

JEFFERSON COUNTY E-911

ANNUAL REPORT



JEFFERSON
EMERGENCY
COMMUNICATIONS
DISTRICT

2024

www.jce911.org

865-475-4911



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FROM THE EXECUTIVE DIRECTOR

I am delighted to present our annual report for the Jefferson County Emergency Communications District. Jefferson County Emergency Communications District was created by referendum and became operational by May 1991. Shortly after becoming operational, public safety agencies saw the benefit of a direct dispatch method. Today, we provide essential dispatching services to 20 public safety agencies within our community.

Despite the numerous challenges shared by emergency communications centers nationwide, including staffing shortages, increased expectations from citizens and client agencies, increased cyber threats, and the need for improved system resilience, Jefferson County ECD has had a remarkably successful year.

Tennessee continues to lead the nation in Next Generation 911 services. As such, Jefferson County ECD has embraced technology to revolutionize emergency communications. These key initiatives will have a lasting impact on both citizens and first responders, and you can find detailed information in the report.

We have navigated staffing shortages with resilience, and our commitment to long-term development includes investing in our staff's physical and mental wellness, providing opportunities for professional growth, and ensuring they have the necessary tools and training for their roles. The board of directors is dedicated to continuously assessing recruiting, hiring, retention, and training standards to keep Jefferson County ECD at the forefront of opportunity during challenging times.

None of this would be possible without our exceptional staff and Emergency Communications Specialists, better known as our headset heroes, who consistently go above and beyond their duty to serve the citizens of Jefferson County. Their dedication to our mission of sending the right people, to the right place, at the right time is truly commendable.

I would like to extend my gratitude to Mayor Mark Potts and the County Commission for their continued support. Your trust and confidence in our abilities have been instrumental in our success. I would also like to thank the board of directors for instilling trust in me to lead such a remarkable team of emergency communications specialists and for always supporting the district's needs.

Lastly, I want to express my sincere appreciation to the public for their trust in us during their most challenging and worst times. We understand the importance of our role in helping and supporting our community, and we are honored to be there when you need us. I would also like to thank the first responder agencies for their unwavering commitment to keeping our communities safe. Your partnership and collaboration are invaluable.

In conclusion, I am proud of the accomplishments we have achieved this year, and I am confident that Jefferson County ECD will continue to excel in providing exceptional emergency communications services.

Justin Crowther

Executive Director | Jefferson County ECD

OUR MISSION

MISSION

Send the Right People, to the Right Place, at the Right Time.

VISION

To make a difference in the community by providing professional and effective communications.

