

# Second Quarter Report



**Jefferson County Communications Center Authority  
April 2025 – June 2025**

# CALL TAKING OPERATIONS

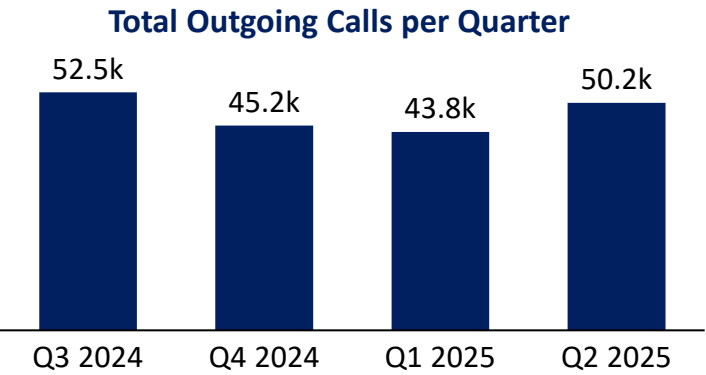
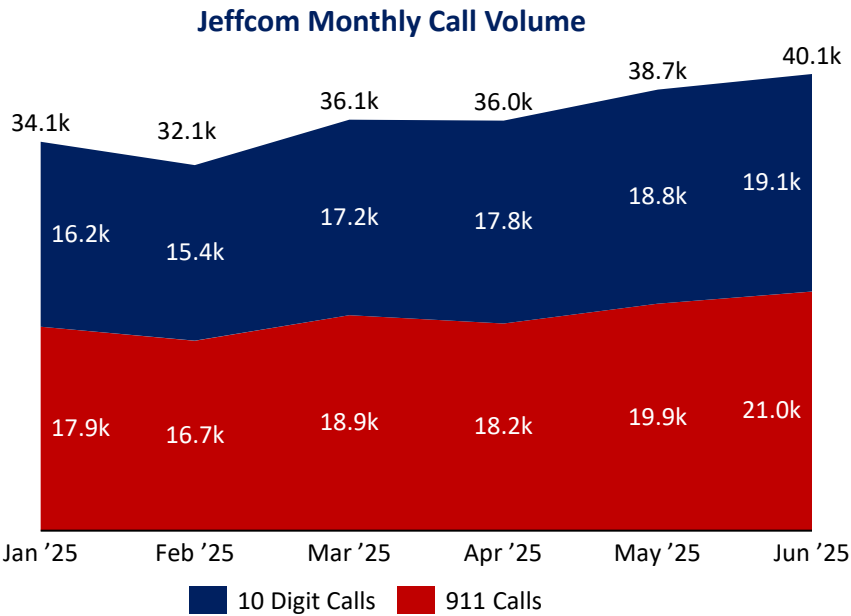
Emergency call volume decreased from last year, averaging 31 less 911 calls per day in Q2 2025 than in Q2 2024. Administrative calls processed by Jeffcom decreased from Q2 2024 by 216 calls per day. The admin bot received 931 calls per day. Outbound call volume decreased by an average of 48 calls per day from the previous year.

June was the busiest month of the quarter, averaging 699 emergency calls and 636 administrative calls per day.



	Quarter 2, 2025	Change from Quarter 1	Q3 2024 - Q2 2025 Trend
Average 911 Calls Per Month	19,681	10%	
Average Admin Calls to Bot	28,254	14%	
Average Admin Calls to Jeffcom	18,557	12%	
Average Outbound Calls	16,742	13%	

Jeffcom answered an average of 649 emergency calls per day in Q2 (55 more per day compared to the prior quarter) and 612 administrative line calls per day (70 more per day compared to the prior quarter) combining for an average of 1,261 total incoming calls per day.

