

# Jefferson County 911 Communications



Annual Report  
2023

## JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2023

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 ECats reporting system which is attached to 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 CAD Incidents for 2023	72,912	3,644	Increase	5%
Total 9-1-1 calls handled in 2023	29,206	2,890	Increase	10%
Total Administrative calls handled in 2023	109,590	6,241	Decrease	-6%
Total Text to 9-1-1	437	72	Decrease	-16%
911 Transfer Calls	1,727	36	Decrease	-2%
Total Radio Transactions	681,709	2,289	Decrease	-0.3%
Total NCIC Transactions	106,593	4,248	Increase	4.2%

### Daily Averages

➤ 9-1-1 calls	80
➤ Administrative Calls	300
➤ <b><u>Total Phone Calls</u></b>	<b>380</b>
➤ CAD Incidents	199
➤ 911 Transfer Calls	4
➤ Radio Transactions	1867
➤ NCIC Transactions	292

**Busiest Day of the Week:** Thursday

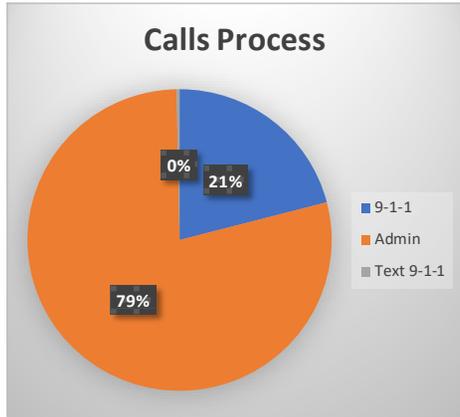
**Busiest Hour of the Day:** 3:00pm



# Jefferson County 911

2023

Call Volume				
	2022	2023	change	% change
9-1-1	26,316	29,206	2890	10%
Admin	115,831	109,590	-6241	-6%
Text 9-1-1	509	437	-72	-16%
Txf's	1,763	1,727	-36	-2%
Total	142,656	139,233	-3,423	-2%
Call Performance Current Month				
9-1-1: Answer 95% within 20 seconds				
ADMIN: Answer 95% within 40 seconds				
	2022	2023		
9-1-1	99.80%	99.70%		
ADMIN	99.91%	99.95%		

