Jefferson County Communications Center Authority
JEFFCOM911

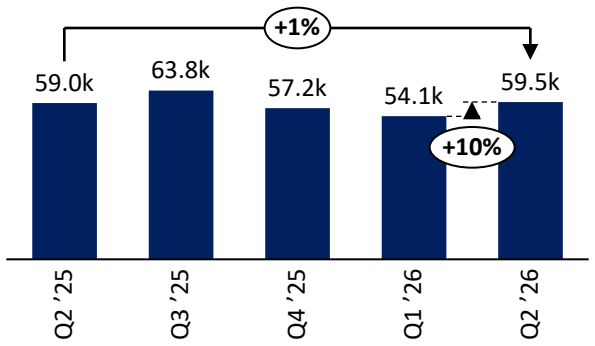
Second Quarter Report

April 2026 – June 2026

Call Volume

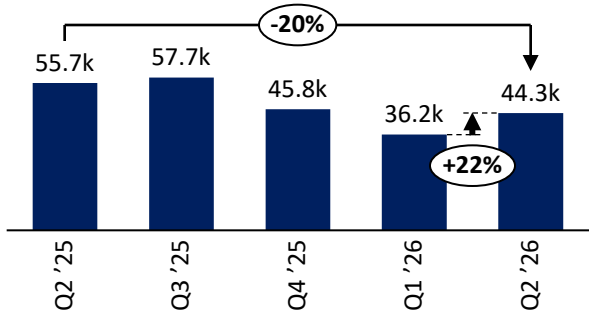
Quarterly Trends

Emergency Calls

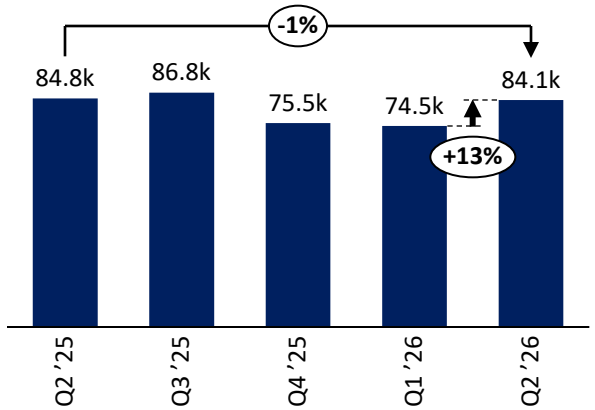


Non-Emergency Calls Processed by Jeffcom

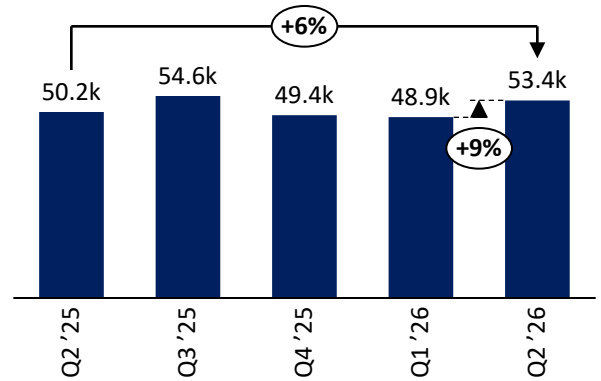
New administrative call-bot was deployed mid-December 2025, reducing non-emergency calls manually processed by Jeffcom.



Non-Emergency Calls Received by Bot



Outgoing Calls



Law Enforcement - Notable Incident

June 30| WMFR

- Lightning strike - RP was struck in the foot by a
- lightning bolt, and the lightning started a grass fire
- on a golf course
- **Response:** 29 Units
- **Comments Logged:** 509 comments logged, 29 personnel entering comments

