

# Jefferson County 911 Communications



Annual Report  
2020

## JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2020

The following report is developed to show the activity of Jefferson County 911 Communications along with the emergency services that we dispatch. Totals are derived from the computer aided dispatch system, along with the Zetron Max 911 phone controller. Call totals may not be as exact as your individual department records. However, records should be close enough to use if needed for your own cause. Please feel free to utilize this report when necessary.

Total incidents for 2020 (EMA, EMA, Fire/Rescue, Police, Public Works)	62,565	958	Decrease
Total 9-1-1 calls handled in 2020	27,085	949	Increase
Total Administrative calls handled in 2020	107,354	30,430	Increase
Total EMS calls for 2020	12,853	1,177	Decrease
Total EMA calls for 2020	253	65	Decrease
Total Fire/Rescue calls for 2020	4,448	447	Decrease
Total Law Enforcement calls handled in 2020	42,162	5,424	Decrease
Total Public Works calls handled in 2020	776	4	Increase
911 Transfer Calls	2,076		
Total Radio Transactions	665,100	164,705	Increase
Total NCIC Transactions	88,590	11,219	Decrease

### Daily Averages:

9-1-1 calls	63	Radio Transactions	1,822
Administrative Calls	291	NCIC Transactions	242
<b>Total Phone Calls</b>	<b>354</b>		
EMS Calls	35		
EMA Calls	1		
Fire/Rescue Calls	11		
Police Calls	118		
Public Works Calls	2		
911 Transfer Calls	5		