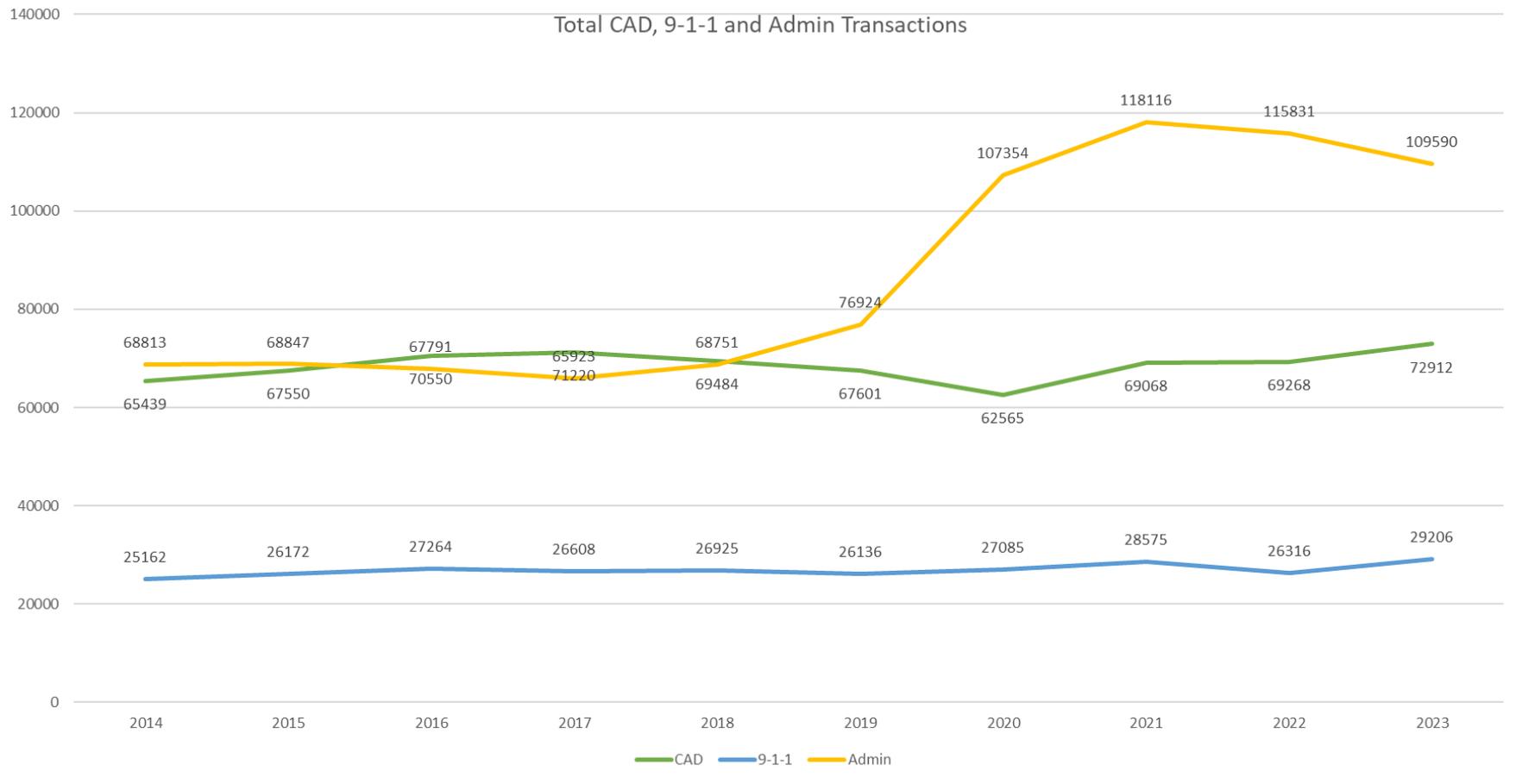


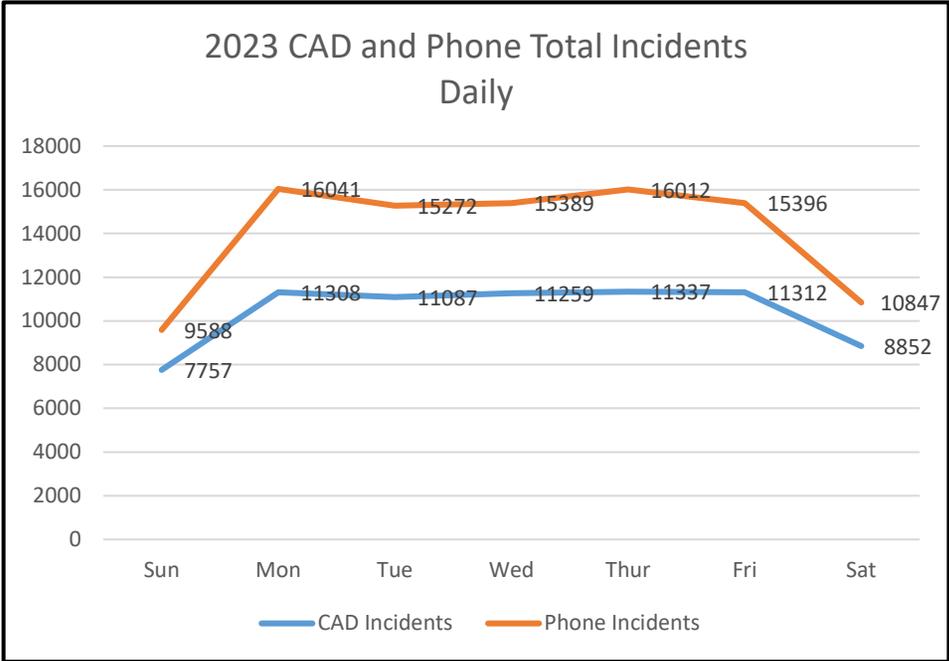
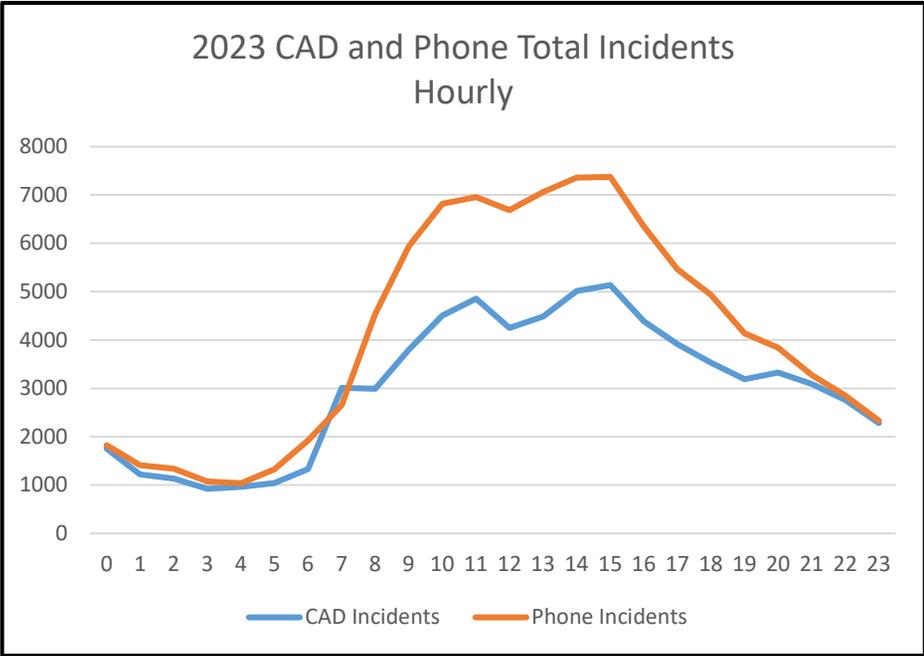
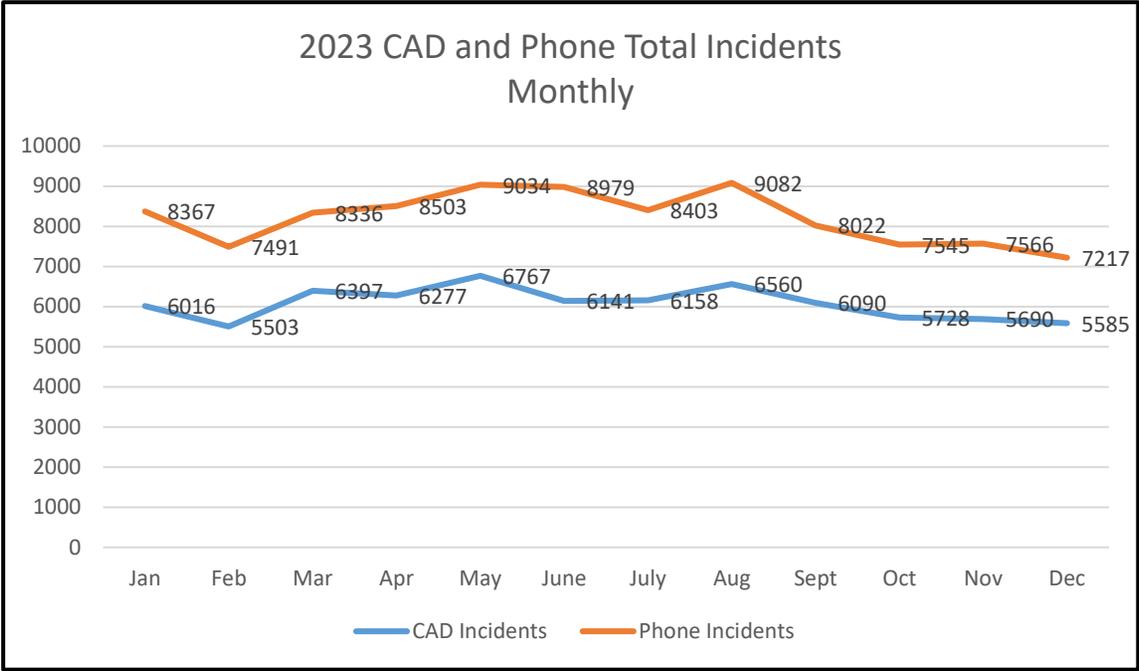
CFS by Department				
Station	2022	2023	change	% change
CNU	12	19	7	37%
DPD	3,806	3,989	183	5%
JCPD	11,294	12,322	1028	8%
Constables	383	505	122	24%
Sheriff	25,598	26,956	1358	5%
NMPD	2,226	2,186	-40	-2%
WPPD	4,148	4,310	162	4%
THP	2,058	2,233	175	8%
TWRA	193	266	73	27%
TVA	0	2	2	100%
Air Med	36	29	-7	-24%
EMS	14,247	13,961	-286	-2%
EMA	520	455	-65	-14%
BFD	69	171	102	60%
CHFD	263	250	-13	-5%
DFD	825	764	-61	-8%
JCFD	1,441	1,380	-61	-4%
RESCUE	748	647	-101	-16%
KTFD	195	222	27	12%
LWFD	322	316	-6	-2%
NMFD	454	560	106	19%
PCFD	53	57	4	7%
WPPD	1,024	1,012	-12	-1%
AID EMS	135	206	71	34%
AID FIRE	284	116	-168	-145%
AID LAW	0	0	0	0%
Public Works	806	907	101	11%
Other	8,397	9,345	948	10%
Total	81,559	85,209	3,650	4%

