



# 2025 ANNUAL REPORT

# Board of Directors

The Jefferson County Emergency Communications District governing board is comprised of 9 members as defined in Tennessee Code Annotated and appointed by the County Mayor.

## 2025 Board Members

Name	Position	Affiliation
<b>Sheriff Jeff Coffey</b>	Board Chairman	Jefferson County Sheriff's Office
<b>Chief Chad Cotter</b>	Board Vice-Chairman	White Pine Police Department
<b>Chief Lee Turner</b>	Board Secretary/Treasurer	Jefferson City Fire Department
<b>Chad Ballinger</b>	Board Member	County Citizen
<b>Joe Gibson</b>	Board Member	County Citizen
<b>Chief Billy John Cureton</b>	Board Member	Talbott-Kansas Fire Department
<b>Director Brad Phillips</b>	Board Member	Jefferson County EMS/EMA
<b>Della Poe</b>	Board Member	County Citizen
<b>Dale Chrisman</b>	Board Member	County Citizen
<b>Mayor Mark Potts</b>	Ex-Officio Member	Jefferson County

### Board Responsibilities:

The Board of Directors provides oversight and guidance for the Emergency Communications District, ensuring effective operations, fiscal responsibility, and the delivery of quality emergency services to the citizens of Jefferson County.

# Client Agencies

Jefferson County E-911 provides critical emergency dispatch services for multiple agencies throughout the county. Our dedicated communications specialist coordinates responses for law enforcement, emergency medical services, fire departments, and specialized emergency response teams.

## Law Enforcement Agencies

Jefferson County Sheriff's Office	Jefferson County Constables
Carson Newman Security	Dandridge Police Department
New Market Police Department	White Pine Police Department

## Emergency Medical Services

Jefferson County EMS
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## Fire & Rescue Agencies

Baneberry Fire	Chestnut Hill Fire	Dandridge Fire
Jefferson City Fire	Jefferson County Rescue	Kansas Talbott Fire
Lakeway Central Fire	New Market Fire	Parrott's Chapel Fire
White Pine Fire		

# Emergency Management

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Jefferson County EMA

# Medical Death Investigator

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Jefferson County Medical Examiner

# Director's Message

Dear Citizens of Jefferson County,

It is with great pride that I present the 2025 Annual Report for Jefferson County E-911. This report reflects our unwavering commitment to providing exceptional emergency services to our community.

**Mission Statement:** Send the Right People to the Right Place at the Right Time.

## Core Values

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**Accountability**

**Respect**

**Dedication**

**Honesty**

**Teamwork**

I extend my sincere appreciation to our Emergency Communications Specialists who serve on the front lines, as well as the employees working behind the scenes whose expertise, dedication, and professionalism ensure this center operates around the clock. I am equally grateful for the continued support of our local government partners. This report highlights the importance and value of a consolidated 911 and dispatch center serving Jefferson County.



# Call Taking

## 2025 Call Taking Statistics

**25,005**

Total 911 Calls

**2,083**

Average Monthly  
911 Calls

**68**

Average Daily 911  
Calls

**60,143**

Total Inbound Non-  
Emergency Calls

**5,011**

Average Monthly  
Inbound NE Calls

**164**

Average Daily  
Inbound NE Calls

**33,025**

Total Outbound  
Calls

**2,752**

Average Monthly  
Outbound Calls

**90**

Average Daily  
Outbound Calls

**118,173**

Total Inbound &  
Outbound Calls

**458**

Total Text Sessions

**126**

Total Calls with  
Media

# Call Taking (continued)

## Call Volume Comparison - 2024 vs 2025

Call Type	2024	2025	Change	% Change
Total 911 Calls	27,276	25,005	-2,271	-8%
Total Inbound Calls	67,859	60,143	-7,716	-11%
Total Outbound Calls	38,026	33,025	-5,001	-13%
Total Text Sessions	460	458	-2	-0.4%
Total Calls with Media	430	126	-304	-70%
<b>Total Inbound and Outbound Calls</b>	<b>134,051</b>	<b>118,757</b>	<b>-15,294</b>	<b>-11%</b>

### 2025 Call Taking Summary:

Jefferson County E-911 handled 105,885 incoming and outgoing calls in 2025, representing a 24% decrease from 2024. The communications center answered 25,005 emergency 911 calls (averaging 68 per day) and 60,143 non-emergency calls (averaging 164 per day). Dispatchers made 33,025 outbound calls for follow-up, coordination, and verification purposes.

