



Jefferson County Communications Center Authority
JEFFCOM911

March 2023
Monthly Report



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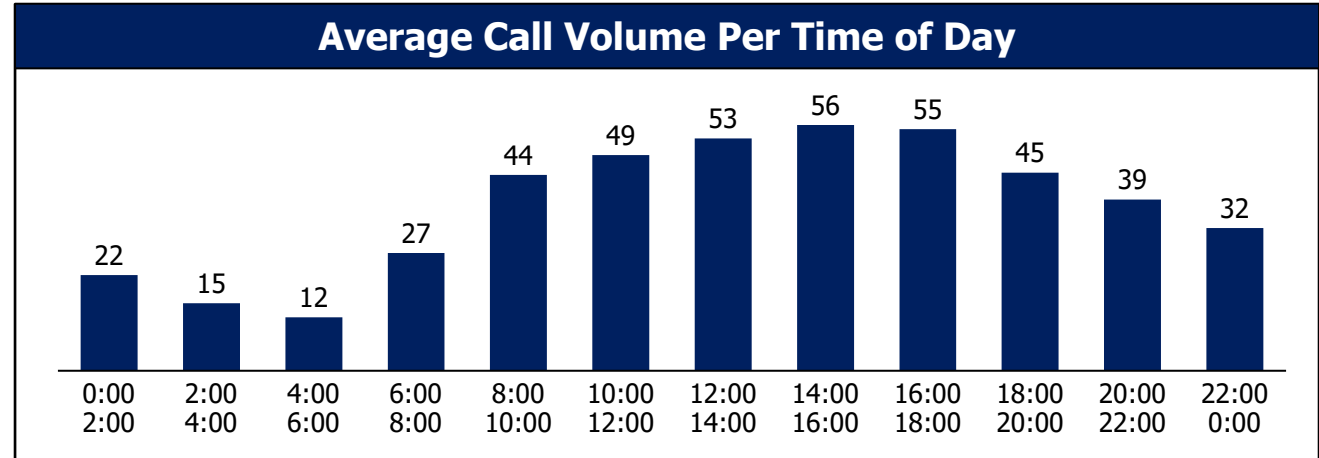


Law Stats

Calls Received, Processed, and Dispatched

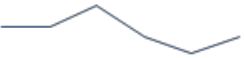
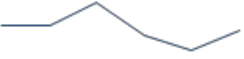











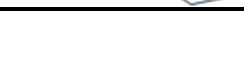


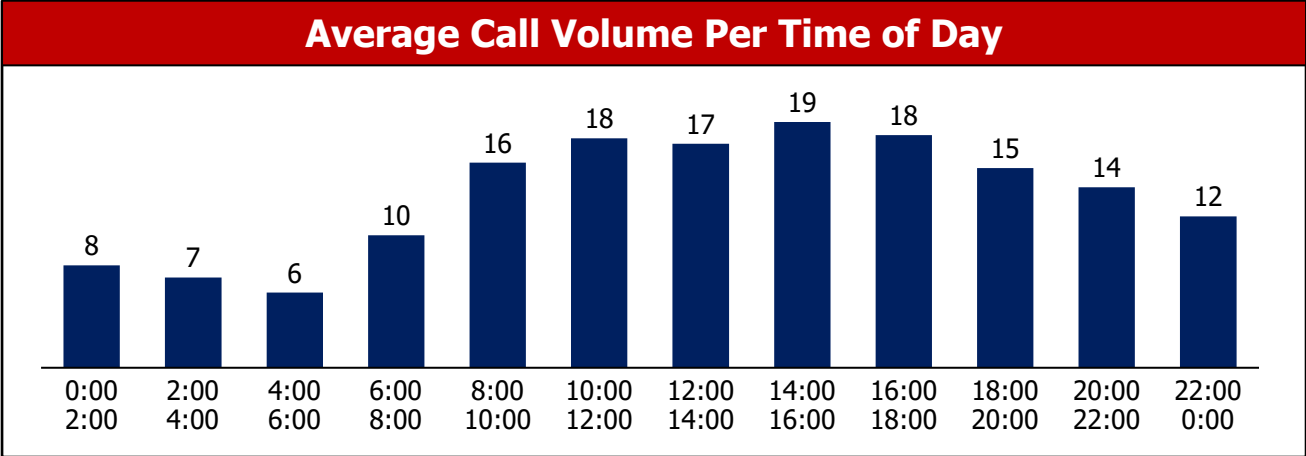
Agency	March Calls	% Total	6 Month Trend
Lakewood PD	5,522	29.4%	
Jeffco Sheriff	2,657	14.1%	
Arvada PD	2,974	15.8%	
Wheat Ridge PD	1,647	8.8%	
Golden PD	532	2.8%	
Edgewater PD	336	1.8%	
Lakeside PD	107	0.6%	
Morrison PD	32	0.2%	
CSM PD	27	0.1%	
Mountain View PD	26	0.1%	
Total	13,860	73.8%	



Total CAD Dispatched Calls by Day of Week									
Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	1	178	515	426	111	260	66	1,557	12.5%
Monday	1	129	594	545	125	440	97	1,931	15.5%
Tuesday	0	136	536	507	139	412	84	1,814	14.5%
Wednesday	2	162	697	663	162	502	105	2,293	14.7%
Thursday	4	187	693	620	152	465	110	2,231	14.3%
Friday	1	201	737	659	176	452	96	2,322	14.9%
Saturday	2	168	582	466	94	317	83	1,712	13.7%
Total	11	1,161	4,354	3,886	959	2,848	641	13,860	

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

Agency	March Calls	% of Total	6 Month Trend
West Metro Fire	3,005	16.0%	
Arvada Fire	1,262	6.7%	
Golden Fire	213	1.1%	
Evergreen Fire	154	0.8%	
Elk Creek Fire	70	0.4%	
Fairmount Fire	66	0.4%	
Pleasant View Fire	43	0.2%	
Highland Rescue	42	0.2%	
Foothills Fire	38	0.2%	
Inter Canyon Fire	19	0.1%	
Indian Hills Fire	11	0.1%	
North Fork Fire	4	0.0%	
Genesee Fire	3	0.0%	
Golden Gate Fire	2	0.0%	
Total	4,932	26.2%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	24	336	216	2	0	1	579	13.1%
Monday	6	368	226	11	0	3	614	13.9%
Tuesday	14	376	227	8	0	2	627	14.1%
Wednesday	14	483	291	8	0	0	796	14.4%
Thursday	6	500	300	8	0	0	814	14.7%
Friday	18	546	311	11	0	5	891	16.1%
Saturday	18	375	211	6	0	1	611	13.8%
Total	100	2,984	1,782	54	0	12	4,932	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	89.2%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	97.2%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	36.2%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	82.1%	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	14.3%	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%	98.3%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	90.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	89.3%	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 Jeffcom fell short of meeting the 15 second 911 answering benchmark in March due to an extreme influx of calls on the last day of the month as a result of the Hogback fire. The SLA was holding at 90.8%, however, incoming 911 calls attributed to fire increased nearly 3x from the normal volume for that day/time, placing disproportionate demands on Jeffcom systems and personnel.</p> <p>Jeffcom has had success in hiring new emergency communications specialists. The newest Academy is the largest to date, with fifteen personnel in training. In addition, a new software developer has been brought on board to assist in the development of new technologies that will assist Jeffcom in meeting operational needs.</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 02:12 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>



Service Level Agreement

IT and Records



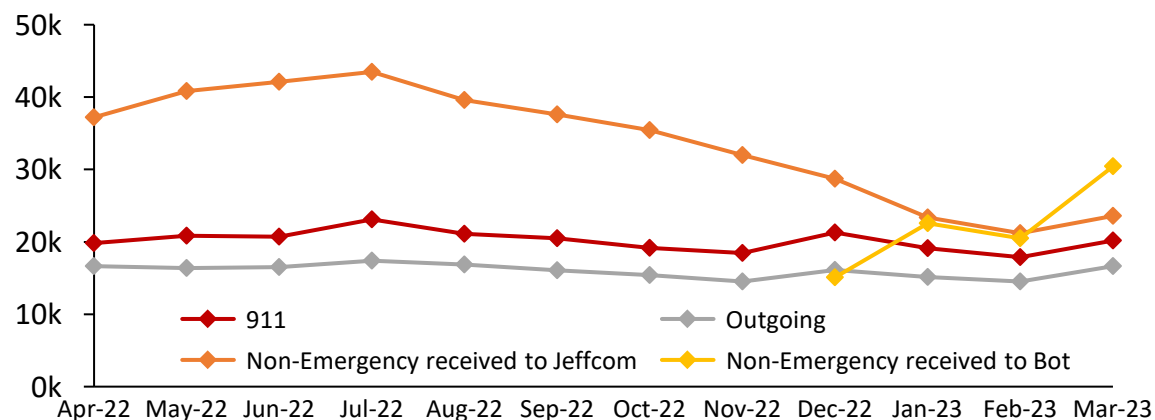
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	514 DA Discovery Requests (+56 completed from previous month), 224 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%	All requests properly located	132/132 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%		1 denied by JCSO for pending court case, 1 pending approval from Arvada, 1 pending further info from requester, 1 pending HIPAA form



Service Level Agreement and Volume Trends



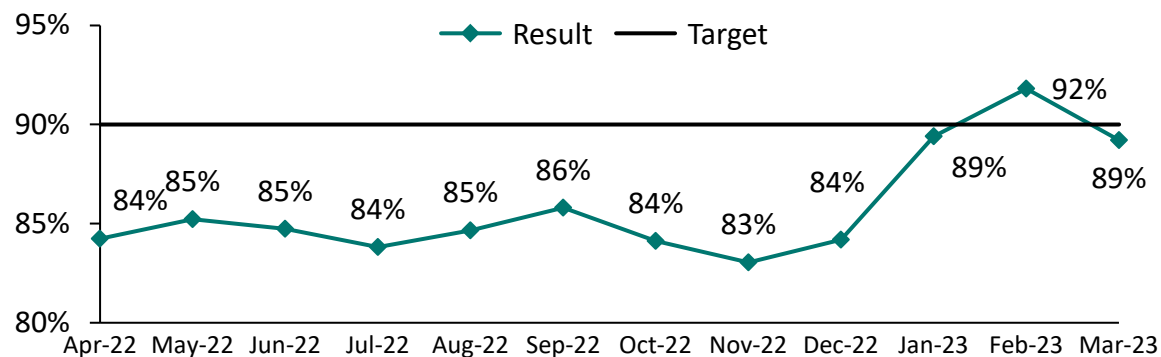
Call Volumes



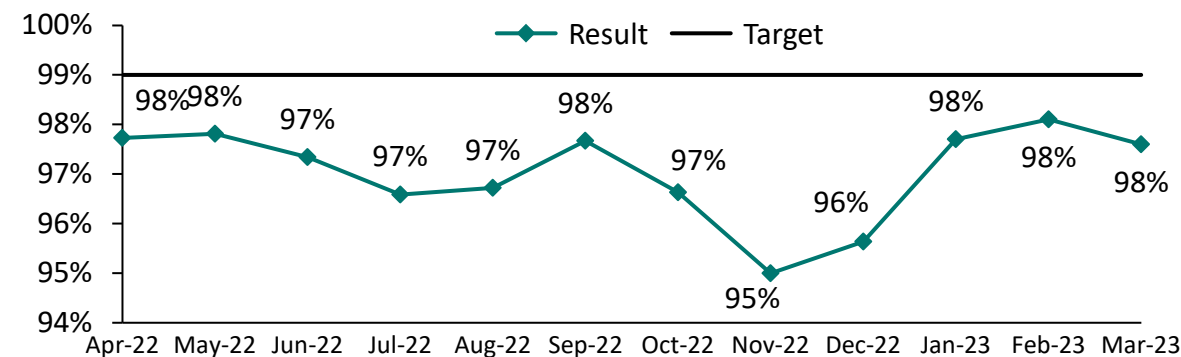
Trend Table

Average Daily Calls	Mar-23	Feb-23	Mar-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	537	518	533	↑ 4%	↑ 1%
Incoming - Admin to Bot	981	1,086	0	↓ -10%	
Incoming - Admin to Jeffcom	761	757	1,175	↑ 1%	↓ -35%
Incoming - 911	651	639	622	↑ 2%	↑ 5%
911 calls answered within 15 seconds	89%	92%	85%	↓ -2.6%	↑ 3.7%
911 calls answered within 40 seconds	98%	98%	98%	↓ -0.5%	→ 0.0%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





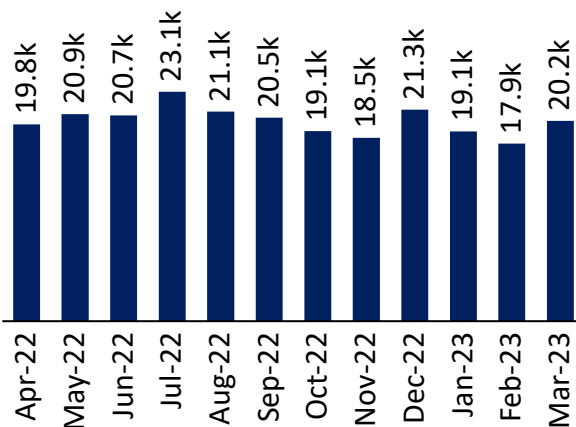
Call Volume/Agency Specific Inquiries

JEFFCOM

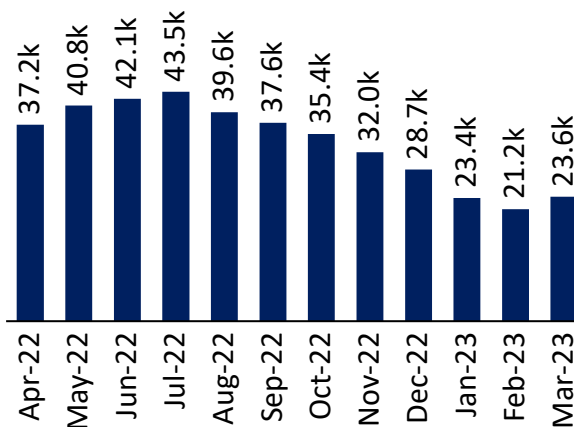


12 Month Trends

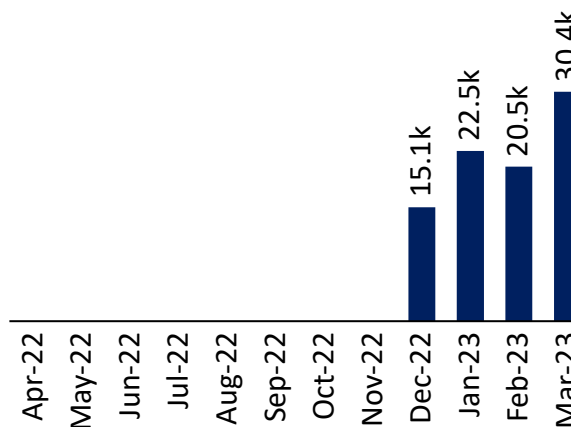
Emergency Calls



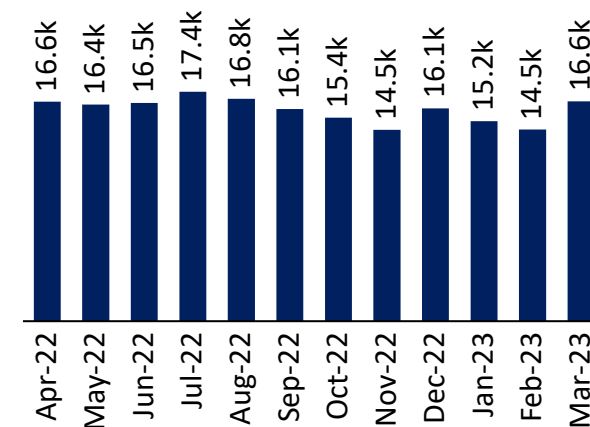
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