Radio Traffic				
Date	2022	2023	change	% change
County Ops	163	1,059	896	84.6%
EMS	275	977	702	71.9%
EMS Digital	161,847	159,845	(2,002)	-1.3%
Event	353	1,499	1,146	76.5%
Fire 1	26,339	24,956	(1,383)	-5.5%
Fire 2	4,879	4,945	66	1.3%
Fire 3	3,478	3,660	182	5.0%
Fire Bays	7,810	8,448	638	7.6%
Fire English	8,119	7,464	(655)	-8.8%
Fire Main	23,433	21,653	(1,780)	-8.2%
JCPD 1	112,900	125,338	12,438	9.9%
JCPD 2	-	112	112	100.0%
JCFD Analog	56	890	834	6.7%
JCPD Analog	130	979	849	15.3%
JMH	86	42	(44)	-104.8%
Law 1	277,636	260,389	(17,247)	-6.6%
Law 2	2,367	2,018	(349)	-17.3%
Law Bays	1,445	2,101	656	31.2%
Sevier Interop Fire	9	15	6	40.0%
Sevier Interop Law	7	3	(4)	-133.3%
TACN	695	725	30	4.1%
WPPD	9,026	10,240	1,214	11.9%
WPPD	40,923	42,328	1,405	3.3%
Total	683,998	681,709	-2,289	-0.3%

CAD CFS by Month				
Month	2022	2023	change	% change
January	4,969	6,016	1,047	17%
February	5,187	5,503	316	6%
March	6,475	6,397	-78	-1%
April	6,048	6,277	229	4%
May	6,195	6,767	572	8%
June	5,857	6,141	284	5%
July	5,897	6,158	261	4%
August	5,778	6,560	782	12%
September	5,787	6,090	303	5%
October	5,666	5,728	62	1%
November	5,767	5,690	-77	-1%
December	5,642	5,585	-57	-1%
Total	69,268	72,912	3,644	5%

