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Sequence Number: 02-04-13
Rule ID(s): 6370
File Date: 2/1/13
Effective Date: 5/2/13

Rulemaking Hearing Rule(s) Filing Form

Rulemaking Hearing Rules are rules filed after and as a result of a rulemaking hearing. T.C.A. § 4-5-205

Agency/Board/Commission:	Tennessee Emergency Communications Board
Division:	
Contact Person:	Curtis Sutton
Address:	500 James Robertson Parkway, Nashville, TN
Zip:	37243-0582
Phone:	615-253-2164
Email:	TNECB@tn.gov

Revision Type (check all that apply):
X Amendment
___ New
___ Repeal

Rule(s) Revised (ALL chapters and rules contained in filing must be listed here. If needed, copy and paste additional tables to accommodate multiple chapters. Please enter only **ONE** Rule Number/Rule Title per row)

Chapter Number	**Chapter Title**
0780-06-02	Dispatcher Training Regulations
Rule Number	**Rule Title**
0780-06-02-.01	Purpose
0780-06-02-.02	Definitions
0780-06-02-.03	Minimum Training Requirements
0780-06-02-.04	Minimum Training Requirements

Chapter Number	**Chapter Title**
0780-06-02	Dispatcher Training Regulations
Rule Number	**Rule Title**
0780-06-02-.05	Minimum Supervised On-the-Job Training Requirements
0780-06-02-.06	Waiver

Rules
Of
Department of Commerce and Insurance
Emergency Communications Board

Chapter 0780-06-02
Dispatcher Training Regulations

Table of Contents

0780-06-02-.01	Purpose	0780-06-02-.05	Minimum Supervised On-the-Job Training Requirements
0780-06-02-.02	Definitions		
0780-06-02-.03	Minimum Training Requirements	0780-06-02-.06	Waiver
0780-06-02-.04	Minimum Course of Study Requirements		

0780-06-02-.01 Purpose.

The purpose of this chapter is to establish minimum requirements for the training of and course of study for each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee. Nothing in these regulations should be construed to limit or restrict any additional training that an agency may elect to provide. Existing public and private training programs are encouraged to establish new curricula and modify existing programs to incorporate these minimum requirements. Such programs are urged to develop meaningful methods for measuring the knowledge, skill and ability gained through their training programs and to offer continuing education programs.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.02 Definitions.

In this chapter, unless the context requires otherwise, the definitions in T.C.A. § 7-86-103 shall apply.

Authority: T.C.A. §§ 7-86-103, 7-86-205, and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.03 Minimum Training Requirements.

(1) Each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall be subject to the following minimum training requirements.

(a) No less than forty (40) hours of supervised on-the-job training; and

(b) No less than forty five (45) hours of public safety communications coursework which is administered or sponsored by an academy, agency, or post-secondary educational institution that:

1. Is capable of supporting a public safety communication student with practical experience on a communication console either through liaison with a Public Safety Communication Center or a fully functional communication console simulator; and

2. Maintains an accurate, comprehensive record system for all phases of the program which shall be available for inspection and shall include the following:

(i) Attendance records;

(ii) Course outlines; and

(iii) Lesson plans.

(c) Continuing education of no less than ten (10) additional hours of public safety communications coursework every two (2) years after completion of the initial training. Two (2) hours must be related to 911 calls involving missing or exploited children.

(2) All emergency call takers or public safety dispatchers subject to T.C.A. § 7-86-205 employed after July 1, 2006 shall have six (6) months from the date of their employment to comply with the provisions of this rule.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.04 Minimum Course Of Study Requirements.

(1) The minimum course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include course work of:

(a) No less than four (4) hours in the roles and responsibilities of 911 or public safety dispatchers, including but not limited to the following subjects:

1. The mission, ethics, and values of emergency communications providers;
2. Professionalism; telecommunicators as part of a public safety team;
3. Basic policies and procedures for telecommunicators and their organizations;
4. Overview of communities and agencies served;
5. Rules and regulations governing emergency communications;
6. Service area geography;
7. Emergency communications disaster plans;
8. Risk management;
9. CPR;
10. News/media relations;
11. Responder safety.

