

Loudon County Emergency
Communications District 2015 Annual
Report



Loudon County Emergency Communications 2015 Annual Report

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Mission and Vision Statement

The Loudon County Emergency Communications District is dedicated to providing quality customer service by exceeding caller's expectations for reducing personal harm and/or property damage through effective communication and expedited response to the initial call for assistance. We are dedicated to saving the lives of our citizens.

Our Team

There are many resources for use in the 911 center. These tools include some cutting edge technology in equipment as well as policies and procedures that address almost every circumstance. However, our most important resource would be our team members. These dedicated men and women have made a commitment to the citizens and responders of Loudon County that cannot be matched.

Full Time Team Members



Jennifer Estes
Director
Serving since 1998



Rose White
Assistant Director
Serving since 2005



Ryan Janikula
Mapping & Addressing
Serving since 2007



Susan Everett
TAC/Supervisor
Serving since 2008



Heather Hypner
Alt/Tac/ Supervisor
Serving since 2007



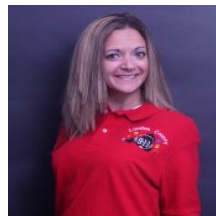
Darren Brookshire
Supervisor
Serving since 2014



Sandra Sheedy
Dispatcher
Serving since 2001



Melanie Smith
Dispatcher
Serving since 2002



Kristin Deboer
Dispatcher
Serving since 2009



Katie Cole
Dispatcher
Serving since 2011



Jake Blankenship
Dispatcher
Serving since 2014



Matt McMillan
Dispatcher
Serving since 2012



Cassandra Slonina
Dispatcher
Serving since 2015

Not Pictured: Amanda Johnston, DeAnna Raymond

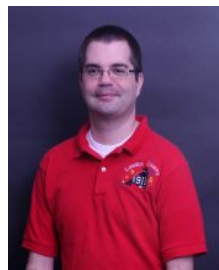
Part Time Team Members



Paul Suarez
Dispatcher
Serving since 2014



Kelly Mullis
Dispatcher
Serving since 2013



Jeff Collins
Dispatcher
Serving since 2008

Not Pictured: Andrew Smith, Jessica White

Employee Awards/Recognition

Lorene Wilson Dispatcher of the Year Award

Lorene Wilson was a dedication and loyal employee to Loudon County for over thirty years. Her commitment to serving others is something that others should strive to achieve. The purpose of this award is to recognize and reward an individual 9-1-1 Dispatcher in recognition of their exemplary handling of 9-1-1 or emergency call for assistance. Consideration is given to skills and knowledge exhibited in the area of communications leadership and the Dispatchers ability to respond to unusual or special circumstances.

The 2015 Lorene Wilson Dispatcher of the Year Award was presented to Susan Everett.

Tennessee Bureau of Investigations Ken Owen Memorial Award

This award is a statewide award that is presented to someone that has exceeded expectations in their role as a terminal agency coordinator by enhancing a program or system to benefit the entire community.

The 2015 Ken Owens Memorial Award was presented to Susan Everett.



2015 Tennessee Emergency Number Association Board Member

Rose White was elected to serve on this board as the East Tennessee Representative



2015 Tennessee Emergency Communications Board

Jennifer Estes was selected and appointed by Governor Haslam to serve on the state board that oversees all of the 101 Emergency Communications Districts in Tennessee.



Standards



The Missing Kid Readiness Project promotes best practices for responding to calls of missing, abducted and sexually exploited children. Loudon County E-911 has been recognized by the National Center for Missing and Exploited Children for meeting essential training and policy elements demonstrating preparedness for responding to a missing child incident.

PowerPhone Total Response

The 911 center has implemented pre-arrival call guides for all calls for service spanning across the disciplines of law enforcement, fire, and medical services. The center will be striving for accreditation in these fields in the upcoming year.