# Call Taking (continued)

## Call Answer Performance Standards

The Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA) have established industry standards for 911 call answering performance:

### Industry Standards:

- ♦ 90% of all 911 calls SHALL be answered within 15 seconds
- ♦ 95% of all 911 calls SHOULD be answered within 20 seconds

## 2025 Emergency 911 Call Answer Performance

✓ **EXCEEDED STANDARDS**

Jefferson County 911 surpassed all industry benchmarks in 2025

Answer Time Threshold	Industry Standard	2025 Performance	Result
< 10 Seconds	----	98.32%	Excellent
< 15 Seconds	90%	99.5%	+9.5%
< 20 Seconds	95%	100%	Outstanding
< 40 Seconds	----	100%	Outstanding

# Call Taking (continued)

## 2025 Non-Emergency Call Answer Performance

Answer Time Threshold	2025 Performance
< 10 Seconds	98.92%
< 15 Seconds	99.59%
< 20 Seconds	99.74%
< 40 Seconds	99.94%

### Outstanding Performance:

Jefferson County E-911 demonstrated exceptional call-answering performance in 2025, significantly exceeding national standards. Nearly all emergency 911 calls (99.5%) were answered within 15 seconds, surpassing the APCO/NENA standard of 90% by more than 9 percentage points. An impressive 98.32% of emergency calls were answered in 10 seconds or less. Non-emergency call performance was equally impressive, with 98.92% answered within 10 seconds despite no formal standard requirement. This outstanding performance reflects our dispatchers' dedication, proper staffing levels, and efficient operational procedures, ensuring citizens receive prompt assistance when they need it most.

# Geographical Information System

Under Tennessee Code Annotated 7-86-127, Jefferson County government and its municipalities have delegated addressing authority to the Jefferson County Emergency Communications District. This critical responsibility ensures accurate, consistent addressing throughout the county, which directly impacts emergency response effectiveness.

## The Importance of GIS Accuracy

GIS accuracy is the driving force behind all systems used by Jefferson County E-911. Precise geographic data ensures:

- ◆ Emergency responders receive correct location information
- ◆ Dispatchers can quickly identify caller locations
- ◆ CAD systems route the closest appropriate units
- ◆ Mobile mapping guides first responders directly to emergencies
- ◆ Address validation prevents response delays

Every address correction, every new street, and every data update contributes to saving lives by reducing response times and eliminating location confusion during critical emergencies.

## 2025 Addressing & GIS Activities

**487**

**New Addresses Issued**

**15**

**Address/Data Corrections**

**6**

**New Streets Added**

**508**

**Total GIS Activities**

# GIS (continued)

## 2024 vs 2025 Comparison

Activity Type	2024	2025	Change	% Change
New Addresses Issued	508	487	-21	-19%
Address/Data Corrections	37	15	-22	-59%
New Streets Added	7	16	9	128%
<b>Total GIS Activities</b>	<b>552</b>	<b>508</b>	<b>-44</b>	<b>-7%</b>

### 2025 GIS Division Summary:

The GIS Division demonstrated exceptional commitment to data accuracy in 2025, completing 508 total addressing and data activities. Every correction, every new address, and every data update directly contributes to faster, more accurate emergency response, ensuring help arrives at the right location when seconds count.

# Law Enforcement Dispatch

**56,767**

**Total Law  
Enforcement Calls**

**4,730**

**Average Monthly  
LE Calls**

**155**

**Average Daily LE  
Calls**

## LE Calls by Agency - 3 Year Comparison

Agency	2023	2024	2025	% Change
Carson Newman Security	19	50	104	108%
Dandridge Police	3,989	3,830	4,836	26%
Jefferson City Police	12,322	12,364	11,975	-3%
Jefferson Constables	505	788	1,208	53%
Jefferson County Sheriff	26,956	25,334	28,022	10%
New Market Police	2,186	2,113	2,331	10%
White Pine Police	4,310	4,440	5,417	22%
Tennessee Highway Patrol	2,233	2,883	2,559	11%
TVA Police	3	3	4	33%
Tennessee Wildlife	266	271	212	21%
Mutual Aid Departments	Not Tracked	96	99	3%
<b>Total</b>	<b>52,789</b>	<b>52,172</b>	<b>56,767</b>	<b>8%</b>

### 2025 Law Enforcement Summary:

Total law enforcement calls increased by 8% compared to 2024 (4,595 more calls). We believe the increase is due to increased officer-initiated activity, including DUI saturations. Law enforcement partners are also meeting their staffing levels.

