



Jefferson County Communications Center Authority
JEFFCOM911

April 2023
Monthly Report



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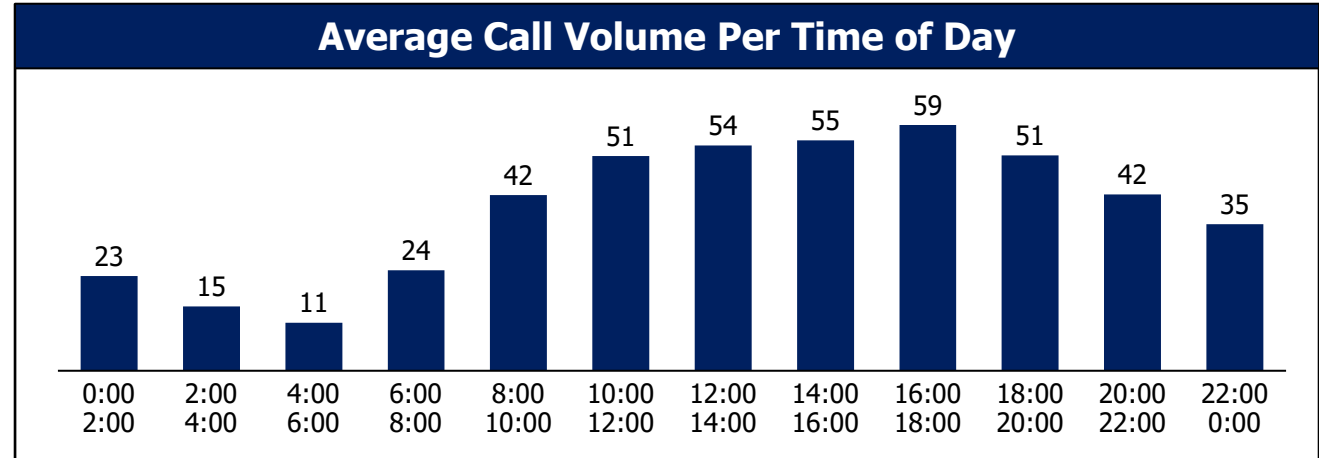


Law Stats

Calls Received, Processed, and Dispatched

















Agency	April Calls	% Total	6 Month Trend
Lakewood PD	5,344	28.4%	
Jeffco Sheriff	2,793	14.8%	
Arvada PD	2,998	15.9%	
Wheat Ridge PD	1,645	8.7%	
Golden PD	542	2.9%	
Edgewater PD	322	1.7%	
Lakeside PD	106	0.6%	
Morrison PD	40	0.2%	
CSM PD	29	0.2%	
Mountain View PD	23	0.1%	
Total	13,842	73.5%	

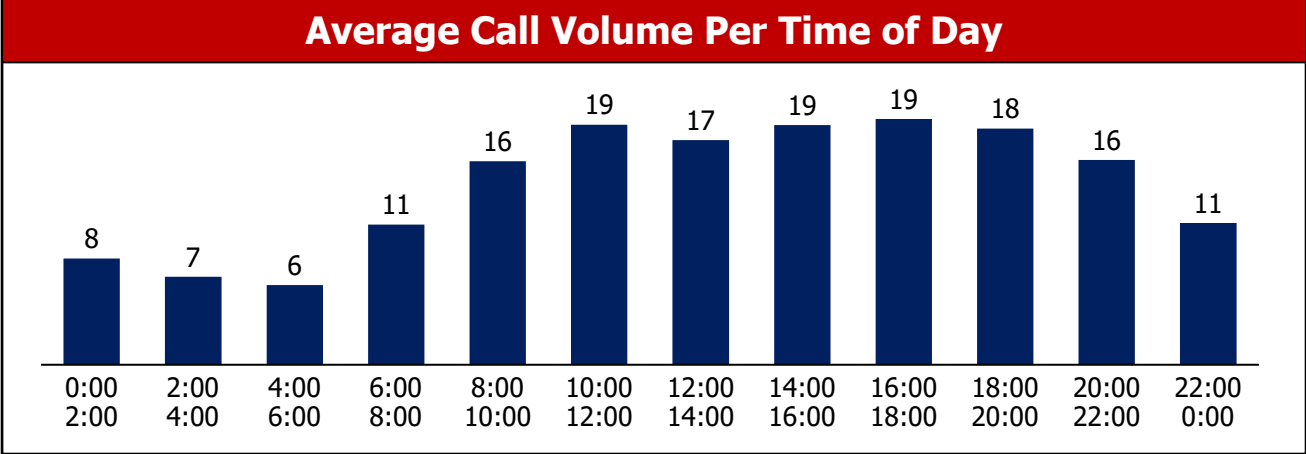


Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	1	260	678	590	130	359	132	2,150	13.3%
Monday	0	151	600	546	137	370	103	1,907	14.7%
Tuesday	1	172	537	537	145	401	76	1,869	14.4%
Wednesday	1	171	566	542	140	417	99	1,936	14.9%
Thursday	1	140	558	557	128	354	109	1,847	14.3%
Friday	0	185	558	532	134	395	74	1,878	14.5%
Saturday	3	233	770	640	129	347	133	2,255	13.9%
Total	7	1,312	4,267	3,944	943	2,643	726	13,842	

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

Agency	April Calls	% of Total	6 Month Trend
West Metro Fire	2,993	15.9%	
Arvada Fire	1,249	6.6%	
Golden Fire	250	1.3%	
Evergreen Fire	161	0.9%	
Elk Creek Fire	72	0.4%	
Fairmount Fire	59	0.3%	
Pleasant View Fire	48	0.3%	
Highland Rescue	56	0.3%	
Foothills Fire	37	0.2%	
Inter Canyon Fire	22	0.1%	
Genesee Fire	13	0.1%	
Indian Hills Fire	11	0.1%	
North Fork Fire	9	0.0%	
Golden Gate Fire	8	0.0%	
Total	4,988	26.5%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	13	474	297	11	0	0	795	13.6%
Monday	14	424	261	10	0	1	710	15.2%
Tuesday	14	428	228	4	0	4	678	14.5%
Wednesday	12	399	228	7	0	1	647	13.9%
Thursday	13	390	223	7	1	3	637	13.7%
Friday	10	387	273	5	0	1	676	14.5%
Saturday	24	513	294	13	1	0	845	14.5%
Total	100	3,015	1,804	57	2	10	4,988	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	91.1%	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	39.3%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.6%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	9.8%	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%	92.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	91.0%	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
<p>Root Cause: Call Answering Jeffcom has leveraged a variety of technology tools and increased staffing levels to meet call demand, however, long training timelines required to qualify staff in call taking and radio dispatching will continue to reduce overall efficiency for the remainder of the calendar year.</p> <p>Remediation: Call Answering Jeffcom achieved the 15 second 911 answering time in April after narrowly falling short the previous month due to an extreme influx in volume of calls the last day of the month as a result of the Hogback fire. We continue to strive to answer calls as quickly as possible and provide the best possible service to the community. A new Tableau dashboard has been deployed to the dispatch floor displaying daily call stats and metrics results, updated every 5 minutes, to encourage and motivate the call-takers to push to meet the answer time metrics.</p> <p>Jeffcom's 16 new personnel that started last month are currently in Academy, and ten new ECS and one new CS will join the organization and begin training next week.</p> <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>

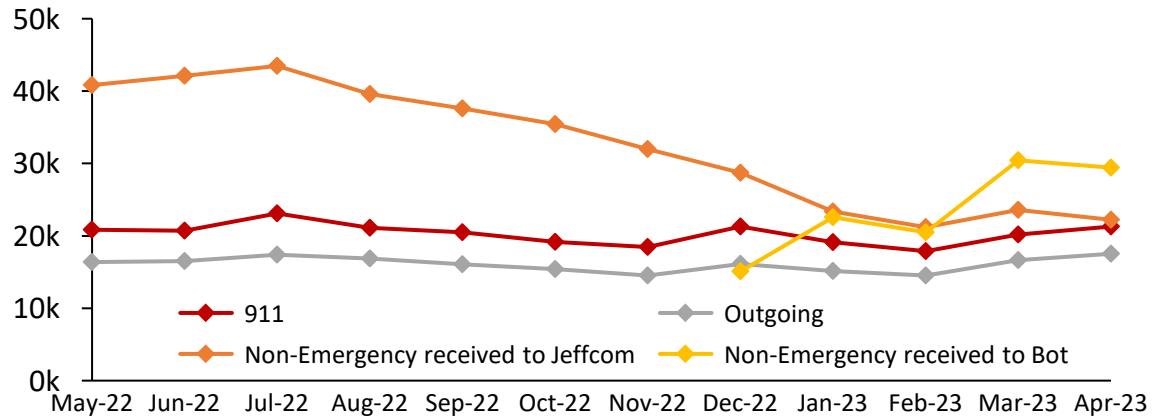
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	533 DA Discovery Requests (90 with due dates in May), 198 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	99%	All requests properly located	148/150 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%		3 denied by JCSO for open investigation, 1 denied by Arvada for open investigation, 1 pending further info from requester, 2 pending from Lakewood, 2 pending from Edgewater, 1 pending response from DA on investigation status



Service Level Agreement and Volume Trends



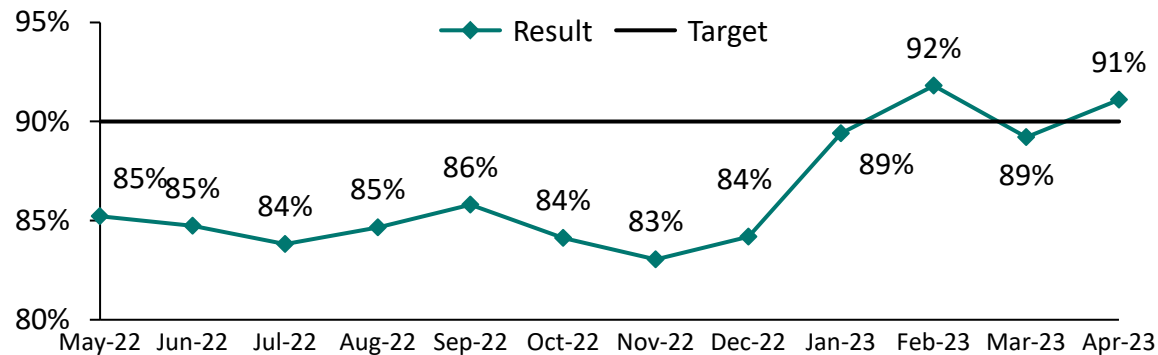
Call Volumes



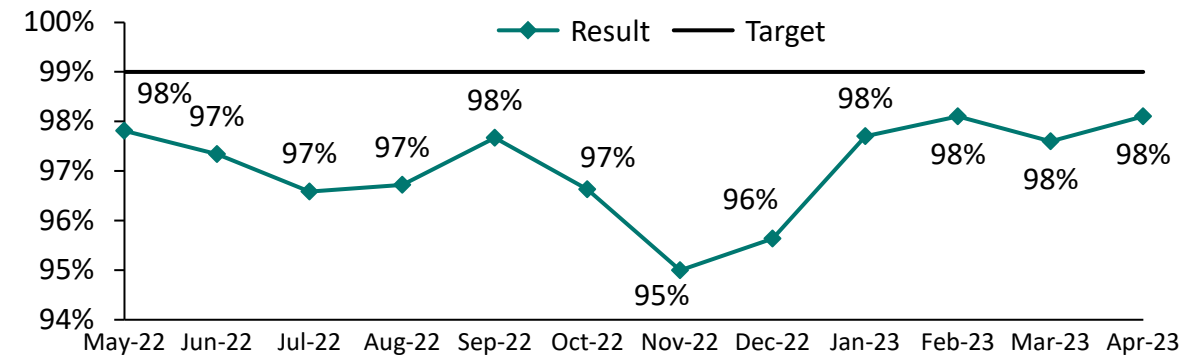
Trend Table

Average Daily Calls	Apr-23	Mar-23	Apr-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	565	537	537	↑ 5%	↑ 5%
Incoming - Admin to Bot	950	981	0	↓ -3%	
Incoming - Admin to Jeffcom	717	761	1,200	↓ -6%	↓ -40%
Incoming - 911	686	661	639	↑ 4%	↑ 7%
911 calls answered within 15 seconds	91%	89%	84%	↑ 1.9%	↑ 6.9%
911 calls answered within 40 seconds	98%	97%	98%	↑ 0.9%	↑ 0.4%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





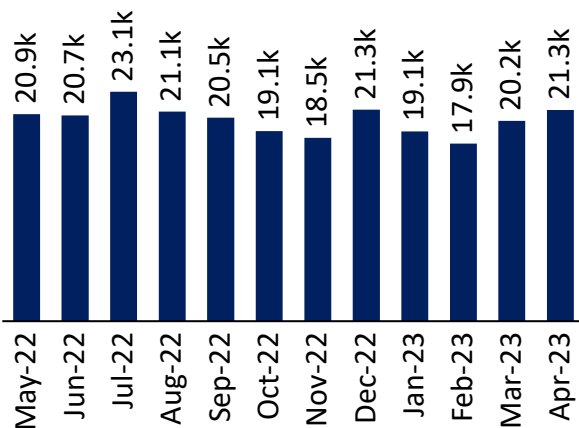
Call Volume/Agency Specific Inquiries

JEFFCOM

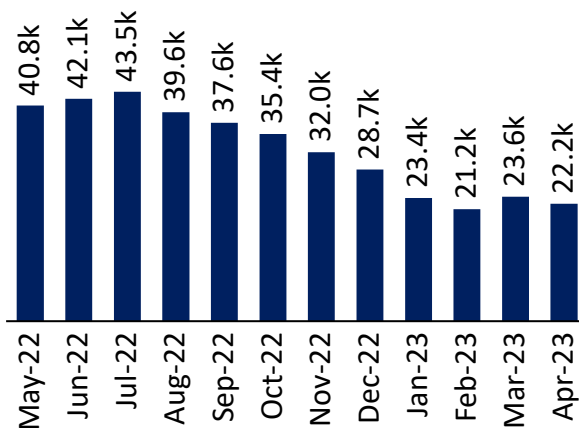


12 Month Trends

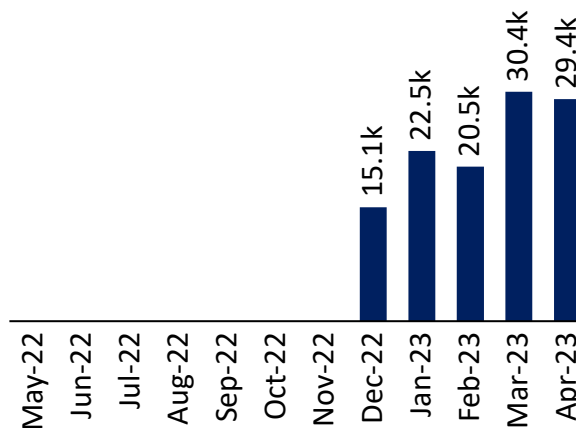
Emergency Calls



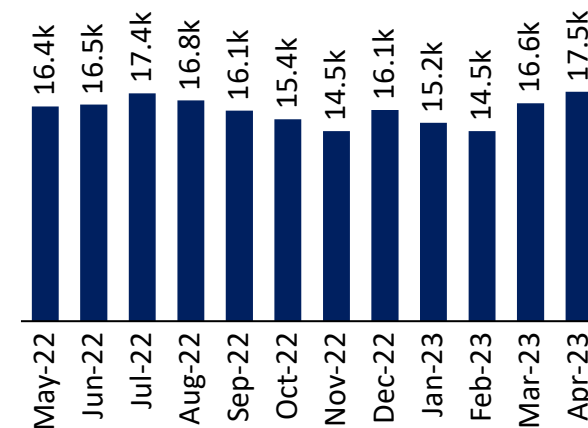
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