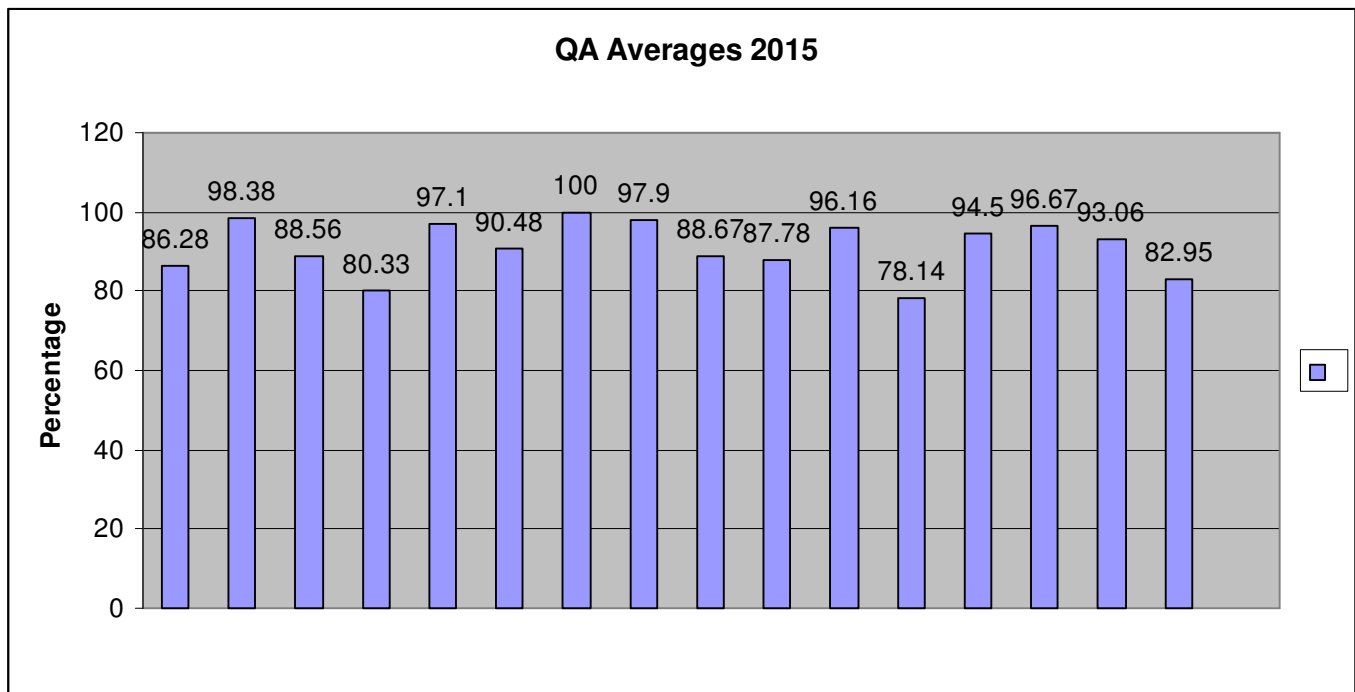
The 911 center meets and exceeds all NENA/APCO standards for call processing and dispatching. Leadership constantly monitors the Associations for the latest advancements in the profession.

Quality Improvement

The goal of the 911 center is to ensure our processes and procedures are meeting or exceeding our mission to serve our citizens. In order to ensure our operations are working efficiently, the center has implemented a Quality Assurance/Improvement Program. Each month random calls are evaluated.

