.2%	
CSM PD	23	0.1%	
Mountain View PD	28	0.2%	
Total	12,143	72.5%	

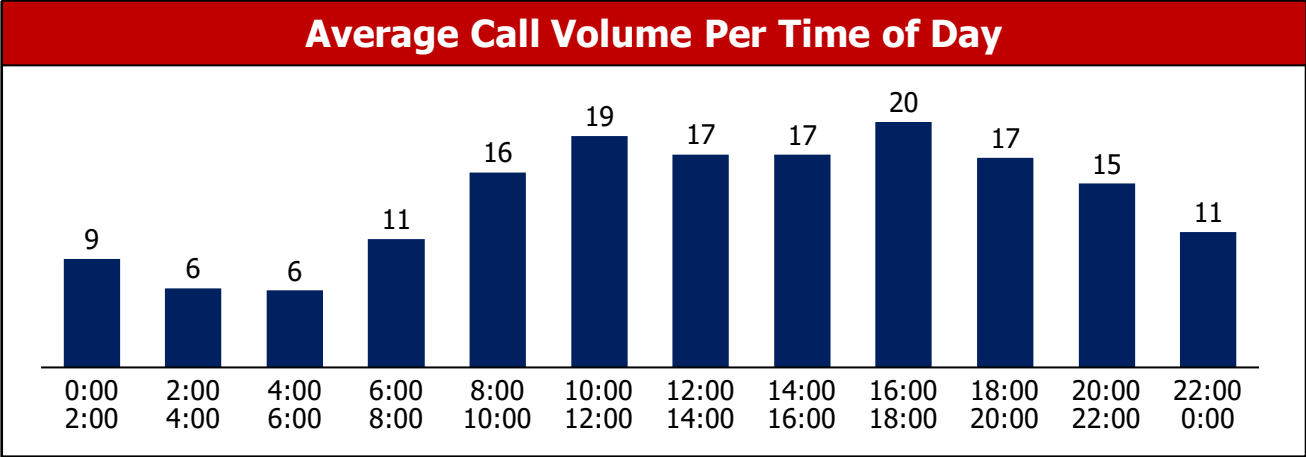


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	149	558	442	110	246	87	1,594	13.1%
Monday	2	136	503	542	133	421	99	1,836	15.1%
Tuesday	0	150	531	522	154	371	106	1,834	15.1%
Wednesday	1	129	513	501	132	358	68	1,702	14.0%
Thursday	1	127	494	511	129	349	58	1,669	13.7%
Friday	2	141	571	515	119	375	75	1,798	14.8%
Saturday	2	163	550	510	100	281	104	1,710	14.1%
Total	10	995	3,720	3,543	877	2,401	597	12,143	

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

Agency	February Calls	% of Total	6 Month Trend
West Metro Fire	2,746	16.4%	
Arvada Fire	1,135	6.8%	
Golden Fire	227	1.4%	
Evergreen Fire	171	1.0%	
Elk Creek Fire	81	0.5%	
Fairmount Fire	63	0.4%	
Pleasant View Fire	42	0.3%	
Highland Rescue	58	0.3%	
Foothills Fire	28	0.2%	
Inter Canyon Fire	25	0.1%	
Genesee Fire	26	0.2%	
Indian Hills Fire	12	0.1%	
North Fork Fire	2	0.0%	
Golden Gate Fire	1	0.0%	
Total	4,617	27.5%	



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	400	203	6	0	1	620	13.4%
Monday	12	389	221	7	0	0	629	13.6%
Tuesday	7	428	232	8	0	2	677	14.7%
Wednesday	17	420	227	8	1	3	676	14.6%
Thursday	12	384	242	5	0	1	644	13.9%
Friday	8	443	271	8	0	2	732	15.9%
Saturday	12	400	218	8	0	1	639	13.8%
Total	78	2,864	1,614	50	1	10	4,617	

Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	91.8%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.1%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	40.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.4%	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	15.5%	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%	4.3%	Target of no more than 3% with a minimum service level of no more than 8%
Quality Assurance Scores	EMD; Target average of 75%	97.9%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	95.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	62.5%	Target average of 95% with a minimum of 80%

Analysis
<p>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.</p> <p>Remediation: Call Answering Jeffcom has met the 15 second 911 answering time SLA in February answering 91.8% of all incoming 911 calls within 15 seconds in February, however, there will be a continued focus on both increasing staff and integrating technology to meet the expected rise in call volume that is typically experienced in the spring months and continuing to elevate through the summer months.</p> <p>Personnel:</p> <ul style="list-style-type: none"> Five of Six ECS hired in the November 22-6 Academy achieved ECS qualification in February and March; the 23-1 Academy of six ECS has completed classroom training and will begin floor training in March. The CS program has grown to six qualified personnel and one due to complete training in March; CS compliment the ECS position by focusing on non-emergency calls that comprise up to 75% of daily call volume. The largest Academy to date is scheduled to start on March 27th with 16 ECS. Typical training timeline is four months until qualification for emergency and non-emergency call-taking is achieved. <p>Technology:</p> <ul style="list-style-type: none"> J.A.N.E: Jeffcom Artificial Non-Emergency - AWS Connect voice bot Z-APP online reporting Jeffcom phone application Tableau performance and SLA monitoring dashboards <p>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.</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 02:06 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p> <p>Root Cause: Law Quality Assurance The number of law calls reviewed in February was significantly reduced due to QA staff covering staffing and overtime needs (18 calls reviewed, as compared to 89 calls the previous year), and of the calls reviewed, 60% were focused reviews for an employee on a Performance Improvement Plan (PIP).</p> <p>Remediation: Law Quality Assurance The employee on PIP is receiving remedial training and the numbers of random calls reviewed will be increased.</p>

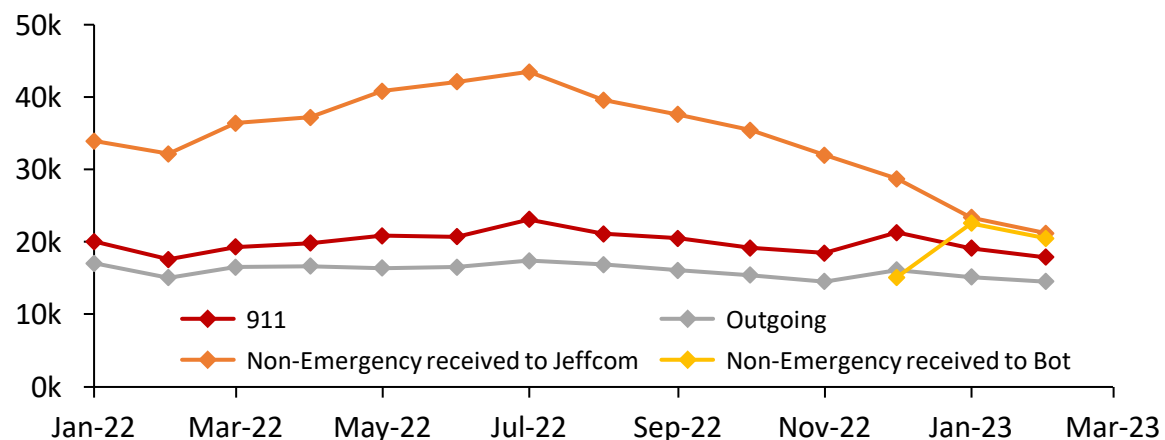
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffco member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	458 DA Discovery Requests (56 with March due dates), 204 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	95.5%	All requests properly located	127/133 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 (privacy issues), 1 pending approval from Jeffco, 1 pending further info from requester, 2 denied by Edgewater due to pending court cases, 1 denied by Wheat Ridge due to pending investigation



Service Level Agreement and Volume Trends



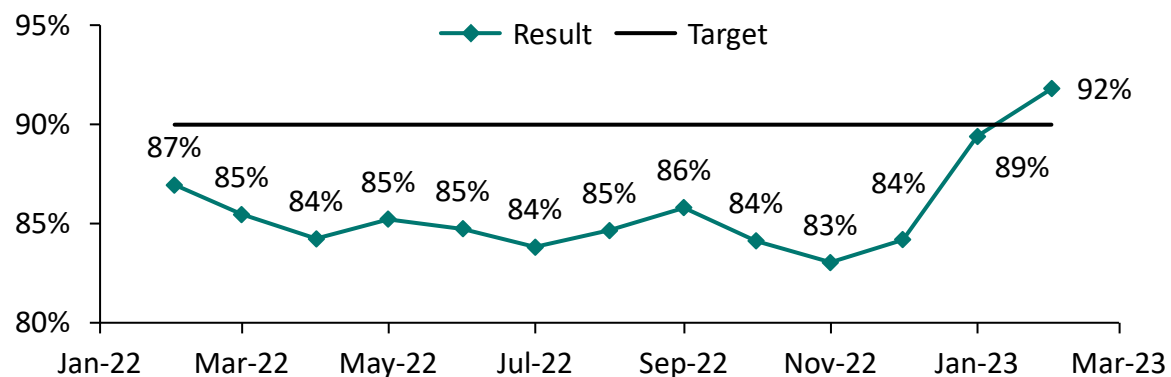
Call Volumes



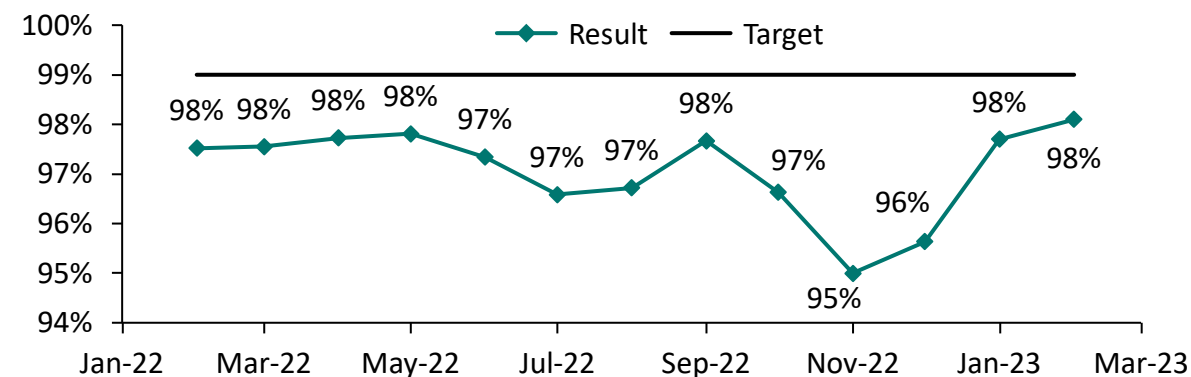
Trend Table

Average Daily Calls	Feb-23	Jan-23	Feb-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	518	489	538	↑ 6%	↓ -4%
Incoming - Admin to Bot	731	727	0	↑ 1%	
Incoming - Admin to Jeffcom	757	753	1,149	↑ 1%	↓ -34%
Incoming - 911	639	617	627	↑ 4%	↑ 2%
911 calls answered within 15 seconds	92%	89%	87%	↑ 2.4%	↑ 4.9%
911 calls answered within 40 seconds	98%	98%	98%	↑ 0.4%	↑ 0.6%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





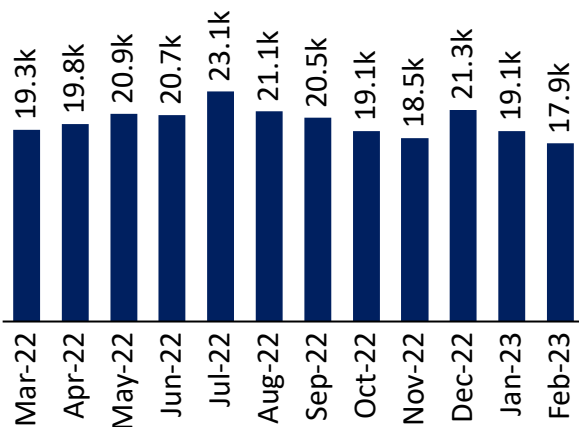
Call Volume/Agency Specific Inquiries

JEFFCOM

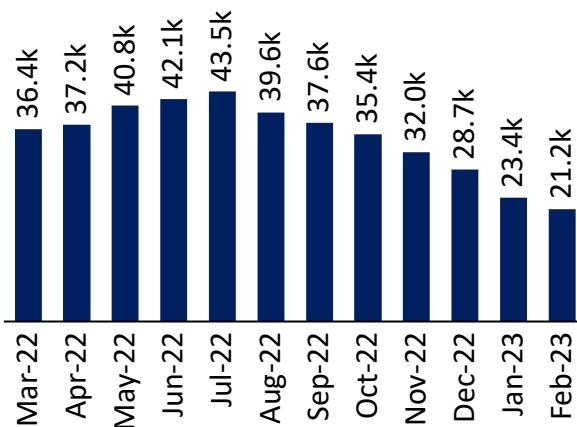


12 Month Trends

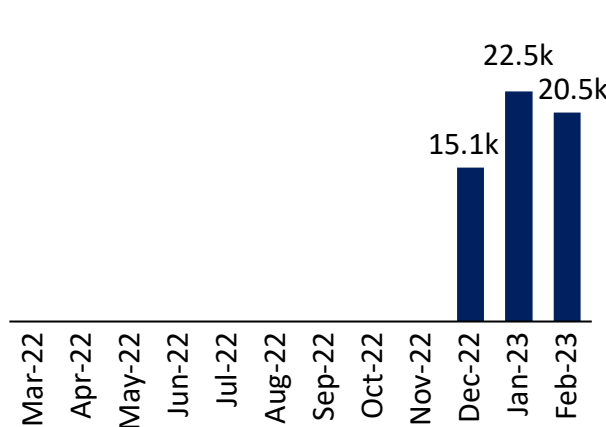
Emergency Calls



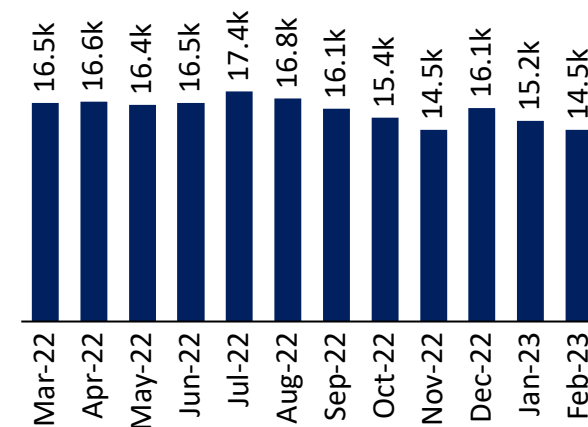
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



