



Jefferson County Communications Center Authority
JEFFCOM911

July 2023
Monthly Report



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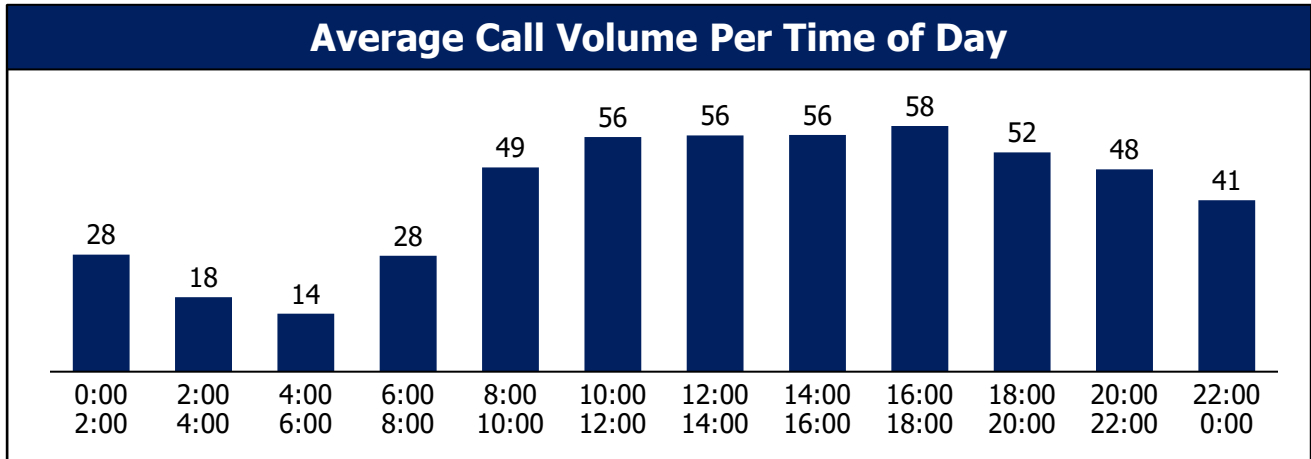


Law Stats

Calls Received, Processed, and Dispatched
















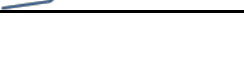
Agency	July Calls	% Total	6 Month Trend
Lakewood PD	5,874	27.5%	
Jeffco Sheriff	3,330	15.6%	
Arvada PD	3,321	15.6%	
Wheat Ridge PD	1,867	8.7%	
Golden PD	653	3.1%	
Edgewater PD	351	1.6%	
Lakeside PD	108	0.5%	
Morrison PD	44	0.2%	
Mountain View PD	21	0.1%	
CSM PD	21	0.1%	
Total	15,590	73.0%	

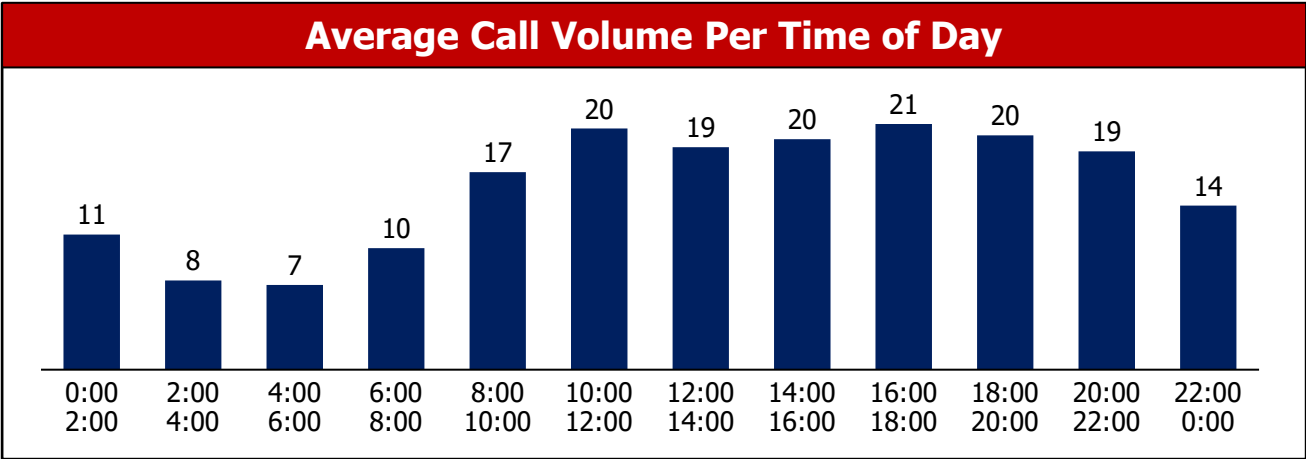


Total CAD Dispatched Calls by Day of Week

Priority									
Day of Week	0	1	2	3	4	5	6	Total	% of Calls Per Day
Sunday	4	259	751	682	125	302	192	2,315	13.1%
Monday	4	205	776	716	190	521	204	2,616	14.8%
Tuesday	1	165	657	581	144	331	178	2,057	14.6%
Wednesday	6	178	591	639	113	473	149	2,149	15.2%
Thursday	3	163	576	583	157	347	134	1,963	13.9%
Friday	1	169	587	565	159	387	137	2,005	14.2%
Saturday	5	262	773	698	149	384	214	2,485	14.1%
Total	24	1,401	4,711	4,464	1,037	2,745	1,208	15,590	

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

Agency	July Calls	% of Total	6 Month Trend
West Metro Fire	3,348	15.7%	
Arvada Fire	1,449	6.8%	
Golden Fire	271	1.3%	
Evergreen Fire	225	1.1%	
Elk Creek Fire	96	0.4%	
Highland Rescue	80	0.4%	
Fairmount Fire	70	0.3%	
Foothills Fire	61	0.3%	
Pleasant View Fire	51	0.2%	
Inter Canyon Fire	39	0.2%	
Genesee Fire	19	0.1%	
North Fork Fire	18	0.1%	
Indian Hills Fire	17	0.1%	
Golden Gate Fire	9	0.0%	
Total	5,753	27.0%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	12	531	341	14	1	3	902	13.9%
Monday	20	593	368	6	1	7	995	15.3%
Tuesday	10	445	280	8	1	0	744	14.3%
Wednesday	9	424	270	8	1	3	715	13.8%
Thursday	14	477	276	7	0	2	776	15.0%
Friday	3	462	225	6	0	1	697	13.4%
Saturday	10	578	323	13	0	0	924	14.2%
Total	78	3,510	2,083	62	4	16	5,753	



Service Level Agreement

Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	92.3%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.2	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	37.8%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	82.4%	95% of 911 calls processed within 106 Seconds
Average Admin Call Initial Hold Time	15% of all non-emergency calls for service are put on hold for 60 seconds or less	9.3%	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%	87.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	97.4%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	88.9%	Target average of 95% with a minimum of 80%

Analysis
Root Cause: Call Answering 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 ECS hired in the previous months. In addition, month-over-month increases in emergency call volume continue to increase above historical averages (14% above YOY trends).
Remediation: Call Answering Jeffcom achieved the 15 second 911 answering target in July. July is our busiest month of the year with the highest emergency call volumes, and this is the first year Jeffcom has met the 15 second target in July. The 26 new call takers are progressing well through training on the floor. Despite the high 911 call volumes and added strain of Fireworks calls (a 52% increase in calls answered by Jeffcom on July 4th!), Jeffcom was able to meet the SLA target due to a 36% reduction in administrative calls as a result of the J.A.N.E call bot (which allowed call takers to focus on 911 calls), the online reporting system which took 490 fireworks calls between July 1st and July 4th, and thanks to the dedication of the call takers manning the Fireworks Hotline. The Fireworks Hotline answered 1,128 calls between July 1st and July 4th, alleviating the regularly scheduled ECS from answering these non-emergency calls.
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.
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.
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 02:09 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

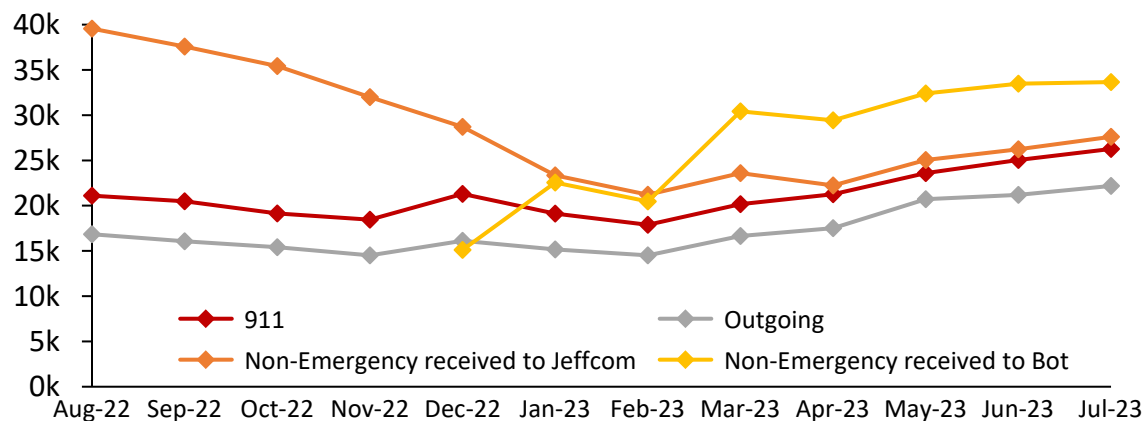
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	476/716 DA Discovery Requests (240 due in August), 236/236 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	175/175 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 LPD for pending investigation, 1 denied by Arvada for pending investigation, 2 pending from JCSO, 1 pending from Edgewater, 1 pending from Golden, and 2 pending further information from requester.



Service Level Agreement and Volume Trends



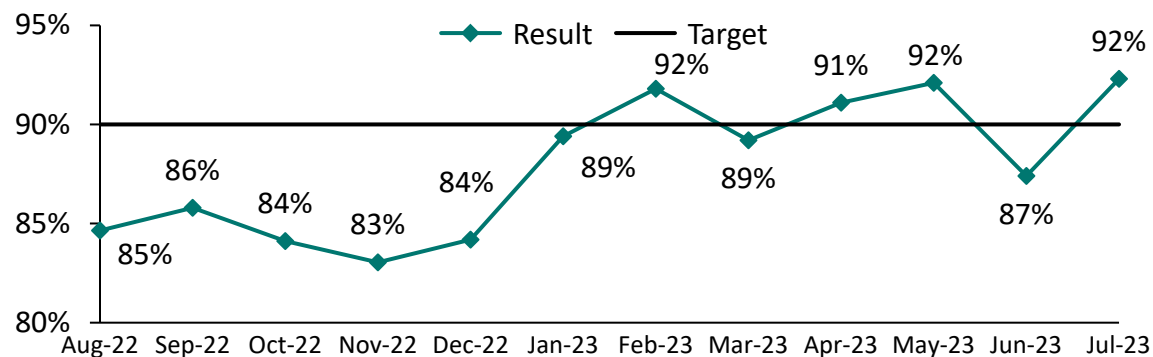
Call Volumes



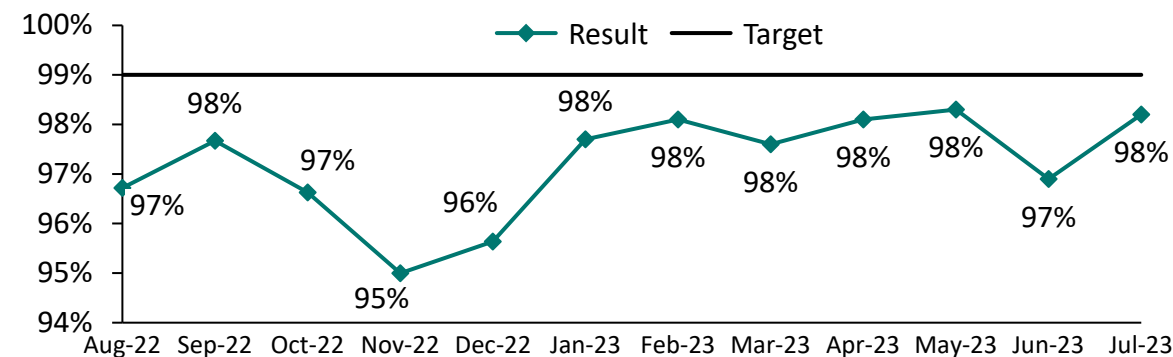
Trend Table

Average Daily Calls	Jul-23	Jun-23	Jul-22	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	716	706	561	↑ 1%	↑ 28%
Incoming - Admin to Bot	1,086	1,116	0	↓ -3%	
Incoming - Admin to Jeffcom	891	874	1,402	↑ 2%	↓ -36%
Incoming - 911	847	835	745	↑ 1%	↑ 14%
911 calls answered within 15 seconds	92%	87%	84%	↑ 4.9%	↑ 8.5%
911 calls answered within 40 seconds	98%	97%	97%	↑ 1.3%	↑ 1.6%

911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds





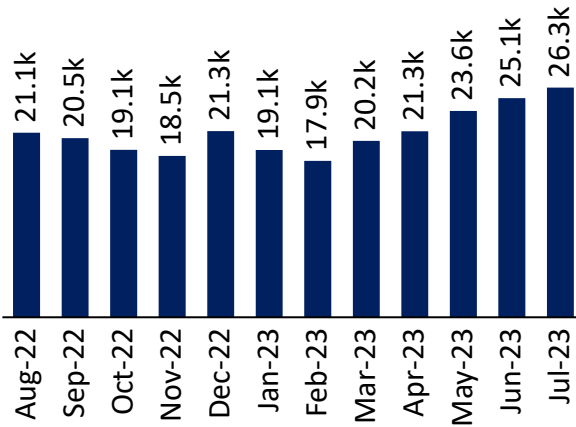
Call Volume/Agency Specific Inquiries

JEFFCOM

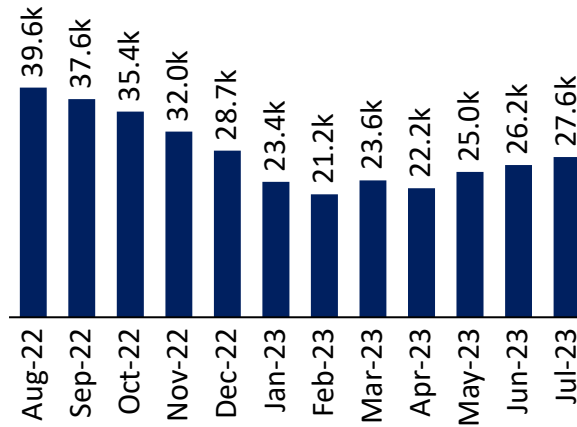


12 Month Trends

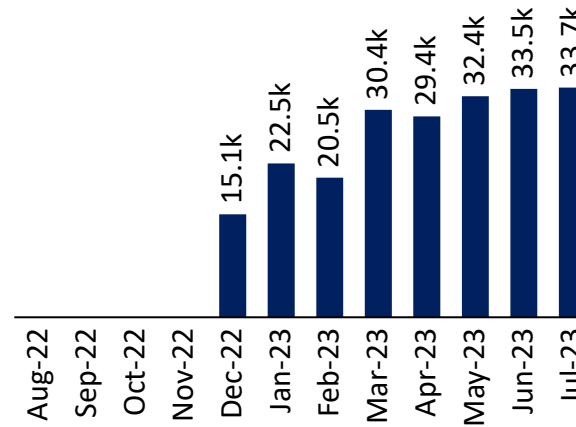
Emergency Calls



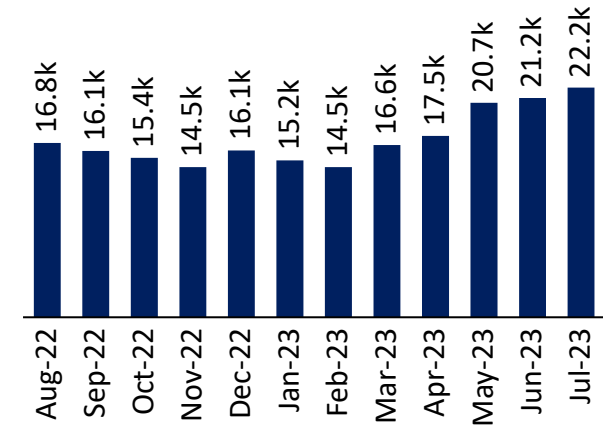
Administrative Calls Received to Jeffcom



