

# Alcoa Police Department

## 2017 Annual Report

### Inside this issue:

Chief's Message	3
About APD Org. Chart	4
Quick Facts	5
Annual Statistics	6
Criminal Investigations	7
Traffic	9
Support Services	17
Training	22
New Employee's	24
Annual Awards	25
2017 Members of APD	27
Complaints / Compliments	28



EVIL IS POWERLESS



IF THE GOOD ARE  
**UNAFRAID**  
-RONALD REAGAN-

Law Enforcement

**We FACE**

What you fear

Blue Line Life

INTEGRITY  
COURAGE  
HONOR



**POLICE DOGS**

Always ready to go and always looking the part!

**COURAGE CAN'T SEE AROUND  
CORNERS,**

**BUT GOES AROUND THEM  
ANYWAY!!**



*“Blessed are the  
peacemakers: for they  
shall be called the  
children of God.”  
Matthew 5:9*

## Message from the Chief of Police

I am pleased to present the Alcoa Police Department's 2017 Annual Report. As in previous years, this report will explain the organizational structure, as well as the facts and statistics relevant to the department's activities for the year. The men and women of the Alcoa Police Department are collectively dedicated to reducing crime, promoting community engagement and enhancing public safety. All department members put forth a tremendous effort in 2017. However, our success as a police department would not be possible without the help and support of the citizens and businesses in Alcoa and because of such strong support, we consider it an honor to serve them.

The Alcoa Police Department continued to evolve in 2017. Just one of many examples of this is the expanded use of technology in law enforcement. All patrol officers and criminal investigators are equipped with Body Worn Cameras (BWC). The department's philosophy is to be as transparent as possible in the way it conducts law enforcement business. The Body Worn Cameras are a great investment towards this effort. In terms of personnel allocation, patrol officers were assigned to permanent squads in 2017. Each squad now consists of a patrol sergeant and three patrol officers. Each patrol shift in 2017 was assigned two squads each for continuous patrol coverage. There are many

benefits for having permanent squad assignments. One very important benefit is improvement of unit cohesion. Another benefit of permanent squad assignments is that it makes it easier to schedule training as well as reduce overtime costs. The Alcoa Police Department is committed to providing the best training possible to its members in order for them to perform their duties exceptionally. The Criminal Investigations section gained the ability to conduct polygraph examinations in 2017. The department purchased polygraph equipment and sent a detective to a ten week school to learn how to conduct polygraph exams. The ability to conduct polygraph testing is a tremendous asset for criminal investigators.

The Alcoa Police Department had two successful audits in 2017. The first was an Information Technology (IT) Security Audit conducted by the Federal Bureau of Investigation. IT Security Audits are required once every three years, at a minimum. The IT Audits ensure law enforcement agencies have appropriate protocols in place to protect criminal justice information that is stored at the agency or electronically passed along to outside law enforcement agencies. The second inspection the department passed with flying colors was a review of policies and procedures by assessors from the Commission on Accreditation for Law Enforcement Agencies (CALEA). Because the Alcoa Police Department is nationally accredited by CALEA it undergoes an annual evaluation by CALEA Assessors who measure the department's progress in operating under nationally accepted law enforcement standards. The Alcoa Police Department will be up for re-accreditation in 2019 whereby CALEA Assessors will be on-site for two to three days performing an in-depth inspection of the department's management and operations processes.

Lastly, the police department was thrilled to have its most successful National Night Out Event in 2017. Attendance for the event was an all-time high and once again this was a reflection of the outstanding support from local businesses and the community itself

All of us at the Alcoa Police Department look forward to serving out citizens, visitors, and businesses in the coming year while at the same time striving to continue improving as an agency and to provide the best professional law enforcement services.

Thank you for taking the time to look through our Annual Report.



A handwritten signature in black ink, reading "David Canwell".

## About Alcoa Police Department

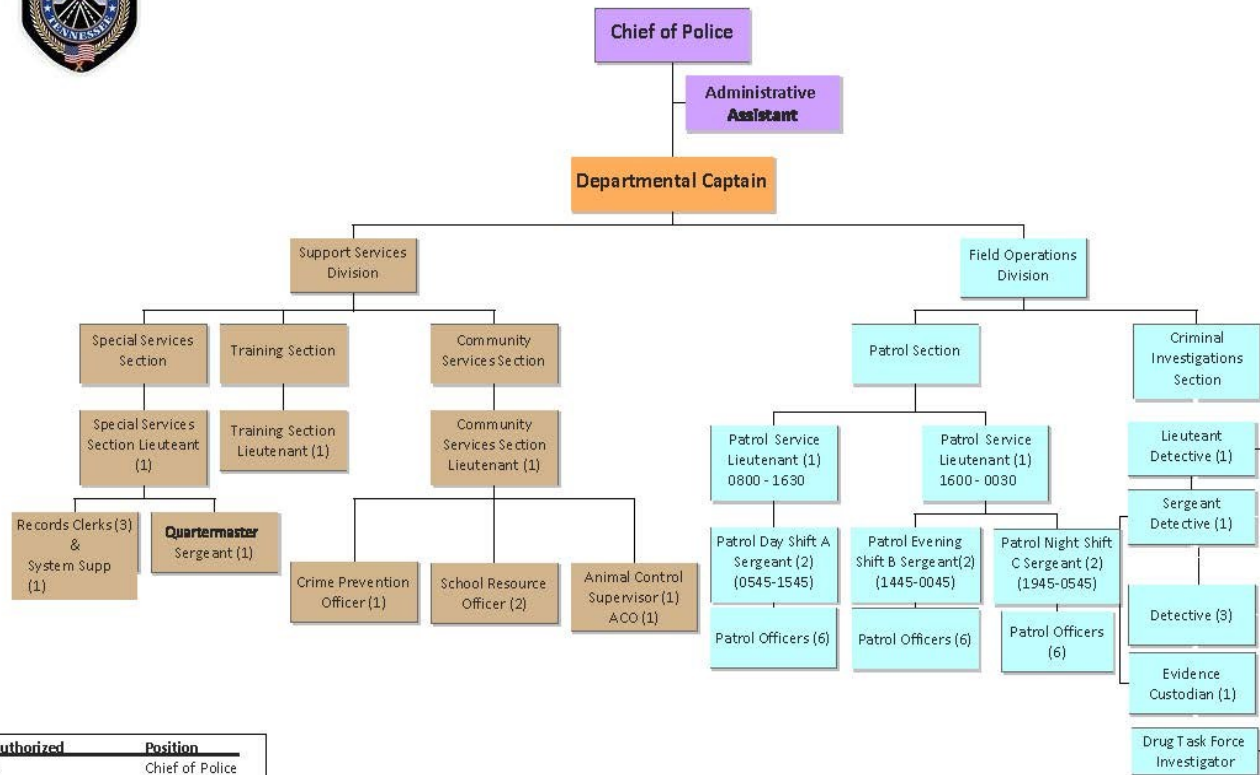
The Alcoa Police Department is organized into two divisions; Field Operations and Support Services. In addition to the two divisions, the Office of the Chief of Police is responsible for the overall operation of the Department, fiscal management and planning and analysis. The Field Operations Division is responsible for investigating and providing a fundamental response to incidents of crime and those crimes that rise to the level of criminal responsibility. Support Services also provides the public with Animal Control Services. The most important members of the Department are the citizens, who provide guidance and direction through various interactions. The Police Department's annual operating budget for FY2017 was \$6,036,630.00.

The Police Department also offsets some general fund expenditures through grants, drug asset forfeitures, and other sources of revenue.

## Alcoa Police Department Organizational Chart



Alcoa Police Department Organizational Chart



Authorized	Position
1	Chief of Police
1	Captain
6	Lieutenant
8	Sergeant
25	Officer
8	Civilian
49	Total

Approved  
01/24/2018 *David Cannell*

A total of 570,381 Group A offenses were reported for 2017, an increase of 2.7% from 2016.