**Busiest Day of the Week:** Thursday

**Busiest Hour of the Day:** 14:00 – 14:59

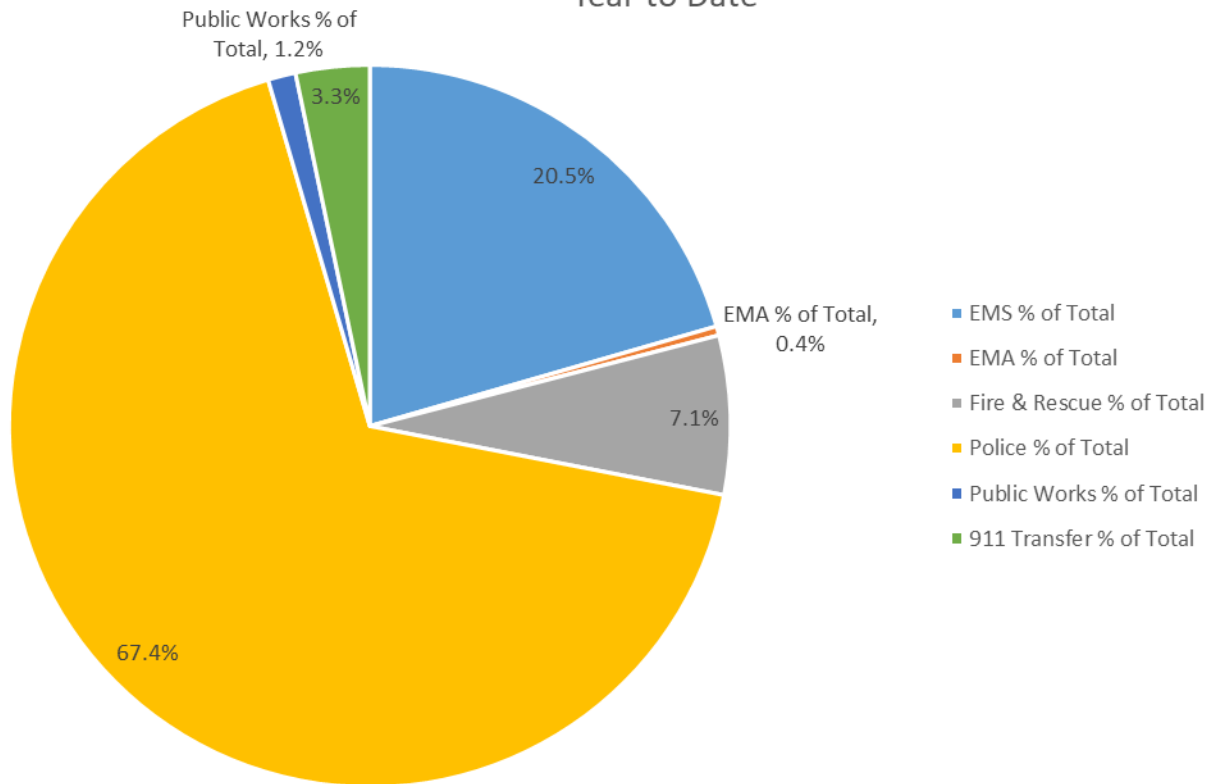


## Jefferson County Communications

### 2020 Communications Report

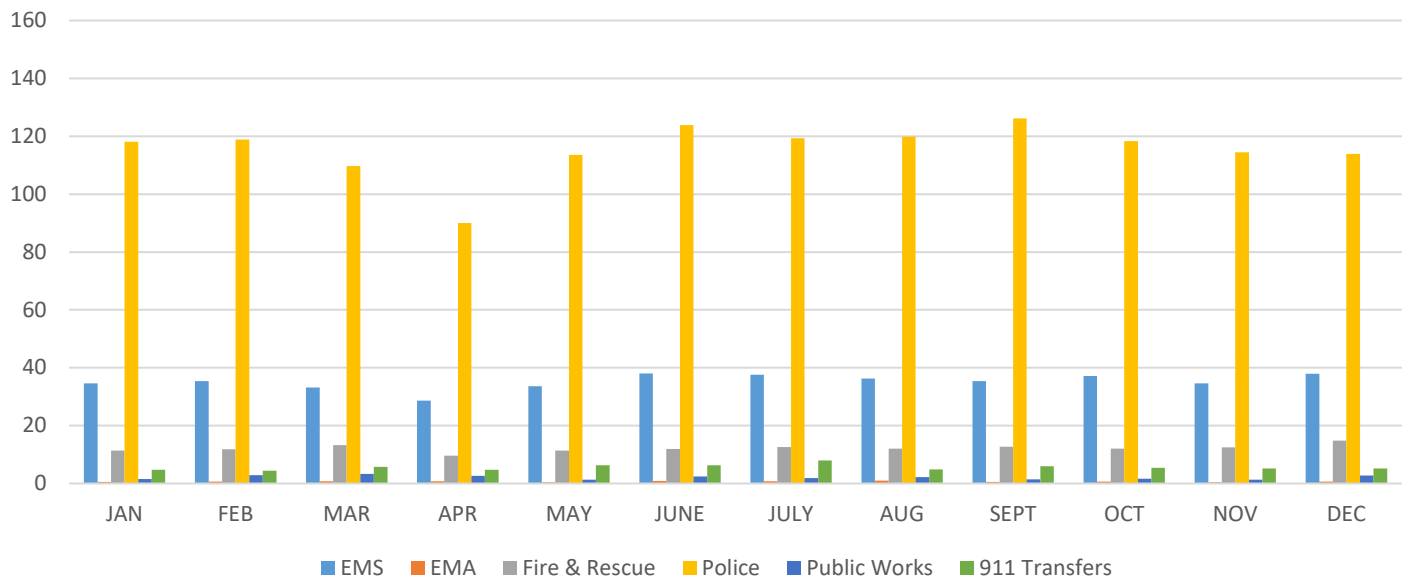
Calls for Service	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total
EMS CFS	1,072	992	1,028	860	1,042	1,141	1,167	1,125	1,062	1,151	1,037	1,176	12,853
EMA CFS	18	19	24	23	14	26	24	32	18	21	13	21	253
Fire & Rescue CFS	353	332	411	289	354	357	390	375	380	373	374	460	4,448
Police CFS	3,662	3,329	3,401	2,701	3,519	3,717	3,700	3,717	3,784	3,668	3,433	3,531	42,162
Public Works CFS	48	80	102	81	42	73	59	69	44	52	39	87	776
911 Transfer Calls	147	137	178	149	196	196	246	151	184	168	160	161	2,073
<b>Total Calls for Service</b>	<b>5,300</b>	<b>4,889</b>	<b>5,144</b>	<b>4,103</b>	<b>5,167</b>	<b>5,510</b>	<b>5,586</b>	<b>5,469</b>	<b>5,472</b>	<b>5,433</b>	<b>5,056</b>	<b>5,436</b>	<b>62,565</b>
EMS % of Total	20.2%	20.3%	20.0%	21.0%	20.2%	20.7%	20.9%	20.6%	19.4%	21.2%	20.5%	21.6%	20.5%
EMA % of Total	0.3%	0.4%	0.5%	0.6%	0.3%	0.5%	0.4%	0.6%	0.3%	0.4%	0.3%	0.4%	0.4%
Fire & Rescue % of Total	6.7%	6.8%	8.0%	7.0%	6.9%	6.5%	7.0%	6.9%	6.9%	6.9%	7.4%	8.5%	7.1%
Police % of Total	69.1%	68.1%	66.1%	65.8%	68.1%	67.5%	66.2%	68.0%	69.2%	67.5%	67.9%	65.0%	67.4%
Public Works % of Total	0.9%	1.6%	2.0%	2.0%	0.8%	1.3%	1.1%	1.3%	0.8%	1.0%	0.8%	1.6%	1.2%
911 Transfer % of Total	2.8%	2.8%	3.5%	3.6%	3.8%	3.6%	4.4%	2.8%	3.4%	3.1%	3.2%	3.0%	3.3%
Avg. Daily EMS	35	35	33	29	34	38	38	36	35	37	35	38	35
Avg. Daily EMA	1	1	1	1	0	1	1	1	1	1	0.4	1	1
Avg. Daily Fire & Rescue	11	12	13	10	11	12	13	12	13	12	12	15	12
Avg. Daily Police	118	119	110	90	114	124	119	120	126	118	114	114	116
Avg Daily Public Works	2	3	3	3	1	2	2	2	1	2	1	3	2
Avy. Dailty 911 Transfers	5	4	6	5	6	6	8	5	6	5	5	5	67
<b>Avg. Daily Total</b>	<b>171</b>	<b>174</b>	<b>166</b>	<b>137</b>	<b>167</b>	<b>183</b>	<b>180</b>	<b>176</b>	<b>182</b>	<b>175</b>	<b>168</b>	<b>175</b>	<b>233</b>
9-1-1 Calls	1,949	1,900	2,084	1,875	2,473	2,602	2,777	2,436	2,332	2,318	2,073	2,266	27,085
Avg. Daily 9-1-1	63	68	67	63	80	87	90	79	78	75	69	73	74
Admin Calls	9,032	8,517	8,424	5,709	8,819	9,718	10,264	9,599	9,476	9,390	8,389	10,017	107,354
Avg. Admin Calls	291	304	272	190	284	324	331	310	316	303	280	323	294
<b>Total Calls</b>	<b>10,981</b>	<b>10,417</b>	<b>10,508</b>	<b>7,584</b>	<b>11,292</b>	<b>12,320</b>	<b>13,041</b>	<b>12,035</b>	<b>11,808</b>	<b>11,708</b>	<b>10,462</b>	<b>12,283</b>	<b>134,439</b>
<b>Avg. Total Calls</b>	<b>354</b>	<b>372</b>	<b>339</b>	<b>253</b>	<b>364</b>	<b>411</b>	<b>421</b>	<b>388</b>	<b>394</b>	<b>378</b>	<b>349</b>	<b>396</b>	<b>368</b>