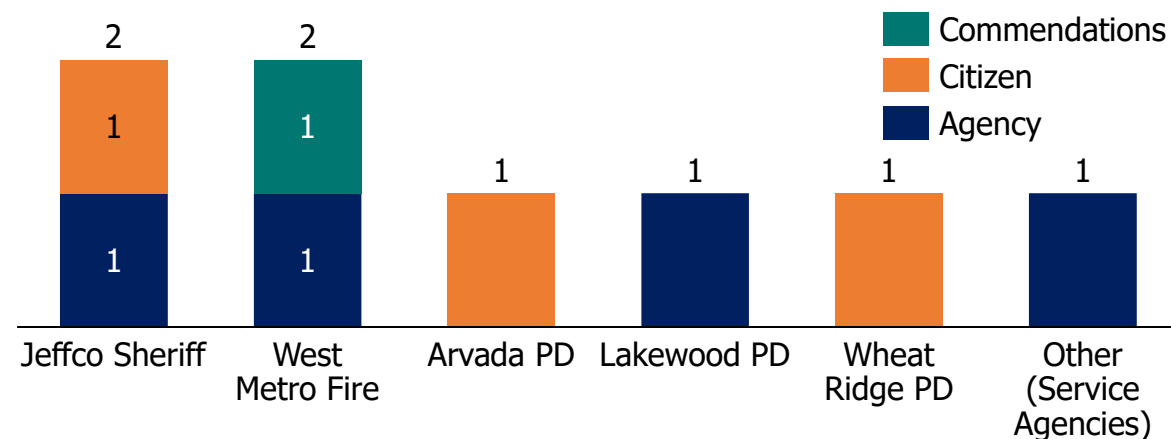
Outgoing Calls



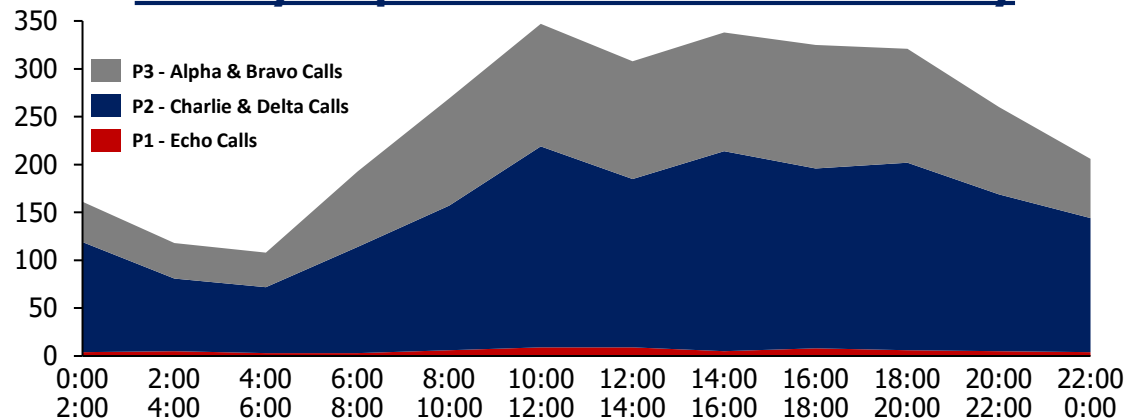
Call Volume

Line	Calls	Notes
Outgoing	17,523	5% Increase from March
Incoming - Admin to Bot	29,435	3% Decrease from March
coming - Admin to Jeffcom	22,235	5% Increase from March
Incoming - 911	21,265	6% Decrease from March
Total Incoming to Jeffcom	43,500	1% Decrease from March

April 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	10	269	183	462	92
Monday	7	266	167	440	110
Tuesday	8	256	142	406	102
Wednesday	9	239	130	378	95
Thursday	10	233	132	375	94
Friday	7	229	158	394	99
Saturday	16	313	170	499	100

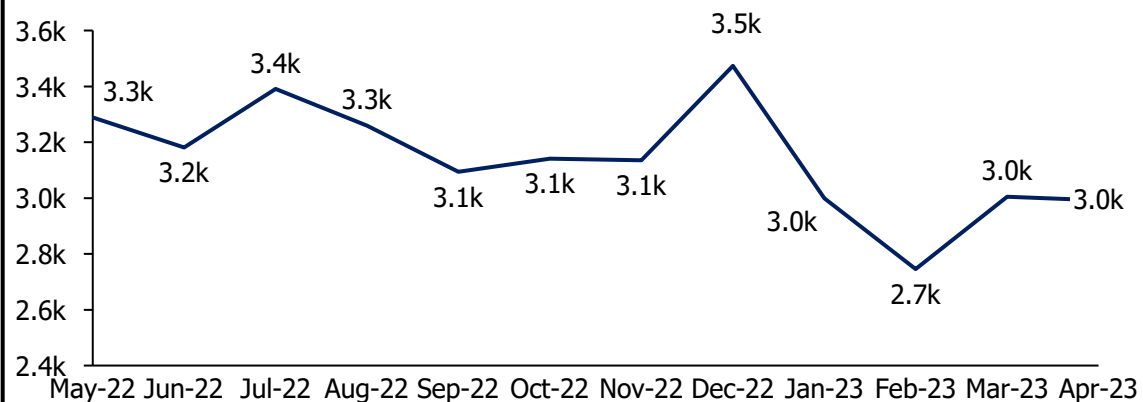
Assignment <1 min

99%

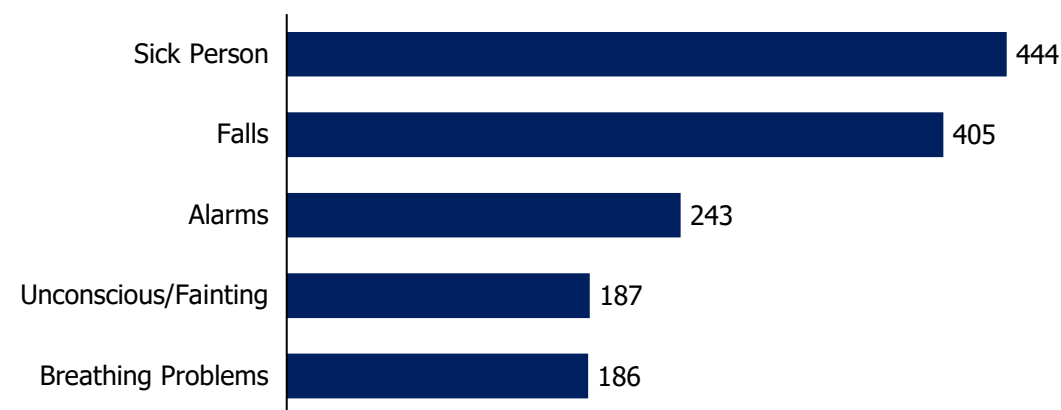
95%

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

Monthly Call Volume



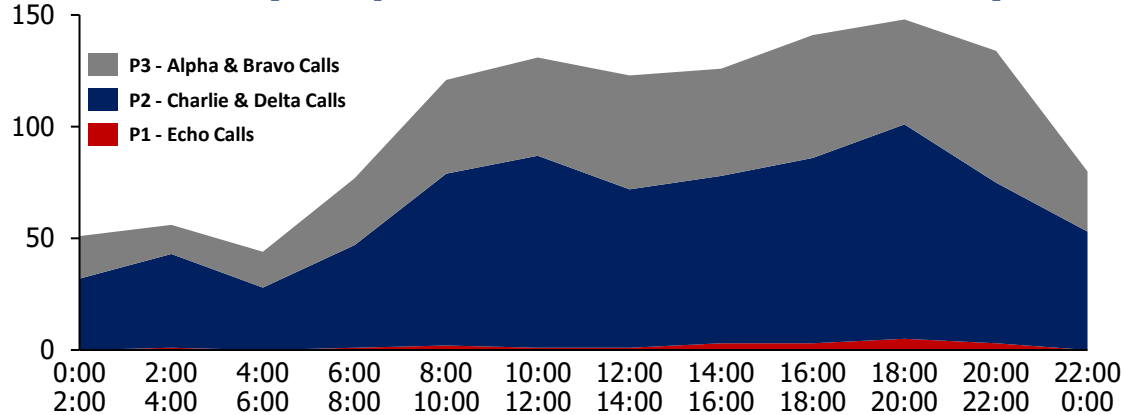
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day



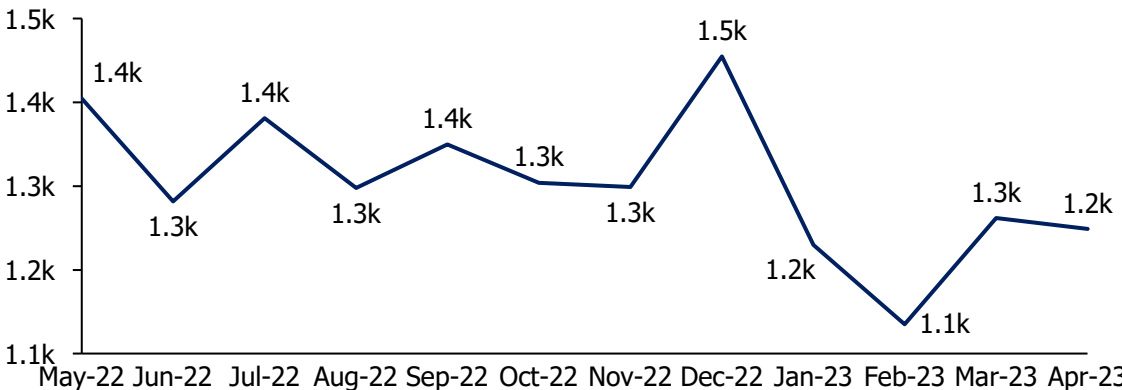
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	133	80	215	43
Monday	5	101	56	162	41
Tuesday	4	105	58	167	42
Wednesday	1	98	58	157	39
Thursday	2	97	52	151	38
Friday	0	91	69	160	40
Saturday	6	136	78	220	44

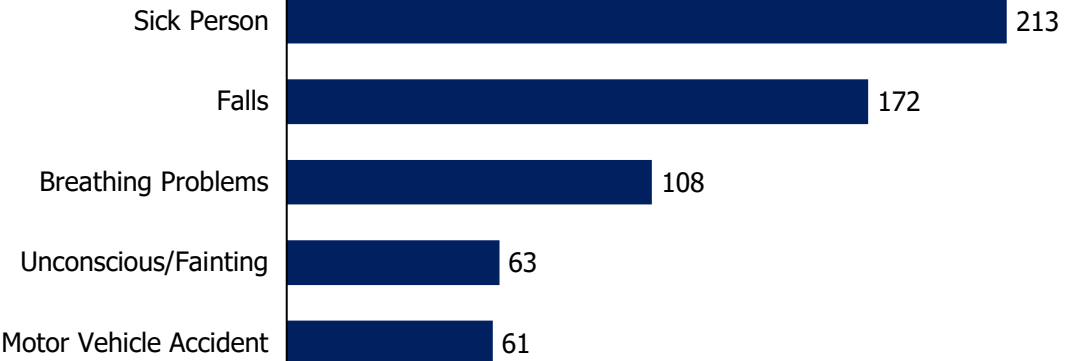
Assignment <1 min 100% 96%

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

Monthly Call Volume



Top Five Problem Natures

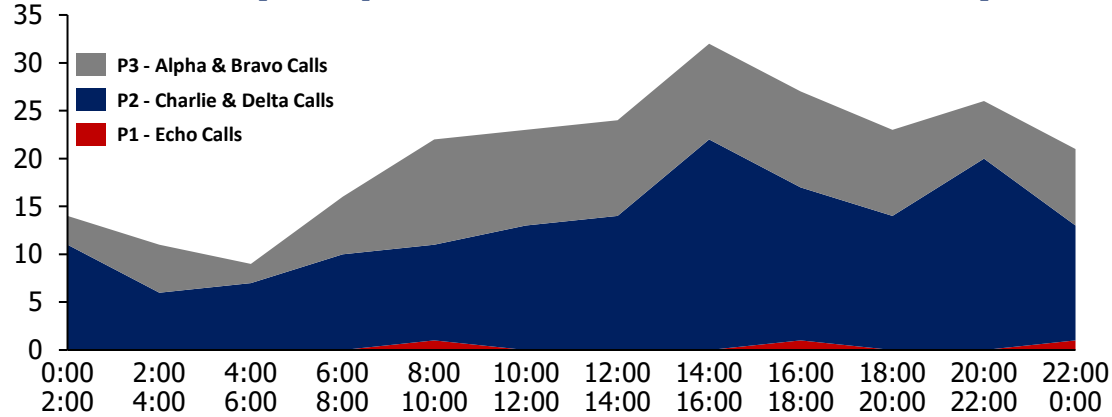




Golden Fire



Priority Dispatched Calls Per Time of Day



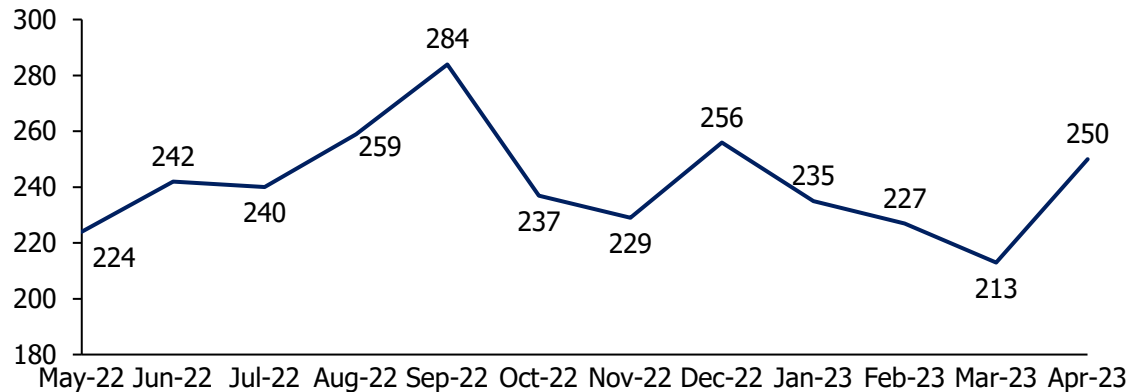
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	27	10	37	7
Monday	0	26	12	38	10
Tuesday	2	23	6	31	8
Wednesday	0	26	11	37	9
Thursday	0	16	14	30	8
Friday	1	14	20	35	9
Saturday	0	23	17	40	8

