



Jefferson County Communications Center Authority  
JEFFCOM911

August 2023  
Monthly Report



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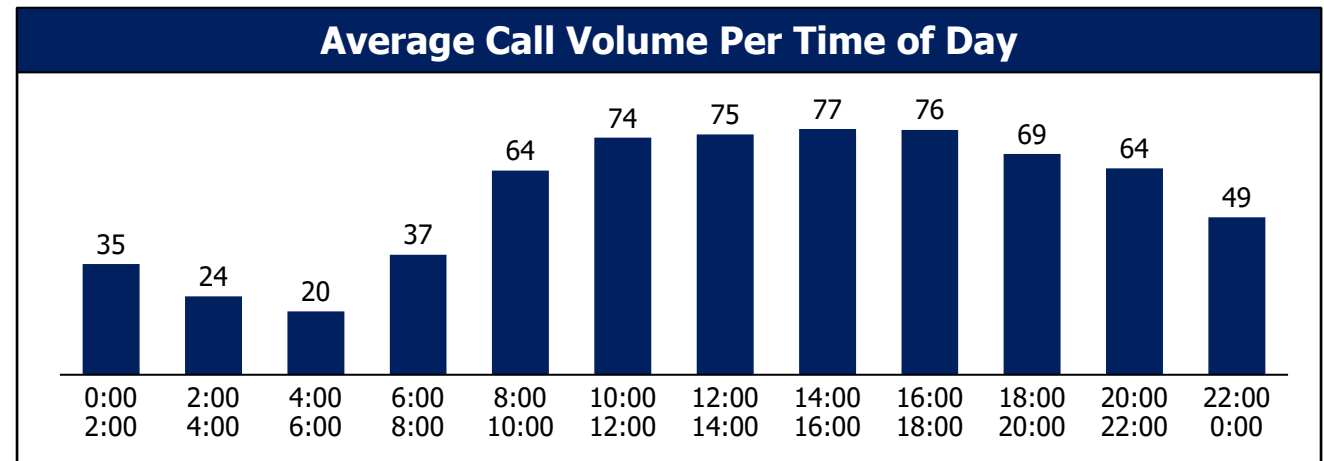


# Law Stats

Calls Received, Processed, and Dispatched





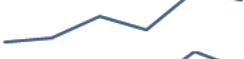








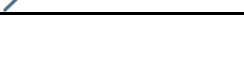


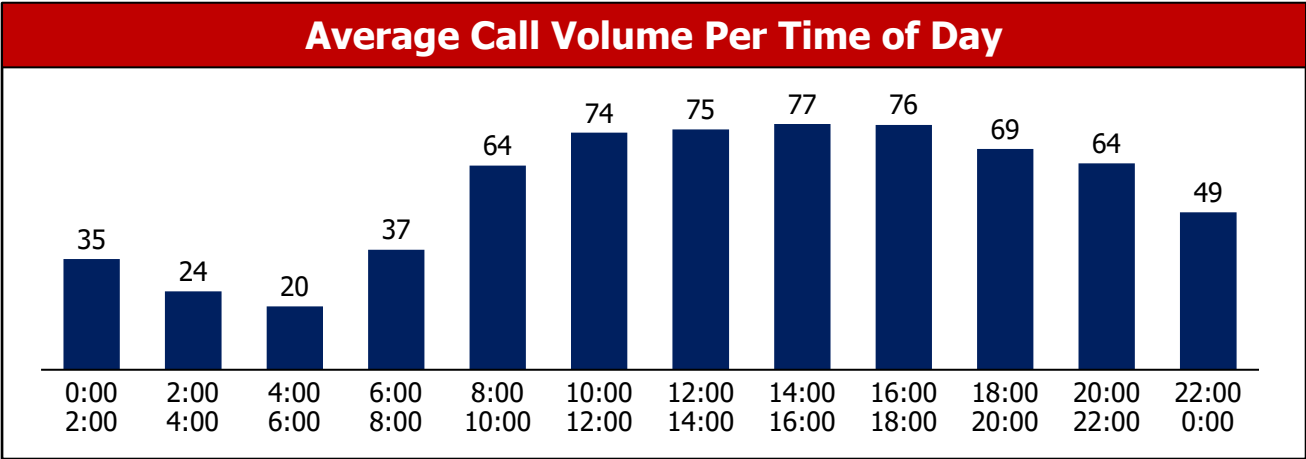
Agency	August Calls	% Total	6 Month Trend
Lakewood PD	5,668	27.5%	
Arvada PD	3,184	15.5%	
Jeffco Sheriff	3,056	14.8%	
Wheat Ridge PD	1,753	8.5%	
Golden PD	665	3.2%	
Edgewater PD	362	1.8%	
Lakeside PD	170	0.8%	
Morrison PD	64	0.3%	
CSM PD	32	0.2%	
Mountain View PD	21	0.1%	
<b>Total</b>	<b>14,975</b>	<b>72.7%</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	193	608	571	96	225	117	1,813	13.4%
Monday	4	188	578	578	153	380	146	2,027	15.0%
Tuesday	3	221	727	732	188	407	165	2,443	14.5%
Wednesday	1	205	703	773	175	474	142	2,473	14.7%
Thursday	0	215	762	708	167	434	155	2,441	14.5%
Friday	2	171	571	550	111	359	115	1,879	13.9%
Saturday	1	197	627	568	114	251	141	1,899	14.1%
Total	14	1,390	4,576	4,480	1,004	2,530	981	14,975	

Agency	August Calls	% of Total	6 Month Trend
West Metro Fire	3,312	16.1%	
Arvada Fire	1,415	6.9%	
Golden Fire	266	1.3%	
Evergreen Fire	204	1.0%	
Elk Creek Fire	91	0.4%	
Highland Rescue	67	0.3%	
Pleasant View Fire	61	0.3%	
Fairmount Fire	58	0.3%	
Foothills Fire	50	0.2%	
Inter Canyon Fire	39	0.2%	
Indian Hills Fire	17	0.1%	
Genesee Fire	13	0.1%	
North Fork Fire	10	0.0%	
Golden Gate Fire	7	0.0%	
Total	5,610	27.3%	



### Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Monday	18	392	286	13	1	2	712	14.1%
Tuesday	18	428	292	12	0	1	751	14.8%
Wednesday	11	564	327	6	0	2	910	14.4%
Thursday	15	553	325	8	0	4	905	14.3%
Friday	20	552	320	5	0	6	903	14.3%
Saturday	11	417	303	12	1	3	747	14.7%
Sunday	9	402	264	7	0	0	682	13.5%
Total	102	3,308	2,117	63	2	18	5,610	

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



# Service Level Agreement

## Call Processing



Process	SLA	Result	Target
Call Answering and Processing	90% of 911 calls answered within 15 seconds	90.1%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	97.1%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	35.5%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	80.8%	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	12.1%	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%	94.1%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	89.7%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	94.4%	Target average of 95% with a minimum of 80%

Analysis
<b>Root Cause: Call Answering</b> 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).
<b>Remediation: Call Answering</b> Jeffcom achieved the 15 second 911 answering target again in August. A new academy started at the end of August, with seven new Emergency Communications Specialists and two new Communications Specialists now undergoing training.
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.
<b>Root Cause: Call Processing Time</b> 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.
<b>Remediation: Call Processing Time</b> 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 02:13 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.

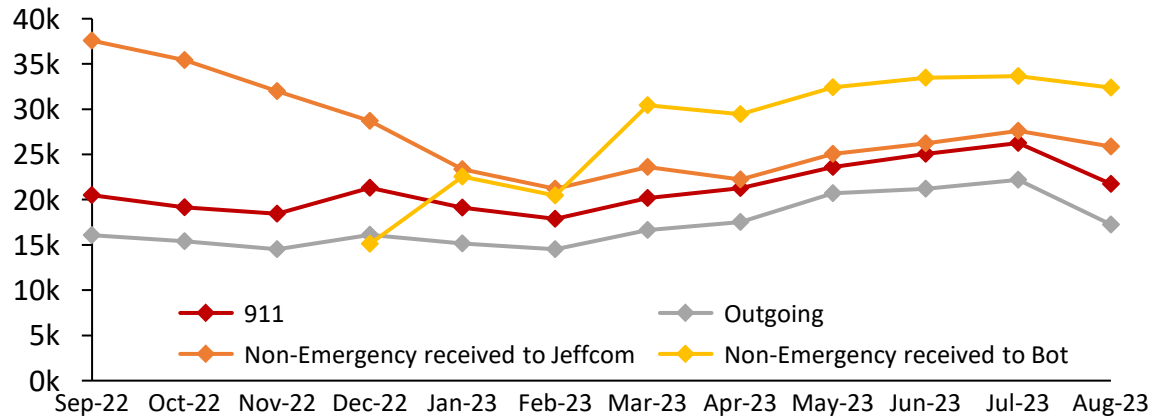
Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
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.	705/705 DA Discovery Requests 276/276 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	153/155 External Requests
	If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6).	100%		1 denied by JCSO for pending investigation, 1 pending investigation from APD, 1 pending payment, 1 pending follow up information from requester, 1 pending name history, 2 pending address history



# Service Level Agreement and Volume Trends



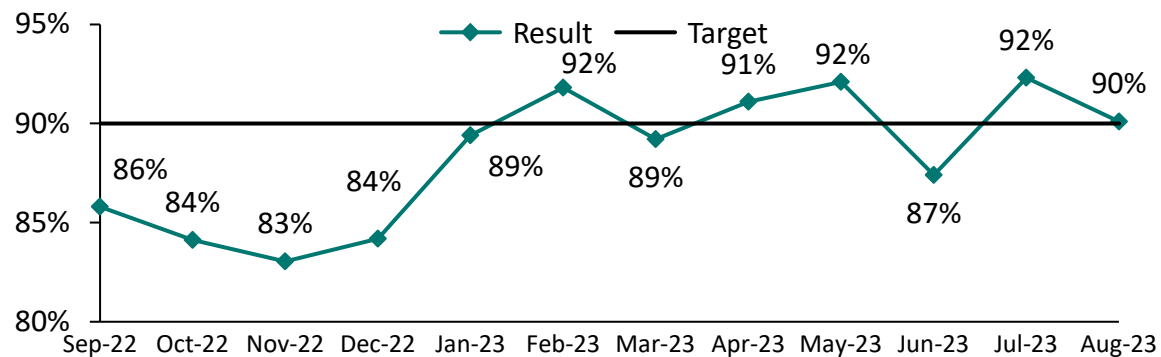
## Call Volumes



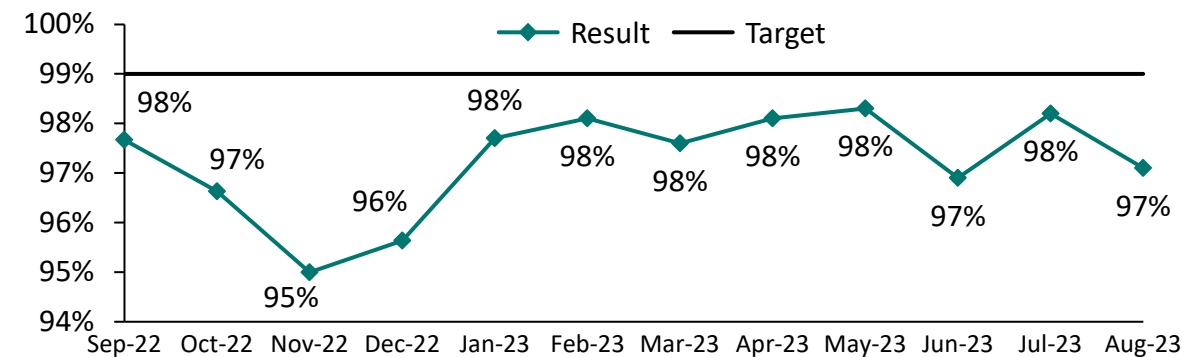
## Trend Table

Average Daily Calls	Aug-23	Jul-23	Aug-11	Δ Last Month (per day)	Δ Last Year (per day)
Outgoing	556	716	544	↓ -22%	↑ 2%
Incoming - Admin to Bot	1,044	1,086	0	↓ -4%	
Incoming - Admin to Jeffcom	834	891	1,276	↓ -6%	↓ -35%
Incoming - 911	701	847	681	↓ -17%	↑ 3%
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





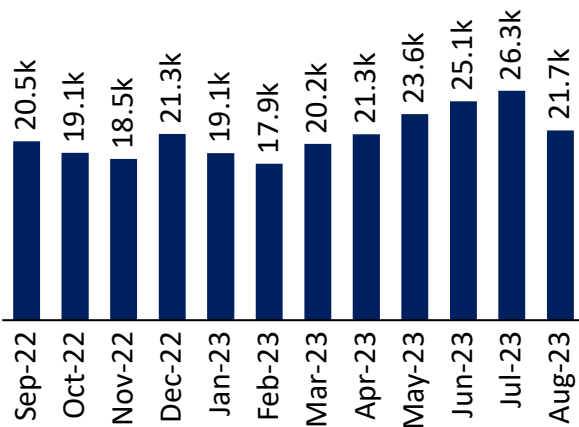
# Call Volume/Agency Specific Inquiries

JEFFCOM

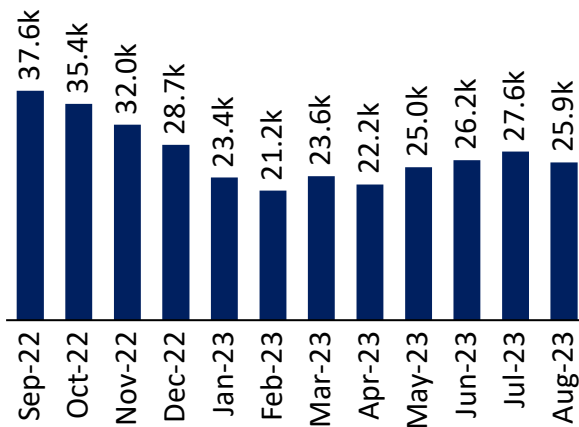


## 12 Month Trends

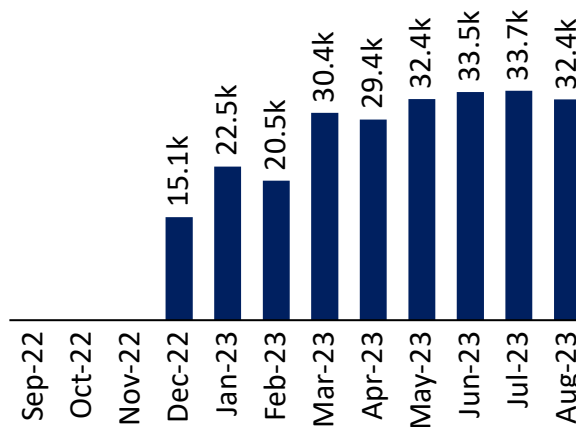
### Emergency Calls



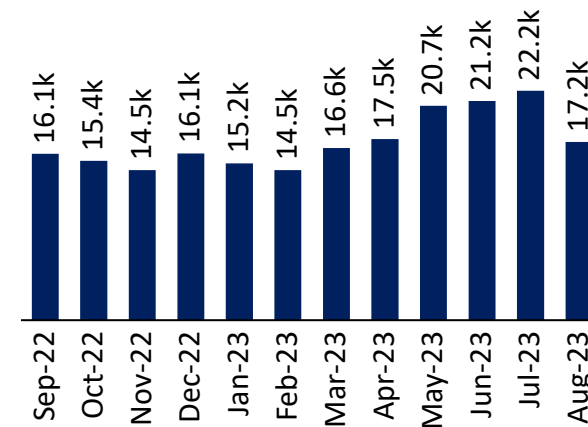
### Administrative Calls Received to Jeffcom



