

Jefferson County 911 Communications



Annual Report
2022

JEFFERSON COUNTY COMMUNICATIONS REPORT FOR 2022

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 CAD Incidents for 2022	81,559	559	Increase	0.69%
Total 9-1-1 calls handled in 2022	26,316	2,259	Decrease	-8.58%
Total Administrative calls handled in 2022	115,831	2,285	Decrease	-1.97%
Total Text to 9-1-1	509	372	Increase	73.08%
911 Transfer Calls	1,763	186	Decrease	-10.55%
Total Radio Transactions	681,818	1,249	Increase	0.2%
Total NCIC Transactions	102,345	8,633	Decrease	-7.8%

Daily Averages

➤ 9-1-1 calls	72
➤ Administrative Calls	317
➤ <u>Total Phone Calls</u>	<u>389</u>
➤ CAD Incidents	223
➤ 911 Transfer Calls	4
➤ Radio Transactions	1867
➤ NCIC Transactions	280

Busiest Day of the Week: Friday

Busiest Hour of the Day: 3:00pm



Jefferson County 911

2022

Call Volume

	2021	2022	change	% change
9-1-1	28,575	26,316	(2,259)	-8.58%
Admin	118,116	115,831	(2,285)	-1.97%
Text 9-1-1	137	509	372	73.08%
Txfr's	1,949	1,763	-186	-10.55%
Total	146,828	142,656	-4,172	-2.92%

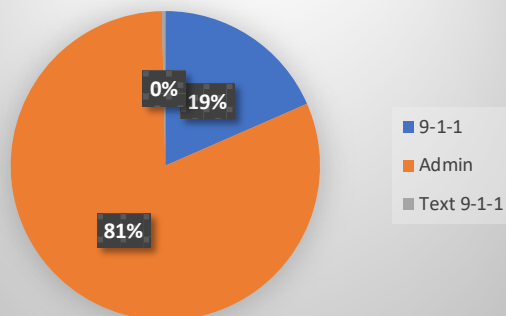
Call Performance current Month

9-1-1: Answer 95% within 20 seconds

ADMIN: Answer 95% within 40 seconds

	2021	2022
9-1-1	99.9%	99.8%
ADMIN	100.0%	99.9%

Calls Process



CAD CFS by Month

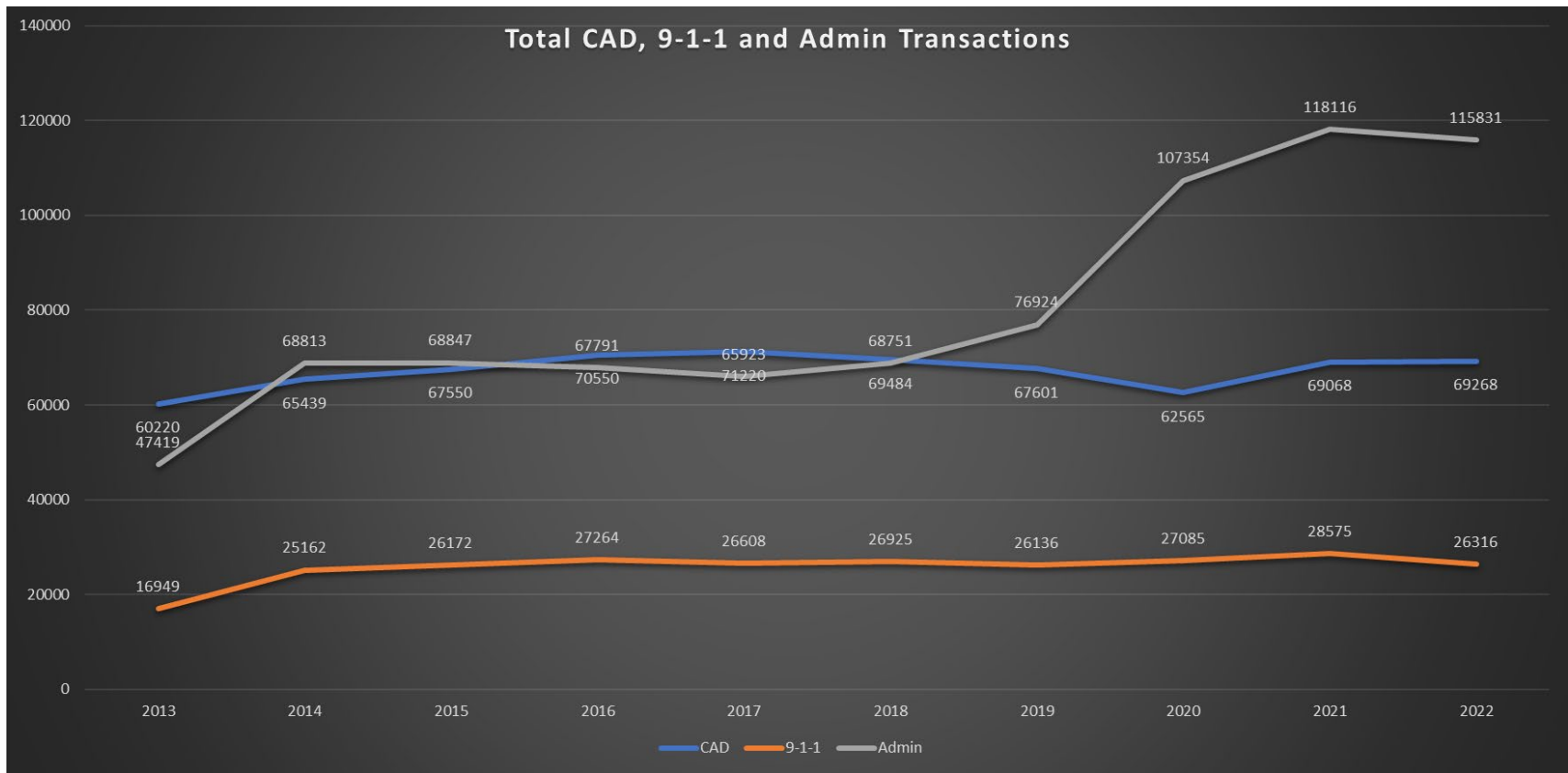
Month	2021	2022	change	% change
January	4,626	4,969	343	6.90%
February	4,526	5,187	661	12.74%
March	5,669	6,475	806	12.45%
April	5,966	6,048	82	1.36%
May	6,027	6,195	168	2.71%
June	6,118	5,857	-261	-4.46%
July	6,812	5,897	-915	-15.52%
August	6,504	5,778	-726	-12.56%
September	6,064	5,787	-277	-4.79%
October	5,904	5,666	-238	-4.20%
November	5,387	5,767	380	6.59%
December	5,465	5,642	177	3.14%
Total	69,068	69,268	200	0.29%