(b) No less than two (2) hours in legal concepts and principles, including but not limited to liability, applicable to the operation of:

1. Law enforcement agencies;
2. Fire/rescue agencies;

3. Emergency medical services ("EMS") agencies;

4. Public safety communications agencies.

(c) No less than five (5) hours in interpersonal communication skills, including but not limited to the following areas:

1. Communication techniques and information processing, such as listening, hearing, diction, empathy, perception, and intuitiveness;

2. Customer service, including but not limited to discrimination and harassment issues;

3. Diversity issues relating to effective emergency communications, including but not limited to race, nationality, age, speech/hearing impairment, non-English speaking callers, and demographics.

(d) No less than four (4) hours in emergency communications technology, including but not limited to the following areas:

1. Operation of telephones, including but not limited to wireline, portable, wireless (including cellular and personal communication service ("PCS")), and text telephones for the speech/hearing impaired;

2. Basic and Enhanced 911;

3. Automatic Location Identification ("ALI") and Automatic Number Identification ("ANI");

4. Call tracing and records retrieval procedures;

5. Computerized mapping;

6. Logging recorders;

7. Computer aided dispatch ("CAD") systems;

8. Wireless, Phase I and II;

9. Voice Over Internet Protocol.

(e) No less than eleven (11) hours in communication techniques and call processing, including but not limited to the following areas:

1. Public relations;

2. Call receipt;

3. Interviewing;

4. Controlling the call;

5. Managing high risk/difficult calls, including but not limited to domestic violence;

6. Managing differing call categories, including law enforcement, fire/rescue, EMS, HAZMAT, or acts of terrorism;

7. Managing differing call types and events, including in-progress, just-occurred, late, events requiring specific instructions, notifications;

8. The importance of obtaining proper information, including location, nature, injuries, weapons, chemicals, etc.;

9. Telematics;

10. Homeland Security issues, including but not limited to:

(i) Protocols and procedures (for example, call profiling, as in when to notify the FBI);

(ii) NIMS ("National Incident Management System"), if applicable; and

(iii) NORAD ("North American Aerospace Defense") call procedures and protocols (dealing with emergency calls from aircraft).

(f) No less than twelve (12) hours in radio communications and dispatch techniques, including but not limited to the following areas:

1. Procedures and protocols;

2. Radio discipline;

3. Rules of the Federal Communications Commission ("FCC") related to radios;

4. Radio coverage;

5. Consoles;

6. Responder safety.

(g) No less than two (2) hours in stress management, including but not limited to the following areas:

1. Causes;

2. Strategies for dealing with stress;

3. Peer support;

4. Critical incident stress debriefing.

(h) No less than five (5) hours in 911 calls involving missing or exploited children.

(2) Course work shall include practical exercises duplicating communication center practices in which the student performs the subject matter being taught.

(3) Course work shall include testing.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.05 Minimum Supervised On-The-Job Training Requirements.

(1) The minimum on-the-job training/course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include a period of supervised instruction of no less than forty (40) hours related to the following:

(a) Agency/department policies and procedures (including a written handbook containing such policies and procedures);

(b) Agency/department geographical area;

(c) Agency/department telephone system and equipment operations;

(d) Structure of local government and agencies being served;

(e) Local ordinances and requirements;

(f) Governmental and private resources;

(g) National Crime Information Center data and records, if applicable.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.06 Waiver.

In the event of a natural or manmade disaster which renders local emergency communications unable to remain operational without the assistance of individuals who have not completed the requirements included herein, said requirements are waived.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

* If a roll-call vote was necessary, the vote by the Agency on these rulemaking hearing rules was as follows:

Board Member	Aye	No	Abstain	Absent	Signature (if required)
Mark Archer	X				
Barbara Blanton	X				
Hal Buttram				X	
Robert T. Lee	X				
Ike Lowry	X				
Randy Porter			X		
Freddie Rich	X				
Steve Smith	X				
James Sneed	X				

I certify that this is an accurate and complete copy of rulemaking hearing rules, lawfully promulgated and adopted by the Board (board/commission/ other authority) on 08/30/2012, and is in compliance with the provisions of T.C.A. § 4-5-222.

