

Jefferson County 911 Communications



Annual Report
2018

JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2018

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 2018 (EMA, EMA, Fire/Rescue, Police, Public Works)	69,484	1,736	Decrease
Total 9-1-1 calls handled in 2018	26,925	317	Increase
Total Administrative calls handled in 2018	68,751	2,828	Increase
Total EMS calls for 2018	14,273	1,410	Increase
Total EMA calls for 2018	298	33	Increase
Total Fire/Rescue calls for 2018	4,756	479	Increase
Total Law Enforcement calls handled in 2018	46,698	6,681	Decrease
Total Public Works calls handled in 2018	459	23	Increase
Total Radio Transactions	640,657	101,073	Increase
Total NCIC Transactions	107,598	1,782	Decrease

Daily Averages:

9-1-1 calls	74	Radio Transactions	1,755
Administrative Calls	188	NCIC Transactions	294
Total Phone Calls	262		
EMS Calls	39		
EMA Calls	1		
Fire/Rescue Calls	13		
Police Calls	136		
Public Works Calls	1		

Busiest Day of the Week: Friday

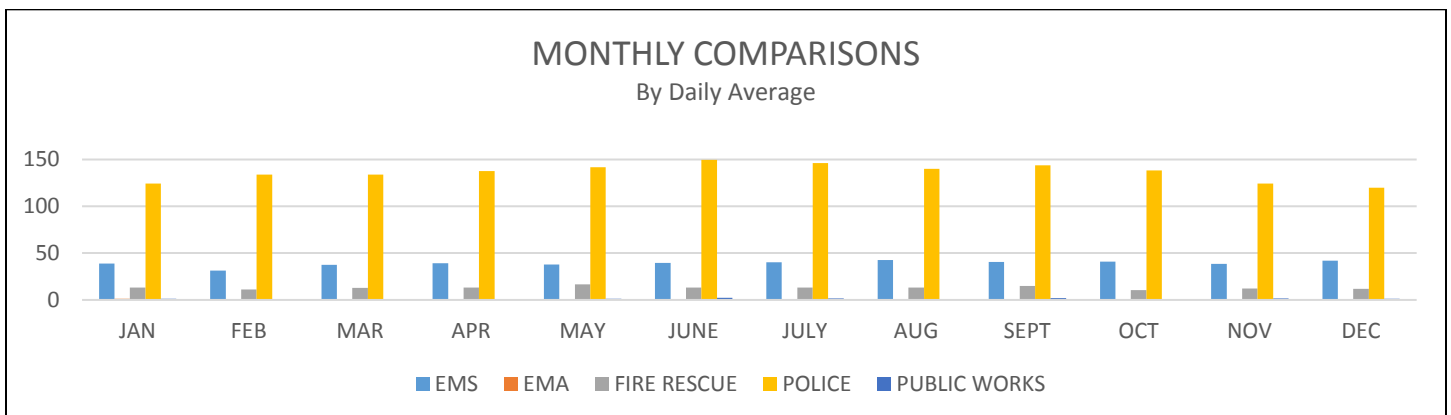
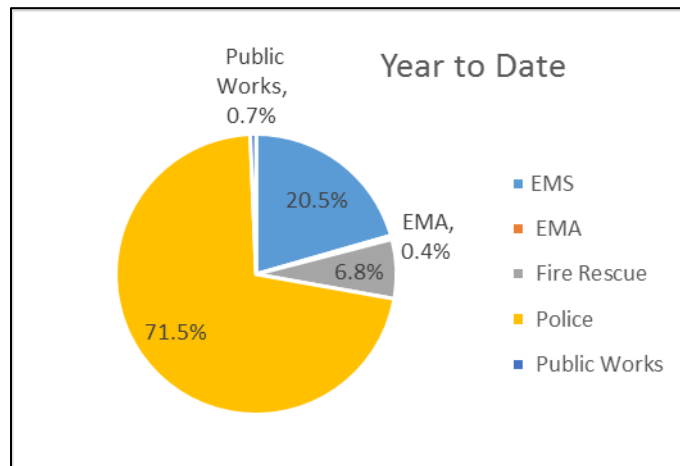
Busiest Hour of the Day: 15:00-15:59