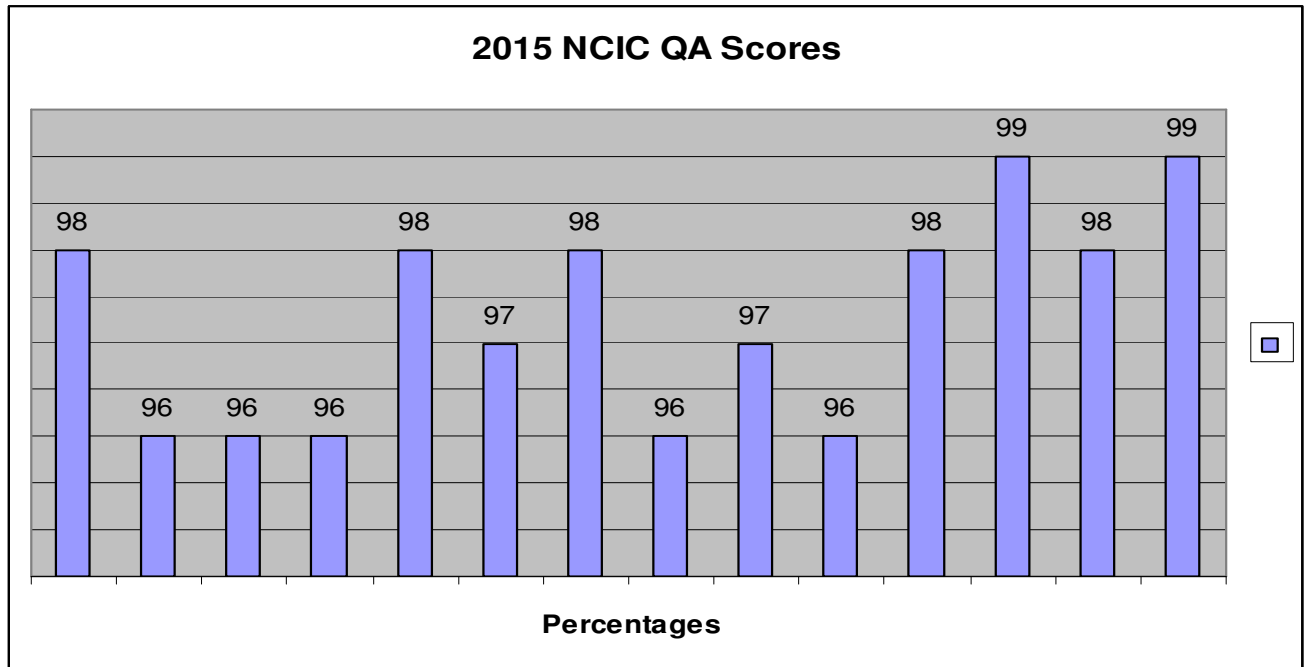
This process considers intention where there are set objectives and processes required to get the needed information for the desired outcome, training so each team member can deliver the highest level of customer service, evaluation so we can monitor the implemented process, and assessment to apply action necessary for improvement if the results require change.

The chart below represents the average percentage for each team member for 2015. Our standard is to have all QA scores above 85%.

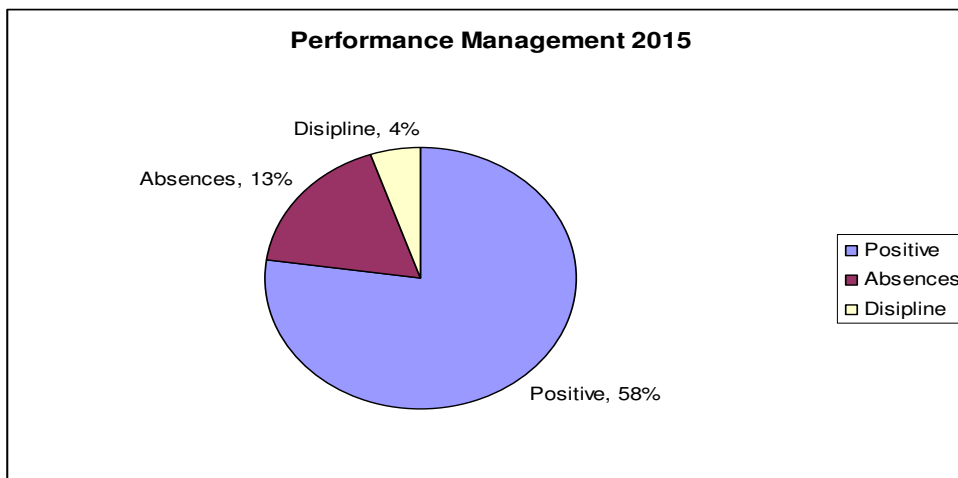


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Quality Assurance/ Improvement NCIC Entries



The Loudon County E911 Center also utilizes an employee performance management system called Guardian Tracking. With this system, the performance of employees is actively managed with immediate feedback to and from the supervisor to employee. Some statistics for 2015 are below:



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Employee Education



Our philosophy is to invest in the team member with educational opportunities that will allow the person to grow and benefit the organization as a whole.

New employees: Tennessee law requires new 911 employees to complete an approved 40 hour certification course, along with 2 weeks of supervised on the job training. Loudon County E-911 has chosen to expound those requirements into a 6 month training program. The agency has 7 Certified Training Officers who assist the new hires with building their knowledge, skills, and abilities. All new employees must complete the required training and demonstrate skills and abilities prior to being released as a dispatcher.