CODE OF ETHICS

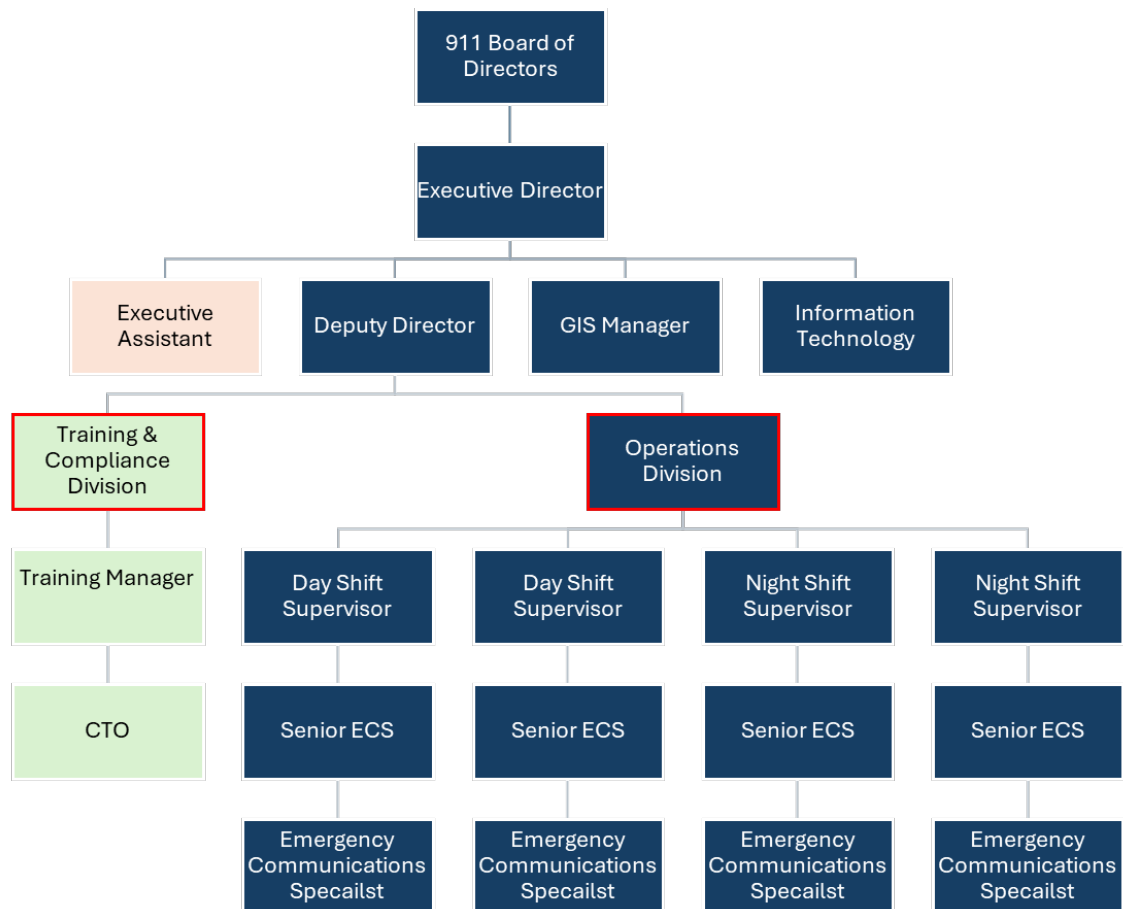
"As a Public Safety Telecommunicator, I am dedicated to serve the public; to safeguard life and property; to keep my personnel informed on all calls that may require their attention; to assist all public safety vehicles and personnel in the performance of their duties; assure that all rules and regulations which govern my position are not violated in any manner."

"I will keep my private and social life free from all criticism; maintain a calm attitude during times of stress and emergencies; develop self-control and be constantly mindful of the welfare of others, regardless of race, creed or religion. I will obey the laws of the land, rules and regulations of the Federal Communications Commission and my department. Whatever information I receive of a confidential nature will be revealed only in the official performance of my duties."

"I will never act in a selfish or unofficial manner or let my personal feelings, friendships, prejudices or animosity influence my decisions. I will enforce the rules and regulations of my department and the Federal Communications Commission without fear, favor or ill will, never employing unnecessary force and never accepting gratuities."

"I recognize the high responsibility of my position as a symbol of public faith and trust and will accept it to be held as long as I am faithful to the ethics of public safety service. I will constantly strive to achieve those objectives and ideals, which govern my profession, dedicating myself, before God, to my chosen profession, public safety telecommunications."

ORGANIZATIONAL STRUCTURE



BOARD OF DIRECTORS

The Jefferson County Emergency Communications District governing board is comprised of nine members as defined in Tennessee Statute and appointed by the County Mayor.

