

Years of Forging Progress



MISSION AND VALUE STATEMENTS

The men and women of the Pigeon Forge Police Department are committed to the protection of life and property among the citizens and visitors within its jurisdiction, and are committed to providing law enforcement services through a partnership with the community that builds trust, reduces crime, creates a safe environment, and enhances the quality of life.

INTEGRITY

The men and women of the Pigeon Forge Police Department foster the highest performance standards, ethical conduct, and truthfulness.

SERVICE

The men and women of the Pigeon Forge Police Department are committed to quality service and are responsive to the needs of the citizens and visitors to our community through problem solving partnerships.

RESPECT

The men and women of the Pigeon Forge Police Department value the dignity of every individual who lives in and visits our community, and promise to uphold the principles found in the Constitution of the United States and the laws of the State of Tennessee.

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Dear Citizens,

2020 was a challenging year. In my 30 years working at the police department I have never encountered as much uncertainty. The Administration had to make changes daily, sometimes hourly to ensure we were providing the service to our community that is expected from us and keep our officers and staff healthy.

Our officers never wavered from their duties. We had to switch from a more proactive stance to being reactive and that was a hard thing for us to do. Our daily approach is to be as proactive as we can.

I am very proud of our efforts this year. While many of the businesses closed for half of March, all of April, and half of May, our officers were still very active. We checked the businesses in our city that were closed, ensuring that nothing had been stolen or vandalized. In the 2 months we totaled over 15,000 business checks. So if you had a business in the city and were closed, you could rest easy knowing we would check your business at least 3 times a day. Once the businesses were able to reopen, we hit the ground running. Our calls for service just picked up where it left off before the Stay at Home Executive Order was issued.

We had several challenges that we were faced with in 2020. One of those was the change in climate in how many communities looked at their police departments. We are fortunate to have a great relationship with our community that was established many years ago. The support provided by our business community as well as our residents was great. Not very many days went by that our community was sending food, drinks, or other items for our officers to enjoy. It was very much appreciated.

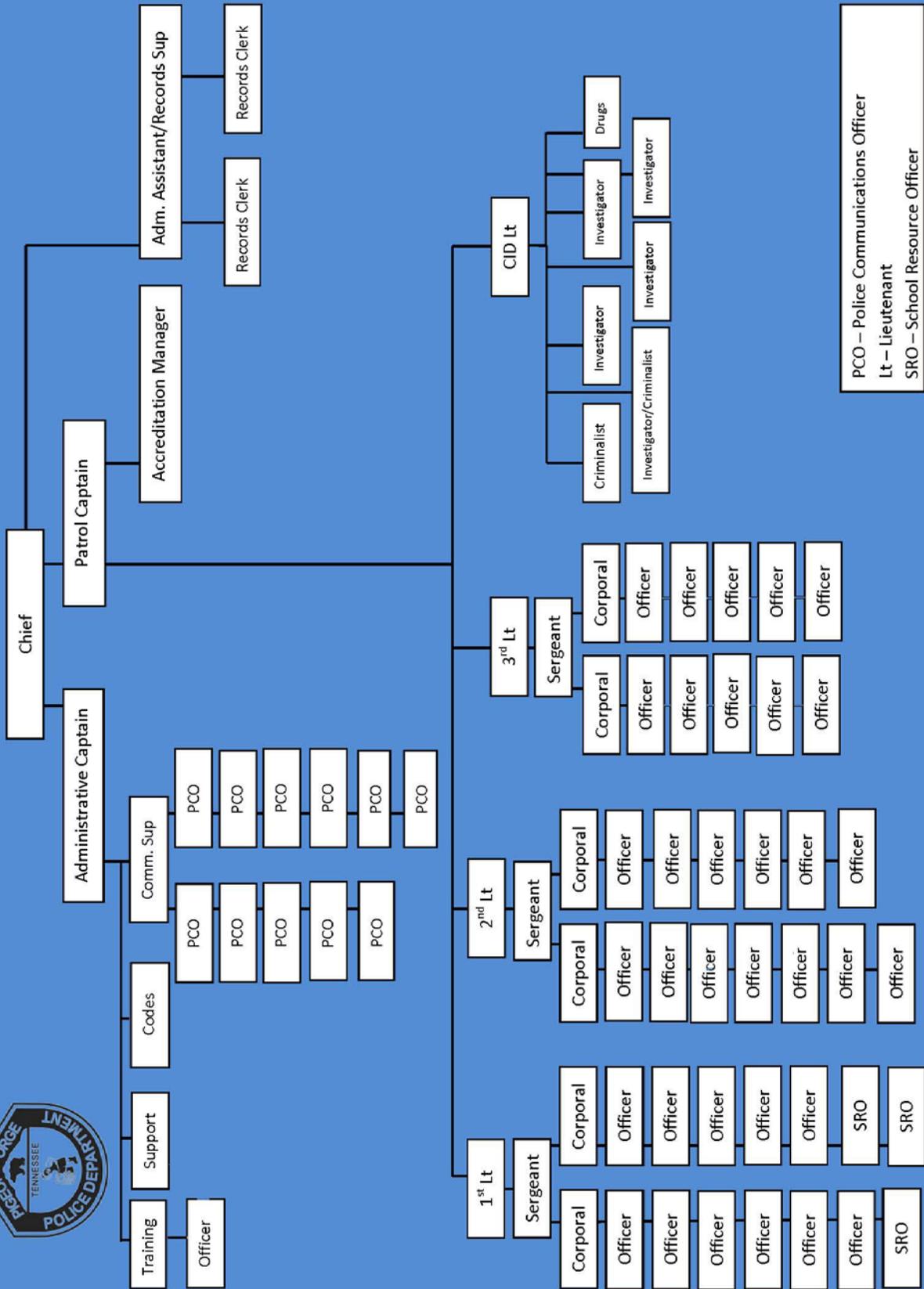
I encourage you to look over this report. I am very proud of the work that has been done during 2020. If you should have any questions, please feel free to reach out to us.