Jefferson County Communications

2018 Communications Report

Calls for Service	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total
EMS CFS	1,200	873	1,164	1,176	1,178	1,184	1,244	1,320	1,214	1,266	1,159	1,295	14,273
EMA CFS	42	12	26	29	30	25	23	25	25	18	22	21	298
Fire & Rescue CFS	409	314	400	396	517	398	411	405	444	321	371	370	4,756
Police CFS	3,853	3,745	4,150	4,130	4,399	4,491	4,536	4,343	4,315	4,291	3,730	3,715	49,698
Public Works CFS	34	29	27	23	34	65	50	31	60	26	45	35	459
Total Calls for Service	5,538	4,973	5,767	5,754	6,158	6,163	6,264	6,124	6,058	5,922	5,327	5,436	69,484
EMS % of Total	21.7%	17.6%	20.2%	20.4%	19.1%	19.2%	19.9%	21.6%	20.0%	21.4%	21.8%	23.8%	20.5%
EMA % of Total	0.8%	0.2%	0.5%	0.5%	0.5%	0.4%	0.4%	0.4%	0.4%	0.3%	0.4%	0.4%	0.4%
Fire & Rescue % of Total	7.4%	6.3%	6.9%	6.9%	8.4%	6.5%	6.6%	6.6%	7.3%	5.4%	7.0%	6.8%	6.8%
Police % of Total	69.6%	75.3%	72.0%	71.8%	71.4%	72.9%	72.4%	70.9%	71.2%	72.5%	70.0%	68.3%	71.5%
Public Works % of Total	0.6%	0.6%	0.5%	0.4%	0.6%	1.1%	0.8%	0.5%	1.0%	0.4%	0.8%	0.6%	0.7%
Avg. Daily EMS	39	31	38	39	38	39	40	43	40	41	39	42	39
Avg. Daily EMA	1.4	0	1	1	1	0.8	1	1	1	1	0.7	1	1
Avg. Daily Fire & Rescue	13	11	13	13	17	13	13	13	15	10	12	12	13
Avg. Daily Police	124	134	134	138	142	150	146	140	144	138	124	120	136
Avg Daily Public Works	1	1	1	1	1	2	2	1	2	1	2	1	1
Avg. Daily Total	179	178	186	192	199	205	202	198	202	191	178	175	190
9-1-1 Calls	2,003	1,899	2,252	2,166	2,513	2,464	2,574	2,367	2,284	2,216	2,087	2,100	26,925
Avg. Daily 9-1-1	65	68	73	72	81	82	83	76	76	71	70	68	74
Admin Calls	5,636	5,143	6,117	5,907	6,344	5,994	6,618	5,782	5,507	5,388	4,994	5,321	68,751
Avg. Admin Calls	182	184	197	197	205	200	213	187	184	174	166	172	188
Total Calls	7,639	7,042	8,369	8,073	8,857	8,458	9,192	8,149	7,791	7,604	7,081	7,421	95,676
Avg. Total Calls	246	252	270	269	286	282	297	263	260	245	236	239	262