Assignment <1 min 100% 90%

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

Monthly Call Volume



Top Five Problem Natures

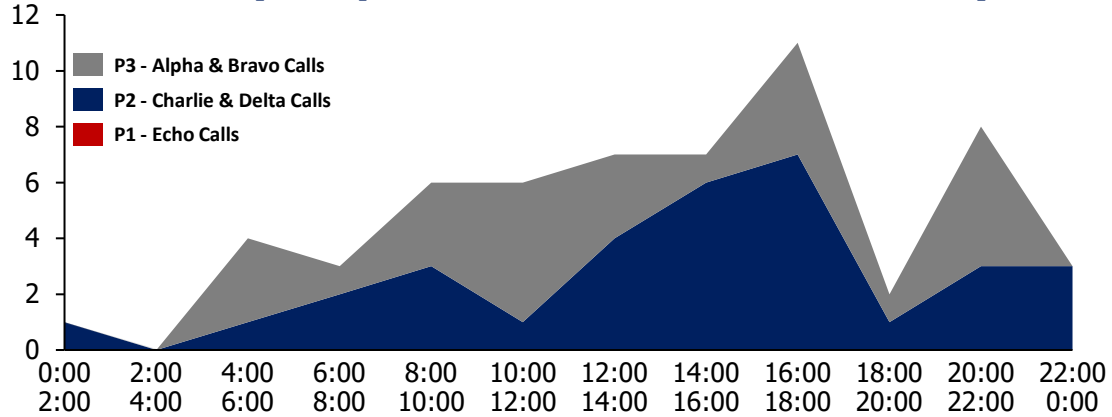




Fairmount Fire



Priority Dispatched Calls Per Time of Day

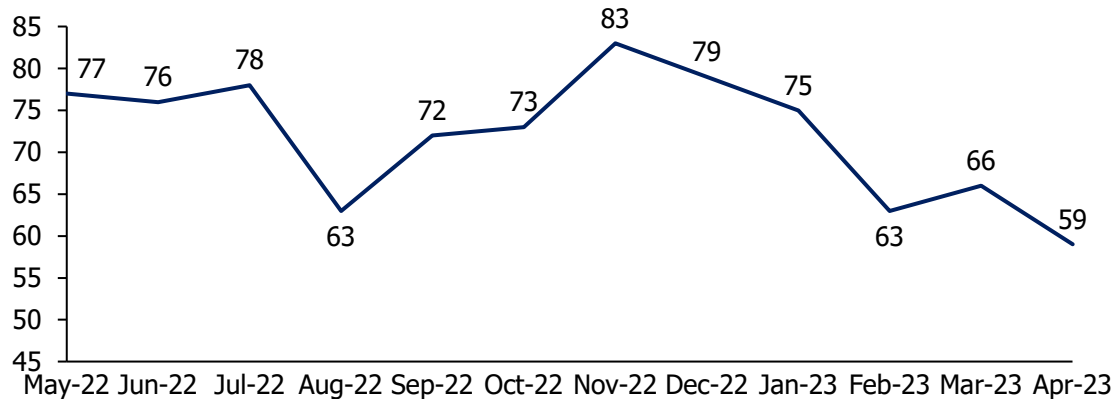


Daily Priority Call Volume and Entry to Assignment

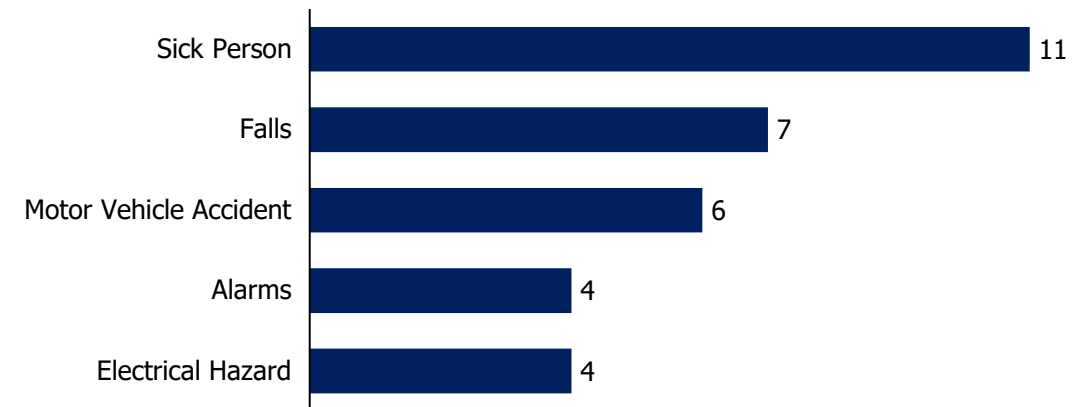
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	1	5	1
Monday	0	7	3	10	3
Tuesday	0	2	3	5	1
Wednesday	0	2	4	6	2
Thursday	0	8	4	12	3
Friday	0	6	4	10	3
Saturday	0	3	7	10	2
Assignment <1 min	N/A	88%			

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

Monthly Call Volume



Top Five Problem Natures

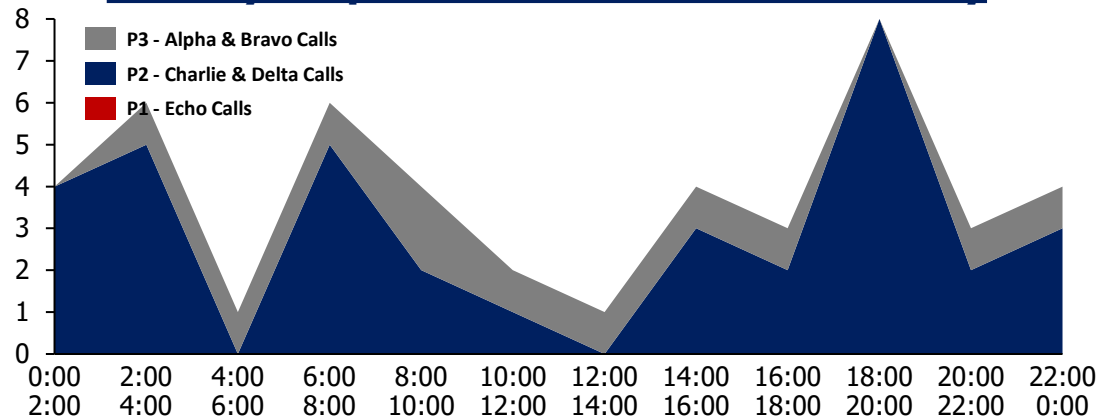




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

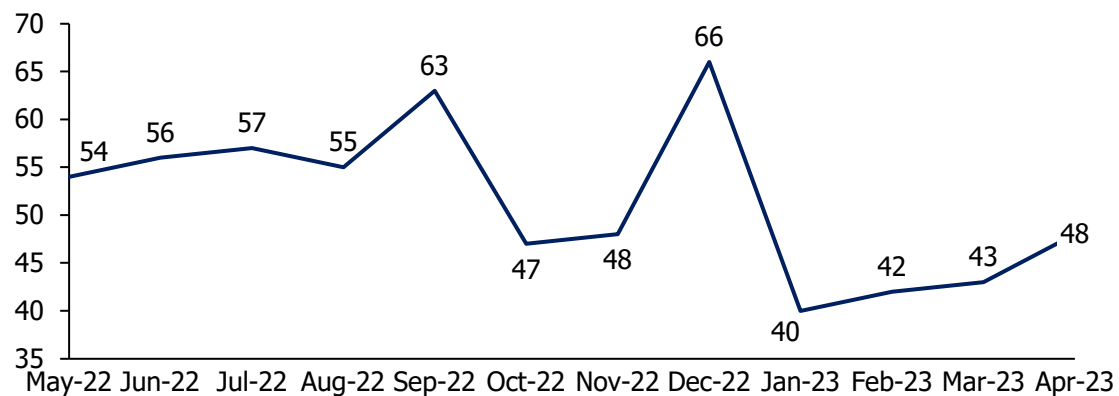


Daily Priority Call Volume and Entry to Assignment

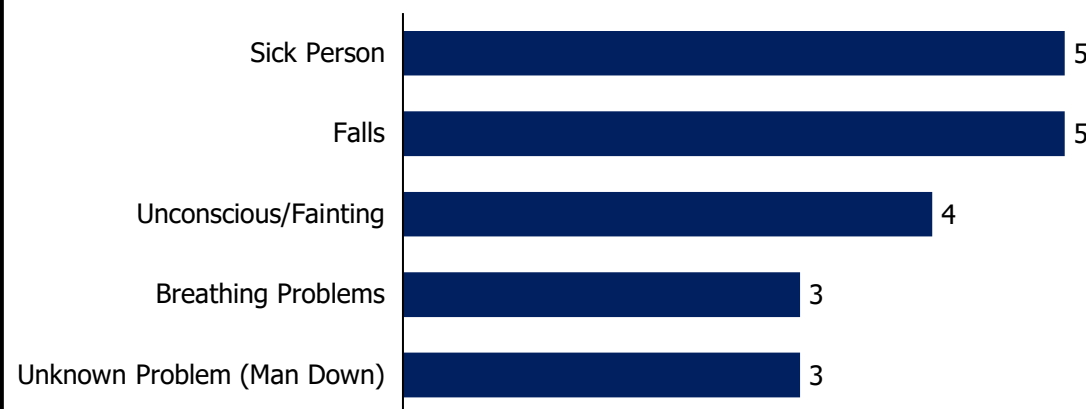
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	3	5	1
Monday	0	2	0	2	1
Tuesday	0	4	0	4	1
Wednesday	0	6	2	8	2
Thursday	0	3	2	5	1
Friday	0	11	2	13	3
Saturday	0	7	2	9	2
Assignment <1 min	N/A	89%			

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

Monthly Call Volume



Top Five Problem Natures

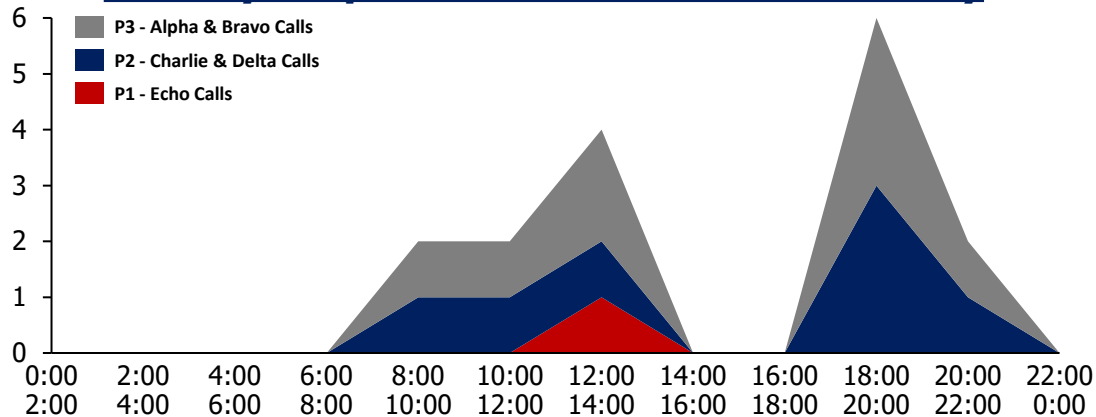




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

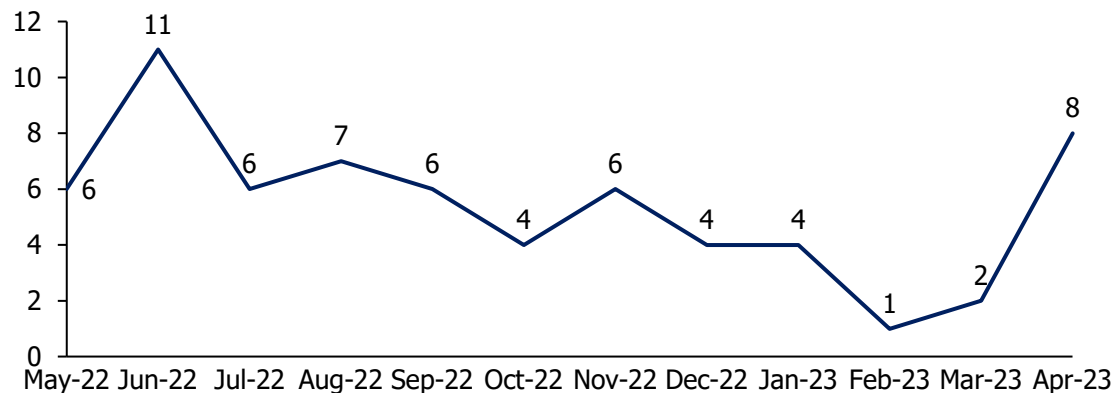


Daily Priority Call Volume and Entry to Assignment

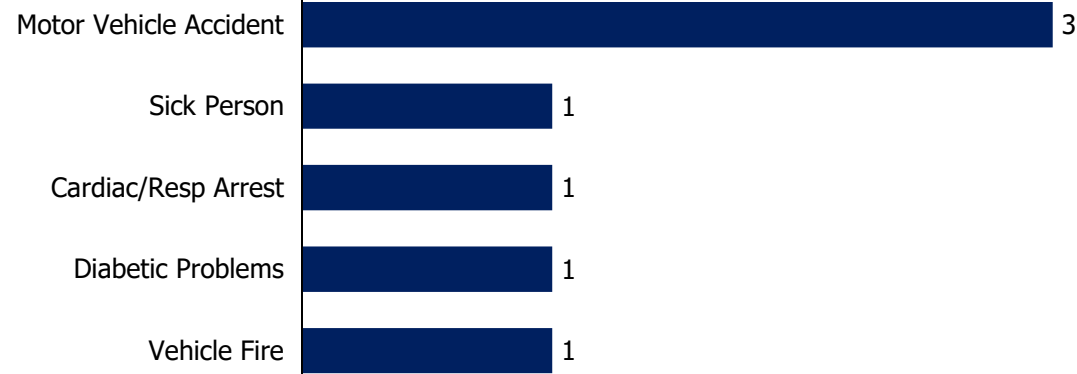
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	3	3	6	2
Tuesday	0	1	1	2	1
Wednesday	1	2	3	6	2
Thursday	1	7	8	16	4
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min					100%