Board of Directors

Chairman – Sheriff Jeff Coffey
Jefferson County Sheriff's Office

Vice-Chairman – Chief Chad Cotter
White Pine Police Department

Secretary – Chief Lee Turner
Jefferson City Fire Department

Chad Ballinger
County Citizen

Joe Gibson
County Citizen

Billy John Cureton
Kansas Talbott Fire Department

Director Brad Phillips
Jefferson County EMS/EMA

Della Poe
County Citizen

Dale Chrisman
County Citizen

CLIENT AGENCIES

- ♦ Baneberry Fire Department
- ♦ Chestnut Hill Fire Department
- ♦ Dandridge Police Department
- ♦ Jefferson City Police Department
- ♦ Jefferson County EMA
- ♦ Jefferson County Medical Examiner
- ♦ Jefferson County Sheriff's Office
- ♦ Lakeway Central Fire Department
- ♦ New Market Police Department
- ♦ White Pine Fire Department
- ♦ Carson Newman Security
- ♦ Dandridge Fire Department
- ♦ Jefferson City Fire Department
- ♦ Jefferson County Constables
- ♦ Jefferson County EMS
- ♦ Jefferson County Rescue Squad
- ♦ Kansas Talbott Fire Department
- ♦ New Market Fire Department
- ♦ Parrott's Chapel Fire Department
- ♦ White Pine Police Department



