



Jefferson County Communications Center Authority
JEFFCOM911

June 2023
Monthly Report



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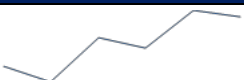









North Fork Fire.....	19
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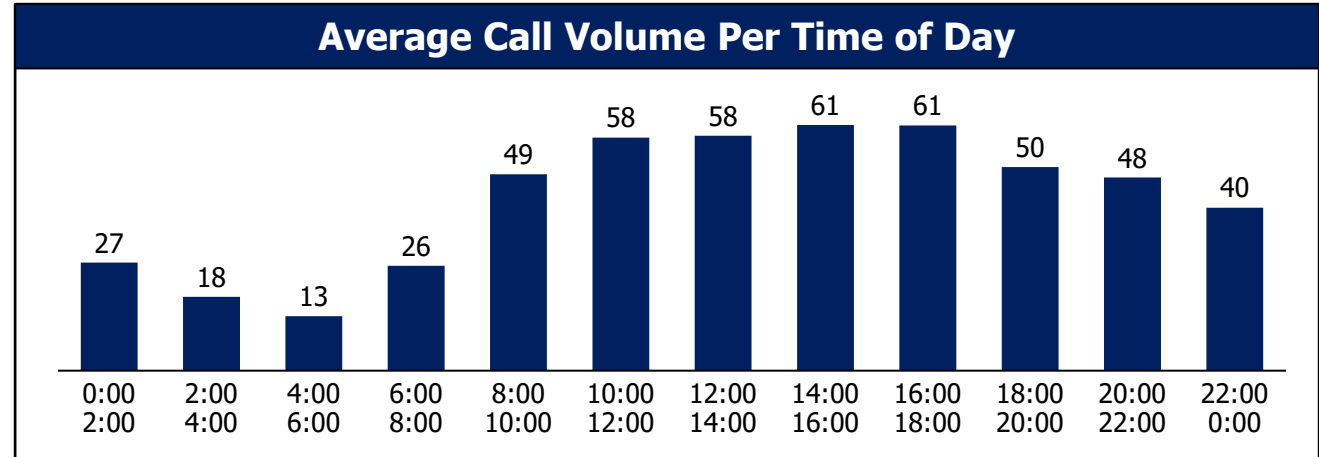


Law Stats

Calls Received, Processed, and Dispatched














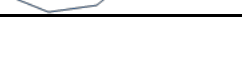


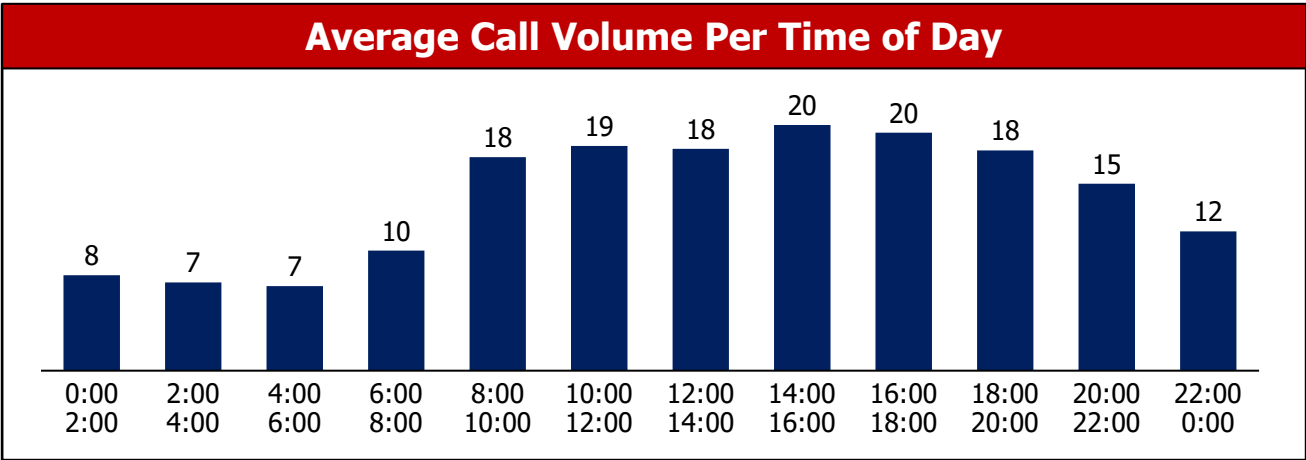
Agency	June Calls	% Total	6 Month Trend
Lakewood PD	5,866	28.8%	
Arvada PD	3,197	15.7%	
Jeffco Sheriff	3,093	15.2%	
Wheat Ridge PD	1,875	9.2%	
Golden PD	631	3.1%	
Edgewater PD	348	1.7%	
Lakeside PD	111	0.5%	
Morrison PD	61	0.3%	
Mountain View PD	37	0.2%	
CSM PD	13	0.1%	
Total	15,232	74.7%	



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	186	554	537	95	243	136	1,752	12.3%
Monday	1	180	595	571	128	500	146	2,121	14.9%
Tuesday	0	163	632	595	167	413	145	2,115	14.9%
Wednesday	0	166	647	640	150	439	141	2,183	15.4%
Thursday	2	213	810	794	173	446	190	2,628	14.8%
Friday	0	194	708	793	168	490	153	2,506	14.1%
Saturday	5	226	610	535	129	286	136	1,927	13.6%
Total	9	1,328	4,556	4,465	1,010	2,817	1,047	15,232	

Agency	June Calls	% of Total	6 Month Trend
West Metro Fire	3,035	14.9%	
Arvada Fire	1,305	6.4%	
Golden Fire	256	1.3%	
Evergreen Fire	195	1.0%	
Elk Creek Fire	76	0.4%	
Pleasant View Fire	69	0.3%	
Fairmount Fire	58	0.3%	
Highland Rescue	54	0.3%	
Foothills Fire	42	0.2%	
Inter Canyon Fire	30	0.1%	
Genesee Fire	14	0.1%	
Indian Hills Fire	13	0.1%	
North Fork Fire	9	0.0%	
Golden Gate Fire	5	0.0%	
Total	5,161	25.3%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	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%
Total	88	3,127	1,790	54	3	15	5,077	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	87.4%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	96.9%	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)	83.8%	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	17.7%	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%	4.8%	Target of no more than 3% with a minimum service level of no more than 8%
Quality Assurance Scores	EMD; Target average of 75%	94.0%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	93.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	91.5%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering</p> <p>Jeffcom has recovered in overall staffing strength, however, training required for rapid upstaffing will continue to be a capacity inhibitor through the third quarter of the year until final qualifications are achieved for 26 ECS (22% of authorized ECS positions) hired in the previous two months and up to ten more CS and ECS that will be hired in August. In addition, month-over-month increases in call volume typical with summer months combined with several individual major incidents and weather events has added to the stressing of capacity and operations performance indicators.</p>
<p>Remediation: Call Answering</p> <p>Jeffcom missed the 15 second 911 answering target due mainly to the large number of new hires training on the floor, with 26 new call takers in various stages of training. While this is setting Jeffcom up to be fully staffed and will improve call answer times and service to the community in the future, it puts a temporary strain on the center with many senior call takers training the new team members. In addition to this, the center was challenged by an influx of calls due to the hail storm during a concert at Red Rocks on June 21st and an additional hail and bad weather event on June 22nd. The SLA result would have been 88.3% (up 0.9%) if those days were removed. The 15 second answering SLA result is 3% higher than this month last year, and we expect to return to the 90%+ range quickly as training progresses.</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</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>Remediation: Call Processing Time</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 02:07 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>

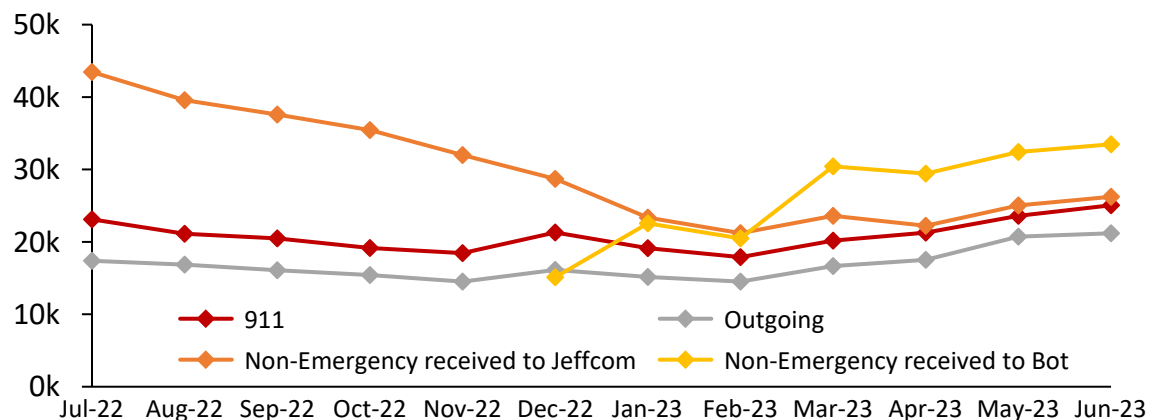
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	452/551 DA Discovery Requests (99 due in July), 252/252 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	219/219 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 pending from Lakewood, 1 pending from Arvada, 3 pending from Wheat Ridge



Service Level Agreement and Volume Trends



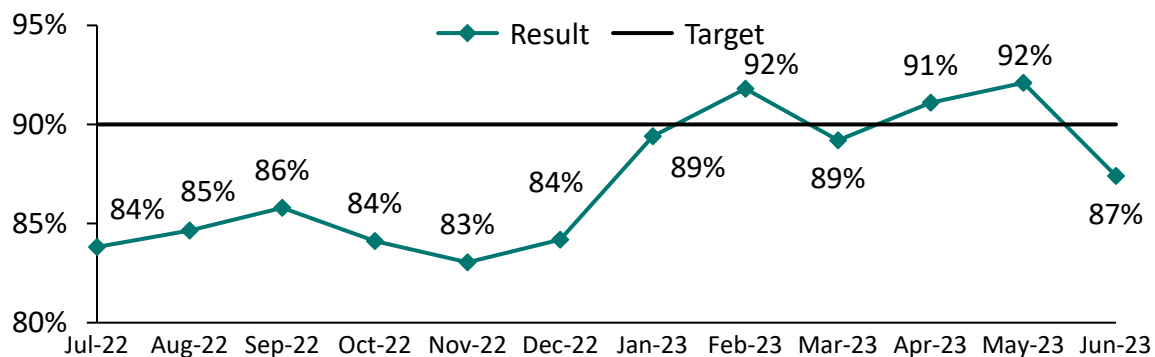
Call Volumes



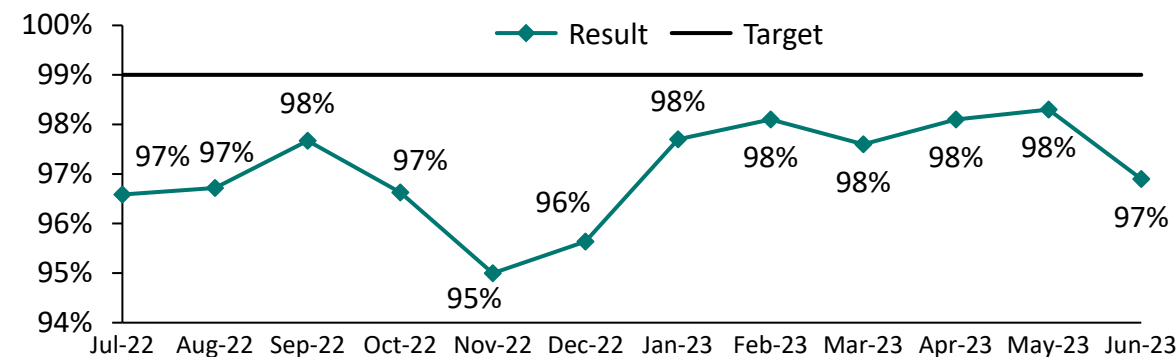
Trend Table

Average Daily Calls	Jun-23	May-23	Jun-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	706	668	551	↑ 6%	↑ 28%
Incoming - Admin to Bot	1,116	1,045	0	↑ 7%	
Incoming - Admin to Jeffcom	874	808	1,404	↑ 8%	↓ -38%
Incoming - 911	835	761	691	↑ 10%	↑ 21%
911 calls answered within 15 seconds	87%	92%	85%	↓ -4.7%	↑ 2.7%
911 calls answered within 40 seconds	97%	98%	97%	↓ -1.4%	↓ -0.4%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





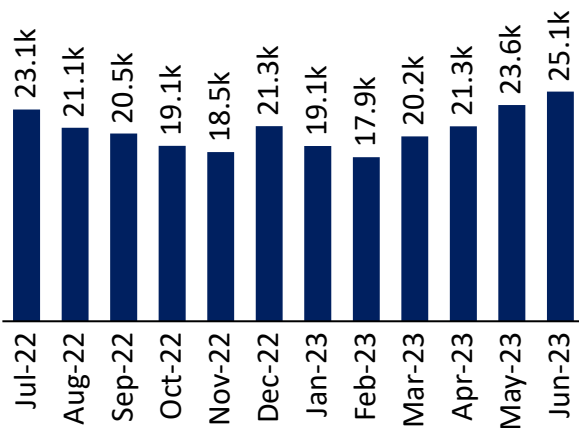
Call Volume/Agency Specific Inquiries

JEFFCOM

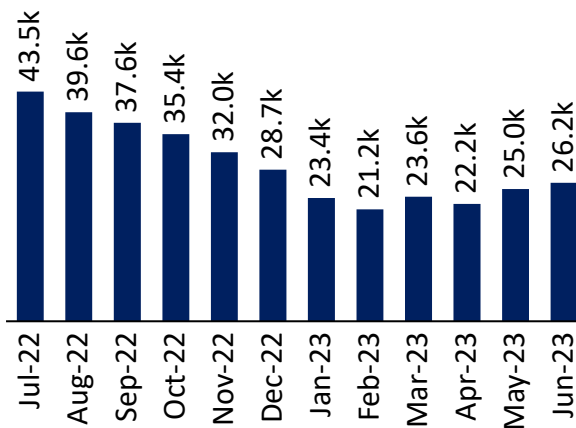


12 Month Trends

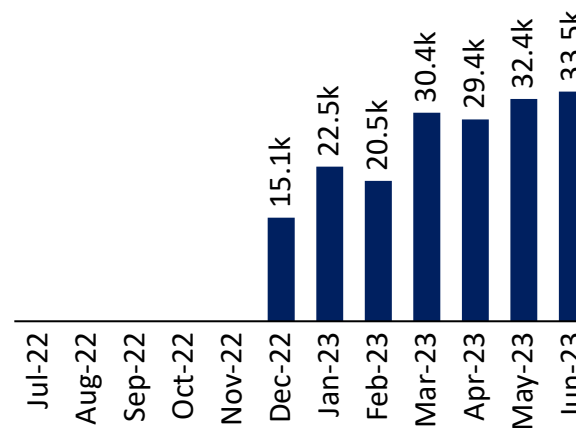
Emergency Calls



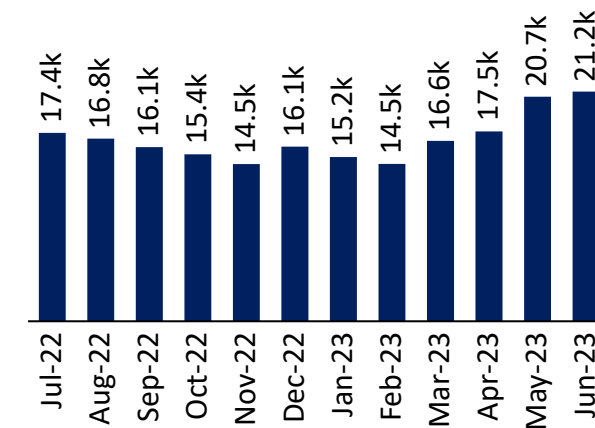
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