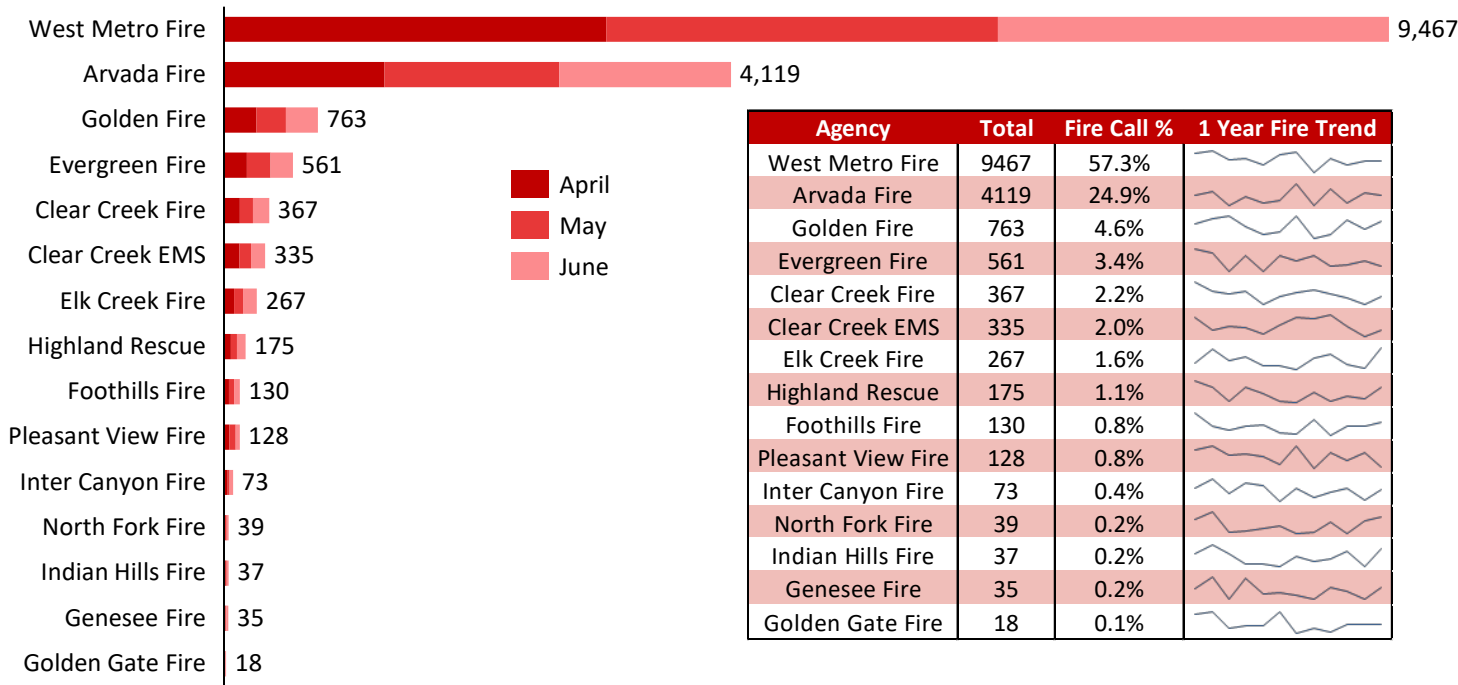


- Outbound Calls decreased by 48 calls per day compared to the prior quarter.
- “911 Hangup/Check” increased from the prior quarter by 9% to average 154 calls per day.

# Fire Dispatch Operation

Dispatched fire calls for service decreased **3%** per day compared to the previous quarter. Overall, an average of **5,505** Fire calls were dispatched per month (182 calls per day, six less calls per day than Q1 2025) – numbers which reflect calls received, processed, and dispatched by Jeffcom.

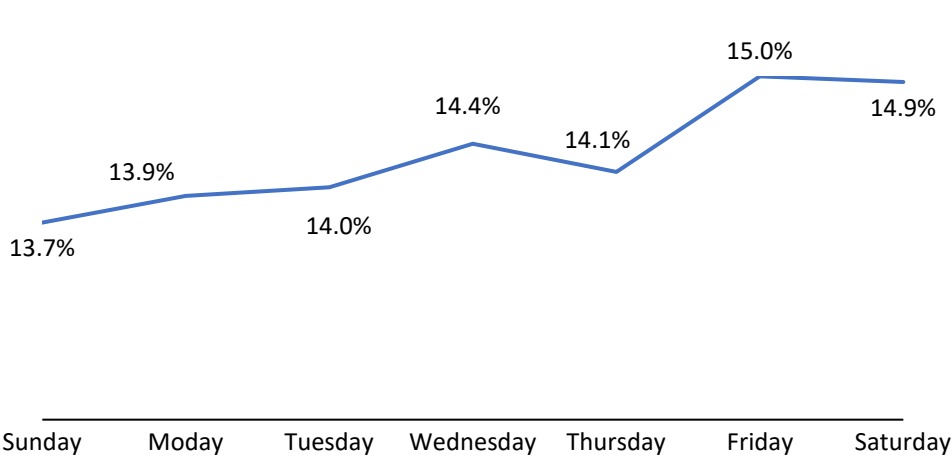
Fire Call Volume per Month



P1 calls increased from Q1 2025 by 2% (+0.1 calls per day). P2 and P3 calls decreased from the previous quarter by 2% (-2 calls) and 5% (-3 calls), respectively, per day. Fire operation calls dispatched per day averaged three P1 calls and 111 P2 calls.

