

E-911 Award
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Nina Cardona

Tennessee's Emergency Communications Board has been singled out as the best in the nation.

Director Anthony Haynes is in Washington, DC this week to accept the first ever award for Best State or Regional Program from the E-911 Institute.

Haynes says Tennessee is unique because it made a priority of providing rural areas with technology that automatically tells emergency operators the location of wireless calls as well as those made on land lines.

AV-E911 q: "...this technology." (:22)

70% of the counties in the United States do not have the location technology available on the cel phone. All counties in Tennessee have that now with the exception of one. And when you look at the financial challenges, when you look at the geography, when you look at the terrain that we had to work with, I like to say, arguably, Tennessee is the national leader when it comes to this technology.

Vermont and Rhode Island are currently the only states with complete coverage, but Haynes notes that due to Rhode Island's smaller size and limited cell phone coverage in Vermont, those states faced fewer challenges than Tennessee.

Haynes says the next step is developing similar technology for calls made over the internet.

Recent complaints against Nashville's 911 call center are unrelated to the state's technical achievements. Critics claim local operators do not properly dispatch police and fire crews.

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