CFS by Department

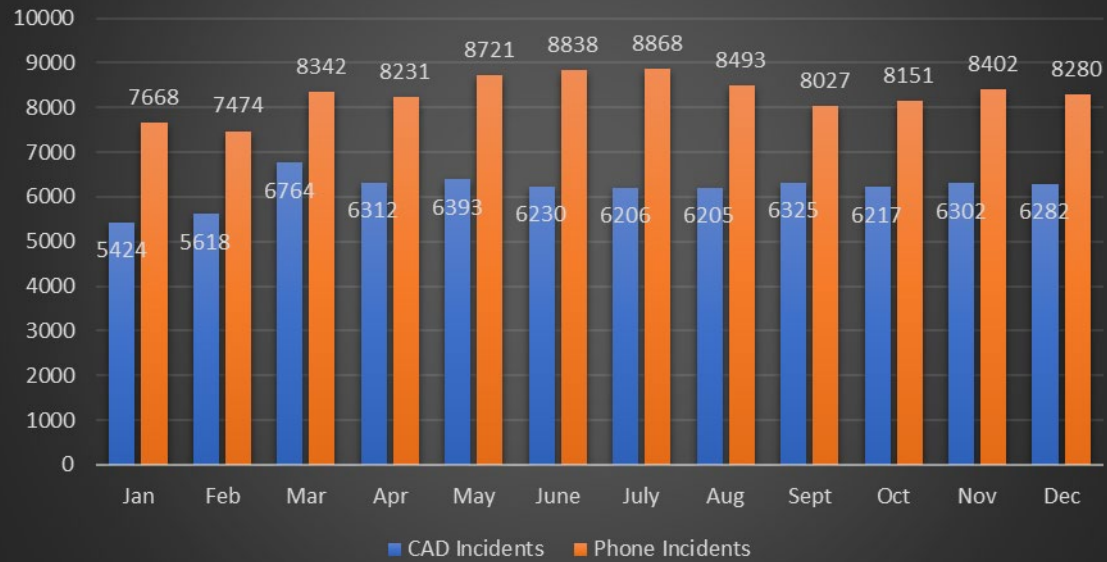
Station	2021	2022	change	% change
CNU	28	12	-16	-133.33%
DPD	3,610	3,806	196	5.15%
JCPD	10,802	11,294	492	4.36%
Constables	794	383	-411	-107.31%
Sheriff	23,971	25,598	1627	6.36%
NMPD	2,670	2,226	-444	-19.95%
WPPD	3,719	4,148	429	10.34%
Air Med	32	36	4	11.11%
EMS	14,192	14,247	55	0.39%
EMA	363	520	157	30.19%
BFD	79	69	-10	-14.49%
CHFD	211	263	52	19.77%
DFD	758	825	67	8.12%
JCFD	1,350	1,441	91	6.32%
RESCUE	774	748	-26	-3.48%
KTFD	182	195	13	6.67%
LWFD	315	322	7	2.17%
NMFD	459	454	-5	-1.10%
PCFD	39	53	14	26.42%
WPPD	949	1,024	75	7.32%
Other	15,703	13,895	-1808	-13.01%
Total	81,000	81,559	559	0.69%

Radio Traffic

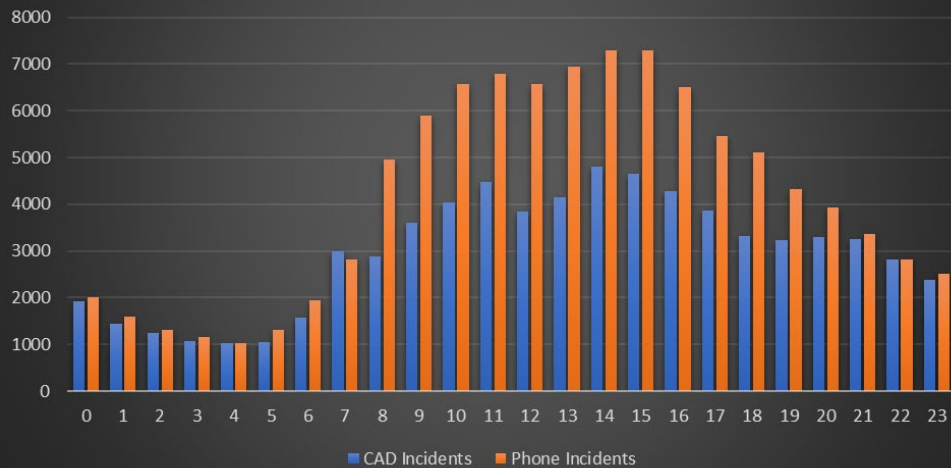
Date	2021	2022	change	% change
County Ops	45	163	118	72.39%
EMS	440	275	-165	-60.00%
EMS Digital	169,592	161,847	-7745	-4.79%
Event	477	353	-124	-35.13%
Fire 1	24,405	26,339	1934	7.34%
Fire 2	3,311	4,879	1568	32.14%
Fire 3	4,217	3,478	-739	-21.25%
Fire Bays	7,499	7,810	311	3.98%
Fire English	7,793	8,119	326	4.02%
Fire Main	23,382	23,433	51	0.22%
JCPD 1	100,898	112,900	12002	10.63%
JCPD 2	0	0	0	0.00%
JCFD Analog	39	56	17	30.36%
JCPD Analog	43	130	87	66.92%
JMH	195	86	-109	-126.74%
Law 1	282,843	277,636	-5207	-1.88%
Law 2	2,931	2,367	-564	-23.83%
Law Bays	1,985	1,445	-540	-37.37%
Sevier Interop Fire	12	9	-3	-33.33%
Sevier Interop Law	6	7	1	14.29%
TACN	507	695	188	27.05%
WPPD	9,026	10,084	1058	10.49%
WPPD	40,923	39,707	-1216	-3.06%
	680,569	681,818	1,249	0.18%