CALL TAKING OPERATIONS



2024 TOTAL INCOMING CALLS – 133,161

Total 911
Calls

27,276

Average 911 Calls Per
Day

75

Average 911 Calls
Per Month

2,273

Total Non-Emergency
Calls

67,859

Average Non-Emerg.
Calls Per Day

185

Average Non-Emerg.
Calls Per Month

5,654

Total Outgoing
Calls

38,026

Average Outgoing
Calls Per Day

104

Average Outgoing
Calls Per Month

3,168

RADIO TRAFFIC

2024 TOTAL RADIO TRANSMISSIONS – 746,540

Total Radio
Transmissions

746,540

Average Monthly
Radio Transmissions

62,211

Average Daily Radio
Transmissions

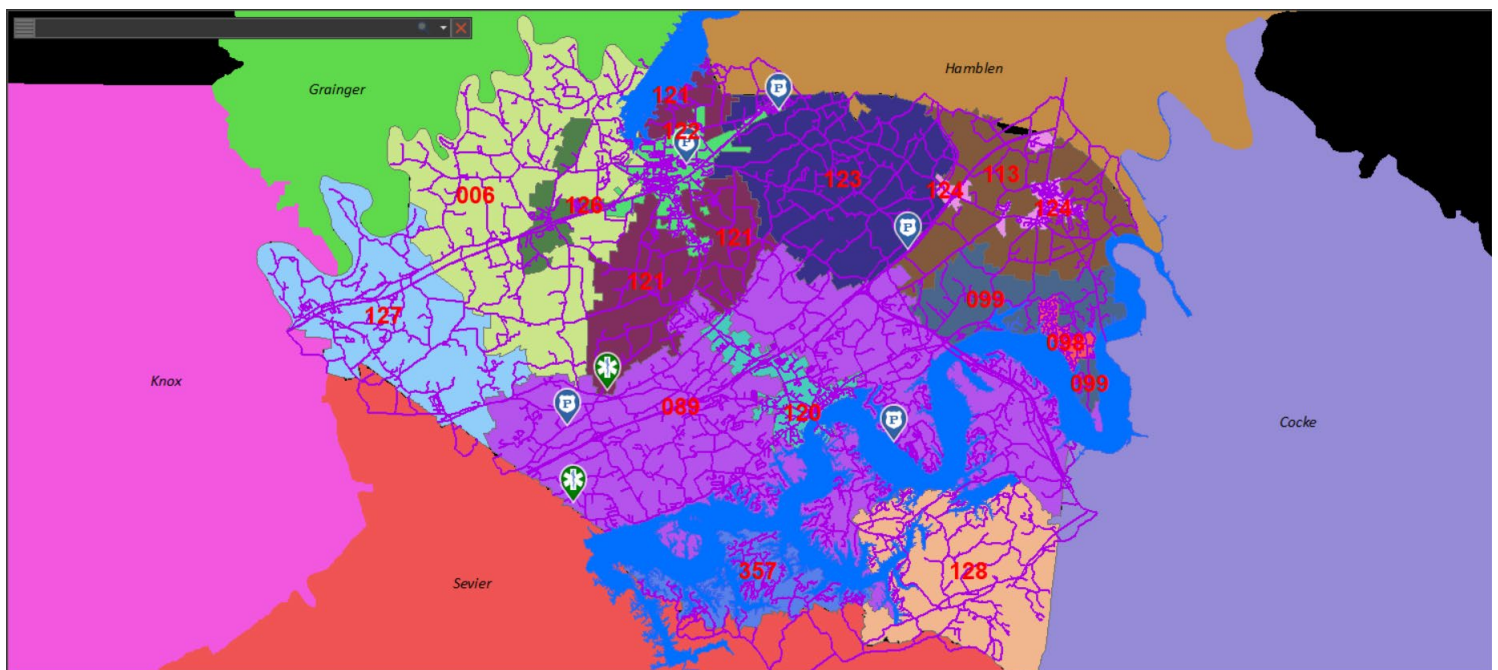
2,045

Station Name	
Door Alarm	1
EMS	6067
EMS Digital	161683
Fire 1	25493
Fire 2	3823
Fire 3	4963
Fire Bays	9450
Fire English	12455
Fire Main	21313
JCPD Analog	17187
Jefferson City FD	4
Jefferson City PD	1
JMH	49
Law 1	103565
Law 2	541
Law Bays	1103
Sevier Interop Fire	1906
TACN JCPD	96386
TACN LAW 1	157139
TACN WPPD	74523
TEMA 800	2247
White Pine FD	19786
White Pine PD	26855

GIS DIVISION

Jefferson County government and the municipalities have delegated addressing authority to Jefferson County Emergency Communications District under TCA 7-86-127. In 2024, the GIS division successfully added **508 new addresses** and **7 private drives** to the GIS system. As per JCECD's policy, a driveway is required to be converted into a private drive when it accommodates 3 or more structures with individual addresses.

Throughout the year, special attention was dedicated to ensuring address accuracy, particularly in light of Next Generation 911 implementation. As a result, a total of **37 addresses were rectified**. These revisions not only involved correcting inaccuracies but also updating addresses to accommodate the introduction of new private drives.



LAW OPERATIONS

JCECD is responsible for dispatching services to 7 different law enforcement agencies within Jefferson County. Law-related calls constitute the majority of JCECD's total call volume, accounting for 65%. Communications Specialists working for JCECD must possess exceptional communication skills, be able to multitask and operate effectively under pressure and demonstrate strong problem-solving abilities. Additionally, a successful communication specialist must remain composed and level-headed during high-stress situations and possess a solid understanding of geography and direction.

Total Law Calls Taken, Processed, and Dispatched

48,879

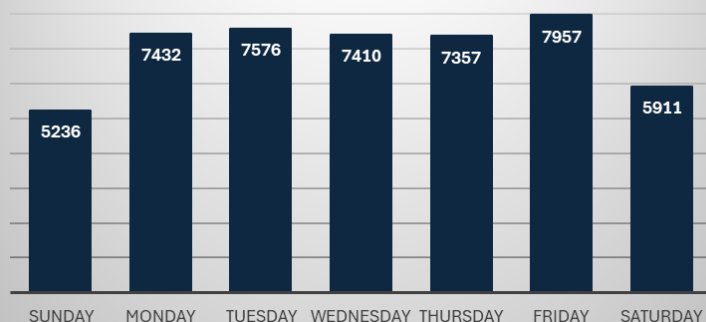
Average Monthly Calls Taken, Processed, and Dispatched

4,073

Average Daily Calls Taken, Processed, and Dispatched

133

Call Volume Per Day of Week



Carson Newman Security	50
Dandridge Police	3,830
Jefferson City Police	12,364
Jefferson County Constables	788
Jefferson County Sheriff's Office	25,334
New Market Police	2,113
White Pine Police	4,400

