



Blount County Emergency Communication District

1431 William Blount Drive

Maryville, TN 37801

2025 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.



Blount County Emergency Communication District

Board of Directors



Judge William Brewer
Board Chairman



Chief Tony Jay Crisp
Maryville Police and Fire
Board Secretary



Sheriff James Lee Berrong



Commissioner Ron French
Blount County Commission



Commissioner Mike Caylor
Blount County Commission



Chief David Carswell
Alcoa Police Department



Chief Colin Hurst
Alcoa Fire Department



Deputy Chief Ryan Rogers
Maryville Police Department



Mr. Darrell Tipton
Citizen-At-Large

Message from the Director

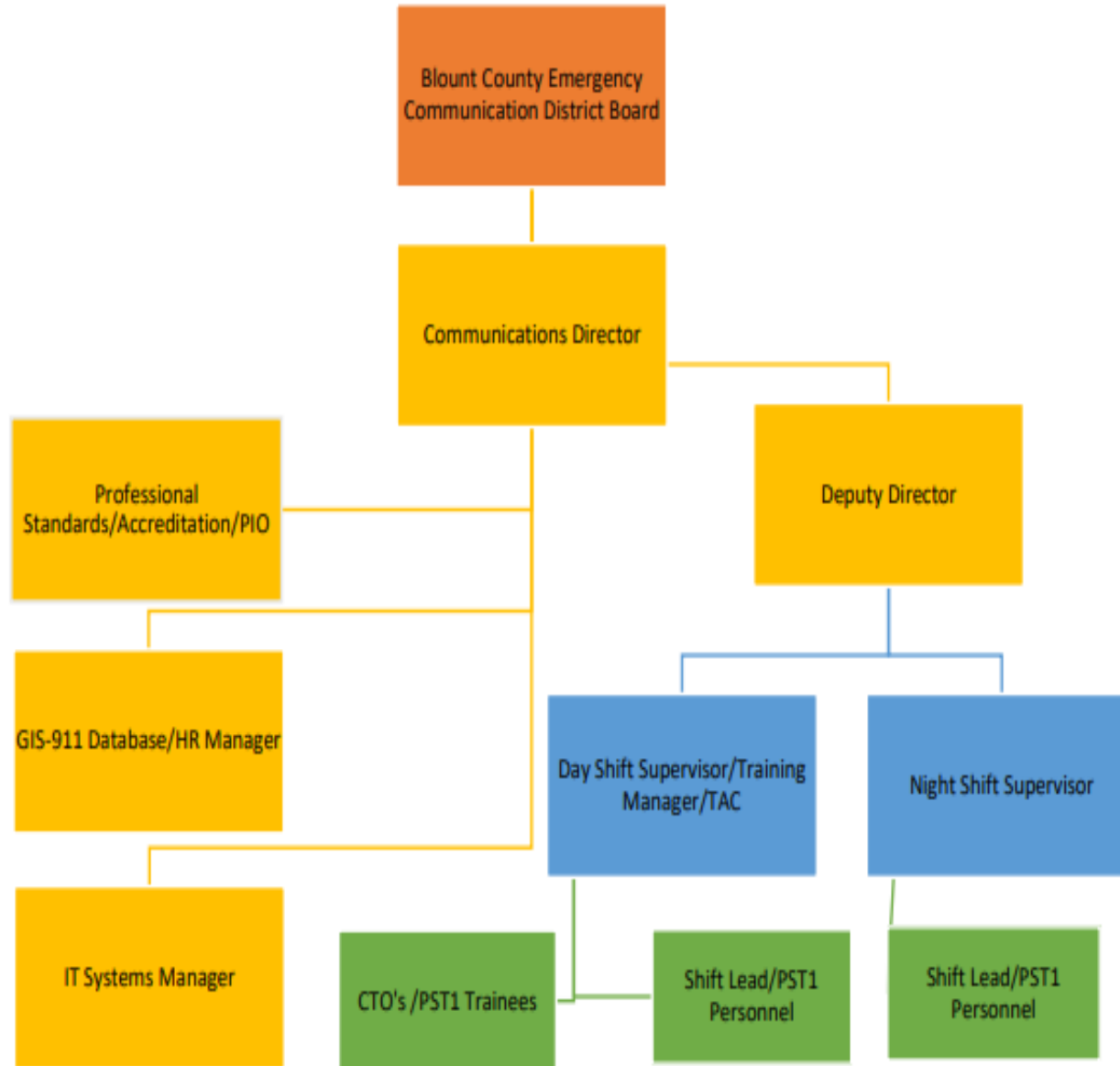


The Blount County Emergency Communication District serves as the first point of contact for all emergency situations in Blount County. We are proud to partner with our public safety agencies to meet the needs of our community. With the support of our Board of Directors, we have implemented the latest technologies to enhance emergency response efforts.

We remain committed to recruiting and retaining highly qualified professionals and work diligently each day to ensure long-term sustainability. As our community continues to grow, we actively seek innovative technologies to support and strengthen our mission.

