



Jefferson County Communications Center Authority
JEFFCOM911

January 2023
Monthly Report



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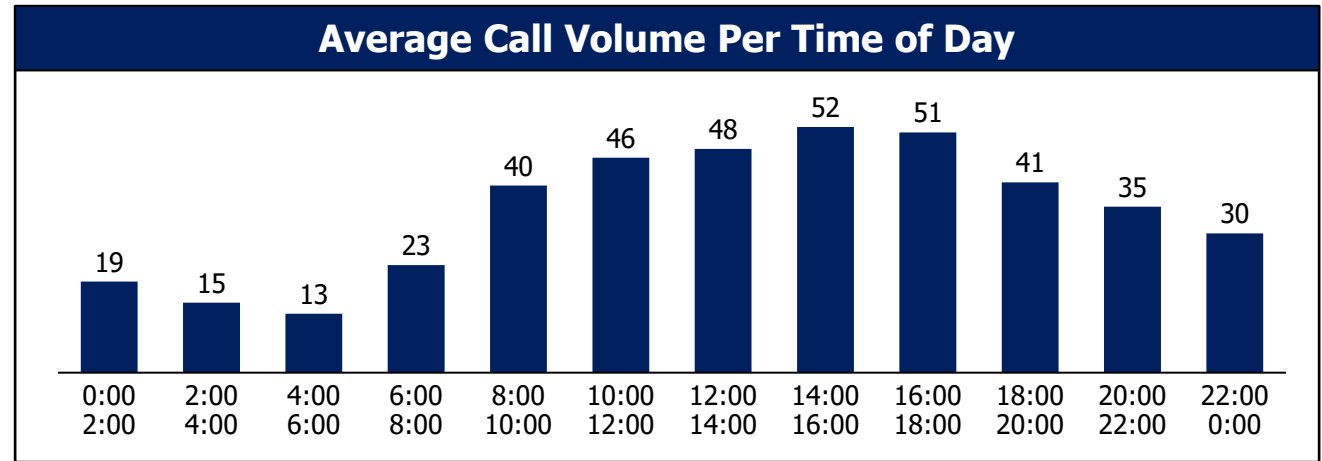


Law Stats

Calls Received, Processed, and Dispatched



Agency	January Calls	% Total	6 Month Trend
Lakewood PD	5,079	28.5%	
Jeffco Sheriff	2,535	14.2%	
Arvada PD	2,714	15.2%	
Wheat Ridge PD	1,487	8.4%	
Golden PD	475	2.7%	
Edgewater PD	289	1.6%	
Lakeside PD	94	0.5%	
Morrison PD	46	0.3%	
CSM PD	29	0.2%	
Mountain View PD	24	0.1%	
Total	12,772	71.7%	



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	6	186	650	555	124	266	94	1,881	13.0%
Monday	2	164	598	588	148	431	87	2,018	14.0%
Tuesday	3	181	689	630	175	464	111	2,253	15.6%
Wednesday	1	137	498	435	136	371	55	1,633	14.1%
Thursday	0	125	515	527	117	343	63	1,690	14.6%
Friday	0	153	526	492	118	366	72	1,727	15.0%
Saturday	1	163	510	481	101	232	82	1,570	13.6%
Total	13	1,109	3,986	3,708	919	2,473	564	12,772	

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

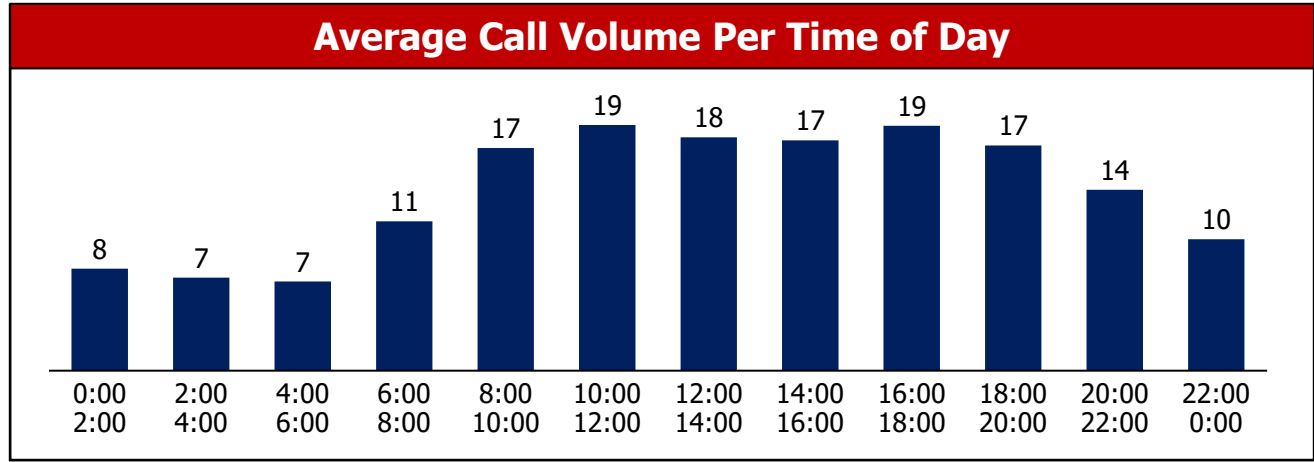


Fire Stats

Calls Received, Processed, and Dispatched



Agency	January Calls	% of Total	6 Month Trend
West Metro Fire	2,999	16.8%	
Arvada Fire	1,230	6.9%	
Golden Fire	235	1.3%	
Evergreen Fire	210	1.2%	
Elk Creek Fire	88	0.5%	
Fairmount Fire	75	0.4%	
Pleasant View Fire	40	0.2%	
Highland Rescue	58	0.3%	
Foothills Fire	39	0.2%	
Inter Canyon Fire	21	0.1%	
Genesee Fire	16	0.1%	
Indian Hills Fire	13	0.1%	
North Fork Fire	7	0.0%	
Golden Gate Fire	4	0.0%	
Total	5,035	28.3%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	22	457	284	9	0	0	772	13.6%
Monday	12	496	291	6	0	5	810	14.2%
Tuesday	14	551	269	7	0	5	846	14.9%
Wednesday	13	412	249	6	0	2	682	15.0%
Thursday	19	426	244	5	0	1	695	15.3%
Friday	21	365	229	3	0	0	618	13.6%
Saturday	16	366	222	8	0	0	612	13.5%
Total	117	3,073	1,788	44	0	13	5,035	

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



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	89.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	97.7%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	40.4%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	84.4%	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	19.6%	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%	98.0%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	97.3%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	83.3%	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 Seven new hires started Academy training in January with the next Academy scheduled for March 27th. January was also the first full month of two CS personnel working to fully address non-emergency calls, allowing dedicated positions in the center to fully concentrate on 911 emergency calls. Technology: A new AWS Connect bot that processes non-emergency calls was fully in place for the month of January that reduces the number of administrative calls for manually processing by approximately 12%, 28k non-emergency calls were routed through the bot. Overall call volume is down from December and lower than January 2022 by 15%. The month-end result of 911 calls answered within 15 seconds (89.4%) is the highest Jeffcom has achieved in 20 months. 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 02:03 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>



Service Level Agreement

IT and Records



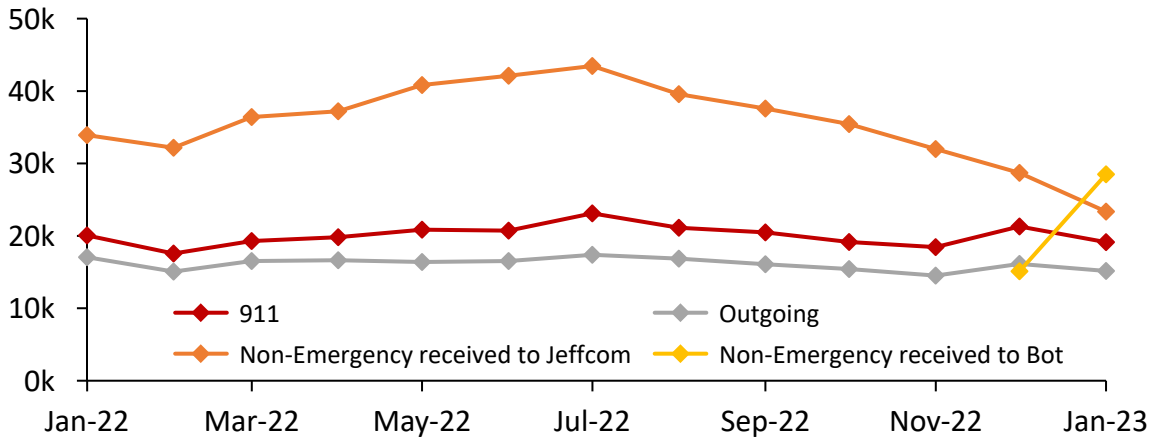
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffco member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	546 DA Discovery Requests, 261 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	154 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 denied by Jeffco (pending investigation), 1 pending approval from Jeffco, 1 pending approval from Arvada, 2 pending further info from requesters to complete.



Service Level Agreement and Volume Trends



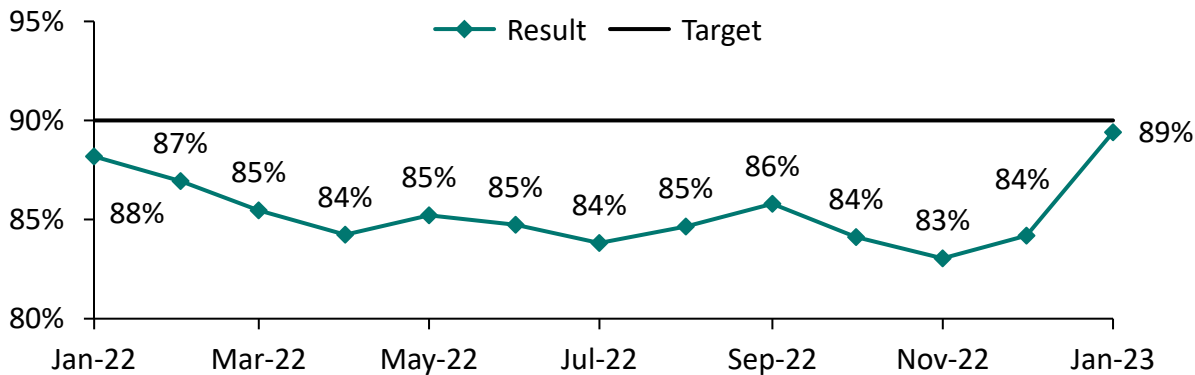
Call Volumes



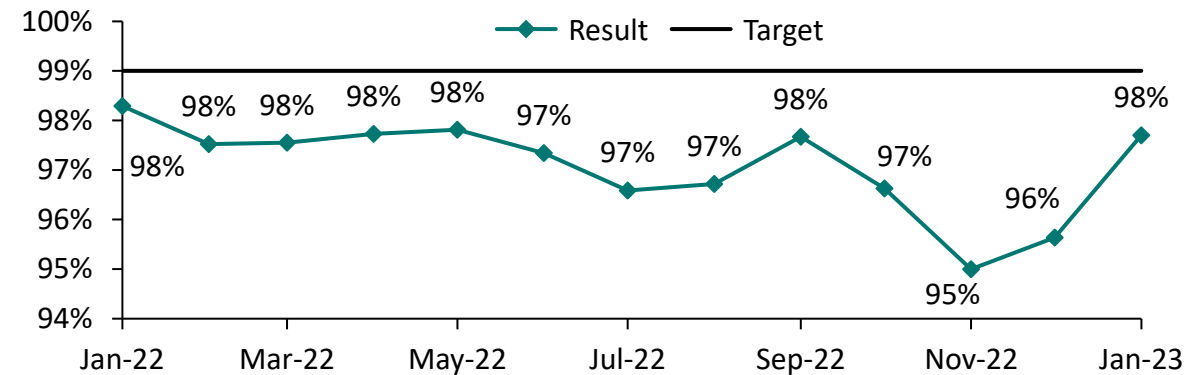
Trend Table

	Jan-23	Dec-22	Jan-22	Δ Last Month	Δ Last Year
Outgoing	15,159	16,123	18,652	↓ -6%	↓ -19%
Incoming - Admin to Bot	28,493	15,102	0	↑ 89%	
Incoming - Admin to Jeffcom	23,354	28,706	36,848	↓ -19%	↓ -37%
Incoming - 911	19,123	21,292	22,478	↓ -10%	↓ -15%
911 calls answered within 15 seconds	89%	84%	88%	↑ 5%	↓ -1%
911 calls answered within 40 seconds	98%	96%	98%	↑ 2%	↓ -0.6%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





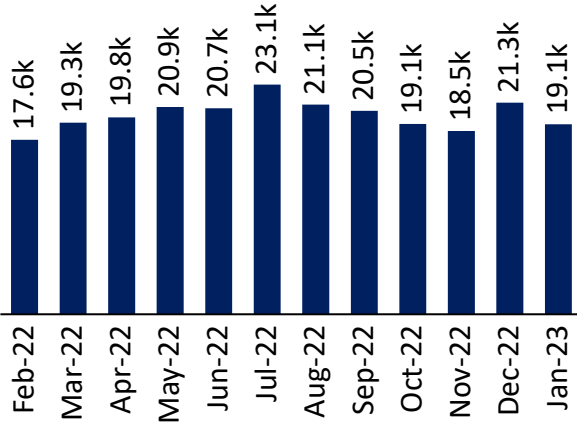
Call Volume/Agency Specific Inquiries

JEFFCOM

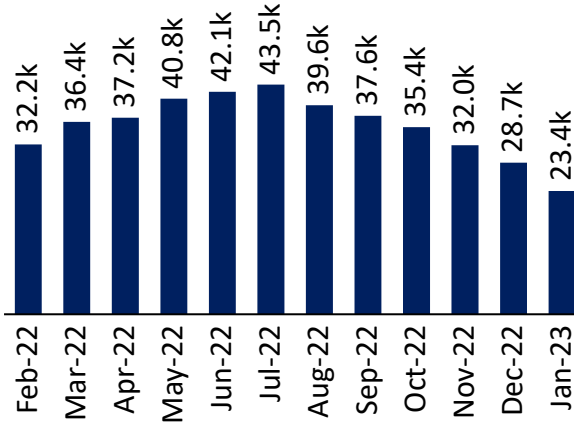


12 Month Trends

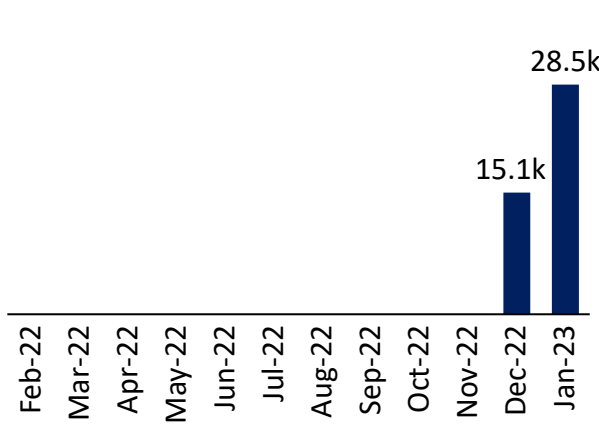
Emergency Calls



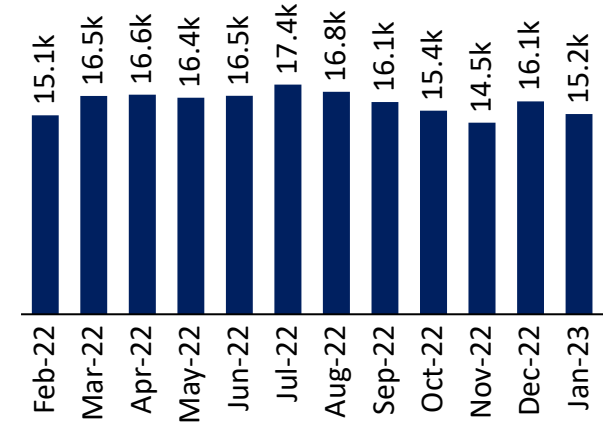
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