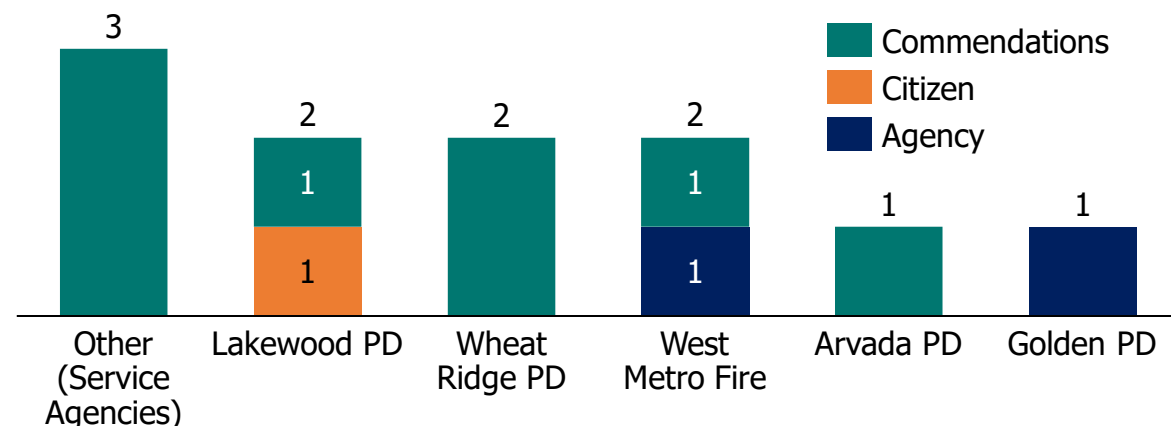
Outgoing Calls



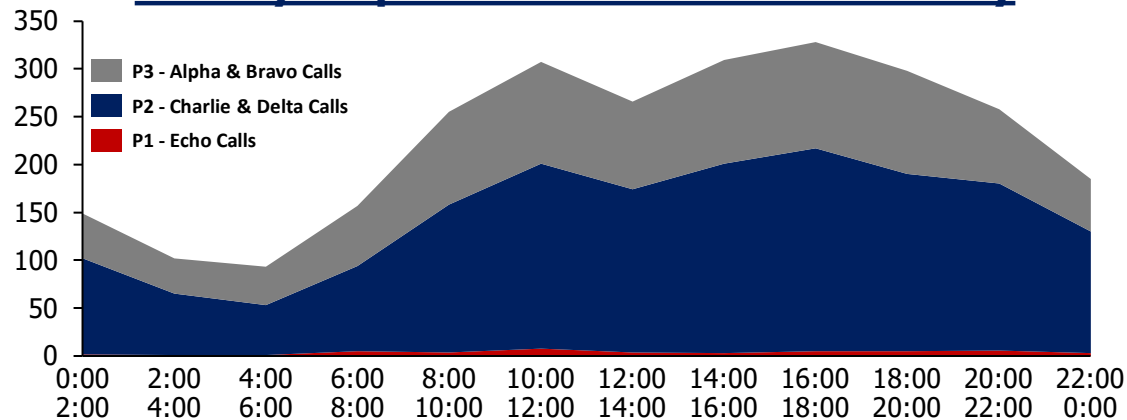
Call Volume

Line	Calls	Notes
Outgoing	15,159	6% Decrease from December
Incoming - Admin to Bot	28,493	89% Increase from December
Incoming - Admin to Jeffcom	23,354	10% Decrease from December
Incoming - 911	19,123	19% Decrease from December
Total Incoming to Jeffcom	42,477	15% Decrease from December

February Inquiries



Priority Dispatched Calls Per Time of Day

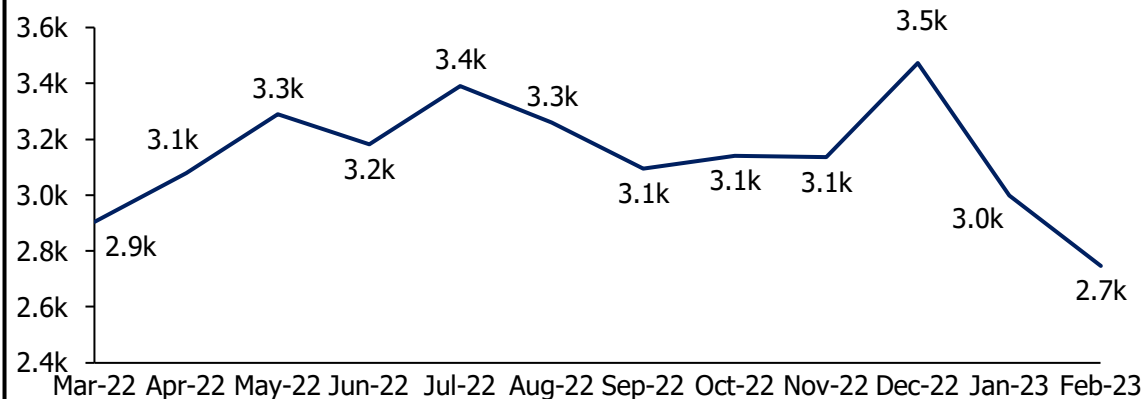


Daily Priority Call Volume and Entry to Assignment

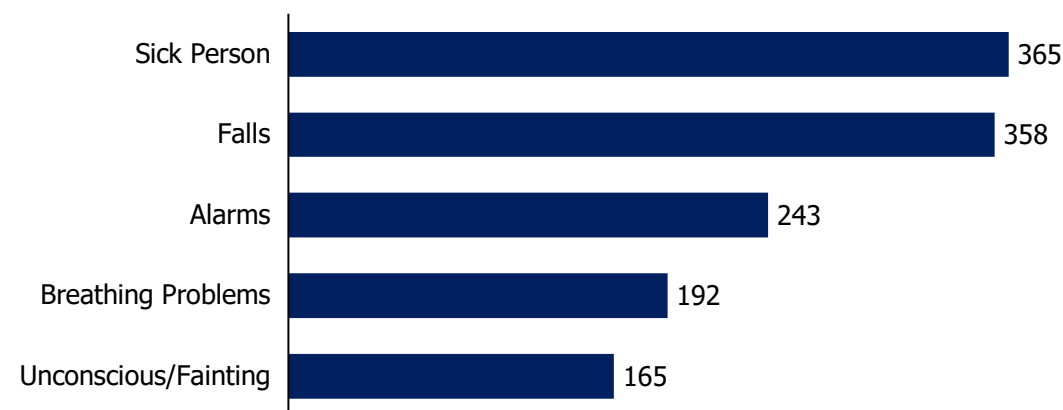
Day of Week	P1	P2	P3	Total	Average
Sunday	5	233	121	359	90
Monday	7	236	126	369	92
Tuesday	4	256	129	389	97
Wednesday	11	239	146	396	99
Thursday	7	248	146	401	100
Friday	4	265	152	421	105
Saturday	9	241	122	372	93
Assignment <1 min	98%	96%			

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

Monthly Call Volume



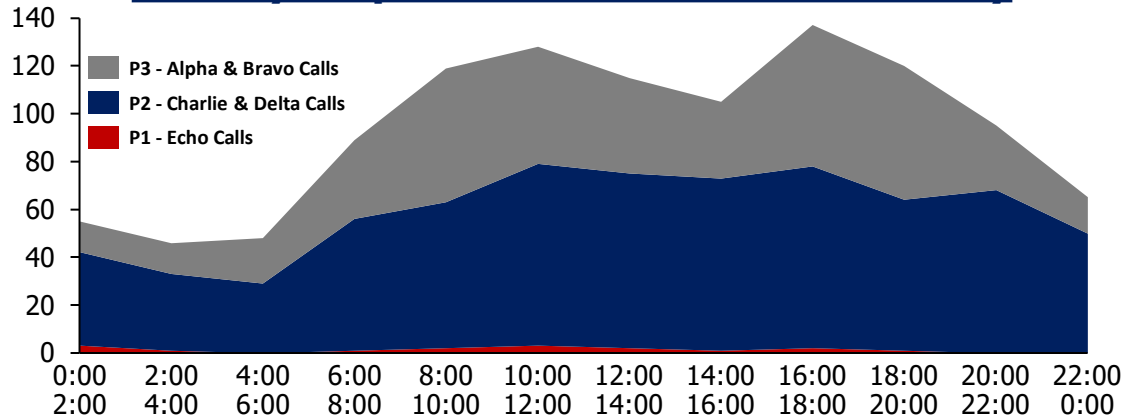
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day

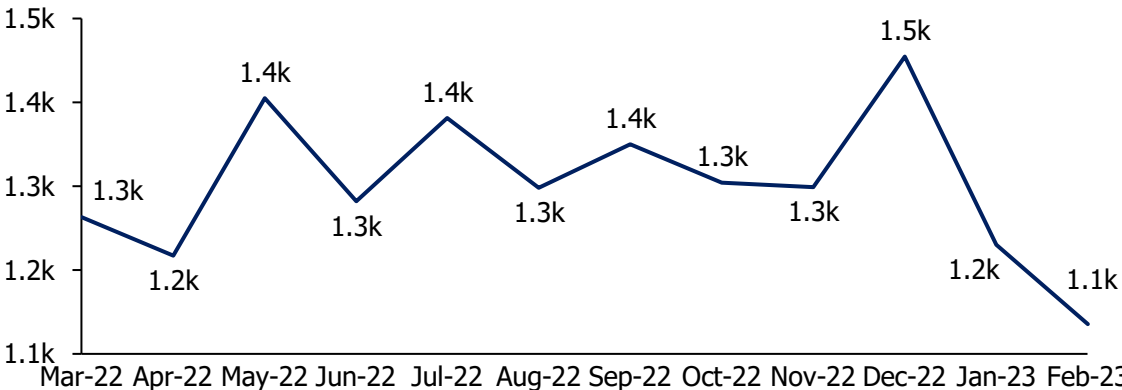


Daily Priority Call Volume and Entry to Assignment

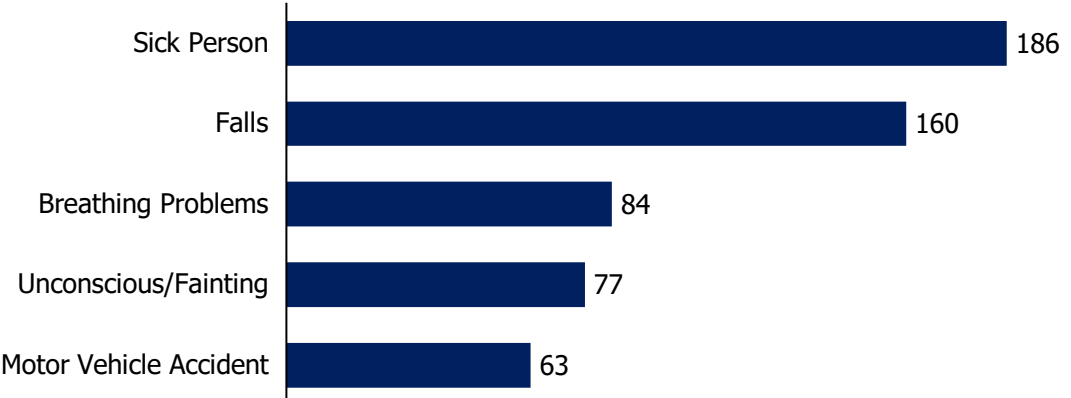
Day of Week	P1	P2	P3	Total	Average
Sunday	2	105	59	166	42
Monday	1	90	55	146	37
Tuesday	2	95	60	157	39
Wednesday	3	104	47	154	39
Thursday	3	82	62	147	37
Friday	3	116	68	187	47
Saturday	2	102	61	165	41
Assignment <1 min	94%	95%			