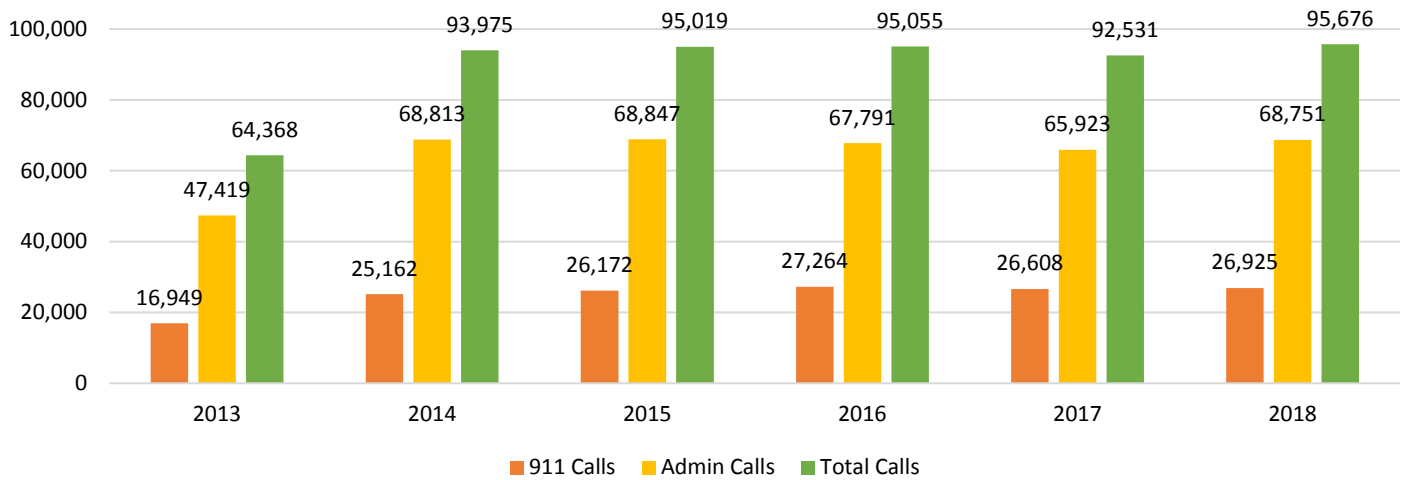


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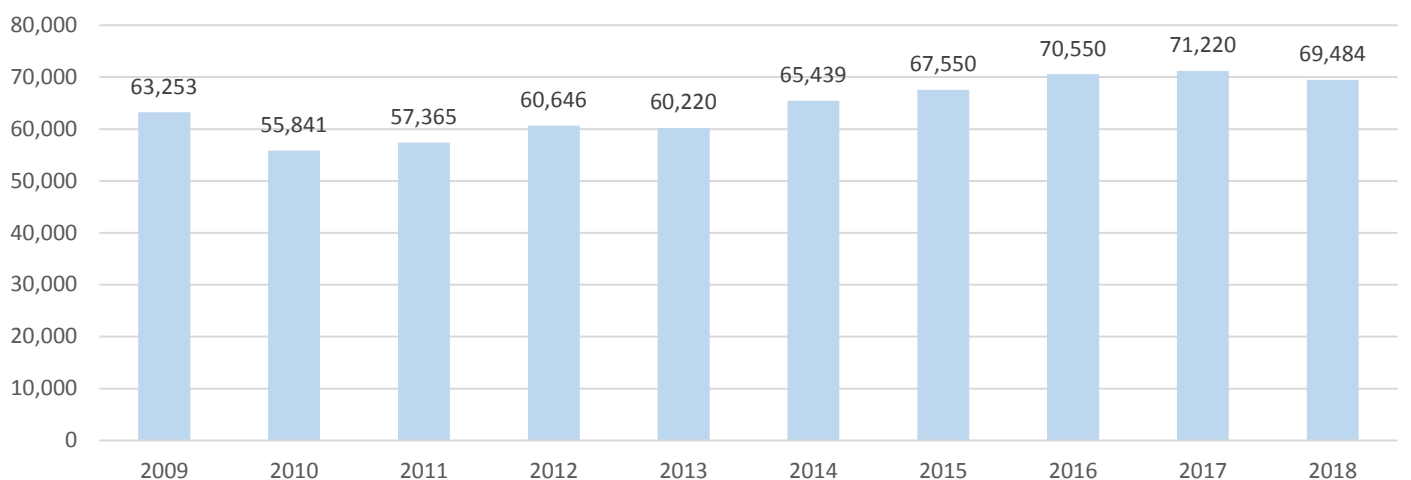
Annual Comparisons