## Year to Date



## MONTHLY COMPARISONS

By Daily Average



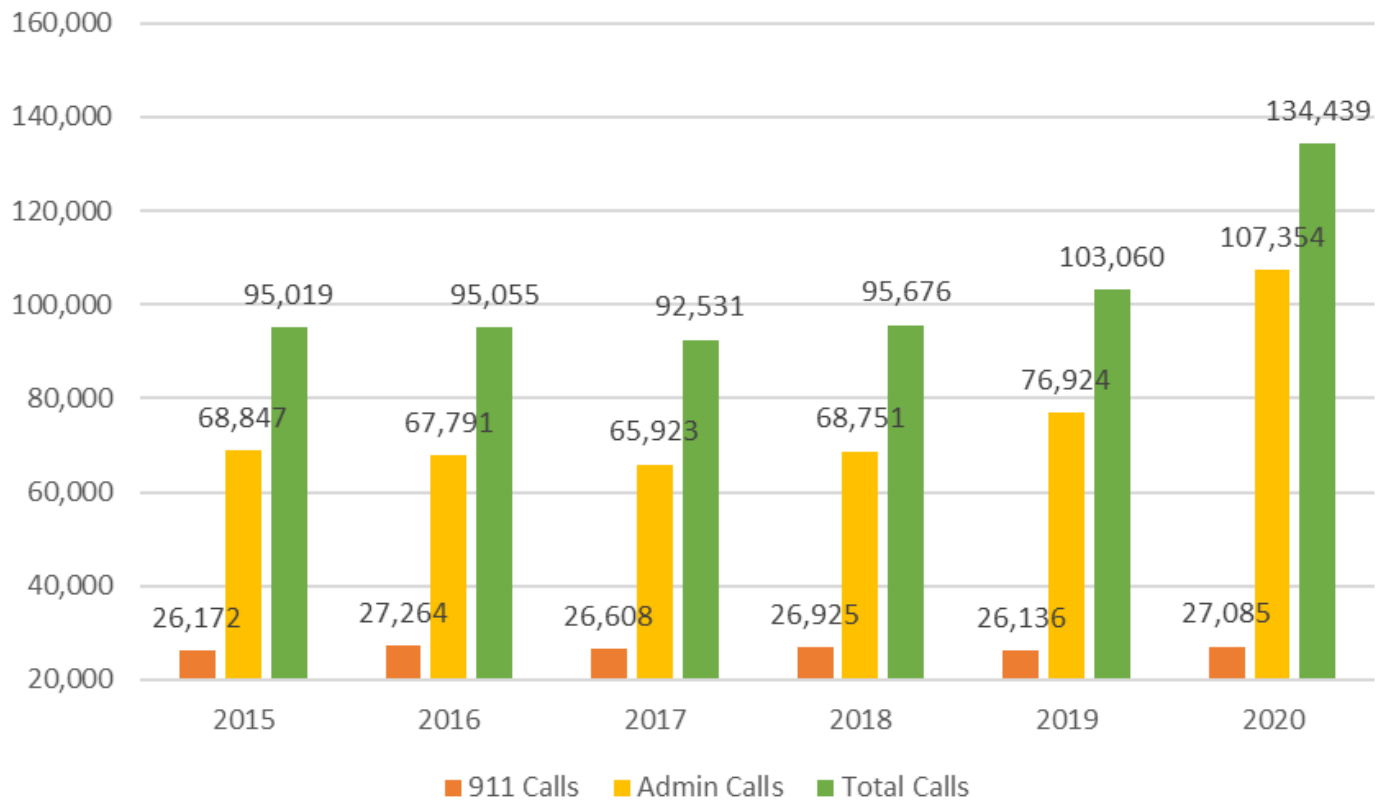


## Jefferson County Communications

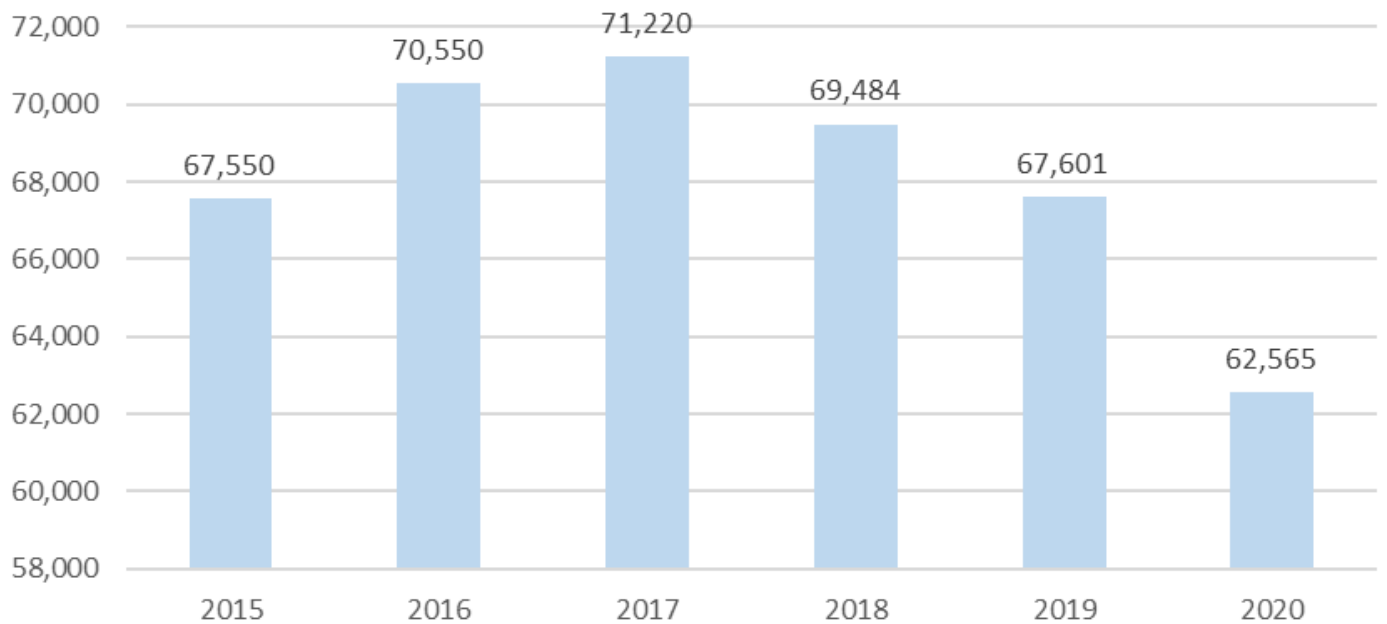
### Annual Comparisons

Year	EMS	EMA	Fire & Rescue	Police	Public Works	911 Transfer	Total CFS	911 Calls	Admin Calls	Total Calls	EMS % Change	EMA % Change	Fire & Rescue % Change	Police % Change	Public Works % Change	Total CFS % Change	911 Calls % Change	Admin Calls % Change	Total Calls % Change
2005	10,346	116	4,496	50,237			65,195												
2006	9,884	204	3,290	52,370			65,748				-4.5%	75.9%	-26.8%	4.2%		0.8%			
2007	9,818	267	3,696	52,472			66,253				-0.7%	30.9%	12.3%	0.2%		0.8%			
2008	11,177	192	3,935	52,578			67,882				13.8%	-28.1%	6.5%	0.2%		2.5%			
2009	10,482	172	6,905	45,694			63,253				-6.2%	-10.4%	75.5%	-13.1%		-6.8%			
2010	10,585	267	3,798	41,191			55,841				1.0%	55.2%	-45.0%	-9.9%		-11.7%			
2011	10,668	247	3,769	42,681			57,365				0.8%	-7.5%	-0.8%	3.6%		2.7%			
2012	11,131	266	4,964	44,040	245		60,646				4.3%	7.7%	31.7%	3.2%		5.7%			
2013	11,741	237	4,316	43,629	297		60,220	16,949	47,419	64,368	5.5%	-10.9%	-13.1%	-0.9%	21.2%	-0.7%			
2014	12,221	309	4,383	48,169	357		65,439	25,162	68,813	93,975	4.1%	30.4%	1.6%	10.4%	20.2%	8.7%	13.6%	126.2%	62.4%
2015	12,873	360	4,309	49,602	406		67,550	26,172	68,847	95,019	5.3%	16.5%	-1.7%	3.0%	13.7%	3.2%	1.5%	0.1%	1.5%
2016	12,907	313	4,468	52,503	359		70,550	27,264	67,791	95,055	0.3%	-13.1%	3.7%	5.8%	-11.6%	4.4%	1.6%	-4.0%	0.1%
2017	12,863	265	4,277	53,379	436		71,220	26,608	65,923	92,531	-0.3%	-15.3%	-4.3%	1.7%	21.4%	0.9%	-0.9%	-6.9%	-3.7%
2018	14,273	298	4,756	49,698	459		69,484	26,925	68,751	95,676	11.0%	12.5%	11.2%	-6.9%	5.3%	-2.4%	0.4%	10.6%	4.8%
2019	14,030	318	4,895	47,586	772		67,601	26,136	76,924	103,060	-1.7%	6.7%	2.9%	-4.2%	68.2%	-2.7%	-1.1%	30.4%	10.7%
2020	12,853	253	4,448	42,162	776	2,073	62,565	27,085	107,354	134,439	-8.4%	-20.4%	-9.1%	-11.4%	0.5%	-7.4%	1.4%	116.4%	40.8%