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

Monthly Call Volume



Top Five Problem Natures

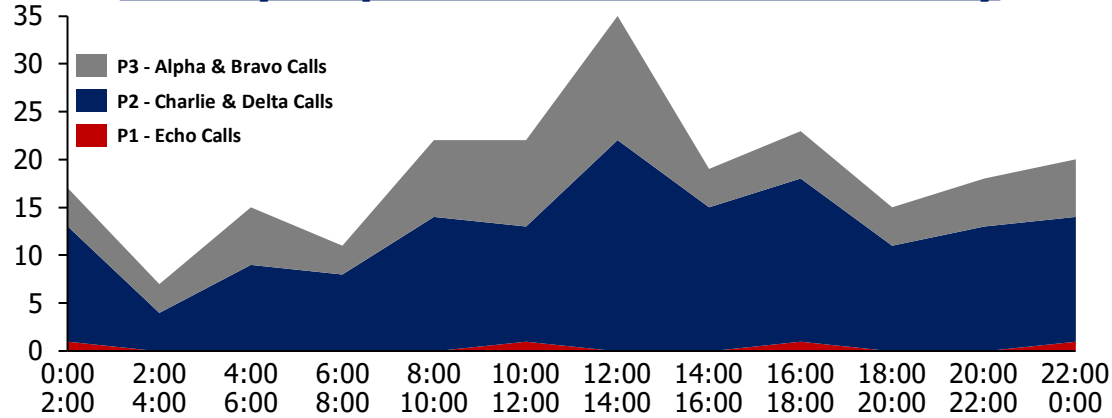




Golden Fire



Priority Dispatched Calls Per Time of Day

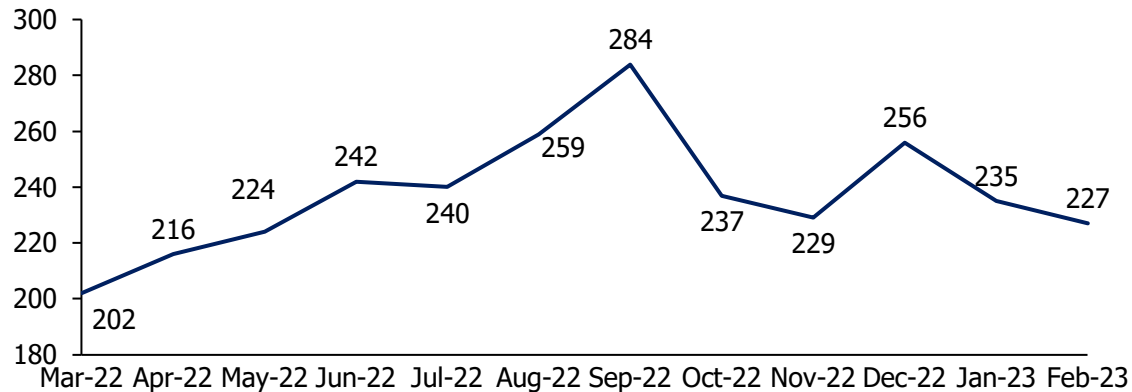


Daily Priority Call Volume and Entry to Assignment

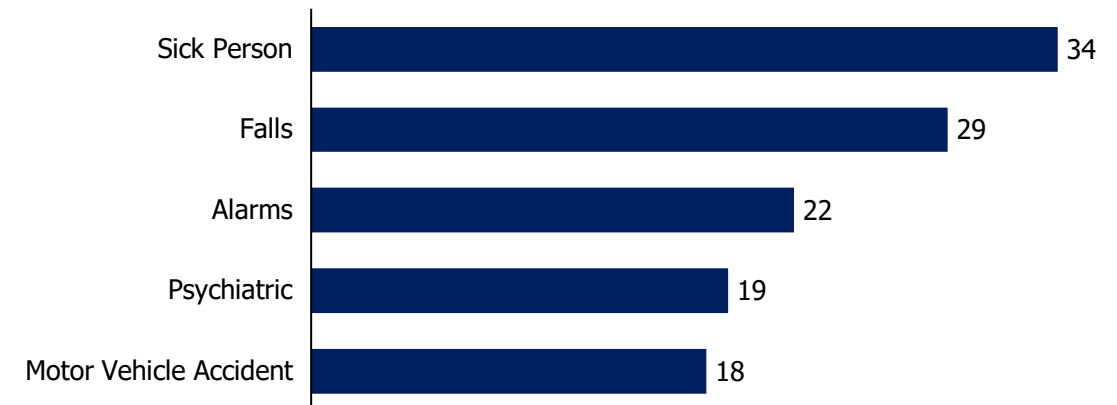
Day of Week	P1	P2	P3	Total	Average
Sunday	0	19	7	26	7
Monday	2	16	8	26	7
Tuesday	0	20	9	29	7
Wednesday	1	27	12	40	10
Thursday	1	26	11	38	10
Friday	0	24	13	37	9
Saturday	0	18	10	28	7
Assignment <1 min	50%	85%			

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

Monthly Call Volume



Top Five Problem Natures

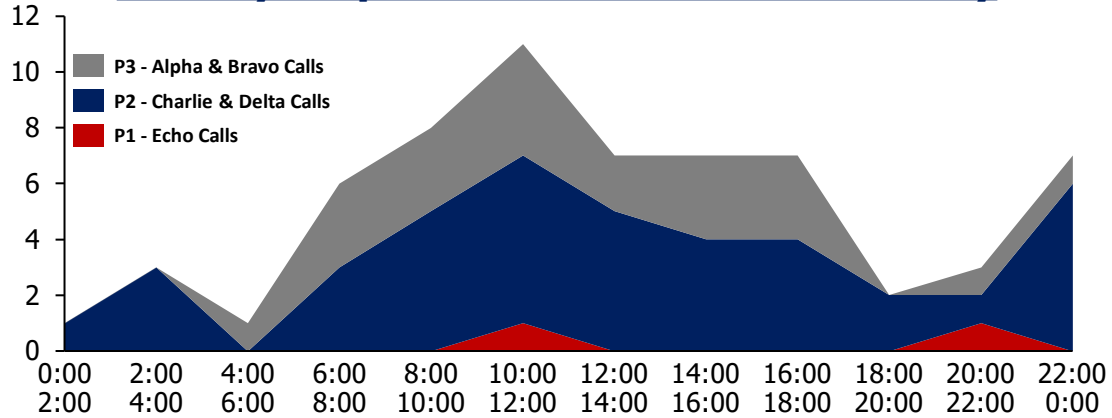




Fairmount Fire



Priority Dispatched Calls Per Time of Day



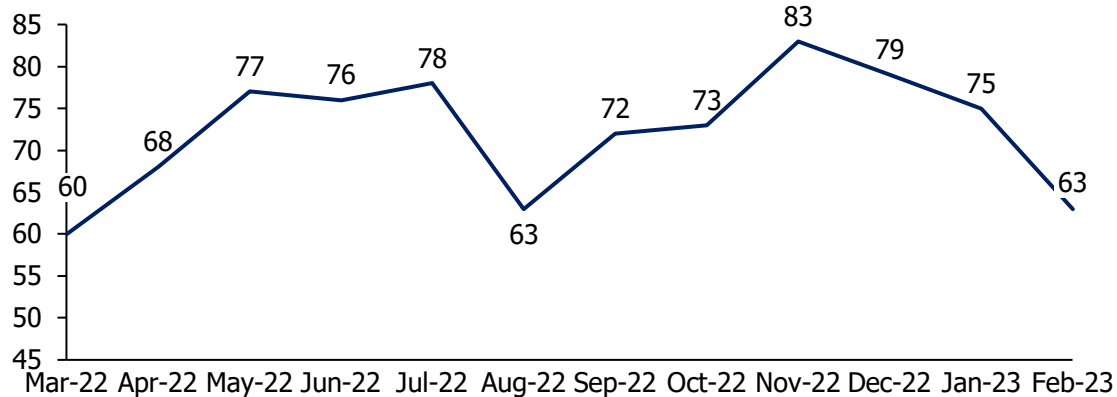
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 50% 88%

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

Monthly Call Volume



Top Five Problem Natures

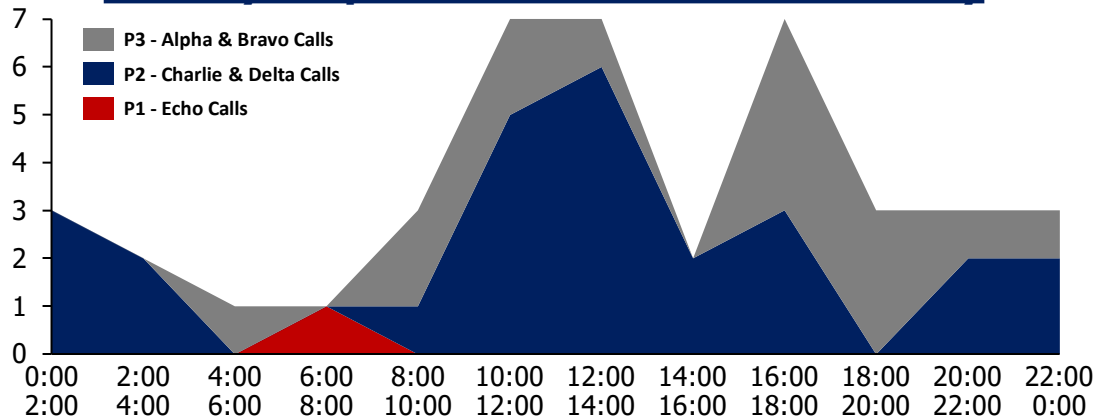




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



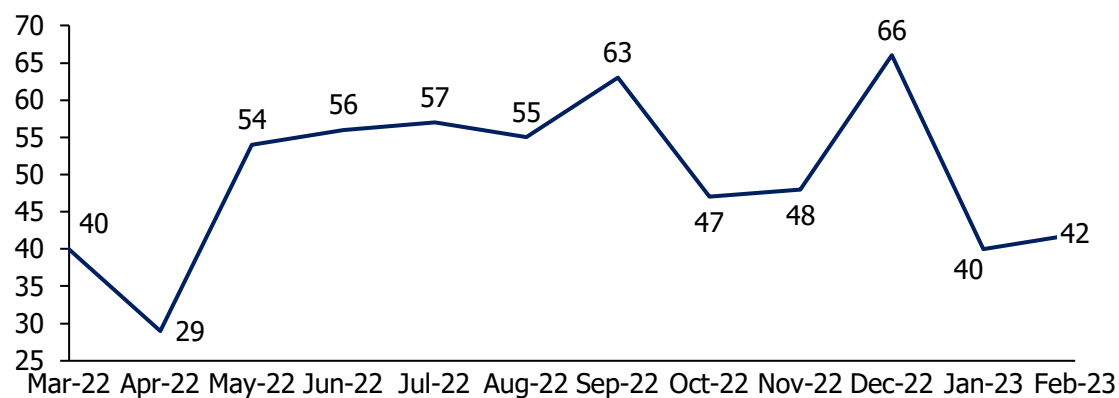
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	1	4	1
Monday	0	6	3	9	2
Tuesday	1	11	2	14	4
Wednesday	0	2	3	5	1
Thursday	0	1	2	3	1
Friday	0	2	1	3	1
Saturday	0	1	3	4	1

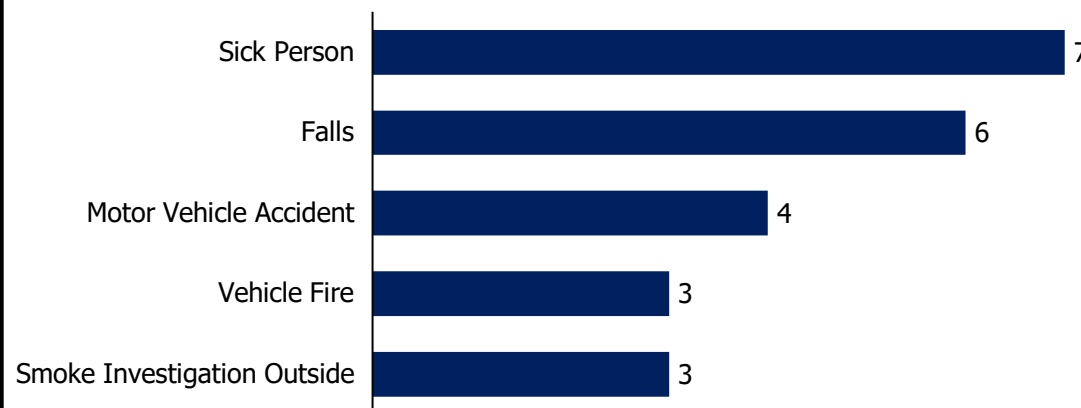
Assignment <1 min 100% 85%

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

Monthly Call Volume



Top Five Problem Natures

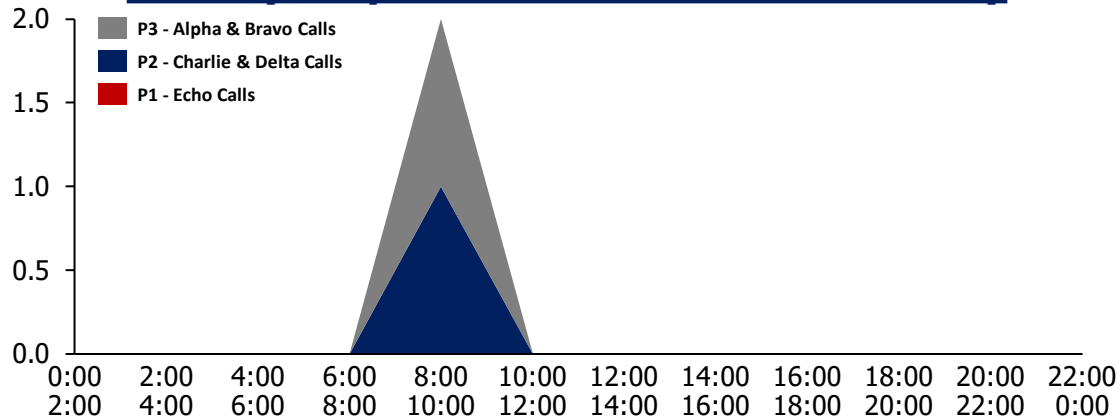




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



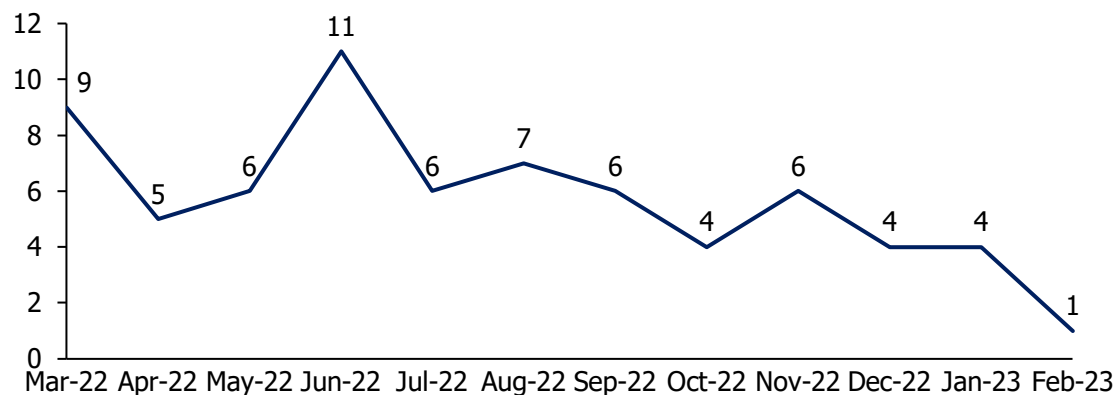
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min N/A 100%