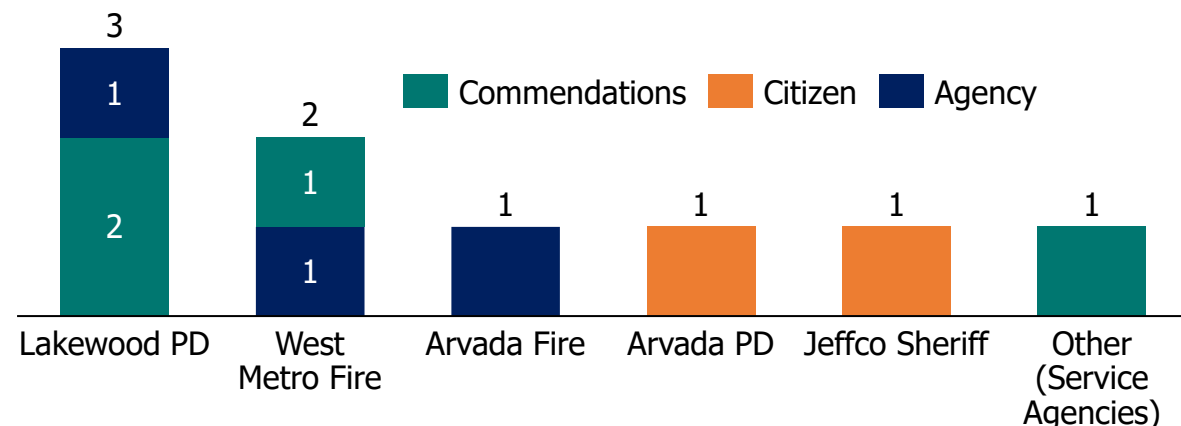
Outgoing Calls



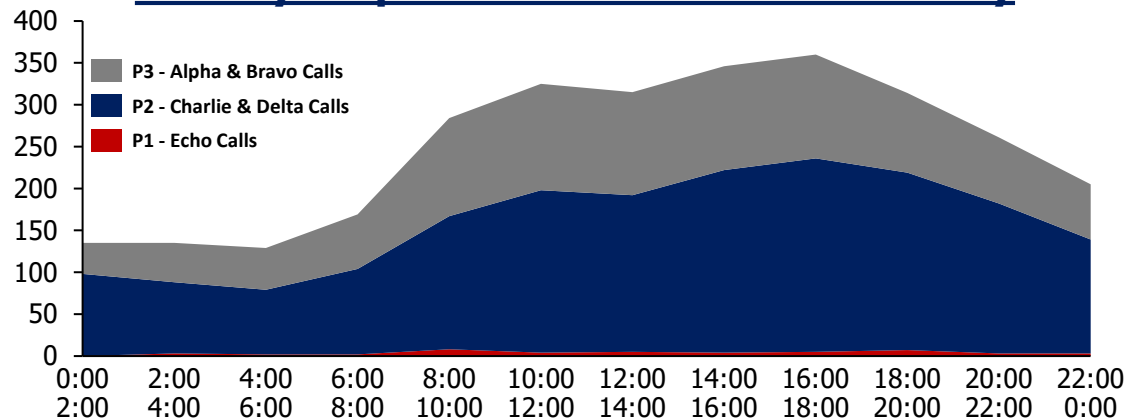
Call Volume

Line	Calls	Notes
Outgoing	21,187	2% Increase from May
Incoming - Admin to Bot	33,475	3% Increase from May
Incoming - Admin to Jeffcom	26,228	6% Increase from May
Incoming - 911	25,050	5% Increase from May
Total Incoming to Jeffcom	51,278	5% Increase from May

June Inquiries



Priority Dispatched Calls Per Time of Day

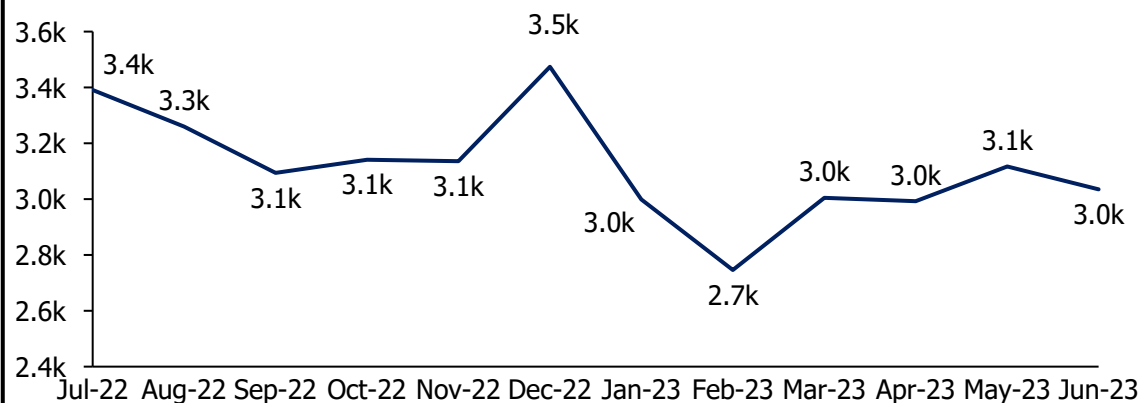


Daily Priority Call Volume and Entry to Assignment

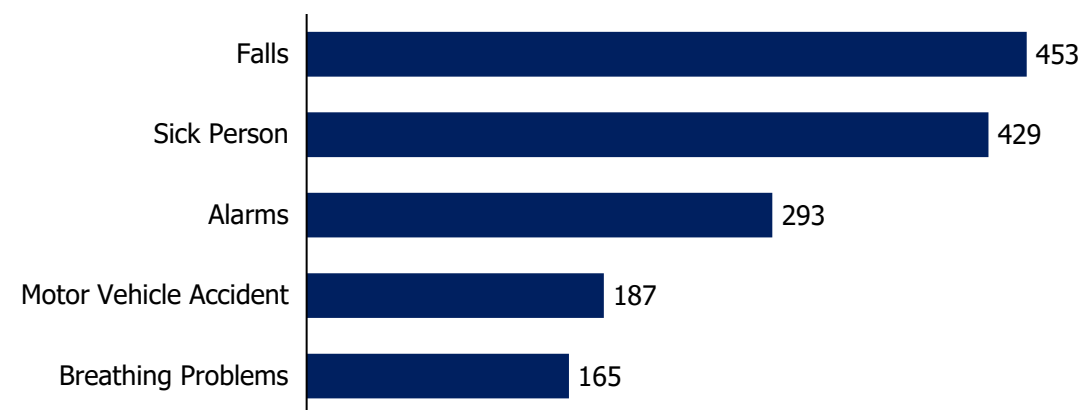
Day of Week	P1	P2	P3	Total	Average
Sunday	6	231	124	361	90
Monday	7	259	123	389	97
Tuesday	2	268	147	417	104
Wednesday	7	259	157	423	106
Thursday	7	340	188	535	107
Friday	10	271	176	457	91
Saturday	7	250	139	396	99
Assignment <1 min	100%	95%			

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

Monthly Call Volume



Top Five Problem Natures

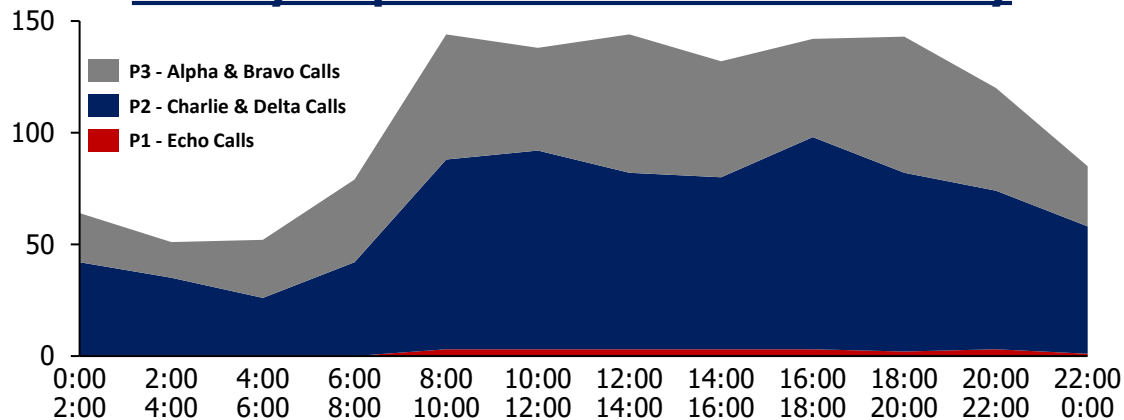




Arvada Fire



Priority Dispatched Calls Per Time of Day



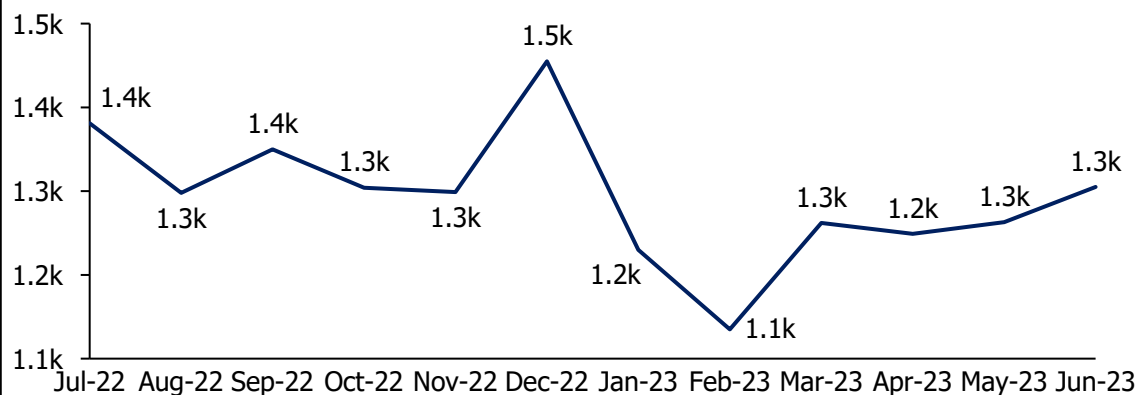
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	3	95	73	171	43
Monday	2	96	59	157	39
Tuesday	2	108	65	175	44
Wednesday	2	110	70	182	46
Thursday	4	131	88	223	45
Friday	4	132	84	220	44
Saturday	4	106	56	166	42

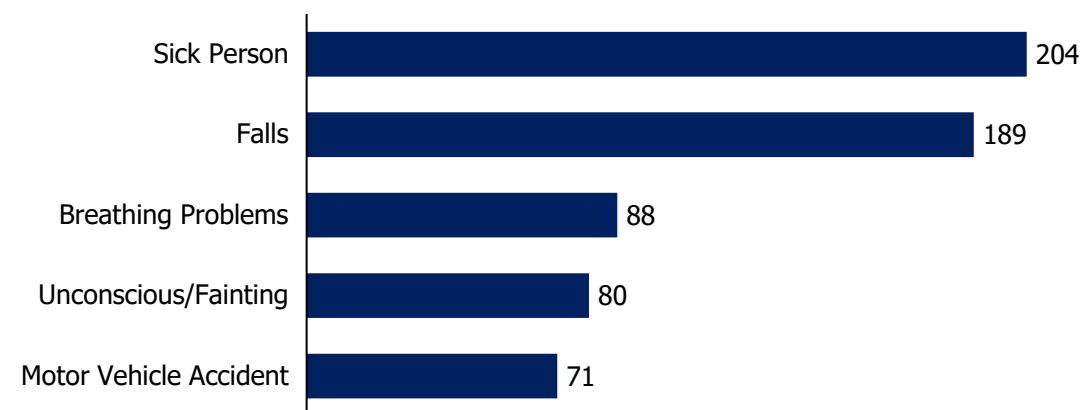
Assignment <1 min 100% 96%

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

Monthly Call Volume



Top Five Problem Natures

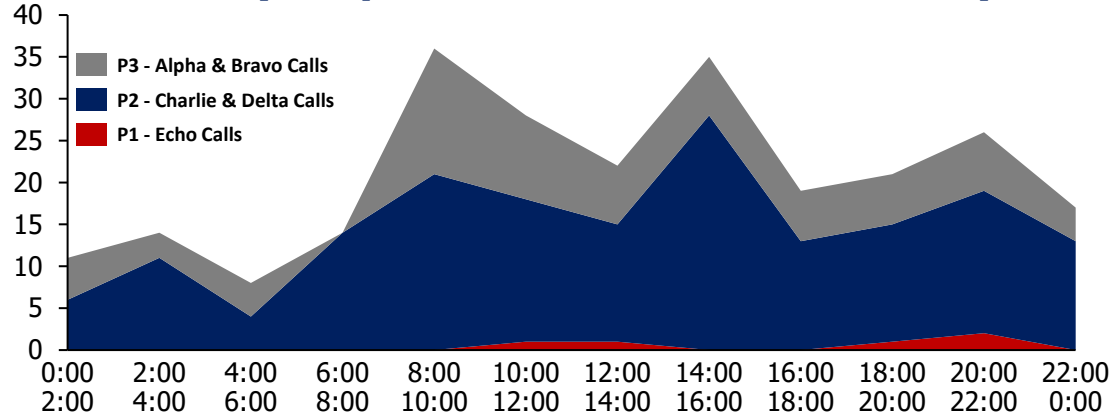




Golden Fire



Priority Dispatched Calls Per Time of Day

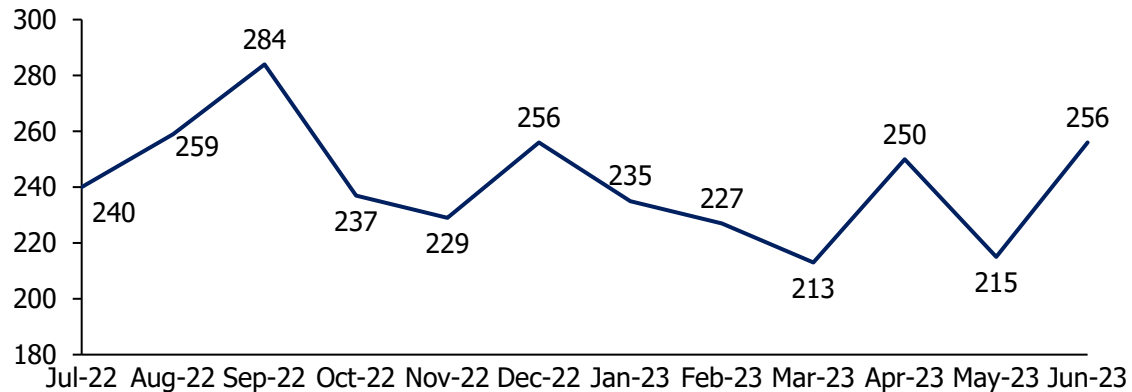


Daily Priority Call Volume and Entry to Assignment

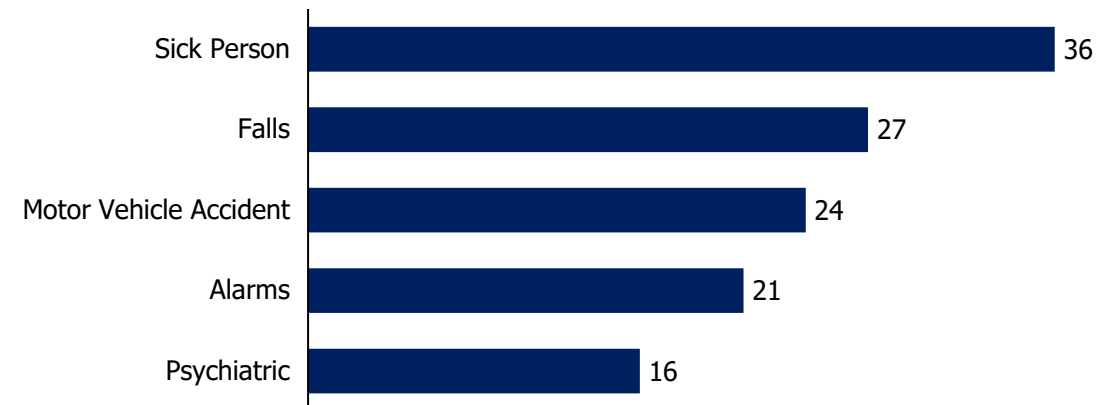
Day of Week	P1	P2	P3	Total	Average
Sunday	0	14	10	24	6
Monday	2	22	9	33	8
Tuesday	0	23	7	30	8
Wednesday	1	25	11	37	9
Thursday	1	32	18	51	10
Friday	1	38	10	49	10
Saturday	0	18	9	27	7
Assignment <1 min	80%	85%			