BLOUNT COUNTY EMERGENCY COMMUNICATION DISTRICT

ORGANIZATIONAL CHART



District Operations

The Blount County Emergency Communication District employs a total of 31 full-time employees and 1 part-time employee. The Communications Director oversees 24 full-time dispatcher positions with assistance from the Deputy Director. Two supervisors are responsible for overseeing dispatch personnel assigned to two twelve-hour shifts.

The Professional Standards Manager oversees all quality assurance activities and complaint investigations for the district and also coordinates public relations events. The Training Manager ensures all employee certifications are maintained, coordinates training for newly hired employees, and works closely with the Professional Standards Manager to address any identified performance deficiencies.

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 also employs one Information Technology (IT) Manager who ensures all on-site technical equipment is maintained and coordinates efforts with IT managers from all public safety partner agencies within the jurisdiction.

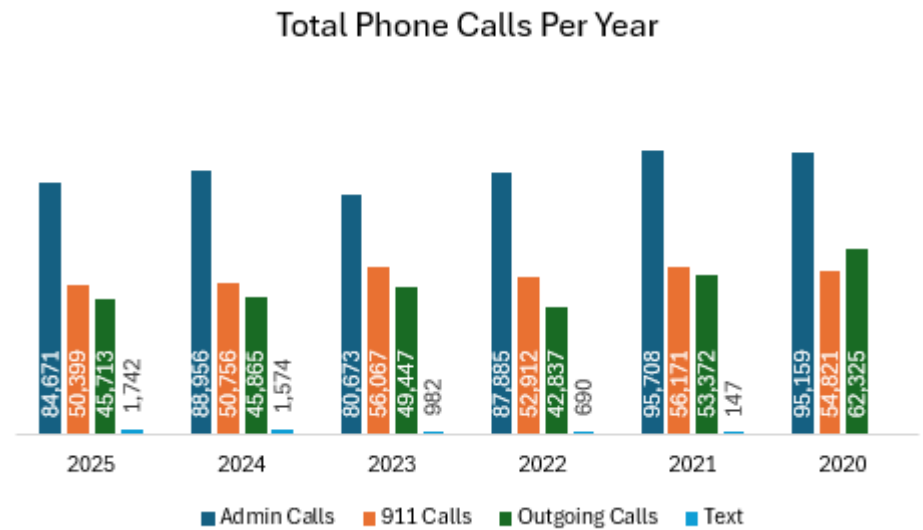
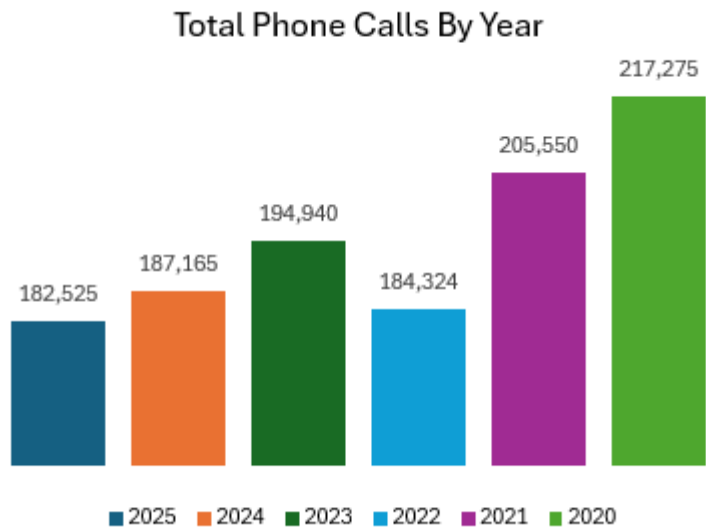
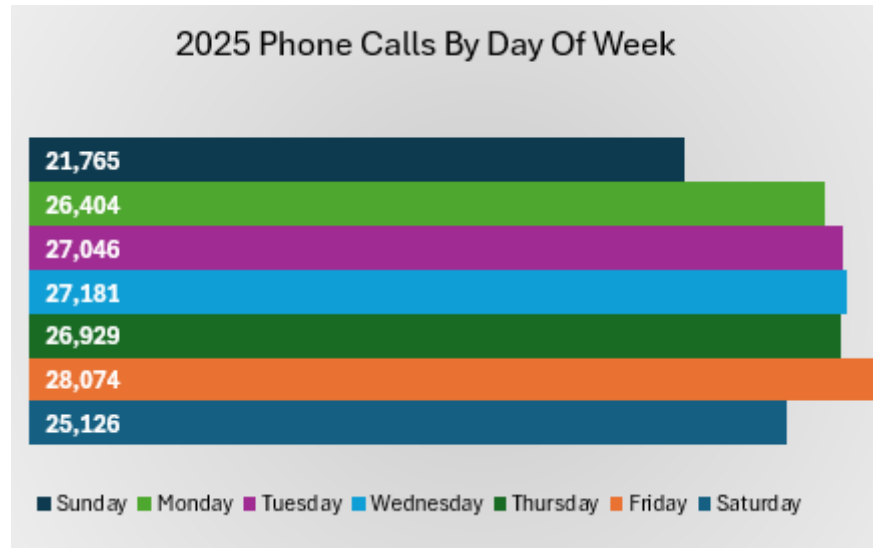
The district operates as a consolidated Public Safety Answering Point (PSAP) and provides dispatch services for four law enforcement agencies and seven fire departments. Emergency Medical Services (EMS) calls are received at the PSAP and dispatched by American Medical Response (AMR) dispatchers who are co-located within the Dispatch Center.