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

Monthly Call Volume



Problem Natures

Sick Person

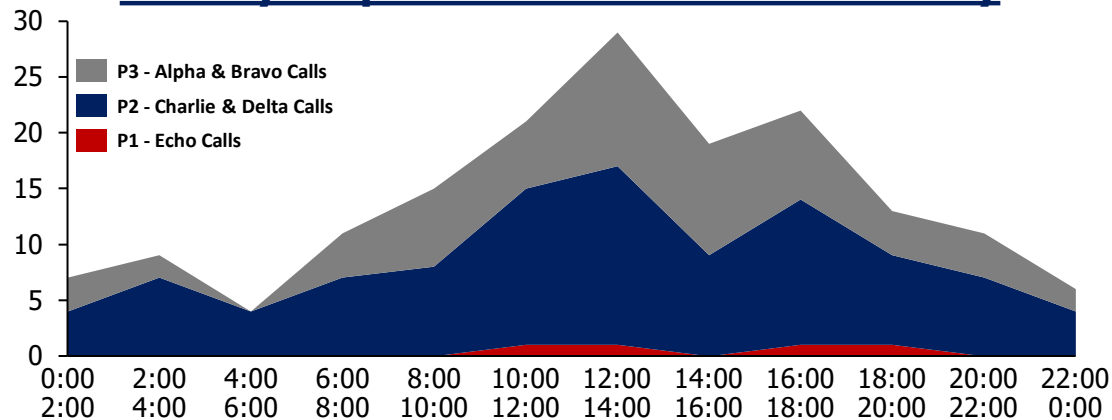
1



Evergreen Fire



Priority Dispatched Calls Per Time of Day

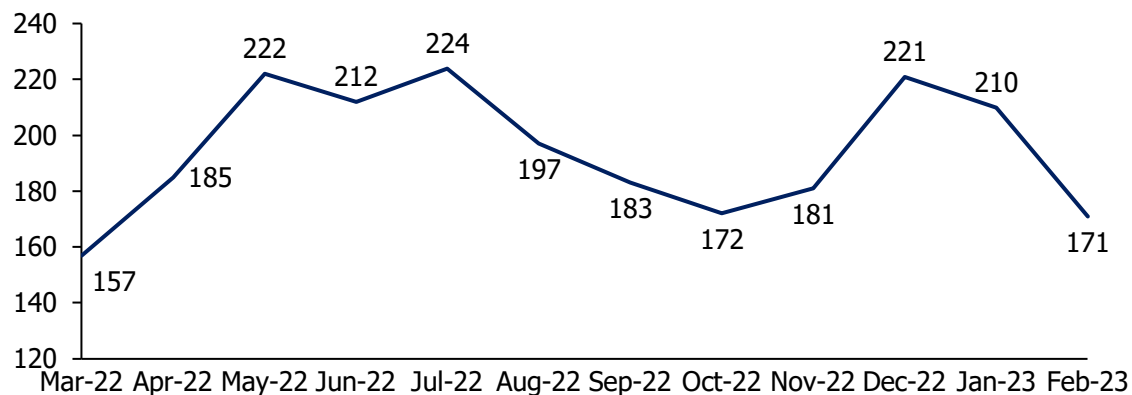


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	17	5	23	6
Monday	1	14	13	28	7
Tuesday	0	21	11	32	8
Wednesday	2	15	8	25	6
Thursday	0	6	7	13	3
Friday	0	10	13	23	6
Saturday	0	18	5	23	6
Assignment <1 min	100%	80%			

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

Monthly Call Volume



Top Five Problem Natures

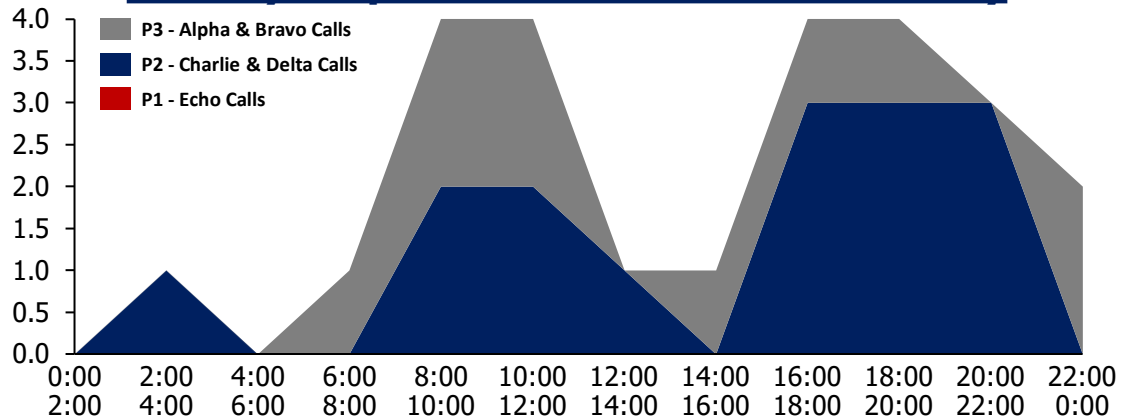




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

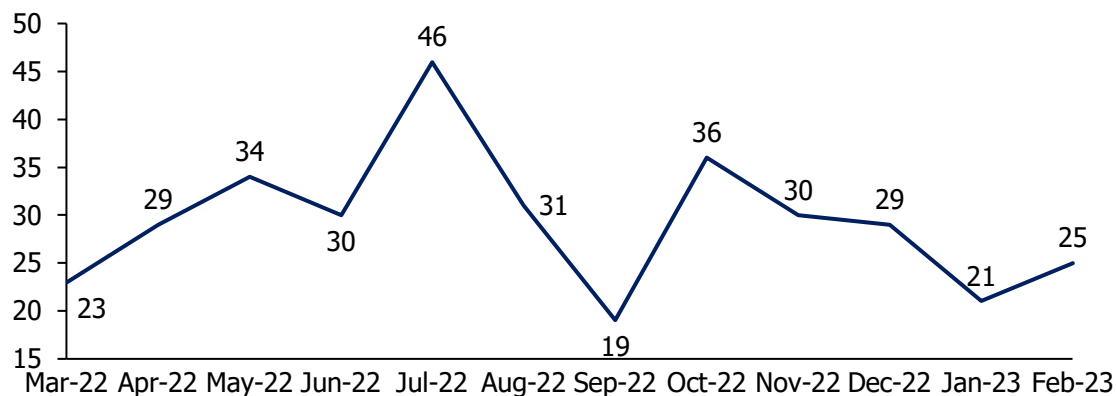


Daily Priority Call Volume and Entry to Assignment

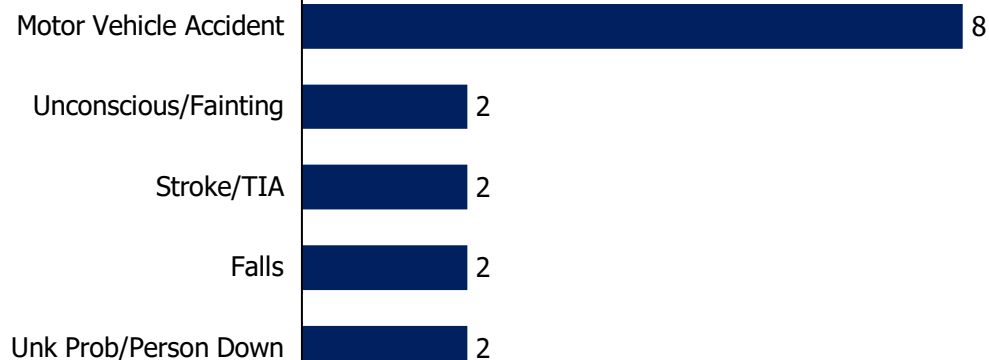
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	3	1	4	1
Tuesday	0	1	1	2	1
Wednesday	0	4	1	5	1
Thursday	0	0	3	3	1
Friday	0	2	1	3	1
Saturday	0	3	2	5	1
Assignment <1 min	N/A	67%			

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

Monthly Call Volume



Top Five Problem Natures

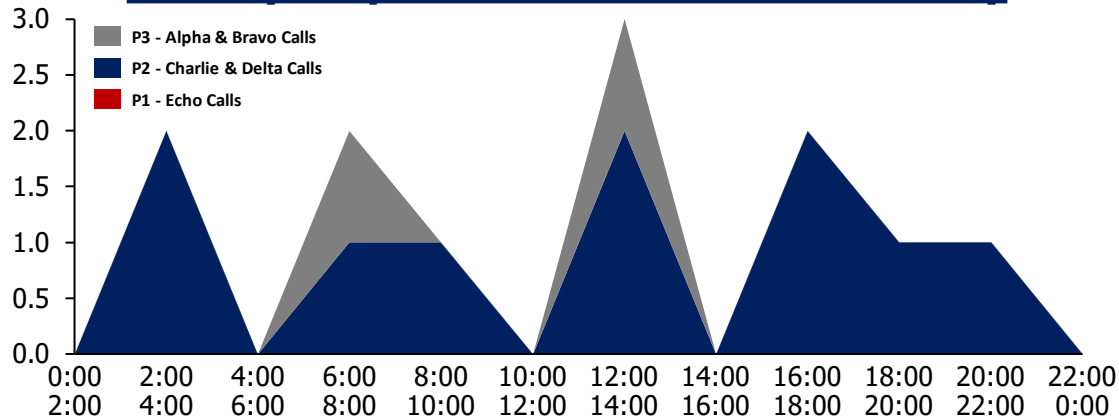




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



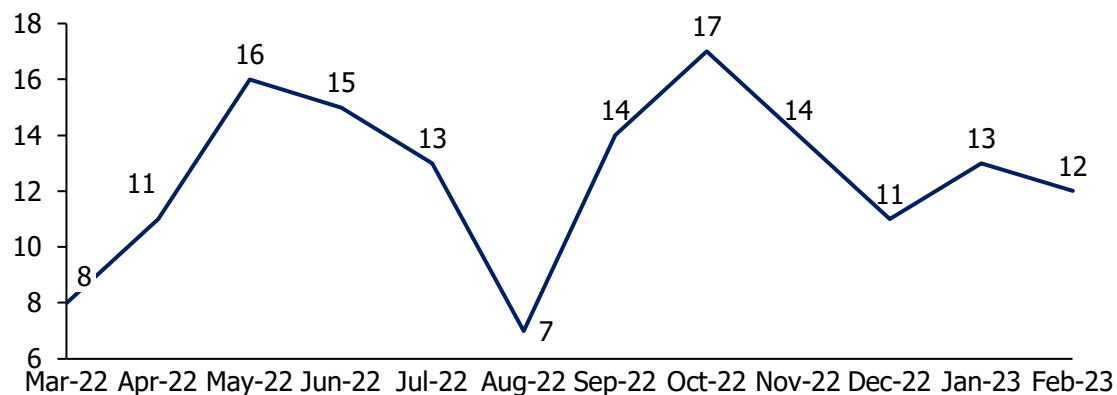
Daily Priority Call Volume and Entry to Assignment

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

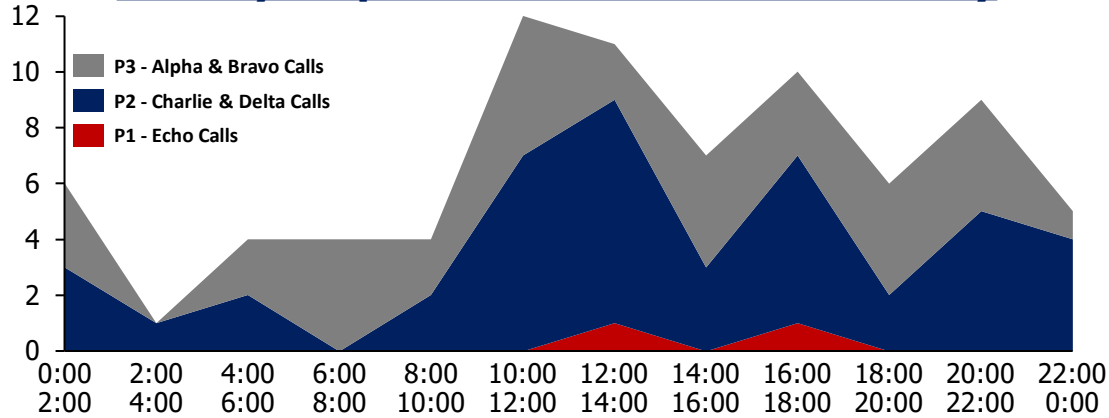




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



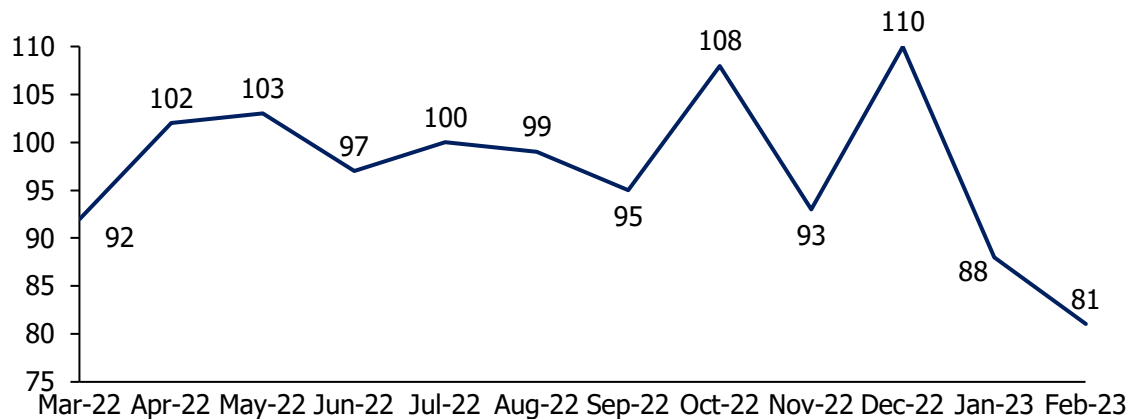
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	4	5	1
Monday	0	9	3	12	3
Tuesday	0	7	6	13	3
Wednesday	0	6	4	10	3
Thursday	1	8	4	13	3
Friday	0	7	9	16	4
Saturday	1	5	4	10	3