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

Monthly Call Volume



Problem Natures

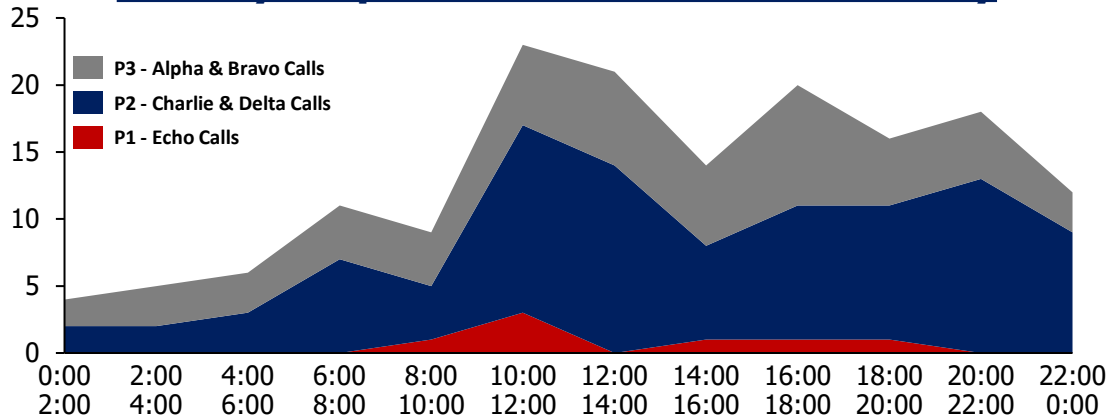




Evergreen Fire



Priority Dispatched Calls Per Time of Day



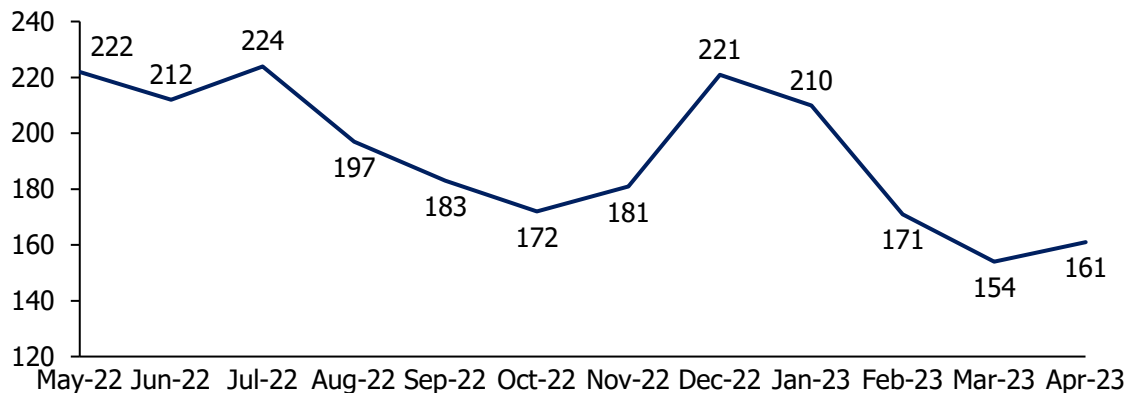
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	14	6	21	4
Monday	2	12	13	27	7
Tuesday	0	14	5	19	5
Wednesday	2	15	14	31	8
Thursday	1	11	10	22	6
Friday	1	17	6	24	6
Saturday	0	12	3	15	3

Assignment <1 min 71% 81%

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

Monthly Call Volume



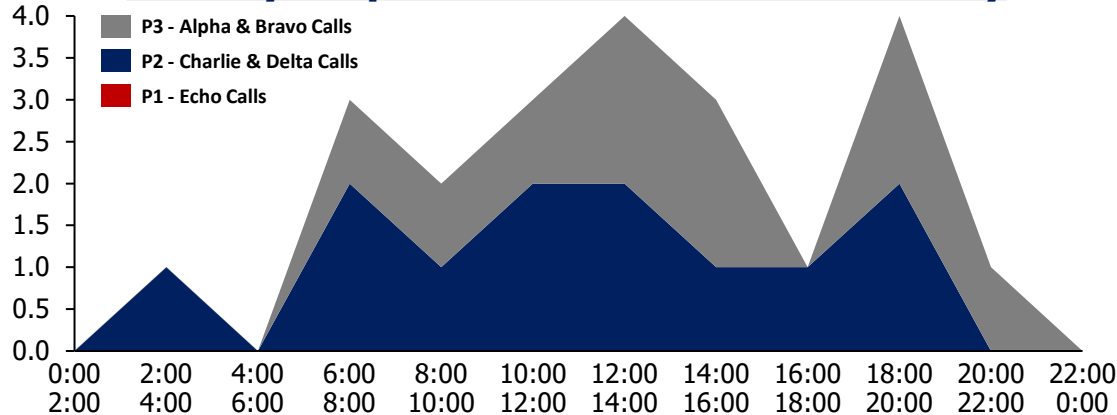
Top Five Problem Natures





Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day



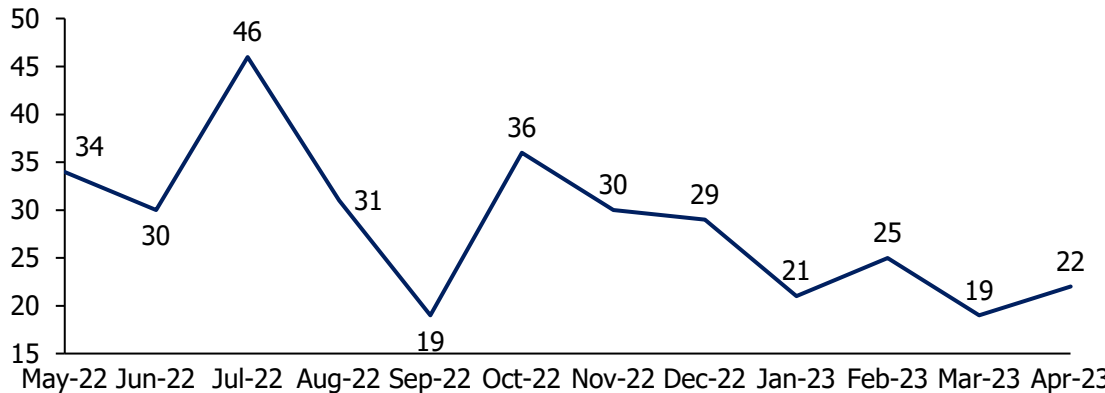
Daily Priority Call Volume and Entry to Assignment

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

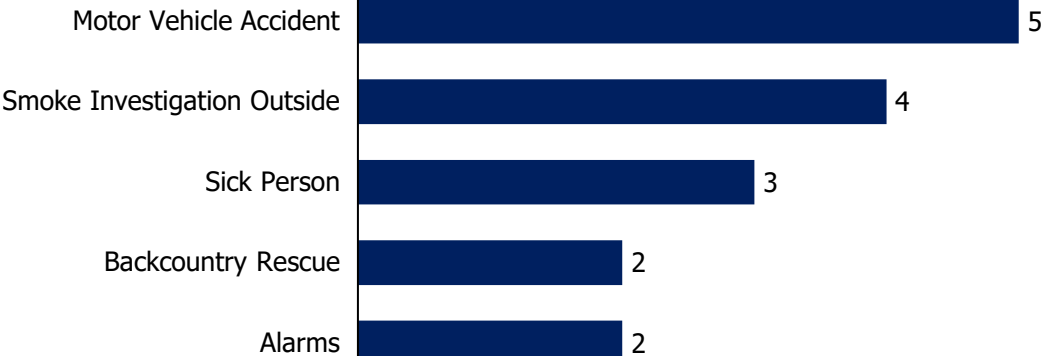
Assignment <1 min	N/A	75%			
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Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

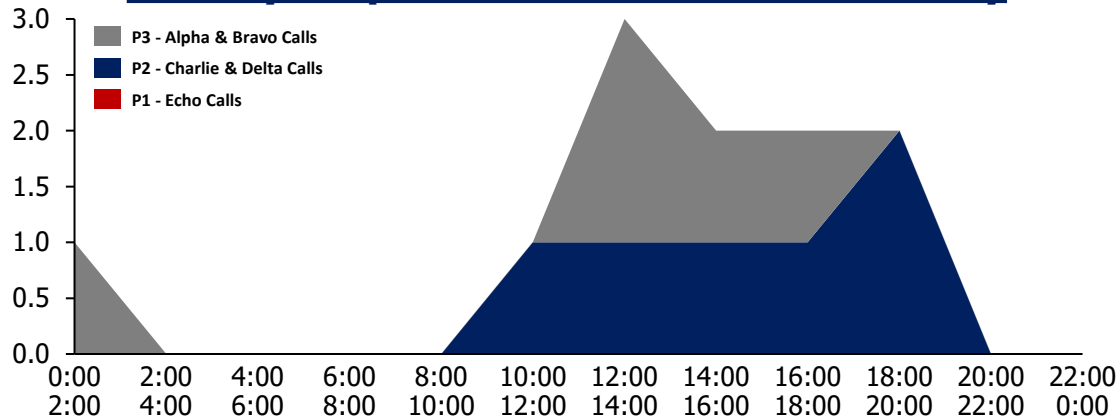




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



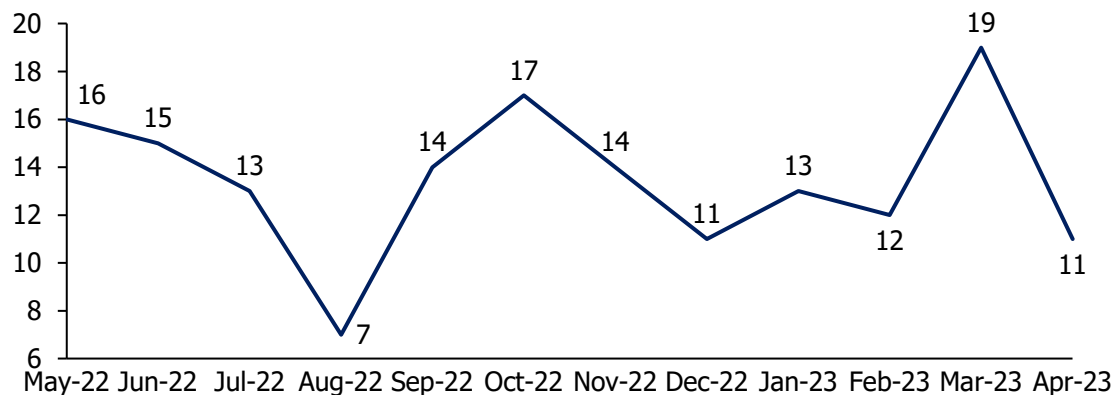
Daily Priority Call Volume and Entry to Assignment

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

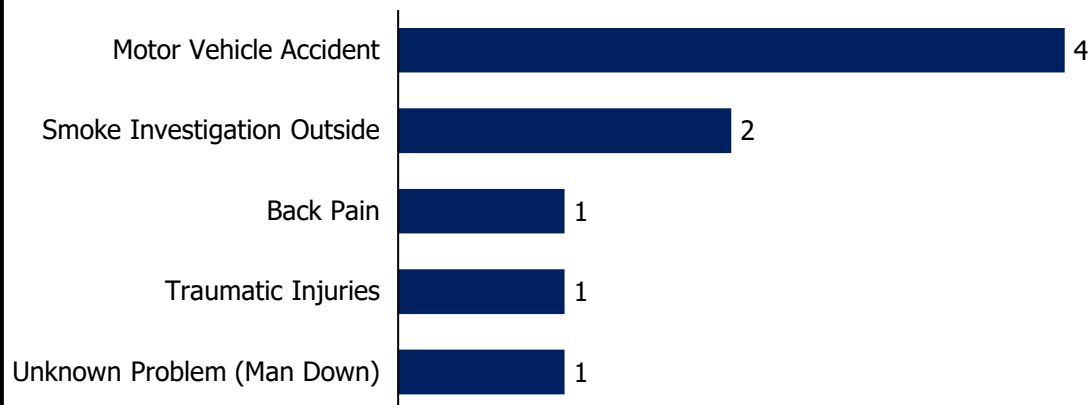
Assignment <1 min N/A 83%

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

Monthly Call Volume



Top Five Problem Natures

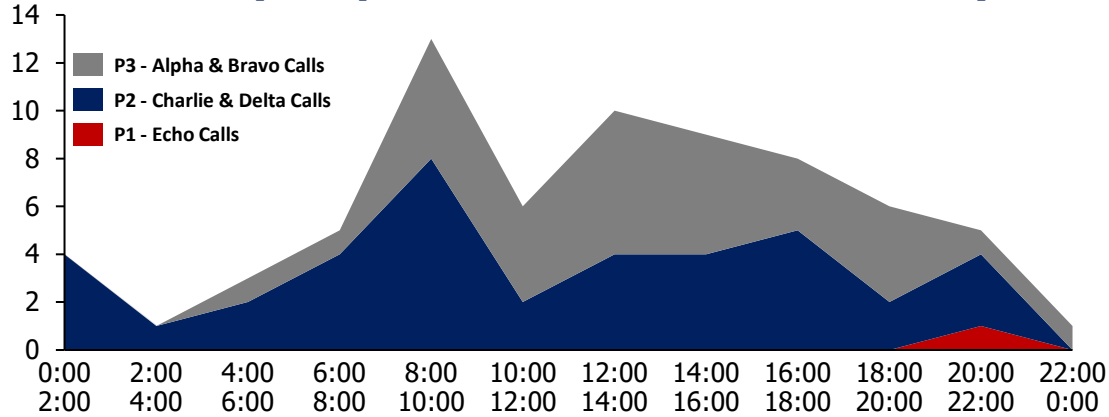




Elk Creek Fire



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	6	4	10	2
Monday	0	1	3	4	1
Tuesday	0	9	5	14	4
Wednesday	0	7	3	10	3
Thursday	0	5	4	9	2
Friday	0	5	5	10	3
Saturday	1	6	7	14	3

