



Jefferson County Communications Center Authority
JEFFCOM911

January 2022
Monthly Report



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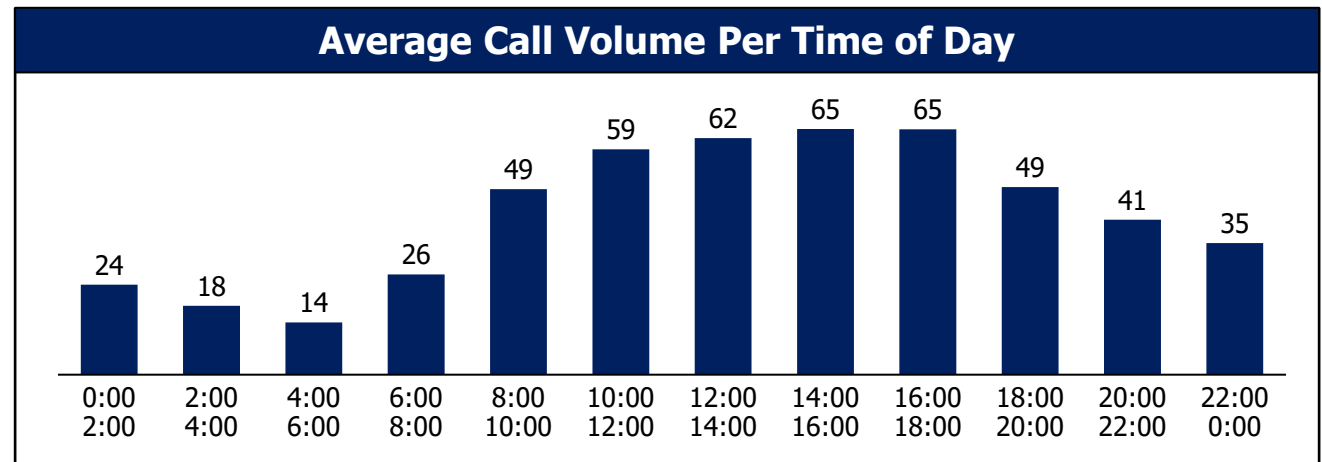


Law Stats

Calls Received, Processed, and Dispatched



Agency	January Calls	% Total	6 Month Trend
Lakewood PD	6,424	30.2%	
Arvada PD	3,391	15.9%	
Jeffco Sheriff*	3,025	14.2%	
Wheat Ridge PD	1,735	8.2%	
Golden PD	598	2.8%	
Edgewater PD	352	1.7%	
Lakeside PD	98	0.5%	
Mountain View PD	32	0.2%	
CSM PD	30	0.1%	
Morrison PD*	0	0.0%	
Total	15,685	73.7%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority							Total	% of Calls Per Day
	0	1	2	3	4	5	6		
Sunday	2	237	794	733	137	332	113	2,348	13.2%
Monday	2	235	810	797	214	604	155	2,817	15.9%
Tuesday	1	153	699	634	144	448	99	2,178	15.4%
Wednesday	2	173	653	595	123	424	104	2,074	14.6%
Thursday	4	159	574	585	146	323	98	1,889	13.3%
Friday	1	159	659	616	118	393	91	2,037	14.4%
Saturday	4	254	775	678	147	379	105	2,342	13.2%
Total	16	1,370	4,964	4,638	1,029	2,903	765	15,685	

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

* Jeffco Sheriff's Office is currently responding to Morrison calls. Calls are reflected in JCSO's total starting in January 2022. See page 28 for Morrison details.

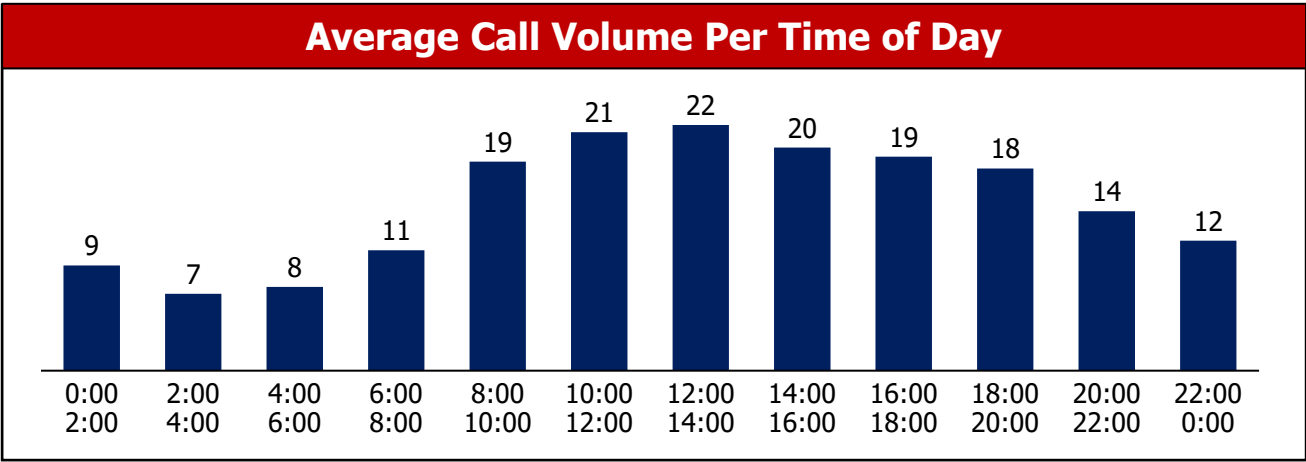


Fire Stats

Calls Received, Processed, and Dispatched



Agency	January Calls	% of Total	6 Month Trend
West Metro Fire	3,291	15.5%	
Arvada Fire	1,431	6.7%	
Golden Fire	242	1.1%	
Evergreen Fire	219	1.0%	
Elk Creek Fire	109	0.5%	
Fairmount Fire	73	0.3%	
Highland Rescue	64	0.3%	
Pleasant View Fire	48	0.2%	
Foothills Fire	46	0.2%	
Inter Canyon Fire	32	0.2%	
Genesee Fire	13	0.1%	
Indian Hills Fire	11	0.1%	
North Fork Fire	6	0.0%	
Golden Gate Fire	6	0.0%	
Total	5,591	26.3%	



Total CAD Dispatched Calls by Day of Week

Day of Week	Priority						Total	% of Calls Per Day
	1	2	3	4	5	6		
Sunday	19	493	312	9	1	6	840	13.3%
Monday	21	512	324	13	0	3	873	13.8%
Tuesday	10	446	269	8	1	4	738	14.6%
Wednesday	18	451	262	5	0	0	736	14.5%
Thursday	16	461	287	5	0	2	771	15.2%
Friday	19	426	262	6	0	1	714	14.1%
Saturday	20	523	363	11	0	2	919	14.5%
Total	123	3,312	2,079	57	2	18	5,591	

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	88.2%	95% of 911 calls answered within 15 Seconds
	99% of 911 calls answered within 40 seconds	98.3%	99% of 911 calls answered within 40 Seconds
	90% of Priority 1 and 2 calls processed within 60 seconds	40.9%	90% of 911 calls processed within 60 Seconds
	(Included as a reference only)	51.7%	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	11.1%	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%	4.1%	Target of no more than 3% with a minimum service level of no more than 8%
Quality Assurance Scores	EMD; Target average of 75%	90.6%	Target average of 95% with a minimum of 80%
	EFD; Target average of 75%	93.5%	Target average of 95% with a minimum of 80%
	LAW; Target average of 75%	95.7%	Target average of 95% with a minimum of 80%

Analysis
<p>Root Cause: Call Answering Jeffcom has experienced personnel losses consistent with national industry trends combined with a 13% year over year increase in emergency call volume, further challenging operations and scheduling in both call taking and dispatch disciplines.</p> <p>Remediation: Call Answering Jeffcom implemented an automated callback module, which integrates into the call processing system and calls back 911 hang-ups without tying up a call taker. The program has been operational for over a month now and is auto-processing an average of 61 calls per day. Eight new call takers joined Jeffcom in January. There are currently three active academies, and three call takers will be released to the floor in early February. Jeffcom continues to aggressively recruit, hire, and train new personnel to maximize the number of call takers on duty during busy periods.</p> <p>Root Cause: Call Processing Time Jeffcom has analyzed and concluded that the call processing goal of 60 seconds is not feasible due to the amount of time it takes to double-verify the address and phone number of wireless callers.</p> <p>Remediation: Call Processing Time The team continues to analyze different operational methods in which processing times can be reduced to improve the metric goal. Currently, the 90th percentile is 2:06 minutes to process a wireless call from when the ANI/ALI is populated to Dispatcher queue.</p>



Service Level Agreement

IT and Records



Process	SLA	Result	Target	Notes
Mobile CAD Issue Resolution	N/A	100%	95% Acknowledgment within 15 minutes	Mobile CAD issue is defined as a global systemic event affecting all Jeffcom member and service user agencies
Admin Calls Customer Service			Less than 7% of issue escalation is from repeat callers	
Dispatch Investigative & Discovery Recording	Within 3 business days of receipt of a properly authorized request for recordings, including all required information to identify the requested recording	100.0%	All requests properly identified and in compliance of 3 days to include response to all request by the DA's office.	474 DA Discovery Requests (474/474), 195 Internal Requests (195/195)
Colorado Criminal Justice Records Act (CCJRA) Requests under C.R.S. §§ 24- 72-301 to -309	98.9	100.0%	All requests properly located	External Requests (88/89) 1 still being processed due to being an extensive request of 27 CAD reports for the same requester
	If denying the request: within seventy-two (72) hours of receipt/request for written denial statement under C.R.S 24-72-305(6).	100.0%		2 denied by Arvada PD due to ongoing investigation, 1 pending release by Wheat Ridge PD

Analysis
<p>Root Cause: Dispatch Investigative & Discovery Recording In the month of January, the Jeffcom records team completed all requests with the exception of one extensive external request that required continued processing into February.</p> <p>Remediation: Dispatch Investigative & Discovery Recording Jeffcom will continue balancing workload to complete requests in a timely manner.</p>



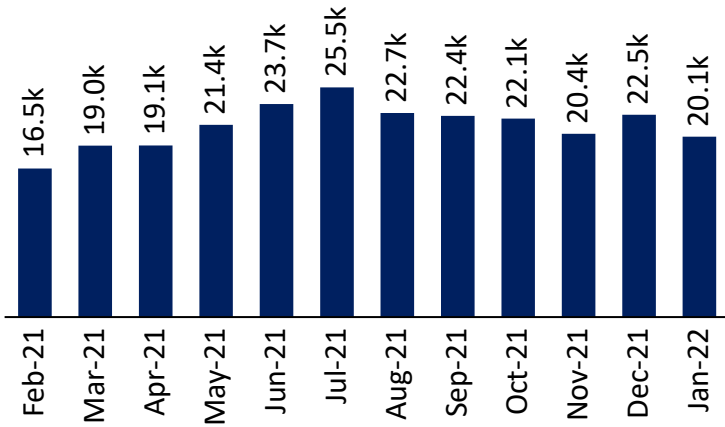
Call Volume/Agency Specific Inquiries



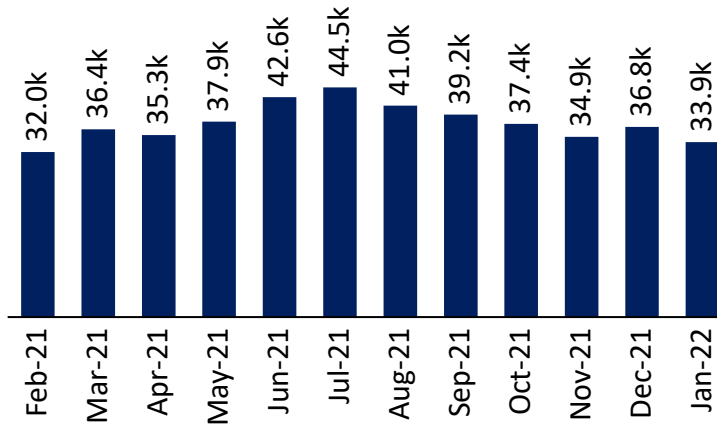
JEFFCOM

12 Month Trends

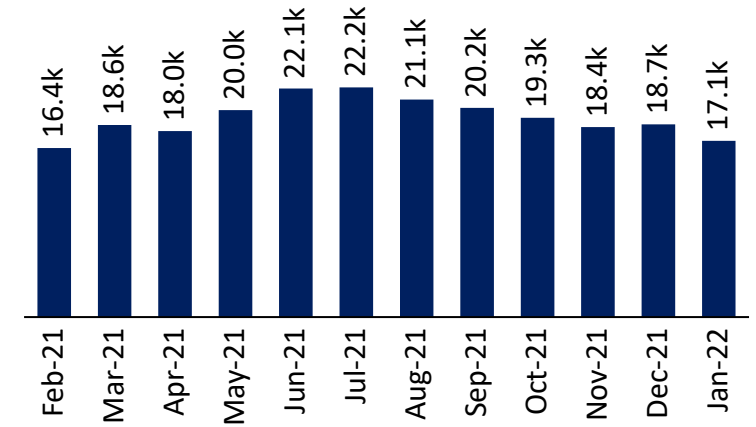
Emergency Calls



Administrative Calls



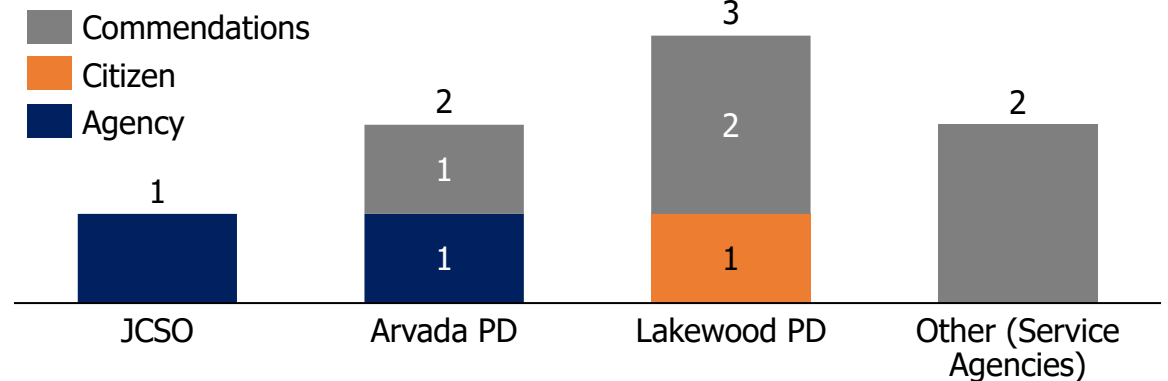
Outgoing Calls



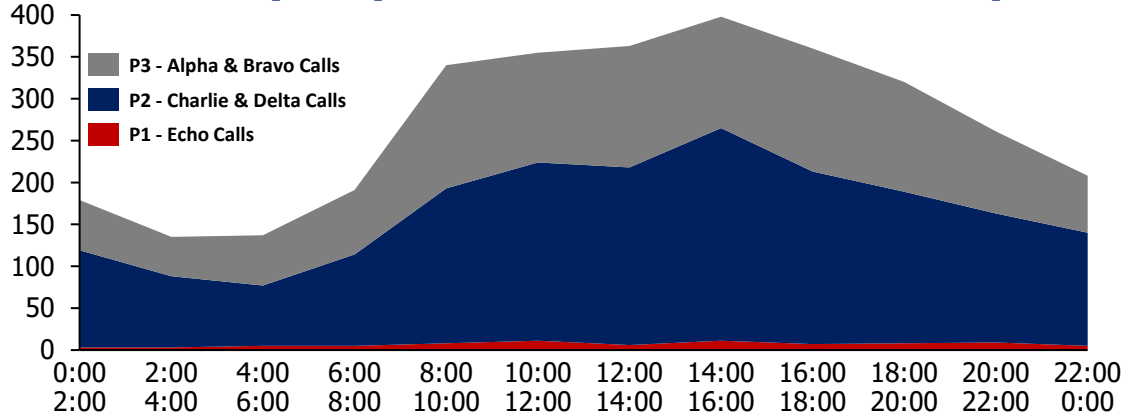
Call Volume

Line	Calls	Notes
Outgoing	17,050	9% Decrease from December
Incoming - 911	20,055	11% Decrease from December
Incoming - Admin	33,908	8% Decrease from December
Total Incoming	53,963	9% Decrease from December