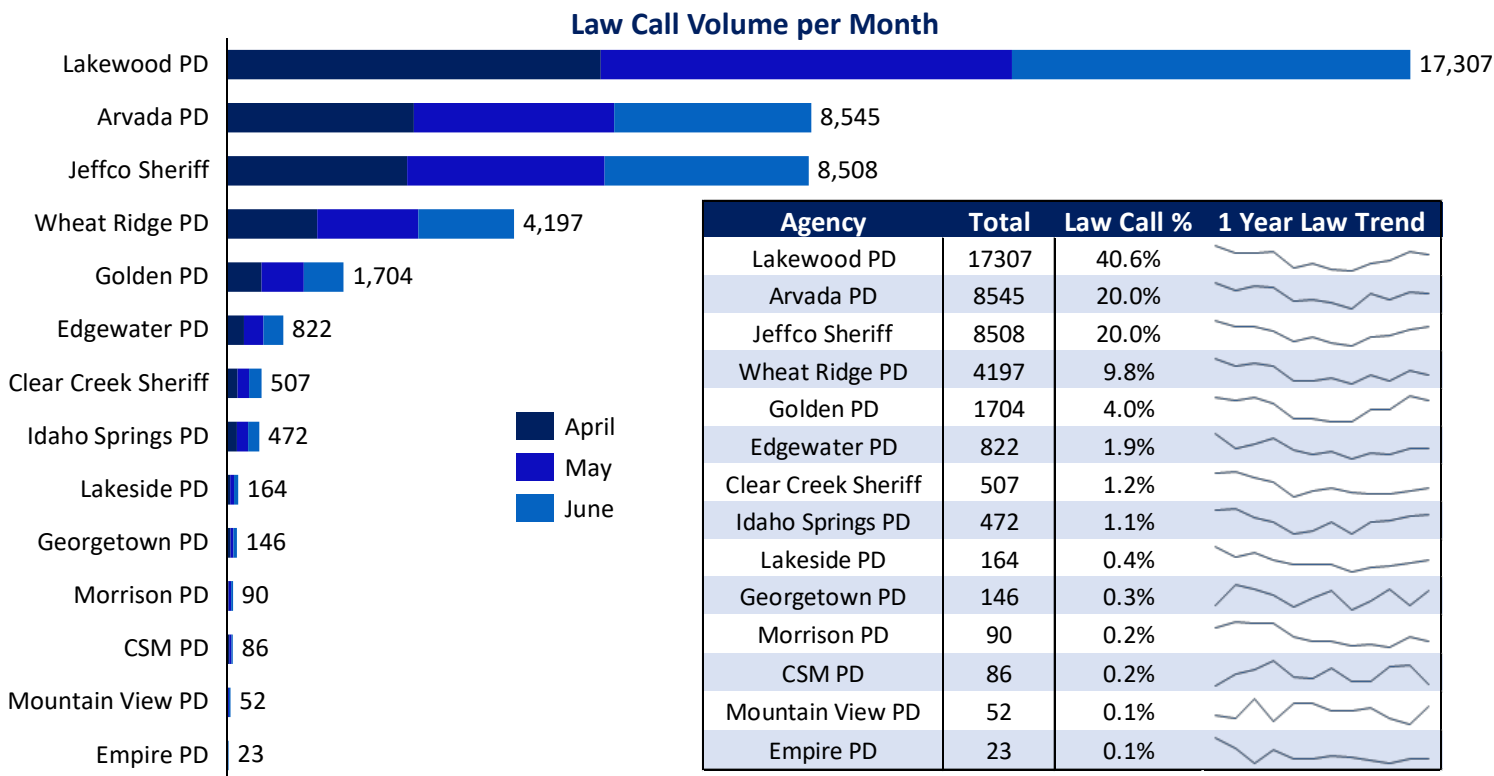
- Throughout the quarter there were 569 emergent transports, a decrease of 26 transports from Q1 2025.
- The most common calls for service during Q2 were Sick Person (14%), Falls (14%), and Alarms (8%).
- Compared to Q1 of 2025, Backcountry Rescue calls increased by 111% (+41 calls), Drowning calls increased by 300% (+3 calls), and Heat/Cold Exposure calls decreased 37% (-28 calls).
- Late in the evening of May 19th, a call came in reporting smoke coming from the roof of an apartment building on Colfax. West Metro Fire quickly got water on the fire and put the fire out with no injuries. 18 personnel recorded 426 comments on this call, the most comments on a fire call this quarter, with 26 units responding.