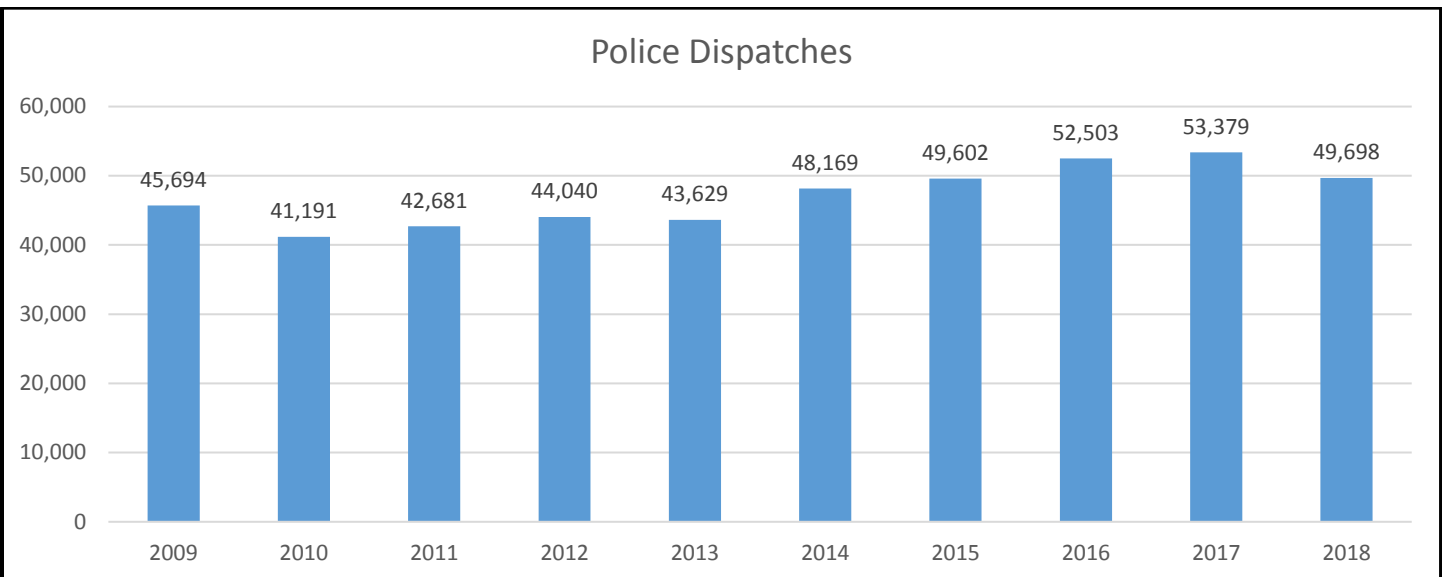
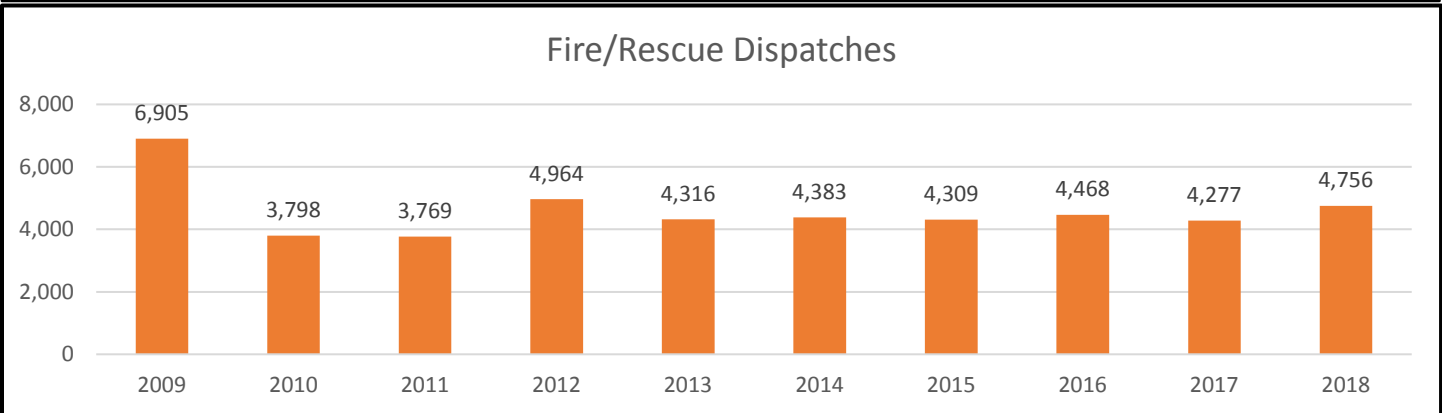
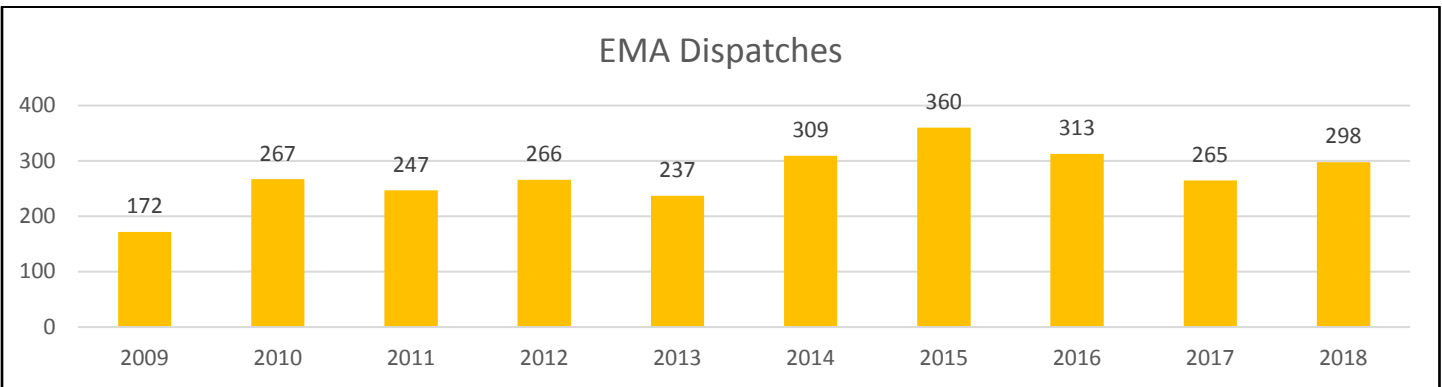
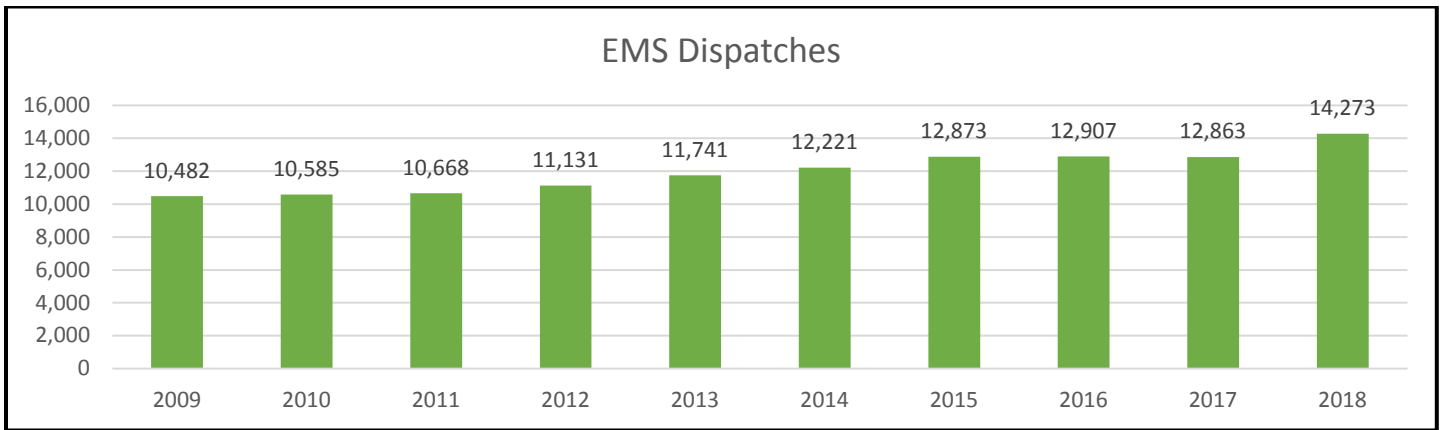
Year	EMS	EMA	Fire & Rescue	Police	Public Works	Total CFS	911 Calls	Admin Calls	Total Calls	EMS % Change	EMA % Change	Fire & Rescue % Change	Police % Change	Public Works % Change	Total CFS % Change	911 Calls % Change	Admin Calls % Change	Total Calls % Change
2005	10,346	116	4,496	50,237		65,195						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