The PSAP contains ten fully equipped dispatcher positions and one supervisor position. The Emergency Operations Center (EOC), located within the same facility, is equipped with four additional dispatch positions for use during critical incidents. A Back-Up PSAP is equipped with six console positions and can be used either in place of the primary facility or simultaneously if operational needs require.

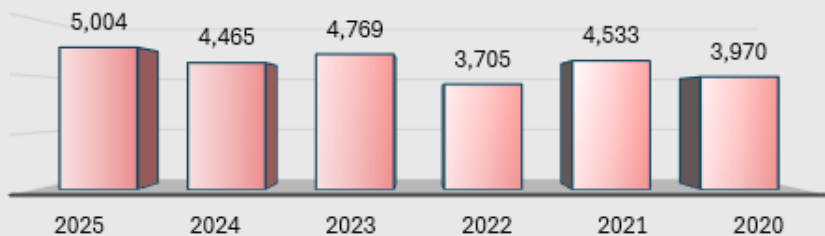
The 911 Dispatch Center utilizes Emergency Call Works as its call-taking solution and is fully Text-to-911 capable. The PSAP can monitor all Tennessee Department of Transportation (TDOT) cameras within the jurisdiction and has access to security cameras for three school districts, county government facilities, probation, and drug court operations.

The center utilizes Voice over Internet Protocol (VoIP) for both administrative and non-emergency phone lines and maintains a cellular backup phone system. This system ensures continuity of 911 and non-emergency services in the event of an operational disruption or building evacuation requiring relocation to the Back-Up PSAP.