Sincerely,



Richard Catlett
Chief of Police





Operations Division

Patrol Division

The patrol division of the Pigeon Forge Police Department is supervised by Captain Ralph Carr (ralphcarr@cityofpigeonforgetn.gov). The patrol and traffic divisions work four 10-hour days. They do not rotate with the exception of their regular days off.

The three patrol shifts are supervised by a lieutenant that serve as watch commanders. They oversee both the patrol and traffic division related functions. The patrol division has fifty-one officers assigned to it. Of these 51 officers, each shift has one sergeant and two corporals. The traffic division has a total of 8 officers. Those traffic officers ride motorcycles when the weather permits.

The department also has 3 school resource officers that serve at the Pigeon Forge High School, Pigeon Forge Junior High and Pigeon Forge Intermediate. The school resource officer at the Intermediate school also serves as the department's DARE instructor. The department also has a code enforcement officer that is assigned to the public works department.

Patrol is the primary law enforcement function embracing much more than the act of patrolling. It is a generalized function in which officers engage in a wide variety of activities to include, but not limited to, enforcing criminal laws, traffic enforcement, answering calls for service, conducting preliminary and follow up investigations, transporting prisoners, crime preventions and community relations. In a normal year, our officers work close to 140 special events a year. Those events range from something as small as a kindergarten class visiting the police department to helping with a 7-day event such as the National Quartet Convention.

The department operates 24-hours a day, seven days a week, and 365 days a year to provide our citizens and visitors the best service available.

Motor Division

The Pigeon Forge Police Department has a motorcycle division known as the Street Knights that includes eight officers. All of the officers are required to complete the basic police rider's course as well as the basic radar operator course. The officers must be physically fit to perform all duties associated with operating a motorcycle. The primary functions of the motor unit are traffic enforcement and crash investigations throughout the city. The motor officers are actively engaged in community relations and are more accessible. The unit is assigned directed patrols to target areas which have been shown to be trouble spots due to crash reports or citizen/guest complaints. The unit is also used to participate in funerals and escort dignitaries that may be visiting the area. The motor unit generally operates from March to October (depending on the weather) but can be seen out and about on a warm day in January.

If you have any traffic concerns or complaints that you would like to see the Street Knights address you can reach out to us by calling and asking to speak to a lieutenant or shift supervisor on duty at 865-453-9063, or you can email your concerns to pd@cityofpigeonforgetn.gov.



Special Operations

Tactical Rescue Unit

The Tactical Rescue Unit (TRU) is primarily deployed in those situations or events which, by their nature, are more dangerous or hazardous to officers than the majority of calls for service. Some of the situations that the TRU team may be deployed are hostage taking, sniper, barricaded gunman, major felony arrests, search warrants involving dangerous suspects or any other type of call the watch commander or shift supervisor deems necessary the TRU team be activated. The TRU team is comprised of sworn officers from the Pigeon Forge Police Department and who are assigned to either an assault team or sniper duties.

The requirements to be a member of the unit are very stringent. Those requirements are at least 2-years of service with the Pigeon Forge Police Department, score 92% or better on all phases of their firearms qualifications, all members must be disciplined and capable of responding to orders in a safe and efficient manner, must be team oriented to enhance the quality and efficiency of the TRU team, must successfully complete the Pigeon Forge Police Department's SWAT training course, and must undergo an extensive interview with members of the team.



2020 Tactical Rescue Unit Statistics

- 6 Felony Warrant Service
- 5 Call-outs
- 1 Barricaded Subject
- 5 High Risk Drug Warrant Service

Crisis Negotiation Unit

The crisis negotiation unit (CNU) is comprised of seven members of the Pigeon Forge Police Department, both sworn officers and civilian employees, who have completed a forty-hour basic Crisis Negotiations course. Crisis situations can require special attention. The CNU is subject to activation at any time and must respond with all necessary equipment to deal with the crisis at hand.



Administration

Administration

The Administrative Division is supervised by Captain Dennis Adams (dadams@cityofpigeonforgetn.gov). He is responsible for the Communications Division, the Training Division, and Support Services. This group is responsible for all the administrative support for the police department, making them vital for the department to function each day.