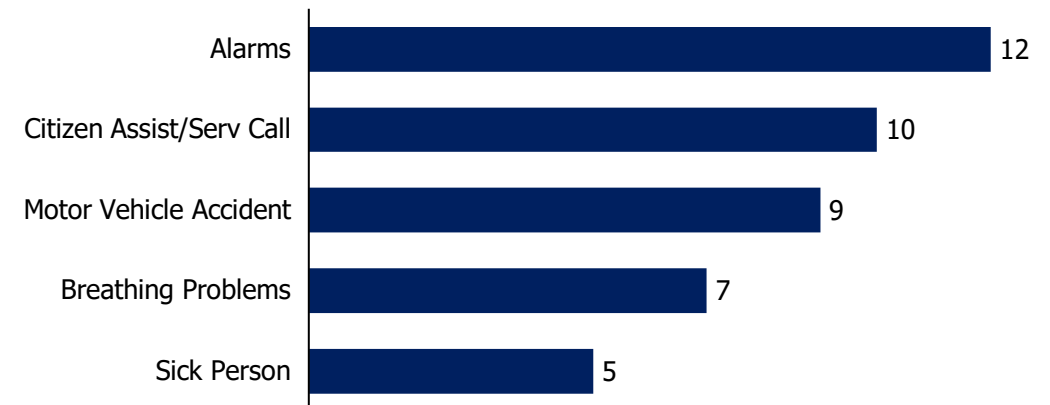
Assignment <1 min 100% 88%

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

Monthly Call Volume



Top Five Problem Natures

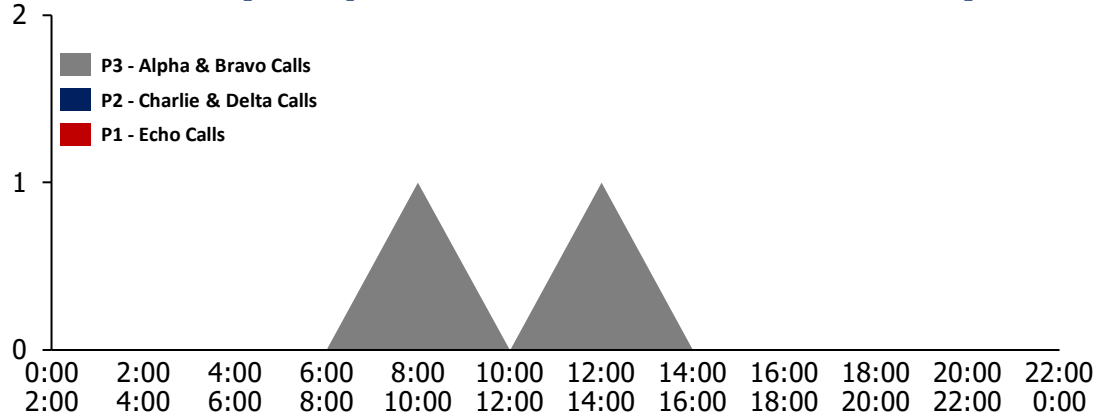




North Fork Fire



Priority Dispatched Calls Per Time of Day

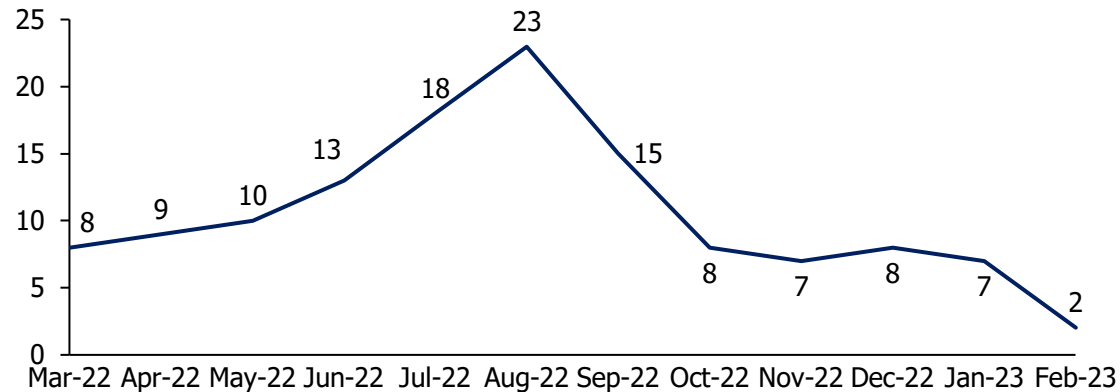


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Problem Natures

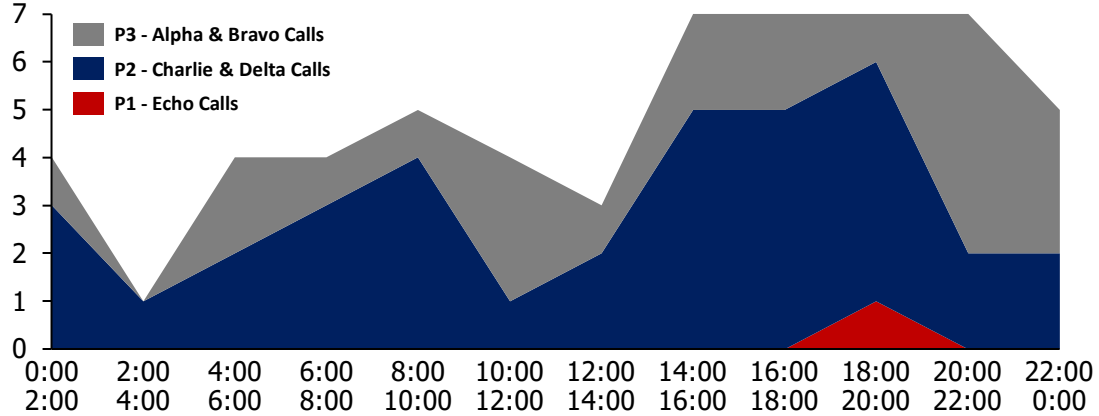




Highland Rescue



Priority Dispatched Calls Per Time of Day



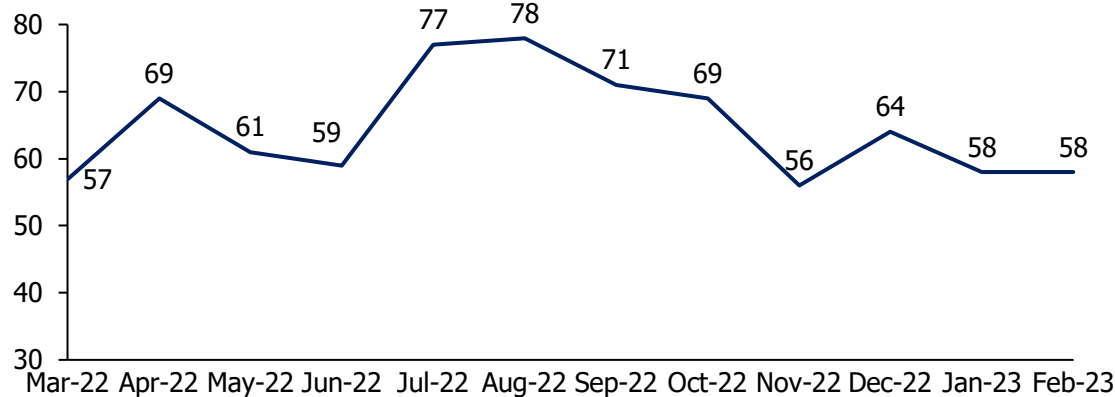
Daily Priority Call Volume and Entry to Assignment

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

Assignment <1 min 100% 83%

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

Monthly Call Volume



Top Five Problem Natures

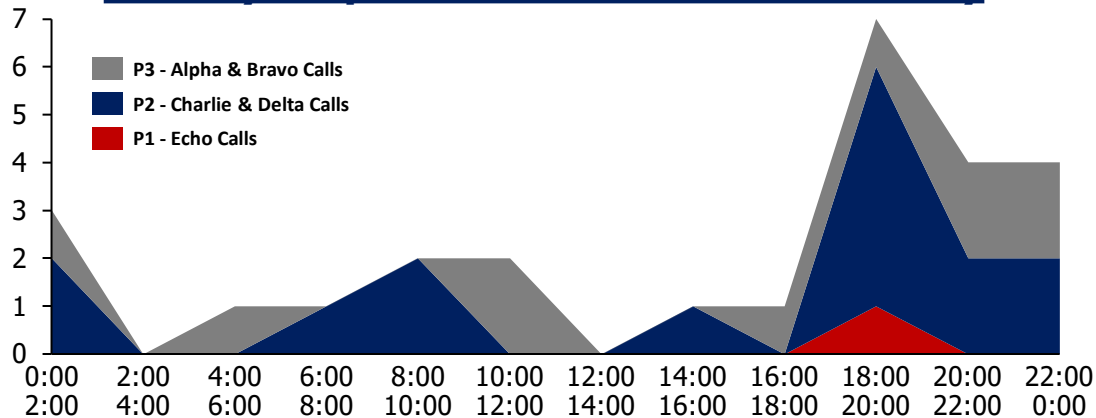
Motor Vehicle Accident	9
Unconscious/Fainting	6
Sick Person	6
Falls	6
Citizen Assist/Serv Call	5



Genesee Fire



Priority Dispatched Calls Per Time of Day

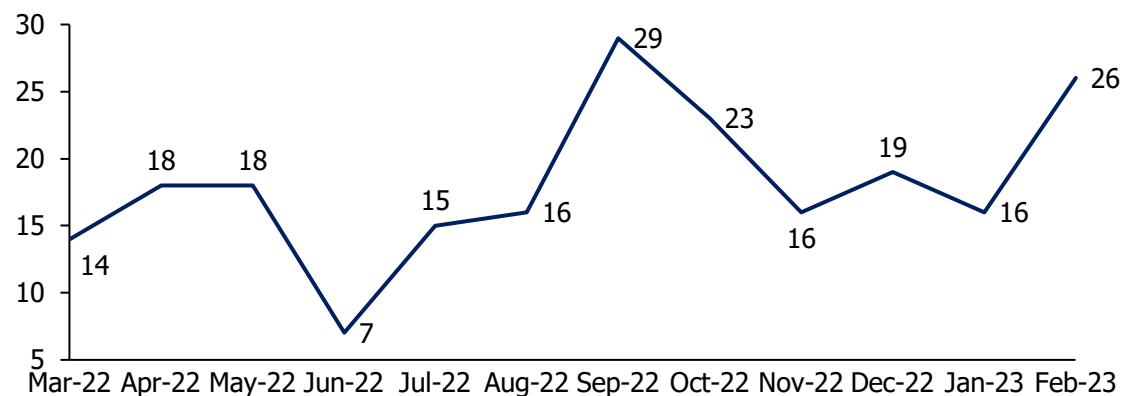


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	2	2	5	1
Monday	0	2	1	3	1
Tuesday	0	3	1	4	1
Wednesday	0	2	0	2	1
Thursday	0	3	0	3	1
Friday	0	2	2	4	1
Saturday	0	1	4	5	1
Assignment <1 min 100% 93%					

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

Monthly Call Volume



Top Five Problem Natures

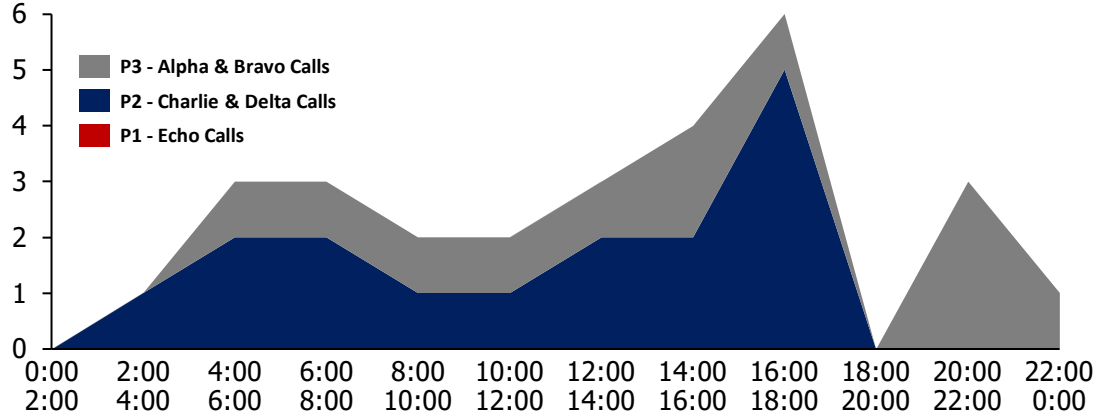




Foothills Fire



Priority Dispatched Calls Per Time of Day

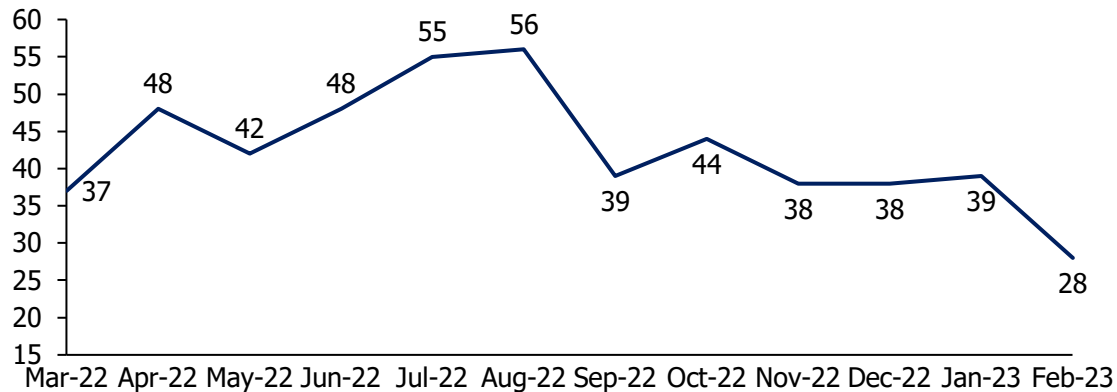


Daily Priority Call Volume and Entry to Assignment

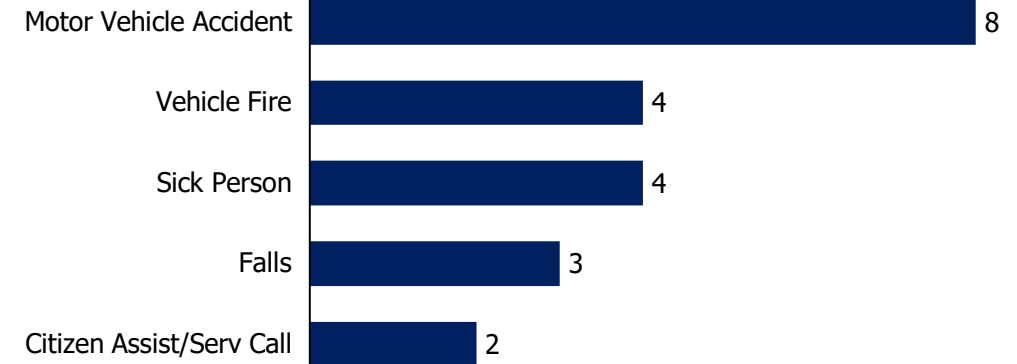
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	2	2	4	1
Tuesday	0	1	3	4	1
Wednesday	0	4	2	6	2
Thursday	0	1	1	2	1
Friday	0	4	3	7	2
Saturday	0	2	1	3	1
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