2025 Phone Call Statistics



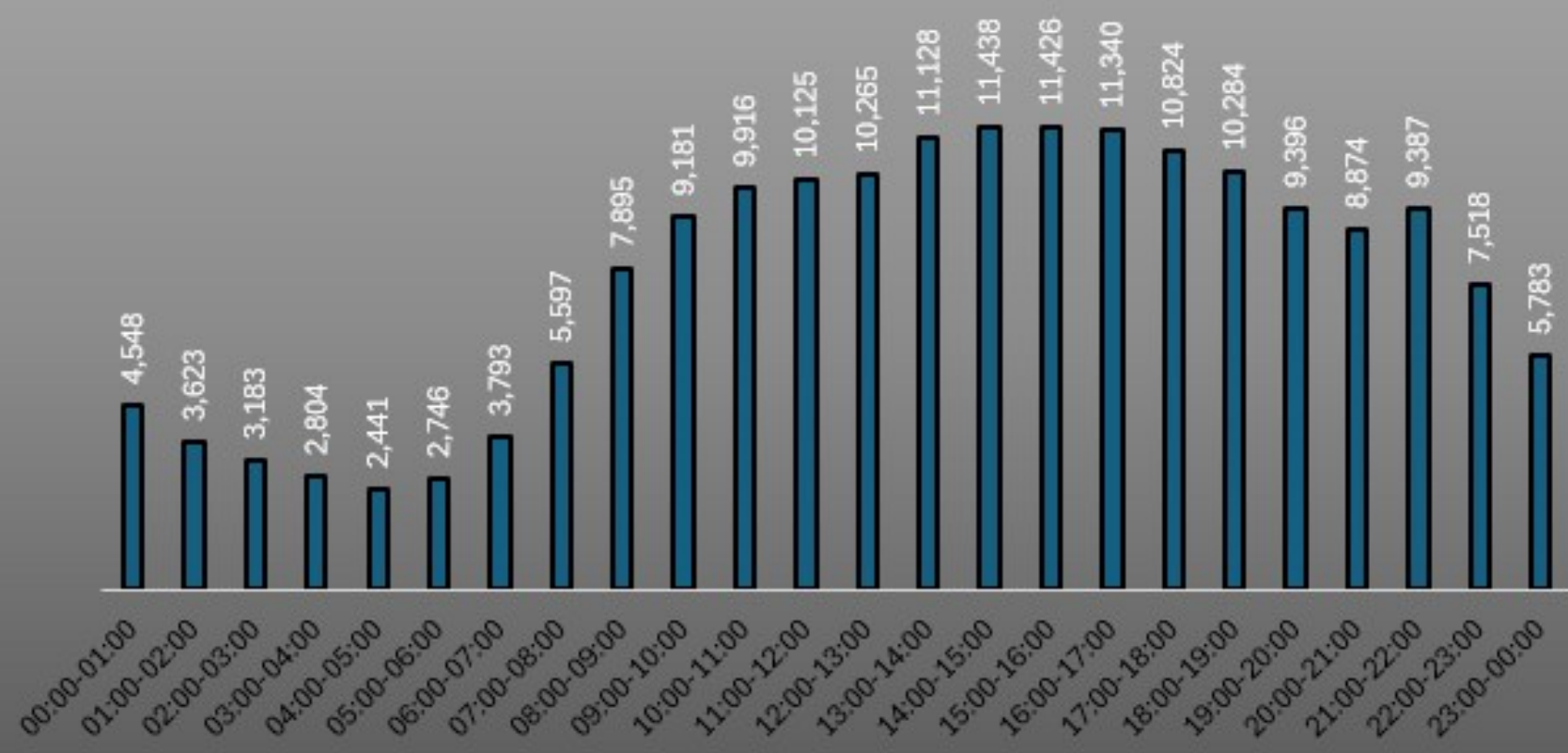
Abandoned 911 Calls By Year



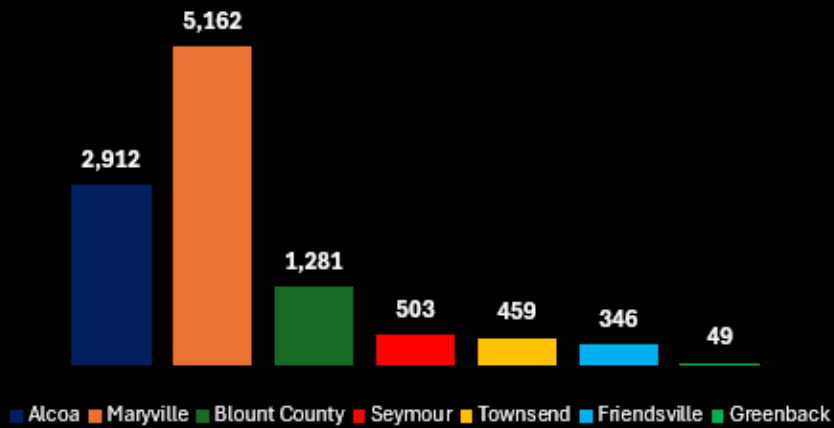
Abandoned calls are 911 calls that go unanswered. All Public Safety Answering Points (PSAPs) experience abandoned calls, which most often occur during peak periods when call volume exceeds the number of available call takers. Although common, abandoned calls are a concern and should be closely monitored and mitigated.

In reviewing the past six years of abandoned calls. There is a moderate fluctuation. With a difference of roughly 1300 from the lowest number in 2022 to the highest number in 2025. There are a number of factors to consider in the attempt to mitigate the number of Abandoned Calls. Historically it is directly related to the number of console stations and call takers available at any given time. However, we have also learned that we have to consider the type of calls we are receiving. Such as Domestic Violence related calls that consume more time and also calls such as CPR Instruction calls that also keep the Call Taker/Dispatchers occupied. We have determined that separating the Call Taker duties from the Dispatcher duties could assist in mitigating this number. While this is a long term objective the current funding level will not support this happening in the very near future.