Records

The records division is comprised of three civilian employees; one Administrative Assistant to the Chief of Police that is also the Records Supervisor, one City Court Clerk/Records Clerk, and one Records Clerk. This office is responsible for maintaining a variety of reports and records which include, but are not limited to, crash reports, arrest and incident reports, and city citations.

Pigeon Forge Municipal Court is held at the Pigeon Forge Police Department (3225 Rena Street) on Thursdays of each month at 2:00 p.m. This court handles all citations which were issued for moving, parking and any other city ordinance violations. For questions regarding Pigeon Forge Municipal Court, please call 865-429-7411 (M-F 8:00 am-4:30 pm). If you were arrested by our agency, your court will be scheduled through **Sevier County General Sessions Court (865-453-6116)**. Questions regarding the status of your driver's license will have to be directed to the Department of Safety (www.tn.gov/safety).

Communications Division

The operations support division consists of 12 civilian employees who serve as communication officers for the department. These communication officers are nationally certified in communications and crime information data access. The communication officers answer 911 calls as a Public Safety Answering Point (PSAP) for the City of Pigeon Forge and can be utilized as a backup answering point for any agency in Sevier County. When they aren't answering 911 calls, the communication officers are responsible for a multitude of tasks which include dispatching officers to calls for service, completing wanted or stolen information checks of people, vehicles, and other items, monitor and answering a number of phone lines, and monitor the closed circuit camera system for the city for various locations inside the city including traffic cameras.

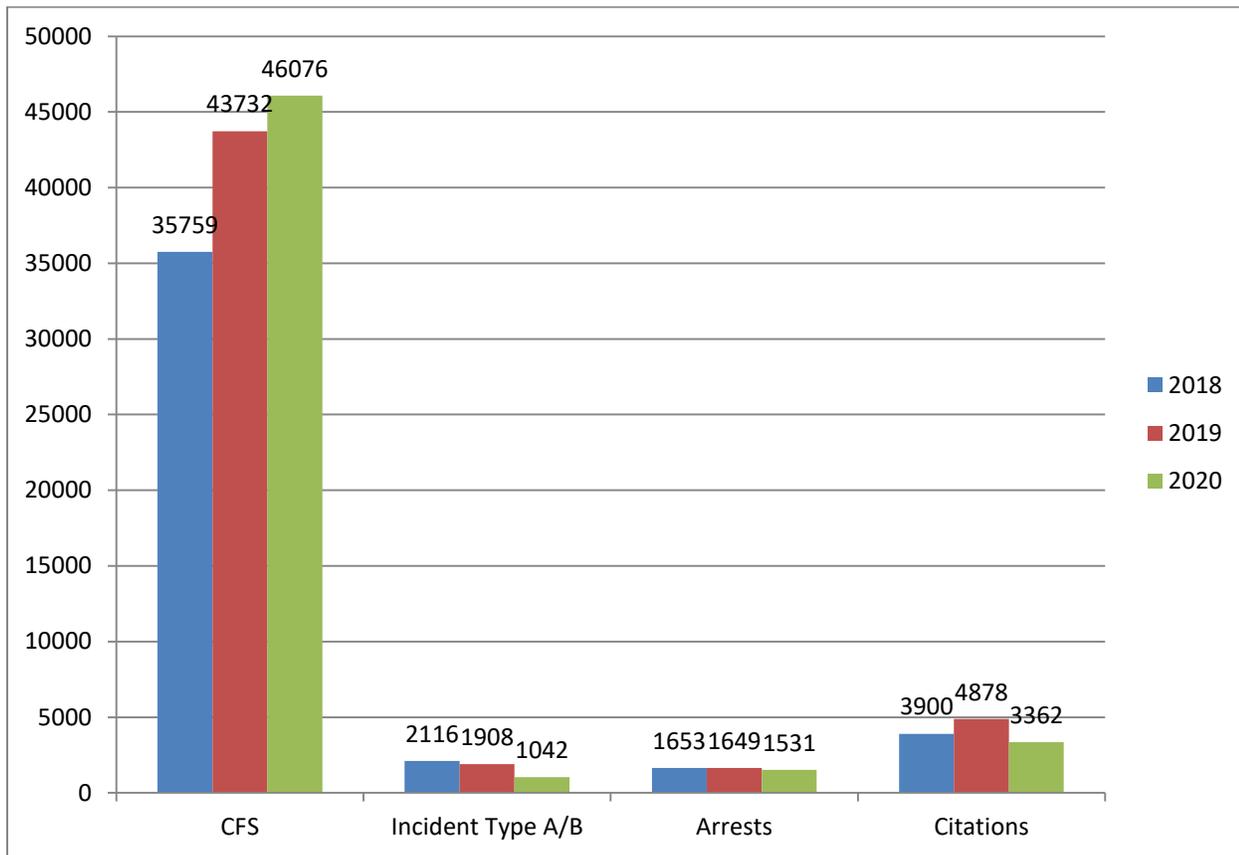
Accreditation Update

The Tennessee Law Enforcement Accreditation Program exists to improve the quality of law enforcement agencies in the State of Tennessee and ultimately the quality of services provided to the citizens of Tennessee. The Pigeon Forge Police Department was accepted into the program in July of 2018. Since being accepted we have completed five benchmarks and look forward to achieving accreditation in July of 2021. This is a three (3) year process in which the Pigeon Forge Police Department must meet and prove certain goals and/or benchmarks that conform to accepted professional standards.

