



Jefferson County Communications Center Authority  
JEFFCOM911

May 2023  
Monthly Report



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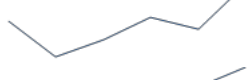



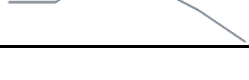
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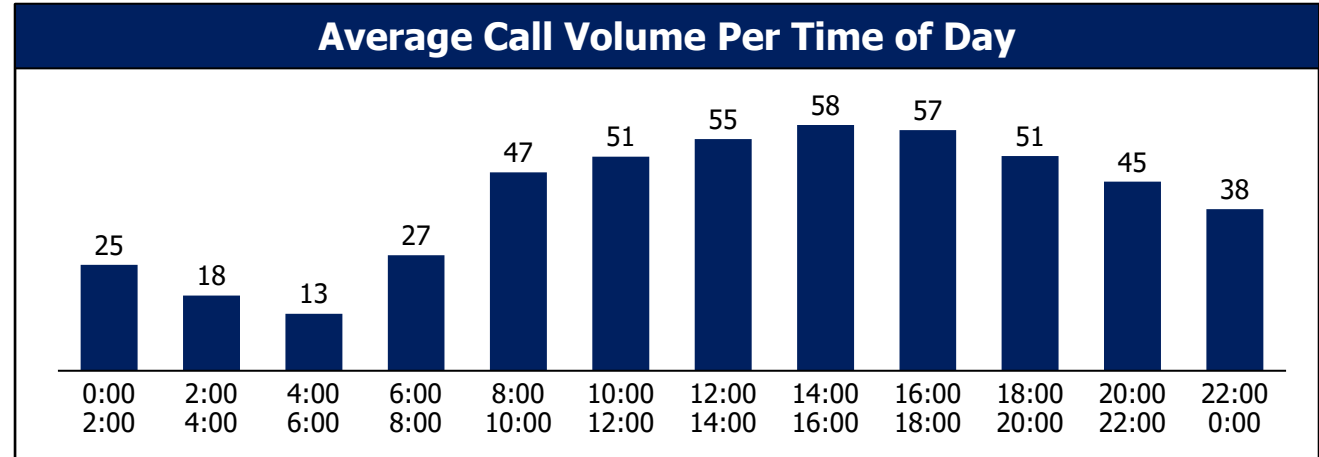


# Law Stats

Calls Received, Processed, and Dispatched

















Agency	May Calls	% Total	6 Month Trend
Lakewood PD	5,970	29.6%	
Arvada PD	3,164	15.7%	
Jeffco Sheriff	3,056	15.2%	
Wheat Ridge PD	1,689	8.4%	
Golden PD	610	3.0%	
Edgewater PD	376	1.9%	
Lakeside PD	111	0.6%	
Morrison PD	45	0.2%	
CSM PD	22	0.1%	
Mountain View PD	19	0.1%	
<b>Total</b>	<b>15,062</b>	<b>74.8%</b>	

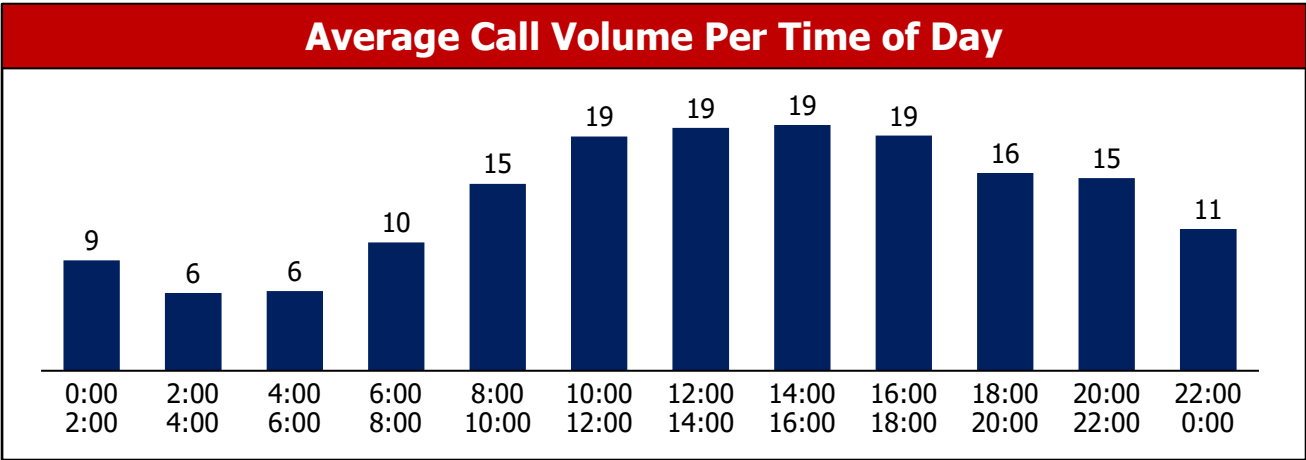


### Total CAD Dispatched Calls by Day of Week

Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	3	210	563	489	109	228	142	1,744	12.8%
Monday	2	230	774	683	206	514	131	2,540	15.0%
Tuesday	2	201	775	763	162	506	142	2,551	15.0%
Wednesday	2	175	686	680	190	437	153	2,323	13.7%
Thursday	0	158	561	637	143	400	119	2,018	14.9%
Friday	1	175	601	629	121	369	124	2,020	14.9%
Saturday	3	191	581	585	126	272	108	1,866	13.7%
Total	13	1,340	4,541	4,466	1,057	2,726	919	15,062	

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

Agency	May Calls	% of Total	6 Month Trend
West Metro Fire	3,117	15.5%	
Arvada Fire	1,263	6.3%	
Golden Fire	215	1.1%	
Evergreen Fire	155	0.8%	
Elk Creek Fire	83	0.4%	
Fairmount Fire	62	0.3%	
Pleasant View Fire	39	0.2%	
Highland Rescue	47	0.2%	
Foothills Fire	28	0.1%	
Inter Canyon Fire	24	0.1%	
Indian Hills Fire	14	0.1%	
North Fork Fire	11	0.1%	
Genesee Fire	10	0.0%	
Golden Gate Fire	9	0.0%	
<b>Total</b>	<b>5,077</b>	<b>25.2%</b>	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	10	361	205	7	0	2	585	12.8%
Monday	13	529	323	10	1	4	880	15.4%
Tuesday	8	484	286	7	0	1	786	13.7%
Wednesday	12	491	275	7	1	3	789	13.8%
Thursday	19	430	232	4	0	3	688	15.0%
Friday	9	414	252	10	0	2	687	15.0%
Saturday	17	418	217	9	1	0	662	14.4%
<b>Total</b>	<b>88</b>	<b>3,127</b>	<b>1,790</b>	<b>54</b>	<b>3</b>	<b>15</b>	<b>5,077</b>	



# Service Level Agreement

## Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	92.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.3%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	38.6%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	83.9%	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	9.9%	No more than 10% of all non-emergency calls are put on hold for 60 seconds or less
Average Abandoned Rate	Target of no more than 10%	4.2%	Target of no more than 3% with a minimum service level of no more than 8%
Quality Assurance Scores	EMD; Target average of 75%	92.6%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	92.9%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	100.0%	Target average of 95% with a minimum of 80%

Analysis
<p><b>Root Cause: Call Answering</b></p> <p>Jeffcom has implemented several technology and policy measures to address shortfalls in meeting call answering metrics due to staffing shortages. Jeffcom is now consistently meeting 9-1-1 call answer metrics and have significantly improved citizen waiting times for administrative calls. Jeffcom staffing is also significantly improved at or near authorized staffing levels, however, 21% of Emergency Communications Specialists (ECS) have been hired in 2023 and remain in various stages of training and are not qualified to answer calls/dispatch. Jeffcom anticipates steady improvement in all performance areas as staff training continues and the number of qualified ECS increases.</p>
<p><b>Remediation: Call Answering</b></p> <p>Jeffcom continues to achieve the 15 second 911 as a result of the J.A.N.E call bot alleviating call takers from answering non-emergency calls and the continued dedication and efforts of the ECS team. We continue to strive to answer calls as quickly as possible provide the best possible service to the community.</p> <p>16 new Jeffcom ECS personnel are currently training on the floor and 10 others are four weeks into their eight week Academy training.</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><b>Root Cause: Call Processing Time</b></p> <p>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><b>Remediation: Call Processing Time</b></p> <p>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>



# Service Level Agreement

## IT and Records



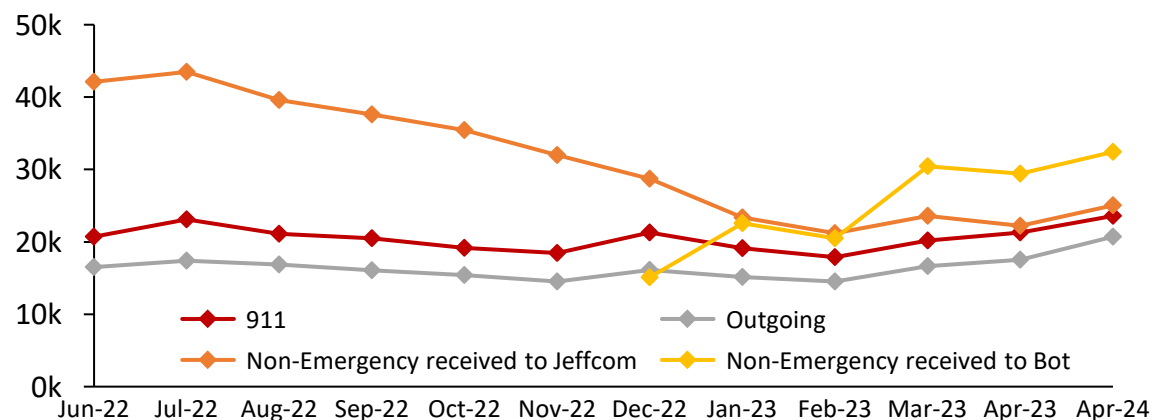
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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	70%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	587/604 DA Discovery Requests, 249/249 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	140/141 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 open investigation, 1 denied by Arvada for open investigation, 1 denied by WRPD due to mental health concerns, 4 pending from Lakewood, 2 pending from Arvada, 1 pending address history



# Service Level Agreement and Volume Trends



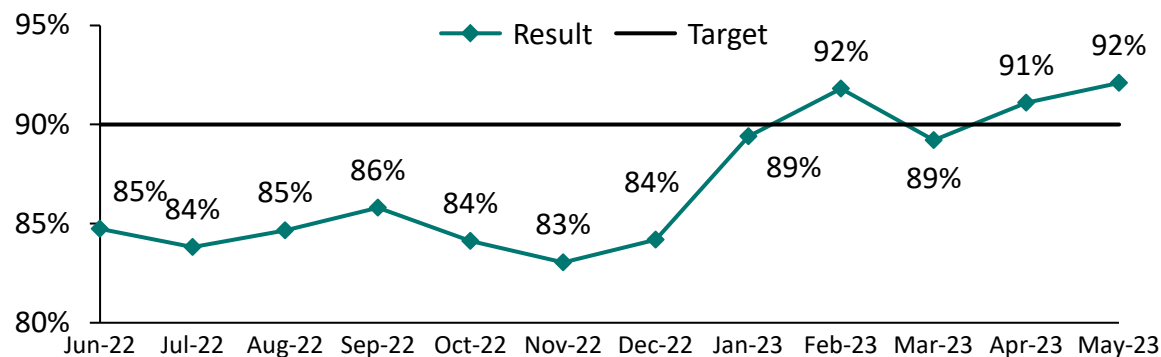
## Call Volumes



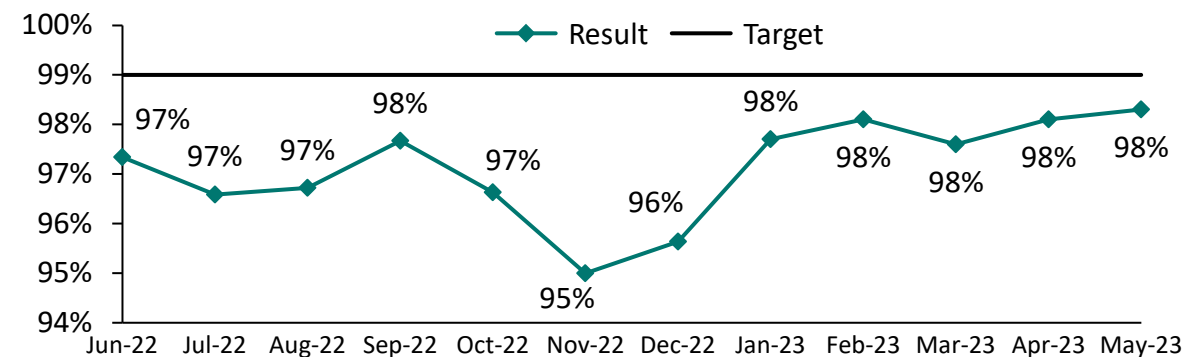
## Trend Table

Average Daily Calls	May-23	Apr-23	May-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	668	584	529	↑ 14%	↑ 26%
Incoming - <b>Admin</b> to Bot	1,045	981	0	↑ 7%	
Incoming - <b>Admin</b> to Jeffcom	808	741	1,317	↑ 9%	↓ -39%
Incoming - <b>911</b>	761	709	673	↑ 7%	↑ 13%
911 calls answered within 15 seconds	92%	91%	85%	↑ 1.0%	↑ 6.9%
911 calls answered within 40 seconds	98%	98%	98%	↑ 0.2%	↑ 0.5%