January Inquiries



Priority Dispatched Calls Per Time of Day

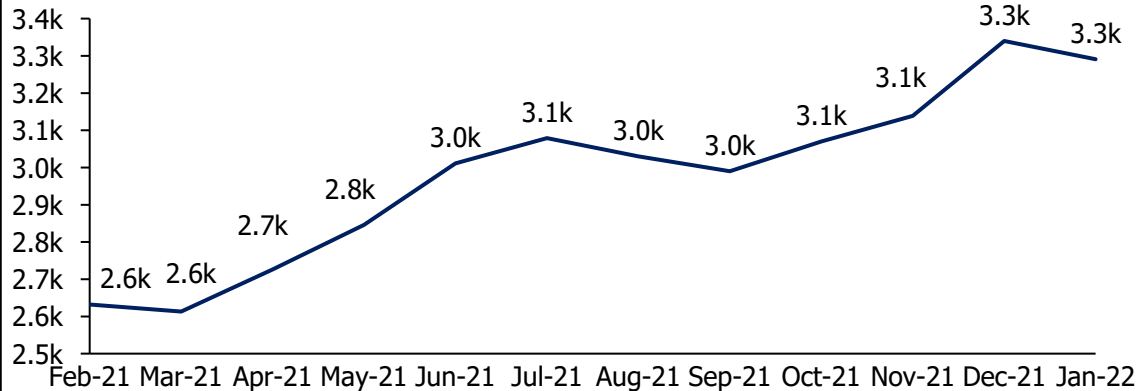


Daily Priority Call Volume and Entry to Assignment

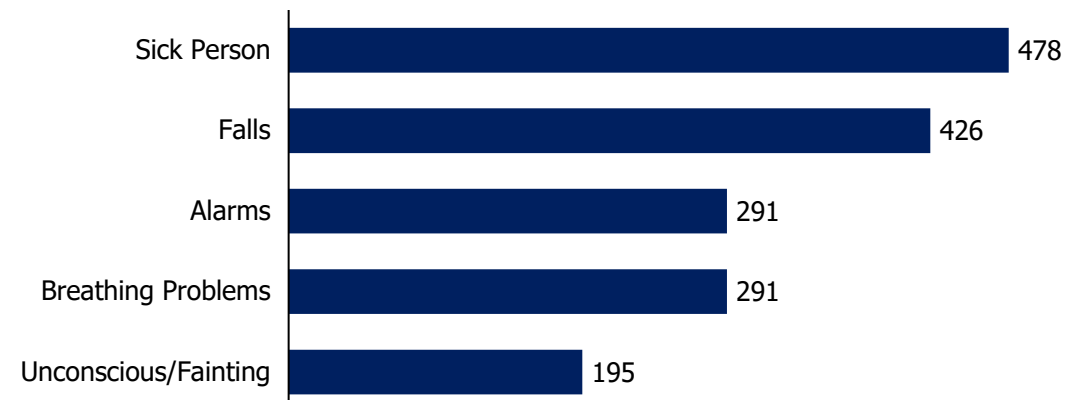
Day of Week	P1	P2	P3	Total	Average
Sunday	12	294	188	494	99
Monday	12	307	187	506	101
Tuesday	9	263	165	437	109
Wednesday	8	261	153	422	106
Thursday	12	253	183	448	112
Friday	15	232	154	401	100
Saturday	13	312	214	539	108
Assignment < 1 min	89%	95%			

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

Monthly Call Volume



Top Five Problem Natures

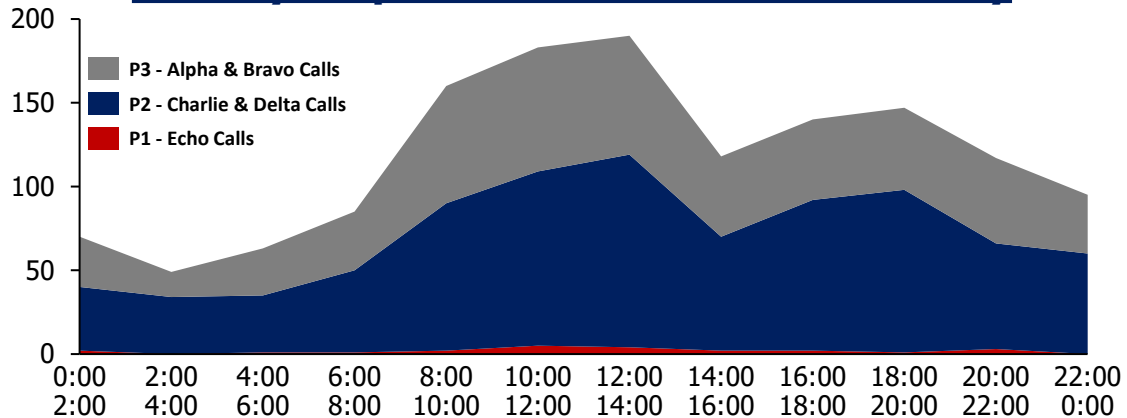




Arvada Fire



Priority Dispatched Calls Per Time of Day

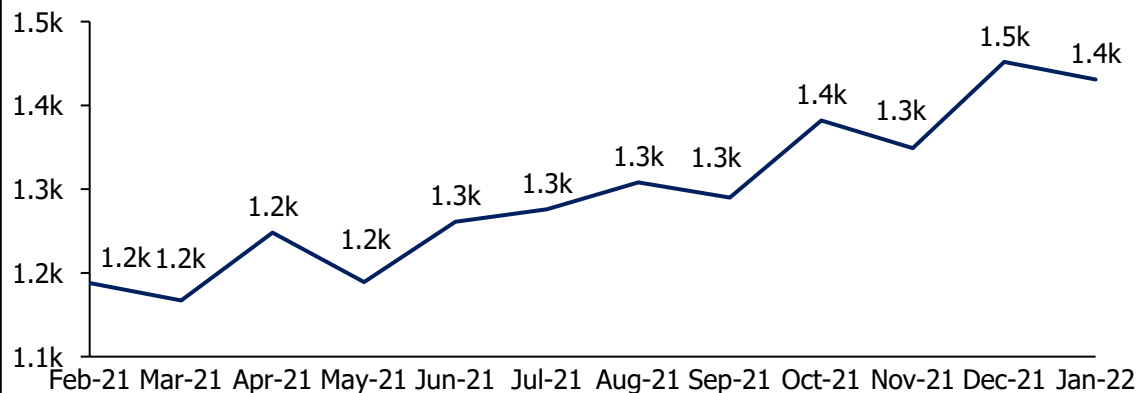


Daily Priority Call Volume and Entry to Assignment

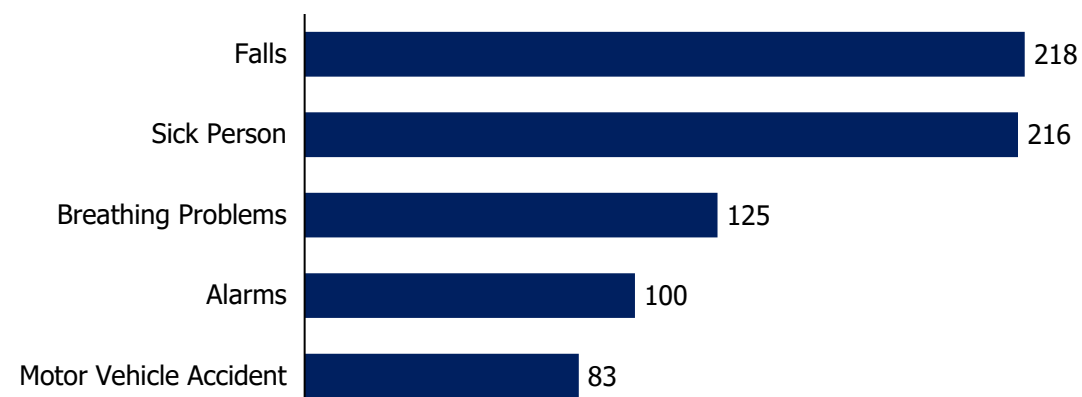
Day of Week	P1	P2	P3	Total	Average
Sunday	3	125	82	210	42
Monday	3	124	99	226	45
Tuesday	1	111	65	177	44
Wednesday	8	122	81	211	53
Thursday	3	108	66	177	44
Friday	3	124	63	190	48
Saturday	2	126	98	226	45
Assignment <1 min	96%	95%			

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

Monthly Call Volume



Top Five Problem Natures

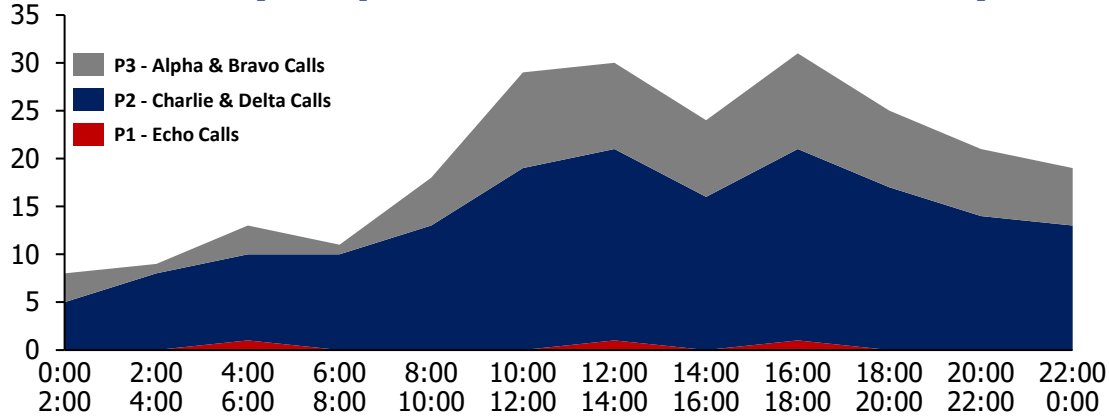




Golden Fire



Priority Dispatched Calls Per Time of Day

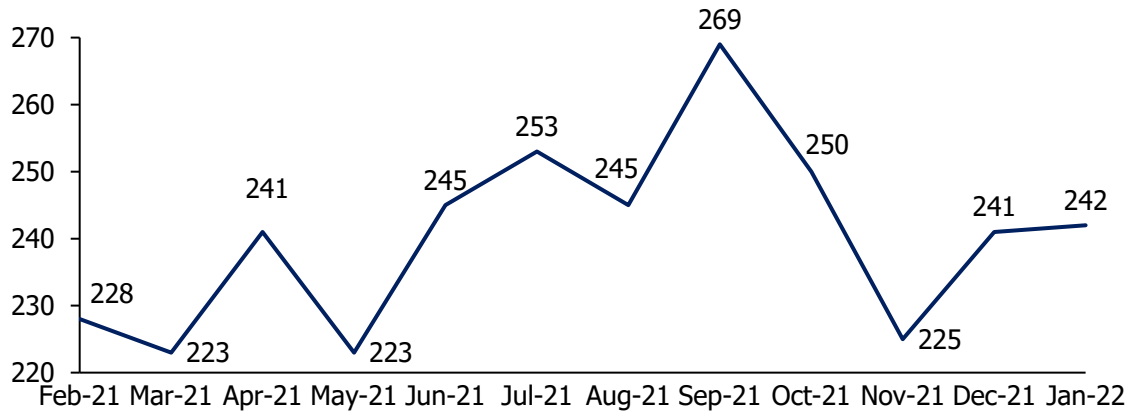


Daily Priority Call Volume and Entry to Assignment

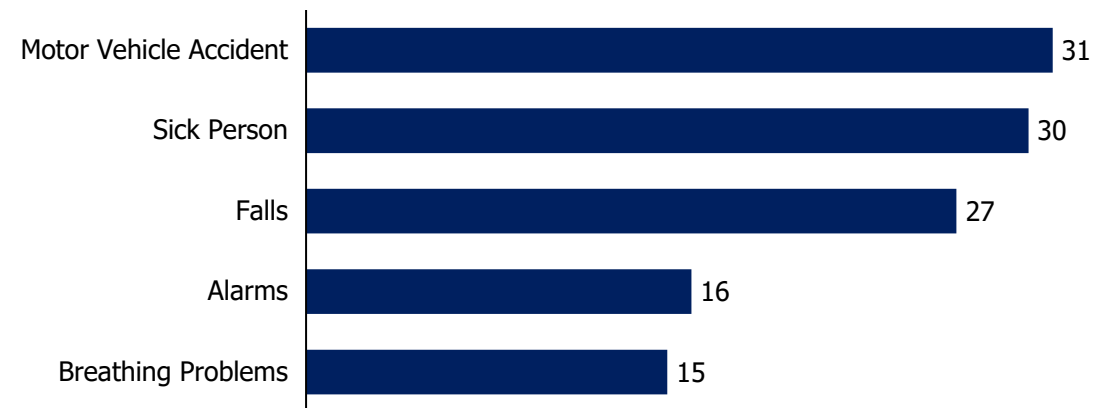
Day of Week	P1	P2	P3	Total	Average
Sunday	0	26	5	31	6
Monday	1	27	8	36	7
Tuesday	0	19	10	29	7
Wednesday	0	15	16	31	8
Thursday	1	34	11	46	12
Friday	0	14	11	25	6
Saturday	1	29	10	40	8
Assignment <1 min	100%	90%			