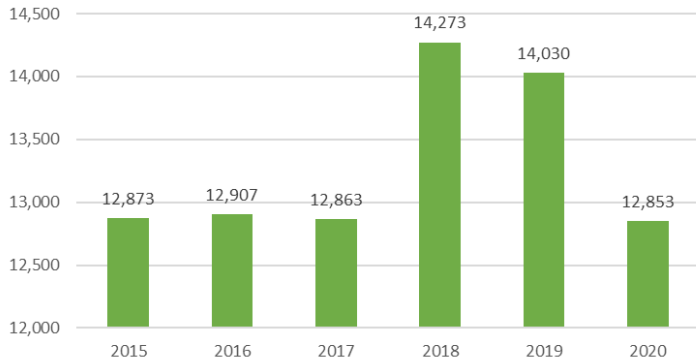
## Phone Calls Processed



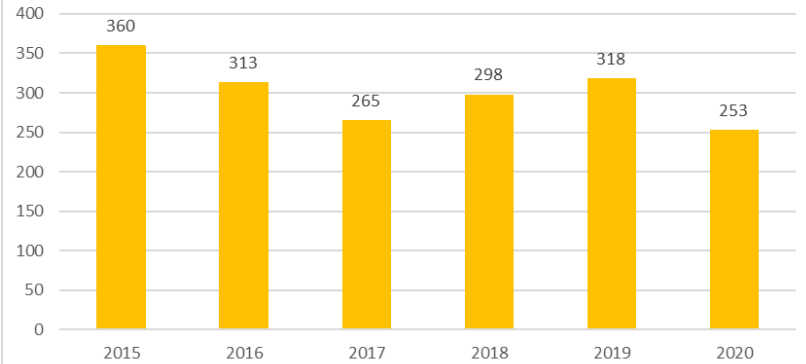
## Total Dispatches



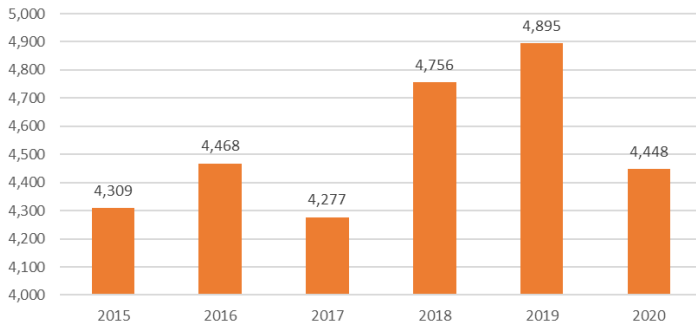
EMS Dispatches



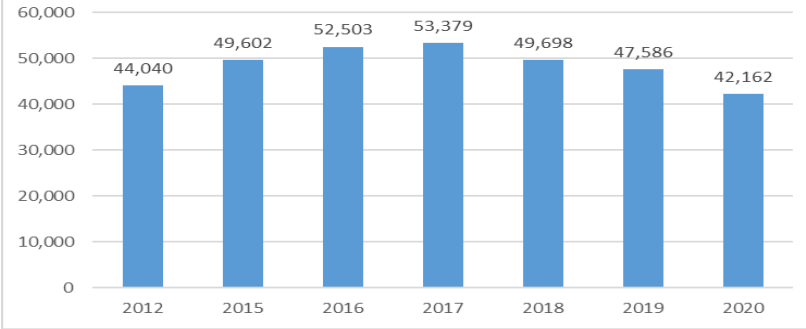
EMA Dispatches



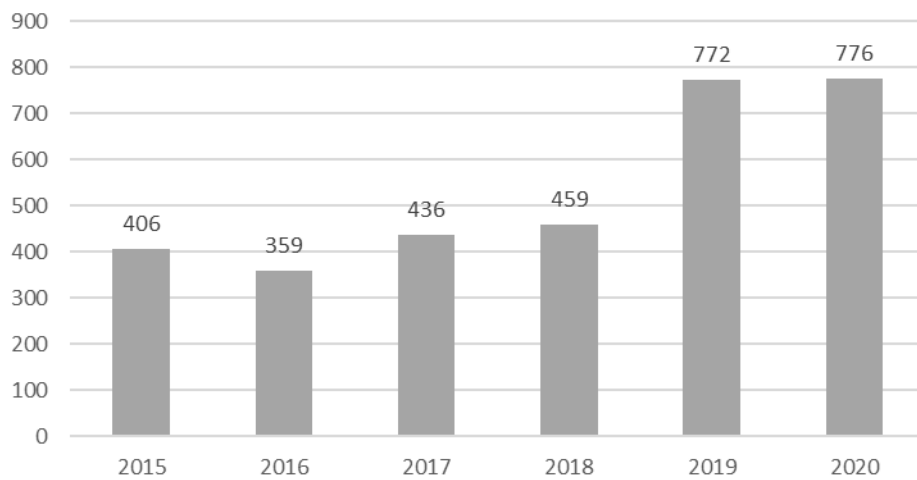
Fire/Rescue Dispatches



Police Dispatches



Public Works Dispatches





## Jefferson County Communications

### 2020 Number of Incidents - By Department

2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
Air Medical	2	1	2	0	2	1	1	2	2	3	4	4	24
Baneberry Fire	4	10	9	3	6	3	13	4	3	3	7	1	66
Carson Newman Security	2	1	4	2	2	3	5	2	0	0	1	2	24
Chestnut Hill Fire	13	19	16	10	24	19	23	20	28	16	20	34	242
Dandridge Police	359	290	279	243	320	297	303	337	262	306	240	279	3,515
Dandridge Fire	55	46	66	47	58	46	59	56	72	55	55	63	678
Jefferson City Fire	109	99	114	69	88	109	85	91	96	101	102	105	1,168
Jefferson City Police	892	773	734	499	668	721	719	818	780	638	757	766	8,765
Jefferson County Constables	68	60	68	76	161	84	59	58	18	45	137	37	871
Jefferson County EMA	18	19	24	23	14	26	24	32	18	21	13	21	253
Jefferson County EMS	1,070	991	1,026	860	1,040	1,140	1,166	1,123	1,060	1,148	1,033	1,172	12,829
Jefferson County Rescue Squad	43	41	47	36	51	52	55	50	66	51	47	78	617
Jefferson County Sheriff	1,835	1,752	1,875	1,604	1,922	2,072	2,042	1,934	2,038	1,937	1,691	1,819	22,521
Kansas Talbott Fire	12	14	13	15	12	5	17	7	15	17	13	29	169
Lakeway Central Fire	19	15	24	23	15	19	17	19	16	23	27	36	253
New Market Police	95	86	95	31	67	126	160	100	161	256	185	220	1,582
New Market Fire	27	20	32	33	28	36	37	32	23	26	29	33	356
Out of County Response	4	3	10	5	4	11	9	3	5	6	8	4	72
Parrotts Chapel Fire	2	4	2	3	4	3	5	2	10	2	3	7	47
Public Works	48	80	102	81	42	73	59	69	44	52	39	87	776
THP/TWRA	119	132	130	86	157	165	154	162	214	175	151	175	1,820
Transferred Calls (Other Counties)	147	137	178	149	196	196	246	151	184	168	160	161	2,073
White Pine Police	292	235	216	160	222	249	258	306	311	311	271	233	3,064
White Pine Fire	65	61	78	45	64	54	70	91	46	73	63	70	780
<b>Total Calls for Service by Department</b>	<b>5,300</b>	<b>4,889</b>	<b>5,144</b>	<b>4,103</b>	<b>5,167</b>	<b>5,510</b>	<b>5,586</b>	<b>5,469</b>	<b>5,472</b>	<b>5,433</b>	<b>5,056</b>	<b>5,436</b>	<b>62,565</b>
Animal Complaints / Bites	210	201	241	183	242	293	218	222	212	285	217	232	2,756
Addresses Assigned	23	19	39	41	30	43	33	51	53	63	74	47	516
New Roads	0	1	0	1	2	3	0	0	0	0	0	0	7





## Jefferson County Communications

### 2020 - Incident Types

Call Type	Count	Call Type	Count	Call Type	Count
911 Open Line Hang Up Misdial	6554	Fire Vehicle	91	Suicidal Person	138
Abdominal Pain	199	Follow up Investigation	409	Suicide Attempt	5
Aircraft Incident	1	Forgery-Fraud	153	Suspicious Package	10
Alarm	1595	Gas Odor or Leak	29	Suspicious Person or Vehicle	2749
Alarm Carbon Monoxide	12	Gas Spill Fluids	13	SW Warrant Service	1351
Alarm Medical Alert	99	Hanging	2	SZ School Zone	1027
Alarm Testing	81	Harassment	185	Theft	460
Allergic Reaction	49	Hazmat Incident	5	Traffic Enforcement	406
Amputations	2	Head Injury	115	Traffic Problem	154
Animal Bites or Attacks	53	Headache	22	Traffic Stop	5198
Animal Complaint	2788	Heat Emergencies	14	Trauma	55
Assault	137	Identity Theft	4	Trespass	97
Back Pain	105	Indecent Exposure	13	Trouble Ticket	4
Bleeding Controlled	54	Industrial/Machinery Accident	4	TX to Another Agency	2392
Bleeding Non Controlled	124	Investigation	2523	Unconscious or Unresponsive	267
BOLO Be on Lookout	267	Juvenile Problem	169	Unknown Medical Problem	53
Breathing Problems	1022	Lifting Assistance	482	Vandalism	232
Burglary Business	28	LZ Helicopter Landing Zone	83	Welfare Check	1041
Burglary Residence	186	Missing Person	74	Wildlife Incident	61
Burglary Vehicle	70	Motorist Assist	1278		
Burns	7	Multiple Caller Incidents	112		
Call by Phone	3553	MVC Injury Motor Vehicle Crash	455		
Carbon Monoxide Inhalation	1	MVC Non Injury Motor Vehicle Cr	1972		
Cardiac Arrest	148	Narcotics Investigation	148		
Change in Mental Status	349	Nausea Vomiting	208		
Chest Pain or Heart Problems	629	Officer Initiated	809		
Child Birth	15	Order of Protection	138		
Choking	29	Overdose Poisoning	87		
Convalescent Transport	2318	Property Check	1632		
Death Investigation	79	Property Lost or Found	101		
Deliver Message	145	Prowler	23		
Diabetic Problems	159	Pursuit	84		
Disturbance	1822	Reckless Driver	1623		
Disturbed Person	111	Rescue Boating Assist	30		
Domestic Disturbance	605	Rescue Confined Spaces	1		
Erroneous Entry	355	Rescue Elevator Rescue	9		
Escapee Prisoner	2	Rescue High Angle Rescue	2		
Escort	816	Rescue Search	16		
Escort Mental Health	211	Rescue Standby	40		
Eye Injury or Problems	1	Rescue Structure Collapse	3		
Fainting	45	Rescue Submerged or Sinking Vehi	3		
Falls	562	Rescue Water	12		
Fingerprinting	6	Road Closure	108		
Fire Alarm	383	Road Hazard	984		
Fire Brush Grass Forest	107	Robbery	5		
Fire EMS Assist	176	Scheduled Patient Transport	3227		
Fire Move Up	9	Seizures	185		
Fire Inspection	33	Shooting	11		
Fire Mutual Aid	39	Shoplifter	130		
Fire Other	89	Sick Person	1126		
Fire Prevention	3	Stabbing	13		
Fire Public Assist	54	Stalking	1		
Fire Smoke Investigation	76	Stolen Vehicle	124		
Fire Structure	117	Stroke	225		

