

Loudon County Emergency
Communications District 2017 Annual
Report



Loudon County Emergency Communications 2017 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



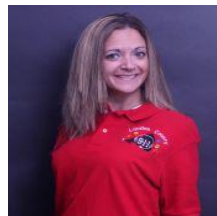
Katie Cole
Supervisor
Serving since 2011



Sandra Sheedy
Dispatcher
Serving since 2001



Melanie Smith
Dispatcher
Serving since 2002



Kristin Deboer
Dispatcher
Serving since 2009



Jake Blankenship
Dispatcher
Serving since 2014



Matt McMillan
Dispatcher
Serving since 2012



Vicki Murphy
Dispatcher
Serving since 2016



Cassandra Slonina
Dispatcher
Serving since 2015

Not Pictured: Amanda Johnston

Part Time Team Members



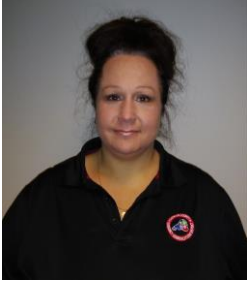
Paul Suarez
Dispatcher
Serving since 2014



Jeff Collins
Dispatcher
Serving since 2008



Kelsey Palmer
Dispatcher
Serving since 2015



DeAnna Raymond
Serving since 2015

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 2017 Lorene Wilson Dispatcher of the Year Award was presented to Kristin DeBoer.

2017 Tennessee Emergency Number Association Board Member

Rose White was elected to serve on this board as the Treasurer for the Tennessee Emergency Number Association.



2017 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. In

2017, Jennifer was elected to be the Chair of the Emergency Communications Board.



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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.

Loudon County E-911 Receives Accreditation



911 Call-Handling Solution Increases Emergency Response Effectiveness

Loudon County Emergency Communications District (Tennessee) earned accreditation through PowerPhone and demonstrated a continued commitment to emergency call-handling quality by clearly documenting their standards, measuring overall compliance and implementing assessment procedures for ongoing improvement through using the Total Response solution. Accreditation resulted from a thorough agency audit by PowerPhone, an industry-leading expert and 911 call-handling-solutions provider.

Loudon County moved from another vendor to PowerPhone in 2014 to provide a higher level of support to help them continuously improve their call handling processes for their community. They purchased the Total Response solution which includes certification in Emergency Medical, Fire Service and Law Enforcement Dispatch, computer-aided call-handling software (CACH) to work with Southern CAD and call assessment. They receive and process 146,573 calls for emergency and non-emergency services from twelve different local jurisdictions.

By using PowerPhone's call assessment techniques and training, Loudon County was able to monitor their agency's performance against their defined standard of care while evaluating performance trends and using call assessment for scenario-based training to help them improve and identify areas for continuing education. Loudon County routinely uses Total Response to assess cross-discipline calls from each 911 dispatcher.

PowerPhone interviewed dispatchers and supervisors as part of the accreditation review. Interview subjects all praised the agency's implementation of Total Response for increasing engagement with 911 callers during calls with decreased response times and for providing call handlers with easier access to important information.

Loudon County Emergency Communications District has done an excellent job defining, achieving and measuring compliance with their 911 call-handling standard of care; Total Response accreditation affirms their ongoing commitment to strengthening 911 operations and providing the community with the highest standard of 911 call handling.

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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.

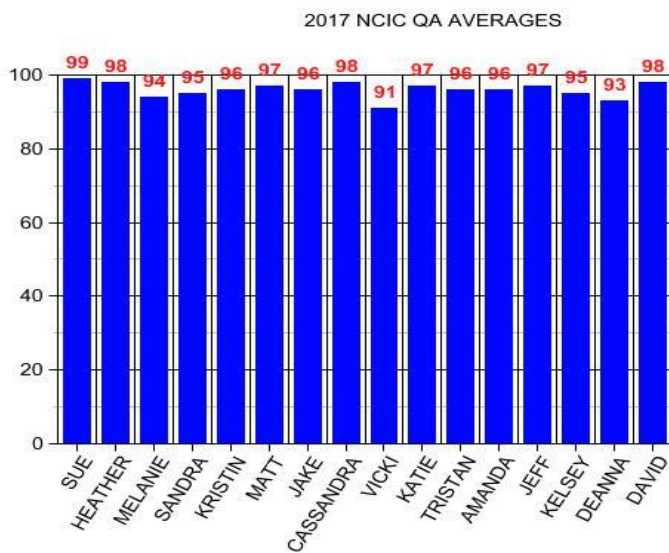
This process considers intention where there are set objectives and processes required to get the needed information for the desired outcome, training so each team member can deliver the highest level of customer service, evaluation so we can monitor the implemented process, and assessment to apply action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

The chart below represents the average percentage for each team member for 2017. Our standard is to have all QA scores above 85%.