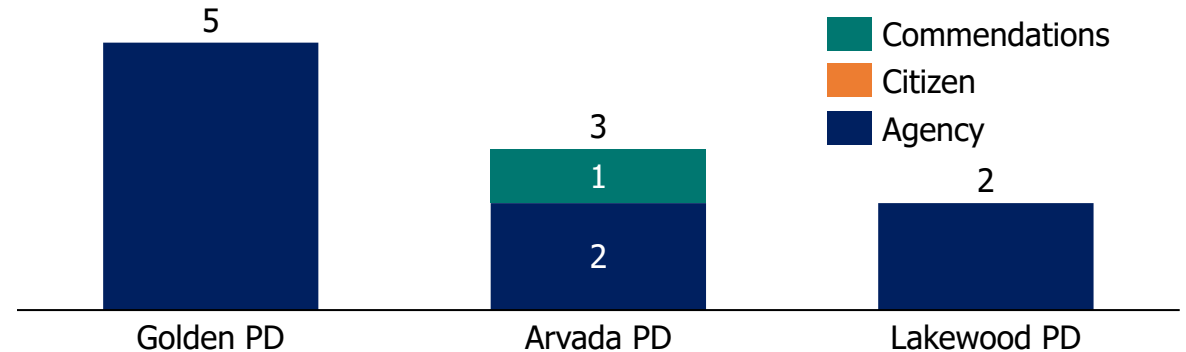
Outgoing Calls



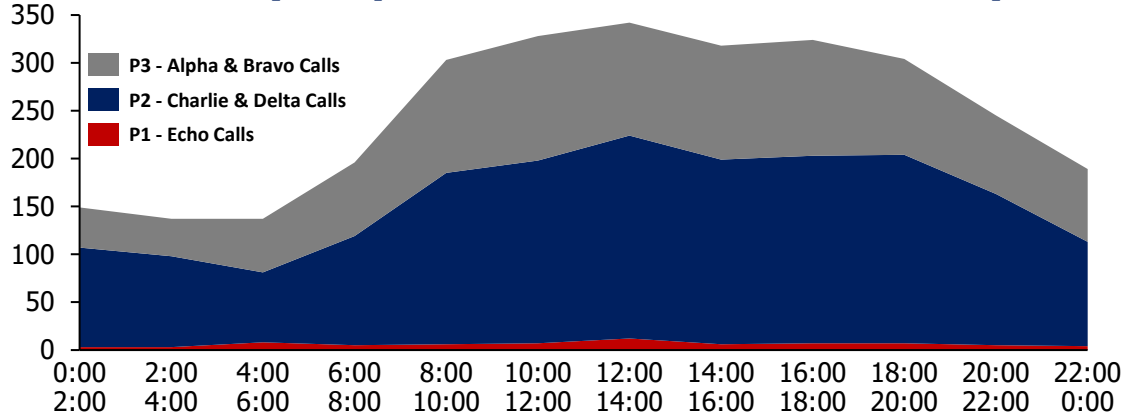
Call Volume

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

January Inquiries



Priority Dispatched Calls Per Time of Day



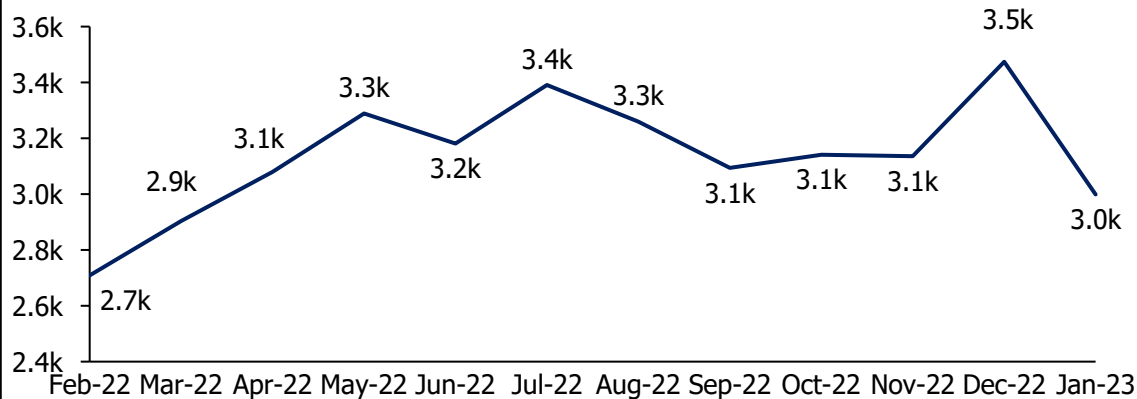
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	14	287	161	462	92
Monday	9	263	178	450	90
Tuesday	10	323	161	494	99
Wednesday	6	239	148	393	98
Thursday	7	265	140	412	103
Friday	18	229	152	399	100
Saturday	9	215	138	362	91

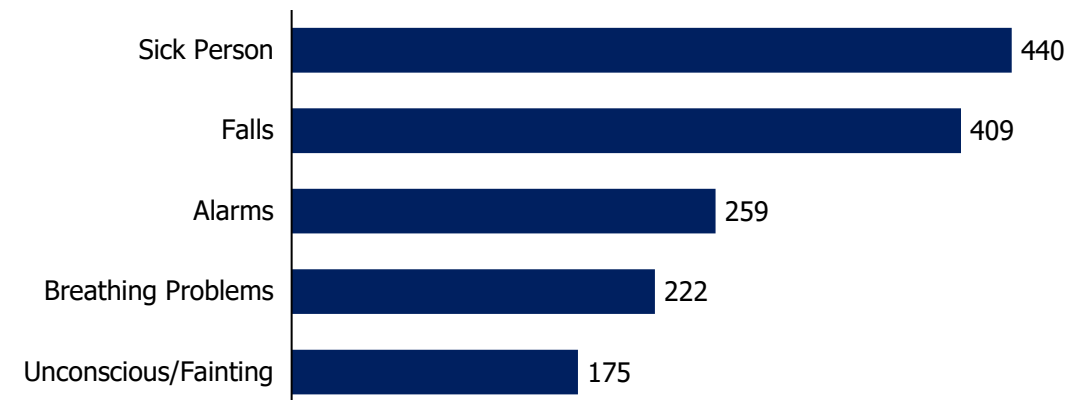
Assignment <1 min 97% 95%

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

Monthly Call Volume



Top Five Problem Natures

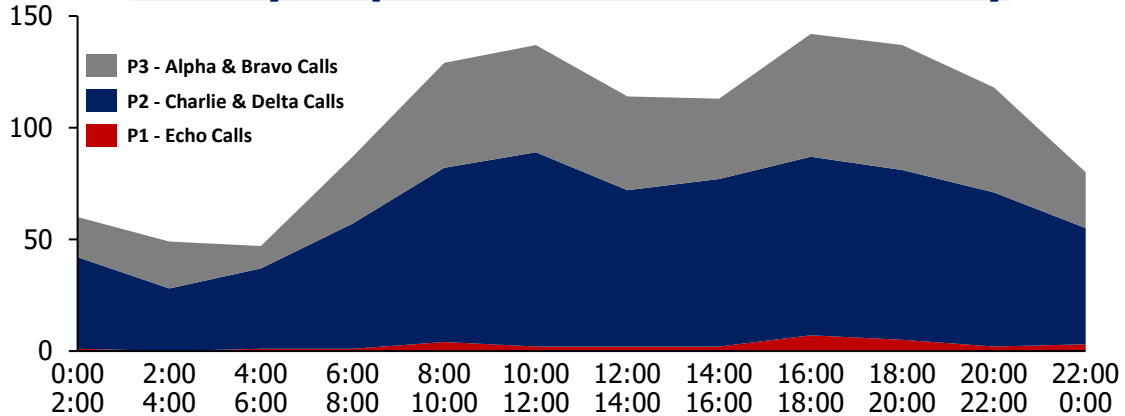




Arvada Fire



Priority Dispatched Calls Per Time of Day



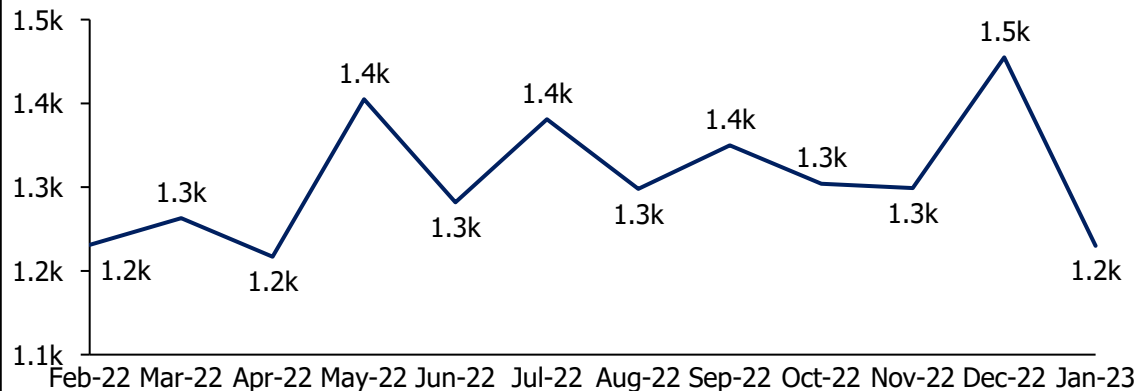
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	5	104	88	197	39
Monday	3	143	66	212	42
Tuesday	2	135	65	202	40
Wednesday	6	95	67	168	42
Thursday	7	89	56	152	38
Friday	2	87	44	133	33
Saturday	5	95	49	149	37

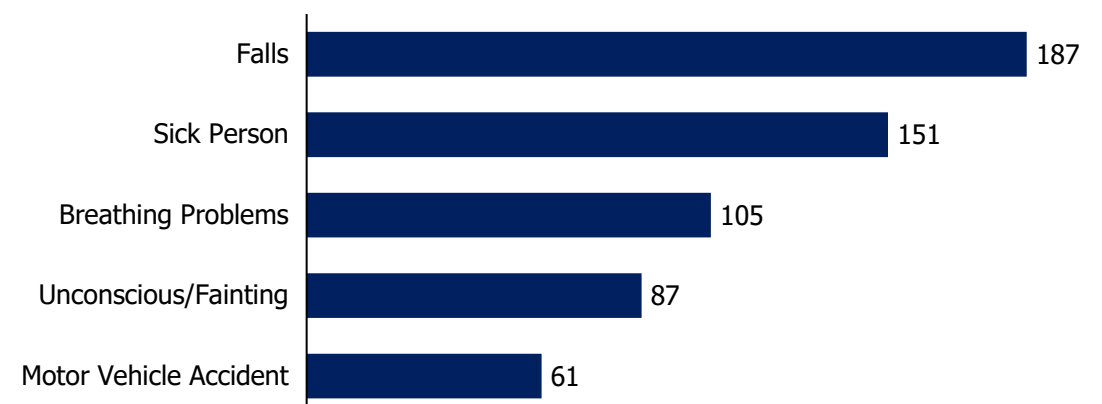
Assignment < 1 min 100% 96%

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

Monthly Call Volume



Top Five Problem Natures

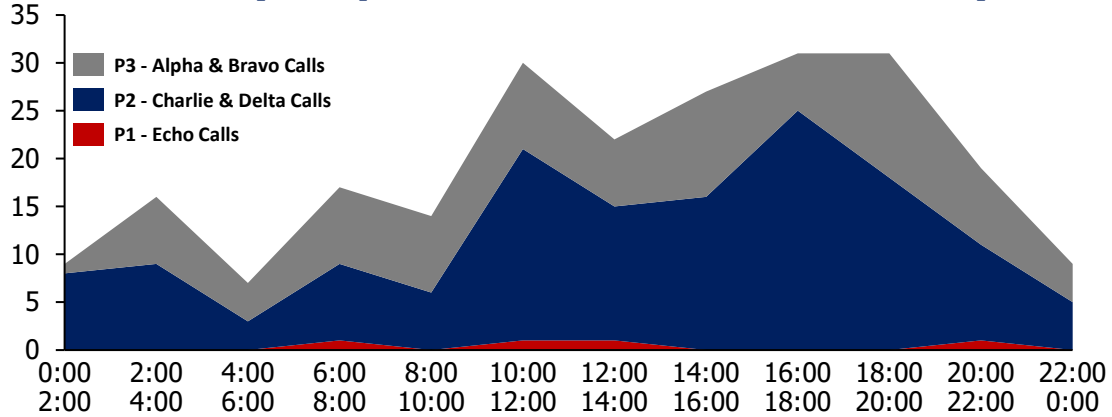




Golden Fire



Priority Dispatched Calls Per Time of Day



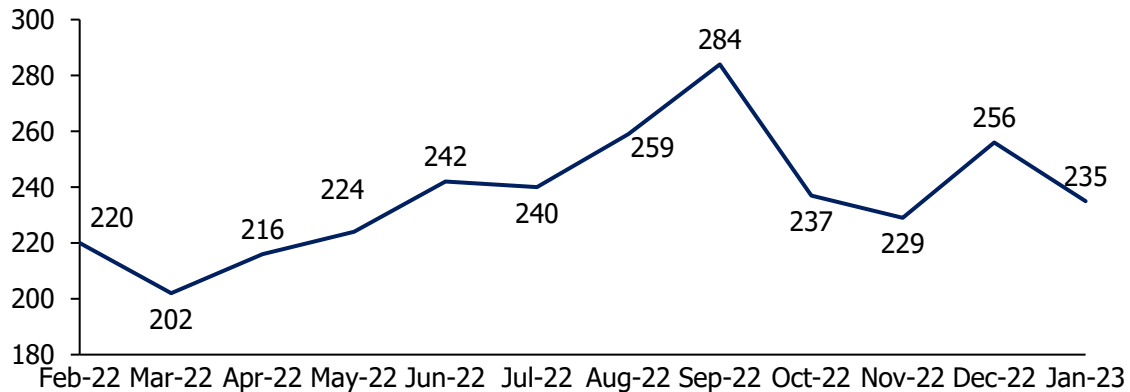
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	19	10	31	6
Monday	0	30	18	48	10
Tuesday	0	29	16	45	9
Wednesday	1	18	10	29	7
Thursday	0	17	16	33	8
Friday	1	15	6	22	6
Saturday	0	14	10	24	6

