



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Tennessee

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Curtis Sutton	Executive Director	Tennessee Emergency Communications Board



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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2014:

PSAP Type ¹	Total
Primary	132
Secondary	8
Total	

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:

Number of Active Telecommunicators	Total
Full-Time	Unknown
Part-time	Unknown

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	Unknown
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¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



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3a. If an amount cannot be provided, please explain why.

In 2014, Tennessee had 100 local emergency communications districts and one statewide agency that received 911 fees. Districts may or may not receive contributions from local government entities. Each district has its own budget and controls its own costs.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	Unknown
Wireless	Unknown
VoIP	Unknown
Other	Unknown
Total	Unknown

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No

1a. If yes, provide a citation to the legal authority for such a mechanism.

For 2014:
Tenn. Code Ann. § 7-86-108(a)(1)(A) (landline);
Tenn. Code Ann. § 7-86-108(a)(1)(B) (wireless);
Tenn. Code Ann. § 7-86-108(a)(1)(B)(vi) (non-wireline);
Tenn. Code Ann. § 7-86-128 (pre-paid).



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1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No.

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

The law authorizes local emergency communications district (ECD) boards of directors to levy an emergency telephone service charge in an amount not to exceed sixty-five cents (\$.65) per month for residential classification service users and two dollars (\$2.00) per month for business classification users. The 911 fee is remitted to each of Tennessee’s 100 ECDs every two (2) months by the wireline telecommunications service providers operating within each ECD’s boundaries. Tenn. Code Ann. § 7-86-110(a). An ECD may seek a public referendum or request the Tennessee Emergency Communications Board (TECB) to increase the 911 service charge on landlines in the ECD’s service area up to the statutory maximum which may not exceed one dollar fifty cents (\$1.50) for residential classification service users and three dollars (\$3.00) for business classification service users. Tenn. Code Ann. §§ 7-86-108(a)(2)(A); 7-86-306(a)(12).

Non-wireline 911 funding mechanism: The law authorizes the TECB to impose and collect a flat, statewide monthly 911 service charge on the users and subscribers of wireless telecommunications service to assist ECDs in the areas of management, operations and accountability and promote uniform, statewide 911 service. Tenn. Code Ann. §§ 7-86-108(a)(1)(B)(i)(a); 7-86-302(a); 7-86-303(d)((3)(A). The wireless 911 service charge remains at the amount set in 1998, \$1.00 per user or subscriber per month. In 2006, the law was amended to impose this same 911 fee on all non-wireline telecommunications service capable of connecting a person dialing or entering the digits 911 to a 911 call center. The fee is collected by non-wireline telecommunications service providers and remitted to the Board every two (2) months. Tenn. Code Ann. § 7-86-108(a)(1)(B)(ii)(a).

Pre-paid 911 funding mechanism: The law imposes a statewide prepaid wireless emergency telephone



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service charge of fifty-three cents (53¢) on each retail transaction involving the purchase of prepaid wireless telecommunications, except for “minimal amounts” which may be exempted from the fee at the seller’s discretion. The law designates as minimal an amount of service denominated as ten (10) minutes or less, or five dollars (\$5) or less. Tenn. Code Ann. § 7-86-128.



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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		
<p>Tenn. Code Ann. § 7-86-102(d) requires that each ECD use funds received from all sources “exclusively in the operation of the emergency communications district.” Consistent with that mandate, the TECB has established 911 Revenue Standards pursuant to Tenn. Code Ann. § 7-86-306(a)(10), providing guidance to the ECDs on the Required, Permissible and Prohibited Uses of 911 revenue.</p> <p>ECDs are subject to annual audits to assure compliance with the Revenue Standards and generally accepted auditing standards. Audits are submitted to the Comptroller of the Treasury.</p> <p>Both the TECB and the boards of directors for each of Tennessee’s 100 ECDs are authorized to approve the expenditure of funds collected for 911 and E911 purposes so long as the expenditures are consistent with Tennessee law and the TECB Revenue Standards. County Commissions must approve debt to be paid over five years or more.</p>		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? Check one.

- Yes
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.



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Tenn. Code Ann. § 7-86-102(d) requires that each ECD use funds received from all sources “exclusively in the operation of the emergency communications district.” Consistent with that mandate, the TECB has established 911 Revenue Standards pursuant to Tenn. Code Ann. § 7-86-306(a)(10), providing guidance to the ECDs on the Required, Permissible and Prohibited Uses of 911 revenue.

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.



