

Jefferson County 911 Communications



Annual Report

2017

JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2017

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 2017 (EMA, EMA, Fire/Rescue, Police, Public Works)	71,220	670	Increase
Total 9-1-1 calls handled in 2017	26,608	656	Decrease
Total Administrative calls handled in 2017	67,791	1,868	Decrease
Total EMS calls for 2017	12,863	44	Increase
Total EMA calls for 2017	265	48	Decrease
Total Fire/Rescue calls for 2017	4,277	191	Decrease
Total Law Enforcement calls handled in 2017	53,379	876	Increase
Total Public Works calls handled in 2017	436	77	Increase
Total Radio Transactions	539,584	75,772	Increase
Total NCIC Transactions	109,380	27,335	Increase

Daily Averages:

9-1-1 calls	73	Radio Transactions	1,478
Administrative Calls	181	NCIC Transactions	299
Total Phone Calls	254		
EMS Calls	35		
EMA Calls	1		
Fire/Rescue Calls	12		
Police Calls	146		
Public Works Calls	1		

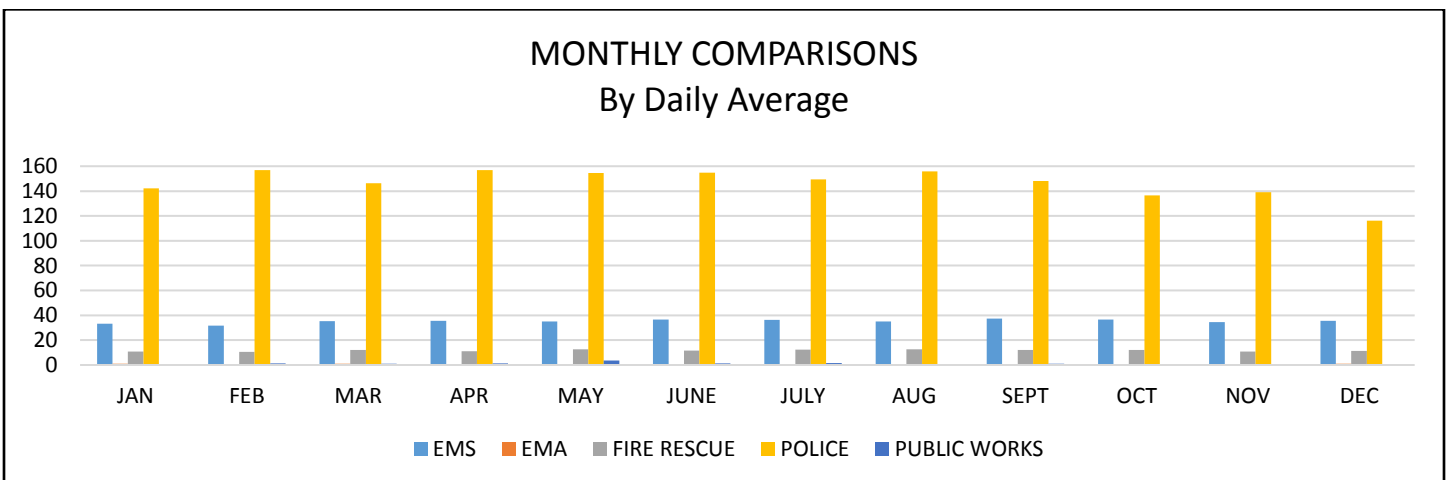
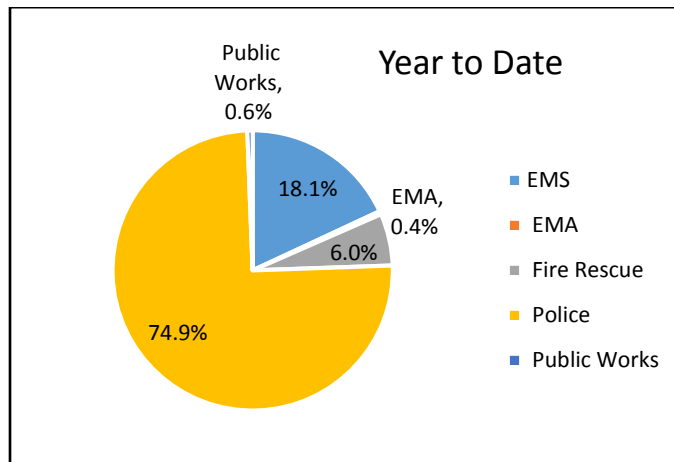
Busiest Day of the Week: Friday