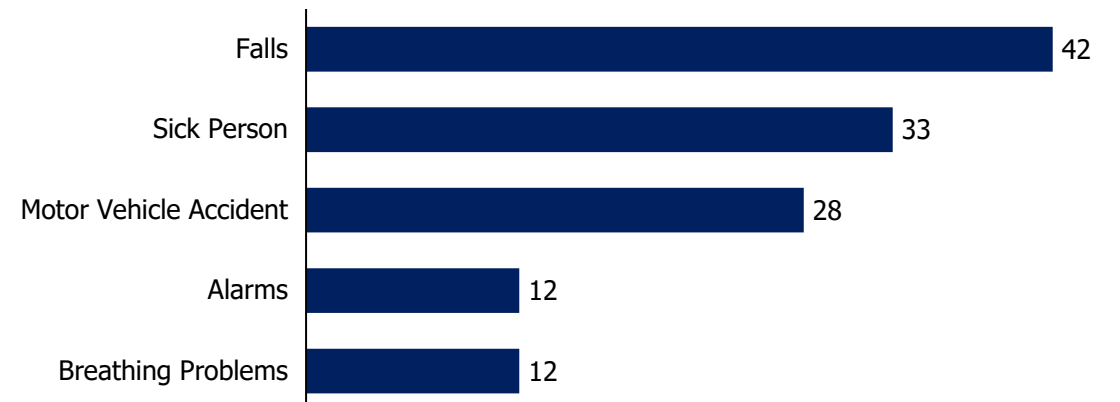
Assignment < 1 min 100% 86%

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

Monthly Call Volume



Top Five Problem Natures

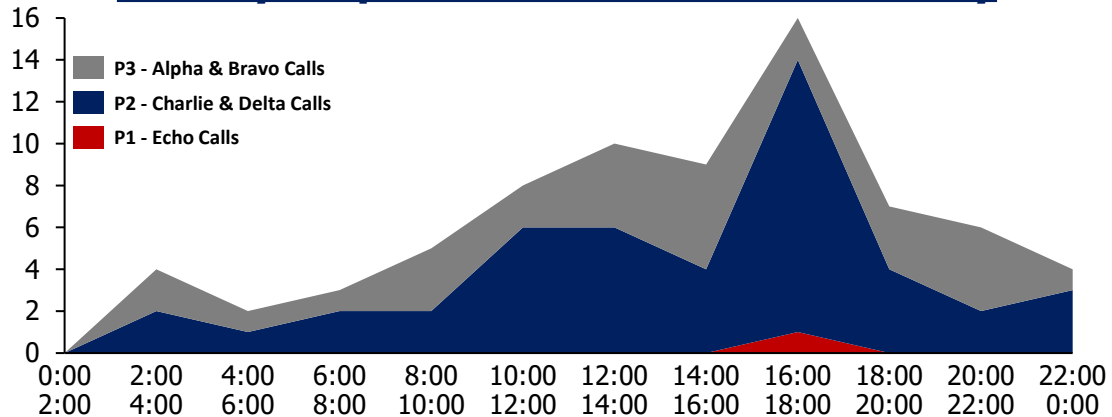




Fairmount Fire



Priority Dispatched Calls Per Time of Day



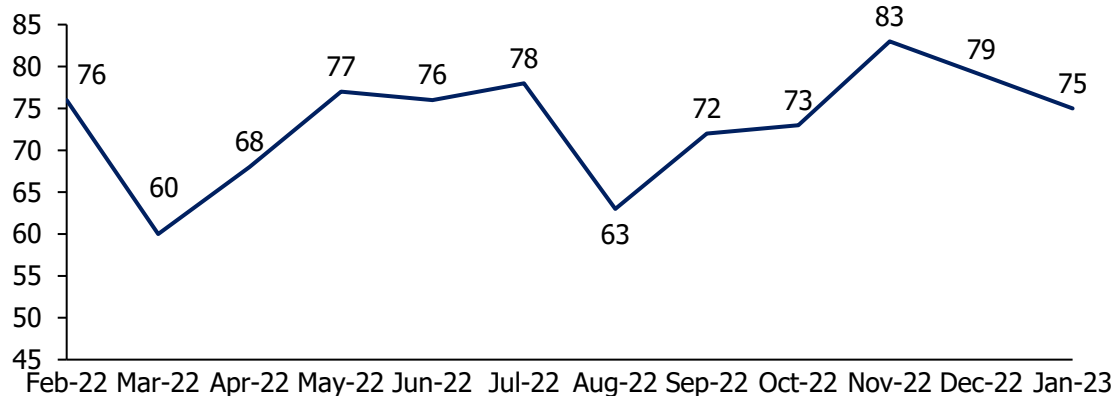
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	11	3	14	3
Tuesday	0	7	5	12	2
Wednesday	0	7	2	9	2
Thursday	1	2	8	11	3
Friday	0	8	4	12	3
Saturday	0	5	3	8	2

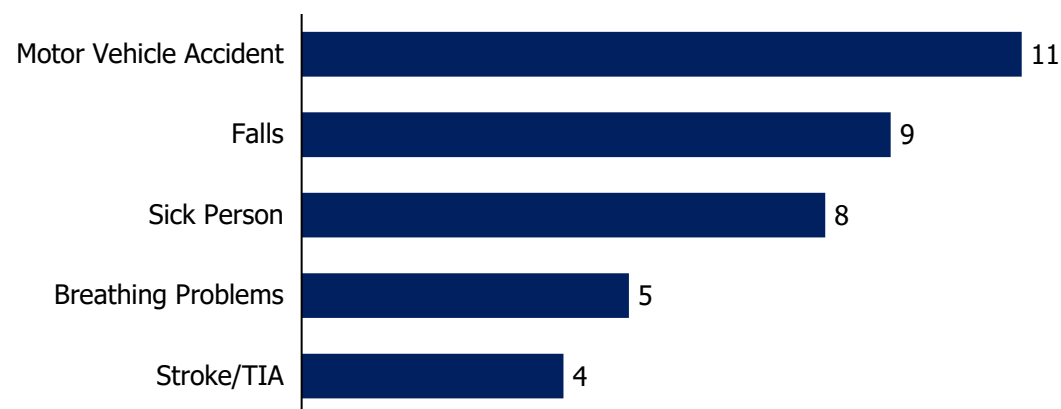
Assignment <1 min 100% 89%

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

Monthly Call Volume



Top Five Problem Natures

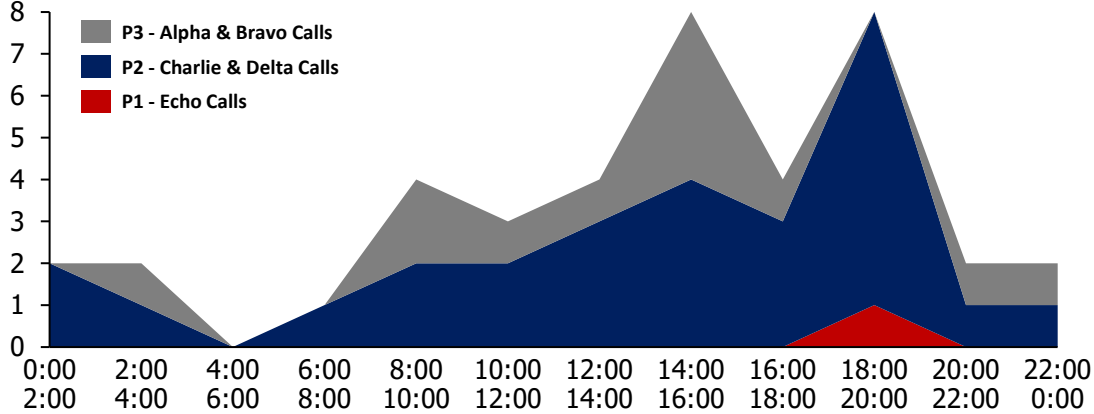




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

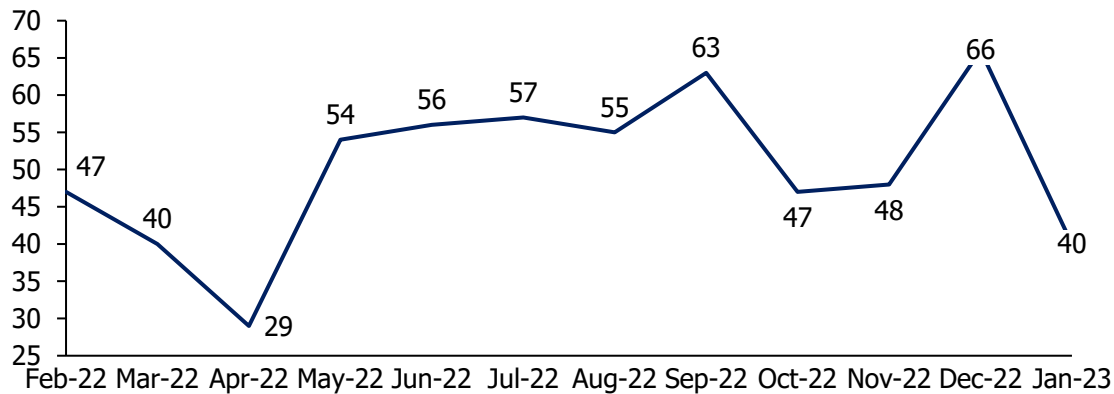


Daily Priority Call Volume and Entry to Assignment

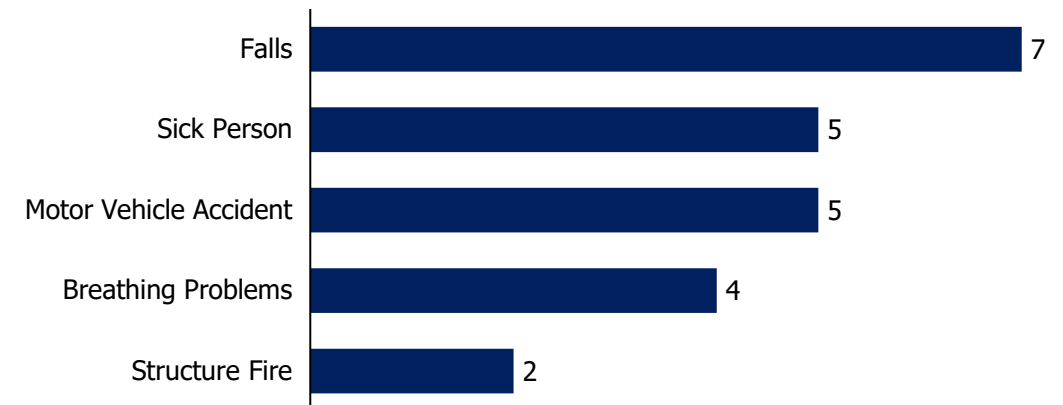
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	6	2	8	2
Tuesday	1	3	1	5	1
Wednesday	0	7	3	10	3
Thursday	0	5	2	7	2
Friday	0	1	1	2	1
Saturday	0	4	2	6	2
Assignment <1 min	0%	89%			

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

Monthly Call Volume



Top Five Problem Natures

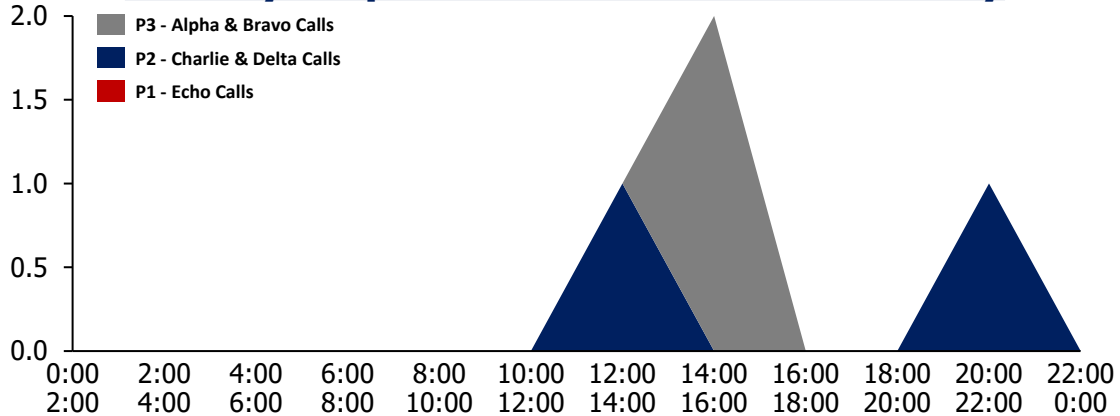




Golden Gate Fire



Priority Dispatched Calls Per Time of Day



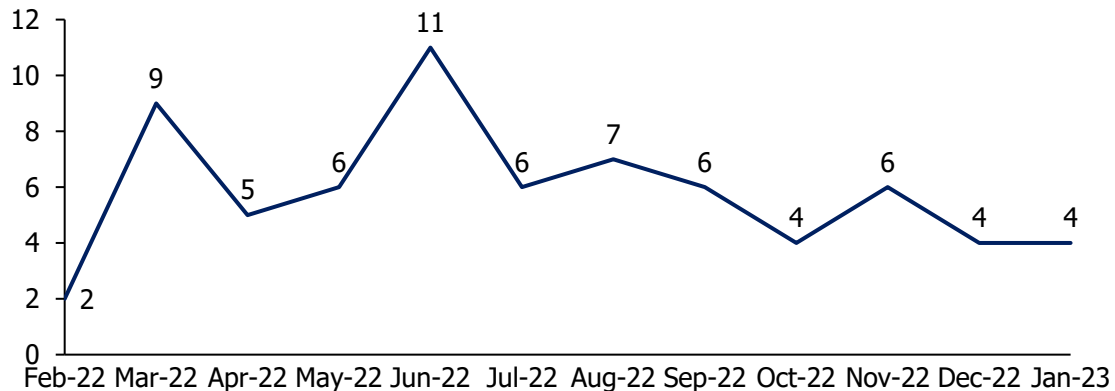
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	1	1	2	0
Tuesday	0	0	1	1	0
Wednesday	0	0	0	0	0
Thursday	0	2	2	4	1
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

