

Jefferson County 911 Communications



Annual Report

2021

JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2021

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 2021 (EMA, EMA, Fire/Rescue, Police, Public Works)	68,879	6,314	Increase	10.1%
Total 9-1-1 calls handled in 2021	28,526	1,441	Increase	5.3%
Total Administrative calls handled in 2021	111,273	3,919	Increase	3.7%
Total EMS calls for 2021	14,210	1,357	Increase	10.6%
Total EMA calls for 2021	358	105	Increase	41.5%
Total Fire/Rescue calls for 2021	5,042	594	Increase	13.4%
Total Law Enforcement calls handled in 2021	45,381	3,219	Increase	7.6%
911 Transfer Calls	1,949	127	Decrease	(6.1%)
Total Radio Transactions	680,572	15,472	Increase	2.36%
Total NCIC Transactions	110,978	22,388	Increase	25.3%

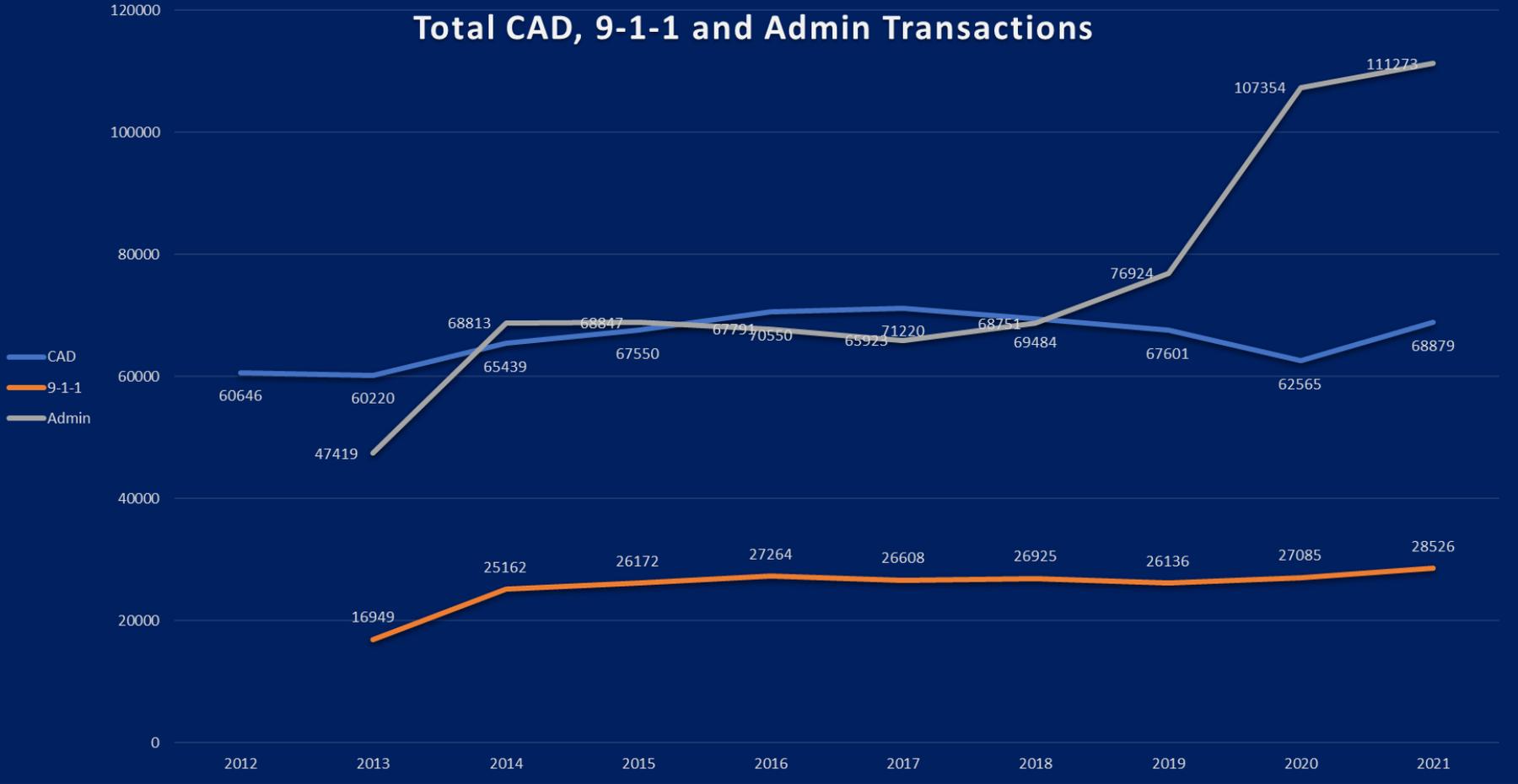
Daily Averages

➤ 9-1-1 calls	78
➤ Administrative Calls	305
➤ <u>Total Phone Calls</u>	383
➤ EMS Calls	39
➤ EMA Calls	1
➤ Fire/Rescue Calls	14
➤ Police Calls	124
➤ 911 Transfer Calls	5
➤ Radio Transactions	1,864
➤ NCIC Transactions	304

