



Blount County Emergency Communication District

1431 William Blount Drive

Maryville, TN 37801

2024 Annual Report



Blount County Emergency Communication District

Mission Statement

To be the calm in a crisis
and provide competent, compassionate and
reliable service to everyone in our community.



Message from the Director



The Blount County Emergency Communication District continues to leverage emerging technologies to enhance the quality of service to our public safety partners and the community. It is important to stay relevant with up to date capabilities and services. However, this increases the scope of work on our front line dispatch staff. We are constantly working hard to recruit and retain compassionate, capable professionals to ensure sustainability in the coming years to maintain our great quality of life and the unique personality of our community as it continues to grow.

Blount County Emergency Communication

District Board of Directors



Judge William Brewer
Chairman



Chief Tony Jay Crisp
Secretary



Sheriff James Lee Berrong



Commissioner Ron French



Chief Roger Robinson



Chief David Carswell



Commissioner Mike Caylor



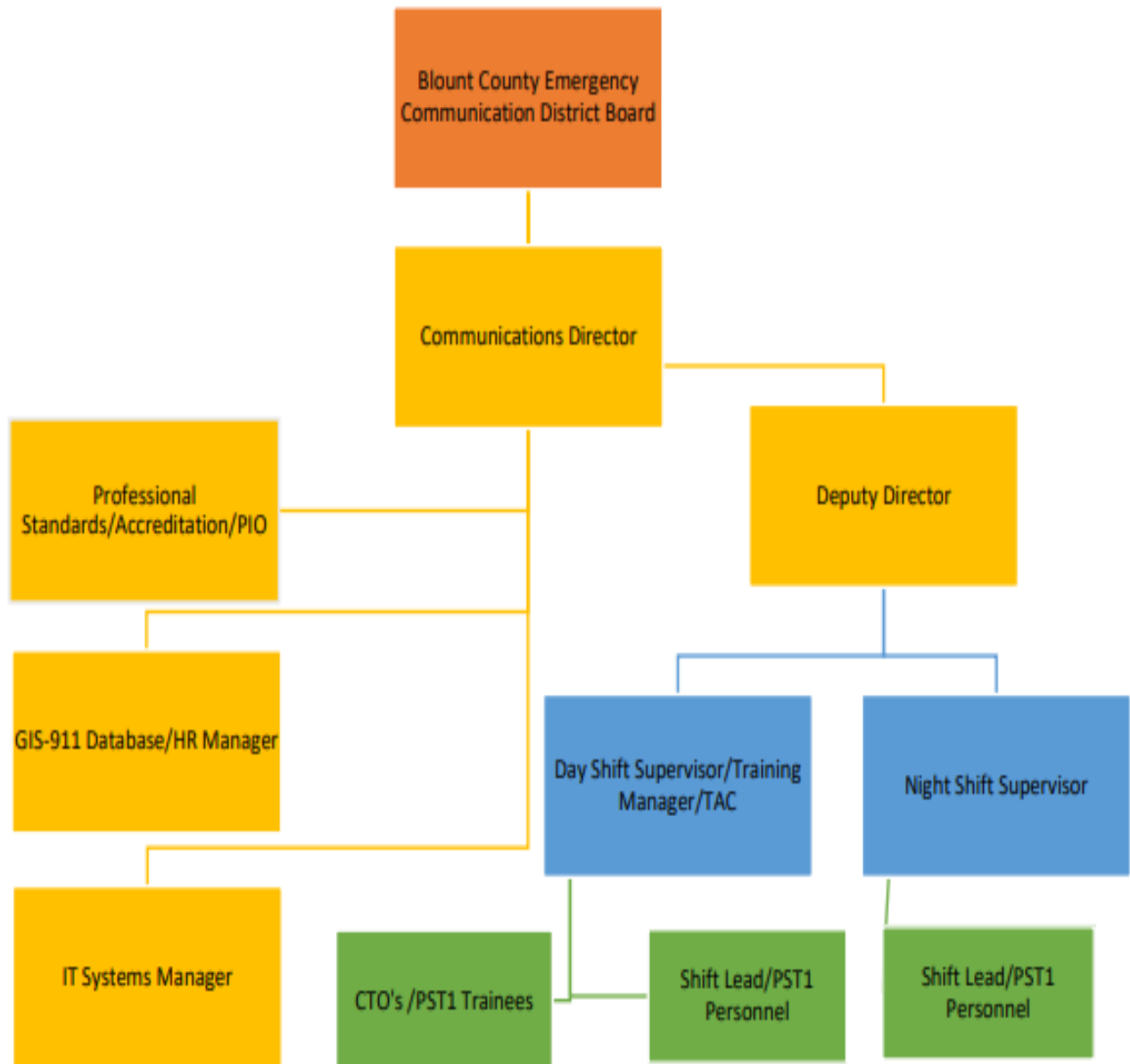
Deputy Chief Greg Cooke



Mr. Darrell Tipton

BLOUNT COUNTY EMERGENCY COMMUNICATION DISTRICT

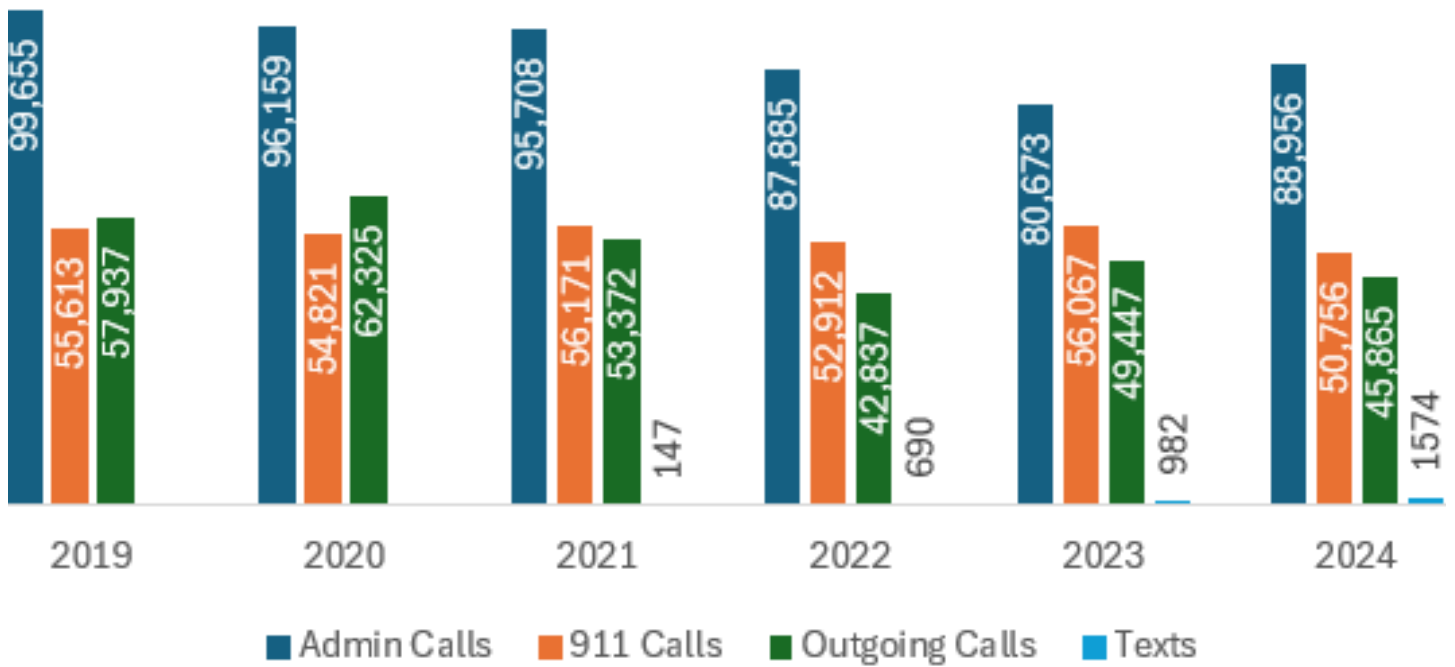
ORGANIZATIONAL CHART



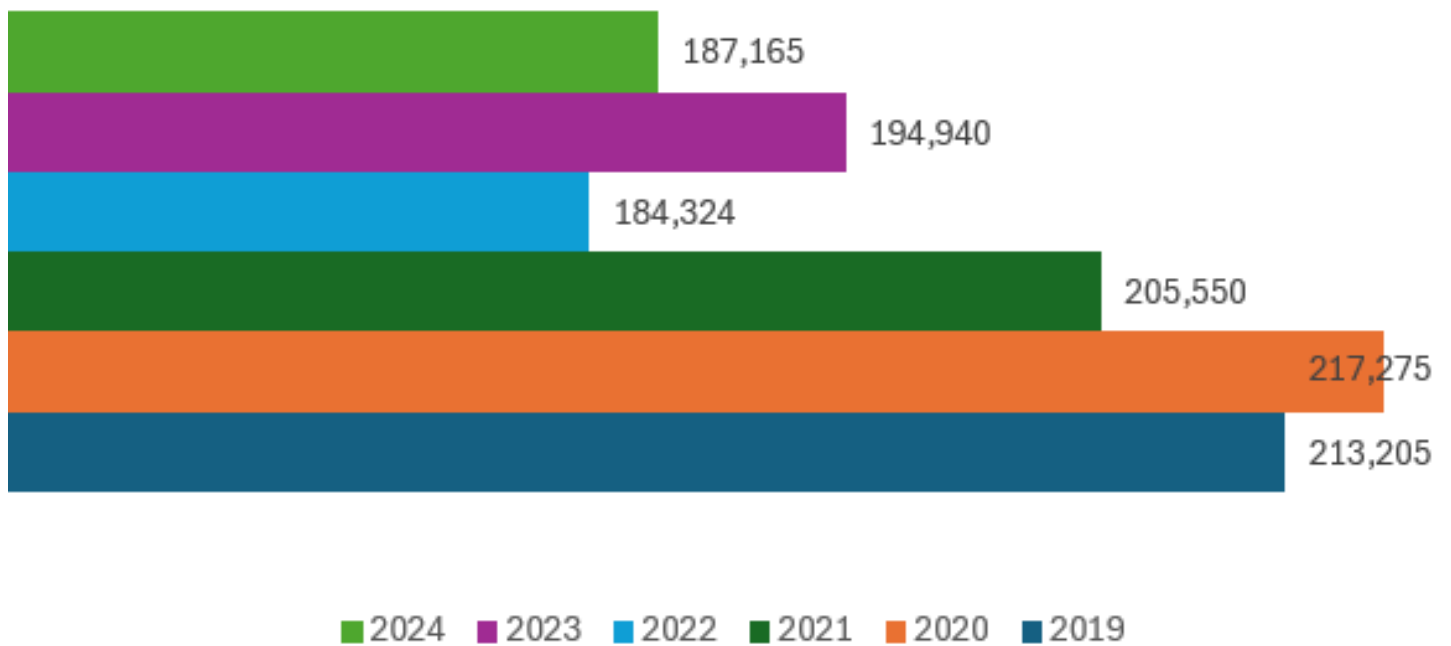
District Operations

The Blount County Emergency Communication District has a total of 31 full-time employees and 2 part-time employees. The Communications Director oversees 24 full-time dispatch positions with assistance from the Deputy Director. There are two supervisors that are responsible for the supervision of dispatch personnel that are assigned to two twelve-hour shifts. The Professional Standards Manager is responsible for all quality assurance and complaint investigations for the district and also coordinates all public relations events. The Training Manager ensures that all employee certifications are