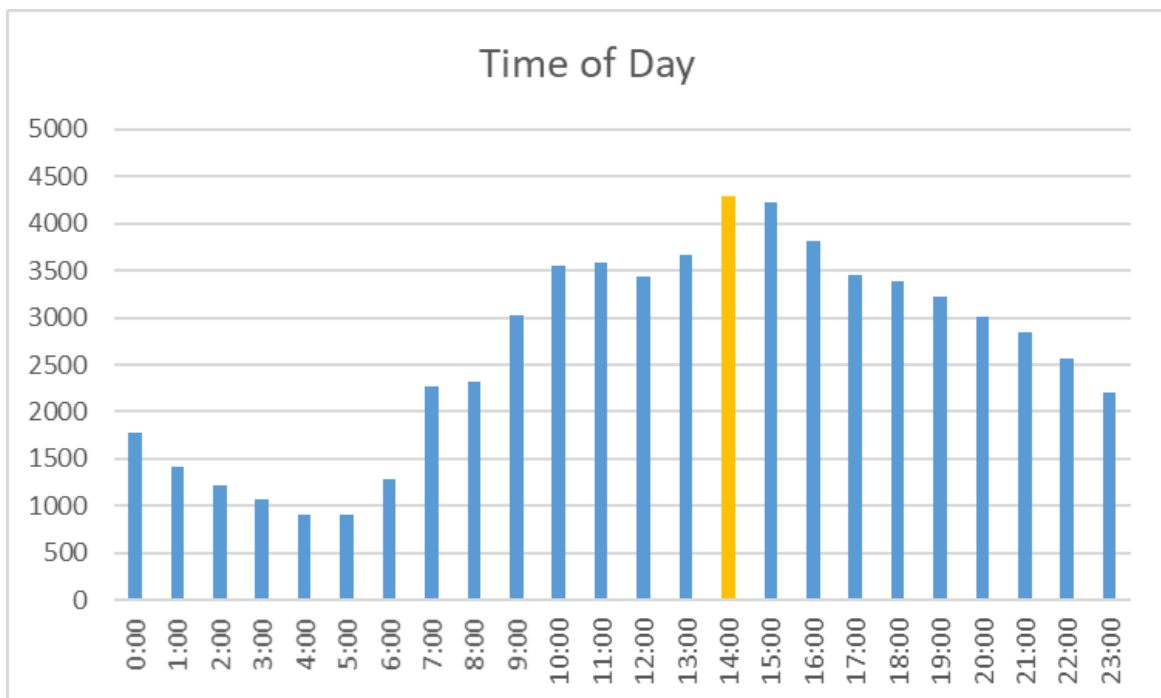
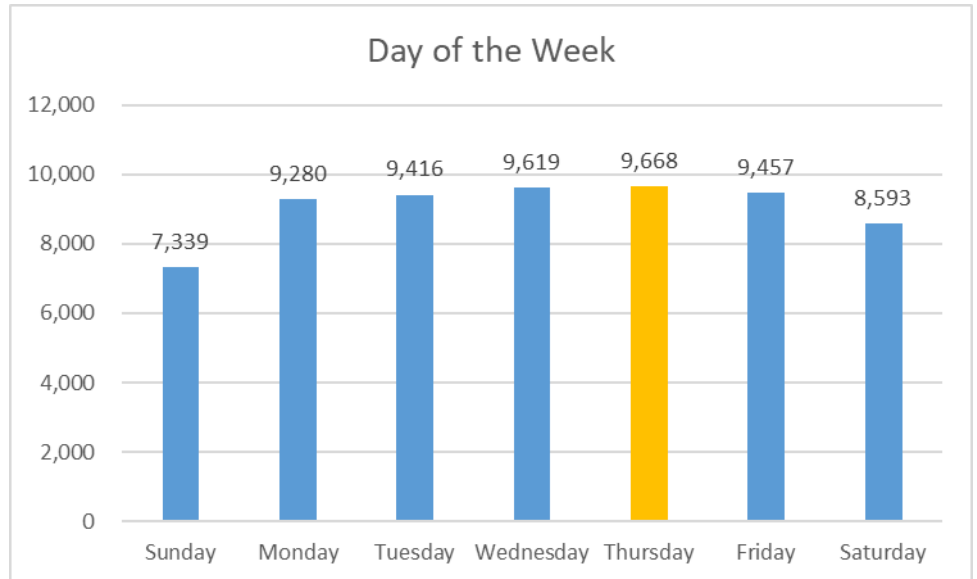


## Jefferson County Communications

### 2020 Day of the Week Time of Day Call for Service Statistics

Time of Day	
0:00	1769
1:00	1415
2:00	1222
3:00	1071
4:00	908
5:00	909
6:00	1281
7:00	2266
8:00	2326
9:00	3029
10:00	3545
11:00	3589
12:00	3429
13:00	3667
14:00	4291
15:00	4228
16:00	3812
17:00	3454
18:00	3395
19:00	3217
20:00	3006
21:00	2847
22:00	2559
23:00	2205

Day of the Week						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7,339	9,280	9,416	9,619	9,668	9,457	8,593