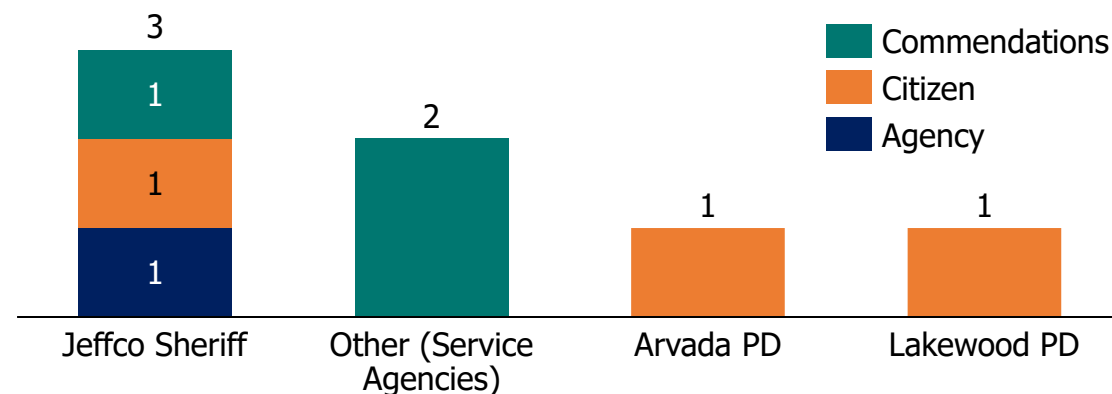
Outgoing Calls



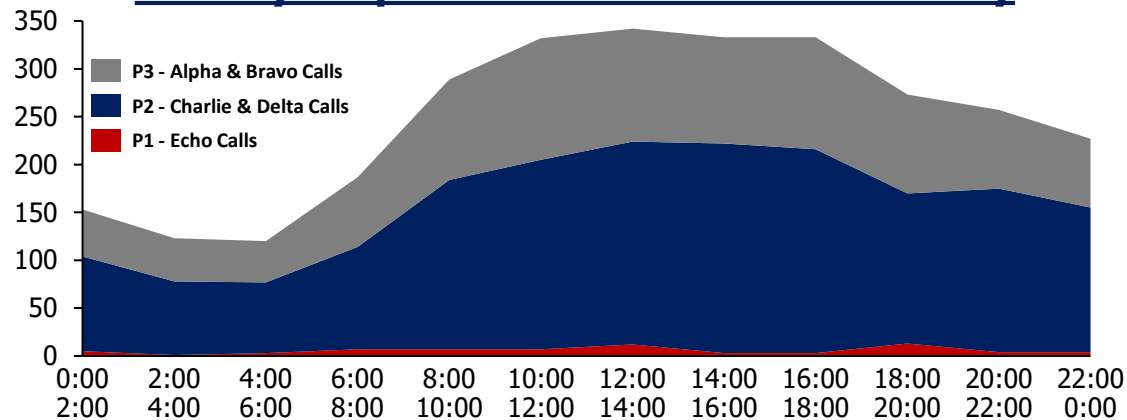
Call Volume

Line	Calls	Notes
Outgoing	16,647	15% Increase from February
Incoming - Admin to Bot	30,416	49% Increase from February
Incoming - Admin to Jeffcom	23,602	13% Increase from February
Incoming - 911	20,174	11% Increase from February
Total Incoming to Jeffcom	43,776	12% Increase from February

March Inquiries



Priority Dispatched Calls Per Time of Day

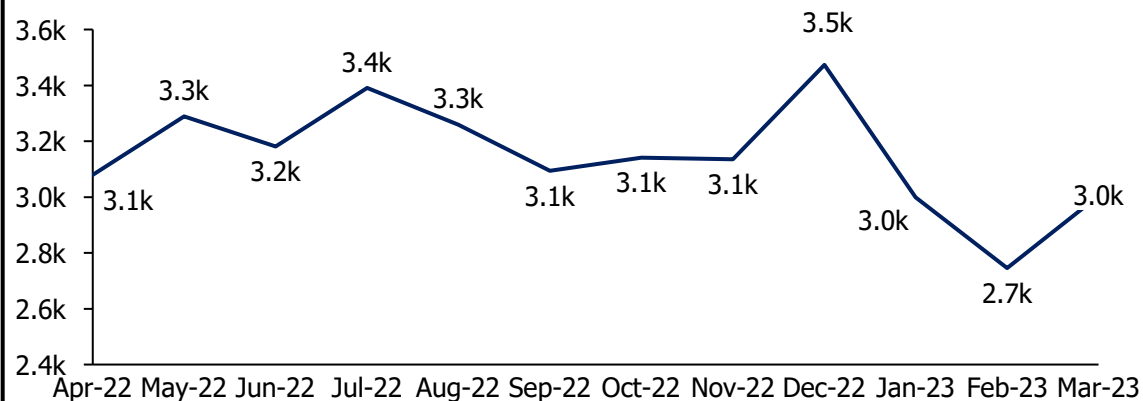


Daily Priority Call Volume and Entry to Assignment

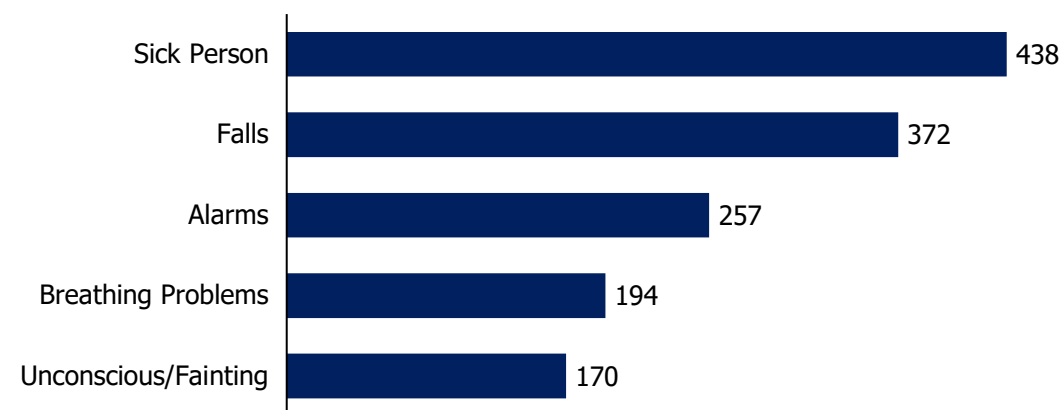
Day of Week	P1	P2	P3	Total	Average
Sunday	17	234	116	367	92
Monday	4	229	130	363	91
Tuesday	9	229	126	364	91
Wednesday	9	291	175	475	95
Thursday	5	316	186	507	101
Friday	14	323	187	524	105
Saturday	11	233	125	369	92
Assignment <1 min	97%	95%			

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

Monthly Call Volume



Top Five Problem Natures

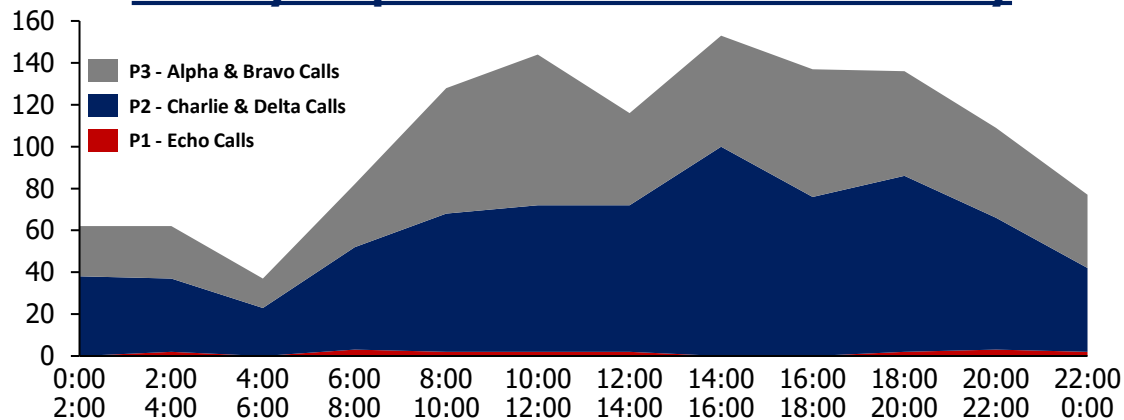




Arvada Fire



Priority Dispatched Calls Per Time of Day

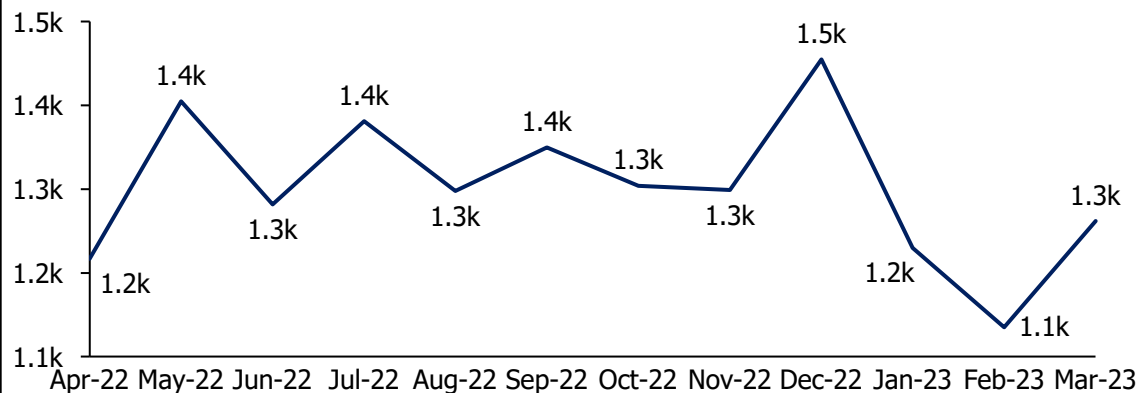


Daily Priority Call Volume and Entry to Assignment

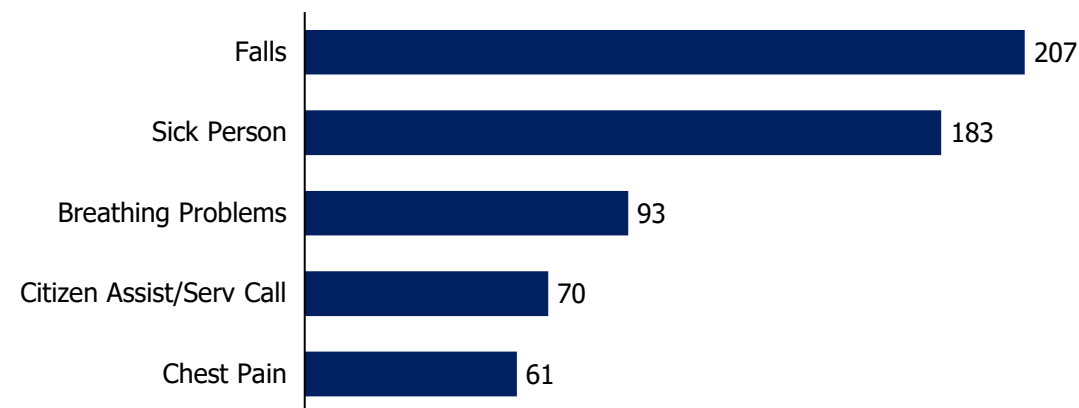
Day of Week	P1	P2	P3	Total	Average
Sunday	4	77	65	146	37
Monday	1	88	65	154	39
Tuesday	1	97	73	171	43
Wednesday	4	126	85	215	43
Thursday	0	109	83	192	38
Friday	3	131	86	220	44
Saturday	5	86	54	145	36
Assignment <1 min	100%	95%			

