Jefferson County Communications Center Authority
JEFFCOM911

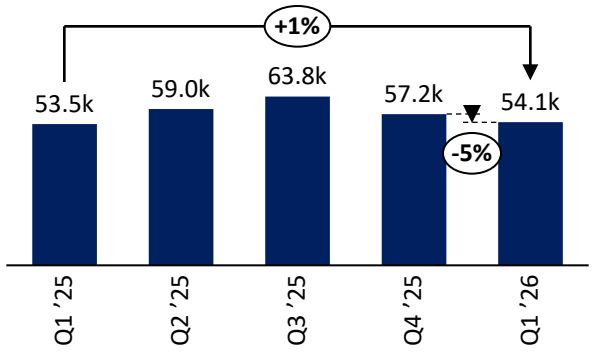
First Quarter Report

January 2026 – March 2026

Call Volume

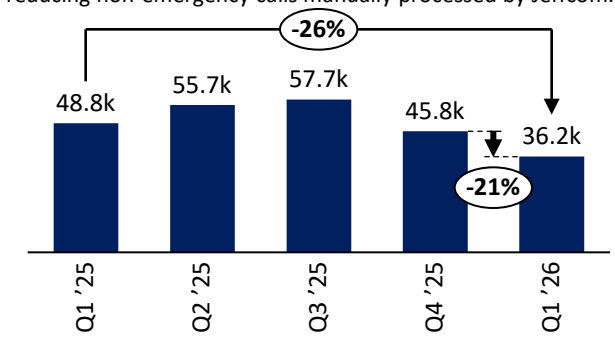
Quarterly Trends

Emergency Calls

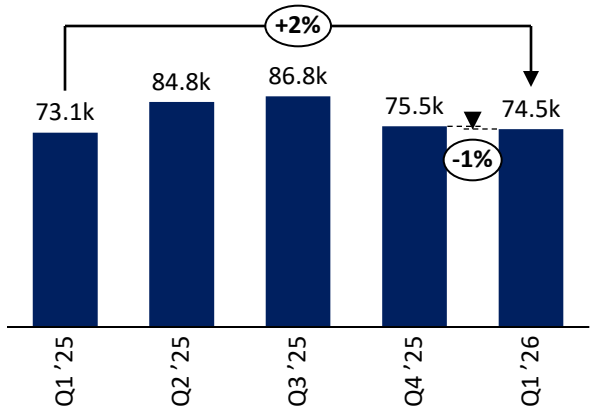


Non-Emergency Calls Processed by Jeffcom

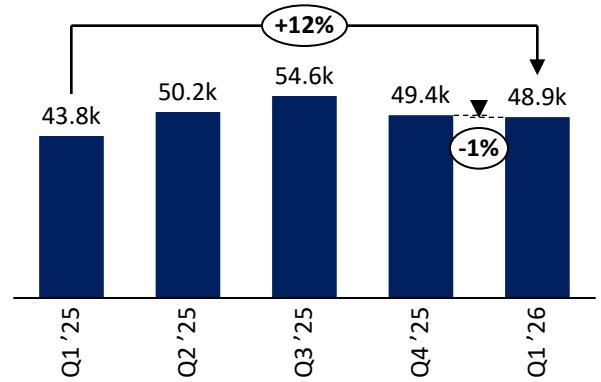
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.