maintained as well as coordinates training for all newly hired employees and works with the Professional Standards Manager to address any performance deficiencies that are identified. In addition, the Geographic Information Systems (GIS) Administrator assigns all local addresses and maintains all GIS data within the Computer Aided Dispatch (CAD) system. The district has one assigned Information Technologies (IT) Manager that ensures on-site technical equipment is maintained at all times and coordinates his actions with IT Managers from all Public Safety Partners in the jurisdiction. The district is a consolidated Public Safety Answering Point (PSAP) that dispatches to four law enforcement agencies and seven fire departments. Emergency Medical Services (EMS) calls are received in the PSAP and dispatched by American Medical Response (AMR) dispatchers who are co-located in the Dispatch Center. The PSAP has ten fully equipped dispatch positions and one Supervisor position. The Emergency Operations Center (EOC) is located in our facility and it is equipped with four additional dispatch positions for use in a critical incident. The Back-Up facility is equipped with six console position and can be used in lieu of the primary facility as well as simultaneously if needed. The 911 Dispatch Center utilizes Emergency Call Works as our call taking solution and is "Text to 911" capable. The PSAP has the capability to monitor all Tennessee Department of Transportation (TDOT) cameras located in our jurisdiction. We also have access to all school security cameras for the three school districts in our jurisdiction as well as county government, probation and drug court security cameras. The Center utilizes VOIP for both administrative and non-emergency phone lines and uses a cellular back-up phone solution that provides emergency service to both 911 and non-emergency phone lines in the event an incident interrupts normal operation or evacuation of the building is required and personnel have to relocate to the Back-up PSAP.