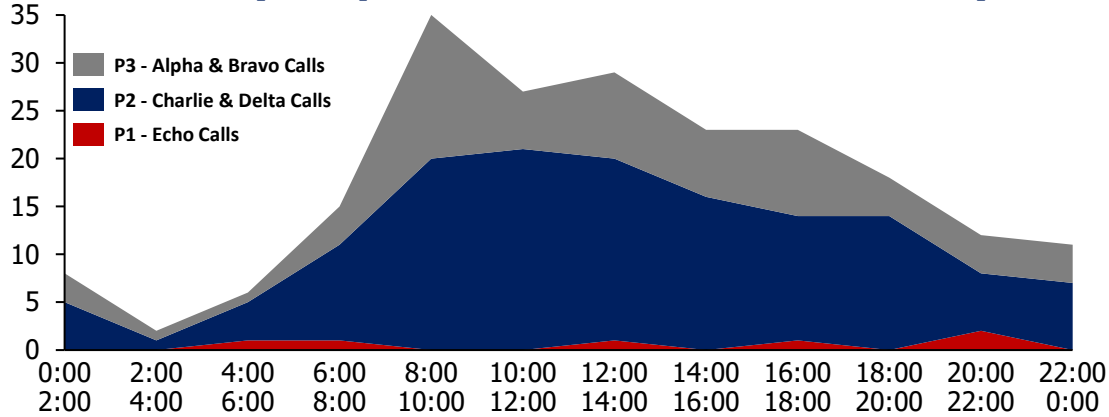




Evergreen Fire



Priority Dispatched Calls Per Time of Day

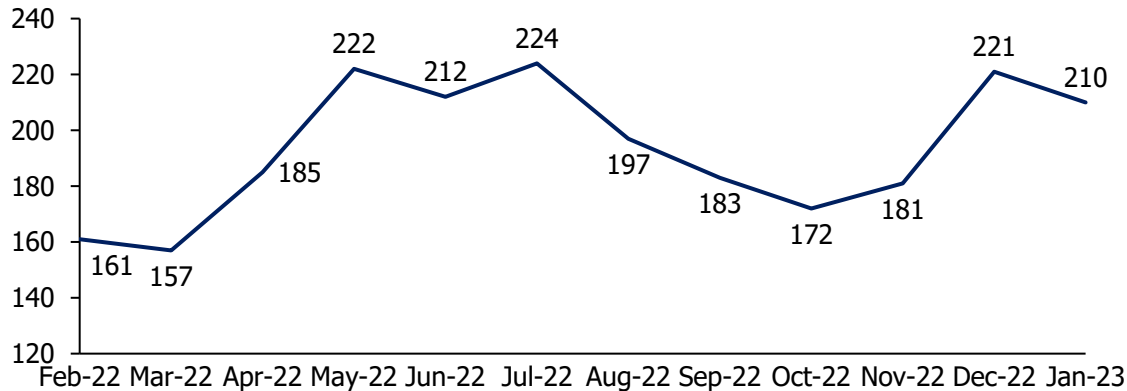


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	17	11	29	6
Monday	0	15	13	28	6
Tuesday	1	27	10	38	8
Wednesday	0	22	9	31	8
Thursday	2	26	9	37	9
Friday	0	11	11	22	6
Saturday	2	18	4	24	6
Assignment <1 min	83%	78%			

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

Monthly Call Volume

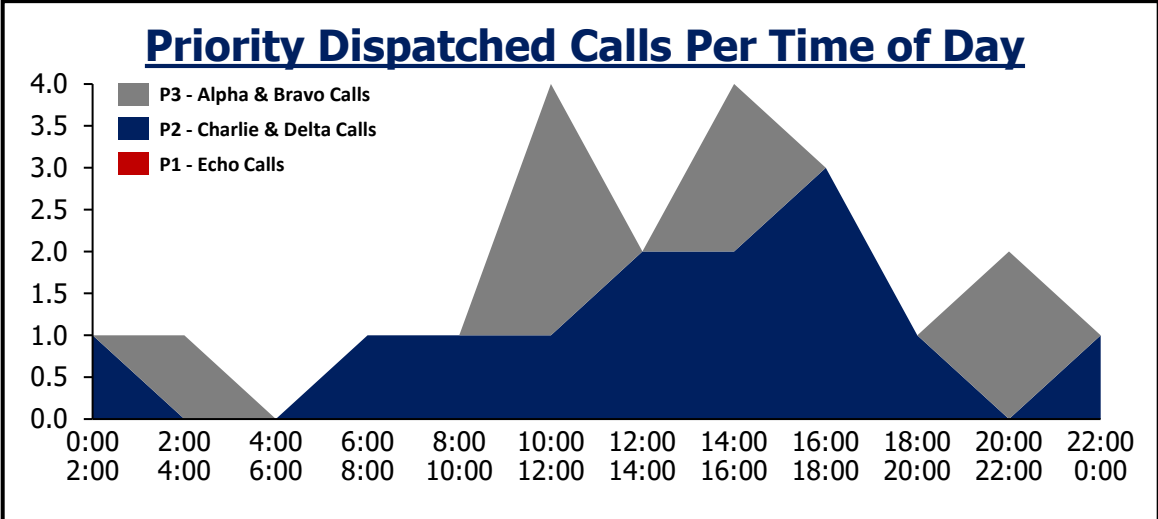


Top Five Problem Natures





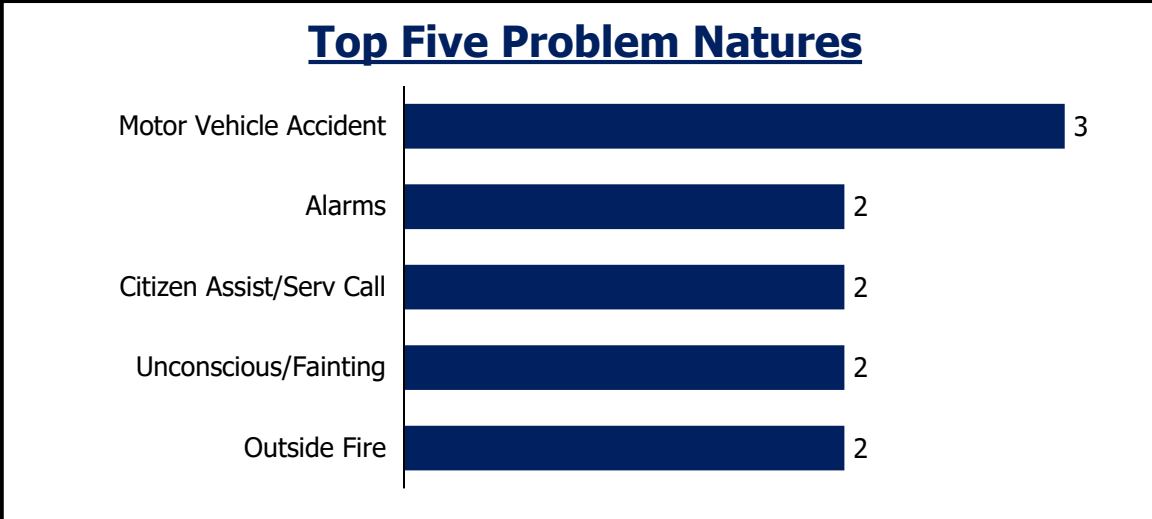
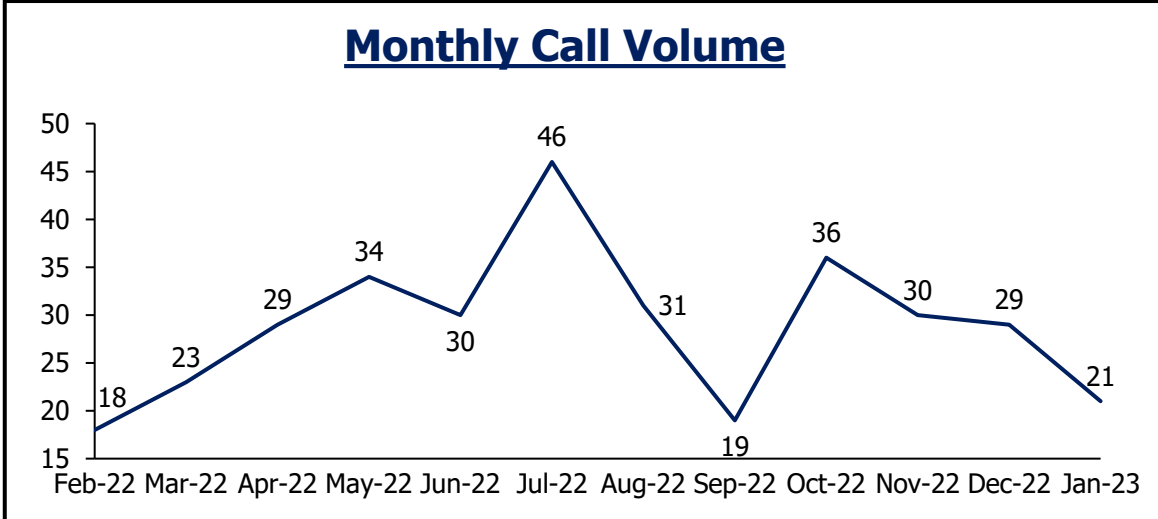
Inter-Canyon Fire



Daily Priority Call Volume and Entry to Assignment

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

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

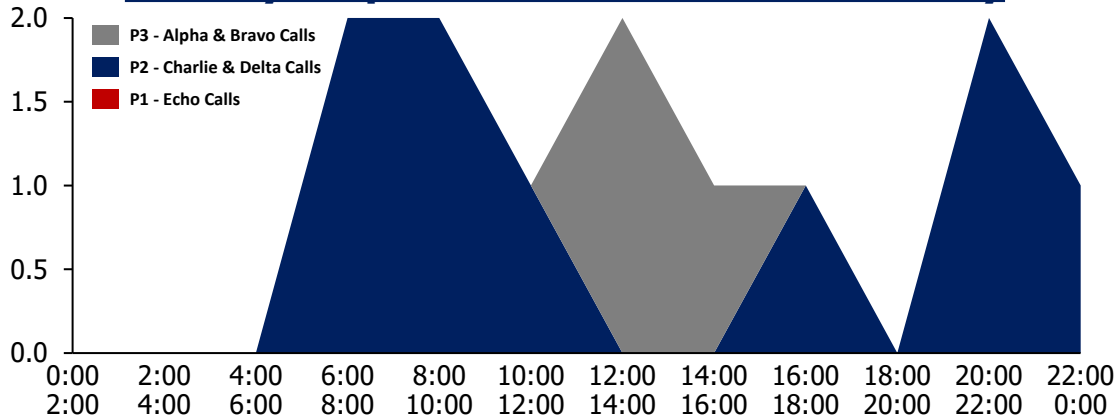




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



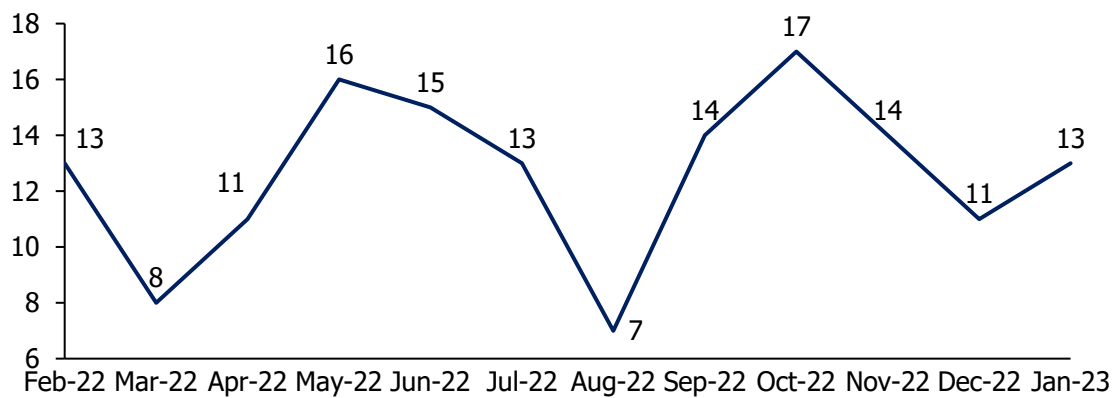
Daily Priority Call Volume and Entry to Assignment

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

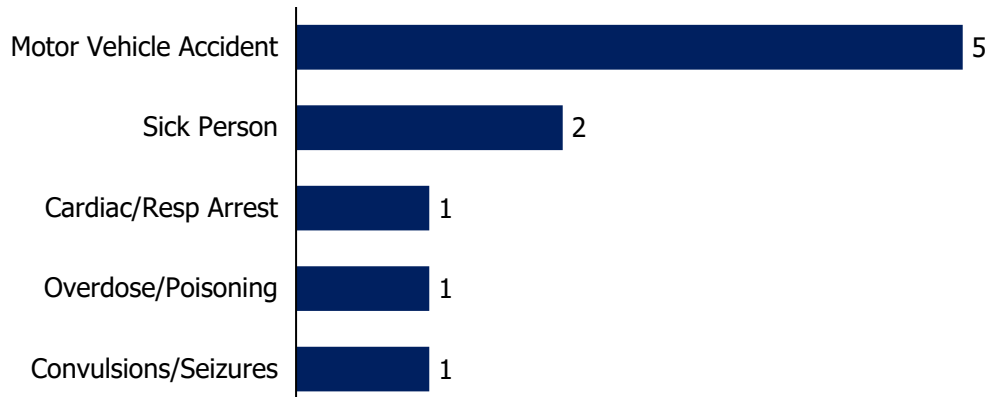
Assignment <1 min N/A 89%

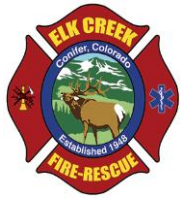
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

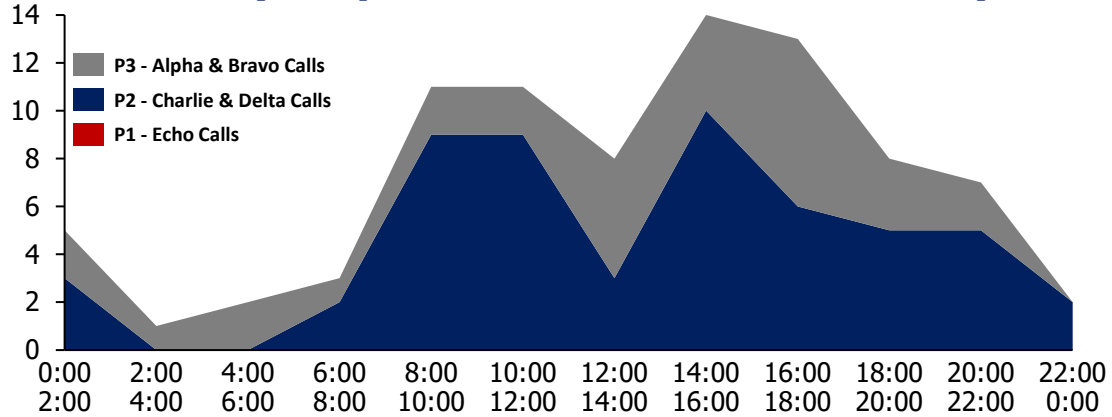




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



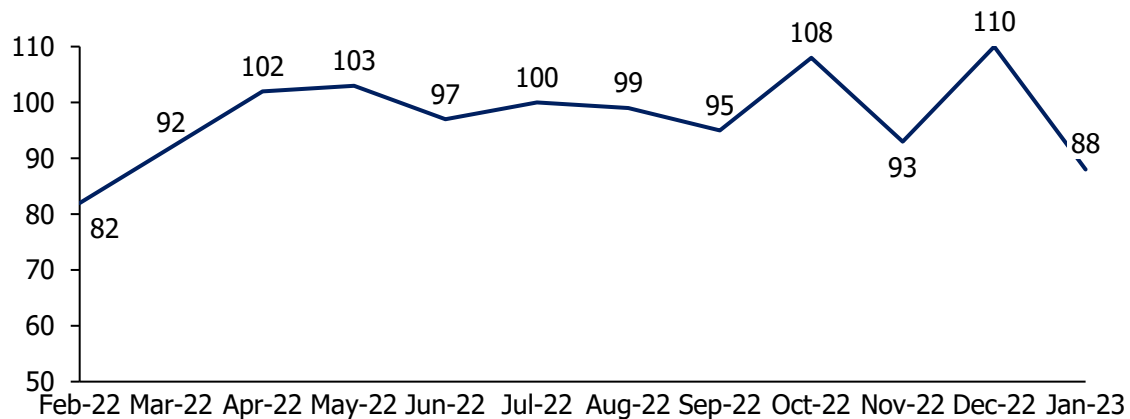
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	11	2	13	3
Monday	0	7	4	11	2
Tuesday	0	8	6	14	3
Wednesday	0	7	3	10	3
Thursday	0	6	5	11	3
Friday	0	9	7	16	4
Saturday	0	6	4	10	3