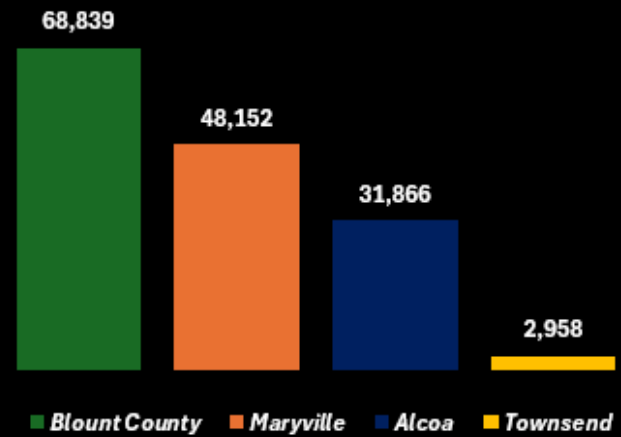
2025 Phone Calls By Hour



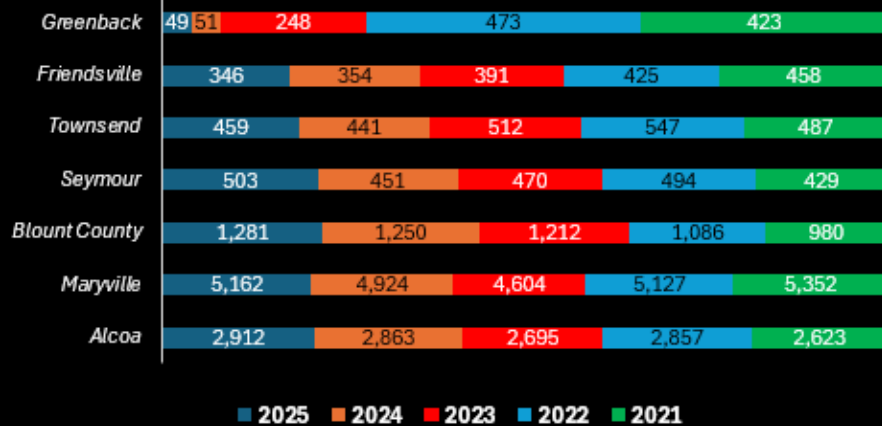
Fire Calls For Service By Agency 2025



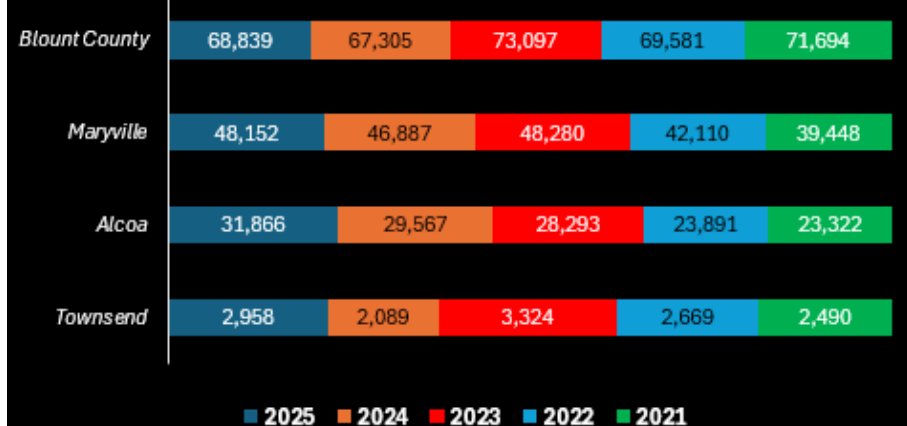
Law Calls For Service By Agency 2025



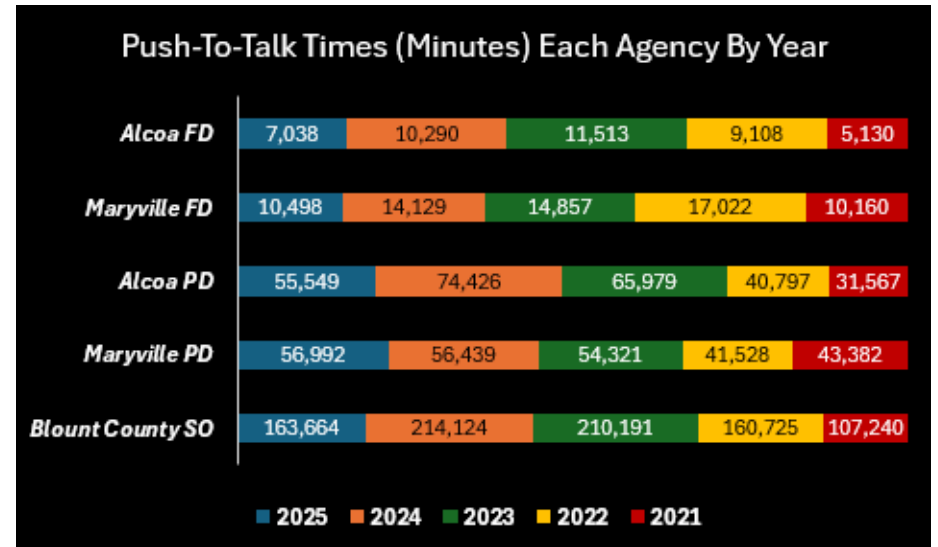
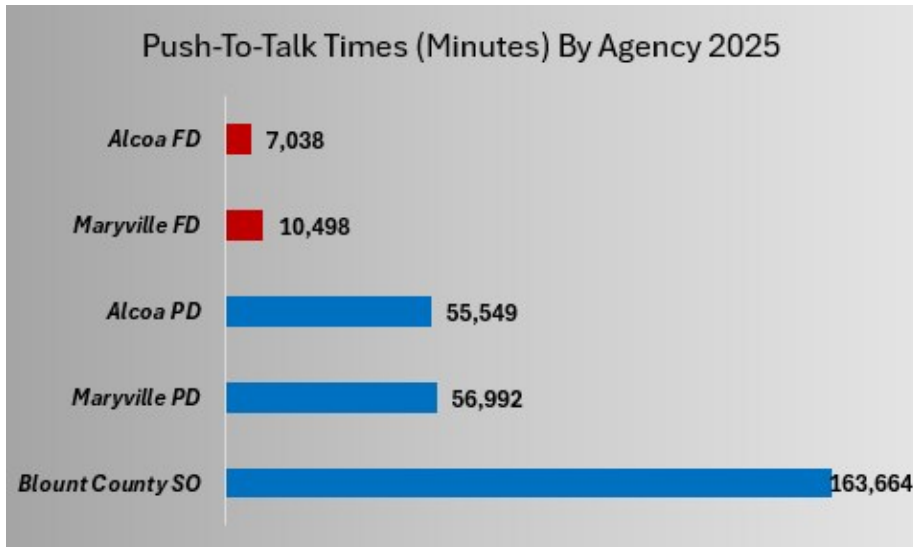
Fire Calls For Service By Agency Per Year



