



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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Estimated time per response: 10-55
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	TN Emergency Communications Board



Federal Communications Commission
Washington, D.C. 20554

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, 2016:

PSAP Type ¹	Total
Primary	140
Secondary	30
Total	170

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, 2016:

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

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.



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$85,300,000
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- 3a. If an amount cannot be provided, please explain why.

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4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2016 to December 31, 2016.

Type of Service	Total 911 Calls
Wireline	Unknown
Wireless	Unknown
VoIP	Unknown
Other	Unknown
Total	3,389,039



Federal Communications Commission
Washington, D.C. 20554

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.

Tenn. Code Ann. §§ 7-86-128 & 7-86-303.

1b. If YES, during the annual period January 1, 2016 to December 31, 2016, 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.

In Tennessee, 911 fees are collected by telecommunications service providers and remitted to the Tennessee Emergency Communications Board (“TECB”). The TECB then distributes a base amount to each of the one-hundred Emergency Communications Districts (“ECDs”) across the state in accordance with Tenn. Code Ann. § 7-86-303.

Effective July 1, 2017, 911 funds will be remitted to the Tennessee Department of Revenue and then transferred to the TECB for distribution to the districts.



Federal Communications Commission
Washington, D.C. 20554

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>The Tennessee Emergency Communications Board (“TECB”), and the board of directors for each of Tennessee’s 100 Emergency Communications Districts (“ECDs”), are authorized to approve the expenditure of 911 funds so long as the expenditures are consistent with state law and revenue standards established by the TECB. All funds must be used to support the long-term solvency and operations of ECDs as well as reasonable and necessary administrative and operational expenses of the TECB. See Tenn. Code Ann. § 7-86-128(a)(2).</p> <p>Funds received by an ECD may only be used for the furtherance of 911 and must be used exclusively in the operation of the ECD. See Tenn. Code Ann. § 7-86-102(d). ECDs are limited to expending funds in accordance with a properly adopted budget. See Tenn. Code Ann. § 7-86-120. Additionally, ECDs are limited to spending 911 funds in accordance with revenue standards established by the TECB pursuant to Tenn. Code Ann. § 7-86-306(a)(11). ECDs are audited annually to ensure compliance with the revenue standards and generally accepted accounting and auditing standards. Audits are submitted to the State Comptroller of the Treasury.</p> <p>The TECB is also limited in expending 911 funds solely for the operational and administrative expenses of the TECB and for the purposes set forth in Tennessee’s Emergency Communications District Laws. See Tenn. Code Ann. § 7-86-303</p>		



Federal Communications Commission
Washington, D.C. 20554

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.

Tenn. Code Ann. §§ 7-86-102, 7-86-114, 7-86-120, 7-86-121, 7-86-122, 7-86-128, 7-86-129, 7-86-130, 7-86-303.

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



Federal Communications Commission
Washington, D.C. 20554

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.**

All 911 funds collected in Tennessee are deposited in the state treasury in a separate interest-bearing fund known as the 911 Emergency Communications Fund. Disbursements from this fund are limited solely to the operational and administrative expenses of the TECB and the purposes as expressed in the state emergency communications laws, Tenn. Code Ann. § 7-86-101, et seq. See Tenn. Code Ann. § 7-86-303(d).

Authorized operational and administrative expenditures include distribution of the base amount to each ECD, implementation and maintenance of an IP-based NG911 program, and funding to the Tennessee Regulatory Authority for the Tennessee relay services/telecommunications devices access program (“TRS/TDAP”), which provides assistance to those Tennesseans whose disabilities interfere with their use of communications services and technologies.

The TECB annually distributes to each emergency communications district a base amount equal to the average of total recurring annual revenue the district received from distributions from the board and from direct remittance of 911 surcharges for fiscal years 2010, 2011, and 2012. See Tenn. Code Ann. § 7-86-303(e). One sixth of the base amount for each district is distributed by the TECB bi-monthly. The base amounts for each district in the state can be found on the TECB website, <http://www.tn.gov/commerce/section/e911>.

During fiscal year 2016, a total of \$102,699,664 was collected from the 911 surcharge, including \$135,118 in interest. The Board had total expenditures of approximately \$100.1 million for the fiscal year. Payments to ECDs totaled \$85.3 million, constituting 83% of the total revenues collected and 85.2% of the total expenditures made. Payments to ECDs included \$81.8 million for statutory distributions and \$3.5 million for non-recurring support programs. Payments to individual districts are identified in Exhibit E.