I further certify the following:

Notice of Rulemaking Hearing filed with the Department of State on: *01/24/2012*

Rulemaking Hearing(s) Conducted on: (add more dates). *03/22/2012*

Date: 11/19/2012

Signature: Lynn Questell

Name of Officer: Lynn Questell

Title of Officer: Executive Director

VANESSA D. WILLIAMS STATE OF TENNESSEE NOTARY PUBLIC WILLIAMSON COUNTY

Subscribed and sworn to before me on: November 19, 2012

Notary Public Signature: Vanessa D. Williams

My commission expires on: April 12, 2014

All rulemaking hearing rules provided for herein have been examined by the Attorney General and Reporter of the State of Tennessee and are approved as to legality pursuant to the provisions of the Administrative Procedures Act, Tennessee Code Annotated, Title 4, Chapter 5.

R E Cooper Jr.

Robert E. Cooper, Jr.
Attorney General and Reporter

1-22-13
Date

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Filed with the Department of State on: 2/1/13

Effective on: 5/2/13

Tre Hargett
Secretary of State

Public Hearing Comments

One copy of a document containing responses to comments made at the public hearing must accompany the filing pursuant to T.C.A. § 4-5-222. Agencies shall include only their responses to public hearing comments, which can be summarized. No letters of inquiry from parties questioning the rule will be accepted. When no comments are received at the public hearing, the agency need only draft a memorandum stating such and include it with the Rulemaking Hearing Rule filing. Minutes of the meeting will not be accepted. Transcripts are not acceptable.

There were no public comments or written comments submitted to the Board in regards to the proposed rules at the Rulemaking Hearing, conducted on March 22, 2012.

Regulatory Flexibility Addendum
Pursuant to T.C.A. §§ 4-5-401 through 4-5-404, prior to initiating the rule making process as described in T.C.A. § 4-5-202(a)(3) and T.C.A. § 4-5-202(a), all agencies shall conduct a review of whether a proposed rule or rule affects small businesses.

(If applicable, insert Regulatory Flexibility Addendum here)

Economic Impact Statement:

1. Types and estimated number of small businesses directly affected:

Small businesses will not be affected by the proposed rules.

2. Projected reporting, recordkeeping, and other administrative costs:

There are no additional projected reporting, recordkeeping, or other administrative costs associated with these proposed rules.

3. Probable effect on impacted small businesses and consumers:

There will be no probable effect on impacted small businesses and consumers as a result of these proposed rules.

4. Less burdensome, intrusive, or costly alternative methods:
There is no known less burdensome, intrusive or costly alternative methods.

5. Comparison with federal and state counterparts:

The rules appear to comport with other similar state rules, with the exception of the additional training hours required for missing or exploited children. There is no basis for comparison to federal rules or statutes.

6. Effect of possible exemption of small businesses:

There will be no exemptions created by these rules.

Impact on Local Governments

Pursuant to T.C.A. §§ 4-5-220 and 4-5-228 "any rule proposed to be promulgated shall state in a simple declarative sentence, without additional comments on the merits of the policy of the rules or regulation, whether the rule or regulation may have a projected impact on local governments." (See Public Chapter Number 1070 (http://state.tn.us/sos/acts/106/pub/pc1070.pdf) of the 2010 Session of the General Assembly)

The proposed rules will impact local governments that employ emergency call takers or public safety dispatchers, in that the proposed rules add an additional 5 hours of minimum course of study requirements and 2 hours of continuing education involving missing or exploited children. This additional training is offered at no cost from the National Center for Missing and Exploited Children.

Additional Information Required by Joint Government Operations Committee

All agencies, upon filing a rule, must also submit the following pursuant to T.C.A. § 4-5-226(i)(1).

(A) A brief summary of the rule and a description of all relevant changes in previous regulations effectuated by such rule;

These rulemaking hearing rules amend previously adopted rules by adding 5 hours of minimum course of study requirements and 2 hours of continuing education involving missing or exploited children.

(B) A citation to and brief description of any federal law or regulation or any state law or regulation mandating promulgation of such rule or establishing guidelines relevant thereto;

The proposed amendments and new rules of the Board are made pursuant to Tenn. Code Ann. § 7-86-205 and 7-86-306(a)(1).