Law Calls For Service By Agency Per Year

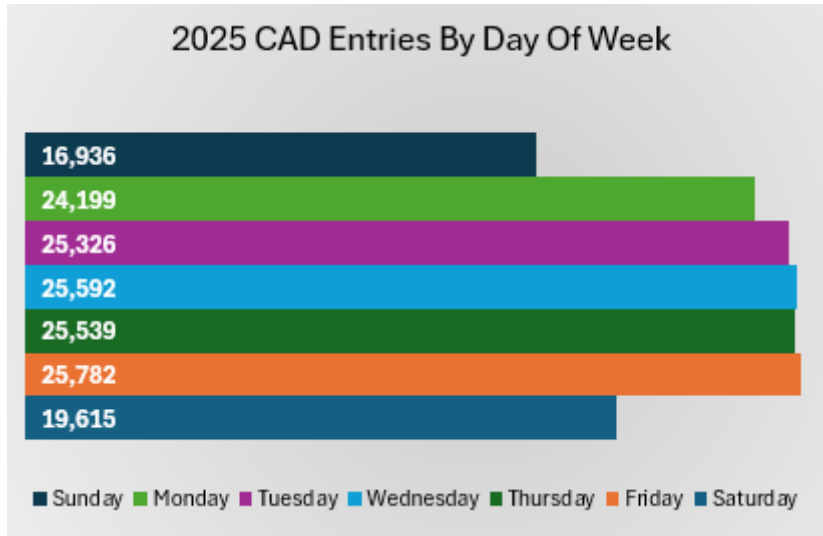


2025 Radio Statistics



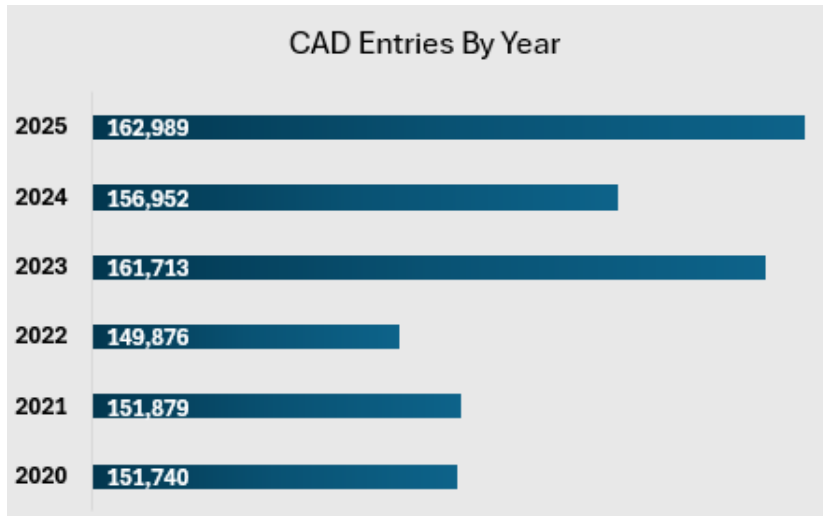
Radio statistical data for 2025 reflects lower totals compared to previous years as a result of a software update that did not capture time data for the month of July.

2025 CAD Entry Statistics



Shown in the chart at the bottom left are the number of CAD entries over the past six years. As indicated, CAD entries increased slightly from 2020 to 2021. In 2022, a modest decrease was observed, averaging approximately 166 fewer CAD entries per month. No specific contributing factors were identified to explain this decline.

In 2023, CAD entries increased significantly, which can be attributed to heightened law enforcement activity and an overall rise in calls for service. In 2024, there was a substantial decrease in CAD entries, averaging approximately 397 fewer entries per month. Again, no specific factors were identified that would account for this reduction.