## 911 Calls Answered within 15 Seconds



## 911 Calls Answered within 40 seconds





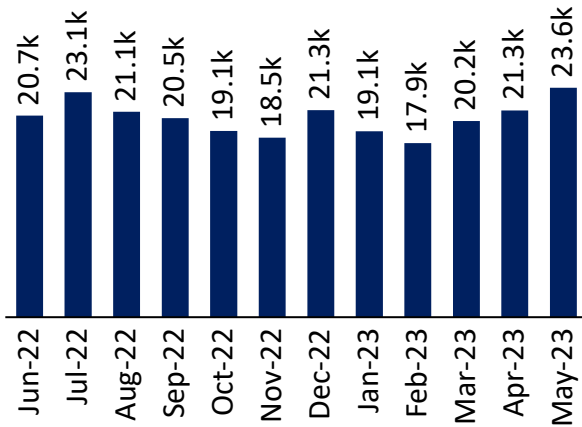
# Call Volume/Agency Specific Inquiries

JEFFCOM

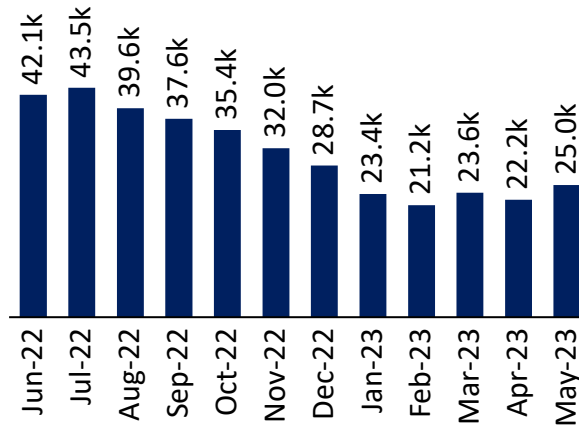


## 12 Month Trends

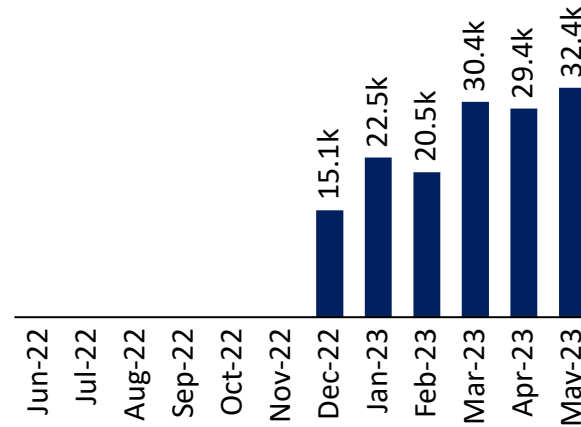
### Emergency Calls



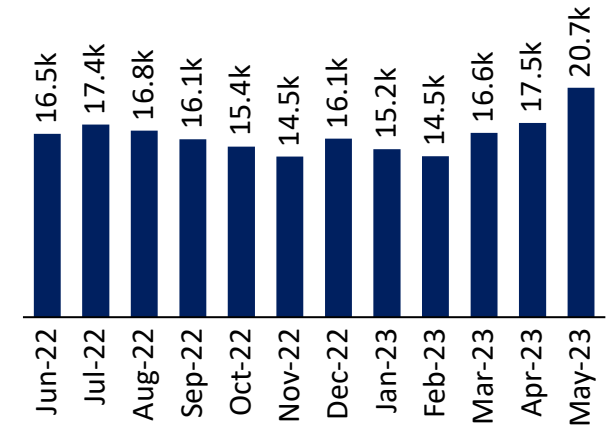
### Administrative Calls Received to Jeffcom



### Administrative Calls Received to Bot



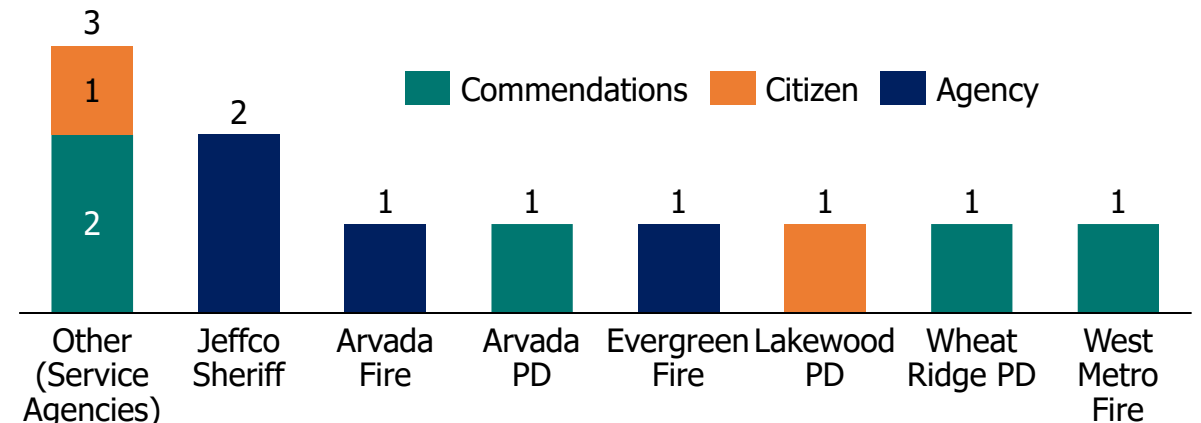
### Outgoing Calls



## Call Volume

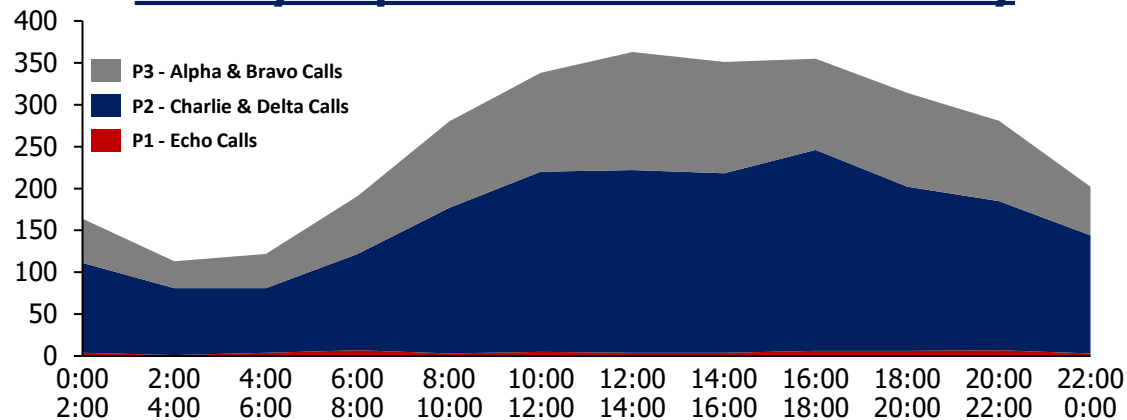
Line	Calls	Notes
Outgoing	20,717	28% Increase from April
Incoming - <b>Admin</b> to Bot	32,404	10% Increase from April
Incoming - <b>Admin</b> to Jeffcom	25,040	11% Increase from April
Incoming - <b>911</b>	23,594	13% Increase from April
<b>Total Incoming to Jeffcom</b>	<b>48,634</b>	<b>12% Increase from April</b>

## May Inquiries





## Priority Dispatched Calls Per Time of Day

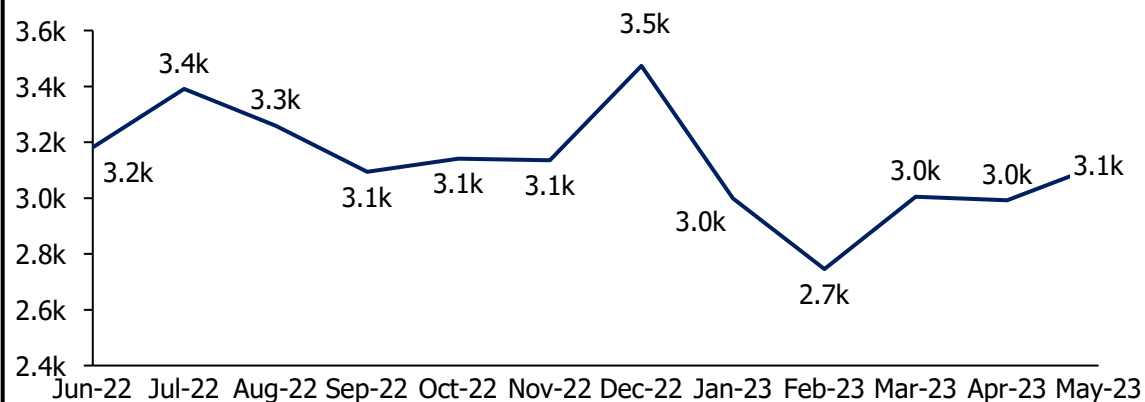


## Daily Priority Call Volume and Entry to Assignment

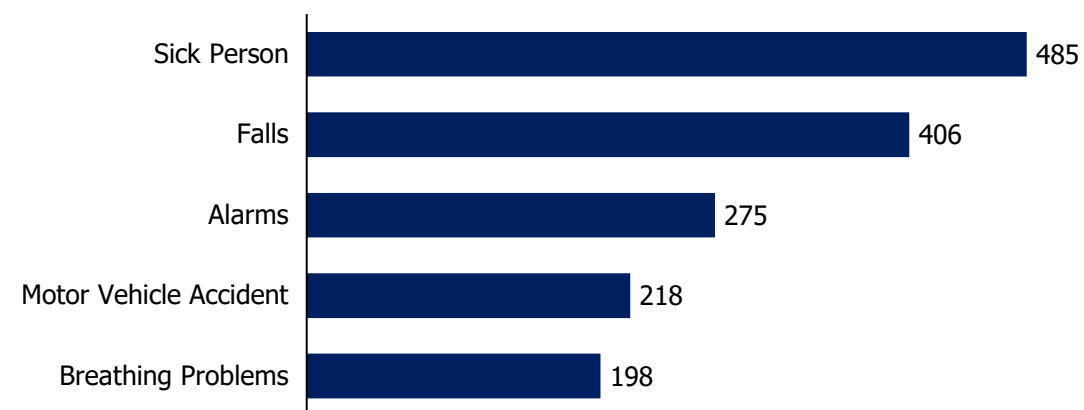
Day of Week	P1	P2	P3	Total	Average
Sunday	7	232	135	374	94
Monday	8	326	192	526	105
Tuesday	6	298	176	480	96
Wednesday	7	318	169	494	99
Thursday	12	255	143	410	103
Friday	5	256	140	401	100
Saturday	9	270	110	389	97
<b>Assignment &lt;1 min</b>	<b>96%</b>	<b>96%</b>			

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

## Monthly Call Volume



## Top Five Problem Natures

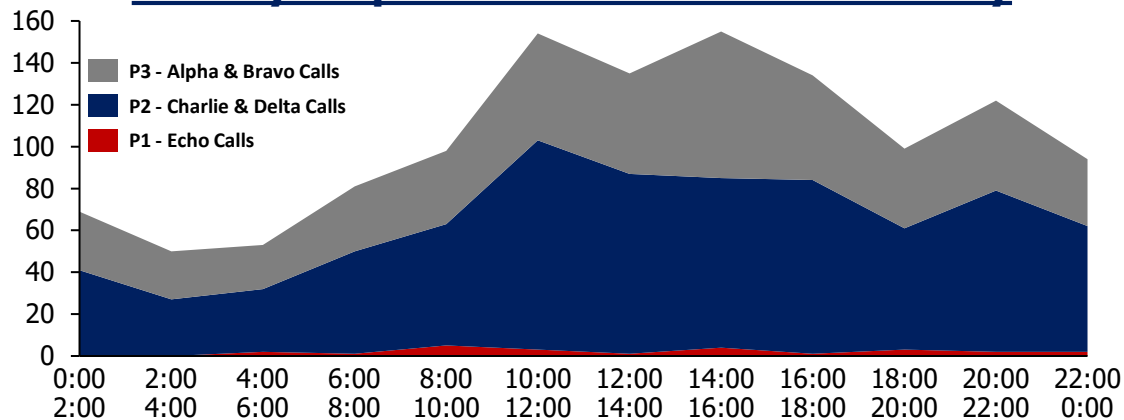




# Arvada Fire



## Priority Dispatched Calls Per Time of Day



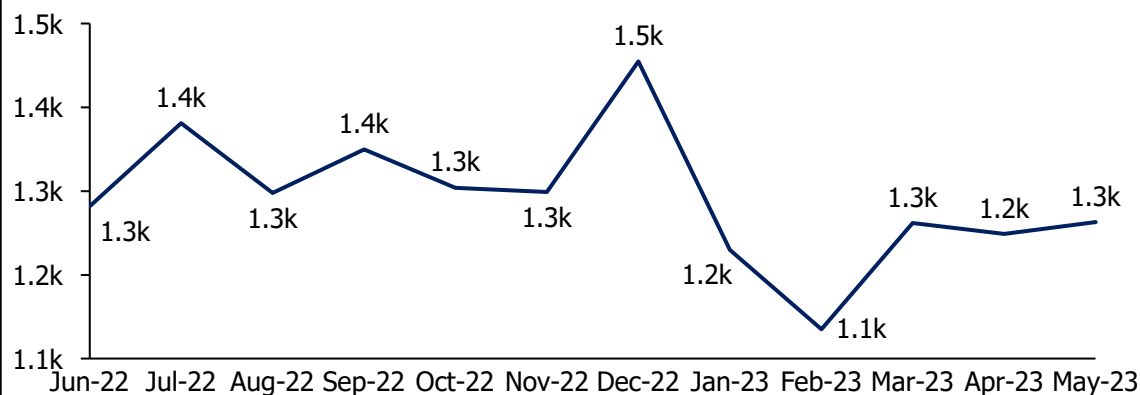
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	3	82	47	132	33
Monday	5	113	89	207	41
Tuesday	1	126	72	199	40
Wednesday	3	117	64	184	37
Thursday	5	110	60	175	44
Friday	2	101	72	175	44
Saturday	5	101	66	172	43

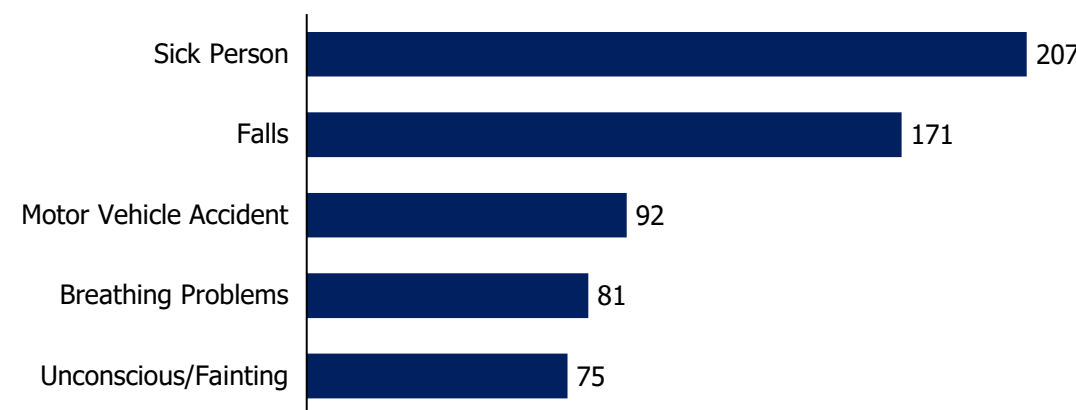
**Assignment <1 min** 95% 95%

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

## Monthly Call Volume



## Top Five Problem Natures

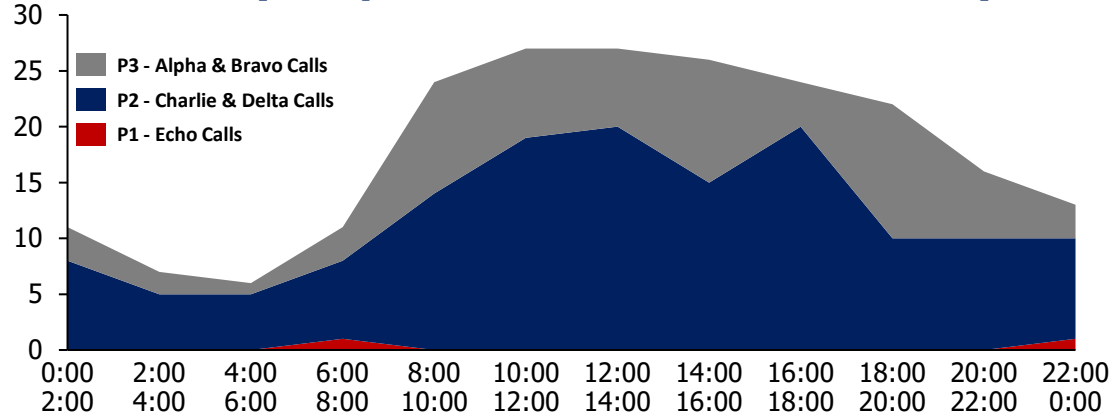




# Golden Fire



## Priority Dispatched Calls Per Time of Day



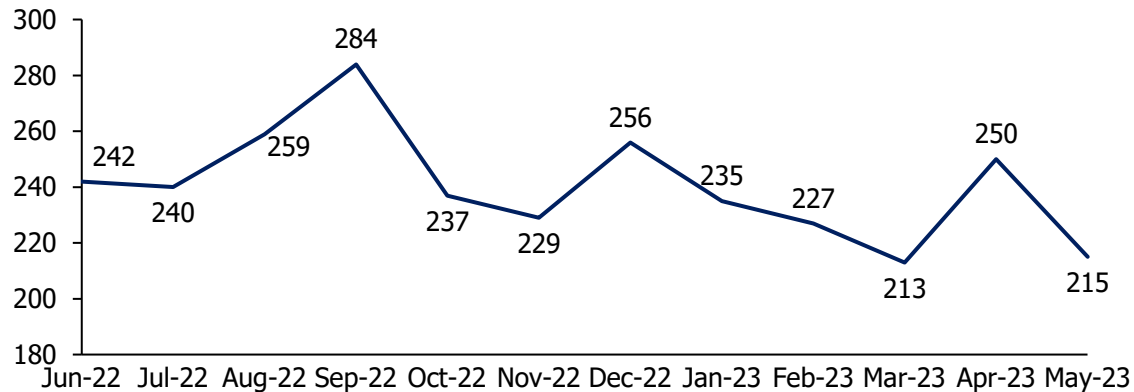
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	16	7	23	6
Monday	0	27	16	43	9
Tuesday	0	25	10	35	7
Wednesday	0	23	11	34	7
Thursday	1	18	6	25	6
Friday	0	18	4	22	6
Saturday	1	15	16	32	8