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

Monthly Call Volume



Top Five Problem Natures

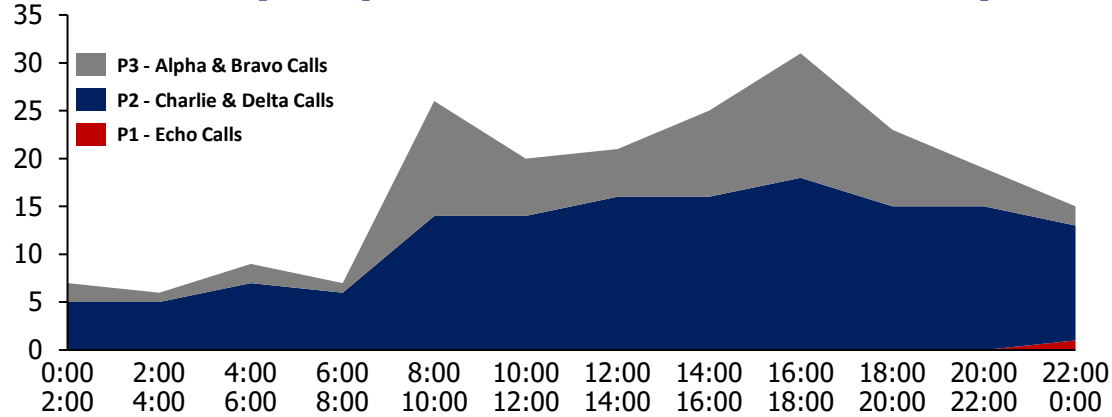




Golden Fire



Priority Dispatched Calls Per Time of Day



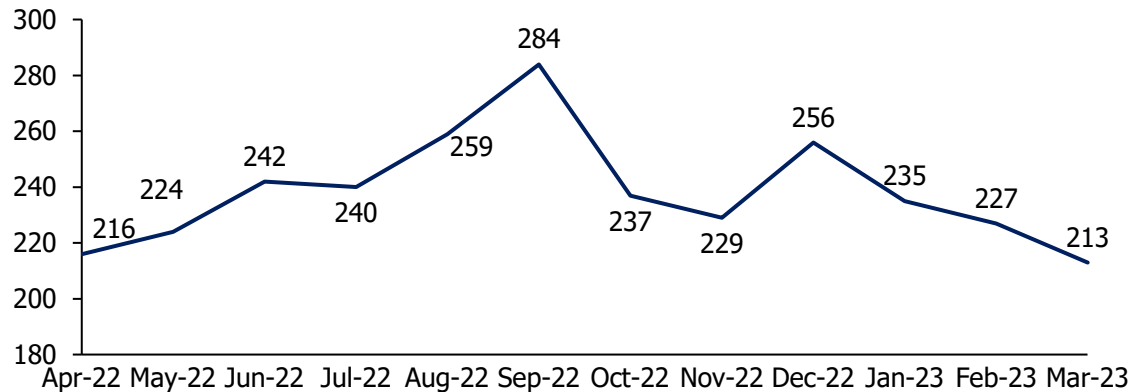
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	5	12	3
Monday	1	16	4	21	5
Tuesday	0	22	10	32	8
Wednesday	0	22	12	34	7
Thursday	0	21	9	30	6
Friday	0	35	10	45	9
Saturday	0	20	15	35	9

Assignment <1 min 100% 84%

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

Monthly Call Volume



Top Five Problem Natures

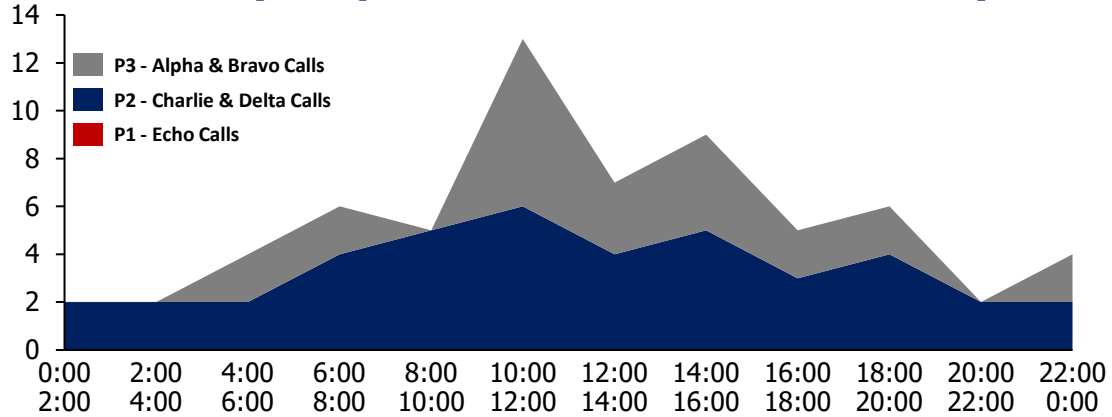




Fairmount Fire



Priority Dispatched Calls Per Time of Day



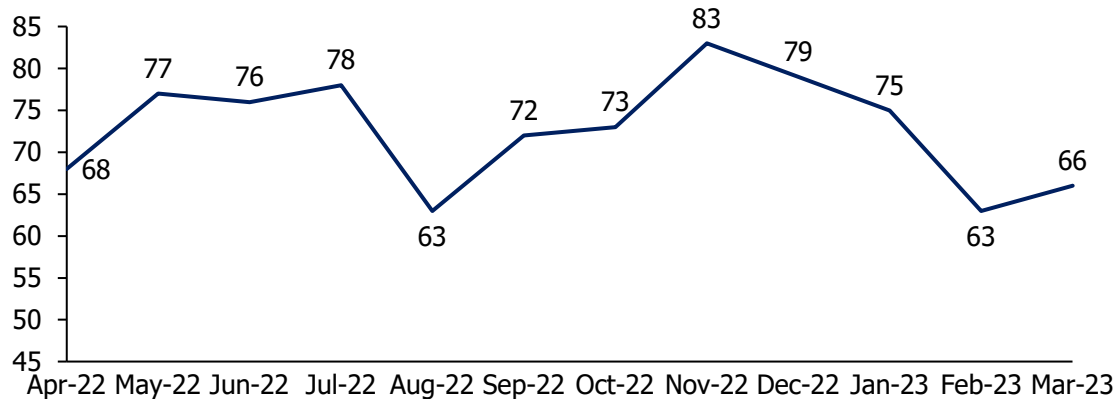
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	3	5	1
Monday	0	5	3	8	2
Tuesday	0	4	4	8	2
Wednesday	0	6	4	10	2
Thursday	0	7	4	11	2
Friday	0	9	6	15	3
Saturday	0	8	0	8	2

Assignment <1 min N/A 98%

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

Monthly Call Volume



Top Five Problem Natures

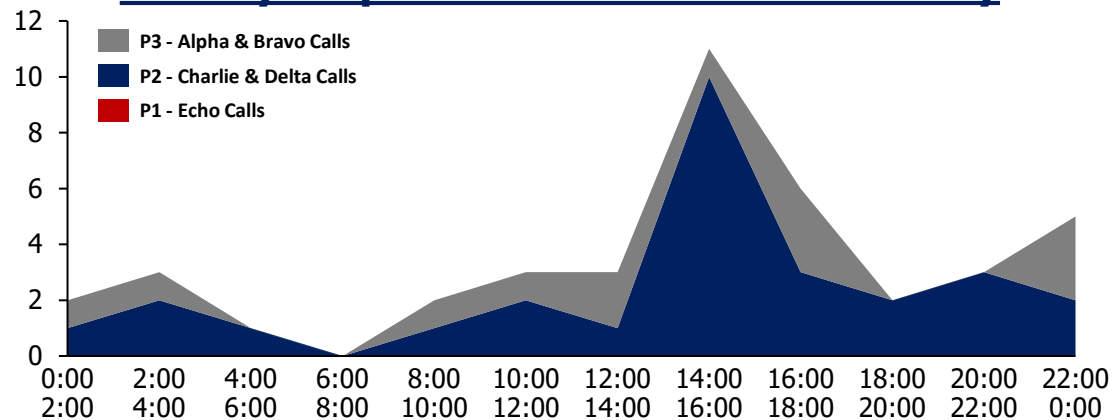




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

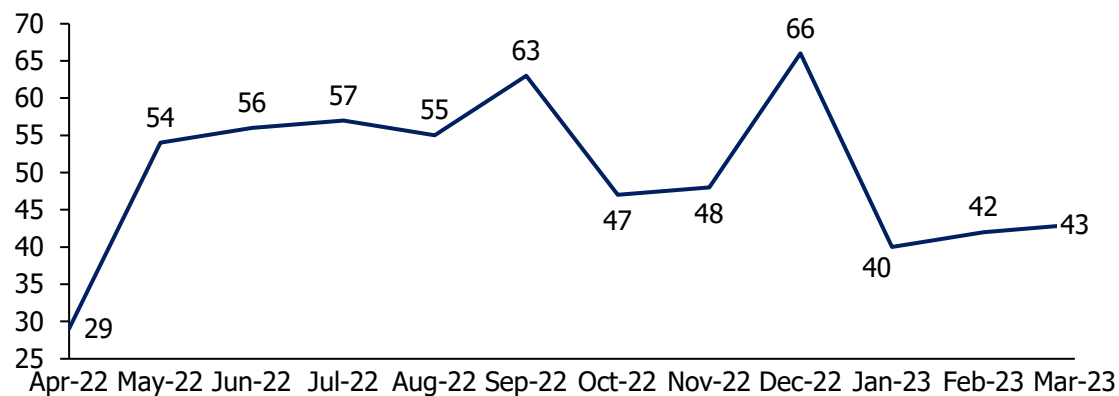


Daily Priority Call Volume and Entry to Assignment

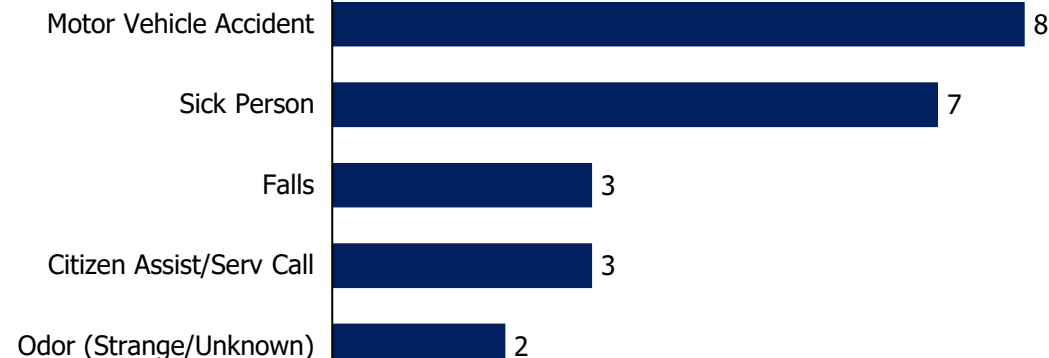
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	3	4	1
Monday	0	0	1	1	0
Tuesday	0	1	3	4	1
Wednesday	0	7	0	7	1
Thursday	0	5	1	6	1
Friday	0	9	3	12	2
Saturday	0	5	2	7	2
Assignment <1 min	N/A	86%			

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

Monthly Call Volume



Top Five Problem Natures

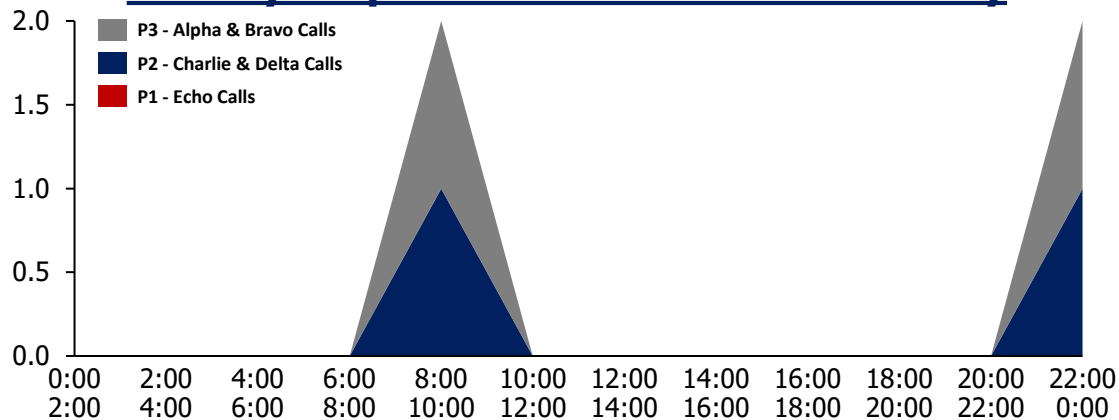




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

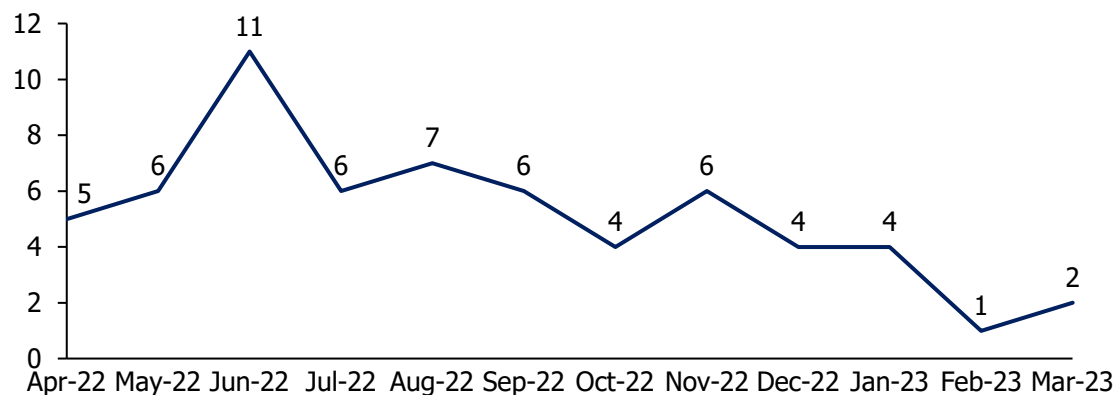


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	1	1	2	1
Tuesday	0	0	0	0	0
Wednesday	0	2	2	4	1
Thursday	0	0	0	0	0
Friday	0	0	0	0	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	50%			