At A Glance

The graph below is a quick representation of the activity in Pigeon Forge. Although our Calls for Service, visitations and revenue continue to grow, crime (Incidents Type A/B) is on a downward trend. We continue to push high visibility patrol, citizen contact and proactive policing to offset the growth of the city.

In 2020, due to COVID-19, Pigeon Forge experienced less traffic, people and vehicles. The decrease in traffic led to a decrease in arrests and citations. Statistics marked with an * indicates that it is likely COVID-19 restrictions affected the value.



Offenses by Year

Part 1 Offenses	2020	2019	2018	2017	2016
Murder(9A)	1	1	0	0	0
Rape(11A)	7	7	5	7	9
Robbery(120)	6	4	8	3	7
Agg. Assault(13A)	33	32	37	36	28
Burglary(220)	46	53	87	83	94
Theft(23C-23H)	194*	245	336	298	338
Motor Vehicle Theft(240)	39	41	66	65	68
Total	326*	383	539	492	544

Crimes against Society	2020	2019	2018
DUI(90D)	175*	198	131
Public Intoxication(90E)	148*	164	143
Drug/Narcotic Violations(35A)	148*	224	244

Calls for Service

2018 CFS	2019 CFS	2020 CFS	# Increase	Percentage Increase from 2019
35759	43732	46076	2344	5.4%

Crimes Reported and Observed

Type	2020	2019	2018	2017
Incidents Reported (Type A/B)	1042*	1908	2116	1896

Arrests and Citations

Activity Type	2020	2019	2018	2017
Arrests(by Offense)	1531*	1649	1653	1558
Citations	3362*	4878	3900	3827

Top Ten (10) Citations 2020

	Charge	Citation Total
1.	Speeding	1530
2.	Financial Responsibility	579
3.	Driving Without a License	497
4.	Light Law - Motor Vehicle	256
5.	Registration Expired	250
6.	Seat Belt - 18 and Older - Driver	200
7.	Window Tinted	141
8.	Muffler Law	90
9.	Obedience to Any Required Traffic Control Device	76
10.	Unsafe Operation (Misc. Moving Violation) / 15-123	54

Total Citations for the Year 3362*

Total violations 4795

*The decrease in traffic due to COVID-19 restrictions led to a decrease in citations.

Accidents

Accidents by Type	2020*	2019
Property Damage (Over \$1400)	613	782
Property Damage (Under \$1400)	232	224
Injury	116	158
Fatal	1	2
Total	962	1166

Accidents by Location	# of Accidents
Traffic way	711
Parking Lot or Private Property	251(TITAN Reports)

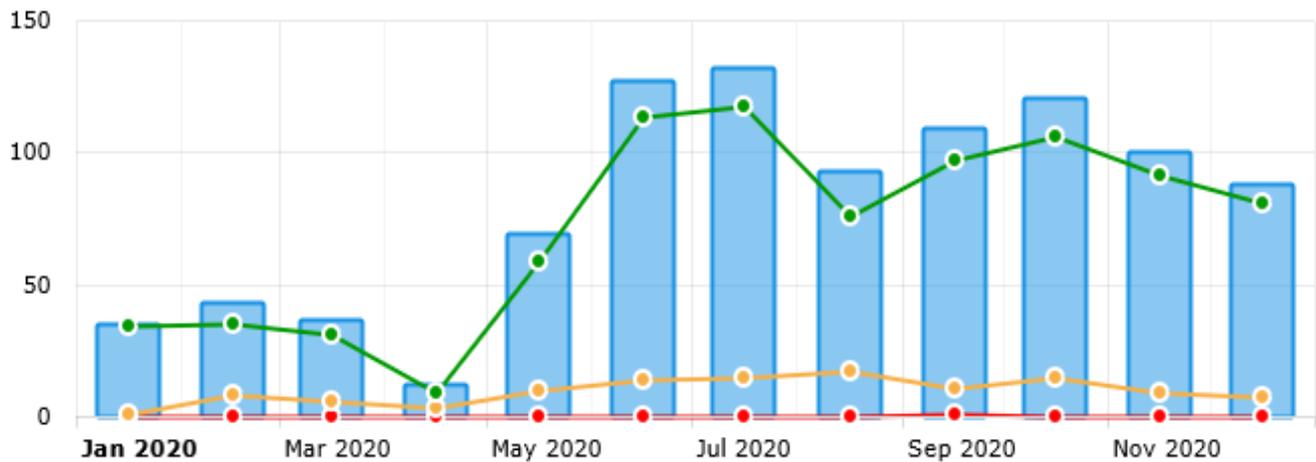
2020 Manner of Collision (Top 5)	# of Accidents
Front to Rear	300
Angle	284
Sideswipe, Same direction	142
Non-collision	72
Rear to side	35

*The decrease in traffic due to COVID-19 restrictions led to a large decrease in traffic accidents.