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

Monthly Call Volume



Top Five Problem Natures

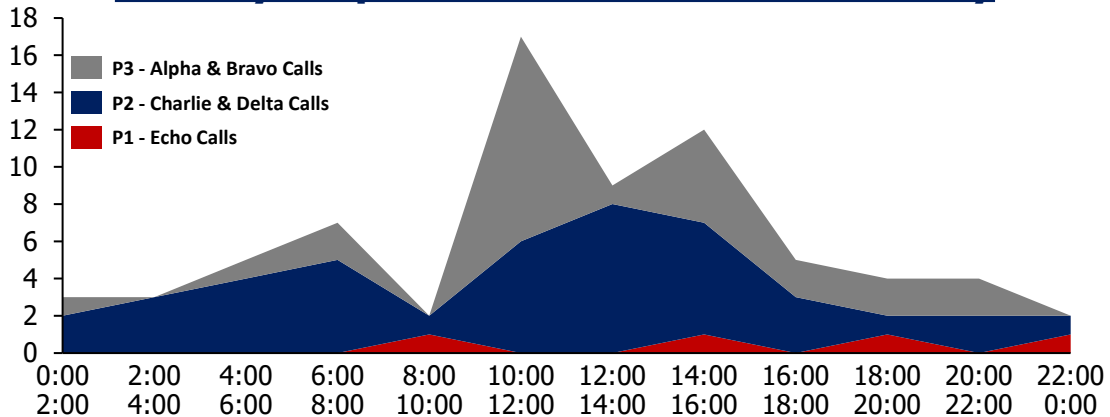




Fairmount Fire



Priority Dispatched Calls Per Time of Day

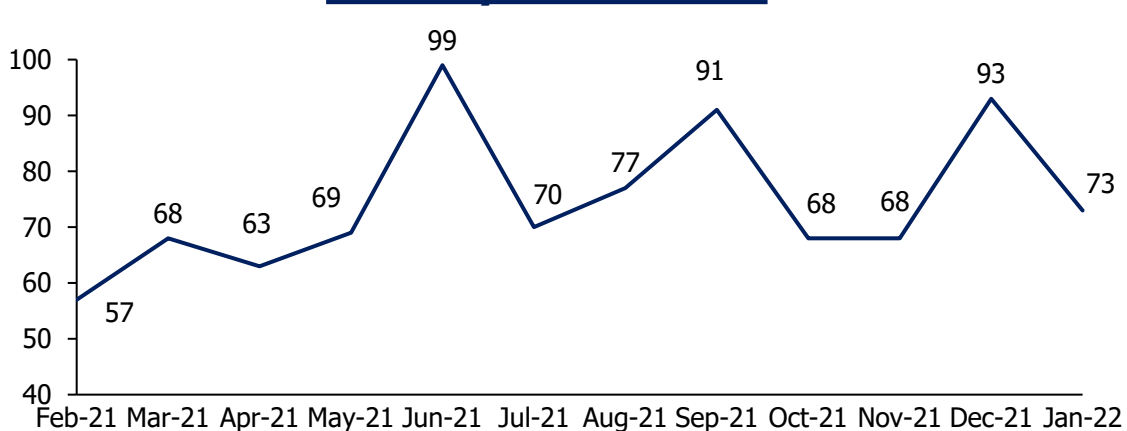


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	2	6	3	11	2
Monday	2	5	3	10	2
Tuesday	0	4	3	7	2
Wednesday	0	4	3	7	2
Thursday	0	12	8	20	5
Friday	0	3	2	5	1
Saturday	0	8	5	13	3
Assignment <1 min	100%	86%			

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

Monthly Call Volume



Top Five Problem Natures

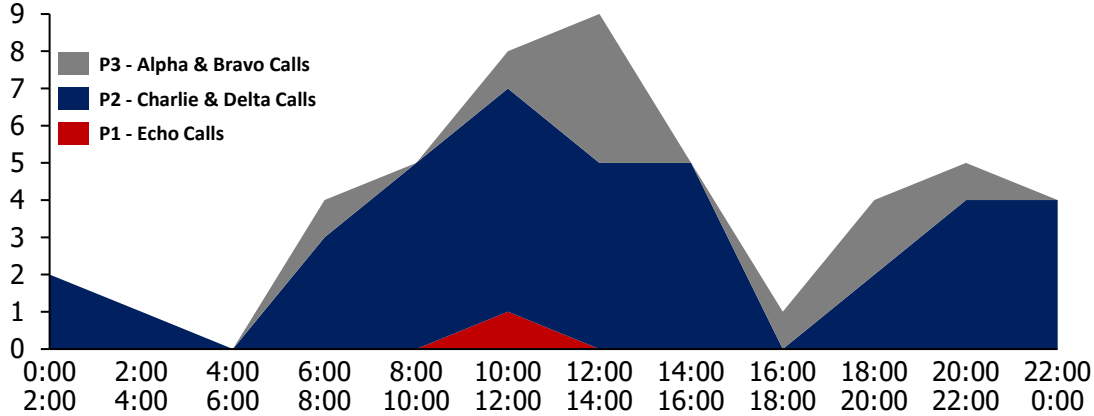




Pleasant View Fire



Priority Dispatched Calls Per Time of Day



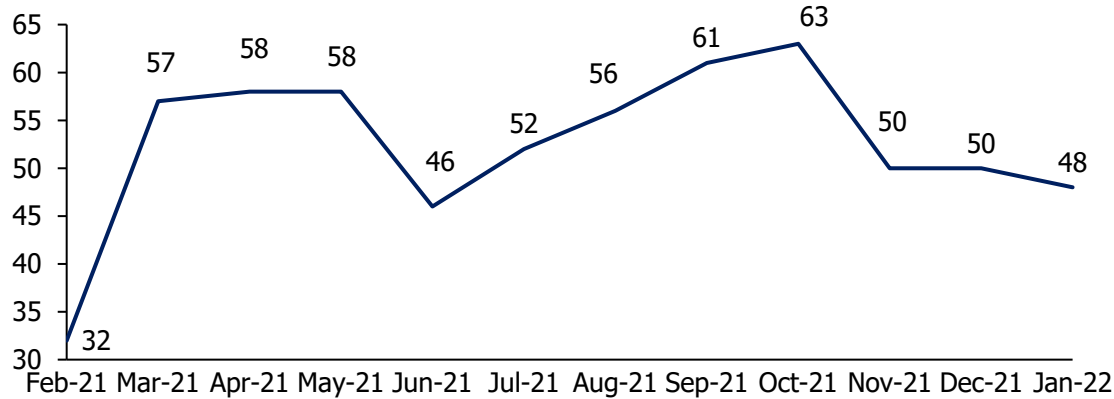
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	12	1	13	3
Monday	0	4	1	5	1
Tuesday	0	10	1	11	3
Wednesday	0	5	1	6	2
Thursday	0	2	3	5	1
Friday	0	1	2	3	1
Saturday	1	3	1	5	1

Assignment <1 min 100% 97%

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

Monthly Call Volume



Top Five Problem Natures

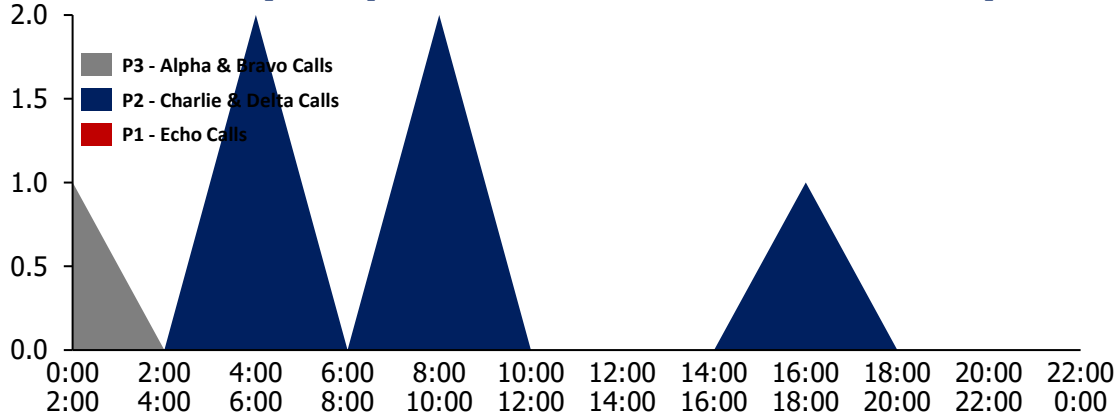




Golden Gate Fire



Priority Dispatched Calls Per Time of Day

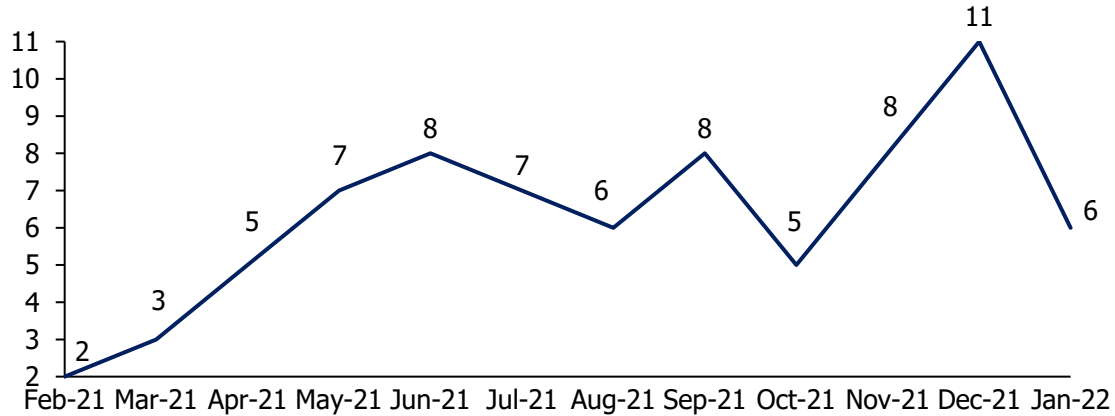


Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	1	2	0
Monday	0	1	0	1	0
Tuesday	0	1	0	1	0
Wednesday	0	2	0	2	1
Thursday	0	0	0	0	0
Friday	0	5	1	6	2
Saturday	0	0	0	0	0
Assignment <1 min	N/A	80%			

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

Monthly Call Volume



Top Five Problem Natures

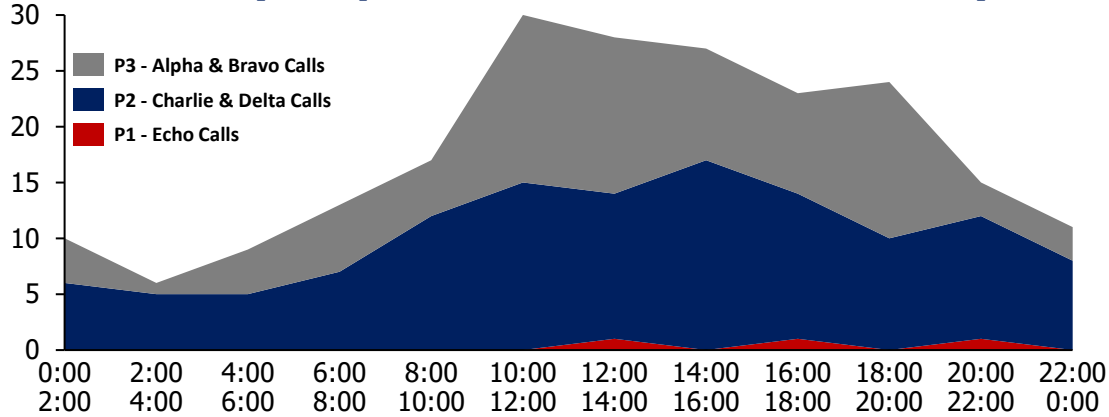




Evergreen Fire



Priority Dispatched Calls Per Time of Day

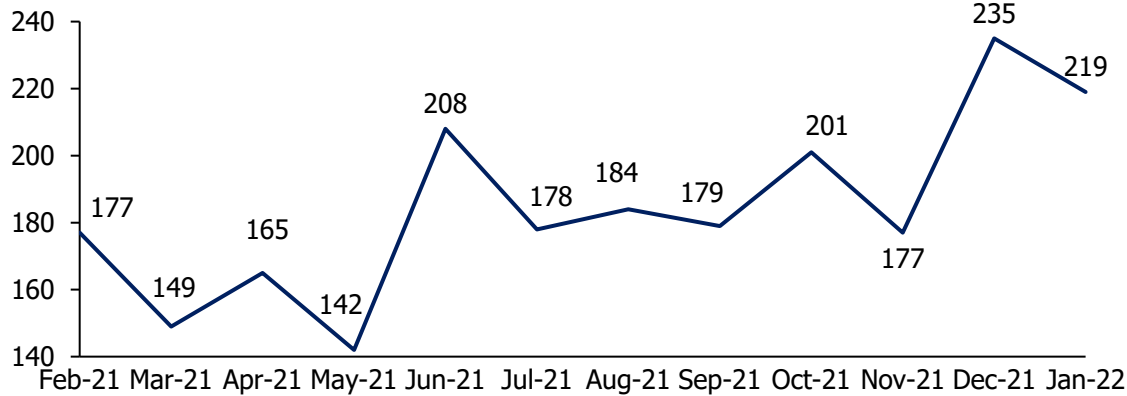


Daily Priority Call Volume and Entry to Assignment

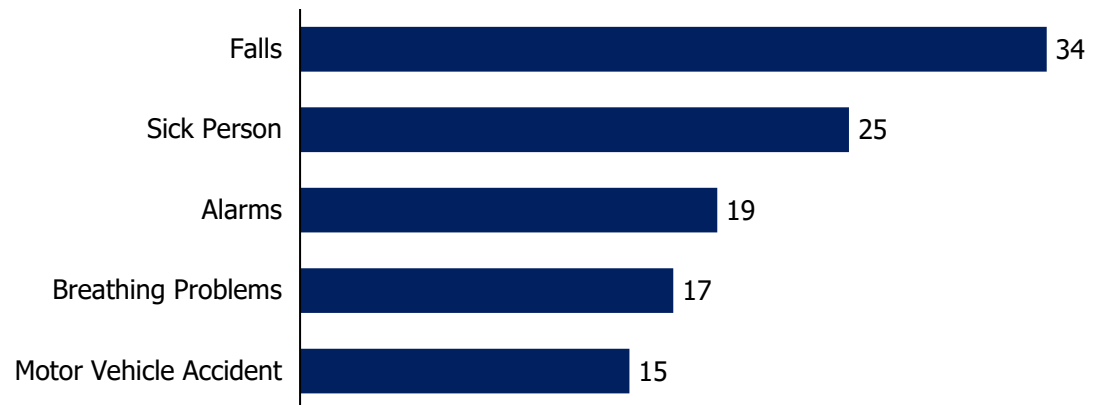
Day of Week	P1	P2	P3	Total	Average
Sunday	0	9	20	29	6
Monday	1	21	16	38	8
Tuesday	0	15	13	28	7
Wednesday	1	18	6	25	6
Thursday	0	24	3	27	7
Friday	0	17	13	30	8
Saturday	1	18	17	36	7
Assignment <1 min	100%	82%			