Busiest Day of the Week: Friday

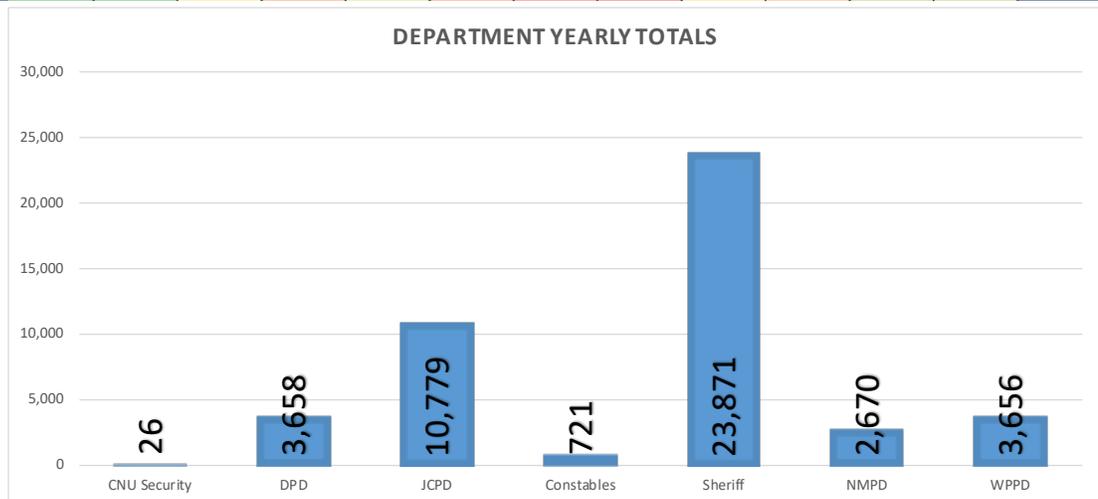
Busiest Hour of the Day: 1500-1559

Total CAD, 9-1-1 and Admin Transactions



Jefferson County 9-1-1 Emergency Communications Calls Processed													2021
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	
Emergency (911)	2,035	1,826	2,250	2,306	2,598	2,573	2,808	2,768	2,478	2,314	2,255	2,315	28,526
ADMIN	8,322	7,847	9,342	9,107	9,655	10,044	10,465	10,376	9,417	9,151	8,689	8,858	111,273
Totals													140,051
Text-2-911	3	5	7	6	1	7	5	3	3	36	64	112	252

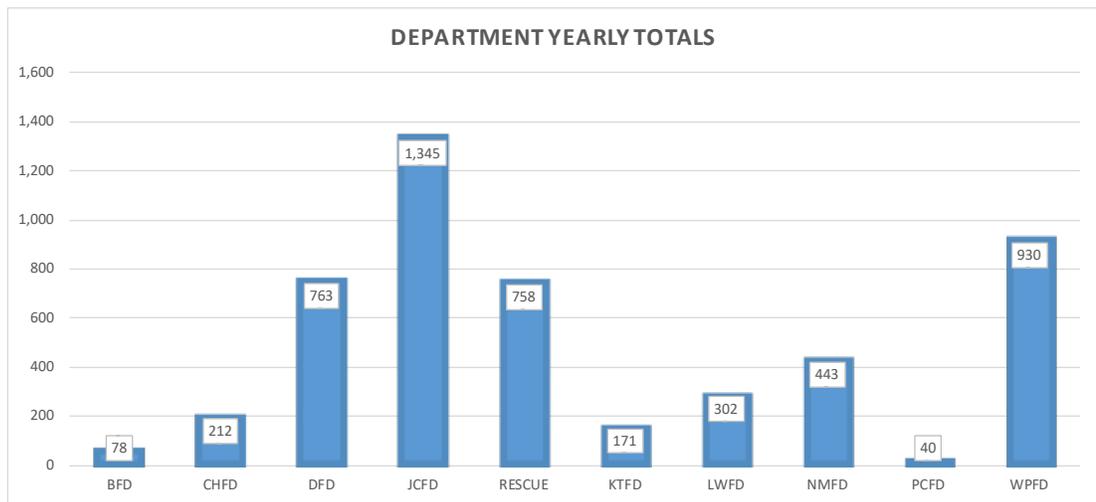
Jefferson County 9-1-1 Emergency Communications Calls For Service BY DEPARTMENT/MONTH - LAW ENFORCEMENT													2021
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	
CNU Security	3	2	4	2	0	1	3	2	2	5	2	0	26
DPD	229	295	375	331	281	262	354	349	341	280	286	275	3,658
JCPD	671	722	1,133	1,188	862	829	912	1,027	922	922	797	794	10,779
Constables	63	59	109	82	66	86	47	50	38	51	39	31	721
Sheriff	1,578	1,503	1,787	1,945	1,967	2,297	2,320	2,209	2,098	2,196	1,970	2,001	23,871
NMPD	190	153	198	204	314	354	298	261	227	236	118	117	2,670
WPPD	250	253	294	349	294	285	278	348	319	343	300	343	3,656
	2,984	2,987	3,900	4,101	3,784	4,114	4,212	4,246	3,947	4,033	3,512	3,561	45,381