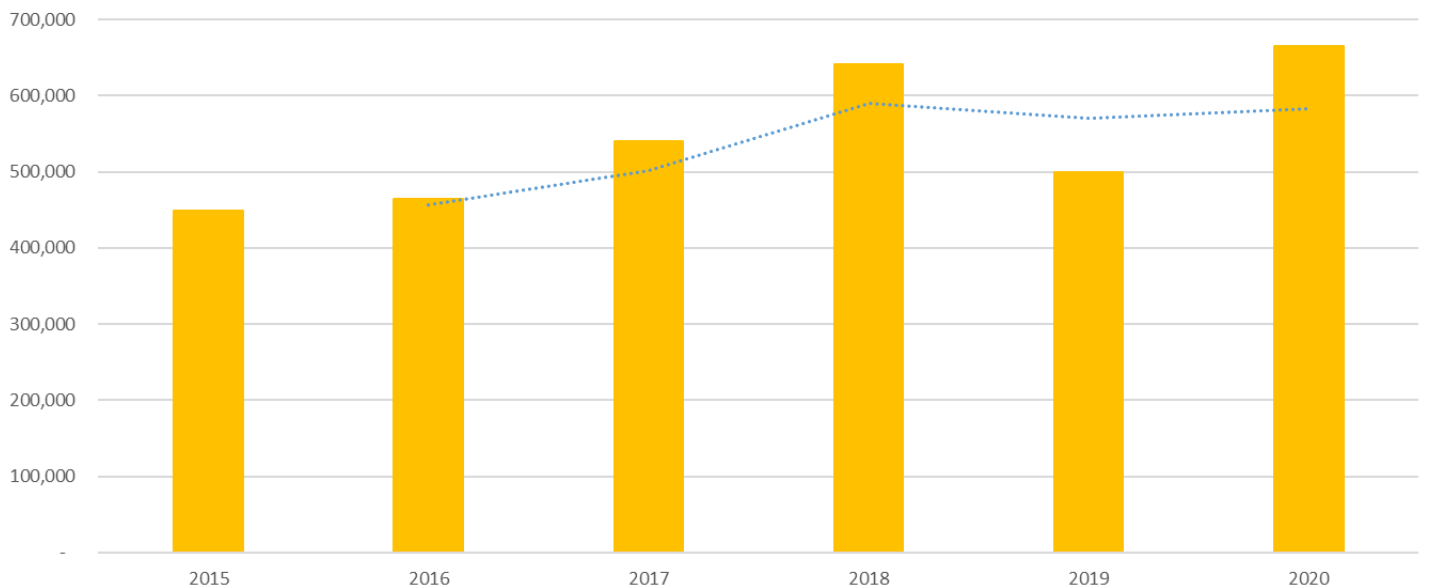
## Jefferson County Communications

### 2020 Radio Transmission

Year	Total Transmissions	% Change
2006	307,965	
2007	314,265	2.0%
2008	325,689	3.6%
2009	329,658	1.2%
2010	339,653	3.0%
2011	364,052	7.2%
2012	367,730	1.0%
2013	389,465	5.9%
2014	449,441	15.4%
2015	449,021	-0.1%
2016	463,812	3.3%
2017	539,584	16.3%
2018	640,657	18.7%
2019	499,395	-22.0%
<b>2020</b>	<b>665,100</b>	<b>33.2%</b>

Channel	Total
County Ops	180
EMS	184
EMS Digital	165,226
Event	379
Fire 1	20,812
Fire 2	3,256
Fire 3	3,479
Fire Bays	13,358
Fire English	13,864
Fire Main	20,186
JCPD 1	94,385
JCPD 2	-
JCFD Analog	215
JCPD Analog	55
JMH	443
Law 1	282,650
Law 2	1,238
Law Bays	1,342
Law English	13
Sevier Inter Ops Fire	46
Sevier Inter Ops Law	28
TEMA 800	149
White Pine Fire	9,049
White Pine Police	34,563

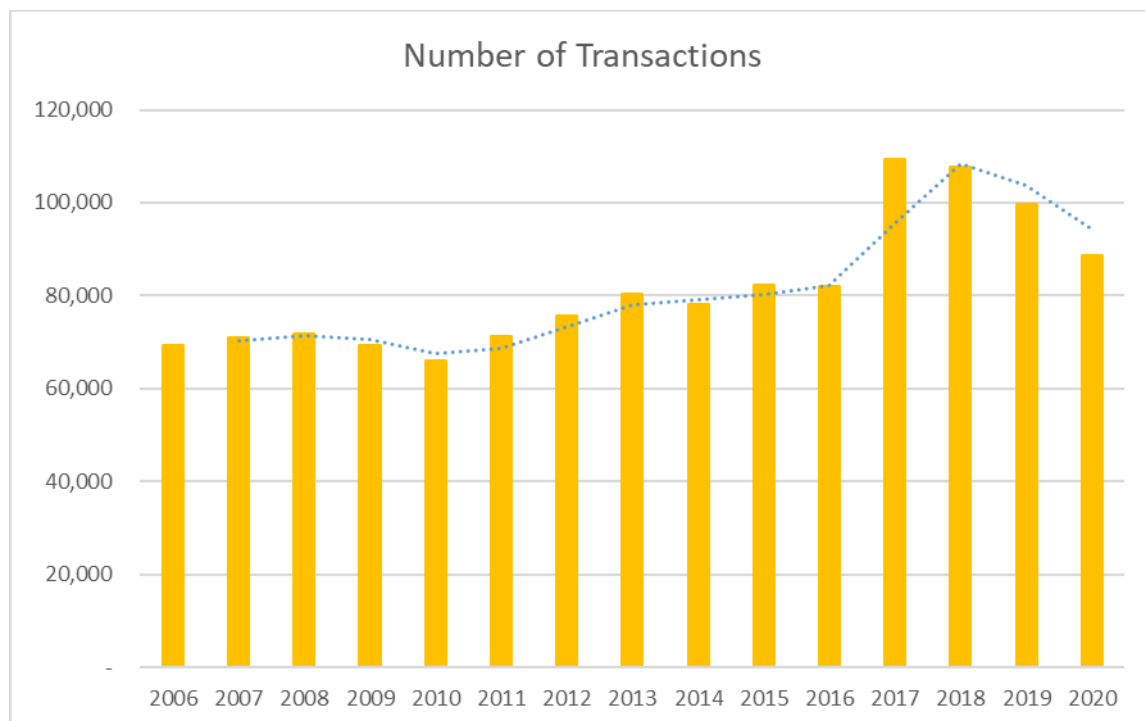
Total Transmissions





## Jefferson County Communications 2020 NCIC Transactions

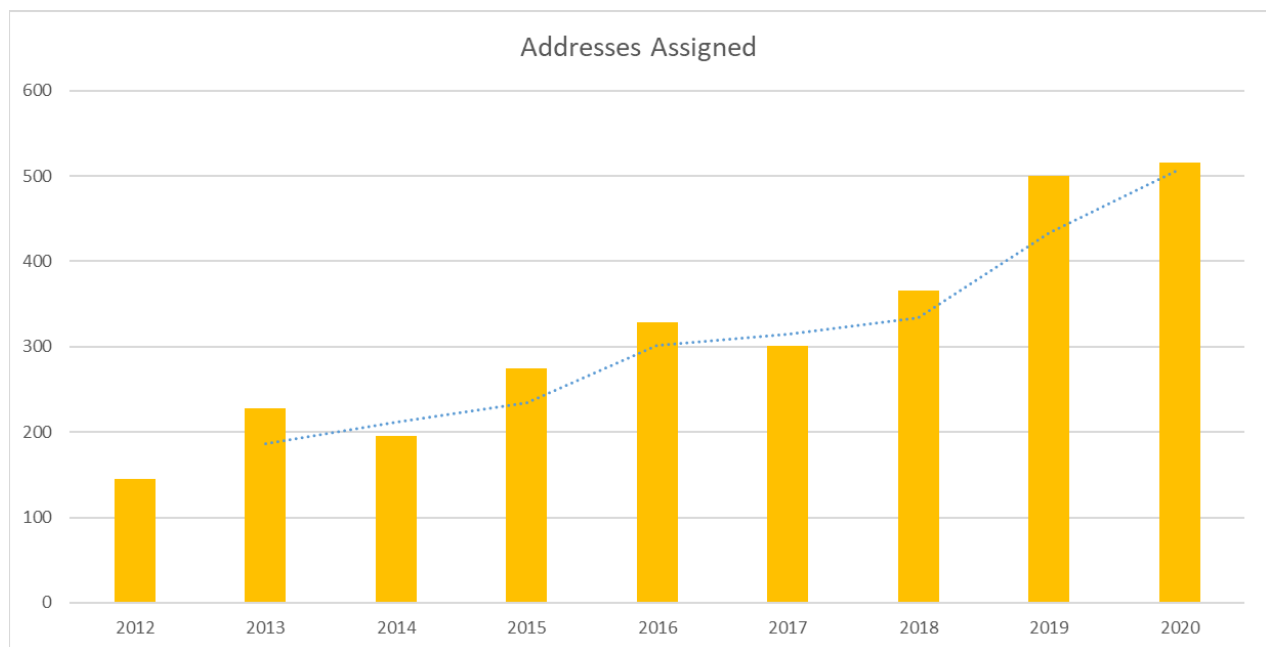
Year	Number of Transactions	% Change
2006	69,415	
2007	70,989	2.3%
2008	71,902	1.3%
2009	69,415	-3.5%
2010	65,919	-5.0%
2011	71,138	7.9%
2012	75,648	6.3%
2013	80,417	6.3%
2014	78,034	-3.0%
2015	82,323	5.5%
2016	82,045	-0.3%
2017	109,380	33.3%
2018	107,598	-1.6%
2019	99,809	-7.2%
2020	<u>88,590</u>	<u>-11.2%</u>