Phone Calls Processed

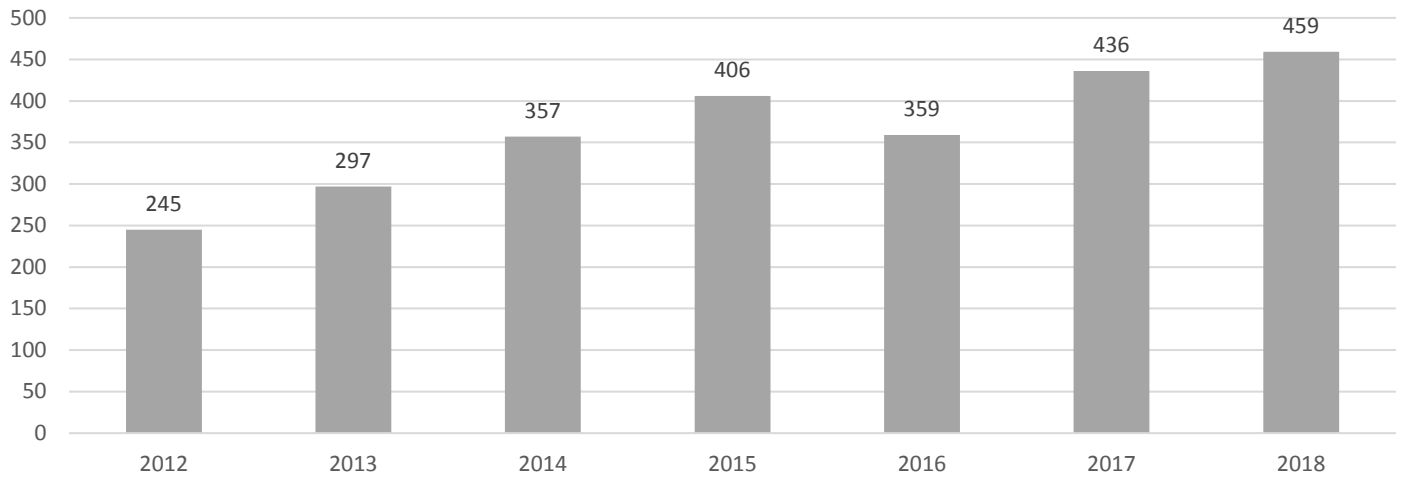


Total Dispatches





Public Works Dispatches





Jefferson County Communications

2018 Day of the Week Time of Day Call for Service Statistics

Time of Day	
0:00	2054
1:00	1617
2:00	1435
3:00	1245
4:00	1190
5:00	1049
6:00	1475
7:00	3195
8:00	2582
9:00	3045
10:00	3401
11:00	3630
12:00	3436
13:00	3773
14:00	4628
15:00	4642
16:00	3941
17:00	3809
18:00	3683
19:00	3588
20:00	3591
21:00	3670
22:00	3394
23:00	2687

Day of the Week						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8,046	10,556	10,271	10,578	10,746	11,142	9,423