Jefferson County 9-1-1 Emergency Communications
 Calls For Service BY DEPARTMENT/MONTH - Fire Rescue and EMA/EMS

2021

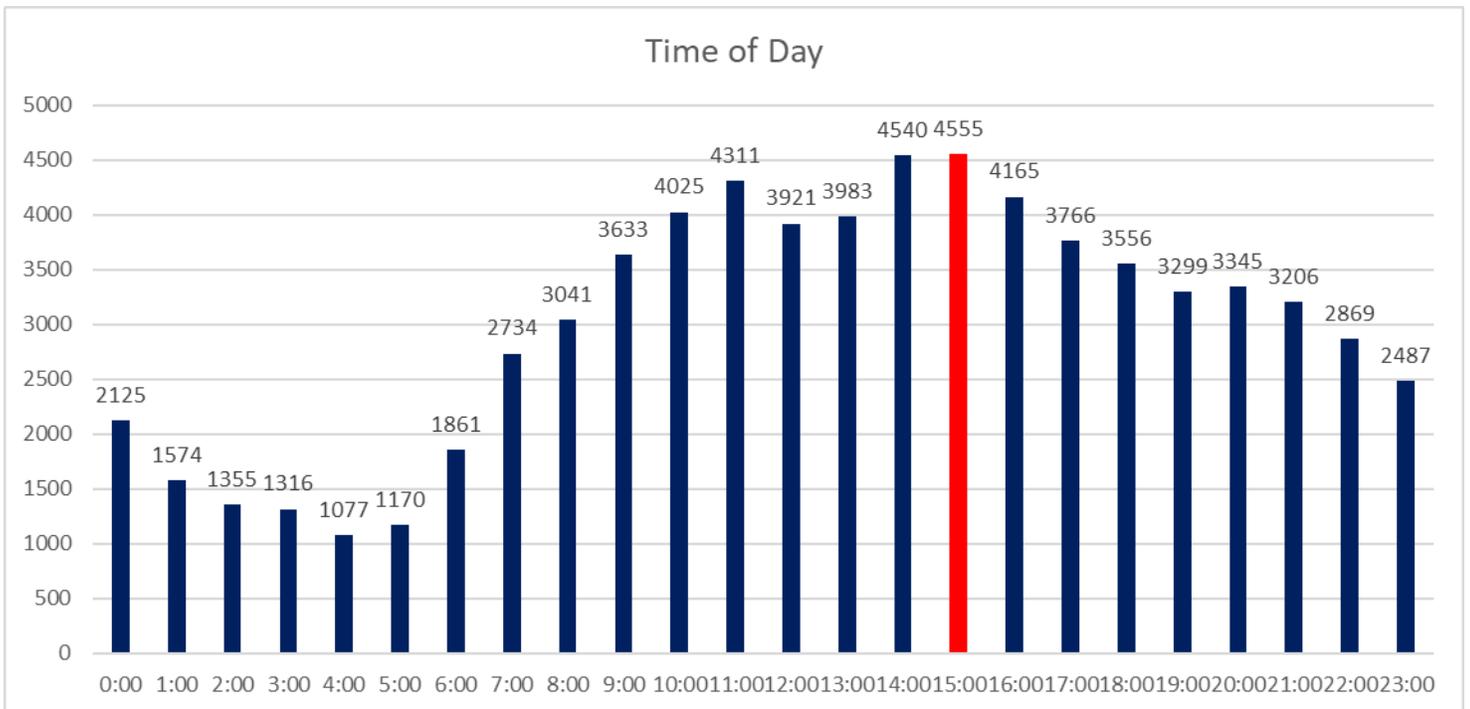
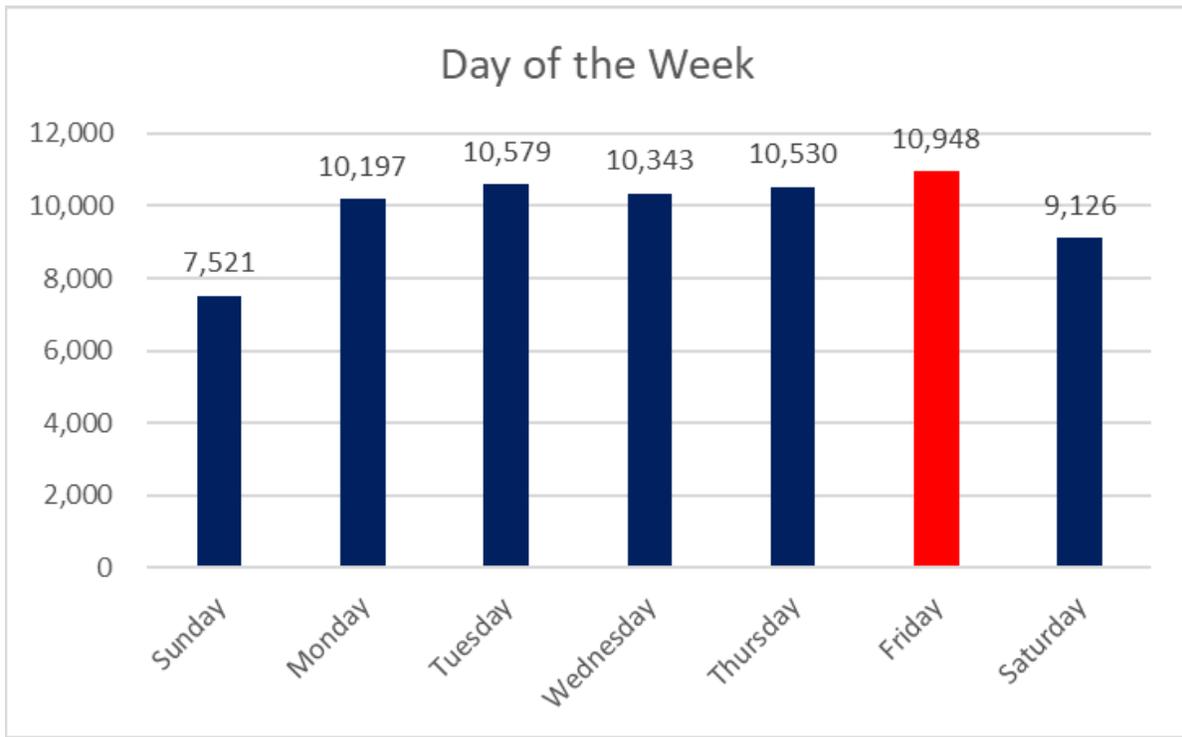
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	
BFD	5	7	8	9	12	10	5	5	5	4	4	4	78
CHFD	16	11	20	23	25	13	18	20	27	19	10	10	212
DFD	40	36	62	73	82	69	79	68	62	62	66	64	763
JCFD	118	90	83	111	116	111	116	124	113	106	113	144	1,345
RESCUE	48	40	63	66	67	76	63	77	73	67	65	53	758
KTFD	12	17	15	16	20	11	6	10	9	18	15	22	171
LWFD	28	22	23	22	19	17	26	29	28	36	23	29	302
NMFD	23	21	39	31	38	47	27	51	29	35	51	51	443
PCFD	2	0	3	2	3	1	3	2	8	6	5	5	40
WPFD	67	66	66	86	90	81	59	75	94	88	77	81	930
EMA	26	21	22	19	40	23	24	35	39	42	34	33	358
EMS	1,138	1,026	1,130	1,134	1,221	1,054	1,203	1,265	1,311	1,280	1,180	1,268	14,210
	1,523	1,357	1,534	1,592	1,733	1,513	1,629	1,761	1,798	1,763	1,643	1,764	19,610