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

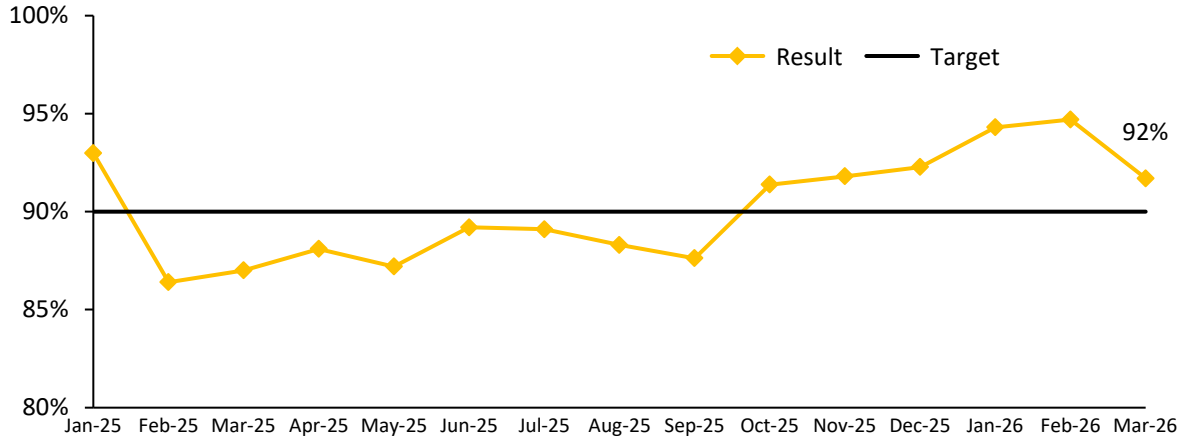
Fire - Notable Incident

February 12 | Evergreen

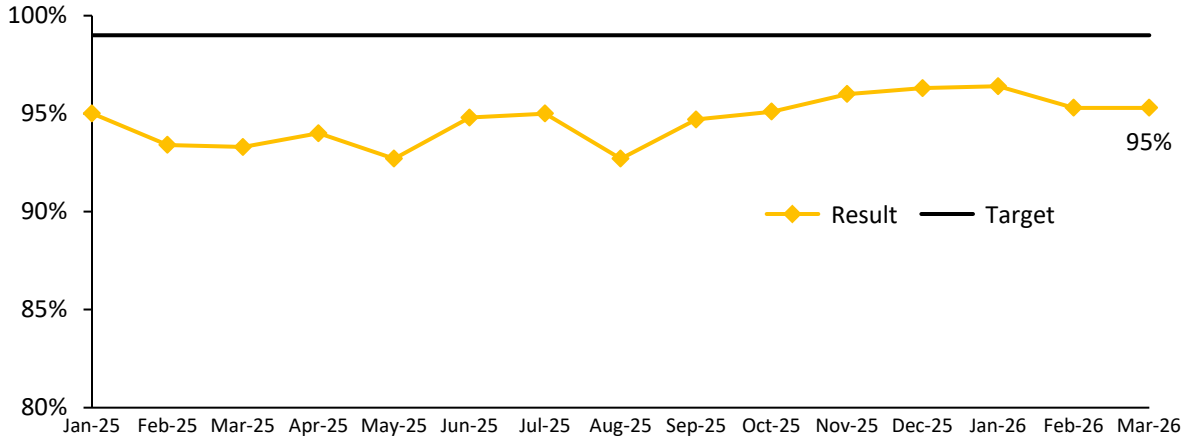
- Active Assailant - Shots fired in primary care office
- **Response:** 77 Units
- **Comments Logged:** 695 comments logged, 47 entering comments.
- **Outcome:** Assailant took his own life. No additional
- victims

Service Level Agreements

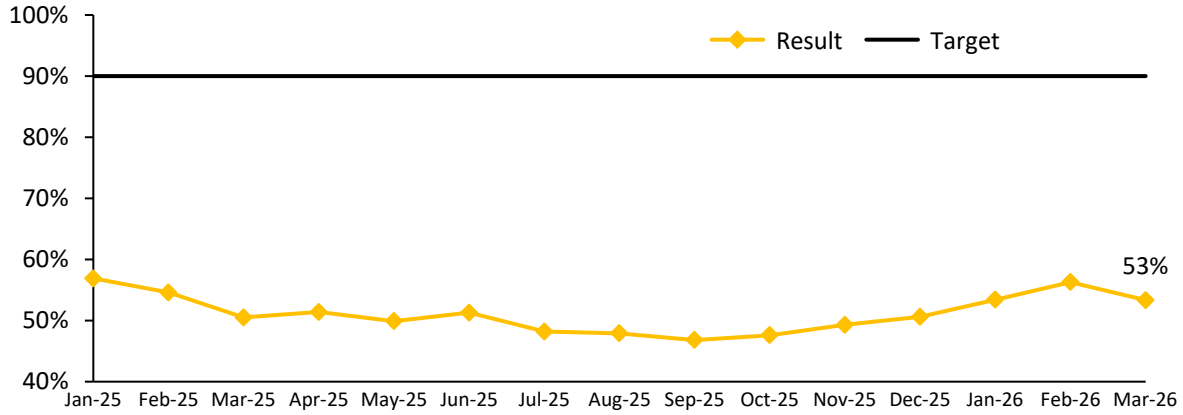
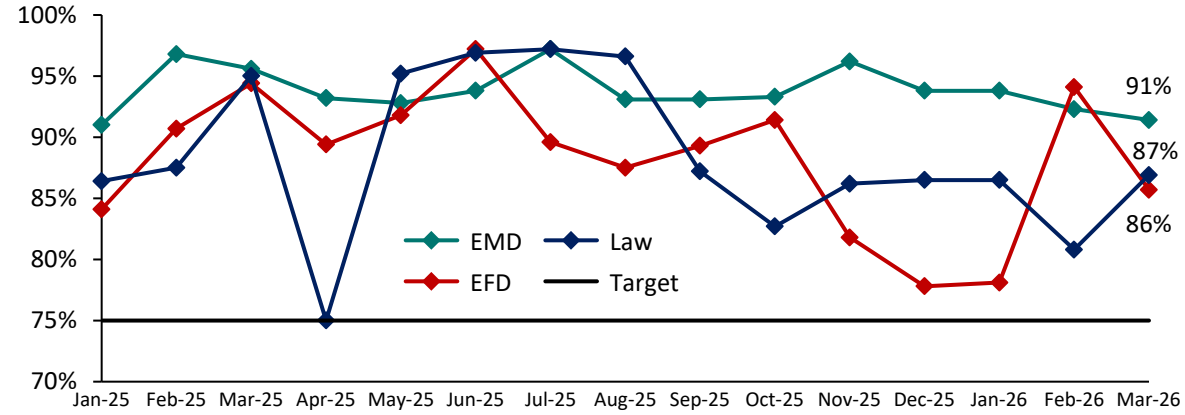
911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



P1 and P2 Calls Processed within 60 seconds



Quality Assurance Scores