**Assignment <1 min** 88% 88%

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

## Monthly Call Volume



## Top Five Problem Natures

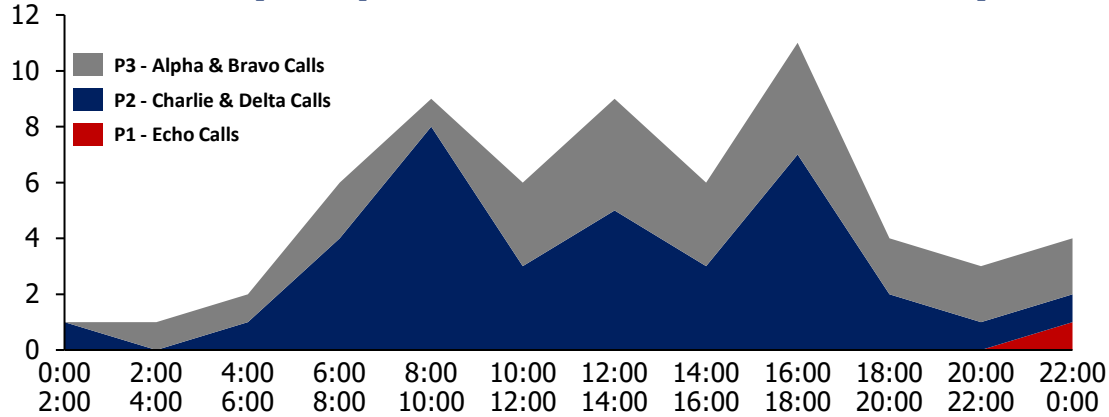




# Fairmount Fire



## Priority Dispatched Calls Per Time of Day

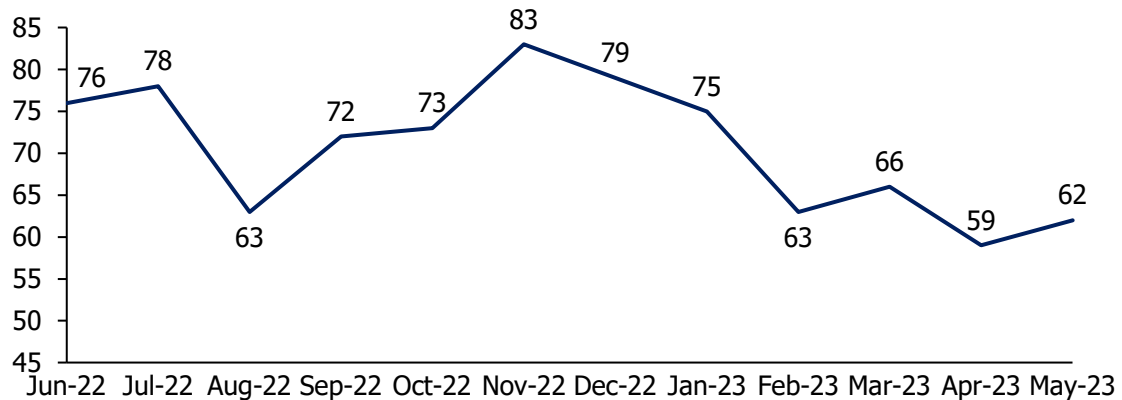


## Daily Priority Call Volume and Entry to Assignment

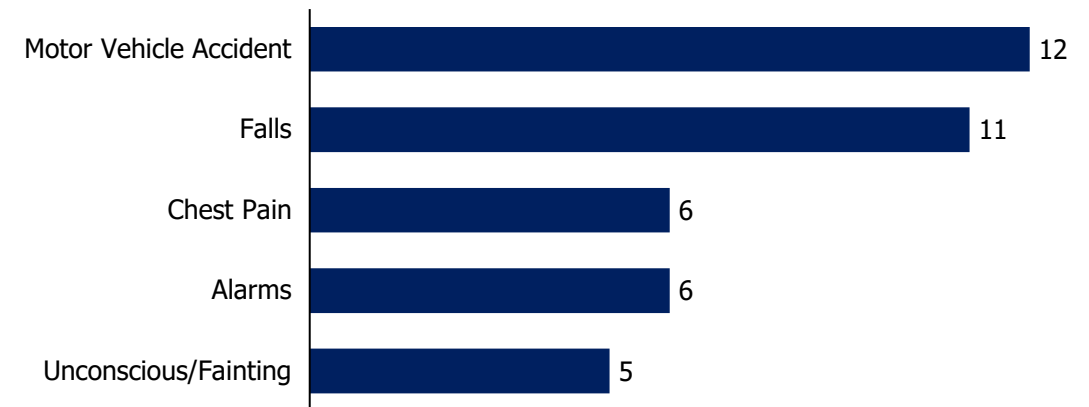
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	6	10	3
Monday	0	3	2	5	1
Tuesday	1	8	2	11	2
Wednesday	0	3	4	7	1
Thursday	0	7	3	10	3
Friday	0	7	5	12	3
Saturday	0	4	3	7	2
Assignment <1 min	92%	92%			

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

## Monthly Call Volume



## Top Five Problem Natures

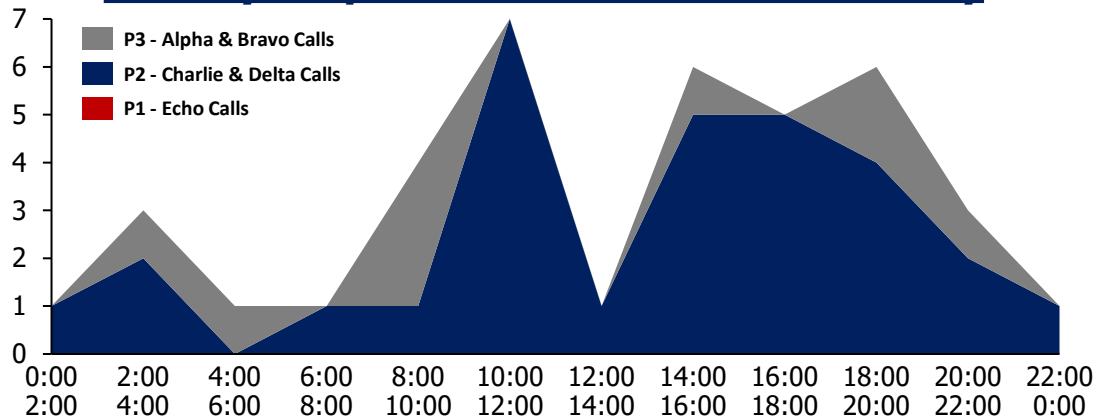




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day

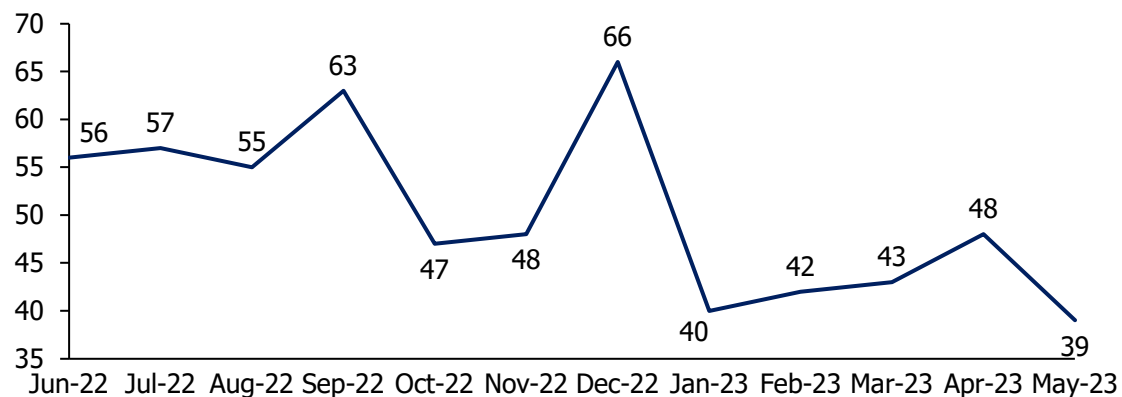


## Daily Priority Call Volume and Entry to Assignment

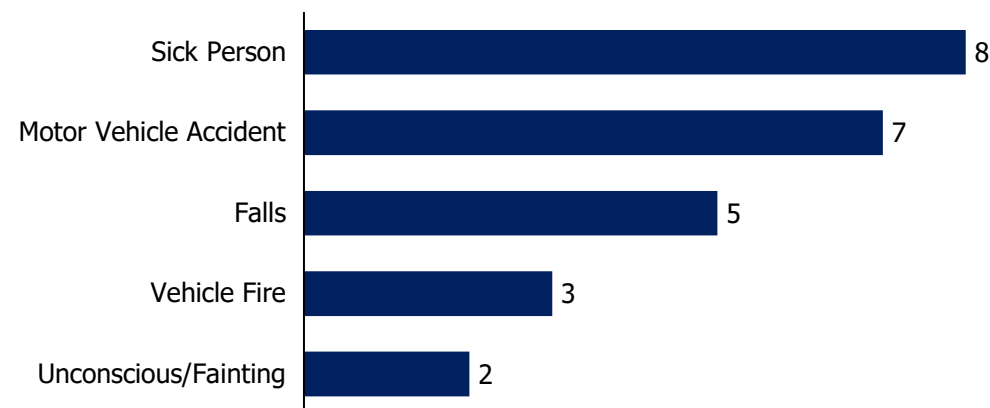
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	8	2	10	2
Tuesday	0	4	1	5	1
Wednesday	0	9	1	10	2
Thursday	0	3	1	4	1
Friday	0	3	2	5	1
Saturday	0	0	0	0	0
Assignment <1 min	100%	100%			