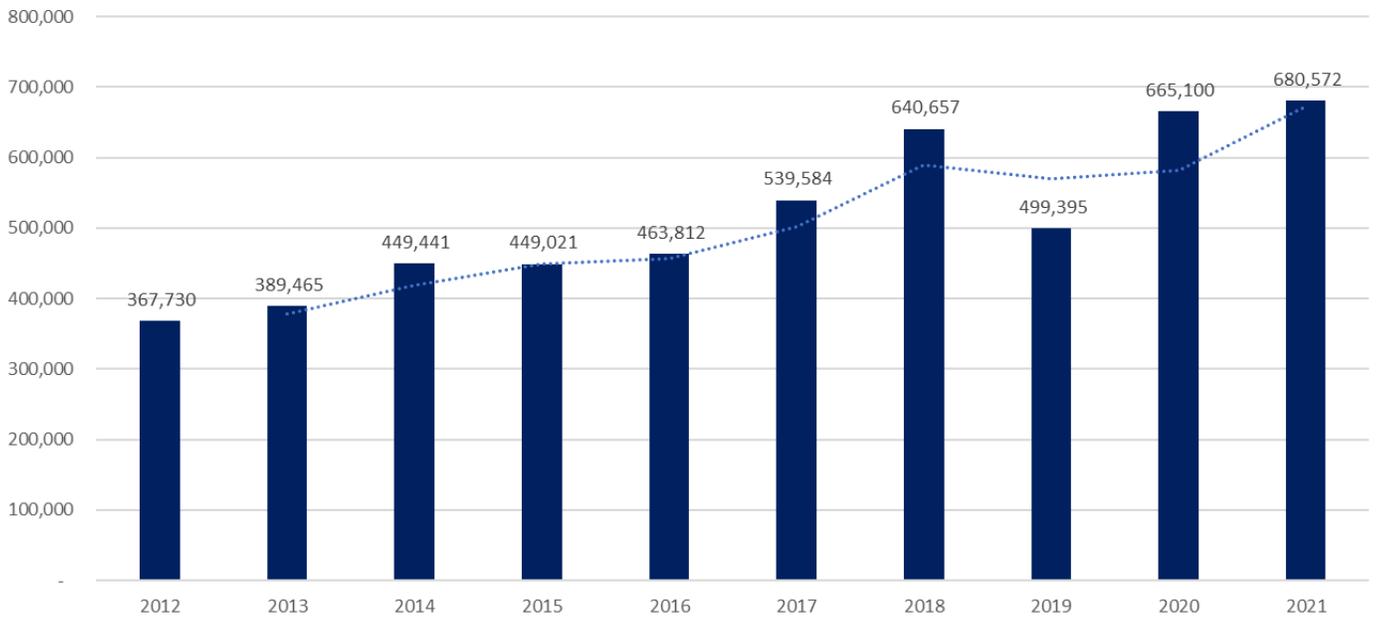


Jefferson County Communications 2021 - Incident Types

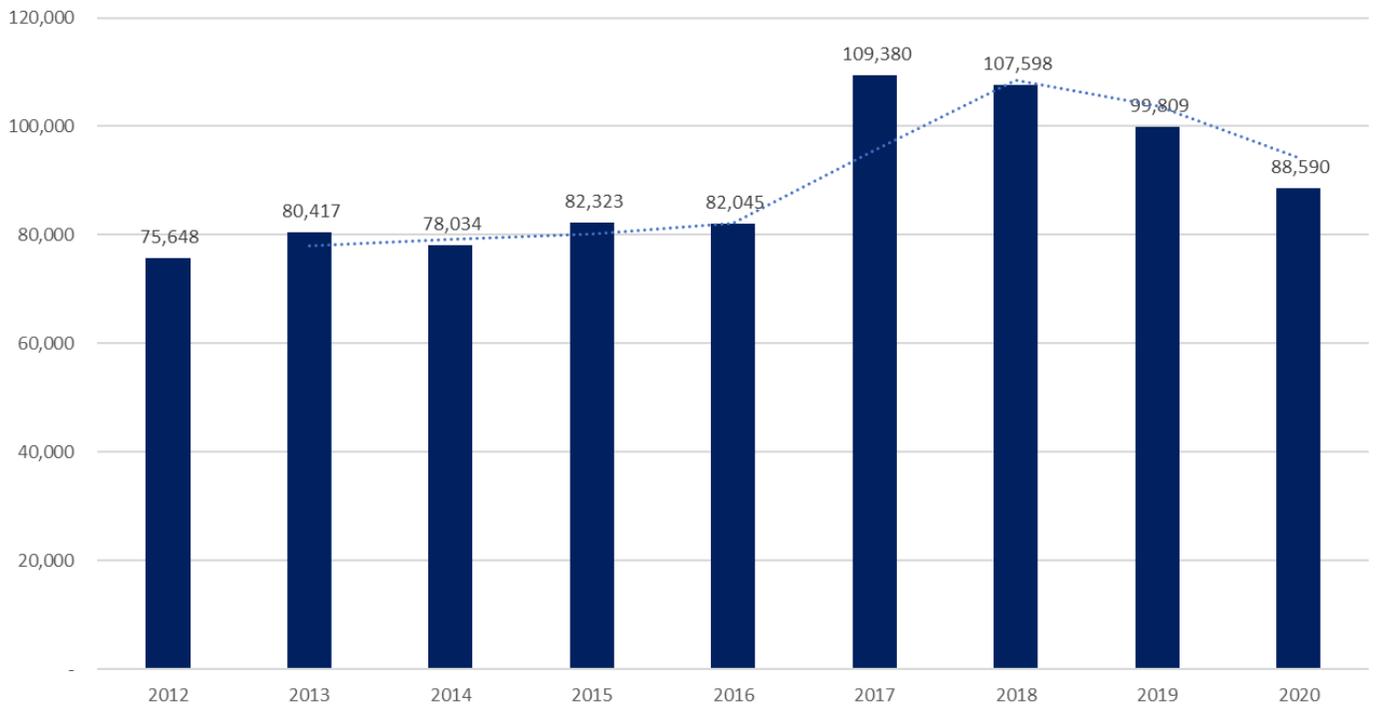
Call Type	Count	Call Type	Count	Call Type	Count
911 Open Line Hang Up Misdial	7102	Fire Vehicle	87	Suspicious Person or Vehicle	3057
Abdominal Pain	212	Follow up Investigation	380	SW Warrant Service	2014
Alarm	1706	Forgery-Fraud	96	SZ School Zone	1357
Alarm Carbon Monoxide	2	Gas Odor or Leak	48	Theft	395
Alarm Medical Alert	134	Gas Spill Fluids	14	Traffic Enforcement	370
Alarm Testing	112	Harassment	126	Traffic Problem	123
Allergic Reaction	64	Hazmat Incident	2	Traffic Stop	7907
Animal Bites or Attacks	32	Head Injury	173	Trauma	71
Animal Complaint	3155	Headache	26	Trespass	75
Assault	105	Heat Emergencies	7	Trouble Ticket	2
Back Pain	108	Identity Theft	15	TX to Another Agency	2295
Bleeding Controlled	62	Indecent Exposure	8	Unconscious or Unresponsive	295
Bleeding Non Controlled	160	Investigation	2734	Unknown Medical Problem	100
Boat Crash	3	Juvenile Problem	151	Vandalism	201
BOLO Be on Lookout	890	Kidnapping	1	Welfare Check	1132
Breathing Problems	1206	Lifting Assistance	556	Wildlife Incident	116
Burglary Business	31	LZ Helicopter Landing Zone	75		
Burglary Residence	231	Missing Person	86		
Burglary Vehicle	58	Motorist Assist	1201		
Burn Permit Log	46	Multiple Caller Incidents	470		
Burns	5	MVC Injury Motor Vehicle Crash	561		
