

## Who Are We?

The Tennessee Emergency Communications Board is a self-funded nine-member board located within the Tennessee Department of Commerce and Insurance. The Board was created to establish emergency communications for citizens across the state and assist emergency communications districts ("ECDs") in the areas of management, operations, and accountability. The Board operates on local, state and federal levels to facilitate the technical, financial, and operational advancement of Tennessee's 911 systems.



Tennessee Emergency Communications Board

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[tn.gov/commerce/section/e911](http://tn.gov/commerce/section/e911)

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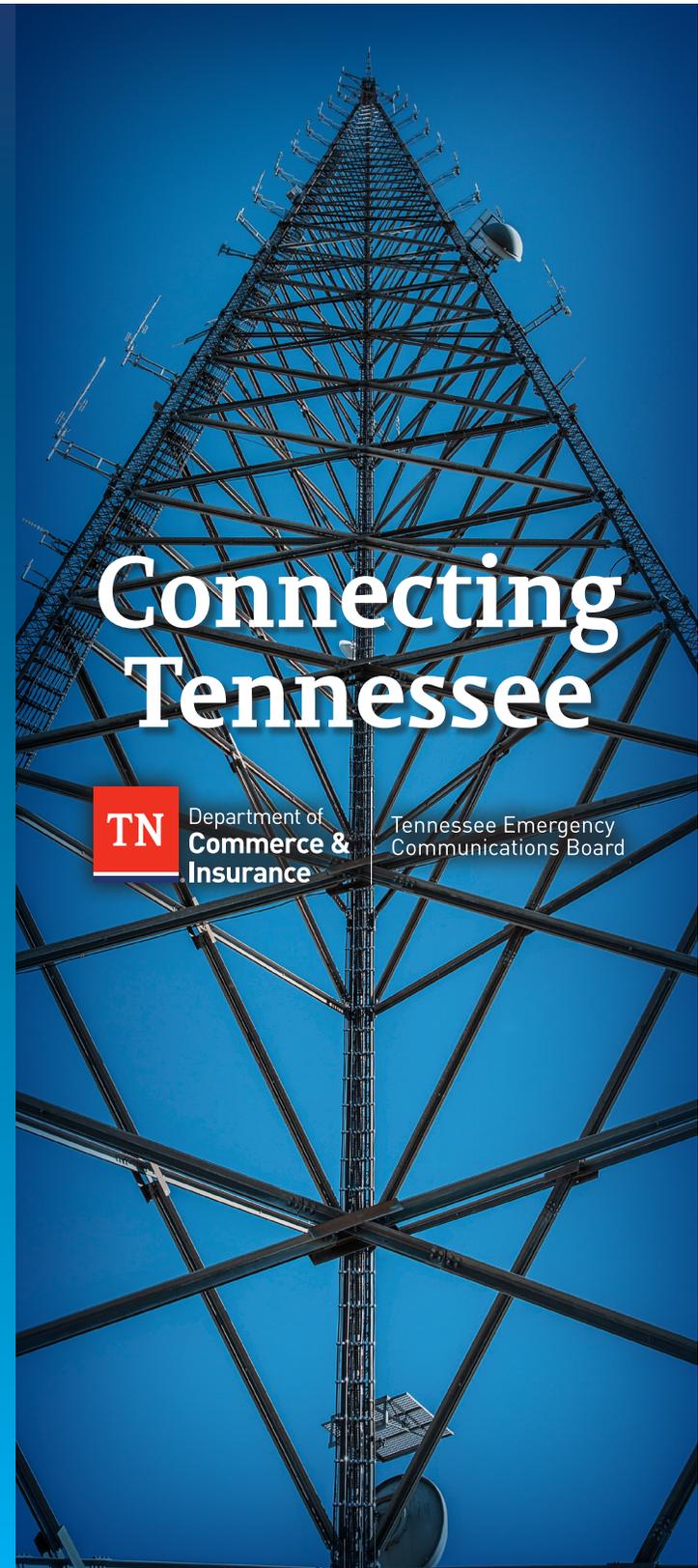