Administrative Calls Received to Bot



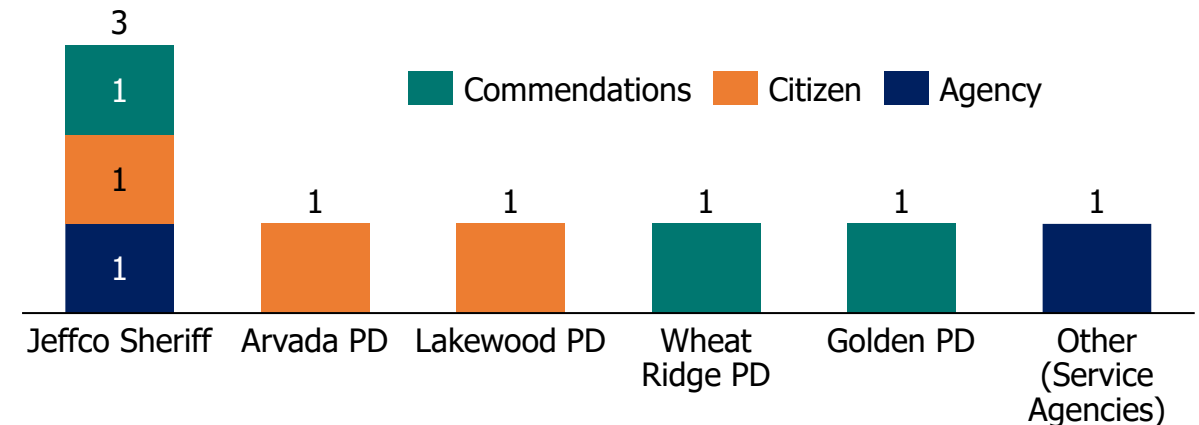
Outgoing Calls



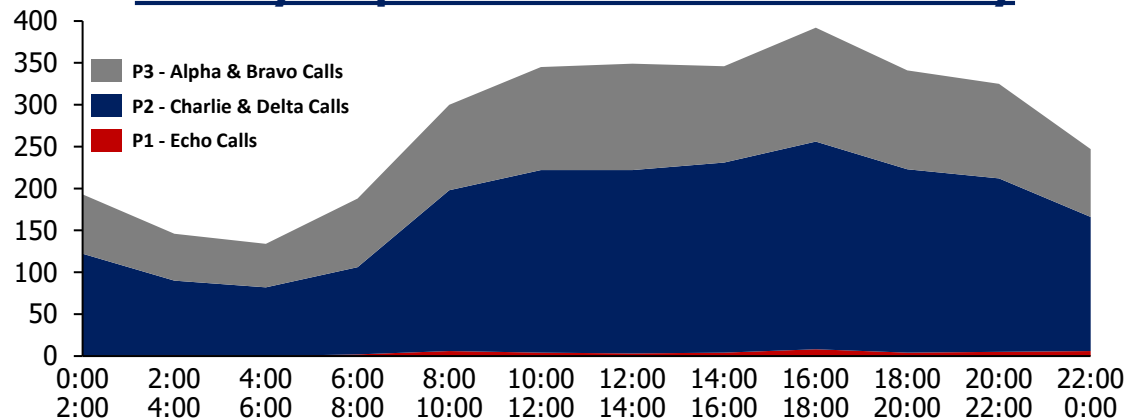
Call Volume

Line	Calls	Notes
Outgoing	22,184	3% Increase from June
Incoming - Admin to Bot	33,654	1% Increase from June
Incoming - Admin to Jeffcom	27,612	5% Increase from June
Incoming - 911	26,258	5% Increase from June
Total Incoming to Jeffcom	53,870	5% Increase from June

July Inquiries



Priority Dispatched Calls Per Time of Day

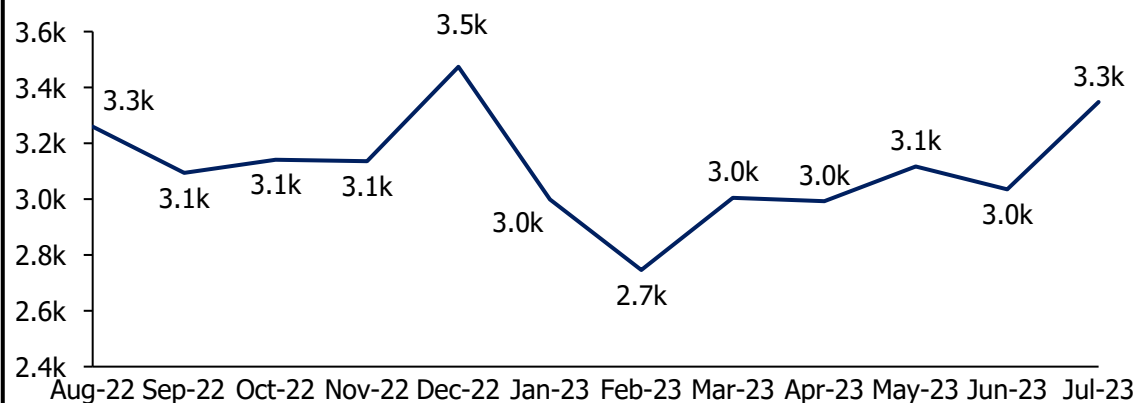


Daily Priority Call Volume and Entry to Assignment

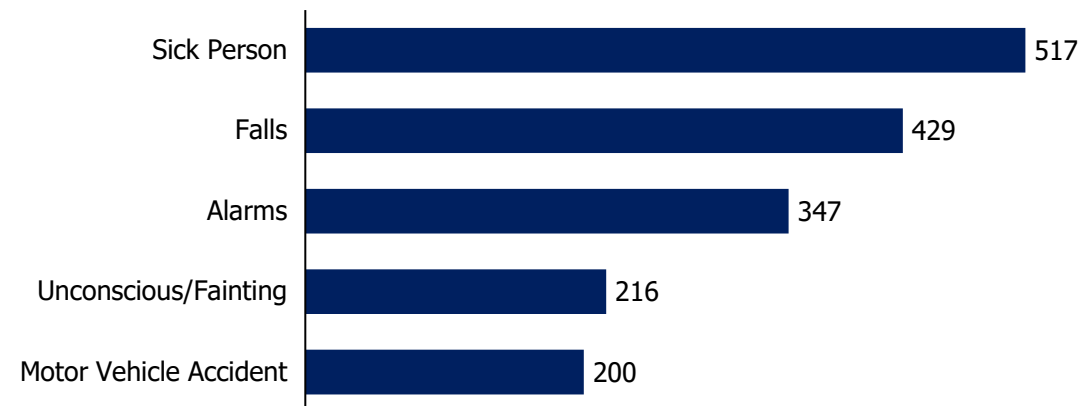
Day of Week	P1	P2	P3	Total	Average
Sunday	8	323	191	522	104
Monday	11	371	229	611	122
Tuesday	6	266	155	427	107
Wednesday	6	253	140	399	100
Thursday	5	282	149	436	109
Friday	0	266	130	396	99
Saturday	7	326	182	515	103
Assignment <1 min	98%	96%			

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

Monthly Call Volume



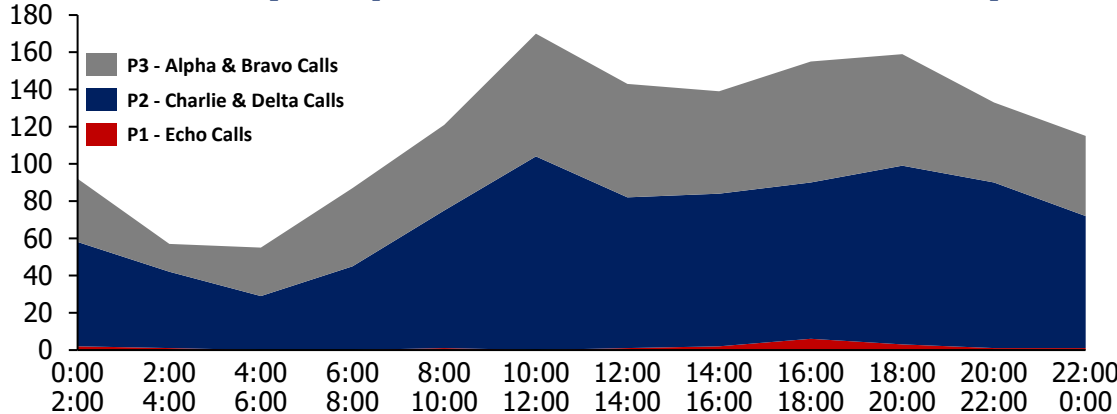
Top Five Problem Natures





Arvada Fire

Priority Dispatched Calls Per Time of Day



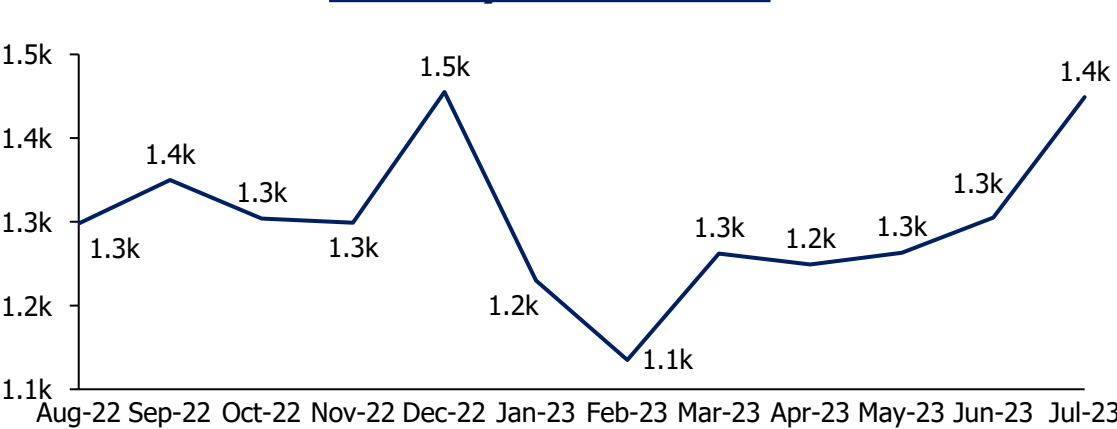
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	111	82	195	39
Monday	4	138	97	239	48
Tuesday	2	113	74	189	47
Wednesday	1	104	84	189	47
Thursday	6	114	73	193	48
Friday	1	128	59	188	47
Saturday	2	144	87	233	47

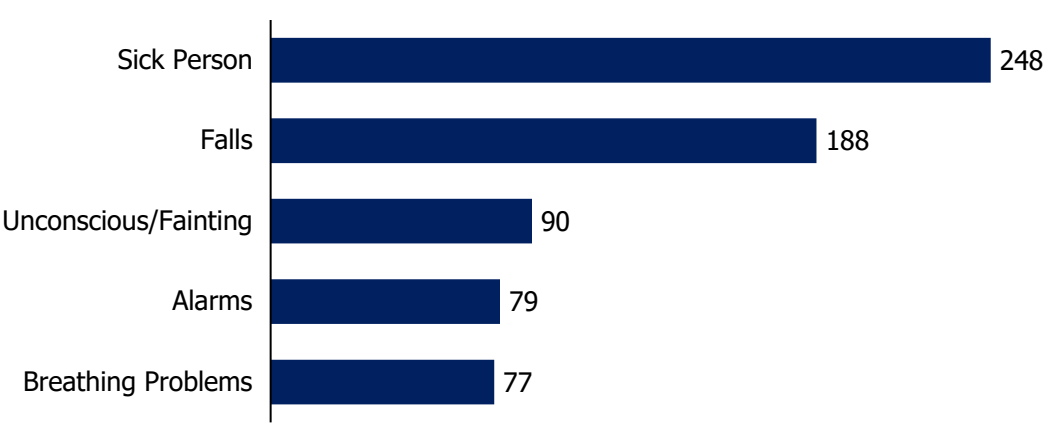
Assignment <1 min 100% 94%

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

Monthly Call Volume



Top Five Problem Natures

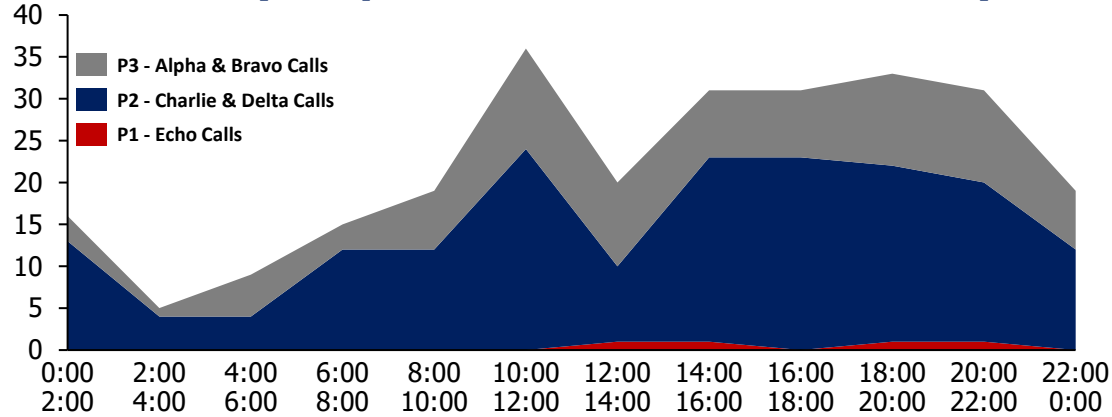




Golden Fire



Priority Dispatched Calls Per Time of Day

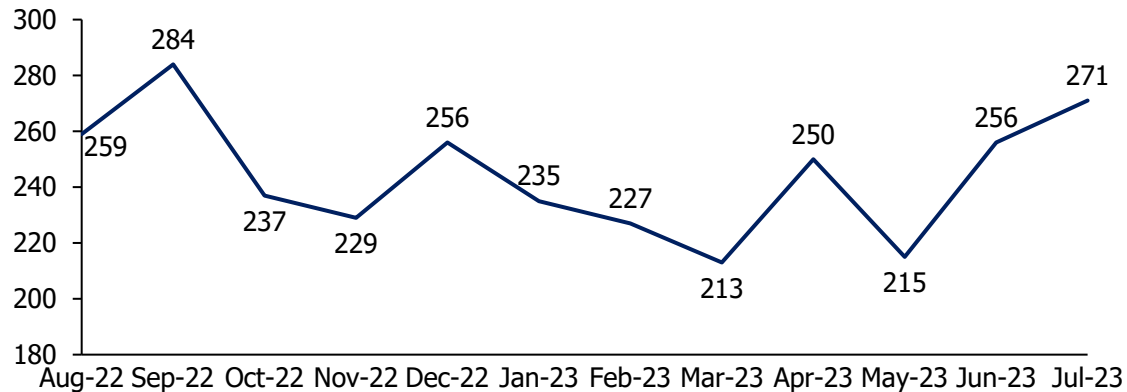


Daily Priority Call Volume and Entry to Assignment

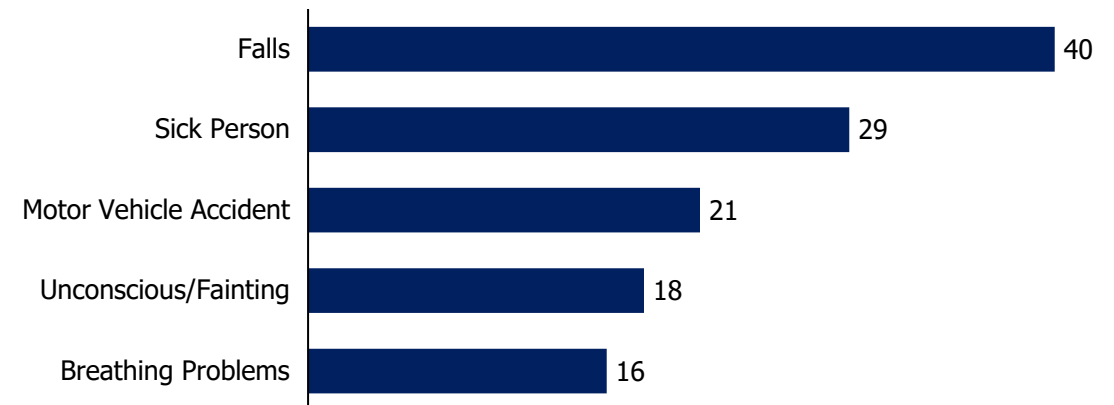
Day of Week	P1	P2	P3	Total	Average
Sunday	1	29	16	46	9
Monday	0	24	12	36	7
Tuesday	0	22	16	38	10
Wednesday	1	23	14	38	10
Thursday	1	19	15	35	9
Friday	1	26	4	31	8
Saturday	0	32	9	41	8
Assignment <1 min	75%	88%			

