



Jefferson County Communications Center Authority  
JEFFCOM911

First Quarter Report  
January 2026 – March 2026



# Call Volume

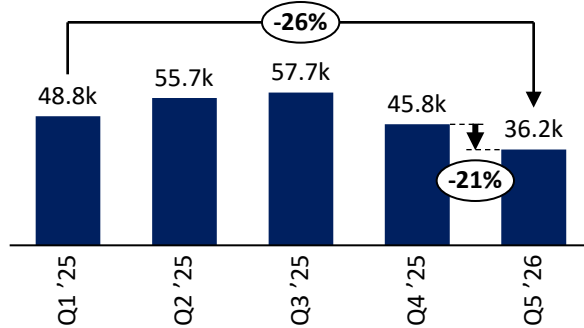
## Quarterly Trends

### Emergency Calls

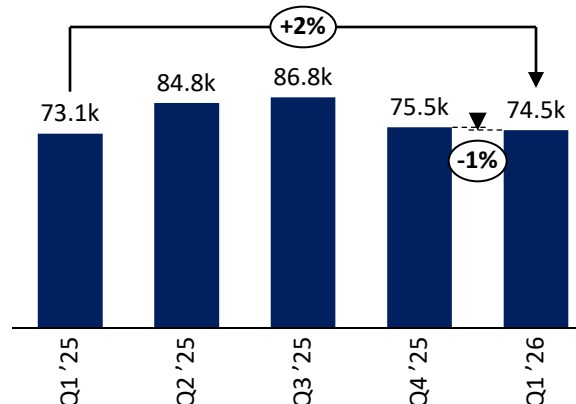


### Non-Emergency Calls Processed by Jeffcom

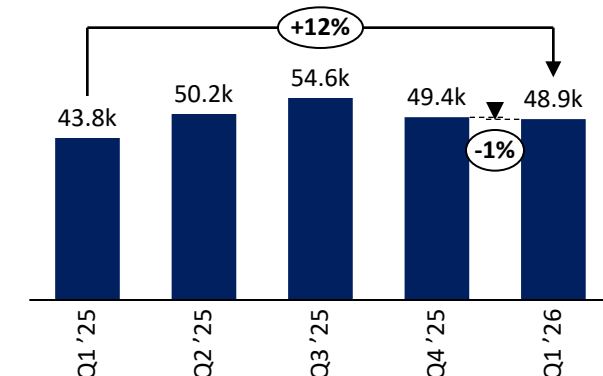
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.



### Non-Emergency Calls Received by Bot



### Outgoing Calls



## Law Enforcement - Notable Incident

### February 7 | Arvada

- Plainview Fire - 130acre vegetation fire near Hwy 93/Hwy 72
- **Response:** 18 Units
- **Comments Logged:** 994 comments logged, 34 personnel entering comments

## Fire - Notable Incident

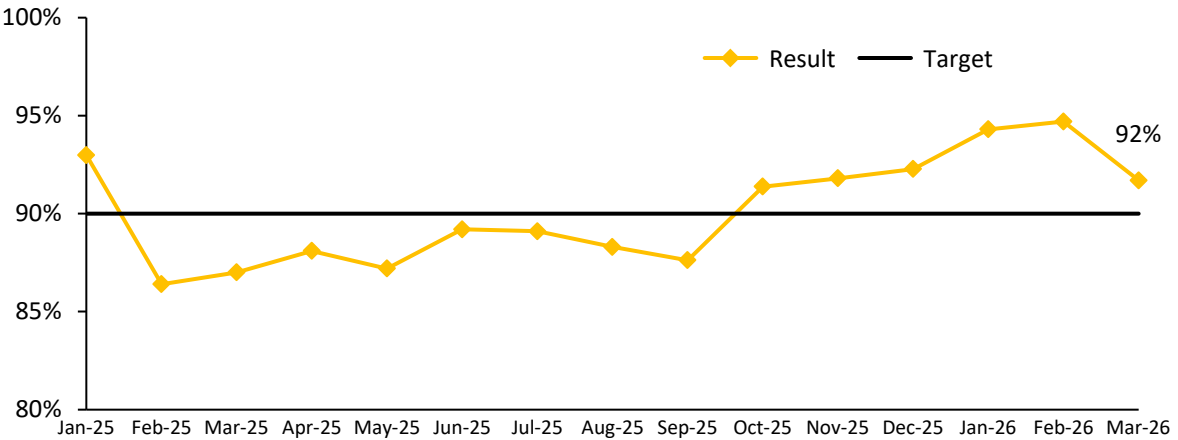
### February 12 | Evergreen

- Active Assailant - Shots fired in primary care office
- **Response:** 77 Units
- **Comments Logged:** 695 comments logged, 47 entering comments.
- **Outcome:** Assailant took his own life. No additional victims