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

Monthly Call Volume



Top Five Problem Natures

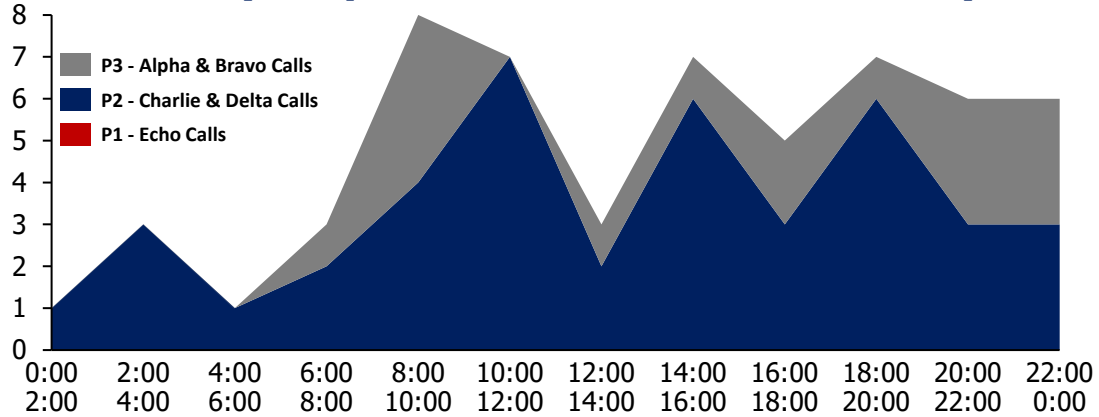




Fairmount Fire



Priority Dispatched Calls Per Time of Day

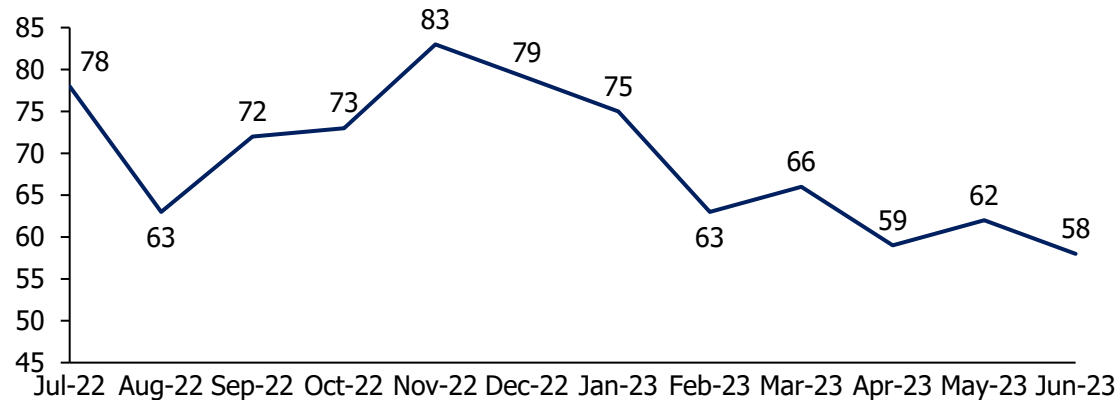


Daily Priority Call Volume and Entry to Assignment

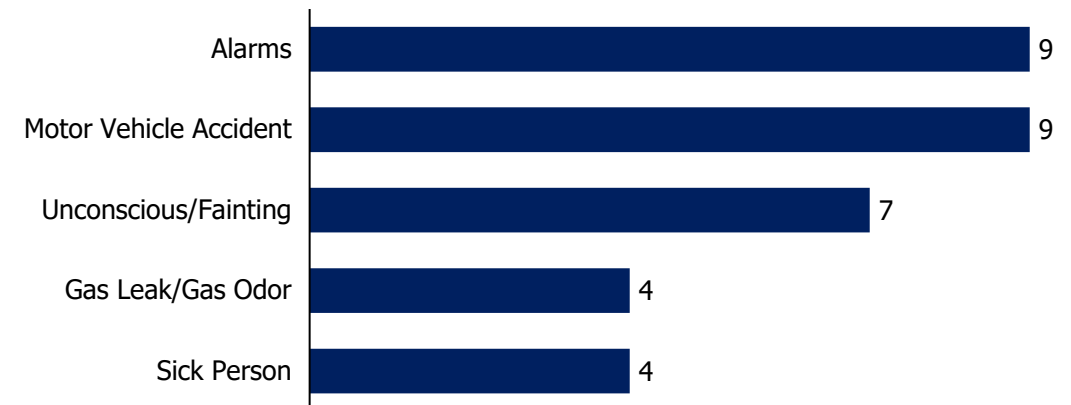
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	1	6	2
Monday	0	5	1	6	2
Tuesday	0	4	3	7	2
Wednesday	0	5	1	6	2
Thursday	0	6	4	10	2
Friday	0	7	2	9	2
Saturday	0	9	4	13	3
Assignment <1 min	N/A	88%			

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

Monthly Call Volume



Top Five Problem Natures

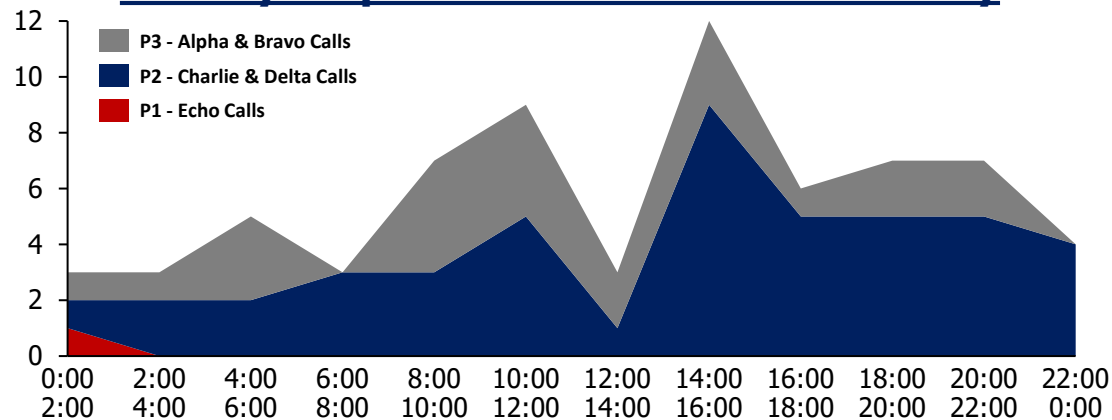




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

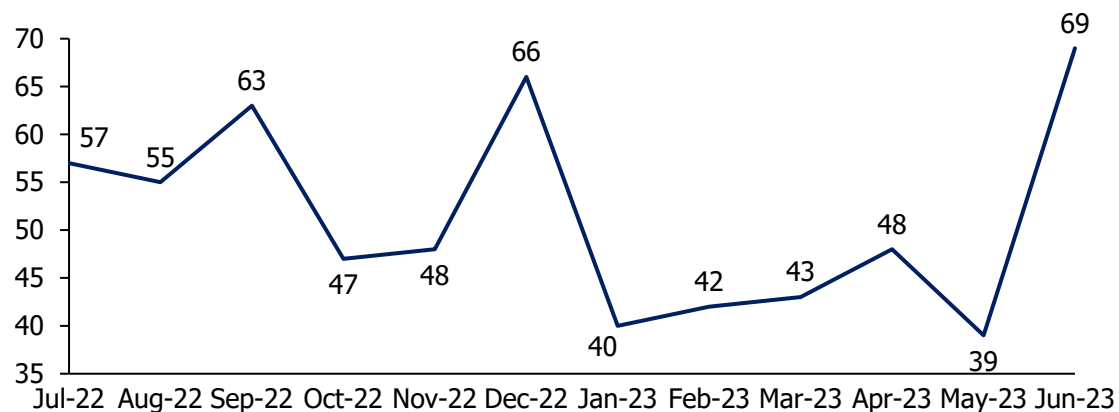


Daily Priority Call Volume and Entry to Assignment

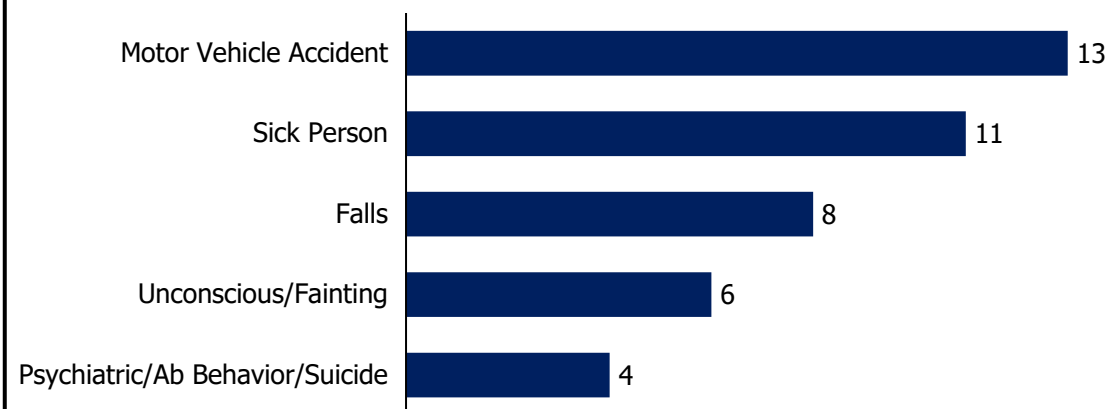
Day of Week	P1	P2	P3	Total	Average
Sunday	0	7	6	13	3
Monday	0	8	3	11	3
Tuesday	0	7	2	9	2
Wednesday	0	4	2	6	2
Thursday	0	9	1	10	2
Friday	1	5	4	10	2
Saturday	0	5	5	10	3
Assignment <1 min	100%	87%			

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

Monthly Call Volume



Top Five Problem Natures

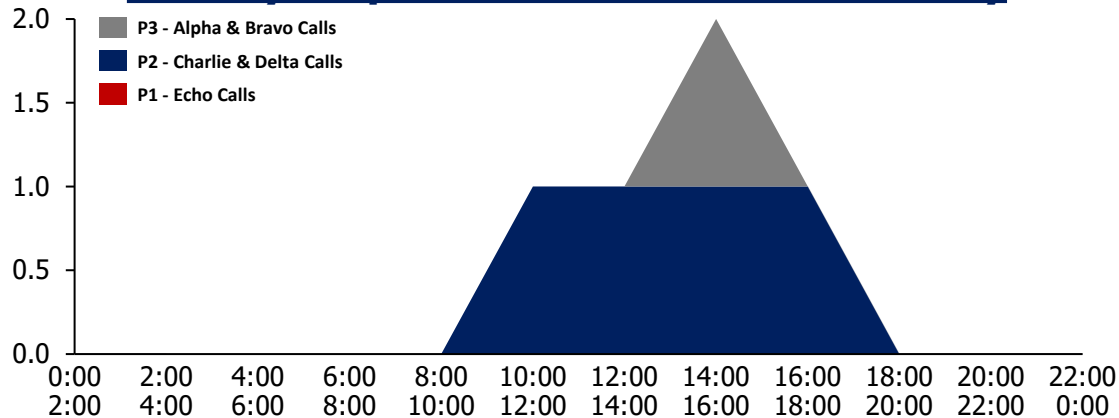




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

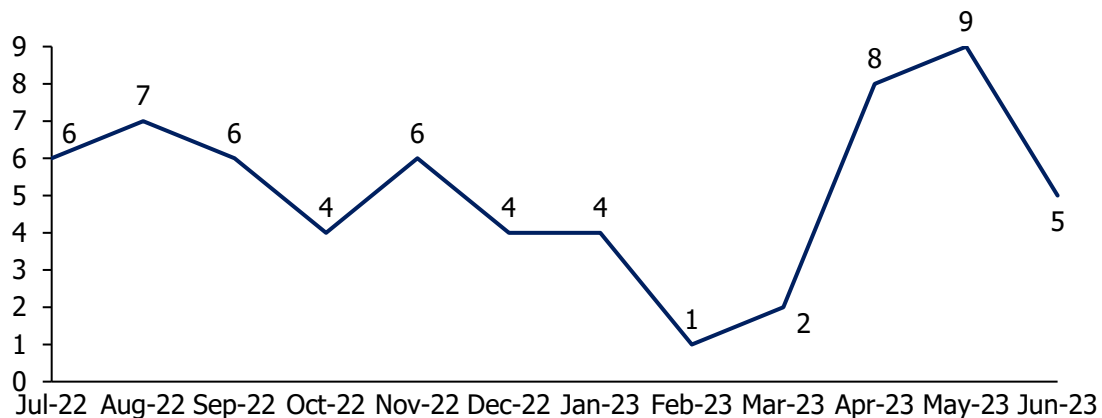


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	1	0	1	0
Tuesday	0	1	0	1	0
Wednesday	0	1	0	1	0
Thursday	0	0	0	0	0
Friday	0	4	1	5	1
Saturday	0	0	0	0	0
Assignment <1 min	N/A	75%			

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

Monthly Call Volume



Problem Natures

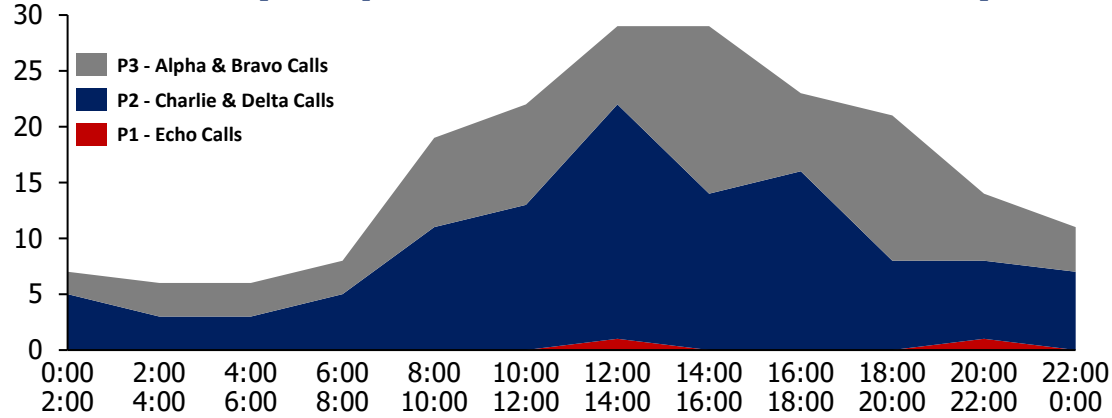




Evergreen Fire



Priority Dispatched Calls Per Time of Day



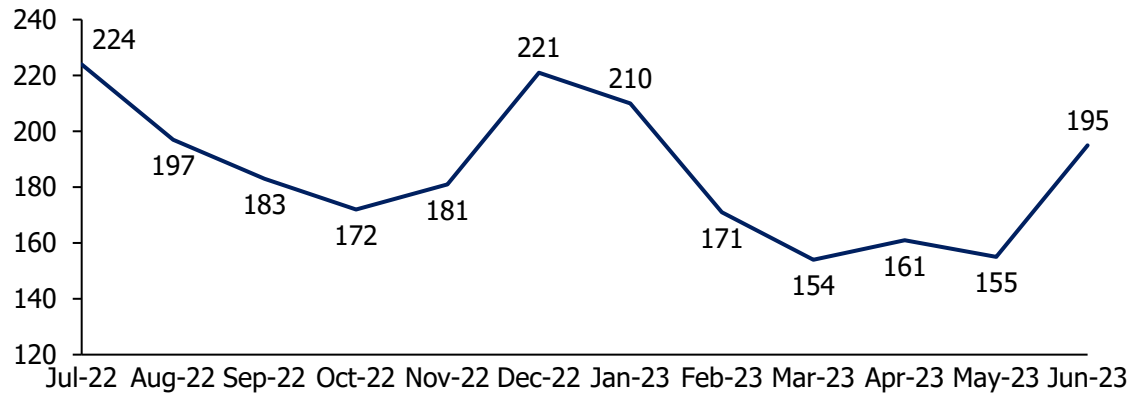
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	19	6	25	6
Monday	0	13	9	22	6
Tuesday	1	17	10	28	7
Wednesday	0	14	12	26	7
Thursday	1	13	12	26	5
Friday	0	17	17	34	7
Saturday	0	20	14	34	9