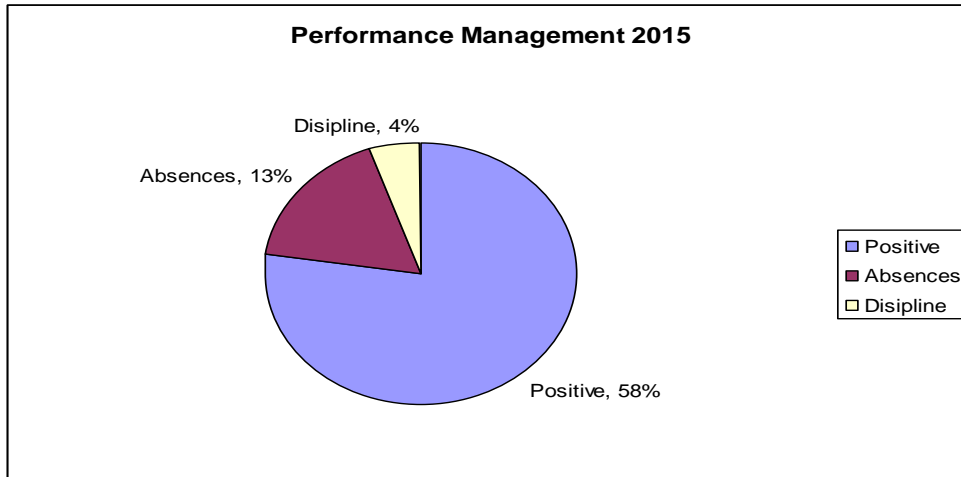
The Quality Assurance Average for the 911 center as a whole was 93% for the year.

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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 2017 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 2017, the total training hours for all employees of the 911 center (excluding the Director and NCIC Training) was **662 Hours**

The average training hours per employee was **36.75**.

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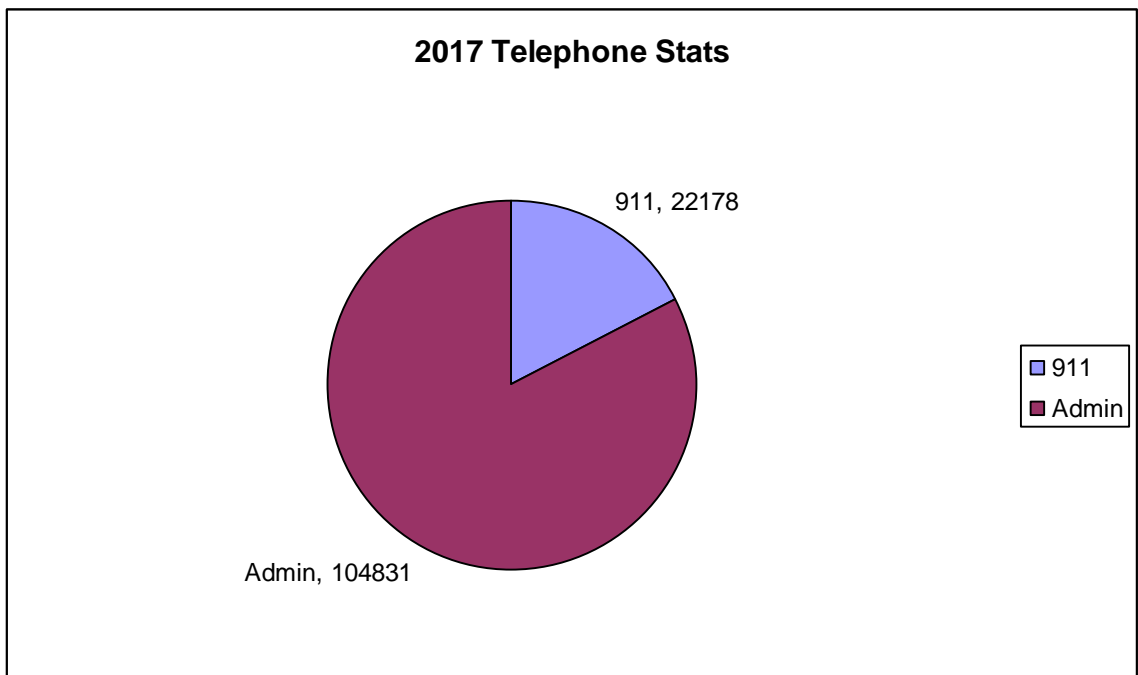
Accomplishments for 2017 included:

- 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
- Participated in community fundraisers