## Jefferson County Communications 2020 Mapping and Addressing

Year	Addresses Assigned	% Change
2012	145	
2013	228	57.2%
2014	195	-14.5%
2015	275	41.0%
2016	328	19.3%
2017	301	-8.2%
2018	366	21.6%
2019	500	<u>36.6%</u>
2020	516	<u>3.2%</u>





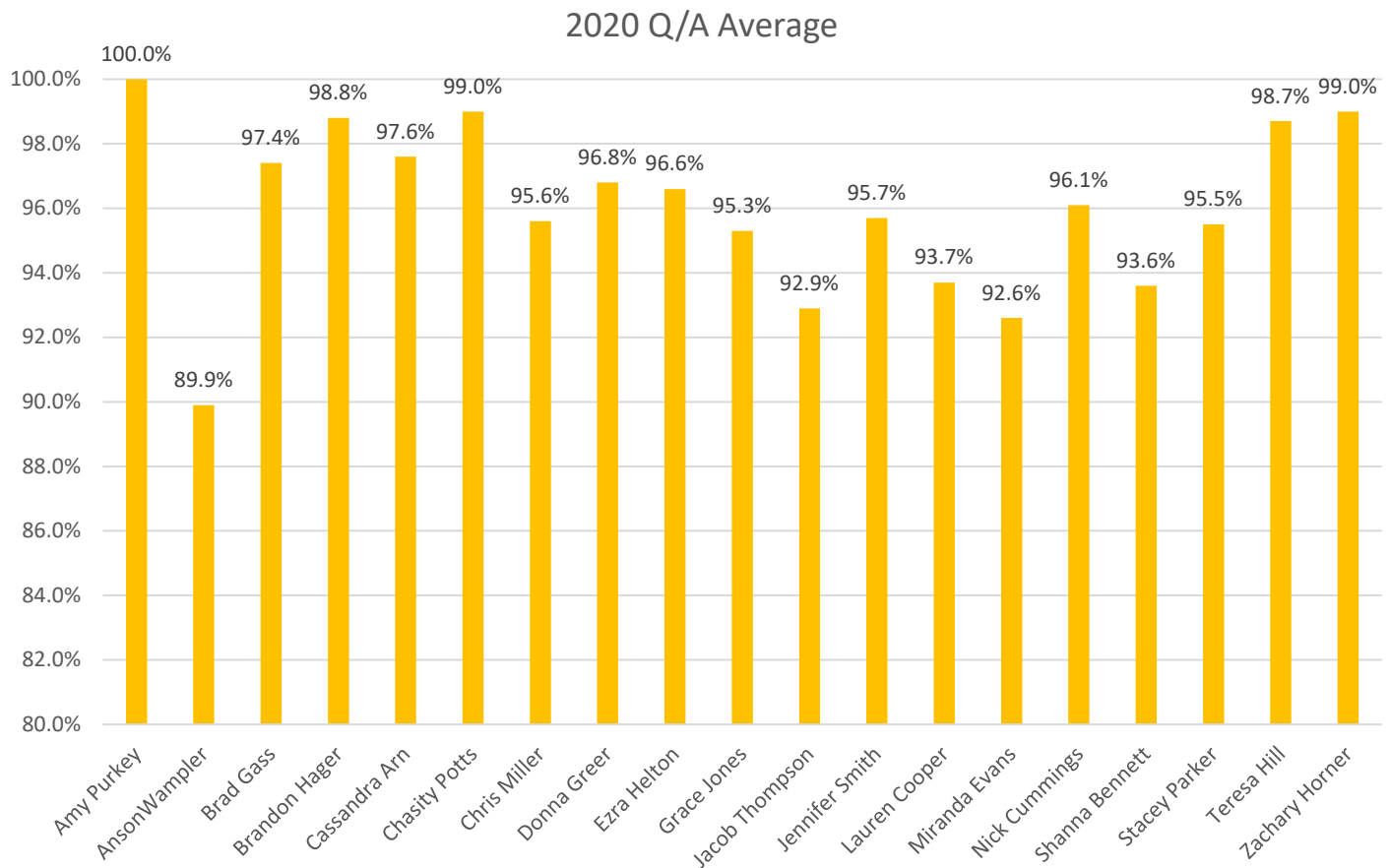
## Jefferson County Communications 2020 Quality Assurance Review

Policy 3.9 outlines the Quality Assurance Program for Jefferson County 911. The Communications Centers models the policy as outlined by the NENA/APCO standard. **Per policy the goal is to achieve a score of 90%.**

All call types, Police, Fire, and EMS are reviewed using the National Standards. We review not only the call handling section of the call but also the dispatch standards of calls. Reviews that DO NOT meet standards during the review process are used to identify training needs within the department. Staff is given the opportunity to review and correct deficiencies. Disciplinary Action is used as a last resort to correct and deficiencies.

1,321 Calls were reviewed during 2020.

### 98% Department Average.





## **Jefferson County Communications**

### **2020 Employee Training**

**Total Training Hours: 1,003**

TECB Rules Chapter 0780-06-03 outlines the minimum training requirements as well as continued education. Employees of the Jefferson County Emergency Communications District Exceed these requirements as outlined in rules.

All Telecommunicators receive the following required training and are required to complete Continued Education Credits to maintain their certification.

- APCO Public Safety Telecommunicator
- APCO Emergency Medical Dispatcher
- CPR
- TBI NCIC Certification
- Missing and Exploited Children
- NIMS 100
- NIMS 200
- NIMS 700
- NIMS 800
- NIMS 144

Other Training Opportunities that the department has participated in.

- National Emergency Number Association (NENA) Enhanced Call Taking
- NENA Advanced Fire and EMS Dispatching
- NENA Advanced Police Dispatching
- NENA Center Training Officer
- NENA Staffing and Retention

The TECB has provided all centers in the State of Tennessee who process 9-1-1 calls with the opportunity to attend virtual training through Virtual Academy free of charge to the district(s).

Jefferson County 911 took advantage of this training which covered some of the following subjects:

- Virtual Academy



## Jefferson County Communications 2020 Employee Training

- Text to 9-1-1
- Intellicomm Caller Interrogation Software
- Rapid SOS Jurisdictional View
- Tactical Dispatch Team

APCO IntelliComm®

Complete Case

Unfounded

DISPATCH EMS

DISPATCH FIRE

DISPATCH LAW

Time Life Critical

CPR

Airway Control

Obstructed Airway

Childbirth

AED Reference

NCMEC Cards

ERG

CHIEF COMPLAINT  
CHEST PAIN/HEART PROBLEMS

New Card Chest Pain/Heart Problems from EMD

All Callers

Chest Pain/Heart Problems

Where in the chest is the pain located?

Does the patient feel pain anywhere else?

YES NO

How long has the patient had chest pains?

Sudden onset?

YES NO

Does the pain change when the person breathes or moves?

YES NO

Does the patient feel dizzy, faint, or weak?

DIZZY FAINT WEAK NO

Did the patient lose consciousness?

YES NO

Is the patient nauseated or vomiting?

NAUSEATED VOMITING NEITHER

Is the patient sweating?

YES NO

Is the patient experiencing rapid heart rate with chest pain?

YES NO

Pre-Arrival Instructions

If unconscious and NOT breathing, go to CPR for the appropriate age group. Trained bystanders may still need instructions. ASK IF THEY NEED INSTRUCTIONS?

Go to Card

CPR Adult > 8 yrs

Go to Card

CPR Child 1-8 yrs

Go to Card

CPR Infant < 1 yr

If unconscious and breathing, go to AIRWAY CONTROL instructions.