Assignment <1 min 100% 88%

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

Monthly Call Volume



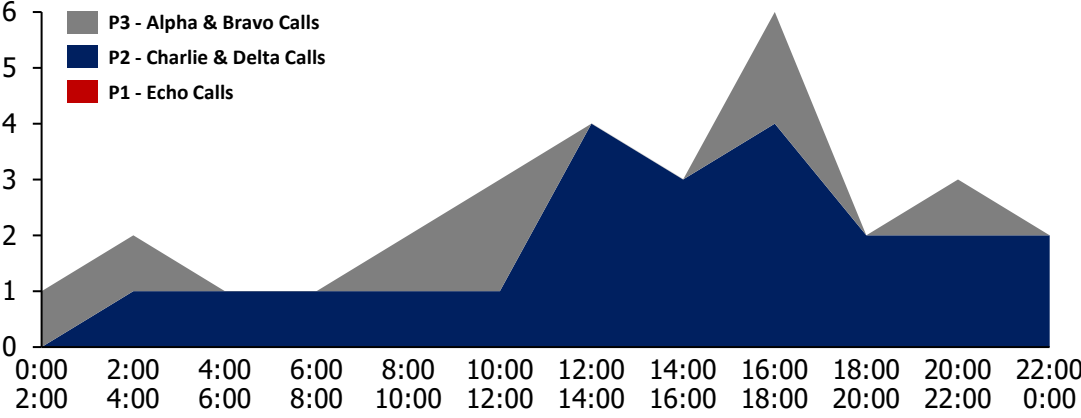
Top Five Problem Natures





Inter-Canyon Fire

Priority Dispatched Calls Per Time of Day



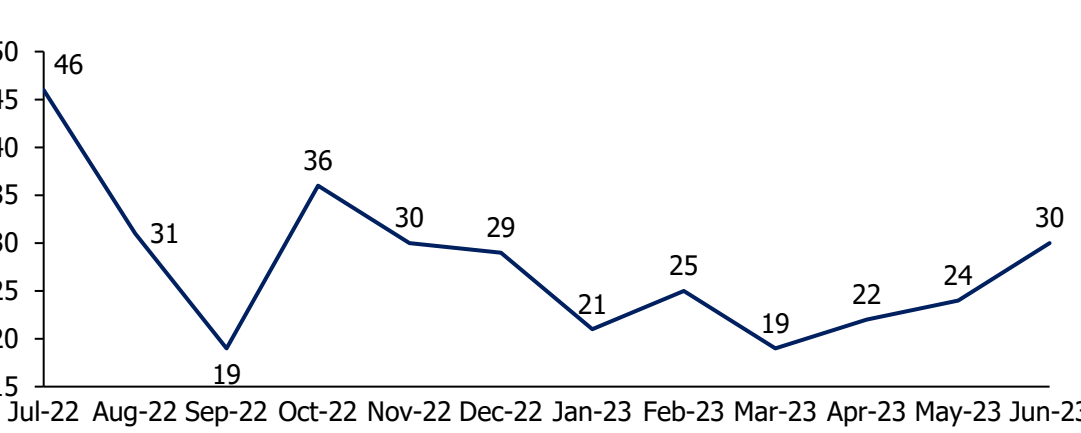
Daily Priority Call Volume and Entry to Assignment

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

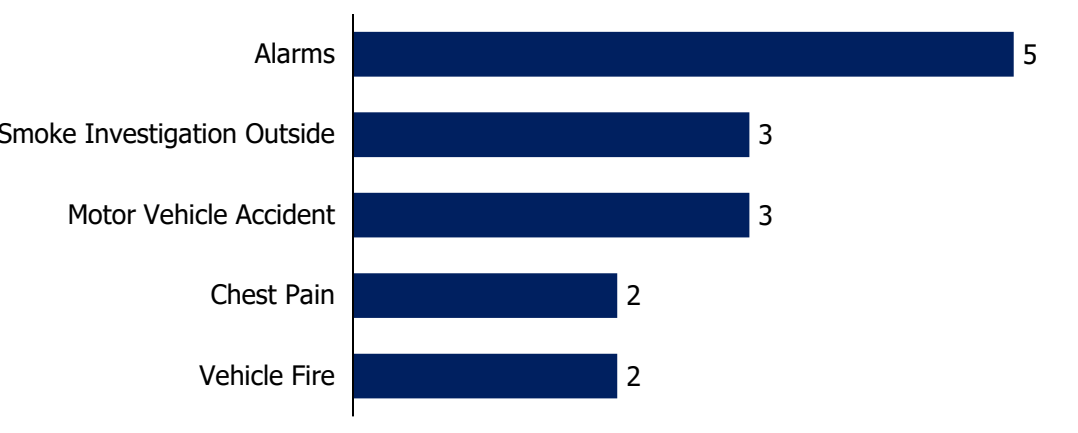
Assignment <1 min N/A 95%

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

Monthly Call Volume



Top Five Problem Natures

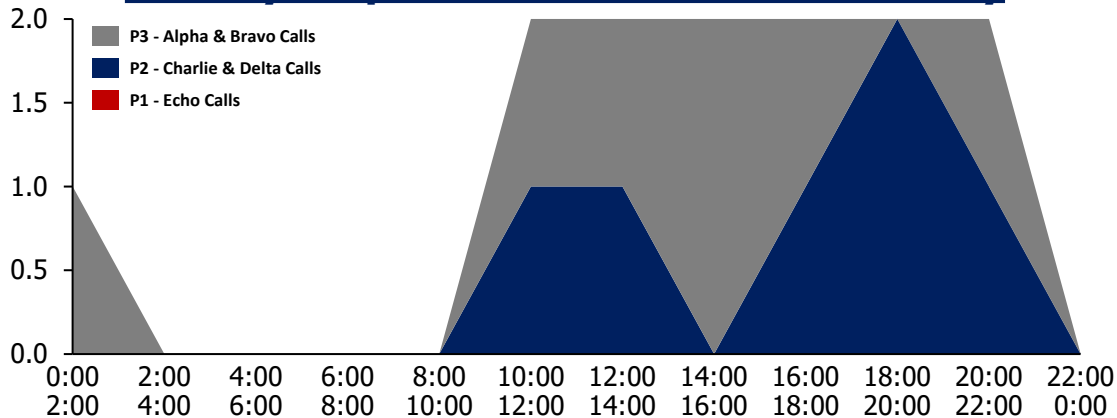




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

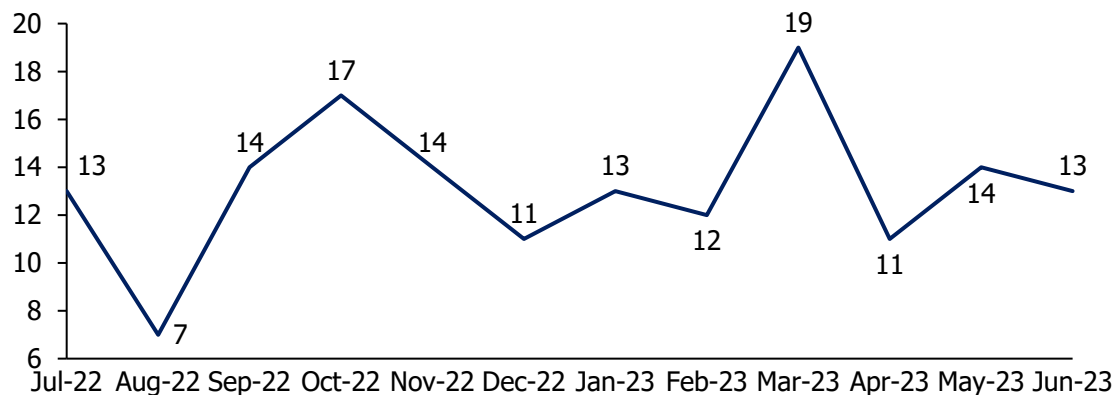


Daily Priority Call Volume and Entry to Assignment

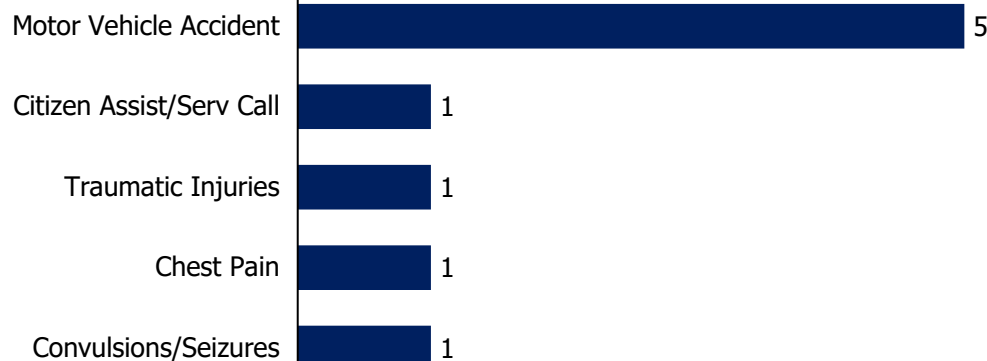
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	0	1	1	0
Tuesday	0	0	1	1	0
Wednesday	0	3	0	3	1
Thursday	0	1	2	3	1
Friday	0	0	2	2	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	83%			

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

Monthly Call Volume



Top Five Problem Natures

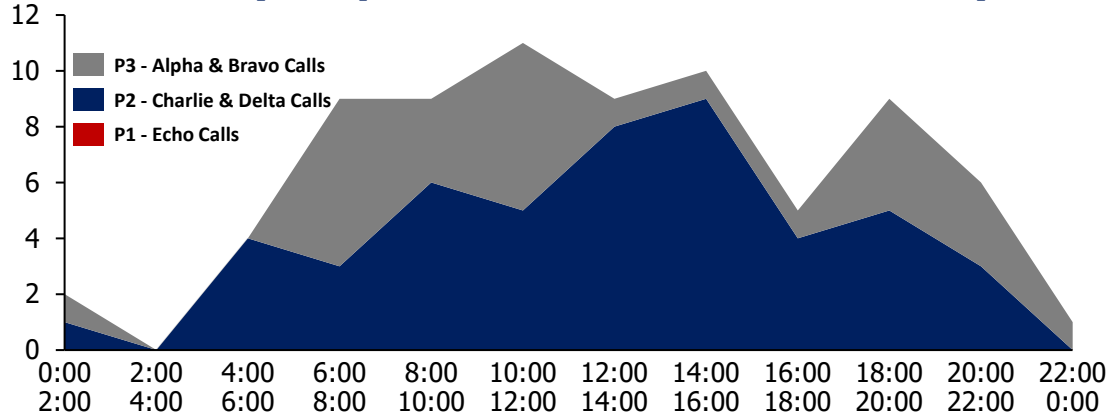




Elk Creek Fire



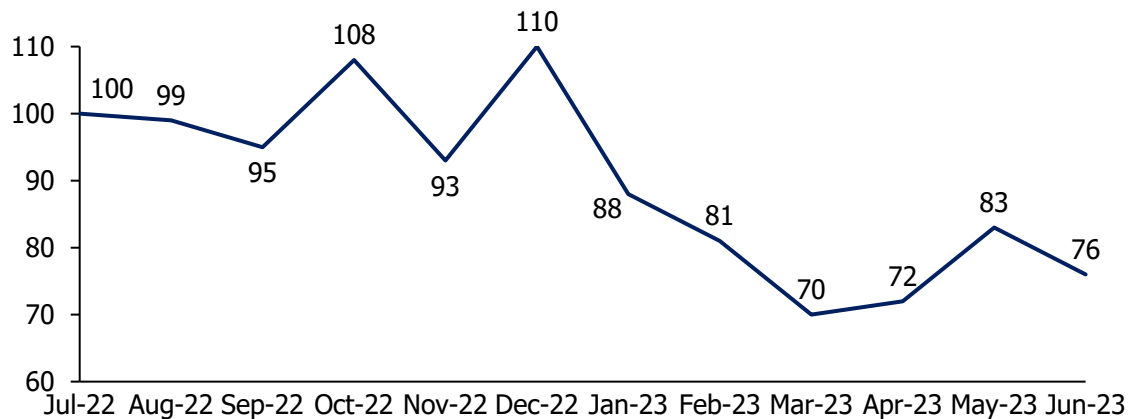
Priority Dispatched Calls Per Time of Day



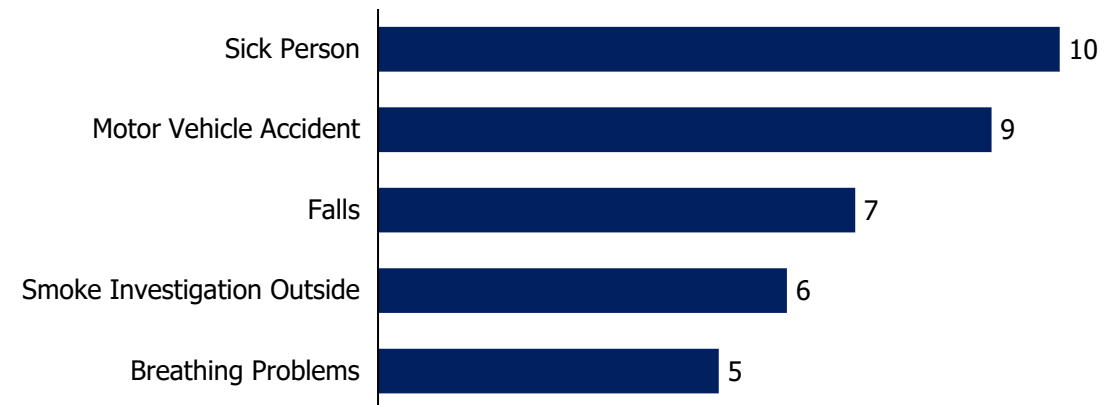
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	4	10	3
Monday	0	7	3	10	3
Tuesday	0	10	2	12	3
Wednesday	0	7	4	11	3
Thursday	0	5	8	13	3
Friday	0	5	5	10	2
Saturday	0	8	1	9	2
Assignment <1 min	N/A	77%			