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

Monthly Call Volume



Top Five Problem Natures

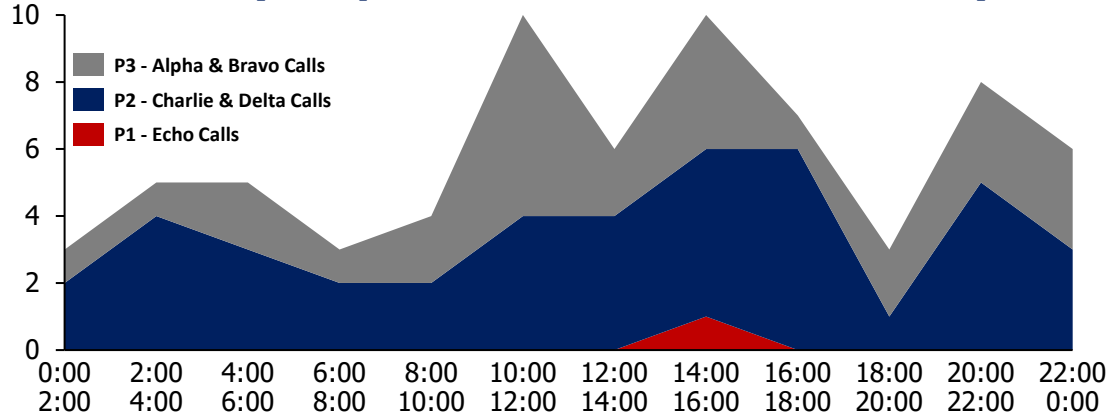




Fairmount Fire



Priority Dispatched Calls Per Time of Day

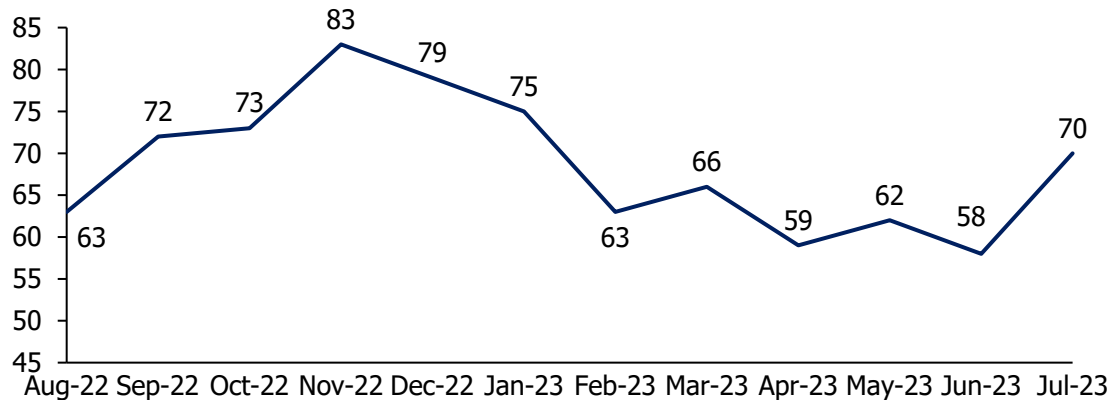


Daily Priority Call Volume and Entry to Assignment

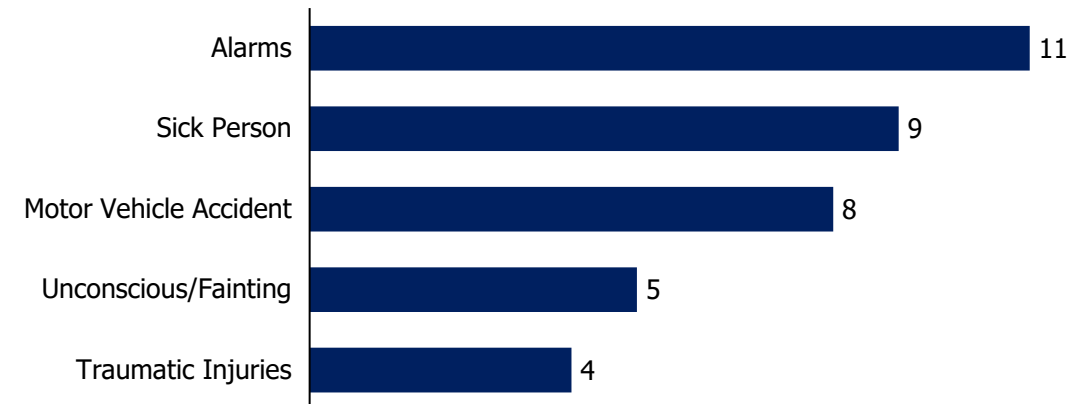
Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	4	10	2
Monday	1	5	4	10	2
Tuesday	0	4	4	8	2
Wednesday	0	5	5	10	3
Thursday	0	6	3	9	2
Friday	0	8	3	11	3
Saturday	0	7	5	12	2
Assignment <1 min	0%	88%			

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

Monthly Call Volume



Top Five Problem Natures

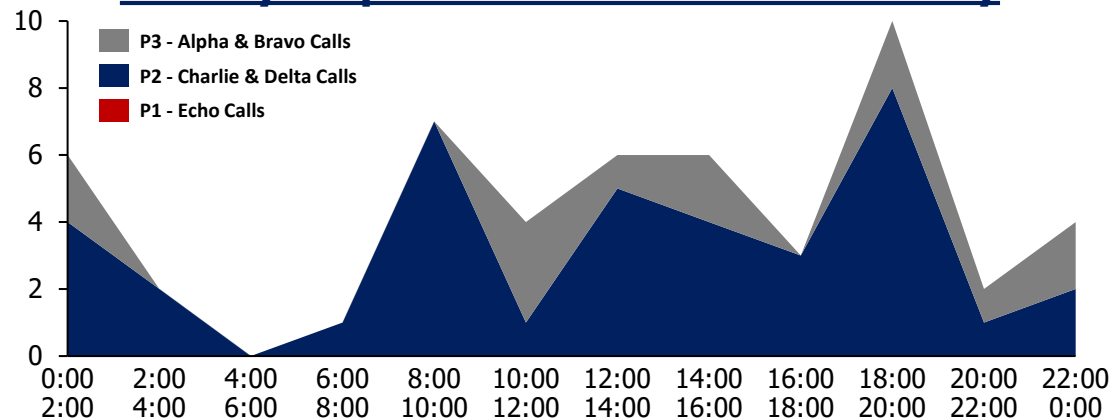




Pleasant View Fire



Priority Dispatched Calls Per Time of Day

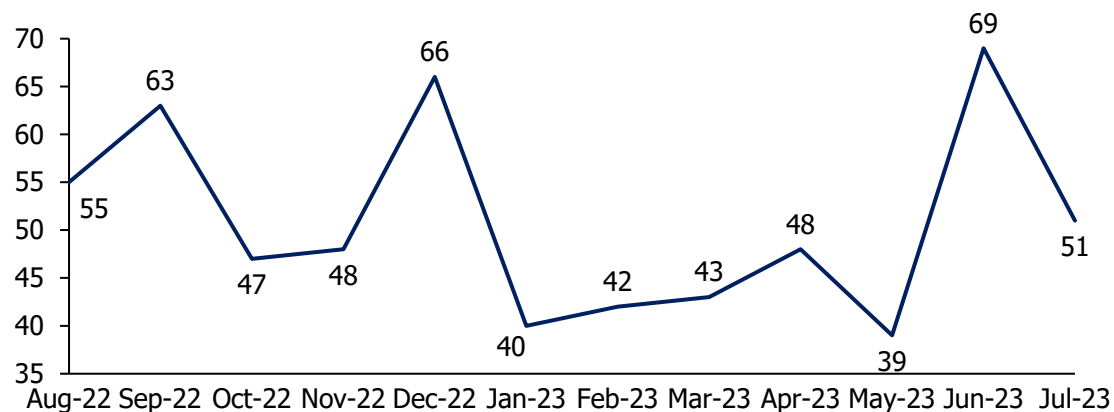


Daily Priority Call Volume and Entry to Assignment

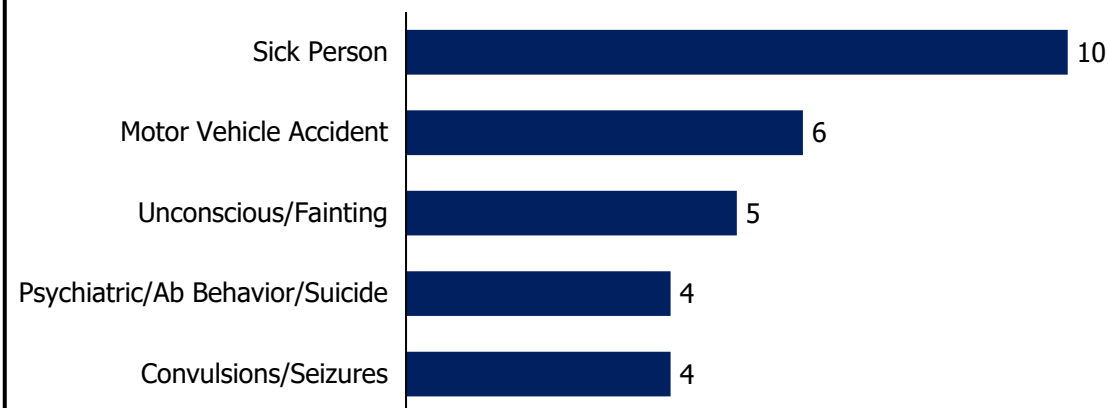
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	3	7	1
Monday	0	7	2	9	2
Tuesday	0	3	2	5	1
Wednesday	0	10	0	10	3
Thursday	0	4	1	5	1
Friday	0	4	2	6	2
Saturday	0	6	3	9	2
Assignment <1 min	N/A	89%			

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

Monthly Call Volume



Top Five Problem Natures

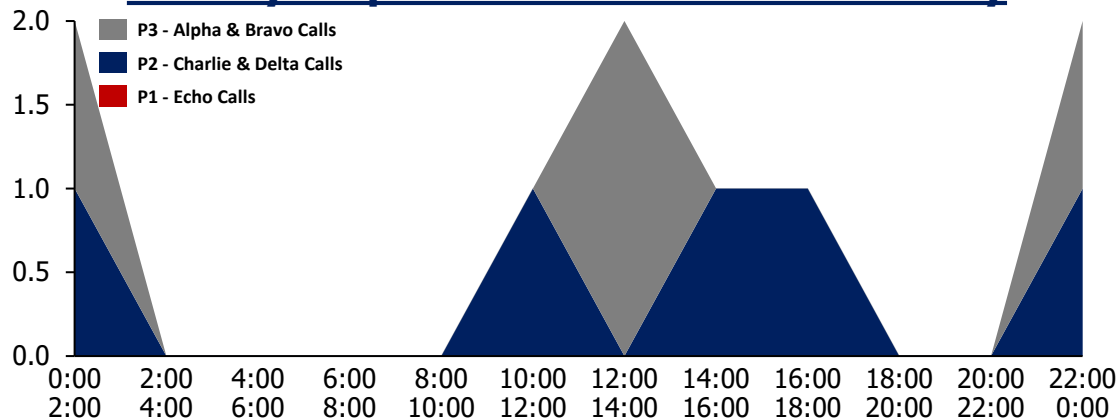




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

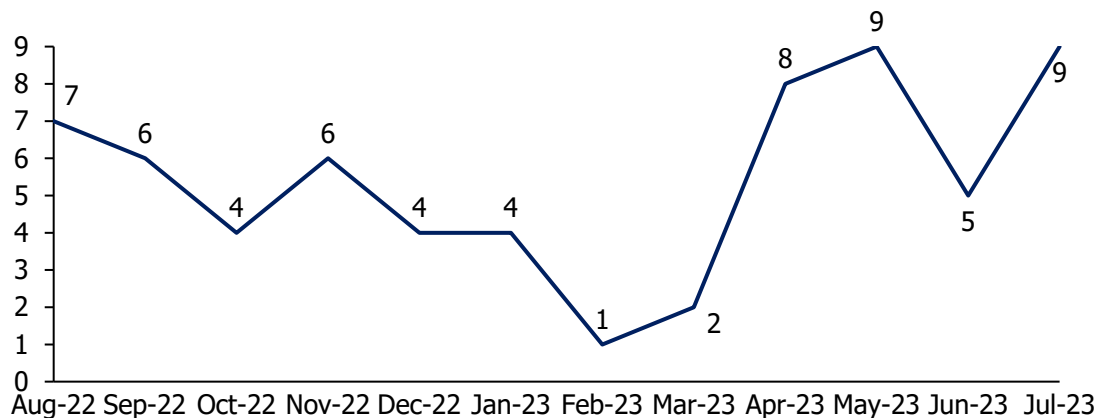


Daily Priority Call Volume and Entry to Assignment

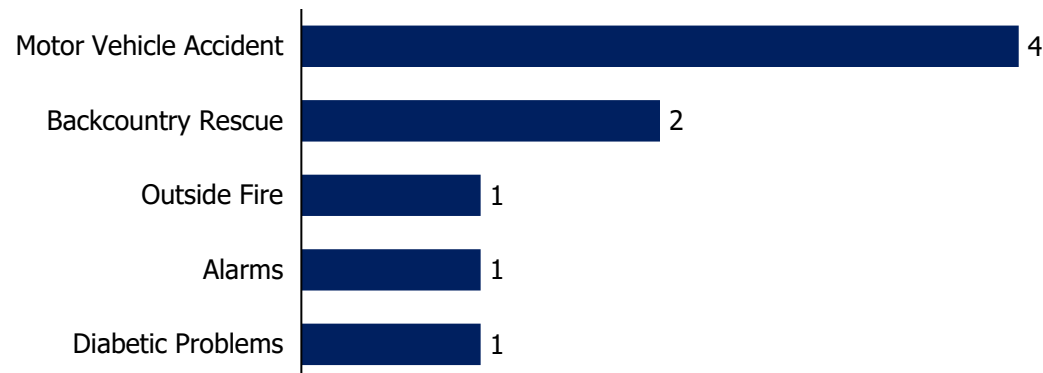
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	1	2	3	1
Tuesday	0	2	0	2	1
Wednesday	0	0	1	1	0
Thursday	0	1	0	1	0
Friday	0	0	0	0	0
Saturday	0	5	4	9	2
Assignment <1 min	N/A	60%			