- 40 Hours Classroom
- On the job training
- 40 Hour Powerphone EMD/PD/FD certification
- CPR
- 5 Hour Missing, Abducted, and Sexually Exploited Children training
- 8 Hour Fire, PD, and EMS ride along
- FEMA NIMS training
- 16 hr NCIC certification

Recurring Training; Tennessee law requires a minimum of 10 hours of in-service training every 2 years. Again, our goal is to exceed this requirement.

In 2015, the total training hours for all employees of the 911 center (excluding the Director and NCIC Training) was **1,263 hours**.

The average training hours per employee was **74 hours**.



NENA's **Center Manager Certification Program (CMCP)** is designed to equip current, new, and potential PSAP and 9-1-1 Authority managers and supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab-based education. The program serves as an affordable career advancement opportunity to anyone involved in public safety agency management, and provides education in subject areas that are critically important to anyone looking to forge a long and successful career path.

During 2015, the Tennessee Emergency Communications Board approved grant funding for all leadership in 911 across Tennessee to attend the Center Manger Certification Program. Loudon County E911 was able to send the Director, Assistant Director, and all three shift supervisors to this training at no cost. **The monetary value of the course was \$6000.00.**

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Accomplishments for 2015 included:

- Multiple education days at local schools
- Rock the Docks
- County-Wide training drills
- Church functions
- Halloween trunk or treat
- Sponsored a Toys for Tot family
- Sponsored soldiers of Public Safety Community with care packages
- Participated in community fundraisers



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Employee Moral

Our team members endure impossible situations and handle them with the upmost professionalism. It is important to us to ensure the wellbeing of our staff by providing them opportunities to relieve stress and enjoy their work environment. In 2015, we continued to help boost moral in an attempt to make sure our members thrive.

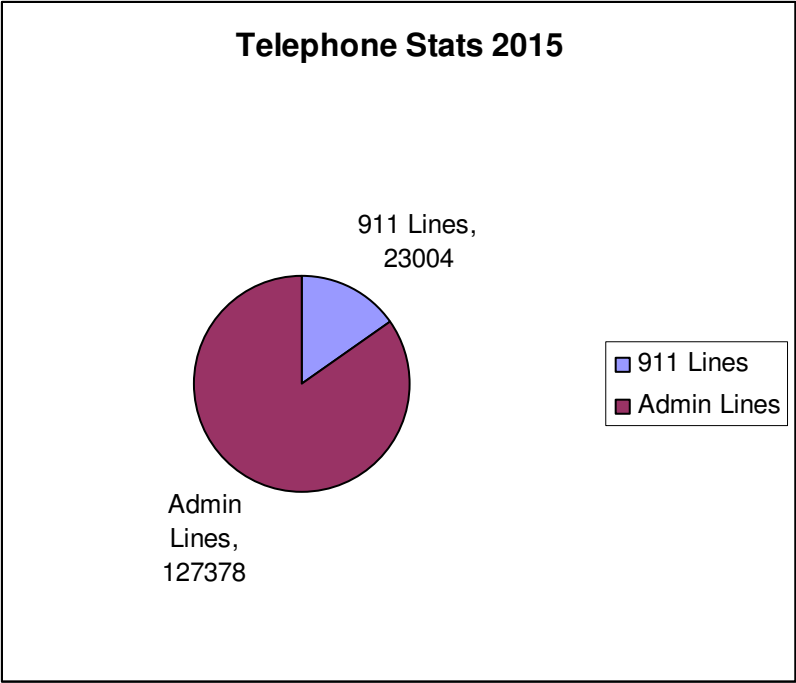
- Celebrated National Telecommunications Week and recognized the longevity of our employees. Dress up days were a part of the week, along with contest in which the winner was awarded prizes.
- Halloween dress up day.
- Christmas events that included a door decorating contest and an ugly sweater contest.



