HAWKINS COUNTY E-911

ANNUAL
REPORT

**HAWKINS COUNTY
EMERGENCY
COMMUNICATIONS
DISTRICT**

2023

TABLE OF CONTENTS

FROM THE EXECUTIVE DIRECTOR

I am delighted to present our annual report for Hawkins County Emergency Communications District, as we celebrate 30 years of dedicated service to the citizens and client agencies. Hawkins County Emergency Communications District was created by referendum in August 1990 and became operational by February 1993. Shortly after becoming operational, public safety agencies seen the benefit of a direct dispatch method. Today, we provide essential dispatching services to 23 public safety agencies within our community.

Despite the numerous challenges shared by emergency communications centers nationwide, including staffing shortages, increased expectations from citizens and client agencies, increased cyber threats, and the need for improved system resilience, Hawkins County ECD has had a remarkably successful year.

Tennessee continues to lead the nation in Next Generation 911 services. As such, Hawkins County ECD has embraced technology to revolutionize emergency communications. These key initiatives will have a lasting impact on both citizens and first responders, and you can find detailed information in the report.

We have navigated staffing shortages with resilience, and our commitment to long-term development includes investing in our staff's physical and mental wellness, providing opportunities for professional growth, and ensuring they have the necessary tools and training for their roles. The board of directors is dedicated to continuously assessing recruiting, hiring, retention, and training standards to keep Hawkins County ECD at the forefront of opportunity during challenging times.

None of this would be possible without our exceptional staff and Emergency Communications Specialists, better known as our headset heroes, who consistently go above and beyond their duty to serve the citizens of Hawkins County. Their dedication to our mission of getting the right people, to the right place, at the right time is truly commendable.

I would like to extend my gratitude to Mayor Mark DeWitte and the County Commission for their continued support. Your trust and confidence in our abilities have been instrumental in our success. I would also like to thank the board of directors for instilling trust in me to lead such a remarkable team of emergency communications specialists and for always supporting the District's needs.

Lastly, I want to express my sincere appreciation to the public for their trust in us during their most challenging and worst times. We understand the importance of our role in helping and supporting our community, and we are honored to be there when you need us. I would also like to thank the first responder agencies for their unwavering commitment to keeping our communities safe. Your partnership and collaboration are invaluable.

In conclusion, I am proud of the accomplishments we have achieved this year, and I am confident that Hawkins County ECD will continue to excel in providing exceptional emergency communications services. Together, we will strive to uphold our motto of service to others before self.

Lynn Campbell

Executive Director | Hawkins County ECD

OUR MISSION

MISSION

Get the Right People, to the Right Place, at the Right Time.

VISION

To be the leader in emergency communications by providing excellence in service to our community, responders, and employees.

MOTTO
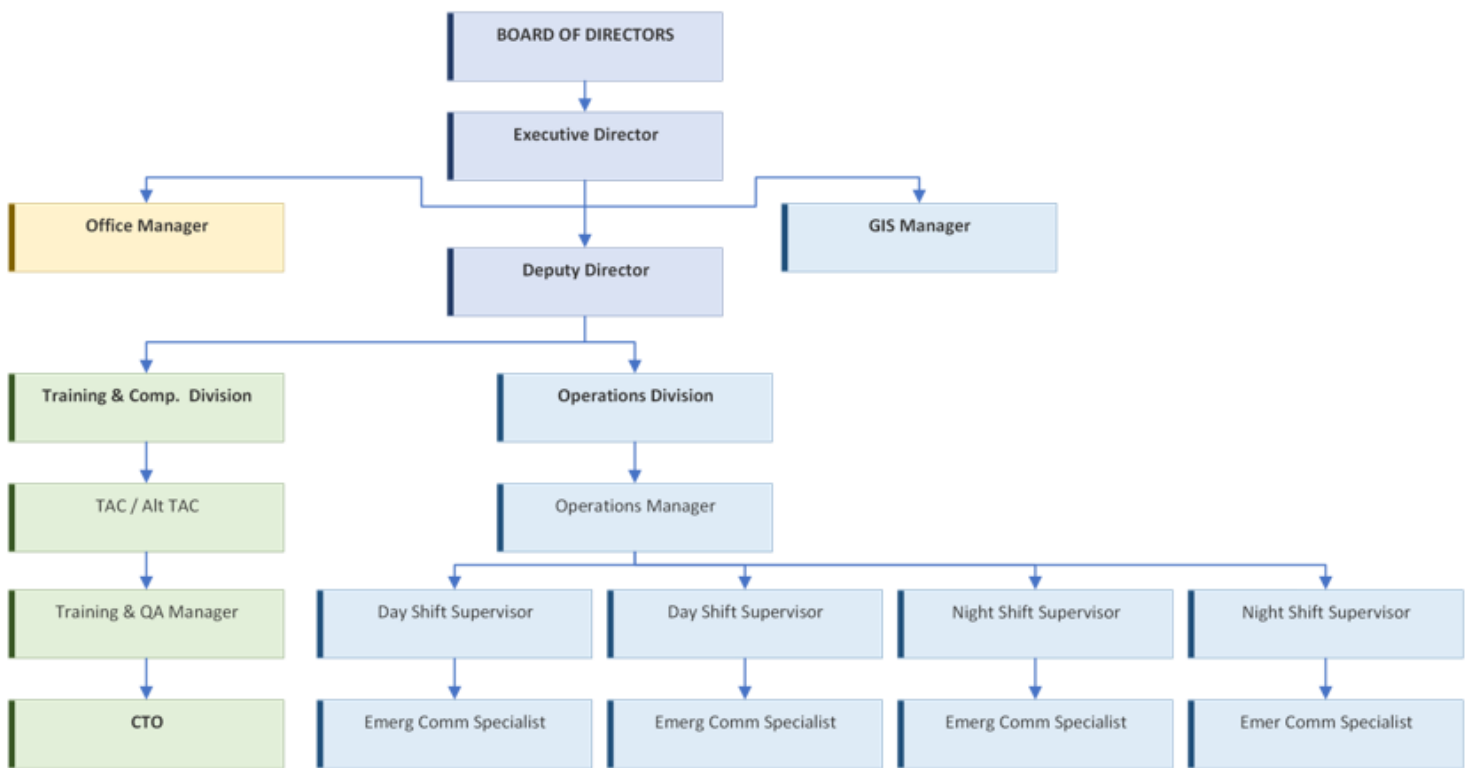
Service to Others Before Self.