### Administrative Calls Received to Bot



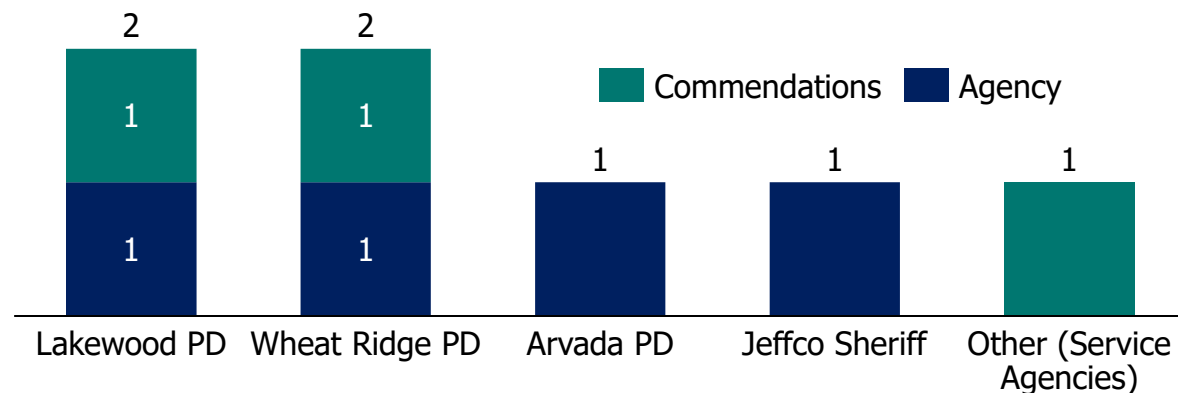
### Outgoing Calls



## Call Volume

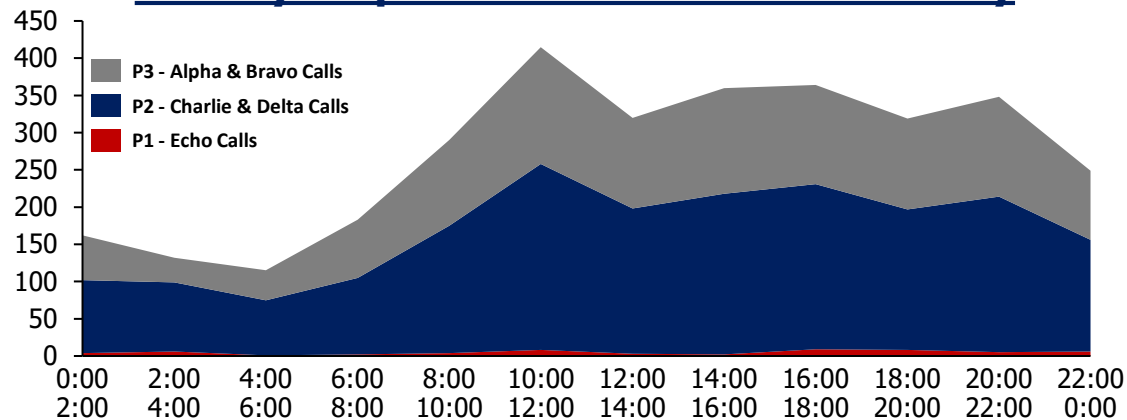
Line	Calls	Notes
Outgoing	17,242	22% Decrease from July
Incoming - <b>Admin</b> to Bot	32,359	4% Decrease from July
Incoming - <b>Admin</b> to Jeffcom	25,851	17% Decrease from July
Incoming - <b>911</b>	21,716	6% Decrease from July
<b>Total Incoming to Jeffcom</b>	<b>47,567</b>	<b>12% Decrease from July</b>

## August Inquiries





## Priority Dispatched Calls Per Time of Day

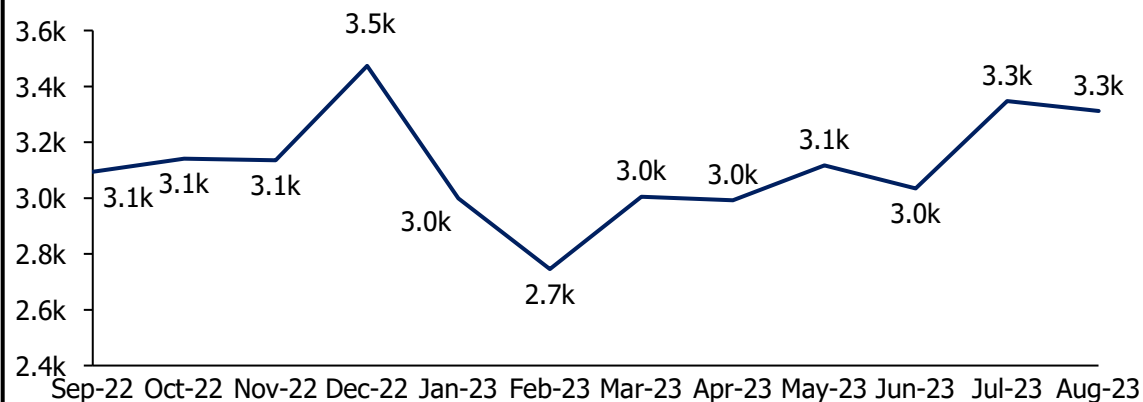


## Daily Priority Call Volume and Entry to Assignment

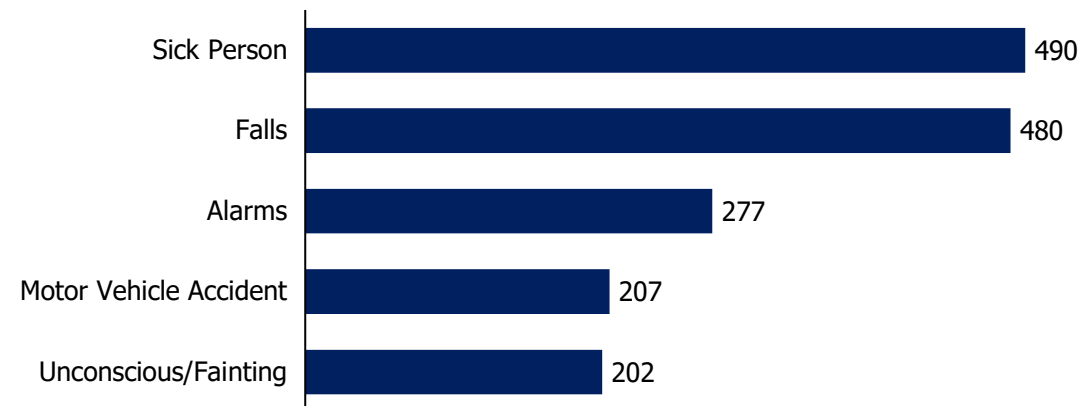
Day of Week	P1	P2	P3	Total	Average
Sunday	8	235	166	409	102
Monday	13	265	166	444	111
Tuesday	7	312	188	507	101
Wednesday	10	318	192	520	104
Thursday	10	342	185	537	107
Friday	5	244	175	424	106
Saturday	5	254	157	416	104
<b>Assignment &lt;1 min</b>	<b>100%</b>	<b>96%</b>			

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

## Monthly Call Volume



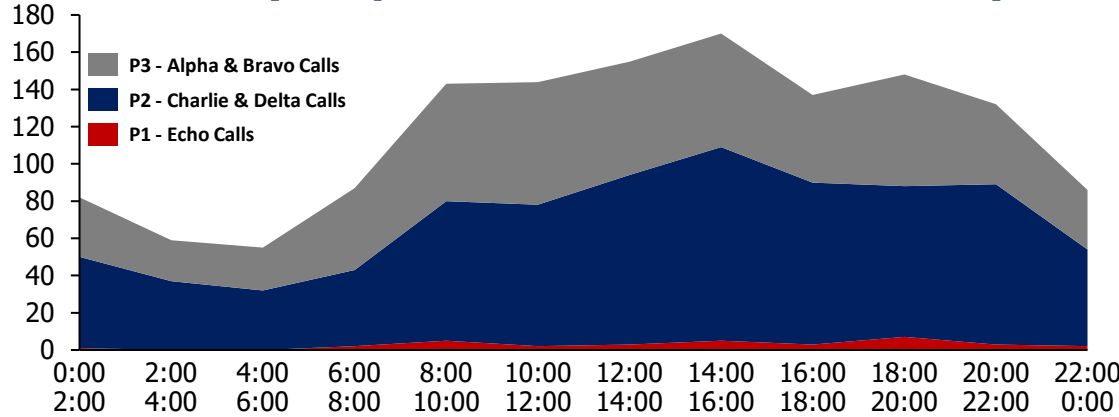
## Top Five Problem Natures





# Arvada Fire

## Priority Dispatched Calls Per Time of Day



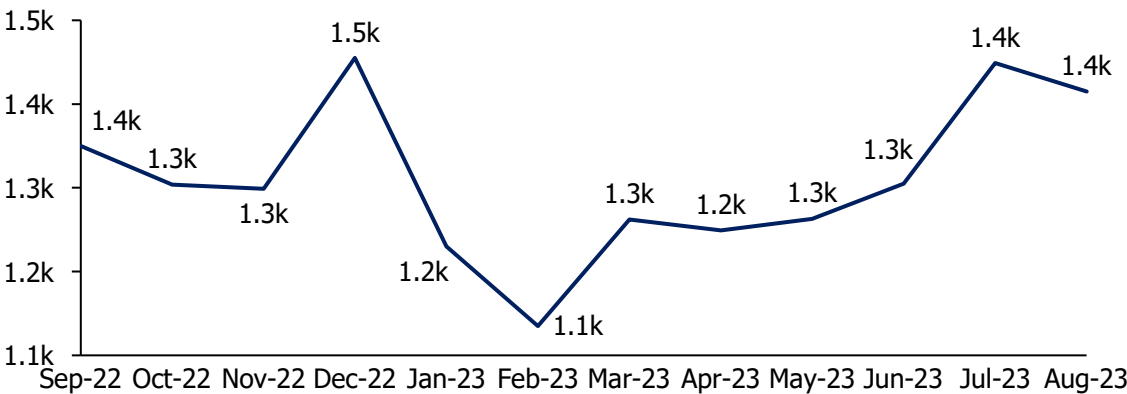
## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	7	98	71	176	44
Monday	3	86	80	169	42
Tuesday	4	167	89	260	52
Wednesday	3	143	95	241	48
Thursday	8	124	75	207	41
Friday	5	104	85	194	49
Saturday	3	89	59	151	38

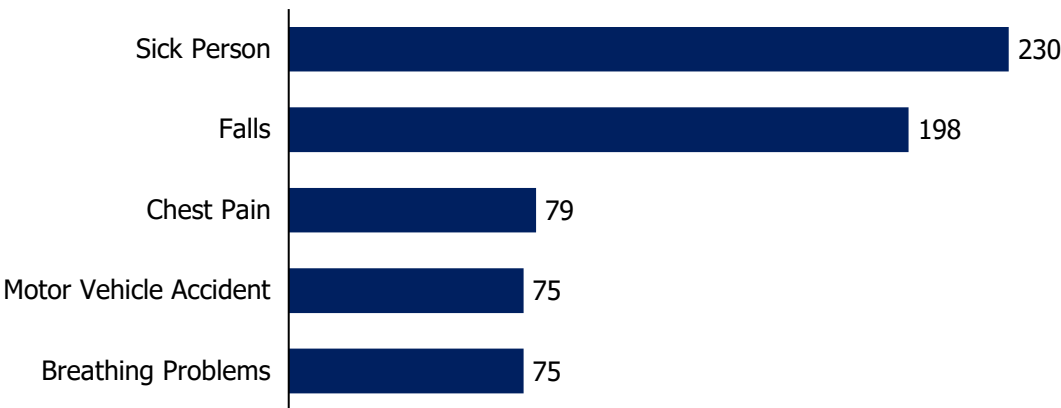
**Assignment <1 min** 97% 95%

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

## Monthly Call Volume



## Top Five Problem Natures

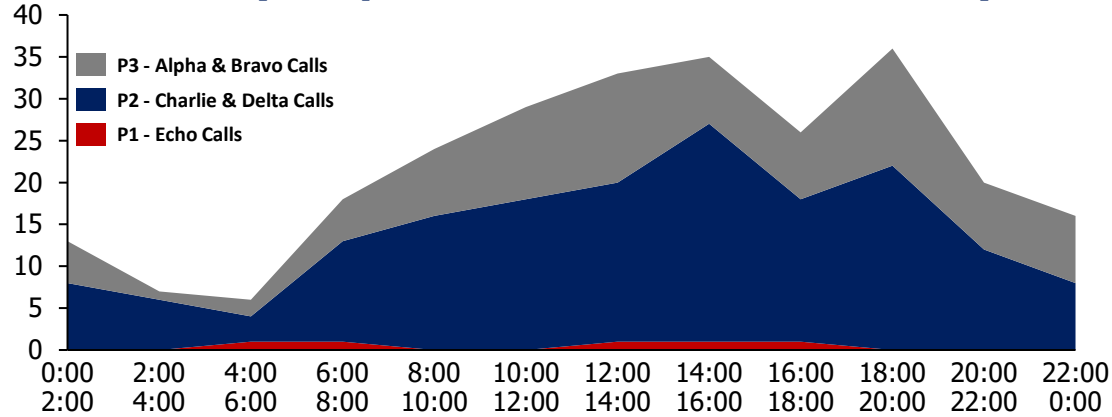




# Golden Fire



## Priority Dispatched Calls Per Time of Day

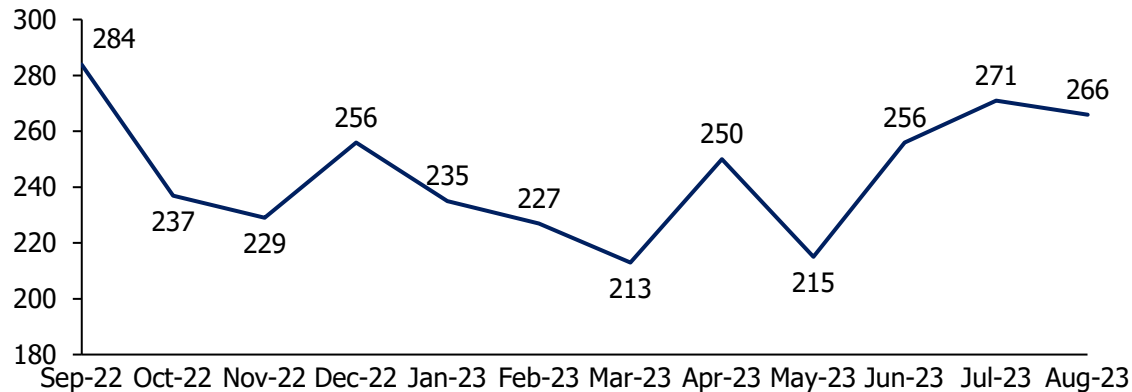


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	1	20	8	29	7
Monday	1	33	13	47	12
Tuesday	0	27	15	42	8
Wednesday	0	23	12	35	7
Thursday	2	23	15	40	8
Friday	0	21	7	28	7
Saturday	1	20	21	42	11
Assignment <1 min	80%	85%			