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E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

In 2014, by law, the TECB distributes twenty-five percent (25%) of the revenue generated by the monthly service charge on users and subscribers of non-wireline telephone service to the State's 100 ECDs, based on the proportion of the population of each district to that of the State. Tenn. Code Ann. § 7-86-303(d)(1). The funds are distributed every two months.

The TECB also provides a number of non-statutory funding programs, described below, for the ECDs. Approximately 87% of the TECB's expenditures in FY 2017 were distributed directly to the ECDs.

Specifically, the TECB provides the Recurring Operational Funding (ROF) program to the ECDs to address the gradual decline in landline revenue and the disproportionality of the strictly population-based distribution required by Tennessee law. This program distributes over \$21.6 million annually. Under the ROF program, each district receives a base amount of \$80,000, annually as an acknowledgement of the basic costs intrinsic to providing 911 service without regard to the population served by the ECD. The remainder of the \$21.6 million (\$13.6 million) is divided among the districts based on seven (7) population groups. A set amount is allocated to each group based on the average audited cost ratios of each of the population groups, determined from an analysis of audited financial statements from the 2004/2005 fiscal year. In figuring this calculation, all personnel costs, including salaries and benefits, were excluded in order to assure more equal treatment between districts that dispatch and those that do not. Each ECD in each of the seven (7) population groups receives the same dollar amount. The population groups receive the following annual distributions, updated to reflect the new population counts from the 2010 census, which may be used in the operation of the districts for all purposes permitted under the TECB Revenue Standards:

Population Groups (2010 Census):	Annual distribution to each ECD (per population group):
Under 15,000	\$124,182
15,000 – 29,999	\$142,860
30,000 – 49,999	\$167,214
50,000 - 74,999	\$188,916



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75,000 - 99,999	\$265,860
100,000 - 199,999	\$345,150
over 300,000	\$1,269,936

The TECB has also initiated a recurring program to provide over \$2 million annually to ECDs for dispatcher training. In addition, the Board offers \$10,000 annually to each ECD for GIS mapping maintenance. Further, all revenue the TECB receives from non-wireline telecommunications providers other than cell phone carriers (currently limited to 911 fees on VoIP service) funds a program to incentivize ECDs to upgrade and maintain their GIS mapping systems. A uniform GIS Mapping System incorporating standards established by the National Emergency Number Association (NENA) is being incorporated into Tennessee's Next Generation 911 project because GIS maps will ultimately be used for call routing. ECDs must satisfy certain milestones to qualify for the funding, which are distributed in three payments annually.

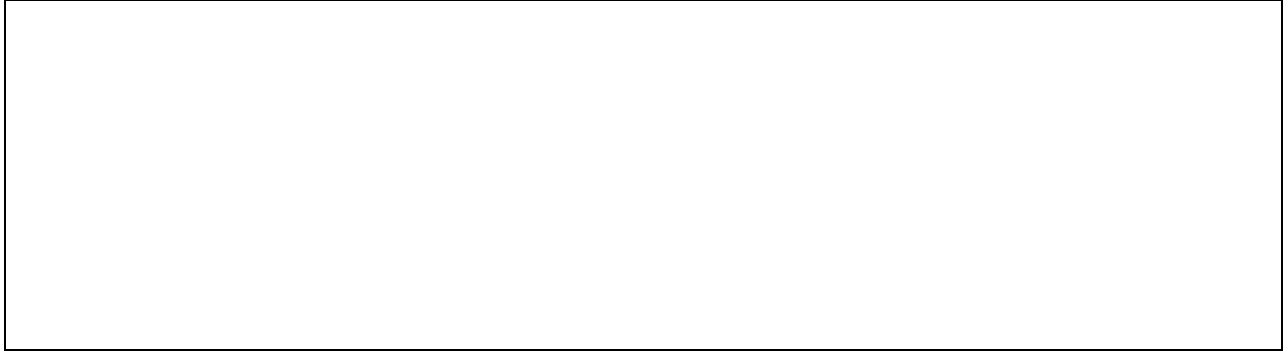
In addition to recurring funding programs, the TECB offers ECDs non-recurring (one-time) funding and reimbursements for the purchase of essential equipment and other items up to the following amounts:

- \$50,000 for Geographic Information System ("GIS") Mapping Systems
- \$40,000 for Controllers
- \$450,000 for Essential Equipment
- \$5,000 for Master Clocks
- \$150,000 to each ECD that Consolidates (to a maximum of 3 ECDs)
- \$1,000 to Train Dispatcher Trainers
- \$100,000 to Cover Uninsured Catastrophic Event Losses

In addition, the TECB has made \$25 million available to ECDs for CPE equipment used to connect them to the IP platform the state is deploying to modernize Tennessee's 911 infrastructure (Next Generation 911 Project). The funding plan provides each ECD with a base amount of \$120,000 plus an additional amount determined by the district's population.