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

Monthly Call Volume



Problem Natures

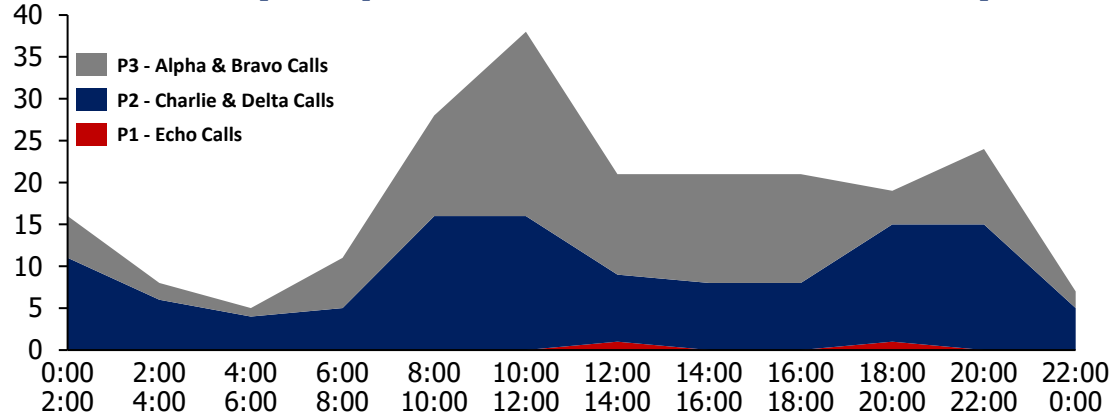




Evergreen Fire



Priority Dispatched Calls Per Time of Day

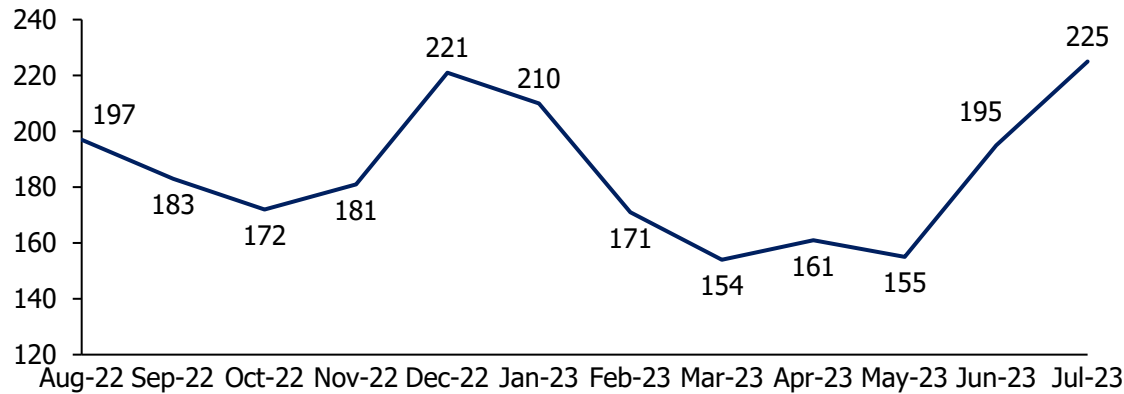


Daily Priority Call Volume and Entry to Assignment

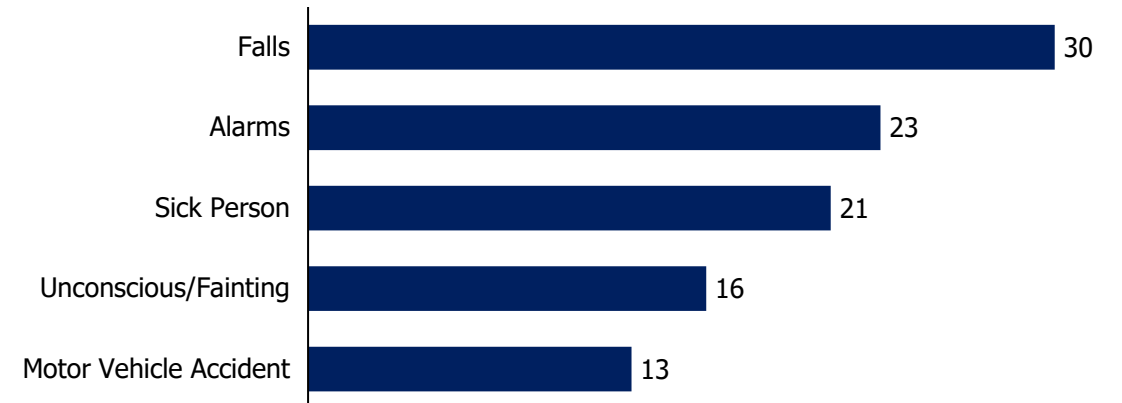
Day of Week	P1	P2	P3	Total	Average
Sunday	1	25	16	42	8
Monday	0	17	12	29	6
Tuesday	0	15	16	31	8
Wednesday	0	15	12	27	7
Thursday	0	16	13	29	7
Friday	1	10	15	26	7
Saturday	0	18	17	35	7
Assignment <1 min	50%	78%			

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

Monthly Call Volume



Top Five Problem Natures

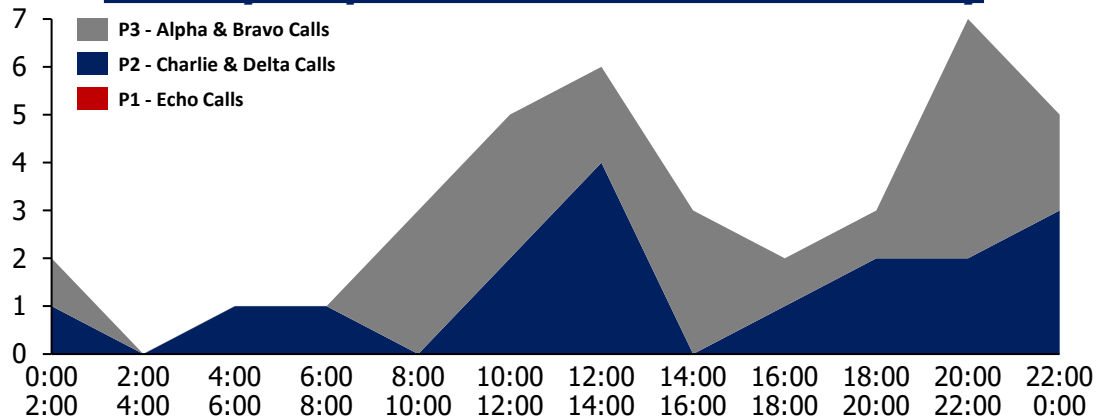




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

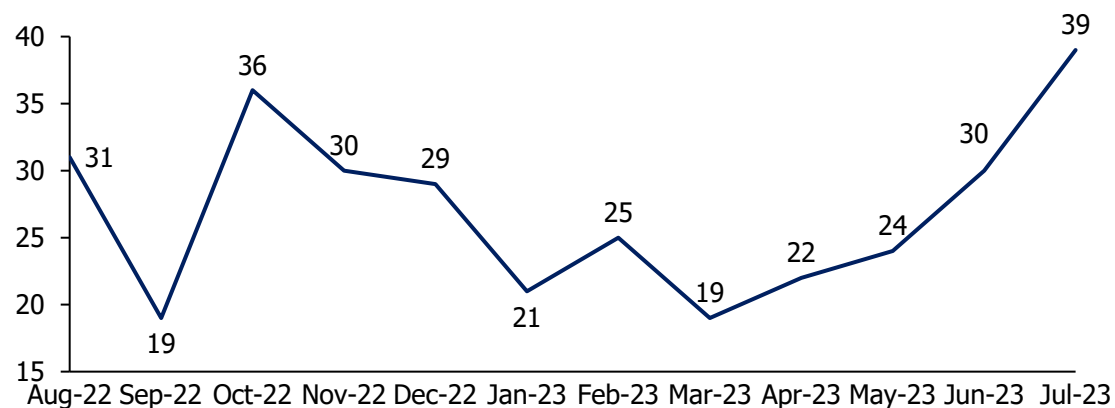


Daily Priority Call Volume and Entry to Assignment

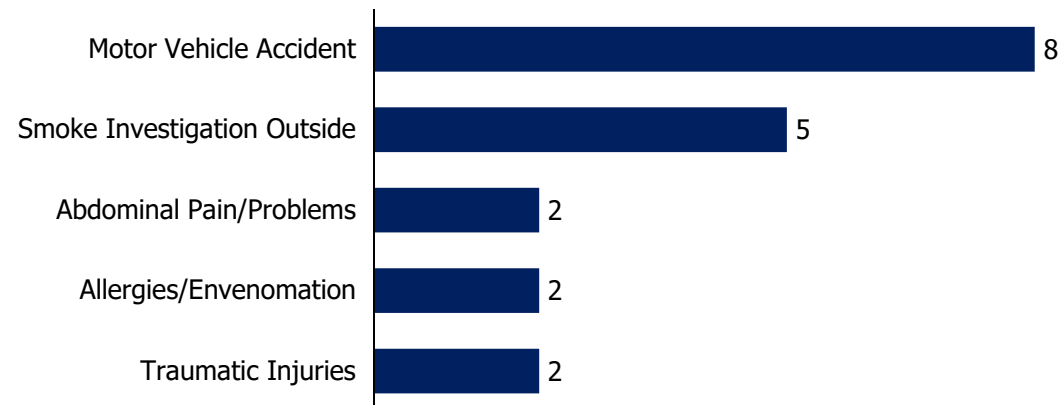
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	3	5	1
Monday	0	5	2	7	1
Tuesday	0	3	2	5	1
Wednesday	0	1	3	4	1
Thursday	0	3	2	5	1
Friday	0	1	4	5	1
Saturday	0	2	5	7	1
Assignment <1 min	N/A	76%			

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

Monthly Call Volume



Top Five Problem Natures

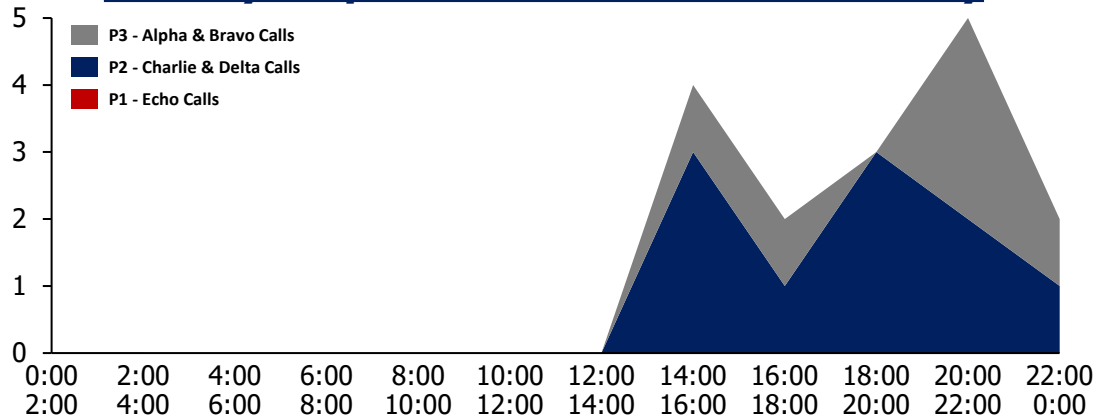




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

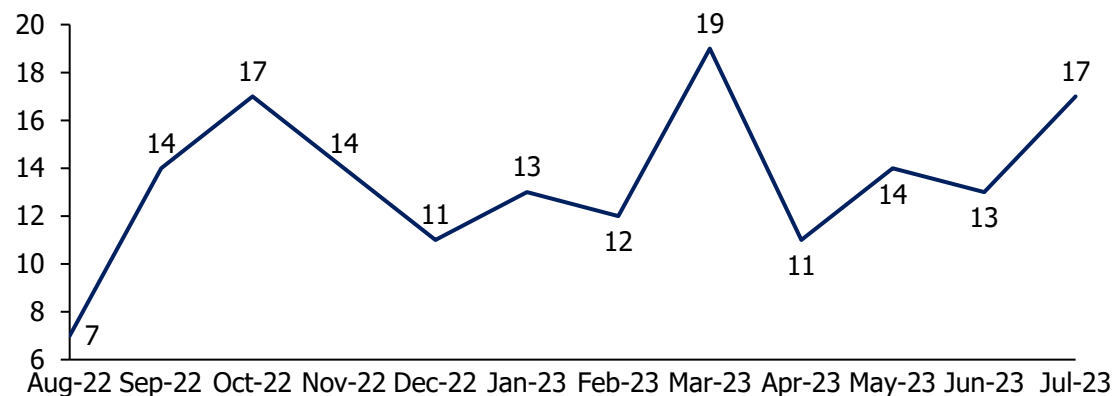


Daily Priority Call Volume and Entry to Assignment

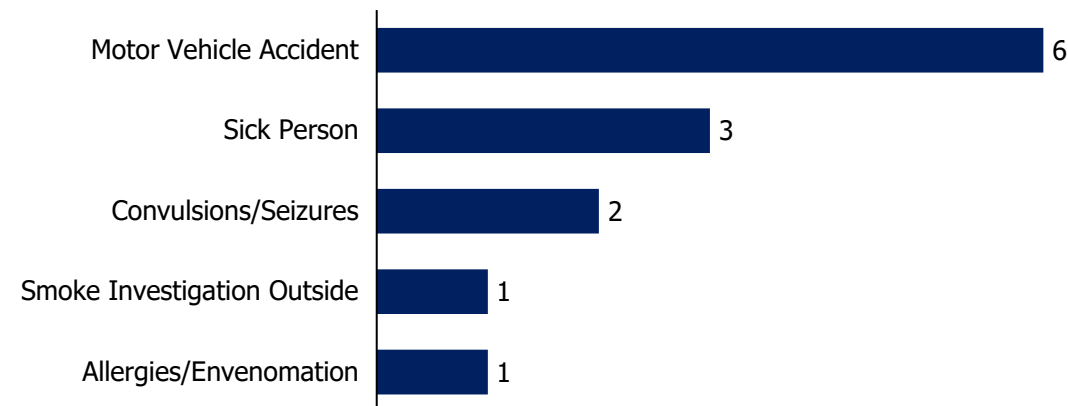
Day of Week	P1	P2	P3	Total	Average
Sunday	0	3	2	5	1
Monday	0	1	0	1	0
Tuesday	0	4	2	6	2
Wednesday	0	1	1	2	1
Thursday	0	1	1	2	1
Friday	0	0	0	0	0
Saturday	0	10	6	16	3
Assignment <1 min	N/A	70%			