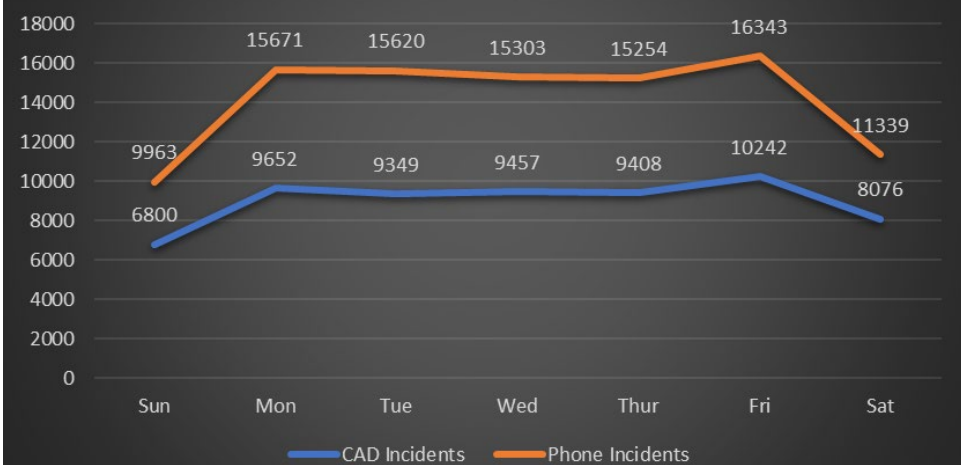
2022 CAD and Phone Total Incidents Monthly