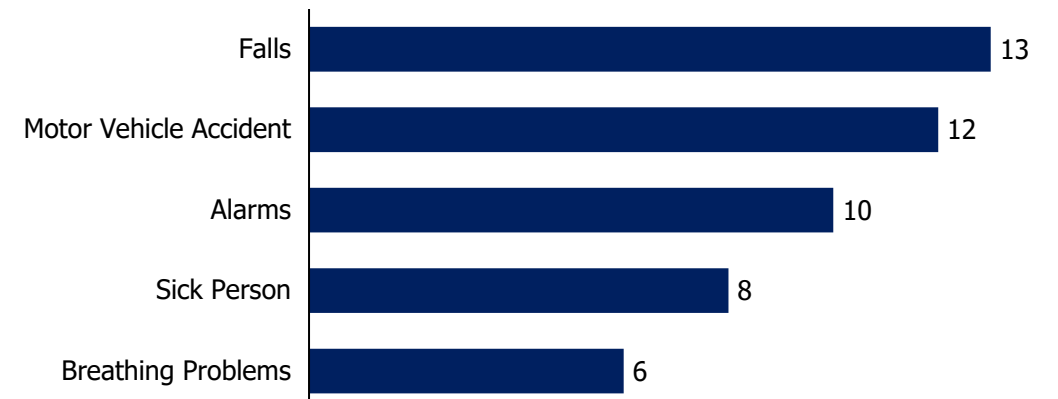
Assignment <1 min N/A 72%

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

Monthly Call Volume



Top Five Problem Natures

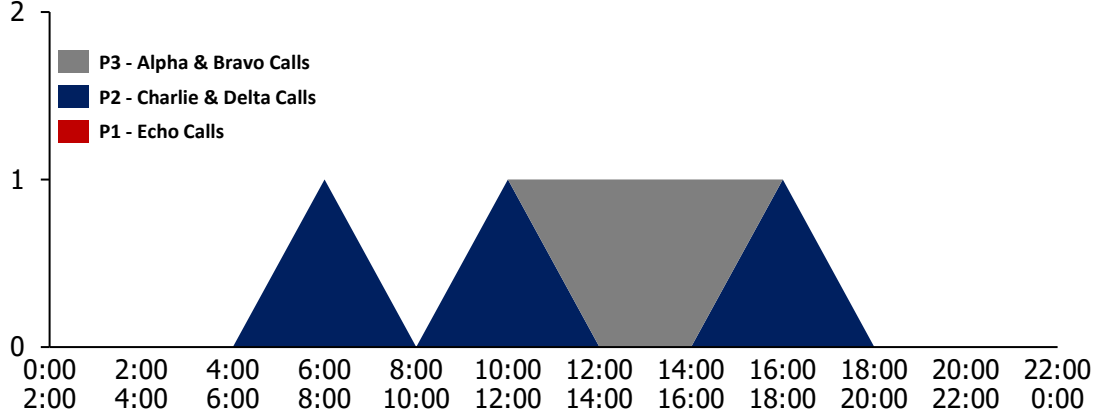




North Fork Fire



Priority Dispatched Calls Per Time of Day



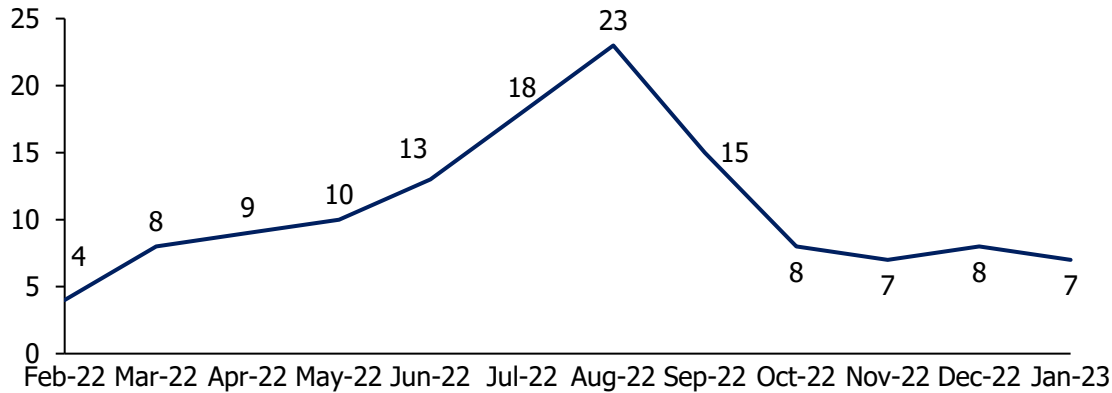
Daily Priority Call Volume and Entry to Assignment

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



Problem Natures

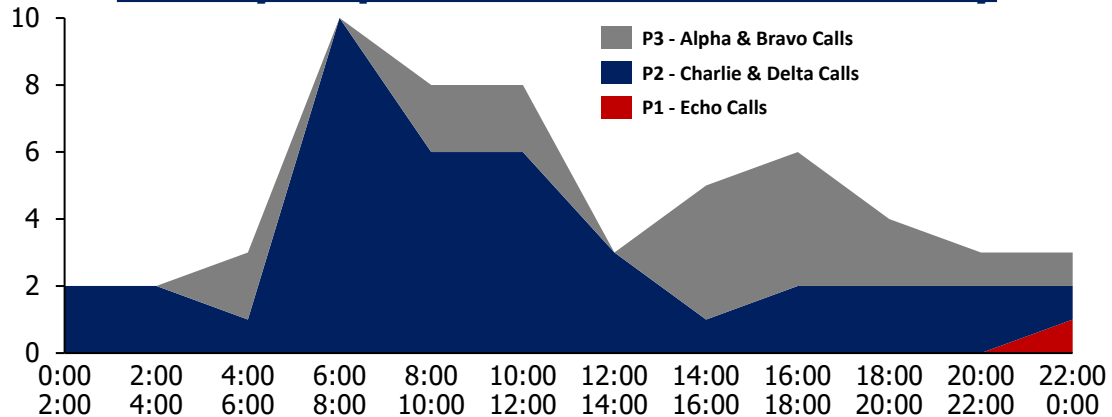




Highland Rescue



Priority Dispatched Calls Per Time of Day



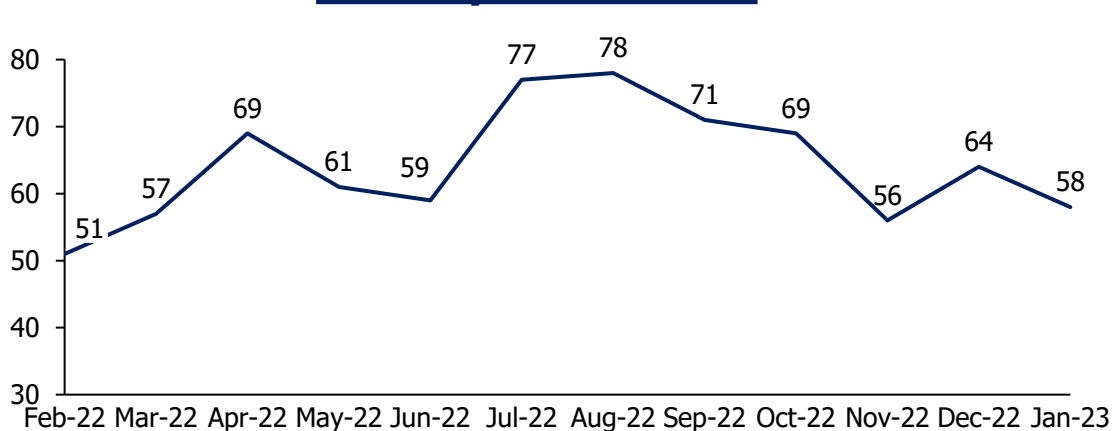
Daily Priority Call Volume and Entry to Assignment

