



Jefferson County Communications Center Authority
JEFFCOM911

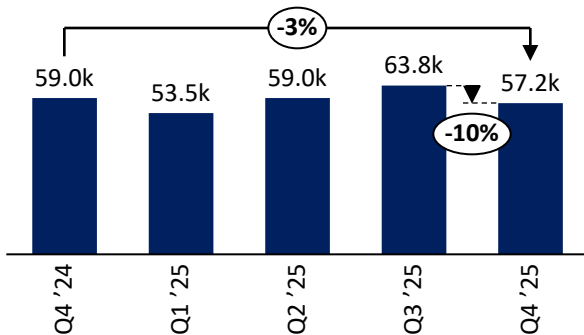
Fourth Quarter Report
October 2025 – December 2025



Call Volume

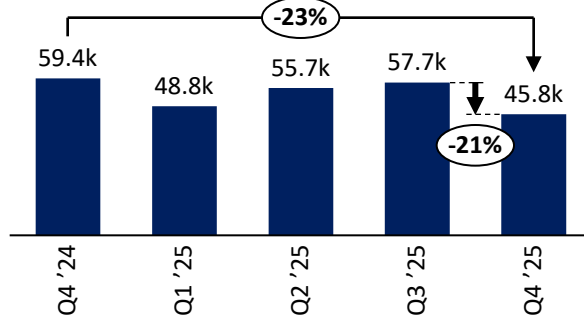
Quarterly Trends

Emergency Calls

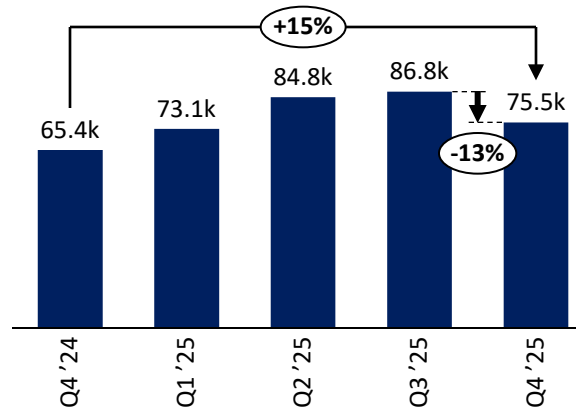


Non-Emergency Calls Processed by Jeffcom

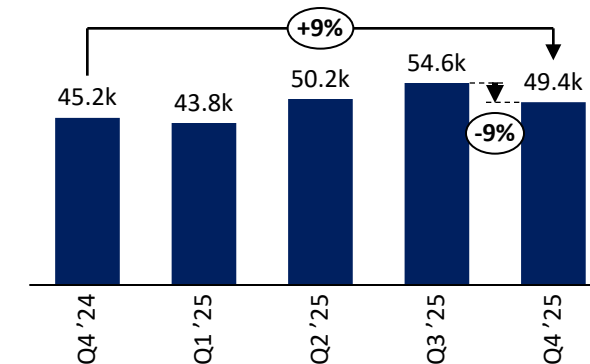
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.



Non-Emergency Calls Received by Bot



Outgoing Calls



Law Enforcement - Notable Incident

November 4 | Edgewater

- A woman reported being drugged and kidnapped
- **Response:** 40Units
- **Comments Logged:** 462 comments logged, 33 personnel entering comments
- **Outcome:** Victim was rescued and suspects arrested