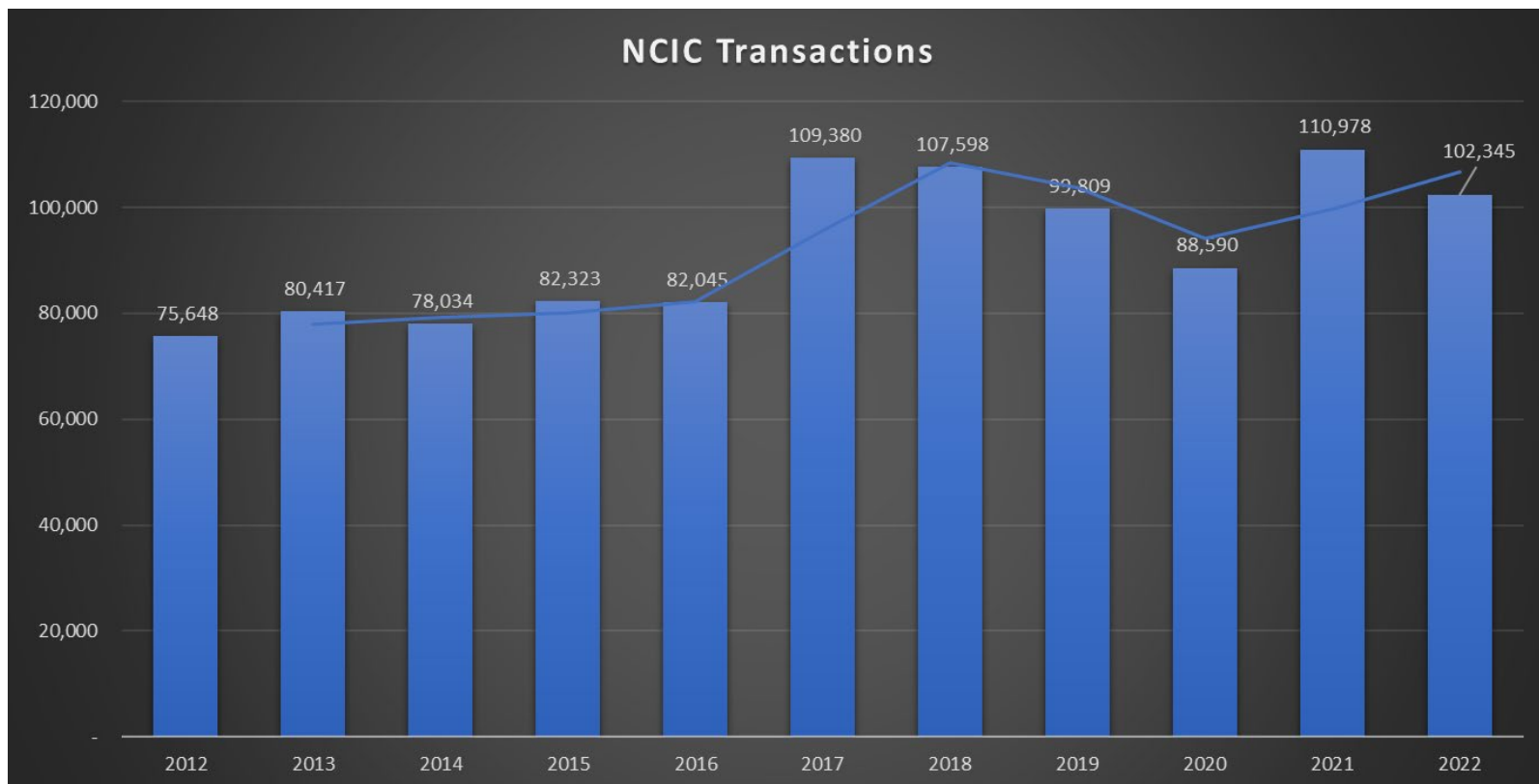
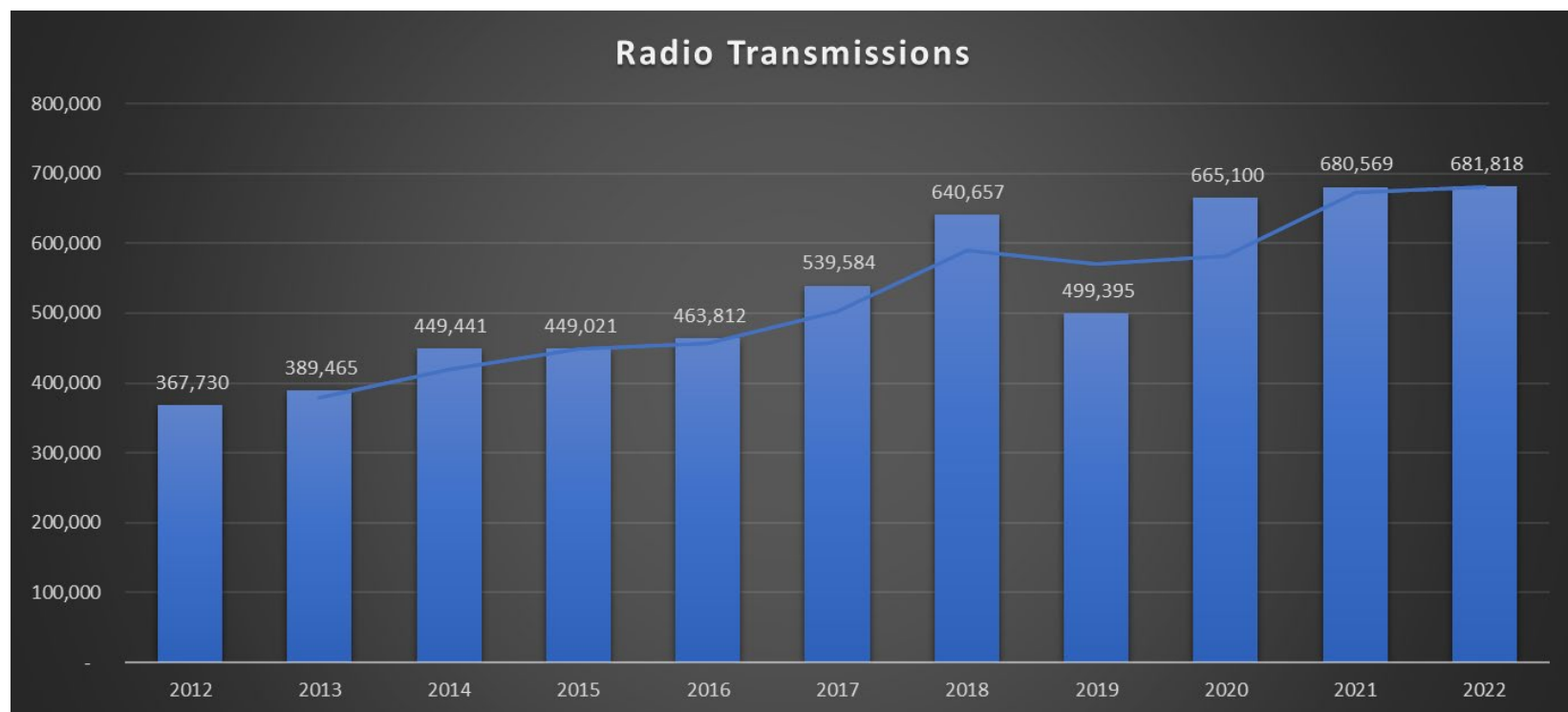
2022 CAD and Phone Total Incidents Hourly



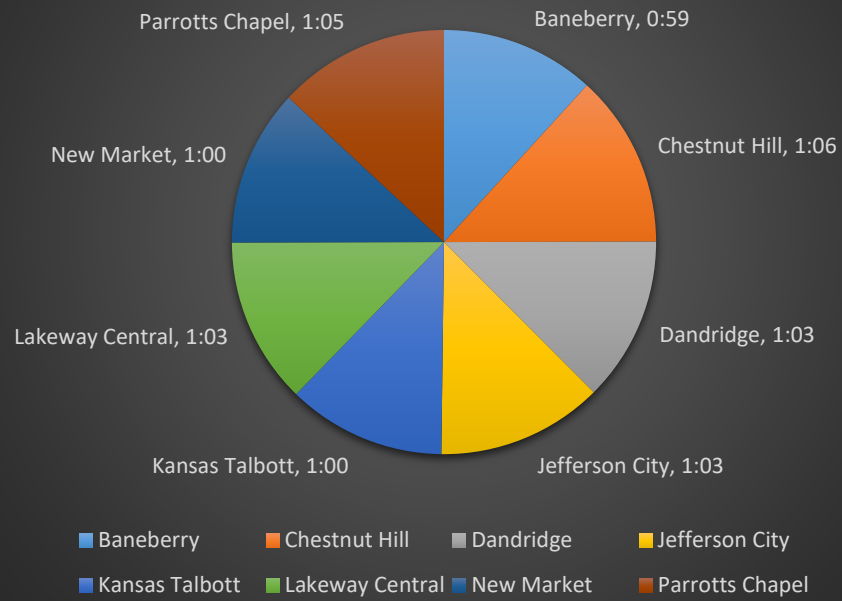
2022 CAD and Phone Total Incidents Daily