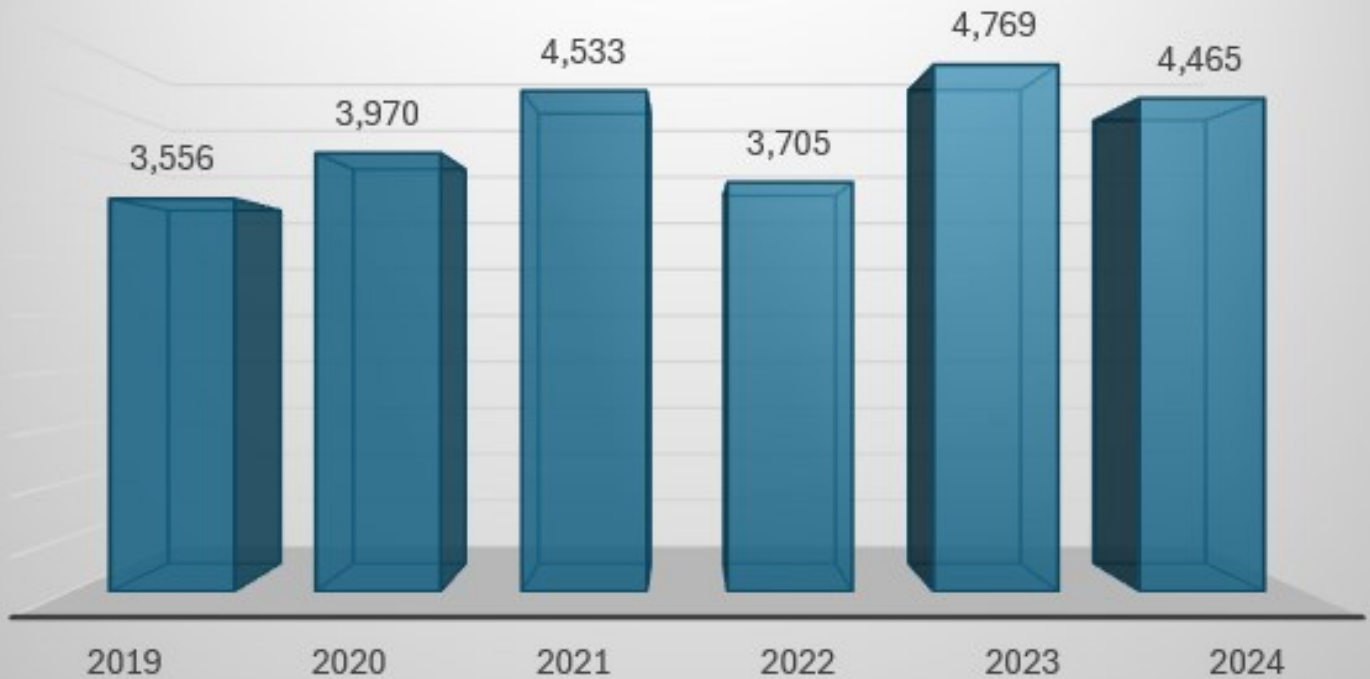
Total Phone Calls Per Year



Total Calls By Year



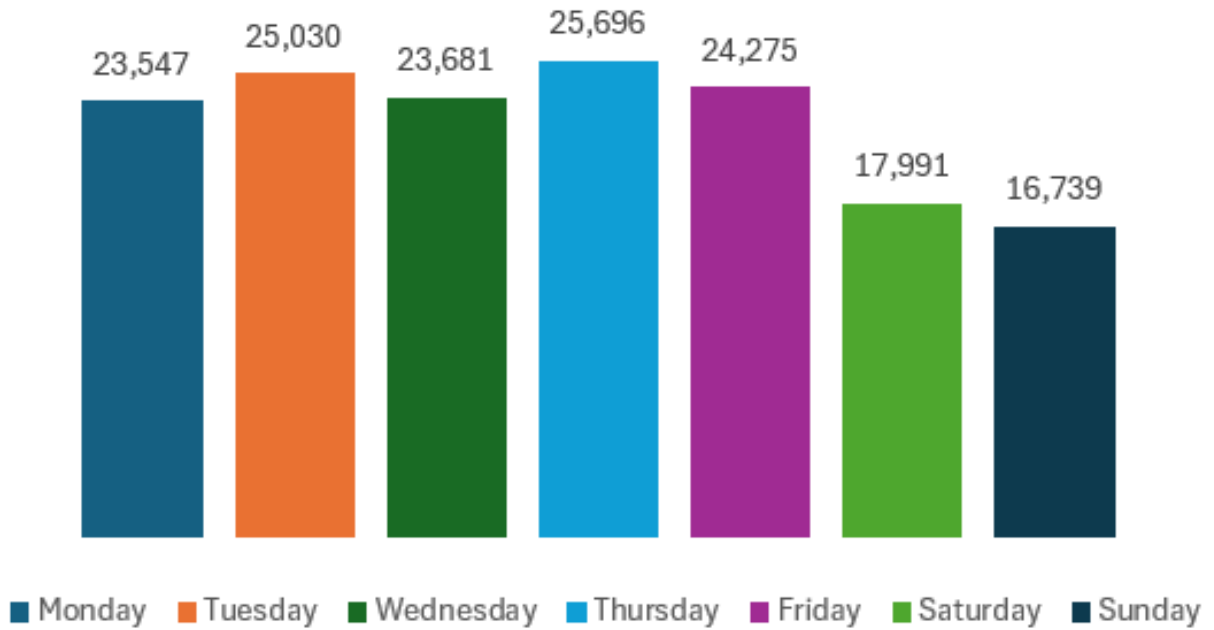
Abandoned 911 Calls by Year



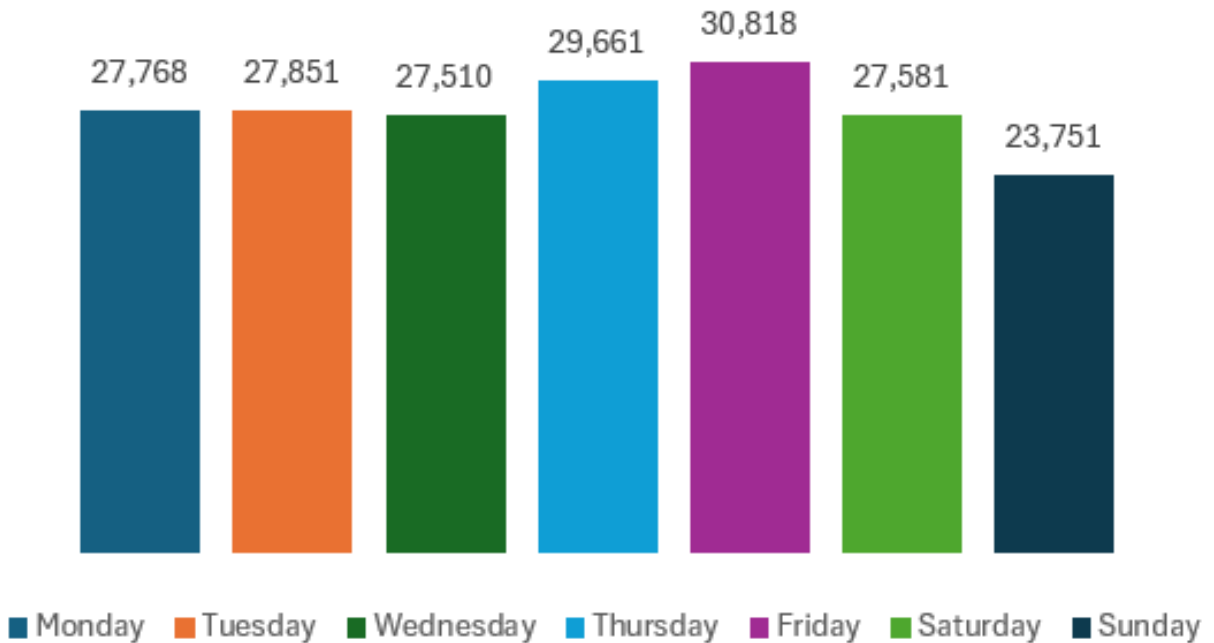
Abandoned calls are 911 calls that go unanswered. All Public Safety Answering Points (PSAPs) experience abandoned calls. They occur at peak times when the call volume exceeds the number of call takers that are available. However, these are a concern and should be monitored and mitigated. As the chart above reflects the number of abandoned calls increased from 2019 through 2021. In 2020, the Covid situation, as well as, the loss of two experienced dispatchers and the inability to quickly fill those vacancies allowed for a small increase in the number of abandoned calls. That number increased again in 2021 and can be directly attributed to the continuing staffing shortage over that two year period. As we have begun to fill staffing vacancies, we can see the direct reflection in the reduced number of abandoned calls experienced in 2022. In 2023, the continued advances in wireless technologies, such as automatic fall detection and SOS options on cellular devices, resulted in more abandoned calls as users were accidentally calling 911 from those devices and hanging up prior to the calls being able to be answered.