The Board paid under \$44,000 in cost recovery to carriers to operate, maintain or enhance the State’s 911 network. Approximately \$11.8 million was expended for NG911 with \$1.1 million of this paid to ECDs. Approximately \$2.2 million was expended for administration, including contracts with technical consultants and training. The Funding Modernization Act also requires the Board to reimburse the TRA for the Tennessee Relay Services/Telecommunications Devices Access Program (“TRS/TDAP”) and the Board reimbursed the TRA almost \$2.1 million for this program.

Seventy-five percent (75%) of any excess 911 surcharge revenue, e.g. revenue collected in excess of fiscal requirements of the TECB and bi-monthly payments submitted to the ECDs, is distributed back to the ECDs in proportion to the base amounts received by the ECDs.



Federal Communications Commission
Washington, D.C. 20554

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, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



Federal Communications Commission
Washington, D.C. 20554

The TECB offered 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

The TECB also made \$25 million available to ECDs for CPE equipment used to connect them to the state-wide NG911 platform the state is deploying to modernize Tennessee’s 911 infrastructure. The funding plan provided each ECD with a base amount of \$120,000 plus an additional amount determined by the district’s population.

As of January, 2015, the TECB ceased these funding programs due to the new funding law. However, the TECB is still distributing funds from the essential and necessary equipment fund until the funding is exhausted.

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	\$1.16	State
Wireless	\$1.16	State
Prepaid Wireless	\$1.16	State
Voice Over Internet Protocol (VoIP)	\$1.16	State



Federal Communications Commission
Washington, D.C. 20554

Other	\$1.16	State
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- 2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

Service Type	Total Amount Collected (\$)
Wireline	
Wireless	
Prepaid Wireless	
Voice Over Internet Protocol (VoIP)	
Other	
Total	\$102,699,664

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

Telecommunications service providers collect the 911 surcharge on wireline, wireless, prepaid, VoIP and any other services capable of reaching a PSAP via dialing 9-1-1. They remit surcharges to the TECB without distinction of what type of service is provided.

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

ECDs may receive contributions from local governments or other sources.



Federal Communications Commission
Washington, D.C. 20554

Question	Yes	No
4. For the annual period ending December 31, 2016, 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? <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		

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	



Federal Communications Commission
 Washington, D.C. 20554

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

Question		Yes	No
1. In the annual period ending December 31, 2016, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? 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)		



Federal Communications Commission
Washington, D.C. 20554

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, 2016. (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 911 Revenue Standards established pursuant to Tenn. Code Ann. § 7-86-306(a)(11), which provide 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. ECDs are also prohibited from spending 911 revenue except as specifically set forth in their annual budgets.</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, 2016. (Enter "None" if no actions were taken.)		



Federal Communications Commission
Washington, D.C. 20554

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:		
Tenn. Code Ann. § 7-86-128, 7-86-306(a)(9).		

Question	Yes	No
2. In the annual period ending December 31, 2016, 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 (\$)	Approximately \$11,800,000 was expended by the TECB to implement and deploy NG911 during 2016.	



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2016, 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"/>	100	<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"/>



Federal Communications Commission
Washington, D.C. 20554

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.

As of December 31, 2016 108 PSAPs tested for live traffic and 99 are live on the network. 2866 of 2900 (or 99%) trunks across all carriers have completed call-through testing and are currently delivering live wireline traffic, or are currently pending carrier traffic migration.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2016, 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, 2017, how many PSAPs do you anticipate will become text capable?	0



Federal Communications Commission
Washington, D.C. 20554

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2016, 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, 2016, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity 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"/>



Federal Communications Commission
Washington, D.C. 20554

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 911 surcharge from service providers and uses those funds 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. A majority of 911 funds collected by the state are redistributed to the local ECDs to support local operations. The TECB works closely with the ECDs to ensure those funds are used to provide efficient and effective 911 service across the state.

The TECB also purposefully accumulated reserve funds to further meet its statutory mandate of deploying the most technologically advanced 911 service across the state, and it continues to progress with a state-wide IP-enabled NG911 network. The TECB's expenditures of 911 funds towards the advancement of NG911 in Tennessee has effectively resulted in one of the most advanced state-wide NG911 networks in the nation.

The 911 Funding Modernization and IP Transition Act, which took effect January 1, 2015, created a uniform 911 surcharge of \$1.16 on all services capable of contacting 911 in Tennessee. The Tennessee Advisory Commission on Intergovernmental Relations ("TACIR") will study, and report on, the effectiveness of the \$1.16 surcharge on or before September 15, 2017.