TOP LAW CALL TYPES

Traffic Stops

20.3% of Law Calls

Teleserve Reports

7.4% of Law Calls

911 Hang-Up

6.5% of Law Calls

Investigation

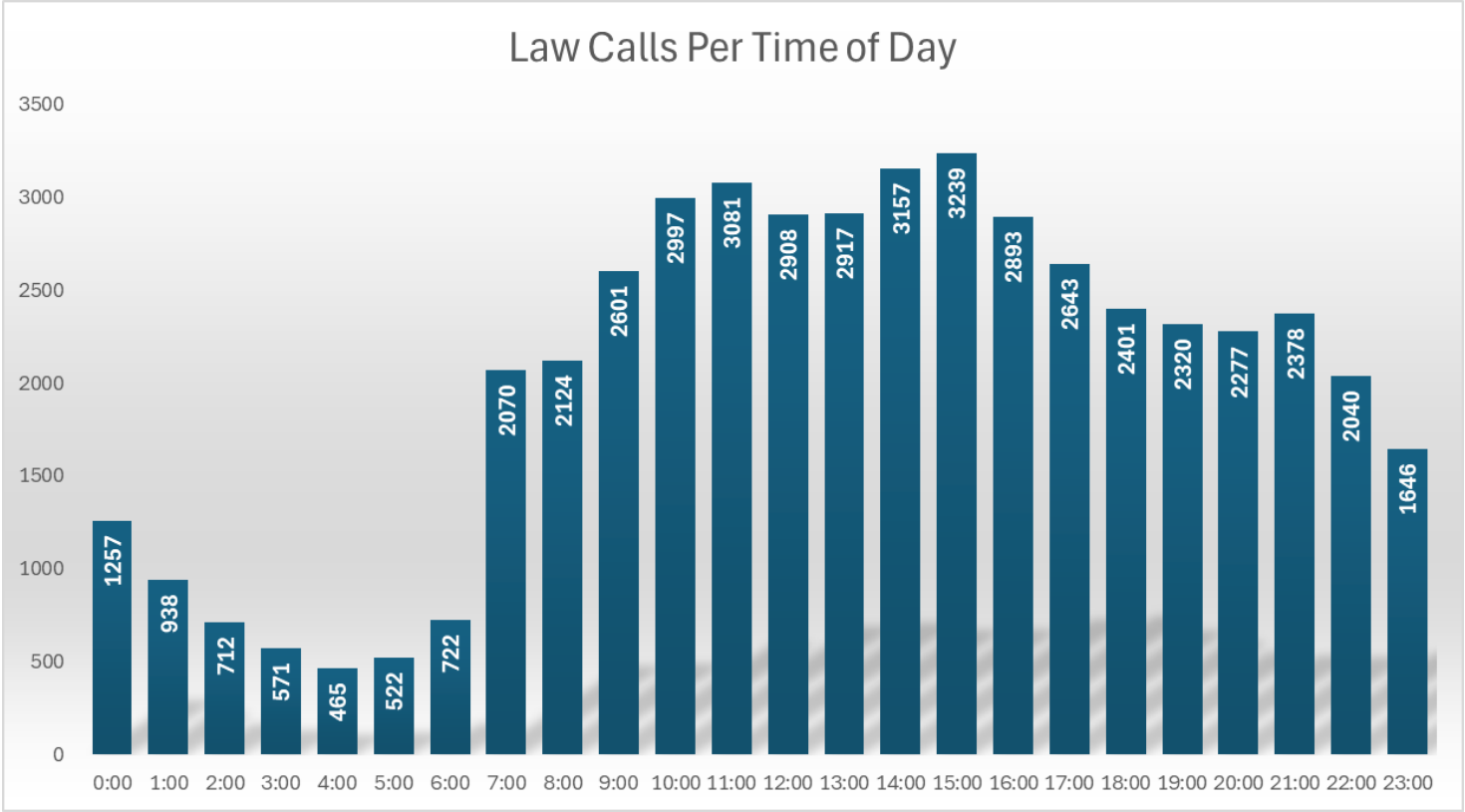
6.1% of Law Calls

Motor Vehicle Crashes

5.1% of Law Calls



LAW OPERATIONS



FIRE/RESCUE OPERATIONS

JCECD provides dispatch services to 10 fire and rescue agencies that serve Jefferson County. Emergency Fire Dispatch calls make up 7% of JCECD's total call volume. Fire & Rescue Dispatchers use their extensive training to dispatch the appropriate equipment, monitor radio communications, and ensure efficient communication across multiple jurisdictions. Emergency Communications Specialists are furnished with cutting-edge technologies and mapping solutions to enhance decision-making and deliver exceptional service to the people of Jefferson County.

