

I am the Director at the Bledsoe County E-911 Center in Pikeville, Tennessee where we have one dispatcher on duty at a time per a 12 hour shift. When we are hit with harassing or multiple non-initialized phone calls it is very frustrating and it takes time away that should be spent on callers with true emergencies. It is very frustrating when a bogus cell phone caller with a 911 area code calls in and pretends to have an emergency and they cannot be located on the map by any means and then you have other 911 lines ringing, there is only one of you to answer and attend to all the lines and radio traffic and you are treating each caller with the same respect, concern and empathy that they really do have an emergency only to find out towards the end of the call that it is bogus - frustrating very frustrating. These calls divert essential life-saving resources from callers seeking emergency assistance. Please open an inquiry to resolve this problem, with a great multitude of thanks from the 911 PSAPs employees.