Fire - Notable Incident

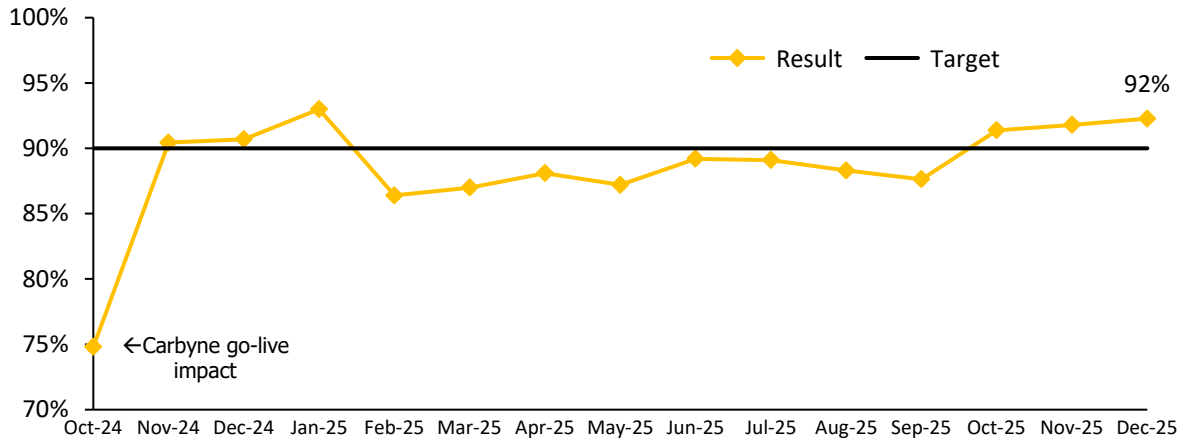
December 6 | Lakewood

- MVA SUV vs Bus - 15 injuries and one fatality
- **Response:** 17 Units
- **Comments Logged:** 376 comments logged, 17 entering comments.
- **Outcome:** SUV driver has been charged with seven counts of vehicular assault, speeding 40MPH or more over the limit, reckless driving, and two counts of child abuse and reckless endangerment

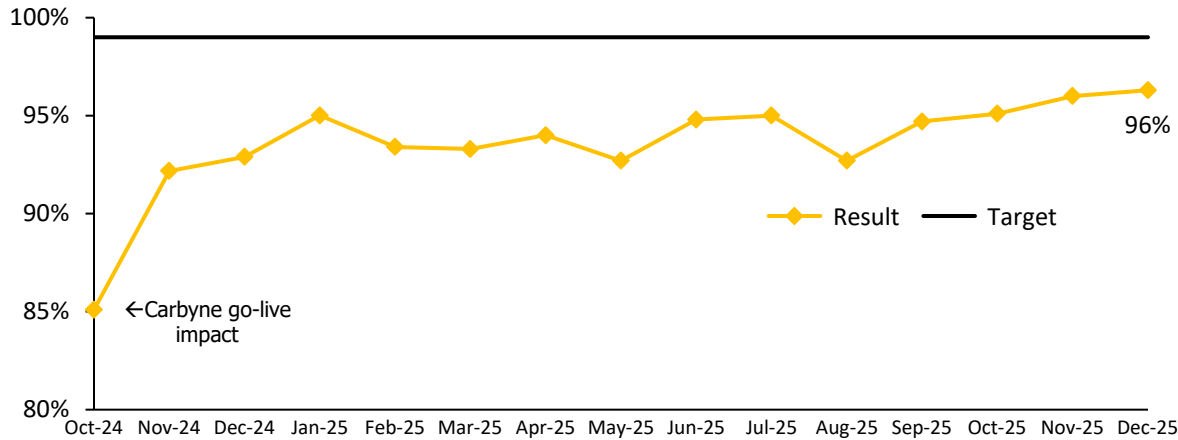


Service Level Agreements

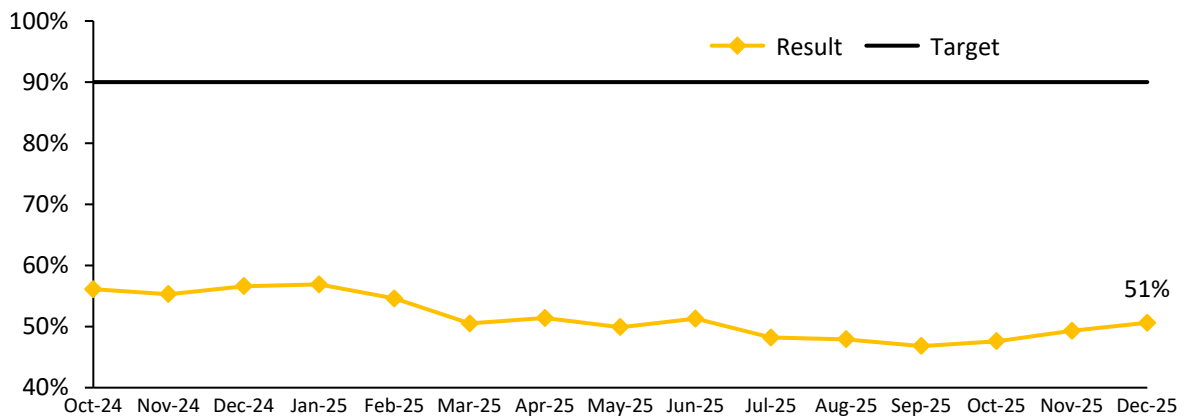
911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



P1 and P2 Calls Processed within 60 seconds



Quality Assurance Scores