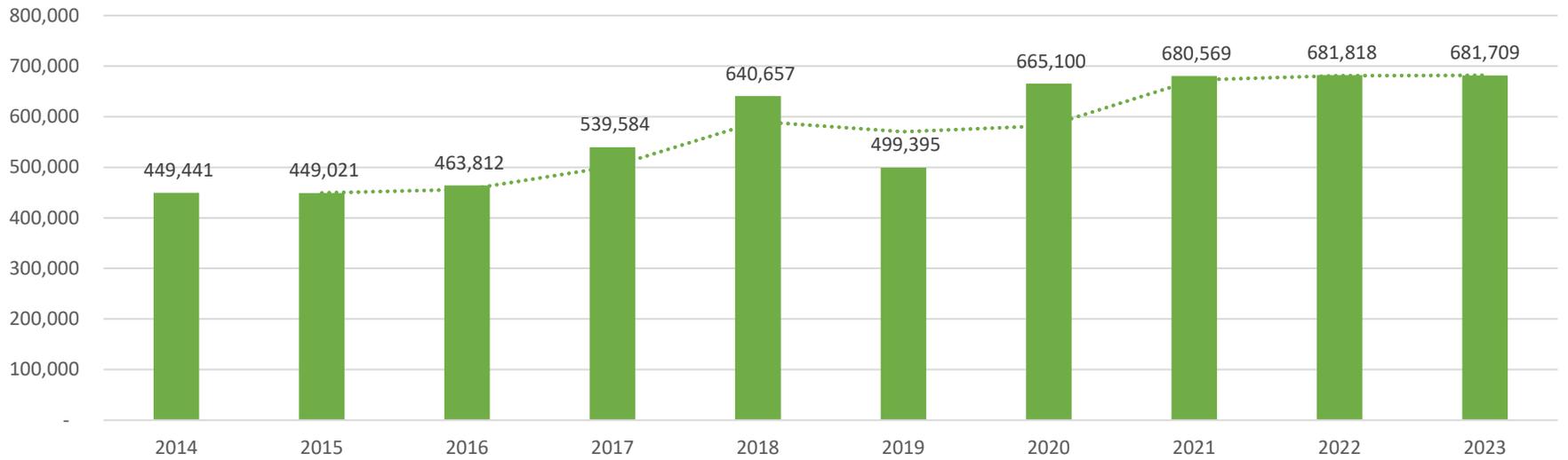
Total CAD, 9-1-1 and Admin Transactions



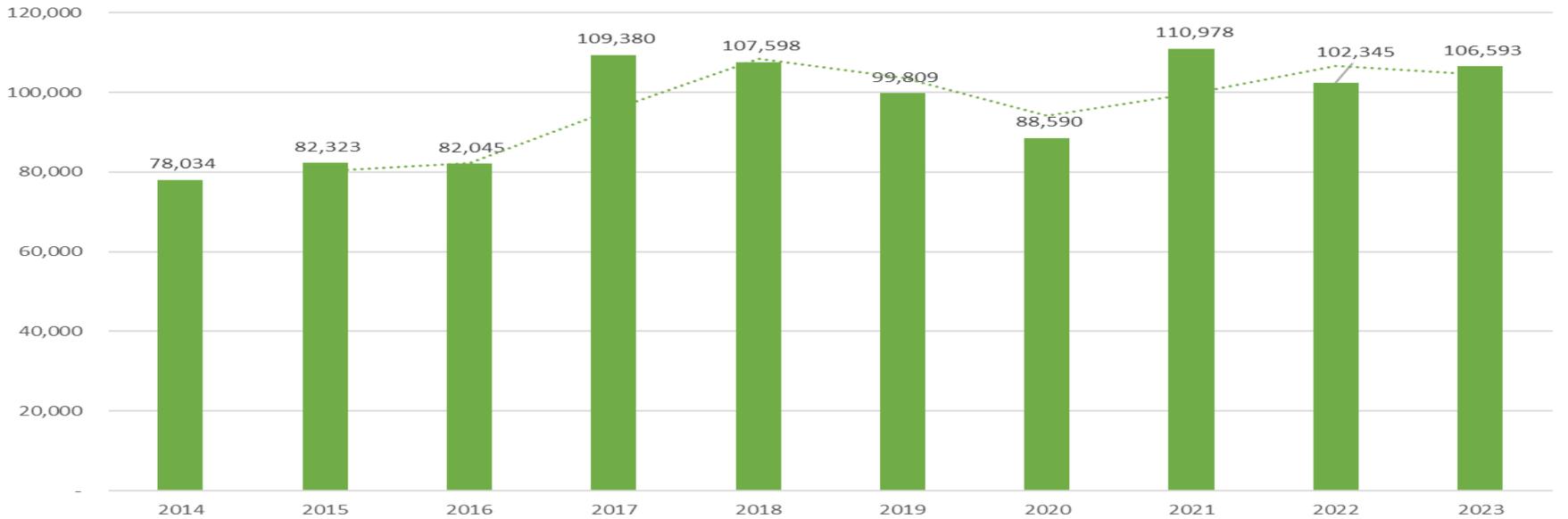


911 DISCONNECT	7939	11.73%	FIRE ALARM CARBON MONOXIDE	29	0.04%	POISONING	3	0.00%
ABDOMINAL PAIN	229	0.34%	FIRE BRUSH GRASS FOREST	228	0.34%	PROPERTY CHECK	1260	1.86%
ACTIVE SHOOTER	1	0.00%	FIRE EMS ASSIST	307	0.45%	PROPERTY LOST OR FOUND	59	0.09%
ALARM	1231	1.82%	FIRE GAS ODOR OR LEAK	26	0.04%	PURSUIT	62	0.09%
ALARM MEDICAL ALERT	125	0.18%	FIRE GAS SPILL FLUIDS	7	0.01%	REPOSSESSION LOG	195	0.29%
ALARM TEST	188	0.28%	FIRE HAZMAT INCIDENT	4	0.01%	RESCUE BOATING ASSIST	8	0.01%
ALLERGIC REACTION	46	0.07%	FIRE INSPECTION	2	0.00%	RESCUE CONFINED SPACES	1	0.00%
ANIMAL BITES	37	0.05%	FIRE MOVE UP	20	0.03%	RESCUE ELEVATOR RESCUE	5	0.01%
ANIMAL COMPLAINT	3047	4.50%	FIRE MUTUAL AID	26	0.04%	RESCUE HIGH ANGLE RESCUE	1	0.00%
ASSAULT	69	0.10%	FIRE OTHER	111	0.16%	RESCUE SEARCH	13	0.02%
BACK PAIN	84	0.12%	FIRE PREVENTION	7	0.01%	RESCUE STANDBY	96	0.14%
BLEEDING CONTROLLED	46	0.07%	FIRE PUBLIC ASSIST	46	0.07%	RESCUE STRUCTURE COLLAPSE	8	0.01%
BLEEDING NON CONTROLLED	132	0.20%	FIRE SMOKE INVESTIGATION	93	0.14%	RESCUE SUBMERGED OR SINKING VEHICLES	3	0.00%
BOAT CRASH	4	0.01%	FIRE STRUCTURE	111	0.16%	RESCUE WATER	6	0.01%
BOLO	2177	3.22%	FIRE SUSPICIOUS PACKAGE	3	0.00%	ROAD CLOSURE	100	0.15%
BOMB THREAT	4	0.01%	FIRE VEHICLE	78	0.12%	ROAD HAZARD	709	1.05%
BREATHING PROBLEMS	916	1.35%	FLOCK ALERT	30	0.04%	ROBBERY	3	0.00%
BURGLARY BUSINESS	28	0.04%	FOLLOW UP INVESTIGATION	276	0.41%	SCHEDULED PATIENT TRANSPORT	3162	4.67%
BURGLARY RESIDENCE	202	0.30%	FORGERY - FRAUD	61	0.09%	SEIZURES	215	0.32%
BURGLARY VEHICLE	40	0.06%	GAS ODOR OR LEAK	4	0.01%	SHOOTING	28	0.04%
BURN PERMIT LOG	123	0.18%	GAS SPILL FLUIDS	1	0.00%	SHOPLIFTER	84	0.12%
BURNS	9	0.01%	HARASSMENT	82	0.12%	SICK PERSON	1459	2.16%
CALL BY PHONE	3630	5.37%	HEAD INJURY	192	0.28%	STABBING	9	0.01%