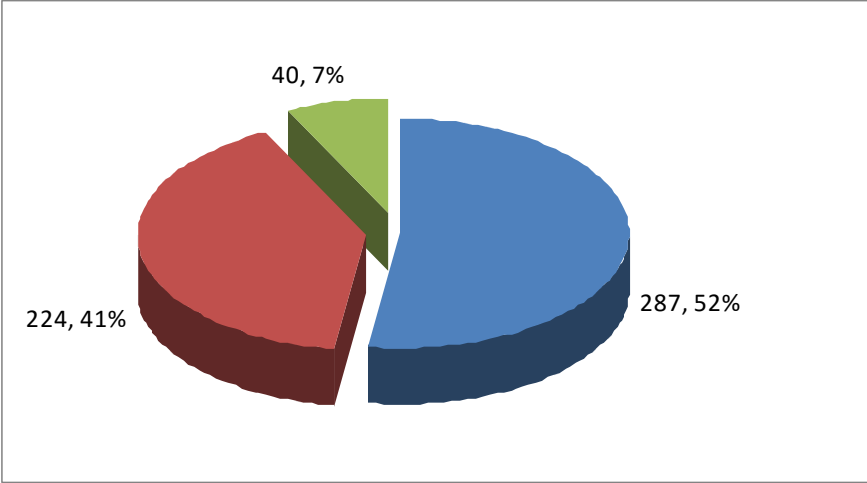


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Telephone Stats



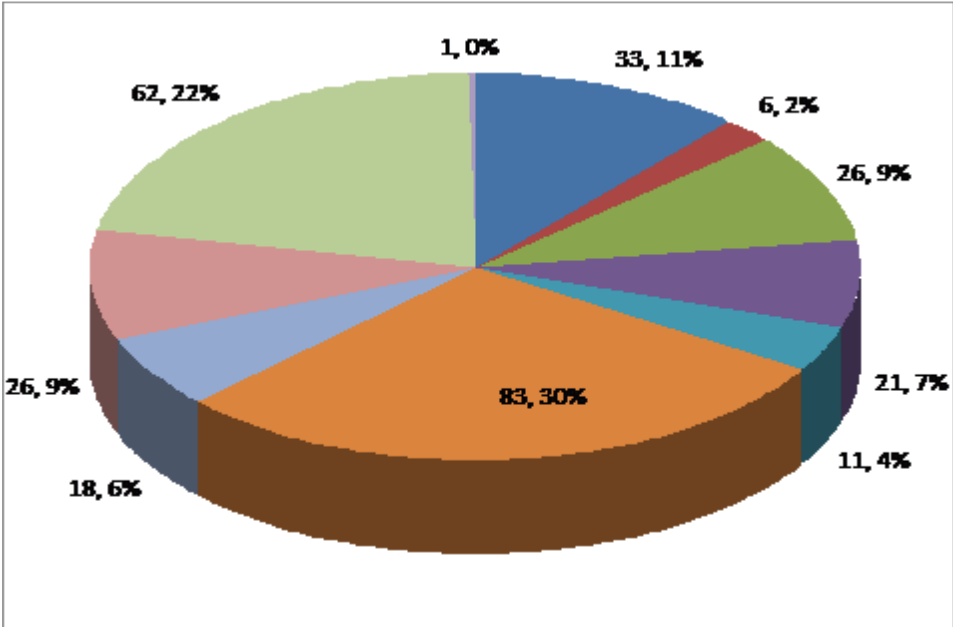
Total Entries for 2015 by Agency



LOUDON COUNTY LENOIR CITY LOUDON CITY

Month	Articles	Sex off.	Tags	Vehicles	Guns	Bond Cond.	Wanted	Missing	OOP	Boats	
Jan.	1	1	1	2		2		1			