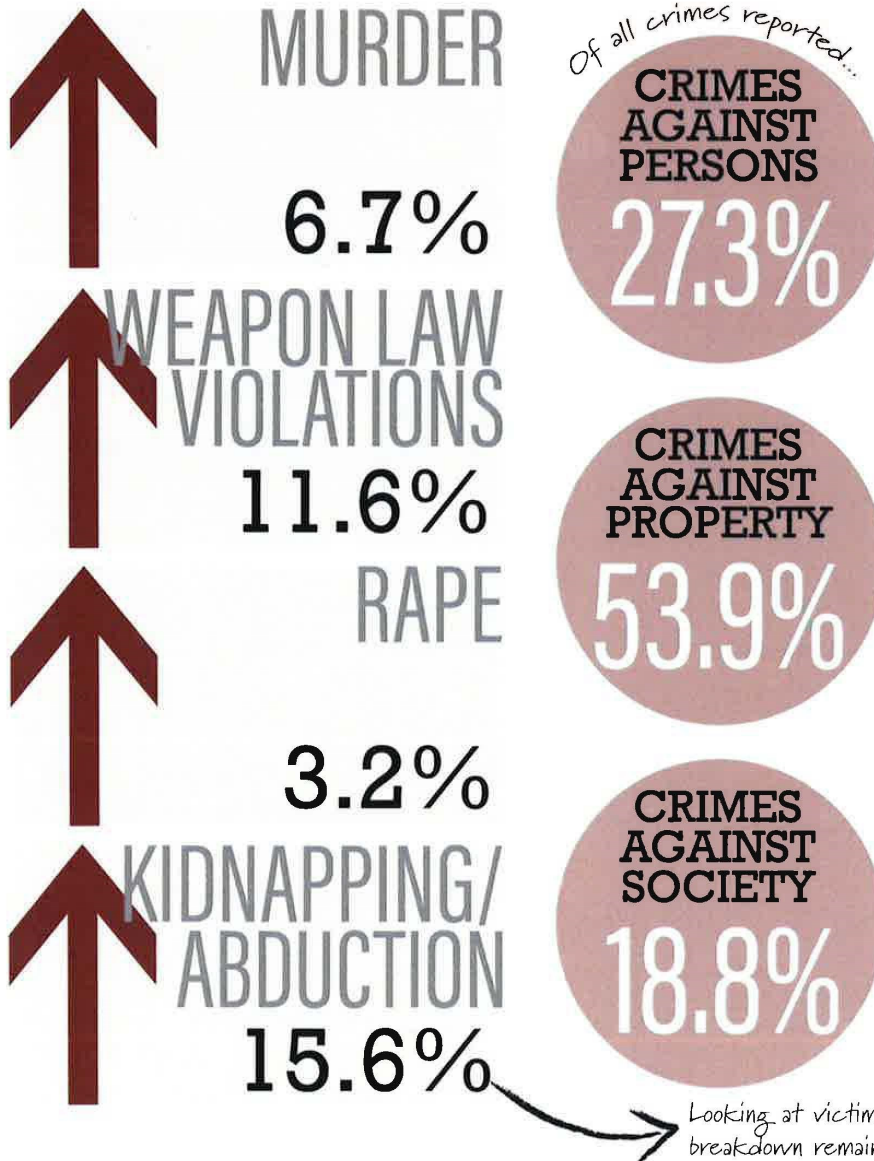
# Quick Facts

TENNESSEE'S LAW ENFORCEMENT AGENCIES REPORT CRIME DATA TO THE TENNESSEE BUREAU OF INVESTIGATION THROUGH THE TENNESSEE INCIDENT BASED REPORTING SYSTEM, ALSO KNOWN AS TIBRS.

THIS COMPREHENSIVE SYSTEM COLLECTS INCIDENT-LEVEL DATA ON CRIMES, ALLOWING THE PUBLIC AND LAW ENFORCEMENT AGENCIES TO HAVE A THOROUGH UNDERSTANDING OF THE CRIMES IMPACTING COMMUNITIES ACROSS TENNESSEE.

THE DATA, AFTER BEING EXTENSIVELY AUDITED, WAS EXTRACTED ON APRIL 9, 2018 AND COMPILED INTO THIS YEAR'S REPORT.

FOR MORE INFORMATION ON TIBRS, VISIT OUR WEBSITE AT [CRIMEINSIGHT.TBI.TN.GOV](http://CRIMEINSIGHT.TBI.TN.GOV).



Looking at victim to offender relationship, however, the breakdown remained consistent from 2016 to 2017.

### Group A Offenses:

ANIMAL CRUELTY, ARSON, ASSAULT, BRIBERY, BURGLARY/BREAKING & ENTERING, COUNTERFEITING/FORGERY, DESTRUCTION/DAMAGE/VANDALISM, DRUG/NARCOTIC OFFENSES, EMBEZZLEMENT, EXTORTION/BLACKMAIL, FRAUD, GAMBLING, HOMICIDE, HUMAN TRAFFICKING, KIDNAPPING/ABDUCTION, LARCENY/THEFT, MOTOR VEHICLE THEFT, PORNOGRAPHY/OBSCENE MATERIAL, PROSTITUTION, ROBBERY, SEX OFFENSES, STOLEN PROPERTY OFFENSES, WEAPON LAW VIOLATIONS

### Group B Offenses:

BAD CHECKS, CURFEW/LOITERING/VAGRANCY, DISORDERLY CONDUCT, DRIVING UNDER THE INFLUENCE, DRUNKENNESS, FAMILY OFFENSES (NON-VIOLENT), LIQUOR LAW VIOLATION, PEEPING TOM, TRESSPASS OF REAL PROPERTY, ALL OTHER OFFENSES

CITY OF ALCOA POLICE DEPARTMENT—ANNUAL STATISTICS

2016 Population Estimate		9,874	Offenses (*)		Arrests (**)		
			Reported	Cleared	Adult	Juvenile	
<b>Offense Overview</b>			<b>Group A Offenses</b>				
			<b>Crimes Against Persons</b>				
Offense Total	1,539		Murder	2	2	3	0
Number Cleared	743		Negligent Manslaughter	1	0	0	0
Percent Cleared	48.28 %		Negligent Vehicular Manslaughter	0	0	0	0
Group A Crimes per 100,000 population	15,586.4		Kidnapping/Abduction	3	2	2	0
			Forcible Rape	7	1	0	0
			Forcible Sodomy	0	0	0	0
			Sexual Assault W/Object	0	0	0	0
<b>Arrest Overview</b>			Forcible Fondling	9	1	1	0
Total Arrests	984		Incest	0	0	0	0
Adult Arrests	939		Statutory Rape	2	1	0	0
Juvenile Arrests	44		Aggravated Assault	64	22	22	1
Unknown Age	1		Simple Assault	184	69	43	1
Arrests per 100,000 population	9,965.6		Intimidation	25	4	2	0
			Stalking	2	0	0	0
			Commercial Sex Acts	0	0	0	0
Average number offenses/incident	1.25		Involuntary Servitude	0	0	0	0
			<b>Crimes Against Property</b>				
<b>Domestic Violence Victims</b>			Arson	4	2	1	0
<b>Offense</b>	<b>Reported</b>	<b>Cleared</b>	Bribery	0	0	0	0
Murder	1	1	Burglary	58	17	6	0
Aggravated Assault	29	16	Counterfeiting/Forgery	27	4	7	0
Simple Assault	116	46	Destruction/Damage/Vandalism	81	16	3	1
Intimidation	7	3	Embezzlement	7	5	2	0
Stalking	0	0	Extortion/Blackmail	0	0	0	0
Forcible Rape	0	0	Fraud - False Pretenses	89	18	2	0
Forcible Sodomy	0	0	Fraud - Credit Card/ATM	25	8	3	0
Sexual Assault W/Object	0	0	Fraud - Impersonation	17	14	16	0
Forcible Fondling	1	0	Fraud - Welfare	0	0	0	0
Incest	0	0	Fraud - Wire	0	0	0	0
Statutory Rape	0	0	Fraud - Identity Theft	0	0	1	0
Kidnapping/Abduction	3	2	Fraud - Computer Hacking/Invasion	0	0	0	0
Commercial Sex Acts	0	0	Robbery	14	5	6	2
Involuntary Servitude	0	0	Theft - Pocket-picking	2	0	0	0
<b>Total</b>	<b>157</b>	<b>68</b>	Theft - Purse Snatching	2	2	0	2
			Theft - Shoplifting	269	171	180	12
<b>Group B Arrests</b>			Theft From Building	44	3	2	0
<b>Offense</b>	<b>Adult</b>	<b>Juvenile</b>	Theft From Coin Machine	5	0	0	0
Bad Checks	0	0	Theft From Motor Vehicle	57	7	3	0
Curfew/Vagrancy	0	2	Theft of Motor Vehicle Parts	10	2	1	0
Disorderly Conduct	13	1	Theft - All Other Larceny	99	12	35	0
DUI	81	0	Motor Vehicle Theft	51	16	6	1
Drunkness	45	0	Stolen Property Offenses	0	0	1	0
Family-Non Violent	7	0	<b>Crimes Against Society</b>				
Liquor Law Violations	3	5	Animal Cruelty	0	0	0	0
Peeping Tom	0	0	Drug/Narcotic Violations	170	150	127	4
Trespass	15	0	Drug/Narcotic Equipment Violations	193	177	100	2
All Other Offenses	193	10	Gambling - Betting/Wagering	0	0	0	0
<b>Total Group B</b>	<b>357</b>	<b>18</b>	Gambling - Operating/Promoting	0	0	0	0
			Gambling - Equipment Violations	0	0	0	0
			Gambling - Sports Tampering	0	0	0	0
			Pornography/Obscene Material	1	0	0	0
			Prostitution	0	0	0	0
			Prostitution Assisting/Promoting	0	0	0	0
			Purchasing Prostitution	0	0	0	0
			Weapon Law Violations	15	12	7	0
			<b>Total Group A Offenses</b>	<b>1,539</b>	<b>743</b>	<b>582</b>	<b>26</b>

## Criminal Investigations

Members of the Criminal Investigations Section completed a total of 1,090 hours of specialized training. All sworn members attended a 40-hour In-Service Training hosted by the Blount County Sheriff's Office. Some of the specialized training that was attended by two members certified them as Cellebrite operators. Other specialized training focused on polygraph, fingerprints, child abuse and mobile device data extraction. All members of CIS also attended a quarterly training session held at the Alcoa Police Department range which consisted of 24 hours of specialized training focused on utilizing block in techniques and vehicle extraction techniques.