Top Causes for Accidents (2020)

Failure To Yield Right of Way	230
Following Improperly	182
Improper Backing	123
Other	107
Unknown	103
Failure To Keep In Proper Lane	71
Improper Lane Changing	48
Inattentive-Eating, Reading, Talking, Etc.	47
Improper Turn	34
Failure To Obey Traffic Controls	23

Pigeon Forge Accidents by Month



Red line is Fatal Accidents
 Green Line is Property Damage Accidents
 Yellow Line is Injury Accidents

Overdoses

The Pigeon Forge Police Department reported on 20 incidents of Overdose. Of the twenty (20) cases, ten (10) included the use of Narcan™.*

Most of our incidents take several doses of Narcan™, so we used 20 doses for the year.

In 2020, the Pigeon Forge Police Department contributes two (2) deaths to overdose after investigations. One death is still pending autopsy.

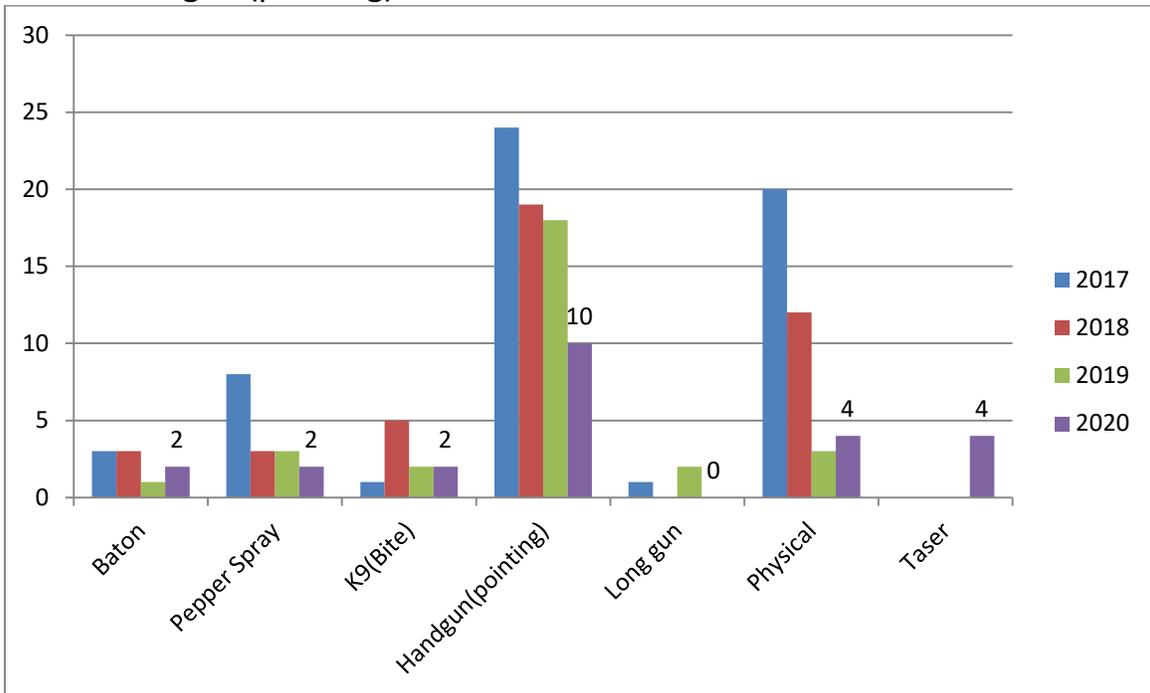
*This information is based on information in which Pigeon Forge officers reported contact or administered Narcan™. These statistics may differ from county wide statistics that include Ambulance Service and/or Fire Department.

Use of Force

2020 Use of Force Statistics:

In 2020 the Pigeon Forge Police Department had twenty-four Use of Force reports. Four (4) use of force incidents involved multiple officers at the same scene for a final of twenty (20) incidents that required use of force by officers. The type of force used is as follows:

- 2 Baton
- 4 Physical (open empty hand)
- 2 K9 Bites
- 2 Pepper Spray
- 10 Handgun (pointing)
- 4 Tasers
 - 2 Deployments
 - 1 Arcing
 - 1 Drive Stun



In 2020 the Pigeon Forge Police Department responded to 46076 calls for service. Based on these numbers we had to use force in approximately 0.041% of our total incidents. Of the twenty (20) incidents, male suspects were involved in eighteen (18) of the incidents and two (2) involved a female suspect. The average age of the suspect was 39 years old and the range was from 24 to 72. No Officers reported injuries. Four (4) suspects reported minor injuries. Three suspects were armed with 2 knives and 1 gun.