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



Jefferson County Communications 2017 Communications Report

Calls for Service	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total
EMS CFS	1,027	885	1,095	1,068	1,090	1,094	1,125	1,087	1,121	1,133	1,033	1,105	12,863
EMA CFS	31	23	31	17	14	11	20	22	25	22	16	33	265
Fire & Rescue CFS	332	299	377	336	391	349	386	388	365	378	323	353	4,277
Police CFS	4,410	4,390	4,535	4,704	4,793	4,644	4,633	4,829	4,440	4,232	4,170	3,599	53,379
Public Works CFS	21	33	29	39	114	39	46	15	31	25	23	21	436
Total Calls for Service	5,821	5,630	6,067	6,164	6,402	6,137	6,210	6,341	5,982	5,790	5,565	5,111	71,220
EMS % of Total	17.6%	15.7%	18.0%	17.3%	17.0%	17.8%	18.1%	17.1%	18.7%	19.6%	18.6%	21.6%	18.1%
EMA % of Total	0.5%	0.4%	0.5%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.4%	0.3%	0.6%	0.4%
Fire & Rescue % of Total	5.7%	5.3%	6.2%	5.5%	6.1%	5.7%	6.2%	6.1%	6.1%	6.5%	5.8%	6.9%	6.0%
Police % of Total	75.8%	78.0%	74.7%	76.3%	74.9%	75.7%	74.6%	76.2%	74.2%	73.1%	74.9%	70.4%	74.9%
Public Works % of Total	0.4%	0.6%	0.5%	0.6%	1.8%	0.6%	0.7%	0.2%	0.5%	0.4%	0.4%	0.4%	0.6%
Avg. Daily EMS	33	32	35	36	35	36	36	35	37	37	34	36	35
Avg. Daily EMA	1.0	1	1	1	0	0.4	1	1	1	1	0.5	1	1
Avg. Daily Fire & Rescue	11	11	12	11	13	12	12	13	12	12	11	11	12
Avg. Daily Police	142	157	146	157	155	155	149	156	148	137	139	116	146
Avg Daily Public Works	1	1	1	1	4	1	1	0	1	1	1	1	1
Avg. Daily Total	188	201	196	205	207	205	200	205	199	187	186	165	195
9-1-1 Calls	1,994	1,765	2,042	2,376	2,750	2,398	2,460	2,335	2,100	2,239	2,161	1,988	26,608
Avg. Daily 9-1-1	64	63	66	79	89	80	79	75	70	72	72	64	73
Admin Calls	5,289	4,722	5,380	5,401	5,727	5,454	5,593	5,586	5,676	5,753	5,809	5,533	65,923
Avg. Admin Calls	171	169	174	180	185	182	180	180	189	186	194	178	181
Total Calls	7,283	6,487	7,422	7,777	8,477	7,852	8,053	7,921	7,776	7,992	7,970	7,521	92,531
Avg. Total Calls	235	232	239	259	273	262	260	256	259	258	266	243	254