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

## Monthly Call Volume



## Top Five Problem Natures

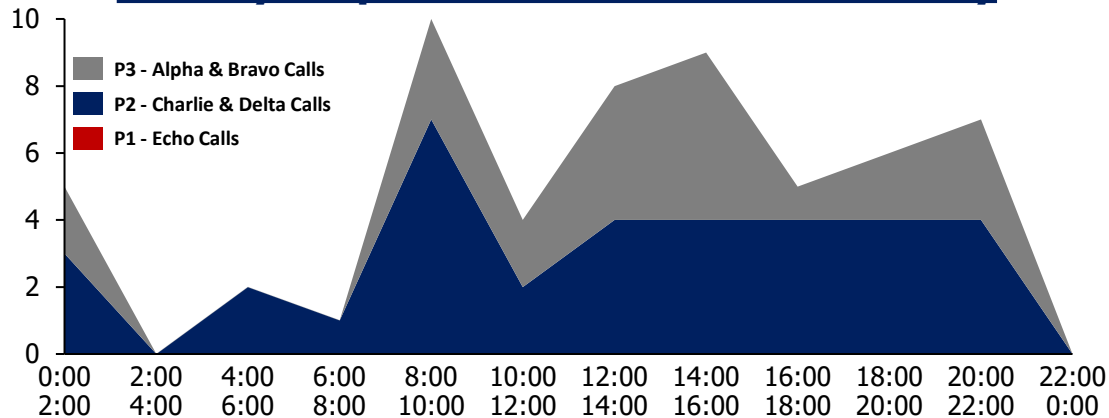




# Fairmount Fire



## Priority Dispatched Calls Per Time of Day

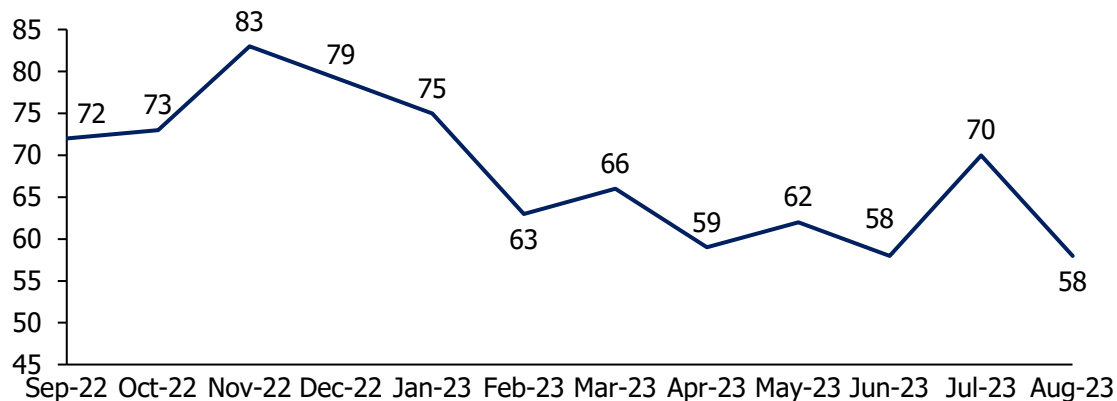


## Daily Priority Call Volume and Entry to Assignment

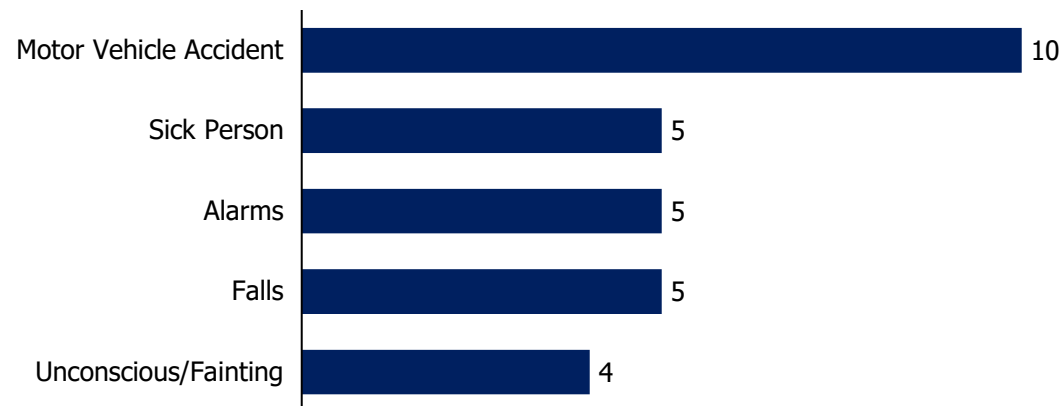
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	1
Monday	0	3	2	5	1
Tuesday	0	4	3	7	1
Wednesday	0	9	2	11	2
Thursday	0	8	9	17	3
Friday	0	8	4	12	3
Saturday	0	2	1	3	1
Assignment <1 min	N/A	86%			

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

## Monthly Call Volume



## Top Five Problem Natures

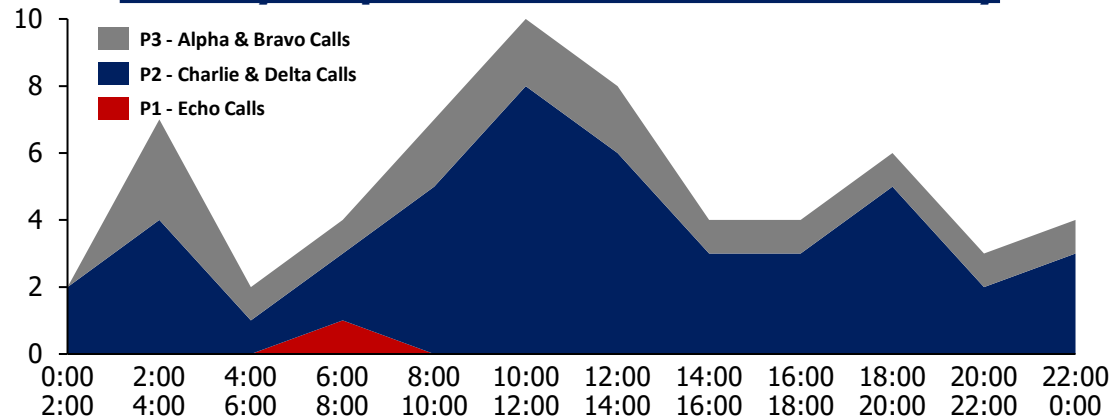




# Pleasant View Fire



## Priority Dispatched Calls Per Time of Day

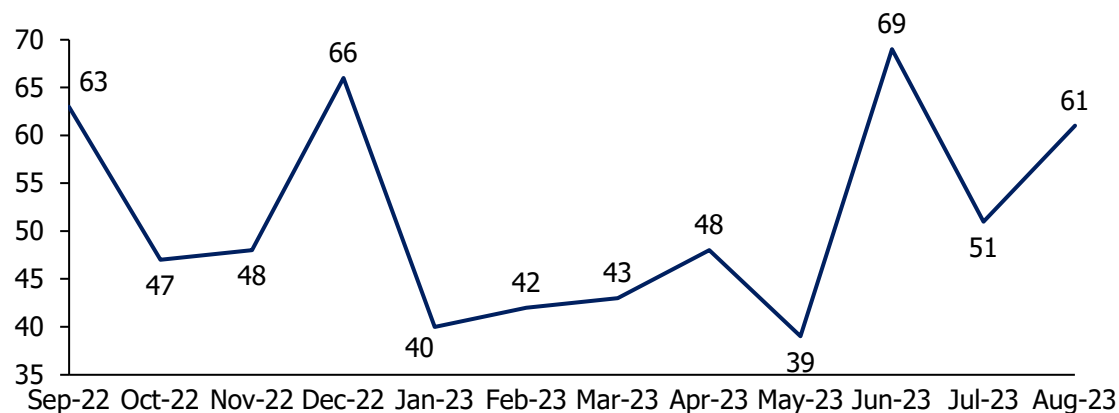


## Daily Priority Call Volume and Entry to Assignment

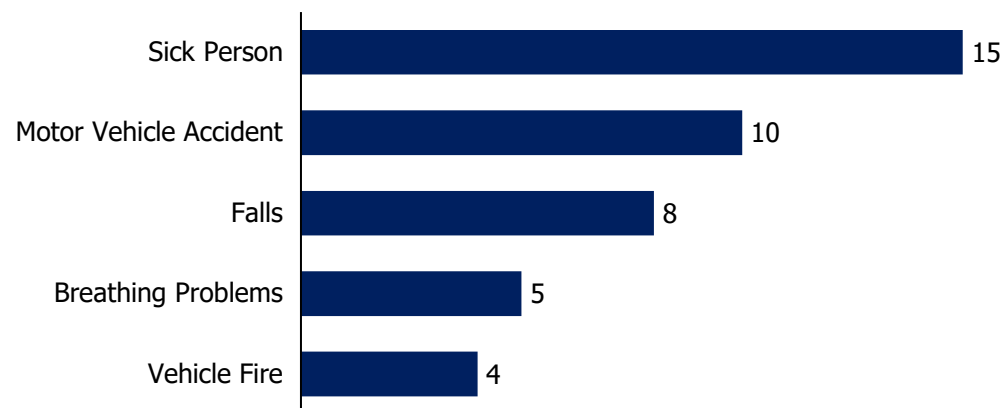
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	2	7	2
Monday	0	0	4	4	1
Tuesday	0	11	3	14	3
Wednesday	0	10	3	13	3
Thursday	0	9	2	11	2
Friday	1	4	1	6	2
Saturday	0	5	1	6	2
Assignment <1 min	100%	86%			

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

## Monthly Call Volume



## Top Five Problem Natures

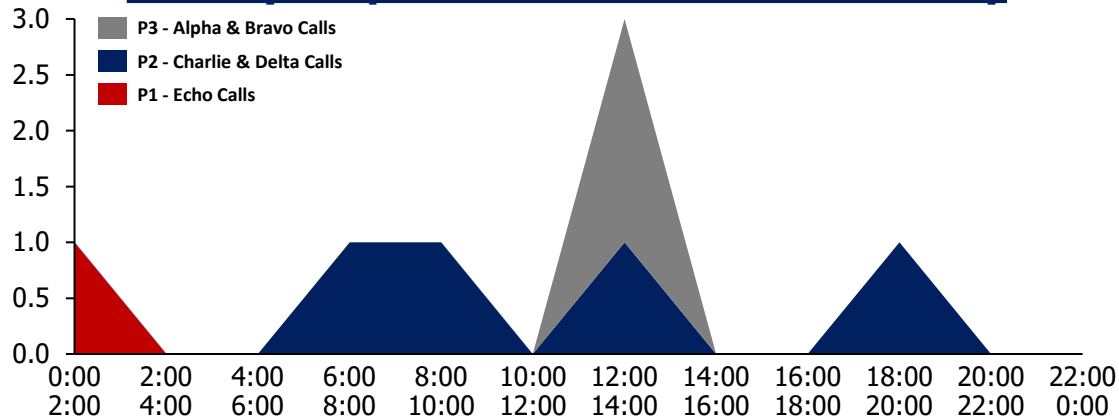




# Golden Gate Fire



## Priority Dispatched Calls Per Time of Day

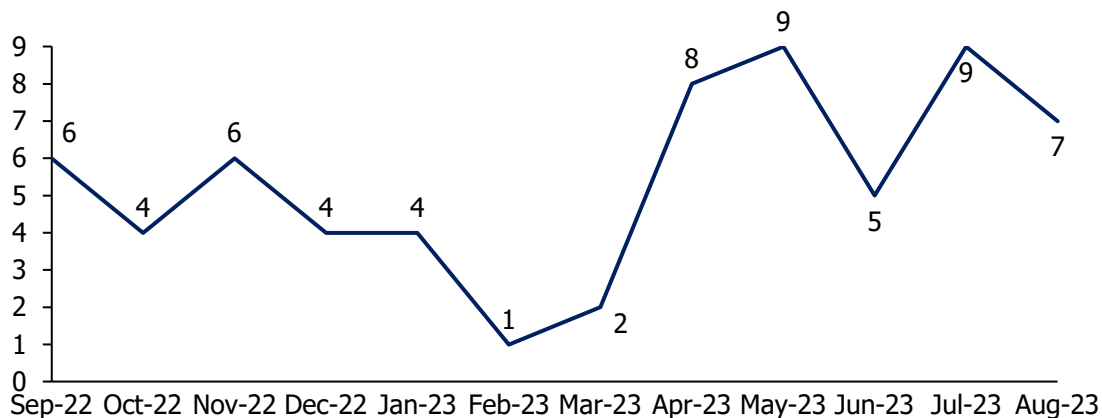


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	0	1	1	0
Monday	1	1	0	2	1
Tuesday	0	2	0	2	0
Wednesday	0	0	1	1	0
Thursday	0	1	0	1	0
Friday	1	4	2	7	2
Saturday	0	0	0	0	0
Assignment <1 min	100%	75%			