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

Monthly Call Volume



Problem Natures

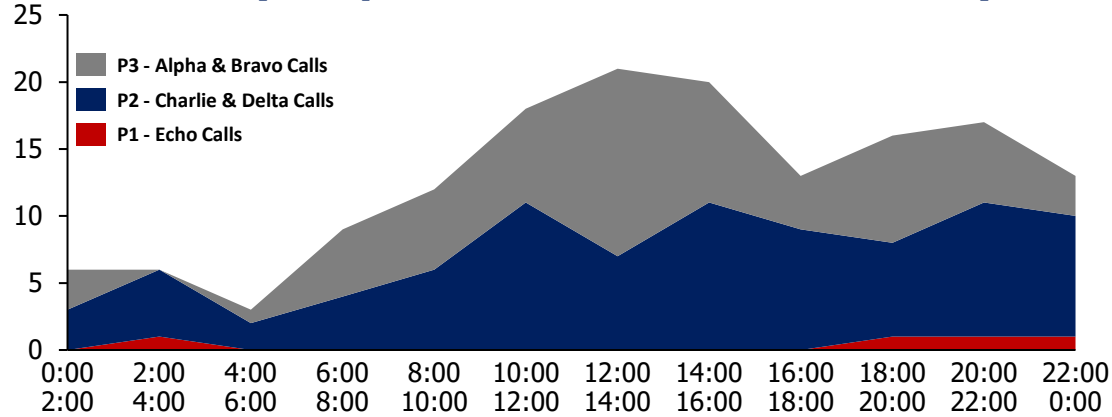




Evergreen Fire



Priority Dispatched Calls Per Time of Day



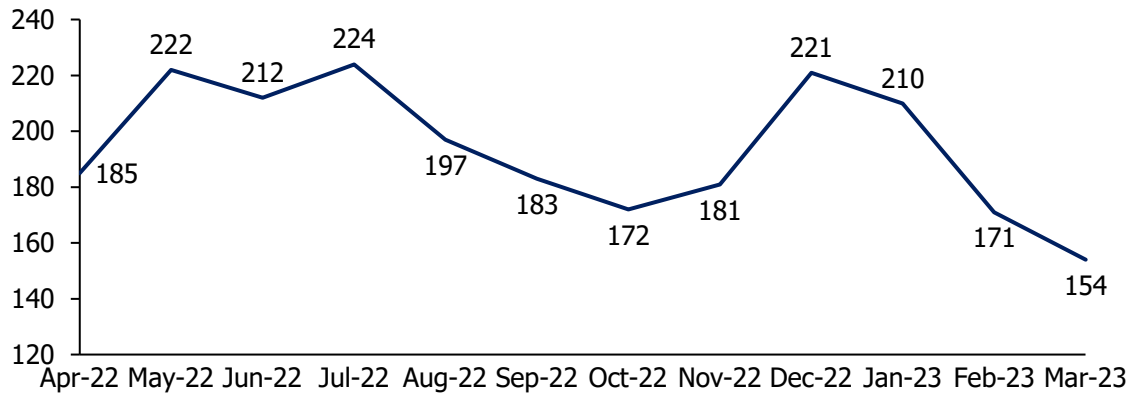
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	9	17	4
Monday	0	10	12	22	6
Tuesday	3	7	9	19	5
Wednesday	0	11	9	20	4
Thursday	0	15	9	24	5
Friday	0	18	12	30	6
Saturday	1	15	6	22	6

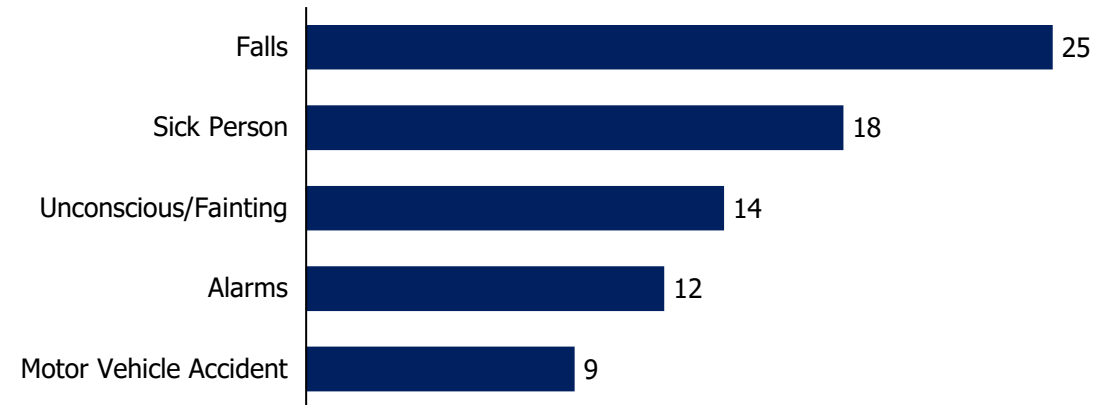
Assignment <1 min	75%	79%			
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Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

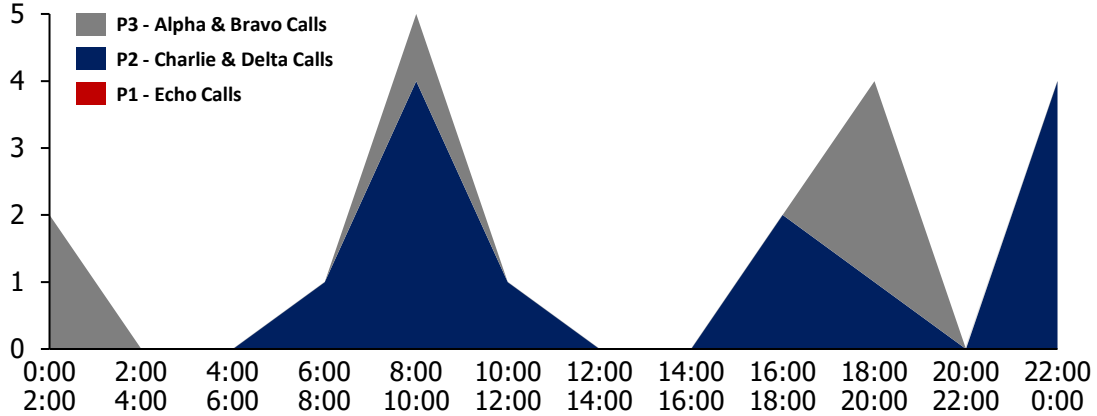




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day



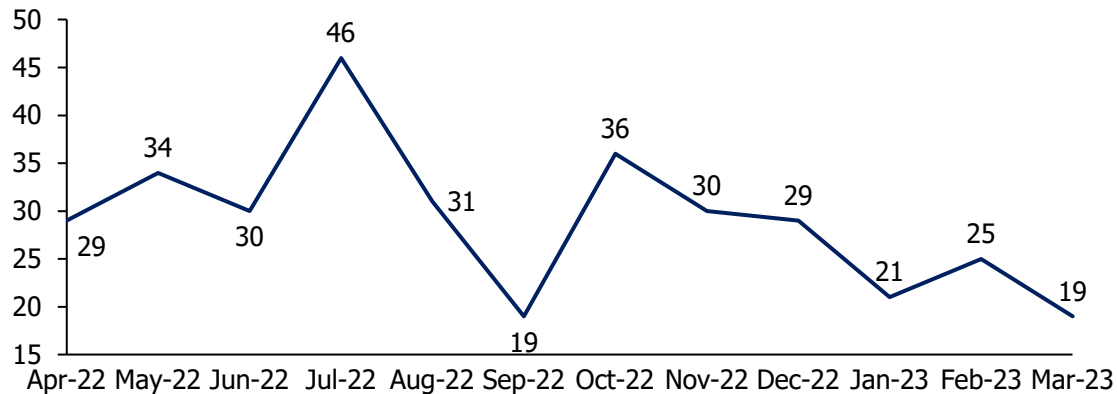
Daily Priority Call Volume and Entry to Assignment

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

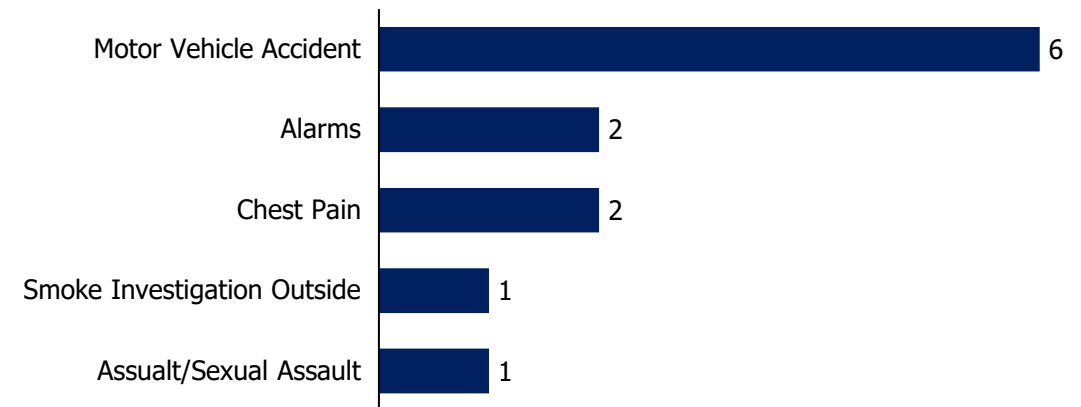
Assignment <1 min N/A 69%

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

Monthly Call Volume



Top Five Problem Natures

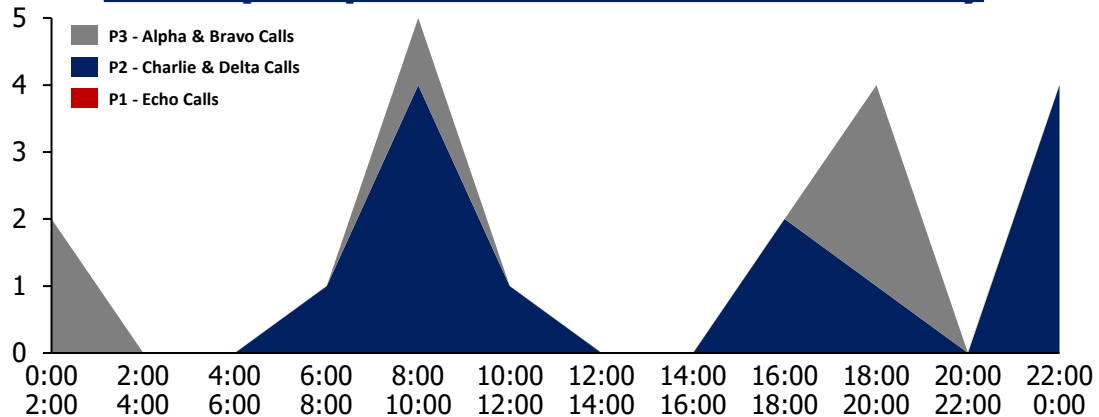




Indian Hills Fire



Priority Dispatched Calls Per Time of Day



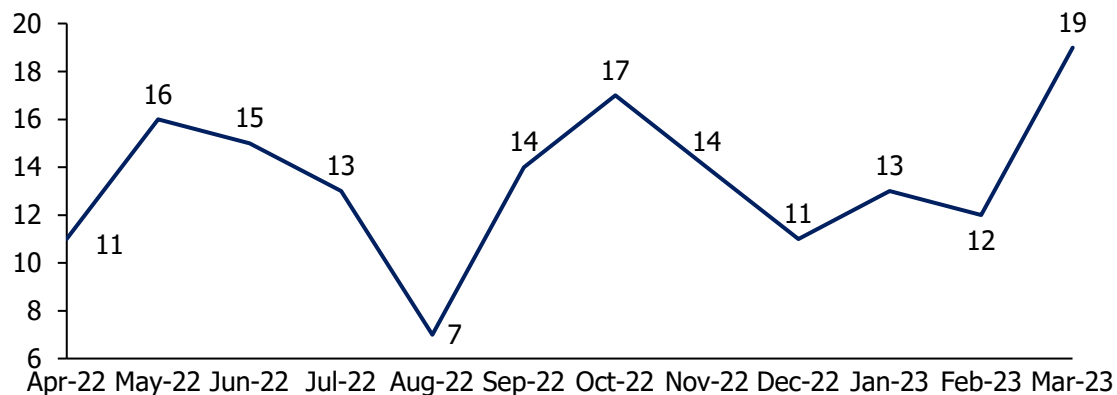
Daily Priority Call Volume and Entry to Assignment

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

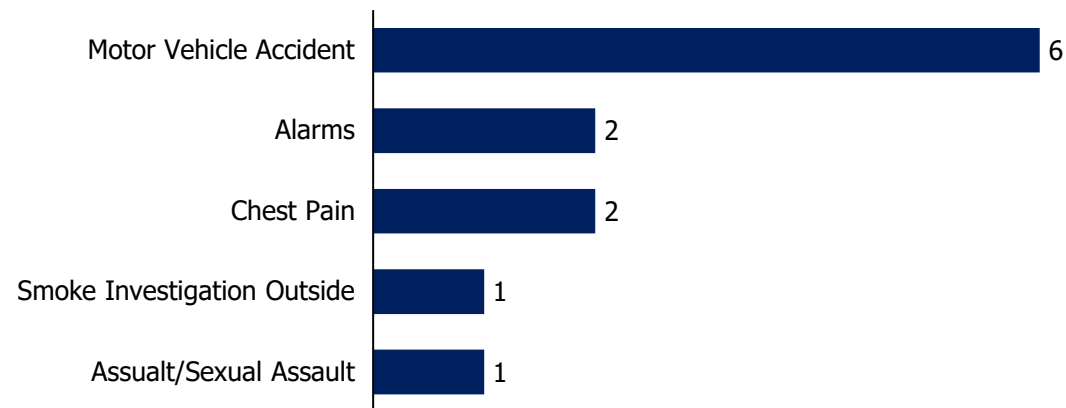
Assignment <1 min N/A 69%

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

Monthly Call Volume



Top Five Problem Natures

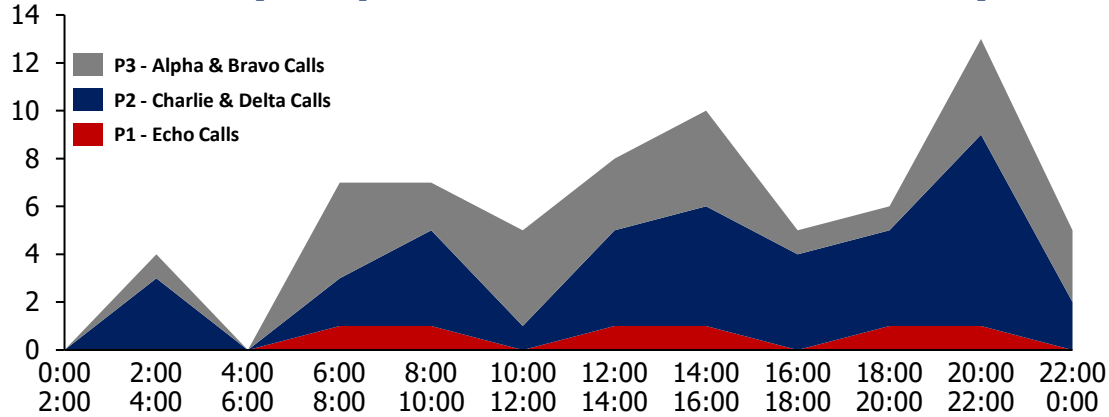




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



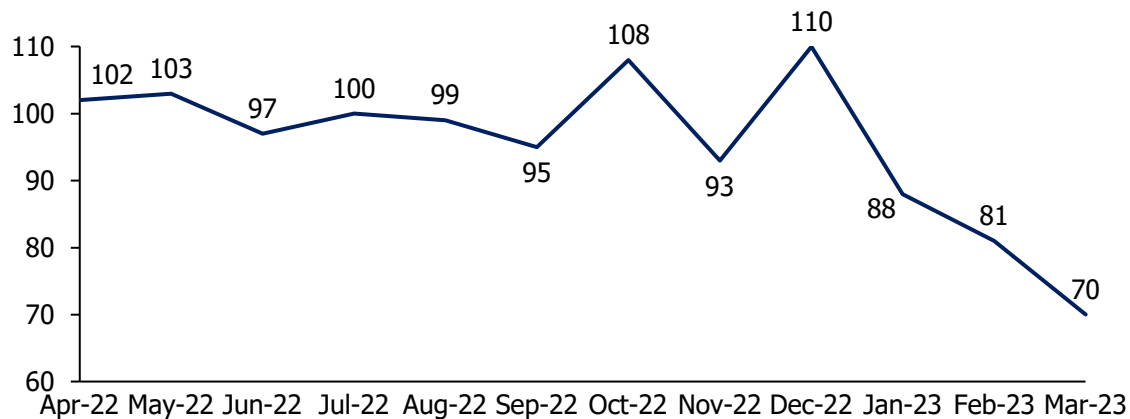
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	1	3	5	1
Monday	0	8	8	16	4
Tuesday	1	8	1	10	3
Wednesday	1	6	2	9	2
Thursday	1	8	3	12	2
Friday	1	4	4	9	2
Saturday	1	2	6	9	2