All CAD Entries and Phone Calls Received By Day of the Week

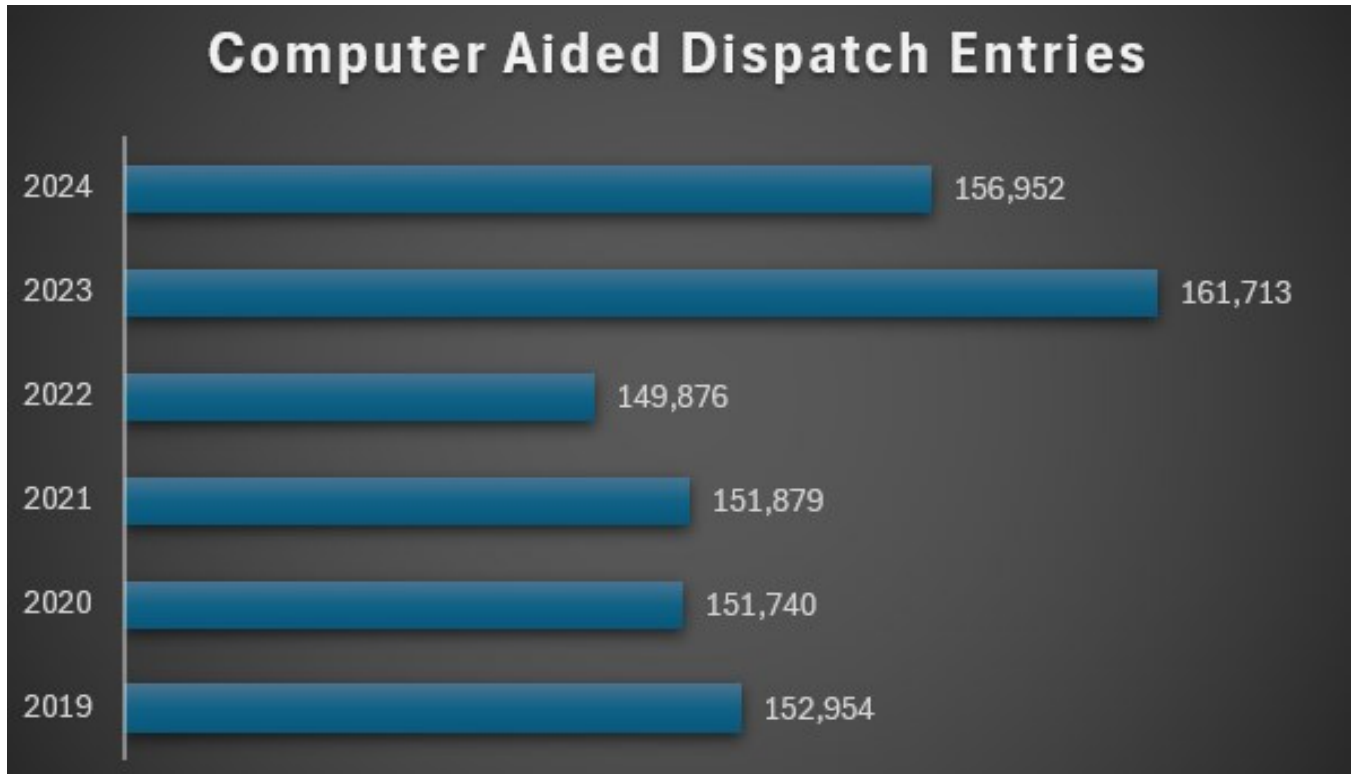
2024 CAD Entries By Day Of Week



2024 Phone Calls By Day Of Week



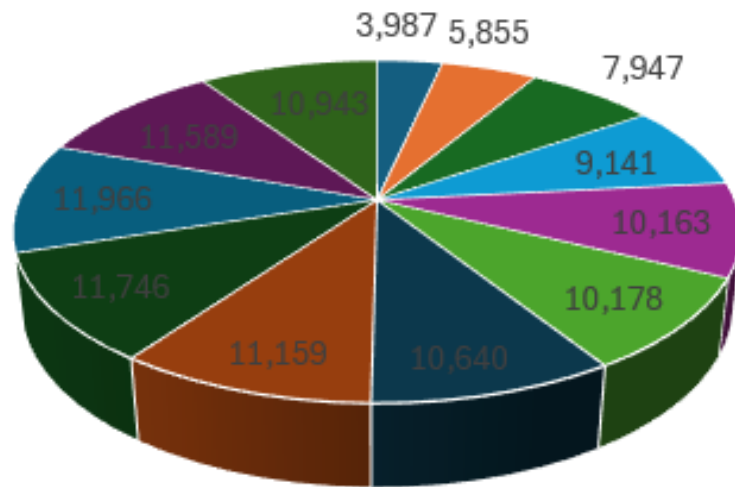
CAD Entries By Year



Shown in the chart above are the number of CAD entries for the last six years. As indicated, the numbers decreased from 2019 through 2021.

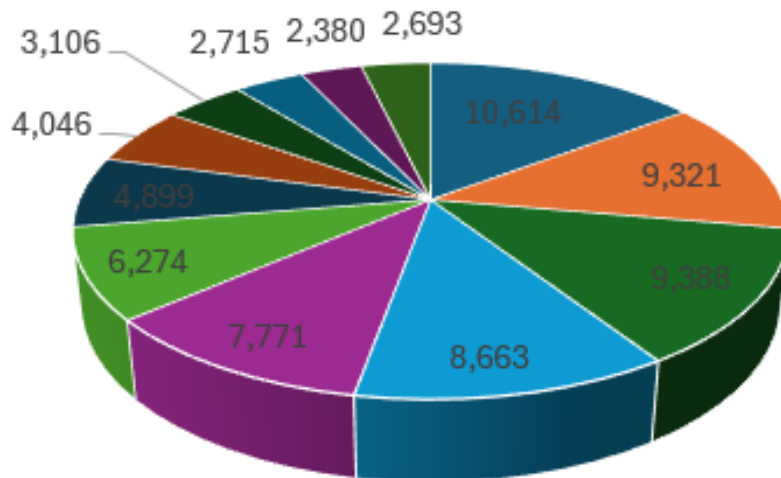
However, in 2022 there was a slight decrease experienced again. The decrease in entries over the period of a year averaged 166 fewer CAD entries per month. There was not a significant affect identified that would have contributed to the decrease. In 2023 the numbers increasing drastically can be attributed to an increase in law enforcement activity and the rising amount of calls for service. In 2024 there was another substantial decrease in CAD entries which averages out to approximately 397 fewer entries per month. Again there is no significant affect that would explain the decrease in CAD entries.