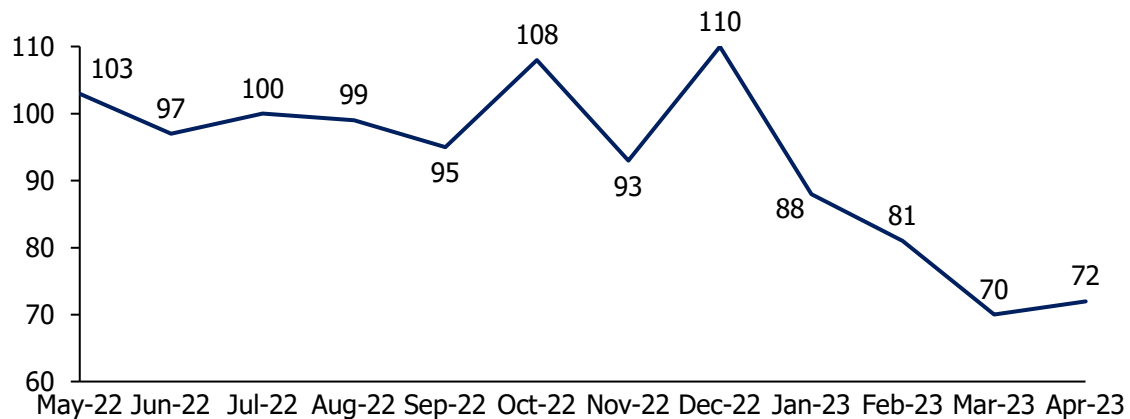
Assignment <1 min

100%

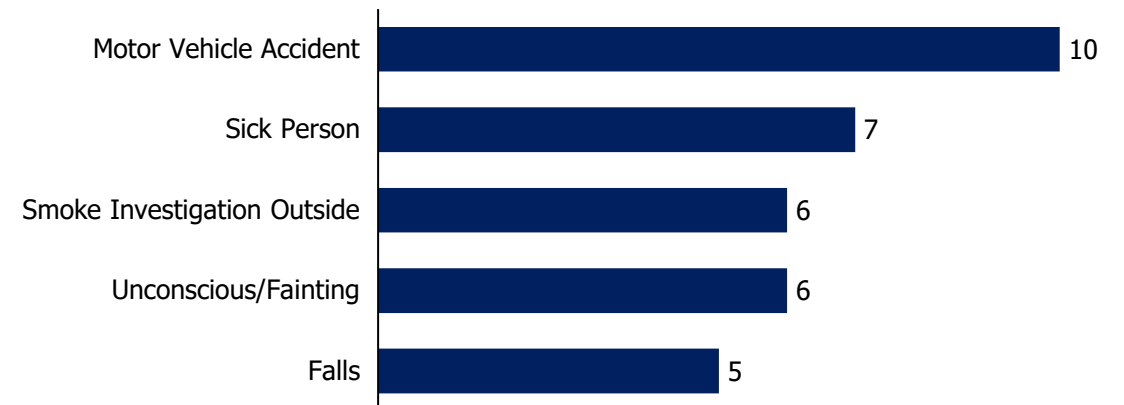
90%

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

Monthly Call Volume



Top Five Problem Natures

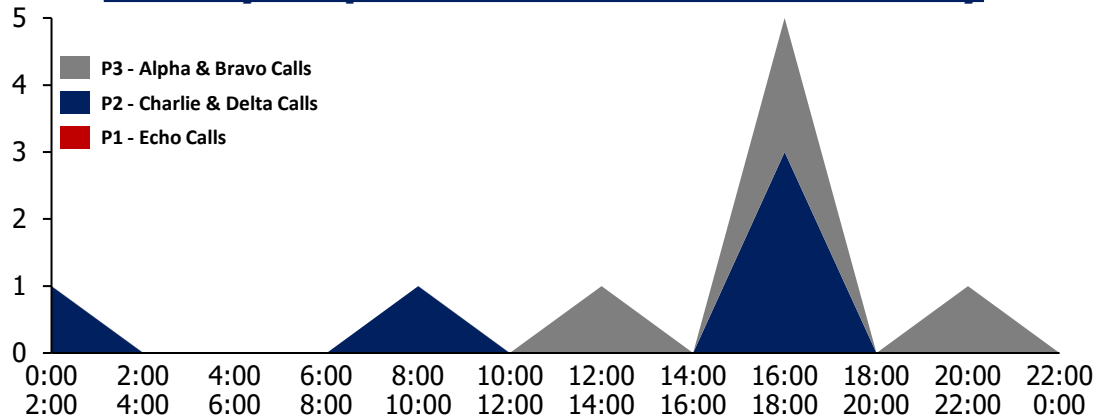




North Fork Fire



Priority Dispatched Calls Per Time of Day



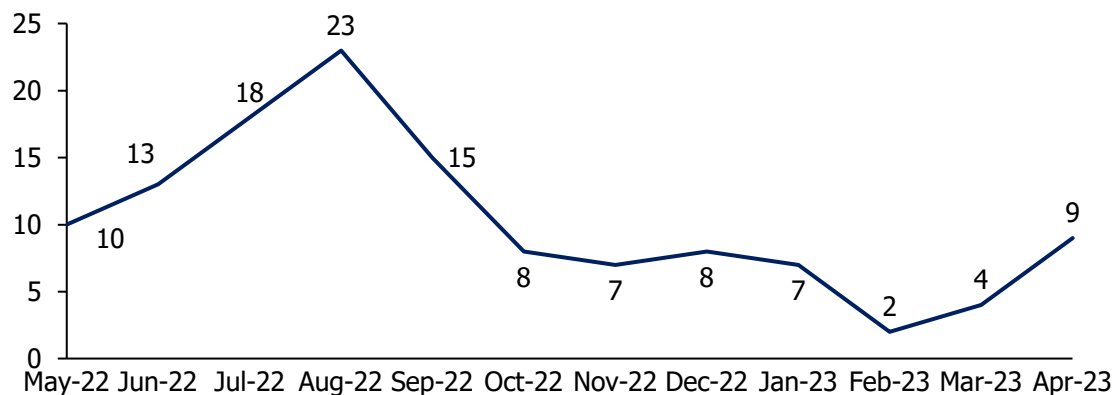
Daily Priority Call Volume and Entry to Assignment

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

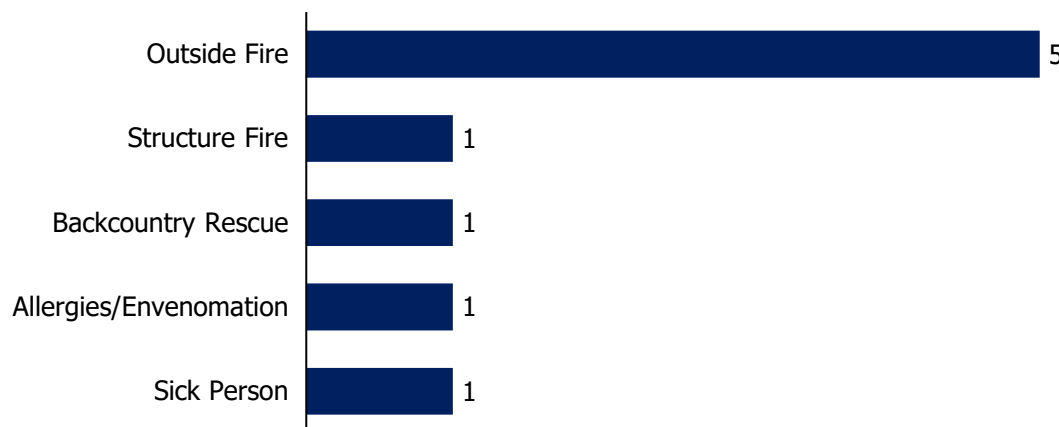
Assignment <1 min N/A 80%

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

Monthly Call Volume



Problem Natures

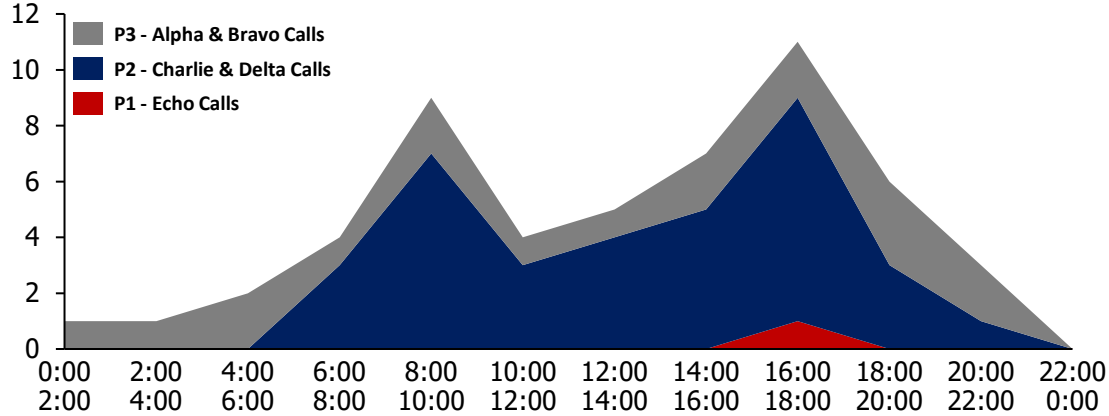




Highland Rescue



Priority Dispatched Calls Per Time of Day



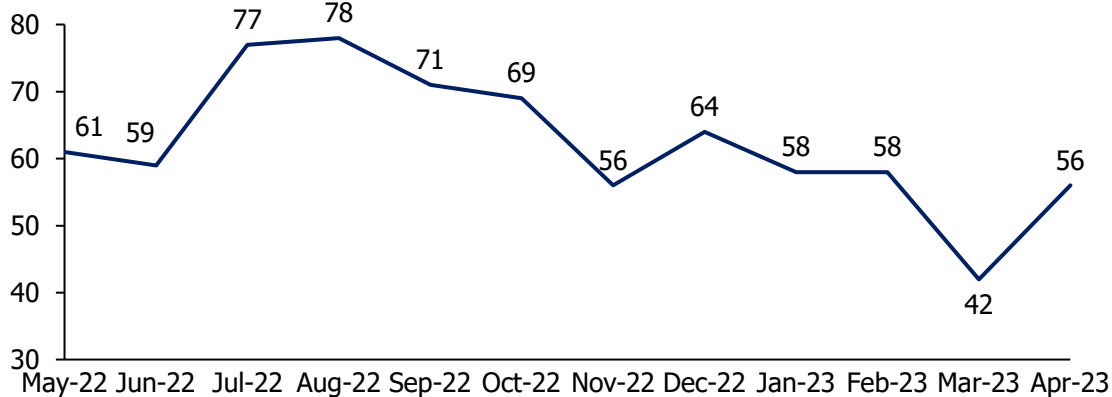
Daily Priority Call Volume and Entry to Assignment