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

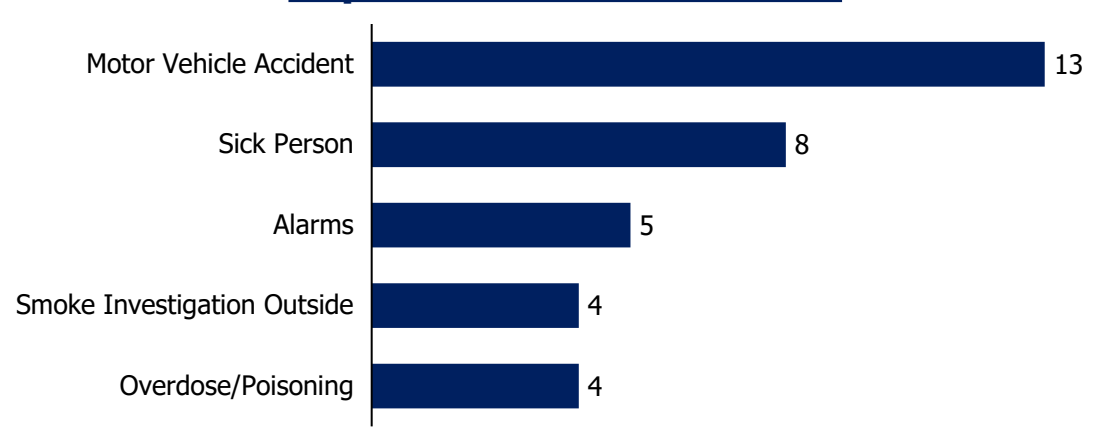
Assignment <1 min 100% 63%

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

Monthly Call Volume



Top Five Problem Natures

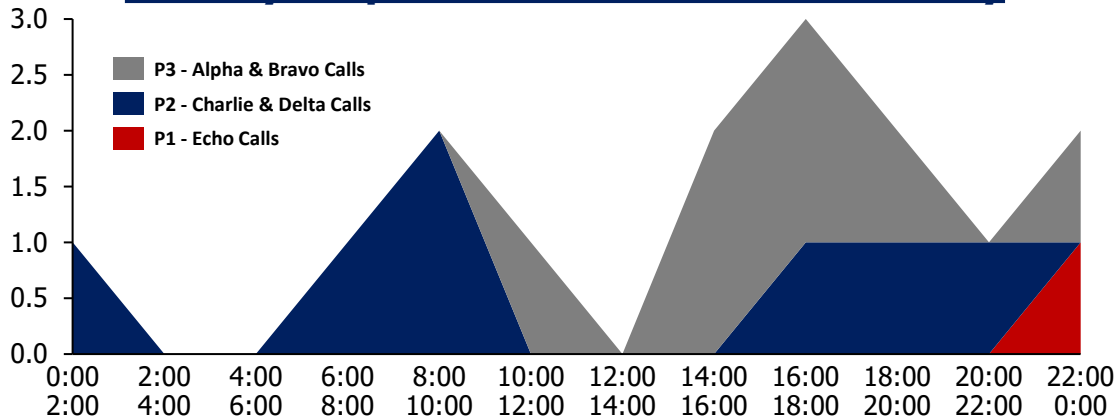




Genesee Fire



Priority Dispatched Calls Per Time of Day

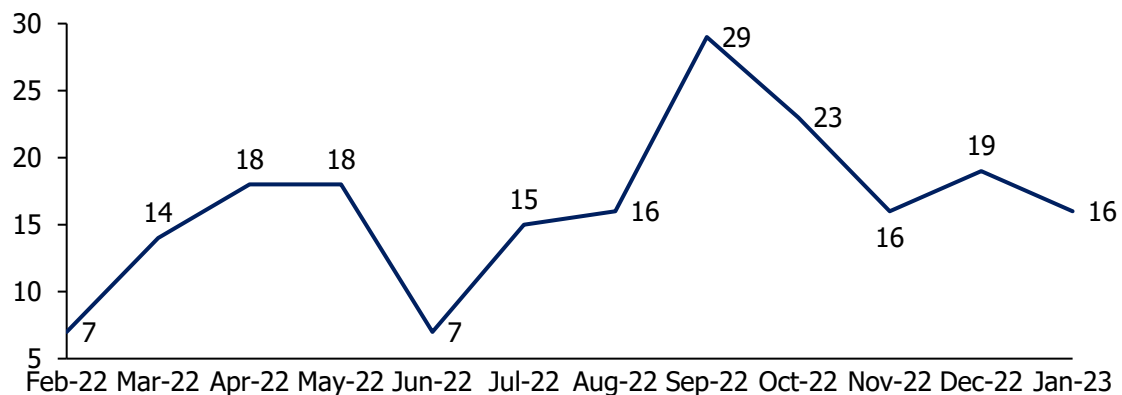


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

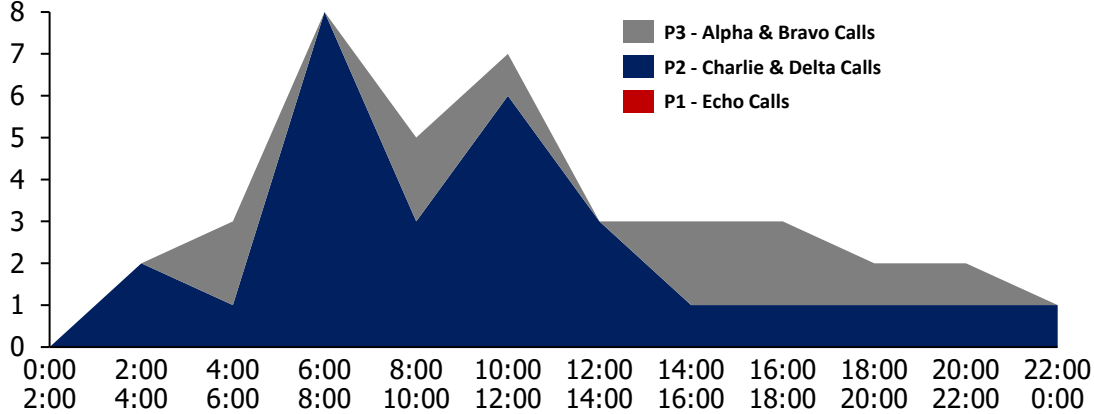




Foothills Fire



Priority Dispatched Calls Per Time of Day

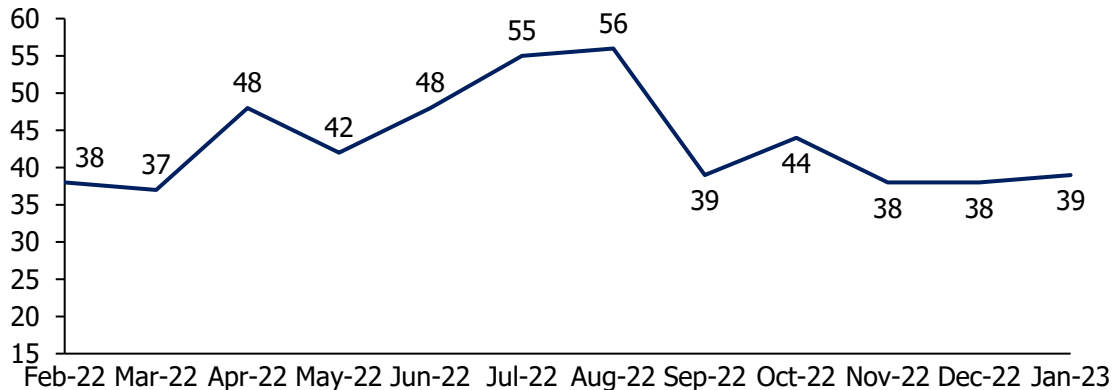


Daily Priority Call Volume and Entry to Assignment

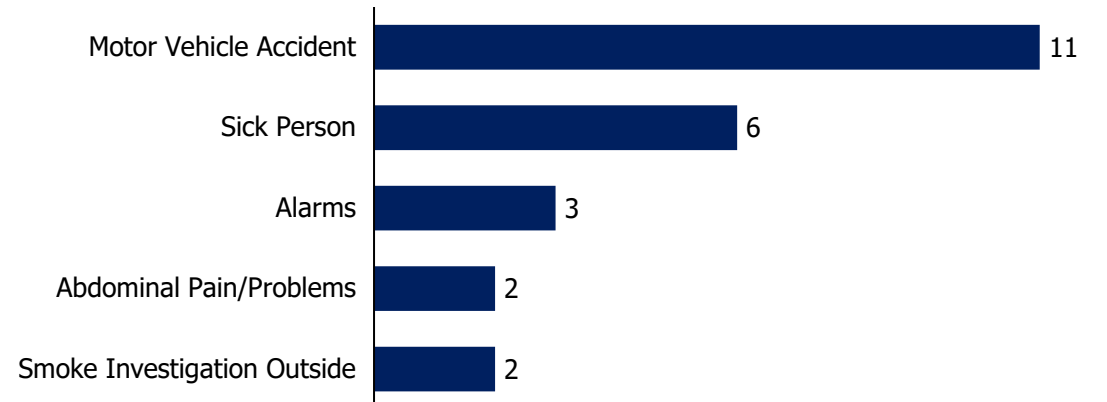
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	1	5	1
Monday	0	6	2	8	2
Tuesday	0	3	2	5	1
Wednesday	0	5	1	6	2
Thursday	0	6	2	8	2
Friday	0	1	1	2	1
Saturday	0	3	2	5	1
Assignment <1 min	N/A	61%			

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

Monthly Call Volume

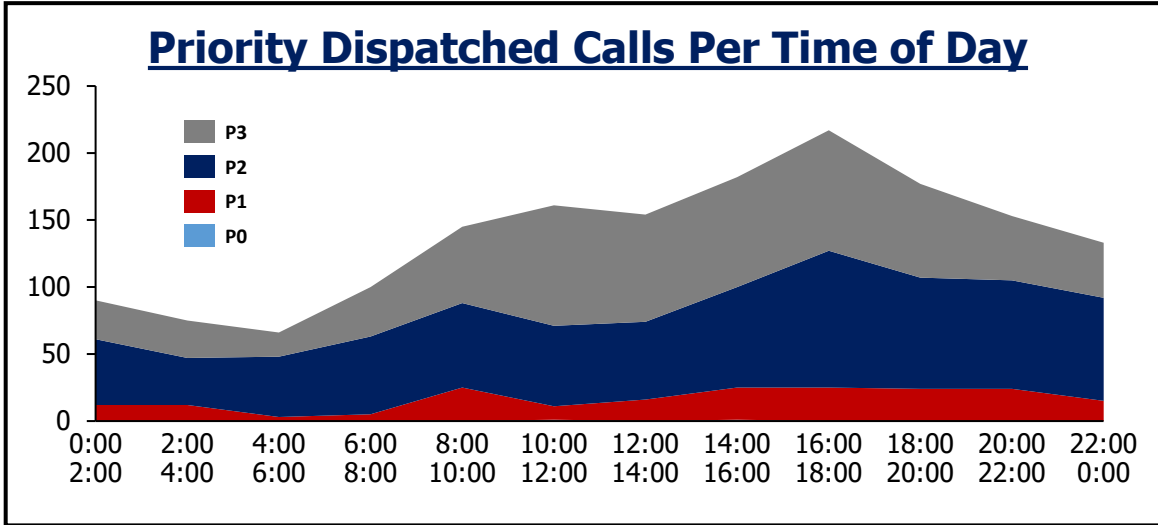


Top Five Problem Natures





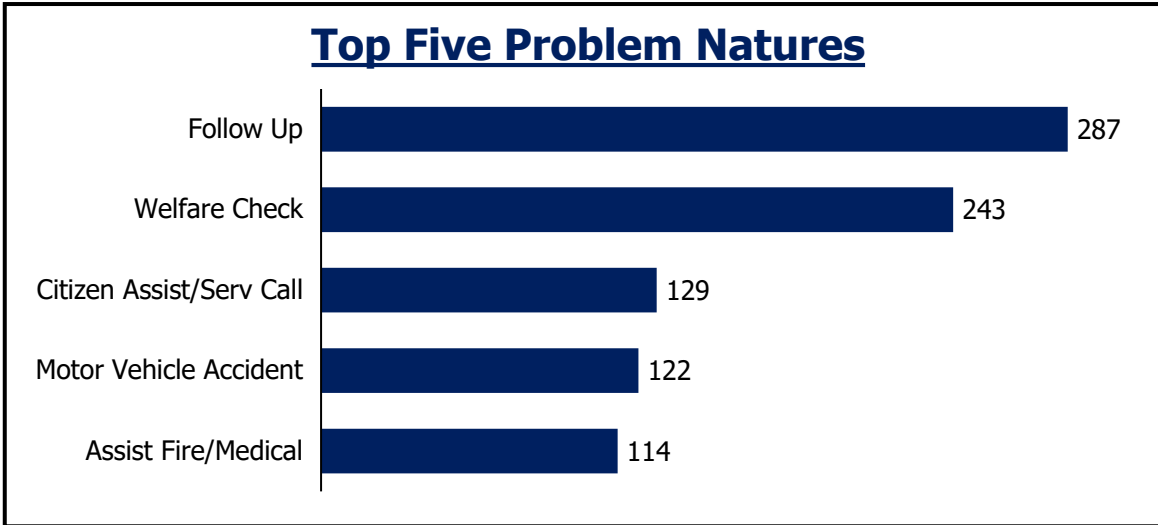
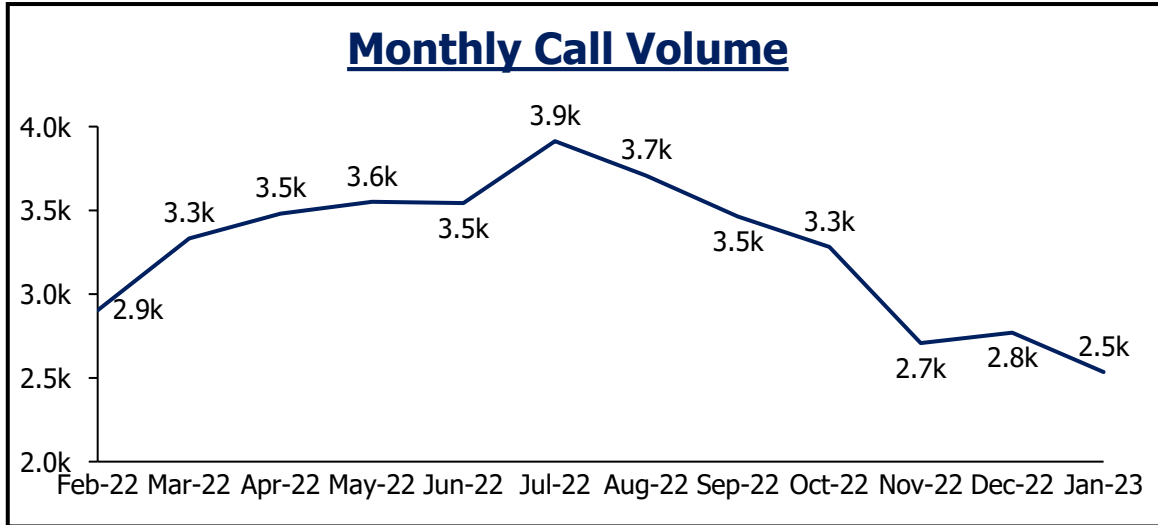
Jeffco Sheriff



Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	36	115	112	263	53
Monday	0	29	111	104	244	49
Tuesday	1	28	137	113	279	56
Wednesday	1	27	118	78	224	56
Thursday	0	21	100	101	222	56
Friday	0	22	111	79	212	53
Saturday	0	32	94	83	209	52
Assignment < 2 min		84%	56%			
Assignment < 4 min		93%	82%			

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



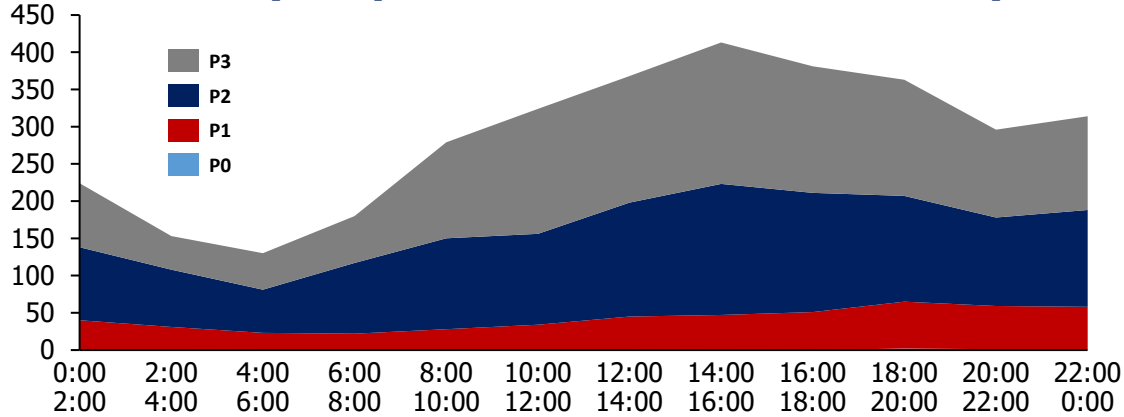
Note: Jeffco Sheriff's Office responded to Morrison calls from mid-August 2021 through April 2022. These calls are included in JCSO dispatch data as of January 2022.



Lakewood PD



Priority Dispatched Calls Per Time of Day

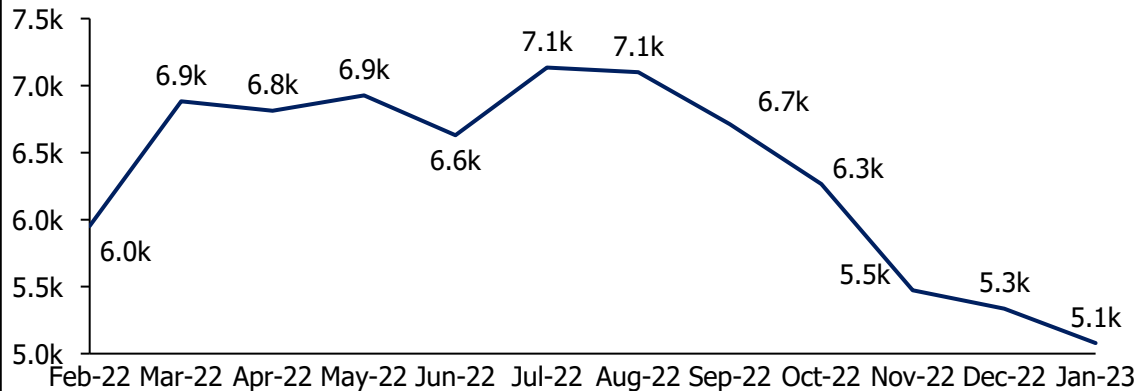


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	3	80	257	223	563	113
Monday	1	69	210	210	490	98
Tuesday	2	81	246	258	587	117
Wednesday	0	58	162	179	399	100
Thursday	0	60	186	209	455	114
Friday	0	83	192	213	488	122
Saturday	1	65	199	178	443	111
Assignment < 2 min		69%	44%			
Assignment < 4 min		86%	67%			

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

Monthly Call Volume



Top Five Problem Natures

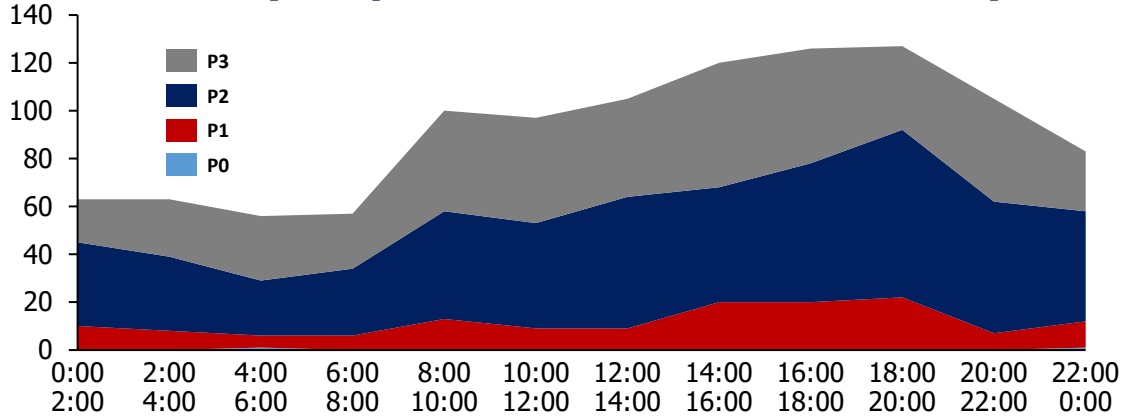




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

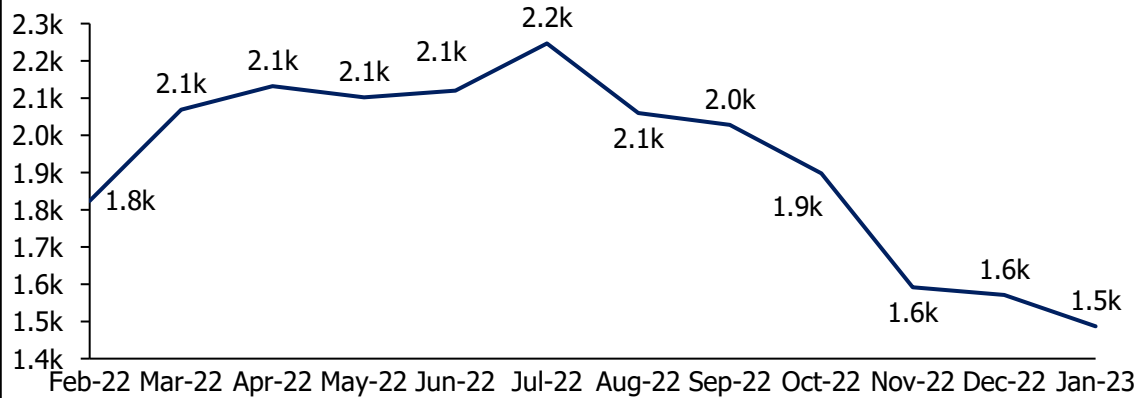


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	22	78	52	154	31
Monday	0	21	96	77	194	39
Tuesday	0	19	102	70	191	38
Wednesday	0	20	66	47	133	33
Thursday	0	13	69	65	147	37
Friday	0	21	59	54	134	34
Saturday	0	24	68	57	149	37
Assignment < 2 min		62%	45%			
Assignment < 4 min		78%	61%			