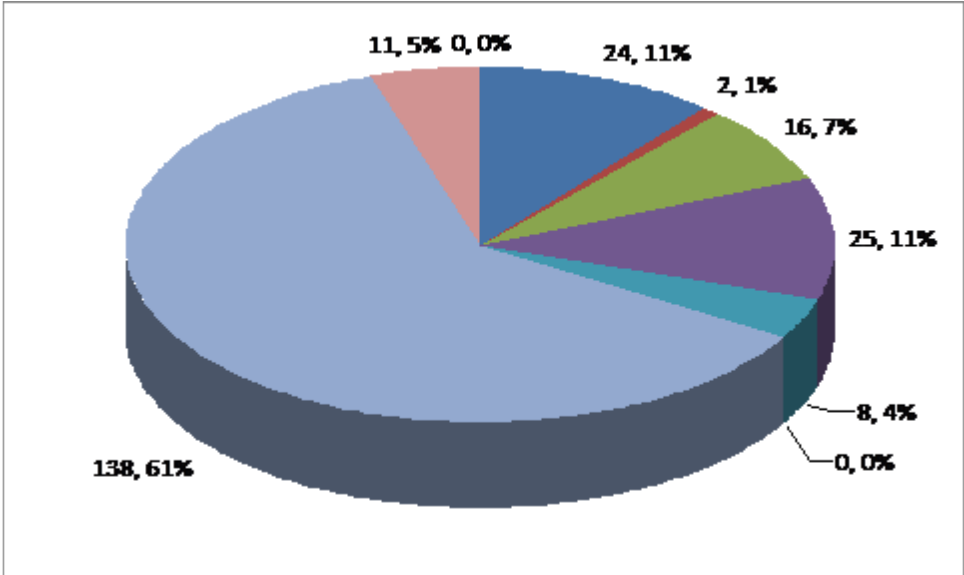
Feb.	2	1	2	1		8	1		4		SUM= 287
March	2	1		1		2	1	3	4		
April	6		1	2	1	3	3	5	3		
May	1	1	1	3	5	4		6	4		
June			1	3	1	9	1	1	7		
July	6		3	3		7	1	3	4		
August	5	1		2		5	3	1	6		
Sept.				2	3	10	3	1	6	1	
Oct.	9		2	1		6		3	6		
Nov.	1	1	1	1		15	1	1	6		
Dec.			14		1	12	4	1	4		
Total	33	6	26	21	11	83	18	26	62	1	



LOUDON COUNTY SHERIFFS DEPARTMENT ANNUAL NCIC REPORT

Month	Articles	Sex off.	Tags	Vehicles	Guns	Bond Cond.	Wanted	Missing	OOP	Boats	
Jan.	1		1		1						

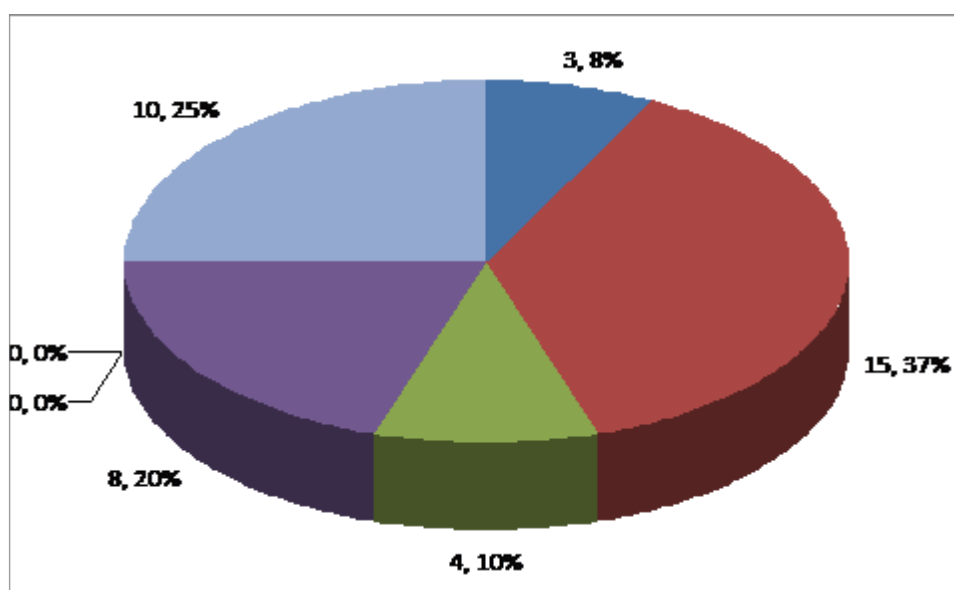
Feb.					1		7	2			
March	1		2	1	1		11	1			
April	3		1	1			16				
May	3			2	2		18	3			
June	2			4	1		13				
July	1		1	2	2		28				
August	2	1	2	4			12	1			
Sept.			6	1			12	1			
Oct.	4	1	1	1			6	1			
Nov.	2		1	6			6	2			
Dec.	5		1	3			9				
Total	24	2	16	25	8		138	11			SUM=224



LENOR CITY ANNUAL NCIC REPORT

Month	Articles	Sex off.	Tags	Vehicles	Guns	Bond Cond.	Wanted	Missing	OOP	Boats	
Jan.			4		4						