Special Events and Community Outreach

2020 provided special challenges for our special events and community outreach programs. We canceled many events in order to keep the public safe and/or to meet restrictions set in place by the Covid-19 pandemic. We still managed to participate in 20 to 30 events either before the pandemic or by taking special precautions such as masks and /or social distancing. It was important to us that our community see us as active and willing to engage during this crisis. We used this opportunity to meet new people, strengthen existing relationships, educate the public on safety and listen to our community members.

Special Olympics Law Enforcement Torch

Pre-Covid-19, we participated in the county wide law enforcement torch run. This event is an excellent way to connect to our community and for a worthy cause. Officers are always excited to participate.



Citizens' Police Academy

Sadly we were unable to finish the 2020 Citizens' Police Academy We miss the program and hope to re-establish when safe to do so. The program runs from January into April, and meets every Tuesday evening during that period. All classes are planned to be dismissed no later than 9:00 pm. Topics discussed include the following:

- Community Policing
- Domestic Violence
- Judicial System
- Building Searches
- Traffic Stops
- Firearms (one day spent at firing range)
- Patrol Ride-A-longs
- Juvenile Programs
- Tactical Rescue Unit
- DUI Enforcement
- Crash Investigations
- K-9 Operations
- Communications Operation

Prescription Drug take Back Day

Due to the importance of this event, we felt obligated to host. Our crew took on the challenges and hosted the event by following proper guidelines. We collected and properly disposed of over 340 pounds of potentially dangerous prescription drugs.



Blood Drive

Once again our local law enforcement officers showed up for the cause. Before Covid-19 set in, Officers happily donated blood at the Battle of the Badges blood drive.



Honor Flag for Officer Katie Thyne

The Pigeon Forge Police Department participated in honoring fallen Newport News Virginia Police Officer Katie Thyne



Pigeon Forge Care and Rehab Bird Feeders

Our officers realized the importance of staying connected to our community that was isolated for their safety. Officers assisted by installing bird feeders for the residents of Pigeon Forge Care and Rehab



Unique Outreach

Officers continued to rise to the challenges of dealing with the pandemic. Drive by interactions with our community members were one solution that officers found.