2024 Dayshift Phone Calls By Hour



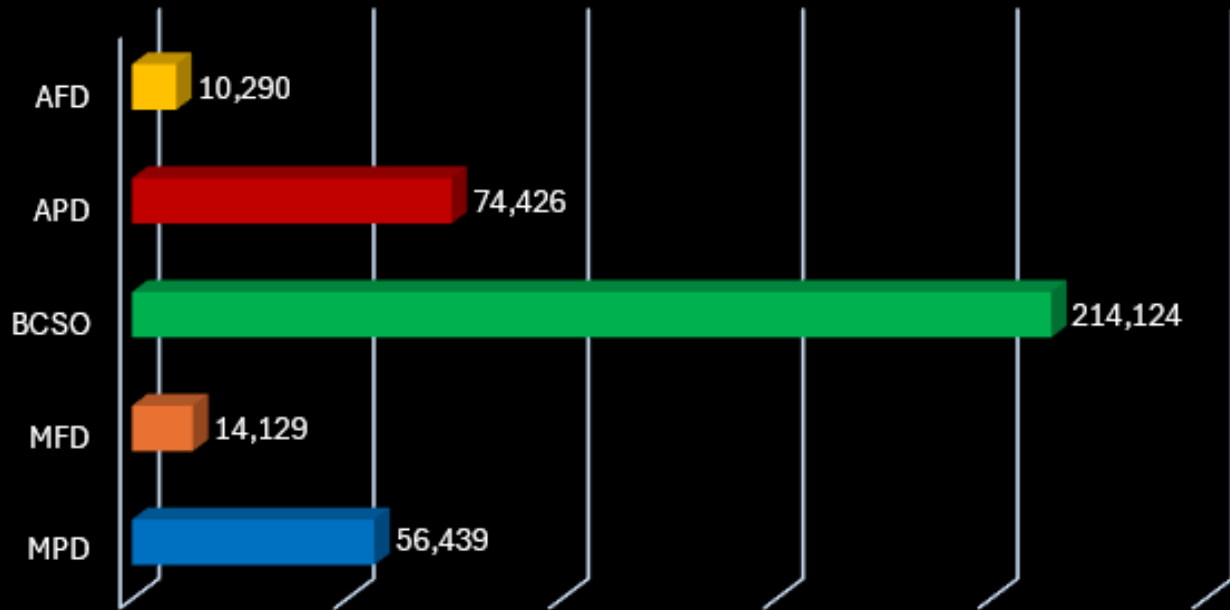
- 0600-0700 ■ 0700-0800 ■ 0800-0900 ■ 0900-1000 ■ 1000-1100 ■ 1100-1200
- 1200-1300 ■ 1300-1400 ■ 1400-1500 ■ 1500-1600 ■ 1600-1700 ■ 1700-1800

2024 Nightshift Phone Calls By Hour

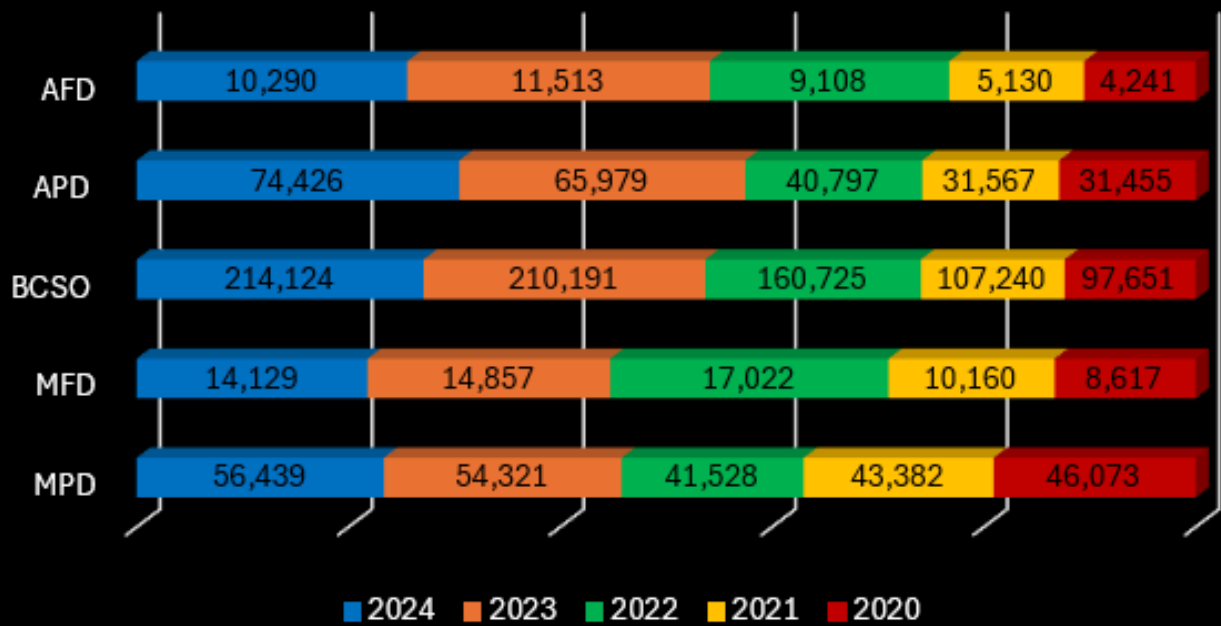


- 1800-1900 ■ 1900-2000 ■ 2000-2100 ■ 2100-2200 ■ 2200-2300 ■ 2300-0000
- 0000-0100 ■ 0100-0200 ■ 0200-0300 ■ 0300-0400 ■ 0400-0500 ■ 0500-0600