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

Monthly Call Volume



Top Five Problem Natures

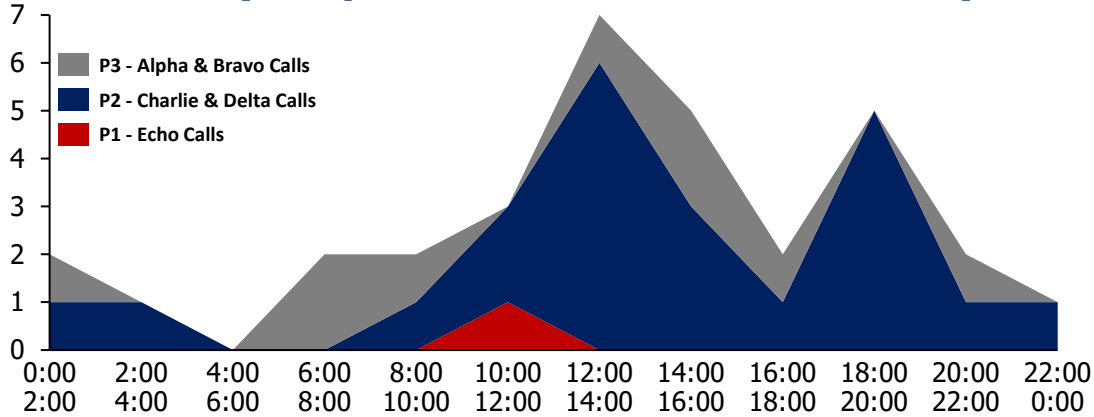




Inter-Canyon Fire



Priority Dispatched Calls Per Time of Day

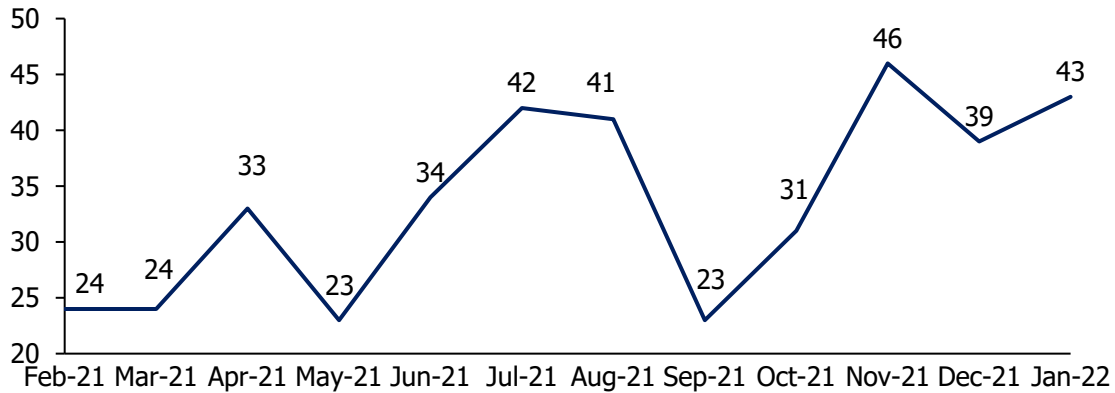


Daily Priority Call Volume and Entry to Assignment

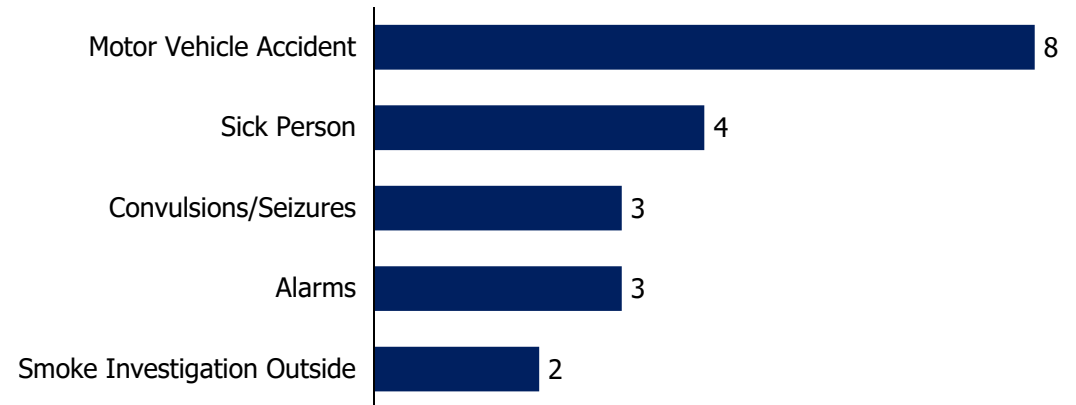
Day of Week	P1	P2	P3	Total	Average
Sunday	0	5	3	8	2
Monday	0	2	0	2	0
Tuesday	0	3	3	6	2
Wednesday	0	3	0	3	1
Thursday	0	4	2	6	2
Friday	1	2	0	3	1
Saturday	0	3	1	4	1
Assignment <1 min	100%	95%			

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

Monthly Call Volume



Top Five Problem Natures

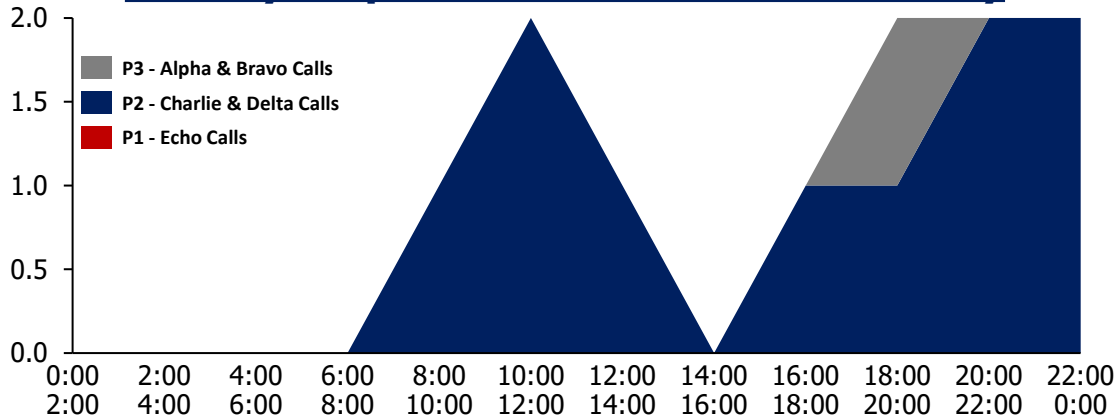




Indian Hills Fire



Priority Dispatched Calls Per Time of Day

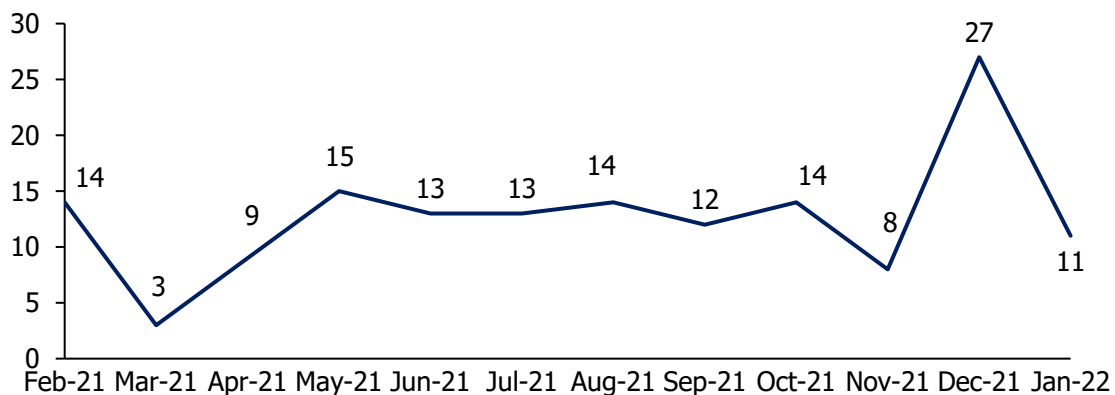


Daily Priority Call Volume and Entry to Assignment

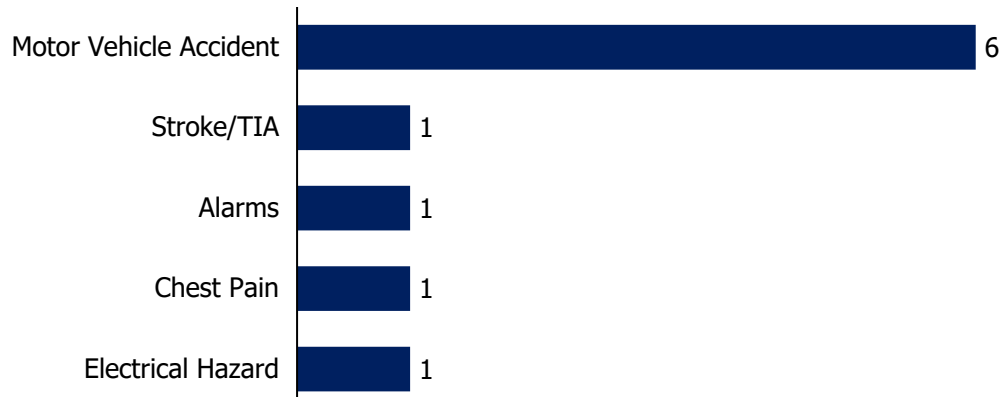
Day of Week	P1	P2	P3	Total	Average
Sunday	0	1	0	1	0
Monday	0	2	0	2	0
Tuesday	0	1	1	2	1
Wednesday	0	1	0	1	0
Thursday	0	2	0	2	1
Friday	0	1	0	1	0
Saturday	0	2	0	2	0
Assignment < 1 min	N/A	80%			

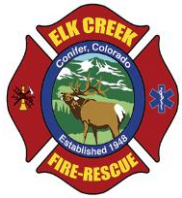
Notes: Call received, processed, and dispatched by Jeffcom. Self-initiated activity removed.

Monthly Call Volume



Top Five Problem Natures

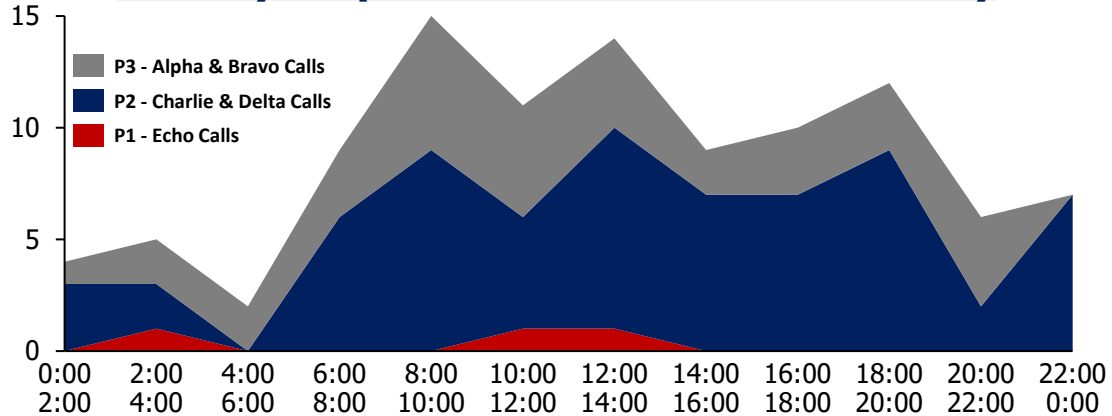




Elk Creek Fire



Priority Dispatched Calls Per Time of Day



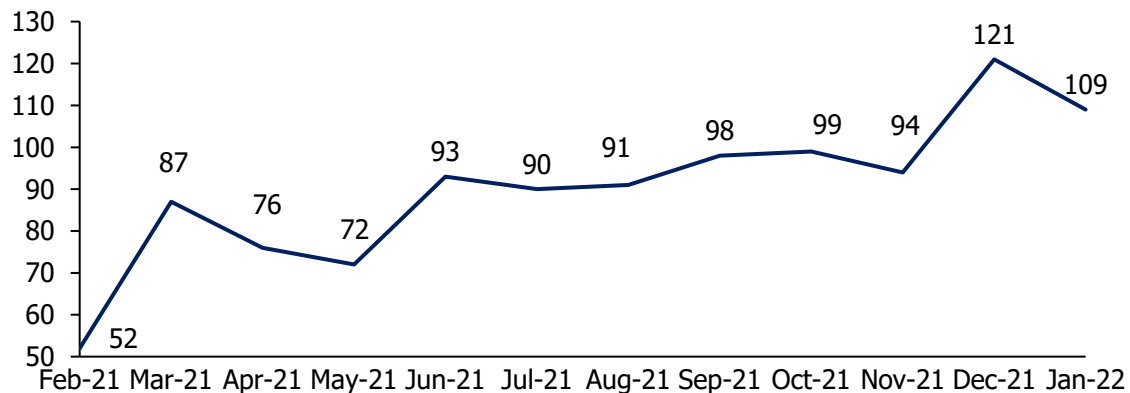
Daily Priority Call Volume and Entry to Assignment

Day of Week	P1	P2	P3	Total	Average
Sunday	0	10	6	16	3
Monday	2	8	5	15	3
Tuesday	0	5	6	11	3
Wednesday	1	10	0	11	3
Thursday	0	7	2	9	2
Friday	0	15	9	24	6
Saturday	0	11	7	18	4