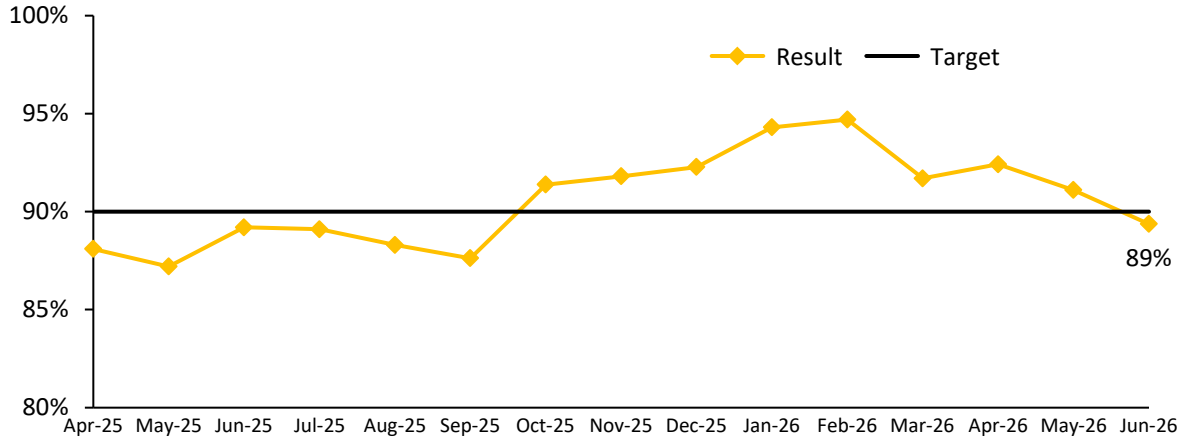
Fire - Notable Incident

May 21| JCSO

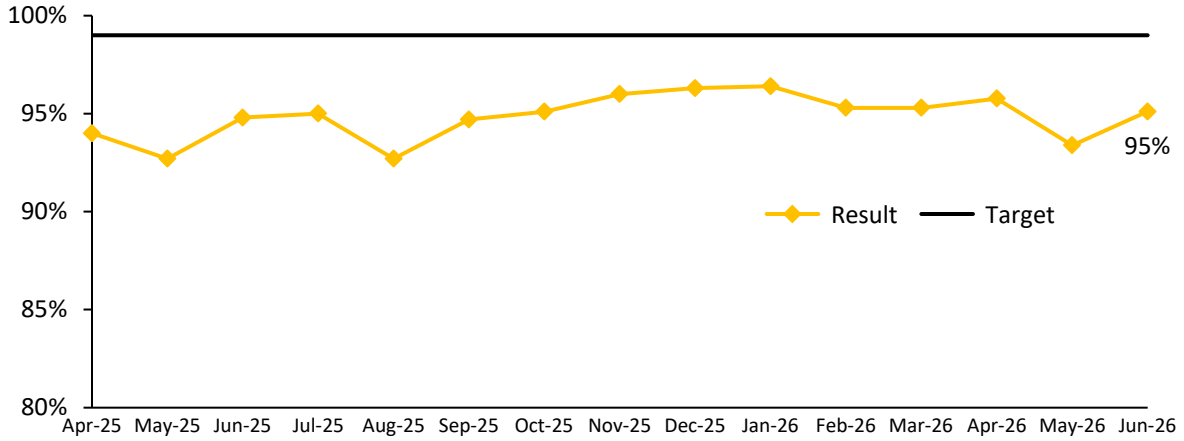
- Stabbing - Suspect stabbed a man in a bar and fled the scene
- **Response:** 45 Units
- **Comments Logged:** 585 comments logged, 42 personnel entering comments.
- **Outcome:** Suspect was hiding in an apartment and was arrested after SWAT response

Service Level Agreements

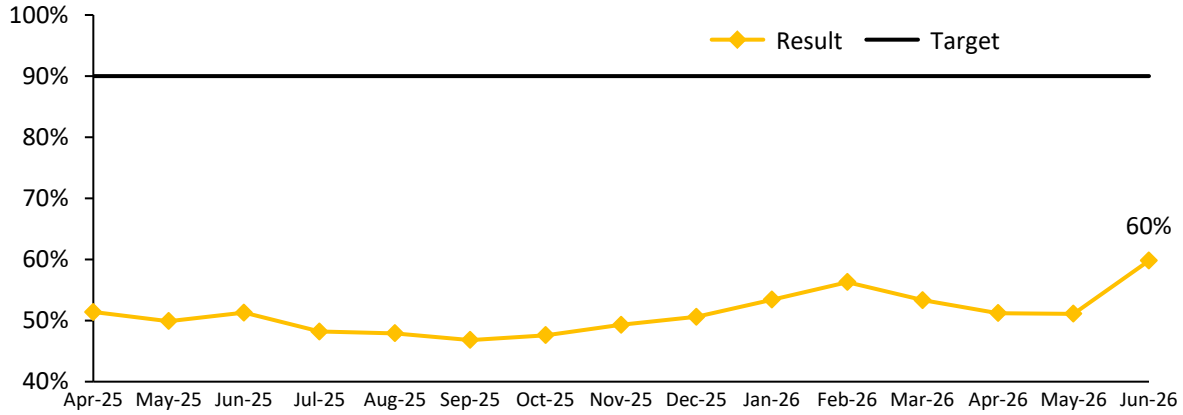
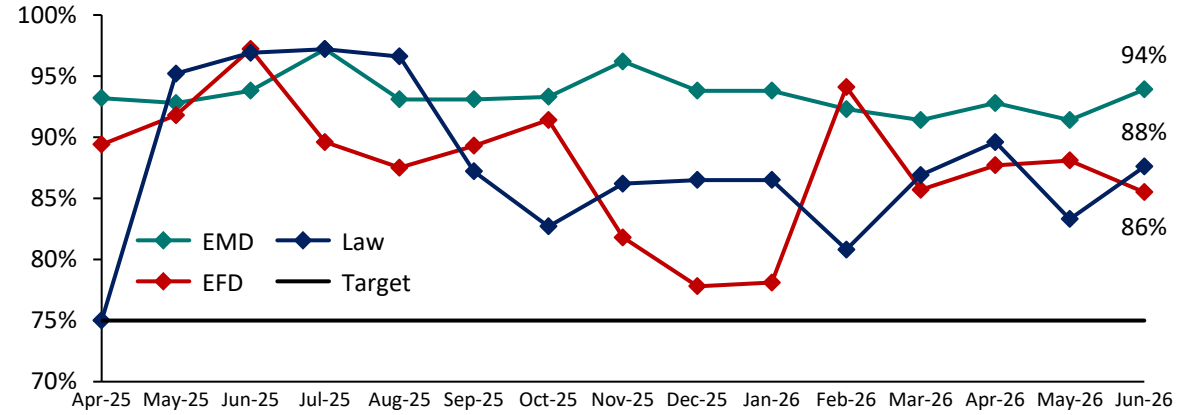
911 Calls Answered within 15 Seconds



911 Calls Answered within 40 seconds



P1 and P2 Calls Processed within 60 seconds



Quality Assurance Scores