Monthly Call Volume



Top Five Problem Natures

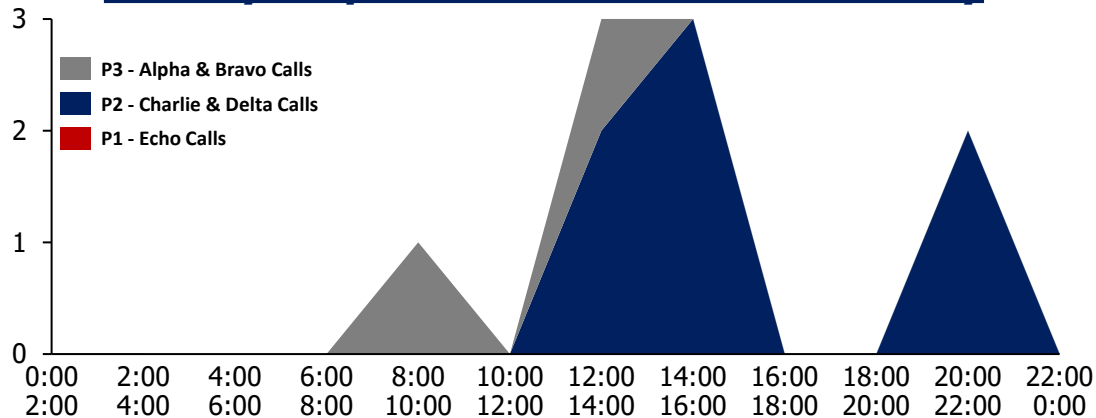




North Fork Fire



Priority Dispatched Calls Per Time of Day

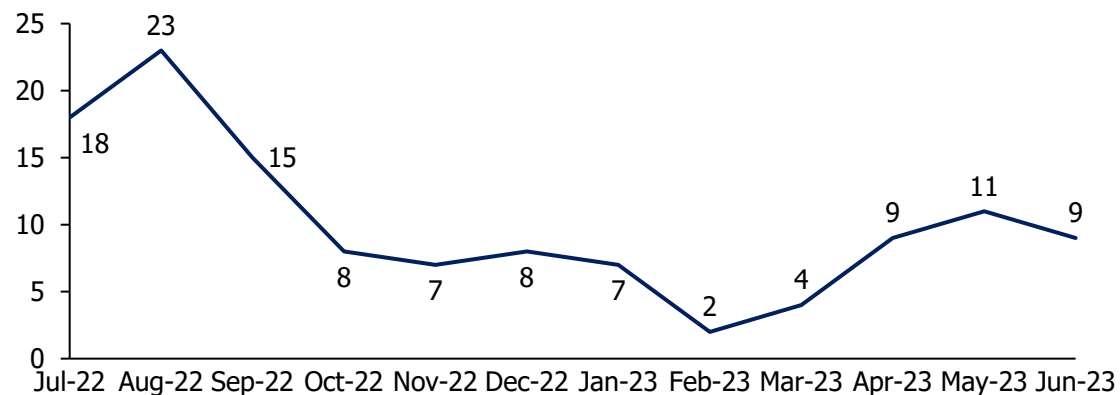


Daily Priority Call Volume and Entry to Assignment

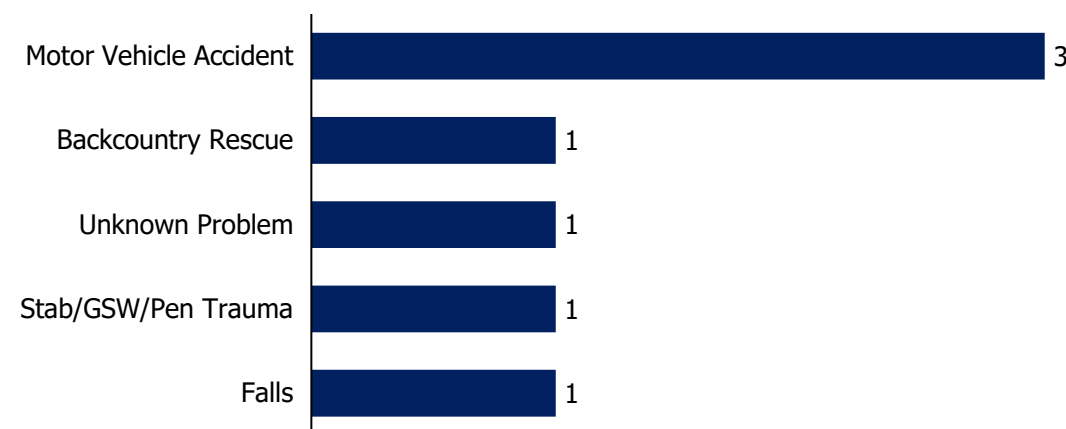
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	2	3	1
Monday	0	2	0	2	1
Tuesday	0	1	0	1	0
Wednesday	0	1	0	1	0
Thursday	0	1	0	1	0
Friday	0	1	0	1	0
Saturday	0	0	0	0	0
Assignment <1 min	N/A	71%			

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

Monthly Call Volume



Problem Natures

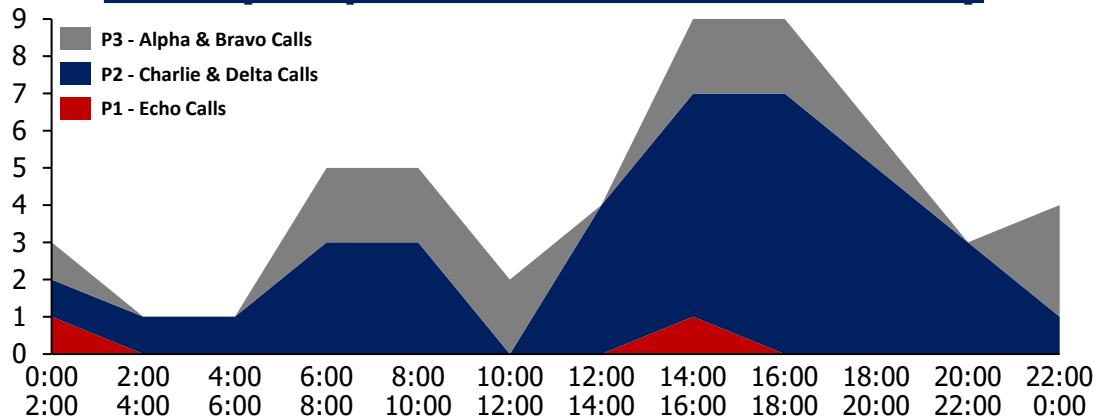




Highland Rescue



Priority Dispatched Calls Per Time of Day

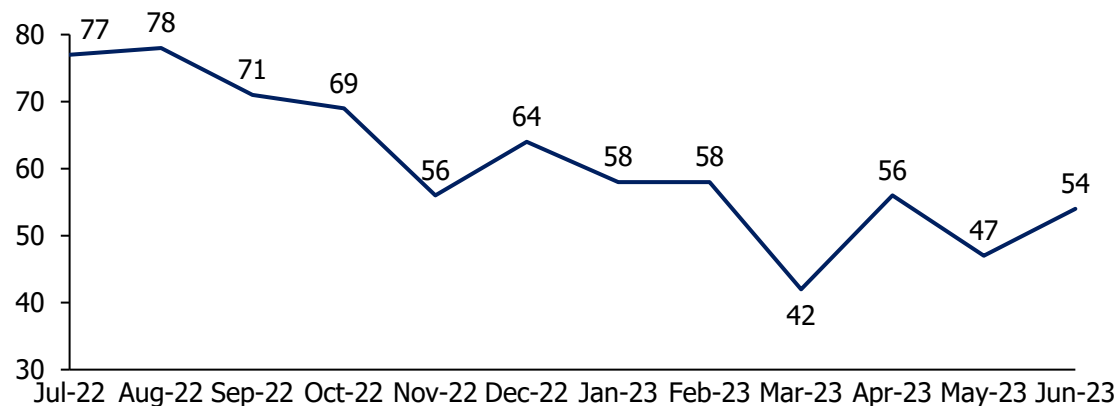


Daily Priority Call Volume and Entry to Assignment

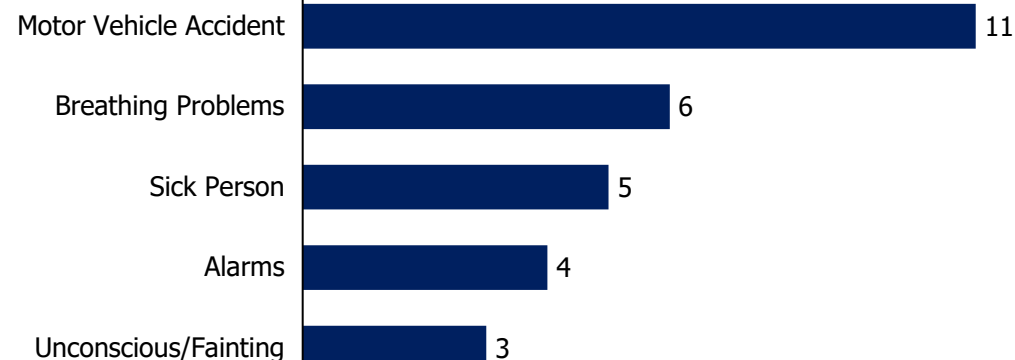
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	5	1	6	2
Tuesday	0	3	2	5	1
Wednesday	0	5	1	6	2
Thursday	1	11	3	15	3
Friday	1	6	2	9	2
Saturday	0	2	4	6	2
Assignment <1 min	100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

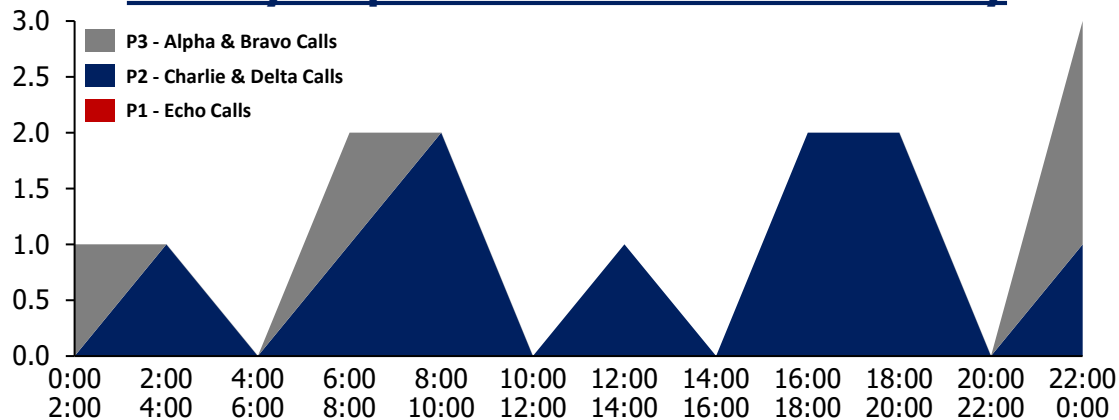




Genesee Fire



Priority Dispatched Calls Per Time of Day

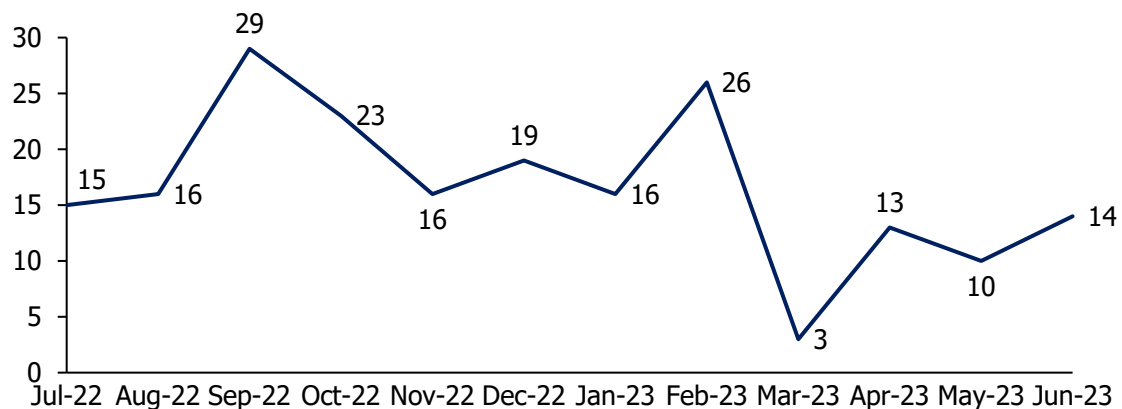


Daily Priority Call Volume and Entry to Assignment

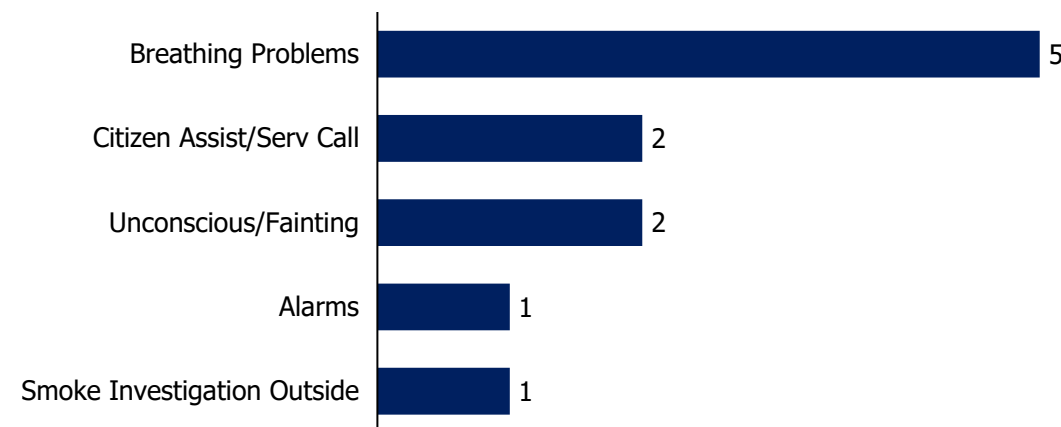
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	1	0	1	0
Tuesday	0	5	1	6	2
Wednesday	0	3	0	3	1
Thursday	0	0	2	2	0
Friday	0	0	0	0	0
Saturday	0	10	4	14	4
Assignment <1 min	N/A	90%			