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

## Monthly Call Volume



## Problem Natures

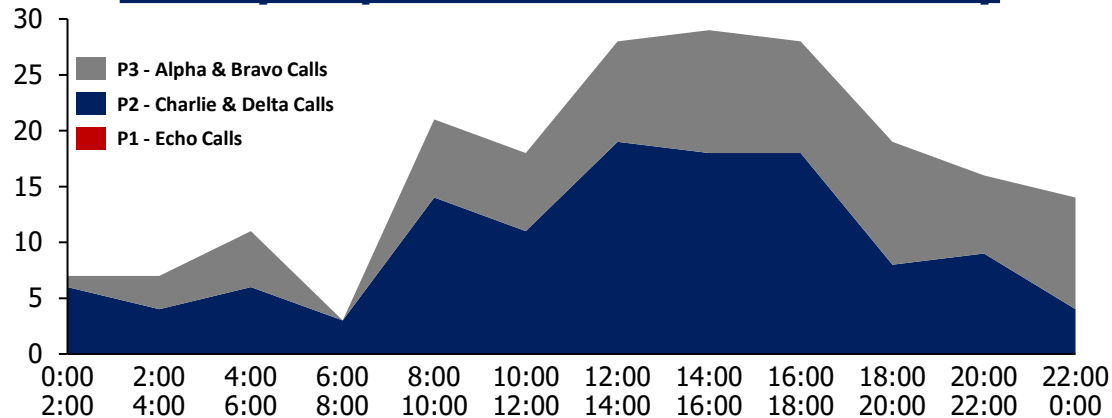




# Evergreen Fire



## Priority Dispatched Calls Per Time of Day

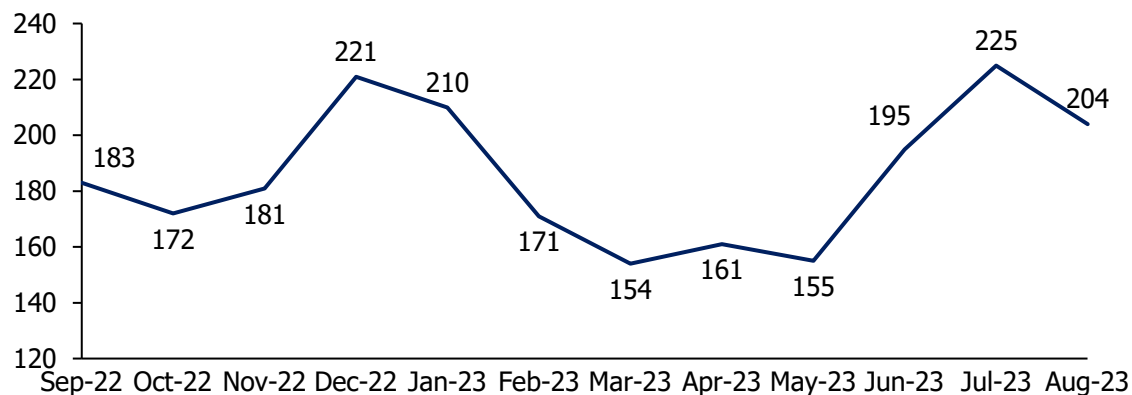


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	13	12	25	6
Monday	0	17	12	29	7
Tuesday	0	29	9	38	8
Wednesday	0	19	11	30	6
Thursday	0	21	9	30	6
Friday	0	8	15	23	6
Saturday	0	13	13	26	7
Assignment <1 min	N/A	85%			

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

## Monthly Call Volume



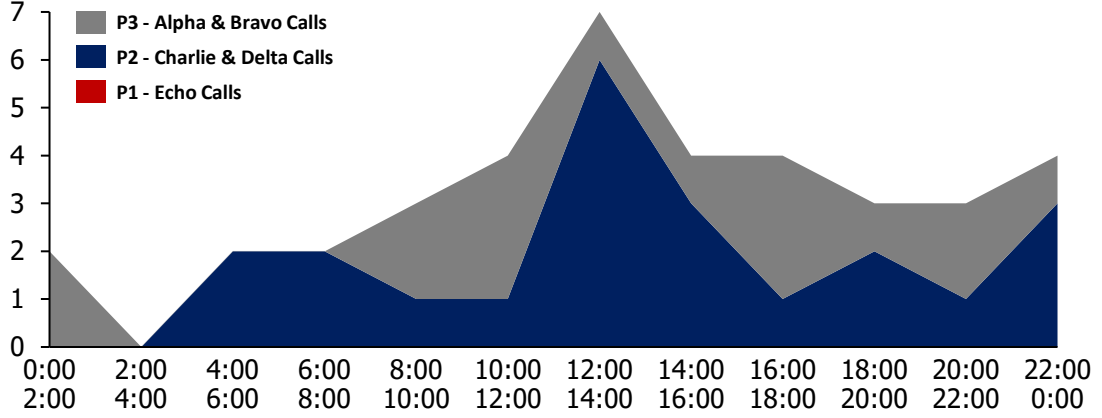
## Top Five Problem Natures





# Inter-Canyon Fire

## Priority Dispatched Calls Per Time of Day

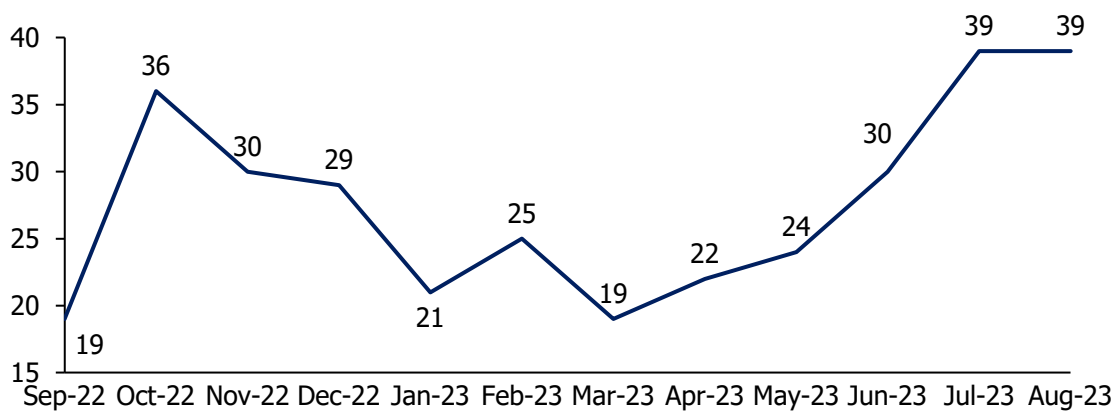


## Daily Priority Call Volume and Entry to Assignment

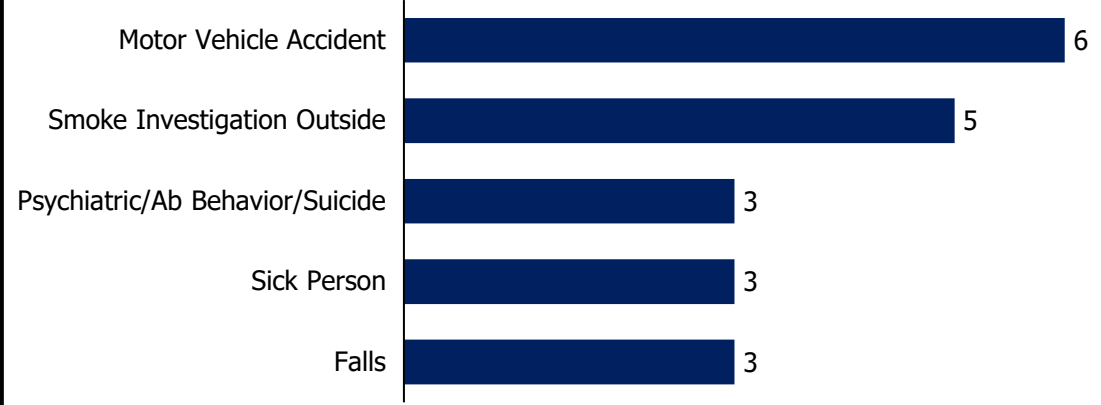
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	5	6	2
Monday	0	2	3	5	1
Tuesday	0	2	2	4	1
Wednesday	0	6	0	6	1
Thursday	0	5	1	6	1
Friday	0	4	1	5	1
Saturday	0	2	4	6	2
Assignment <1 min	N/A	73%			

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

## Monthly Call Volume



## Top Five Problem Natures



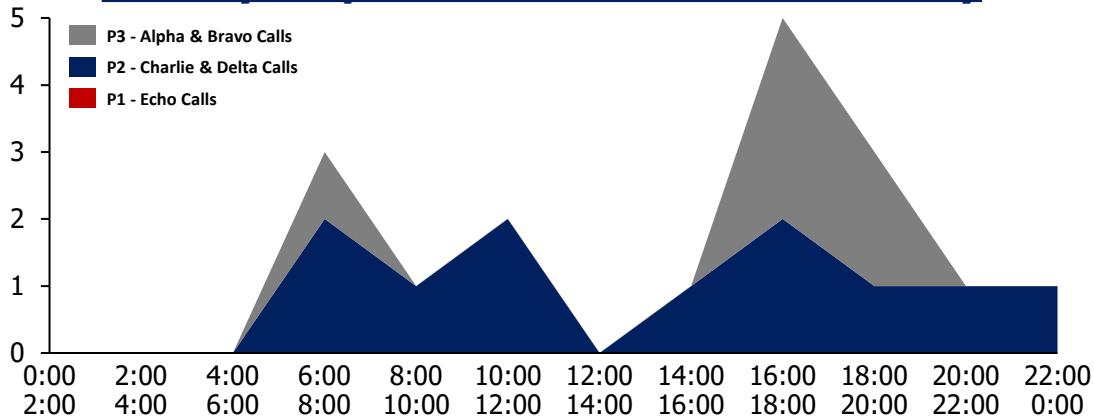




# Indian Hills Fire



## Priority Dispatched Calls Per Time of Day



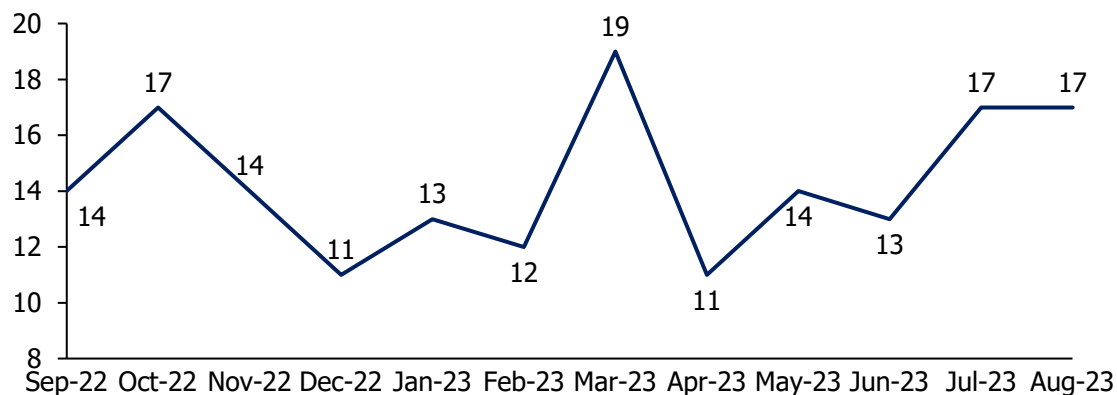
## Daily Priority Call Volume and Entry to Assignment

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

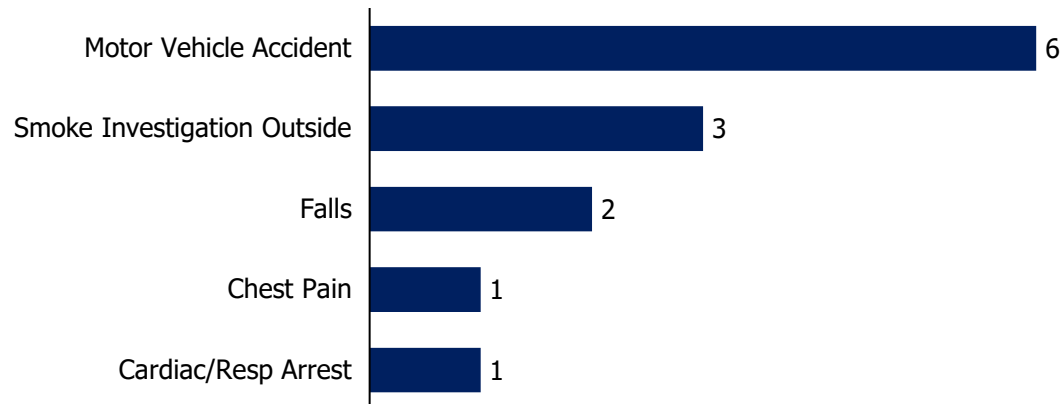
**Assignment <1 min** N/A 64%

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

## Monthly Call Volume



## Top Five Problem Natures

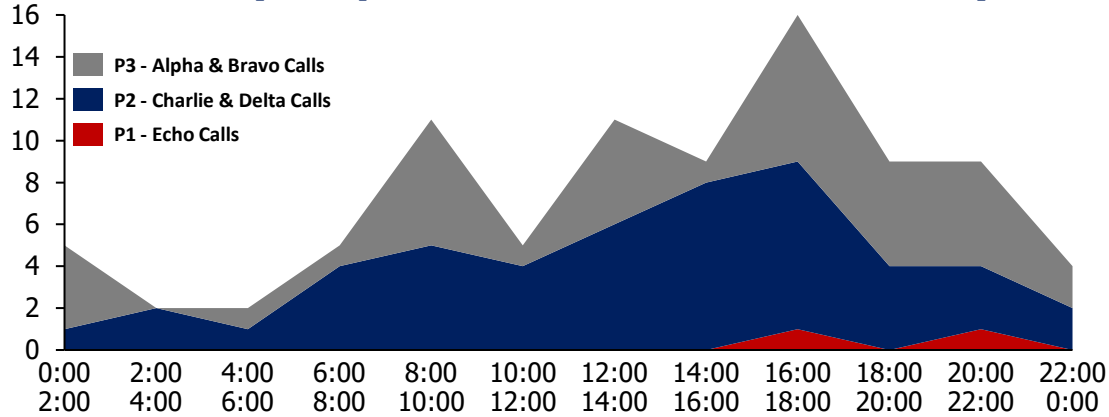




# Elk Creek Fire



## Priority Dispatched Calls Per Time of Day

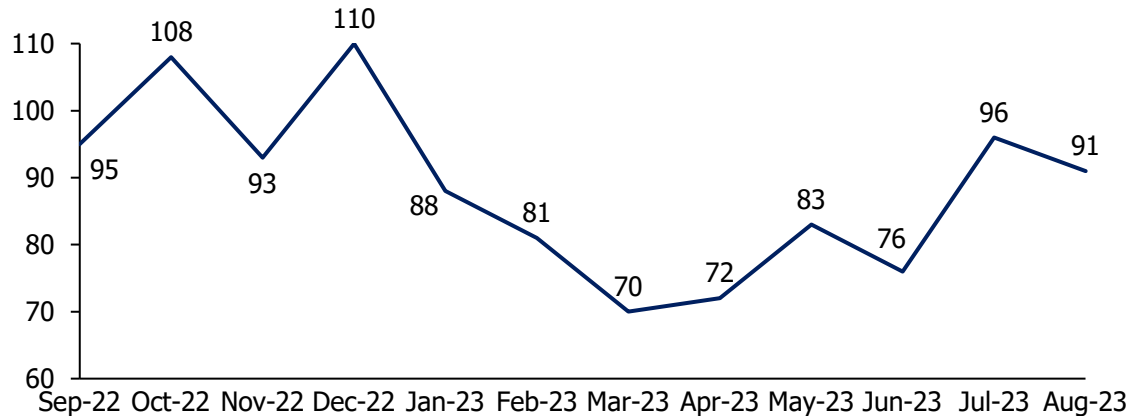


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	5	15	4
Monday	1	6	1	8	2
Tuesday	0	7	7	14	3
Wednesday	1	5	8	14	3
Thursday	0	9	7	16	3
Friday	0	5	7	12	3
Saturday	0	6	3	9	2
Assignment <1 min	50%	92%			

