

First Quarter Report



**Jefferson County Communications Center Authority
January 2025 – March 2025**

CALL TAKING OPERATIONS

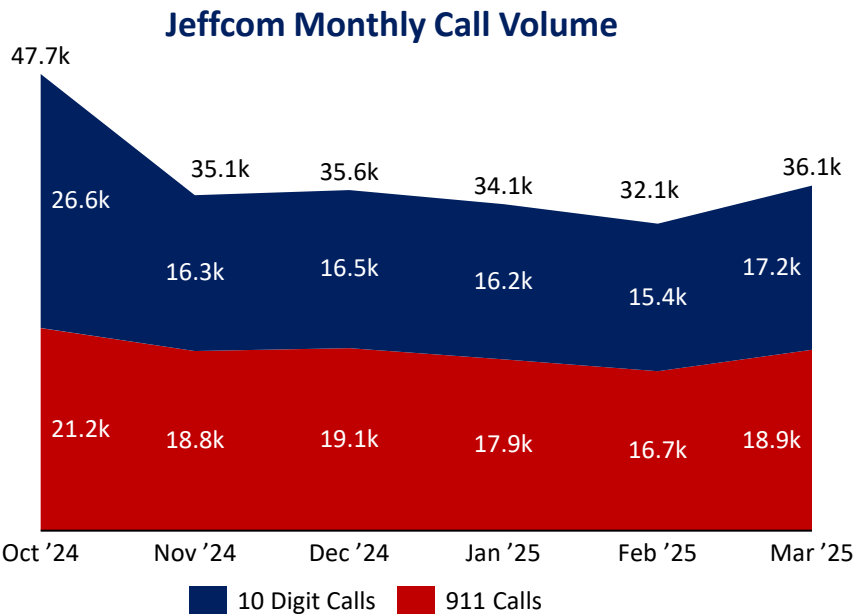
Emergency call volume is stable from last year, averaging 3 more 911 calls per day in Q1 2025 than in Q1 2024. Administrative calls processed by Jeffcom decreased from Q1 2024 by 193 calls per day. The admin bot received 804 calls per day. Outbound call volume decreased by an average of 33 calls per day from the previous year.

March was the busiest month of the quarter, averaging 610 emergency calls and 554 administrative calls per day.

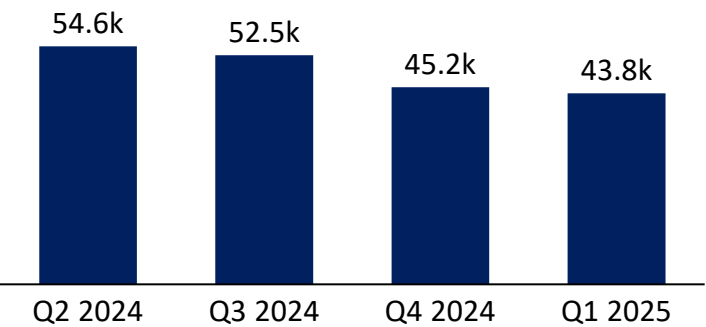


	Quarter 1, 2025	Change from Quarter 4	Q2 2024 - Q1 2025 Trend
Average 911 Calls Per Month	17,822	-9%	
Average Admin Calls to Bot	24,377	11%	
Average Admin Calls to Jeffcom	16,265	-22%	
Average Outbound Calls	14,597	-3%	

Jeffcom answered an average of 588 emergency calls per day in Q1 (54 less per day compared to the prior quarter) and 536 administrative line calls per day (109 less per day compared to the prior quarter) combining for an average of 1,124 total incoming calls per day.