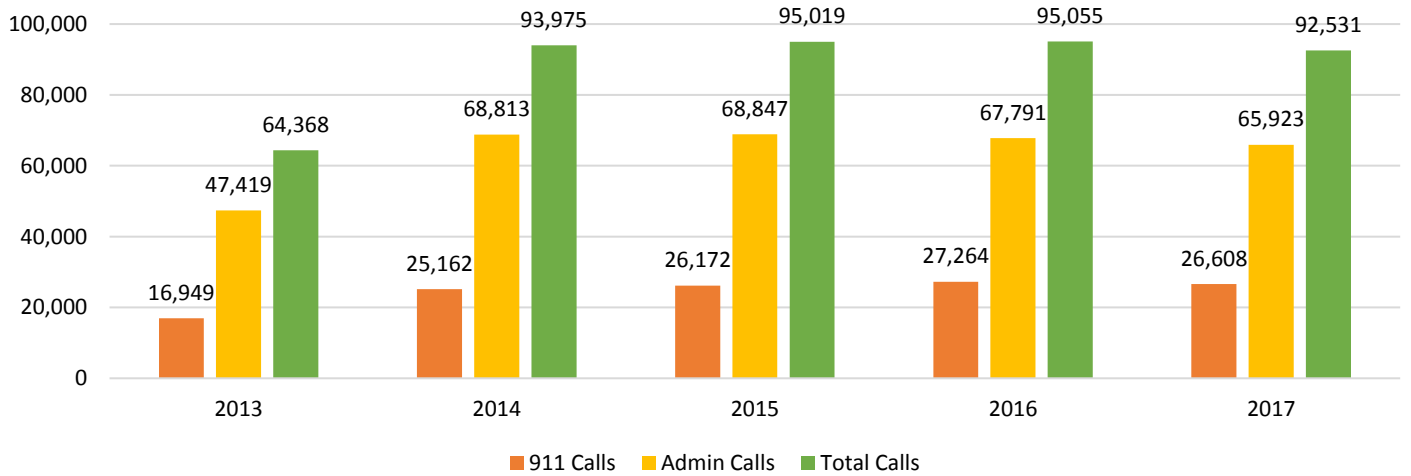




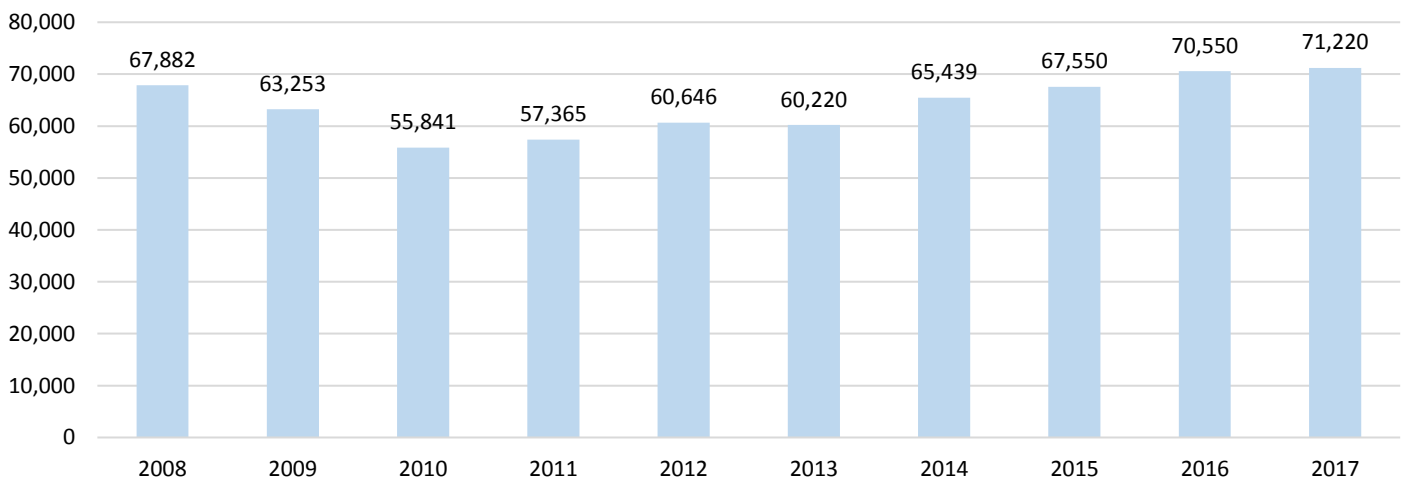
Jefferson County Communications Annual Comparisons