CARBON MONOXIDE POISONING	1	0.00%	HEADACHE	20	0.03%	STOLEN VEHICLE	106	0.16%
CARDIAC ARREST	102	0.15%	HEAT EMERGENCIES	8	0.01%	STORM RELATED	316	0.47%
CHANGE IN MENTAL STATUS	340	0.50%	IDENTITY THEFT	6	0.01%	STROKE	235	0.35%
CHECK POINT	4	0.01%	INDECENT EXPOSURE	5	0.01%	SUICIDAL PERSON	103	0.15%
CHEST PAIN OR HEART PROBLEMS	708	1.05%	INDUSTRIAL ACCIDENT OR MACHINERY		0.00%	SUICIDE ATTEMPT	6	0.01%
CHOKING	25	0.04%	ACCIDENT	1		SUSPICIOUS PERSON OR VEHICLE	1881	2.78%
CONVALESCENT TRANSPORT	2031	3.00%	INVESTIGATION	3076	4.55%	SW WARRANT SERVICE	3249	4.80%
DEATH INVESTIGATION	90	0.13%	JUVENILE PROBLEM	183	0.27%	SZ SCHOOL ZONE	1338	1.98%
DELIVER MESSAGE	83	0.12%	KIDNAPPING	1	0.00%	TEST	1	0.00%
DIABETIC PROBLEMS	164	0.24%	LIFTING ASSISTANCE	504	0.74%	THEFT	250	0.37%
DISTURBANCE	917	1.36%	LZ HELICOPTER LANDING ZONE	65	0.10%	TRAFFIC ENFORCEMENT	339	0.50%
DISTURBANCE PEACE	347	0.51%	MASS CASUALTY	2	0.00%	TRAFFIC PROBLEM	131	0.19%
DISTURBED PERSON	75	0.11%	MISSING PERSON	99	0.15%	TRAFFIC STOP	8581	12.68%
DOMESTIC DISTURBANCE	646	0.95%	MOTORIST ASSIST	1090	1.61%	TRAUMA	92	0.14%
ELECTROCUTION OR LIGHTNING	1	0.00%	MULTIPLE CALLER INCIDENT	699	1.03%	TRESPASS	79	0.12%
ERRONEOUS ENTRY	407	0.60%	MVC INJURES MOTOR VEHICLE CRASH	564	0.83%	TROUBLE TICKET	4	0.01%
ESCAPEE PRISONER	1	0.00%	MVC NON INJURY MOTOR VEHICLE CRASH	1615	2.39%	TX TO ANOTHER AGENCY	2046	3.02%
ESCORT	1086	1.61%	NARCOTICS INVESTIGATION	92	0.14%	UNCONSCIOUS OR UNRESPONSIVE	290	0.43%
ESCORT MENTAL HEALTH	83	0.12%	NAUSEA VOMITING	191	0.28%	UNKNOWN MEDICAL PROBLEM	46	0.07%
EYE INJURY OR PROBLEMS	2	0.00%	OB PREGNANCY	25	0.04%	VANDALISM	146	0.22%
FALLS	489	0.72%	OFFICER INITIATED	863	1.28%	WELFARE CHECK	1181	1.75%
FINGERPRINTING	60	0.09%	ORDER OF PROTECTION	196	0.29%	WILDLIFE	162	0.24%
FIRE AIRCRAFT EMERGENCY	1	0.00%	OVERDOSE	106	0.16%			
FIRE ALARM	407	0.60%	OVERDOSE CPR	56	0.08%			