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

Monthly Call Volume



Top Five Problem Natures

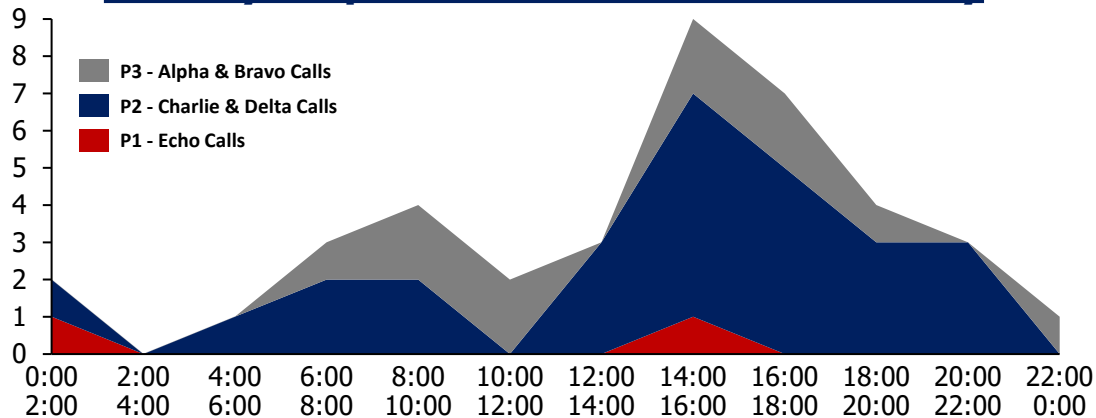




Foothills Fire



Priority Dispatched Calls Per Time of Day

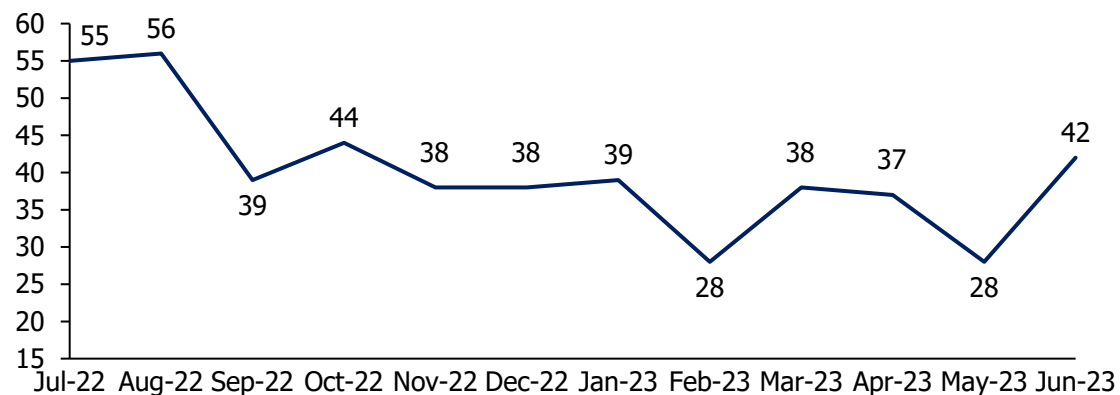


Daily Priority Call Volume and Entry to Assignment

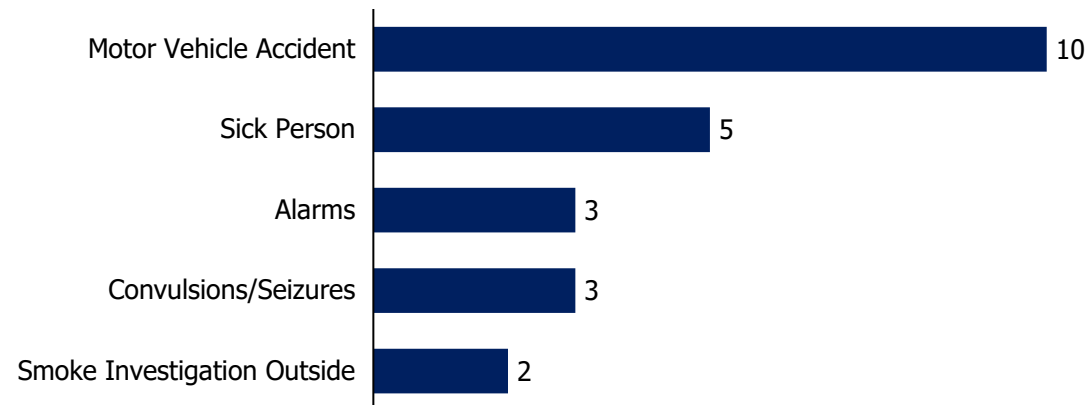
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	5	1	6	2
Tuesday	0	1	1	2	1
Wednesday	0	4	1	5	1
Thursday	1	8	2	11	2
Friday	1	3	2	6	1
Saturday	0	2	2	4	1
Assignment <1 min	100%	85%			

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

Monthly Call Volume



Top Five Problem Natures

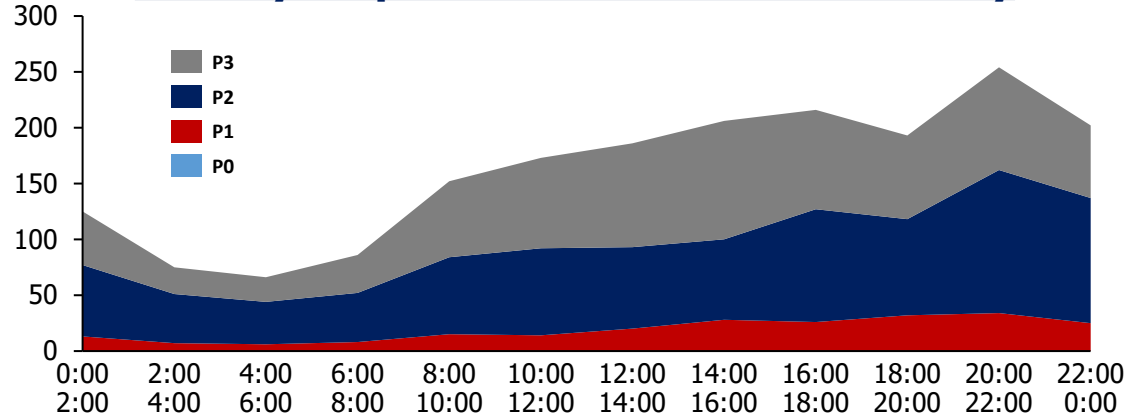




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

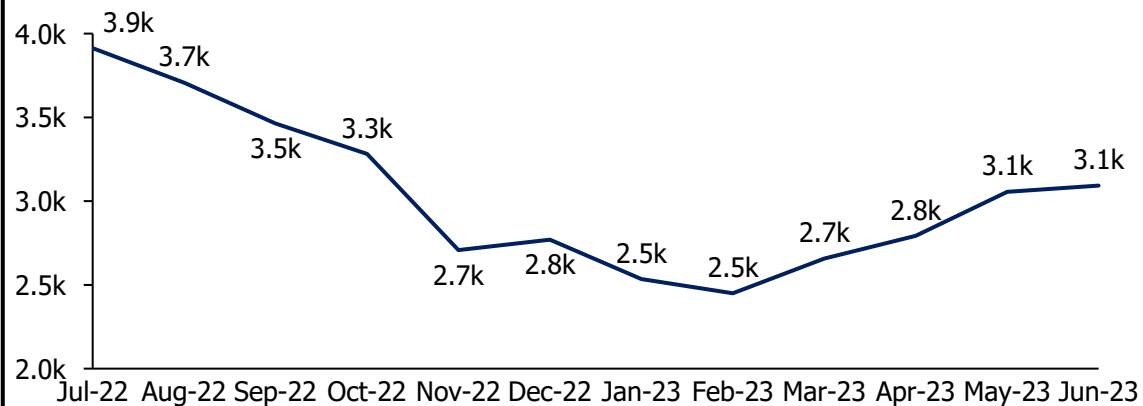


Daily Priority Call Volume and Entry to Assignment

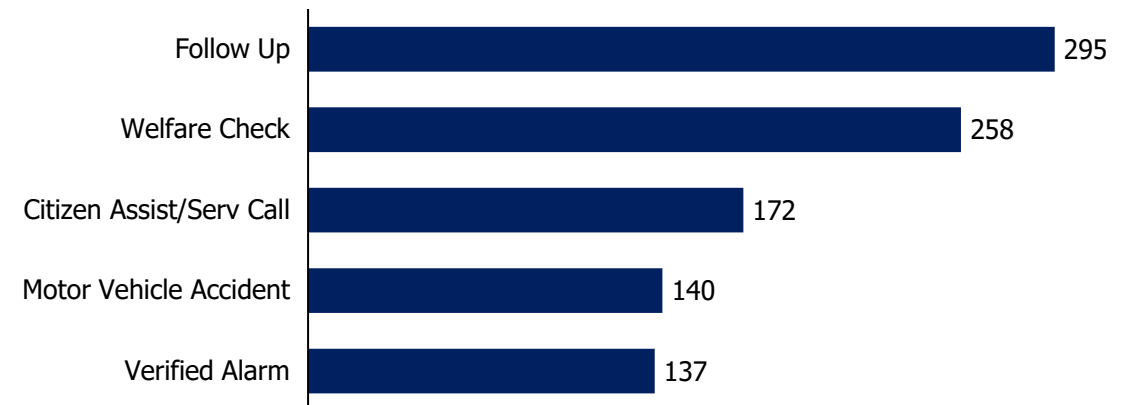
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	35	115	86	236	59
Monday	0	24	131	103	258	65
Tuesday	0	32	109	108	249	62
Wednesday	0	33	122	139	294	74
Thursday	0	34	157	142	333	67
Friday	0	28	136	132	296	59
Saturday	0	42	139	87	268	67
Assignment <2 min		76%	52%			
Assignment <4 min		92%	79%			

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

Monthly Call Volume



Top Five Problem Natures

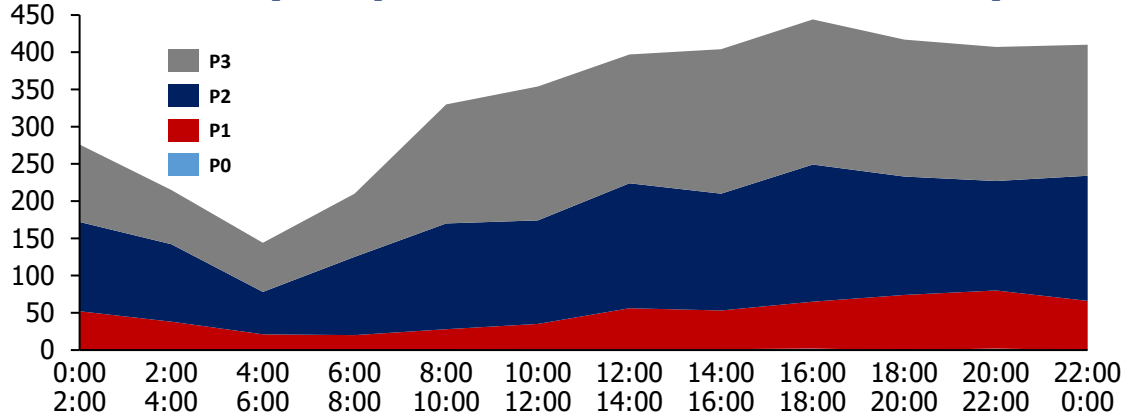




Lakewood PD



Priority Dispatched Calls Per Time of Day

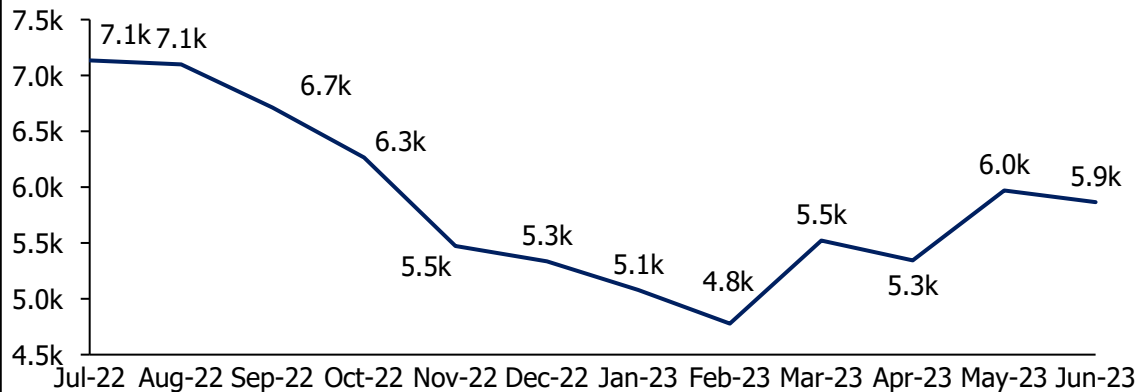


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	78	190	213	482	121
Monday	0	93	226	218	537	134
Tuesday	0	66	227	231	524	131
Wednesday	0	67	233	228	528	132
Thursday	1	92	280	272	645	129
Friday	0	89	265	299	653	131
Saturday	3	94	228	205	530	133
Assignment <2 min		62%	34%			
Assignment <4 min		77%	54%			

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

Monthly Call Volume



Top Five Problem Natures

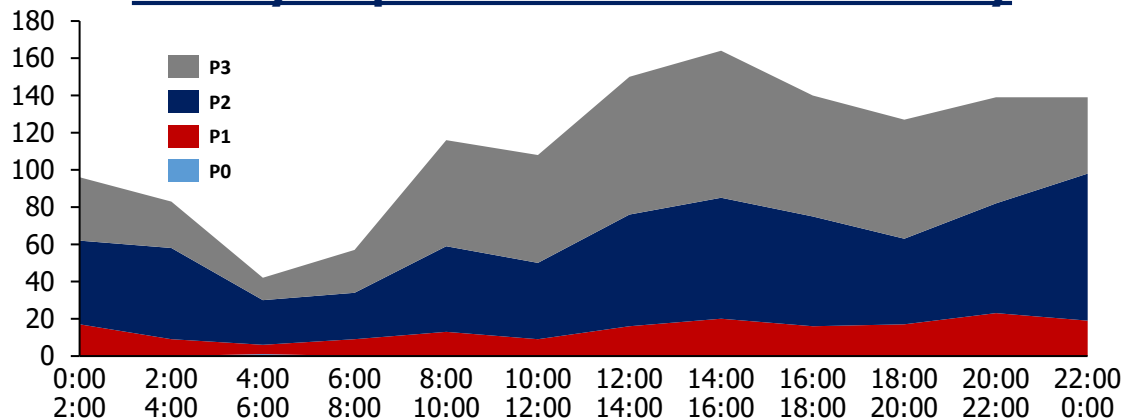




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

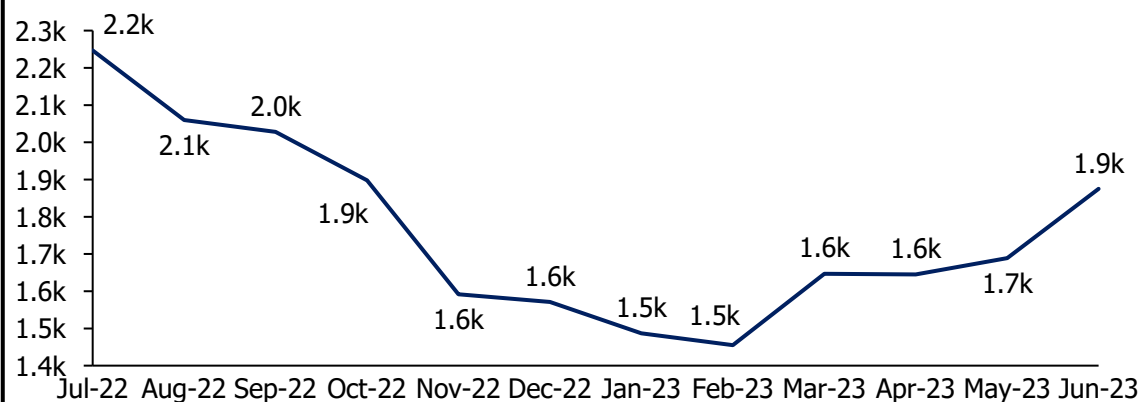


Daily Priority Call Volume and Entry to Assignment

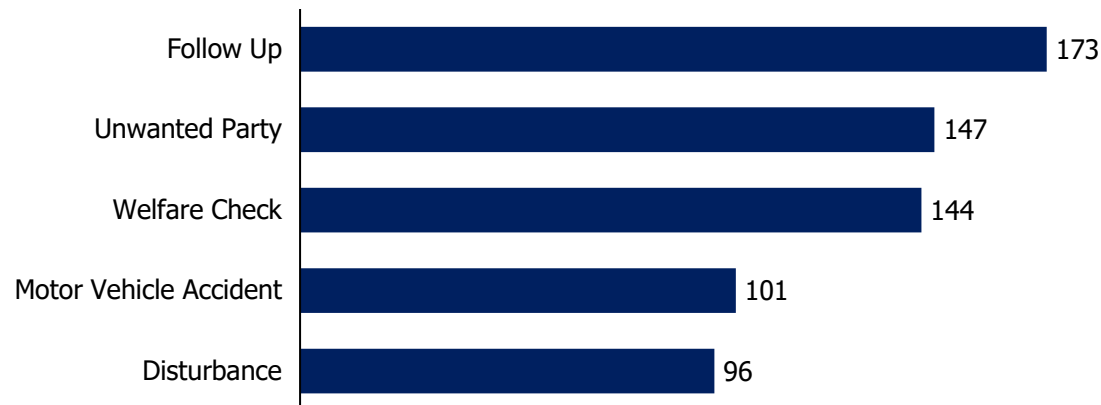
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	12	84	60	156	39
Monday	1	19	58	81	159	40
Tuesday	0	24	84	87	195	49
Wednesday	0	28	95	90	213	53
Thursday	0	32	118	99	249	50
Friday	0	29	89	96	214	43
Saturday	0	29	70	76	175	44
Assignment < 2 min		60%	34%			
Assignment < 4 min		76%	53%			