Call by Phone	3690	MVC Non Injury Motor Vehicle Cr	1921		
Cardiac Arrest	159	Narcotics Investigation	179		
Change in Mental Status	334	Nausea Vomiting	239		
Chest Pain or Heart Problems	664	OB Pregnancy	7		
Child Birth	9	Officer Initiated	714		
Choking	21	Order of Protection	146		
Convalescent Transport	2147	Overdose Poisoning	213		
Death Investigation	115	Property Check	1787		
Deliver Message	135	Property Lost or Found	69		
Diabetic Problems	204	Pursuit	92		
Disturbance	1606	Reckless Driver	1388		
Disturbed Person	122	Repossession Log	39		
Domestic Disturbance	682	Rescue Boating Assist	23		
Drowning	1	Rescue High Angle Rescue	2		
Erroneous Entry	311	Rescue Search	29		
Escapee Prisoner	1	Rescue Standby	95		
Escort	1032	Rescue Structure Collapse	6		
Escort Mental Health	127	Rescue Submerged or Sinking Veh	3		
Eye Injury or Problems	1	Rescue Water	5		
Falls	549	Road Closure	109		
Fingerprinting	24	Road Hazard	823		
Fire Alarm	373	Robbery	5		
Fire Alarm Carbon Monoxide	18	Scheduled Patient Transport	3991		
Fire Brush Grass Forest	149	Seizures	185		
Fire EMS Assist	244	Shooting	33		
Fire Inspection	3	Shoplifter	90		
Fire Move up	19	Sick Person	1268		
Fire Mutual Aid	25	Stabbing	8		
Fire Other	62	Stalking	2		
Fire Prevention	1	Stolen Vehicle	163		
Fire Public Assist	43	Stroke	268		
Fire Smoke Investigation	65	Suicidal Person	122		
Fire Structure	152	Suicide Attempt	16		