Total Outgoing Calls per Quarter

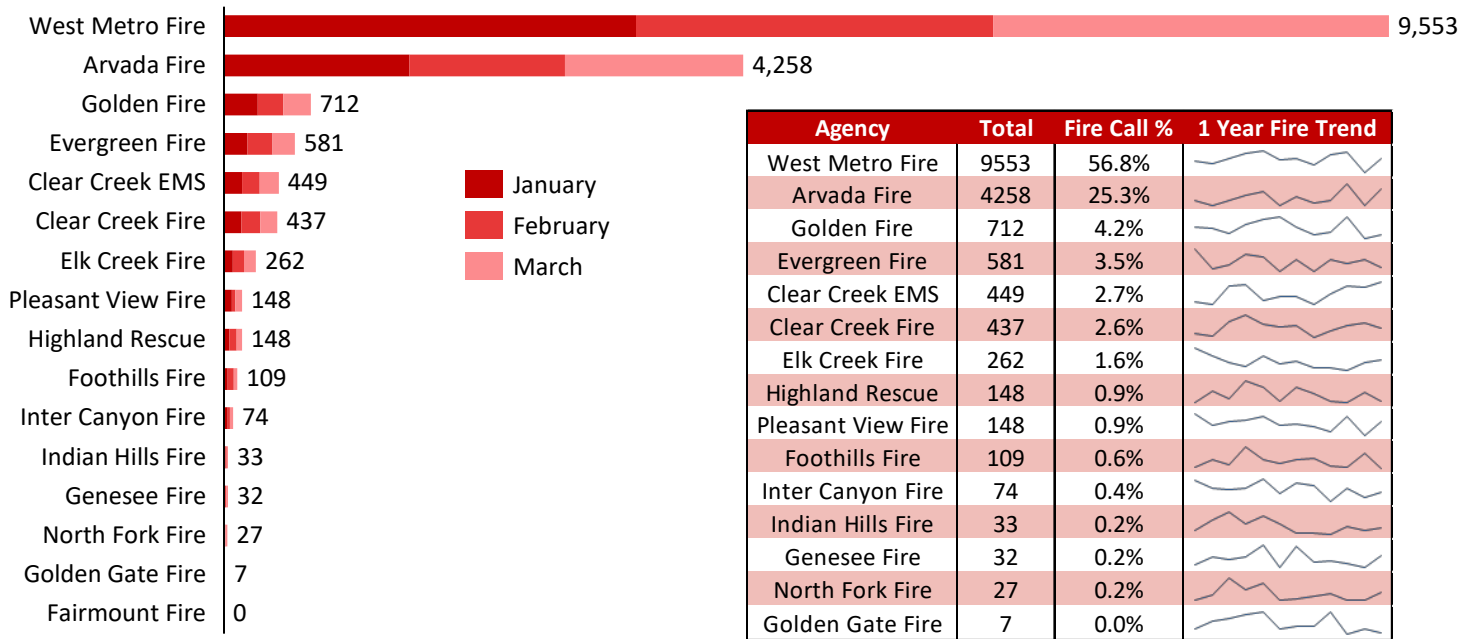


- Outbound Calls decreased by five calls per day compared to the prior quarter.
- “911 Hangup/Check” decreased from the prior quarter by 4% to average 141 calls per day.

Fire Dispatch Operation

Dispatched fire calls for service increased **2%** per day compared to the prior quarter. Overall, an average of **5,610** Fire calls were dispatched per month (187 calls per day, five more calls per day than Q4 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

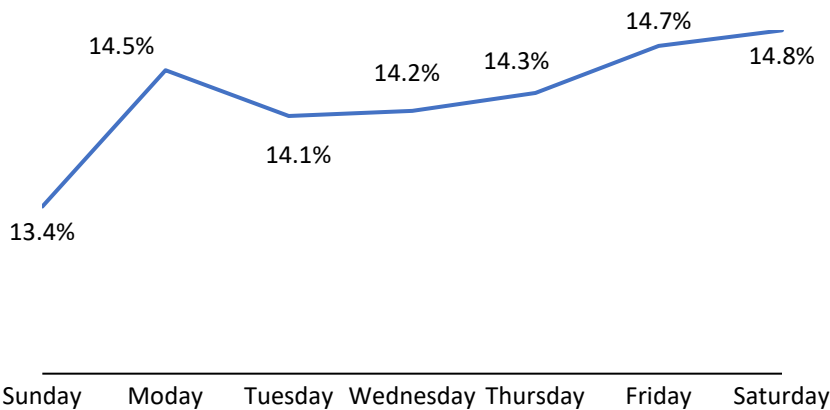
Fire Call Volume per Month



P1, P2, and P3 calls increased from Q4 2024 to Q1 2025 by 4% (+0.1 calls), 2% (+3 calls), and 2% (+1 calls), respectively, per day. Fire operation calls dispatched per day averaged three P1 calls and 113 P2 calls.