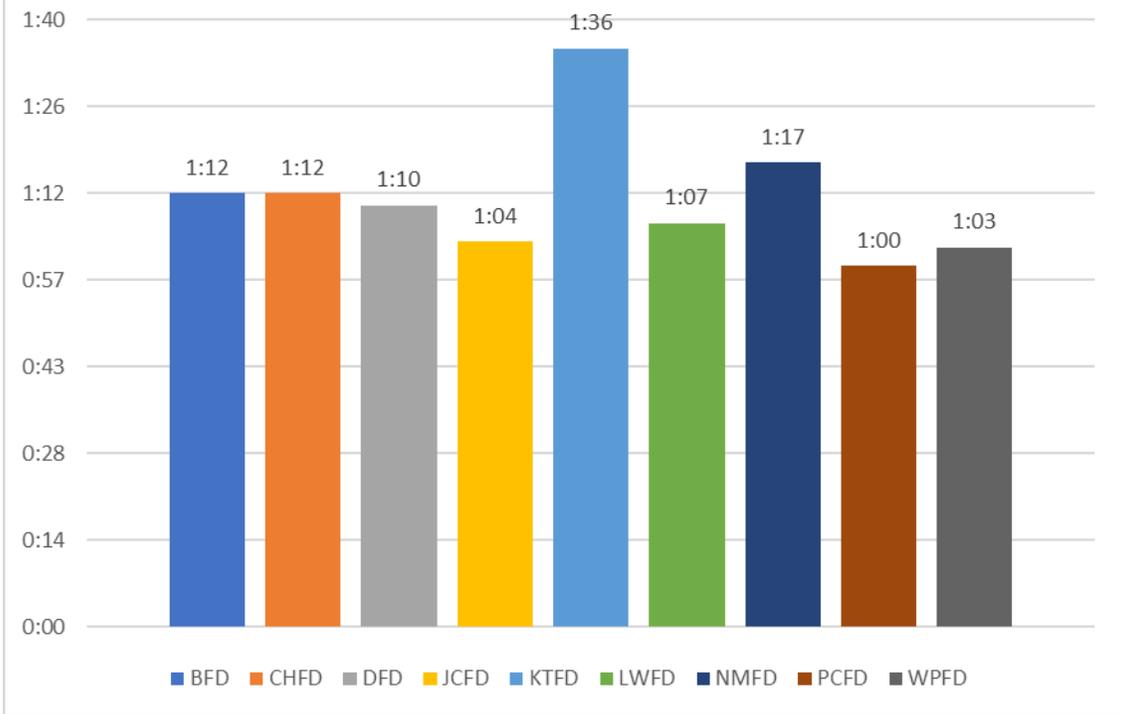
### Radio Transmissions



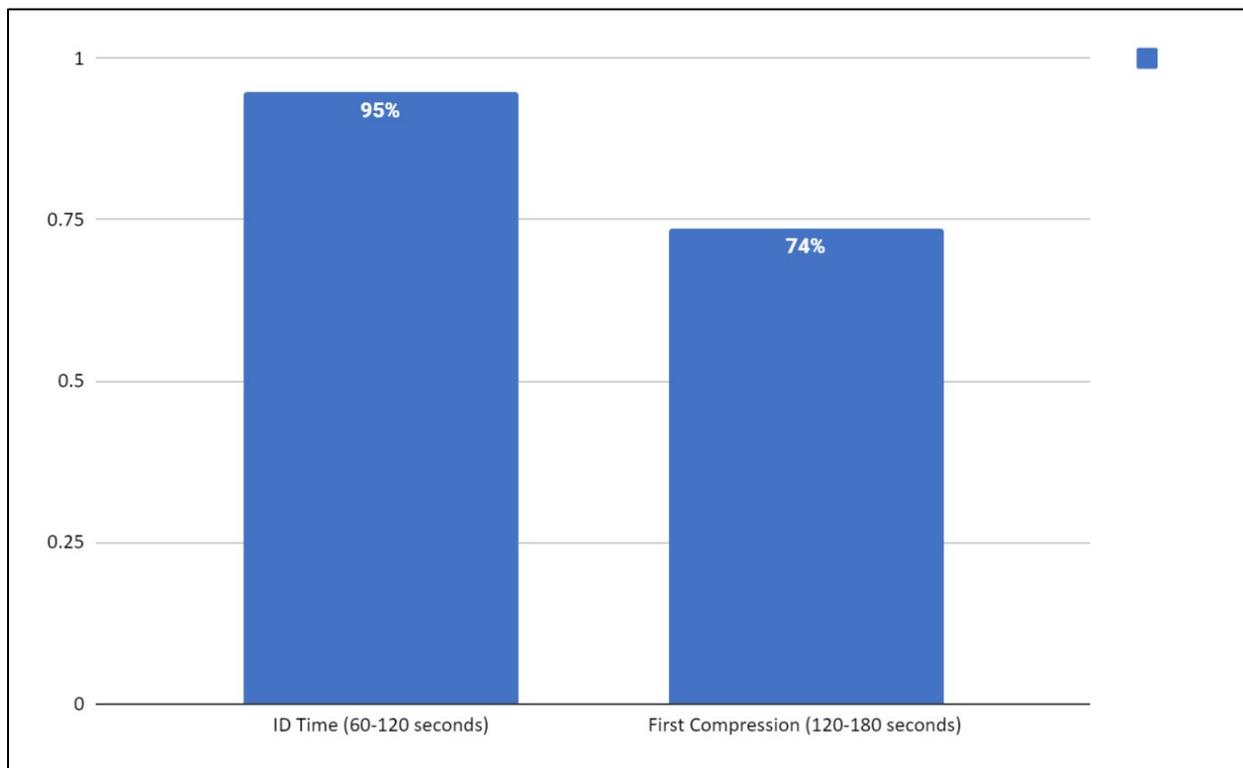
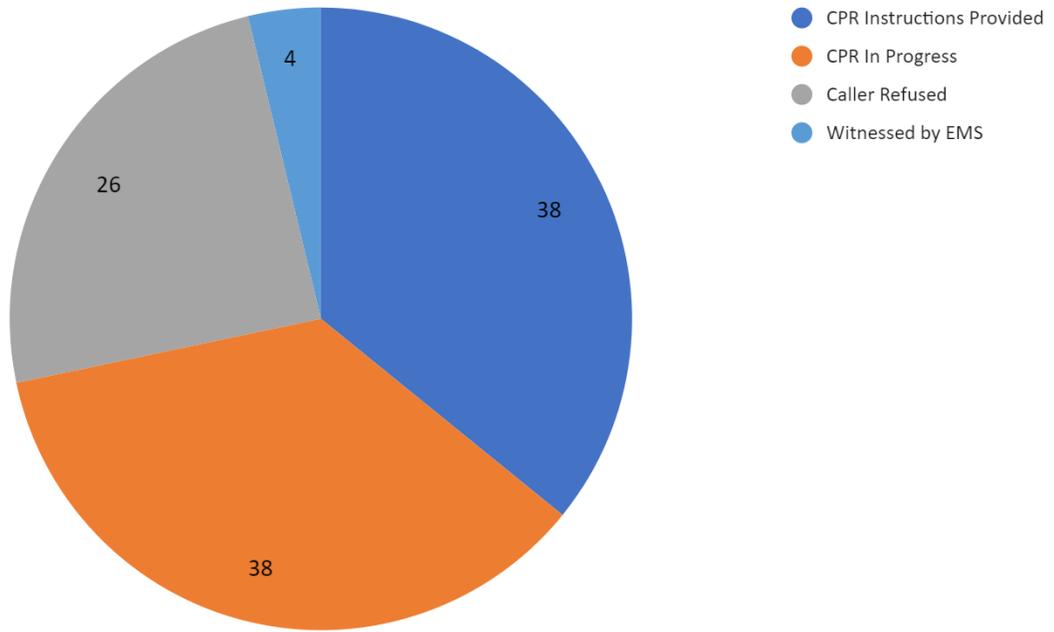
### NCIC Transactions



