



Emergency Communications District

Anderson County, Tennessee

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25th Anniversary of the Carl E. McMillan Emergency Communications and Operations Center

The Anderson County Emergency Communications District is proud to announce the **25th Anniversary of the Carl E. McMillan Emergency Communications and Operations Center (ECC)**, marking a quarter-century of dedicated service to the citizens and public safety agencies of Anderson County. The ECC officially opened in **March 2001** following years of planning and collaboration to modernize emergency communications countywide.

The center is named in honor of **Lieutenant Carl E. “Jargo” McMillan**, who served Anderson County for more than thirty years as a sheriff’s deputy and dispatcher. Located in the Robert L. Jolley Building in Clinton, the ECC continues to serve as the primary hub for emergency communications and coordination.

Established by referendum in 1990, the Anderson County Emergency Communications District is an independent governmental entity that provides Emergency 911 services without reliance on property or sales tax revenue. Funding is derived from phone subscriber surcharges and support from the Tennessee Emergency Communications Board.

Growth Through Consolidation

Over the past 25 years, the ECC has evolved to meet the growing needs of the community. Through strategic consolidation efforts led by the Emergency Communications District, the ECC now **dispatches police and fire for the City of Rocky Top, the City of Norris, and the Town of Oliver Springs**, in addition to countywide services. These consolidation initiatives have strengthened interoperability, improved response coordination, and enhanced service delivery for both residents and first responders.



Anderson County Emergency Communications District

25th Anniversary Press Release - Page 2

Advancing Technology for Modern Emergencies

What began as a traditional Enhanced 911 call-taking and dispatch center has become a **next-generation emergency communications center**. The ECC now employs advanced technologies that enhance situational awareness and improve emergency response, including:

- **Text-to-911**, allowing individuals to request help when calling is not possible
- **Video-to-911**, providing dispatchers real-time visual information during emergencies
- **Enhanced GIS mapping and location services** enabling telecommunicators to quickly and accurately locate callers in need, improving response times and situational awareness
- **AI-assisted tools** to support call processing, decision-making, and dispatcher efficiency

These technologies improve responder safety, reduce response times, and allow dispatchers to make faster, more informed decisions during critical incidents.

People Behind the Technology

In today's emergency communications environment, the role traditionally known as a "dispatcher" has evolved significantly. Modern **Public Safety Telecommunicators (PSTs)** do far more than answer calls and send help, they are highly trained professionals who provide life-saving instructions, manage complex, multi-agency incidents, utilize advanced technology systems, and serve as the critical first point of contact during emergencies. While the term "dispatcher" remains familiar to the public, it does not fully reflect the scope, responsibility, and professionalism of the role in today's 911 system.

Planning for the Future

As emergency communications continues to evolve and service demands increase, the Emergency Communications Center has grown significantly beyond what was envisioned when the facility opened in 2001. Continued consolidation, expanded staffing, and the implementation of next-generation 911 technologies have placed new space, infrastructure, and redundancy demands on the center.

To ensure the ECC can continue to meet the needs of Anderson County and its municipal partners for decades to come, the Anderson County Emergency Communications District is **actively exploring opportunities for future expansion**. These efforts are focused on supporting operational growth, strengthening redundancy and continuity of operations, and ensuring the center remains resilient during large-scale emergencies or disasters, while providing a modern, efficient environment for both personnel and critical technology.



Anderson County Emergency Communications District

25th Anniversary Press Release - Page 3

Future planning includes evaluating long-term capital needs and pursuing state grant opportunities to support facility improvements, technology upgrades, and infrastructure investments that enhance public safety and operational sustainability.

Looking Ahead

As the ECC celebrates its 25th Anniversary, the Anderson County Emergency Communications District remains committed to continuous improvement through responsible planning, innovation, and collaboration. By investing in people, technology, and infrastructure, the District is positioning the ECC to serve Anderson County well into the future.

The ACECD Board of Directors extends its appreciation to Anderson County Government, municipal partners, public safety agencies, and the dedicated communications professionals whose commitment has made the ECC a trusted and essential public safety resource for 25 years.

Additional information regarding anniversary events and ECC services will be released at a later date.

For more information, please contact the Anderson County Emergency Communications District at **865-463-8160**.