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

## Monthly Call Volume



## Top Five Problem Natures

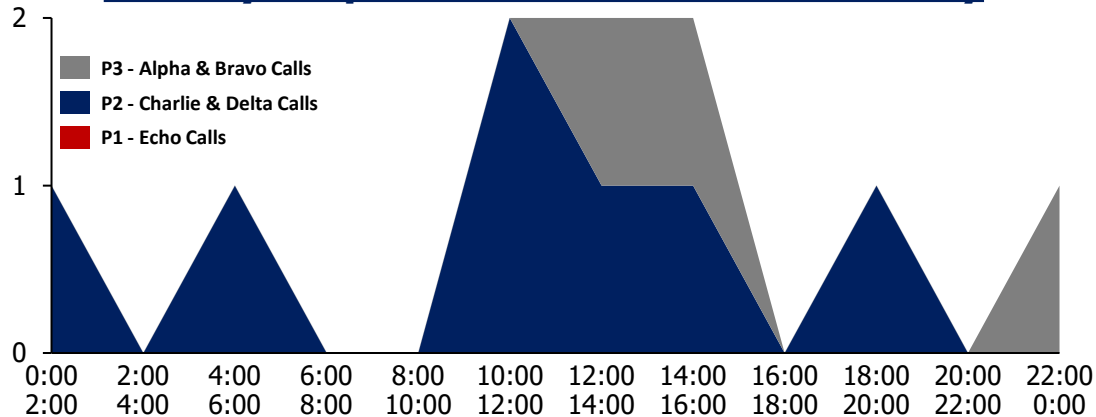




# North Fork Fire



## Priority Dispatched Calls Per Time of Day

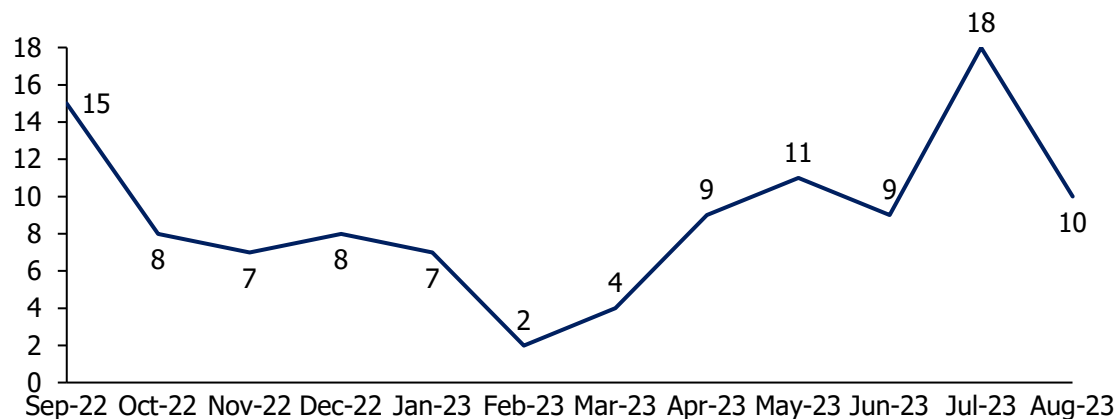


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	3	0	3	1
Tuesday	0	0	1	1	0
Wednesday	0	1	1	2	0
Thursday	0	2	1	3	1
Friday	0	0	0	0	0
Saturday	0	7	3	10	3
Assignment <1 min	N/A	86%			

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

## Monthly Call Volume



## Problem Natures

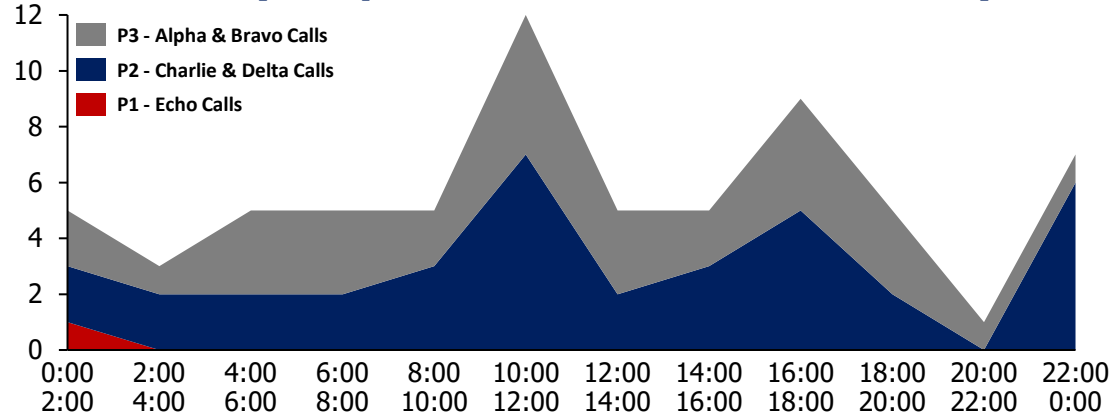




# Highland Rescue



## Priority Dispatched Calls Per Time of Day



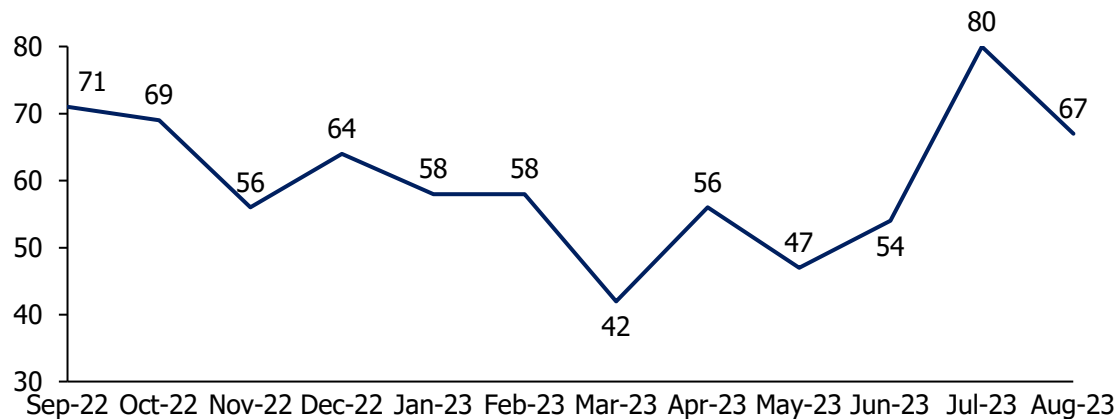
## Daily Priority Call Volume and Entry to Assignment

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

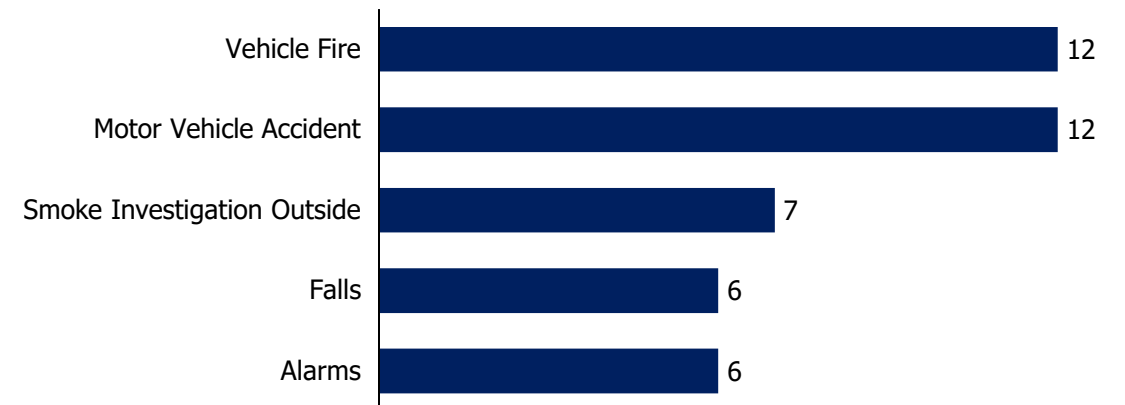
**Assignment <1 min** 100% 64%

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

## Monthly Call Volume



## Top Five Problem Natures

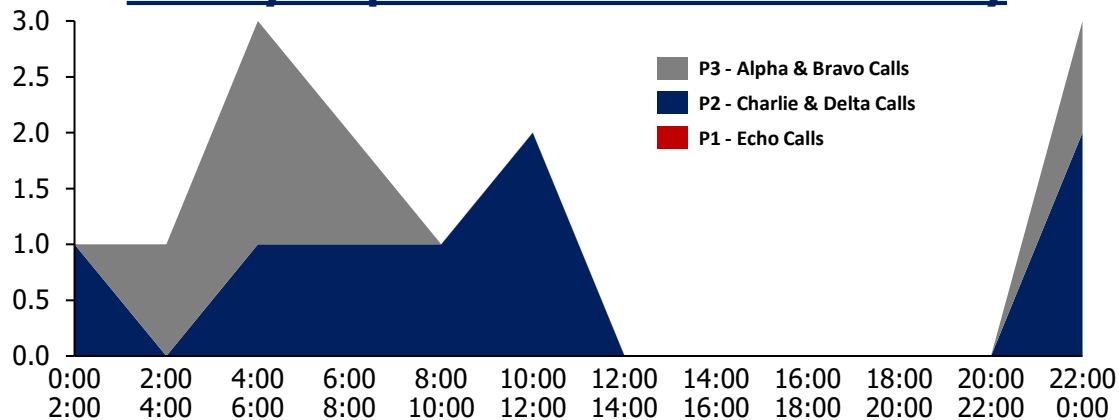




# Genesee Fire



## Priority Dispatched Calls Per Time of Day

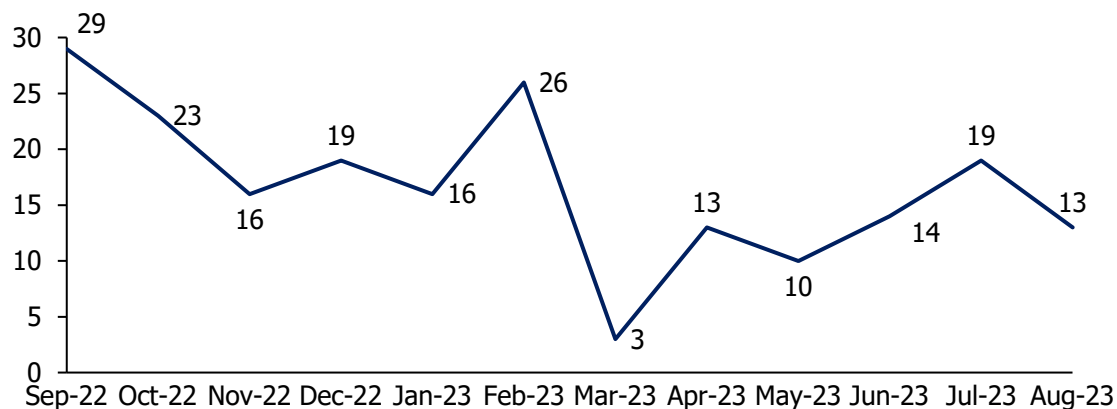


## Daily Priority Call Volume and Entry to Assignment

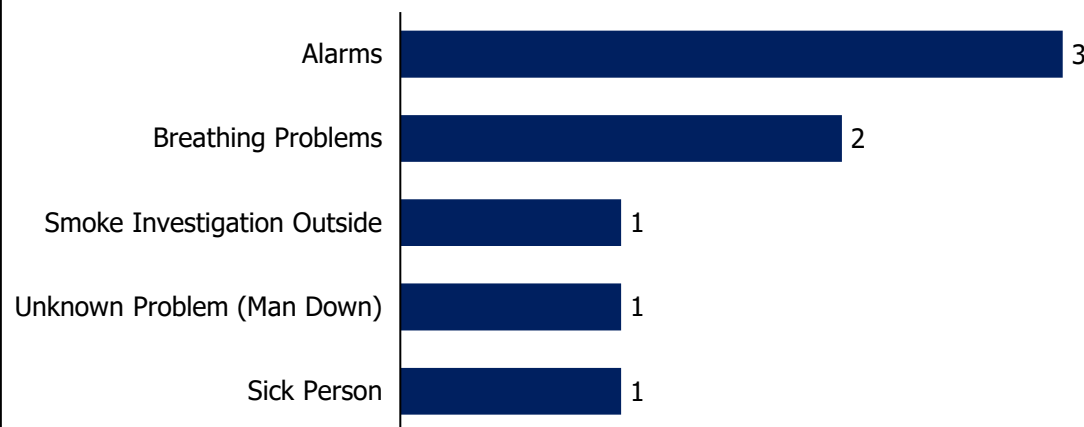
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	4	1	5	1
Tuesday	0	0	2	2	0
Wednesday	0	1	1	2	0
Thursday	0	1	0	1	0
Friday	0	1	1	2	1
Saturday	0	8	5	13	3
Assignment <1 min	N/A	75%			