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

## Monthly Call Volume



## Top Five Problem Natures

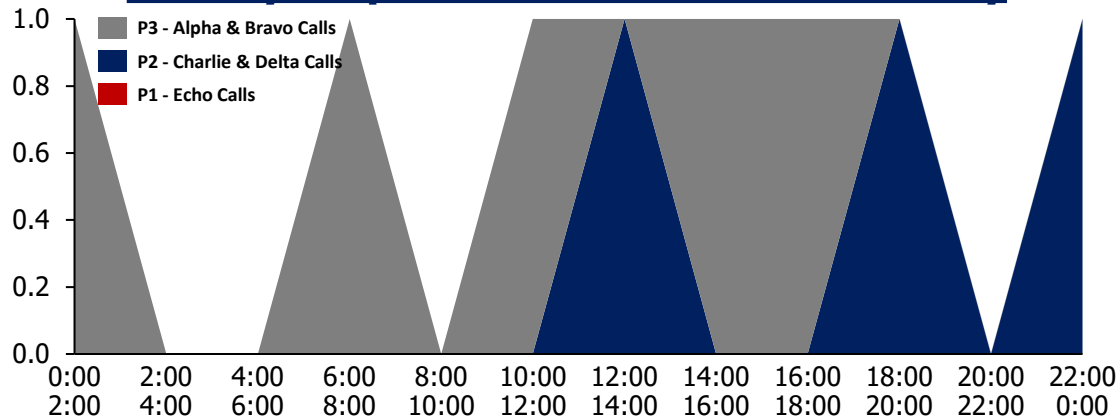




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day

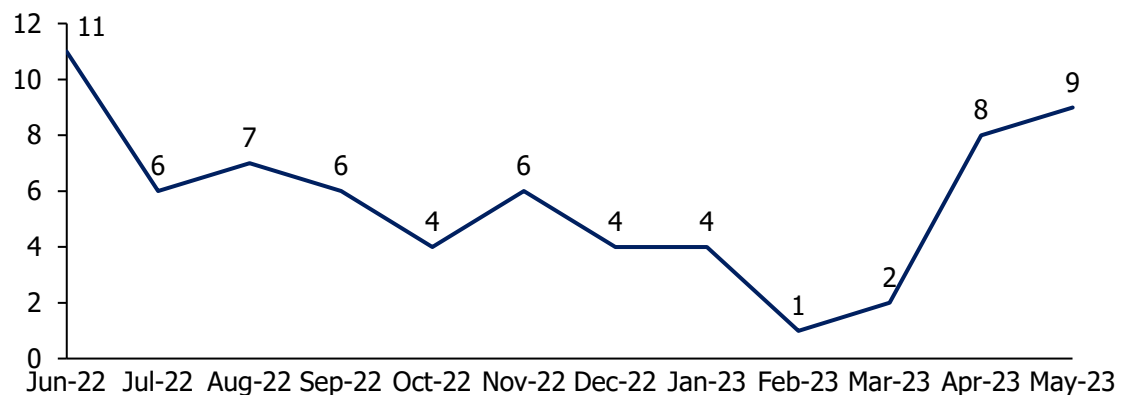


## Daily Priority Call Volume and Entry to Assignment

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

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

## Monthly Call Volume



## Problem Natures

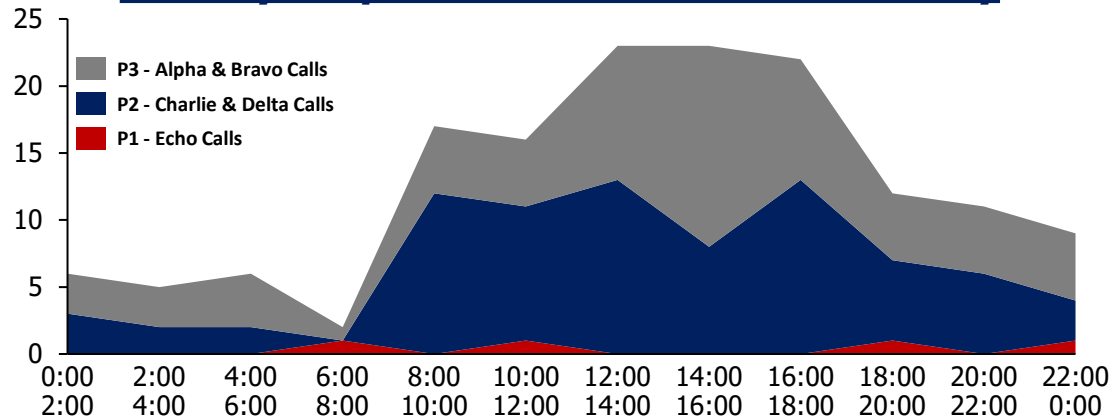




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

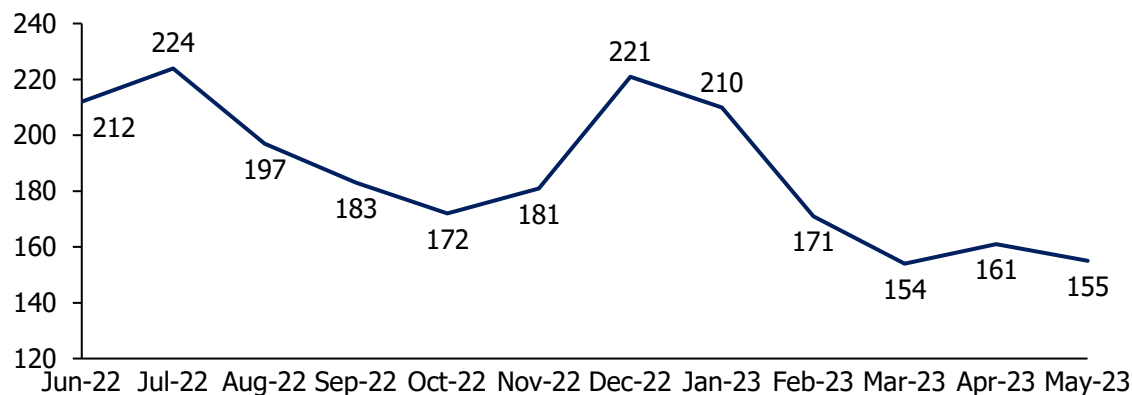


## Daily Priority Call Volume and Entry to Assignment

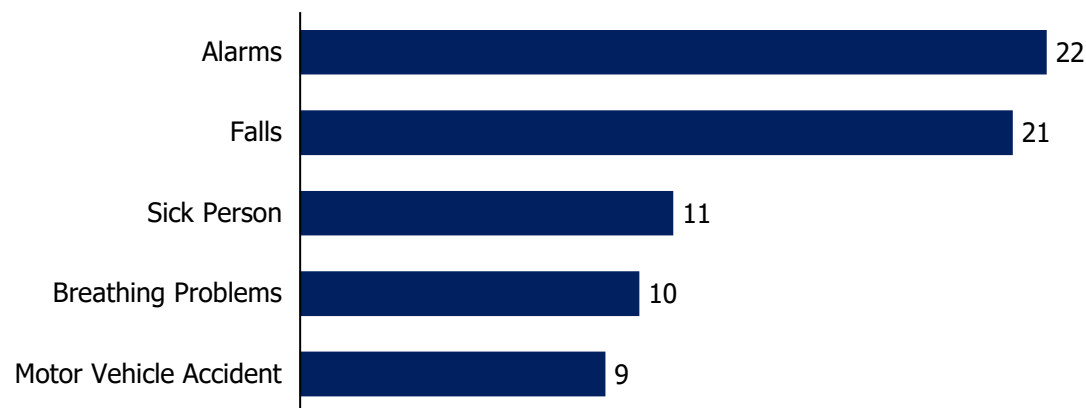
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	6	13	3
Monday	0	15	9	24	5
Tuesday	0	9	14	23	5
Wednesday	2	10	11	23	5
Thursday	0	14	10	24	6
Friday	1	12	13	26	7
Saturday	1	11	7	19	5
Assignment <1 min	76%	76%			

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

## Monthly Call Volume



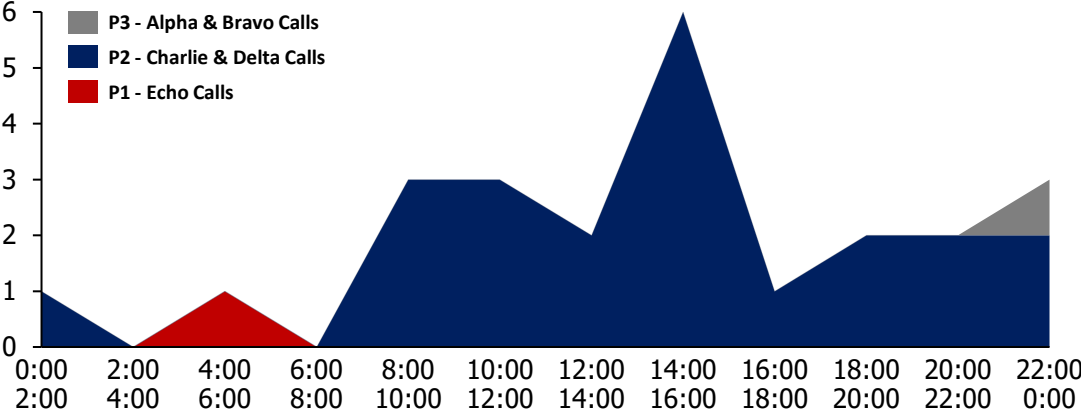
## Top Five Problem Natures





# Inter-Canyon Fire

**Priority Dispatched Calls Per Time of Day**



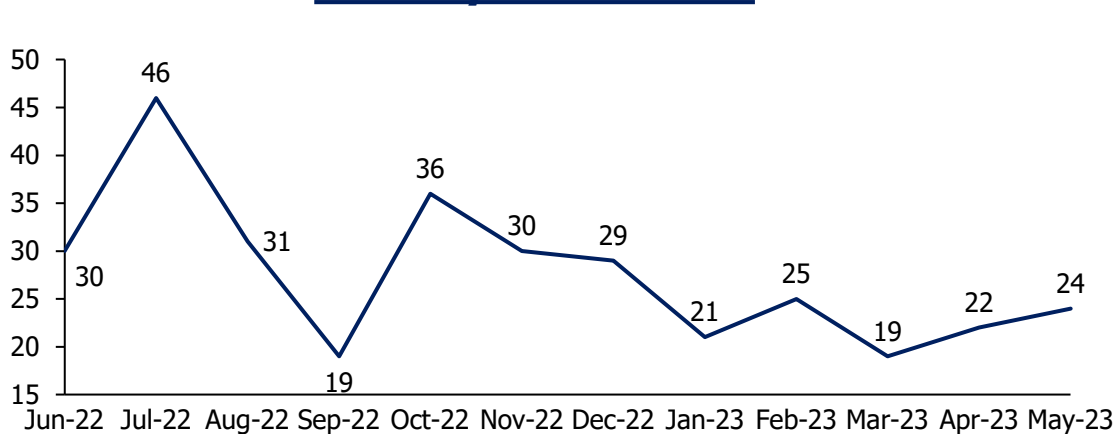
**Daily Priority Call Volume and Entry to Assignment**

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

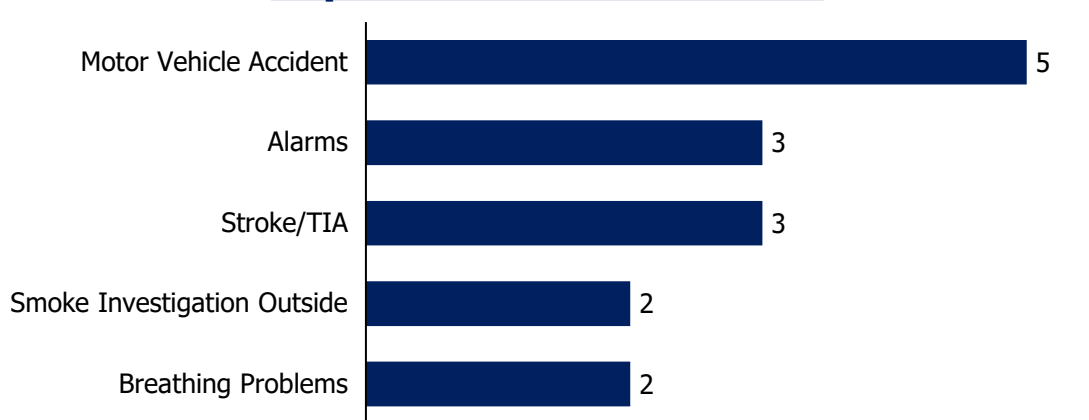
**Assignment <1 min** 86% 86%

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

**Monthly Call Volume**



**Top Five Problem Natures**



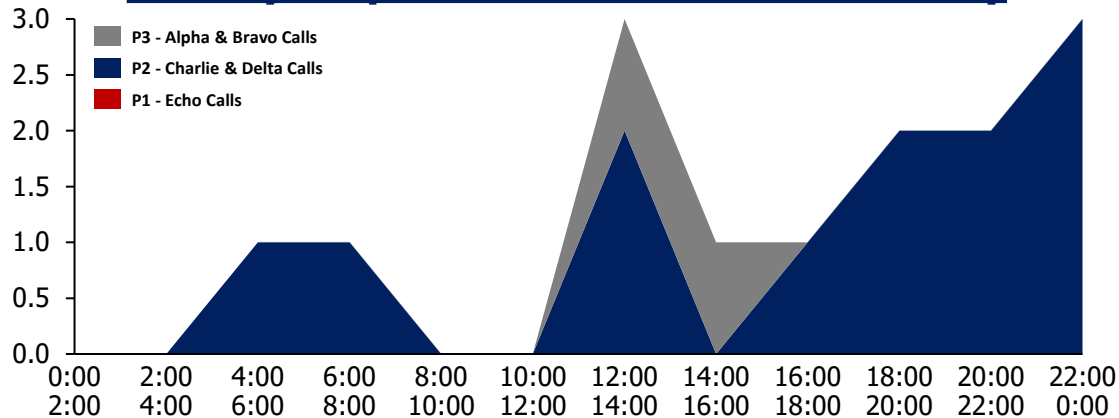




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day



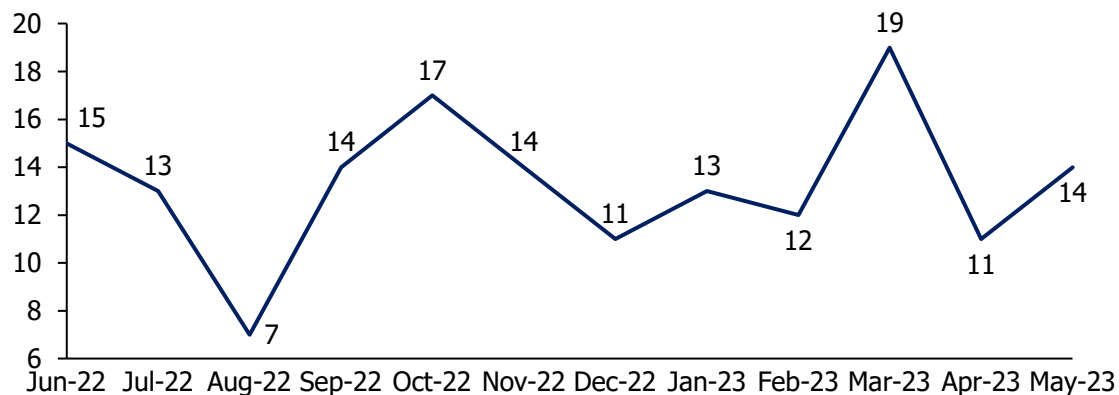
## Daily Priority Call Volume and Entry to Assignment

