



2005-2006

ANNUAL REPORT*

OF THE

TENNESSEE EMERGENCY
COMMUNICATIONS BOARD

* This Annual Report covers the time period from the second quarter of 2005 through April 2006.

TABLE OF CONTENTS

Introduction.....	3
Statement of the Chairman	4
Overview	6
Members of the Tennessee Emergency Communications Board	8
Staff of the Tennessee Emergency Communications Board	9
Board Activities and Outreach Efforts	10
Status of Statewide Implementation of Wireless E-911 Service	10
Wireless Carrier Deployment Status Report	10
Voice Over Internet Protocol Deployment Status Report	10
TECB Administrative Update.....	10
New TECB Policies	11
TECB Grants and Reimbursements	13
Status of Wireless Fund	14
Status of TECB Advisory Committees	15
Status of Dispatcher Training Regulations	17
Correction of Route Outs	17
Tracking of Misroutes	18
Activities to Encourage Consolidation	18
TERT (Telecommunicator Emergency Response Taskforce)	18
Increases to the Emergency Telephone Service Charge on Landlines	18
Financially Distressed Districts	19
Status of Johnson County ECD/Mountain City Dispute	21

Appendix	22
1. Chart Showing Reimbursement and Grant Distribution by TECB	23
A. GIS Mapping Reimbursement	23
B. GIS Mapping Maintenance Grant	23
C. Rural Dispatcher Assistance Grant	23
D. Master Clock Reimbursement	24
E. Controller Reimbursement	24
F. Consolidation Reimbursement	24
G. Dispatcher Training Teacher Reimbursement	24
H. Equipment Reimbursement	24
I. Uninsured Catastrophic Loss Reimbursement	24
2. Chart Showing Division of Emergency Communications Districts into Tiers	25
3. Chart Showing Distribution of Wireless Funds	26
4. Landline Rate Chart	28
5. Chart Showing Financially Distressed Districts	29
6. Chart Showing Status of Applications to Increase to Emergency Telephone Service Charge	30
7. Summary of Audit Report Findings	36
8. Report on Annual Expenditures	39
9. Pie Chart Showing Breakdown of Wireless 911 Charge	40
10. List of Counties Eligible for Rural Dispatcher Grant under Amended Criteria	41
11. Tenn. Comp. R. & Reg. 0780-6-2 (Dispatcher Training Regulations)	43

INTRODUCTION

Pursuant to Tenn. Code Ann. §§ 7-86-108(a)(1)(B)¹ and 7-86-315,² the Tennessee Emergency Communications Board (the “Board”) hereby proffers its annual report to the Governor, Speakers of the General Assembly and the Senate and House Finance, Ways and Means Committees. This annual report of the Board’s activities covers the period from the second quarter of 2005 through April 2006.

¹ Tenn. Code Ann. § 7-86-108(a)(1)(B) states in pertinent part:

The board shall report annually to the finance, ways and means committees of the senate and the house of representatives on the status of statewide implementation of wireless enhanced 911 service and compliance with the federal communications commission order, the status and level of the emergency telephone service charge for CMRS subscribers and users, and the status, level, and solvency of the 911 Emergency Communications Fund.

² Tenn. Code Ann. § 7-86-315 states in pertinent part:

The board shall report annually to the governor and the speakers of the general assembly on the activities of the board for the preceding year. The board shall receive and consider from any source whatsoever, whether private or governmental, suggestions for amendments to this chapter.

STATEMENT OF THE CHAIRMAN

On behalf of the members of the Emergency Communications Board, I am pleased to present you with a report of the Board's major activities and accomplishments from the second quarter of 2005 to April 2006. The year 2005 stands out as a time of achievement for emergency communications in Tennessee. Our state attained a key objective in April 2005 when the last of its 100 Emergency Communications Districts ("ECDs") began providing Phase II wireless 911 service. Phase II technology provides automatic location information (latitude and longitude measurements) to call takers receiving 911 calls from properly equipped cellphones. Tennessee was the third state in the nation to reach this milestone. In addition, Tennessee's status as a national 911 leader was recognized by the E-911 Institute, the agency that provides support to the Congressional E-911 Caucus, in March of last year when our state received an award for Best State or Regional Program.

