**Approved by OMB**

**3060-1122**

**Expires: March 31, 2025**

**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 (the Bureau) seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act, as amended by Section 902.[[1]](#footnote-2)

**Instructions for Filling Out the Questionnaire**

**Please read and follow these general instructions:**

* Please complete all sections of this form.
* Please enter only numeric responses where requested.
	+ Dollar or percentage signs, decimal points, and thousands separator commas are acceptable.
	+ Blank responses, “None”, “Unknown”, or “N/A” are also acceptable.
	+ To facilitate the Bureau’s calculations for the Annual Fee Report, please avoid stray characters such as: \*, ~, (), or [] in numeric responses.
* Use the associated Addendum fields to enter other information, such as footnotes, qualifiers, text, descriptions, and/or explanations.
* All responses should pertain to calendar year (January 1 – December 31), not fiscal year.
* Unless otherwise directed, please provide requested information directly on this form, rather than submit, refer to, and/or rely on supplemental materials.
* Please consolidate separate response forms (and/or responses to individual questions) completed by counties, municipalities, or other local jurisdictions into one response form for the entire state, using sums and averages as appropriate.
1. **Filing Information**

**A1. Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Tennessee |

**A2. Name, Title and Organization of Individual Filing Report**

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| **Name** | **Title** | **Organization** |
| Curtis Sutton | Executive Director | Tennessee Emergency Communications Board |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**

**B1. Please provide the total number of active primary and secondary Public Safety Answering Points (PSAPs) in your state or jurisdiction that received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2023. PSAPs that did not receive funding derived from the collection of 911/E911 fees need not be included in the response boxes, but may be reported in Addendum Section B1.**

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| **PSAP Type[[2]](#footnote-3)** | **Number of PSAPs** |
| Primary | 116 |
| Secondary | 15 |
| **Total** | 131 |

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| **Addendum Section B1** |
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**B2. Please provide the total number of active telecommunicators[[3]](#footnote-4) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2023. Telecommunicators that were not funded through the collection of 911 and E911 fees need not be included in the response boxes, but may be reported in Addendum Section B2.**

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| **Telecommunicator Type** | **Number of Active Telecommunicators Funded by 911/E911 Fees** |
| Full Time | Unknown |
| Part Time | Unknown |

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| **Addendum Section B2** |
| Tennessee emergency communications districts (“ECDs”) are autonomous municipal governments. Some districts choose to use 911 revenues to employ telecommunicators and some choose to use the funds to support local governments agencies that employ telecommunicators. There is no requirement for ECDs to report the number of telecommunicators hired or supported. There are approximately 770 call taking positions ("CTPs") in the State and each CTP requires approximately 5 personnel to occupy the CTP 24 hours per day. It is unknown whether the personnel filling those CTPs are full time, part time, or employees of the ECD or local governments.  |

**B3. For the annual period ending December 31, 2023, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount ($)** | Unknown |

**B3a. If an amount cannot be provided, please explain why.**

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| Tennessee ECDs operate and report on a fiscal year basis from July 1 through June 30. Audits reflect annual costs that are recorded in ECD’s books, but expenditures made for 911 service by contributing local governments are not included.  |

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| **Addendum Section B3** |
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**B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | Unknown |
| Wireless  | Unknown |
| VoIP | Unknown |
| Other (report 911 texts separately below in B.4a) | Unknown |
| **Total** | 3,487,267  |

**B4a. Please provide the total number of 911 texts that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| Texts to 911 | Unknown |

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| **Addendum Section B4** |
| There is an error in Tennessee’s 2022 filing. In response to Question B4, Total 911 Voice Calls, we inadvertently included 3 of the quarterly totals in the annual total. The correct number for 2022 was 3,471,260. |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

**C1. 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 ………………….. [x]
* No ………………..….. [ ]

**C1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| Tenn. Code Ann. §§ 7-86-128, 7-86-130 & 7-86-303 |

**C1b. If YES to C1, during the annual period January 1, 2023 to December 31, 2023, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism?** *Check* ***one*** *(leave blank if NO to C1).*

* Yes ………………….. [ ]
* No ………………..….. [x]
* Unknown ………..….. [ ]

**C1c. If YES to C1b., provide a description of amendments, enlargements, or alterations to the funding mechanism, if applicable.**

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| **Addendum Section C1** |
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**C2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees**? *Check* ***one***. *If both State and local authorities collect fees, please check the “hybrid approach” box only.*

* The State collects the fees ………………………………….. [x]
* A local authority collects the fees ……………………….… [ ]
* A hybrid approach where two or more governing bodies