In July, 2017, in order to promote better working relations between the local law enforcement agencies, the Criminal Investigations Section hosted a regional information sharing session that had agencies from the Federal Bureau of Investigation, United States Secret Service, United States Postal Inspector, Internal Revenue Service, Alcohol, Tobacco and Firearms, Tennessee Bureau of Investigation, Tennessee Highway Patrol, 5th Judicial Drug Task Force, Blount County Sheriff's Office, Knox County Sheriff's Office, Maryville Police Department and Townsend Police Department. The meeting was considered a success and will be hosted again in 2018 at the Alcoa Police Department.

During the holiday weeks of November and December, the Criminal Investigations Section and the Patrol Section partnered to assemble a retail theft task force. A total of seventeen days were worked that resulted in the recover of \$2,734.50 of merchandise, 18 misdemeanor citations, and 9 physical arrests. This effort has sparked the request for a dedicated retail theft investigator that will be assigned to the CIS if approved in the new budget year for 2018-2019. This investigators sole purpose will be to focus on the prevention and prosecution of any retail theft that occurs in the City of Alcoa.

One Detective graduated from the American International Institute of Polygraph that was held in Stockbridge, Georgia. At the successful completion of the course the detective completed 400 hours of academic and practical requirements of Professional Examiner Training for Psychophysiological Detection of Deception.



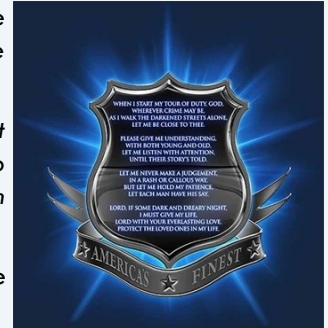
## Internal Affairs

In the final report of The President’s Task Force on 21st Century Policing, the very first Pillar is Building Trust and Legitimacy. Building trust and nurturing legitimacy on both sides of the police / citizen divide is the foundational principle underlying the nature of relations between law enforcement agencies and the communities they serve. Decades of research and practice support the premise that people are more likely to obey the law when they believe that those who are enforcing it have authority that is perceived as legitimate by those subject to the authority. How better to establish the cornerstone of trust than having a process in place for policing the police.

At the Miami, FL Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) conference, the department received the Gold Standard with Excellence award for law enforcement accreditation. One of the major chapters in the CALEA standards manual is devoted to Internal Affairs and opens with:

*“The internal affairs function is important for the maintenance of professional conduct in a law enforcement agency. The integrity of the agency depends on the personal integrity and discipline of each employee. To a large degree, the public image of the agency is determined by the qualify of the internal affairs function in responding to allegations of misconduct by the agency or its employees.”*

The Alcoa Police Department’s core values are Professionalism, Respect, Integrity, Dedication to Service and Excellence - **PRIDE**.



## Summary of Complaints

During 2017, the police department answered 20,692 calls for service, arrested 1,529 individuals, and issued 6,613 citations. Out of those documented citizen contacts, the police department received seven (8) citizen complaints.

### Explanation of Findings

**Sustained** - Evidence sufficient to prove the allegation.

**Not Sustained** - Insufficient evidence to either prove or disprove the allegation.

**Exonerated** - Incident occurred, but the actions of the officers / department were lawful and proper.

**Unfounded** - Allegation is false or not factual or the employee was not involved.

Complaints and Internal Affairs Investigations				
	2015	2016	2017	
<b>External</b>				
Citizen Complaints	11	8	8	
Sustained	1	0	2	
Not Sustained	3	3	3	
Unfounded	7	4	2	
Exonerated	0	0	1	
<b>Internal</b>				
Directed Complaint	2	2	1	
Sustained	2	1	1	
Not Sustained	0	0	0	
Unfounded	0	0	0	
Exonerated	0	1	0	

Breakdown of Complaints	
Operation of Vehicle	2
Rudeness	2
Professional Conduct	1
Failure to Investigate	1
Failure to Follow Up	1
Insubordination	1

## 2017 Traffic Analysis - Annual Report

It is the goal of the Alcoa Police Department to decrease traffic crashes involving injury, property damage and fatalities. By implementing directed patrol enforcement measures throughout the city limits of Alcoa, our hopes are to see a significant decrease in traffic related crashes. By offering our citizens the best services possible, we investigate and report specific details and causes of traffic related crashes. Officers are responsible for making sure that each and every crash scene is thoroughly cleaned up by wrecker services and that roadways are cleared as soon as possible.

Statistics continue to show that by having officers highly visible, it can have a direct impact on reducing traffic crashes and crash related fatalities. Speeding and failure to yield are two of the leading causes of traffic crashes

In 2017, the department experienced a slight decrease in traffic crashes. A total of 1,148 crashes were investigated in comparison to 1,197 in 2016 (4.09% decrease).

A total of 6,613 traffic citations were issued including 993 warnings in 2017 compared to 5,512 in 2016 (26.88% increase). In the previous two years, crashes involving injuries increased.

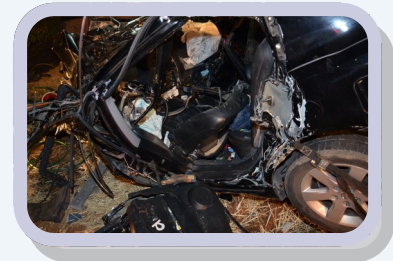
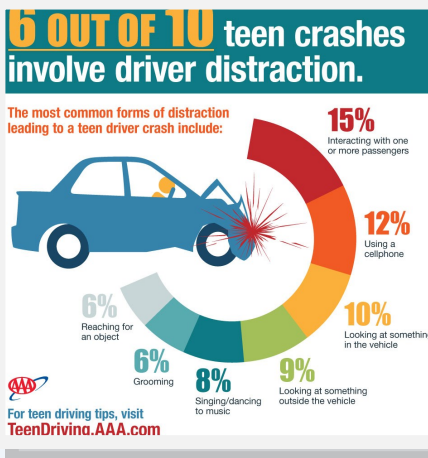


Table 1. Three-Year History\*.

	2015	2016	2017
Accidents	850	1,197	1,148
With injury	177	199	181
With fatalities	5	1	3
With property damage	668	809	964
Total Injuries	252	281	258
Total Fatalities	6	1	3

*\*Does not include accidents on private property*

The a nine (



(3) years was

10, in which th

### Streets Where Accidents Occurred

In reviewing where the accidents occurred, the top nine (9) streets for 2017 were as follows:

**Table 2. Where Accidents Occurred\*.**

<i>Street</i>	<i>1st Quarter</i>	<i>2nd Quarter</i>	<i>3rd Quarter</i>	<i>4th Quarter</i>	<i>Total</i>
Alcoa Hwy/129/ Airport	72	87	91	124	374
Louisville Road	17	20	8	17	62
Hall Road	7	24	11	17	59
Calderwood	0	0	6	6	12
Bessemer	5	6	15	0	26
Hunt Road	5	8	13	7	33
Topside Road	0	6	0	18	24
Pellissippi Parkway	11	20	9	13	53
Middlesettlements	0	7	0	7	14
<b>Total</b>	<b>117</b>	<b>178</b>	<b>153</b>	<b>209</b>	<b>657</b>
<i>*Includes intersections</i>					

Accidents on these nine (9) streets accounted for those with the highest accidents in 2017. For example, of the 657 accidents for the nine (9) streets, the Alcoa/129/Airport Highway had fifty-seven percent (57%) of the total for the nine (9) streets. Louisville Road accounted for nine percent (9%).

### Intersections Where Accidents Occurred

Table 3 identifies five (5) of the intersections with more than ten (10) accidents. Of the five (5), thirty-nine percent (40%) occurred at the intersection of Louisville Road and the 129 Bypass.

**Table 3. Intersections Where Accidents Occurred.**

<i>Intersection</i>	<i>Number of Accidents</i>
Alcoa Highway/Topside Road	14
Pellissippi Parkway/Alcoa Highway	12
Hall/Lincoln	20
Louisville Road/129 Bypass	42
Pellissippi Parkway/Old Knoxville Hwy	16



## Annual Pursuit Analysis

*A pursuit is defined as a deliberate attempt by an officer  
in an authorized emergency vehicle to apprehend a fleeing suspect  
who is actively attempting to elude apprehension.*

It seems that at any given time, you can turn on the television or look on social media and observe a police pursuit taking place. Police pursuits continue to be one of the most dangerous situations that law enforcement officers are involved in on a regular basis. Offenders flee from the police for various reasons such as speeding or driving on revoked / suspended licenses. The bottom line is that pursuits are a huge liability for police agencies and municipalities.

All information gathered for this analysis was obtained by reviewing all Alcoa Police Department in-car video's, body worn cameras, Blue Team Reports, and incident / arrest reports.

During the months of January through December 2017, the Alcoa Police Department was involved in seven (7) vehicle pursuits. There were five (5) in 2015, four (4) in 2008, 2010, and 2013; eleven (11) in 2011. The largest number of pursuits in the last eleven (11) years was in 2006 – fourteen (14). Of the seven (7) pursuits, the original probable cause of contact was domestic assault, carjacking, suspicion of DUI, felony evading, speeding, and armed suspect. Table 1 lists the date of the pursuit, the maximum speed, maximum distance, and total time of the pursuit.