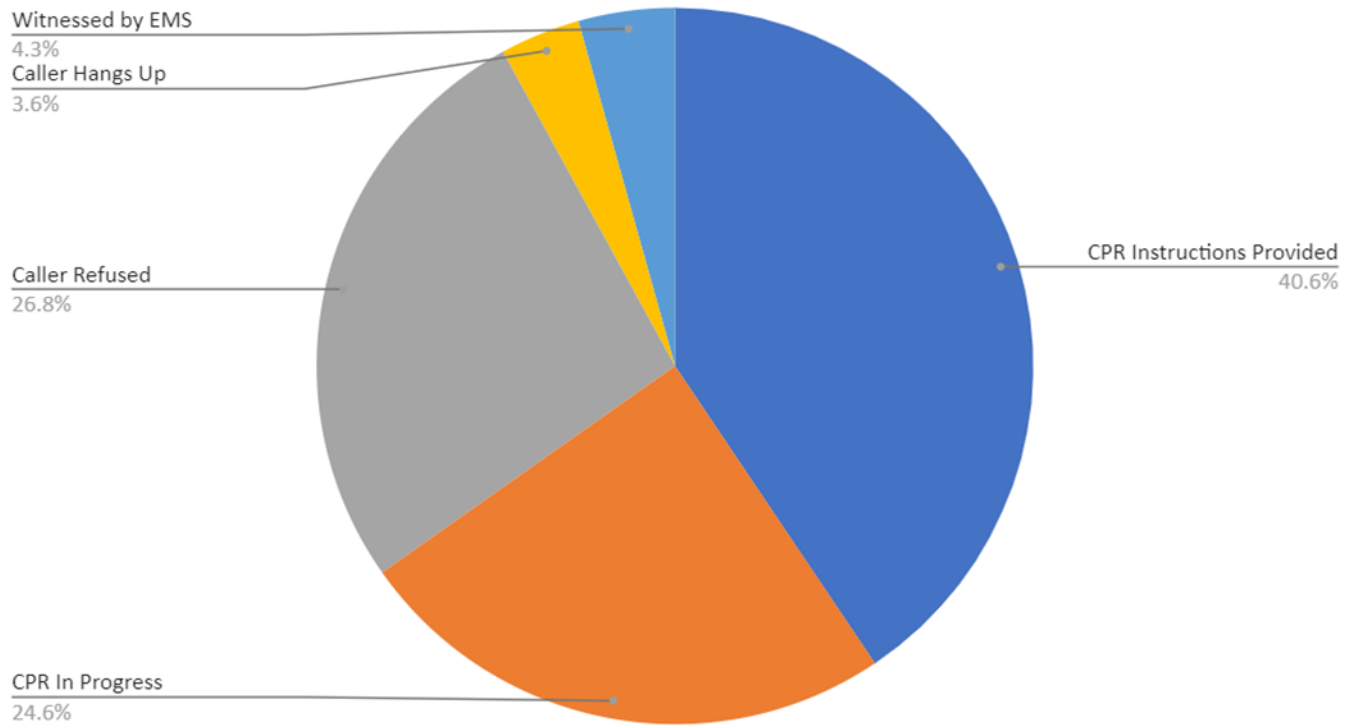
911 DISCONNECT	5113	7.38%	FIRE SUSPICIOUS PACKAGE	5	0.01%	SW WARRANT SERVICE	1804	2.60%
911 OPEN LINE HANG UP MISDIAL	356	0.51%	FIRE VEHICLE	91	0.13%	SZ SCHOOL ZONE	1653	2.39%
ABDOMINAL PAIN	214	0.31%	FOLLOW UP INVESTIGATION	292	0.42%	THEFT	388	0.56%
ALARM	1496	2.16%	FORGERY - FRAUD	100	0.14%	TRAFFIC ENFORCEMENT	355	0.51%
ALARM MEDICAL ALERT	137	0.20%	GAS ODOR OR LEAK	40	0.06%	TRAFFIC PROBLEM	146	0.21%
ALARM TEST	133	0.19%	GAS SPILL FLUIDS	18	0.03%	TRAFFIC STOP	8337	12.04%
ALLERGIC REACTION	59	0.09%	HARASSMENT	110	0.16%	TRAUMA	95	0.14%
ANIMAL BITES	58	0.08%	HAZMAT INCIDENT	3	0.00%	TRESPASS	88	0.13%
ANIMAL COMPLAINT	3688	5.32%	HEAD INJURY	206	0.30%	TROUBLE TICKET	8	0.01%
ASSAULT	70	0.10%	HEADACHE	19	0.03%	TX TO ANOTHER AGENCY	2115	3.05%
BACK PAIN	95	0.14%	HEAT EMERGENCIES	11	0.02%	UNCONSCIOUS OR UNRESPONSIVE	329	0.48%
BLEEDING CONTROLLED	42	0.06%	IDENTITY THEFT	16	0.02%	UNKNOWN MEDICAL PROBLEM	83	0.12%
BLEEDING NON CONTROLLED	133	0.19%	INDECENT EXPOSURE	8	0.01%	VANDALISM	190	0.27%
BOAT CRASH	1	0.00%	INDUSTRIAL ACCIDENT OR MACHINERY ACCIDE	1	0.00%	WELFARE CHECK	1223	1.77%
BOLO	1975	2.85%	INVESTIGATION	2910	4.20%	WILDLIFE	123	0.18%
BOLO BE ON LOOKOUT	102	0.15%	JUVENILE PROBLEM	192	0.28%			
BOMB THREAT	5	0.01%	KIDNAPPING	2	0.00%			
BREATHING PROBLEMS	1086	1.57%	LIFTING ASSISTANCE	540	0.78%			
BURGLARY BUSINESS	29	0.04%	LZ HELICOPTER LANDING ZONE	93	0.13%			
BURGLARY RESIDENCE	187	0.27%	MISSING PERSON	80	0.12%			
BURGLARY VEHICLE	39	0.06%	MOTORIST ASSIST	1254	1.81%			
BURN PERMIT LOG	111	0.16%	MULTIPLE CALLER INCIDENT	1679	2.42%			
BURNS	3	0.00%	MVC INJURIES MOTOR VEHICLE CRASH	581	0.84%			
CALL BY PHONE	3820	5.51%	MVC NON INJURY MOTOR VEHICLE CRASH	1815	2.62%			
CARBON MONOXIDE POISONING	2	0.00%	NARCOTICS INVESTIGATION	107	0.15%			
CARDIAC ARREST	155	0.22%	NAUSEA VOMITING	216	0.31%			
CHANGE IN MENTAL STATUS	397	0.57%	OB PREGNANCY	42	0.06%			
CHEST PAIN OR HEART PROBLEMS	709	1.02%	OFFICER INITIATED	798	1.15%			
CHILD EXPLOITATION	2	0.00%	ORDER OF PROTECTION	219	0.32%			
CHOKING	25	0.04%	OVERDOSE	9	0.01%			
COLD EMERGENCIES	1	0.00%	OVERDOSE CPR	77	0.11%			
CONVALESCENT TRANSPORT	2261	3.26%	OVERDOSE POISONING	118	0.17%			
DEATH INVESTIGATION	105	0.15%	PROPERTY CHECK	1578	2.28%			
DELIVER MESSAGE	114	0.16%	PROPERTY LOST OR FOUND	78	0.11%			
DIABETIC PROBLEMS	205	0.30%	PURSUIT	74	0.11%			
DISTURBANCE	1178	1.70%	REPOSSESSION LOG	178	0.26%			
DISTURBANCE PEACE	310	0.45%	RESCUE BOATING ASSIST	21	0.03%			
DISTURBED PERSON	68	0.10%	RESCUE CONFINED SPACES	1	0.00%			
DOMESTIC DISTURBANCE	703	1.01%	RESCUE ELEVATOR RESCUE	2	0.00%			
DROWNING	2	0.00%	RESCUE HIGH ANGLE RESCUE	1	0.00%			
ELECTROCUTION OR LIGHTNING	1	0.00%	RESCUE SEARCH	20	0.03%			
ERRONEOUS ENTRY	342	0.49%	RESCUE STANDBY	84	0.12%			
ESCAPEE PRISONER	1	0.00%	RESCUE STRUCTURE COLLAPSE	6	0.01%			
ESCORT	1214	1.75%	RESCUE SUBMERGED OR SINKING VEHICLES	3	0.00%			
ESCORT MENTAL HEALTH	85	0.12%	RESCUE WATER	7	0.01%			
EYE INJURY OR PROBLEMS	2	0.00%	ROAD CLOSURE	120	0.17%			
FALLS	537	0.78%	ROAD HAZARD	988	1.43%			
FINGERPRINTING	32	0.05%	ROBBERY	4	0.01%			
FIRE AIRCRAFT EMERGENCY	1	0.00%	SCHEDULED PATIENT TRANSPORT	3806	5.49%			
FIRE ALARM	388	0.56%	SEIZURES	252	0.36%			
FIRE ALARM CARBON MONOXIDE	35	0.05%	SHOOTING	35	0.05%			
FIRE BRUSH GRASS FOREST	246	0.36%	SHOPLIFTER	75	0.11%			
FIRE EMS ASSIST	264	0.38%	SICK PERSON	1386	2.00%			
FIRE INSPECTION	5	0.01%	STABBING	8	0.01%			
FIRE MOVE UP	24	0.03%	STALKING	1	0.00%			
FIRE MUTUAL AID	36	0.05%	STOLEN VEHICLE	110	0.16%			
FIRE OTHER	103	0.15%	STORM RELATED	25	0.04%			
FIRE PREVENTION	1	0.00%	STROKE	301	0.43%			
FIRE PUBLIC ASSIST	68	0.10%	SUICIDAL PERSON	112	0.16%			
FIRE SMOKE INVESTIGATION	82	0.12%	SUICIDE ATTEMPT	12	0.02%			
FIRE STRUCTURE	118	0.17%	SUSPICIOUS PERSON OR VEHICLE	2617	3.78%			