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# Connecting Tennessee



Tennessee Emergency Communications Board

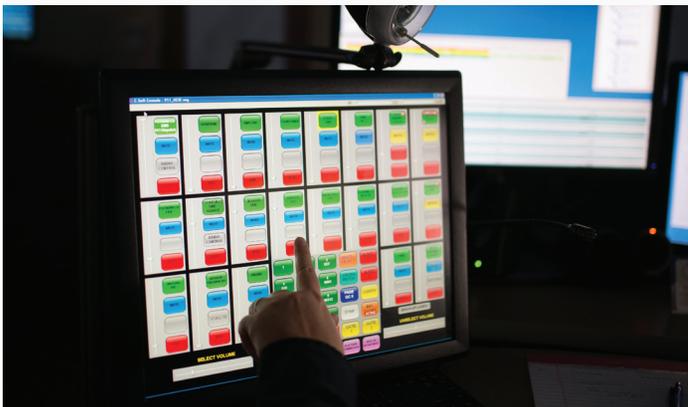


## Helping Those Who Help You

911 call-takers are vital to the safety of all Tennesseans. Working in emergency communications districts (ECDs) across the state, these 911 professionals answer emergency calls and dispatch public safety responders.

The Tennessee Emergency Communications Board (TECB) helps local ECDs serve you better. Our self-funded board assists ECDs in implementing and maintaining 911 emergency services. The TECB advocates for advancements and improvements in 911 services and helps ECDs stay operational during and after times of disaster.

The TECB offers the technical guidance, financial information, and support needed to make 911 services successful statewide and connect Tennesseans with emergency help when they need it.



## Ensuring Quality & Efficiency

Emergencies will happen. When they do, the Tennessee Emergency Communications Board helps to ensure that you get the best professional service when you call 911 in Tennessee.

The TECB exists to aid Tennessee's 100 ECDs in the areas of management, operations, and accountability. We are committed to providing Tennessee's ECDs and 911 professionals with the tools and training necessary to ensure 911 calls are answered quickly and professionally.

## What Happens When I Dial 911?

- Your call is answered by an emergency 911 telecommunicator.
- You will be asked to provide or verify:
- Where? The address and description of where the emergency is taking place
  - **What?** A basic description of the emergency
  - **Who?** Your name (if you are willing to provide it), the name of those involved in the emergency, as well as the phone number you are calling from.
  - **When?** It makes a difference if the incident is occurring now or happened earlier.
- A 911 professional will begin dispatching emergency units as soon as the needed information is provided.
- The 911 telecommunicator may stay on the line to continue to update information for in-progress incidents or to give you instructions on what to do until help arrives.
- The time it takes for a responder to arrive after your call depends on several factors. All calls are given a priority based on the incident's level of severity and whether or not the incident is still in progress.

## Building a Brighter Tomorrow

As a national leader in emergency communications, the TECB is consistently improving 911 in Tennessee. Our board is currently modernizing Tennessee's 911 infrastructure to feature the capabilities our citizens expect from modern telecommunications technology.

The centerpiece of our mission is the completion of Next Generation 911, known as NG911, which involves the construction and management of a secure and redundant Internet protocol network that will improve 911 call delivery and enhance interoperability between ECDs. The completion of NG911 will ultimately result in the quicker and more reliable deployment of emergency response services.



### NG911 will:

- Allow voice, video, text-to-911 abilities and telematics notifications of emergency situations from a variety of devices that will especially benefit Tennesseans who are deaf, hard-of-hearing, or speech disabled.
- Increase the ease of communication between emergency communications districts, allowing immediate transfer of 911 calls, caller information, photos, and other data statewide.
- Provide alternate paths to process emergency calls in the event of an outage, providing lifesaving capabilities in the event of an emergency that were unachievable on the analog network.