### Detail of the Pursuits.

<i>Date</i>	<i>Max Speed (mph)</i>	<i>Max. Distance (miles)</i>	<i>Total Time (minutes)</i>
2/7	121	2.1 to 5	2:00
4/2	50	2.1 to 5	6:00
4/12	76	5.1 to 10	4:00
7/5	65	Less than 1	1:00
9/10	Not noted	1 to 2	Not noted
9/27	75	1 to 2	6:00
12/16	80	1.2 to 5	2:00

As noted in Table 1, the longest pursuit occurred on April 12. The maximum speed of 121 miles per hour occurred on February 7.

Addressing weather conditions, the weather was clear during six (6) of the seven (7) pursuits. One occurred when it was dark. All of the pursuits started in Alcoa and six (6) ended in Alcoa. One (1) ended in Blount County. Five (5) suspects were male and two (2) were unknown. The three (3) known males were forty-seven (47), seventy-two (72), and forty-nine (49) years old.

## Termination of Pursuit.

By Supervisor - 3

By Officer - 3

Vehicle Crashed - 1

As a result of one (1) of the pursuits, an arrest warrant was filed for felony evading.

During one (1) incident, officers were dispatched to the area of Hall Rd in regard to a vehicle that had struck several vehicles in the City of Maryville and left the scene. The vehicle was located and the driver observed to be driving in an erratic manner. Officers attempted to stop the vehicle as it traveled north on Alcoa Highway. The vehicle eventually struck a Tennessee Department of Safety traffic sign. It was determined the driver experienced a medical issue (low blood sugar). The damage amount to the vehicle was \$14,900 and \$17,594 to the traffic sign.

The list of charges filed following the pursuits were:

## Charges Filed.

<i>Charge</i>	<i>Number</i>
Felony Evading Arrest	2



## Bias Based Profiling Analysis

The police department reviewed its Bias Based Profiling policy in 2017. The policy is a written directive by which the department expects its officers to follow while performing their duties ethically and professionally within the community as it enforces municipal code and state statutes. The policy encourages proactive law enforcement and investigation of crimes based on reasonable suspicion or probable cause that a crime has been committed, is being committed, or is about to be committed, while simultaneously respecting the fundamental rights of all citizens with equal protection under the law. The policy stresses that any detention or crime interdiction will not be based on a person's actual or perceived race, ethnic background, color, age, gender, sexual orientation, religion, economic status, cultural group, or any other identifiable group. The policy prohibits racial profiling by any employee, sworn or non-sworn, and mandates all employees will respect the dignity of all persons.

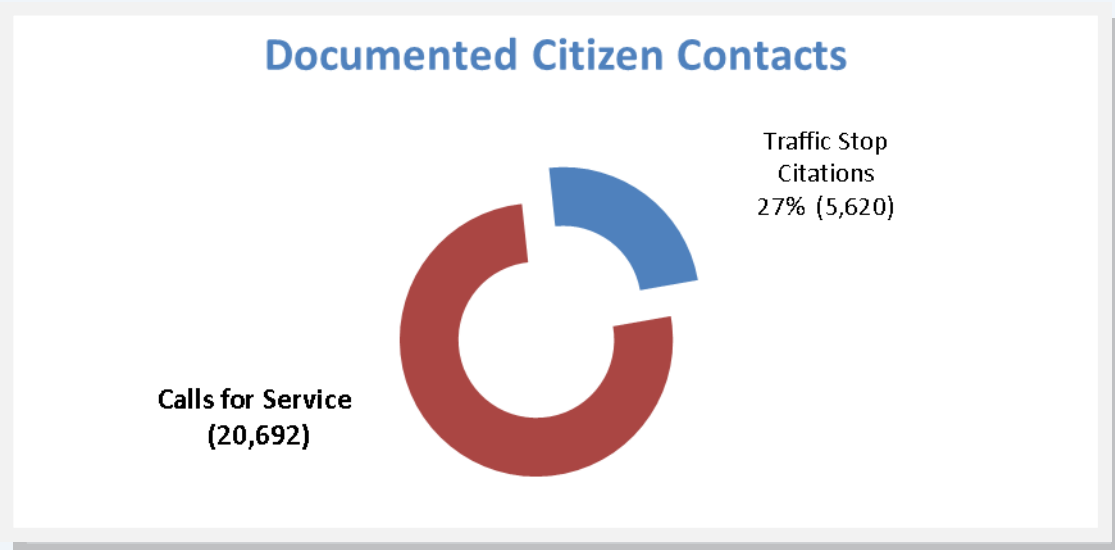
### City Demographics vs. Police-Citizen Contacts

Alcoa, Tennessee - Overview	2010 Census		2000 Census		2000-2010 Change	
	Counts	Percentages	Counts	Percentages	Change	Percentages
Total Population	8,449	100.00%	8,329	100.00%	120	1.44%
<b>Population by Race</b>						
American Indian and Alaska native alone	18	0.21%	16	0.19%	2	12.50%
Asian alone	40	0.47%	29	0.35%	11	37.93%
Black or African American alone	1,181	13.98%	1,288	15.46%	-107	-8.31%
Native Hawaiian and Other Pacific native alone	1	0.01%	1	0.01%	0	0%
Some other race alone	305	3.61%	56	0.67%	249	444.64%
Two or more races	221	2.62%	122	1.46%	99	81.15%
White alone	6,683	79.10%	6,817	81.85%	-134	-1.97%
<b>Population by Hispanic or Latino Origin (of any race)</b>						
Persons Not of Hispanic or Latino Origin	7,874	93.19%	8,183	98.25%	-309	-3.78%
Persons of Hispanic or Latino Origin	575	6.81%	146	1.75%	429	293.84%
<b>Population by Gender</b>						
Female	4,414	52.24%	4,372	52.49%	42	0.96%
Male	4,035	47.76%	3,957	47.51%	78	1.97%
<b>Population by Age</b>						
Persons 0 to 4 years	527	6.24%	471	5.65%	56	11.89%
Persons 5 to 17 years	1,305	15.45%	1,275	15.31%	30	2.35%
Persons 18 to 64 years	5,237	61.98%	5,143	61.75%	94	1.83%
Persons 65 years and over	1,380	16.33%	1,440	17.29%	-60	-4.17%

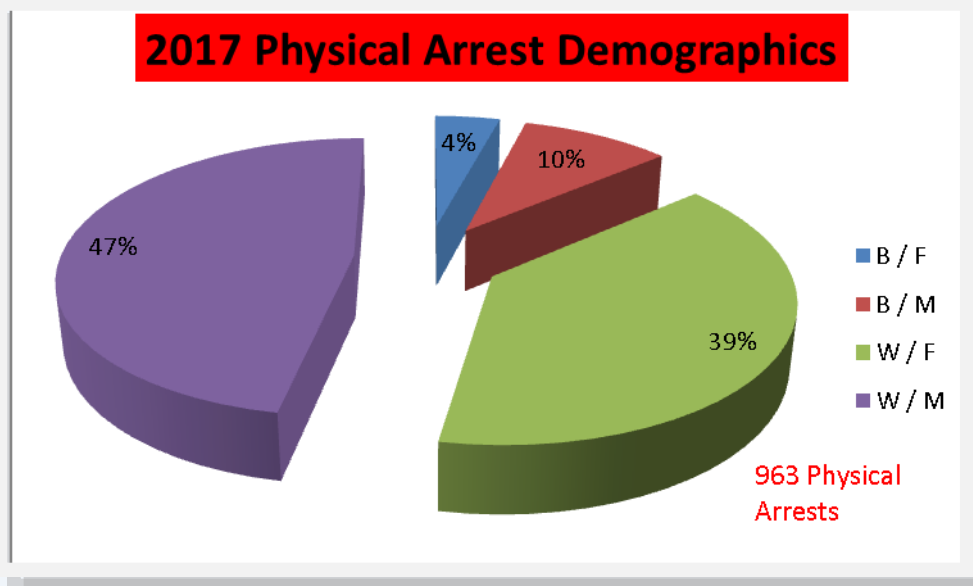
In 2017, the Alcoa Police Department had approximately 20,692 documented citizen contacts. A documented contact can best be described as a call for service, officer initiated investigation, traffic stop, or in response to a reported crime or suspicious activity which resulted in a citation, warning, incident or arrest report. This does not account for informal contacts that occurred on a daily basis where officers were approached and asked for directions, legal options, etc. A total of 963 physical arrests and 566 citations in lieu of arrest (1529 total arrests) were part of 20,692 police-citizen contacts in 2017. The overwhelming majority of police-citizen contacts did not result in any kind of law enforcement action such as an arrest, warning or citation.



Approximately 6,613 municipal citations were issued in 2017. Of those, 993 were written warnings. The majority of these citations were directly related to officer initiated traffic stops while conducting traffic safety enforcement. Citations were also issued to at-fault drivers as a result of traffic accident investigations. Traffic enforcement locations were assigned to patrol officers where vehicle accidents had a high frequency rate or in response to citizen complaints concerning traffic safety violations. Such locations were classified as selective enforcement sites. It is important to note that although patrol officers issued over 6,613 citations in 2017, not every traffic stop resulted in a ticket being issued and not every detention resulted in an arrest.