CODE OF ETHICS

"As a Public Safety Telecommunicator, I am dedicated to serve the public; to safeguard life and property; to keep my personnel informed on all calls that may require their attention; to assist all public safety vehicles and personnel in the performance of their duties; assure that all rules and regulations which govern my position are not violated in any manner."

"I will keep my private and social life free from all criticism; maintain a calm attitude during times of stress and emergencies; develop self-control and be constantly mindful of the welfare of others, regardless of race, creed or religion. I will obey the laws of the land, rules and regulations of the Federal Communications Commission and my department. Whatever information I receive of a confidential nature will be revealed only in the official performance of my duties."

"I will never act in a selfish or unofficial manner or let my personal feelings, friendships, prejudices or animosity influence my decisions. I will enforce the rules and regulations of my department and the Federal Communications Commission without fear, favor or ill will, never employing unnecessary force and never accepting gratuities."

"I recognize the high responsibility of my position as a symbol of public faith and trust and will accept it to be held as long as I am faithful to the ethics of public safety service. I will constantly strive to achieve those objectives and ideals, which govern my profession, dedicating myself, before God, to my chosen profession, public safety telecommunications."

ORGANIZATIONAL STRUCTURE

```
                        BOARD OF DIRECTORS
                               |
                        Executive Director
                               |
        +----------------------+----------------------+
        |                      |                      |
   Office Manager        Deputy Director          GIS Manager
                               |
        +----------------------+
        |                      |
Training & Comp. Division   Operations Division
        |                      |
   TAC / Alt TAC          Operations Manager
        |                      |
Training & QA Manager    +-----+-----+-----+-----+
        |                |     |     |     |
       CTO         Day Shift  Day Shift  Night Shift  Night Shift
                   Supervisor Supervisor Supervisor   Supervisor
                        |         |          |            |
                   Emerg Comm  Emerg Comm  Emerg Comm  Emer Comm
                   Specialist  Specialist  Specialist  Specialist
```

BOARD OF DIRECTORS

The Hawkins County Emergency Communications District governing board is comprised of nine members as defined in Tennessee Statute and appointed by the County Mayor.

Board of Directors

Chairwomen - Meridith Bachman
County Citizen

Vice-Chairman - Trooper David Good
Tennessee Highway Patrol

Secretary - Peggy Ray
County Citizen

Sheriff Ronnie Lawson
Hawkins County Sheriff's Office

Andy Stump
County Citizen

Chief John Murnane
Hawkins County Firemans Association

Director Jamie Miller
Hawkins County Emergency Management

Lt. Kenny Lunsford, Sr.
Mount Carmel Police Department

Captain Jarrell Moore
Hawkins County Rescue Squad

CLIENT AGENCIES

- Hawkins County Sheriff's Office
- Surgoinsville Police Department
- Church Hill Police Department
- Mount Carmel Police Department
- Rogersville Police Department *
- Hawkins County EMS
- Hawkins County EMA
- Hawkins County Coroner's Office
- Hawkins County Rescue Squad
- Church Hill Rescue Squad
- Bulls Gap Fire Department
- Carters Valley Fire Department

