



Jefferson County Communications Center Authority
JEFFCOM911

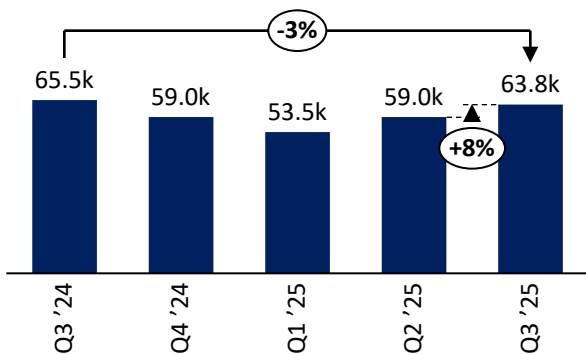
Third Quarter Report
July 2025 – September 2025



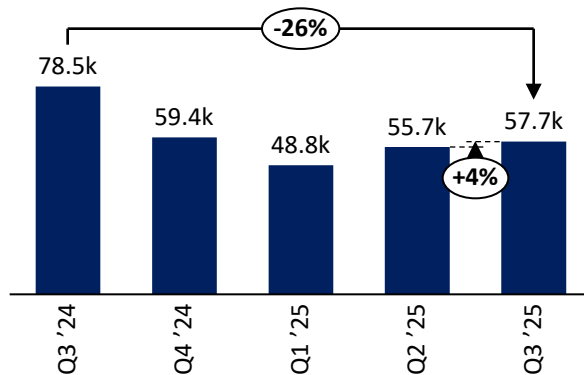
Call Volume

Quarterly Trends

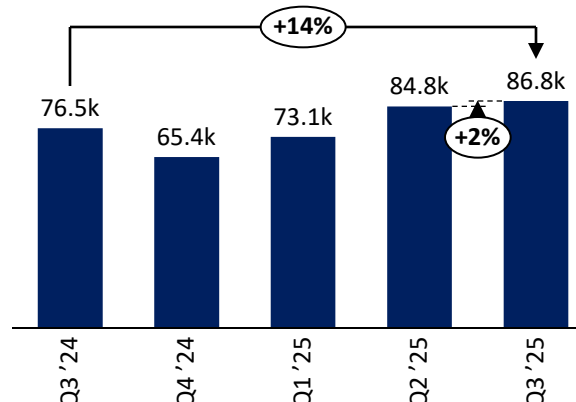
Emergency Calls



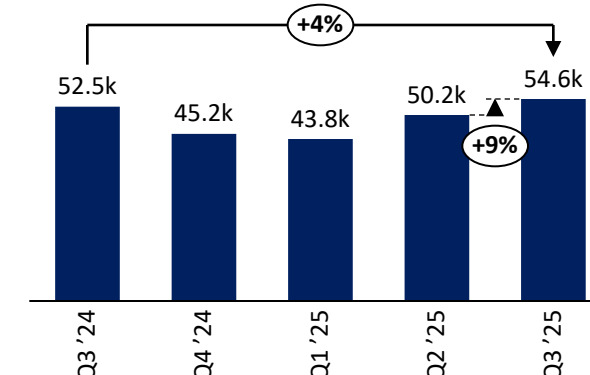
Non-Emergency Calls Processed by Jeffcom



Non-Emergency Calls Received by Bot



Outgoing Calls



Law Enforcement - Notable Incident

September 10 | Evergreen

- Active shooter at Evergreen High School
- **Response:** 224 Law Units
- **Comments Logged:** 1,419 comments logged, 92 personnel entering comments
- **Outcome:** Both shooting victims survived their injuries. JCSO continues to investigate the incident.