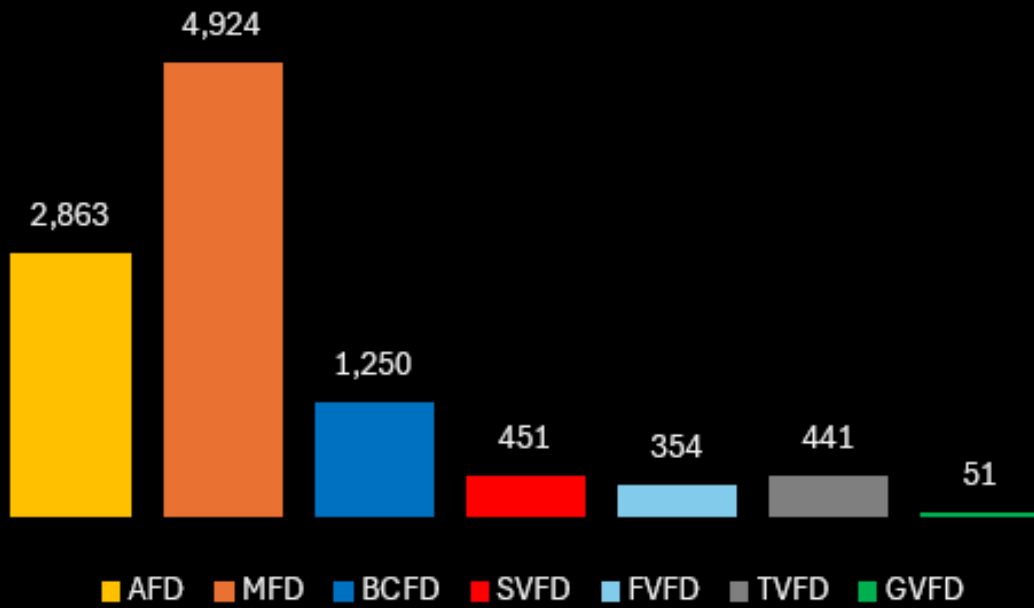
PTT Times (Minutes) Each Agency 2024



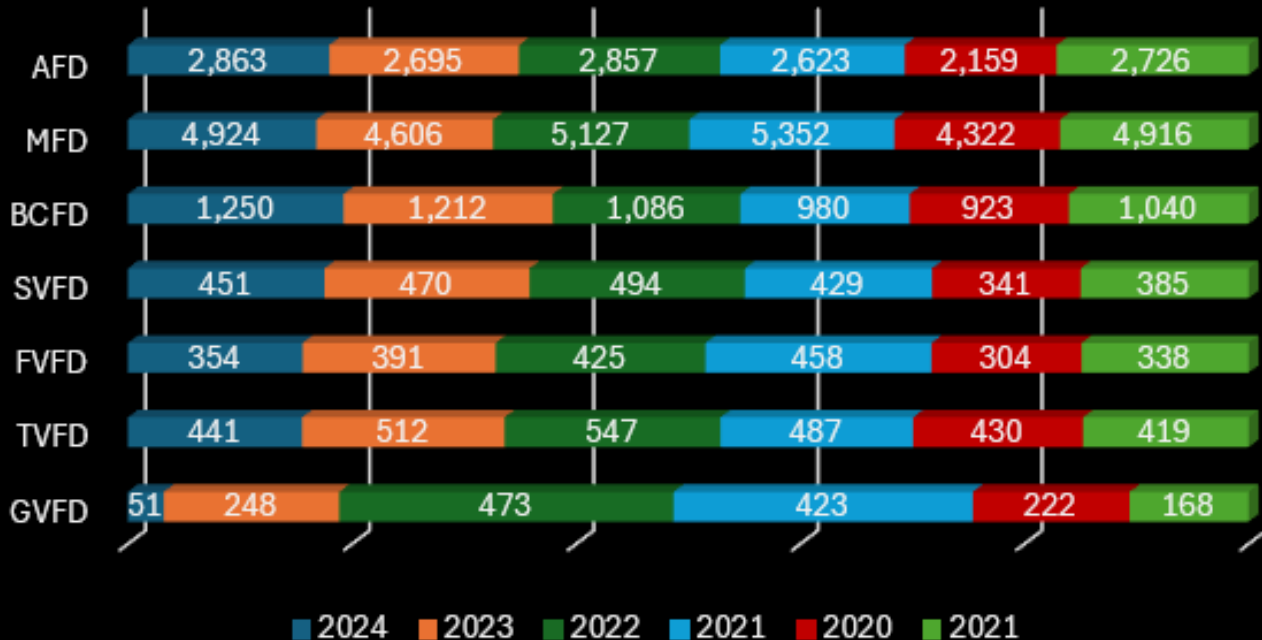
PTT Times (Minutes) Each Agency By Year



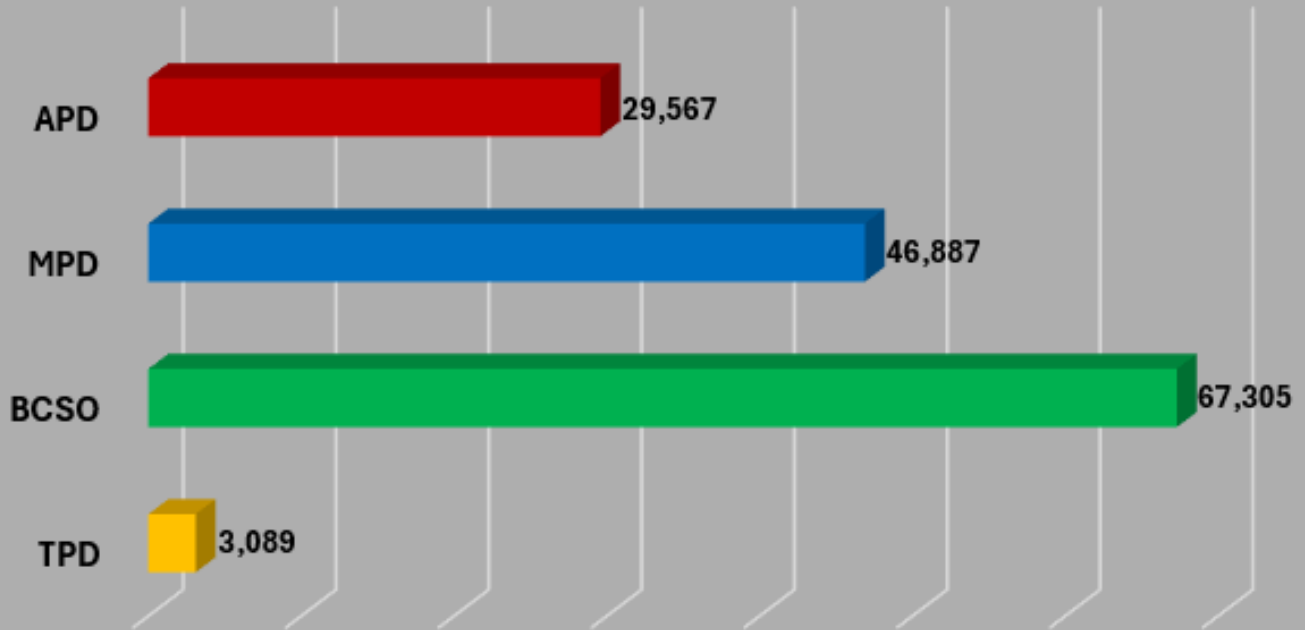
Fire Service Calls Each Agency 2024



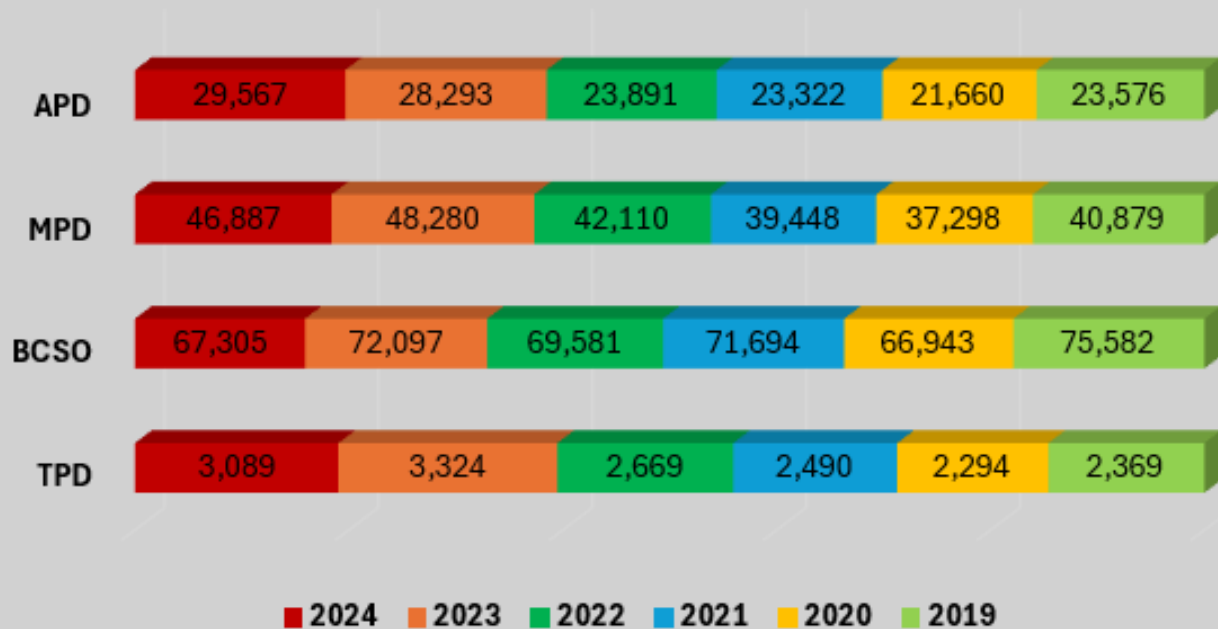
Fire Service Calls Each Agency By Year



Law Enforcement Calls Each Agency 2024



Law Enforcement Call Each Agency By Year



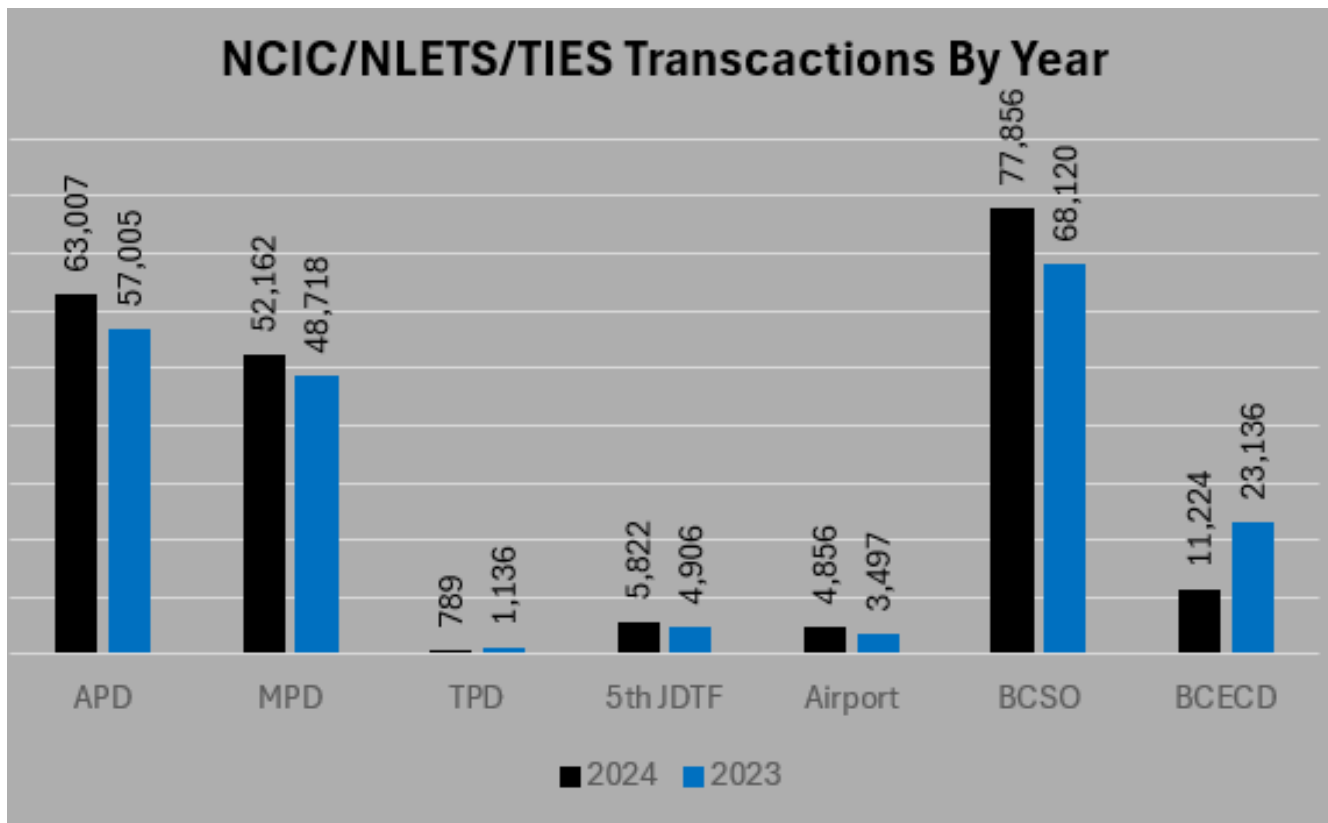
TRAINING STATISTICS 2024

In 2024, the Communications Training Manager coordinated the training of five new employees. The training program consists of an academic phase, classroom instruction phase, CAD practice phase, and on the job training. The program in its entirety provides 800 hours of training. Three of the new hire trainees successfully completed the program and each of those three graduates have been retained as employees. Each trainee is monitored closely by a Communications Training Officer