Since our last report in May 2005, considerable technical and financial assistance has been provided to Tennessee's ECDs to assist with implementation, maintenance and/or operations. By April 2006, all but approximately six of the ECDs had taken advantage of the Board's program to provide up to \$50,000 toward the purchase of GIS mapping systems. In November 2005, the Board broadened the eligibility requirements for its \$40,000 system and controller upgrade reimbursement, which was originally available only to rural districts. The program is now available to all districts. In addition, the Board began the process of developing a plan to assist districts with declining landline revenues and ameliorate the inequities arising from the distribution of the wireless service charge solely by population. Under a plan unanimously adopted by the Board in April 2006, each district will receive \$150,000 for the purchase of essential and necessary equipment to be selected from a two tiered list. The first tier includes items essential to the operation of a 911 call center. Districts that certify that they already have the essential equipment and it is operational, may select from a second list of optional equipment. Each request for reimbursement is reviewed under the Board's approval process. This program will allow districts the flexibility, no matter their size, to customize their acquisition of equipment to fit their individual needs.

The Board has continued to cooperate with the Tennessee Advisory Commission on Intergovernmental Relations ("TACIR"), the agency charged by the legislature with providing a study of Tennessee's emergency telephone service statutes. At TACIR's recommendation, the Board created two advisory committees, a funding committee to provide direction and data on what 911 fees are expected to cover and recommend a more specific funding method, if needed, and an operations committee to develop more specific minimum equipment standards and specifications and projected replacement times.

No greater concerns face the Board and local emergency communications districts than those posed by emerging telecommunications technologies such as Voice over the Internet Protocol ("VoIP"). As our nation faces the challenge of developing the proper legal and regulatory framework to address VoIP and emerging telecommunications technologies, the Board unanimously voted to commence a feasibility study on implementing a network unconstrained by the 30-year old analog technology that currently underlies much of our infrastructure. In addition, at the Board's request, the General Assembly passed a bill authorizing the Board to assist in the deployment of

technology necessary to upgrade the state's emergency communications system and infrastructure to assure that it has the capacity to adapt and move beyond wireless as new technologies that connect to 911 emerge.

Since the issuance of the last Annual Report, the Board's staff has undergone significant change. The Executive Director, Anthony Haynes, resigned to become the Director of State Relations at the University of Tennessee. After an extensive search, the Board hired Lynn Questell, the Board's General Counsel, to replace him. In 2005, the Board created the position of Director of E-911 Technical Services to fulfill its statutory duty to "provide advisory technical assistance to any emergency communications district upon request."³ Rex Hollaway was hired in October 2005 to serve in that position. Carolyn Reed, formerly an attorney at the Tennessee Regulatory Authority, joined the staff as General Counsel. The Board also hired Jim Barnes in the newly created position of Accounting Manager.

In closing, I wish to acknowledge the continued hard work, dedication and innovation of hundreds of E-911 professionals and telecommunications industry officials. Because of the efforts of so many, Tennessee remains a nationally recognized leader in wireless E-911 deployment.

Sincerely

A handwritten signature in blue ink, appearing to read "R. Porter", is written over a light blue rectangular background.

Randy Porter
Chairman

³ Tenn. Code Ann. § 7-86-306(a)(7) (2005).

OVERVIEW

The Board is a self-funded agency administratively attached to the Department of Commerce and Insurance⁴ created “for the purpose of assisting emergency communications district boards of directors in the area of management, operations, and accountability, and establishing emergency communications for all citizens of the state.”⁵

The Board works on many fronts to facilitate the technical, financial and operational advancement of the state’s 100 emergency communications districts (“ECDs”), which are the statutorily created municipalities⁶ that administer the local E-911 call taking and/or dispatching services. A major focus has been to implement and maintain wireless Enhanced 911 (“E-911”) for the state, as set forth by the Federal Communications Commission (“FCC”) in orders and regulations it has issued on 911-related matters since 1994. In April 2005, Tennessee became the third state in the nation to be Phase II ready statewide, meaning that each ECD possesses the equipment and technology to automatically locate 911 calls from properly equipped cellphones.