Total Fire/Rescue
Calls Taken,
Processed, and
Dispatched

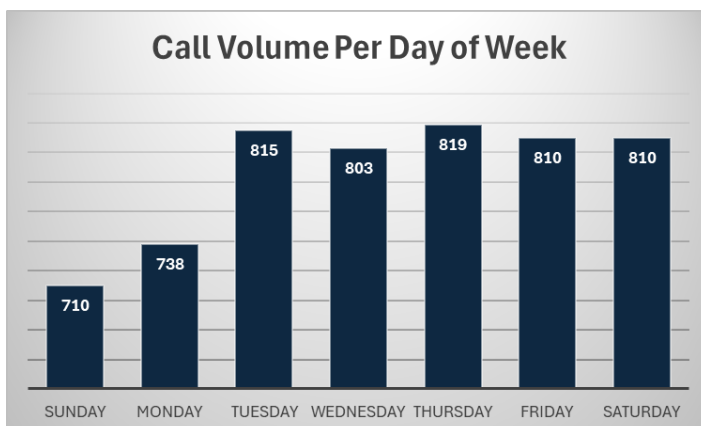
5,505

Average Monthly Calls
Taken, Processed, and
Dispatched

458

Average Daily Calls
Taken, Processed, and
Dispatched

15



TOP FIRE/RESCUE CALL TYPES

EMS Assist

40.3% of Fire/Rescue Calls

Motor Vehicle Crashes

19% of Fire/Rescue Calls

Fire Alarm

8.6% of Fire/Rescue Calls

Structure Fire

8.5 % of Fire/Rescue Calls

Wildland Fire

5.8% of Fire/Rescue Calls

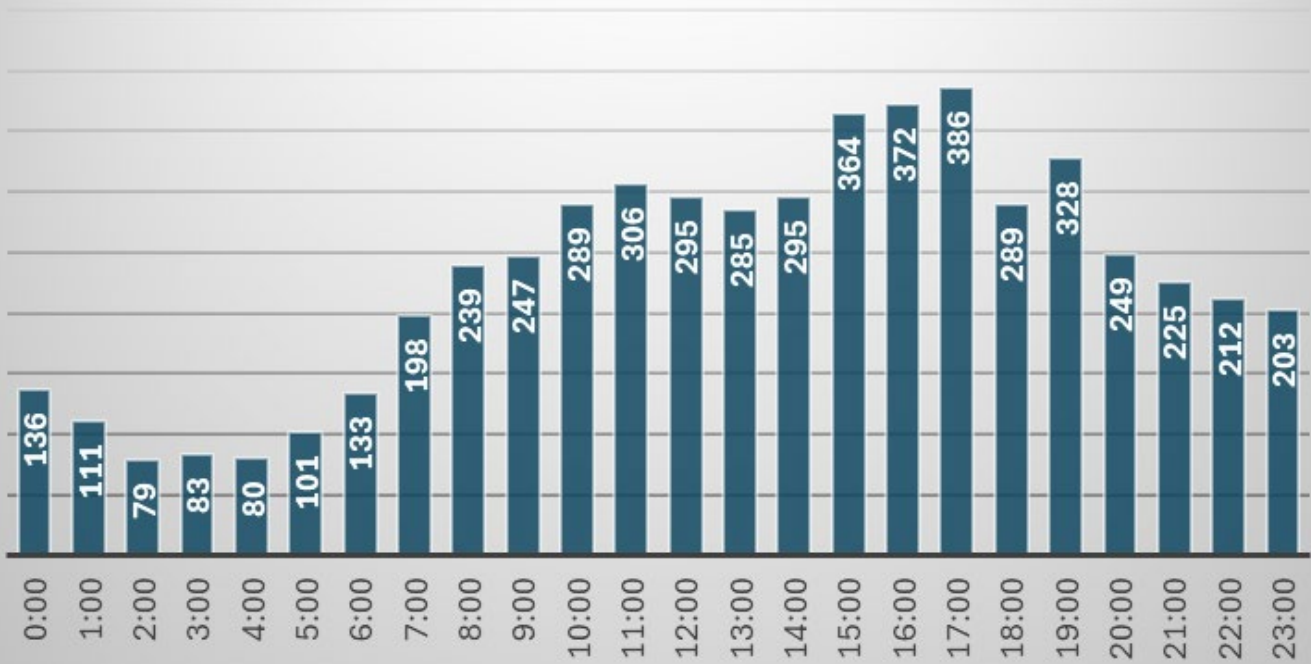


FIRE/RESCUE OPERATIONS

Baneberry Fire	206
Chestnut Hill Fire	241
Dandridge Fire	858
Jefferson City Fire	1475
Jefferson County Rescue	664
Kansas Talbott Fire	236
Lakeway Central Fire	312