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Telephone Stats

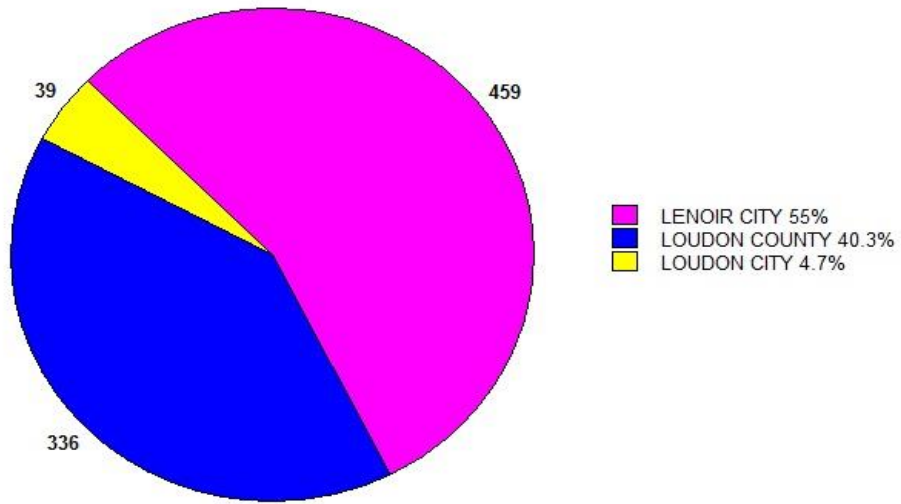


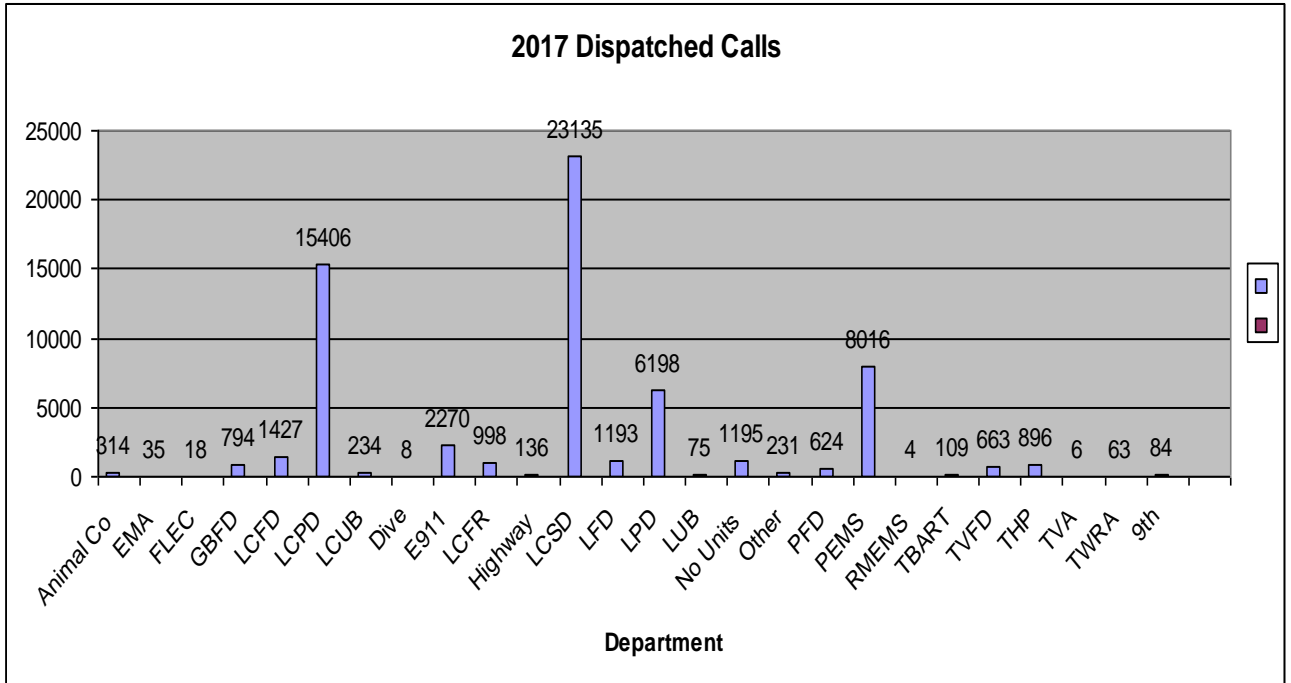
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NCIC Stats

Total Entries for 2017 by Agency

2017 NGIC ENTRIES





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Mapping & Addressing Report

New Addresses: There were 177 new addresses assigned in 2017

Special Projects:

Loudon County E-911 was chosen as one of 3 districts across Tennessee to be a beta site for using Google images as a layer on our public safety maps. There are several advantages to this program which include:

- More accurate and up to date images (currently the state provides images and often it is once every 2-3 years).
- Quicker turn around time to get the updated images into our system.
- Higher resolution images, which allows us to see things clearer and therefore respond more efficiently.