Average % of Fire Calls per Day of Week



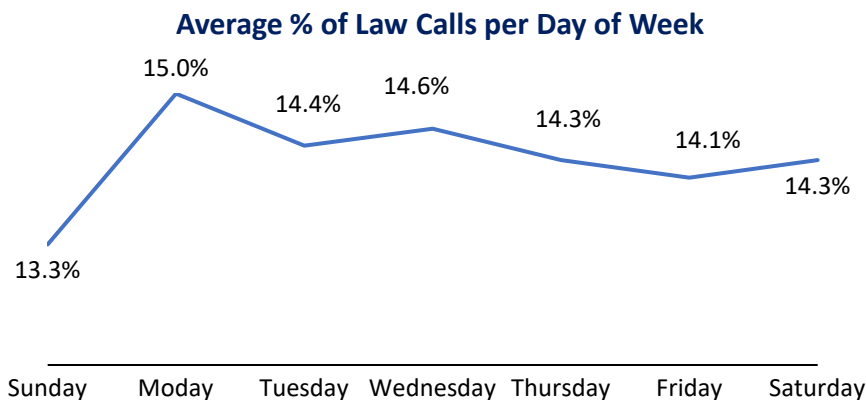
# Law Dispatch Operation

Dispatched law calls for service increased **15%** per day compared to the prior quarter. Overall, an average of **14,208** calls were dispatched per month (474 calls per day, an increase of 63 calls per day compared to Q1 2025) – numbers which reflect calls received, processed, and dispatched by Jeffcom.



P0 calls decreased from Q1 2025 to Q2 2025 by 21% (-0.3 calls per day). P1, P2, and P3 calls increased from the previous quarter by 5% (+2 calls), 7% (+9 calls), and 17% (+21 calls), respectively, per day. Law operations calls dispatched per day averaged 37 P1 calls and 136 P2 calls.

- The top three dispatched law problem types included Welfare Check (9%), Follow Up (8%), and Unwanted Party (5%).
- Indec Exp/Urine in Public calls for service increased from Q1 2025, up 133% (+77 calls). Noise Disturbance calls increased by 40% (+240 calls) from Q1, and Arson calls decreased 55% (-11 calls).
- In Q2, 2025, Jeffcom received an influx of calls from one individual who was extremely agitated and yelled profanities at the calltakers and repeatedly asked why he deserved to die or some variation on that question. This man called Jeffcom 1,204 times and spoke with 62 different calltakers. The calls were recorded in 22 CAD incidents, with 83 personnel entering comments, and 21 law units responding.





# News/Staffing

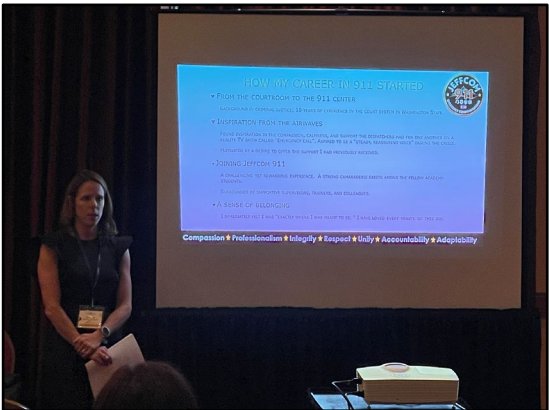
## Awards

ECS Campell was awarded with the Expert Achievement Award by the CO Public Safety Communications Subcommittee for her dispatch skills during a vehicle pursuit in which CDOT plows blocked the suspect allowing for an arrest!



## Conferences

Jeffcom personnel attended the Colorado NENA and APCO conference in May. Jeffcom is proud to have Ashley, Kara, and Amy represent our organization as featured speakers.



## Tactical Dispatch Team

Jeffcom’s Tactical Dispatch Team was dispatched to thirteen incidents/events, totaling 44.25 hours during Q2. The team is trained to handle the most demanding and stressful calls for service.

## Staffing