Assignment <1 min 83% 78%

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

Monthly Call Volume



Top Five Problem Natures

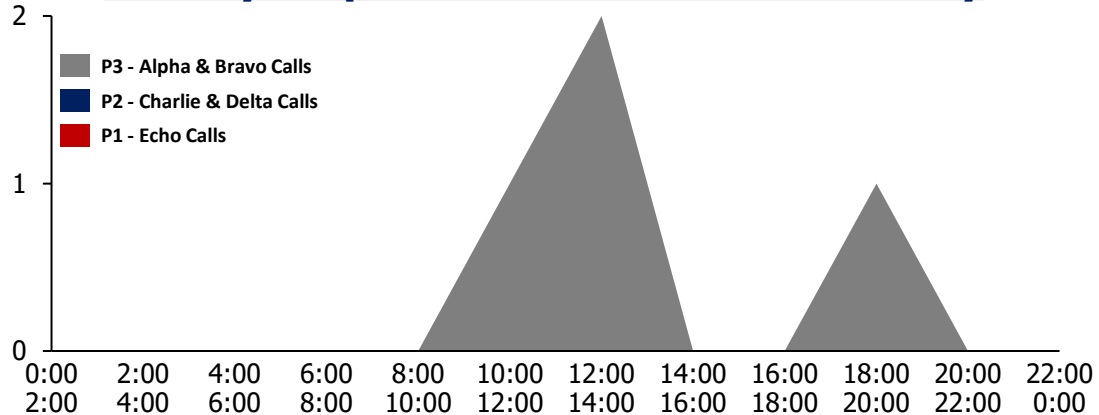




North Fork Fire



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	1	1	0
Tuesday	0	0	1	1	0
Wednesday	0	0	0	0	0
Thursday	0	0	4	4	1
Friday	0	0	0	0	0
Saturday	0	0	0	0	0

Assignment <1 min

N/A

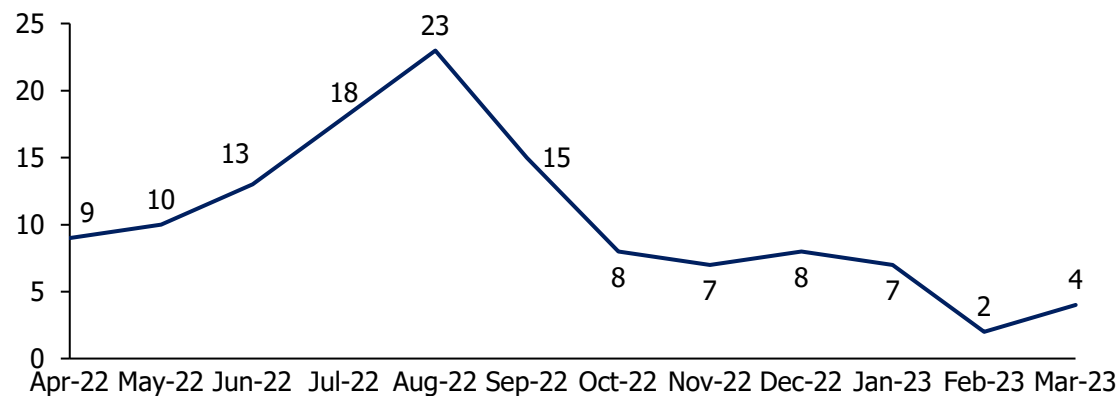
N/A

0

0

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

Monthly Call Volume



Problem Natures

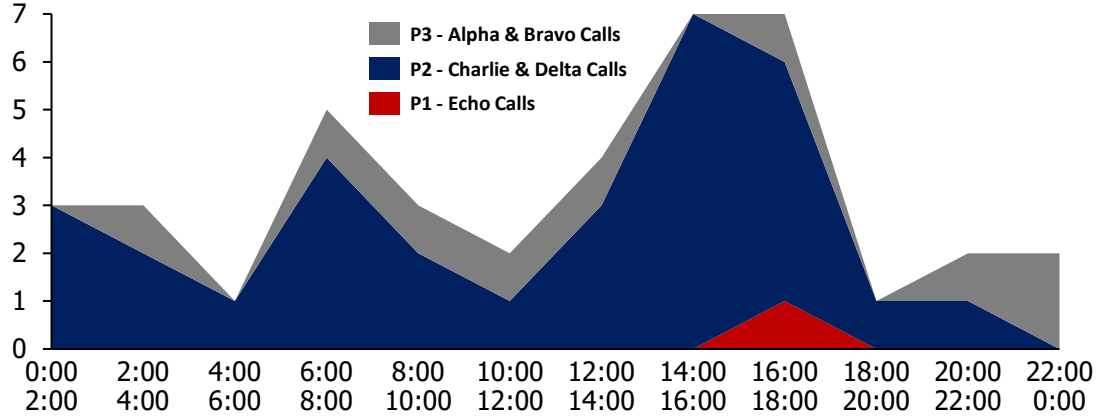




Highland Rescue



Priority Dispatched Calls Per Time of Day



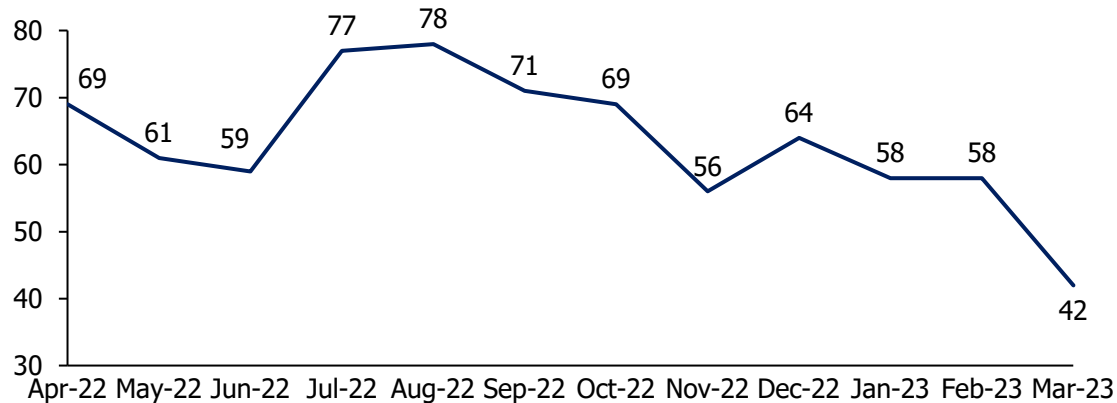
Daily Priority Call Volume and Entry to Assignment

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

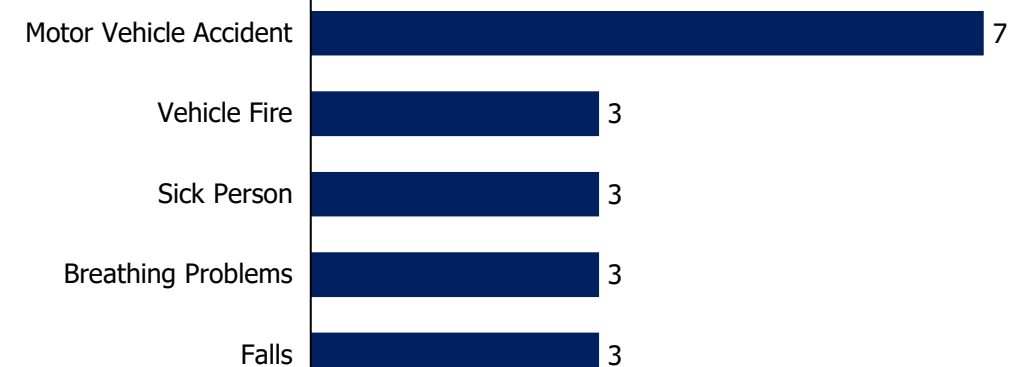
Assignment <1 min 100% 77%

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

Monthly Call Volume



Top Five Problem Natures

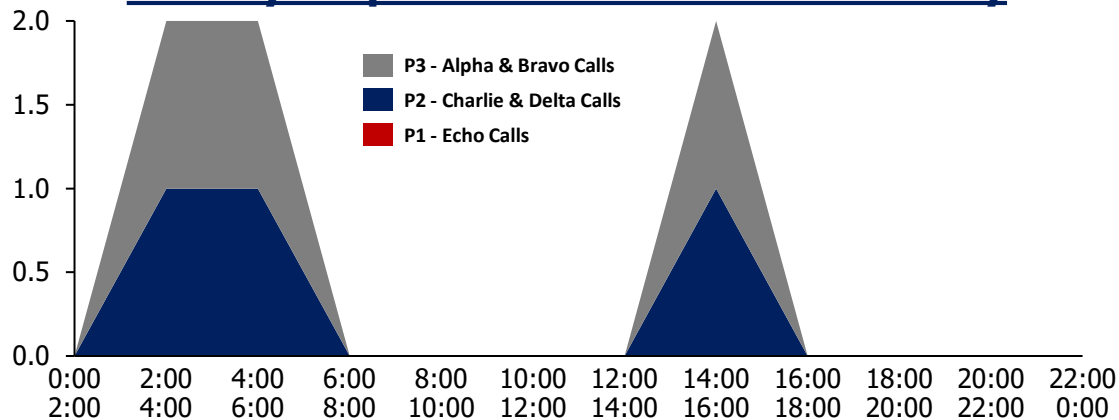




Genesee Fire



Priority Dispatched Calls Per Time of Day



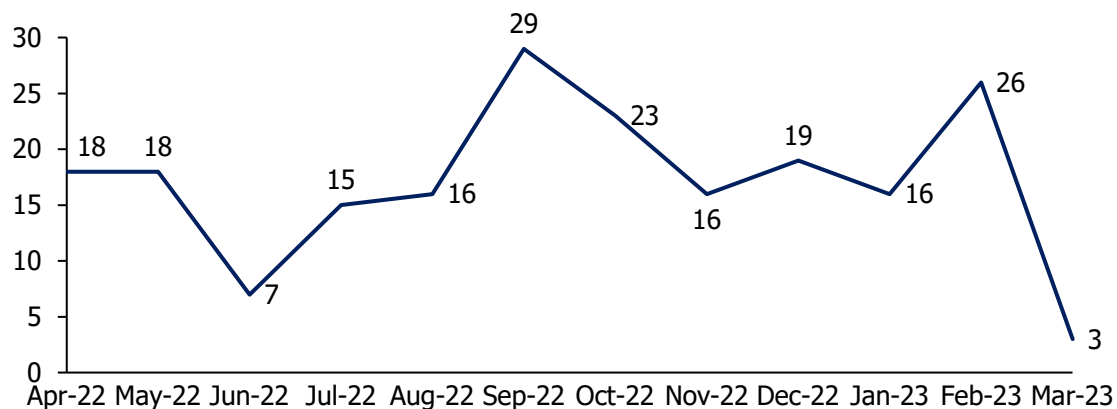
Daily Priority Call Volume and Entry to Assignment