### 2023 Average Recieve to Dispatch Time



### 106 Total Out of Hospital Cardiac Arrest Incidents - 2023

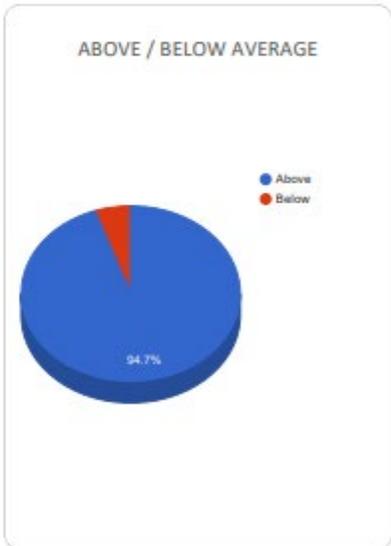
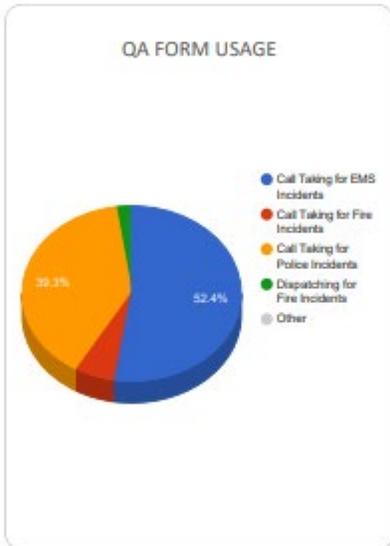
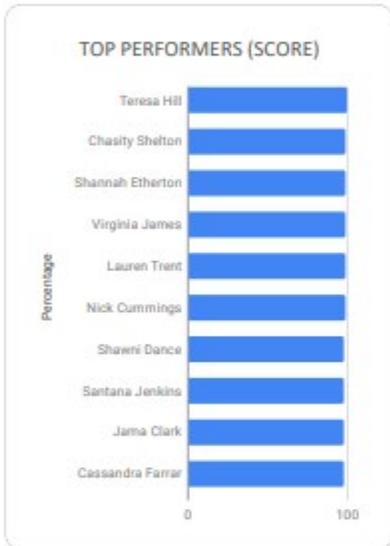