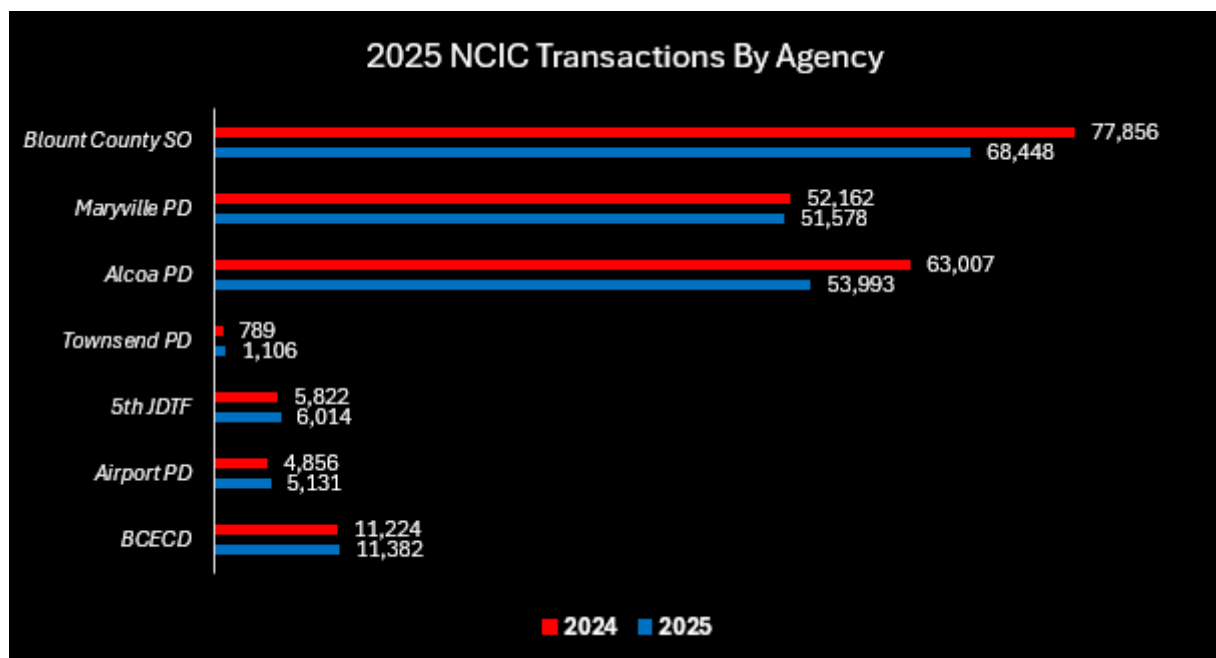


In 2025, CAD entries increased once more, likely due to an uptick in calls for service from the public.

NCIC / NLETS / TIES Transactions

The Blount County Emergency Communication District (BCECD) serves as the primary data entry agency for all law enforcement organizations in Blount County, with the exception of the Blount County Sheriff's Office. While the Sheriff's Office manages and maintains entries for its own agency, the BCECD conducts all routine queries for partner agencies as requested during daily operations.

The chart below reflects the information entered or queried by the BCECD on behalf of its partner agencies.



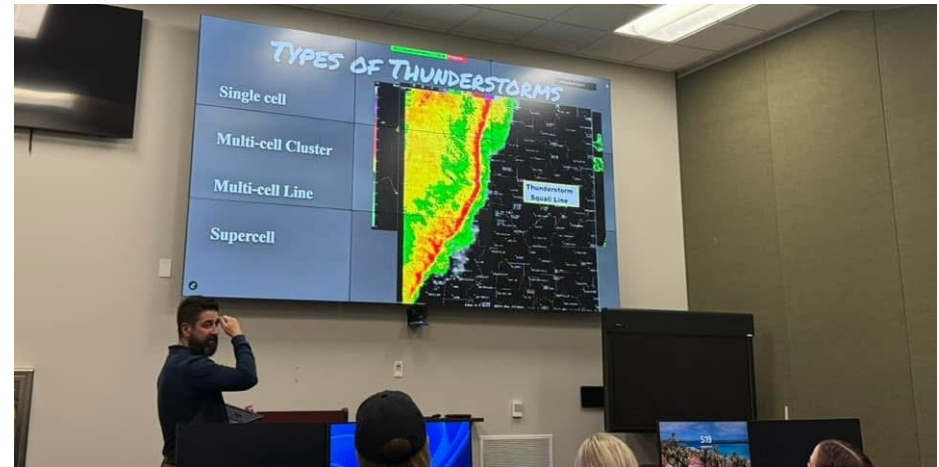
2025 Training Statistics

In 2025, the Communications Training Manager coordinated the training of four new employees. The training program consists of an academic phase, classroom instruction, CAD practice, and on-the-job training. In its entirety, the program provides approximately 800 hours of training.

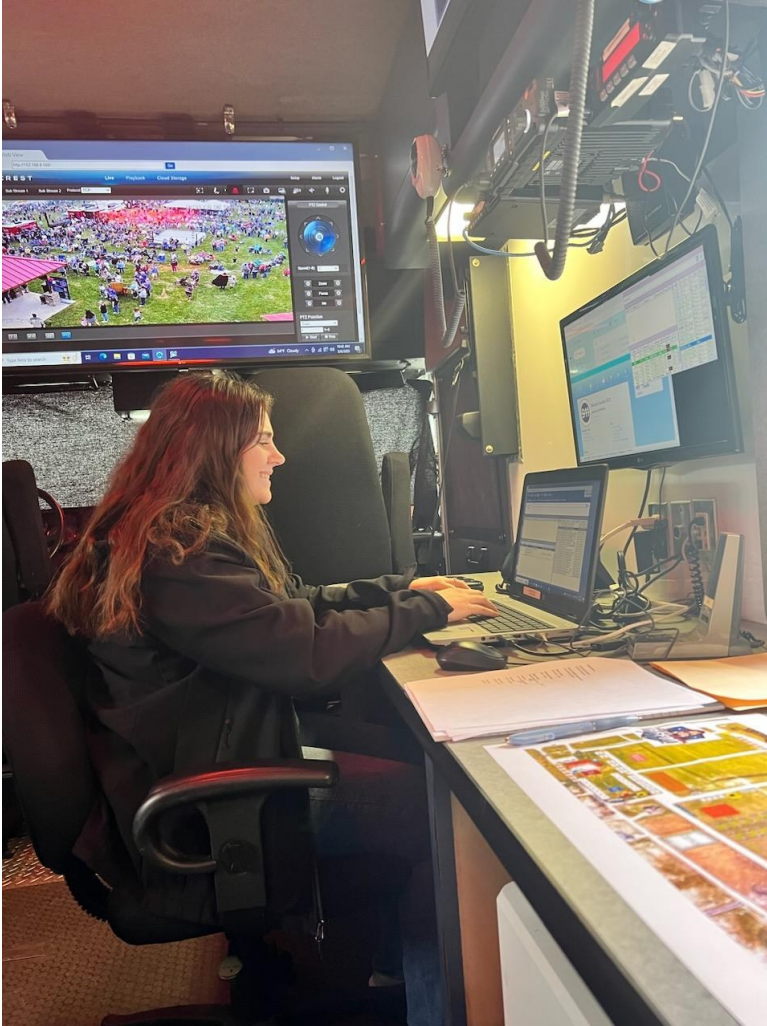
Three of the new-hire trainees successfully completed the program and were retained as full-time employees. During the on-the-job training phase, each trainee is closely monitored by a Communications Training Officer until competency is demonstrated.