By statute, the Board exercises financial and operational oversight over the state’s ECDs.⁷ The Board establishes technical and operational standards, and administers grants and reimbursement programs which distribute funds to ECDs.⁸ It also provides advisory technical assistance to ECDs⁹ upon request. Its enabling legislation authorizes the Board to increase the emergency telephone service charge on landlines in ECDs¹⁰ to the statutory maximum and to provide supervision and evaluation to ECDs that meet the statutory criteria for financial distress.¹¹ In addition, the Board may review decisions of the boards of directors of ECDs upon request by city or county governing bodies.¹²

To assist in fulfilling its statutory mandate to establish a statewide emergency communications system, the Board may provide reimbursement to wireless carriers and others to cover “expenditures to implement, maintain, operate or enhance statewide wireless enhanced 911 service.”¹³ The Board currently administers such a reimbursement program for commercial mobile radio service providers (“wireless carriers”) and others.

As a result of legislation passed in 2003, the Board undertook the process of promulgating rules and regulations governing dispatcher training.¹⁴ The Board’s dispatcher training regulations are now in effect. The Board also works closely with the Tennessee Emergency Numbering Association to ensure that members (most of whom

⁴ See Tenn. Code Ann. §§ 7-86-302, 7-86-303(c) (2005) (The Board is funded by a service charge on users and subscribers of wireless telephones).

⁵ Tenn. Code Ann. § 7-86-302(a) (2005).

⁶ See Tenn. Code Ann. § 7-86-106 (2005).

⁷ Tenn. Code Ann. § 7-86-302 (2005).

⁸ See Tenn. Code Ann. §§ 7-86-306(a)(8) and (9) (2005).

⁹ See Tenn. Code Ann. § 7-86-306(a)(7) (2005).

¹⁰ See Tenn. Code Ann. § 7-86-306(a)(11) (2005).

¹¹ See Tenn. Code Ann. § 7-86-304(d) (2005).

¹² See Tenn. Code Ann. § 7-86-312 (2005).

¹³ Tenn. Code Ann. § 7-86-303(d)(2) (2005).

¹⁴ See Tenn. Code Ann. § 7-86-205 (2005).

are associated with the state's ECDs) are kept abreast of technical and governmental developments in emergency communications.

The nine-member Board is served by a staff of eight.¹⁵ Eight of the nine Board members are appointed by the Governor for a fixed term. The ninth member is the designee of the Office of the Comptroller of the Treasury.

¹⁵ See Tenn. Code Ann. § 7-86-302(b) (2005).

MEMBERS OF THE TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Randy Porter
Chairman

Director, Putnam Co. Emergency
Services
ECD Appointment

The Honorable Wanda Moody*
Vice Chairman

Commissioner, Knox Co.
ECD Appointment

The Honorable Tom Beehan
Vice Mayor, City of Oak Ridge
TML Nominee

Freddie Rich
Director, Maury Co. ECD
ECD Appointment

Charles Bilbrey
Asst. Director Management Services,
Comptroller of the Treasury
Designee of the Comptroller

The Honorable Mike Taylor
County Commissioner, Tipton Co.
TACS Nominee

Katrina Cobb
Director, Broadcast Operations, WLJT,
Martin
Public Citizen Appointment

Johnny Vickers*
Board Member, Gibson Co. ECD
ECD Appointment

Ike Lowry
Director, Sullivan Co. ECD
ECD Appointment

The terms of Ms. Moody and Mr. Vickers expire on June 30, 2006. Pursuant to Tenn. Code Ann. § 7-86-302(c), the Governor appointed Steve Smith, Director of Rutherford County Emergency Communications District, and Carolann Feathers, Director of Fayette County Emergency Communications District, to the Board.

STAFF OF THE TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Lynn Questell	Executive Director
Carolyn Reed	General Counsel
Rex Hollaway	Director of E-911 Technical Service
Duple Travillion	Director of Government & External Affairs
Don Johnson	Director of Audit
James Barnes	Accounting Manager
Sandra Telford	Account Tech II
Vanessa Williams	Administrative Assistant

BOARD ACTIVITIES AND OUTREACH EFFORTS

Status of Statewide Implementation of Wireless E-911 Service

As of April 28, 2005, each of Tennessee's 100 emergency communications districts ("ECDs") were E-911 Phase II ready, meaning that each possesses the equipment and technology to automatically plot the location of 911 calls from properly equipped cellphones. Tennessee was the third state in the nation to reach this milestone, behind Rhode Island and Vermont. Tennessee is in compliance with all applicable E-911 directives issued by the Federal Communications Commission.