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

Monthly Call Volume



Top Five Problem Natures

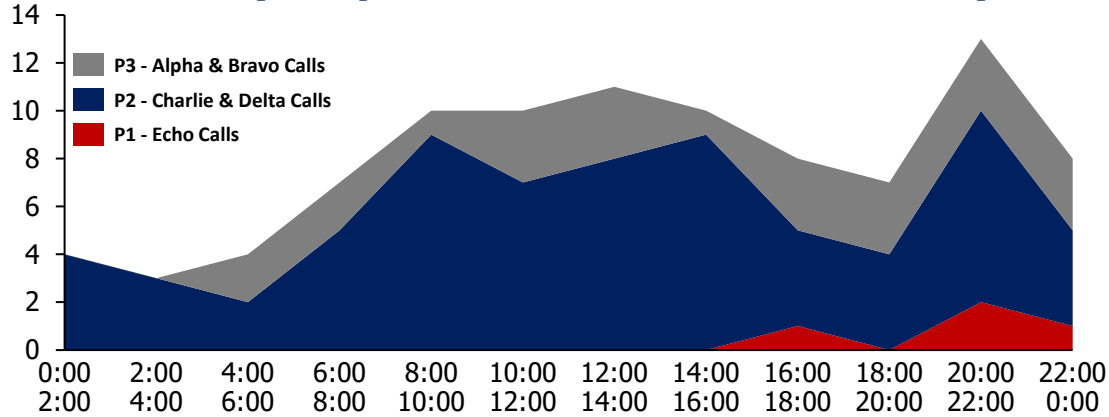




Elk Creek Fire



Priority Dispatched Calls Per Time of Day

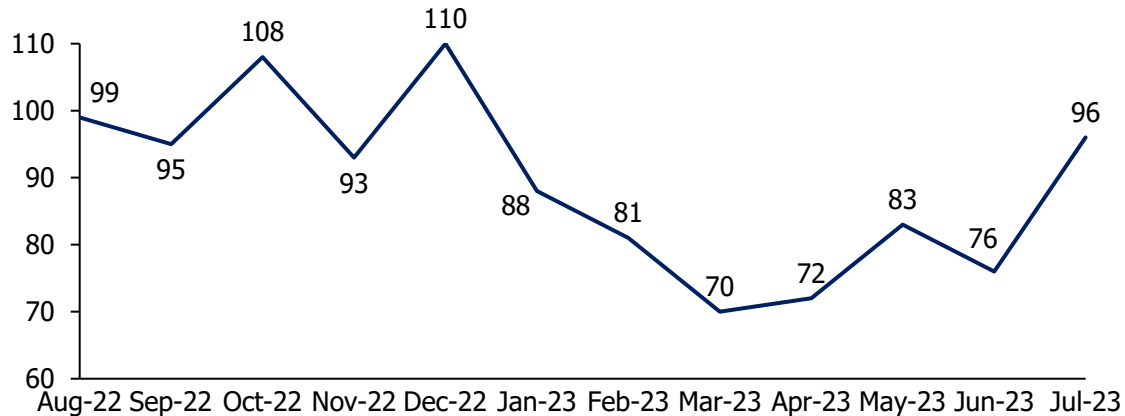


Daily Priority Call Volume and Entry to Assignment

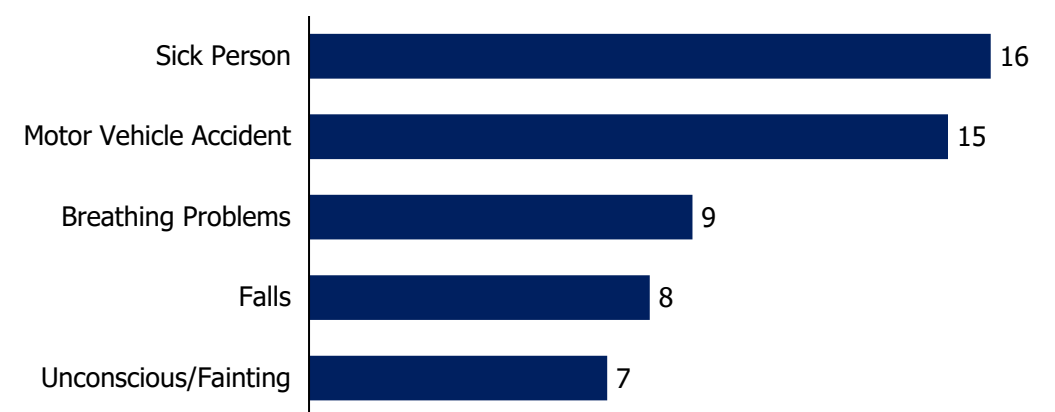
Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	6	19	4
Monday	0	12	3	15	3
Tuesday	0	6	3	9	2
Wednesday	1	7	4	12	3
Thursday	2	10	5	17	4
Friday	0	9	0	9	2
Saturday	1	10	3	14	3
Assignment <1 min	100%	79%			

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

Monthly Call Volume



Top Five Problem Natures

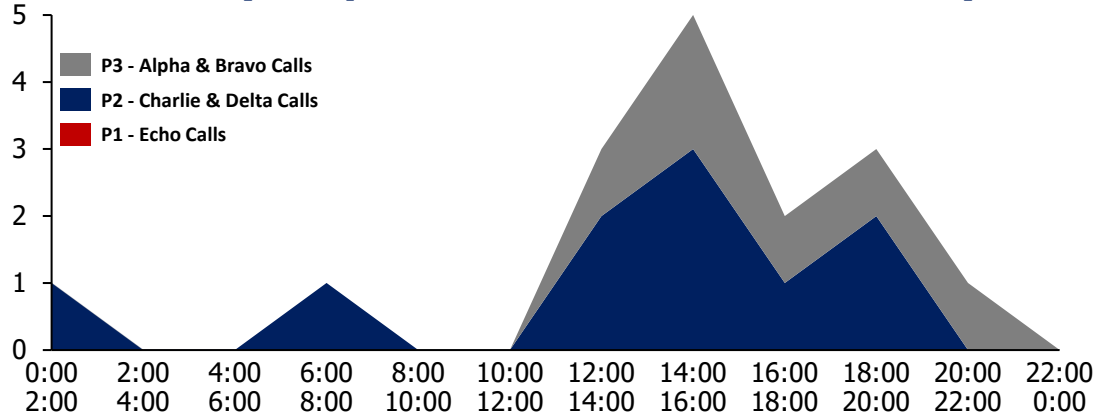




North Fork Fire



Priority Dispatched Calls Per Time of Day

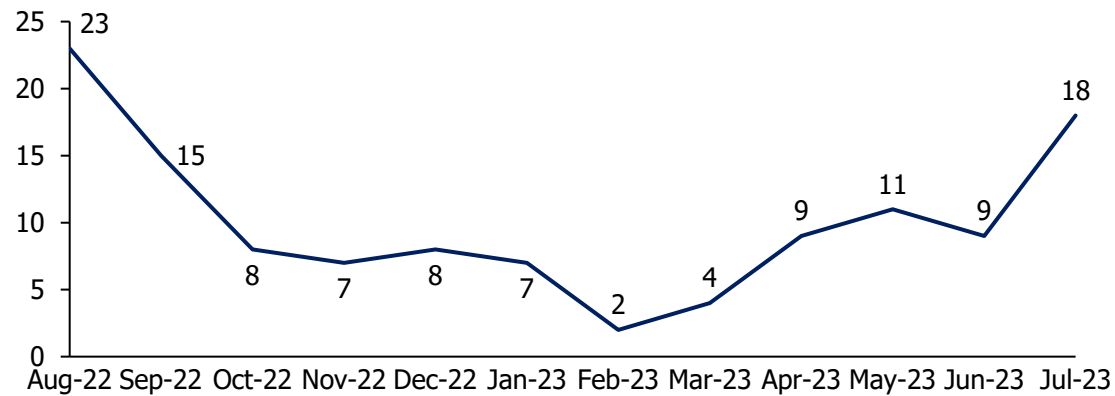


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	1	3	1
Monday	0	2	1	3	1
Tuesday	0	1	0	1	0
Wednesday	0	0	0	0	0
Thursday	0	2	2	4	1
Friday	0	1	1	2	1
Saturday	0	2	1	3	1
Assignment <1 min	N/A	70%			

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

Monthly Call Volume



Problem Natures

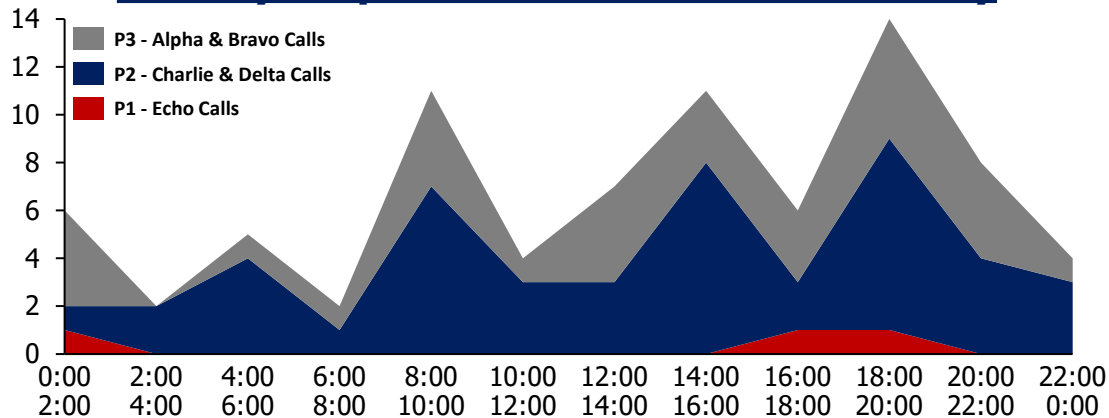




Highland Rescue



Priority Dispatched Calls Per Time of Day

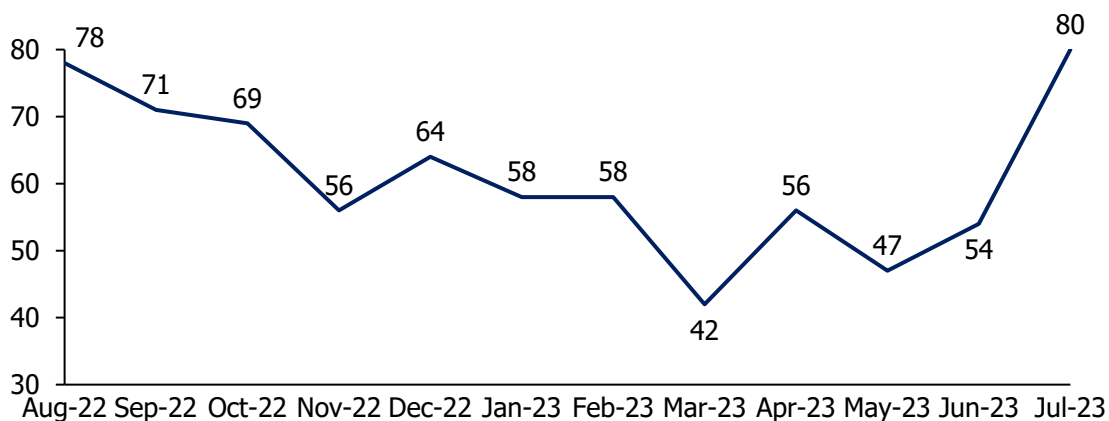


Daily Priority Call Volume and Entry to Assignment

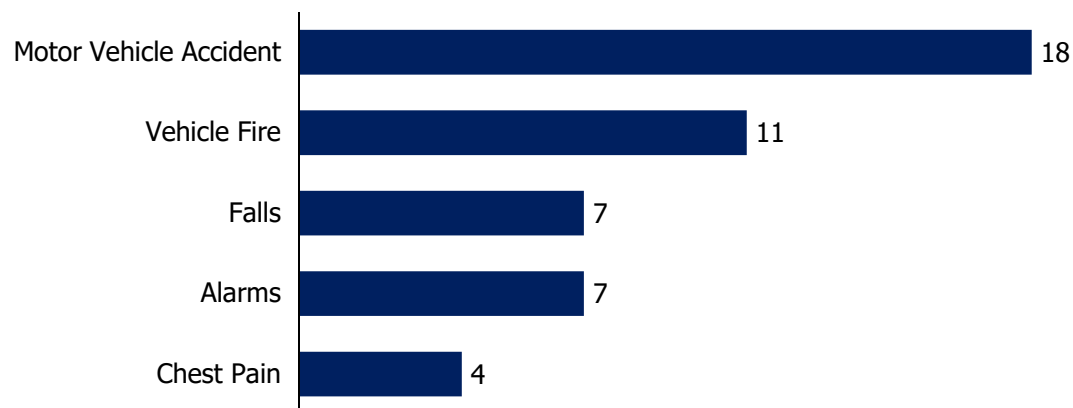
Day of Week	P1	P2	P3	Total	Average
Sunday	0	6	8	14	3
Monday	2	5	2	9	2
Tuesday	1	4	3	8	2
Wednesday	0	3	4	7	2
Thursday	0	9	6	15	4
Friday	0	5	3	8	2
Saturday	0	14	5	19	4
Assignment <1 min	100%	74%			

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

Monthly Call Volume



Top Five Problem Natures

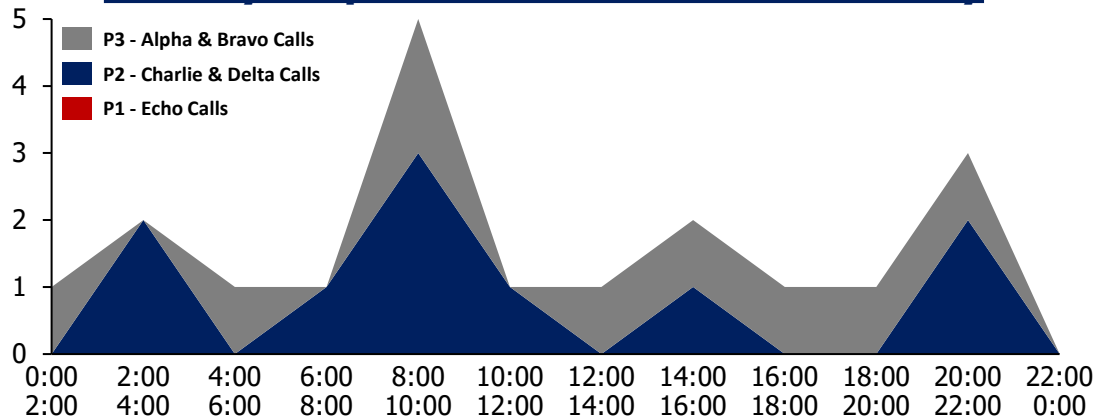




Genesee Fire



Priority Dispatched Calls Per Time of Day

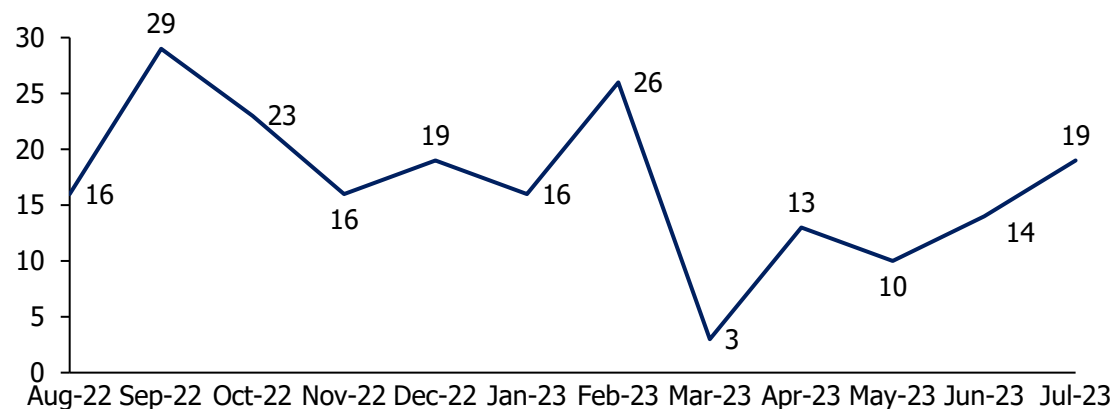


Daily Priority Call Volume and Entry to Assignment

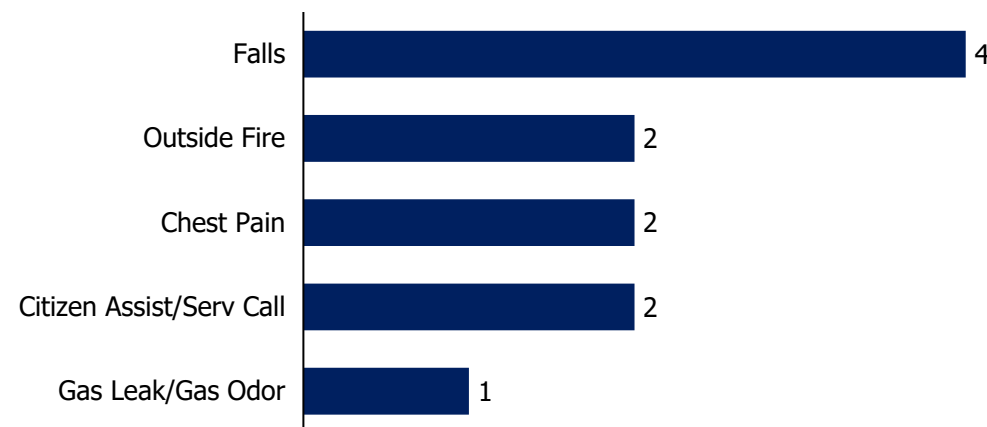
Day of Week	P1	P2	P3	Total	Average
Sunday	0	2	2	4	1
Monday	0	2	1	3	1
Tuesday	0	0	1	1	0
Wednesday	0	0	1	1	0
Thursday	0	2	1	3	1
Friday	0	0	2	2	1
Saturday	0	4	1	5	1
Assignment <1 min	N/A	90%			