(C) Identification of persons, organizations, corporations or governmental entities most directly affected by this rule, and whether those persons, organizations, corporations or governmental entities urge adoption or rejection of this rule;

The amendments to the rules will affect emergency communications districts, counties and municipalities that employ emergency call takers or public safety dispatchers. A Notice of Rulemaking Hearing was filed on January 24, 2012 and published in the Tennessee Administrative Record. Notice was published on the Board's website. A public hearing was held on March 22, 2012. There were no public comments on these rules.

(D) Identification of any opinions of the attorney general and reporter or any judicial ruling that directly relates to the rule;

I am unaware of any opinion of the attorney general or any judicial ruling which directly relates to these rules.

(E) An estimate of the probable increase or decrease in state and local government revenues and expenditures, if any, resulting from the promulgation of this rule, and assumptions and reasoning upon which the estimate is based. An agency shall not state that the fiscal impact is minimal if the fiscal impact is more than two percent (2%) of the agency's annual budget or five hundred thousand dollars ($500,000), whichever is less;

These rules are expected to have no fiscal impact on the Board. The rules will have no or minimal fiscal impact on local government. The additional training required by the rules is offered at no cost from the National Center for Missing and Exploited Children.

(F) Identification of the appropriate agency representative or representatives, possessing substantial knowledge and understanding of the rule;

Lynn Questell, Executive Director of the Tennessee Emergency Communications Board, and Curtis Sutton, General Counsel of the Tennessee Emergency Communications Board.

(G) Identification of the appropriate agency representative or representatives who will explain the rule at a scheduled meeting of the committees;

Andy Spears, Director of Intergovernmental Relations of the Tennessee Emergency Communications Board and Curtis Sutton, General Counsel of the Tennessee Emergency Communications Board.

(H) Office address, telephone number, and email address of the agency representative or representatives who will explain the rule at a scheduled meeting of the committees; and

Tennessee Emergency Communications Board, 500 James Robertson Parkway, 5th Floor, Davy Crockett Tower, Nashville, Tennessee 37243, (615) 253-2164. Andy.Spears@tn.gov. Curtis.Sutton@tn.gov.

(l) Any additional information relevant to the rule proposed for continuation that the committee requests.

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Sequence Number: _____
Rule ID(s): _____
File Date: _____
Effective Date: _____

Rulemaking Hearing Rule(s) Filing Form

Rulemaking Hearing Rules are rules filed after and as a result of a rulemaking hearing. T.C.A. § 4-5-205

Agency/Board/Commission:	Tennessee Emergency Communications Board
Division:	
Contact Person:	Curtis Sutton
Address:	500 James Robertson Parkway, Nashville, TN
Zip:	37243-0582
Phone:	615-253-2164
Email:	TNECB@tn.gov

Revision Type (check all that apply):
X Amendment
___ New
___ Repeal

Rule(s) Revised (**ALL** chapters and rules contained in filing must be listed here. If needed, copy and paste additional tables to accommodate multiple chapters. Please enter only **ONE** Rule Number/Rule Title per row)

Chapter Number	**Chapter Title**
0780-06-02	Dispatcher Training Regulations
Rule Number	**Rule Title**
0780-06-02-.01	Purpose
0780-06-02-.02	Definitions
0780-06-02-.03	Minimum Training Requirements
0780-06-02-.04	Minimum Training Requirements

Chapter Number	**Chapter Title**
0780-06-02	Dispatcher Training Regulations
Rule Number	**Rule Title**
0780-06-02-.05	Minimum Supervised On-the-Job Training Requirements
0780-06-02-.06	Waiver

Rules
Of
Department of Commerce and Insurance
Emergency Communications Board

Chapter 0780-06-02
Dispatcher Training Regulations

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0780-06-02-.01	Purpose	0780-06-02-.05	Minimum Supervised On-the-Job Training Requirements
0780-06-02-.02	Definitions		
0780-06-02-.03	Minimum Training Requirements	0780-06-02-.06	Waiver
0780-06-02-.04	Minimum Course of Study Requirements		

0780-06-02-.01 Purpose.

The purpose of this chapter is to establish minimum requirements for the training of and course of study for each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee. Nothing in these regulations should be construed to limit or restrict any additional training that an agency may elect to provide. Existing public and private training programs are encouraged to establish new curricula and modify existing programs to incorporate these minimum requirements. Such programs are urged to develop meaningful methods for measuring the knowledge, skill and ability gained through their training programs and to offer continuing education programs.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.02 Definitions.