Wireless Carrier Deployment Status Report

As of April 2006, the following wireless carriers are offering Phase II service throughout their service areas in Tennessee: Verizon, T-Mobile, Sprint/Nextel, Cingular, Yorkville, Advantage, Eloqui, Triton, Cricket, Alltel, and ClearTalk.

Voice Over Internet Protocol Deployment Status Report

The deployment of 911 service for Voice over Internet Protocol ("VoIP") users and subscribers continues. As of April 2006, Vonage had successfully tested approximately 25 counties to assure their capacity to receive Phase II VoIP calls. Phase II is equivalent to wireless Phase II with regard to call routing and the delivery of address information. Vonage is one of many VoIP Service Providers ("VSP") that will do business in Tennessee as VoIP becomes more popular. VSPs contract with VoIP Positioning Centers ("VPCs") to provide connectivity and call routing to the 911 service providers like Bellsouth and Sprint. Intrado and TCS are currently the primary VPCs operating in Tennessee.

TECB Administrative Update

In April 2005, the Board's Executive Director, Anthony Haynes, resigned to become the Director of State Relations at the University of Tennessee. Lynn Questell, the Board's General Counsel, replaced him as interim executive director. After an extensive search, the Board hired Ms. Questell as its Executive Director in November 2005. During 2005, the Board created the in-house position of Director of E-911 Technical Services to fulfill its statutory duty to "provide advisory technical assistance to any emergency communications districts upon request."¹⁶ Rex Hollaway was hired in October 2005 to serve in that position. The Board also hired Jim Barnes in the newly created position of Accounting Manager in January 2006. Carolyn Reed, formerly an attorney at the Tennessee Regulatory Authority, joined the staff as General Counsel in February 2006.

During the 2006 session of the General Assembly, the Board supported a bill to authorize its staff to assist in the deployment of emerging technologies. The bill was enacted into law. Prior to the passage of this bill, the Board's deployment authority was limited to providing advisory technical assistance only upon request. With the emergence of new 911 technology, the citizens of our state will be better served with a

¹⁶ Tenn. Code Ann. § 7-86-306(a)(7) (2005).

central authority to assist with its deployment. During the 2006 session, the General Assembly also passed a bill authorizing the extension of the emergency telephone service charge, currently applicable to users of wireless telephones, to users of Voice over Internet Protocol communications service and other devices capable of connecting to the state's 911 system. As new technologies emerge, especially those capable of connecting to 911, the state's emergency communications system must be upgraded. The bill assures that new technologies that connect to 911 pay their fair share of the 911 costs.

New TECB Policies

During the past year, the Board has adopted a number of new policies.¹⁷

During the March 17, 2005 meeting, the Board adopted a policy requiring ECDs to notify the Board of any significant 911 service outages. This policy facilitates the Board's involvement in assisting with reestablishing service, if appropriate, and advances the safety and welfare of the state's citizens. The policy also clarifies that no entity other than the Board may authorize a reduction in the level or quality of 911 service. This policy was adopted due to a situation in which a Tier 2 wireless carrier had a bad ESN which defaulted to Memphis. The carrier proposed to take seven of its towers from Phase II to Phase 0 for approximately six weeks and the local ECD agreed. Once the carrier informed the TECB about this, the Board was able to work with the carrier and Phase II was restored in 24 hours.

Policy No. 31 states:

Notice of Outage

Emergency communications districts ("ECDs") or their agents or designees responsible for carrying out "operations of the district," shall notify the Tennessee Emergency Communications Board ("Board") of any failure or decrease in the level of any type or degree of 911 service of a duration over, or predicted to be over, sixty (60) minutes. Such notice shall be provided as soon as practicable after the outage occurs or notice of a predicted outage is received in order to permit the Board to assist in the restoration of service, if appropriate. The Executive Director shall determine the Board's level of involvement, if any, in assisting ECDs, carriers and service providers in restoring the appropriate level of E-911 service.

Consistent with current practice, in the event of service interruptions, ECDs shall be responsible for maintaining and/or restoring service. ECDs and carriers shall receive authorization from the Executive Director or his designee prior to halting or reducing the level or quality of E-911 service within any area of the state.

The Board also adopted a policy setting standards for minimum back-up power. The purpose of this policy is to assure that districts make arrangements for alternate power

¹⁷ The Board's policies are included on its website at www.tnecb.com.

sources, in case a PSAP's main power source failed. The need for this policy was documented by the Chairman's comment that during his site visits he had observed a situation in which backup power was provided by an extension cord, which brought to his attention the need for this policy.