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

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

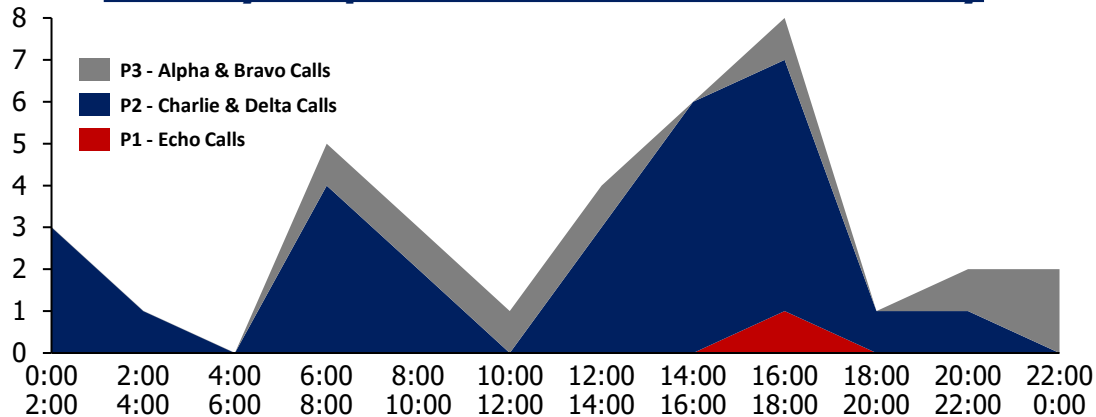




Foothills Fire



Priority Dispatched Calls Per Time of Day

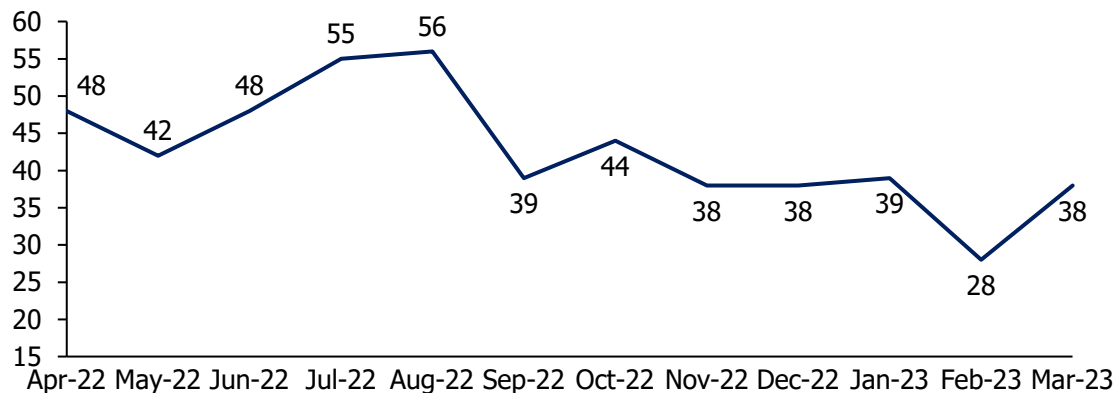


Daily Priority Call Volume and Entry to Assignment

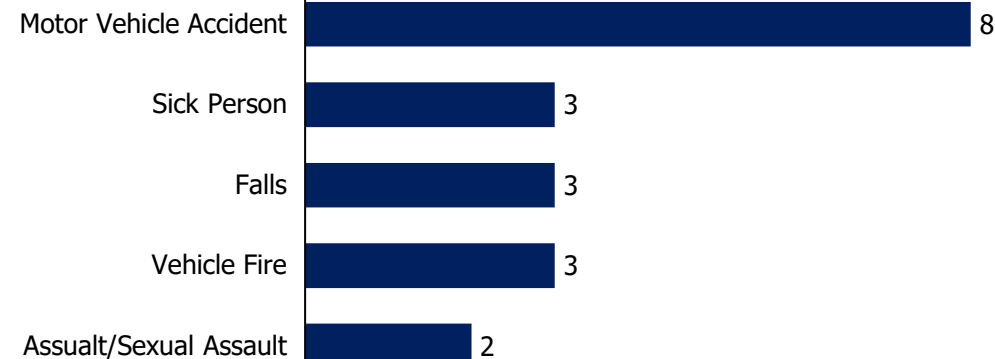
Day of Week	P1	P2	P3	Total	Average
Sunday	1	1	4	6	2
Monday	0	4	1	5	1
Tuesday	0	3	0	3	1
Wednesday	0	4	1	5	1
Thursday	0	8	1	9	2
Friday	0	6	1	7	1
Saturday	0	1	0	1	0
Assignment <1 min	100%	74%			

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

Monthly Call Volume



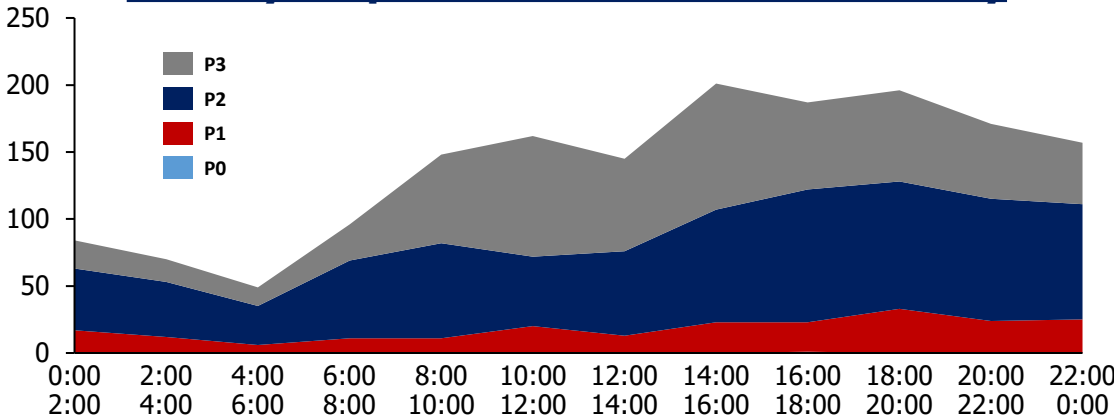
Top Five Problem Natures





Jeffco Sheriff

Priority Dispatched Calls Per Time of Day

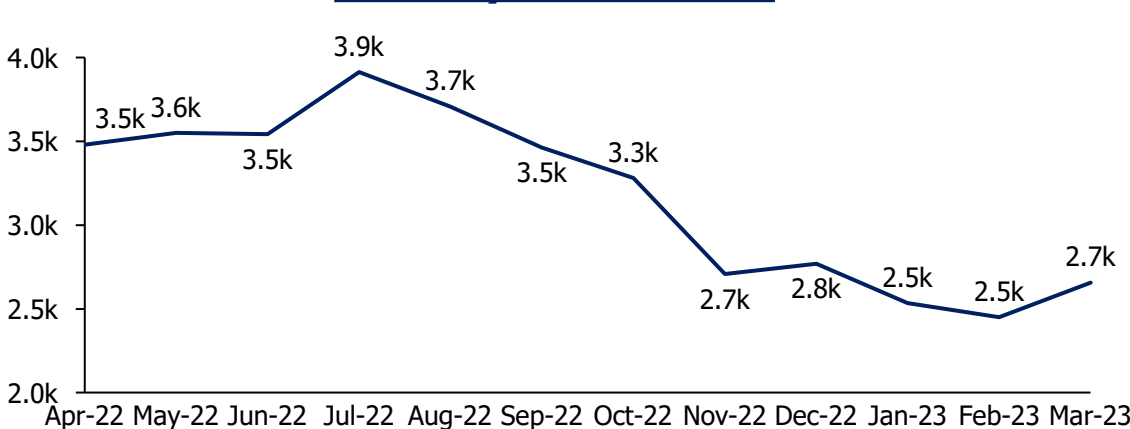


Daily Priority Call Volume and Entry to Assignment

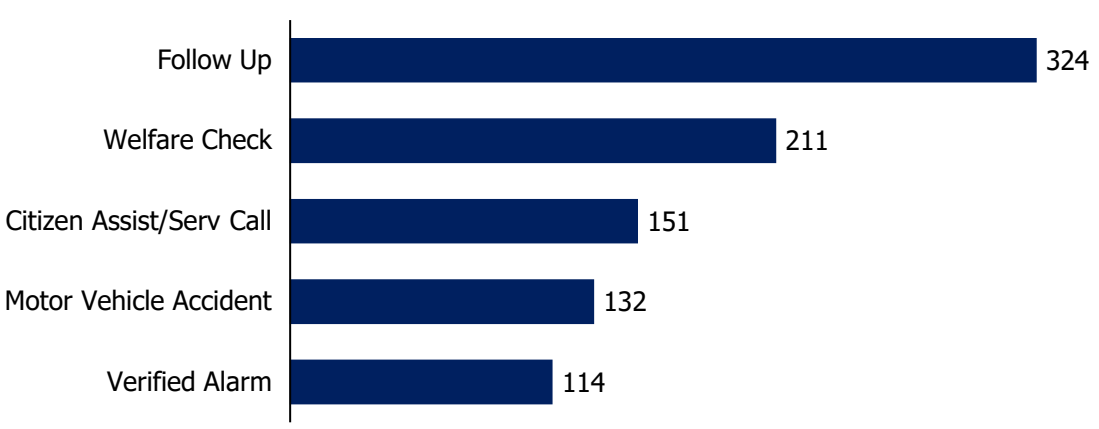
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	33	95	56	184	46
Monday	0	26	111	96	233	58
Tuesday	0	28	93	77	198	50
Wednesday	1	27	116	112	256	51
Thursday	0	32	138	101	271	54
Friday	0	44	141	111	296	59
Saturday	0	27	121	80	228	57
Assignment < 2 min		85%	58%			
Assignment < 4 min		97%	83%			

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

Monthly Call Volume



Top Five Problem Natures

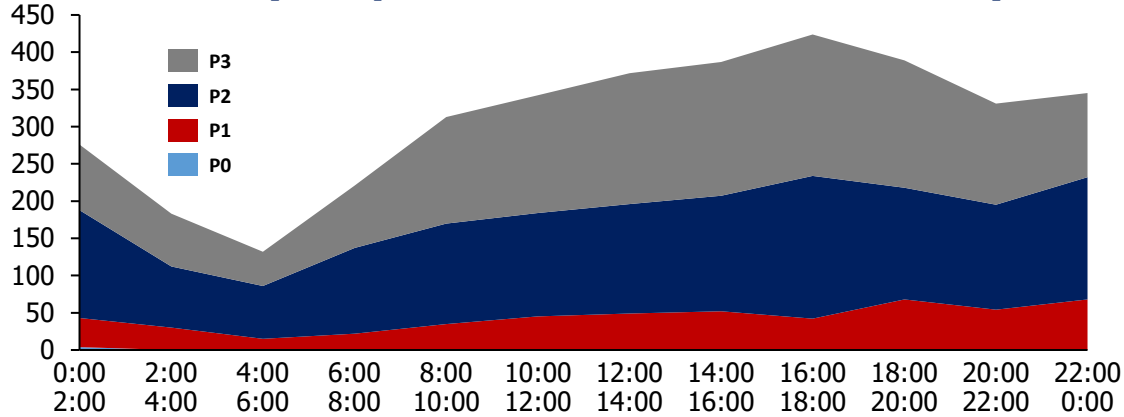




Lakewood PD



Priority Dispatched Calls Per Time of Day

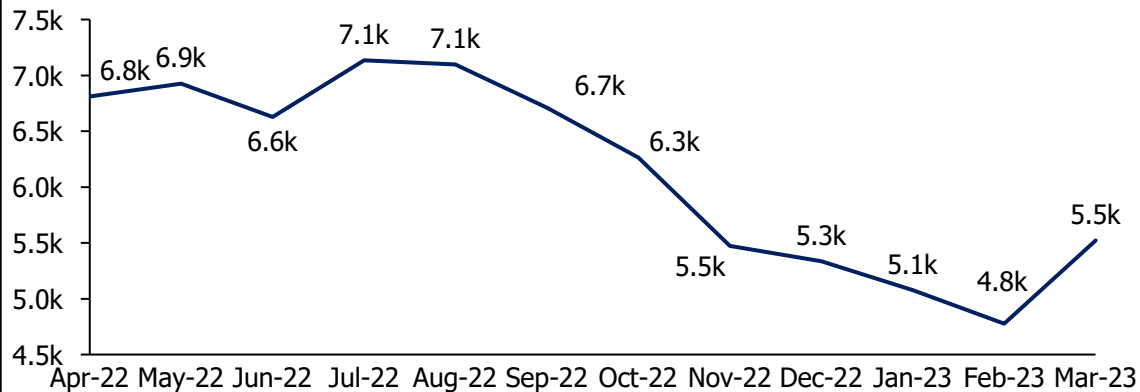


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	91	212	192	496	124
Monday	1	50	232	204	487	122
Tuesday	0	51	203	203	457	114
Wednesday	0	79	265	264	608	122
Thursday	3	86	261	247	597	119
Friday	1	74	253	267	595	119
Saturday	2	84	210	179	475	119
Assignment < 2 min		66%	42%			
Assignment < 4 min		79%	61%			

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

Monthly Call Volume



Top Five Problem Natures

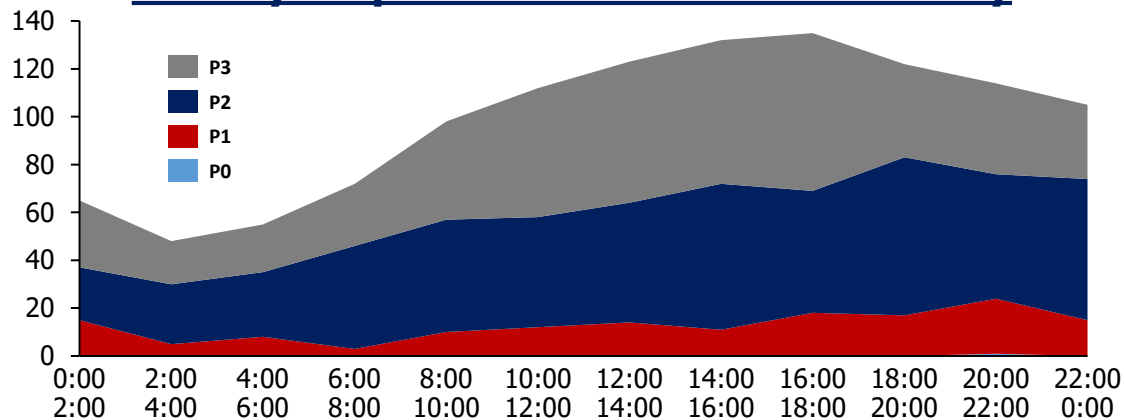




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

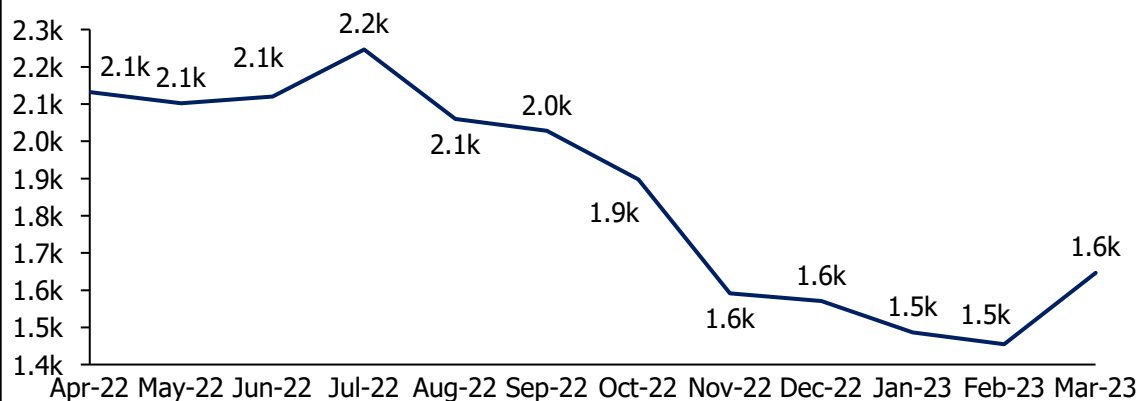


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	22	64	52	138	35
Monday	0	11	71	75	157	39
Tuesday	0	21	81	66	168	42
Wednesday	1	24	82	76	183	37
Thursday	0	23	81	72	176	35
Friday	0	27	96	82	205	41
Saturday	0	23	74	57	154	39
Assignment < 2 min		57%	38%			
Assignment < 4 min		70%	56%			