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

Monthly Call Volume



Top Five Problem Natures

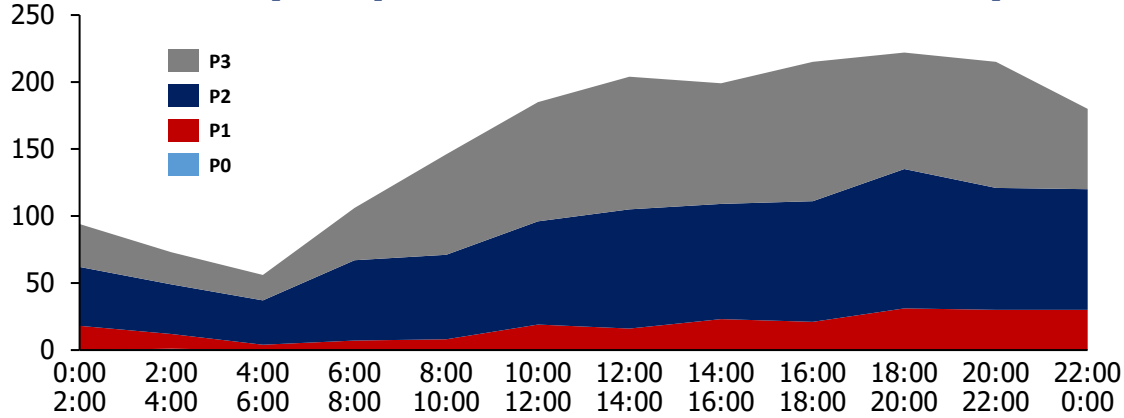




Arvada PD



Priority Dispatched Calls Per Time of Day

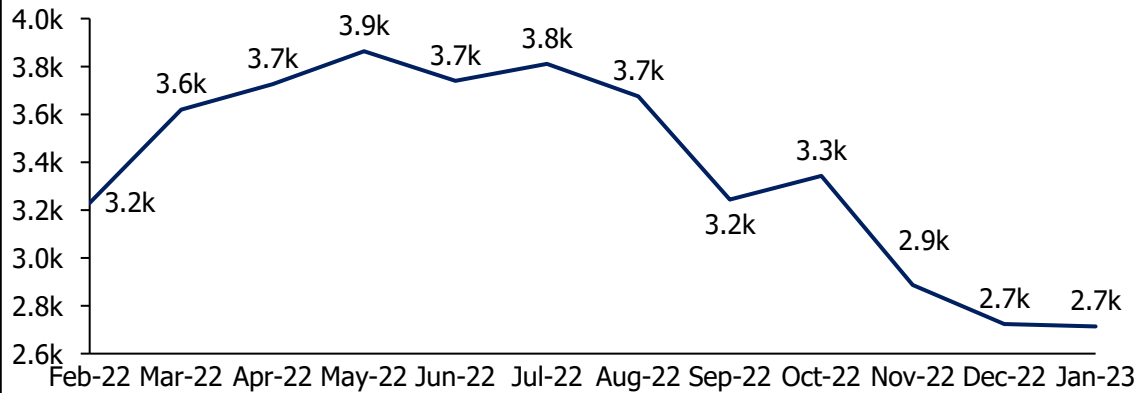


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	35	152	119	307	61
Monday	0	39	134	141	314	63
Tuesday	0	36	141	135	312	62
Wednesday	0	26	109	97	232	58
Thursday	0	27	107	107	241	60
Friday	0	21	112	98	231	58
Saturday	0	34	109	115	258	65
Assignment < 2 min		83%	57%			
Assignment < 4 min		92%	78%			

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

Monthly Call Volume



Top Five Problem Natures

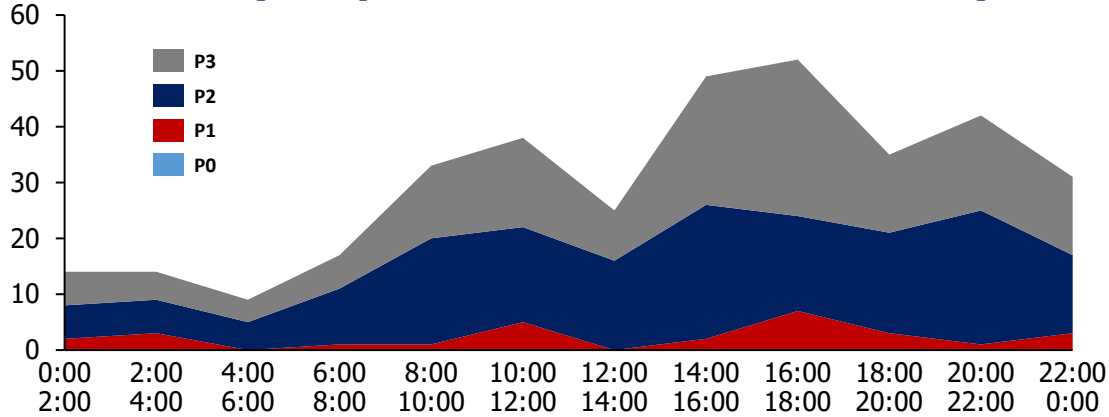




Golden PD



Priority Dispatched Calls Per Time of Day

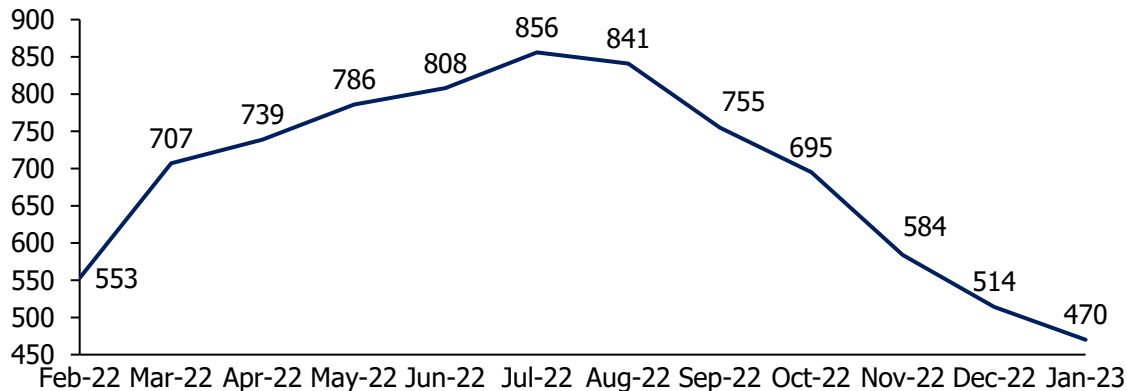


Daily Priority Call Volume and Entry to Assignment

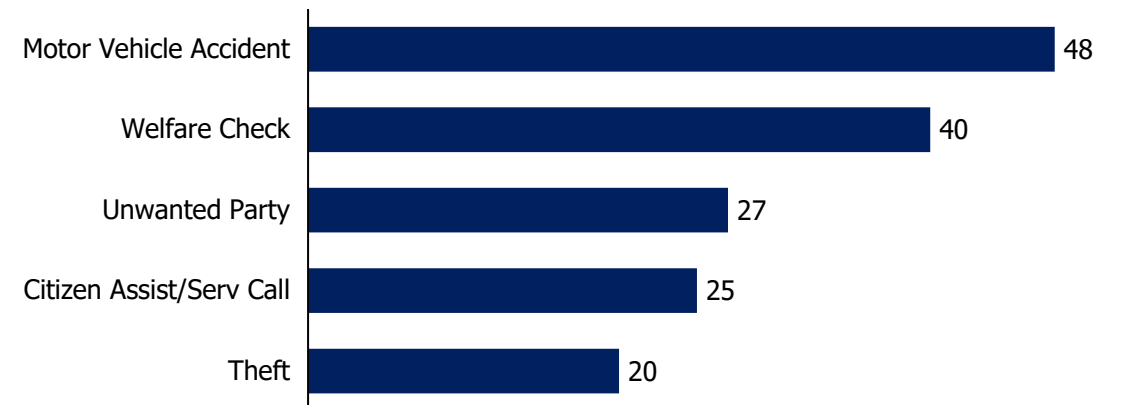
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	11	21	16	48	10
Monday	0	4	25	36	65	13
Tuesday	0	7	32	26	65	13
Wednesday	0	0	22	14	36	9
Thursday	0	1	27	19	47	12
Friday	0	2	25	21	48	12
Saturday	0	3	24	23	50	13
Assignment < 2 min		93%	68%			
Assignment < 4 min		100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

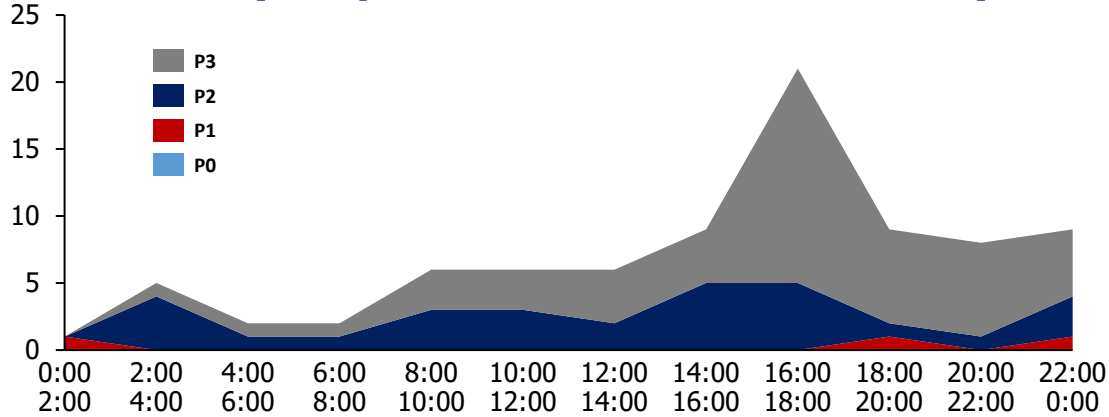




Lakeside PD



Priority Dispatched Calls Per Time of Day

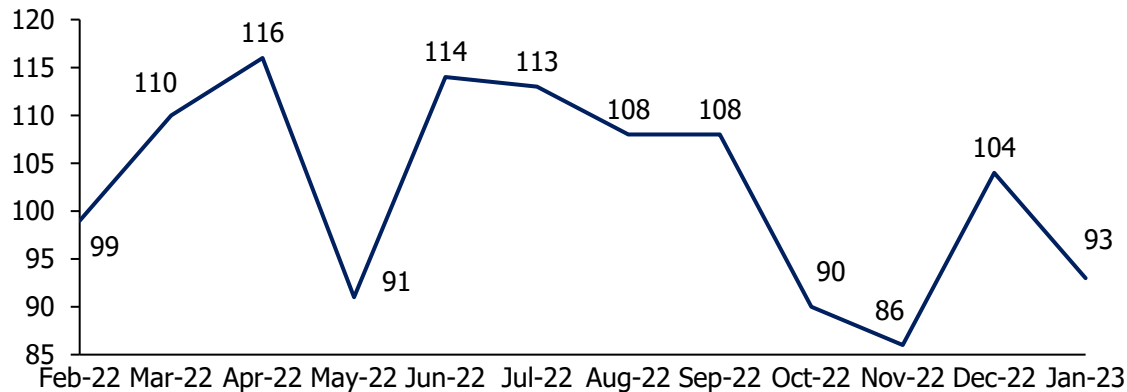


Daily Priority Call Volume and Entry to Assignment

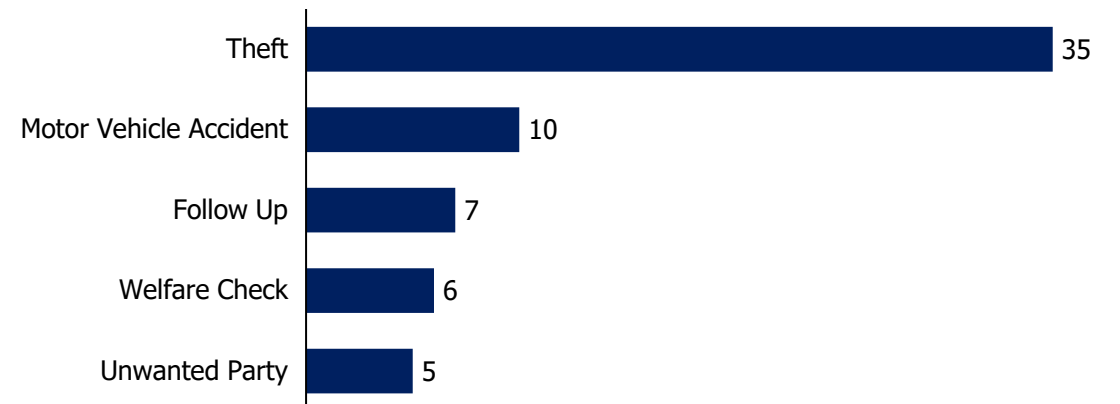
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	8	10	18	4
Monday	0	0	0	8	8	2
Tuesday	0	0	6	5	11	2
Wednesday	0	1	6	7	14	4
Thursday	0	0	4	8	12	3
Friday	0	0	3	7	10	3
Saturday	0	2	2	7	11	3
Assignment < 2 min		100%	83%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