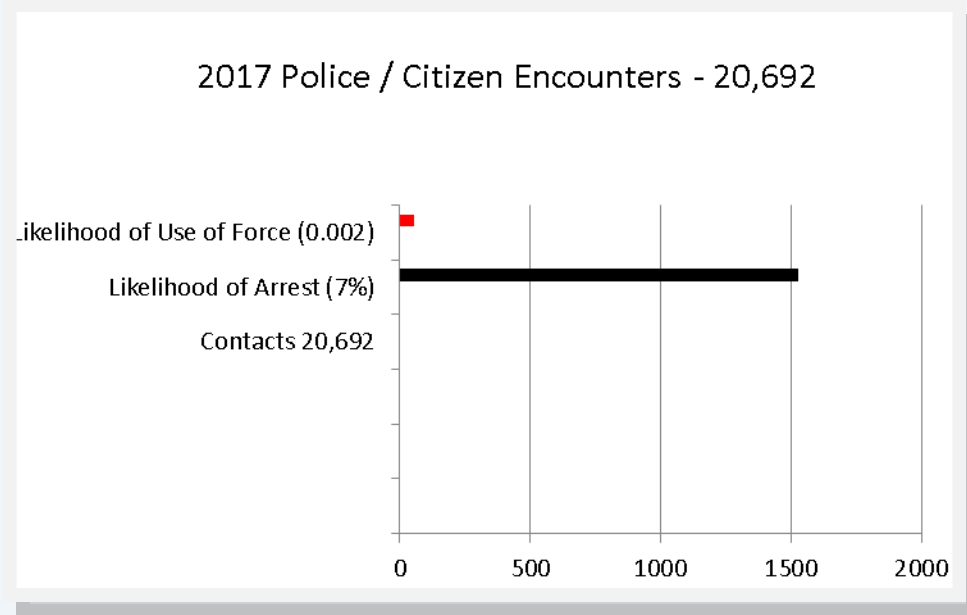
The chart below reflects the number of individuals arrested by the Alcoa Police Department in 2017. There were 566 citations in lieu of arrest, 428 on-view arrests, and 535 taken into custody arrests; totaling 1,529 arrests.



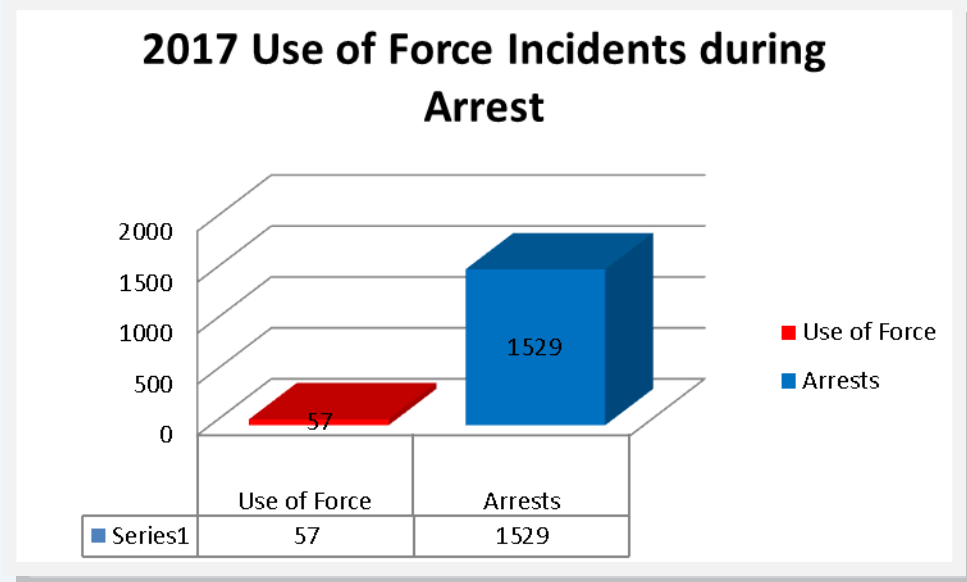
## Bias Based Profiling Analysis

The following charts document arrests and response to resistance incidents.

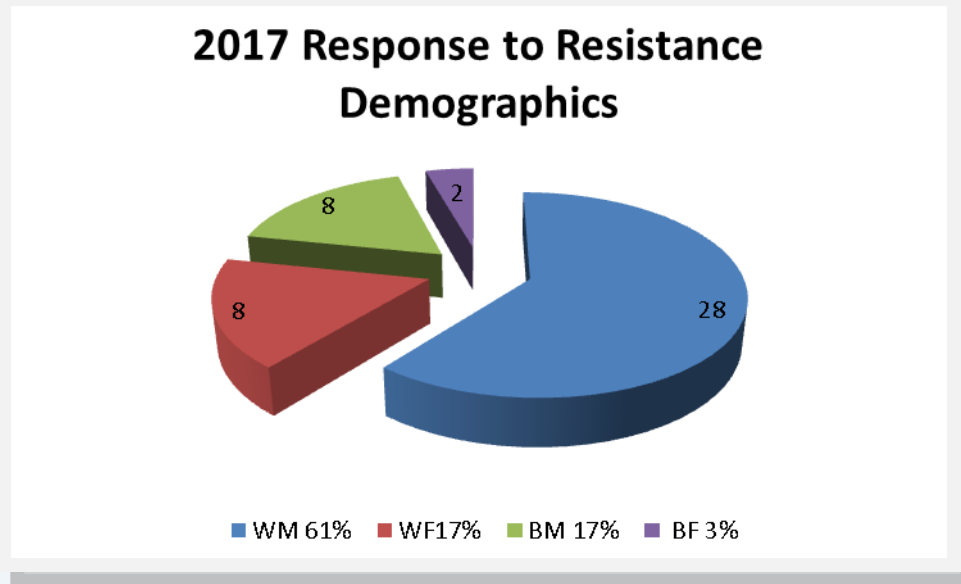
**Chart A** – This chart reflects 93% of Alcoa Police Officer contacts with citizens will not result in an arrest and there is less than a .002% chance an Alcoa Police Officer will use force during a citizen contact.



**Chart B** – This chart reflects when an arrest event did occur in 2017, only a little over 0.03% required some level of force to conduct the arrest.

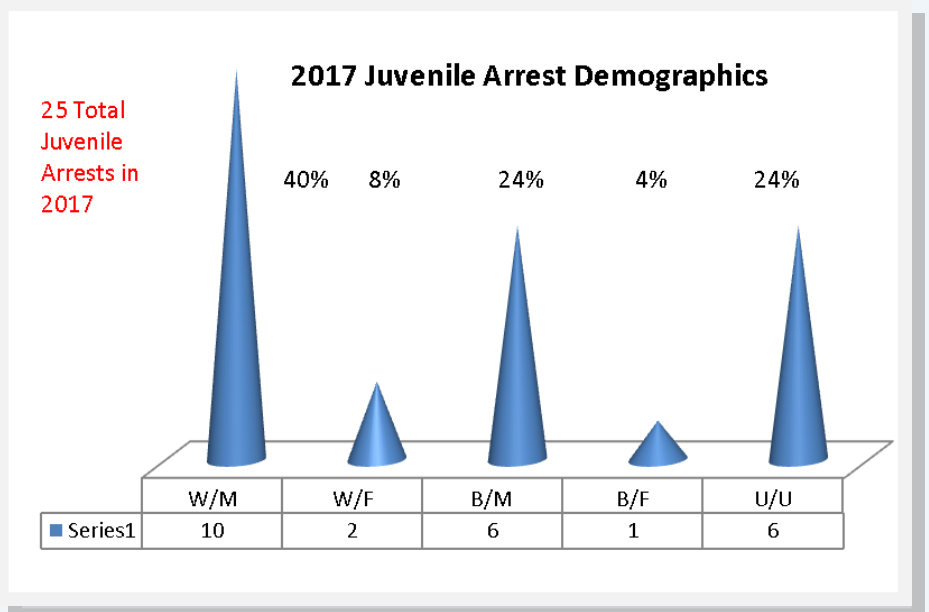


**Chart C** – This chart reflects when force was used to conduct an arrest, the majority (61%) of suspects were white males.



In 2017, there were 25 juveniles cited and released to an adult or arrested on a juvenile petition and 97 municipal traffic citations issued. The City of Alcoa is fortunate that it does not have wide spread problems with juvenile delinquency. Each school in the Alcoa school system had an assigned School Resource Officer (SRO). The SRO's play a valuable part in identifying juveniles at risk of becoming delinquent and work together with the school system to divert these youth before delinquency becomes an issue. The police department is also the host agency for the Blount County Juvenile Youth Court. Youth Court is an alternative to the Blount County Juvenile Court System. High school aged students volunteer to serve on a panel to hear cases and determine the sentences of first-time nonviolent juvenile offenders who commit assault, burglary, theft, criminal trespass, forgery, cruelty to animals, harassment, runaway, some traffic offenses, truancy, vandalism and violation of curfew laws. The decisions rendered in Youth Court are binding pending successful completion of the court's recommendations. Youth Court has been credited with reducing juvenile recidivism.

This chart is a representation of the 2017 Juvenile arrest demographics. There is some statistical demographic data not available (six unknown arrests) due to non-capturing of information in the new Spillman Records Management System.