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

Monthly Call Volume



Top Five Problem Natures

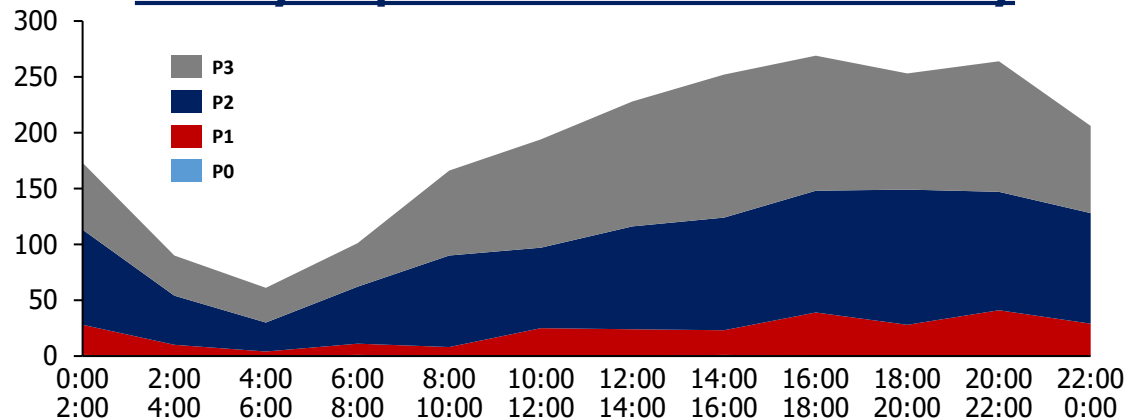




Arvada PD



Priority Dispatched Calls Per Time of Day

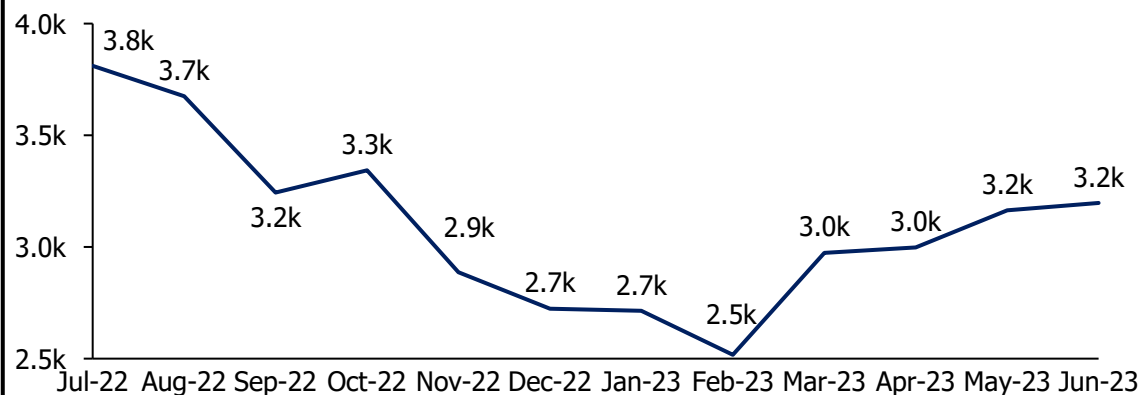


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	51	113	128	292	73
Monday	0	34	123	111	268	67
Tuesday	0	38	157	113	308	77
Wednesday	0	26	144	129	299	75
Thursday	1	33	190	211	435	87
Friday	0	34	138	190	362	72
Saturday	2	51	123	117	293	73
Assignment <2 min		70%	41%			
Assignment <4 min		83%	63%			

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

Monthly Call Volume



Top Five Problem Natures

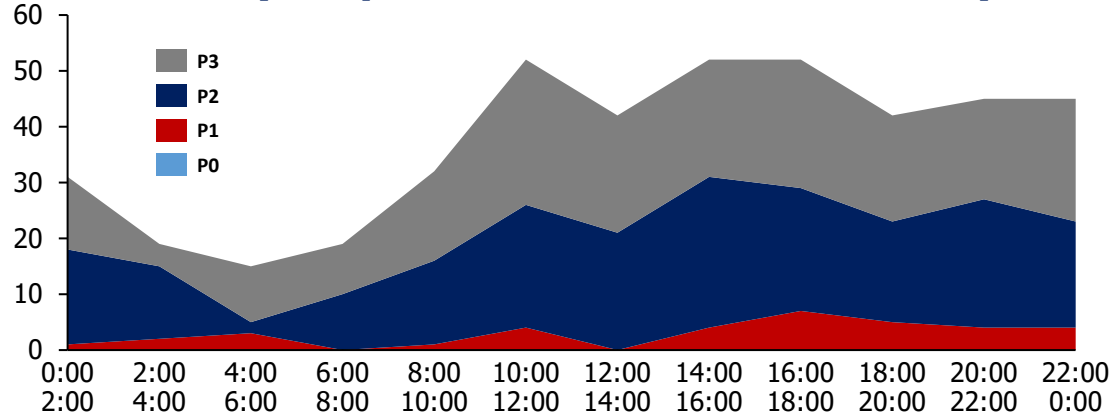




Golden PD



Priority Dispatched Calls Per Time of Day

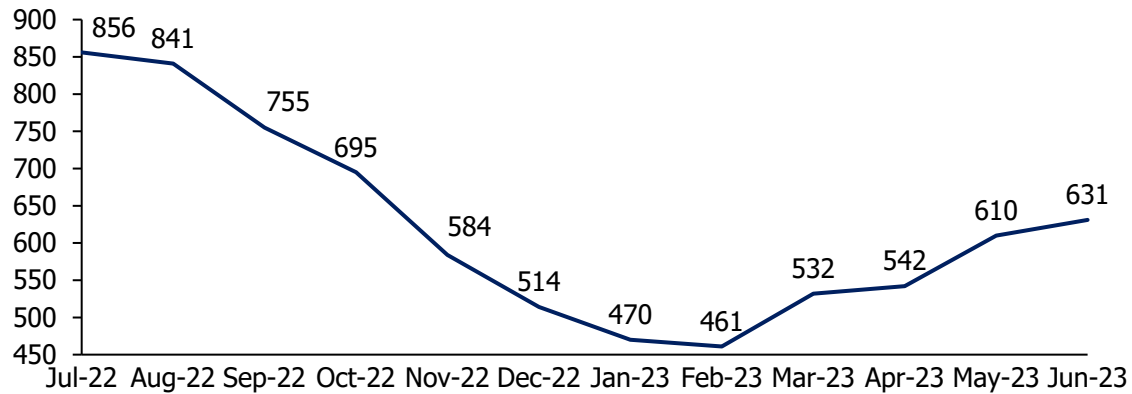


Daily Priority Call Volume and Entry to Assignment

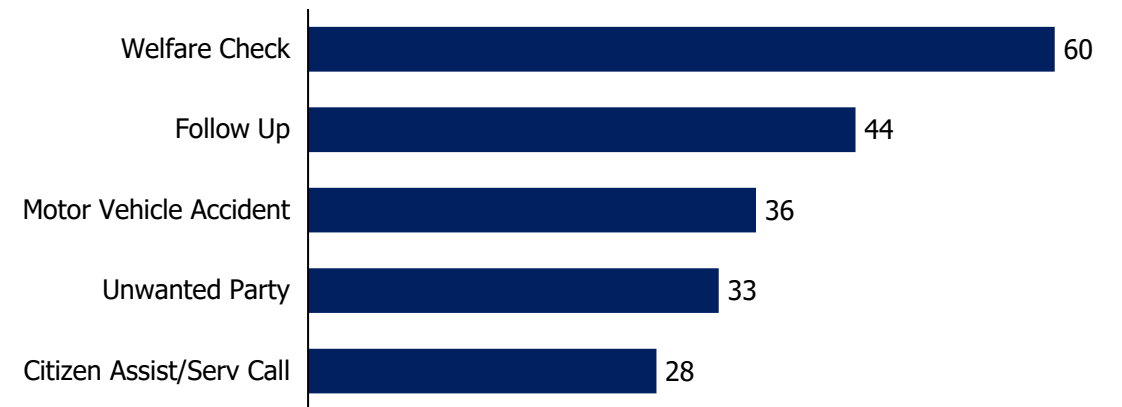
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	4	26	24	54	14
Monday	0	1	31	31	63	16
Tuesday	0	1	26	28	55	14
Wednesday	0	7	30	24	61	15
Thursday	0	9	34	30	73	15
Friday	0	9	38	37	84	17
Saturday	0	4	24	28	56	14
Assignment <2 min		80%	68%			
Assignment <4 min		94%	88%			

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

Monthly Call Volume



Top Five Problem Natures

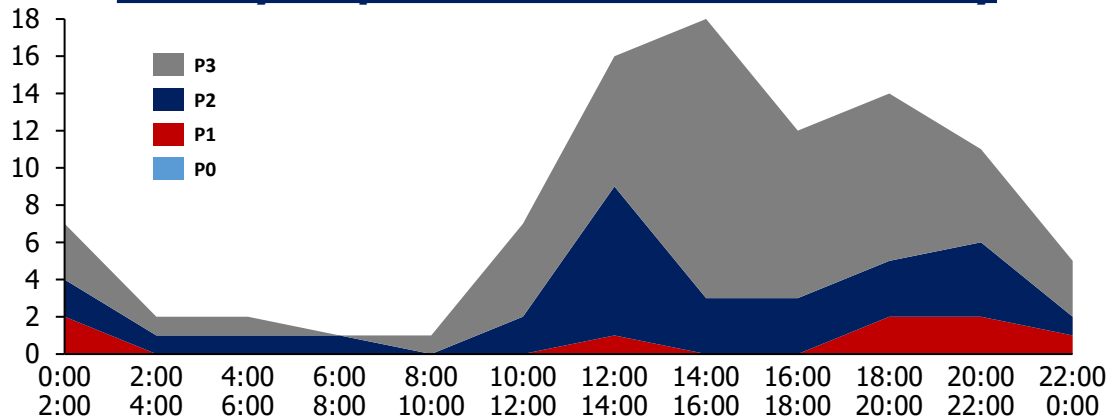




Lakeside PD



Priority Dispatched Calls Per Time of Day

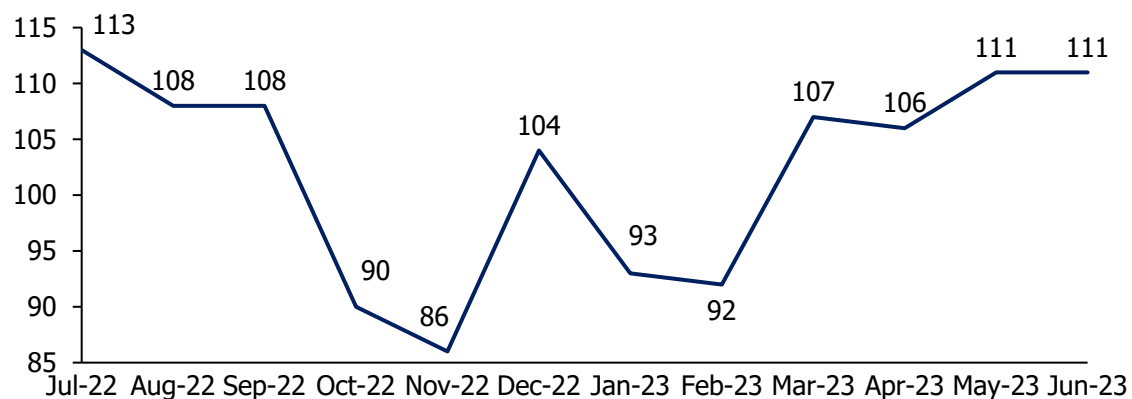


Daily Priority Call Volume and Entry to Assignment

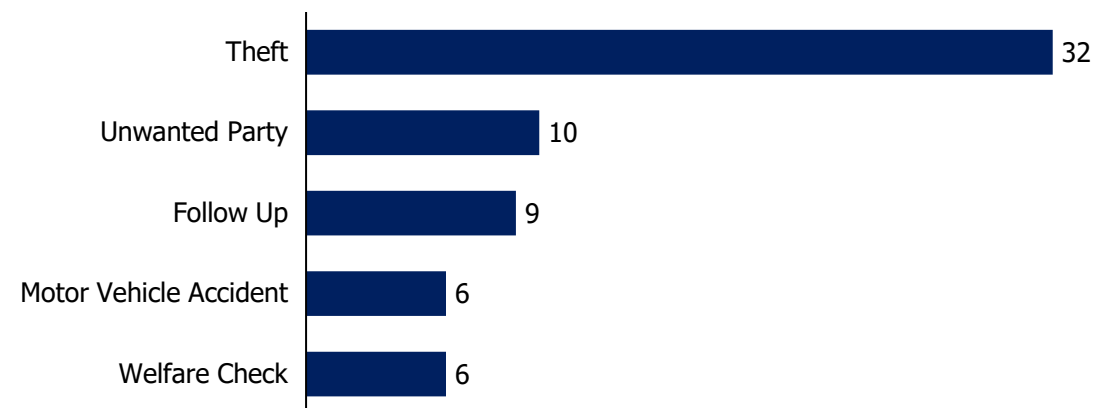
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	2	10	12	3
Monday	0	0	6	9	15	4
Tuesday	0	2	2	6	10	3
Wednesday	0	0	4	4	8	2
Thursday	0	3	5	13	21	4
Friday	0	2	7	10	19	4
Saturday	0	1	3	7	11	3
Assignment < 2 min		88%	66%			
Assignment < 4 min		88%	93%			