 (*e.g.*, state and local authority) collect the fees …………….. [ ]

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| **Addendum Section C2** |
| Tenn. Code Ann. §§ 7-86-128 & 7-86-303 |

**C3. Describe how the funds collected are made available to localities.**

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| 911 fees are collected by telecommunications service providers, remitted to the Tennessee Department of Revenue, and transferred to the Emergency Communications Fund. 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 Tennessee Emergency Communications Board ("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). The TECB distributes a base amount from the fund to each of the one-hundred ECDs across the state in accordance with Tenn. Code Ann. § 7-86-303 which establishes 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 Tenn. Code Ann. § 7-86-130 also requires annual distribution to ECDs of excess revenue not distributed during the prior fiscal year and this is distributed as required by TECB policy number 15. TECB by policy established supplemental recurring funding programs: Controller Subsidy on 5/2/18 and Surcharge Subsidy on 12/2/20. |

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

**D1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** *Check* ***one***.

* The State has authority to approve the expenditure of funds ………………….….. [ ]
* One or more local authorities has authority to approve the expenditure of funds… [ ]
* A hybrid approach where two or more governing bodies (e.g., state or local authority) have authority to approve the expenditure of funds ………………………………. [x]

**D1a. 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.).**

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| Pursuant to Tenn. Code Ann. § 7-86-306(a)(11), the TECB is required to establish operating standards concerning acceptable uses of revenue.The boards of directors for each of Tennessee’s 100 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). 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.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. 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, which provides assistance to those Tennesseans whose disabilities interfere with their use of communications services and technologies. |

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| **Addendum Section D1** |
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**D2. Has your state established a funding mechanism that mandates *how* collected funds can be used?** *Check* ***one***.

* Yes ………………….. [x]
* No ………………..….. [ ]

**D2a.** **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, 7-86-114, 7-86-120, 7-86-121, 7-86-122, 7-86-128, 7-86-129, 7-86-130, 7-86-303 |

**D2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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1. **Description of Uses of Collected 911/E911 Fees**

**E1. 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.**

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| 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, 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. |

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| **E2. Please identify the uses of the collected funds.[[4]](#footnote-5) *Check all that apply*.** |
| **Type of Cost** | **Yes** | **No** |
| **PSAP operating costs, including technological innovation that supports 911** | Lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of PSAP building/facility | **[x]**  | **[ ]**  |
| NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS) | **[x]**  | **[ ]**  |
| **PSAP personnel costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **PSAP administrative costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Costs for integration and interoperability of 911 systems and public safety/first responder radio systems** | Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations | **[x]**  | **[ ]**  |
| Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems | **[x]**  | **[ ]**  |
| **Grant programs** |  | **[ ]** **If YES, see E2a.** | **[x]**  |
| **E2a. During the annual period ending December 31, 2023, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of such grants.** |
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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| **F1. Please describe the amount of 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 – provide *either* fee ($) or percentage (%)** *(leave inapplicable cell blank for each type)* | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance***Check* ***one*** *for each Service Type. If both State and County/Local Authorities receive remittances, please check the “Combination” box only.* |
| **State** | **County or Local Authority** | **Combination of State and County/Local** |
| **Wireline – monthly fee ($) or percentage (%)** | $1.50 | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Wireless – monthly fee ($) or percentage (%)** | $1.50 | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction**  | $1.50 | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $1.50 | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Other – monthly fee ($) or percentage (%)** | $1.50 | **[x]**  | **[ ]**  | **[ ]**  |
|      % |

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| **Addendum Section F1** |
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**F2. For the annual period ending December 31, 2023, please report the total amount collected pursuant to the assessed fees or charges described in Question F1.**

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| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | Unknown |
| Wireless | Unknown |
| Prepaid Wireless | $28,424,428.74  |
| Voice Over Internet Protocol (VoIP) | Unknown |
| Other | Unknown |
| **Total** | $150,486,381.03 |

**F2a. If an amount cannot be provided, please explain why.**

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| Telecommunications service providers collect the 911 surcharge on wireline, wireless, VoIP and any other services capable of reaching a PSAP by dialing 911. The surcharges are remitted to the TECB without distinction as to what type of service is provided. Prepaid fees are collected at the point of sale and remitted separately from remitters of sales tax and prepaid wireless collections are reported apart from the others. |

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| **Addendum Section F2** |
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**F3. Please identify any other sources of 911/E911 funding.**