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

## Monthly Call Volume



## Top Five Problem Natures

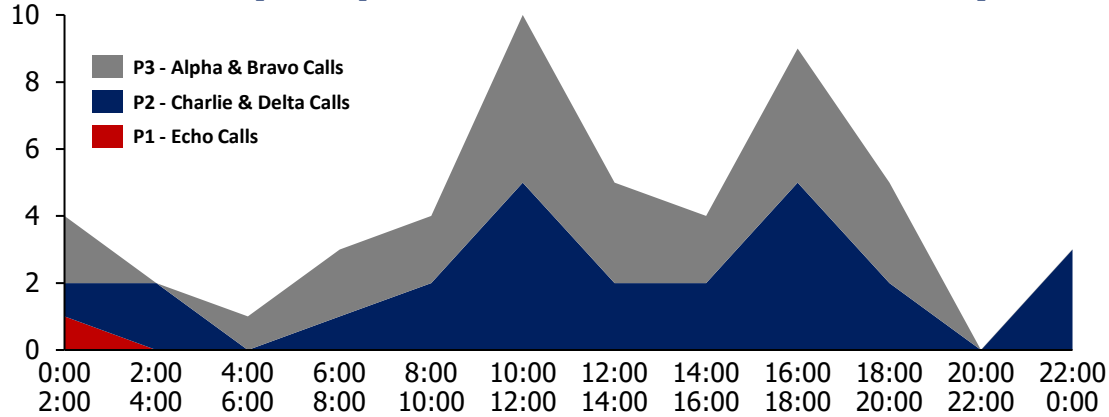




# Foothills Fire



## Priority Dispatched Calls Per Time of Day



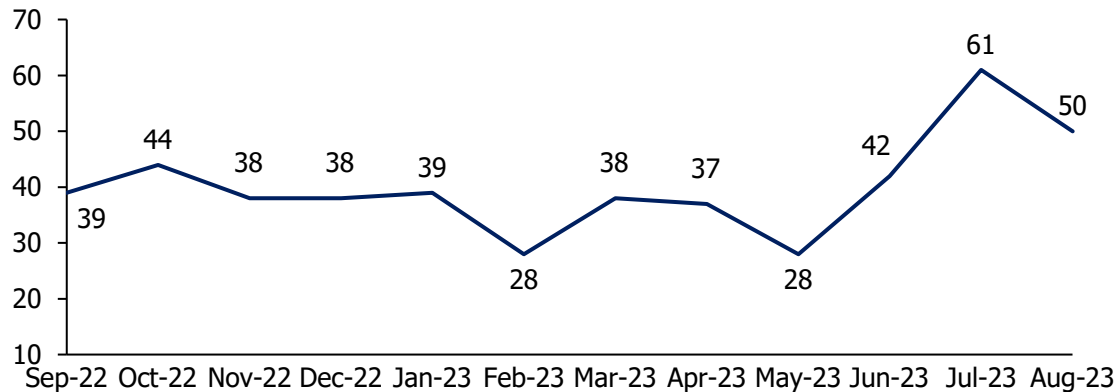
## Daily Priority Call Volume and Entry to Assignment

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

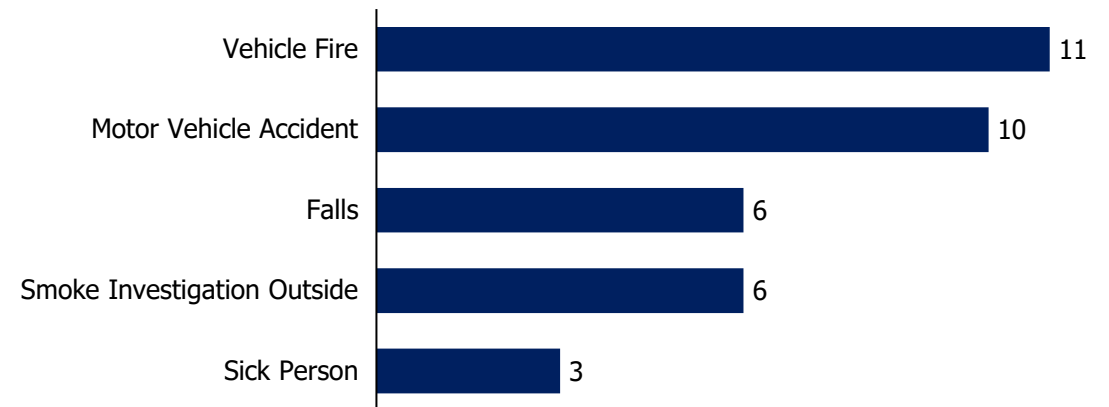
**Assignment <1 min** 100% 60%

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

## Monthly Call Volume



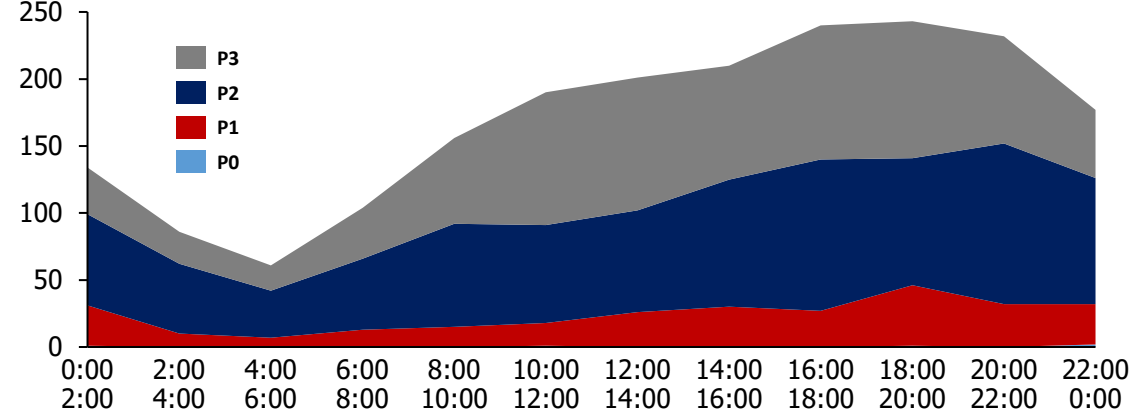
## Top Five Problem Natures





# Jeffco Sheriff

**Priority Dispatched Calls Per Time of Day**

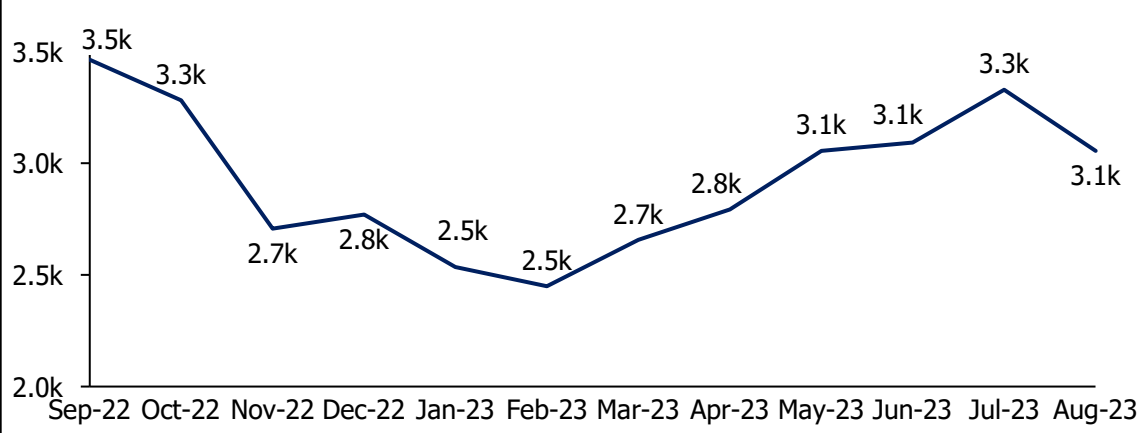


**Daily Priority Call Volume and Entry to Assignment**

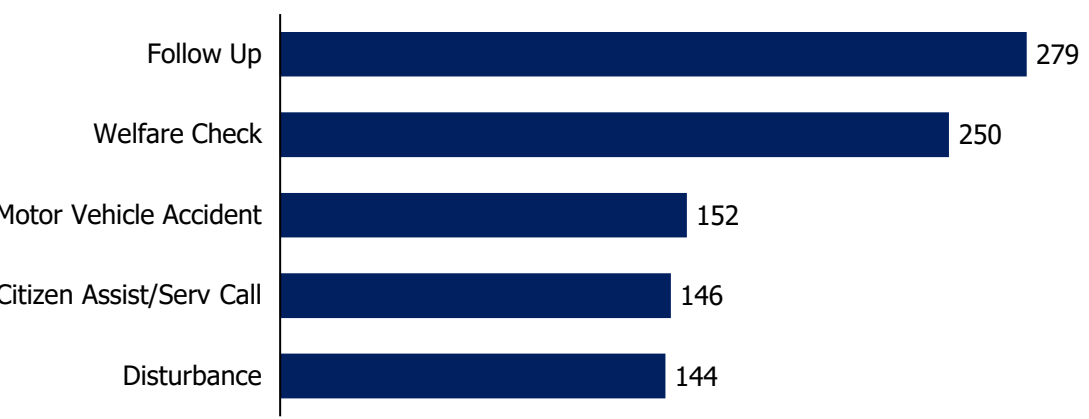
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	2	51	131	97	281	70
Monday	2	40	105	106	253	63
Tuesday	1	39	152	138	330	66
Wednesday	0	45	124	150	319	64
Thursday	0	47	174	117	338	68
Friday	0	26	123	90	239	60
Saturday	0	34	142	98	274	69
Assignment <2 min		74%	53%			
Assignment <4 min		90%	80%			

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

**Monthly Call Volume**



**Top Five Problem Natures**

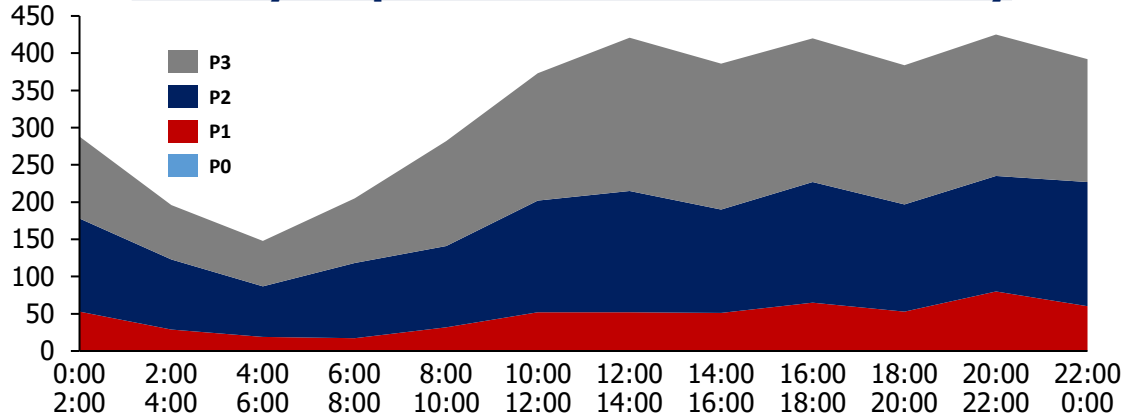




# Lakewood PD



## Priority Dispatched Calls Per Time of Day

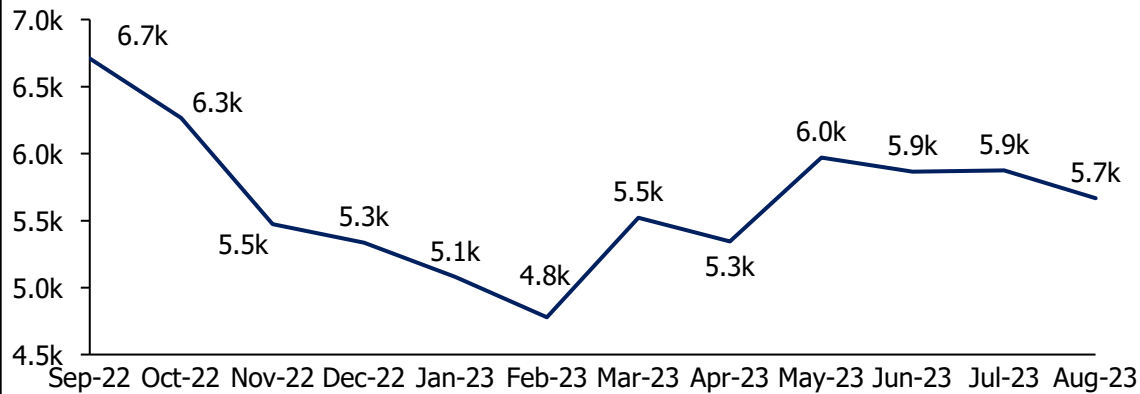


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	61	214	234	510	128
Monday	1	79	196	231	507	127
Tuesday	0	92	255	276	623	125
Wednesday	0	82	265	285	632	126
Thursday	0	82	229	281	592	118
Friday	1	77	198	224	500	125
Saturday	0	87	220	249	556	139
Assignment <2 min		60%	37%			
Assignment <4 min		79%	57%			

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

## Monthly Call Volume



## Top Five Problem Natures



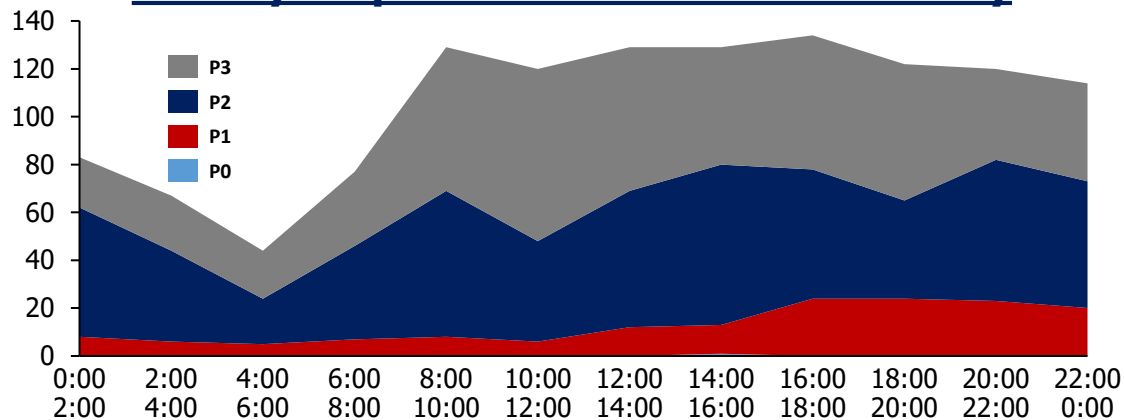




# Wheat Ridge PD



## Priority Dispatched Calls Per Time of Day

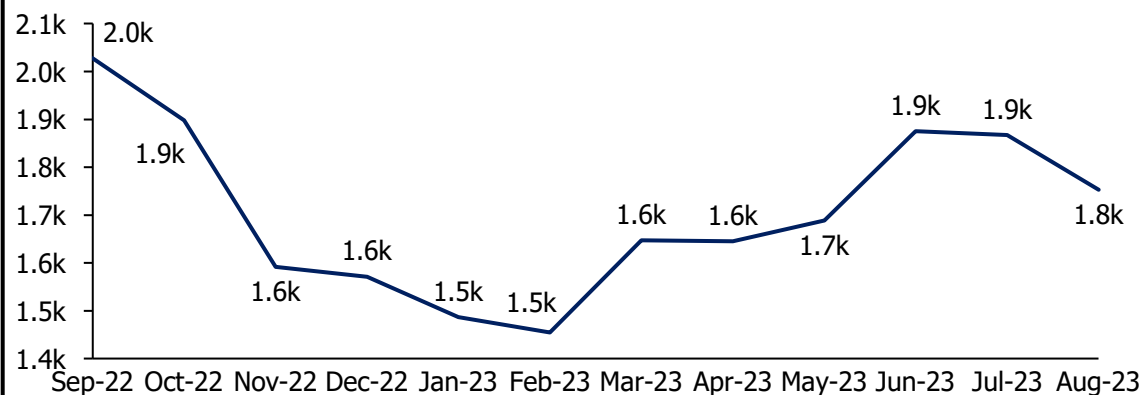


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	23	70	57	150	38
Monday	1	20	76	65	162	41
Tuesday	0	25	87	99	211	42
Wednesday	0	30	98	97	225	45
Thursday	0	23	105	88	216	43
Friday	0	11	78	61	150	38
Saturday	0	23	70	61	154	39
Assignment < 2 min		52%	40%			
Assignment < 4 min		71%	55%			