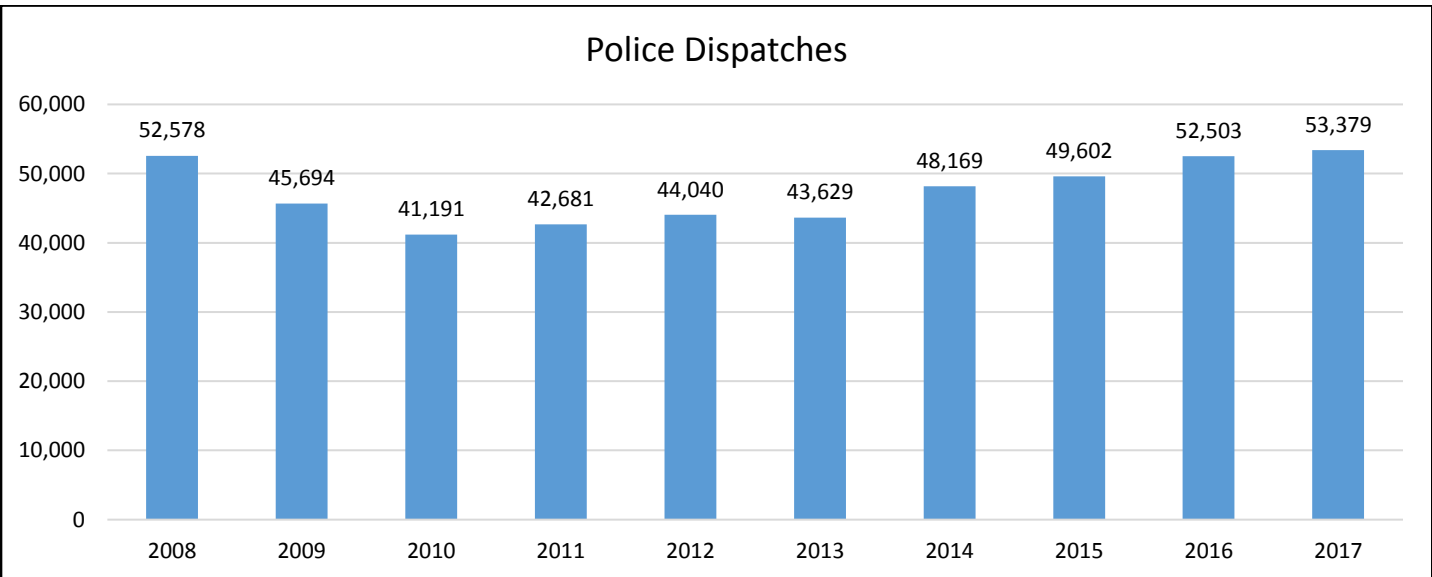
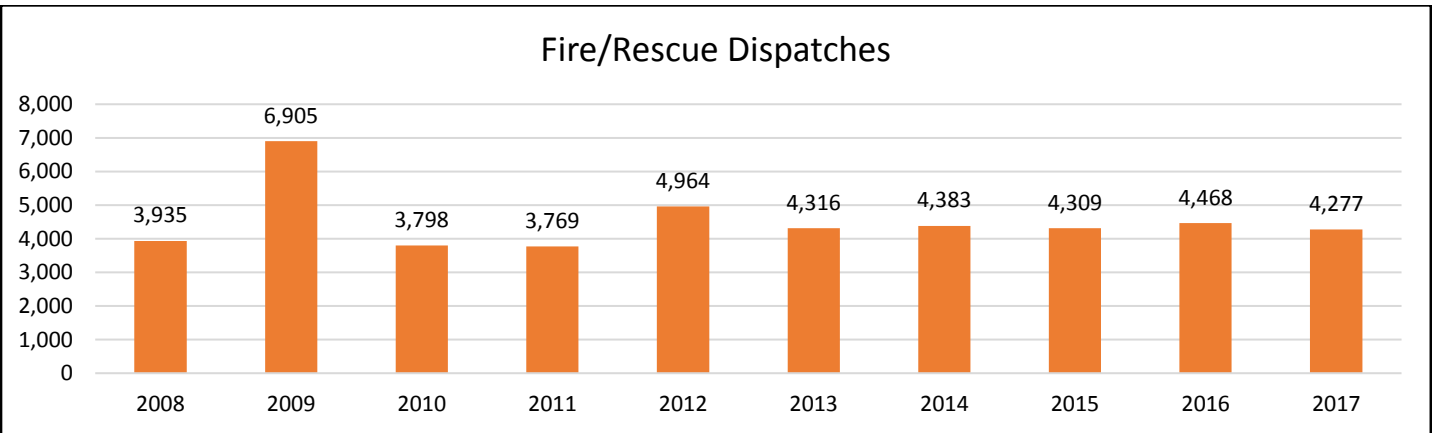
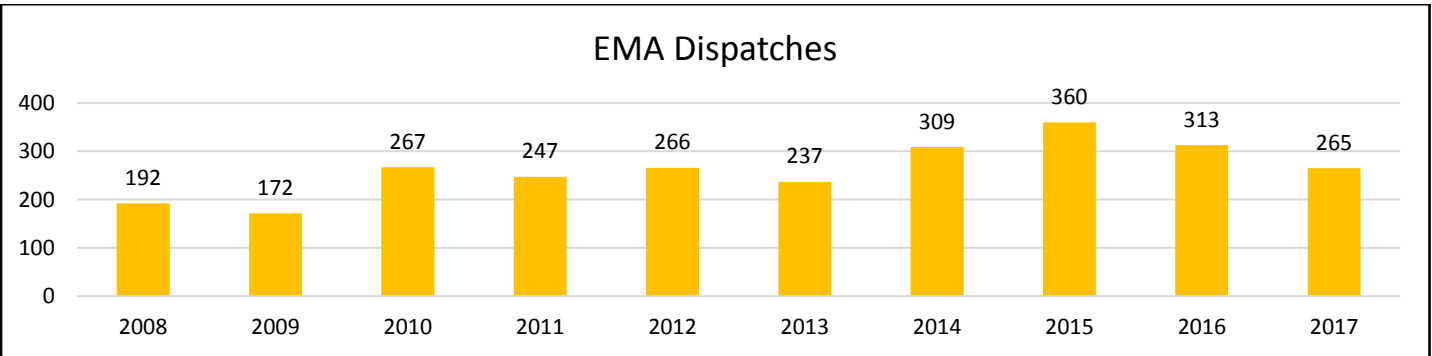
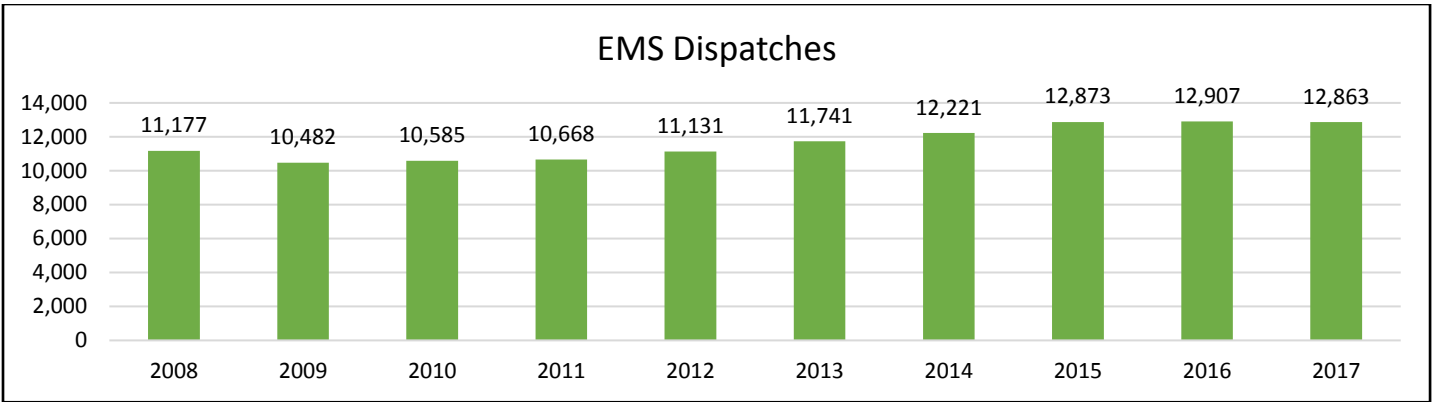
Year	EMS	EMA	Fire & Rescue	Police	Public Works	Total CFS	911 Calls	Admin Calls	Total Calls	EMS % Change	EMA % Change	Fire & Rescue % Change	Police % Change	Public Works % Change	Total CFS % Change	911 Calls % Change	Admin Calls % Change	Total Calls % Change
2005	10,346	116	4,496	50,237		65,195												
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%