# Fire & Rescue Dispatch

**5,710**

**Total Fire &  
Rescue Calls**

**475**

**Average Monthly  
F/R Calls**

**15**

**Average Daily F/R  
Calls**

## F/R Calls by Agency - 3 Year Comparison

Agency	2023	2024	2025	% Change
Baneberry Fire	171	206	256	24%
Blaine Fire	No Tracked	No Tracked	4	
Chestnut Hill Fire	250	241	289	19%
Cocke County Fire	No Tracked	Not Tracked	24	
Dandridge Fire	764	858	773	-9%
Jefferson City Fire	1,380	1,475	1,360	-7%
Jefferson County Rescue	647	664	596	-10%
Kansas Talbott Fire	222	236	241	2%
Lakeway Fire	316	312	361	15%
New Market Fire	560	431	448	3%
Northview Kodak Fire	No Tracked	Not Tracked	30	
Parrott's Chapel Fire	57	77	155	101%
Rural Metro Fire	No Tracked	Not Tracked	12	
Rutledge Fire	No Tracked	Not Tracked	4	
Sevier County Fire	No Tracked	Not Tracked	7	
South Hamblen Fire	No Tracked	Not Tracked	28	
State Forestry	No Tracked	Not Tracked	3	
West Hamblen Fire	No Tracked	Not Tracked	45	
White Pine Fire	1,012	1,005	1,074	6%
<b>Total</b>	<b>5379</b>	<b>5505</b>	<b>5,710</b>	<b>3%</b>

# F/R Dispatch (continued)

## 2025 Fire & Rescue Summary:

Total Fire and Rescue calls increased by 3% compared to 2024 (205 additional calls), demonstrating continued growth in emergency response demand. Overall, the county averaged 15 fire/rescue calls per day across all agencies.

## EMS First Response Breakdown by Agency:

- Chestnut Hill Fire Department: 161 CFS
- Jefferson City Fire Department: 831 CFS
- Lakeway Central Fire Department: 145 CFS
- Parrott's Chapel Fire Department: 97 CFS
- White Pine Fire Department: 621 CFS

# EMS Dispatch

**13,522**

Total EMS Calls

**1,126**

Average Monthly  
EMS Calls

**37**

Average Daily EMS  
Calls

## EMS CFS - 3 Year Comparison

Agency	2023	2024	2025	% Change
Jefferson County EMS	13,961	13,667	13,424	-1%
Mutual Aid Agencies	206	13,800	98	-26%
<b>Total</b>	<b>14,167</b>	<b>13,800</b>	<b>13,522</b>	<b>-2%</b>

## Air Medical - 3 Year Comparison

Agency	2023	2024	2025	% Change
Lifestar	29	32	17	-46%
<b>Total</b>	<b>29</b>	<b>32</b>	<b>17</b>	<b>-46%</b>

### 2025 Emergency Medical Services Summary:

Jefferson County EMS responded to 13,424 calls in 2025, representing a 2% decrease (278 fewer calls) compared to 2024. Air medical services were requested 17 times throughout the year for patients requiring helicopter transport. Our certified Emergency Medical Dispatchers provided critical pre-arrival instructions and medical guidance under the medical direction of Dr. F. Edward "Ward" Phillips Jr., ensuring appropriate emergency medical response and patient care coordination across the county.

# Emergency Management Dispatch

**306**

**Total EMA Calls**

**25**

**Average Monthly  
EMA Calls**

**0.8**

**Average Daily EMA  
Calls**

## EMA CFS - 3 Year Comparison

Agency	2023	2024	2025	% Change
Jefferson County EMA	455	369	306	-17%
<b>Total</b>	<b>455</b>	<b>369</b>	<b>306</b>	<b>-17%</b>

### 2025 Emergency Management Summary:

Jefferson County Emergency Management Agency received 306 dispatched calls in 2025, averaging 25 calls per month. Emergency Management coordinates disaster response, severe weather operations, and special emergency situations requiring multi-agency coordination. These calls represent situations requiring emergency management oversight, resource coordination, and incident command support throughout Jefferson County.