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

Monthly Call Volume



Top Five Problem Natures

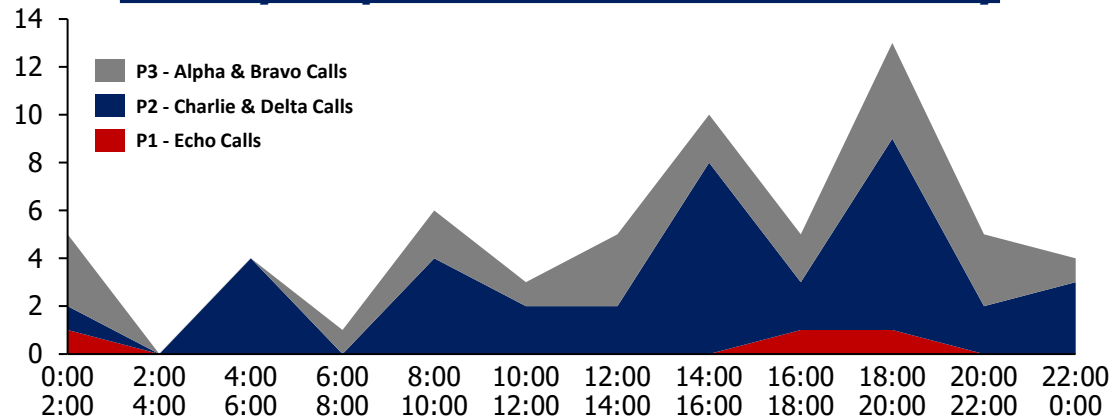




Foothills Fire



Priority Dispatched Calls Per Time of Day

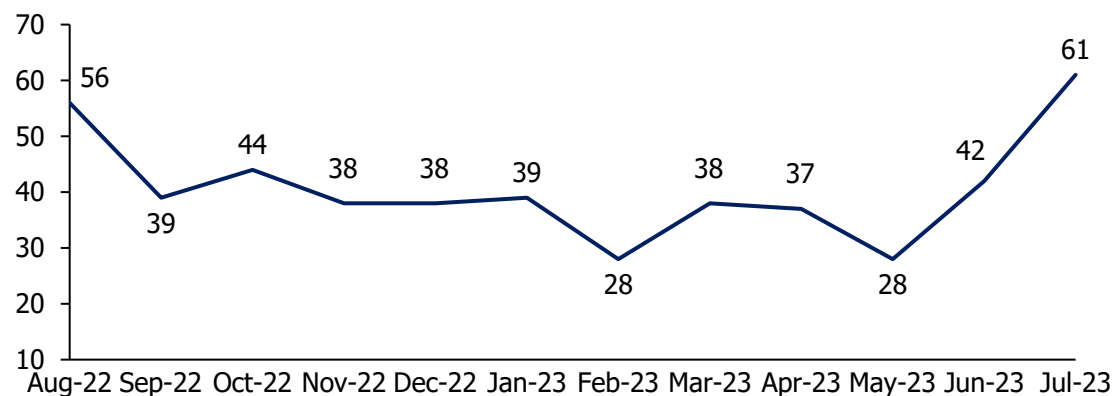


Daily Priority Call Volume and Entry to Assignment

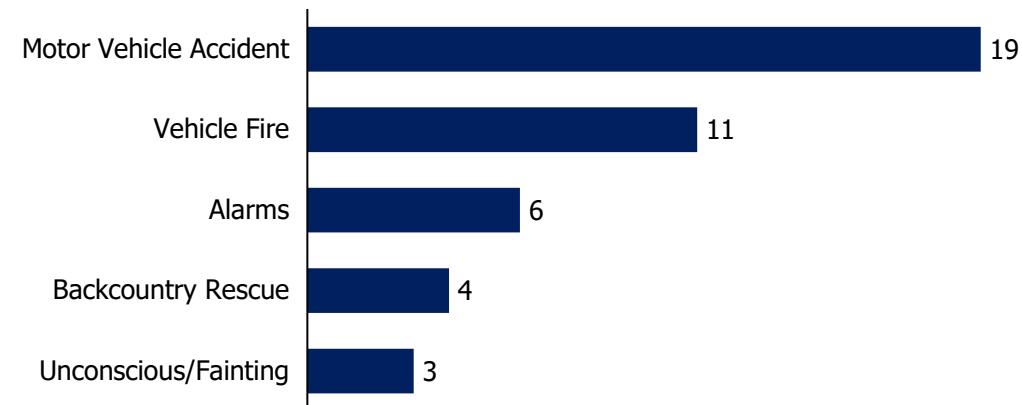
Day of Week	P1	P2	P3	Total	Average
Sunday	0	4	6	10	2
Monday	2	3	1	6	1
Tuesday	1	4	2	7	2
Wednesday	0	3	3	6	2
Thursday	0	7	5	12	3
Friday	0	4	1	5	1
Saturday	0	11	4	15	3
Assignment <1 min	100%	69%			

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

Monthly Call Volume



Top Five Problem Natures

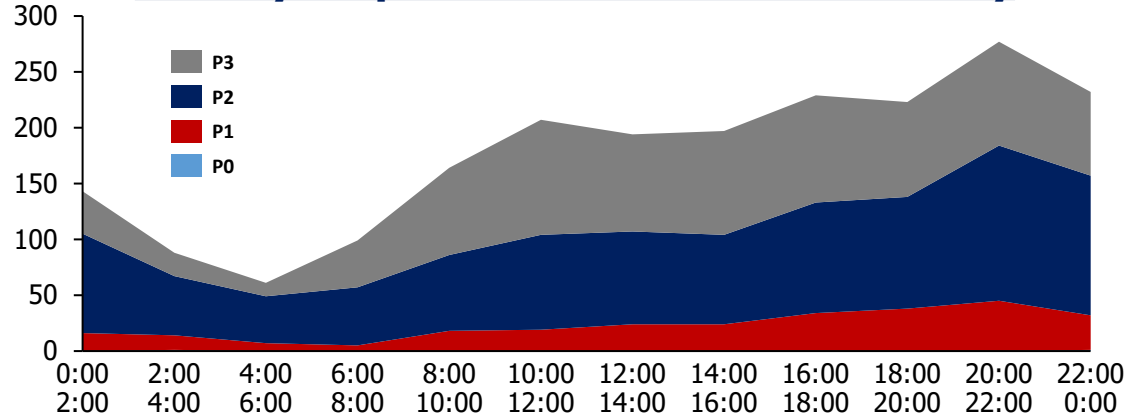




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

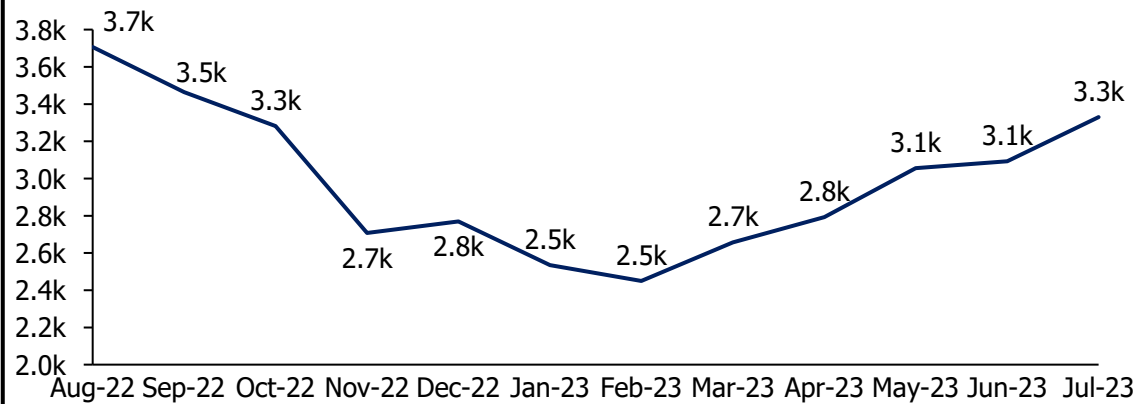


Daily Priority Call Volume and Entry to Assignment

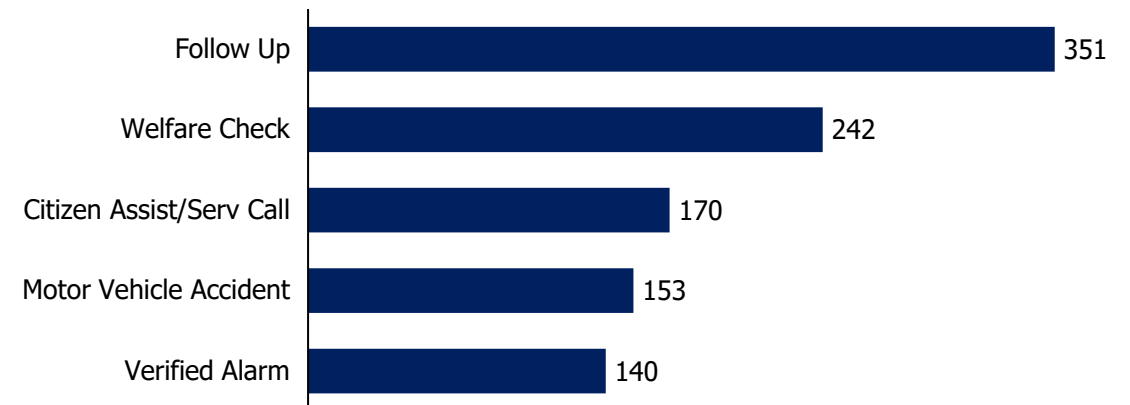
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	62	179	133	374	75
Monday	0	43	162	143	348	70
Tuesday	0	33	148	127	308	77
Wednesday	0	29	134	115	278	70
Thursday	1	23	124	100	248	62
Friday	0	33	106	88	227	57
Saturday	1	51	162	117	331	66
Assignment <2 min		73%	48%			
Assignment <4 min		92%	76%			

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

Monthly Call Volume



Top Five Problem Natures

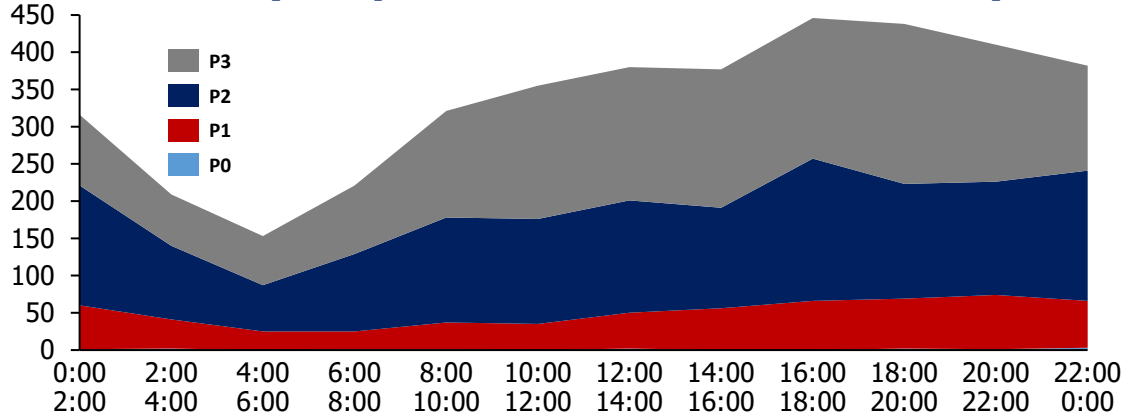




Lakewood PD



Priority Dispatched Calls Per Time of Day

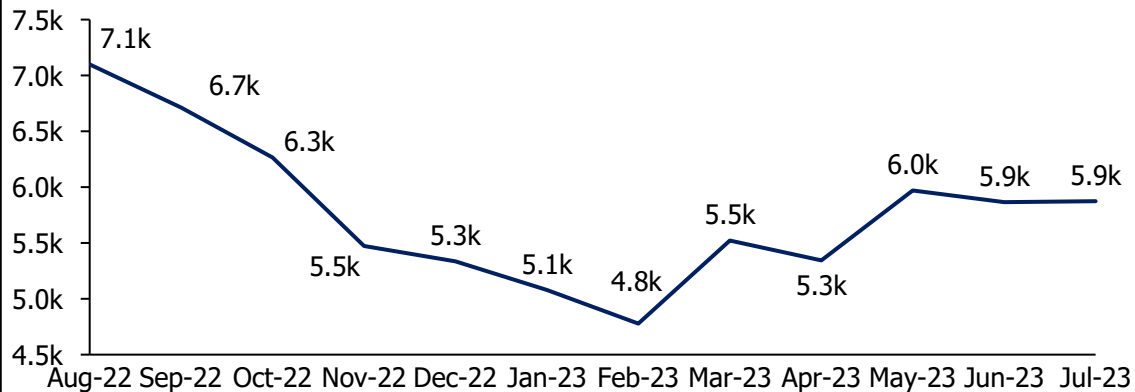


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	99	269	268	638	128
Monday	3	92	294	273	662	132
Tuesday	0	74	234	217	525	131
Wednesday	3	72	197	229	501	125
Thursday	2	73	193	230	498	125
Friday	0	68	205	239	512	128
Saturday	3	113	274	282	672	134
Assignment < 2 min		62%	35%			
Assignment < 4 min		80%	55%			