Phone Calls Processed

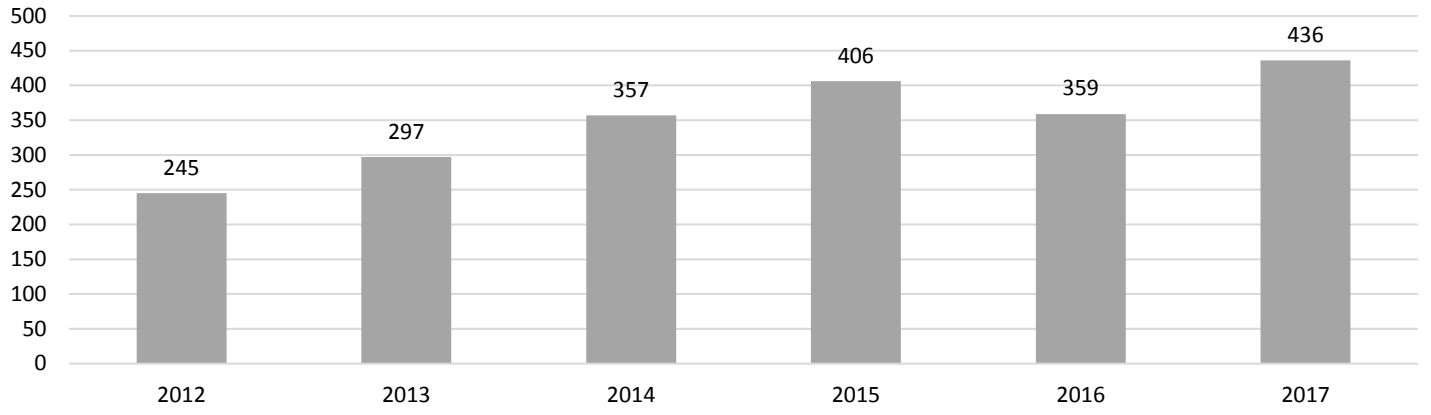


Total Dispatches





Public Works Dispatches





Jefferson County Communications

2017 Day of the Week Time of Day Call for Service Statistics

Time of Day	
0:00	2215
1:00	1836
2:00	1727
3:00	1569
4:00	1270
5:00	1141
6:00	1300
7:00	2813
8:00	2739
9:00	3241
10:00	3447
11:00	3715
12:00	3339
13:00	3567
14:00	4349
15:00	4201
16:00	4053
17:00	3382
18:00	3326
19:00	3878
20:00	3911
21:00	3726
22:00	3421
23:00	2915

Day of the Week						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8,240	10,353	10,499	10,750	10,893	11,036	9,310