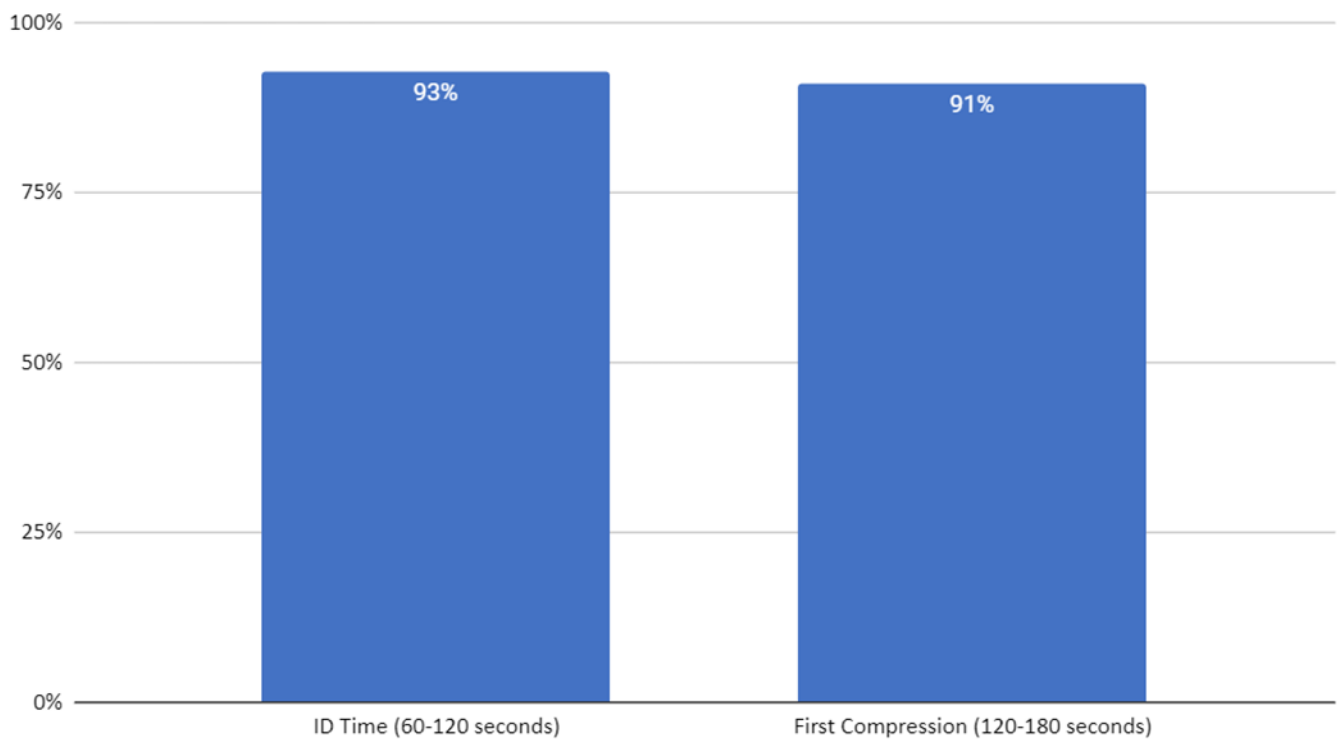
Fire service - Call Processing Time (Call Recieve - Call Dispatch)