- Church Hill Fire Department
- Clinch Valley Fire Department
- Goshen Valley Fire Department
- Hawkins County HazMat
- Lakeview Fire Department
- Mount Carmel Fire Department
- Persia Fire Department
- Rogersville Fire Department*
- Stanley Valley Fire Department
- Striggersville Fire Department
- Surgoinsville Fire Department

- Rogersville PD - CFS are relayed or transferred
- Rogersville FD - CFS are direct dispatched then transferred to Rogersville dispatch

CALL TAKING OPERATIONS

2023 TOTAL INCOMING CALLS - 91,817

Total 911 Calls	Total Non-Emergency Calls	Total Outgoing Calls
22,741	**45,121**	**23,955**
Average 911 Calls Per Day	Average Non-Emerg. Calls Per Day	Average Outgoing Calls Per Day
62	**124**	**66**
Average 911 Calls Per Month	Average Non-Emerg. Calls Per Month	Average Outgoing Calls Per Month
1,895	**3,760**	**1,996**

CALL TAKING OPERATIONS

SOURCE OF CALLS RECEIVED

■ VoIP ■ Landline ■ Wireless WPH1 ■ Wireless WPH2

12%   1%

23%

64%
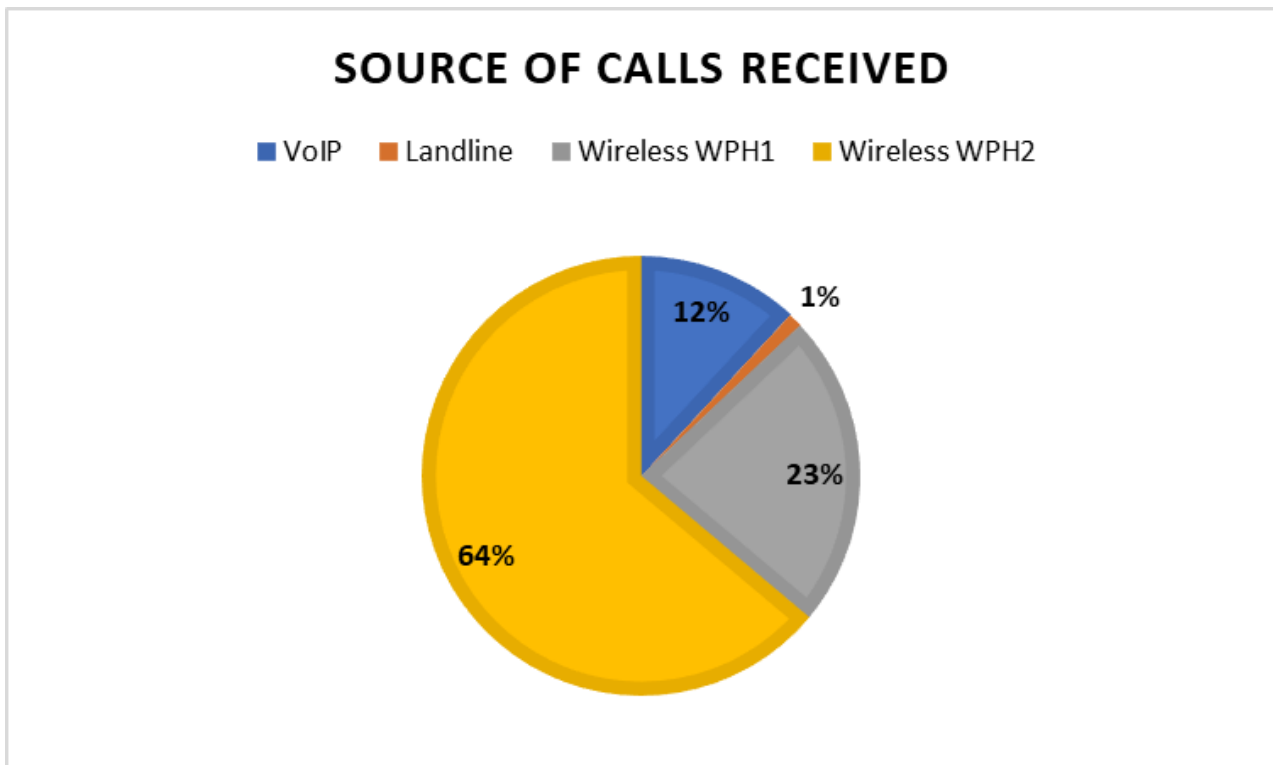
Wireless WPH1 - Calls received that do not include the approximate location of the wireless device. The dispatch center only receives the tower location the call originated from.