Top Five Problem Natures

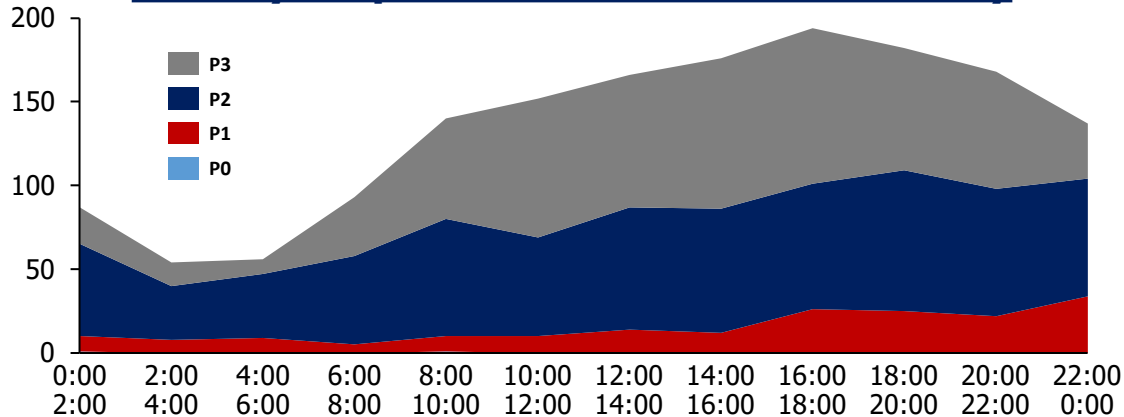




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

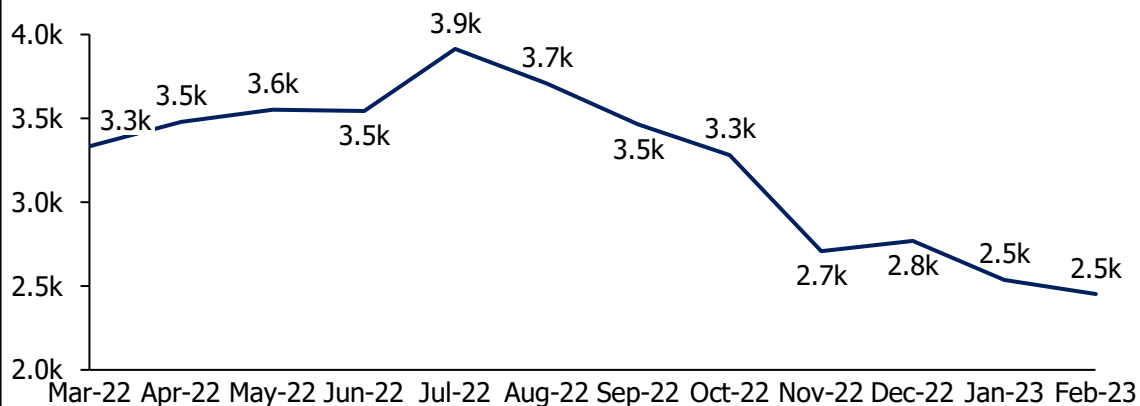


Daily Priority Call Volume and Entry to Assignment

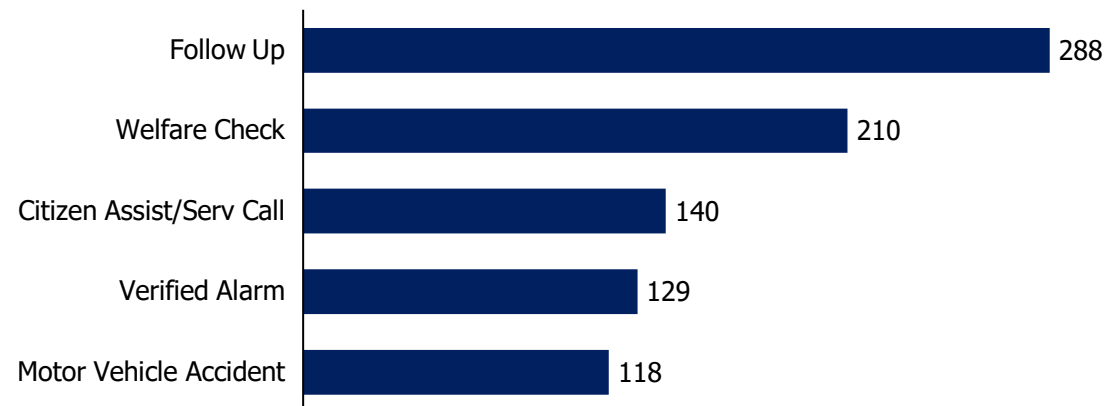
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	25	115	76	217	54
Monday	0	25	89	106	220	55
Tuesday	0	26	105	110	241	60
Wednesday	0	24	101	88	213	53
Thursday	0	27	111	87	225	56
Friday	0	27	120	90	237	59
Saturday	1	29	118	104	252	63
Assignment < 2 min		82%	58%			
Assignment < 4 min		91%	83%			

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

Monthly Call Volume



Top Five Problem Natures

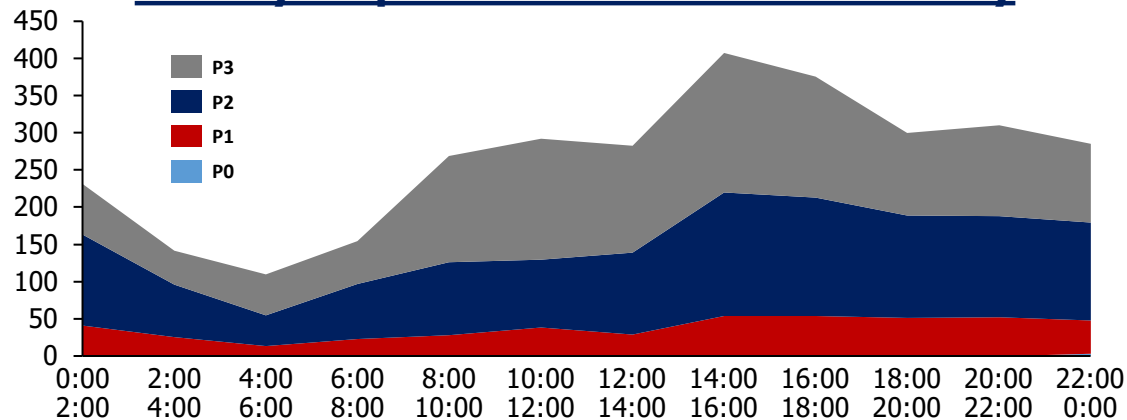




Lakewood PD



Priority Dispatched Calls Per Time of Day

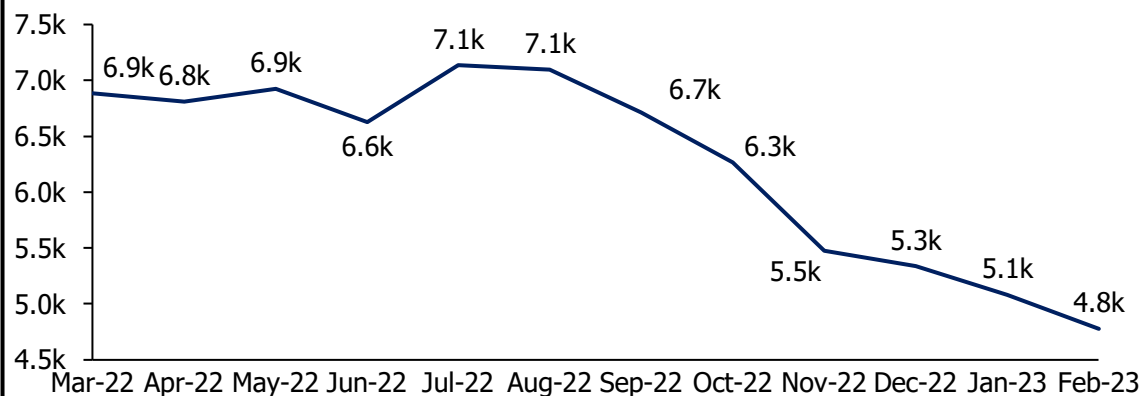


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	57	198	183	438	110
Monday	1	66	195	207	469	117
Tuesday	0	83	212	210	505	126
Wednesday	0	48	171	182	401	100
Thursday	0	61	173	204	438	110
Friday	2	61	181	194	438	110
Saturday	1	76	208	182	467	117
Assignment < 2 min		69%	43%			
Assignment < 4 min		80%	61%			

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

Monthly Call Volume



Top Five Problem Natures

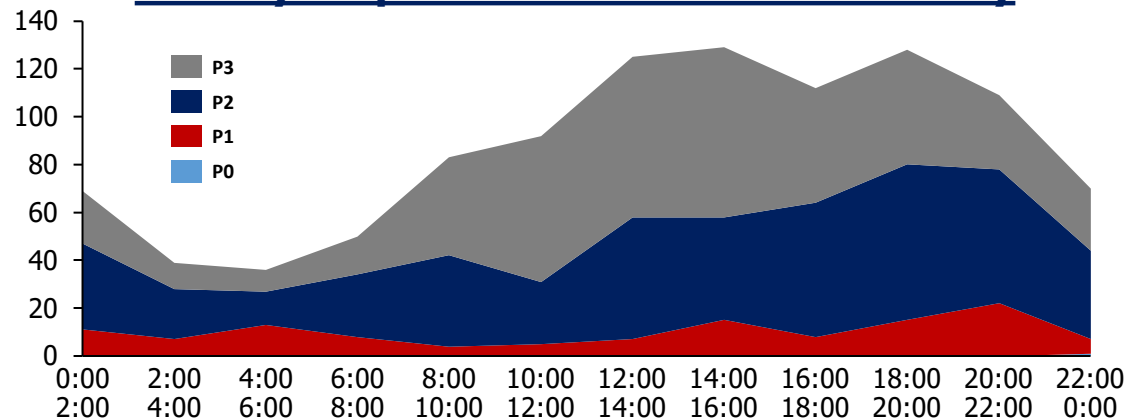




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

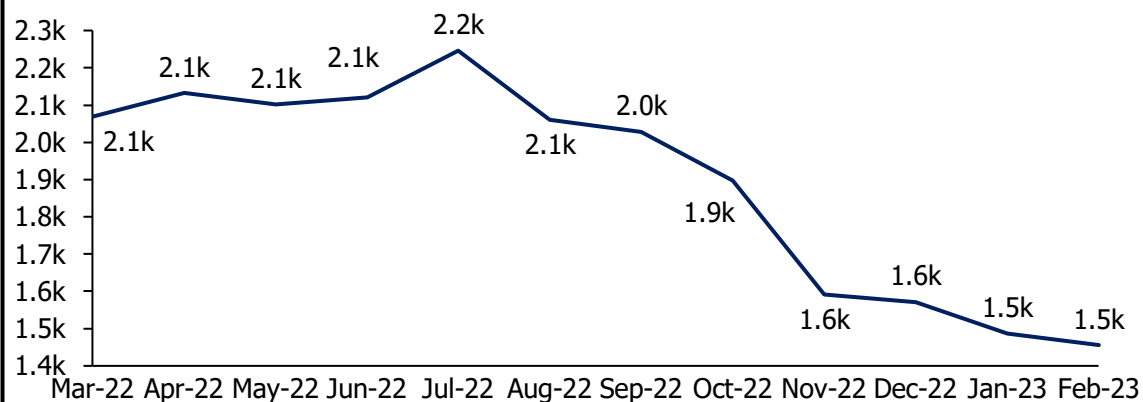


Daily Priority Call Volume and Entry to Assignment

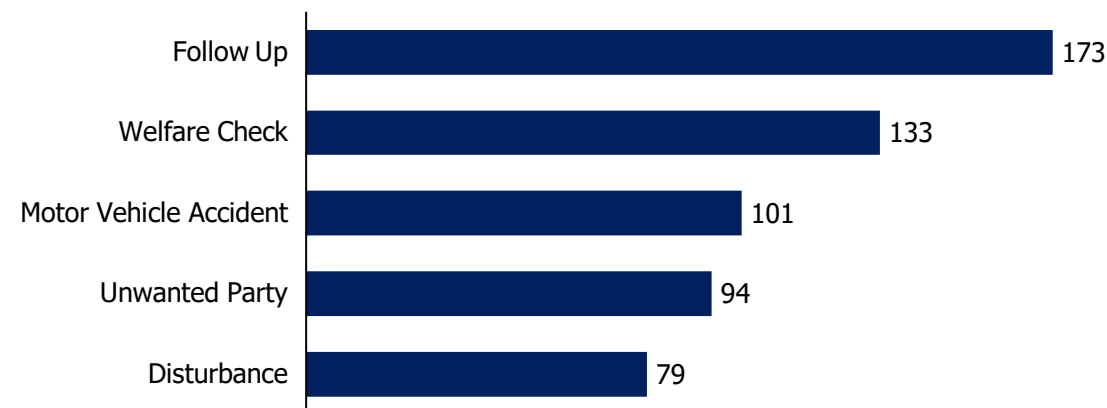
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	20	62	59	141	35
Monday	0	17	53	68	138	35
Tuesday	0	18	76	62	156	39
Wednesday	0	14	76	78	168	42
Thursday	1	13	64	54	132	33
Friday	0	20	70	75	165	41
Saturday	0	19	68	55	142	36
Assignment < 2 min		66%	40%			
Assignment < 4 min		78%	55%			