Go to Card

Airway Control (NON Trauma)

Go to Card

Airway Control (Trauma)

If the patient is prescribed nitroglycerine, take as the physician has directed. DO NOT take more than 3 doses. DO NOT take if dizzy.

Go to Card

Aspirin Administration

If patient is conscious and alert, have the patient rest in a position of comfort. Monitor breathing.

Nothing to eat or drink.

Gather patient's medication and give to responders.

Put away any pets.

Turn outside light on and wait for responders.

If anything changes or the patient's condition worsens, please call back immediately.



## TEXT-TO-9-1-1 IS NOW AVAILABLE IN YOUR AREA.

IF YOU CAN'T CALL FOR HELP, NOW YOU CAN TEXT.

Use text-to-911 when:

- You are home alone and someone is breaking into your house
- If you are deaf or hard of hearing
- Any other situation where speaking may put you in danger

Remember:

- In the first text message send the location and type of emergency.
- Text in plain English! Send a short text message without abbreviations or slang.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- If you do not receive a text response from 9-1-1, try to contact 9-1-1 another way.
- A text or data plan is required to place a text-to-9-1-1.

- As with all text messages, messages to 9-1-1 may take longer to receive, may not be received in the same order that the text was sent, or may not be received at all.

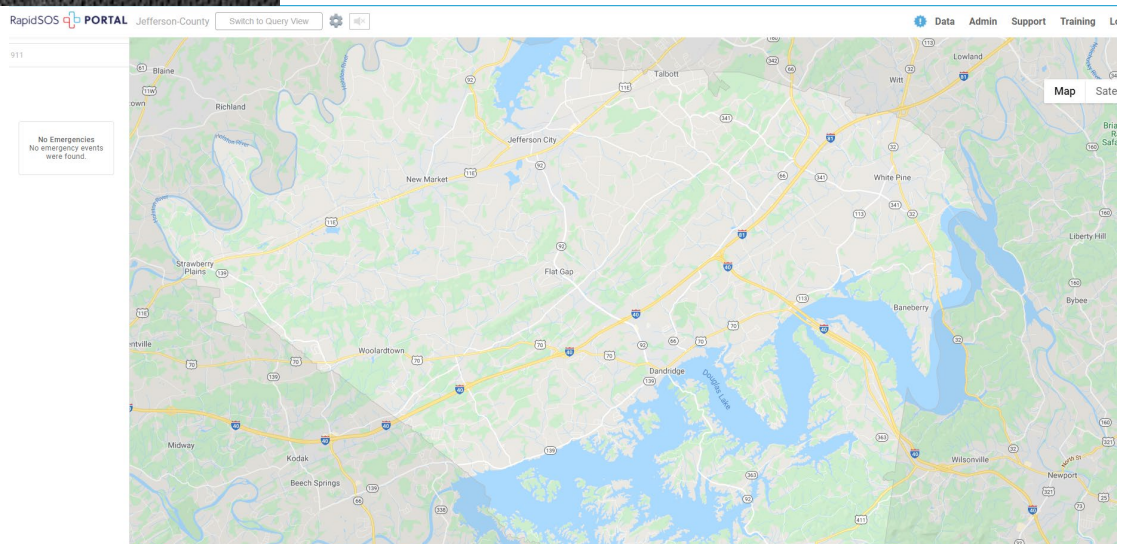
\*Translation services may not be available in your area.



Tennessee Emergency Communications Board



Department of Commerce and Insurance | Authorization No. 030484

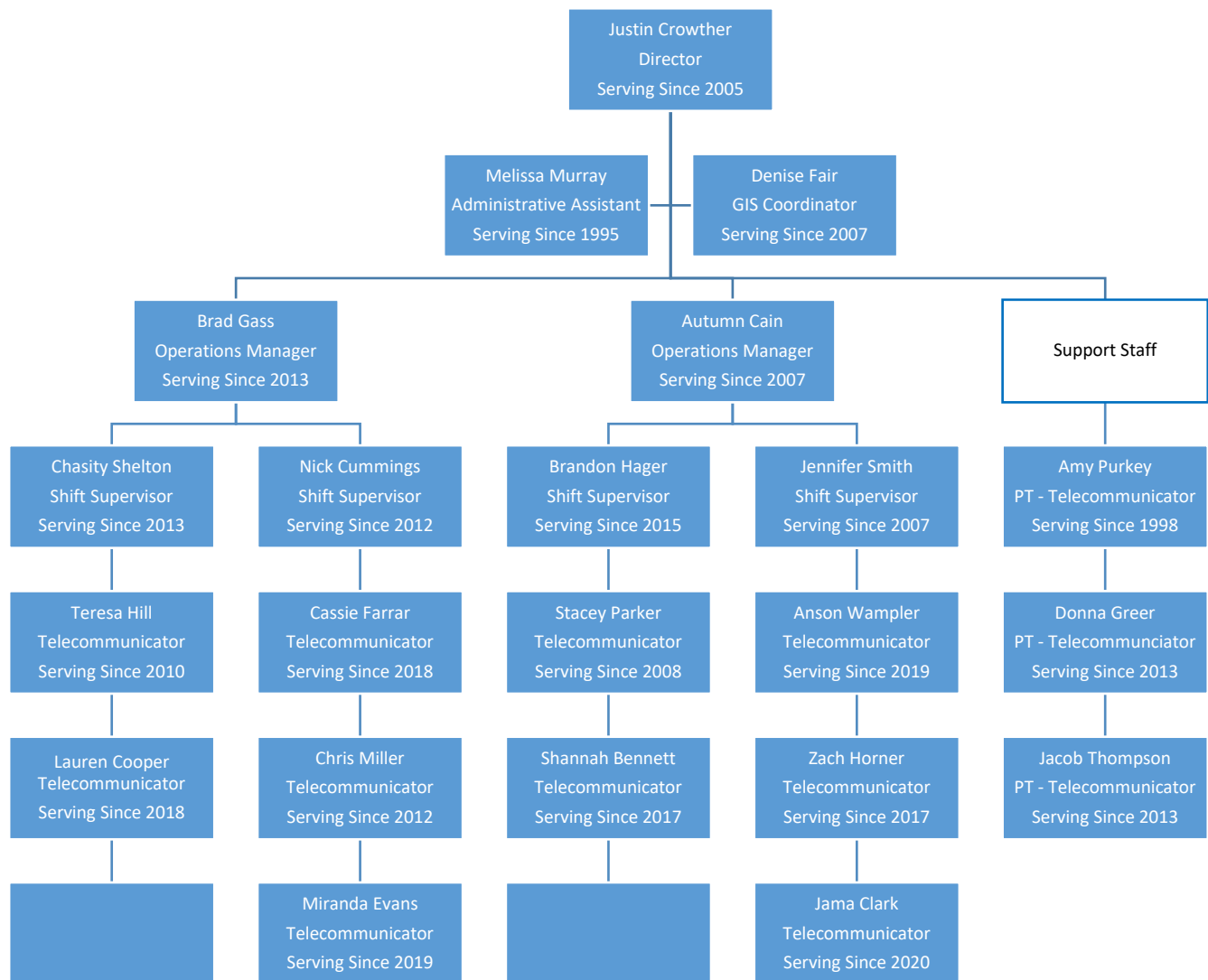






## Jefferson County Communications 2020 Staff

We have a wide range of tools and procedures to utilize. We strive to add new technology and update procedures as needed to make the position of Telecommunicator less stressful and provide the best service to our community. However, none of this could be accomplished without our most important tool and that is the 9-1-1 team that sits at the consoles every day. These dedicated group of women and men strive to make Jefferson County a better place to visit and live.



2005-2014 - 12 Dispatchers  
 2015 - 13 Dispatchers  
 2016-2020 - 15 Dispatchers

## Transactions per Employee