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

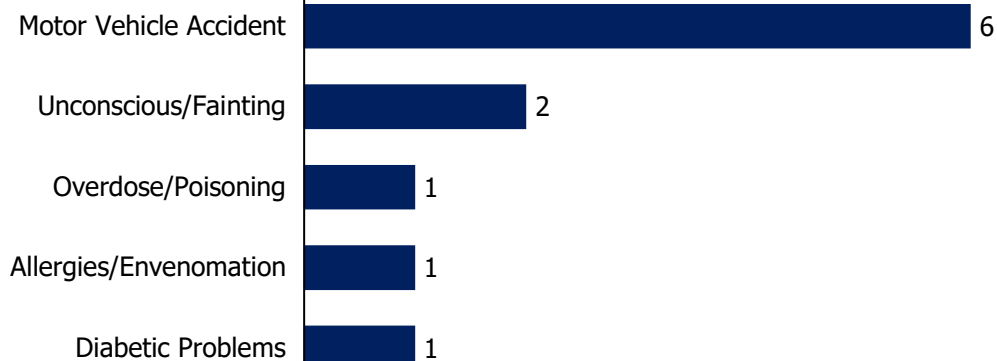
**Assignment <1 min** 92% 92%

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

## Monthly Call Volume



## Top Five Problem Natures

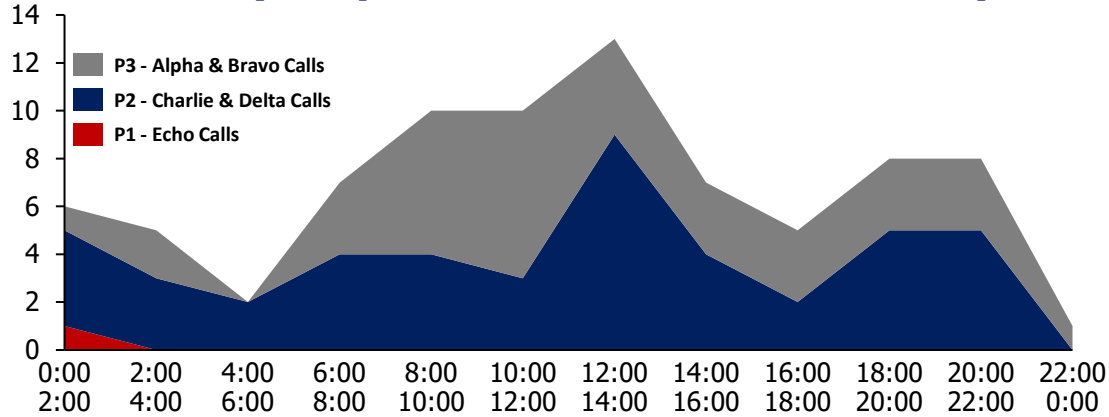




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day

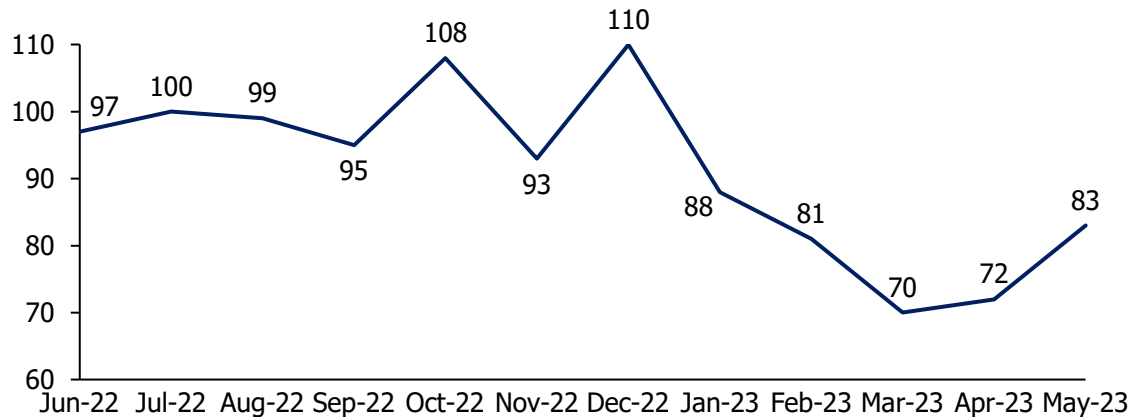


## Daily Priority Call Volume and Entry to Assignment

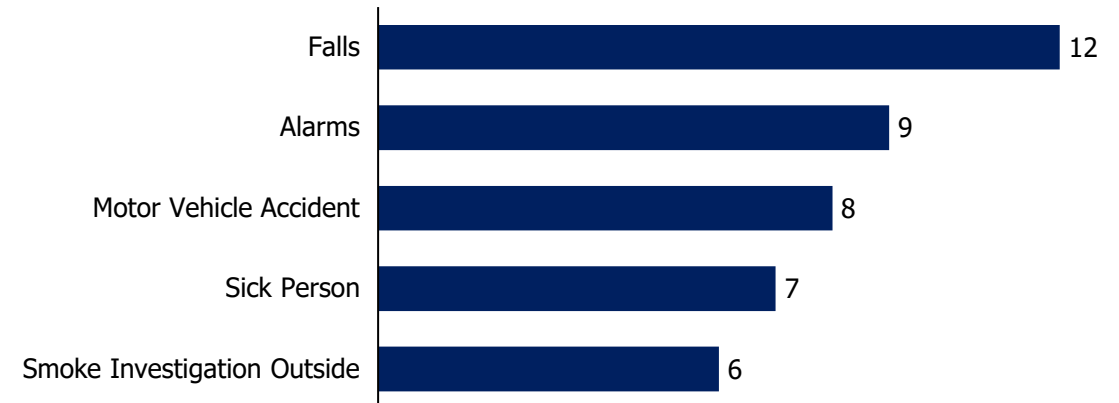
Day of Week	P1	P2	P3	Total	Average
Sunday	0	8	2	10	3
Monday	0	14	5	19	4
Tuesday	0	5	4	9	2
Wednesday	0	6	8	14	3
Thursday	1	3	4	8	2
Friday	0	6	5	11	3
Saturday	0	3	8	11	3
Assignment <1 min	84%	84%			

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

## Monthly Call Volume



## Top Five Problem Natures

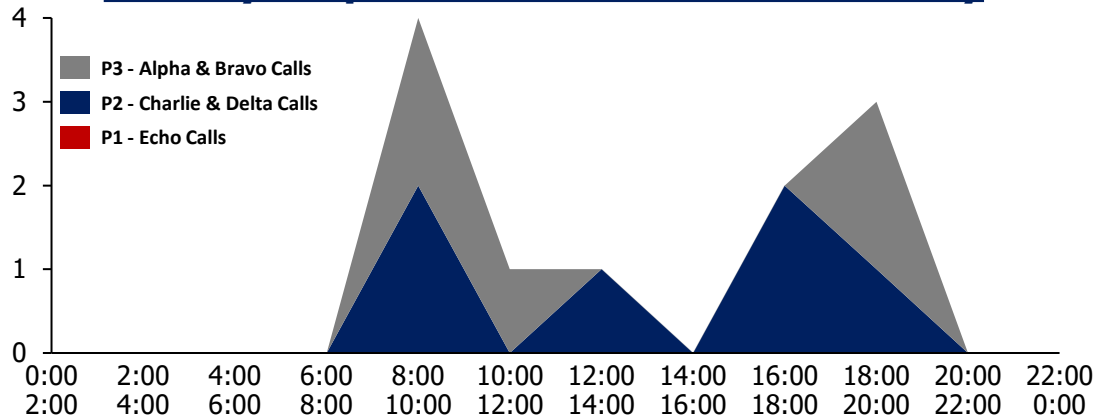




# North Fork Fire



## Priority Dispatched Calls Per Time of Day

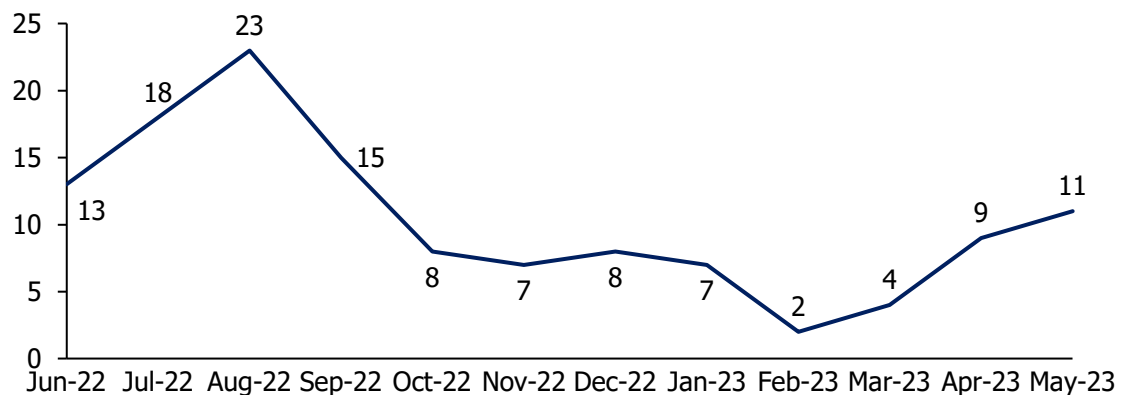


## Daily Priority Call Volume and Entry to Assignment

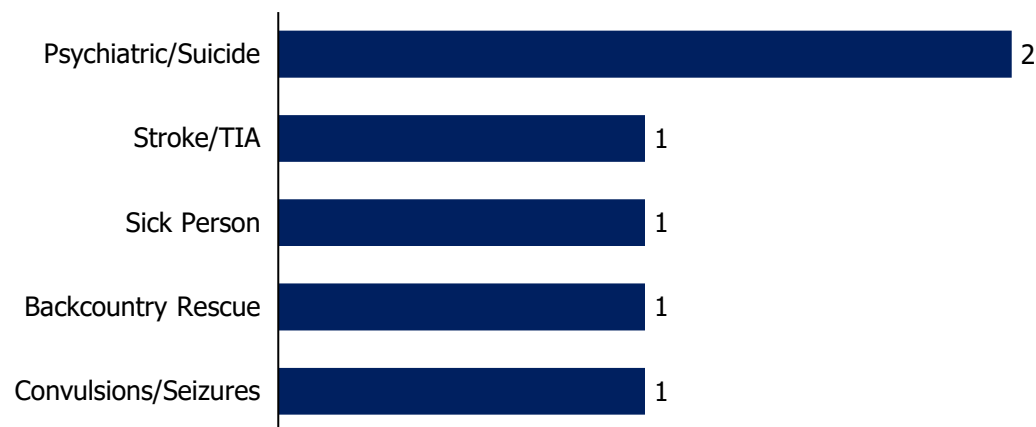
Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	0	1	0	1	0
Tuesday	0	2	0	2	0
Wednesday	0	0	1	1	0
Thursday	0	3	3	6	2
Friday	0	0	0	0	0
Saturday	0	6	5	11	3
Assignment <1 min	83%	83%			

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

## Monthly Call Volume



## Problem Natures

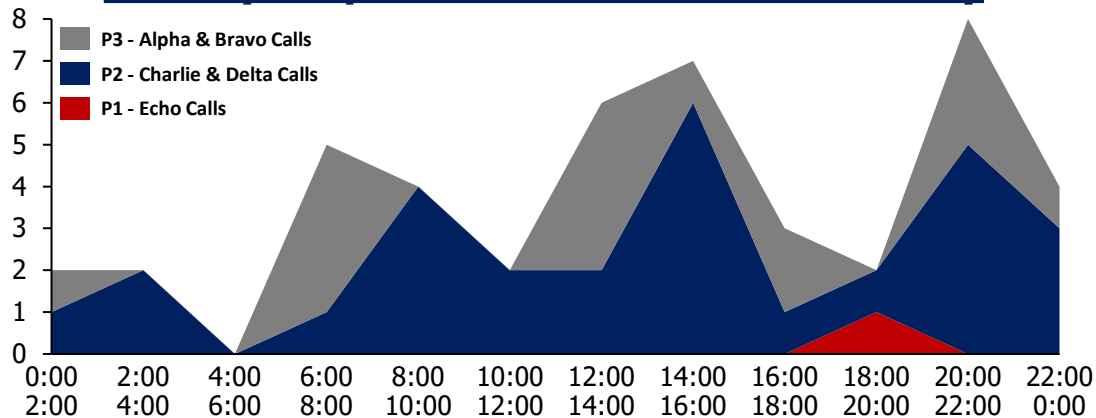




# Highland Rescue



## Priority Dispatched Calls Per Time of Day



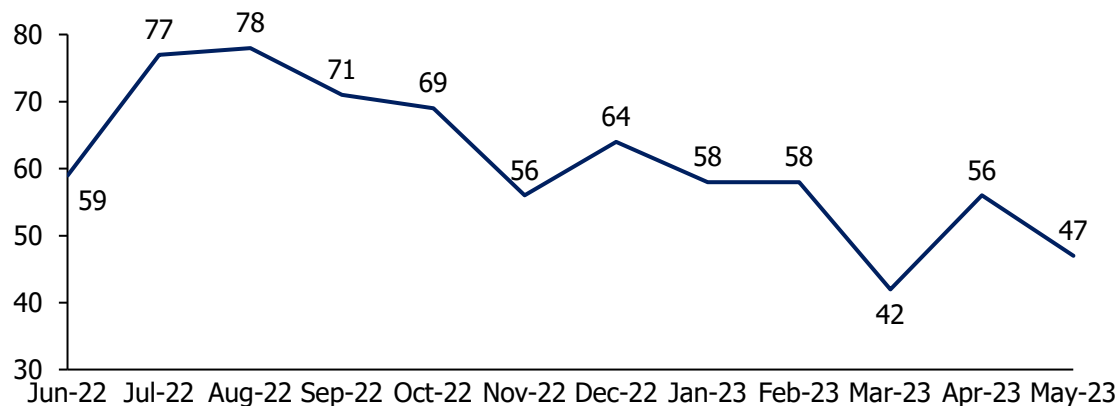
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	0	3	1
Monday	0	9	3	12	2
Tuesday	0	5	3	8	2
Wednesday	0	2	3	5	1
Thursday	0	5	1	6	2
Friday	1	1	5	7	2
Saturday	0	3	1	4	1

**Assignment <1 min** 79% 79%

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

## Monthly Call Volume



## Top Five Problem Natures

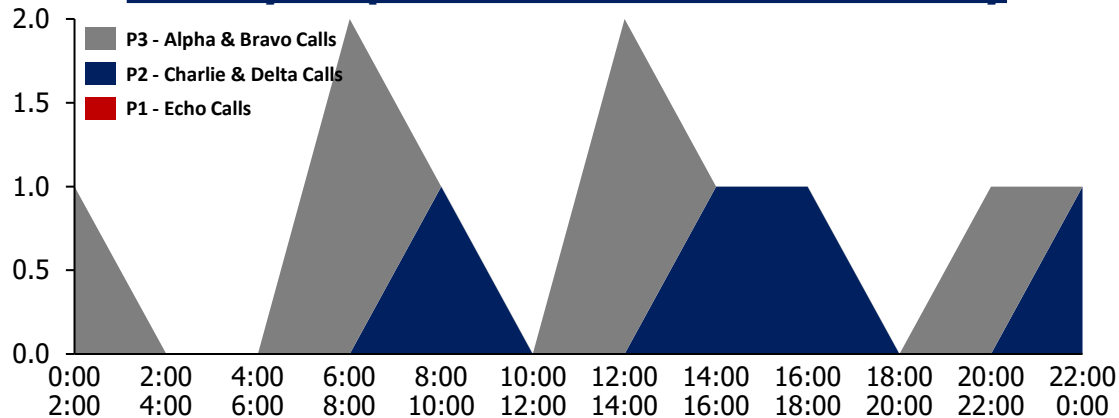




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

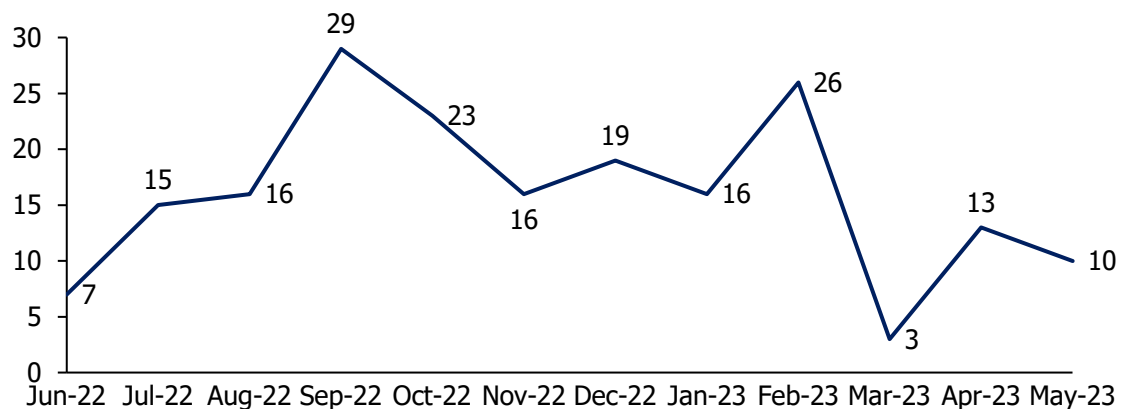


## Daily Priority Call Volume and Entry to Assignment

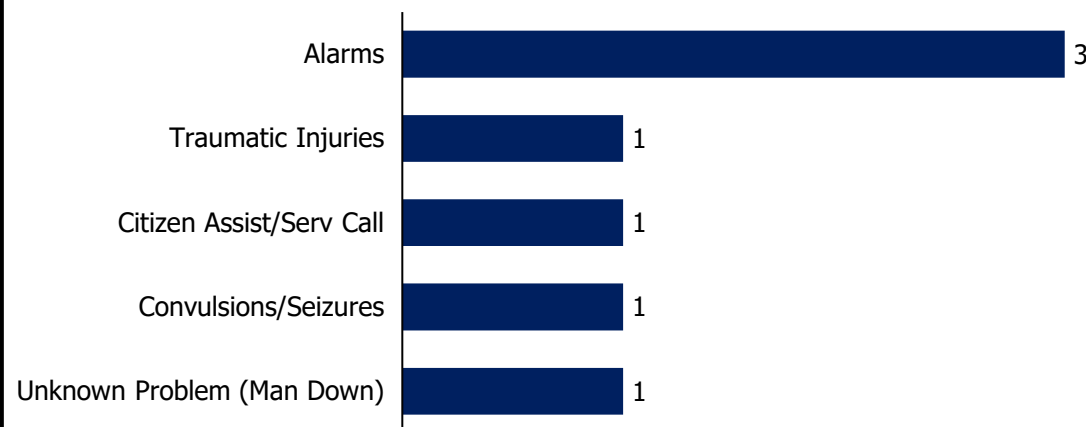
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	0	2	1
Monday	0	1	2	3	1
Tuesday	0	1	1	2	0
Wednesday	0	0	2	2	0
Thursday	0	0	1	1	0
Friday	0	0	0	0	0
Saturday	0	4	6	10	3
Assignment <1 min	100%	100%			