Jefferson County Communications 2018 - Incident Types

Call Type	Count	Call Type	Count	Call Type	Count
911 Open Line Hang Up Misdial	4600	Fire Mutual Aid	25	Scheduled Patient Transport	2870
Abdominal Pain	240	Fire Other	67	Seizures	173
Aircraft High Jacking	0	Fire Prevention	5	Shooting	11
Aircraft Incident	1	Fire Public Assist	26	Shoplifter	72
Alarm	1861	Fire Smoke Investigation	63	Sick Person	1070
Alarm Carbon Monoxide	11	Fire Structure	121	Stabbing	8
Alarm Medical Alert	121	Fire Vehicle	89	Stalking	4
Allergic Reaction	33	Follow up Investigation	422	Stolen Vehicle	143
Amputations	1	Forgery	5	Stroke	198
Animal Bites or Attacks	47	Fraud	164	Suicidal Caller	12
Animal Complaint	2326	Gas Odor or Leak	29	Suspicious Package	13
Assault	174	Gas Spill Fluids	12	Suspicious Person or Vehicle	3389
Back Pain	106	Hanging	1	SW Warrant Service	2944
Bleeding Controlled	68	Harassment	263	SZ School Zone	1812
Bleeding Non Controlled	102	Hazmat Incident	7	Theft	644
BOLO Be on Lookout	179	Head Injury	133	Traffic Enforcement	422
Bomb Threat	3	Headache	30	Traffic Problem	111
Breathing Problems	1028	Heat Emergencies	10	Traffic Stop	9755
Burglary Business	35	Identity Theft	12	Trauma	66
Burglary Residence	260	Indecent Exposure	2	Trespass	76
Burglary Vehicle	46	Industrial or Machine Accident	1	TX to Another Agency	1098
Burns	4	Investigation	2963	Unconscious or Unresponsive	258
Call by Phone	2461	Juvenile Problem	160	Unknown Medical Problem	76
Carbon Monoxide Inhalation	1	Kidnapping	1	Vandalism	232
Cardiac Arrest	128	Lifting Assistance	1185	Welfare Check	799
Change in Mental Status	391	LZ Helicopter Landing Zone	122	Wildlife Incident	1
Check Point	1	Missing Person	97		
Chest Pain or Heart Problems	707	Motorist Assist	1563		
Child Birth	23	MVC Injury Motor Vehicle Crash	564		
Child Exploitation	1	MVC Non Injury Motor Vehicle Cr	2045		
Choking	26	Narcotics Investigation	326		
Cold Emergencies	0	Nausea Vomiting	218		
Convalescent Transport	3580	Officer Initiated	804		
Death Investigation	54	Order of Protection	246		
Deliver Message	131	Overdose Poisoning	84		
Diabetic Problems	146	Property Check	2254		
Disturbance	1951	Property Lost or Found	71		
Disturbed Person	93	Prowler	30		
Domestic Disturbance	610	Public Assist	19		
Drowning	6	Pursuit	49		
Drowning Pool	0	Reckless Driver	2002		
Electrocution or Lightning	0	Rescue Boating Assist	25		
Erroneous Entry	1142	Rescue Confined Spaces	2		
Escapee Prisoner	5	Rescue Elevator Rescue	2		
Escort	1013	Rescue High Angle Rescue	1		
Eye Injury or Problems	4	Rescue Search	22		
Fainting	51	Rescue Standby	115		
Falls	512	Rescue Structure Collapse	5		
Fingerprinting	60	Rescue Submerged or Sinking Vehi	2		
Fire Alarm	408	Rescue Trench Collapse	0		
Fire Brush Grass Forest	144	Rescue Water	13		
Fire EMS Assist	268	Road Closure	54		
Fire Commercial Structure	22	Road Hazard	849		
Fire Inspection	250	Robbery	12		