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

Monthly Call Volume



Top Five Problem Natures

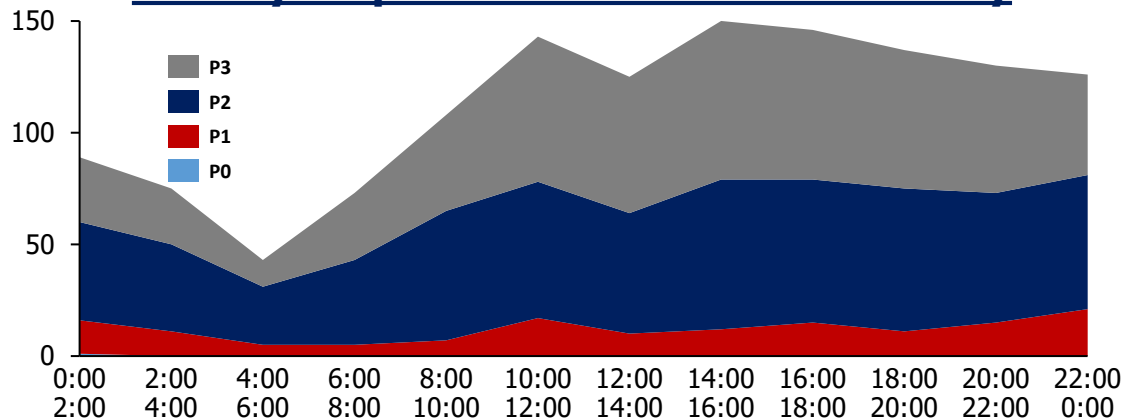




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

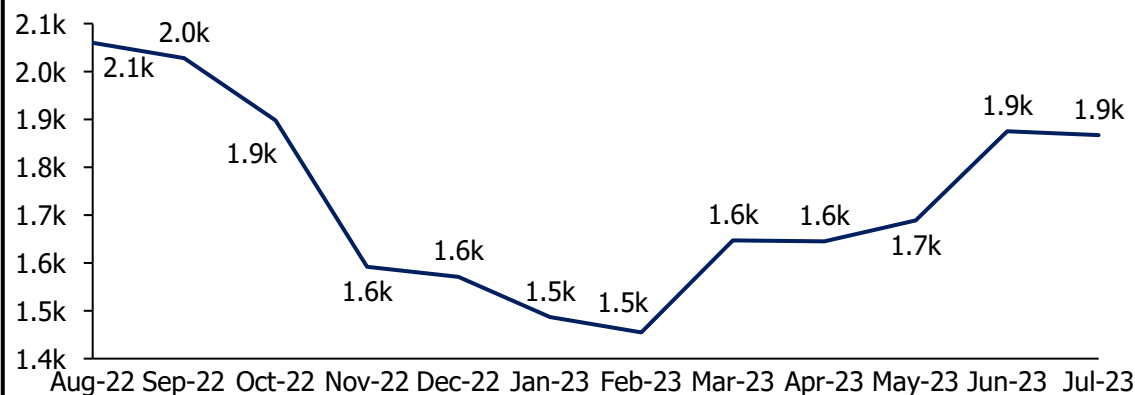


Daily Priority Call Volume and Entry to Assignment

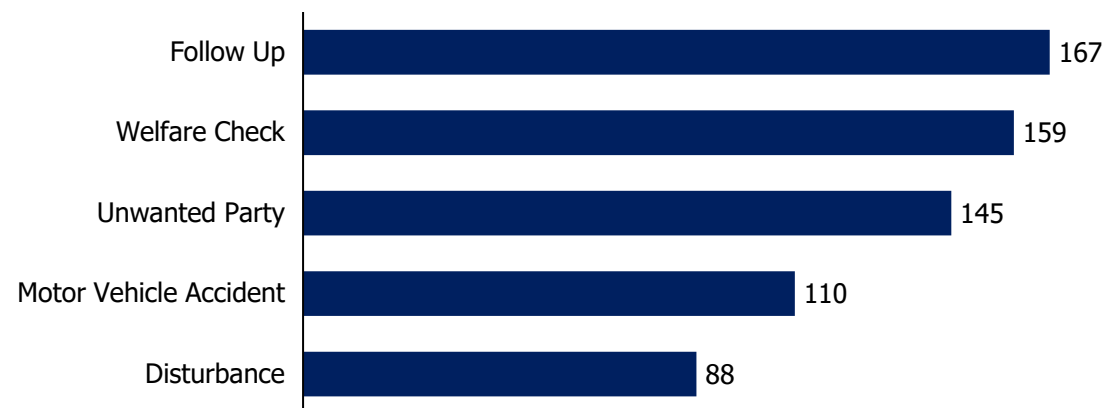
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	26	77	91	194	39
Monday	0	16	108	93	217	43
Tuesday	0	17	86	66	169	42
Wednesday	1	24	86	81	192	48
Thursday	0	17	88	85	190	48
Friday	0	18	85	67	170	43
Saturday	0	26	103	84	213	43
Assignment < 2 min		58%	34%			
Assignment < 4 min		78%	51%			

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

Monthly Call Volume



Top Five Problem Natures

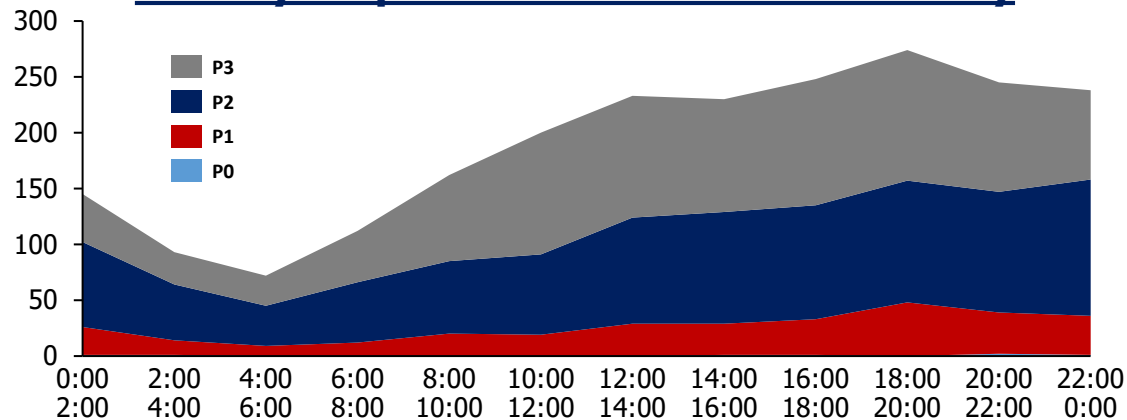




Arvada PD



Priority Dispatched Calls Per Time of Day

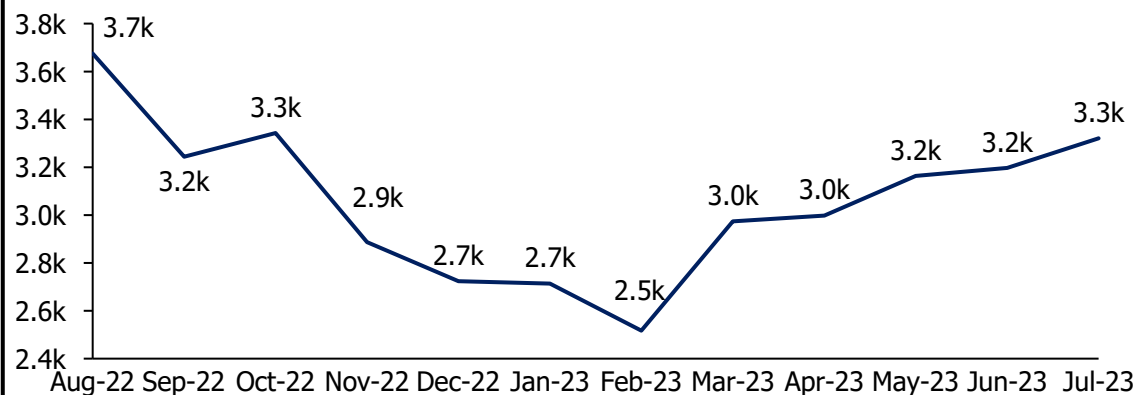


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	57	137	133	329	66
Monday	1	40	150	147	338	68
Tuesday	1	36	143	120	300	75
Wednesday	1	43	124	149	317	79
Thursday	0	37	130	128	295	74
Friday	1	39	132	120	292	73
Saturday	1	55	173	152	381	76
Assignment <2 min		74%	46%			
Assignment <4 min		87%	66%			

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

Monthly Call Volume



Top Five Problem Natures

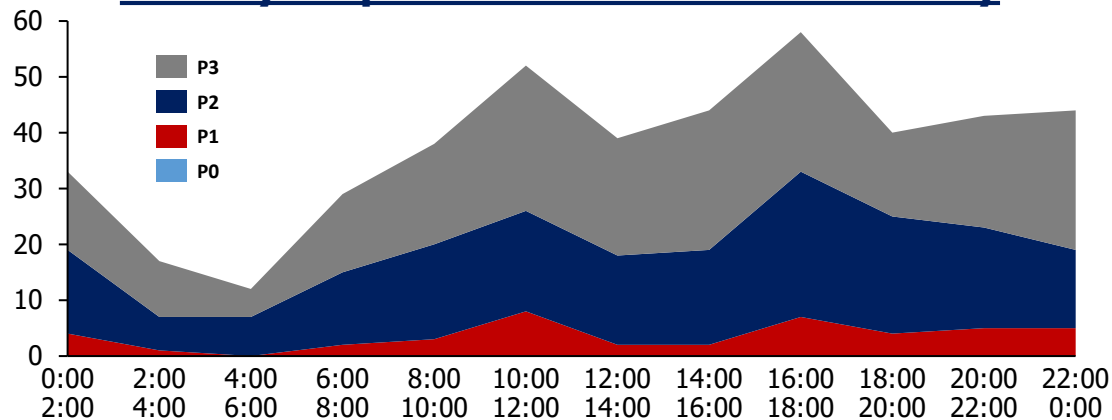




Golden PD



Priority Dispatched Calls Per Time of Day

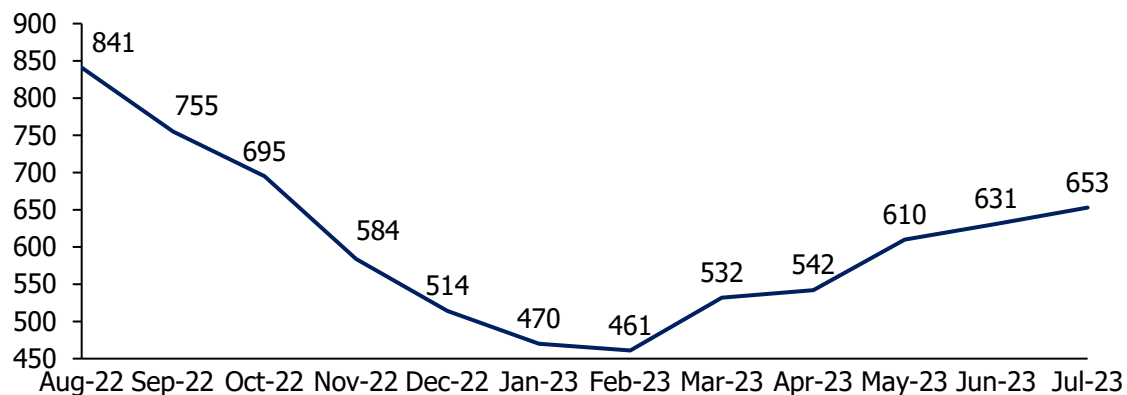


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	9	41	33	83	17
Monday	0	8	22	38	68	14
Tuesday	0	3	30	24	57	14
Wednesday	0	5	19	25	49	12
Thursday	0	6	16	24	46	12
Friday	0	3	29	35	67	17
Saturday	0	9	31	39	79	16
Assignment < 2 min		74%	54%			
Assignment < 4 min		88%	78%			

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

Monthly Call Volume



Top Five Problem Natures

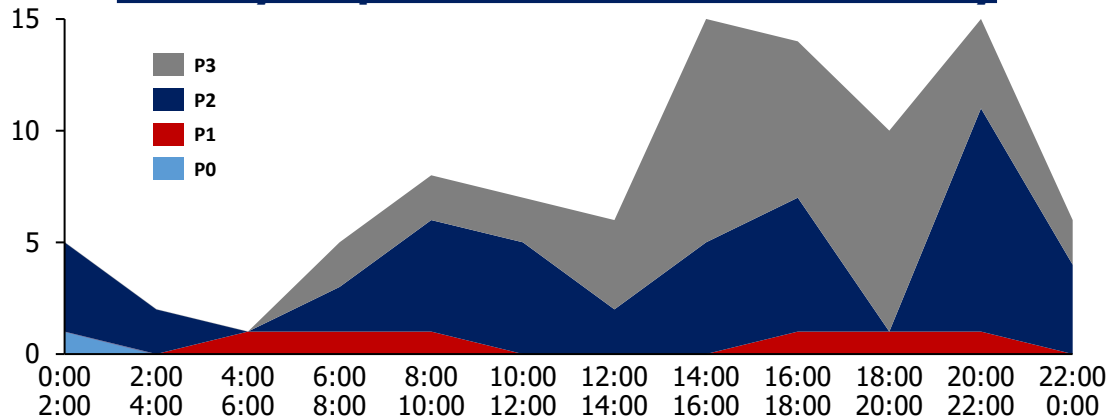




Lakeside PD



Priority Dispatched Calls Per Time of Day

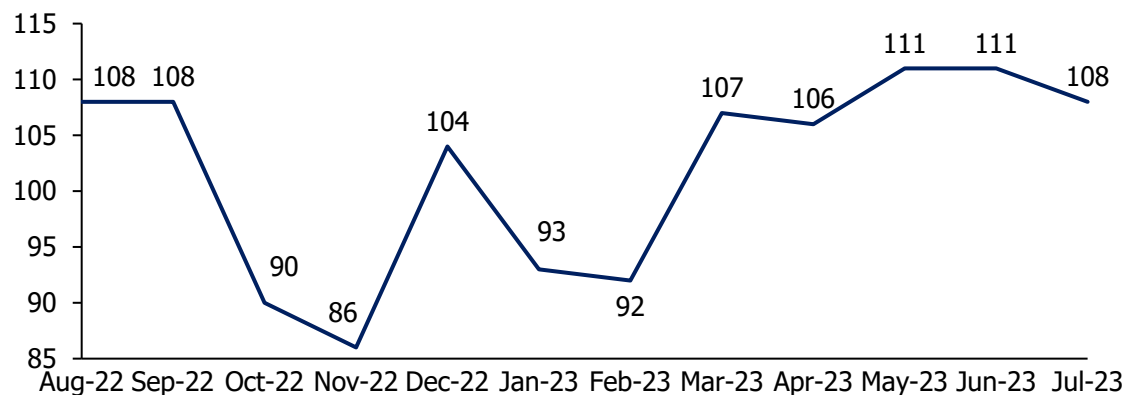


Daily Priority Call Volume and Entry to Assignment

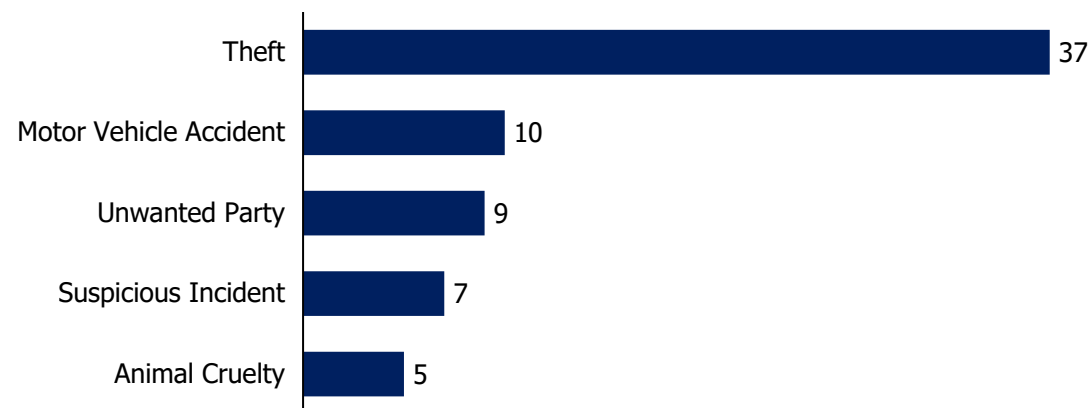
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	7	8	16	3
Monday	0	0	11	7	18	4
Tuesday	0	0	5	9	14	4
Wednesday	1	0	9	6	16	4
Thursday	0	2	3	3	8	2
Friday	0	1	6	3	10	3
Saturday	0	2	4	6	12	2
Assignment <2 min		83%	60%			
Assignment <4 min		100%	84%			