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

## Monthly Call Volume



## Top Five Problem Natures

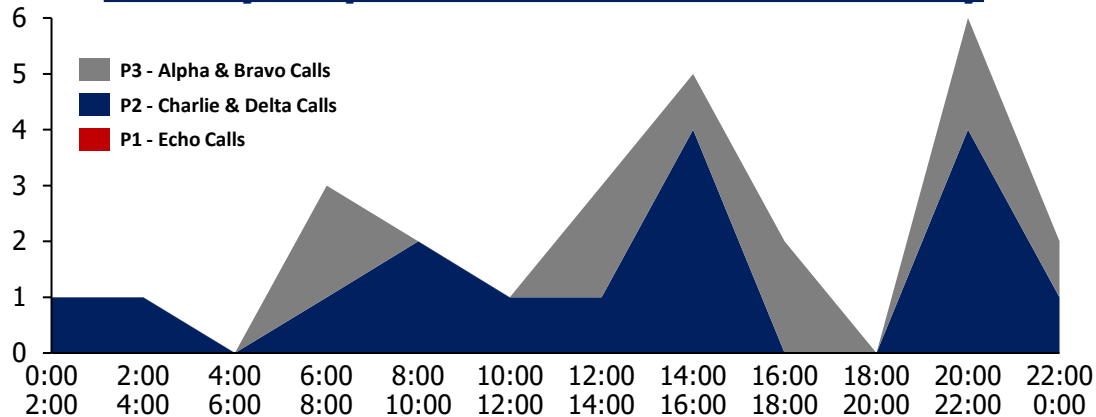




# Foothills Fire



## Priority Dispatched Calls Per Time of Day



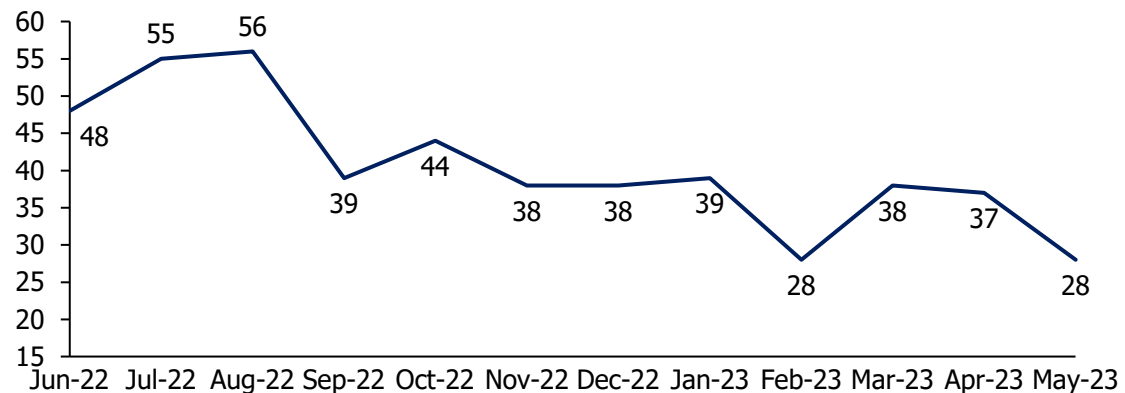
## Daily Priority Call Volume and Entry to Assignment

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

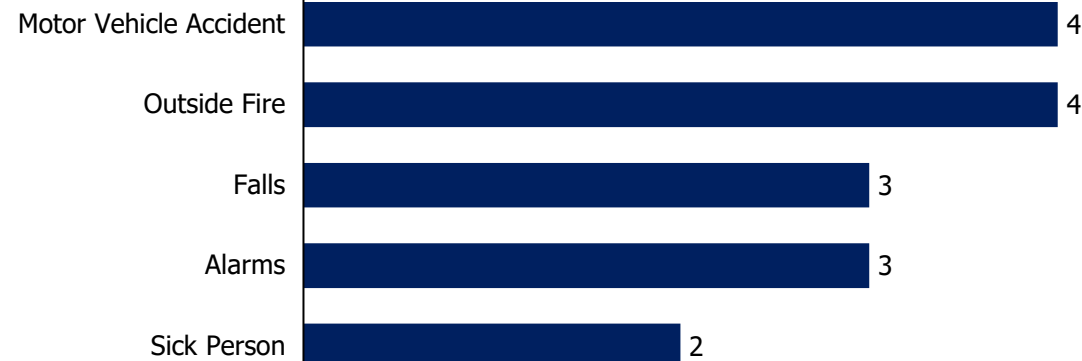
**Assignment <1 min** 75% 75%

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

## Monthly Call Volume



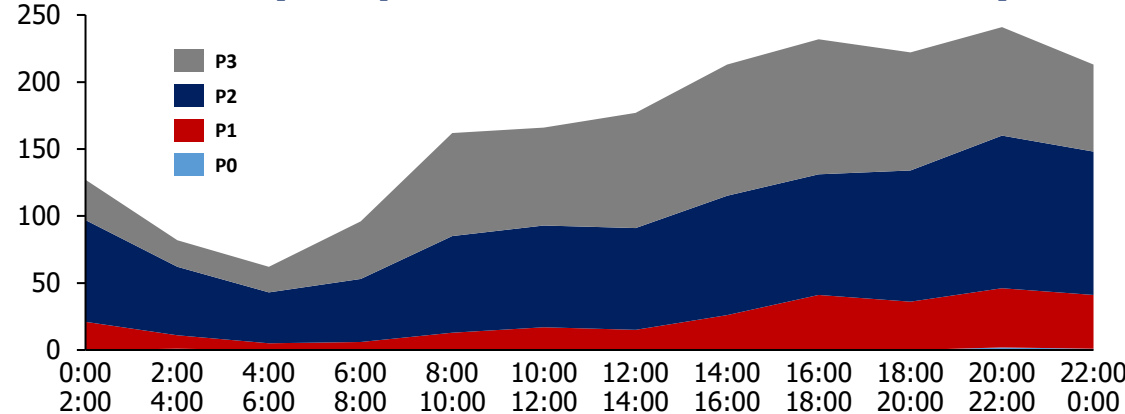
## Top Five Problem Natures





# Jeffco Sheriff

## Priority Dispatched Calls Per Time of Day

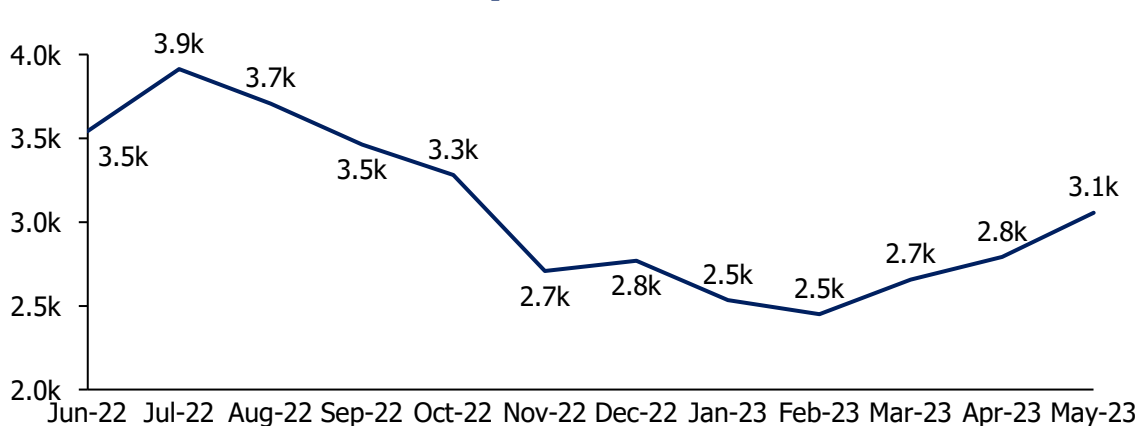


## Daily Priority Call Volume and Entry to Assignment

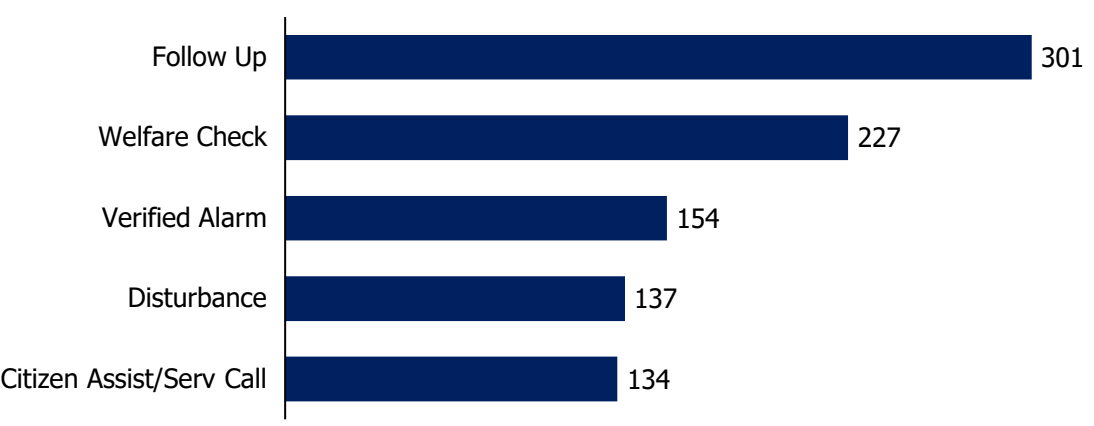
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	54	128	77	260	65
Monday	0	37	160	114	311	62
Tuesday	1	32	143	144	320	64
Wednesday	0	37	133	120	290	58
Thursday	0	32	132	115	279	70
Friday	0	40	113	120	273	68
Saturday	2	42	125	91	260	65
Assignment <2 min		80%	51%			
Assignment <4 min		96%	77%			

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

## Monthly Call Volume



## Top Five Problem Natures

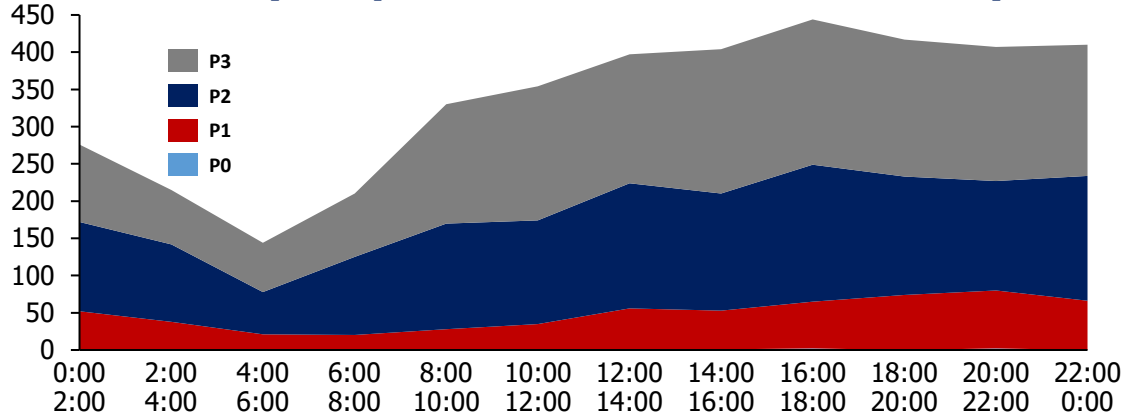




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

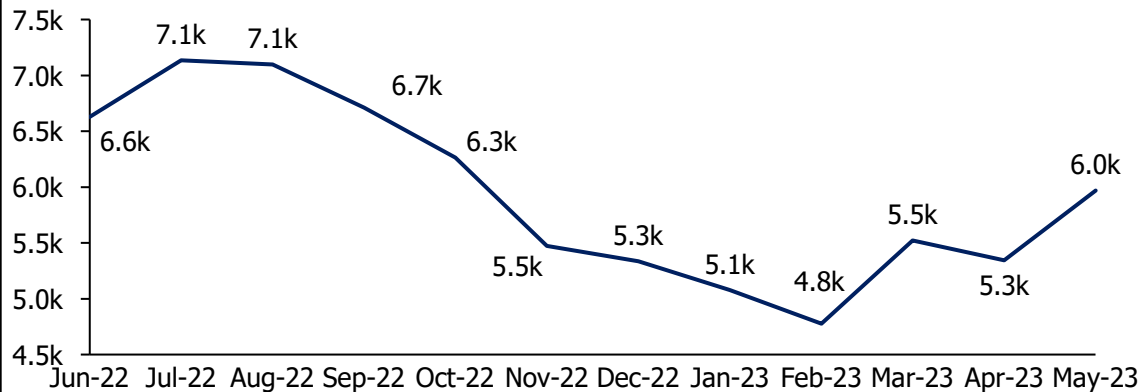


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	83	184	187	456	114
Monday	1	109	276	286	672	134
Tuesday	1	94	314	291	700	140
Wednesday	1	78	261	266	606	121
Thursday	0	65	207	251	523	131
Friday	1	72	214	240	527	132
Saturday	1	80	194	249	524	131
Assignment <2 min		64%	44%			
Assignment <4 min		80%	62%			