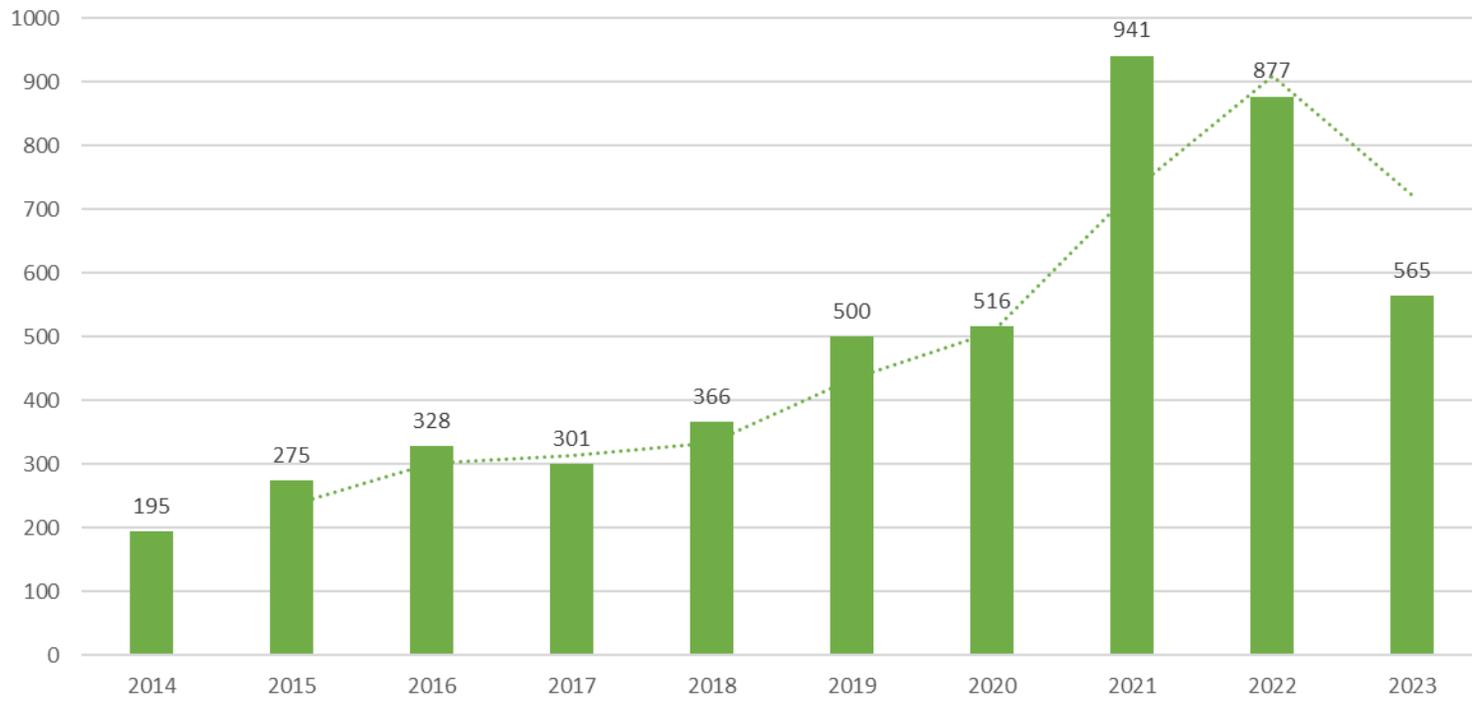
### Jefferson County 911

### DASHBOARD - CUSTOM (1/1/2023 - 12/31/2023)

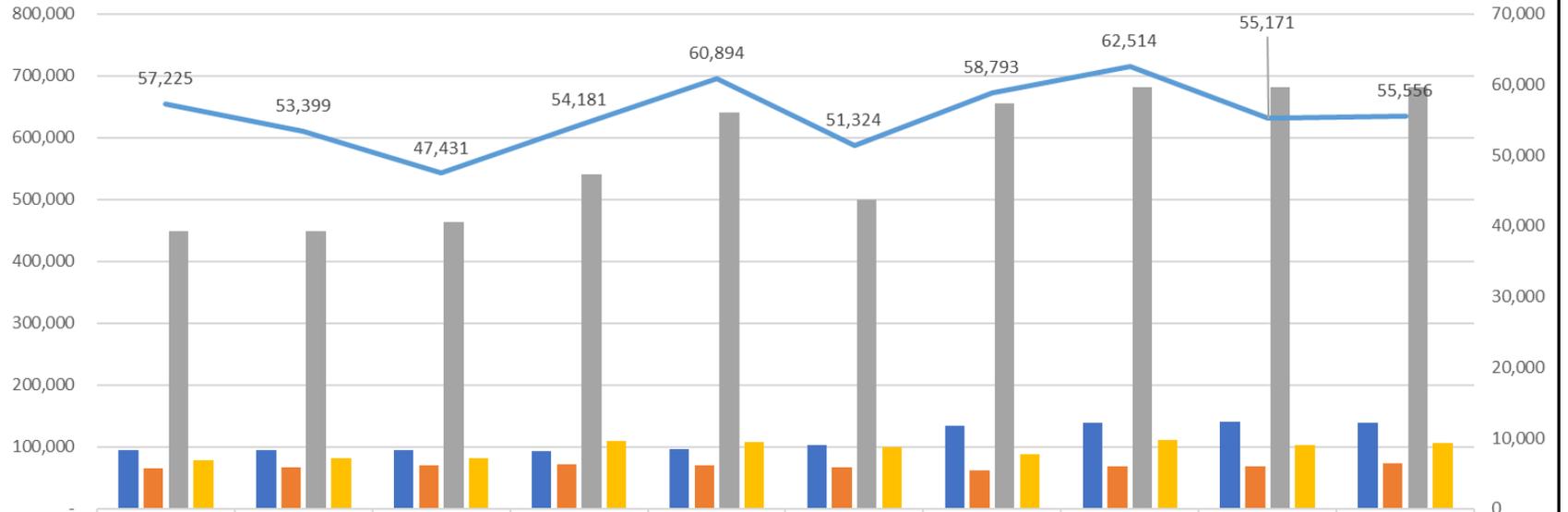
TOTAL EVALUATIONS <b>1,642</b>	TEAM AVERAGE SCORE <b>97.85%</b>	PERFECT SCORES <b>1,202</b>	BELOW AVERAGE 90.00% <b>87</b>
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Addresses Assigned



### Transactions per Employee



	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Phone Calls	93,975	95,289	95,055	92,531	95,676	103,060	134,439	139,799	140,893	138,796
CAD Incidents	65,248	67,550	70,550	71,220	69,484	67,601	62,565	68,879	69,268	72,912
Radio Transmissions	449,441	449,021	463,812	539,584	640,657	499,395	655,100	680,572	680,572	681,709
NCIC Transactions	78,034	82,323	82,045	109,380	107,598	99,809	88,590	110,978	102,345	106,593
Transactions/employee	57,225	53,399	47,431	54,181	60,894	51,324	58,793	62,514	55,171	55,556

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