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| Tenn. Code Ann. § 7-86-109 allows local ECDs to receive additional funding. The statute states:In order to provide additional funding for the district and the service, the governing body of the district may receive funds from federal, state and local government sources, as well as funds from private sources, including funds from the issuance of bonds, and may expend such funds for the purposes of this part. Any legislative body of a municipality or county creating a district under the terms of this chapter may appropriate funds to the district to assist in the establishment, operations, and maintenance of such district.The primary source of TECB funding is the $1.50 fee. However, the balance of the emergency communications fund is invested with the State Pooled Investment Fund and draws interest. Tenn. Code Ann § 7-86-303(d) states all interest or earnings transferred to the fund may be allocated by the board. Also, Tenn. Code Ann. § 7-86-306(a) (7) describes that the board may accept gifts, grants, or other moneys, and to receive appropriations that may be made by law. |

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| **Question** | **Yes** | **No** |
| **F4. For the annual period ending December 31, 2023, 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****.* | **[x]**  | **[ ]**  |
| **Per** |
| Local government contributions of cash to emergency communications districts are generally about 25% of the total revenues reported by the emergency communications districts. Unidentified amounts of additional support are provided by local governments, but are not reflected in the financial records of the emergency communications districts.  |

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| **Addendum Section F4** |
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| **F5. 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 | 68.39 |
| Local 911 Fees | 9.42 |
| General Fund - State | 0 |
| General Fund - County | 16.17 |
| Federal Grants | 0 |
| State Grants | 6.02 |

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| **Addendum Section F5** |
| 2023 calendar year data is not available. Data percentages were calculated based on fiscal year 2022 audit reports and reported as calendar year 2023 percentages because there would be no material change. The contributions identified as "General Fund - County" include contributions from local municipalities. "Local 911 Fees" include interest, gain or loss on disposal of assets, rental income, contract services, and other revenues.  |

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

For the purposes of this questionnaire, diversion is the obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions identified in 47 CFR § 9.23 of the Commission’s rules as acceptable.

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| **Question** | **Yes** | **No** |
| **G1. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended solely for acceptable purposes and functions as provided under 47 CFR § 9.23?** *Check* ***one***. | **[x]**  | **[ ]**  |
| **G1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were obligated or expended for purposes or functions other than those designated as acceptable under 47 CFR § 9.23, 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 purposes or functions for such funds.** |
| **Amount of Funds ($)** | **Identify the purposes or functions other than those designated as acceptable by the Commission for which the 911/E911 funds were obligated or expended. (*If you need more rows for your response, please enter the information in Addendum Section G1.*)** |
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| **Addendum Section G1** |
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| **Question** | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure?** *Check* ***one***. | **[x]**  | **[ ]**  |
| **G2a. If YES to G2, are all of the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911-originated information to emergency responders? For the purposes of this questionnaire, 911-originated information includes all data and information delivered between the 911 request for assistance and the emergency responders.**  | **[x]**  | **[ ]**  |
| **G2a(i). If NO to G2a, please explain.** |
|  |
| **G2b.** **If YES to G2, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.**  |
| **Amount of Funds ($)** | **Description of such obligations or expenditures. (*If you need more rows for your response, please enter the information in Addendum Section G2.*)** |
| Unknown | Expenditures for radio equipment and networks are made at the local level by ECDs and data is not collected or tracked by TECB in reviewing change in net position |
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| **Addendum Section G2** |
| 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. In accordance with the 911 Revenue Standards, the expenditures for radio equipment and networks for use in the exclusive operation of a local 911 district is permissible.  |

**Safe Harbor for Multi-Purpose Fees**. Section 9.23(d) of the rules provides an elective safe harbor for states and taxing jurisdictions that designate multi-purpose fees or charges for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services. *See* 47 CFR § 9.23(d). The rule provides that the obligation or expenditure of such a fee or charge will not constitute diversion if the state or taxing jurisdiction (i) specifies the amount or percentage of such fees or charges that is dedicated to 911 services; (ii) ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and (iii) obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under the Commission’s rules.