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2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If Yes, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
The TECB offers ECDs non-recurring (one-time) funding and reimbursements for the purchase of essential equipment and other items up to the following amounts:			



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- \$50,000 for Geographic Information System (“GIS”) Mapping Systems
- \$40,000 for Controllers
- \$450,000 for Essential Equipment
- \$5,000 for Master Clocks
- \$150,000 to each ECD that Consolidates (to a maximum of 3 ECDs)
- \$1,000 to Train Dispatcher Trainers
- \$100,000 to Cover Uninsured Catastrophic Event Losses

In addition, the TECB has made \$25 million available to ECDs for CPE equipment used to connect them to the IP platform the state is deploying to modernize Tennessee’s 911 infrastructure (Next Generation 911 Project). The funding plan provides each ECD with a base amount of \$120,000 plus an additional amount determined by the district’s population.

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$.65 to \$3.00	Local emergency communications districts
Wireless	\$1.00	TECB
Prepaid Wireless	\$.53	TECB
Voice Over Internet Protocol (VoIP)	\$1.00	TECB
Other		

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
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Wireline	Unknown
Wireless	\$51,716,235
Prepaid Wireless	\$5,798,370
Voice Over Internet Protocol	\$9,890,235
Other	\$0
Total	\$67,404,840

2a. If an amount cannot be provided, please explain why.

Wireline fees are collected at the local level.

3. Please identify any other sources of 911/E911 funding.

Local emergency communications districts may or may not receive contributions from local government entities.

Question	Yes	No
<p>4. For the annual period ending December 31, 2014, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		



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5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	100%
Local 911 Fees	
General Fund - State	
General Fund - County	
Federal Grants	
State Grants	



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G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question		Yes	No
1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If No, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.			
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)		



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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If yes, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)		
<p>Tenn. Code Ann. § 7-86-102(d) requires that each ECD use funds received from all sources “exclusively in the operation of the emergency communications district.” Consistent with that mandate, the TECB has established 911 Revenue Standards pursuant to Tenn. Code Ann. § 7-86-306(a)(10), providing guidance to the ECDs on the Required, Permissible and Prohibited Uses of 911 revenue.</p> <p>ECDs are subject to annual audits to assure compliance with the Revenue Standards and generally accepted auditing standards. Audits are submitted to the Comptroller of the Treasury.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider’s number of subscribers? Check one.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2a. If yes, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2014. (Enter "None" if no actions were taken.)		



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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If yes, in the space below, please cite any specific legal authority:		
<p>Tenn. Code Ann. 7-86-306(9) In order to effectuate the purposes of this part, the board has the power and authority to administer the deployment of 911 service for emerging communications technologies, including, but not limited to, IP-enabled service, that are capable of connecting users dialing or entering the digits 911 to public safety answering points and other non-wireline services.</p>		

Question	Yes	No
2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If yes, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$73,004,983	



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3. For the annual period ending December 31, 2014, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	77	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.

All wireless carriers were directly connected to the NG911 network. There were over 1,250 wireline trunk order submissions, 415 of which were successfully tested. All PSAPs were at some stage of deployment with 85 tested for live traffic and 72 live on the network.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	0
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	0



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	Unknown

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (e.g., Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

The TECB collects the emergency telephone service charge on users and subscribers of non-wireline telecommunications service capable of contacting a PSAP. The funds are used to fulfill the TECB's statutory mandates of establishing emergency communications for all citizens of the State and assisting the State's 100 ECDs in the areas of management, operations and accountability. For years, the Board has purposefully accumulated funds to deploy NG911. By law, twenty-five percent of all revenue the Board receives from the service charge is distributed directly to the ECDs by the proportion of the population in their service area compared to that of the State's. In addition, the Board offers a number of other funding programs to the ECDs to assure reliable 911 service statewide. The 911 service charge on users and subscribers of non-wireline technology remains at the rate first set by the Board in 1998, \$1.00 per month per subscriber and user. Of the total expenditures in the 2013-2014 fiscal year, the Board paid approximately 82.5% in support of local ECD equipment and operations. The Board had expenditures of about \$73 million during the fiscal year.



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