New Market Fire	431
Parrott's Chapel Fire	77
White Pine Fire	1005

FIRE/RESCUE OPERATIONS

Fire/Rescue Calls Per Time of Day



EMS OPERATIONS

JCECD provides dispatch services to one EMS agency that serves Jefferson County. Emergency Medical Dispatch calls comprise 18% of JCECD's total call volume. EMS Dispatchers are certified as Emergency Medical Dispatchers through APCO and must maintain continuing education throughout the year. JCECD's emergency dispatch protocols are approved by our medical director, Dr. F Edward "Ward" Phillips Jr.

Total Fire/Rescue
Calls Taken,
Processed, and
Dispatched

13,667

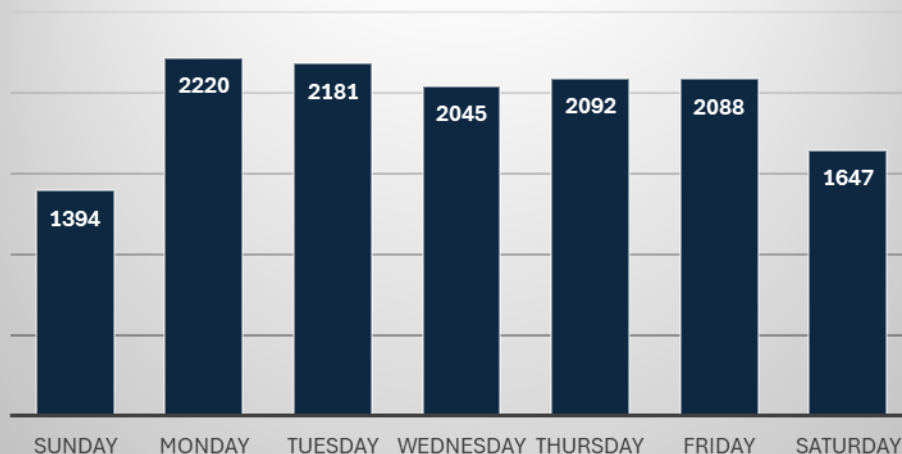
Average Monthly Calls
Taken, Processed, and
Dispatched