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

## Monthly Call Volume



## Top Five Problem Natures

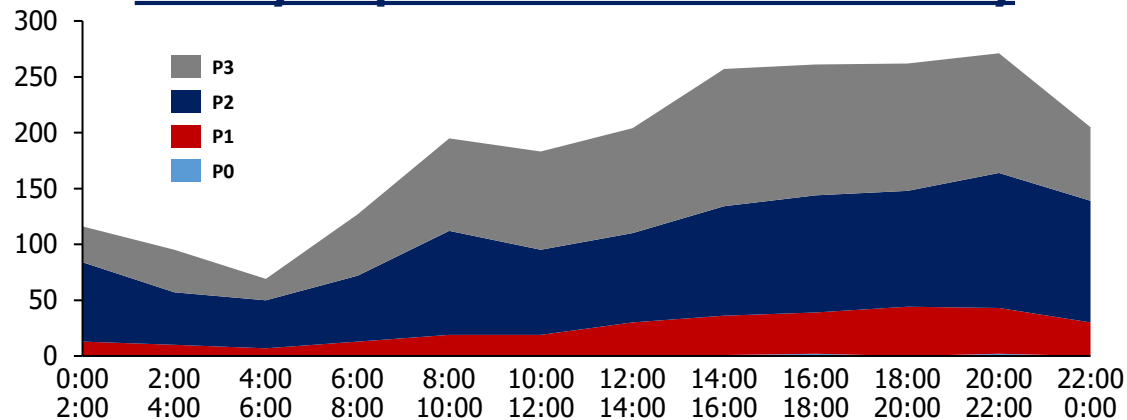




# Arvada PD



## Priority Dispatched Calls Per Time of Day

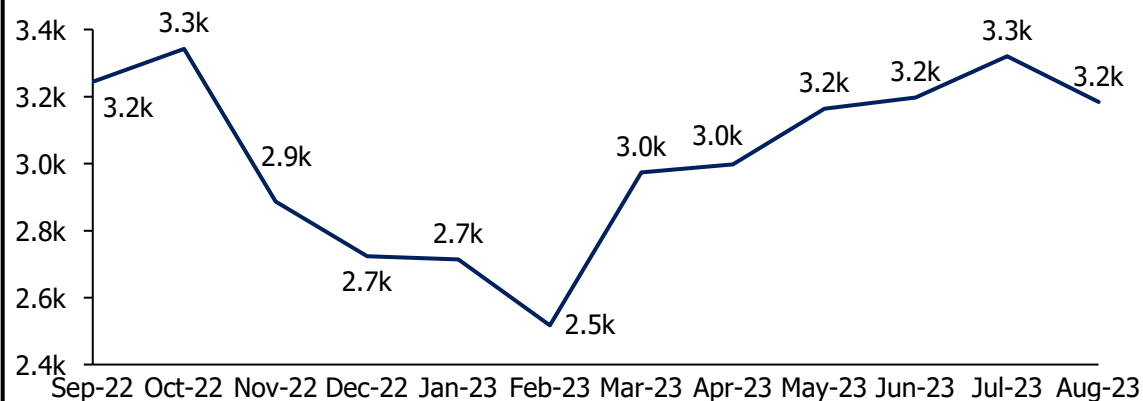


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	44	129	131	304	76
Monday	0	31	146	126	303	76
Tuesday	2	55	158	150	365	73
Wednesday	1	34	147	167	349	70
Thursday	0	49	169	146	364	73
Friday	1	43	124	117	285	71
Saturday	1	42	133	99	275	69
Assignment <2 min		75%	49%			
Assignment <4 min		88%	71%			

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

## Monthly Call Volume



## Top Five Problem Natures

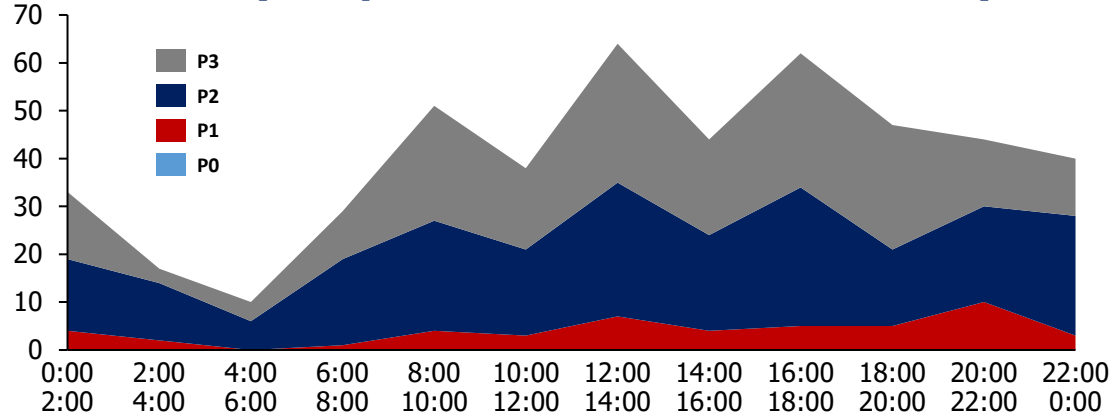




# Golden PD



## Priority Dispatched Calls Per Time of Day

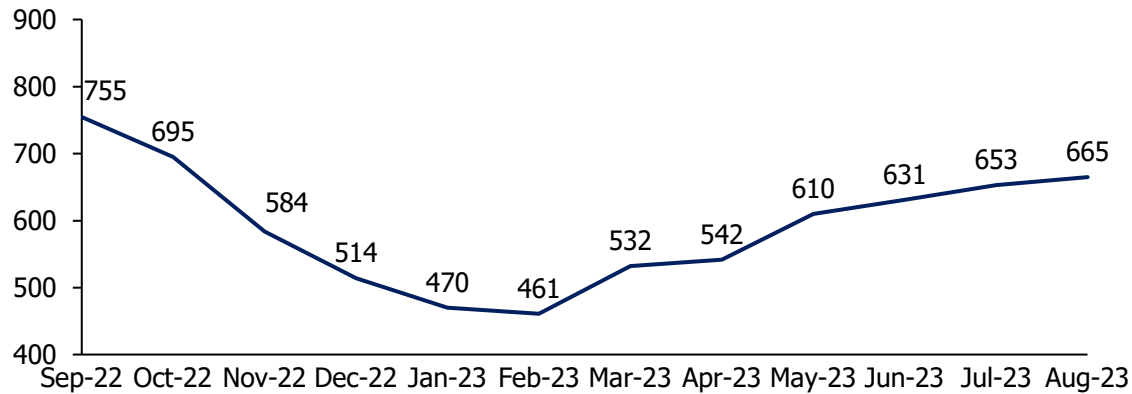


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	33	25	64	16
Monday	0	9	28	23	60	15
Tuesday	0	5	37	34	76	15
Wednesday	0	6	34	31	71	14
Thursday	0	10	41	32	83	17
Friday	0	5	28	30	63	16
Saturday	0	7	29	26	62	16
Assignment <2 min		92%	61%			
Assignment <4 min		100%	78%			

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

## Monthly Call Volume



## Top Five Problem Natures

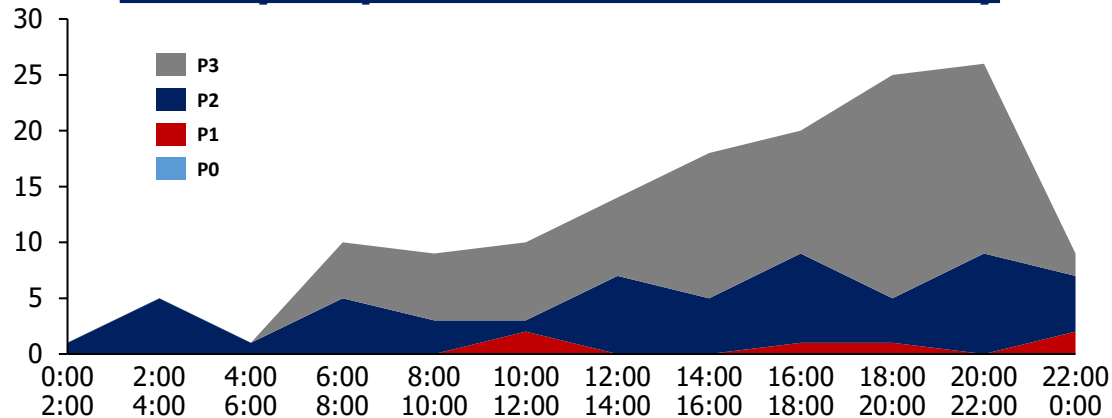




# Lakeside PD



## Priority Dispatched Calls Per Time of Day

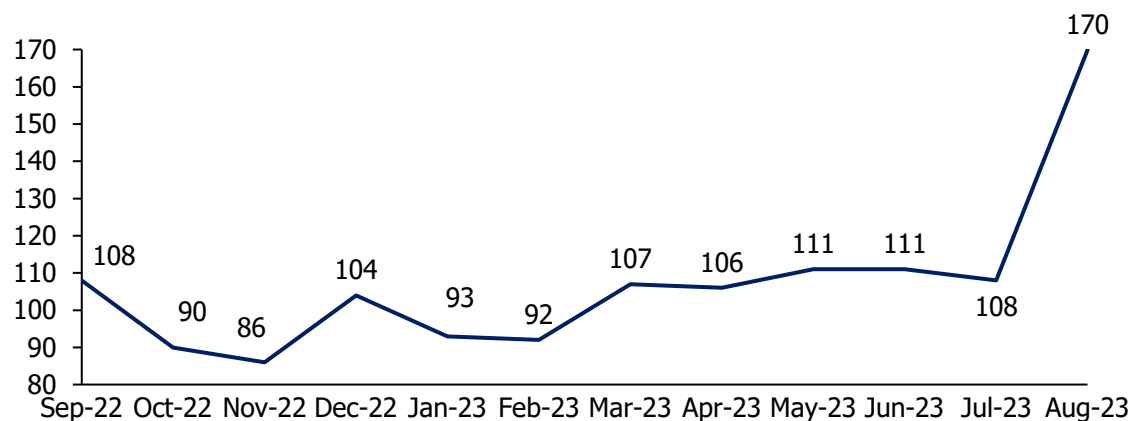


## Daily Priority Call Volume and Entry to Assignment

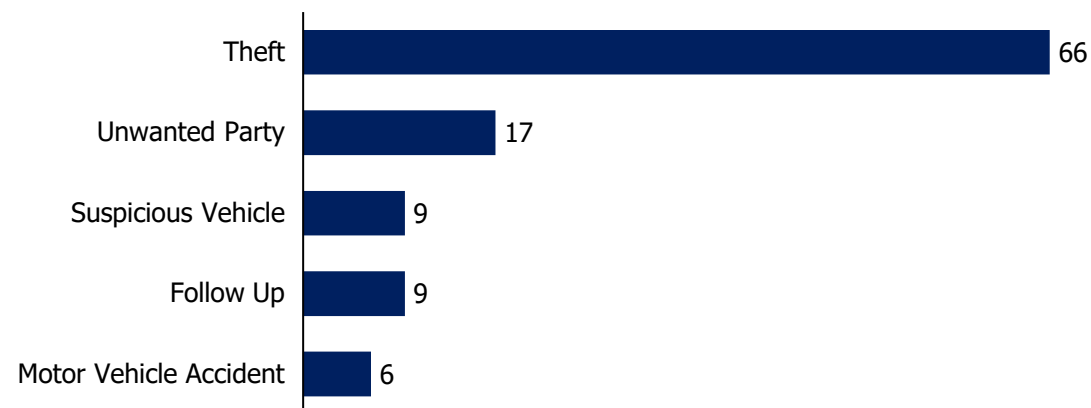
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	6	9	15	4
Monday	0	2	10	10	22	6
Tuesday	0	0	10	17	27	5
Wednesday	0	2	12	12	26	5
Thursday	0	0	6	11	17	3
Friday	0	2	3	14	19	5
Saturday	0	0	7	15	22	6
Assignment <2 min		100%	67%			
Assignment <4 min		100%	85%			