Jefferson County Communications 2017 - Incident Types

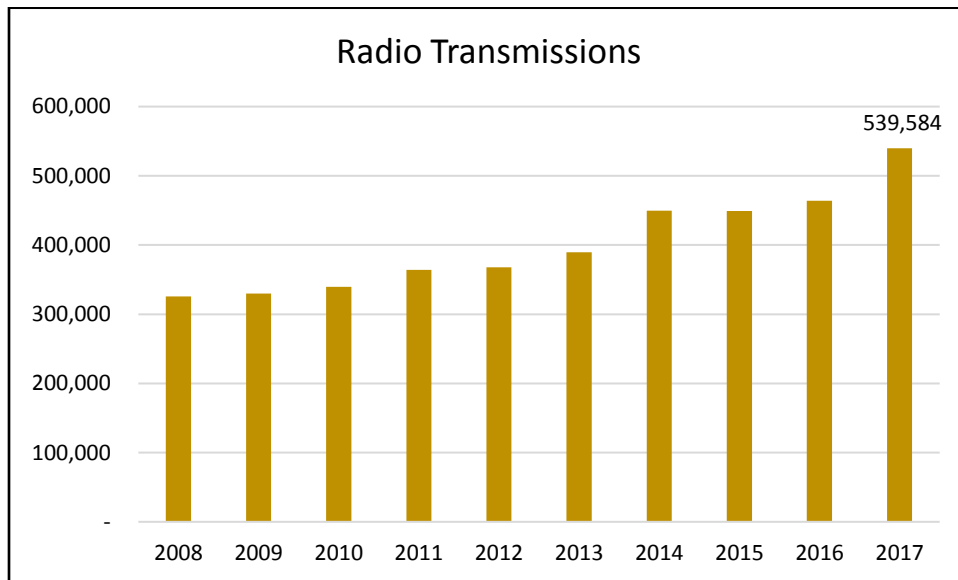
Call Type	Count	Call Type	Count	Call Type	Count
911 Open Line Hang Up Misdial	4522	Fire Explosion	2	Road Hazard	899
Abdominal Pain	178	Fire Inspection	189	Robbery	11
Aircraft High Jacking	0	Fire Mutual Aid	15	Scheduled Patient Transport	1772
Aircraft Incident	0	Fire Other	79	Seizures	199
Alarm	1858	Fire Prevention	12	Shooting	15
Alarm Carbon Monoxide	4	Fire Residential Structure	82	Shoplifter	96
Alarm Medical Alert	116	Fire Smoke Investigation	81	Sick Person	1019
Allergic Reaction	40	Fire Vehicle	74	Stabbing	8
Amputations	0	Follow up Investigation	435	Stalking	0
Animal Bites or Attacks	44	Forgery	6	Stolen Vehicle	123
Animal Complaint	2326	Fraud	166	Stroke	172
Assault	182	Gas Odor or Leak	35	Suicidal Caller	150
Back Pain	80	Gas Spill Fluids	12	Suspicious Package	17
Bleeding Controlled	46	Harassment	284	Suspicious Person or Vehicle	3912
Bleeding Non Controlled	93	Hazmat Incident	4	SW Warrant Service	4470
BOLO Be on Lookout	321	Head Injury	137	SZ School Zone	1929
Bomb Threat	1	Headache	21	Theft	754
Breathing Problems	973	Heat Emergencies	5	Traffic Enforcement	426
Burglary Business	38	Hit and Run No-Injuries	243	Traffic Problem	75
Burglary Residence	285	Hit and Run Injuries	6	Traffic Stop	9966
Burglary Vehicle	69	Identity Theft	21	Trauma	143
Burns	5	Indecent Exposure	5	Trespass	86
Call by Phone	2198	Industrial or Machine Accident	1	Unconscious or Unresponsive	293
Carbon Monoxide Inhalation	0	Investigation	3209	Unknown Medical Problem	81
Cardiac Arrest	120	Juvenile Problem	155	Vandalism	271
Change in Mental Status	331	Kidnapping	0	Welfare Check	696
Check Point	0	Lifting Assistance	678		
Chest Pain or Heart Problems	662	LZ Helicopter Landing Zone	126		
Child Birth	16	Missing Person	86		
Child Exploitation	1	Motorist Assist	1555		
Choking	19	MVC Injury Motor Vehicle Crash	533		
Cold Emergencies	0	MVC Non Injury Motor Vehicle Cr	1890		
Convalescent Transport	4009	Narcotics Investigation	110		
Death Investigation	60	Nausea Vomiting	227		
Deliver Message	164	Officer Initiated	974		
Diabetic Problems	191	Order of Protection	175		
Disturbance	1863	Overdose Poisoning	64		
Disturbed Person	51	Property Check	3201		
Domestic Disturbance	690	Property Lost or Found	69		
Drowning	5	Prowler	53		
Drowning Pool	0	Public Assist	195		
Electrocution or Lightning	0	Pursuit	46		
Erroneous Entry	270	Reckless Driver	2164		
Escapee Prisoner	2	Rescue Boating Assist	27		
Escort	1044	Rescue Confined Spaces	0		
Eye Injury or Problems	2	Rescue Elevator Rescue	3		
Fainting	67	Rescue High Angle Rescue	0		
Falls	445	Rescue Search	15		
Fingerprinting	50	Rescue Standby	144		
Fire Alarm Commercial	229	Rescue Structure Collapse	4		
Fire Alarm Residential	184	Rescue Submerged or Sinking Vehi	1		
Fire Brush Grass Forest	154	Rescue Trench Collapse	0		
Fire Chimney Fire	2	Rescue Water	2		
Fire Commercial Structure	22	Road Closure	20		