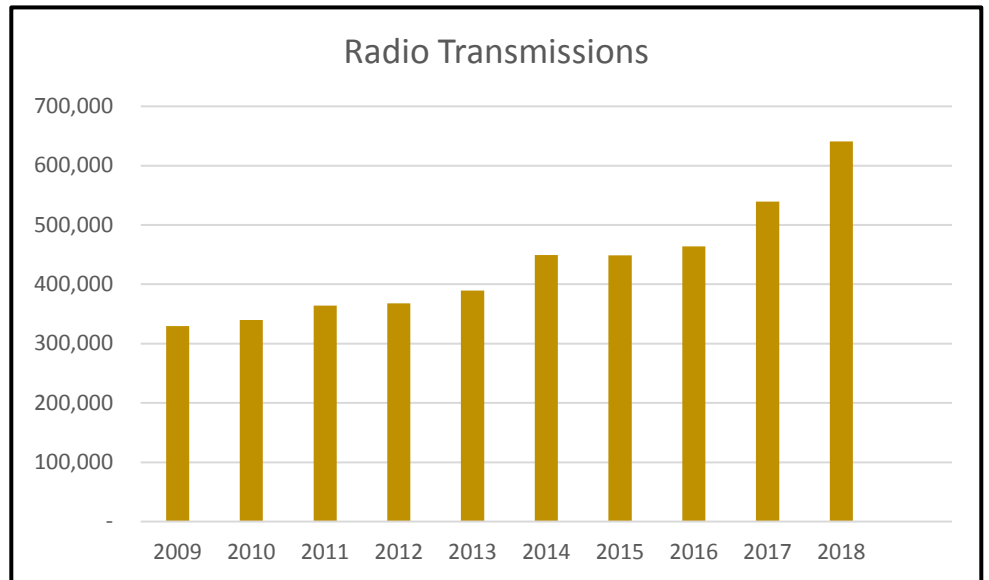


Jefferson County Communications

2018 Radio Transmission

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
307,965	314,265	325,689	329,658	339,653	364,052	367,730	389,465	449,441	449,021	463,812	539,584	640,657

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%
2018	640,657	18.7%



<u>Channel</u>	<u>Total</u>
EMS	141,551
Event	10,524
Fire Bays	30,075
Fire English	31,833
ISO Alarm	156
JCFD Primary	21,662
JCFD 2	162
JCPD Primary	112,035
JCPD 2	6,620
JCFD UHF	265
JCPD UHF	433
JMH	559
Law Bays	224,483
Law English	569
TEMA 800	1,861
White Pine FD	15,597
White Pine PD	42,272

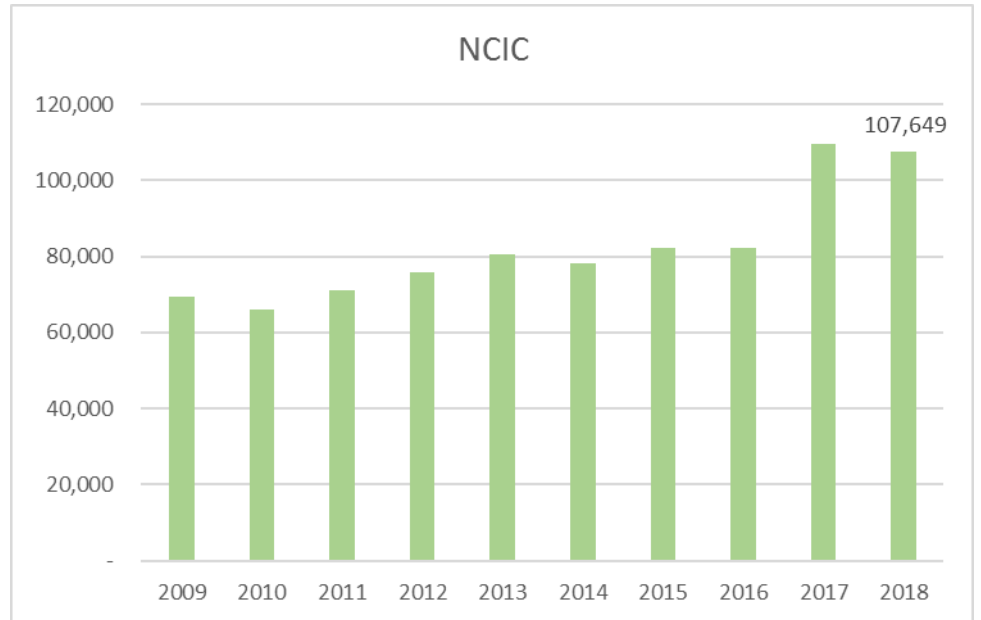
640,657



Jefferson County Communications 2018 - NCIC Transactions

2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
69,415	70,989	71,902	69,415	65,919	71,138	75,648	80,417	78,034	82,323	82,045	109,380	107,649

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%
2018	107,649	-1.6%



Carson Newman Security	107
Circuit Court	10
Tennessee Wildlife	59
Sheriff's Office	68,701
Jefferson City PD	29,629
White Pine PD	5,325
Dandridge PD	2,160
New Market PD	1,495
Baneberry PD	8
Jefferson City Housing	150
Highway Patrol	5
	107,649



Jefferson County Communications

2018 Mapping and Addressing

2012	2013	2014	2015	2016	2017	2018
148	228	195	275	328	301	366

Year		% Change
2012	148	
2013	228	54.1%
2014	195	-14.5%
2015	275	41.0%
2016	328	19.3%
2017	301	-8.2%
2018	366	21.6%