In this chapter, unless the context requires otherwise, the definitions in T.C.A. § 7-86-103 shall apply.

Authority: T.C.A. §§ 7-86-103, 7-86-205, and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.03 Minimum Training Requirements.

(1) Each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall be subject to the following minimum training requirements.

(a) No less than forty (40) hours of supervised on-the-job training; and

(b) No less ~~than forty (40)~~ forty five (45) hours of public safety communications coursework which is administered or sponsored by an academy, agency, or post-secondary educational institution that:

1. Is capable of supporting a public safety communication student with practical experience on a communication console either through liaison with a Public Safety Communication Center or a fully functional communication console simulator; and

2. Maintains an accurate, comprehensive record system for all phases of the program which shall be available for inspection and shall include the following:

(i) Attendance records;

(ii) Course outlines; and

(iii) Lesson plans.

(c) Continuing education of no less than ~~eight (8)~~ ten (10) additional hours of public safety communications coursework every two (2) years after completion of the initial training. Two (2) hours must be related to 911 calls involving missing or exploited children.

(2) All emergency call takers or public safety dispatchers subject to T.C.A. § 7-86-205 employed after July 1, 2006 shall have six (6) months from the date of their employment to comply with the provisions of this rule.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.04 Minimum Course of Study Requirements.

(1) The minimum course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include course work of:

(a) No less than four (4) hours in the roles and responsibilities of 911 or public safety dispatchers, including but not limited to the following subjects:

1. The mission, ethics, and values of emergency communications providers;
2. Professionalism; telecommunicators as part of a public safety team;
3. Basic policies and procedures for telecommunicators and their organizations;
4. Overview of communities and agencies served;
5. Rules and regulations governing emergency communications;
6. Service area geography;
7. Emergency communications disaster plans;
8. Risk management;
9. CPR;
10. News/media relations;
11. Responder safety.

(b) No less than two (2) hours in legal concepts and principles, including but not limited to liability, applicable to the operation of:

1. Law enforcement agencies;
2. Fire/rescue agencies;

3. Emergency medical services ("EMS") agencies;

4. Public safety communications agencies.

(c) No less than five (5) hours in interpersonal communication skills, including but not limited to the following areas:

1. Communication techniques and information processing, such as listening, hearing, diction, empathy, perception, and intuitiveness;

2. Customer service, including but not limited to discrimination and harassment issues;

3. Diversity issues relating to effective emergency communications, including but not limited to race, nationality, age, speech/hearing impairment, non-English speaking callers, and demographics.

(d) No less than four (4) hours in emergency communications technology, including but not limited to the following areas:

1. Operation of telephones, including but not limited to wireline, portable, wireless (including cellular and personal communication service ("PCS")), and text telephones for the speech/hearing impaired;

2. Basic and Enhanced 911;

3. Automatic Location Identification ("ALI") and Automatic Number Identification ("ANI");

4. Call tracing and records retrieval procedures;

5. Computerized mapping;

6. Logging recorders;

7. Computer aided dispatch ("CAD") systems;

8. Wireless, Phase I and II;

9. Voice Over Internet Protocol.

(e) No less than eleven (11) hours in communication techniques and call processing, including but not limited to the following areas:

1. Public relations;

2. Call receipt;

3. Interviewing;

4. Controlling the call;

5. Managing high risk/difficult calls, including but not limited to domestic violence;

6. Managing differing call categories, including law enforcement, fire/rescue, EMS, HAZMAT, or acts of terrorism;

7. Managing differing call types and events, including in-progress, just-occurred, late, events requiring specific instructions, notifications;

8. The importance of obtaining proper information, including location, nature, injuries, weapons, chemicals, etc.;

9. Telematics;

10. Homeland Security issues, including but not limited to:

    (i) Protocols and procedures (for example, call profiling, as in when to notify the FBI);

    (ii) NIMS ("National Incident Management System"), if applicable; and

    (iii) NORAD ("North American Aerospace Defense") call procedures and protocols (dealing with emergency calls from aircraft).