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

Monthly Call Volume



Top Five Problem Natures

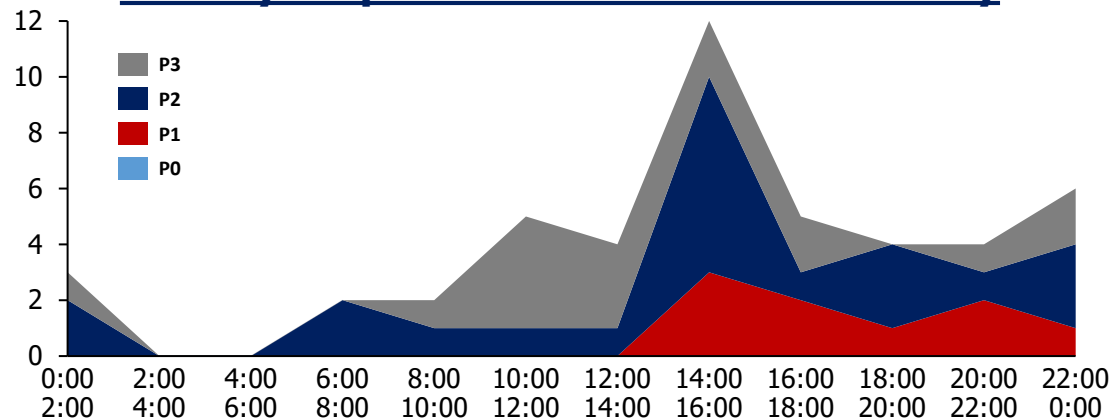




Morrison PD Jurisdiction



Priority Dispatched Calls Per Time of Day

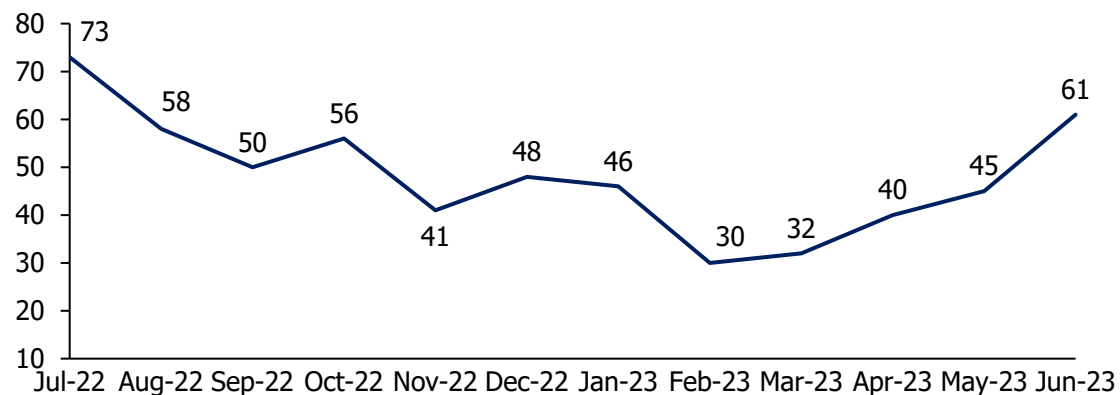


Daily Priority Call Volume and Entry to Assignment

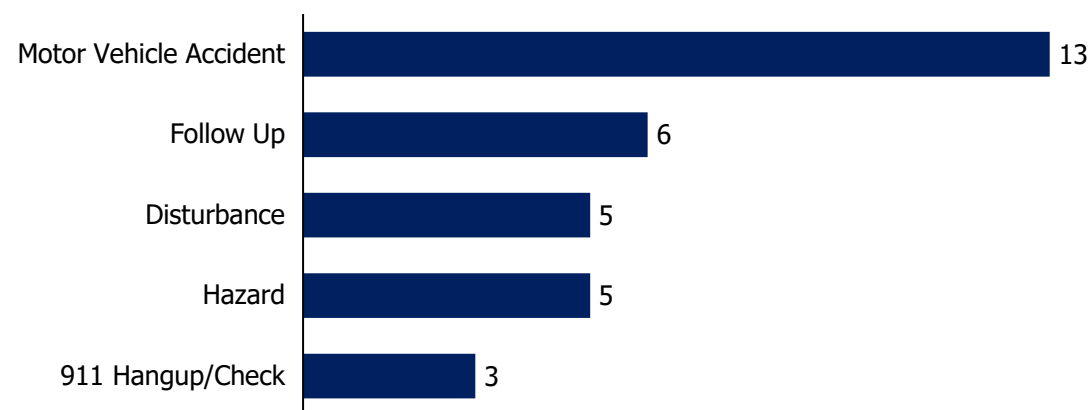
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	2	3	8	2
Monday	0	2	3	1	6	2
Tuesday	0	0	6	3	9	2
Wednesday	0	1	1	1	3	1
Thursday	0	2	4	3	9	2
Friday	0	0	4	2	6	1
Saturday	0	1	2	3	6	2
Assignment <2 min		100%	73%			
Assignment <4 min		100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

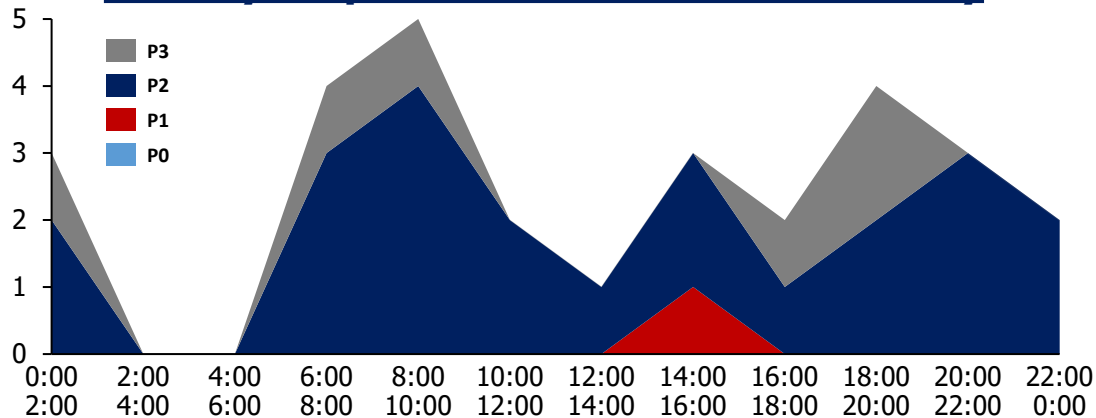




Mountain View PD



Priority Dispatched Calls Per Time of Day

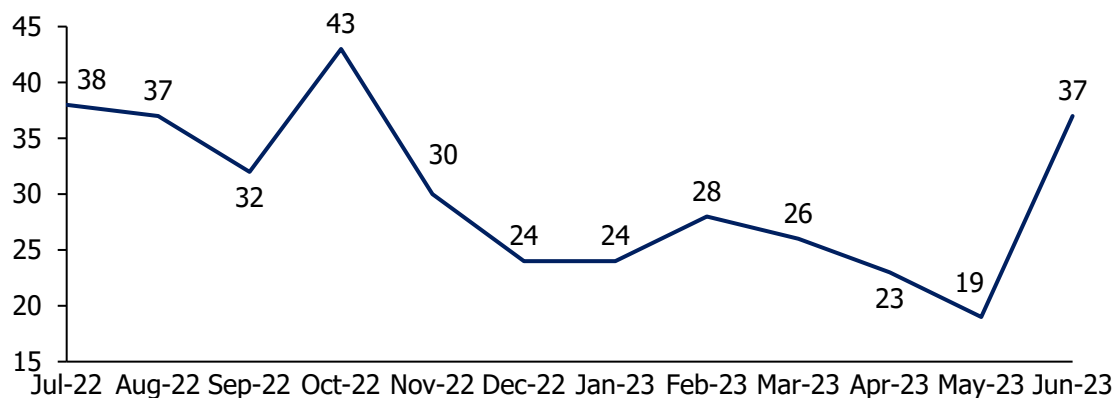


Daily Priority Call Volume and Entry to Assignment

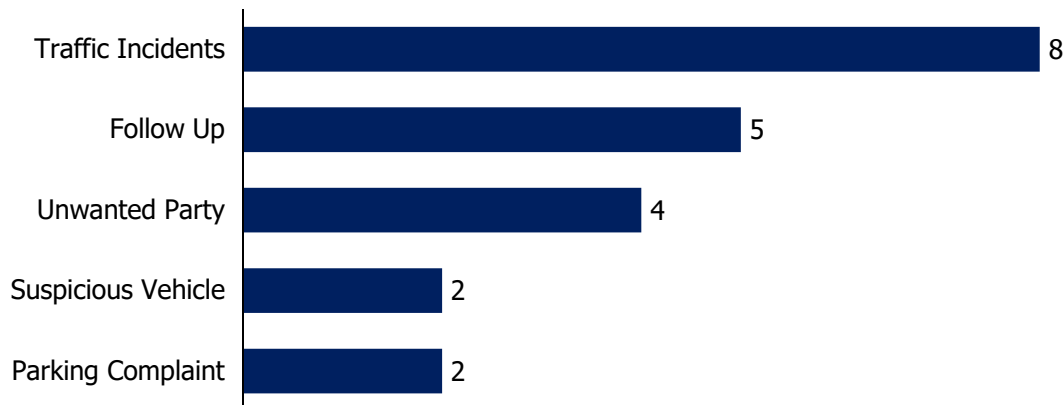
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	0	1	1	0
Monday	0	0	2	2	4	1
Tuesday	0	0	3	0	3	1
Wednesday	0	0	2	2	4	1
Thursday	0	1	5	0	6	1
Friday	0	0	6	1	7	1
Saturday	0	0	4	0	4	1
Assignment <2 min		100%	91%			
Assignment <4 min		100%	95%			

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

Monthly Call Volume



Top Five Problem Natures

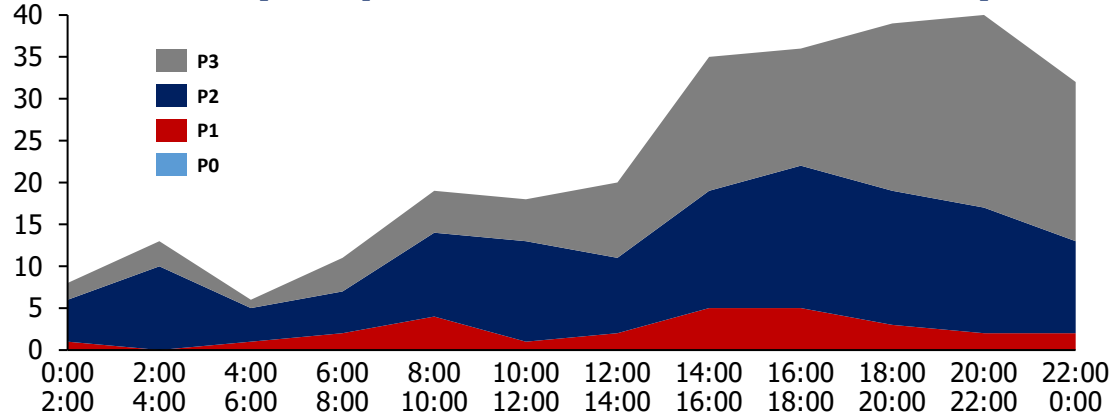




Edgewater PD



Priority Dispatched Calls Per Time of Day

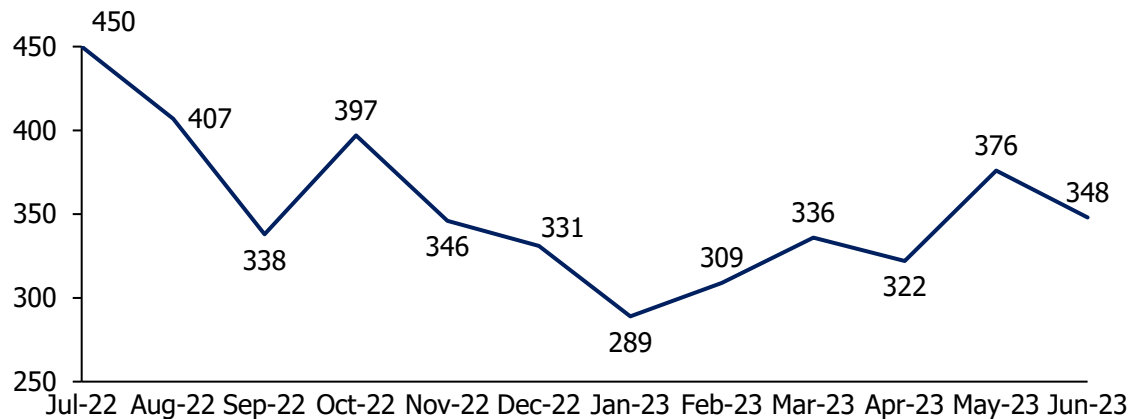


Daily Priority Call Volume and Entry to Assignment

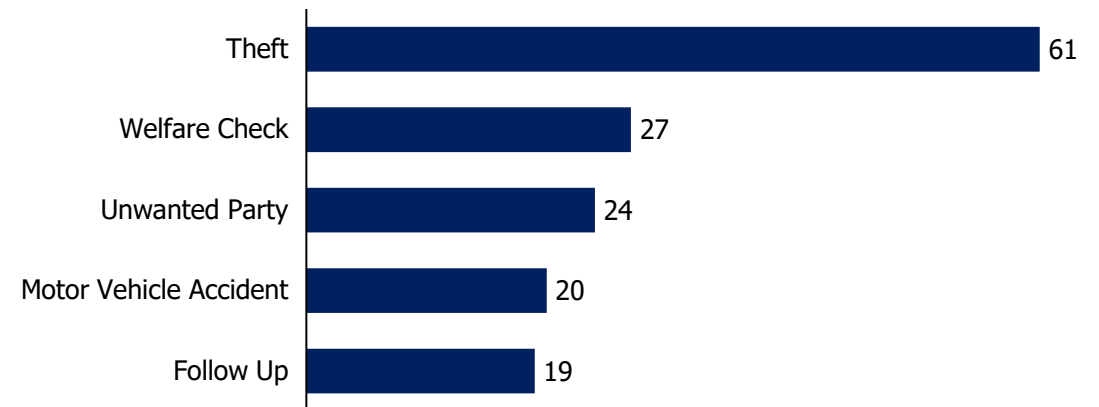
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	3	21	11	35	9
Monday	0	7	15	14	36	9
Tuesday	0	0	18	15	33	8
Wednesday	0	4	15	23	42	11
Thursday	0	7	17	22	46	9
Friday	0	3	25	25	53	11
Saturday	0	4	17	11	32	8
Assignment <2 min		86%	64%			
Assignment <4 min		96%	78%			

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

Monthly Call Volume



Top Five Problem Natures

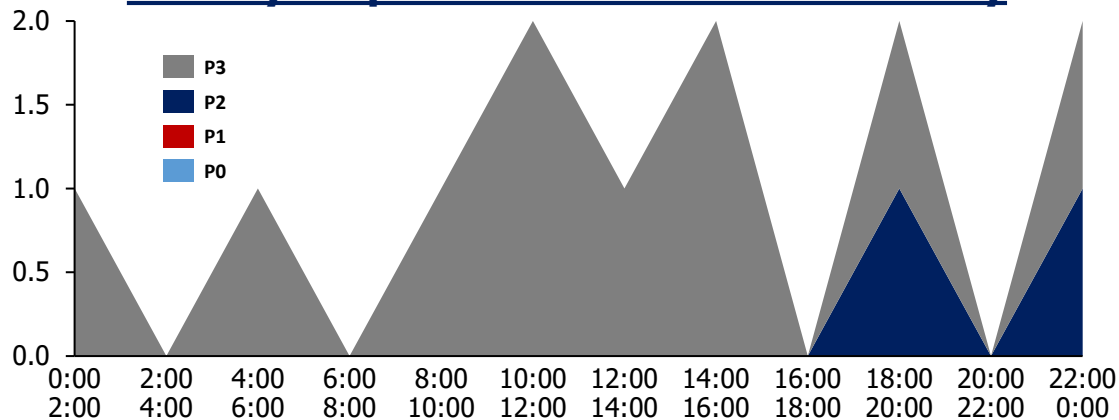




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

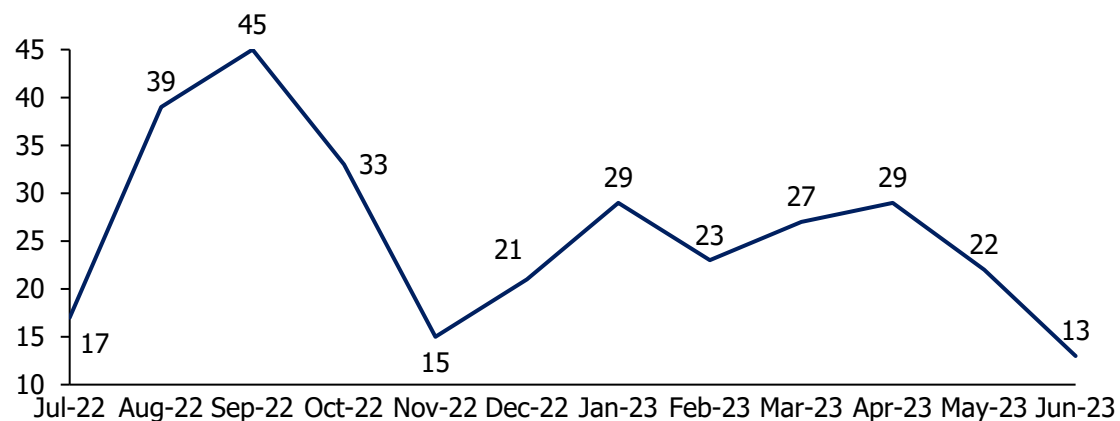


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