Jefferson County Communications Radio Transmission

2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
301,298	307,965	314,265	325,689	329,658	339,653	364,052	367,730	389,465	449,441	449,021	463,812	539,584

Year		% Change
2005	301,298	
2006	307,965	2.2%
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%

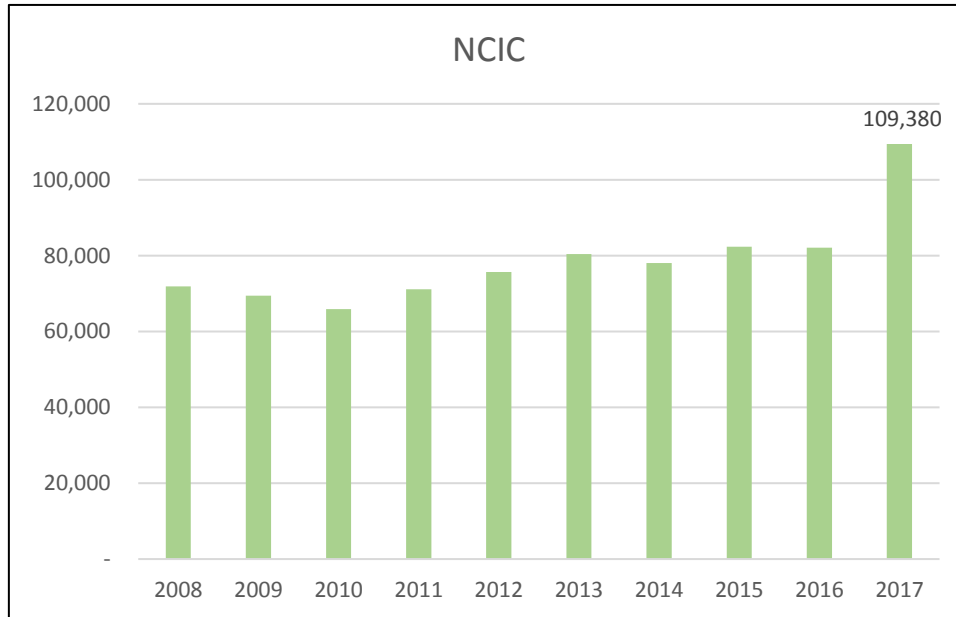




Jefferson County Communications NCIC Transactions

2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
61,997	69,415	70,989	71,902	69,415	65,919	71,138	75,648	80,417	78,034	82,323	82,045	109,380

Year		% Change
2005	61,997	
2006	69,415	12.0%
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%





Jefferson County Communications Mapping and Addressing

2012	2013	2014	2015	2016	2017
148	228	195	275	328	301

Year		% Change
2012	148	
2013	228	54.1%
2014	195	-14.5%
2015	275	41.0%
2016	328	19.3%
2017	301	-8.2%