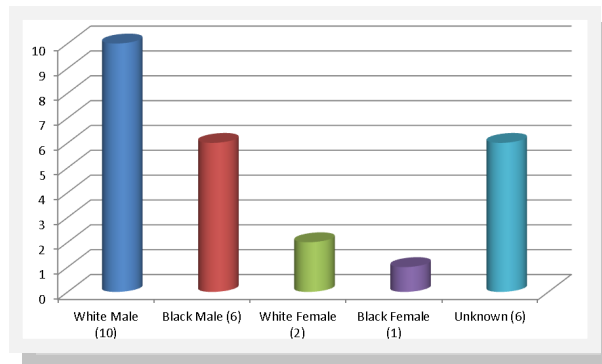
## Juvenile Operations

A “juvenile, child, or minor” is considered to be a person under the age of 18. Officers can “informally” handle a juvenile problem; this may range from identifying a juvenile offender and taking no action based on the seriousness of the offense, releasing a juvenile to a legal guardian with no further action taken, citing and releasing to a legal guardian or referring a juvenile to a social service agency for disposition, as necessary.

Based on Alcoa City Schools enrollment information, there are 477 students at the elementary school; 450 students at the intermediate school; 470 at the middle school; and 700 students at the high school; 7 of those students are at the Pershing Academy of Learning (PAL). Approximately 20% (419) students are tuition students; meaning they do not live in the City and pay a fee to attend Alcoa City Schools. There are 2,097 total students. Juveniles between the ages of 5 and 18 account for 18% of the entire city’s population (9,316).

In 2017, overall arrests were up, but juvenile arrests were less than the previous year. There were 1,529 total persons arrested; a 37% increase over 2016 (1,116). Out of those arrest, 25 of those were juvenile offenders; a 36% decrease from 2016 (39).

Juvenile Males dominated the category and white males continued to account for the most number of the juvenile arrests. Black males came were second. This is the same trend as last year (WM 24, BM6).

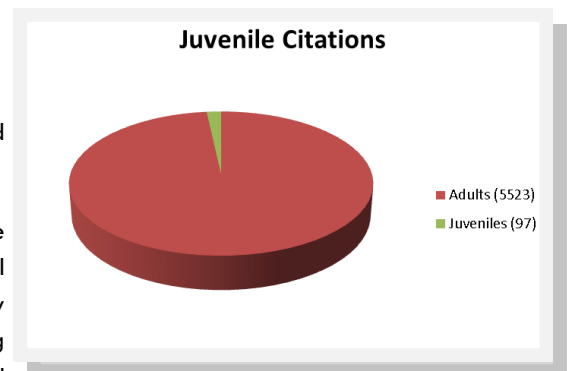


In addition to arrests, juveniles were also cited to Alcoa municipal Court. APD officers cited 97 juveniles to city court for various moving and non-moving offenses. This number is slight down from 2016 (109 citations).

## School Resource Officer Program (SRO)

The department has 3 SRO’s. All three are POST certified police officers and are SRO certified.

School Resource Officers work closely with school administrators to create a safe environment for students. Not only do they provide physical security of school campuses, but they provide a psychological security, as well. SRO duties vary greatly. Besides providing a uniform presence, other duties include developing trust and rapport with school-aged youth, attending school related events and serving as a liaison between law enforcement agencies and juvenile court and social services. They also mentor the children and conduct presentations on youth-related issues.



## Animal Control

### Animal Shelter Totals for 2017

Citizen Complaints	478	Phone Calls	677
Strays	56	Traps & Follow Ups	623
Animals Returned	26	Animals Impounded	
Received for Disposal	73	in Shelter	127
Disposed	73		
Animal Bites	3		
Registered	25		
Dead Animals Picked Up	538		



## Blount County Juvenile Youth Court

In 2017, the police department continued to be a host site for the Blount County Youth Court. Youth Court, also known as “Peer Court” is an alternative to the Blount County Juvenile Court System. High School aged students volunteer to serve as “jurors” to hear cases and determine the sentences of first-time, non-violent juvenile offenders who commit both delinquent and unruly offenses. The decisions rendered in Youth Court are binding and the offender must successfully complete the Court’s recommendations. Youth Court is centered towards being more educational than about punishment. Juvenile offenders are often required to think about the impact of their behavior, and then issue apologies to the victims. Sometimes, offenders are required to do assignments in workbooks, or research and write papers about the hazards of particular activities such as smoking or drinking alcohol. Youth Court has been credited with reducing juvenile recidivism.

## SAPAT’S Take A Stance Event

The SRO’s, along with several other police department personnel participated with the Substance Abuse Prevention Action Team (SAPAT); a Blount County Community Health initiative volunteer action team. SAPAT addresses the challenge of reducing youth tobacco use, underage drinking and prescription medications. The SAPAT members participate in education programs within the local school systems that promote prevention activities for youth. SAPAT advocates policy evaluation and enforcement along with strengthening community sector collaboration for communitywide change in perceptions and behaviors associated with substance abuse. SAPAT also hosts the “Take A Stance” against substance abuse event each year. Students sign a pledge to ‘take a stance’ and receive a free ticket to a movie at the local theatre. At the 2017 event on November 4th, Miss Tennessee Caty Davis spoke about her experiences and losses growing up in a home with alcoholism and students viewed the movie Thor: Ragnarok, which was just released.



SAPAT’S Take A Stance against substance abuse event, featuring Miss Tennessee Caty Davis.

## Back the Blue



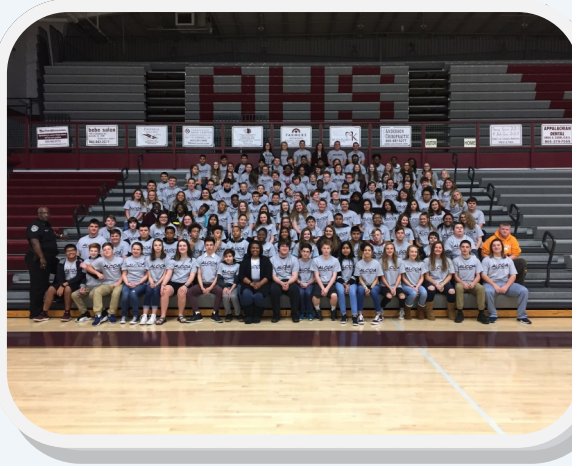
**Back the Blue** is a public awareness campaign designed and dedicated to displaying public support for law enforcement throughout the United States. Everyday, police officers pin on their badges and risk their lives to protect and preserve our freedom.

They continually encounter dangerous situations and keep us safe in ways we will never know.



## DARE

SRO George Parker has been teaching DARE to 5th graders for over a decade, but, in 2017, he taught the first class of 8th graders at Alcoa Middle School. Alcoa City Schools Superintendent, Dr. Brian Bell, Middle School Principal Dr. Scott Porter, Chief David Carswell and several others attended the first 8th grade DARE Graduation Ceremony.



Patrol Officer Roger Rex also teaches the DARE Program at Alcoa City Schools.

DARE is an international substance abuse prevention education program that seeks to prevent use of controlled drugs, membership into gangs, and violent behavior. Students who enter the program sign a pledge not to use drugs or join gangs and are taught about the dangers of recreational drugs in a 10 week interactive curriculum at the fifth grade level.

## Big Brothers Big Sisters of East TN Fundraiser - Bowl for Kids' Sake



Several members of the Alcoa Police Department participated in the Big Brother's Big Sisters of East Tennessee Fundraiser, Bowl for Kid's Sake. APD raised almost \$900.00 for BBBS of East TN, the most by one team in the area.

## TN Highway Safety Office Awards

Several members of APD were recognized by the TN Highway Safety Office (THSO) for their outstanding efforts in traffic safety for 2017. Officer's Joey Beasley & Eric Long were recognized by THSO and Mother's Against Drunk Driving (MADD) as the East TN DUI Officers of the Year for leading the patrol section in DUI arrests. Officer Ryan Moore was recognized for "Beyond the Traffic Stop". Officer Moore stopped a vehicle for speeding and instead of just issuing a citation and moving on, he recognized indicators that made him suspicious that the driver may be involved in criminal activity. Through his investigation, Officer Moore seized over nine (9) pounds of marijuana laced cookies that were being sold by the driver. Sgt. AJ Wilson was recognized as the East TN Officer of the Year for his continued efforts in traffic safety. Sgt. Wilson is a Drug Recognition Expert (DRE) and a DUI Instructor. He routinely holds impromptu training session on DUI enforcement with his squad and continues to make several DUI arrest himself. Chief David Carswell was on-hand to accept the Certificate of Appreciation from MADD for our continued support of combatting impaired driving.



### AAA Schools Open

Alcoa Police Department partnered with AAA to get signs out to remind everyone that schools are open and to slow down.



### Alzheimer's Tennessee



Alcoa Police and Chief David Carswell supporting the Alzheimer's TN organization.



### Boy Scouts

Alcoa Police Detective Jeff Parson's helps a local Boy Scout Troop earn a merit badge.



On my honor, I will do my best To do my duty To God and my country.  
*Boy Scouts Of America*  
meville.com

### Friday Night Lights



Officer Ryan Moore at the Friday Night Lights (FNL) event in Maryville. Friday Night Lights is a celebration of local food, art, and entertainment in downtown Maryville.

It is held the last Friday of each month, June thru November.

This month's theme was Back the Blue.

## AHS Prom Awareness

Prom Awareness is held each year the day before the Alcoa High School Prom. The students are reminded about the dangers of impaired driving and making poor decisions. We use the seatbelt convincer, which simulates a crash at 5mph to remind students to buckle up, along with drunk carts and goggles which allows students to see what it looks and feels like while driving impaired.