1,138

Average Daily Calls
Taken, Processed, and
Dispatched

37

Call Volume Per Day of Week



TOP EMS CALL TYPES

Patient Transport

36.9% of EMS Calls

Sick Person

8.5% of EMS Calls

Breathing Difficulty

6.9% of EMS Calls

Chest Pain

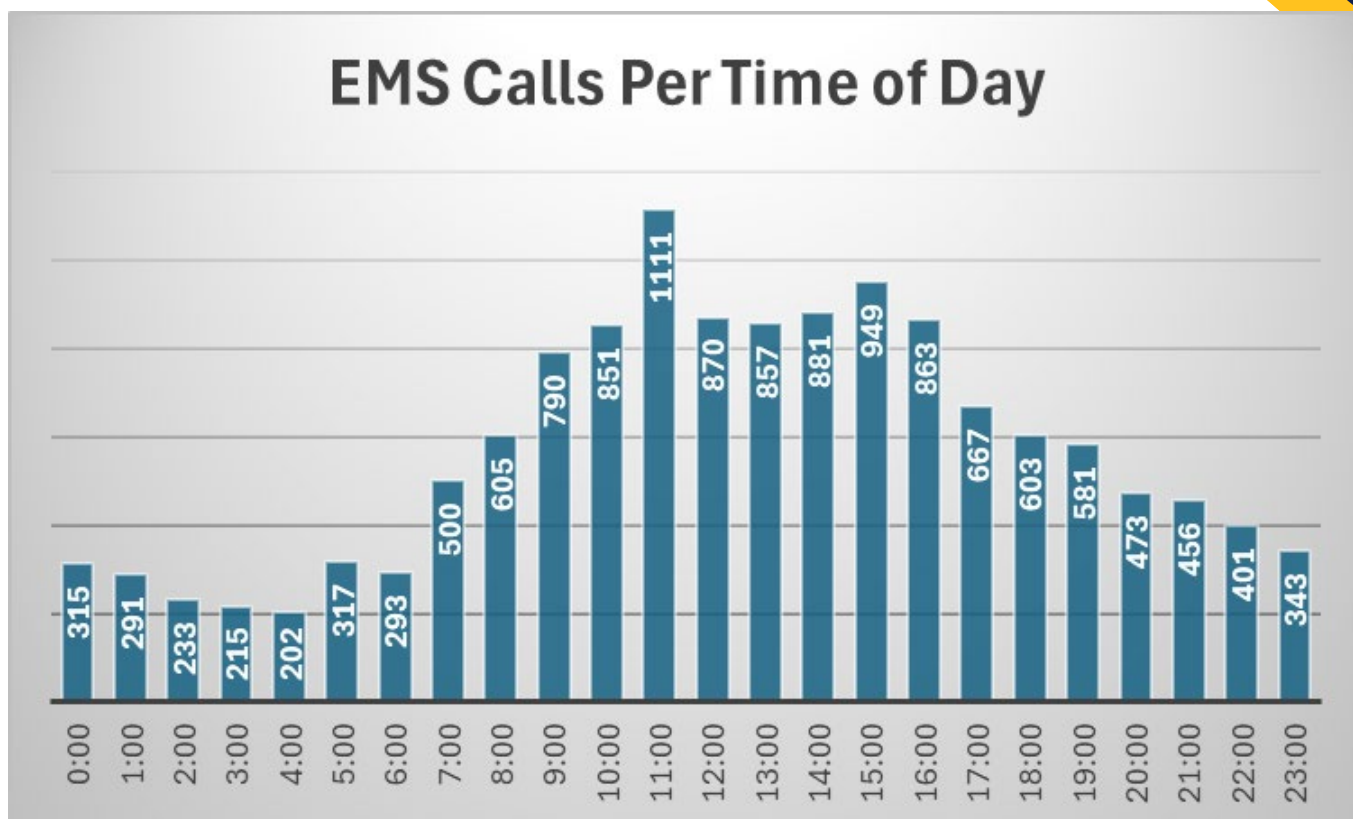
5.0% of EMS Calls

Lifting Assistance

4.7% of EMS Calls



EMS OPERATIONS



OTHER OPERATIONS

In 2024, the Jefferson County Emergency Communications District logged a total of **6,934 additional calls for service**. This averages out to approximately **19 calls per day**. These calls encompass various types of calls for service, including 911 hang-ups where caller location could not be determined, calls for service for Emergency Management, utilities, mutual aid fire calls from out-of-county departments, as well as calls transferred to other agencies.