(f) No less than twelve (12) hours in radio communications and dispatch techniques, including but not limited to the following areas:

1. Procedures and protocols;

2. Radio discipline;

3. Rules of the Federal Communications Commission ("FCC") related to radios;

4. Radio coverage;

5. Consoles;

6. Responder safety.

(g) No less than two (2) hours in stress management, including but not limited to the following areas:

1. Causes;

2. Strategies for dealing with stress;

3. Peer support;

4. Critical incident stress debriefing.

<u>(h) No less than five (5) hours in 911 calls involving missing or exploited children.</u>

(2) Course work shall include practical exercises duplicating communication center practices in which the student performs the subject matter being taught.

(3) Course work shall include testing.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.05 Minimum Supervised On-The-Job Training Requirements.

(1) The minimum on-the-job training/course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include a period of supervised instruction of no less than forty (40) hours related to the following:

(a) Agency/department policies and procedures (including a written handbook containing such policies and procedures);

(b) Agency/department geographical area;

(c) Agency/department telephone system and equipment operations;

(d) Structure of local government and agencies being served;

(e) Local ordinances and requirements;

(f) Governmental and private resources;

(g) National Crime Information Center data and records, if applicable.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

0780-06-02-.06 Waiver.

In the event of a natural or manmade disaster which renders local emergency communications unable to remain operational without the assistance of individuals who have not completed the requirements included herein, said requirements are waived.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). Administrative History: Original rule filed October 11, 2005; effective December 25, 2005.

* If a roll-call vote was necessary, the vote by the Agency on these rulemaking hearing rules was as follows:

Board Member	Aye	No	Abstain	Absent	Signature (if required)
Mark Archer	X				
Barbara Blanton	X				
Hal Buttram				X	
Robert T. Lee	X				
Ike Lowry	X				
Randy Porter			X		
Freddie Rich	X				
Steve Smith	X				
James Sneed	X				

I certify that this is an accurate and complete copy of rulemaking hearing rules, lawfully promulgated and adopted by the Board (board/commission/ other authority) on 08/30/2012, and is in compliance with the provisions of T.C.A. § 4-5-222.

I further certify the following:

Notice of Rulemaking Hearing filed with the Department of State on: *01/24/2012*

Rulemaking Hearing(s) Conducted on: (add more dates). *03/22/2012*

Date: 11/19/2012

Signature: Lynn Questell

Name of Officer: Lynn Questell

Title of Officer: Executive Director

VANESSA D. WILLIAMS STATE OF TENNESSEE NOTARY PUBLIC WILLIAMSON COUNTY

Subscribed and sworn to before me on: November 19, 2012

Notary Public Signature: Vanessa D. Williams

My commission expires on: April 12, 2014

All rulemaking hearing rules provided for herein have been examined by the Attorney General and Reporter of the State of Tennessee and are approved as to legality pursuant to the provisions of the Administrative Procedures Act, Tennessee Code Annotated, Title 4, Chapter 5.

R E Cooper Jr

Robert E. Cooper, Jr.
Attorney General and Reporter

1-22-13
Date

Department of State Use Only

Filed with the Department of State on: _____

Effective on: _____

Tre Hargett
Secretary of State

Public Hearing Comments

One copy of a document containing responses to comments made at the public hearing must accompany the filing pursuant to T.C.A. § 4-5-222. Agencies shall include only their responses to public hearing comments, which can be summarized. No letters of inquiry from parties questioning the rule will be accepted. When no comments are received at the public hearing, the agency need only draft a memorandum stating such and include it with the Rulemaking Hearing Rule filing. Minutes of the meeting will not be accepted. Transcripts are not acceptable.

There were no public comments or written comments submitted to the Board in regards to the proposed rules at the Rulemaking Hearing, conducted on March 22, 2012.

Regulatory Flexibility Addendum
Pursuant to T.C.A. §§ 4-5-401 through 4-5-404, prior to initiating the rule making process as described in T.C.A. § 4-5-202(a)(3) and T.C.A. § 4-5-202(a), all agencies shall conduct a review of whether a proposed rule or rule affects small businesses.

(If applicable, insert Regulatory Flexibility Addendum here)

Economic Impact Statement:

1. Types and estimated number of small businesses directly affected:

Small businesses will not be affected by the proposed rules.