In addition to new-hire training, ancillary training is conducted monthly for each PST1, totaling 24 hours of classroom instruction annually. This is supplemented by required online courses and training articles.

Overall, personnel completed a total of 3,963 hours of training in 2025 through a combination of in-house courses and training opportunities attended outside the district.



Telecommunicator Emergency Response—Field Dispatch



Field Dispatching allows dispatch operations to be conducted from a remote location, reducing the workload on the Communications Center and enabling staff to remain focused on daily operations. It also supports the management of large-scale events, both planned and unplanned.

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



Public Relations

Blount County ECD has several community education and involvement programs: 911 Awareness in Schools, community fun days, and special needs groups are the most utilized. BCECD also assists the Blount County Sheriff's Office and Maryville Police Department Citizen Academies with education sessions and tours. These programs assist in educating and informing the public about 9-1-1, their involvement in the 9-1-1 program and help BCECD to actively seek input from the community on areas of improvement that can be made to assist the public. BCECD analyzes annually whether these programs are working and where improvements can be made.

In 2025, BCECD held or were involved in 45 events where over 5,000 direct contacts were made either in classroom settings, job fairs, at the communications center, or community outreach events. This was a decrease for BCECD in community contacts over the previous year. While participating in education and recruitment functions, BCECD employees solicited feedback from the community regarding concerns they may have or perceived issues with the 9-1-1 system and its functions. These after-action forms are reviewed to address any citizen concerns or questions and to record data for this report. To date, there have been no concerns or questions.

- The Third Annual "Spring Into Action-Come Meet Your Local Heroes" event was held at our facility grounds again in 2025. BCECD 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. Attendance to this event has been over 1,000 each year. This event is pending for 2026 due to the retirement of the Event Organizer.
- Public Awareness of 911 has grown nationwide and BCECD looks to increase that awareness in our area as well. We look to find more opportunities to engage with the citizens of Blount County.

BCECD is committed to expanding our community contacts. One tool that is currently being utilized is social media. The Facebook account managed by BCECD has 10,064 followers, which is an increase over 2024. Information shared with the public contains road and school closures, weather conditions, safety tips, and inspirational quotes. From 11/25/2025 to 12/10/2025, our site had 23,872 viewers with 71,802 views of our posts.

BCECD increased the number of school contacts for our education program in the year 2025 and have increased our number of school education visits. BCECD hopes to expand the number of employees involved in school outreach as our staff numbers have increased in 2025.

With each event attended by BCECD employees, the opportunity to educate the public and address their concerns has greatly improved the community relations and interaction when they call for assistance. BCECD's focus is that the community knows that we are making every effort to make sure they get the help requested and to provide the best level of service possible to the citizens of Blount County. This includes making sure the citizens are educated about 9-1-1 and the services provided. BCECD will strive to increase the number of events attended in 2026 with an emphasis on more public contact.

Accreditation

The Blount County Emergency Communication District (BCECD) was awarded its fifth re-accreditation in July 2022. During this process, the district received the rare distinction of **Accredited with Excellence**. Assessments continue on an annual basis, and the district will be considered for its next accreditation award in 2026.

2025 Liability Reports

There was one liability report for 2025

2025 Complaints

There were ten complaints filed against BCECD employees.

- Three complaints were unfounded
- Two complaints were exonerated
- Five complaints were sustained and appropriate corrective actions were taken

2025 Quality Assurance

EMD - 795 total reviewed with 98% compliance

TCPR - 144 total reviewed with 95% compliance

Law Enforcement - 771 total reviewed with 94% compliance

Fire - 536 total reviewed with 97% compliance



Professional Standards

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

The program was developed in 1999 and consists of 218 standards that must be met during the accreditation process.



Richee Kidd

Professional Standards Manager



GIS Addressing 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)

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
- Emergency Services Number (ESN)

2025 Statistics

- 1,791 new addresses issued in Blount County
- 80,598 addresses modified
- 21 new roadways
- 594 road modifications



Heather Murphy
GIS Administrator

Information Technology

- 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
Technology Manager



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
- ♦ Email: sporter@blount911.com



Susan Porter
Deputy Director / CPR Instructor



In Memory of Our Fallen Heroes



*CTO/Shift Leader Mark McClung
Blount County 911
E.O.W.— 8/22/2025*



*FTO Justin Mowery
Blount County Sheriffs Office
E.O.W.— 12/28/2025*