Wireless WPH2 - Calls received that includes the approximate location of the wireless device.

GIS DIVISION

Hawkins County government and the municipalities have delegated addressing authority to Hawkins County Emergency Communications District under TCA 7-86-127. In 2023, the GIS division successfully added **241 new addresses** and **10 private drives** to the GIS system. As per HCECD's policy, a drive-way is required to be converted into a private drive when it accommodates 3 or more structures with individual addresses.

Throughout the year, special attention was dedicated to ensuring address accuracy, particularly in light of Next Generation 911 implementation. As a result, a total of **75 addresses were rectified**. These revisions not only involved correcting inaccuracies but also updating addresses to accommodate the introduction of new private drives.

LAW OPERATIONS

HCECD is responsible for dispatching services for 5 different law enforcement agencies within Hawkins County. Law-related calls constitute the majority of HCECD's total call volume, accounting for 55%. Communications Specialists working for HCECD must possess exceptional communication skills, be able to multitask and operate effectively under pressure, and demonstrate strong-problem solving abilities. Additionally, a successful communication specialist must remain composed and level-headed during high-stress situations and possesses a solid understanding of geography and direction.

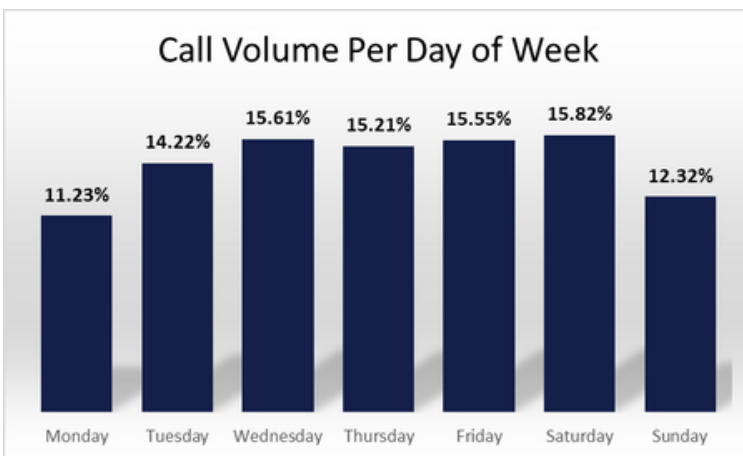| Total Law Calls Taken, Processed, and Dispatched	Average Monthly Calls Taken, Processed, and Dispatched	Average Daily Calls Taken, Processed, and Dispatched
29,562	**2,464**	**81**

Call Volume Per Day of Week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	11.23%	14.22%	15.61%	15.21%	15.55%	15.82%	12.32%

TOP LAW CALL TYPES

Disturbance
6.3% of Law Calls

Suspicious Activity
5.9% of Law Calls

LE Information
4.5% of Law Calls

911 Hang-Up
4.1% of Law Calls

Animal Complaint
3.9% of Law Calls

Law Agency	Totals	% of Law Calls
Hawkins County SO	21,033	71.1%
Church Hill PD	3,304	11.1%
Mount Carmel PD	2,765	9.3%
Rogersville PD	1,268	4.2%
Surgoinsville PD	646	2.1%
THP	526	1.8%
TWRA	20	.06%

LAW OPERATIONS

Law Calls per Time of Day

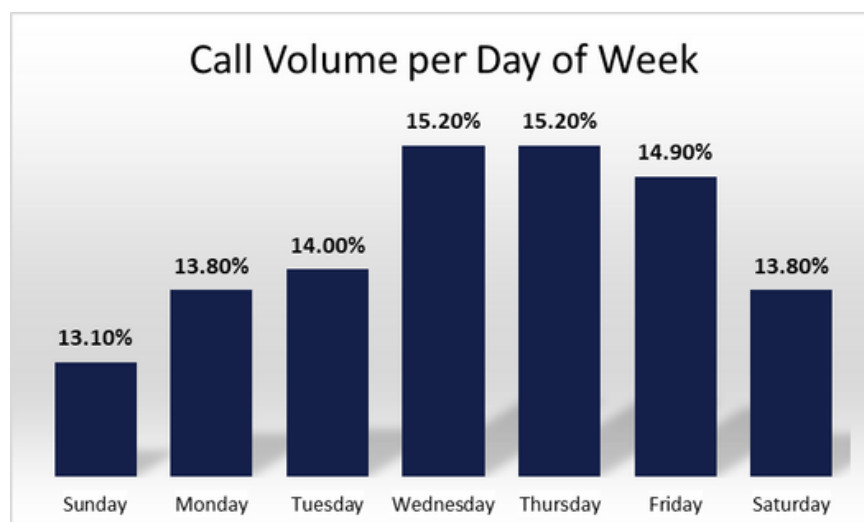| Time	%
00:00-01:00	3.20%
01:00-02:00	2.50%
02:00-03:00	2.10%
03:00-04:00	1.50%
04:00-05:00	1.20%
05:00-06:00	1.40%
06:00-07:00	1.70%
07:00-08:00	3.10%
08:00-09:00	3%
09:00-10:00	4.60%
10:00-11:00	5.50%
11:00-12:00	5.30%
12:00-13:00	5.40%
13:00-14:00	5.60%
14:00-15:00	6%
15:00-16:00	6%
16:00-17:00	5.20%
17:00-18:00	5%
18:00-19:00	5.60%
19:00-20:00	5.30%
20:00-21:00	5.60%
21:00-22:00	5.80%
22:00-23:00	5.20%
23:00-24:00	4.10%