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

Monthly Call Volume



Top Five Problem Natures

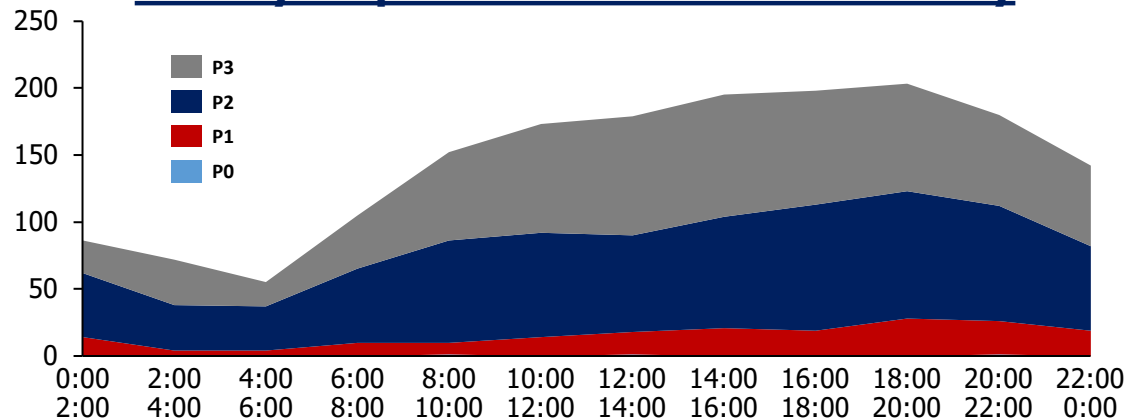




Arvada PD



Priority Dispatched Calls Per Time of Day

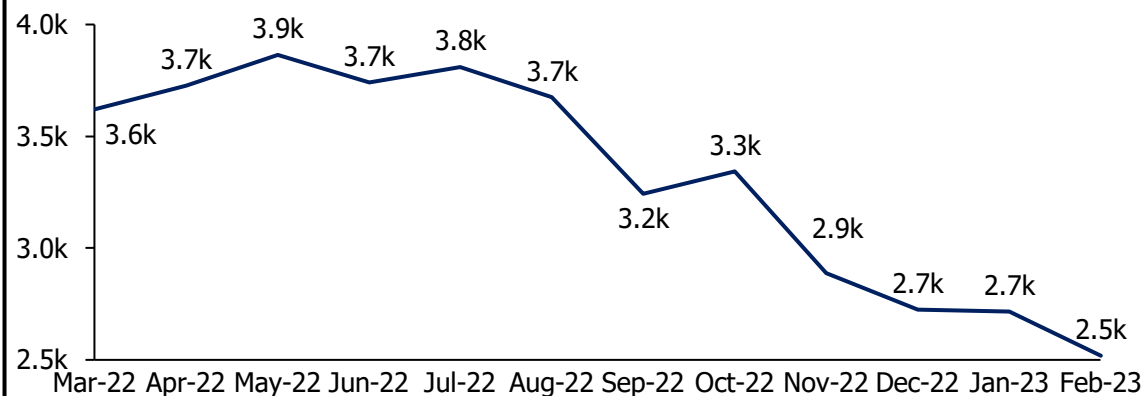


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	33	124	78	236	59
Monday	1	25	121	109	256	64
Tuesday	0	19	97	100	216	54
Wednesday	1	32	114	106	253	63
Thursday	0	23	104	117	244	61
Friday	0	27	137	110	274	69
Saturday	0	25	120	116	261	65
Assignment < 2 min		72%	54%			
Assignment < 4 min		85%	76%			

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

Monthly Call Volume



Top Five Problem Natures

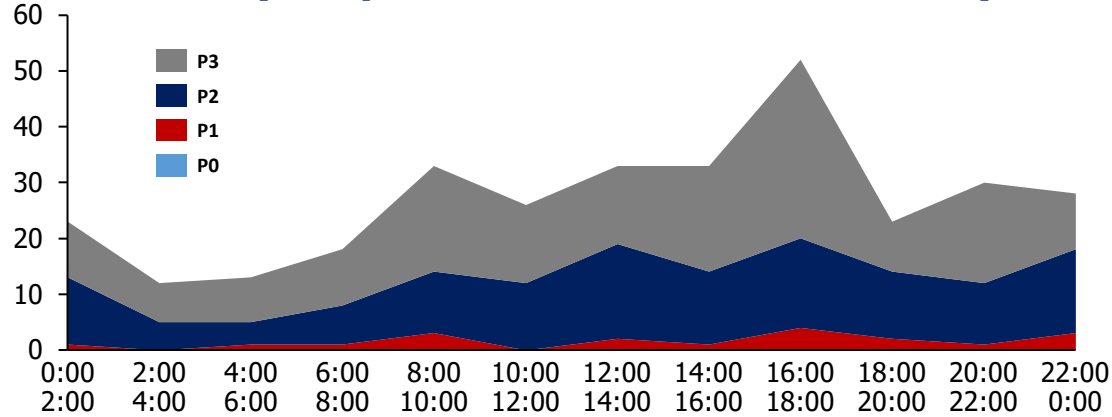




Golden PD



Priority Dispatched Calls Per Time of Day

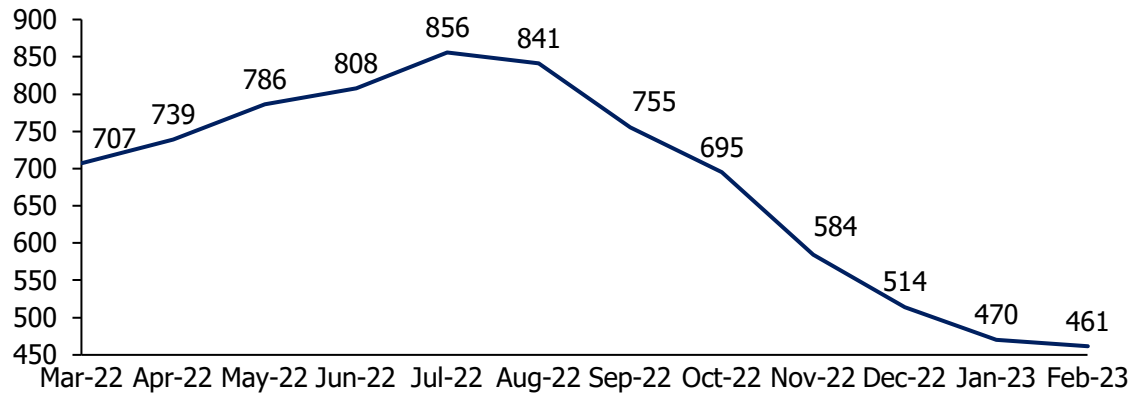


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	22	25	51	13
Monday	0	2	22	26	50	13
Tuesday	0	1	20	25	46	12
Wednesday	0	4	23	25	52	13
Thursday	0	0	14	21	35	9
Friday	0	2	19	21	42	11
Saturday	0	6	15	27	48	12
Assignment < 2 min		84%	59%			
Assignment < 4 min		95%	80%			

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

Monthly Call Volume



Top Five Problem Natures

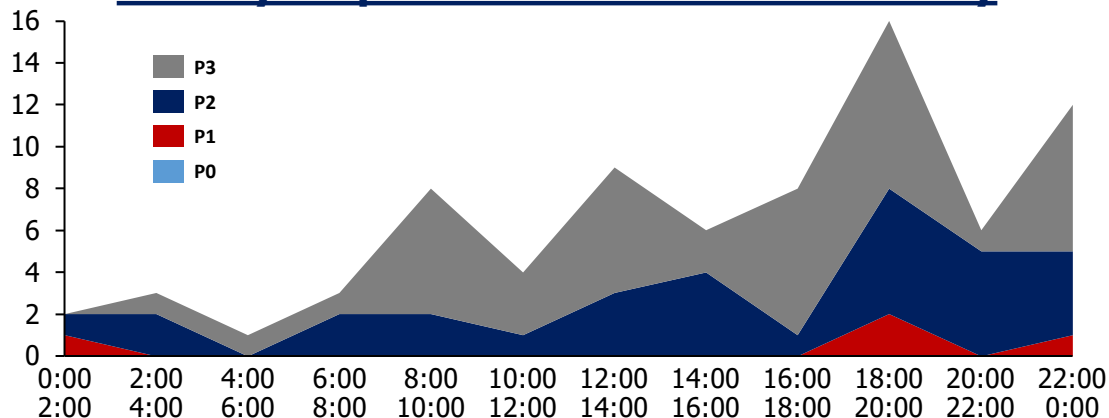




Lakeside PD



Priority Dispatched Calls Per Time of Day

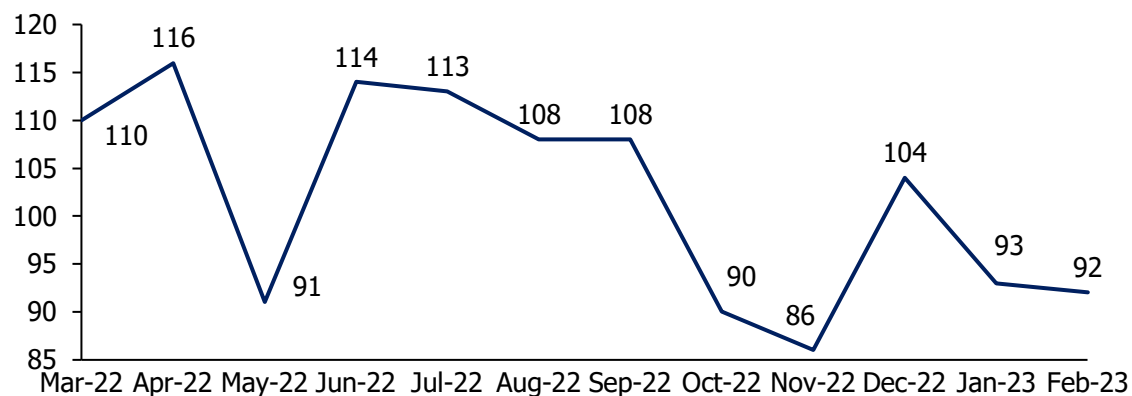


Daily Priority Call Volume and Entry to Assignment

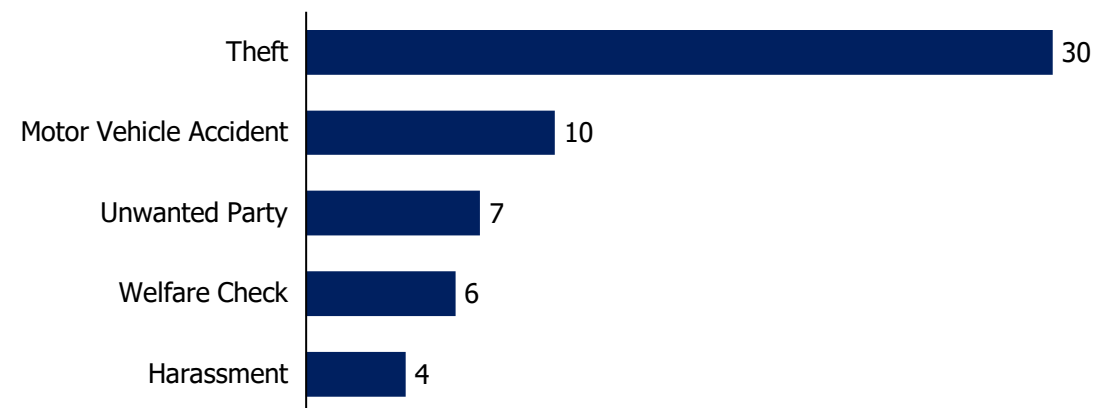
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	6	11	3
Monday	0	0	3	10	13	3
Tuesday	0	2	3	5	10	3
Wednesday	0	0	5	6	11	3
Thursday	0	0	6	7	13	3
Friday	0	1	9	4	14	4
Saturday	0	0	1	5	6	2
Assignment < 2 min		100%	58%			
Assignment < 4 min		100%	81%			

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

Monthly Call Volume



Top Five Problem Natures

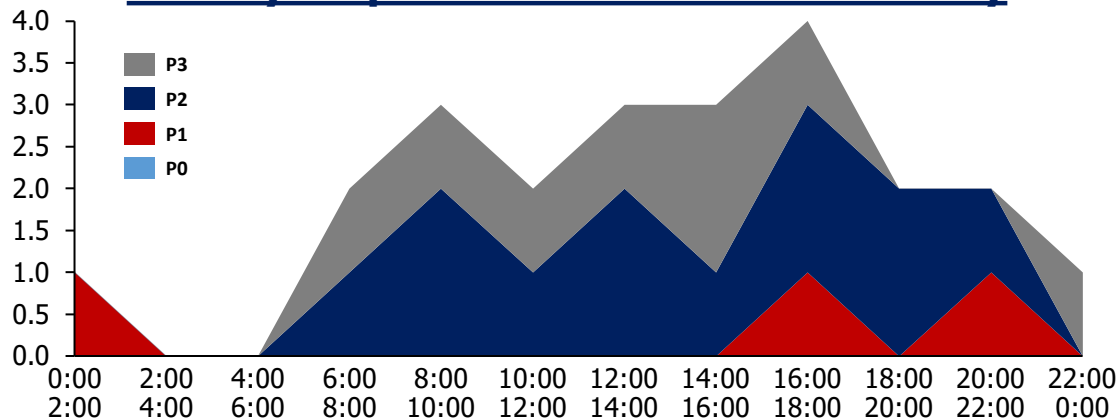




Morrison PD Jurisdiction



Priority Dispatched Calls Per Time of Day

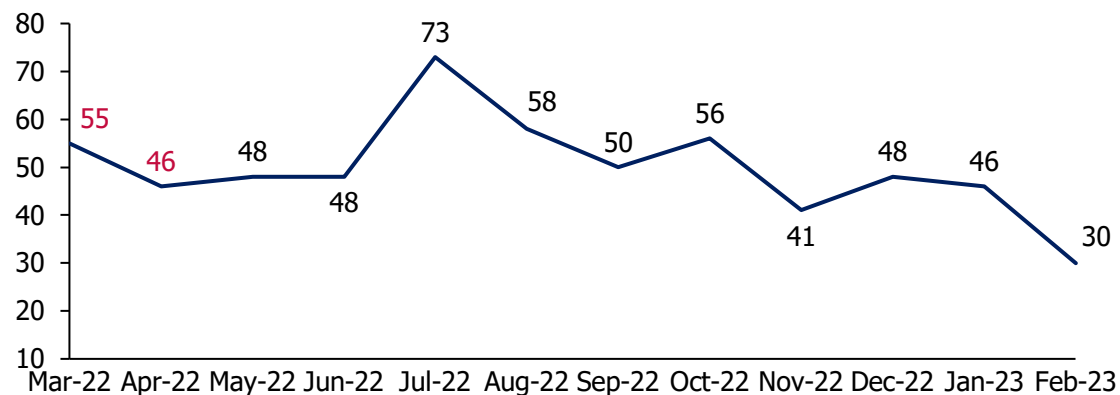


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	0	4	1
Monday	0	0	0	2	2	1
Tuesday	0	1	2	1	4	1
Wednesday	0	0	4	0	4	1
Thursday	0	0	3	2	5	1
Friday	0	1	0	3	4	1
Saturday	0	3	12	8	23	6
Assignment < 2 min		67%	67%			
Assignment < 4 min		67%	75%			