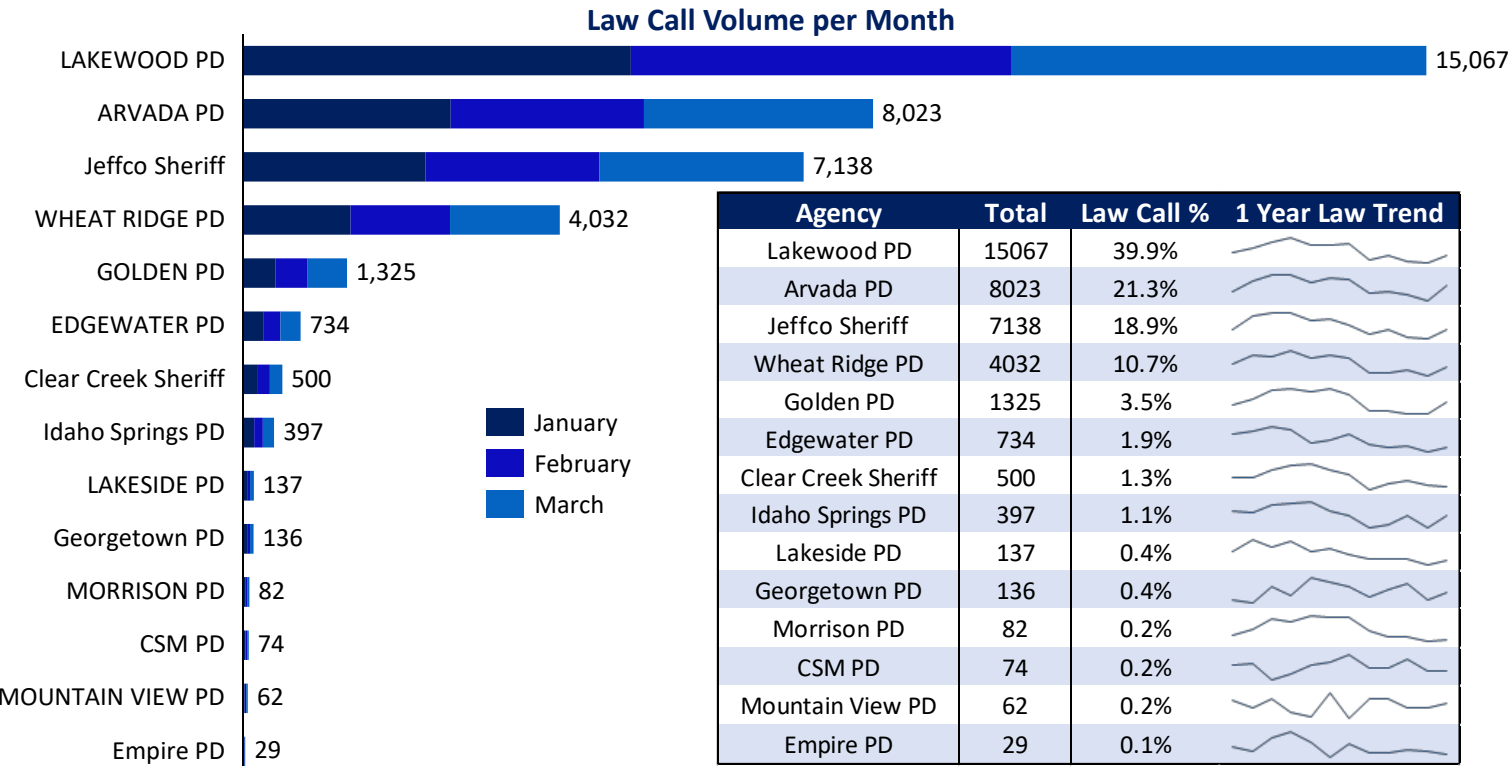
- Throughout the quarter there were 595 emergent transports, no change from Q4 2024.
- The most common calls for service during Q3 were Sick Person (15%), Falls (15%), and Alarms (7%).
- Compared to Q4 of 2024, Heat/Cold Exposure calls increased by 90% (+36 calls), Hazmat calls increased by 47% (+11 calls), and Electrical Hazard calls decreased 39% (-48 calls).
- On the morning of February 8th, Arvada Fire responded to a house fire near Ward and 60th. All of the human occupants and a snake were safely evacuated. Two dogs did not make it out. The homeowner was charged with arson and aggravated animal cruelty. 26 personnel recorded 307 comments on the call with 15 units responding.