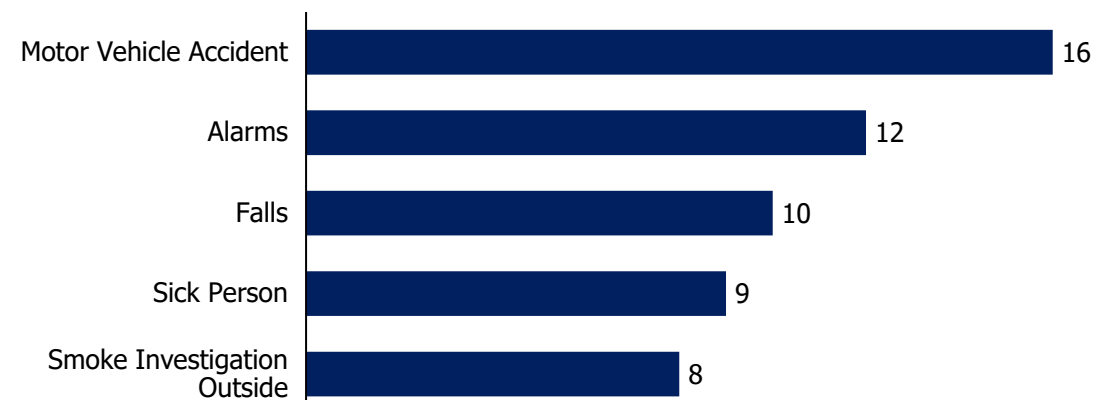
Assignment <1 min 100% 91%

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

Monthly Call Volume



Top Five Problem Natures

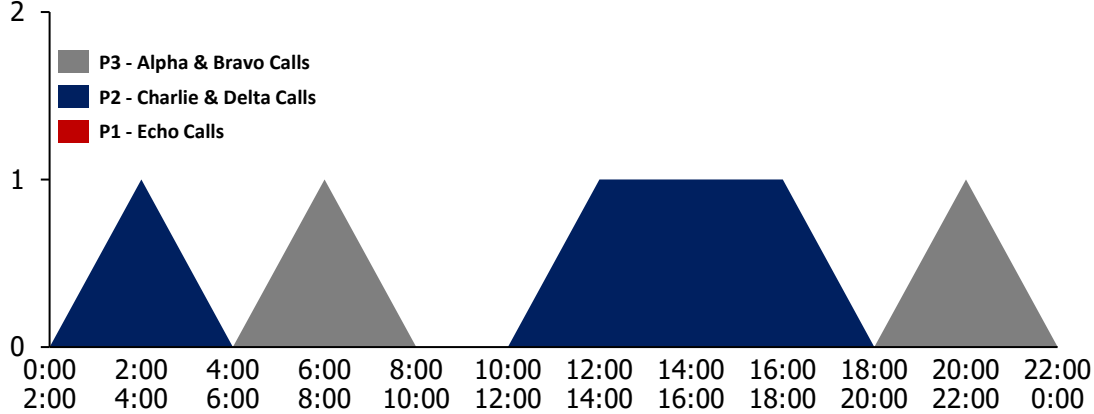




North Fork Fire



Priority Dispatched Calls Per Time of Day

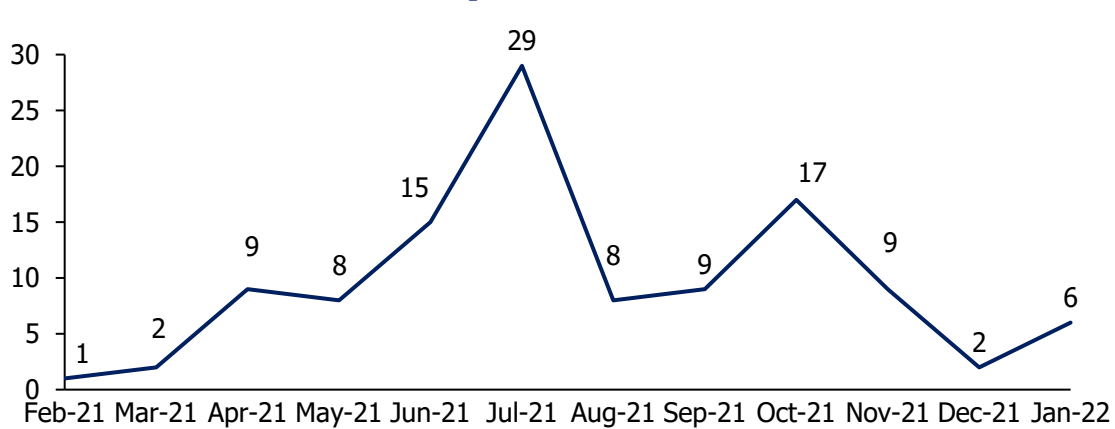


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Problem Natures

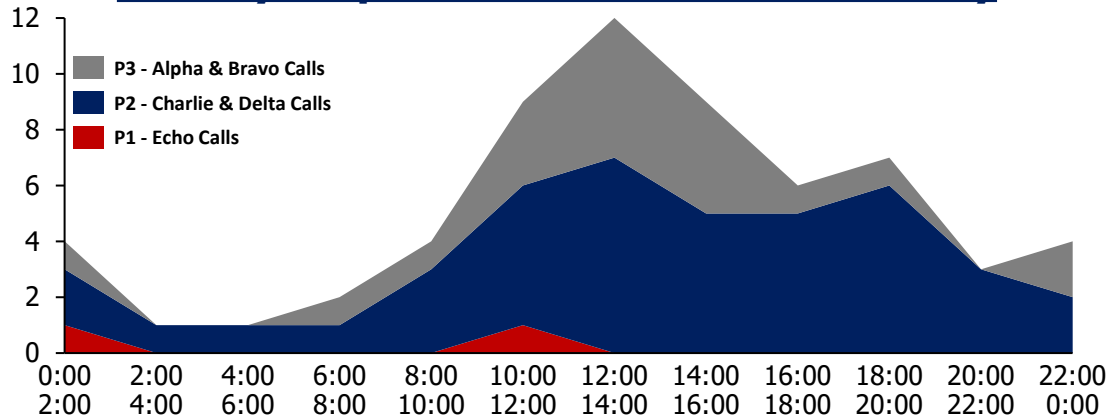




Highland Rescue



Priority Dispatched Calls Per Time of Day

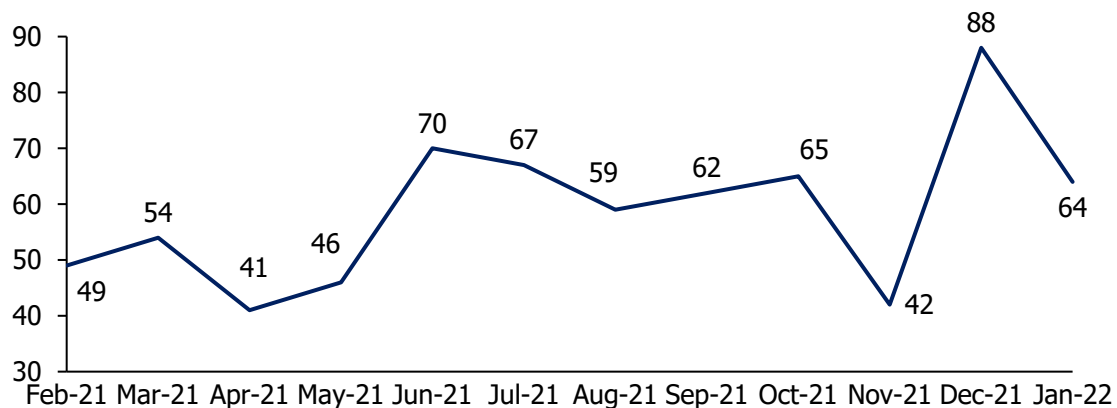


Daily Priority Call Volume and Entry to Assignment

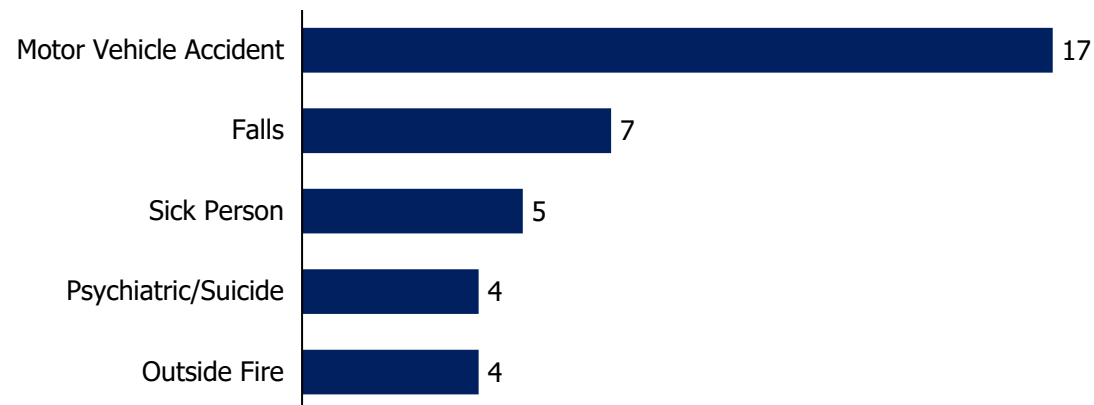
Day of Week	P1	P2	P3	Total	Average
Sunday	1	2	2	5	1
Monday	0	6	3	9	2
Tuesday	0	8	1	9	2
Wednesday	0	5	0	5	1
Thursday	0	8	4	12	3
Friday	0	8	4	12	3
Saturday	1	4	5	10	2
Assignment <1 min	100%	83%			

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

Monthly Call Volume



Top Five Problem Natures

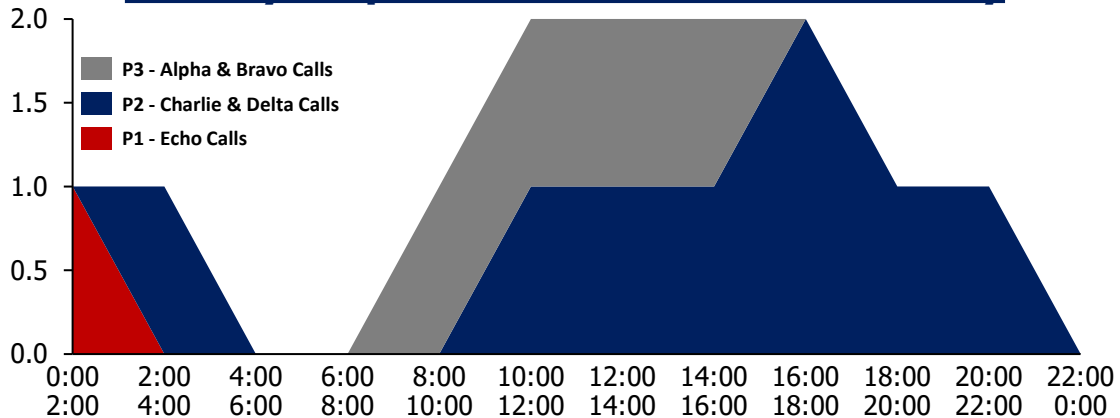




Genesee Fire



Priority Dispatched Calls Per Time of Day



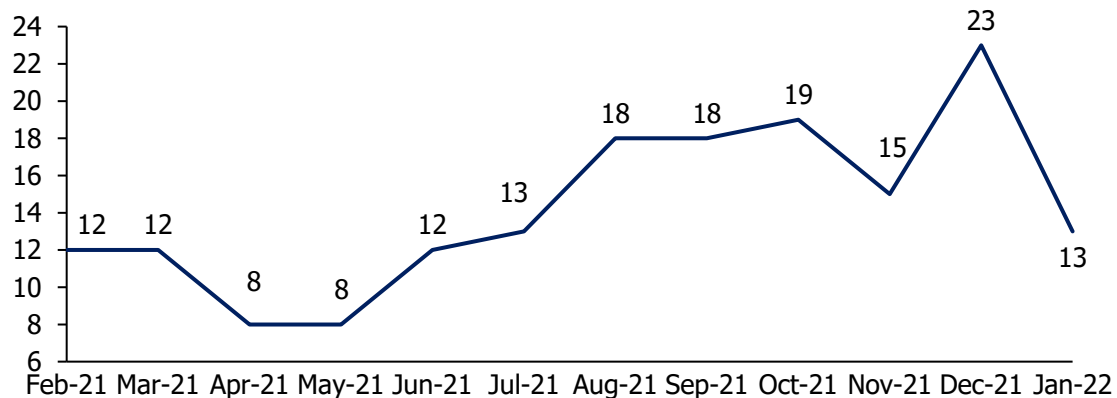
Daily Priority Call Volume and Entry to Assignment