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

## Monthly Call Volume



## Top Five Problem Natures



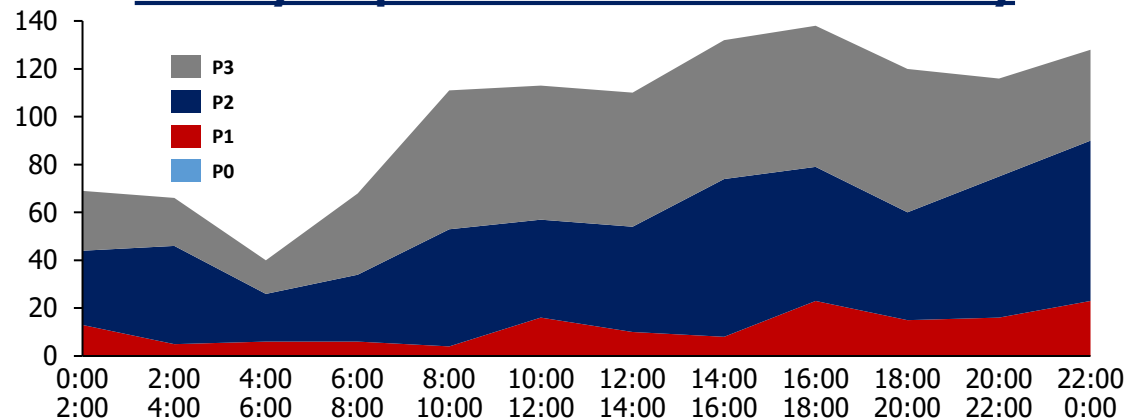




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

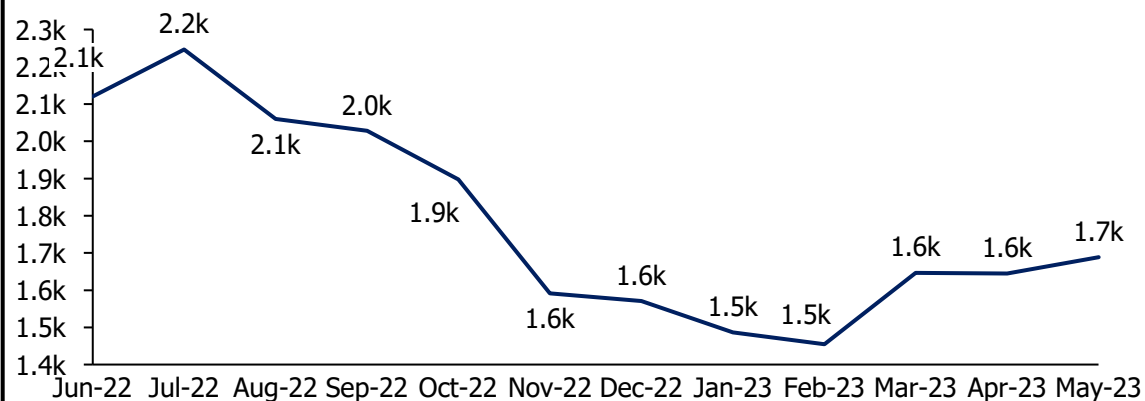


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	25	64	52	141	35
Monday	0	27	97	85	209	42
Tuesday	0	21	94	108	223	45
Wednesday	0	12	83	75	170	34
Thursday	0	24	65	69	158	40
Friday	0	18	71	72	161	40
Saturday	0	18	73	58	149	37
Assignment < 2 min		66%	45%			
Assignment < 4 min		88%	59%			

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

## Monthly Call Volume



## Top Five Problem Natures

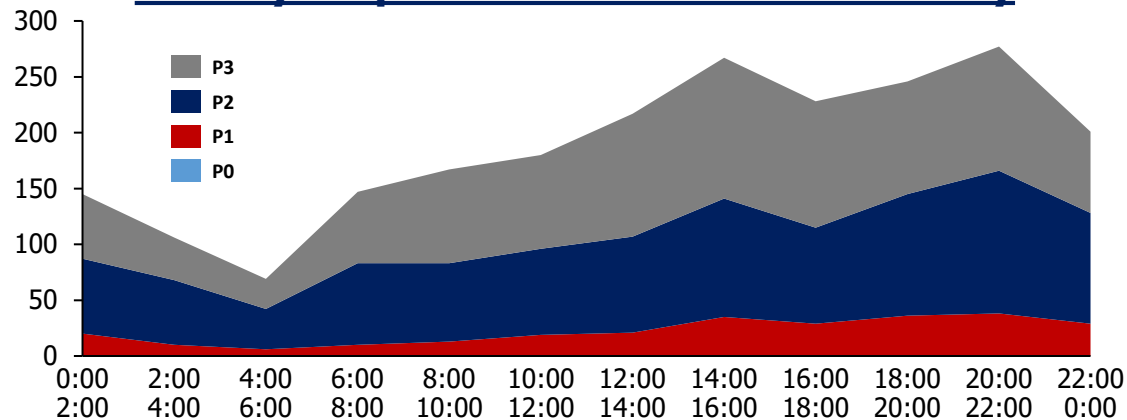




# Arvada PD



## Priority Dispatched Calls Per Time of Day

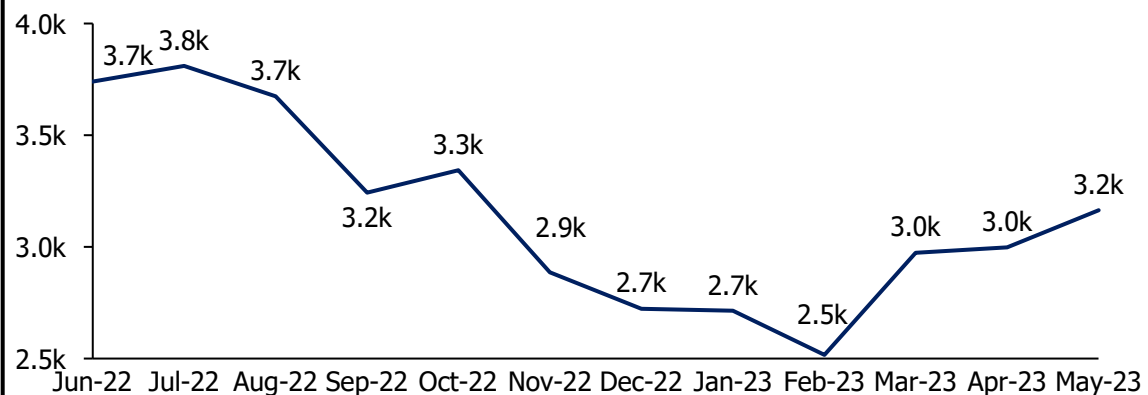


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	40	137	129	306	77
Monday	1	52	173	134	360	72
Tuesday	0	40	151	153	344	69
Wednesday	0	32	159	152	343	69
Thursday	0	23	107	150	280	70
Friday	0	36	147	143	326	82
Saturday	0	42	121	128	291	73
Assignment <2 min		70%	52%			
Assignment <4 min		87%	72%			

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

## Monthly Call Volume



## Top Five Problem Natures

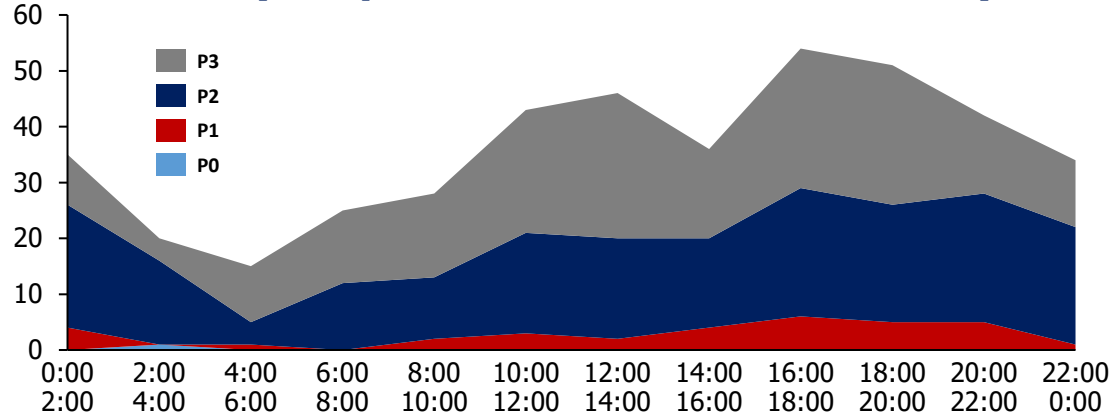




# Golden PD



## Priority Dispatched Calls Per Time of Day

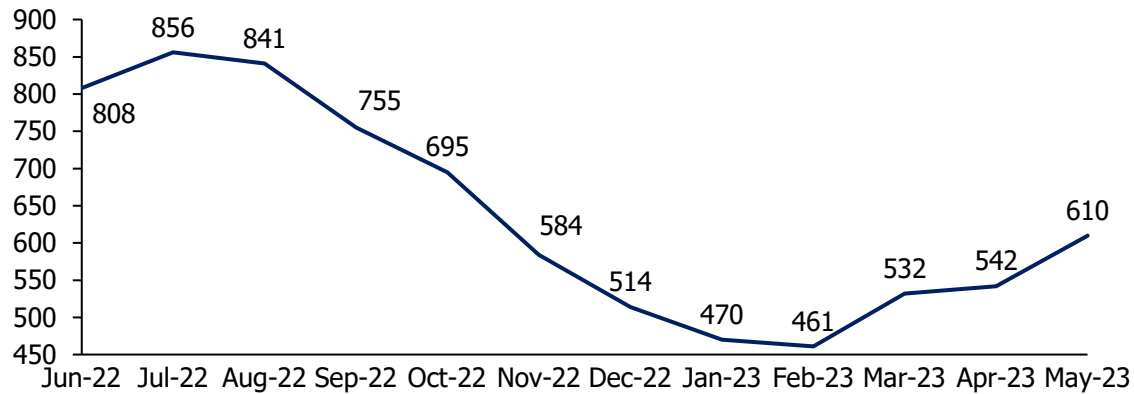


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	21	21	45	11
Monday	0	3	28	32	63	13
Tuesday	0	8	34	32	74	15
Wednesday	1	6	18	32	57	11
Thursday	0	6	29	24	59	15
Friday	0	3	34	19	56	14
Saturday	0	4	40	31	75	19
Assignment <2 min		76%	64%			
Assignment <4 min		94%	85%			

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

## Monthly Call Volume



## Top Five Problem Natures

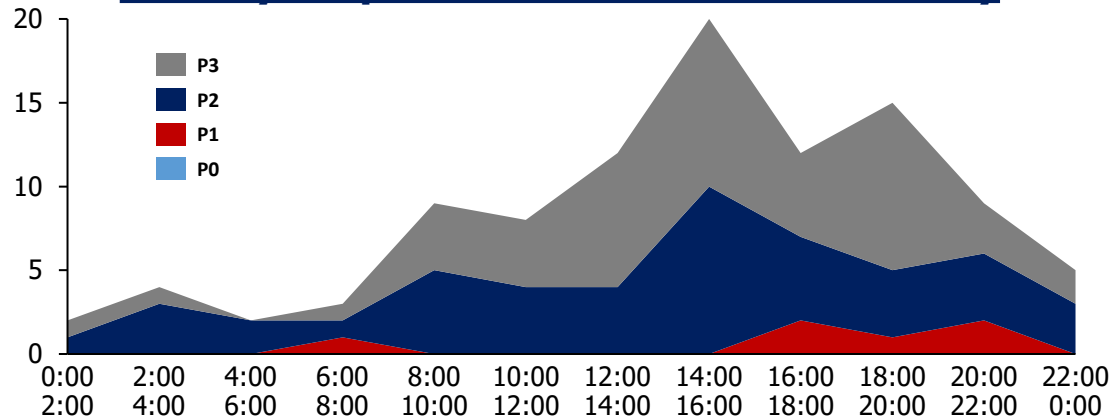




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

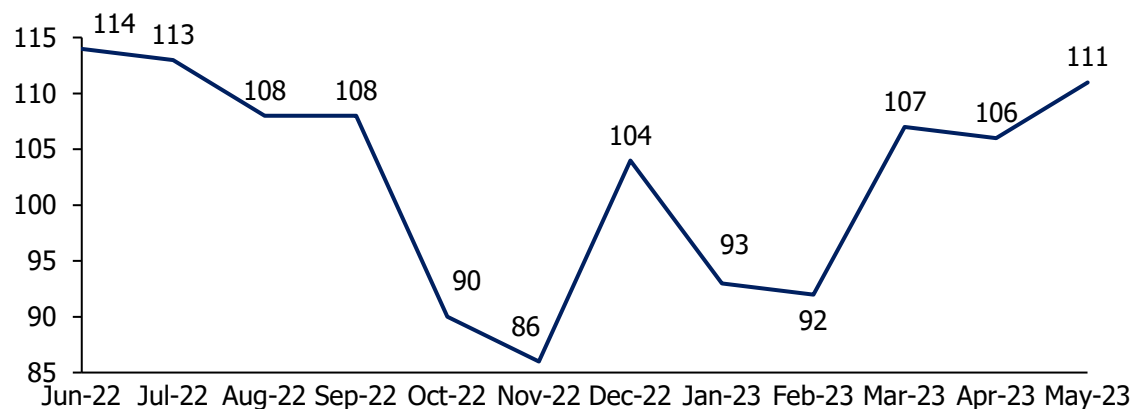


## Daily Priority Call Volume and Entry to Assignment

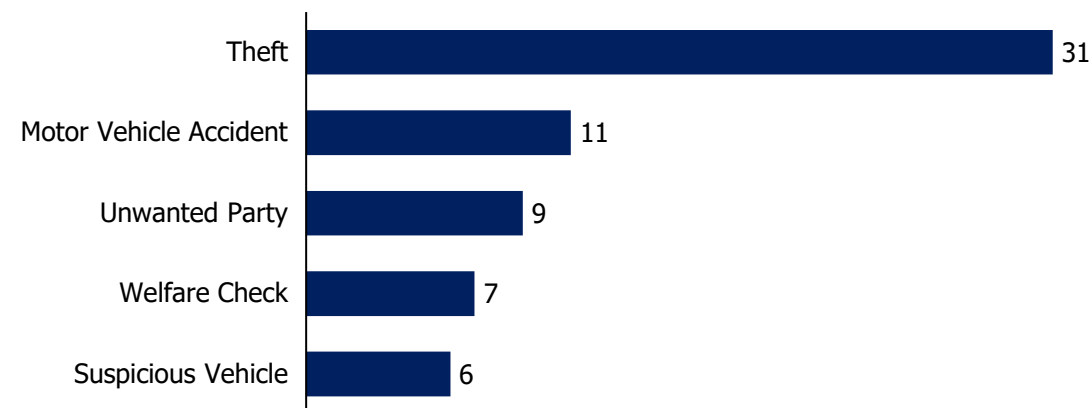
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	6	10	3
Monday	0	0	11	6	17	3
Tuesday	0	1	8	11	20	4
Wednesday	0	2	6	7	15	3
Thursday	0	0	5	5	10	3
Friday	0	1	6	7	14	4
Saturday	0	1	7	7	15	4
Assignment <2 min		83%	72%			
Assignment <4 min		83%	87%			