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

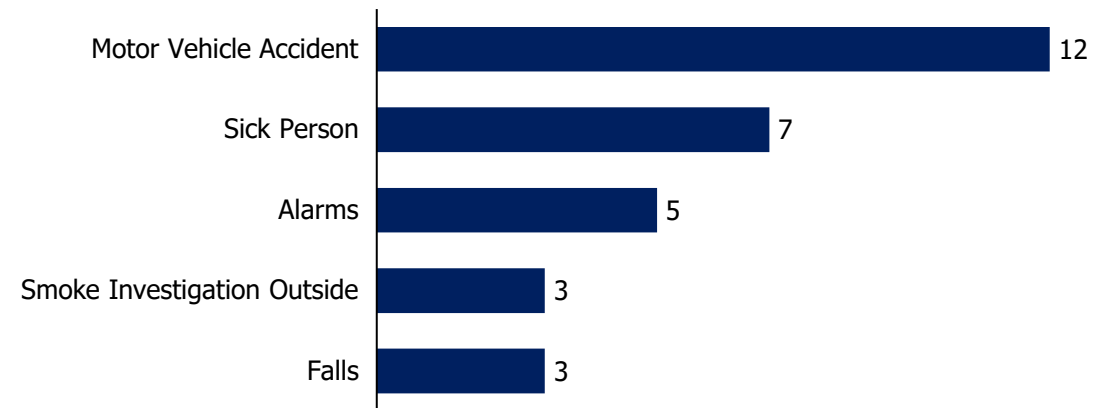
Assignment <1 min 0% 71%

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

Monthly Call Volume



Top Five Problem Natures

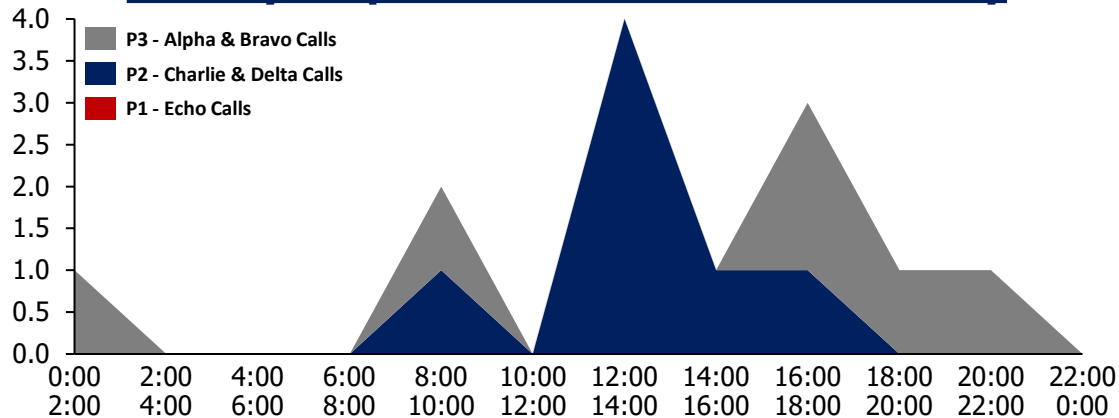




Genesee Fire



Priority Dispatched Calls Per Time of Day

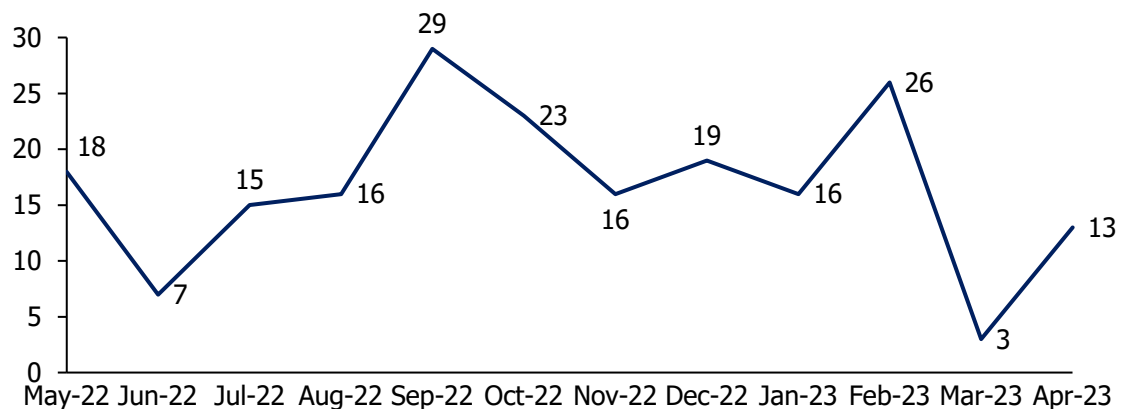


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

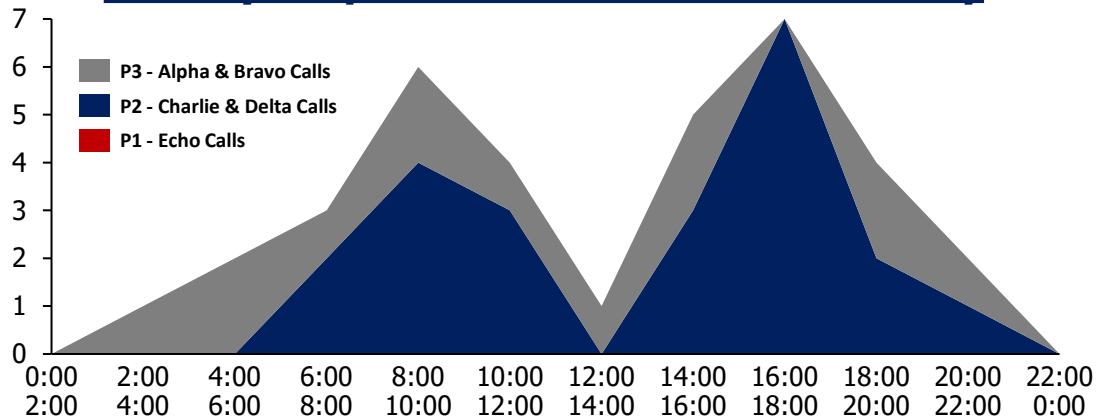




Foothills Fire



Priority Dispatched Calls Per Time of Day

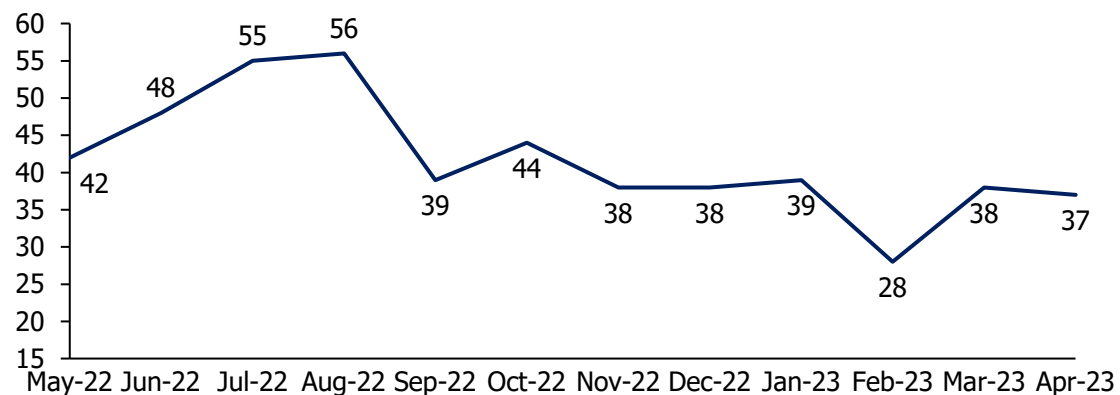


Daily Priority Call Volume and Entry to Assignment

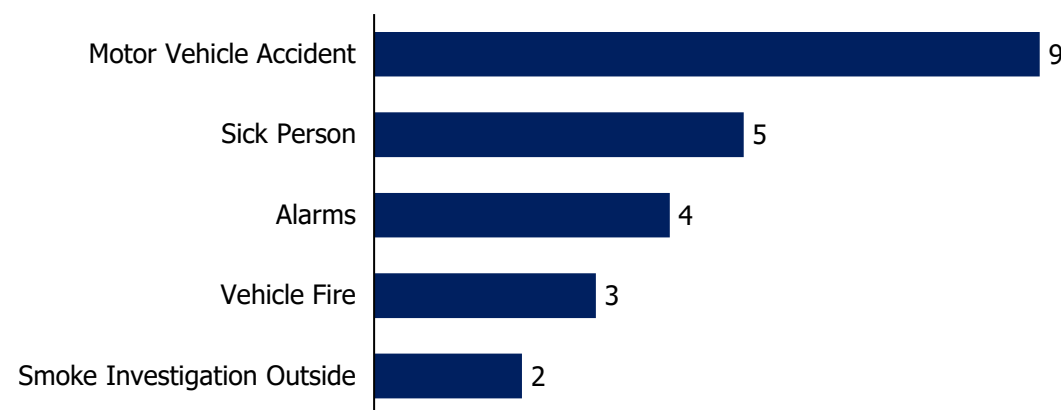
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	0	5	1
Monday	0	2	1	3	1
Tuesday	0	3	2	5	1
Wednesday	0	1	3	4	1
Thursday	0	3	1	4	1
Friday	0	4	2	6	2
Saturday	0	4	4	8	2
Assignment <1 min	N/A	68%			

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

Monthly Call Volume



Top Five Problem Natures

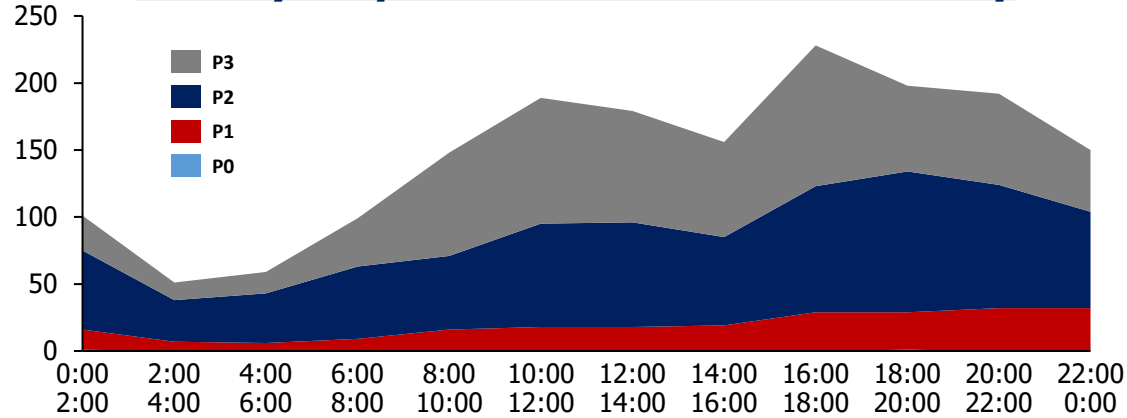




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

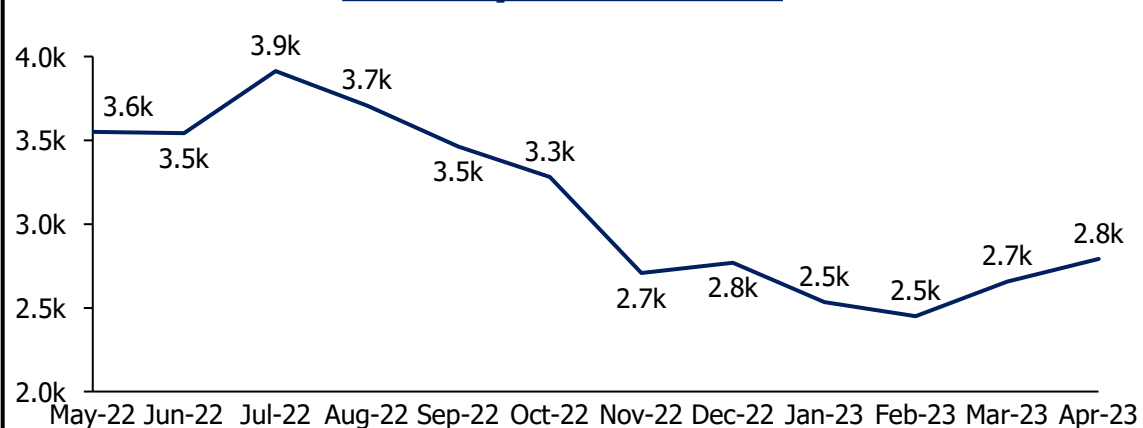


Daily Priority Call Volume and Entry to Assignment

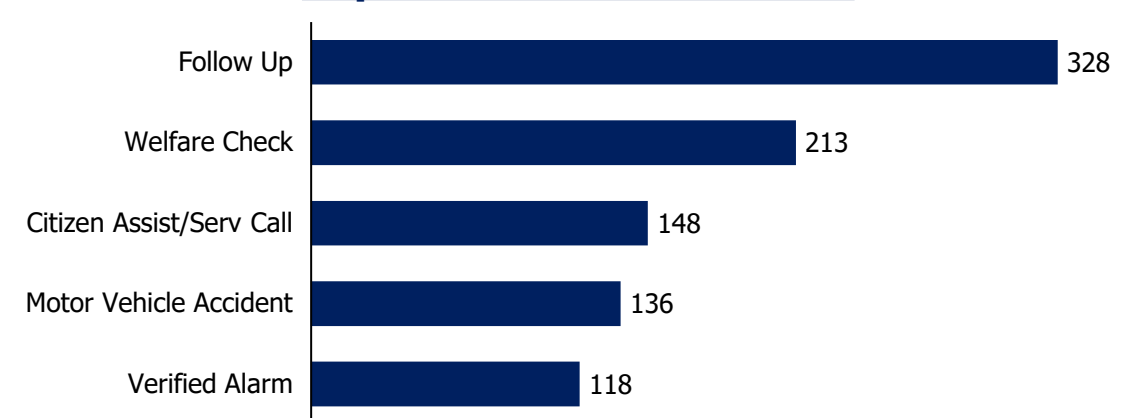
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	48	123	104	275	55
Monday	0	24	109	99	232	58
Tuesday	0	29	95	102	226	57
Wednesday	0	27	122	104	253	63
Thursday	1	30	107	90	228	57
Friday	0	30	109	92	231	58
Saturday	1	41	155	108	305	61
Assignment < 2 min		86%	58%			
Assignment < 4 min		98%	80%			

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

Monthly Call Volume



Top Five Problem Natures

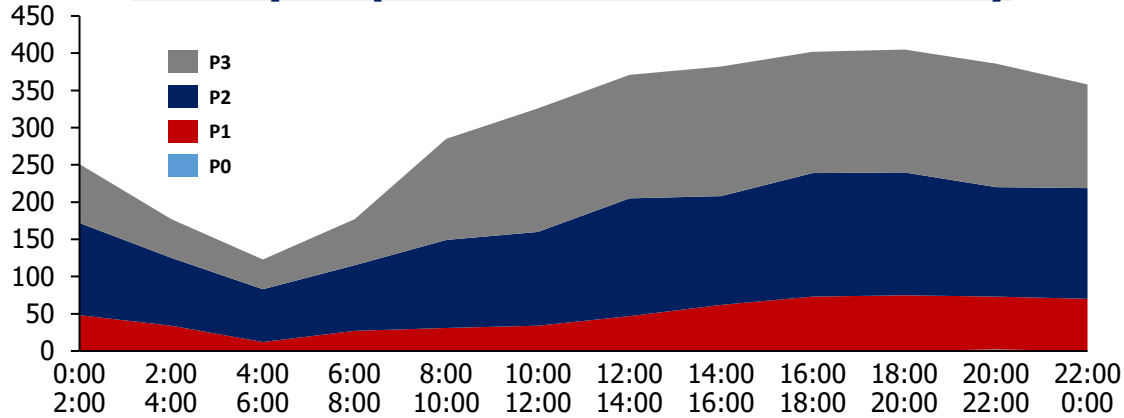




Lakewood PD



Priority Dispatched Calls Per Time of Day

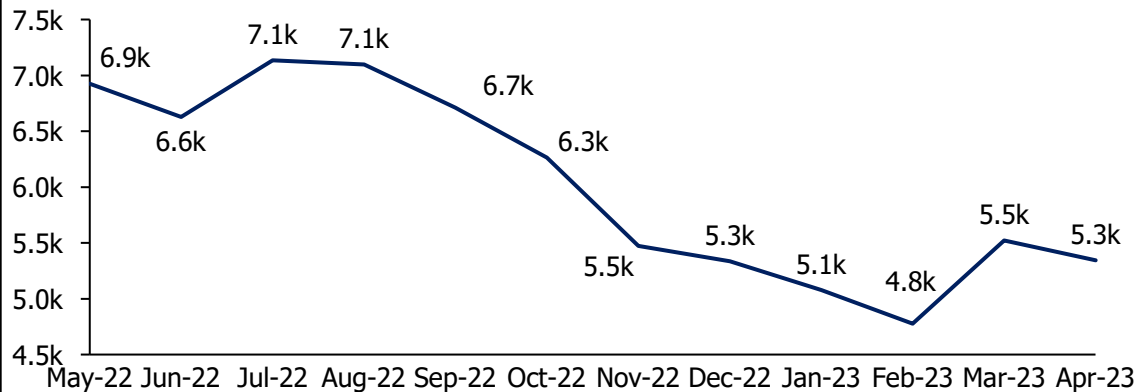


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	119	250	234	604	121
Monday	0	69	228	220	517	129
Tuesday	1	78	203	194	476	119
Wednesday	1	71	189	207	468	117
Thursday	0	58	198	209	465	116
Friday	0	86	199	194	479	120
Saturday	2	100	282	250	634	127
Assignment < 2 min		62%	39%			
Assignment < 4 min		78%	56%			

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

Monthly Call Volume



Top Five Problem Natures

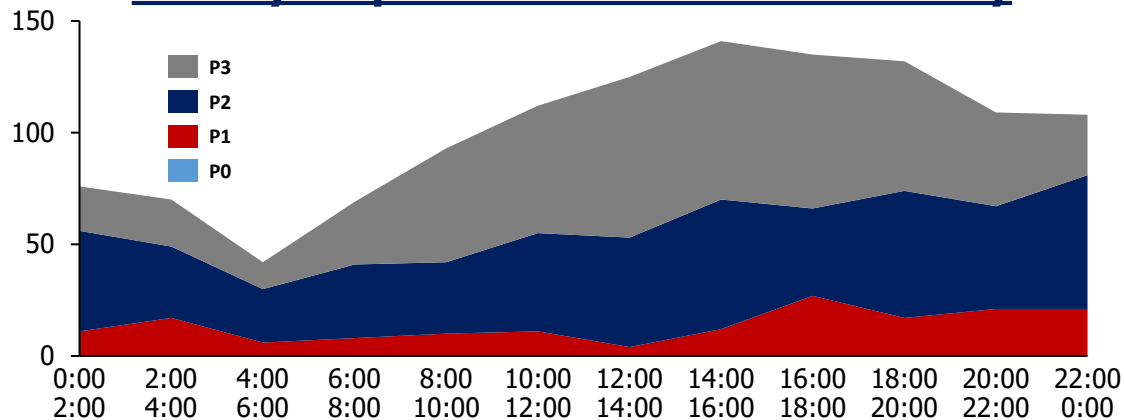




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

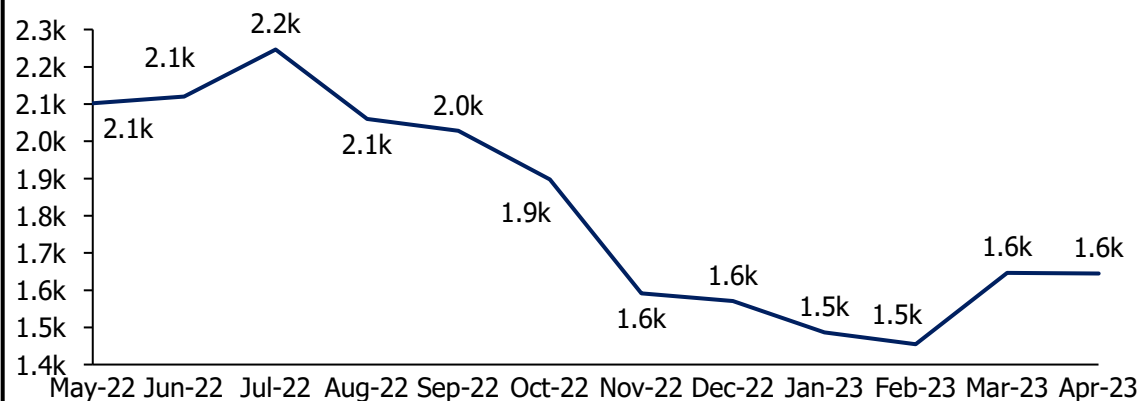


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	27	84	71	182	36
Monday	0	23	70	71	164	41
Tuesday	0	25	75	75	175	44
Wednesday	0	27	60	64	151	38
Thursday	0	12	76	84	172	43
Friday	0	26	64	67	157	39
Saturday	0	25	90	96	211	42
Assignment < 2 min		67%	47%			
Assignment < 4 min		82%	67%			