# Medical Death Investigator Dispatch

**124**

**Total MDI Calls**

**10**

**Average Monthly  
MDI Calls**

**0.3**

**Average Daily MDI  
Calls**

## MDI CFS - 3 Year Comparison

Agency	2023	2024	2025	% Change
Jefferson County Medical Examiner's Office	Not Track	Not Tracked	124	
<b>Total</b>	<b>Not Tracked</b>	<b>Not Tracked</b>	<b>124</b>	

### 2025 Medical Death Investigator Summary:

The Jefferson County Medical Examiner's Office was dispatched to 124 death investigations in 2025, averaging 10 calls per month. These calls represent situations requiring death investigation, scene examination, and coordination with law enforcement and medical personnel.

# 2025 Calls for Service

## Call Distribution by Type

Call Type	Number of CFS	Percentage
Law Enforcement	56,767	72.5%
Fire & Rescue	5,710	7.3%
Emergency Medical	13,539	17.3%
Emergency Management	306	0.4%
Medical Examiner	124	0.2%
Other/Administrative	1,798	2.3%
<b>Total</b>	<b>78,244</b>	<b>100%</b>

### 2025 Call Distribution Summary:

Jefferson County E-911 dispatched 78,244 calls for service in 2025 across six primary categories. Law enforcement calls represented the largest portion at 72.5% (56,767 calls), followed by Emergency Medical Services at 17.3% (13,539 calls) and Fire & Rescue Services at 7.3% (5,710 calls). Emergency Management and Medical Death Investigator services each accounted for 0.6% of total call volume (306 and 124 calls, respectively). Other/Administrative calls, which include utilities, wreckers, calls transferred out of jurisdiction, and calls canceled prior to dispatch, comprised 2.3% (1,798 calls). This diverse call distribution demonstrates the comprehensive emergency services coordination provided by Jefferson County E-911 across all public safety disciplines.

# Radio Communications

Talk-Group/Channel	2024	2025	% Change
EMS Primary	161,683	159,063	-1%
EMS Backup	6,067	132	-97%
Fire Main	21,313	17,700	-16%
Fireground 1	25,493	10,682	-58%
Fireground 2	3,823	12,730	232%
Fireground 3	4,963	8,957	80%
White Pine Fire	19,786	9,541	-51%
Fire Bays	9,450	8,343	-11%
Fire English	12,455	16,608	33%
Law 1 (TACN)	157,139	215,550	33%
Law Bays	1,103	124	-88%
JCPD (TACN)	96,386	108,783	12%
JCPD Backup	17,187	42	-99%
WPPD (TACN)	101,378	136,165	34%
Law TAC (TACN)	104,106	3,212	-96%
JMH	49	64	30%
Sevier County Fire Interop	1,906	21	-98%
TEMA 800 (District 2)	2,247	9,541	324%
<b>Total Number of Transmissions</b>	<b>746,534</b>	<b>717,258</b>	<b>-3%</b>

## Radio Communications Summary:

Dispatchers monitored and/or transmitted 717,258 PTT radio Transmissions in 2025. This is a 3% decreased over 2024.

# Employee Recognition - Years of Service

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We are proud to recognize our dedicated team members for their years of service to Jefferson County E-911 and the citizens we serve. Their commitment, professionalism, and expertise are the foundation of our operational excellence.

Employee	Position	Years of Service
Melissa Murray	Administrative Assistant	30
Justin Crowther	Director	20
Jama Clark	Shift Leader	5

## Contact Information

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### Jefferson County Emergency Communications District

581 W Old AJ Hwy  
New Market, TN 37820

Administrative Office: (865) 475-4911

Email: [jcrowther@jce911.org](mailto:jcrowther@jce911.org)

Website: [www.jce911.org](http://www.jce911.org)

### Thank You for Your Service:

Overall, Jefferson County ECD team members represent a combined 218 years of dedicated service to emergency communications in Jefferson County. Their experience, leadership, and commitment to excellence ensure that our community receives the highest quality emergency services every day of the year.

**Thank you for your continued support of**

**Jefferson County E-911**

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