## SAPAT Prom Bags

Substance Abuse Prevention Action Team (SAPAT), part of Blount Memorial Hospital's Community Health Initiative, helped stuff prom bags for each student in the county. Every bag has some helpful information about making good choices on prom night, along with some trinkets and goodies.



## Cedar Point Church

Cedar Point Church provided dinner for officers on Christmas Eve



## Old Navy Kids Day

Alcoa Police participated in Old Navy Kid's Day.



## Shop With A Cop

Several Alcoa Police Officers participated in Shop With A Cop



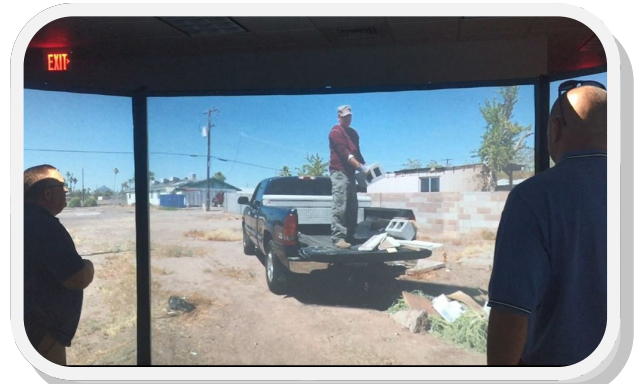
## Support Services - Training

Alcoa Police Department had another year of vast and diverse training in 2017. At the beginning of the year, the Patrol Unit was able to transition to two squads, four persons each shift. This allowed an overlap day during the week where all officers are working, maximizing the training opportunities at zero additional overtime cost. Training is considered one of the utmost important functions conducted internally as well as externally abroad. APD

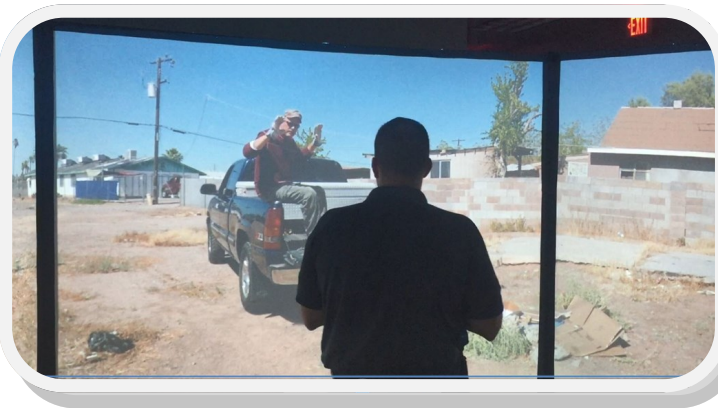
training is coordinated through the Support Services Training Lieutenant, with input from a Police Chief appointed Training Committee.

Of the many training highlights in 2017, APD partnered with the Law Enforcement Innovation Center (LEIC) to introduce and train a majority of all sworn officers in de-escalation techniques. It encompassed a 280 degree simulation screen that immersed officers into a scenario, which were seemingly

life-like encounters. The officer (s) must utilize his / her training and verbal skills to successfully negotiate the scenario.



Another APD wide training event that occurred during 2017 was an eight hour course hosted through the Knoxville Police Department by Breach Point Consulting. A toxic climate in any agency can be caused by that's termed as "The Universal Police Frustrations". It predictably places officers at risk for failed careers, marriages and relationships. These situations are summed as "The Caustic Risks of Performing Well in Law Enforcement". These principals that were offered assisted officers in creating a deeper, more meaningful vocation in policing and developing a healthy family life, better emotional well-being and becoming spiritually healthy.



Other various training APD officers received in 2017 were: Police Motorcycle Training, K-9 Training, Box In Technique (BIT) / Precision Immobilization Technique (PIT), Active Shooter, DUI / Impaired Driving, Less Lethal Munitions, Taser, Pressure Point Control Techniques, Strategies and Tactics of Patrol Stops, Controlled Stops Training (STOPS), Public Media Training, Radar / Lidar, Tennessee Information Enforcement Services (TIES) / National Crime Information Center (NCIC), Supervisor Rater Training, Firearms and many more additional hours.

The Tennessee Peace Officer Standards Training (POST) Commission mandates 40 hours of in-service training annually for all sworn police officers, POST mandated training includes: Firearms, Emergency Vehicle Operations, Child Sex Abuse and Mental Illness. APD performs many more hours above and beyond the state minimum requirements to include Ethics, First Aid, Stop Sticks, Alert, Lockdown, Inform, Counter Evacuate (ALICE) Training, Diversity, Supervision, Records and Customer Service.

APD also formed partnerships with local schools and businesses, teaching ALICE training. The training is consistent with national standards and prepares the schools / community on how to survive an armed intruder attack.

Alcoa Police Officers received approximately 3,431 hours of training in 2017. This did not include weekly training bulletins, daily roll calls / shift training, training articles, training briefs / updates / e-mails/ TOSHA / OSHA, tourniquet, first aid and others.

## Specialized Instruction for 2017 included, but was not limited to:

- \*De-Escalation Training
- \*Crisis Intervention Team Training
- \*Credit Card Skimming
- \*Active Shooter Training
- \*CellBrite Cell Phone Investigation
- \*Facebook Investigations
- \*Developing Confidential Informants
- \*Interview and Interrogation Techniques
- \*Law Enforcement Executive Development
- \*Patrol / Narcotics Detection
- \*K-9 Certification
- \*FBI Law Enforcement Executive Development Assoc.
- \*Firearms Instructor Class
- \*Officer Survival
- \*Field Training Officer School
- \*Box In Technique / PIT Instructor
- \*Court Security
- \*Recruiting, Hiring and Retention
- \*Death / Homicide Investigations
- \*Investigating Sex Crimes
- \*Polygraph Administration
- \*Spillman Records Management Training
- \*Ballistic Shield Instructor
- \*Hostage Negotiation and Crisis
- \*Supervising and Managing the Field Training Officer Program
- \*FBI National Academy Alumni
- \*Instructor Development

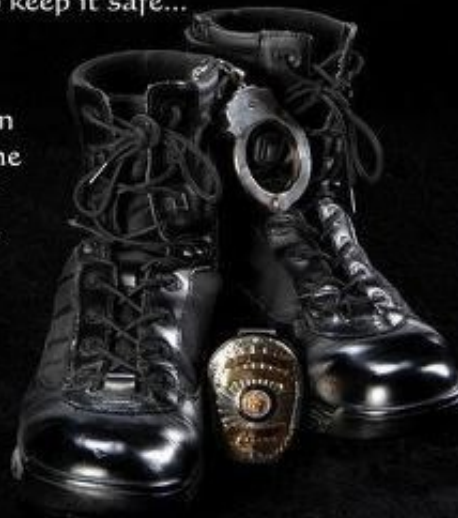
### Police Officers Prayer

Lord I ask for courage  
 Courage to face and Conquer my own fears...  
 Courage to take me Where others will not go...  
 I ask for strength  
 Strength of body to protect others And strength of spirit to  
 lead others...  
 I ask for dedication  
 Dedication to my job, to do it well. Dedication to my  
 community,  
 To keep it safe...

Give me Lord, concern  
 For others who trust me  
 And compassion for  
 those who need me...

And please Lord

Through it all  
 Be at my side...





## New Employee - Officer Connor Underwood

Officer Connor Underwood moved to this area from Louisville, Kentucky where he attended Saint Xavier High School. He was a baseball pitcher (winning the state championship in 2014) and dreamed of becoming a college athlete. After several opportunities to fulfill this dream, he felt there was something bigger in life. He moved to Tennessee to attend Johnson University where he completed 3 years towards his bachelors degree.

He has been a volunteer firefighter with the Seymour Volunteer Fire Department for several years.

He has been with the Alcoa Police Department for one year and is still working on completing his degree.

Officer Underwood loves his job and his co-workers and looks forward to the years ahead working alongside them.

## New Employee - Jonathan Meyers

Officer Meyers was born and raised in a large family in Northern Illinois. Growing up he spent most of his time involved in Boy Scouts, playing football, fishing, fencing, church activities and kayaking. His favorite activities are camping and hiking and was always involved in a great deal of volunteer work.

In July 2018, he moved to Tennessee to join his family in Greenback when he began volunteering with the American Red Cross on the Disaster Action Team. He helped provide aid to victims of disasters such as house fires, and spent five days in Gatlinburg assisting victims in the Red Cross Shelter.

Finally, for a short time, he worked as a Duty Officer in the Rehabilitation Center for drug and alcohol addictions.

He never lost his young aspirations of becoming a police officer.

He has been very eager and excited to begin his law enforcement career and is very grateful for the opportunity to serve the Alcoa community.



## New Employee - Brock Self

Officer Self is a Knox and Blount County native. He attended and graduated from Maryville Christian School. Some of his greatest strengths are being able to connect, relate, and care for people and recognized that he wanted to do something different every day. He became an Advanced EMT and started a degree in fire science, then started working for Alcoa and Maryville Fire's "pilot program" but quickly realized that firefighting was not what I wanted to do. While running calls for Alcoa Fire, he would watch police officers and wish he had the chance to truly pursue a career like one in law enforcement.