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

Monthly Call Volume



Top Five Problem Natures

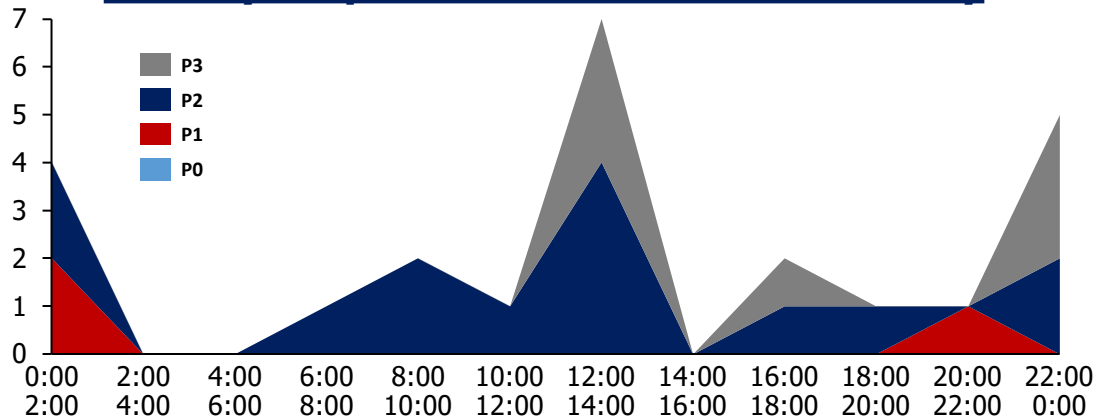




Mountain View PD



Priority Dispatched Calls Per Time of Day

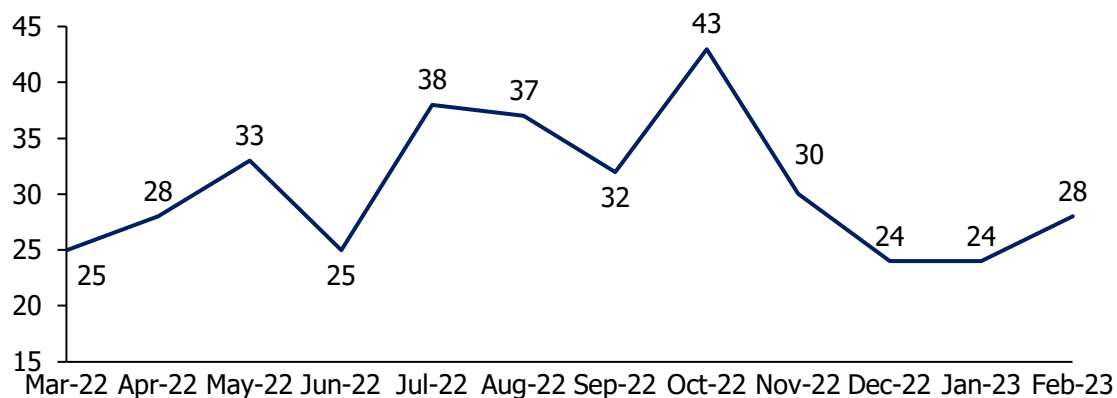


Daily Priority Call Volume and Entry to Assignment

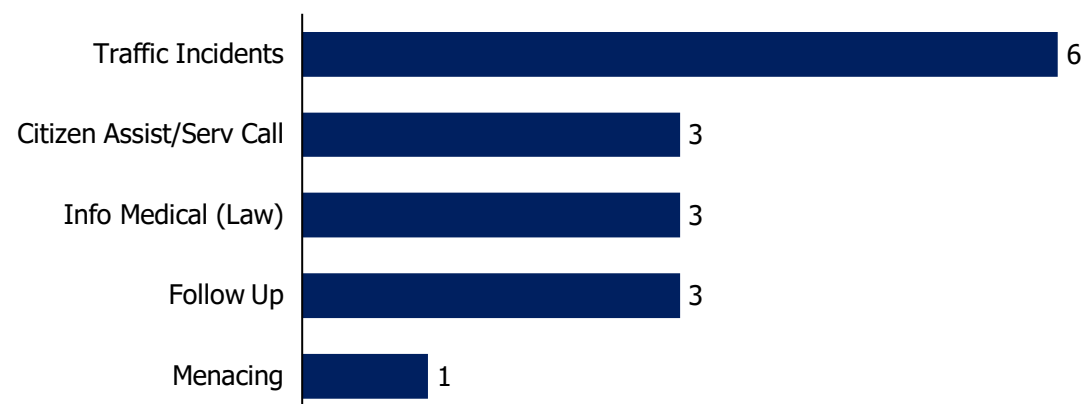
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	4	1	7	2
Monday	0	0	1	1	2	1
Tuesday	0	0	1	0	1	0
Wednesday	0	0	2	1	3	1
Thursday	0	1	1	1	3	1
Friday	0	0	3	2	5	1
Saturday	0	0	2	1	3	1
Assignment < 2 min		67%	71%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



Top Five Problem Natures

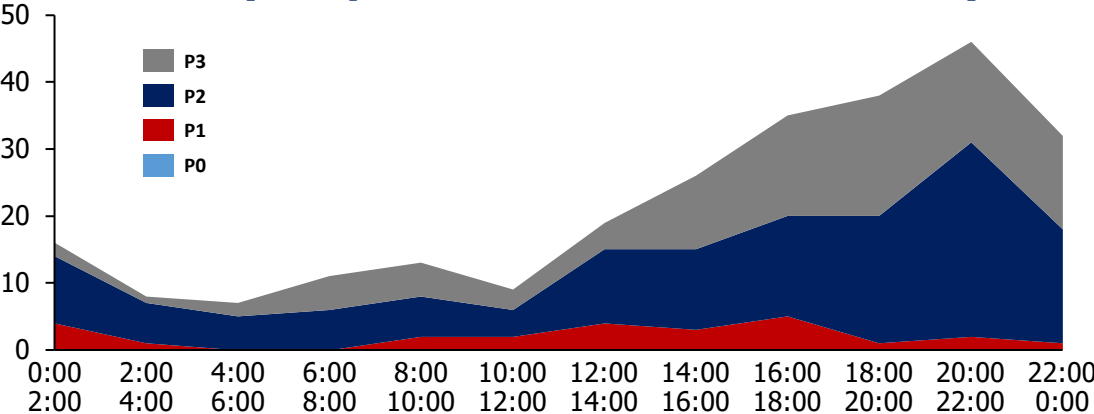




Edgewater PD



Priority Dispatched Calls Per Time of Day

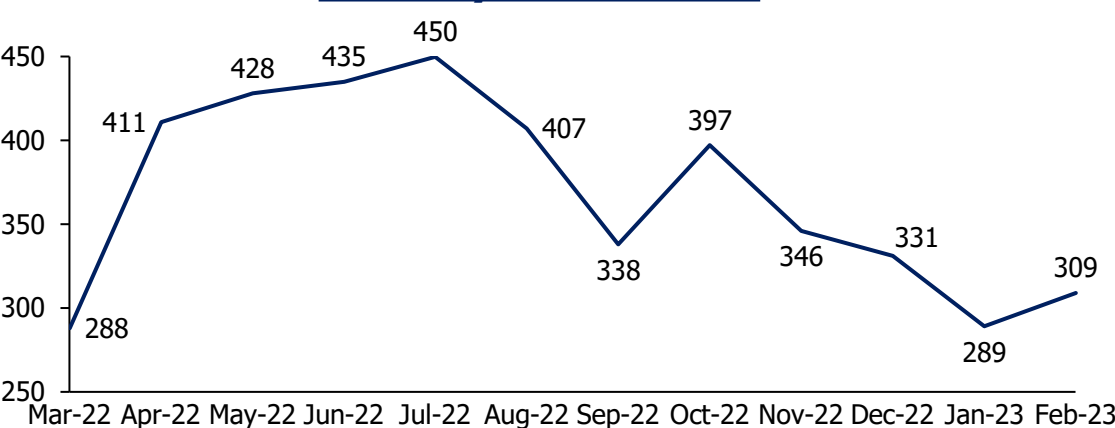


Daily Priority Call Volume and Entry to Assignment

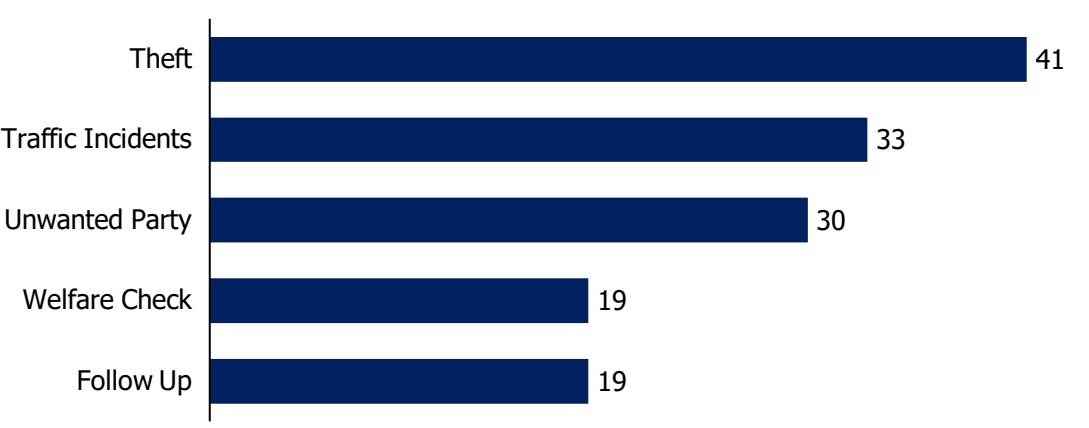
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	25	14	45	11
Monday	0	1	19	14	34	9
Tuesday	0	1	16	6	23	6
Wednesday	0	6	17	13	36	9
Thursday	0	2	17	18	37	9
Friday	0	3	28	15	46	12
Saturday	0	6	18	15	39	10
Assignment < 2 min		80%	76%			
Assignment < 4 min		96%	92%			

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

Monthly Call Volume



Top Five Problem Natures

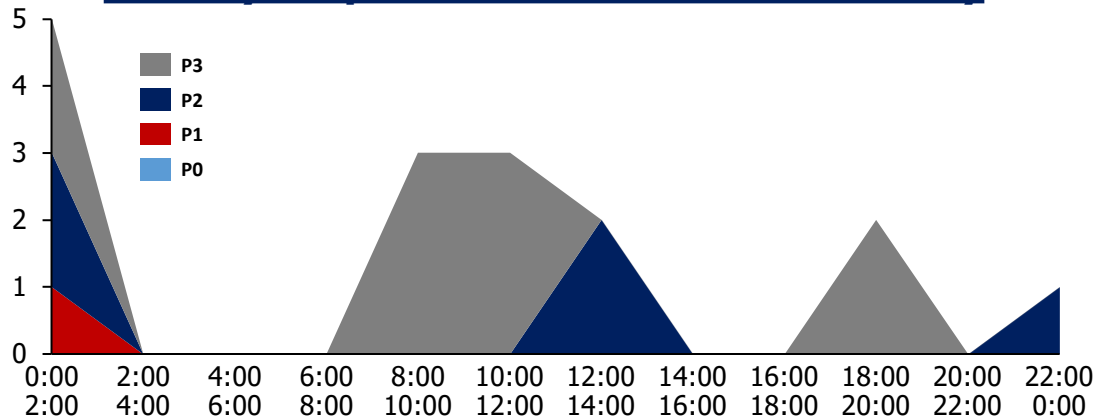




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

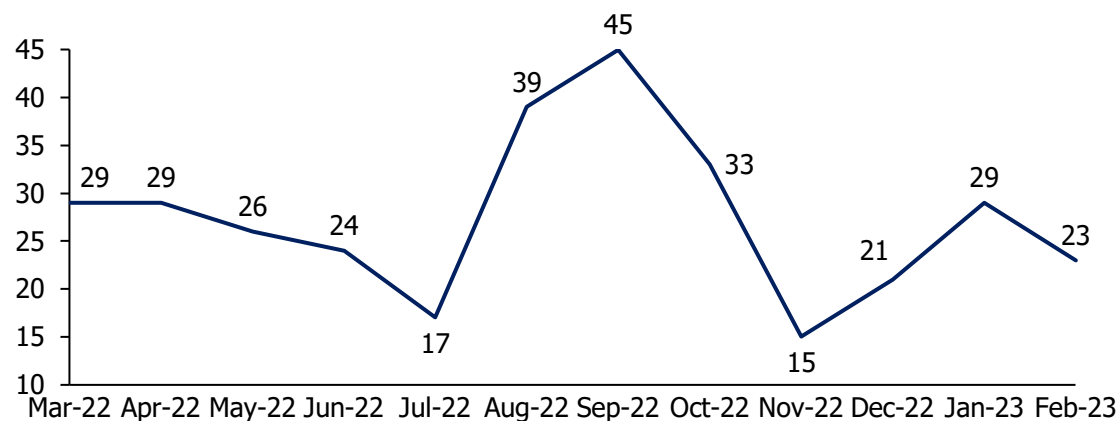


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	0	1	1	0
Tuesday	0	0	1	2	3	1
Wednesday	0	0	2	1	3	1
Thursday	0	0	0	2	2	1
Friday	0	0	1	2	3	1
Saturday	0	1	0	2	3	1
Assignment < 2 min		100%	60%			
Assignment < 4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