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

Monthly Call Volume



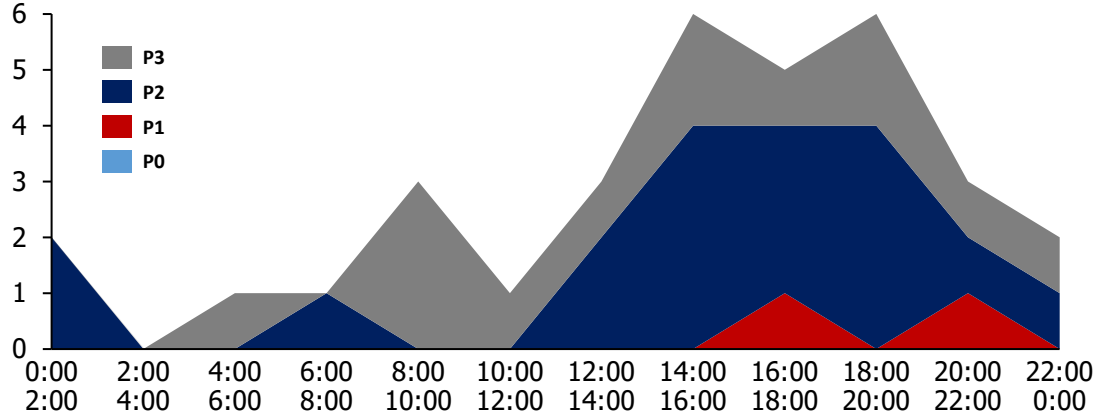
Top Five Problem Natures





Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

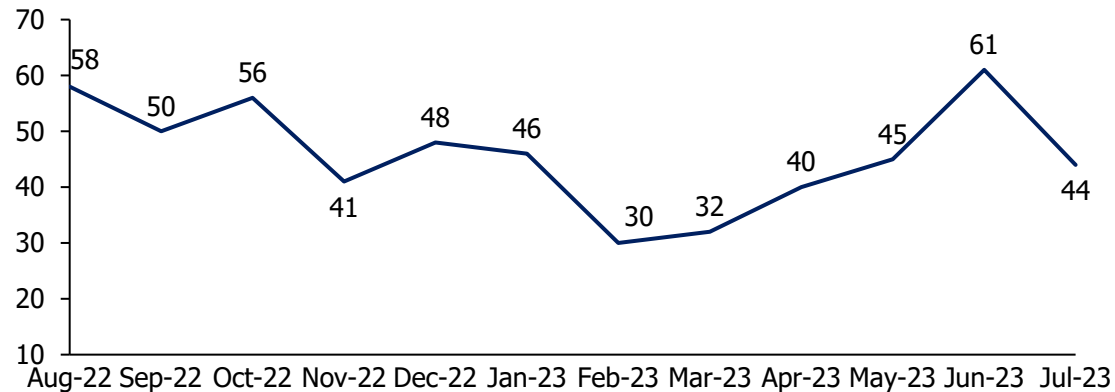


Daily Priority Call Volume and Entry to Assignment

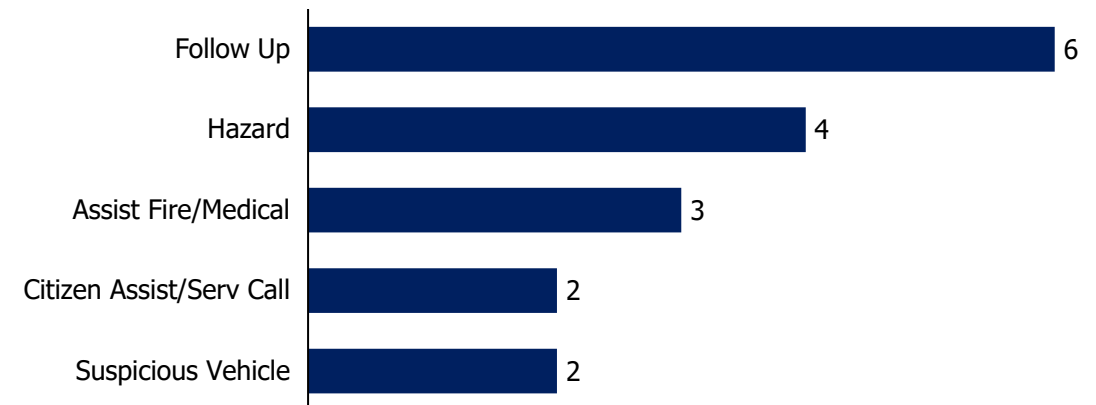
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	4	10	2
Monday	0	0	4	1	5	1
Tuesday	0	1	0	2	3	1
Wednesday	0	0	1	4	5	1
Thursday	0	0	5	1	6	2
Friday	0	0	1	0	1	0
Saturday	0	1	1	1	3	1
Assignment <2 min		100%	56%			
Assignment <4 min		100%	89%			

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

Monthly Call Volume



Top Five Problem Natures

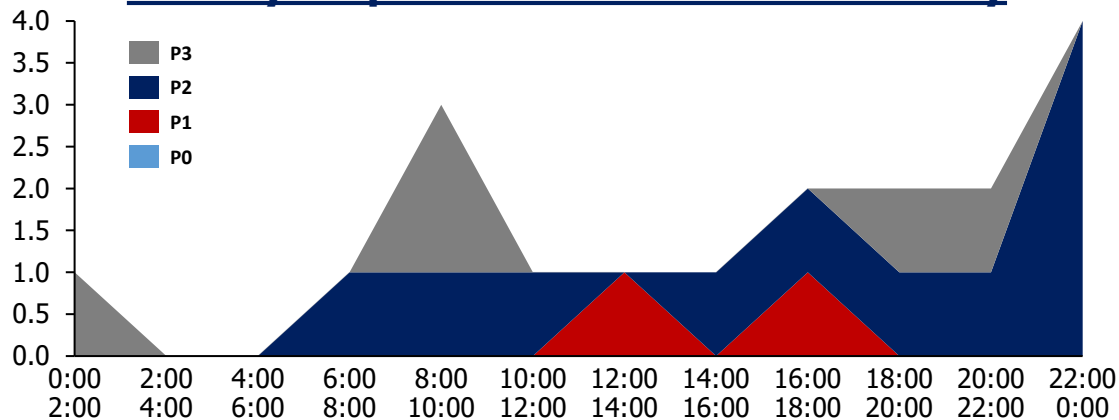




Mountain View PD



Priority Dispatched Calls Per Time of Day

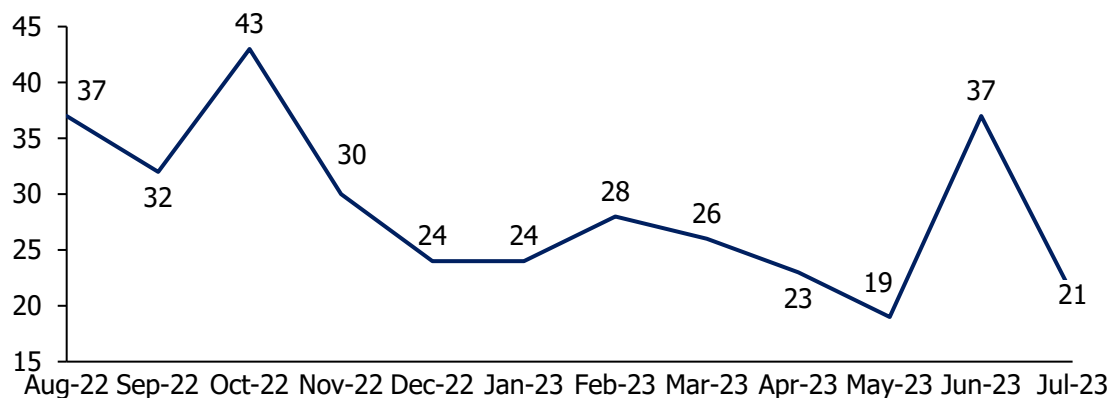


Daily Priority Call Volume and Entry to Assignment

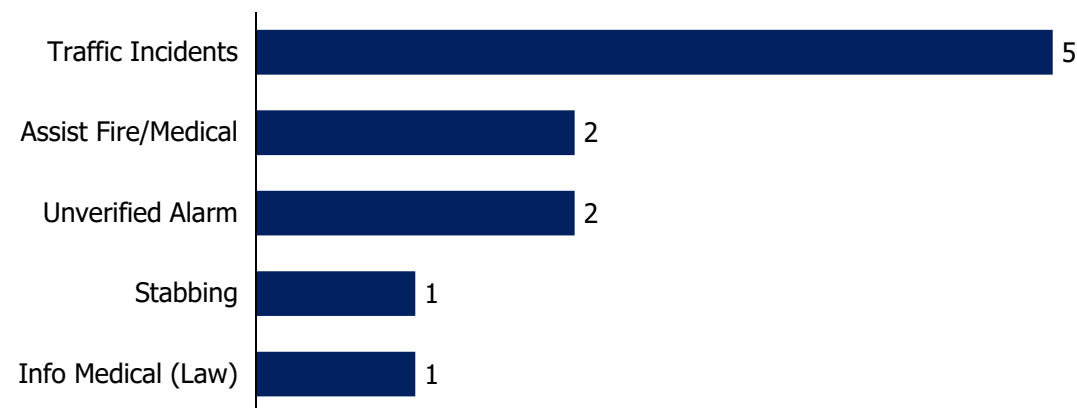
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	2	0	2	0
Tuesday	0	1	0	2	3	1
Wednesday	0	0	1	3	4	1
Thursday	0	1	2	0	3	1
Friday	0	0	3	0	3	1
Saturday	0	0	2	0	2	0
Assignment <2 min		100%	91%			
Assignment <4 min		100%	100%			

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

Monthly Call Volume



Top Five Problem Natures

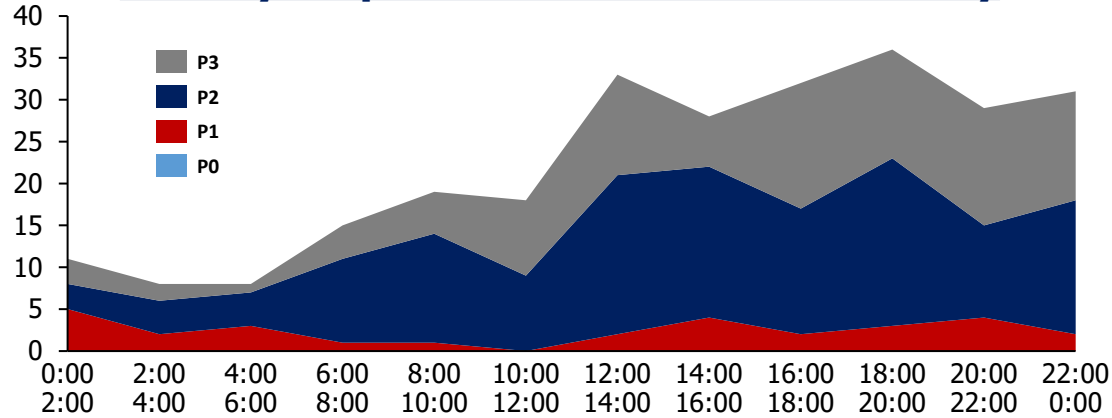




Edgewater PD



Priority Dispatched Calls Per Time of Day

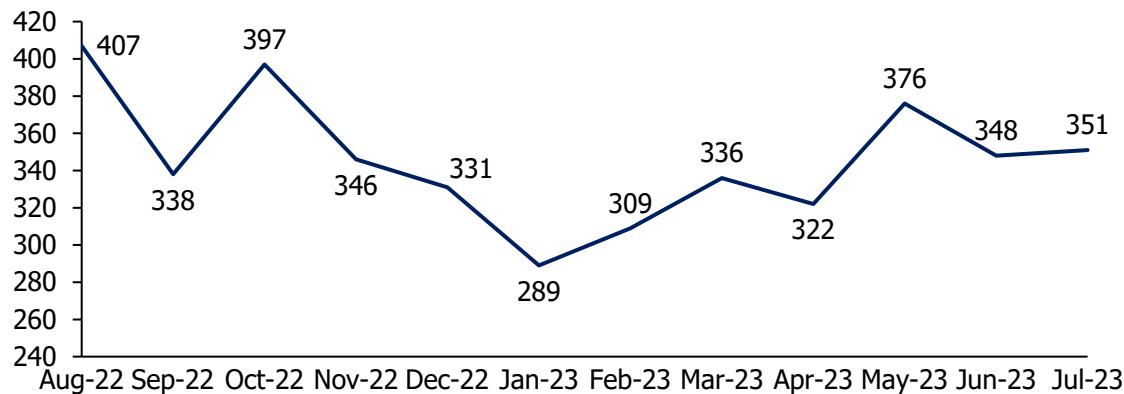


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	5	34	12	51	10
Monday	0	6	22	13	41	8
Tuesday	0	0	10	13	23	6
Wednesday	0	4	20	22	46	12
Thursday	0	4	15	10	29	7
Friday	0	5	19	10	34	9
Saturday	0	5	22	17	44	9
Assignment <2 min		76%	70%			
Assignment <4 min		90%	84%			

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

Monthly Call Volume



Top Five Problem Natures

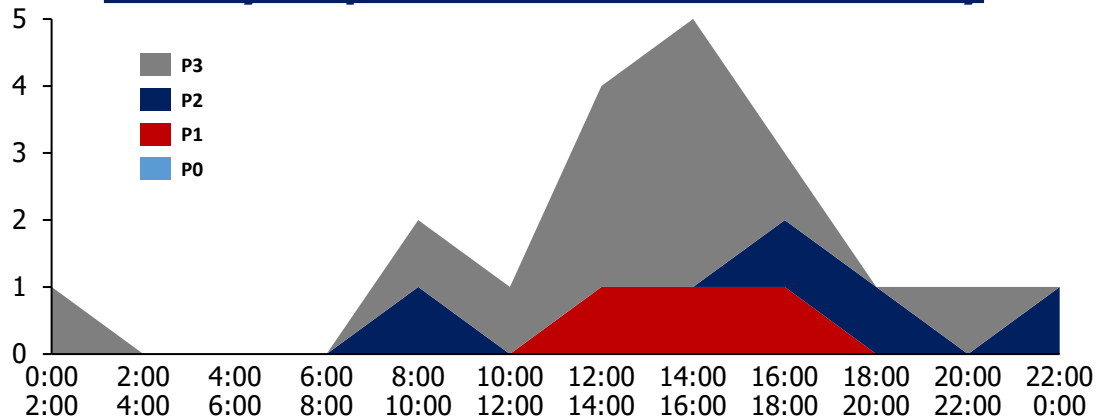




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

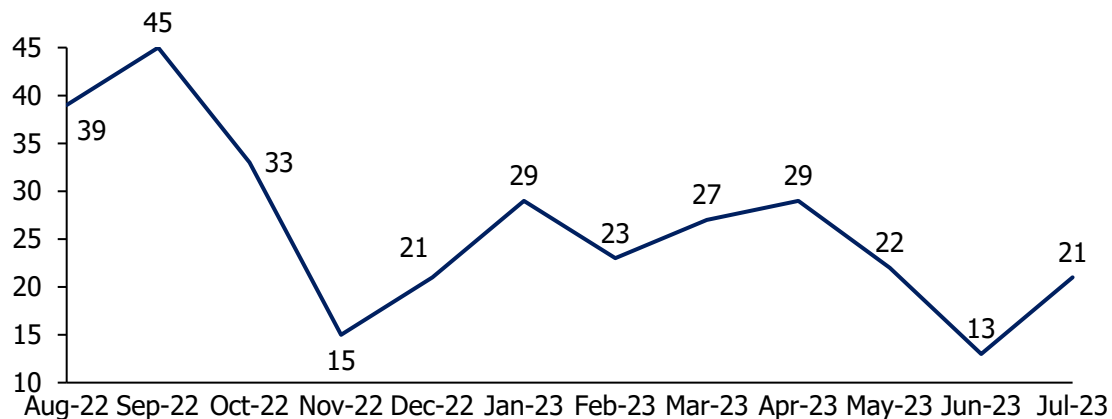


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	1	2	0
Monday	0	0	1	1	2	0
Tuesday	0	1	0	5	6	2
Wednesday	0	0	0	2	2	1
Thursday	0	2	1	3	6	2
Friday	0	0	1	0	1	0
Saturday	0	0	0	0	0	0
Assignment <2 min		67%	75%			
Assignment <4 min		67%	100%			

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

Monthly Call Volume



Top Five Problem Natures