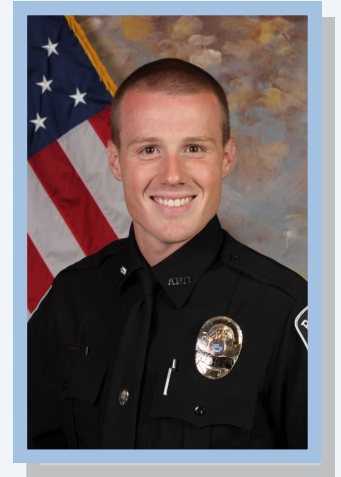
He is grateful for the time he had working on an ambulance; better developing his people skills. He is a more confident first responder and decision maker. He believes that working in EMS and with the Fire Department has helped him prepare for being a police officer.

He is thankful and excited to work with the Alcoa Police Department.



## Officer of the Year - Officer Ryan Moore

In January 2017, Officer Ryan Moore, along with Officer Cory Phillips and Sgt. AJ Wilson performed CPR on a female which resulted in the female regaining her heartbeat until she could be transported to a hospital. In March, 2017, he observed a traffic violation and subsequently conducted a traffic stop. Officer Moore detected the odor of marijuana and went beyond the traffic violation to eventually recover 9.4 pounds of marijuana-laced cookies and drug related paraphernalia. Instead of simply dealing with the traffic violation, Officer Moore's actions resulted in charging an individual with drug trafficking related offenses. In May of 2017, he investigated a suspicious text message that resulted in the arrest of a female on two outstanding warrants. He was also able to locate a firearm reported stolen from a neighboring state. His actions resulted in a wanted person being apprehended and a stolen firearm being removed from the streets. Also in May, he conducted a traffic stop for a registration violation and seized 13.5 grams of methamphetamines along with other schedule narcotics resulting in the driver's arrest. In June, Officer Moore observed and investigated a suspicious vehicle with three occupants. The vehicle ended up being stolen from another jurisdiction. In addition to recovering a stolen auto, Officer Moore seized over a half ounce of methamphetamines, a firearm, cash money, and drug paraphernalia. Two of the three individuals in the vehicle ended up being charged with sale and delivery of scheduled narcotics. In 2017, Officer Moore distinguished himself by rendering exceptional service with outstanding character and integrity while exemplifying the highest ideals of law enforcement.



## Co-Worker of the Year - Officer Justin Vandergriff

Officer Justin Vandergriff is the recipient of the Officer of the Year award. In 2017, Officer Vandergriff volunteered to adjust his patrol schedule in order to assist other shifts with patrol coverage. He routinely was willing to work overtime to assist other shifts. Oftentimes, this would be three out of his four workdays. Also in 2017, without hesitation, he volunteered himself to assist a fellow officer to properly bury a beloved pet for a disabled owner. Lastly, Officer Vandergriff was working a retail theft assignment during the holiday period when and Officer Woody Hughes observed a minor traffic violation in one of the shopping areas. After stopping the vehicle for the minor violation, approximately half a pound of marijuana ended up being seized from the vehicle resulting in an arrest.

## Supervisor of the Year - Lieutenant Hank Morris

In 2017, Lt. Hank Morris faced tremendous adversity. He essentially lost two key personnel under his command with the resignation of the Accreditation Manager and Records Clerk Supervisor, and the temporary loss of the department's Quartermaster due to an extended medical leave. The burden of maintaining the Department's accreditation status quickly became one of Lt. Morris's responsibilities. As if being section commander and co-system administrator for numerous software systems within the police department wasn't enough to content with, becoming the Department's Accreditation Manager would become a monumental challenge all by itself. Added to that, Lt. Morris was faced with having to prepare for a CALEA Re-Accreditation file compliance check that was quickly approaching. Lt. Morris's conduct and work product was exemplary. As busy as he was, he continued to avail himself to the employees under his command and even availed himself to assist department members outside of his area of command.



## Above and Beyond - Captain Phillip Dunn



Captain Phillip Dunn has been employed by the Alcoa Police Department for almost 33 years. During his tenure, he has served in several different capacities to include Interim Chief of Police. Regardless of the assignment, rank, or responsibilities, he has always performed his duties with the utmost respect for others. He is a compassionate leader, who daily displays integrity and honesty, as well as firmness when necessary.

Captain Dunn has always placed the departments' image and quality of services as his top priority. Not only does he lead by example at work, but he does the same away from work as well. He is an ethical and honorable family man who daily actions for the past 33 years have reflected positively on himself as well as the Alcoa Police Department.

## Civilian of the Year - Court Clerk Bethany Hamel

During 2017, Bethany Hamel has demonstrated outstanding character and dedication. She took over the Court Clerk role and devoted a tremendous amount of energy and effort to learn the role and responsibilities of his function.

With an eye for detail and hard work, she demonstrated an ability to succeed. Not only has Bethany learned to perform very well as Court Clerk, she also demonstrated a tremendous amount of self-initiative to recommend and suggest ways to improve the department's court records management software which is a vital component for reporting records to the State. Bethany is always looking to improve the day-to-day operations and personally strives to make sure the job is done efficiently, but most importantly done right.



*Congratulations*

# 2017 Members of the Alcoa Police Department

## ***Chief of Police***

David F. Carswell

## ***Department Captain***

Captain Phillip Dunn

## ***Administrative Assistant***

Lisa Nagy, CAP-OM

## ***Lieutenants***

Steve Anderson

Paul Gilbert

Joe Thornhill

Keith Fletcher

Hank Morris

Rodney Wilson

## ***Sergeants***

Daniel Brooks

Bud Cooper

Kris Sanders

Dustin Stevenson

Steve Brooks

Nicole Gray

Doug Sparks

AJ Wilson

## ***Patrol***

Joey Beasley

Jonathon Meyers

Brett Romer

Jay Cameron

Ryan Moore

Brock Self

Dustin Cook

George Parker

Mark Tate

Holly Hatcher

Jeremy Patty

Connor Underwood

Israel Hernandez

Cory Phillips

Justin Vandergriff

Woody Hughes

Roger Rex

Jamar Walker

Eric Long

Alexis Rodriguez

Michael Westfield

## ***Detectives***

Jeff Parsons

Rusty Borden

Matt Caldwell

Jason Ewing

## ***Records Staff***

Missy Green

Bethany Hamel

Andrea Sherman

## ***Animal Control***

Matt Cunningham

Jerry Harrison

## ***Evidence / Property***

Melanie Waters

## HOW A CITIZEN MAY FILE A COMPLAINT OR MAKE A COMPLIMENT

1. If you wish to file a complaint or compliment regarding the actions of an Alcoa Police Officer / employee or any aspect of Alcoa Police operations, please:
  - a. Come to the police department, 2020 N. Wright Road, Alcoa, and tell any employee that you want to file a complaint or compliment, or
  - b. Call the police department, 865-981-4111, and tell the person answering the phone that you want to file a complaint or compliment, or
  - c. Write your complaint or compliment out and mail it to the Chief of Police, Alcoa Police Department, 2020 N. Wright Road, Alcoa, Tennessee 37701.
  - d. Go to the City of Alcoa Web Site at [www.cityofalcoa-tn.gov](http://www.cityofalcoa-tn.gov) and follow the links to the Alcoa Police Department.
2. Any Alcoa Police Supervisor will assist you in filing a complaint against or make a compliment to a police officer / employee or the department. You will be asked to identify yourself and give specific details about the complaint or compliment.
3. All complaints will be investigated. You may be contacted and asked additional questions about the complaint.
4. If it is going to take a long period of time to investigate your complaint, you will receive a letter telling you approximately when you may expect a reply.
5. When your complaint has been investigated, the Chief of Police will review the investigation and will write you a letter explaining the outcome of the matter.
6. Anonymous complaints will be accepted and will be investigated to the extent possible.

### Alcoa Police Department

#### Phone Numbers:

#### EMERGENCY

9-1-1

#### Non-Emergency and After-Hours

(865) 983-3620

### EMPLOYMENT OPPORTUNITIES

Employment shall be based on merit and fitness without regard to race, religion, sex, age, national origin and free of personal and political considerations. In addition, it shall be this City's policy to offer equal employment opportunities in recruitment, training programs, transfers, promotions, compensation, demotions, terminations, benefits, employee relations, and all other personnel actions relative to City employment.

The City of Alcoa Police Department actively seeks to recruit, hire, and promote qualified applicants within the organization. We recruit from the general public, Colleges and Universities, Employment Security Office and among our current work force. The City of Alcoa provides a generous salary and benefit program. The City of Alcoa and the Alcoa Police EEO / ADA / ADEA / Title VI employers.

Alcoa Police Department ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin

Departamento de Policia de Alcoa del Estado de Tennessee asegura el cumplimiento del Título VI del Acto de Derechos Civiles de 1964; 49 CFR, Parte 21, relacionados estatutos y normas para asegurar que ninguna persona sea excluida o discriminada, o que se le nieguen los beneficios de cualquier programa o actividad la cual reciba ayuda financiera federal del Departamento de Transporte de los Estados Unidos sin importar su raza, color, sexo, o origen nacional.

Any person who believes he or she has been discriminated against should contact:

Cualquier persona quien crea que ha sido discriminada deberá comunicarse con el:

Melissa Thompson

(223 Associates Blvd. Alcoa TN 37701

TELEPHONE 865-380-4700

TELÉFONO 865-380-4700