138 Total Out of Hospital Cardiac Arrest Incidents - 2022



ID Time - First Compressions Started





Jefferson County 911

DASHBOARD - CUSTOM
(1/1/2022 - 12/31/2022)

TOTAL EVALUATIONS

3,694

TEAM AVERAGE SCORE



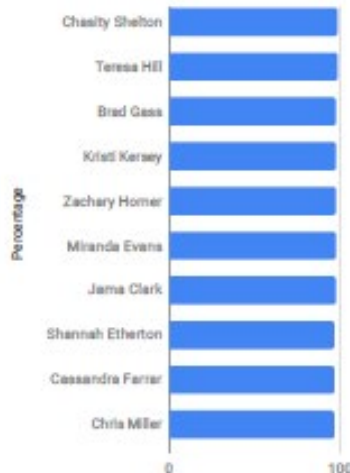
PERFECT SCORES

2,514

BELOW AVERAGE 90.00%

292

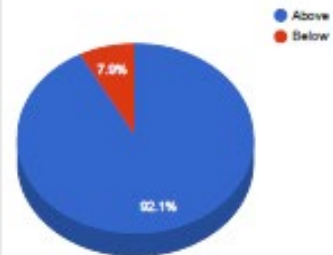
TOP PERFORMERS (SCORE)