FIRE/RESCUE OPERATIONS

HCECD provides dispatch services to 16 fire and rescue agencies that serve Hawkins County. Emergency Fire Dispatch calls make up 6% of HCECD's total call volume. Fire & Rescue Dispatchers use their extensive training to dispatch the appropriate equipment, monitor radio communications, and ensure efficient communication across multiple jurisdictions. Emergency Communications Specialists are furnished with cutting-edge technologies and mapping solutions to enhance decision-making and deliver exceptional service to the people of Hawkins County.

Total Fire/Rescue Calls Taken, Processed, and Dispatched	Average Monthly Calls Taken, Processed, and Dispatched	Average Daily Calls Taken, Processed, and Dispatched
3,180	**265**	**9**

Call Volume per Day of Week

- Sunday: 13.10%
- Monday: 13.80%
- Tuesday: 14.00%
- Wednesday: 15.20%
- Thursday: 15.20%
- Friday: 14.90%
- Saturday: 13.80%

TOP FIRE/RESCUE CALL TYPES

Motor Vehicle Collision
29% of Fire/Rescue Calls

Wildland Fire
16.4% of Fire/Rescue Calls

EMS Assist
12% of Fire/Rescue Calls
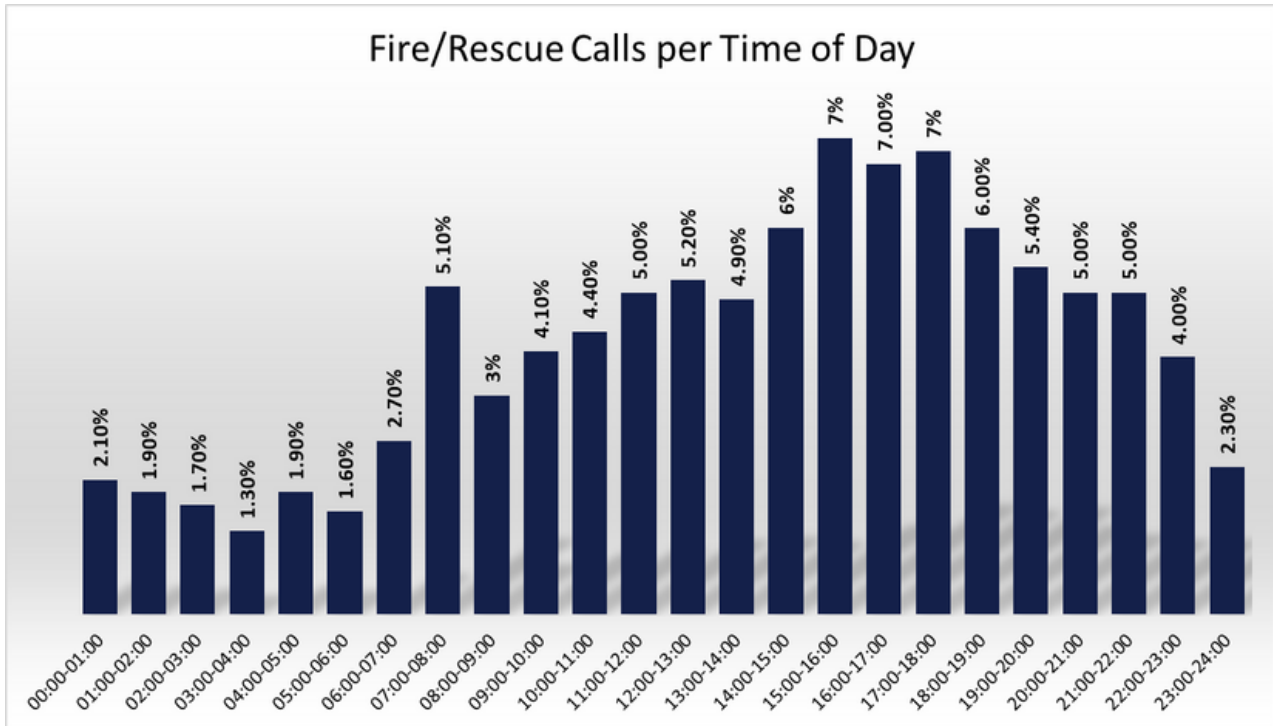
Structure Fire
10.6 % of Fire/Rescue Calls