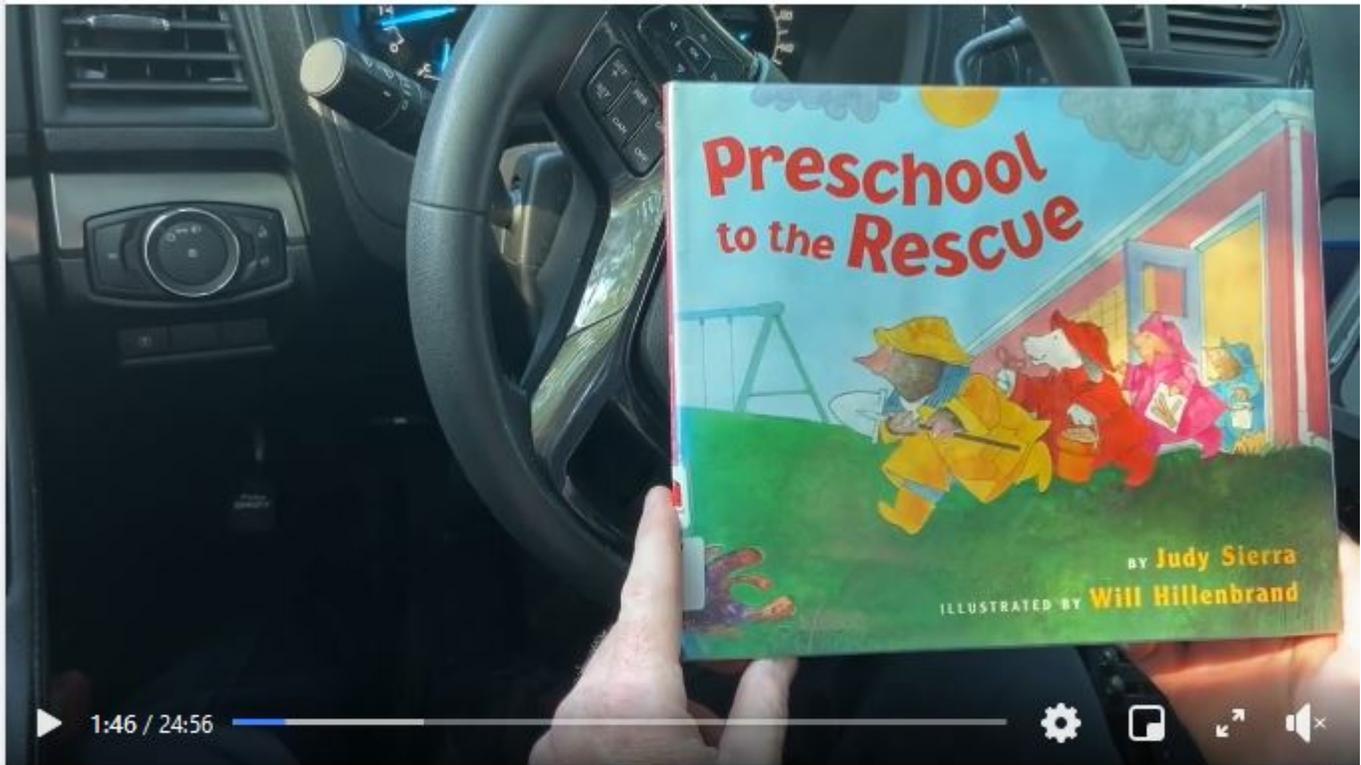
Children's Hospital Toy Drive

When the pandemic caused unique challenges for our community, the Pigeon Forge Police Department stepped up to fill the voids it could. Officers and staff organized a toy drive to help Children's Hospital with a toy shortage.



Library *Storytime (Virtual)*

Although we could not meet with the kids in our community to read to them as usual, we continued the program when Office Cruise read to kids virtually from his police cruiser.



Pigeon Forge Public Library

June 9 · 🌐

Join Mrs. Shelby and Mrs. Cynthia for a special storytime with a special community helper!

BIG thank you to the Pigeon Forge Police Department for helping to bring this storytime to our friends!

Food Delivery

Unique to this year, because we saw a need in our community, we partnered with the Sevier County Food Ministries to deliver food to people with needs. Some of our community could not get out because of the risk of Covid-19 or did not have the resources to make it through the financial strain caused by the virus. We made over seventy (70) deliveries. Sevier County Food Ministries generously provided supplies, but often officers added additional items.

R.A.D Class

The Rape Aggression Defense Class is taught by Detective Candace Teaster. It is a program of realistic, self-defense tactics and techniques. The R.A.D. System is a comprehensive course for women focusing on awareness, prevention, risk reduction and avoidance, while progressing on to the basics of hands-on defense training. Out of an abundance of caution for the safety of our community we did not host any classes this year.



CRASE Program



Chaplain Program

The Police Chaplain is to provide support for Police Officer and civilians in their needs. Chaplains are there to provide appropriate assistance, advice, comfort, counsel and referrals to those in need who may request support.

Our chaplain program was utilized numerous times in 2020. Eight (8) times, death notifications were made to families that lost a loved one. The goal of the Chaplain is to be a person that the family can lean on until a pastor and other family members take over. The Chaplains goal is to facilitate any needs that the family may need, from a drink of water to prayer. The Chaplain was also utilized during debrief of incidents that involved family members being told by detectives the particular events that lead to the loss of their loved ones. An important aspect of the program is used in-house during times of increased stress from calls that our officers and communication officers deal with. It is designed to be an outlet for stress.

Chaplain Officer Craig Cruise



Officers making a difference

Leah Victoria Avril Toy Drive

Once again, the officers and staff wanted to place the Leah Victoria Memorial Toy Drive high on our list. It is a great cause that benefits Safe Space of East Tennessee. All these toys go to the victims of domestic violence.



Adopt A Family Fund

The Adopt A Family Fund from East Tennessee Children's Hospital benefits the immediate needs of patients and families fighting cancer. The Pigeon Forge Police Department was honored to present a \$1000 donation from our No-Shave November Program.



Christmas Projects

Officers partnered with the City by donating money and time to fund several charity events. The year 2020 was the first Shop with a Cop program for the Pigeon Forge Police Department. Although we had to adjust because of Covid-19, we were able to keep the spirit of the program through a virtual unwrapping and wrapping party. Officers came together by planning, shopping and wrapping presents to provide Christmas for twelve (12) children through the Angel Tree Project. Of course one of our favorite projects is our senior Angel Tree Project. This year we were able provide presents for four (4) seniors at Pigeon Forge Care and Rehab.

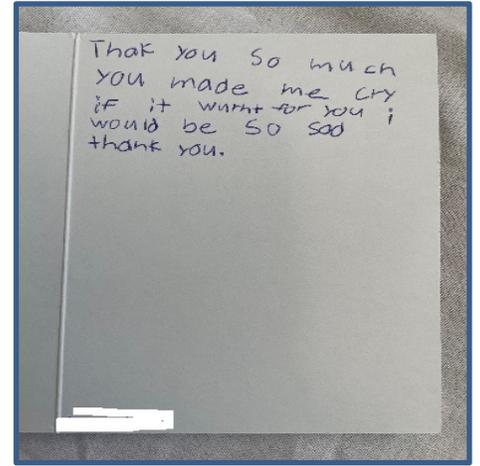


Angel Tree Project – Senior Citizens



Officer Cruise delivering presents to our seniors. The presents had to be quarantine for 72 hours before handed out.

Shop with a Cop



Although different, Shop with a Cop was a success. We were blessed to see so many happy faces. The importance of making this connection will pay dividends by strengthening our relationship with the future of our city. Names redacted for privacy.

Angel Tree Projects



Officers are pictured on their way to deliver presents after wrapping them for our Angel Tree Projects.