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

Monthly Call Volume



Top Five Problem Natures

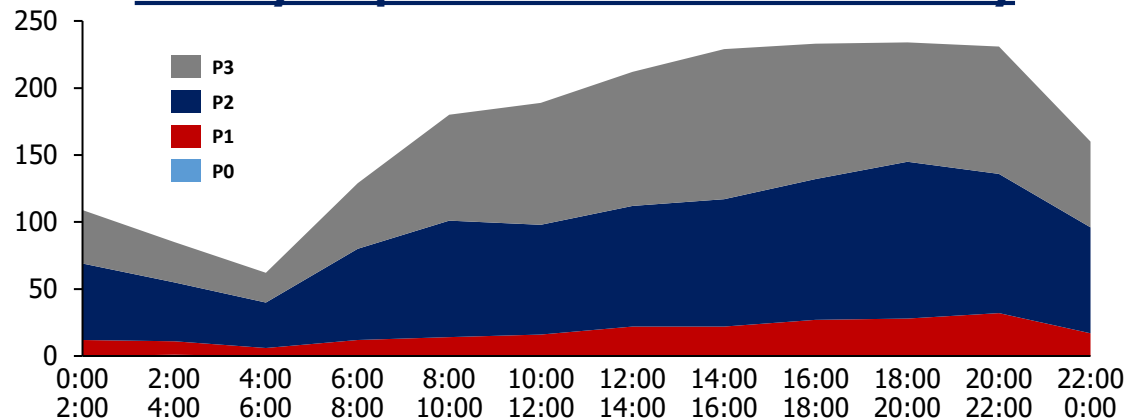




Arvada PD



Priority Dispatched Calls Per Time of Day

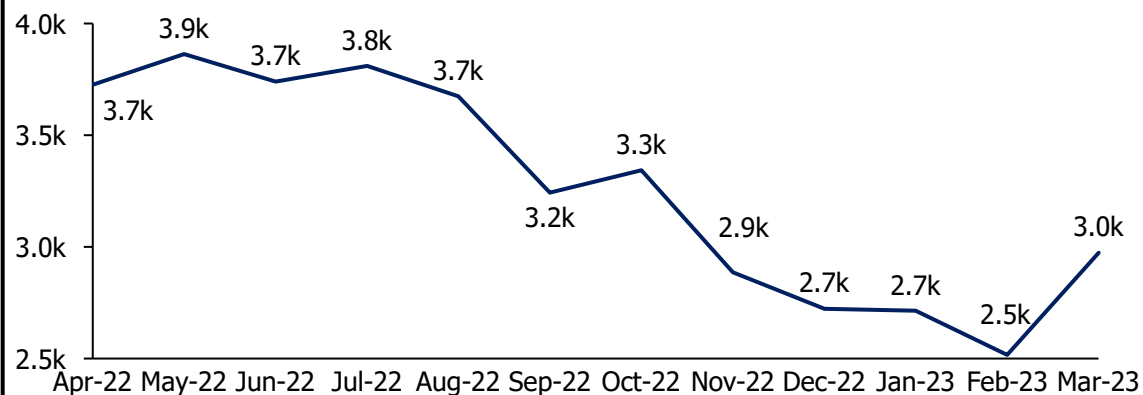


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	26	92	88	206	52
Monday	0	35	117	122	274	69
Tuesday	0	30	109	121	260	65
Wednesday	0	27	188	152	367	73
Thursday	1	34	158	147	340	68
Friday	0	40	172	139	351	70
Saturday	0	26	126	103	255	64
Assignment < 2 min		76%	57%			
Assignment < 4 min		91%	78%			

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

Monthly Call Volume



Top Five Problem Natures

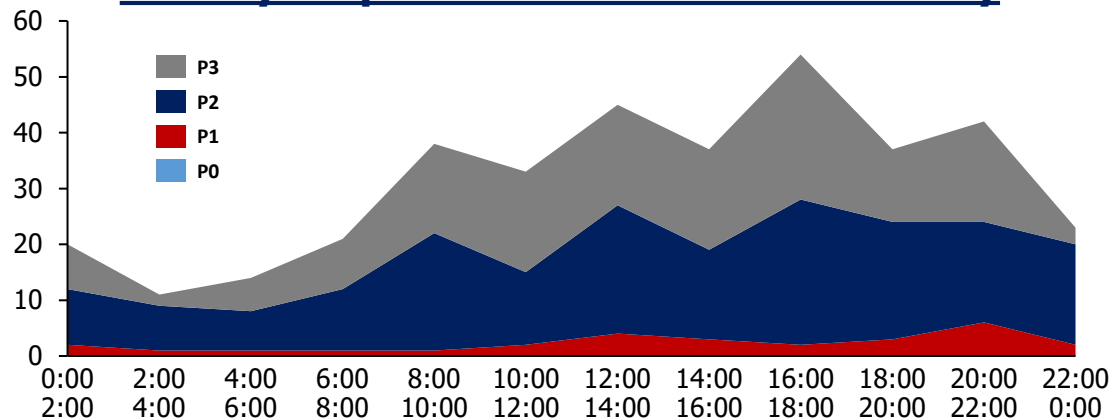




Golden PD



Priority Dispatched Calls Per Time of Day

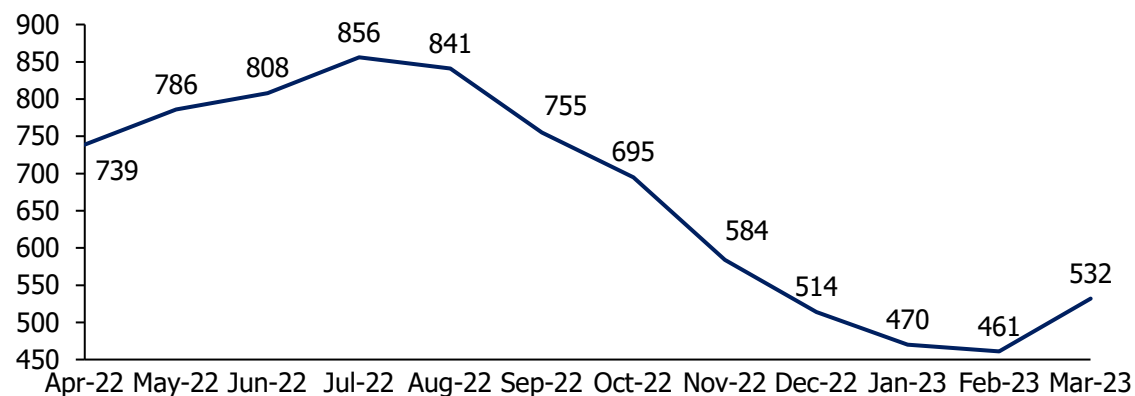


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	20	14	35	9
Monday	0	5	35	22	62	16
Tuesday	0	2	20	20	42	11
Wednesday	0	1	25	30	56	11
Thursday	0	6	27	24	57	11
Friday	0	9	35	26	70	14
Saturday	0	4	30	19	53	13
Assignment < 2 min		89%	65%			
Assignment < 4 min		100%	84%			

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

Monthly Call Volume



Top Five Problem Natures

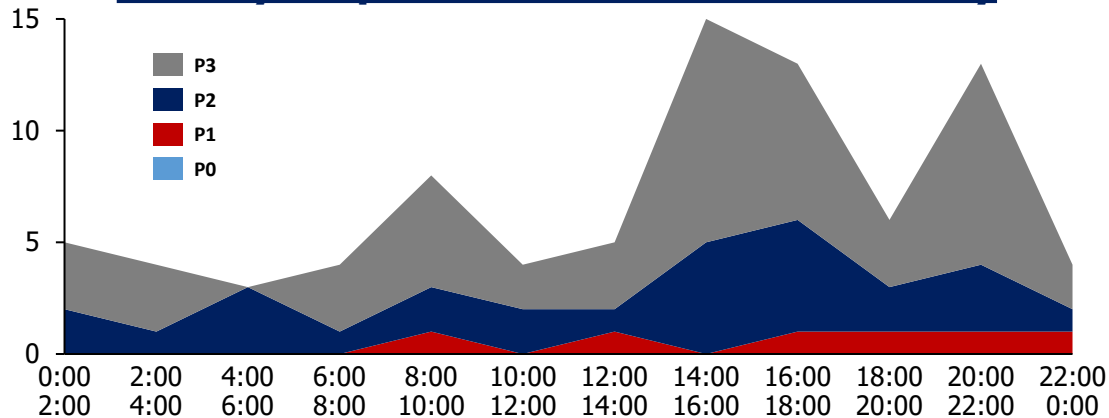




Lakeside PD



Priority Dispatched Calls Per Time of Day

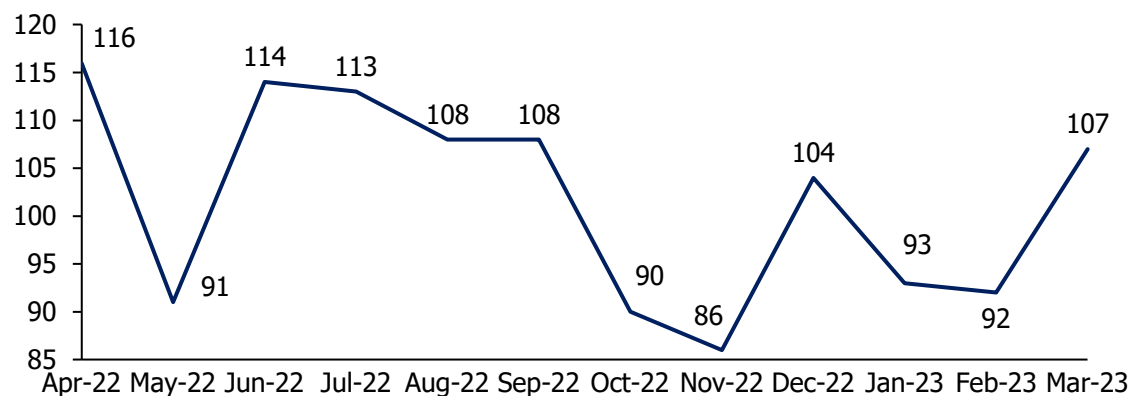


Daily Priority Call Volume and Entry to Assignment

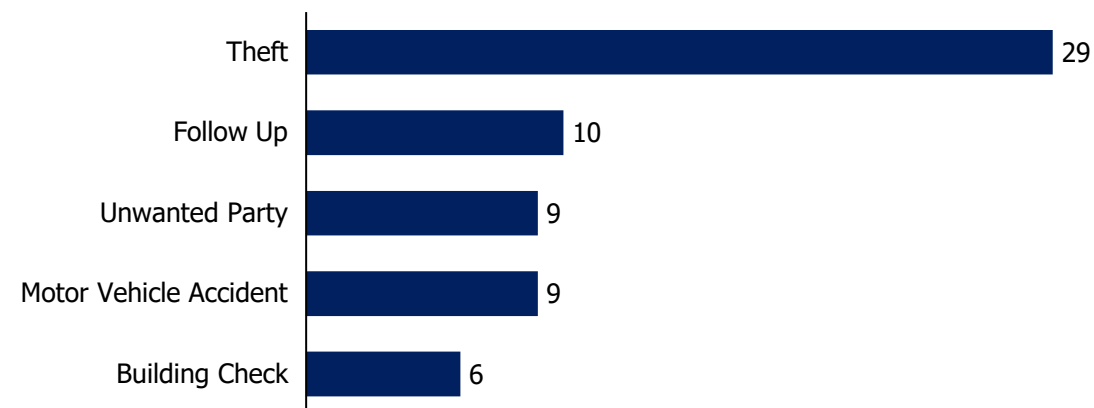
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	9	5	17	4
Monday	0	0	0	4	4	1
Tuesday	0	1	3	8	12	3
Wednesday	0	0	2	6	8	2
Thursday	0	2	4	7	13	3
Friday	0	0	6	13	19	4
Saturday	0	0	4	7	11	3
Assignment < 2 min		100%	79%			
Assignment < 4 min		100%	93%			

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

Monthly Call Volume



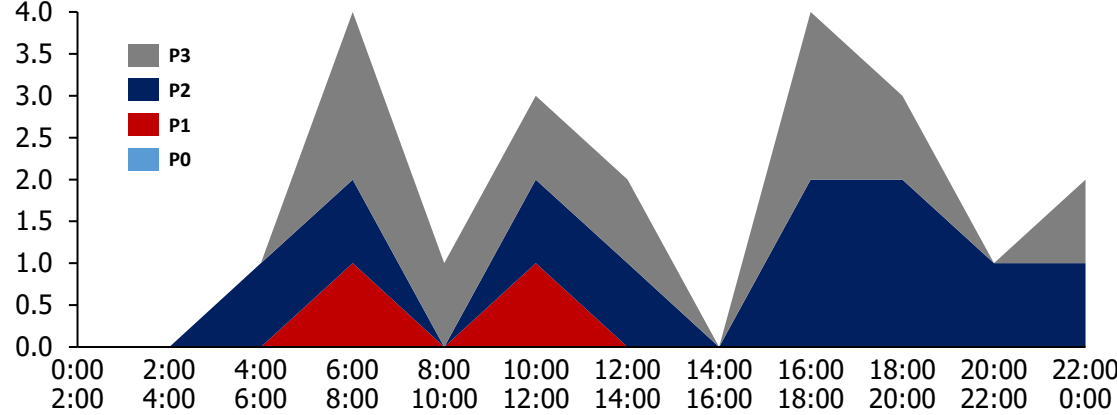
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