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

## Monthly Call Volume



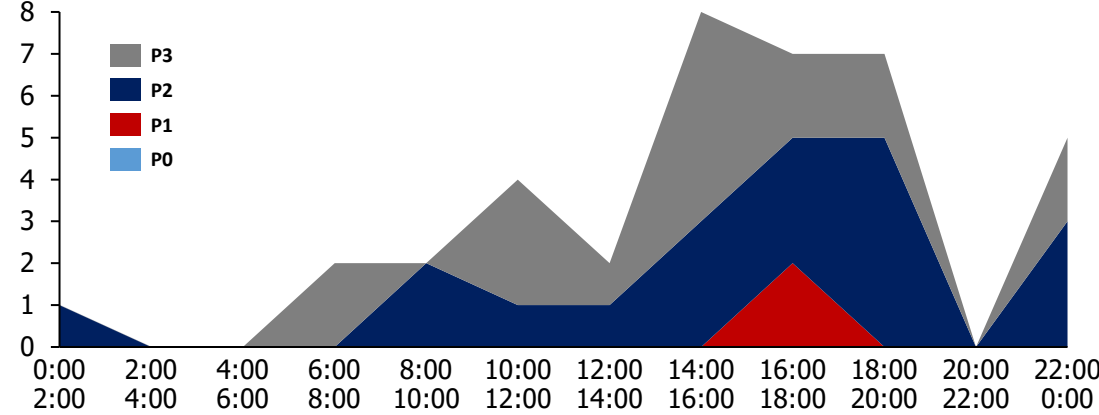
## Top Five Problem Natures





# Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

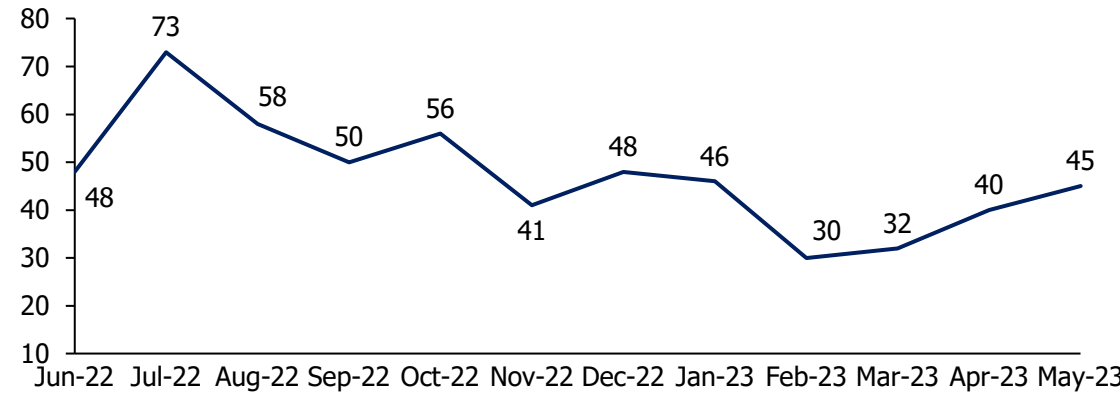


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	3	2	5	1
Monday	0	0	4	3	7	1
Tuesday	0	1	3	3	7	1
Wednesday	0	0	3	2	5	1
Thursday	0	0	2	4	6	2
Friday	0	1	3	2	6	2
Saturday	0	0	1	1	2	1
Assignment < 2 min		50%	74%			
Assignment < 4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

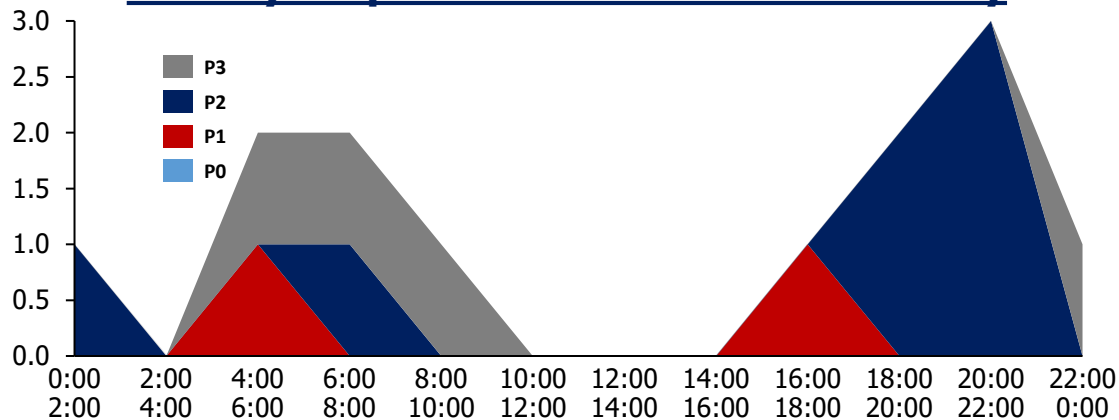




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

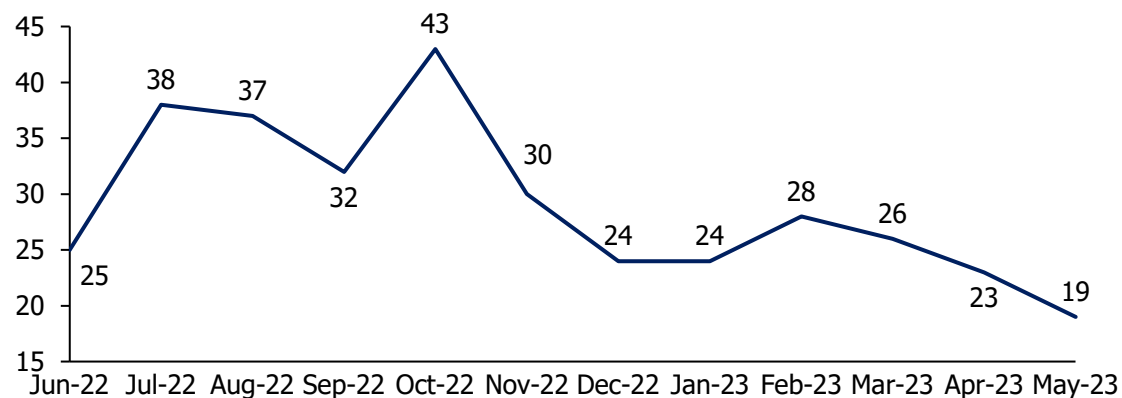


## Daily Priority Call Volume and Entry to Assignment

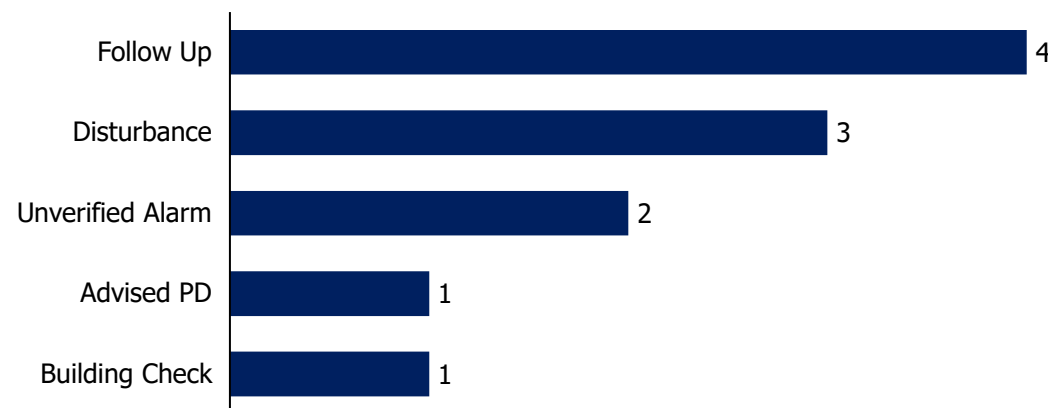
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	0	2	1
Monday	0	0	1	3	4	1
Tuesday	0	0	0	0	0	0
Wednesday	0	0	1	0	1	0
Thursday	0	1	0	0	1	0
Friday	0	1	1	0	2	1
Saturday	0	0	2	1	3	1
Assignment <2 min		0%	100%			
Assignment <4 min		100%	100%			

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

## Monthly Call Volume



## Top Five Problem Natures

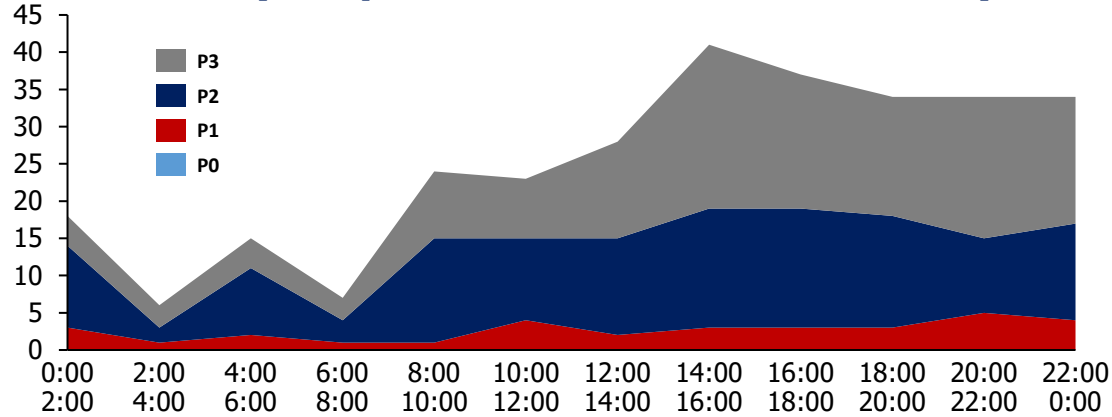




# Edgewater PD



## Priority Dispatched Calls Per Time of Day

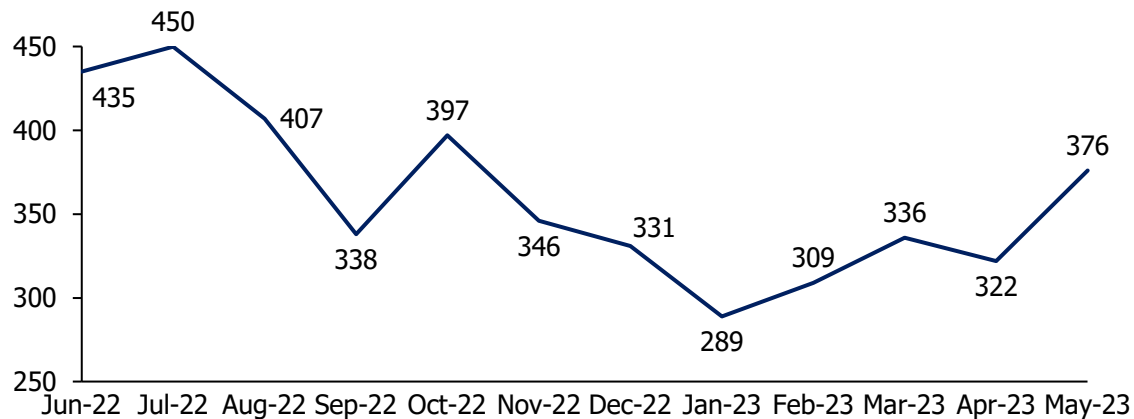


## Daily Priority Call Volume and Entry to Assignment

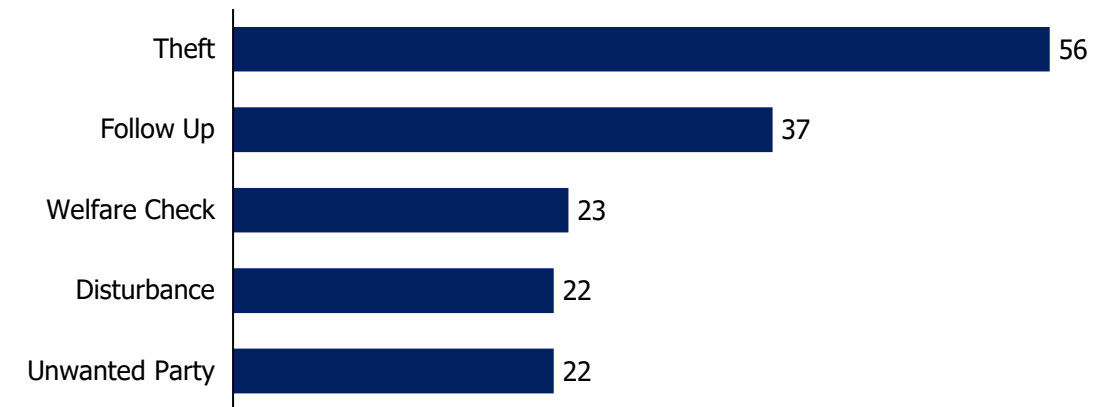
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	21	15	40	10
Monday	0	2	24	19	45	9
Tuesday	0	4	27	20	51	10
Wednesday	0	8	20	24	52	10
Thursday	0	7	13	16	36	9
Friday	0	3	11	24	38	10
Saturday	0	4	17	18	39	10
Assignment < 2 min		84%	80%			
Assignment < 4 min		97%	92%			

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

## Monthly Call Volume



## Top Five Problem Natures

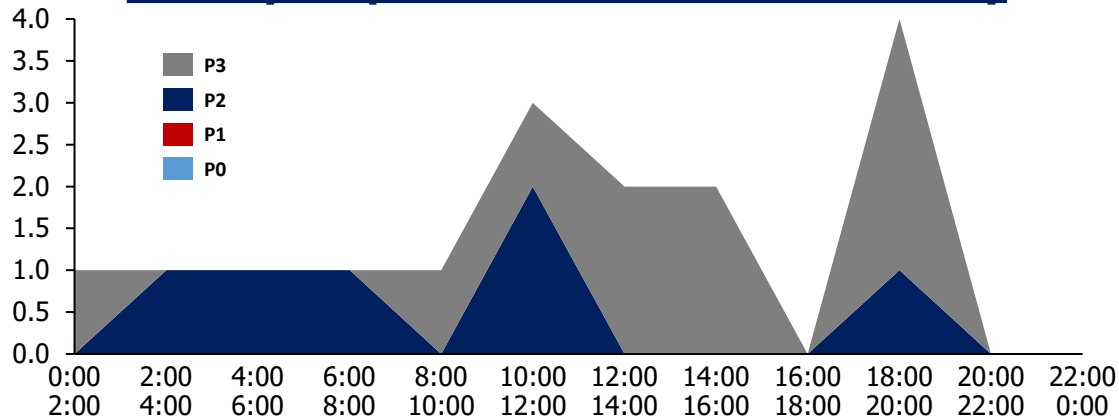




# Colorado School of Mines PD



## Priority Dispatched Calls Per Time of Day

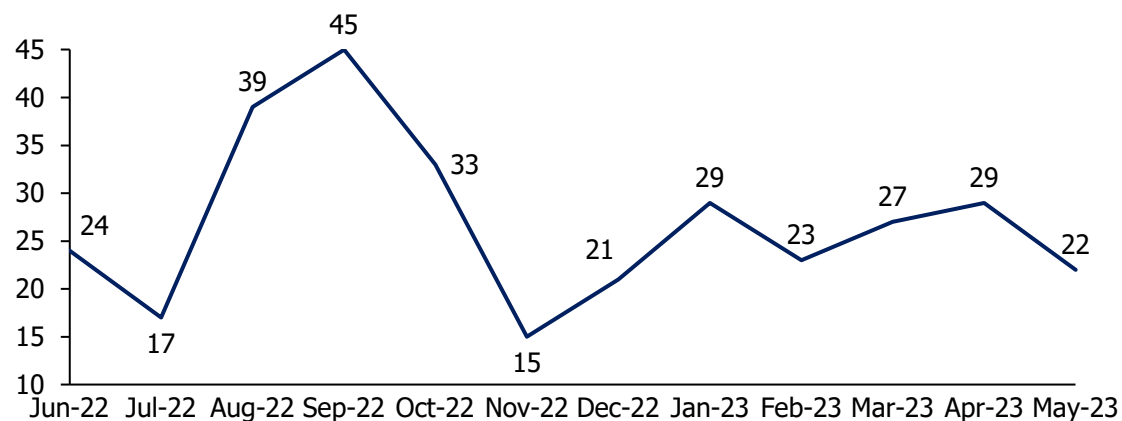


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	1	1	2	0
Tuesday	0	0	2	2	4	1
Wednesday	0	0	1	3	4	1
Thursday	0	0	1	2	3	1
Friday	0	0	1	1	2	1
Saturday	0	0	0	0	0	0
Assignment < 2 min		N/A	33%			
Assignment < 4 min		N/A	83%			

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

## Monthly Call Volume



## Top Five Problem Natures