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

Monthly Call Volume



Top Five Problem Natures

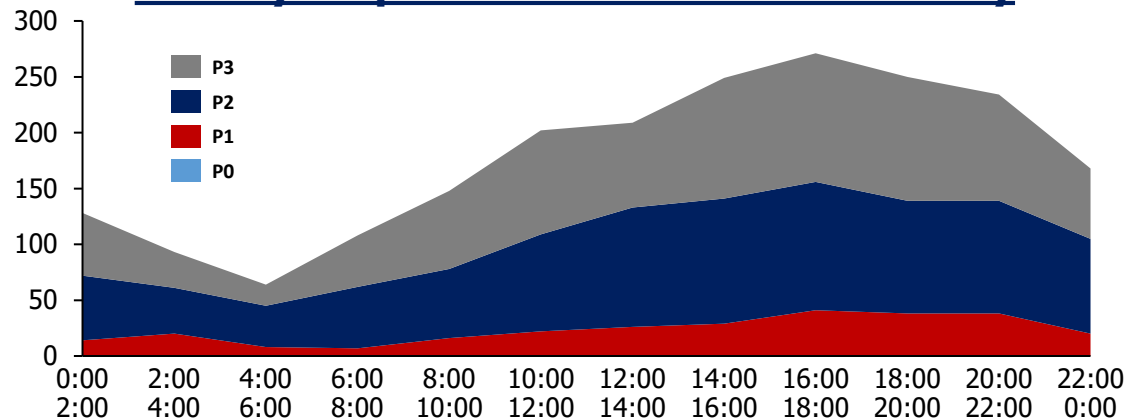
Welfare Check	148
Unwanted Party	147
Follow Up	129
Motor Vehicle Accident	98
Citizen Assist/Serv Call	94



Arvada PD



Priority Dispatched Calls Per Time of Day

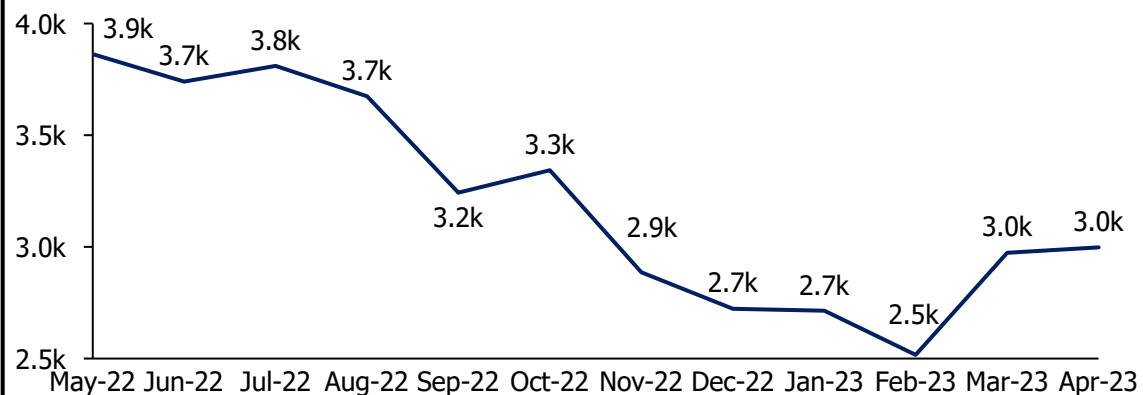


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	53	136	127	316	63
Monday	0	29	134	119	282	71
Tuesday	0	35	117	125	277	69
Wednesday	0	36	143	124	303	76
Thursday	0	33	123	125	281	70
Friday	0	36	132	131	299	75
Saturday	0	57	176	133	366	73
Assignment < 2 min		81%	52%			
Assignment < 4 min		91%	73%			

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

Monthly Call Volume



Top Five Problem Natures

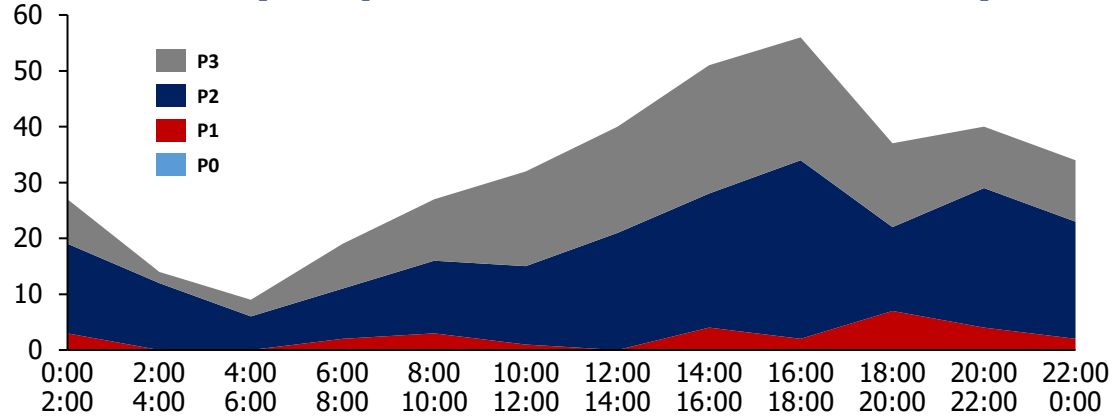




Golden PD



Priority Dispatched Calls Per Time of Day

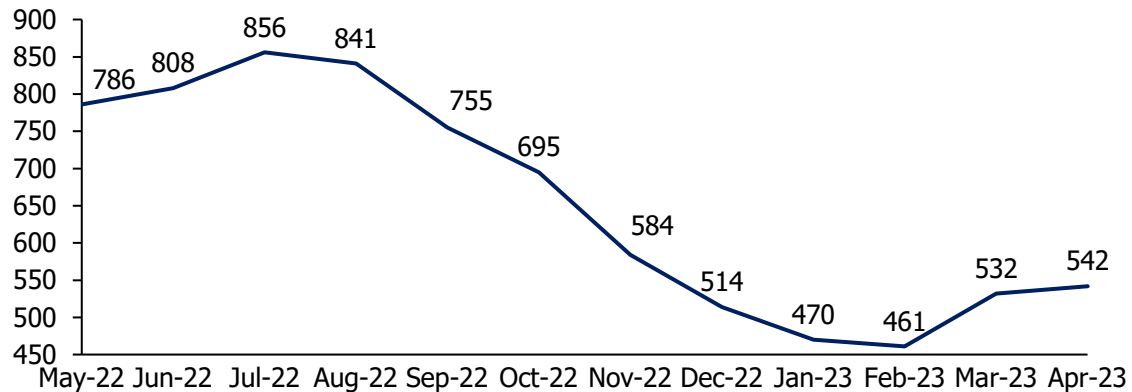


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	8	40	18	66	13
Monday	0	5	28	17	50	13
Tuesday	0	2	23	21	46	12
Wednesday	0	2	25	22	49	12
Thursday	0	2	26	22	50	13
Friday	0	5	28	25	58	15
Saturday	0	4	38	25	67	13
Assignment < 2 min		89%	63%			
Assignment < 4 min		96%	83%			

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

Monthly Call Volume



Top Five Problem Natures

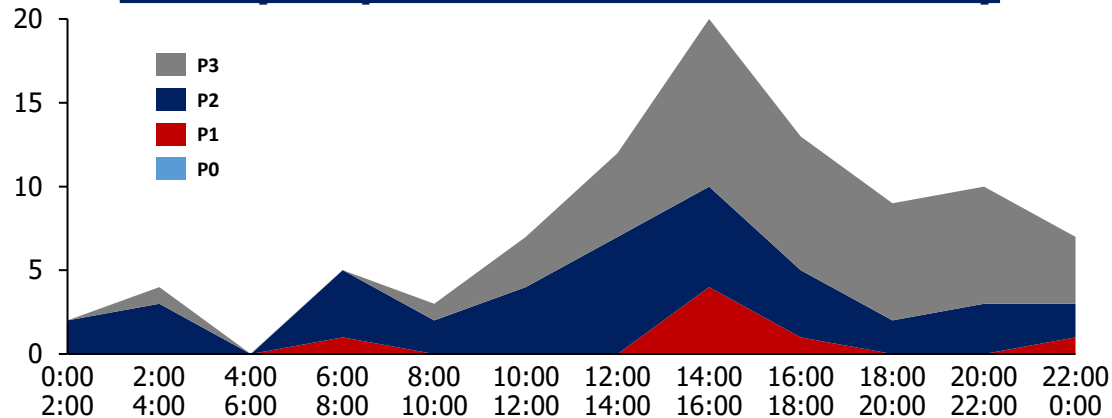




Lakeside PD



Priority Dispatched Calls Per Time of Day

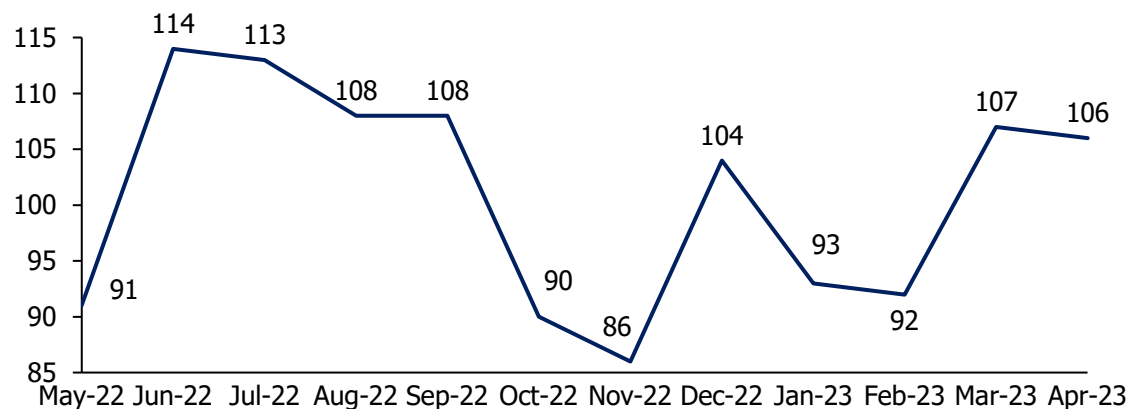


Daily Priority Call Volume and Entry to Assignment

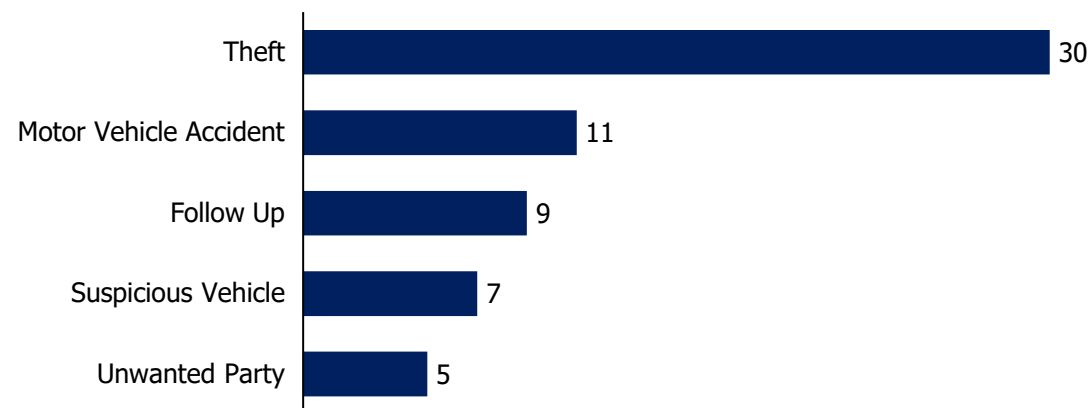
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	9	8	20	4
Monday	0	0	4	8	12	3
Tuesday	0	0	6	5	11	3
Wednesday	0	0	4	5	9	2
Thursday	0	2	7	4	13	3
Friday	0	0	4	8	12	3
Saturday	0	2	5	8	15	3
Assignment < 2 min		86%	74%			
Assignment < 4 min		100%	90%			

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

Monthly Call Volume



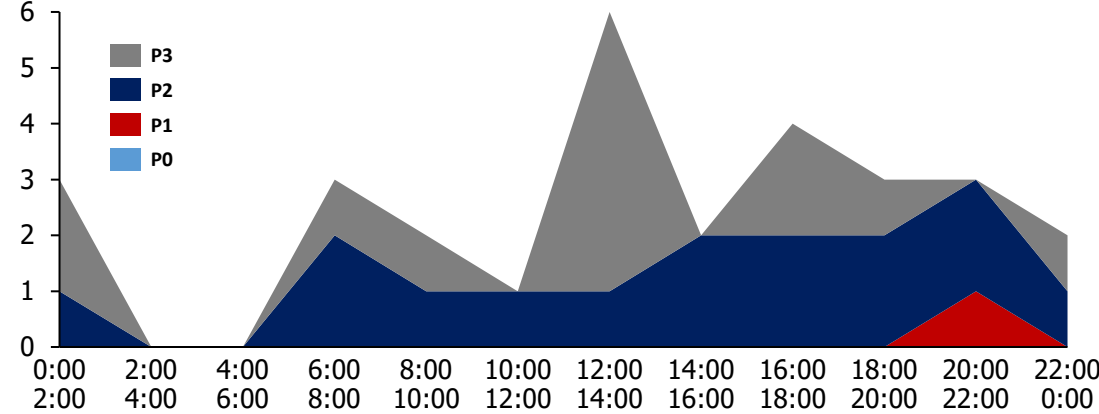
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