Top Five Problem Natures

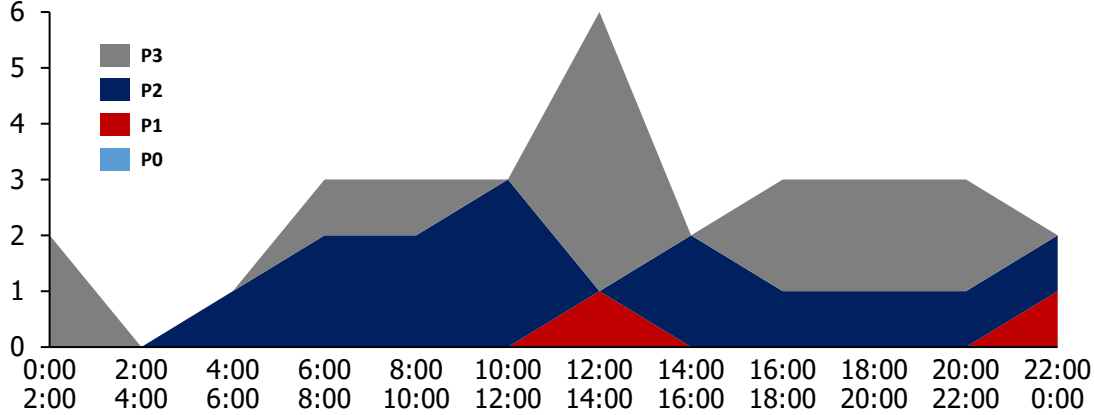




Morrison PD Jurisdiction



Priority Dispatched Calls Per Time of Day

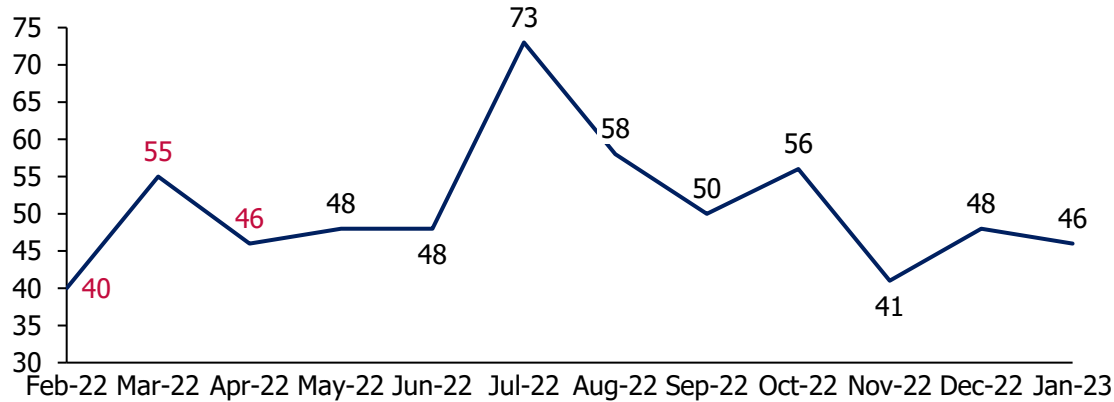


Daily Priority Call Volume and Entry to Assignment

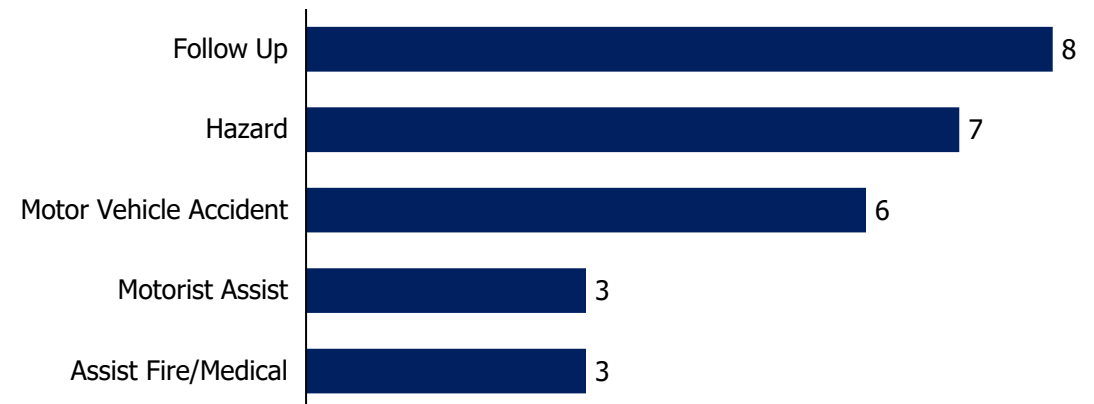
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	3	6	1
Monday	0	0	2	2	4	1
Tuesday	0	1	3	3	7	1
Wednesday	0	1	2	0	3	1
Thursday	0	0	3	2	5	1
Friday	0	0	1	5	6	2
Saturday	0	0	0	0	0	0
Assignment < 2 min		100%	79%			
Assignment < 4 min		100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

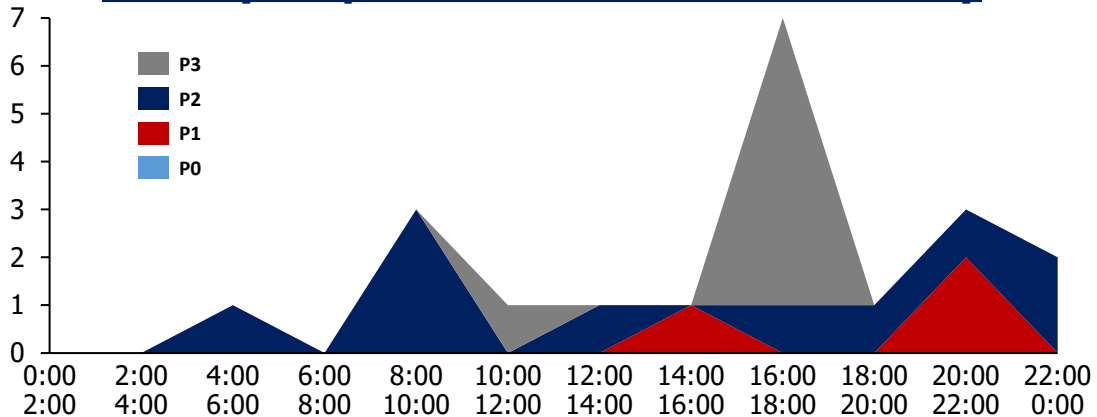




Mountain View PD



Priority Dispatched Calls Per Time of Day

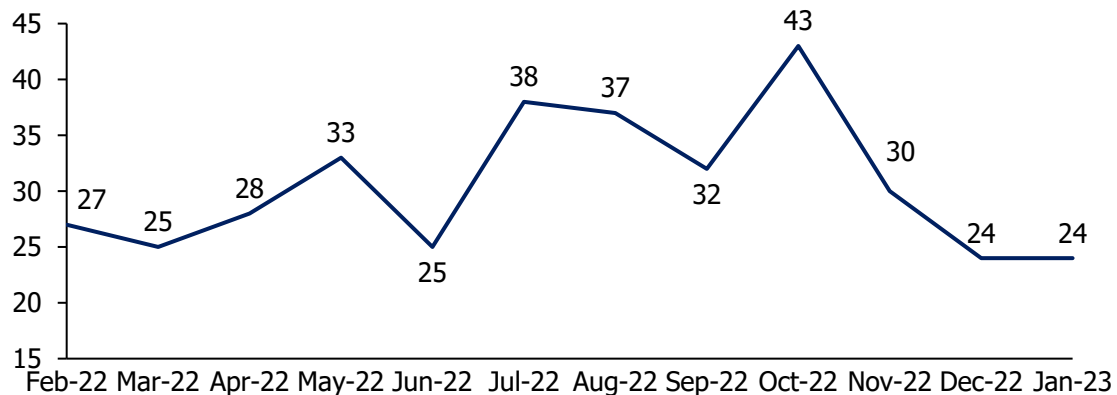


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	2	3	5	1
Tuesday	0	1	0	1	2	0
Wednesday	0	0	3	1	4	1
Thursday	0	0	3	1	4	1
Friday	0	2	1	0	3	1
Saturday	0	0	1	0	1	0
Assignment < 2 min		100%	60%			
Assignment < 4 min		100%	90%			

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

Monthly Call Volume



Top Five Problem Natures

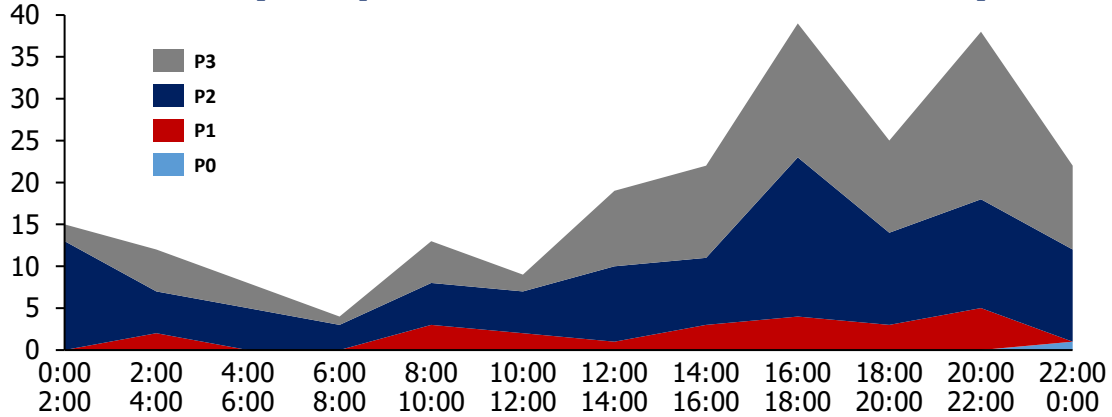




Edgewater PD



Priority Dispatched Calls Per Time of Day

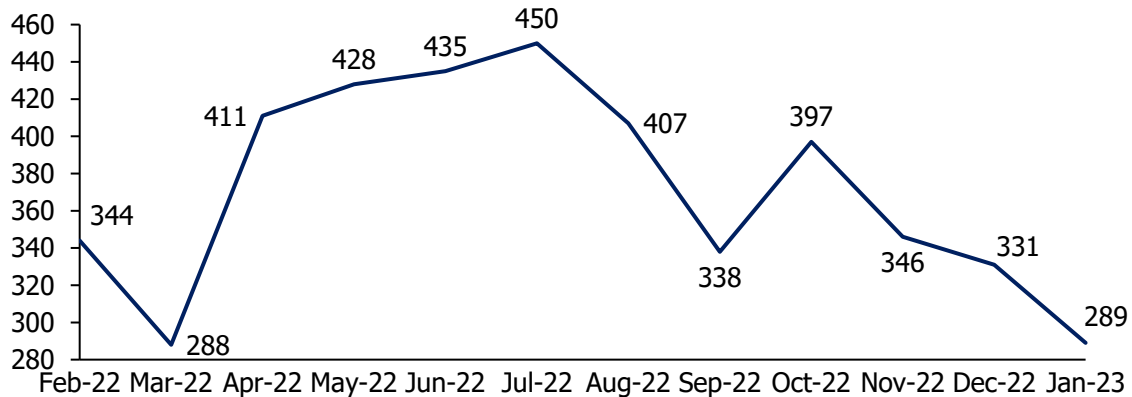


Daily Priority Call Volume and Entry to Assignment

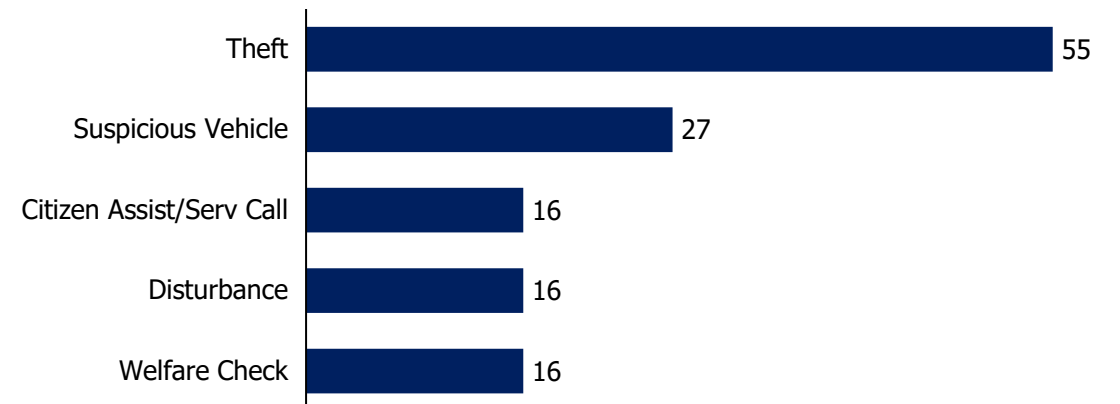
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	15	19	36	7
Monday	1	2	15	6	24	5
Tuesday	0	7	19	19	45	9
Wednesday	0	4	9	7	20	5
Thursday	0	3	16	14	33	8
Friday	0	2	21	14	37	9
Saturday	0	3	12	16	31	8
Assignment < 2 min		91%	79%			
Assignment < 4 min		100%	92%			

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

Monthly Call Volume



Top Five Problem Natures

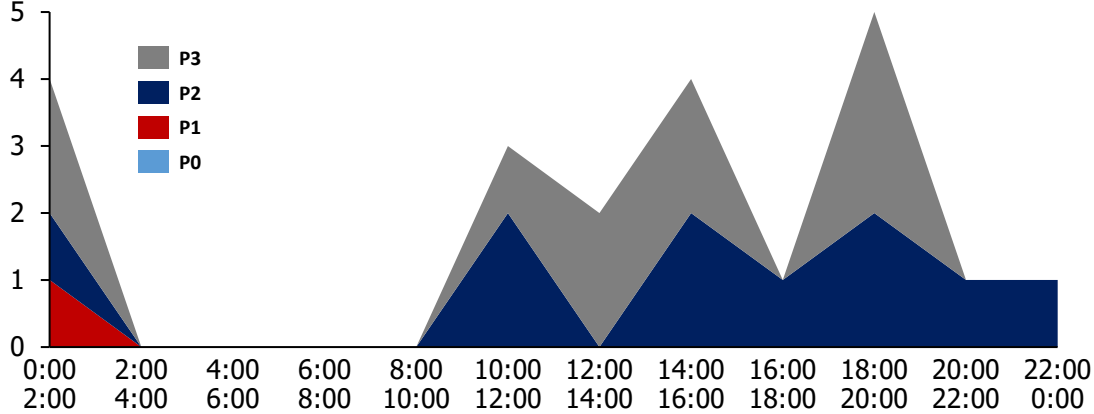




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

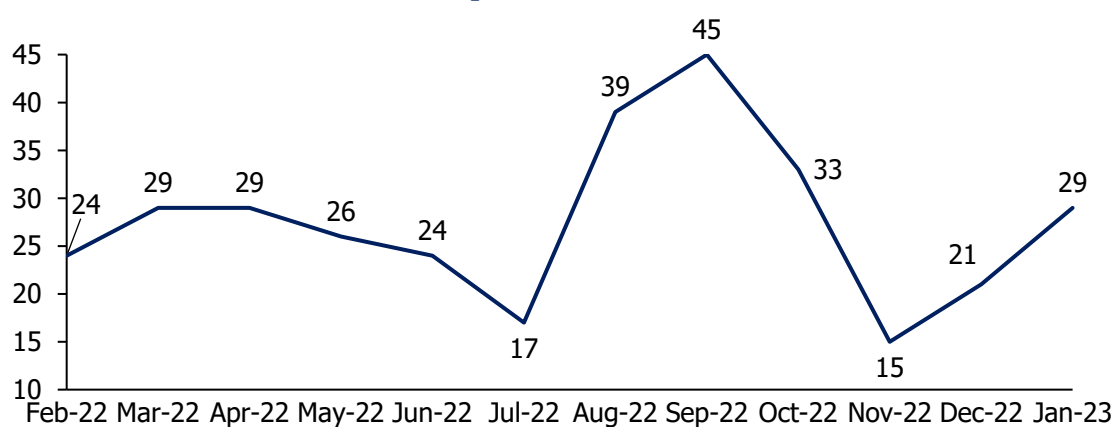


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	3	1	4	1
Tuesday	0	1	3	0	4	1
Wednesday	0	0	1	5	6	2
Thursday	0	0	0	1	1	0
Friday	0	0	1	1	2	1
Saturday	0	0	1	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