**G3. Does your state or taxing jurisdiction collect multi-purpose fees or charges designated for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services?**[[5]](#footnote-6) *Check* ***one****.*

* Yes ………………….. [ ]
* No ………………..….. [x]

**If YES to G3, please answer Questions G3a – G3c below. If NO to G3 above, leave Questions G3a – G3c below blank.**

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| **Question**  | **Yes** | **No** |
| **G3a. Does the state or taxing jurisdiction specify the amount or percentage of such fees or charges that is dedicated to 911 services?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **Question** | **Response** |
| **G3a(i). Cite to the authority by which the state or taxing jurisdiction specifies the amount or percentage.**  |       |
| **G3a(ii). Indicate the amount or percentage of such a fee dedicated to 911 services. Provide *either* dollar amount or percentage.** *(Leave inapplicable cell blank.)* | $      |
|      % |
| **Question**  | **Yes** | **No** |
| **G3b. Does the state or taxing jurisdiction ensure that the 911 portion of such fees or charges is segregated and not commingled with any other funds?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **G3b(i). Cite to the authority by which the state or taxing jurisdiction segregates such fees.** |
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| **Question**  | **Yes** | **No** |
| **G3c. Does the state or taxing jurisdiction obligate or expend the 911 portion of such fees or charges only for the purposes and functions designated by the Commission as acceptable pursuant to 47 CFR § 9.23?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **G3c(i). If NO to G3c, please explain.** |
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| **Addendum Section G3** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| **H1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been obligated or expended for acceptable purposes and functions as designated under the Commission’s rules?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **H1a.** **If YES, provide a description of: (i) the mechanisms or procedures and (ii) any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2023.** *(Enter “None” if no actions were taken.)* |
| 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. In accordance with the 911 Revenue Standards, the purchase of radios for use in the exclusive operation of a local 911 district is permissible. 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. |

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| **Addendum Section H1** |
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| **Question** | **Yes** | **No** |
| **H2. 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****.* | **[x]**  | **[ ]**  |
| **Question** | **Yes** | **No** | **N/A** |
| **H2a. Did your state conduct an audit of service providers in connection with such auditing authority during the annual period ending December 31, 2023?** *Check* ***one****; check N/A if Question H2 response above is NO*.  | **[ ]**  | **[x]**  | **[ ]**  |
| **H2b. If YES to H2 and H2a, 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, 2023.** *(Leave blank if not applicable / no actions were taken.)* |
| The Department of Revenue has the authority to audit service providers; however, the TECB is unaware of any audit activity. The Department of Revenue audits 911 surcharge collections and remittances in the same rotation and under the same determining criteria as sales tax audits. |

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| **Addendum Section H2** |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| **I1. Does your state or jurisdiction classify expenditures on Next Generation 911 (NG911) as within the scope of acceptable purposes and functions for the obligation or expenditure of 911 fees or charges?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **I1a. If YES, please cite any specific legal authority:** |
| Tenn. Code Ann. § 7-86-128, 7-86-306(a)(9) |

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| **Question** | **Yes** | **No** |
| **I2. In the annual period ending December 31, 2023, has your state or jurisdiction expended funds on NG911 programs?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **I2a. If YES, please enter the dollar amount that has been expended during the annual period.** |
| **Amount****($)** | 14,496,988 |

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| **Addendum Section I2** |
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| **I3. For the annual period ending December 31, 2023, please provide the number of PSAPs that operated on each type 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** |
| I3a. A single, state-wide ESInet | **[x]**  | **[ ]**  | 144 including backup PSAPs | **[ ]**  | **[x]**  |
| I3b. Local (*e.g.*, county) ESInet(s) | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| I3c. Regional ESInets | **[ ]**  | **[x]**  | [If one Regional ESInet is in operation, provide the total PSAPs on the first line below. If more than one Regional ESInet is in operation, provide the total PSAPs operating on each ESInet.] |  |  |
| Name of Regional ESInet 1:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| **If more Regional ESInets operate in your state or taxing jurisdiction, please list the names of Regional ESInets 8 and higher, and numbers of associated PSAPs, in the space below:** |
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| **Addendum Section I3** |
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**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2023.**

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| Under the TECB's contract with AT&T for NG9-1-1 services, each 9-1-1 call center will benefit from two redundant physical connections to the NG9-1-1 network, alongside a wireless backup connection through AT&T’s FirstNet wireless network.The TECB's expenditures for NG9-1-1 encompassed several key initiatives:1. Migrating PSAPs to AT&T ESInet2. Financing the start-up costs associated with the statewide hosted controller, also known as the Call Handling as a Service program.3. Maintenance of a twenty-four-hour network operations center dedicated to assisting PSAPs with technical issues.4. Procurement of Esri GIS software licenses, essential for the functionality of the NG9-1-1 project. |

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| **I4a. Based on your response to I4, please indicate which categories of NG911 expenditures from this non-exhaustive list apply.** | ***Check all that apply*.** |
| **General Project or Not Specified** | **[x]**  |
| **Planning or Consulting Services** | **[x]**  |
| **ESInet Construction** | **[x]**  |
| **NG911 Core Services** | **[x]**  |
| **Hardware or Software Purchases or Upgrades** | **[x]**  |
| **GIS** | **[x]**  |
| **NG911 Security Planning** | **[x]**  |
| **Training** | **[x]**  |