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

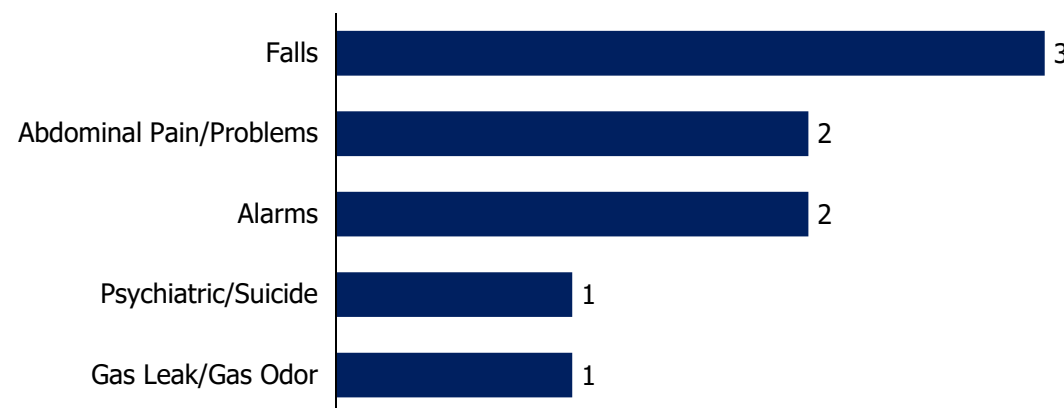
Assignment <1 min 100% 88%

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

Monthly Call Volume



Top Five Problem Natures

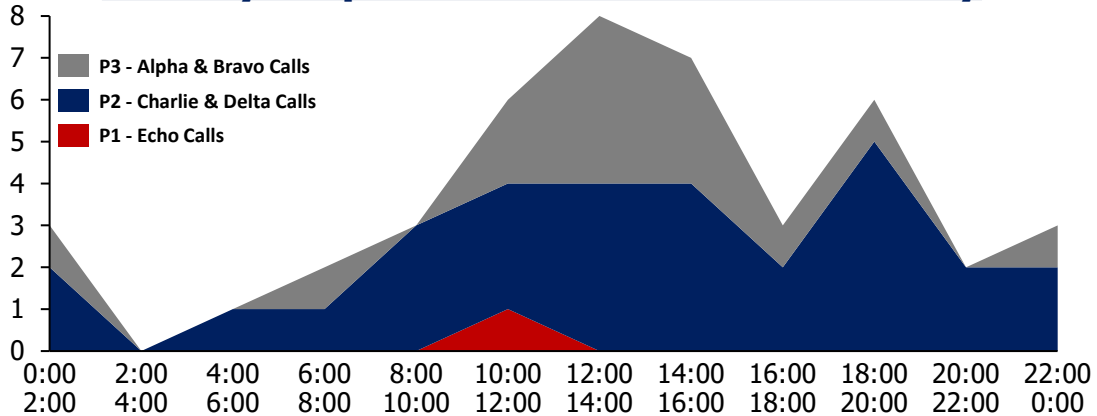




Foothills Fire



Priority Dispatched Calls Per Time of Day

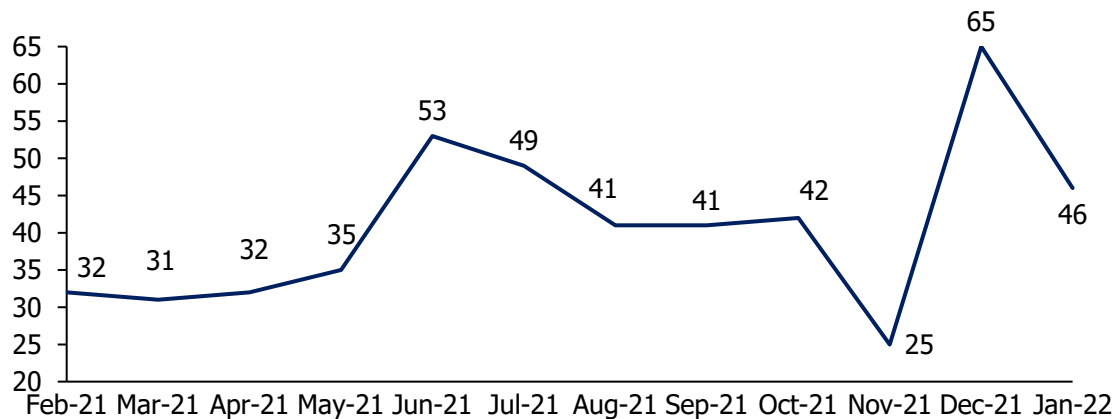


Daily Priority Call Volume and Entry to Assignment

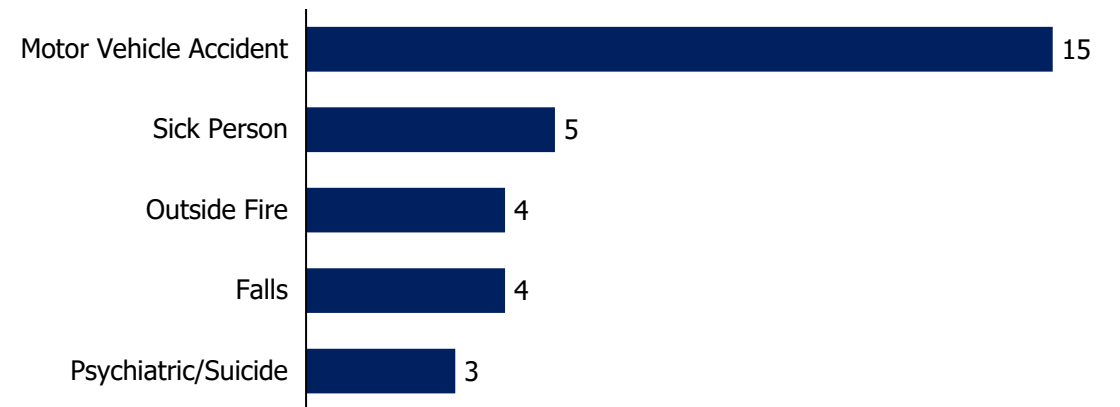
Day of Week	P1	P2	P3	Total	Average
Sunday	1	2	2	5	1
Monday	0	4	2	6	1
Tuesday	0	4	0	4	1
Wednesday	0	3	0	3	1
Thursday	0	5	3	8	2
Friday	0	7	2	9	2
Saturday	0	4	5	9	2
Assignment <1 min	100%	79%			

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

Monthly Call Volume



Top Five Problem Natures

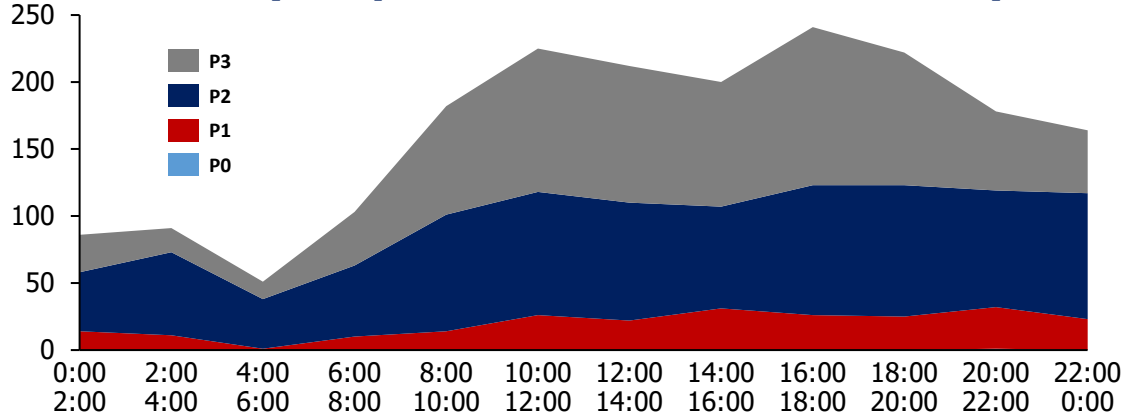




Jeffco Sheriff



Priority Dispatched Calls Per Time of Day

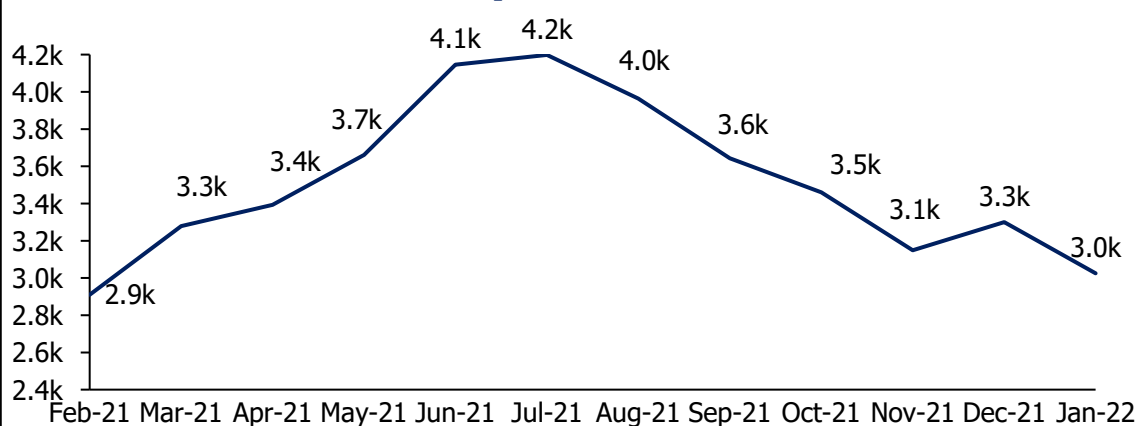


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	37	156	109	302	60
Monday	0	40	149	150	339	68
Tuesday	0	25	110	103	238	60
Wednesday	0	35	115	113	263	66
Thursday	0	25	101	106	232	58
Friday	1	25	129	105	260	65
Saturday	0	47	155	119	321	64
Assignment <2 min	84%	97%				
Assignment <4 min	61%	85%				

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

Monthly Call Volume



Top Five Problem Natures

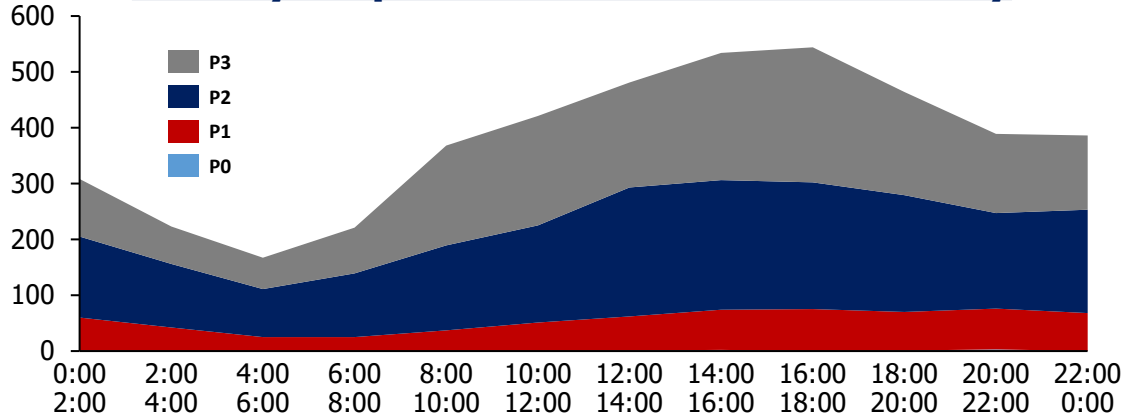




Lakewood PD



Priority Dispatched Calls Per Time of Day

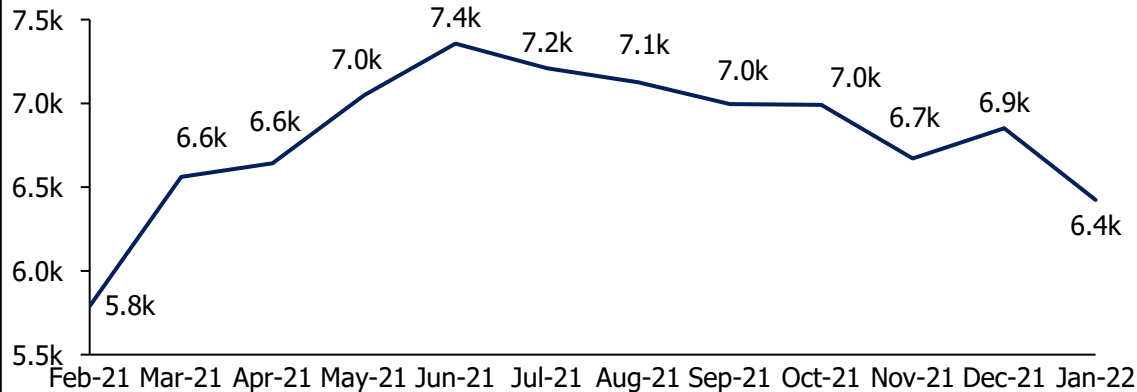


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	114	320	307	742	148
Monday	1	118	338	285	742	148
Tuesday	1	72	308	234	615	154
Wednesday	2	86	275	243	606	152
Thursday	1	75	242	223	541	135
Friday	0	77	276	249	602	151
Saturday	2	115	281	260	658	132
Assignment <2 min	68%	82%				
Assignment <4 min	43%	64%				

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

Monthly Call Volume



Top Five Problem Natures

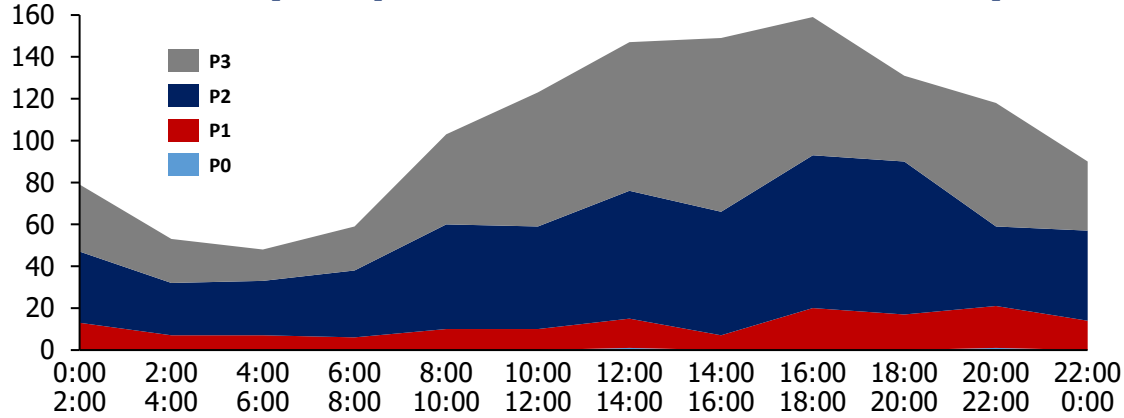




Wheat Ridge PD



Priority Dispatched Calls Per Time of Day

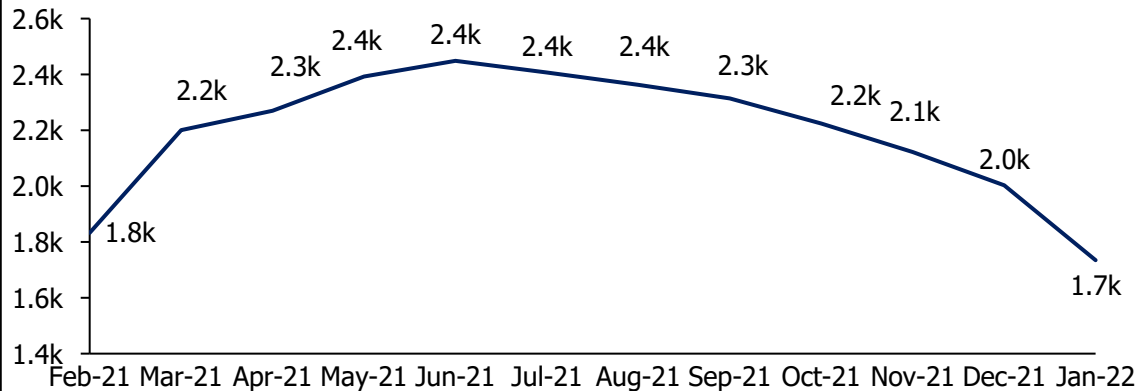


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	22	70	86	178	36
Monday	0	31	80	86	197	39
Tuesday	0	21	90	78	189	47
Wednesday	0	15	85	56	156	39
Thursday	1	14	69	75	159	40
Friday	0	15	65	77	157	39
Saturday	1	27	104	91	223	45
Assignment <2 min	71%	86%				
Assignment <4 min	39%	55%				