during the On-Job-Training phase until competency is demonstrated. Ancillary training is conducted for each PST1 on a monthly basis to equal 24 hours of classroom instruction annually. This is in addition to the online courses and training articles that are required to be reviewed or completed. Personnel have completed a total of 4,059 hours of training between in-house courses and training opportunities attended outside the district.



NCIC/NLETS/TIES TRANSACTIONS by Year

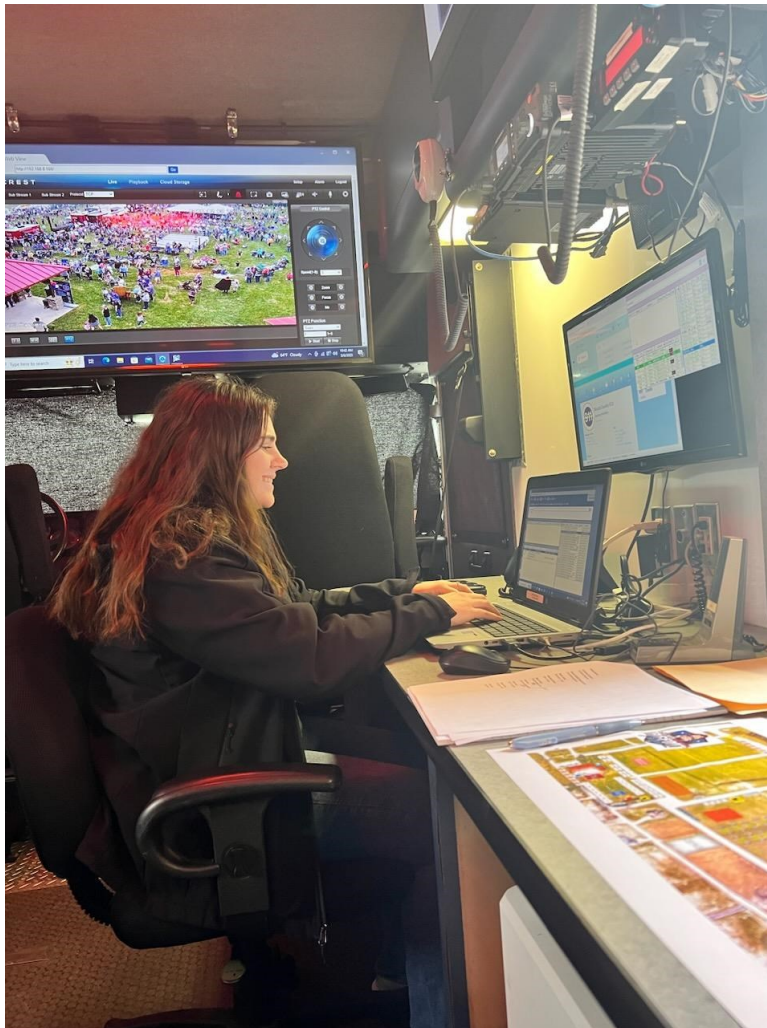
The BCECD is the primary entering agency for all law enforcement organizations in Blount County with the exception of the Blount County Sheriff's Office. While the Sheriff's Office handles and houses entries for their agency, the BCECD performs all routine queries for all agencies that are requested during the performance of their daily duties. The chart below reflects the information entered or queried by the BCECD for partner agencies.