**I5. As of December 31, 2023, how many PSAPs within your state have implemented text-to-911 and are accepting texts? Please refrain from non-numeric responses such as “all PSAPs.” Enter any text in Addendum Section I5.**

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| **Total Number of PSAPs Accepting Texts as of December 31, 2023** | 84 |

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| **Addendum Section I5** |
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**I6. By the end of the *next* annual period ending December 31, 2024, how many *total* PSAPs do you anticipate will have implemented text-to-911 and will be accepting texts?**

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| **Estimated Total Number of PSAPs Accepting Texts as of December 31, 2024** | 115 |

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| **Addendum Section I6** |
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1. **Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| **J1. During the annual period ending December 31, 2023, did your state expend funds on cybersecurity programs for PSAPs?**  | Yes**[ ]**  | No**[x]**  |       |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| **J2. During the annual period ending December 31, 2023, how many PSAPs in your state either had a cybersecurity program or participated in a regional or state-run cybersecurity program?** | Unknown |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| **J3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (April 2018) for networks supporting one or more PSAPs in your state or jurisdiction?**[[6]](#footnote-7) *Check* ***one****.* | **[ ]**  | **[ ]**  | **[x]**  |

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**

**K1. 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.**

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| 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 911 Emergency Communications Fund is a separate fund of deposits in the state treasury comprised of 911 surcharges collected by the TECB and interest accumulated on those deposits. The 911 surcharge is the TECB’s sole recurring revenue source. It is levied on communications services that are capable of contacting a PSAp by entering or dialing the digits 911. Disbursements from the fund are limited solely to the operational and administrative expenses of the TECB. Authorized operational and administrative expenditures include distributing a statutorily-determined amount of base funding to each ECD, implementing and maintaining an IP-based NG911 network, and funding the Tennessee Regulatory Authority for the Tennessee Relay Services/Telecommunications Devices Access Program, which provides assistance to those Tennesseans whose disabilities interfere with their use of communications services and technologies.In addition to providing Tennessee's NG911 network, text-to-911 platform, the TECB provides an on-line training service at no cost to Tennessee’s 911 telecommunicators. This training initiative averaged more than thirteen hundred (1300) hours of training each month in FY2023. The platform provides a direct benefit to the frontline operations of 911 in Tennessee, saving local jurisdictions significant time and money. It allows local 911 personnel to meet Tennessee’s training requirements while reducing travel, staffing, and tuition costs on ECDs. During FY2023, there were over 2900 users registered on the platform, and over 11,000 hours of content was delivered to Tennessee’s 911 telecommunicators. 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. This rate increased to $1.50 on January 1, 2021.The TECB's Annual Report on 911 progress and expenditures can be found here: https://www.tn.gov/commerce/e911/financial-information/annual-report.html |

1. **Underfunding of 911**

For the purposes of this questionnaire, underfunding occurs when funding levels are below the levels required for optimal performance of 911 operations.

**L1. Describe the impact of any underfunding of 911 services in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not experience underfunding*.

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| N/A |

**L2. Describe how any fee diversion affected 911 underfunding in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not divert.*

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| N/A |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** **PRA@fcc.gov****.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

1. *See* Consolidated Appropriations Act, 2021, Public Law 116-260, Division FF, Title IX, section 902. [↑](#footnote-ref-2)
2. 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 (NENA), Master Glossary of 9-1-1 Terminology at 174 (June 22, 2021), <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards-archived/nena-adm-000.24-2021_final_2.pdf>. [↑](#footnote-ref-3)
3. For the purposes of this questionnaire, 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 voice, text, and multi-media calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* <https://nenawiki.org/wiki/Telecommunicator>. [↑](#footnote-ref-4)
4. *See* 47 CFR § 9.23(b)(1)–(5). [↑](#footnote-ref-5)
5. For purposes of this question, please report only multi-purpose fees or charges “applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services,” where a portion of those fees or charges supports 911 services. 47 CFR § 9.22. Please do not report multi-purpose fees or charges applicable to other types of items (e.g., do not report multi-purpose fees on real estate where a portion of those fees supports 911 services). [↑](#footnote-ref-6)
6. National Institute of Standards and Technology, Framework for Improving Critical Infrastructure Cybersecurity (2018), <https://nvlpubs.nist.gov/nistpubs/cswp/nist.cswp.04162018.pdf>. [↑](#footnote-ref-7)