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

Monthly Call Volume



Top Five Problem Natures

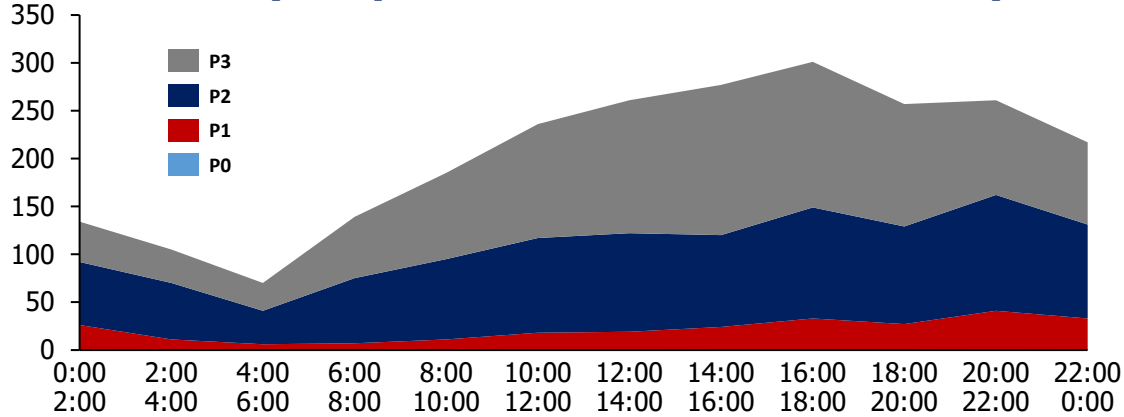




Arvada PD



Priority Dispatched Calls Per Time of Day

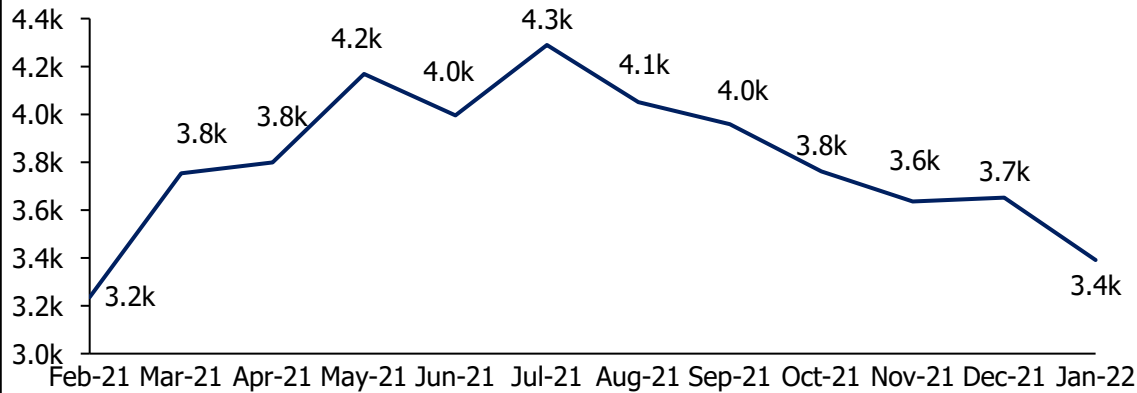


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	1	49	181	180	411	82
Monday	1	33	175	224	433	87
Tuesday	0	28	136	161	325	81
Wednesday	0	28	145	152	325	81
Thursday	1	37	95	127	260	65
Friday	0	34	144	140	318	80
Saturday	1	43	171	156	371	74
Assignment < 2 min	80%	92%				
Assignment < 4 min	64%	80%				

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

Monthly Call Volume



Top Five Problem Natures

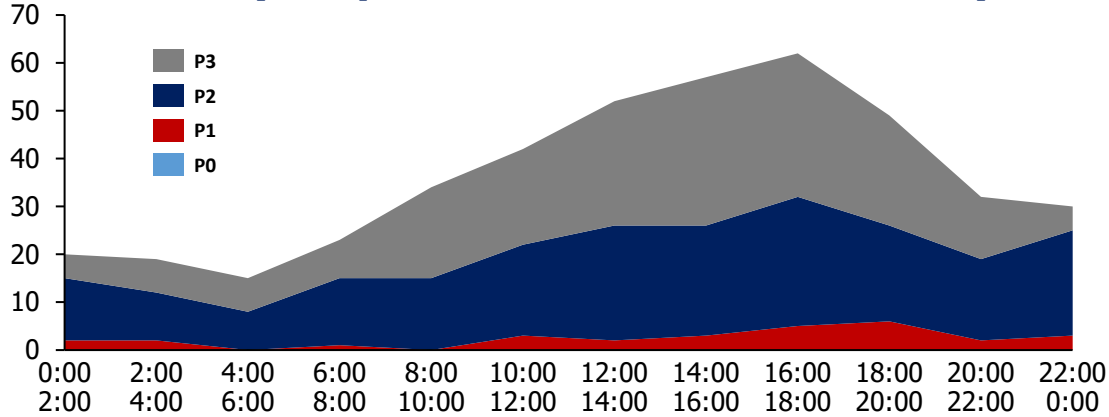




Golden PD



Priority Dispatched Calls Per Time of Day

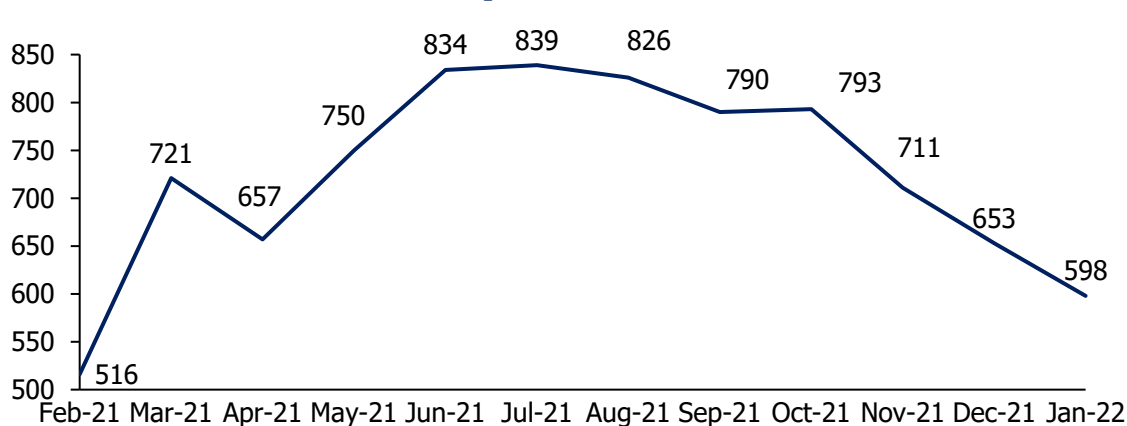


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	6	36	25	67	13
Monday	0	6	32	29	67	13
Tuesday	0	2	30	36	68	17
Wednesday	0	6	14	23	43	11
Thursday	0	4	42	32	78	20
Friday	0	3	24	20	47	12
Saturday	0	2	34	29	65	13
Assignment <2 min	90%	100%				
Assignment <4 min	67%	82%				

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

Monthly Call Volume



Top Five Problem Natures

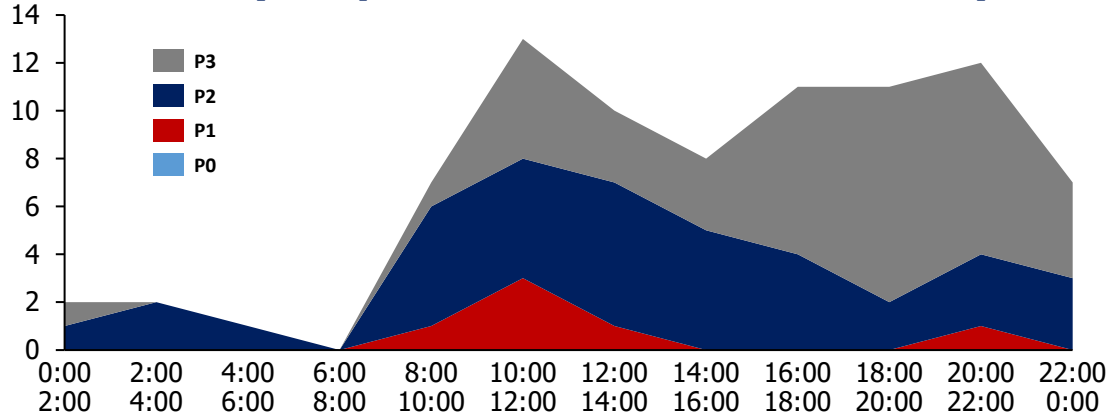




Lakeside PD



Priority Dispatched Calls Per Time of Day

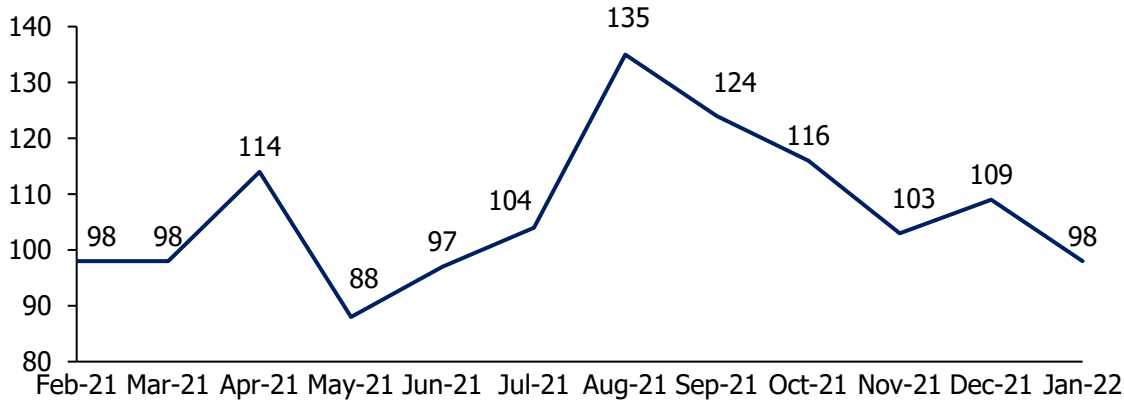


Daily Priority Call Volume and Entry to Assignment

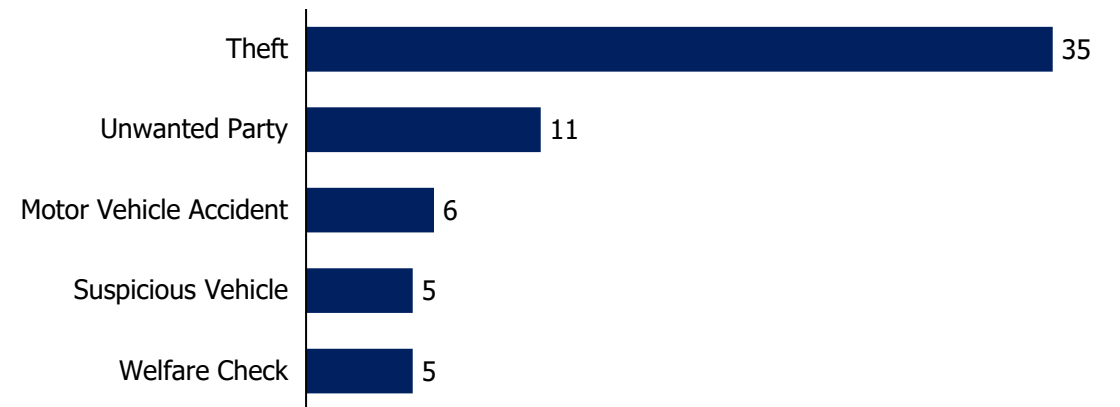
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	7	10	18	4
Monday	0	2	6	4	12	2
Tuesday	0	0	4	5	9	2
Wednesday	0	0	2	3	5	1
Thursday	0	2	4	8	14	4
Friday	0	0	8	6	14	4
Saturday	0	1	6	5	12	2
Assignment < 2 min	100%	100%				
Assignment < 4 min	76%	86%				