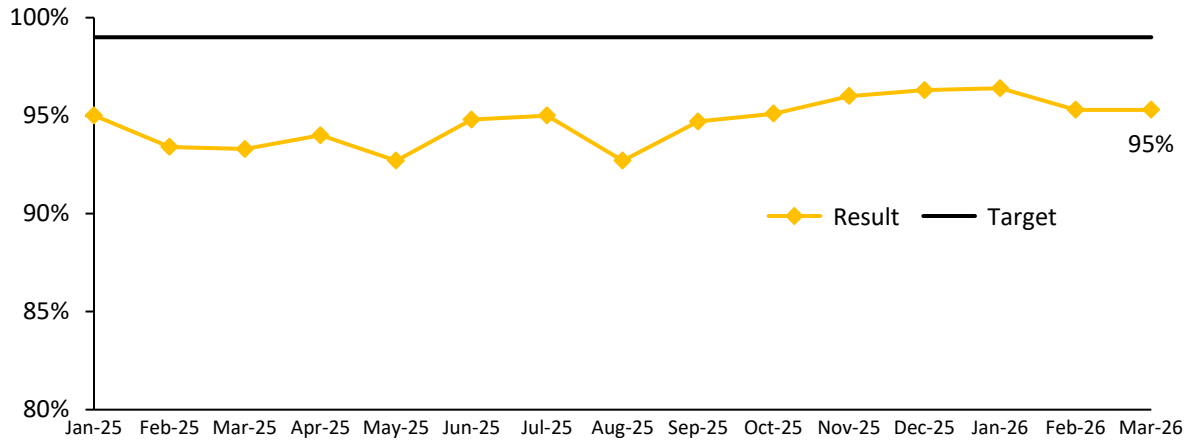


# Service Level Agreements

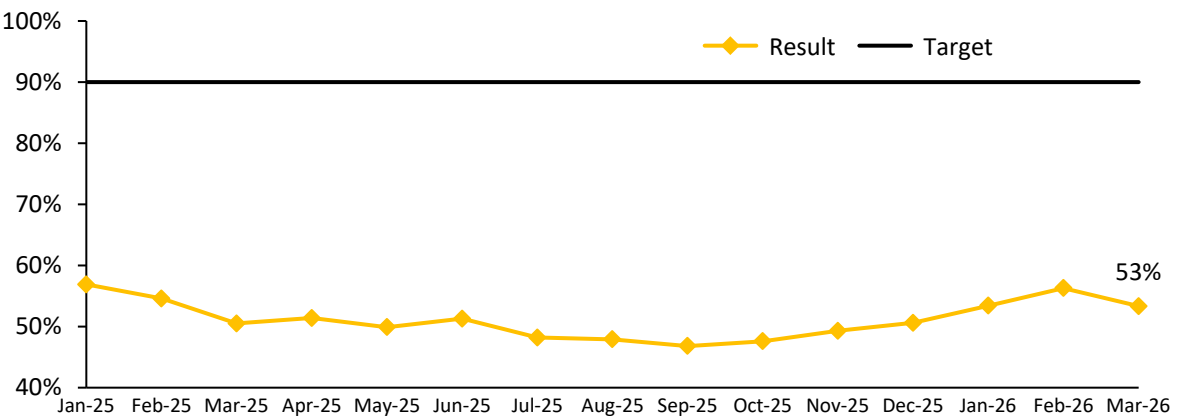
### 911 Calls Answered within 15 Seconds



### 911 Calls Answered within 40 seconds



### P1 and P2 Calls Processed within 60 seconds



### Quality Assurance Scores