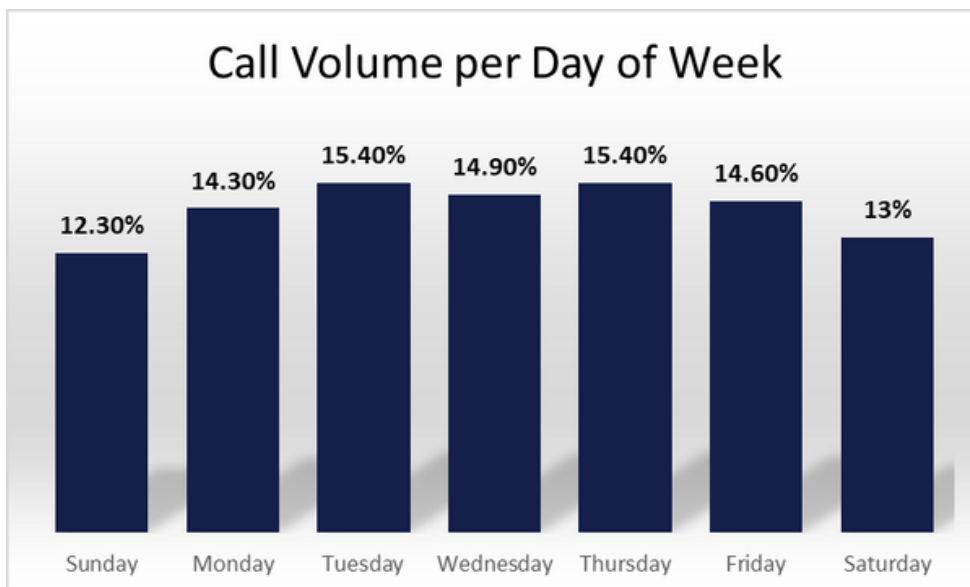### Fire Alarm
5.1% of Fire/Rescue Calls

FIRE/RESCUE OPERATIONS

Fire/Rescue Agency	Totals	% of Fire/Rescue Calls
Hawkins County RS	569	17.8%
Church Hill RS	359	11.2%
Striggersville FD	332	10.4%
Persia FD	290	9.1%
Bulls Gap FD	259	8.1%
Stanley Valley FD	255	8%
Lakeview FD	233	7.3%
Carters Valley FD	226	7.1%
Mount Carmel FD	147	4.6%
Goshen Valley FD	141	4.4%
Church Hill FD	111	3.4%
Surgoinsville FD	84	2.6%
Rogersville FD	72	2.2%
Clinch Valley FD	65	2%
Hawkins County Hazmat	19	0.6%
Forestry	15	0.4%
Rope Team	3	.09%

FIRE/RESCUE OPERATIONS

Fire/Rescue Calls per Time of Day

Time	Percent
00:00-01:00	2.10%
01:00-02:00	1.90%
02:00-03:00	1.70%
03:00-04:00	1.30%
04:00-05:00	1.90%
05:00-06:00	1.60%
06:00-07:00	2.70%
07:00-08:00	5.10%
08:00-09:00	3%
09:00-10:00	4.10%
10:00-11:00	4.40%
11:00-12:00	5.00%
12:00-13:00	5.20%
13:00-14:00	4.90%
14:00-15:00	6%
15:00-16:00	7%
16:00-17:00	7.00%
17:00-18:00	7%
18:00-19:00	6.00%
19:00-20:00	5.40%
20:00-21:00	5.00%
21:00-22:00	5.00%
22:00-23:00	4.00%
23:00-24:00	2.30%

EMS OPERATIONS

HCECD provides dispatch services to one EMS agency that serves Hawkins County. Emergency Medical Dispatch calls make up 17% of HCECD's total call volume. EMS Dispatchers are certified through PowerPhone and must maintain continuing education throughout the year. HCECD's emergency dispatch protocols are approved for use by our medical director, Dr. George Testerman.