Average % of Fire Calls per Day of Week



Law Dispatch Operation

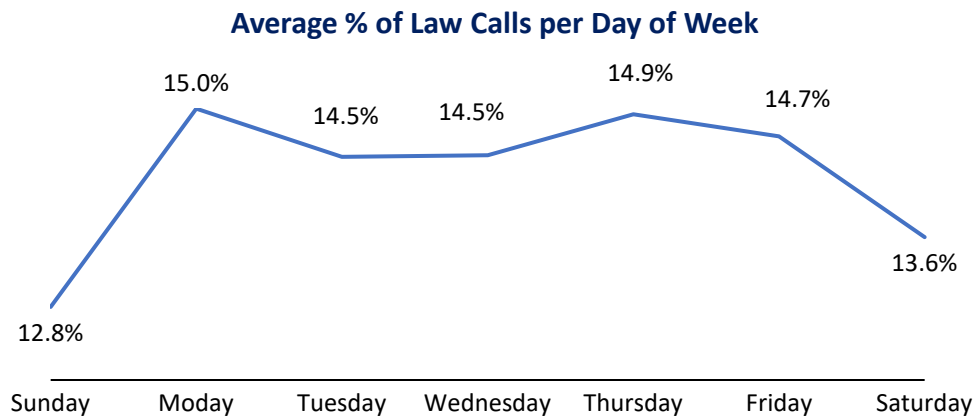
Dispatched law calls for service decreased **5%** per day compared to the prior quarter. Overall, an average of **12,579** calls were dispatched per month (419 calls per day, a decrease of 22 calls per day compared to Q4 2024) – numbers which reflect calls received, processed, and dispatched by Jeffcom.



Agency	Total	Law Call %	1 Year Law Trend
Lakewood PD	15067	39.9%	
Arvada PD	8023	21.3%	
Jeffco Sheriff	7138	18.9%	
Wheat Ridge PD	4032	10.7%	
Golden PD	1325	3.5%	
Edgewater PD	734	1.9%	
Clear Creek Sheriff	500	1.3%	
Idaho Springs PD	397	1.1%	
Lakeside PD	137	0.4%	
Georgetown PD	136	0.4%	
Morrison PD	82	0.2%	
CSM PD	74	0.2%	
Mountain View PD	62	0.2%	
Empire PD	29	0.1%	

P0, P1, P2, and P3 calls decreased from Q4 2024 to Q1 2025 by 10% (-0.1 calls), 2% (-1 call), 4% (-5 calls), and 8% (-11 calls), respectively, per day. Law operations calls dispatched per day averaged 35 P1 calls and 127 P2 calls.

- The top three dispatched law problem types included Welfare Check (8%), Follow Up (8%), and Unwanted Party (6%).
- Elder Abuse calls for service increased from Q4 2024, up 32% (+60 calls). Arson calls increased by 54% (+13 calls) from Q4, and Wildlife calls decreased 50% (-179 calls).
- The highest volume of comments and LE for a call in Q1 occurred on January 3rd. A Shots Fired call came in at 13:55 and the RP reported that her neighbor, who was suicidal and delusional, had shot at his wife twice. The call warranted a large response of 46 Law units and six Fire units and the suspect was found deceased when LE entered the home. 446 comments were recorded by 28 personnel.



News/Staffing

Jeffcom's New Home!

Jeffcom celebrated the grand opening of our new building in February! This state-of-the-art facility is designed to enhance emergency dispatch, response, and public safety. We are thrilled to be operating in our new home!



Tactical Dispatch Team

Jeffcom's Tactical Dispatch Team was dispatched to seven incidents/trainings, totaling 13.75 hours during Q1. The team is trained to handle the most demanding and stressful calls for service.

Staffing



Congratulations, academy graduates!