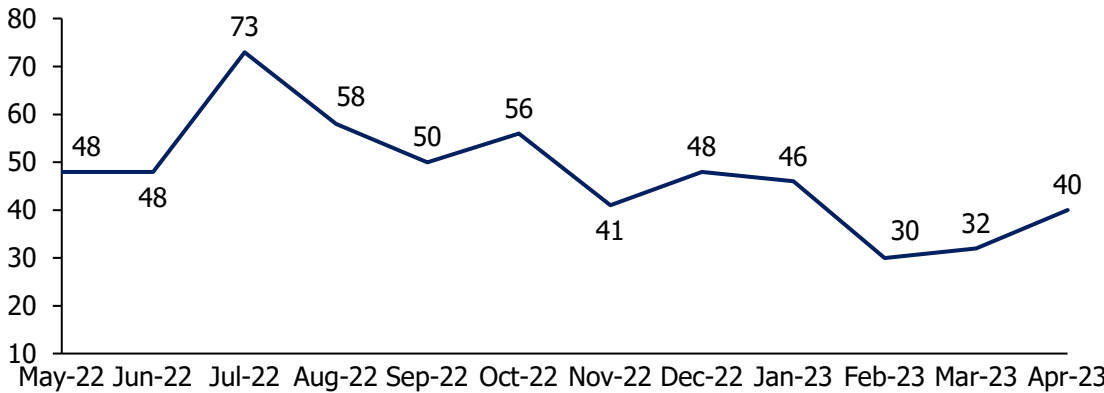


Daily Priority Call Volume and Entry to Assignment

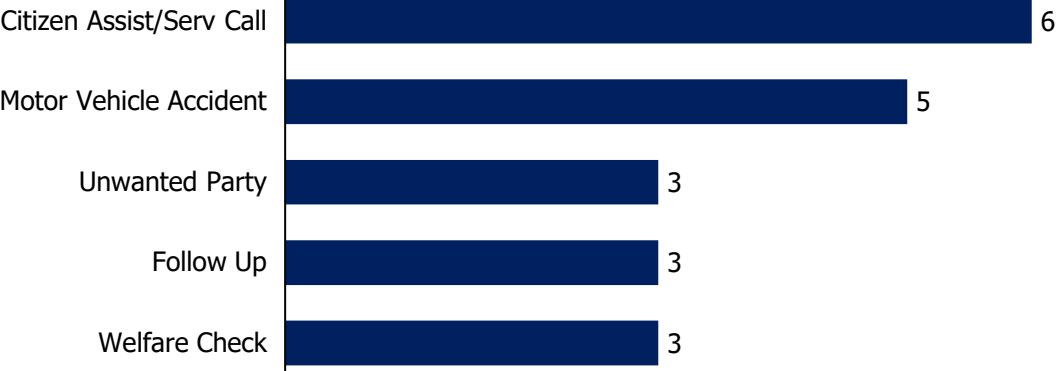
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	7	9	2
Monday	0	1	1	2	4	1
Tuesday	0	0	2	1	3	1
Wednesday	0	0	1	0	1	0
Thursday	0	0	1	0	1	0
Friday	0	0	1	2	3	1
Saturday	0	0	7	1	8	2
Assignment < 2 min		100%	73%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



Top Five Problem Natures

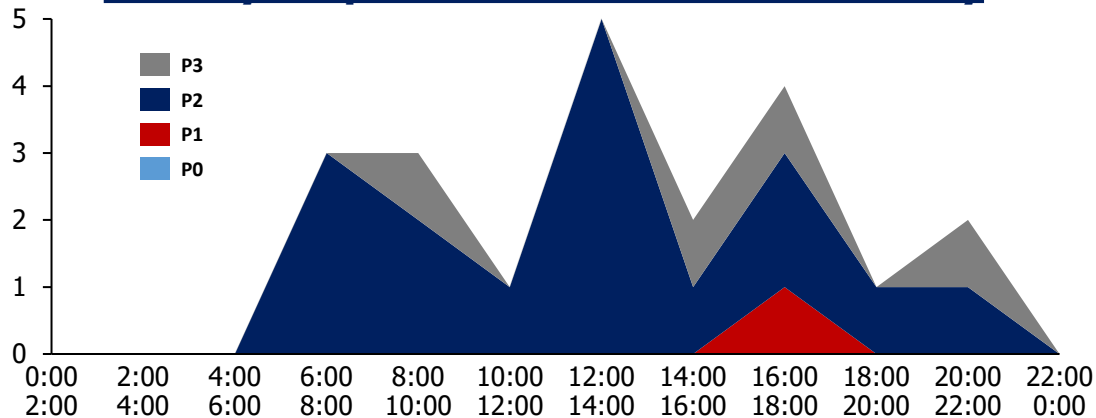




Mountain View PD



Priority Dispatched Calls Per Time of Day

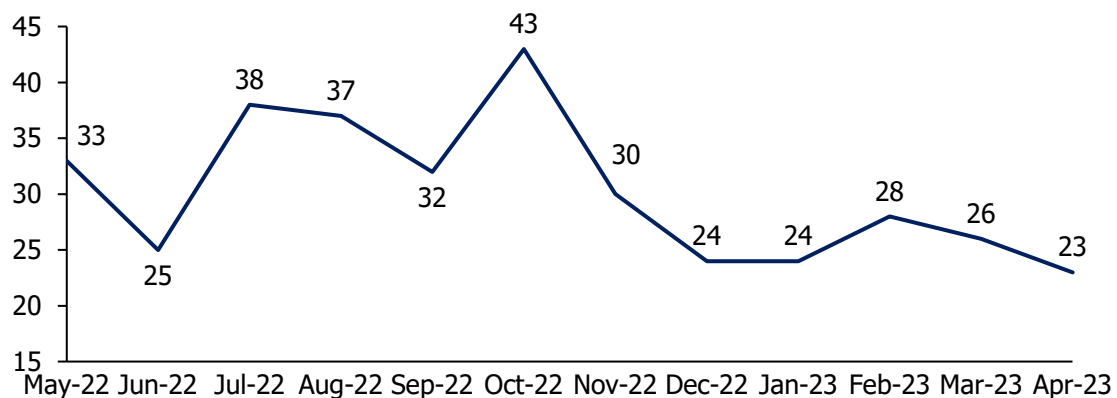


Daily Priority Call Volume and Entry to Assignment

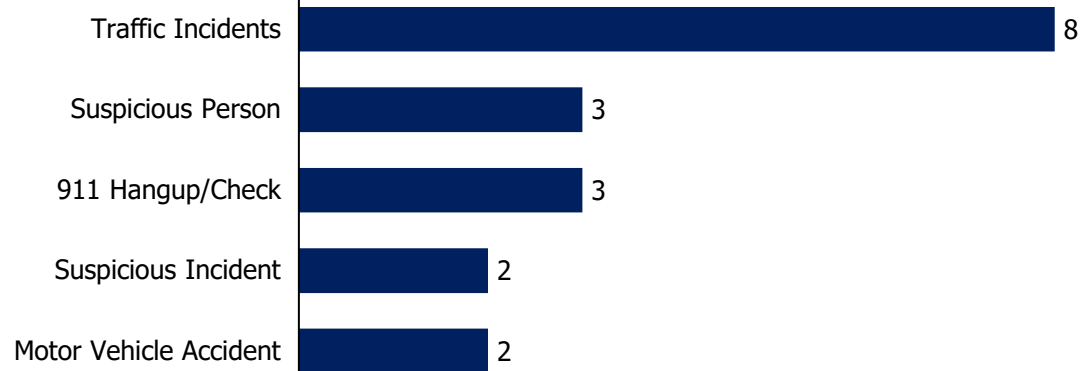
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	5	0	5	1
Monday	0	0	0	1	1	0
Tuesday	0	0	2	0	2	1
Wednesday	0	0	4	2	6	2
Thursday	0	0	1	1	2	1
Friday	0	0	2	0	2	1
Saturday	0	1	2	0	3	1
Assignment < 2 min		100%	88%			
Assignment < 4 min		100%	94%			

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

Monthly Call Volume



Top Five Problem Natures

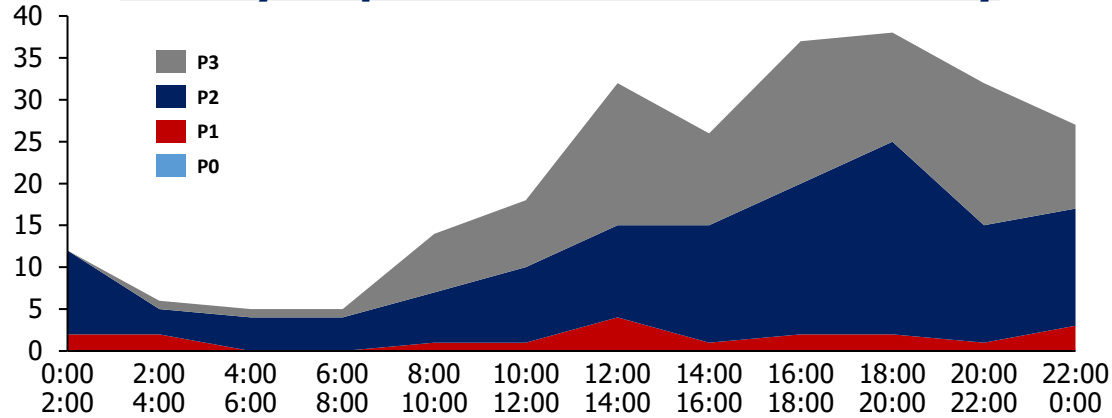




Edgewater PD



Priority Dispatched Calls Per Time of Day

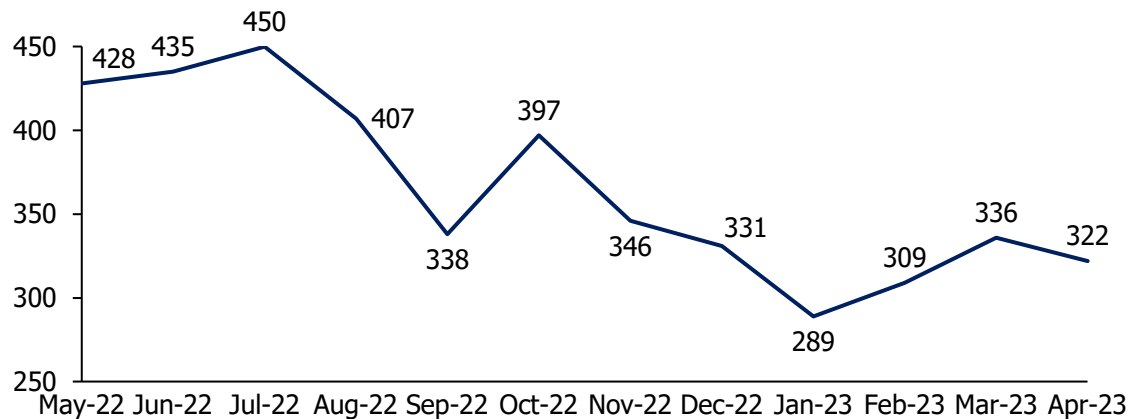


Daily Priority Call Volume and Entry to Assignment

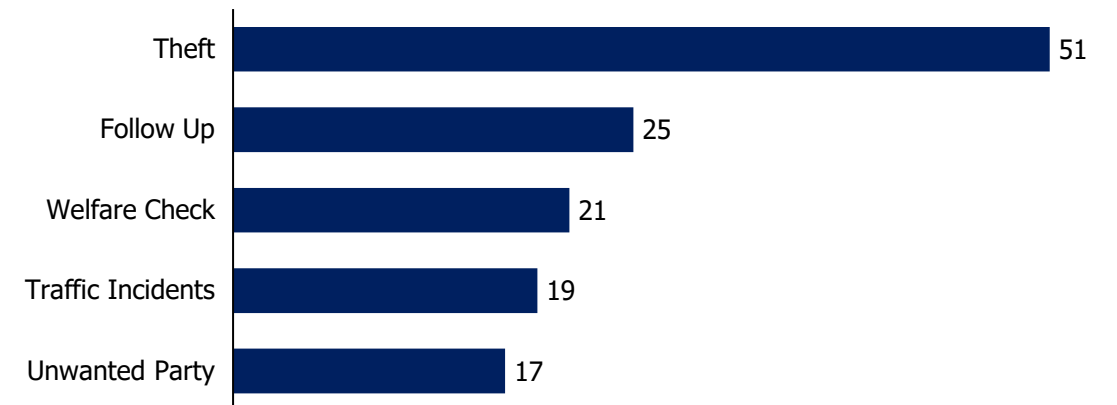
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	25	20	47	9
Monday	0	0	24	9	33	8
Tuesday	0	2	14	10	26	7
Wednesday	0	7	17	13	37	9
Thursday	0	3	19	20	42	11
Friday	0	2	17	13	32	8
Saturday	0	3	14	18	35	7
Assignment < 2 min		79%	78%			
Assignment < 4 min		84%	86%			

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

Monthly Call Volume



Top Five Problem Natures

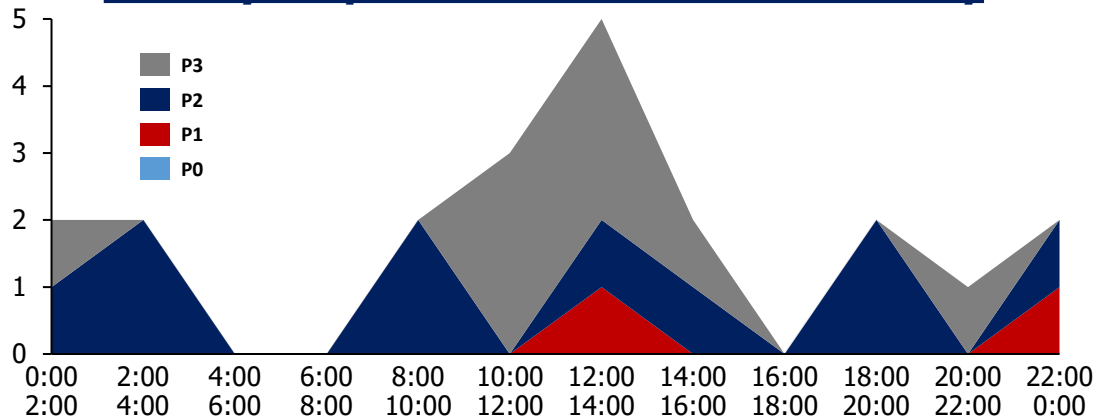




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

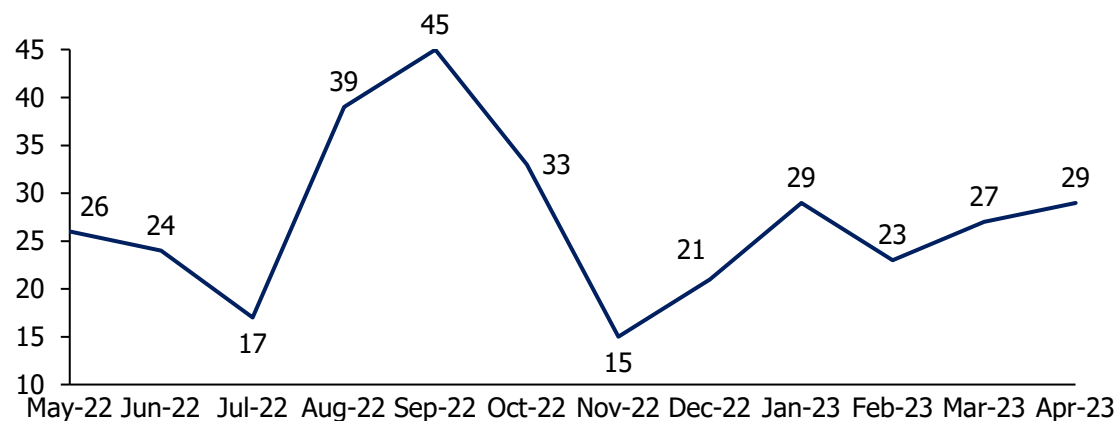


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	4	1	5	1
Monday	0	0	2	0	2	1
Tuesday	0	1	0	4	5	1
Wednesday	0	1	1	1	3	1
Thursday	0	0	0	2	2	1
Friday	0	0	2	0	2	1
Saturday	0	0	1	1	2	0
Assignment < 2 min		100%	30%			
Assignment < 4 min		100%	50%			

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

Monthly Call Volume



Top Five Problem Natures