2. Projected reporting, recordkeeping, and other administrative costs:

There are no additional projected reporting, recordkeeping, or other administrative costs associated with these proposed rules.

3. Probable effect on impacted small businesses and consumers:

There will be no probable effect on impacted small businesses and consumers as a result of these proposed rules.

4. Less burdensome, intrusive, or costly alternative methods:
There is no known less burdensome, intrusive or costly alternative methods.

5. Comparison with federal and state counterparts:

The rules appear to comport with other similar state rules, with the exception of the additional training hours required for missing or exploited children. There is no basis for comparison to federal rules or statutes.

6. Effect of possible exemption of small businesses:

There will be no exemptions created by these rules.

Impact on Local Governments

Pursuant to T.C.A. §§ 4-5-220 and 4-5-228 "any rule proposed to be promulgated shall state in a simple declarative sentence, without additional comments on the merits of the policy of the rules or regulation, whether the rule or regulation may have a projected impact on local governments." (See Public Chapter Number 1070 (http://state.tn.us/sos/acts/106/pub/pc1070.pdf) of the 2010 Session of the General Assembly)

The proposed rules will impact local governments that employ emergency call takers or public safety dispatchers, in that the proposed rules add an additional 5 hours of minimum course of study requirements and 2 hours of continuing education involving missing or exploited children. This additional training is offered at no cost from the National Center for Missing and Exploited Children.

Additional Information Required by Joint Government Operations Committee

All agencies, upon filing a rule, must also submit the following pursuant to T.C.A. § 4-5-226(i)(1).

(A) A brief summary of the rule and a description of all relevant changes in previous regulations effectuated by such rule;

These rulemaking hearing rules amend previously adopted rules by adding 5 hours of minimum course of study requirements and 2 hours of continuing education involving missing or exploited children.

(B) A citation to and brief description of any federal law or regulation or any state law or regulation mandating promulgation of such rule or establishing guidelines relevant thereto;

The proposed amendments and new rules of the Board are made pursuant to Tenn. Code Ann. § 7-86-205 and 7-86-306(a)(1).

(C) Identification of persons, organizations, corporations or governmental entities most directly affected by this rule, and whether those persons, organizations, corporations or governmental entities urge adoption or rejection of this rule;

The amendments to the rules will affect emergency communications districts, counties and municipalities that employ emergency call takers or public safety dispatchers. A Notice of Rulemaking Hearing was filed on January 24, 2012 and published in the Tennessee Administrative Record. Notice was published on the Board's website. A public hearing was held on March 22, 2012. There were no public comments on these rules.

(D) Identification of any opinions of the attorney general and reporter or any judicial ruling that directly relates to the rule;

I am unaware of any opinion of the attorney general or any judicial ruling which directly relates to these rules.

(E) An estimate of the probable increase or decrease in state and local government revenues and expenditures, if any, resulting from the promulgation of this rule, and assumptions and reasoning upon which the estimate is based. An agency shall not state that the fiscal impact is minimal if the fiscal impact is more than two percent (2%) of the agency's annual budget or five hundred thousand dollars ($500,000), whichever is less;

These rules are expected to have no fiscal impact on the Board. The rules will have no or minimal fiscal impact on local government. The additional training required by the rules is offered at no cost from the National Center for Missing and Exploited Children.

(F) Identification of the appropriate agency representative or representatives, possessing substantial knowledge and understanding of the rule;

Lynn Questell, Executive Director of the Tennessee Emergency Communications Board, and Curtis Sutton, General Counsel of the Tennessee Emergency Communications Board.

(G) Identification of the appropriate agency representative or representatives who will explain the rule at a scheduled meeting of the committees;

Andy Spears, Director of Intergovernmental Relations of the Tennessee Emergency Communications Board and Curtis Sutton, General Counsel of the Tennessee Emergency Communications Board.

(H) Office address, telephone number, and email address of the agency representative or representatives who will explain the rule at a scheduled meeting of the committees; and

Tennessee Emergency Communications Board, 500 James Robertson Parkway, 5th Floor, Davy Crockett Tower, Nashville, Tennessee 37243, (615) 253-2164. Andy.Spears@tn.gov. Curtis.Sutton@tn.gov.

(l) Any additional information relevant to the rule proposed for continuation that the committee requests.