Total Fire/Rescue Calls Taken, Processed, and Dispatched	Average Monthly Calls Taken, Processed, and Dispatched	Average Daily Calls Taken, Processed, and Dispatched
9,199	**767**	**25**

Call Volume per Day of Week

TOP EMS CALL TYPES

Patient Transport

26.2% of EMS Calls

Sick Person

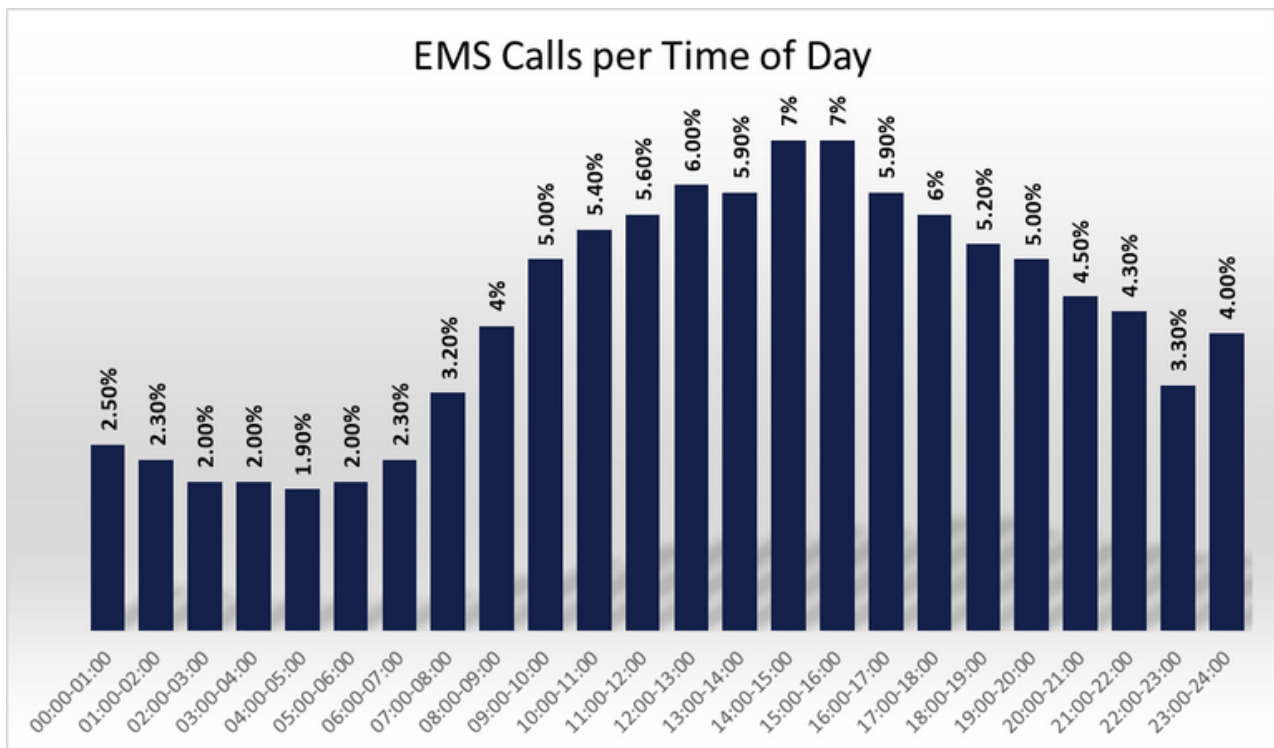11.6% of EMS Calls

Breathing Difficulty

11.3% of EMS Calls

Fall

9.5% of EMS Calls

Chest Pain

8.2% of EMS Calls

EMS OPERATIONS

EMS Calls per Time of Day

OTHER OPERATIONS

In 2023, the Hawkins County Emergency Communications District logged a total of **12,072 additional calls for service**. This averages out to approximately **33 calls per day**. These calls encompass various types of calls for service, including 911 hang-ups that were resolved before dispatching, calls for service for Emergency Management, the Hawkins County Coroner's Office, utilities, as well as calls transferred to other agencies.
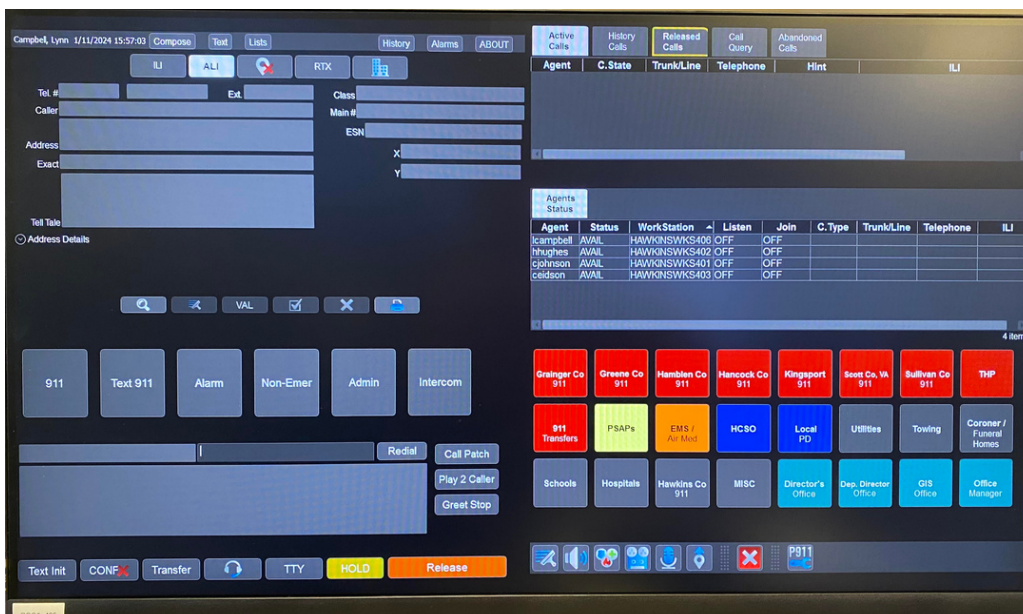
INFORMATION TECHNOLOGY