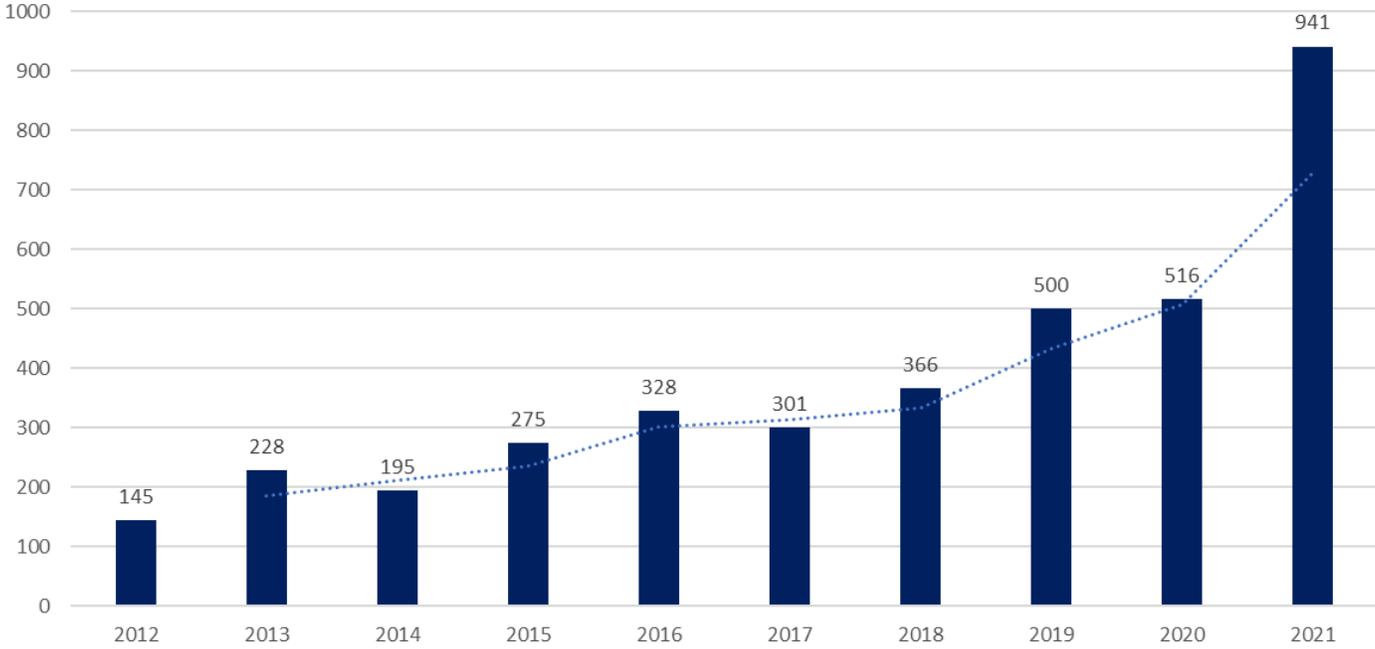
Radio Transmissions



NCIC Transactions



Addresses Assigned

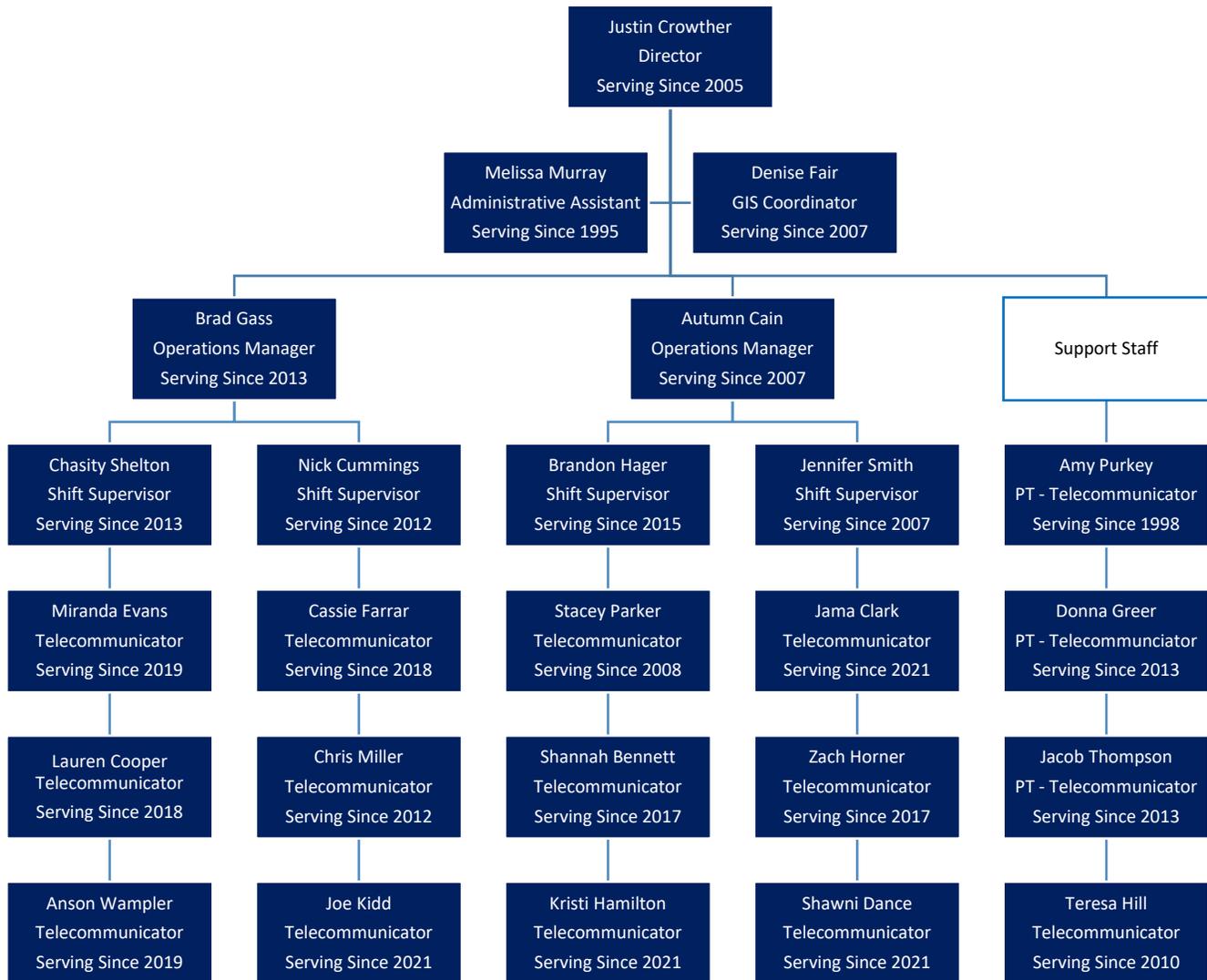




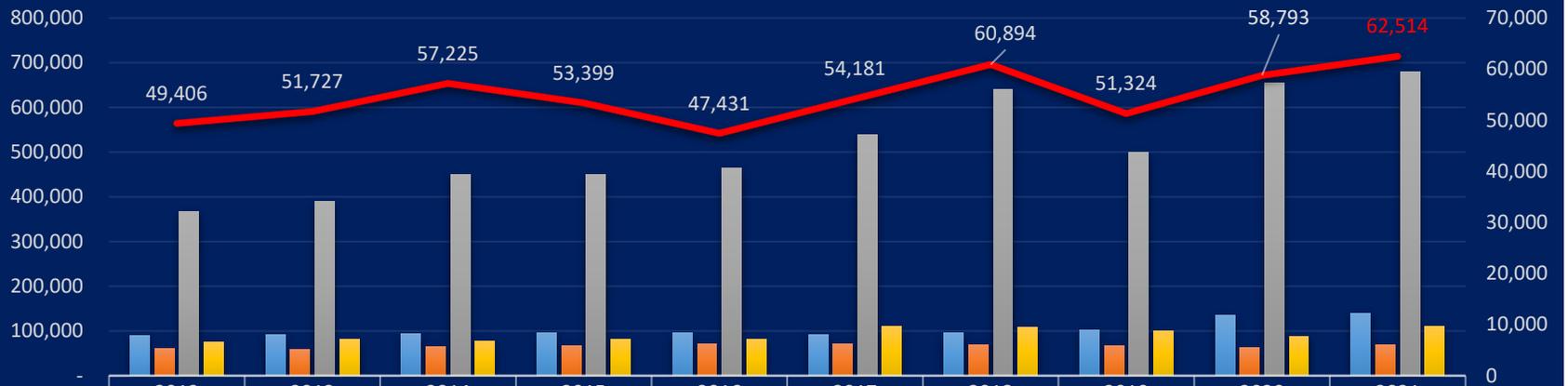
Jefferson County Communications

2021 Emergency Communication Specialist

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.



Transactions per Employee



	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Phone Calls	89,203	91,783	93,975	95,289	95,055	92,531	95,676	103,060	134,439	139,799
CAD Incidents	60,296	59,056	65,248	67,550	70,550	71,220	69,484	67,601	62,565	68,879
Radio Transmissions	367,730	389,465	449,441	449,021	463,812	539,584	640,657	499,395	655,100	680,572
NCIC Transactions	75,648	80,417	78,034	82,323	82,045	109,380	107,598	99,809	88,590	110,978
Transactions/employee	49,406	51,727	57,225	53,399	47,431	54,181	60,894	51,324	58,793	62,514

■ Phone Calls
 ■ CAD Incidents
 ■ Radio Transmissions
 ■ NCIC Transactions
 — Transactions/employee