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

## Monthly Call Volume



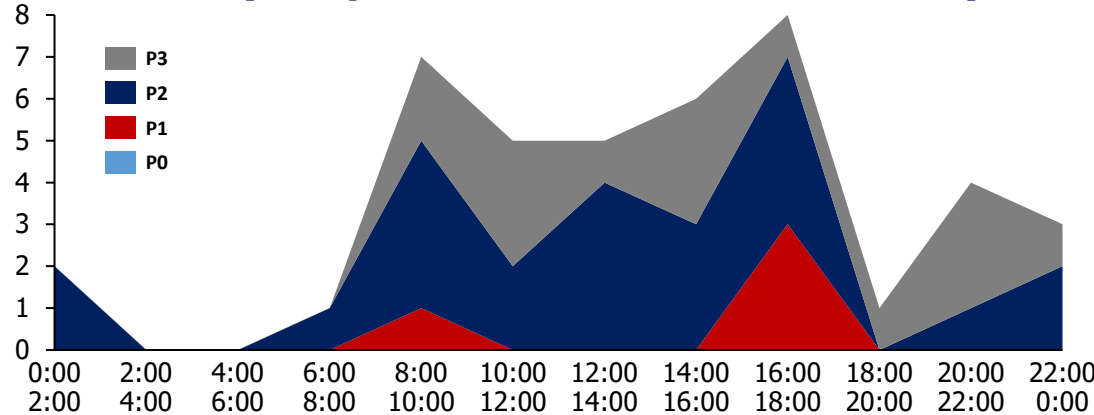
## Top Five Problem Natures





# Morrison PD Jurisdiction

Priority Dispatched Calls Per Time of Day

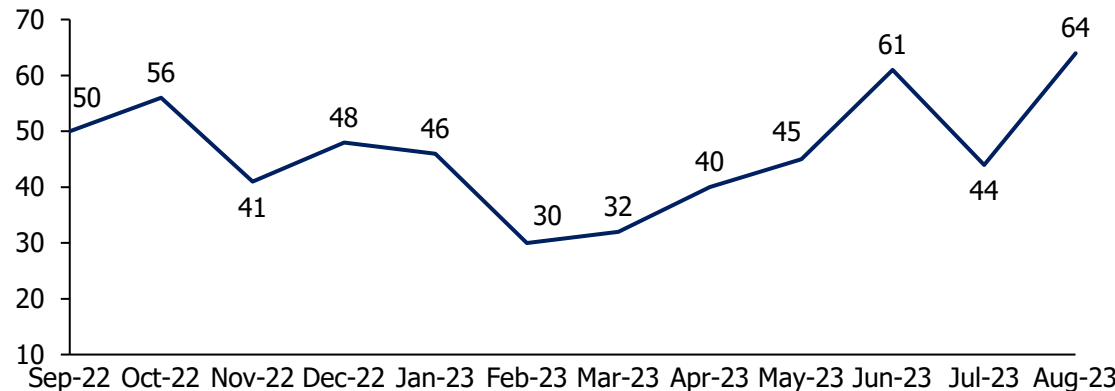


Daily Priority Call Volume and Entry to Assignment

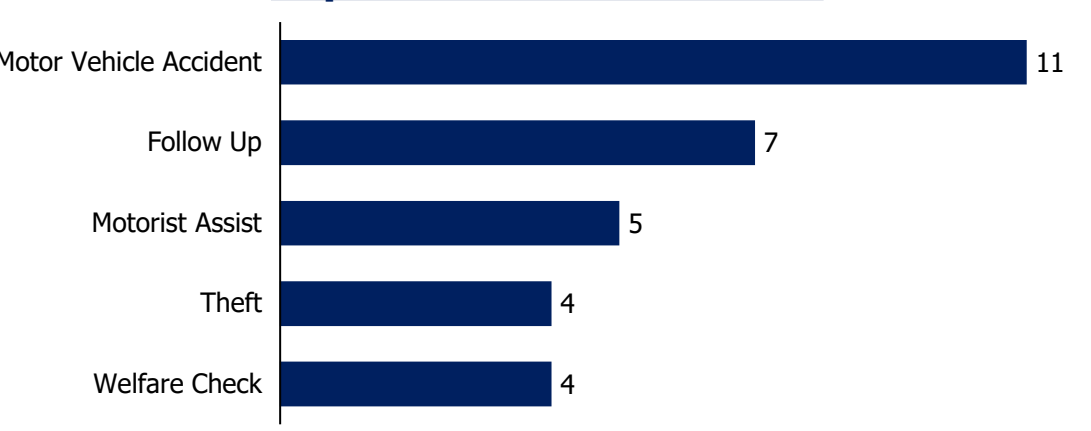
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	4	4	9	2
Monday	0	0	1	2	3	1
Tuesday	0	0	4	3	7	1
Wednesday	0	1	2	1	4	1
Thursday	0	0	6	5	11	2
Friday	0	0	4	0	4	1
Saturday	0	2	2	0	4	1
Assignment <2 min		75%	61%			
Assignment <4 min		100%	96%			

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

Monthly Call Volume



Top Five Problem Natures

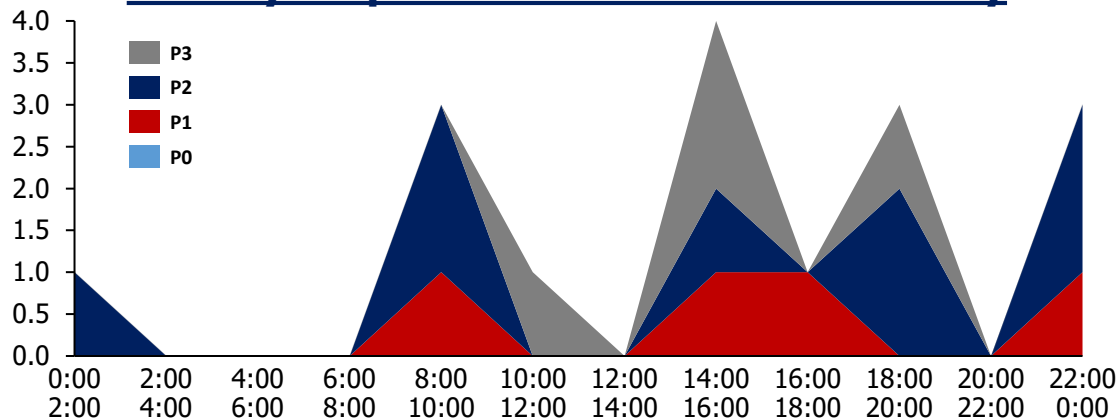




# Mountain View PD



## Priority Dispatched Calls Per Time of Day

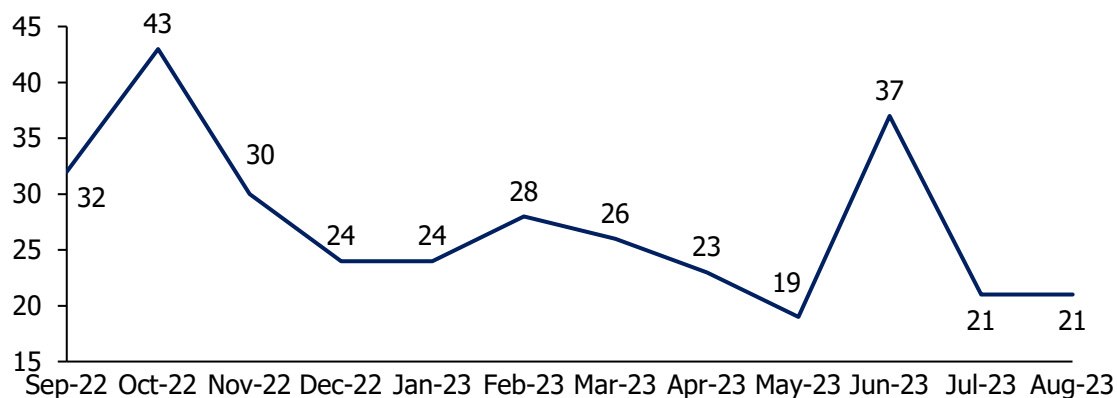


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	0	0	1	0
Monday	0	1	0	0	1	0
Tuesday	0	0	2	0	2	0
Wednesday	0	1	1	1	3	1
Thursday	0	0	3	3	6	1
Friday	0	1	1	0	2	1
Saturday	0	0	1	0	1	0
Assignment <2 min		75%	88%			
Assignment <4 min		75%	88%			

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

## Monthly Call Volume



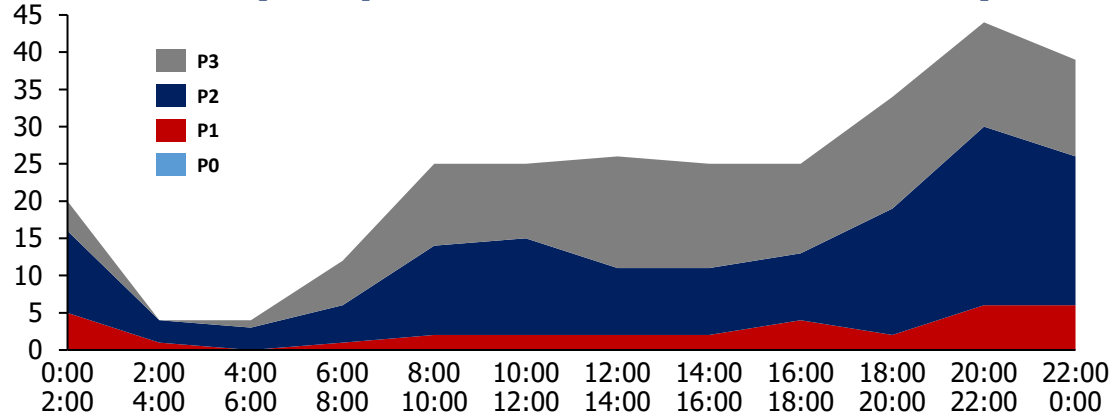
## Top Five Problem Natures

Traffic Incidents	2
Follow Up	2
Suspicious Vehicle	2
Disturbance	2
Welfare Check	2



# Edgewater PD

**Priority Dispatched Calls Per Time of Day**

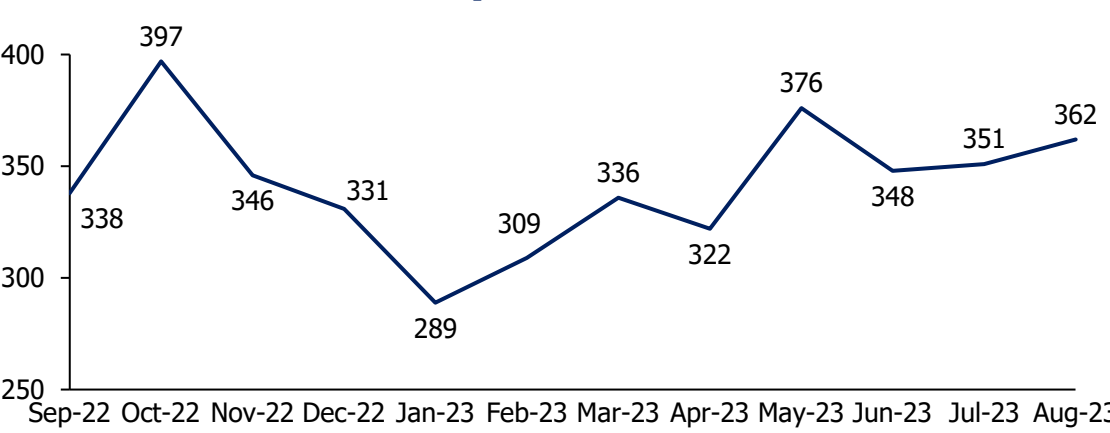


**Daily Priority Call Volume and Entry to Assignment**

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	20	14	40	10
Monday	0	6	14	13	33	8
Tuesday	0	5	21	14	40	8
Wednesday	0	4	19	22	45	9
Thursday	0	4	27	22	53	11
Friday	0	6	12	12	30	8
Saturday	0	2	22	18	42	11
Assignment <2 min		76%	67%			
Assignment <4 min		91%	79%			

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

**Monthly Call Volume**



**Top Five Problem Natures**

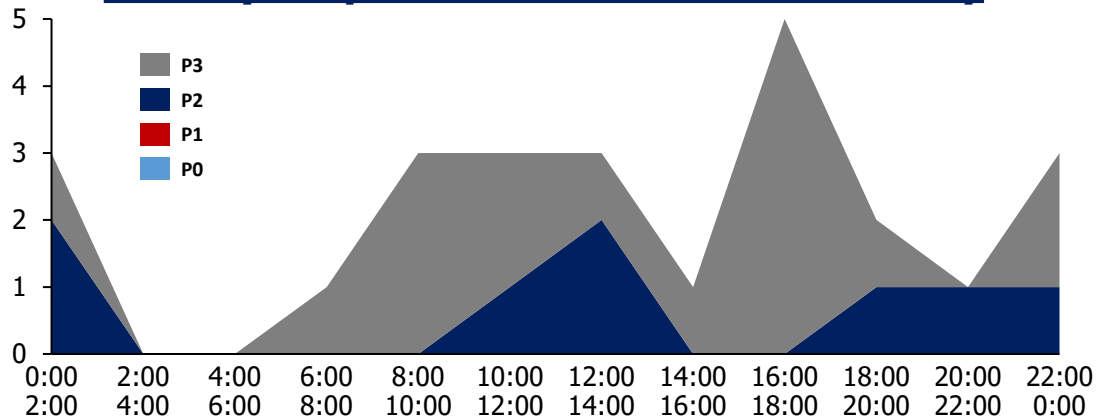




# Colorado School of Mines PD



## Priority Dispatched Calls Per Time of Day

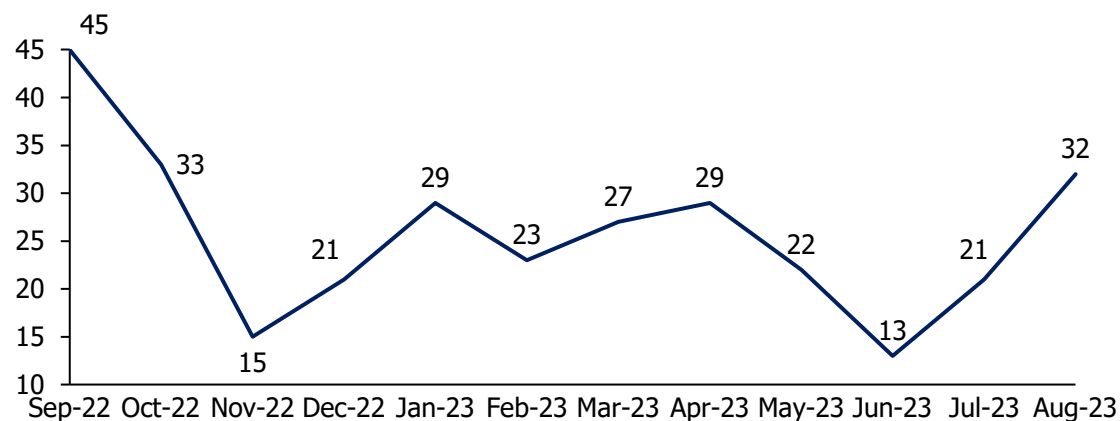


## Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	0	1	0	1	0
Monday	0	0	2	2	4	1
Tuesday	0	0	1	1	2	0
Wednesday	0	0	1	7	8	2
Thursday	0	0	2	3	5	1
Friday	0	0	0	2	2	1
Saturday	0	0	1	2	3	1
Assignment <2 min		N/A	75%			
Assignment <4 min		N/A	75%			

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

## Monthly Call Volume



## Top Five Problem Natures