Hawkins County Emergency Communications District has made significant strides in leveraging technology services to modernize emergency communications. Through our efforts, we have successfully implemented a range of innovative and transformative technology solutions, enhancing our ability to serve our agencies and community effectively. As part of our commitment to this endeavor, in 2023, HCECD welcomed a dedicated full-time systems administrator to our team.

CUSTOMER PREMISES EQUIPMENT

In 2023, HCECD underwent a major phone system transition as the contract with Zetron, supplying customer premise equipment (CPE), expired. Faced with a potential $300,000 expense for a new CPE system, HCECD strategically opted for the state's Call Handling as a Service (CHaaS) solution, utilizing the Intrado Viper System. This decision not only reduced costs but also provided a scalable call handling solution seamlessly integrated with the State of Tennessee's Next-Generation 911 network.

The implementation of CHaaS resulted in various benefits for the 911 center. It ensured consistency in call handling processes, operational efficiencies, and round-the-clock monitoring and maintenance by the Tennessee Emergency Communications Board. The advantages included a significant reduction in total ownership costs, free system upgrades, streamlined maintenance and support, improved site redundancy, and disaster recovery preparedness with a remarkable 99.999% availability rate. Additionally, the shift from capital to operating expenses eliminated the need for equipment depreciation, optimizing financial resources.

INFORMATION TECHNOLOGY

TEXT-2-911

HCECD is pleased to announce a significant milestone in our emergency communication capabilities. With the implementation of the Intrado Viper System customer premises equipment, we were able to introduce the text-2-911 feature. This advancement brings numerous benefits to our community and enhances our ability to provide efficient and effective emergency services. Text-2-911 offers a vital lifeline for individuals who may have difficulty speaking or hearing, or find themselves in situations where making a voice call is unsafe or impractical. By simply sending a text message to 911, individuals can now reach out for help in emergencies, enabling us to respond promptly and appropriately. We are proud to have implemented this technology and remain dedicated to leveraging advancements in emergency communication to better serve and protect our community.

RADIO SYSTEM

HCECD achieved significant progress in enhancing its public safety communications infrastructure. One notable accomplishment was the replacement of the outdated Telex System, which was in dire need of replacement. While the Telex System could transmit audio from the newly installed Motorola Mototrbo Linked Capacity Plus public safety radio system, it lacked essential operational functions. To address this critical issue, HCECD collaborated with the County government and successfully secured ARPA funds to replace the Telex System. As a result, we have purchased a new Avtec radio console from Motorola Solutions. This strategic move allowed us to save approximately $325,000 from the general funds. This investment in our communication infrastructure exemplifies Hawkins County's unwavering commitment to providing reliable and efficient communication services for our public safety agencies. The acquisition of the Avtec radio console not only modernizes HCECD's capabilities but also enhances the functionalities available to our emergency responders. By upgrading our communication system, we are poised to improve our emergency response capabilities and enhance overall public safety in the county. This advancement will enable our personnel to communicate seamlessly, collaborate effectively, and ultimately save more lives in times of crisis. We extend our gratitude to the County government for their collaboration and support in securing the necessary funds for this crucial upgrade. Together, we are making significant strides towards ensuring the safety and well-being of our community.

INFORMATION TECHNOLOGY

WEBSITE LAUNCH

In 2023, we launched our new website, which marks a significant milestone for our 911 center. The website has been carefully designed to enhance our communication and engagement with the public. It features several key areas that provide valuable services and information. Individuals can now conveniently request 911 addresses through the website, streamlining the process and ensuring accurate and efficient emergency response. The website also offers a user-friendly platform for public information request and a dedicated news release section providing essential information to the community and facilitating efficient communication during emergencies.