QA FORM USAGE



ABOVE / BELOW AVERAGE

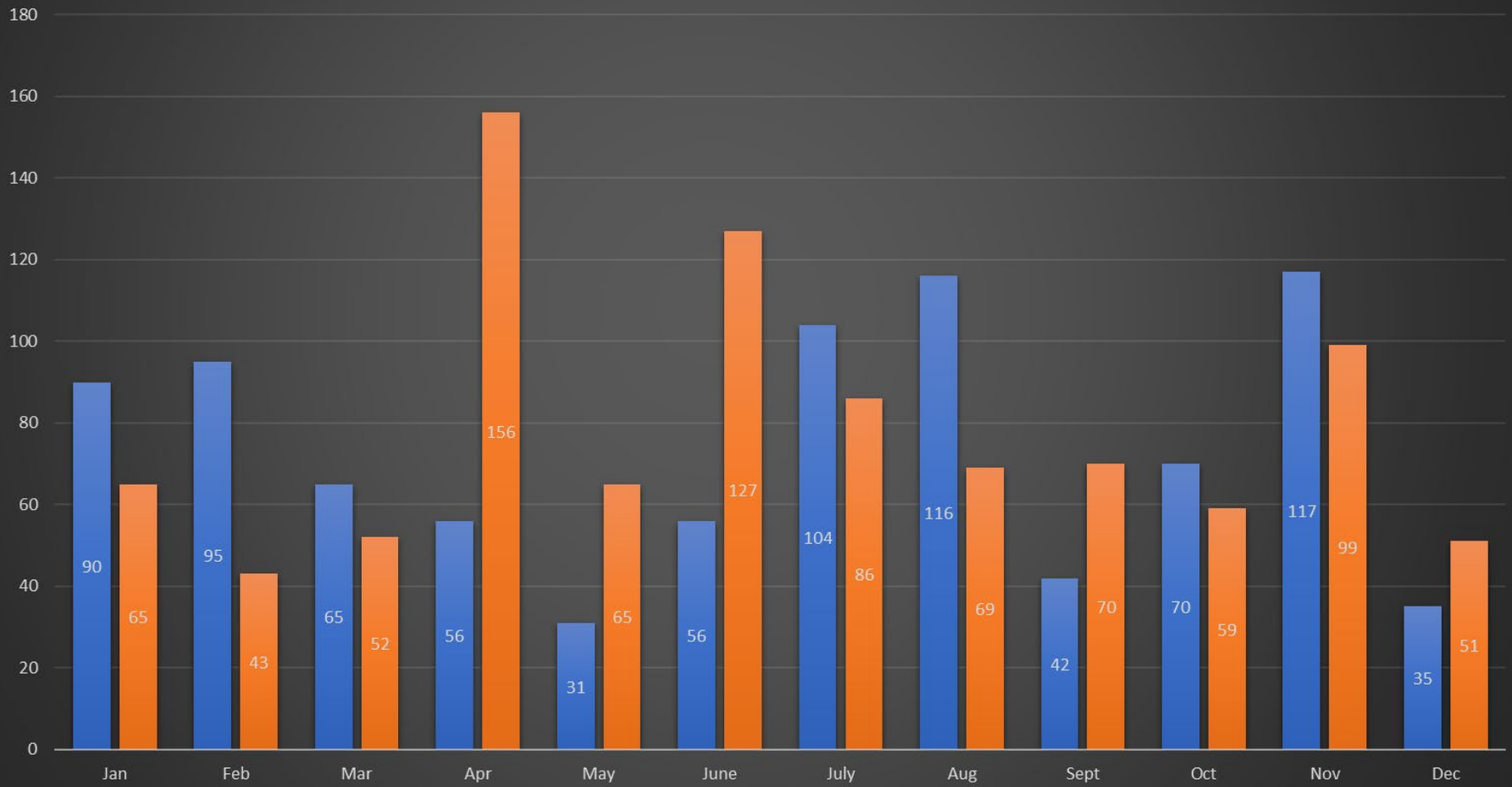


PERFORMANCE SCORE BY MONTH

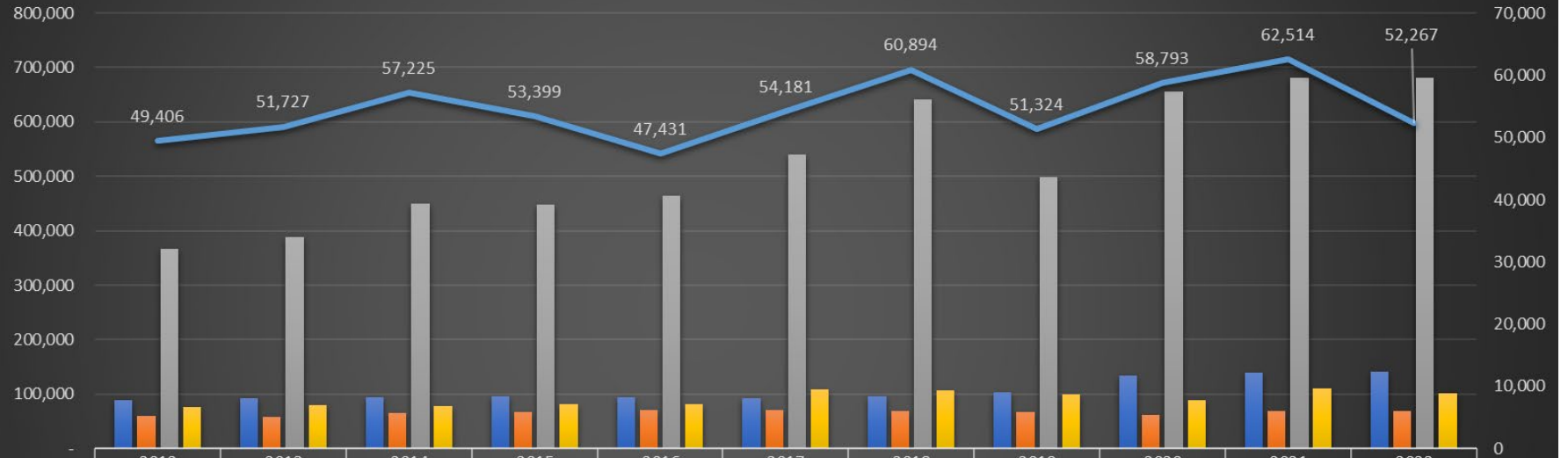


New Addresses Issued

■ 2022 ■ 2021



Transactions per Employee



	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Phone Calls	89,203	91,783	93,975	95,289	95,055	92,531	95,676	103,060	134,439	139,799	140,893
CAD Incidents	60,296	59,056	65,248	67,550	70,550	71,220	69,484	67,601	62,565	68,879	69,268
Radio Transmissions	367,730	389,465	449,441	449,021	463,812	539,584	640,657	499,395	655,100	680,572	680,572
NCIC Transactions	75,648	80,417	78,034	82,323	82,045	109,380	107,598	99,809	88,590	110,978	102,345
Transactions/employee	49,406	51,727	57,225	53,399	47,431	54,181	60,894	51,324	58,793	62,514	52,267

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