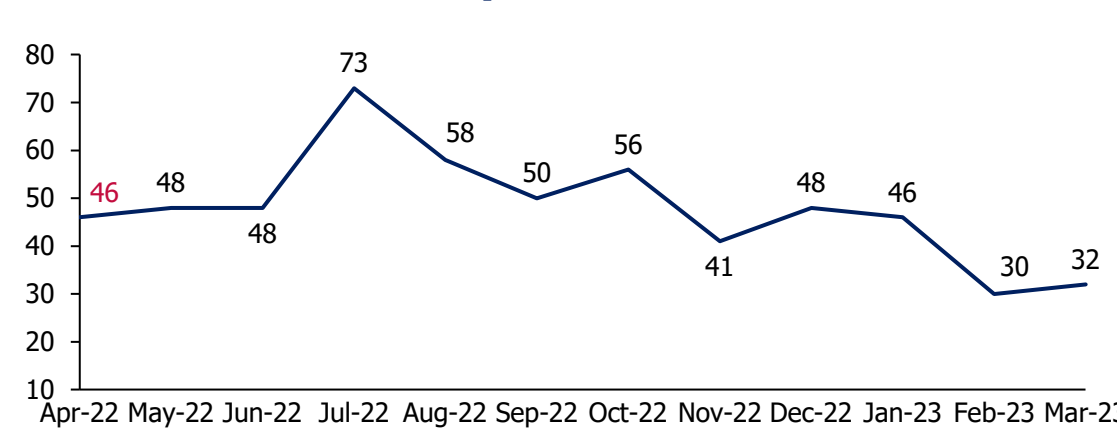


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

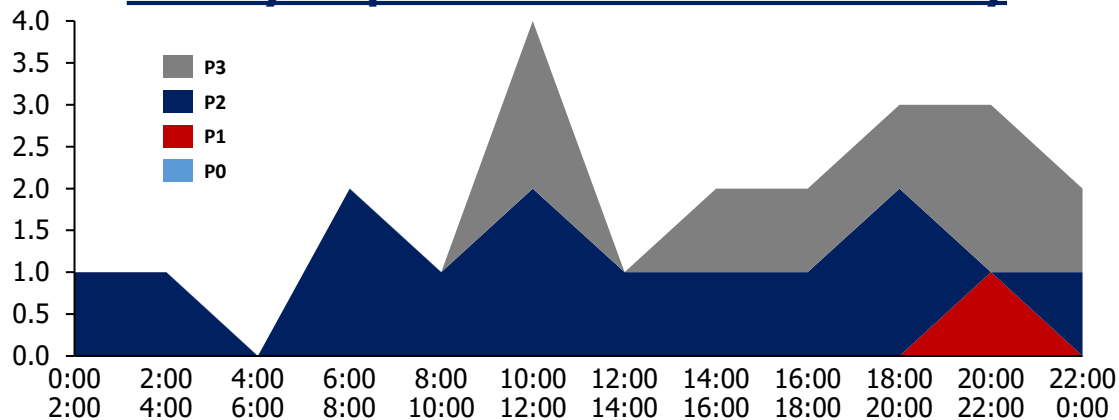




Mountain View PD



Priority Dispatched Calls Per Time of Day

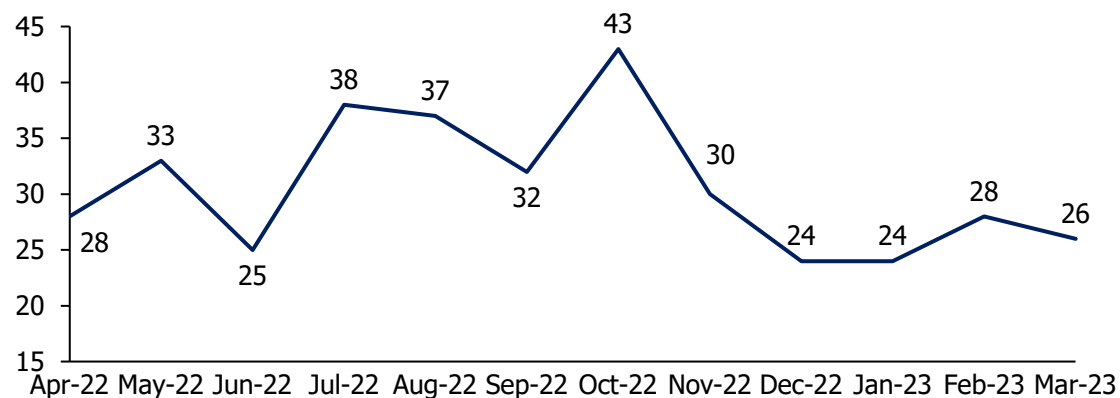


Daily Priority Call Volume and Entry to Assignment

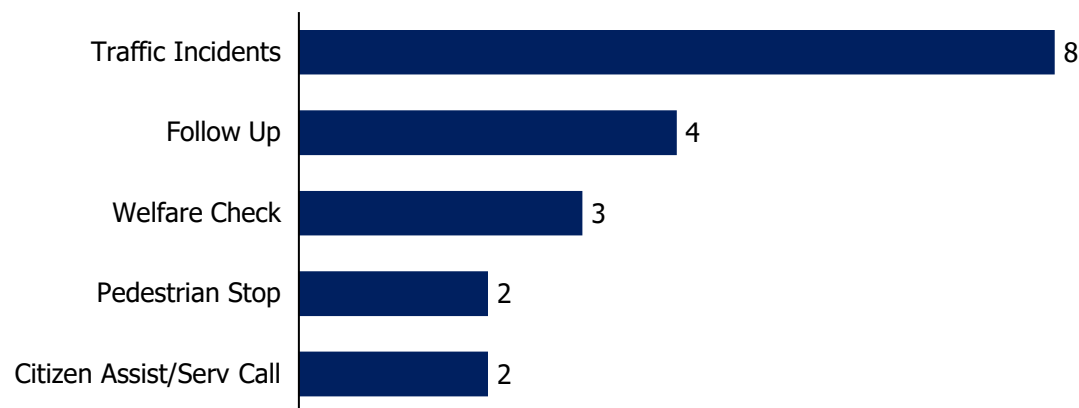
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	0	2	1
Monday	0	0	1	1	2	1
Tuesday	0	0	5	0	5	1
Wednesday	0	1	0	1	2	0
Thursday	0	0	3	2	5	1
Friday	0	0	2	2	4	1
Saturday	0	0	0	2	2	1
Assignment < 2 min		100%	85%			
Assignment < 4 min		100%	92%			

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

Monthly Call Volume



Top Five Problem Natures

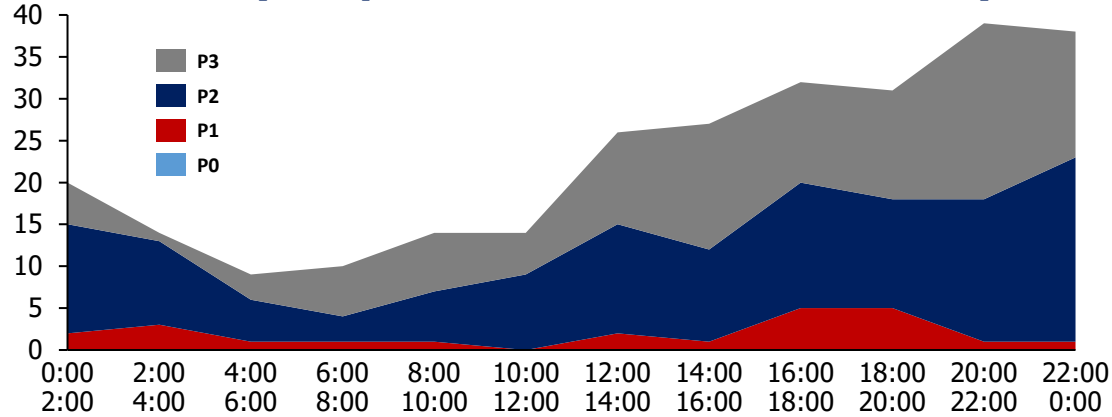




Edgewater PD



Priority Dispatched Calls Per Time of Day

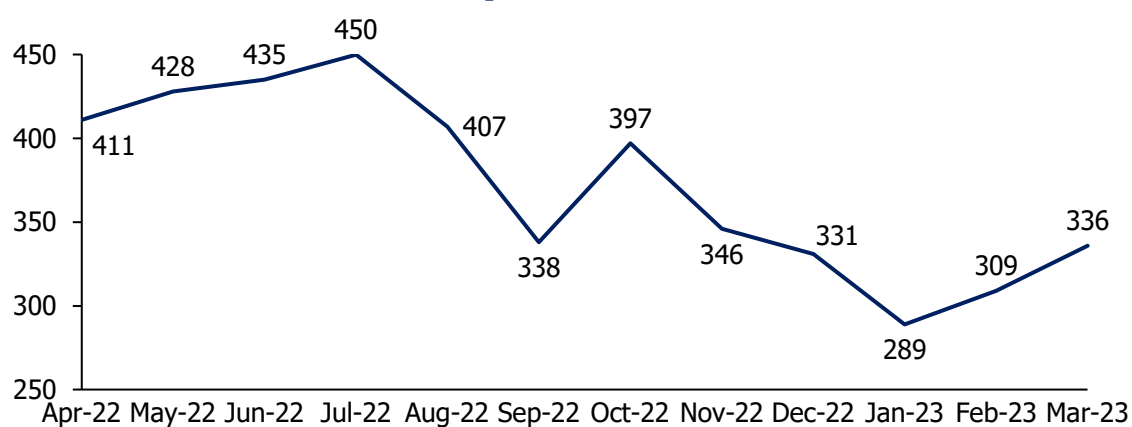


Daily Priority Call Volume and Entry to Assignment

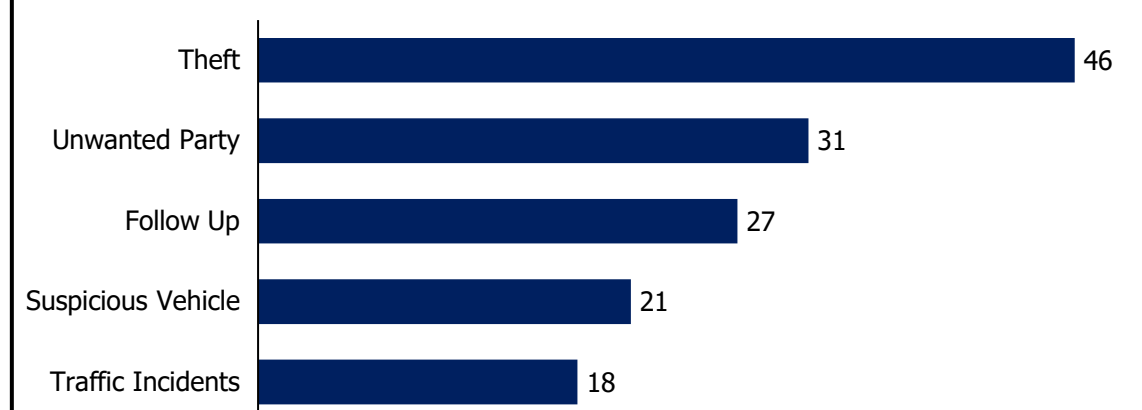
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	2	18	19	39	10
Monday	0	2	25	17	44	11
Tuesday	0	2	17	9	28	7
Wednesday	0	3	14	19	36	7
Thursday	0	4	19	16	39	8
Friday	0	6	30	17	53	11
Saturday	0	4	14	17	35	9
Assignment < 2 min		87%	74%			
Assignment < 4 min		96%	86%			

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

Monthly Call Volume



Top Five Problem Natures

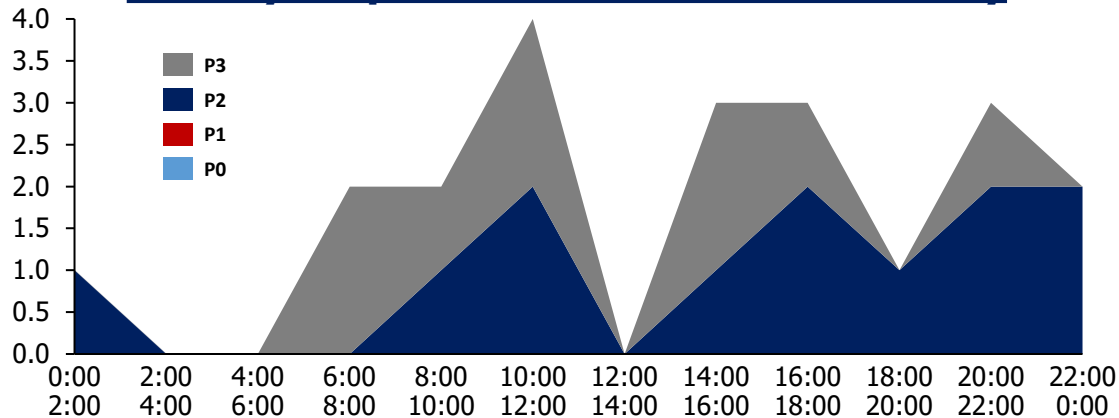




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

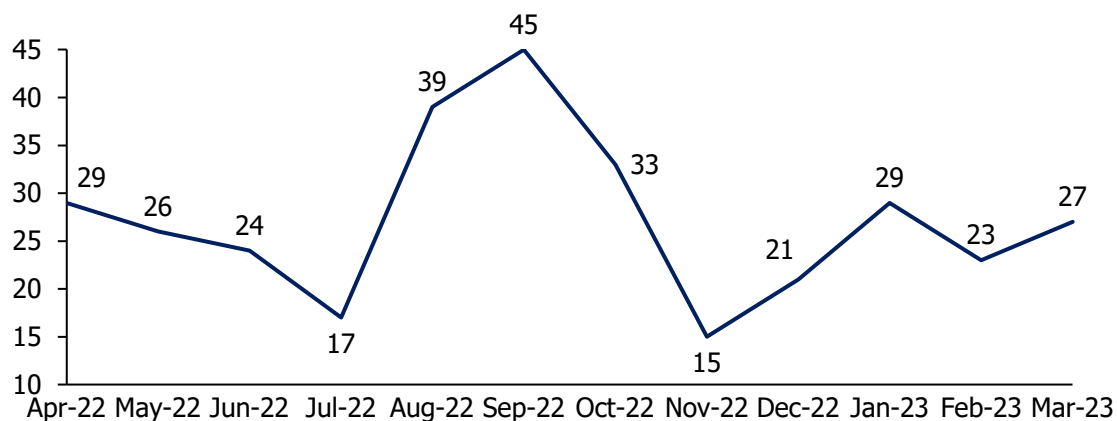


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	1	3	4	1
Tuesday	0	0	4	2	6	2
Wednesday	0	0	3	1	4	1
Thursday	0	0	0	2	2	0
Friday	0	0	0	1	1	0
Saturday	0	0	3	0	3	1
Assignment < 2 min		N/A	83%			
Assignment < 4 min		N/A	92%			

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

Monthly Call Volume



Top Five Problem Natures