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

Monthly Call Volume

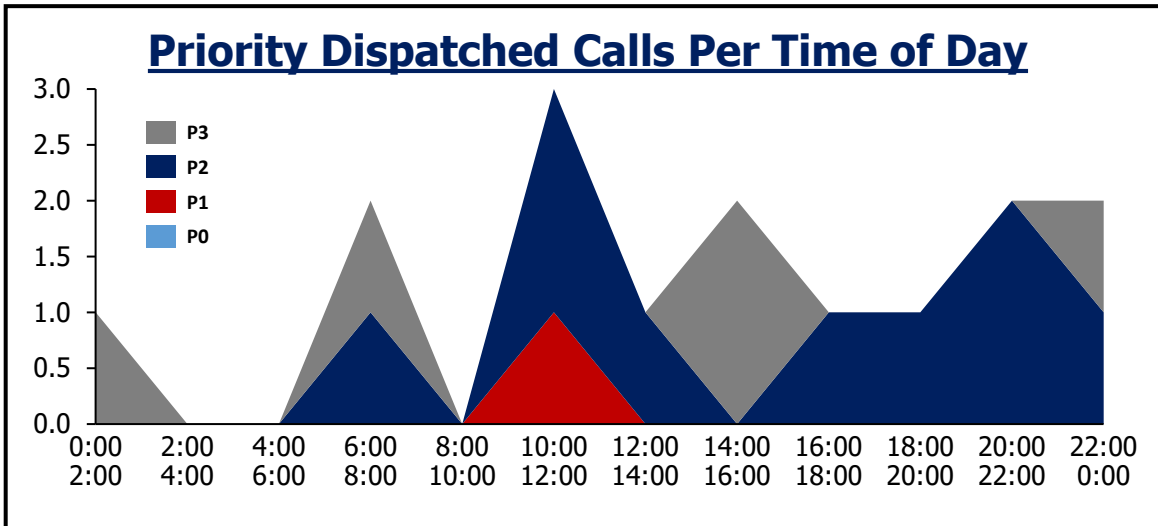


Top Five Problem Natures





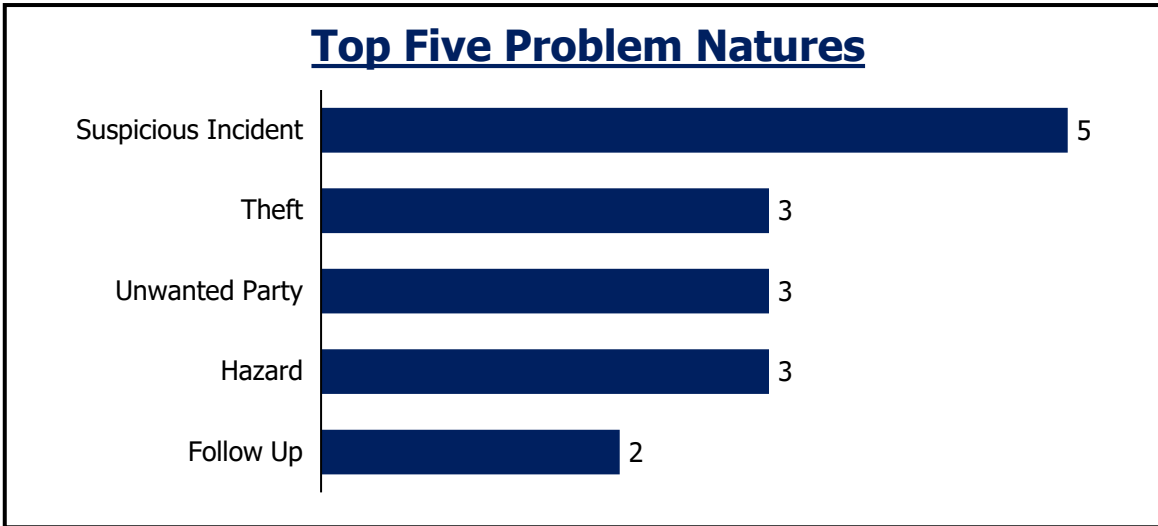
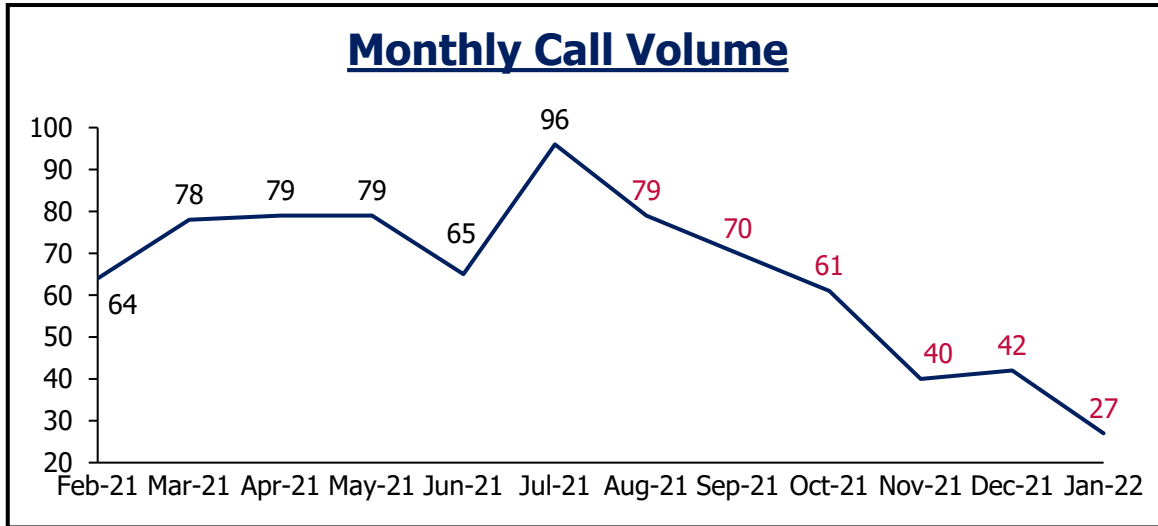
Morrison PD Jurisdiction (JCSO Response)



Daily Priority Call Volume and Entry to Assignment

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

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



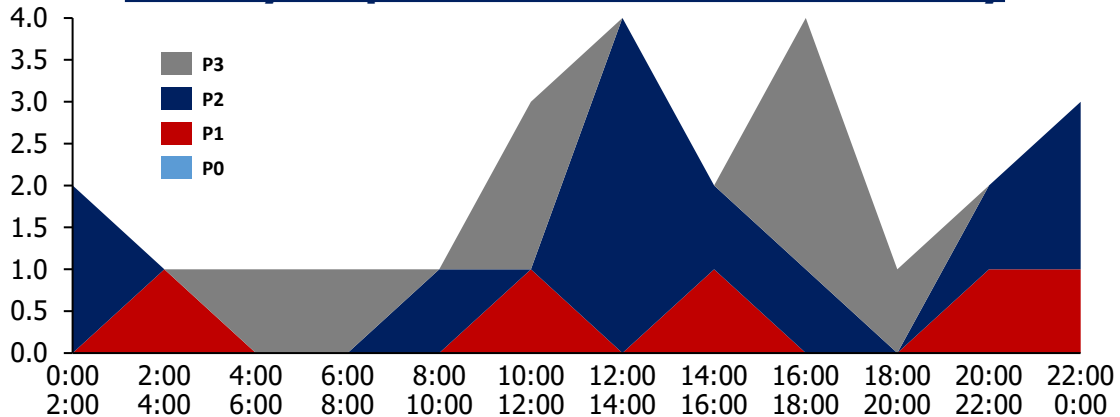
Note: Jeffco Sheriff's Office is responding to Morrison calls as of mid-August 2021. Calls are also shown in JCSO dispatch data as of January 2022.



Mountain View PD



Priority Dispatched Calls Per Time of Day

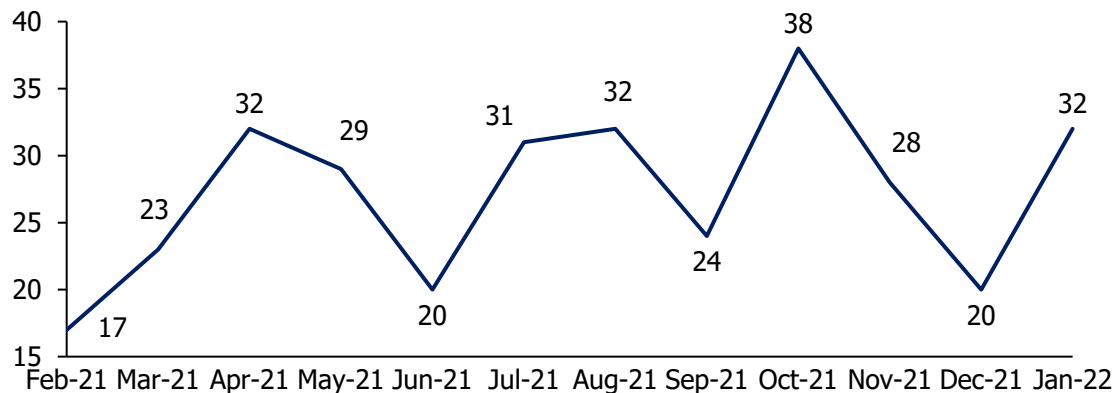


Daily Priority Call Volume and Entry to Assignment

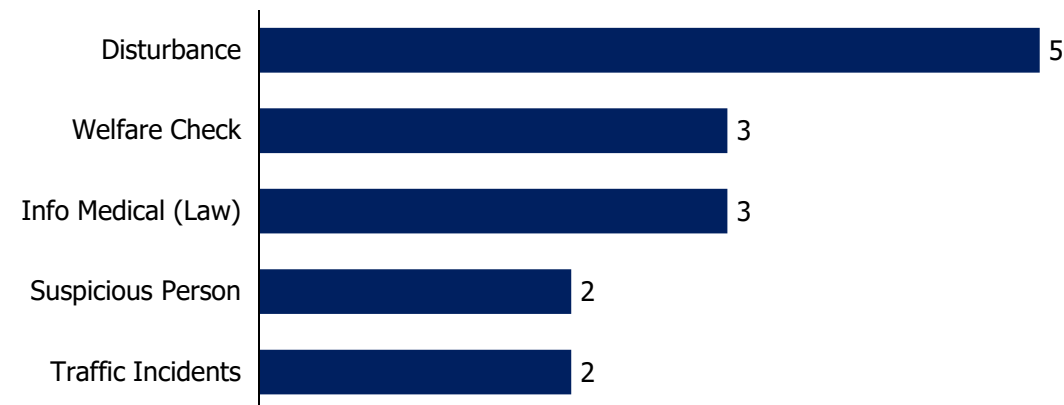
Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	1	3	2	6	1
Monday	0	0	1	1	2	0
Tuesday	0	1	1	0	2	1
Wednesday	0	1	1	0	2	1
Thursday	0	0	2	0	2	1
Friday	0	1	1	3	5	1
Saturday	0	1	3	2	6	1
Assignment <2 min	80%	100%				
Assignment <4 min	100%	100%				

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

Monthly Call Volume



Top Five Problem Natures

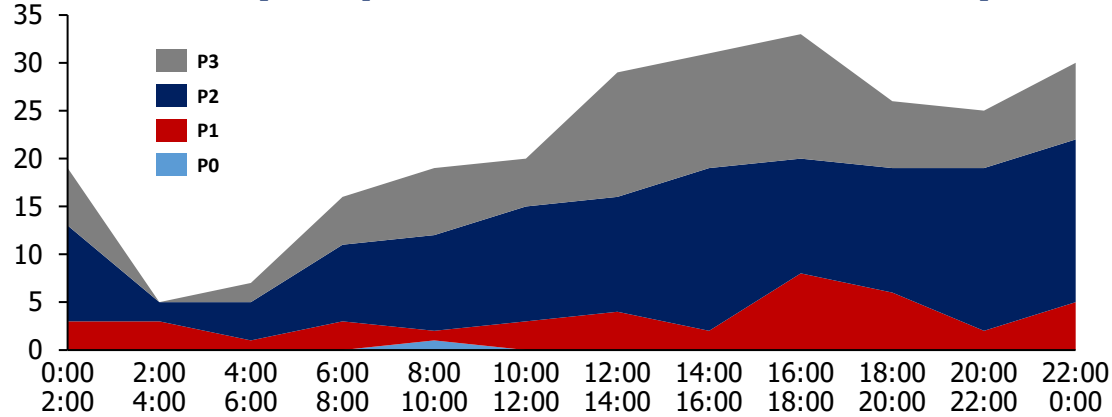




Edgewater PD



Priority Dispatched Calls Per Time of Day

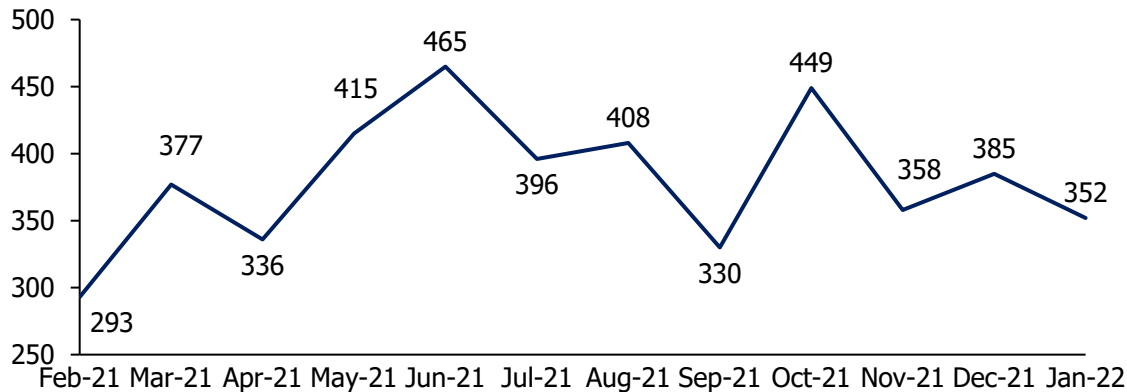


Daily Priority Call Volume and Entry to Assignment

Day of Week	P0	P1	P2	P3	Total	Average
Sunday	0	7	19	12	38	8
Monday	0	4	28	15	47	9
Tuesday	0	4	20	16	40	10
Wednesday	0	2	15	4	21	5
Thursday	1	2	19	11	33	8
Friday	0	4	12	15	31	8
Saturday	0	18	21	11	50	10
Assignment < 2 min	88%	95%				
Assignment < 4 min	72%	85%				

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

Monthly Call Volume



Top Five Problem Natures

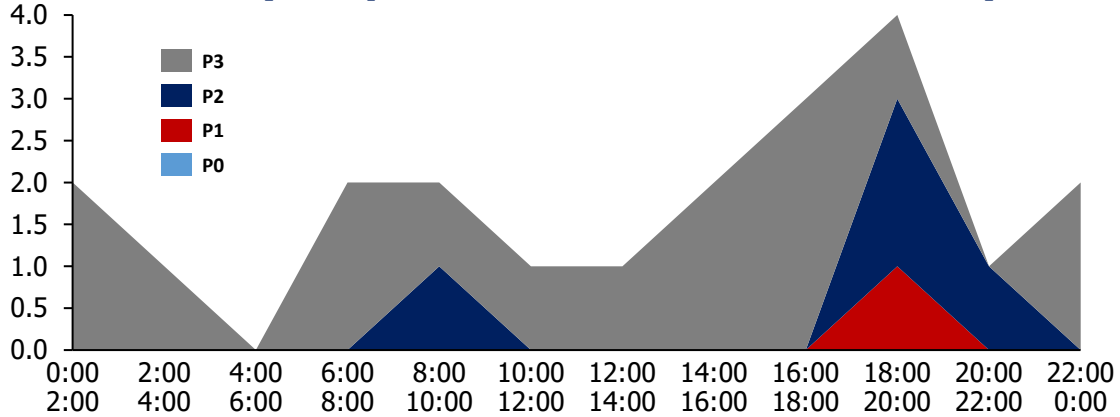




Colorado School of Mines PD



Priority Dispatched Calls Per Time of Day

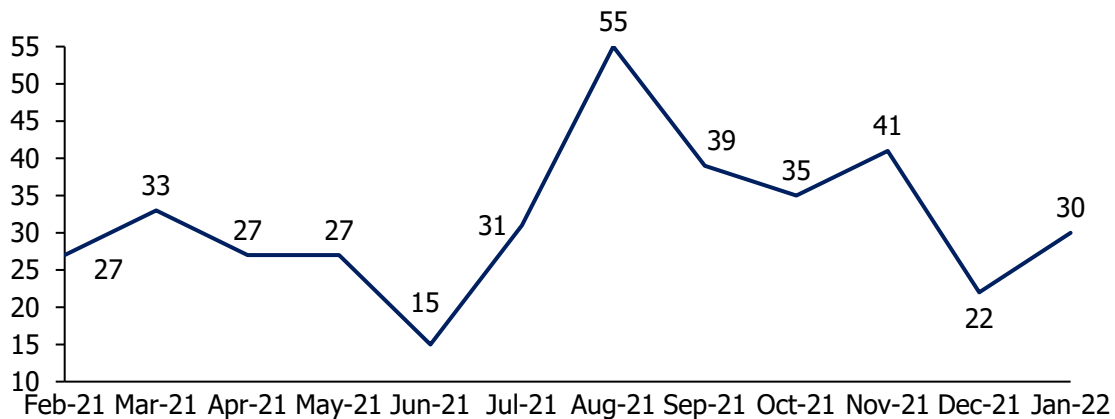


Daily Priority Call Volume and Entry to Assignment

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

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

Monthly Call Volume



Top Five Problem Natures