News Media

Generally speaking the Pigeon Forge Police Department wants to stay out of the media. That usually means people are behaving and we are having a good day. However, due to our unique location it is important to take notice of when we make the news. This reminds us to stay on top of our game and to strive for excellence.

KSP: Man wanted in KY arrested in Pigeon Forge

Harlan Eddie McIntosh, 44, was wanted for robbery, kidnapping and rape in Kentucky.



Credit: Kentucky State Police

Author: WBIR Staff
Published: 11:37 PM EDT July 14, 2020
Updated: 11:38 PM EDT July 14, 2020



Structure fire at Red Roof Mall 'contained at this time' according to Pigeon Forge Police Chief



by: Caleb Wethington
Posted: Oct 5, 2020 / 04:01 PM CDT / Updated: Oct 5, 2020 / 04:02 PM CDT

PIGEON FORGE, Tenn. (WATE) — Pigeon Forge Police Chief Richard Catlett reported Monday afternoon the department is assisting the fire department with a structure fire at the Red Roof Mall; saying that at this time it appears to be contained.

CRIME

Pigeon Forge Police respond to shooting at hotel, one person injured

Police said that the victim's injuries did not appear to be life threatening. Police said he was airlifted to UT Medical Center.



Author: WBIR Staff
Published: 7:49 PM EDT October 23, 2020
Updated: 10:35 PM EDT October 23, 2020



PIGEON FORGE, Tenn. — Pigeon Forge Police responded to a shooting at a resort Friday evening.

They said there was a gunshot incident at Cold Creek Resort at around 3:45 p.m. and that

KNOXVILLE, Tenn. (WATE) – A **juvenile** male is **charged** with aggravated **arson** for two fires police say were deliberately set inside **Pigeon Forge** businesses earlier this month. ... Officers were told about a **juvenile** male who allegedly attempted to light a cardboard display on **fire**. Oct 27, 2020



www.wate.com > news > juvenile-charged-with-arson-afte...

Middle Tennessee juvenile charged with arson after ... - WATE

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CRIME

Bond set at \$1M for man charged with murder in Pigeon Forge diner stabbing

Gabriel Enrique Turcios is being charged with first-degree murder and aggravated assault after a stabbing in Pigeon Forge, according to police.

Mother of 19-year-old Pigeon Forge stabbing victim: "I tried..."

Recognition

Officer Chris MacElveen was named Employee of the First Quarter. Officer MacElveen is an excellent officer who approaches every call with diligence and professionalism. During the first quarter he made several great arrests, consistently patrolling our hot zone and took on several additional responsibilities to help our community.



Officer Bryson Maples was named Employee of the Quarter. Officer Maples has proven, many times, his ability to de-escalate an emotionally charged situation. Thank you, Officer Maples for your ability to work diligently in every situation that you encounter.



Officer Nathan Wyrick was named Employee of the Third Quarter. Officer Wyrick's quick response and attention to detail allowed him to arrest a felony robbery suspect. Officer Wyrick has faithfully served the Pigeon Forge community with integrity for over 21 years.



Officer Kyle Andre was named Employee of the Fourth Quarter. He was able to look beyond a simple arrest to a person that needed help. Officer Andre was able to arrange shelter and a place to store items. The person was grateful and reached out to let the Pigeon Forge Police Department know how the act helped them in their time of need.



Employee of the Year

We want to congratulate Officer Kel McCarter for being named the Employee of the Year for 2020. Officer McCarter is a member of our motor division as well as a member of the Tactical Rescue Unit. 2020 has been a hard year for everyone. Officer McCarter has served the citizens and guests of Pigeon Forge with professionalism and integrity throughout the year. He is a hard working officer and we are proud to have him serve our community.



Congratulations to Detective Candace Teaster on her graduation from the National Forensic Academy, Session 53. The National Forensic Academy is a 10-week, intense, hands-on, training for crime scene investigations. She joins Criminalist Wayne Knight as graduates of the class. Criminalist Knight was a member of Session 1 and delivered the keynote speech during the graduation ceremonies.



New Hires

Welcome to the Family



From Left to Right: Officer Brandon Mantooh, Officer Zachery Satterfield, Officer John McKay and Officer Jacob Birchfield. These officers became members of the Pigeon Forge Police Department on September 21, 2020.

In Memoriam

In 2020, 314 Officers were lost in the line of duty. Two (2) were close to home.

Trooper Joseph Jon Bullock
Florida Highway Patrol, Florida
End of Watch Wednesday, February 5, 2020

Trooper Bullock was shot and killed in the line of duty on Wednesday, February 5, 2020. Officer Brad Lowe, who served with Officer Bullock in the Air Force, represented PFPD, delivering the eulogy at the Bayside Community Church.



In Memoriam

Corrections Officer Aaron Allison
Sevier County Sheriff's Office
End of Watch Wednesday May 10, 2020



Aaron Allison
930



END OF WATCH
5/10/2020

REST EASY BIG A WE'VE GOT IT
FROM HERE.