



AGENDA ACTION FORM

**Consideration of a Resolution Approving a Supplemental Agreement to the Inter-Local Cooperation Agreement between the Emergency Communications District and City of Kingsport.**

To: Board of Mayor and Aldermen  
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-97-2026  
Work Session: April 6, 2026  
First Reading: N/A  
Final Adoption: April 7, 2026  
Staff Work By: Bart Rowlett  
Presentation By: Chris McCartt

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**Strategic Focus Area: 1. Efficient & Responsive Government**

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**Recommendation:**  
Approve the Resolution

**Executive Summary:**  
This resolution approves a supplemental agreement to the inter-local cooperation agreement between City and the Emergency Communications District of the City of Kingsport (ECD) to implement certain tasks, add a dedicated manager position, and commit additional funding for the current fiscal year.

Last year, a subcommittee of the ECD board studied possible solutions to address staff stressors and turnover. The subcommittee identified as solutions certain tasks which the city could perform to reduce non-emergency call volume related to utilities and other city services. These tasks include a public relations educational campaign on the proper uses of non-emergency (246-9111) and emergency (911) calls, implementation of a phone tree to facilitate proper routing of incoming calls, and removing background check tasks from ECD personnel. Additionally, a dedicated manager for ECD, was recommended. Previously management duties have been performed by a designated police officer.

As consideration for city's performance of the identified tasks the solutions the ECD board approved an increase in the reimbursement from ECD for services as well as an additional contribution of 50% of the total salary and benefit cost for a new dedicated ECD manager. The increased reimbursement sum also more closely aligns the cost share ratio with that of the City of Bristol and its emergency communications district.

ECD's reimbursement to the city under the supplemental agreement will be \$477,142.25 for fiscal year 2026, whereas prior thereto ECD's reimbursement was \$390,000.

- Attachments:**  
1. Resolution  
2. Supplemental Agreement

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—