Feb.											
March		1									
April								2			
May											
June			8		3			3			
July								4			
August			2								
Sept.		1	1	1				1			
Oct.		1		1	1						
Nov.				1							
Dec.				1							
Total		3	15	4	8			10			SUM=40



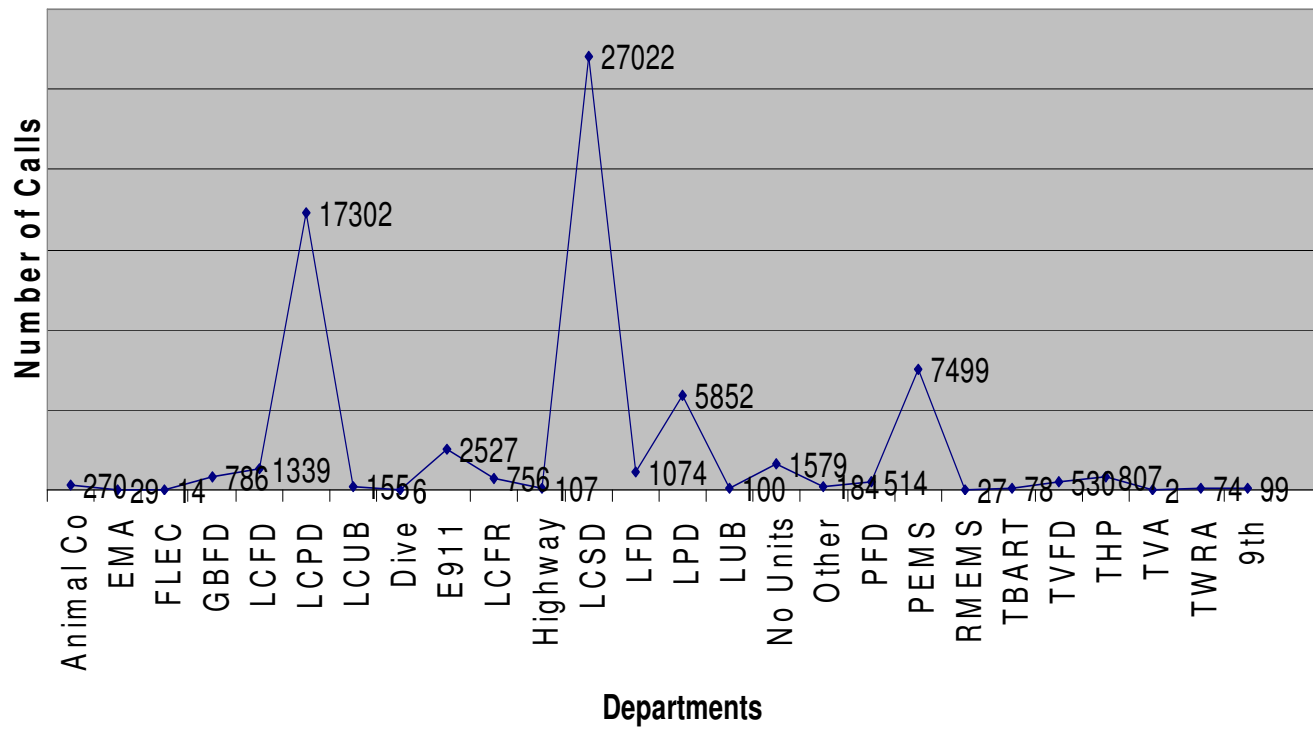
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Dispatched Calls for Service 2015

Animal	
Co	270
EMA	29
FLEC	14
GBFD	786
LCFD	1339
LCPD	17302
LCUB	155
Dive	6
E911	2527
LCFR	756
Highway	107
LCSD	27022
LFD	1074
LPD	5852
LUB	100
No Units	1579
Other	184
PFD	514
PEMS	7499
RMEMS	27
TBART	78
TVFD	530
THP	807
TVA	2
TWRA	74
9th	99

Dispatched Calls 2015



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Mapping & Addressing Report

New Addresses: There were 132 new addresses assigned in 2015

Special Projects: In addition to the normal workload of the mapping office, there are always some special projects that benefit the county and/ or city government.

-Lenoir City Schools: mapped and identified where each student attending LC Schools lived.

-Insurance Service Organization: Maps completed and printed for all Fire Departments for rating purposes.

-Loudon County Highway Department: Several mapping projects.

