

SUPPLEMENTAL AGREEMENT  
BETWEEN  
THE CITY OF KINGSPORT, TENNESSEE  
AND  
THE EMERGENCY COMMUNICATIONS DISTRICT  
OF THE CITY OF KINGSPORT, TENNESSEE

INTER-LOCAL COOPERATION AGREEMENT  
ESTABLISHING POLICIES AND PROCEDURES FOR  
MUTUAL AID AND COORDINATION OF  
EMERGENCY COMMUNICATIONS SERVICE

**THIS SUPPLEMENTAL AGREEMENT** made and entered into as of June, 2025 by and between the City of Kingsport, hereinafter called "CITY", and the Emergency Communications District of the City of Kingsport, Tennessee, hereinafter called "DISTRICT."

W I T N E S S E T H

**WHEREAS**, DISTRICT, by its Resolution adopted on June 19, 2025, authorized the execution of this supplemental inter-local cooperation agreement between DISTRICT and CITY;

**WHEREAS**, CITY, by its Resolution No. \_\_\_ - 2025, authorized the execution of this supplemental inter-local cooperation agreement between CITY and DISTRICT;

**NOW, THEREFORE**, the premises considered, the parties agree as follows:

**SECTION A.** That the Agreement be and hereby is amended by amending Paragraph a. to Section 4 relating to Employees, which said paragraph to read as follows:

4. **EMPLOYEES.**

- a. one (1) civilian position dedicated solely to 9-1-1, as Executive Director, to serve in an advisory capacity to the Board of Directors of DISTRICT; and, to supervise the operations of Central Dispatch to include training, scheduling of manpower, payroll, budget, etc., for a more closely supervised operation and to otherwise utilize enhanced management practices; and,

**SECTION B.** That the Agreement be and hereby is amended by amending Section 6 relating to Administrative Services, by adding new paragraphs, which said paragraphs to read as follows:

6. **ADMINISTRATIVE SERVICES.**

...

CITY will immediately begin a public relations campaign to educate the public on the proper use of 246-9111 for non-emergencies, limiting the use of 9-1-1 to true emergencies. In cooperation with CITY's campaign, DISTRICT will coordinate with the State of Tennessee to implement best practices to authorize Telecommunicators to quickly reject and/or redirect non-emergency calls to 246-9111 and conserve resources for true emergencies.

CITY will arrange for an alternate method of non-emergency communication that is satisfactory to both parties and redirects non-emergency calls to 246-9111 for anything other than public safety away from the 9-1-1 Center using technology like a phone tree or perhaps a 3<sup>rd</sup> party call center or 3-1-1. Both parties acknowledge that non-emergency calls unrelated to emergency medical services, police or fire shall not be directed through the 9-1-1 Center.

CITY Police Department will discontinue using Telecommunicators to conduct detailed background checks. These time-consuming tasks require Telecommunicators to manage multiple screens simultaneously, diverting their attention, increasing the risk of errors, and contributing to heightened stress levels.

**SECTION C.** That the Agreement be and hereby is amended by amending Paragraph a. to Section 12 relating to Consideration, which said paragraph to read as follows:

12. **CONSIDERATION.**

- a. DISTRICT shall, out of the emergency telephone service charge levied upon service users of the DISTRICT, reimburse CITY for the expenses incurred by it for providing leasehold premises, employees, and administrative services. The annual amount of such reimbursement shall be FOUR HUNDRED THIRTY-THREE THOUSAND THREE HUNDRED NINETEEN AND 00/100's DOLLARS (\$433,319.00). The total reimbursement shall be divided into four equal payments. One fourth of the reimbursement shall be due each quarter upon invoice by CITY.

**SECTION D.** That the Agreement be and hereby is amended by adding a new paragraph, to Section 12 relating to Consideration, to be numbered d., which said paragraph to read as follows:

12. **CONSIDERATION.**

- d. Additional payment for a salary supplement for civilian Executive Director position, of up to fifty percent (50%) of the total cost of salary and benefits, increasing annually following the city's pay plan.

[remaining paragraphs to be renumbered]

**IN WITNESS WHEREOF**, the parties have executed this supplemental agreement as of the day and year first above written.

**EMERGENCY COMMUNICATIONS DISTRICT  
OF THE CITY OF KINGSPORT, TENNESSEE**

\_\_\_\_\_  
KENNETH CALVERT  
Chairman

ATTEST:

\_\_\_\_\_  
SCOTT BOYD  
Secretary

**CITY OF KINGSPORT, TENNESSEE**

\_\_\_\_\_  
PAUL W. MONTGOMERY  
Mayor

ATTEST:

\_\_\_\_\_  
TRAVIS BISHOP  
City Recorder

APPROVED AS TO FORM:

\_\_\_\_\_  
RODNEY B. ROWLETT, III  
City Attorney