Fire - Notable Incident

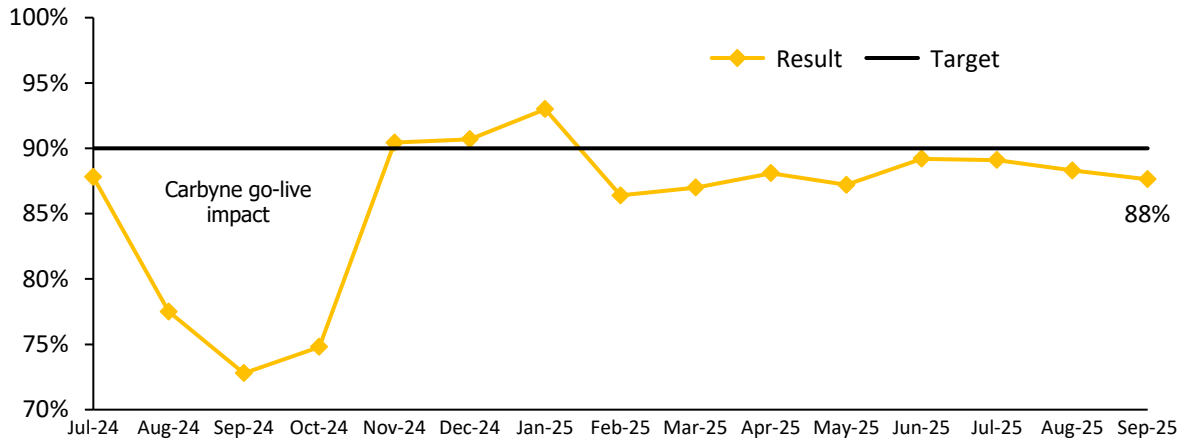
September 4 | House/Brush Fire – Arvada

- A house with 14 cats and a dog inside was on fire. The fire spread to the surrounding brush.
- **Response:** 33 Fire Units
- **Comments Logged:** 690 comments logged, 39 personnel entering comments.
- **Outcome:** The brush fire was contained in ~1.25 hours. ~ 11 acres burned. The cause of the fire is under investigation.

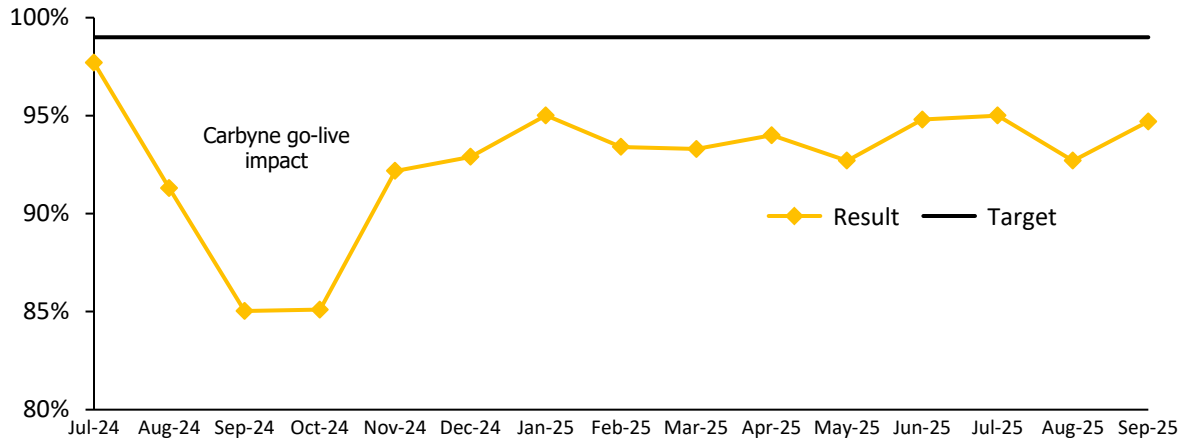


Service Level Agreements

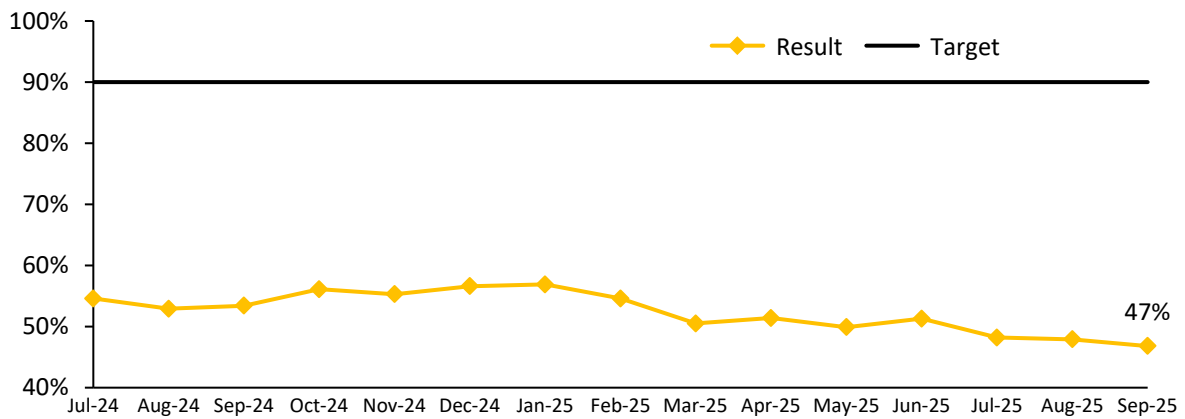
911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



P1 and P2 Calls Processed within 60 seconds



Quality Assurance Scores