Telecommunicator Emergency Response – Field Dispatch

Large Scale (planned) Events
Large Scale (unplanned) Events

Dispatching at a remote location mitigates the workload on the Communications Center and allows the sole focus to remain on daily operations



Public Relations and Community Education



PST1 Sheri Dieck
School Education

- Job Fairs
- 911 Center Tours
- Media Interviews
- Civic Groups
 - Schools
 - Churches



PST1 Kris Harris
Community Relations



Public Education and Community Involvement



City of Alcoa National Night Out Event



Operation Safe Halloween Event

Public Relations

In 2024, the district's public relations efforts continued to be active. BCECD held or was involved in 31 events with over 6,000 contacts made in settings, such as classrooms, job fairs, citizen's academies, and community outreach or fun days.

BCECD continues its efforts in Public Education on Text-2-911, as well as our partnerships with organizations to assist senior's and those with special needs.

In 2023 the district first sponsored a new community event called "Spring Into Action-Come Meet Your Local Heroes". The district partnered with other local first responders and organizations to create a free community event that allowed citizens to get a behind the scenes look at emergency services. This event has been a great success and will be held again in 2025.





**In this FAMILY
No One Stands Alone**

Professional Standards

The CALEA Public Safety Communications Accreditation Program is a joint effort of the Commission on Accreditation for Law Enforcement Agencies and the Association of Public-Safety Communications Officials - International (APCO).

The Program was developed in 1999 and includes 218 Standards to be met during the accreditation process.



Richee Kidd
Professional Standards
Manager





Accreditation



The BCECD was awarded its fifth re-accreditation in July 2022. During that process the district was given the rare distinction of Accredited with Excellence. Our assessments continue on an annual basis and we will be considered for our next award in 2026.

2024 Liability Reports

There were two liability reports for 2024.

2024 Complaints

Four complaints were filed against BCECD employees. Two complaints were unfounded, one was sustained and one was suspended.

2024 Quality Assurance

EMD - 406 total reviewed with 99% compliance.

TCPR - 417 total reviewed with 100% compliance.

Law Enforcement - 428 total reviewed with 100% compliance

Fire - 593 total reviewed with 99% compliance



Community CPR Classes



BLS HEALTHCARE PROVIDER CPR/AED,
including Recertification
HEARTSAVER CPR / AED
HEARTSAVER FIRST AID
PEDIATRIC CPR/FIRST AID, (geared
more for the Child Care Provider)

To schedule a class for your group or organization please
Contact Deputy Director Susan Porter @ 865-981-7109 or
email: Sporter@blount911.com



Deputy Director Susan Porter
Instructor

GIS Office

Addressing

- Approve all road names.
- Sign all plats subdividing property.
- Assign and disseminate all new addresses.
- The only source for validating legitimate addresses in Blount County.
- Change addresses as needed.
- Research and correct address anomalies

Maintain databases for the following:

- Automatic Location Information (ALI)
- Automatic Number Identification (ANI)



Heather Murphy
GIS Manager

GIS

Maintain the following Geographic Information Systems (GIS) layers in accordance with State of Tennessee and National Emergency Services Number (NENA) standards:

- Address points
- Road centerlines
- Zip Code
- Police/Fire dispatch
- Police/Fire reporting

2024 Statistics

1,048 new addresses issued in Blount County

71,109 addresses modified

23 new roadways

1,138 road modifications

Information Technology Manager

- Responsible for physical security of premises
- Established and maintains inventory of property
- Schedules and performs updates and software patches
- Troubleshoots all CAD issues and initiates service
- Coordinates maintenance with all IT professionals in jurisdiction
- Researches and procures hardware and software
- Maintains all computers at 911 center
- Maintains all servers for center including recorders, phone, CAD, cameras
- Updates radio system and tower sites (3 tower sites, 7 radio consoles in dispatch, 9 mobile radios in dispatch)
- Assists with public record requests
- Manages all technical projects
- Monitors maintenance agreements such as generator, fire alarm, and UPS and updates as needed
- Works with vendors on scheduling regular maintenance



Wayne Baldwin

Blount County Emergency Communications District Team Members



Ja'Nett Brabson
Dayshift Supervisor



Scott Gregory
Nightshift Supervisor



Sherry Tipton
CTO / Shift Leader



Mark McClung
CTO / Shift Leader



Charity Gentry
PST1



Kris Harris
PST1



Christy Self
CTO



Marissa Blankenship
CTO



Heather McMillan
CTO / Shift Leader



Pam Layman
PST1



Breanna Johnston
PST1



Brayden Kirby
PST1



Sarah Venters
PST1



Christopher Curtis
CTO / Shift Leader



Robert Byrd
PST1



David Nelson
PST1



Allison Riddle
PST1



Paige Postel
PST1



Sheri Dieck
PST1



Amber Nichols
PST1



Brandi Fulcher
PST1



Josh Bass
PST1



Charles Dunkelberger
PST1

Not Pictured:

Austin Burchell
PST1

Bailey Tipton
PST1

Jessica Benner
PST1

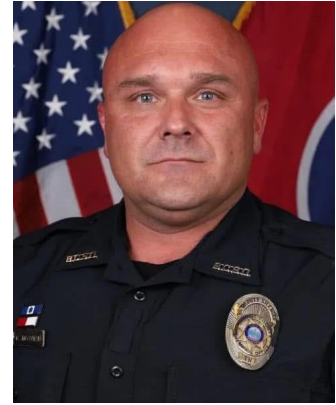
Cassidy Rhodes
PST1

Jasmine Buchanan
PST1

Matthew Ferrante
PST1

In Memory of Our Fallen Heroes

*Deputy Greg McCowan
Blount County Sheriffs Office
E.O.W.—February 8, 2024*



*Fire Chief Tom Greene
Friendsville Fire Department
E.O.W.—June 18, 2024*



*Lieutenant Charles “Chuck” Ford
Blount County Sheriffs Office
E.O.W.—November 7, 2024*



*Corporal Nathaniel “Nate” Robinson
Maryville Police Department
E.O.W.—December 20, 2024*