Policy No. 32 states:

Minimum Back-up Power Requirements

Emergency communications districts shall provide their public safety answering points ("PSAPs") with: (1) an uninterruptible power supply ("UPS") capable of providing uninterrupted power to emergency communications operations for a minimum of one hour; and (2) an emergency generator and fuel source for the generator capable of providing power sufficient to maintain minimum E-911 service operations and a suitable work environment to the PSAP for a minimum of forty-eight hours. An additional backup emergency generator that utilizes an alternative power source is recommended but not required.

During the same meeting, the Board adopted a policy requiring all districts to be capable of providing Phase II service, meaning they possessed the capacity to provide automatic numbering information and automatic location information for each 911 call received from properly equipped cellphones. The purpose of this policy was to establish a formal standard of care that will apply to ECDs and to emergency service providers that opt to retain the right to dispatch their own services. The Board unanimously adopted Policy No. 33, which states:

Minimum Technical Operating Standard of Care for E-911 Service

Pursuant to Term. Code Arm. § 7-86-306(a)(8), all public safety answering points in Tennessee shall:

1. Be capable of receiving and utilizing the data elements associated with wireline and wireless E-911 Phase II service, including Automatic Numbering Identification ("ANI") to determine a caller's phone number, Automatic Location Identification ("ALI") to pinpoint a wireline caller's location, and Phase II wireless coordinates as contemplated by 47 C.F.R. § 20.18 and the applicable orders of the Federal Communication Commission and their progeny; and
2. Possess and regularly maintain a GIS Mapping system capable of auto-populating E-911 location data.

During the May 26, 2005 meeting, the Board amended Policy No. 20 to require all emergency communications districts to secure an agreement to obtain a GIS Mapping system to be fully operational by December 31, 2005. Prior to the amendment, Policy No. 20 required ECDs receiving cost recovery for their GIS Mapping systems to obtain and be capable of effectively operating their GIS Mapping system in accordance with the Board's minimum standards by April 1, 2005. Because a number of districts had not complied with this policy, the proposed amendment gave

districts additional time to obtain a GIS Mapping system. Since 2002, the Board has offered each district up to \$50,000 for the purchase of GIS mapping systems. The Board has also provided a \$10,000 annual GIS Mapping maintenance grant to districts with operational GIS mapping systems since January 2003. The Board unanimously adopted the amendment to Policy 20, which states:¹⁸

GIS Mapping System Capabilities

- B. Effective May 26, 2005, within six months, all emergency communications districts shall secure an agreement to obtain a GIS Mapping system that will be fully operational no later than December 31, 2005.

During the November 10, 2005 meeting, the Board adopted a policy to request local governments to sign an agreement not to reduce their contributions to ECDs as a condition for approval of an ECD rate increase request. This amendment was a response to a number of representatives of emergency communications districts who have expressed concerns that if their ECD seeks a rate increase, county and municipal governments will reduce their contributions by an amount equivalent to the rate increase. When this happens, the reductions of the funds contributed by counties and municipalities to the districts after a rate increase turn the emergency telephone service charge into what is, in effect, a disguised or back door tax, which is inconsistent with the General Assembly's intent when it passed the emergency communications law and undermines an ECD's ability to accomplish the goals it has provided to the Board as justification for its rate increase. To minimize this, the Board required, as part of the process for applying for a rate increase, that districts include with their application an agreement with each local government that contributes to the ECD. In the agreement, the local governments would promise not to reduce their contribution to the ECD, if the ECD receives a rate increase. This promise would be in exchange for the added or continued service that would result from the rate increase. Districts would not be prevented from obtaining a rate increase even though they were unable to convince their governmental contributors to sign the agreement. The agreement or lack thereof is simply a factor in the deliberations on the rate increase. The Board unanimously adopted this amendment to Policy No. 14.

TECB Grants and Reimbursements

The TECB continues to administer two grant programs, the GIS Mapping Maintenance Grant and the Rural Dispatcher Grant. The GIS Mapping Maintenance Grant is an

¹⁸ The original Policy No. 20, which is now subpart A, states:

GIS MAPPING SYSTEM CAPABILITIES

Effective April 1, 2004, within one year, all public safety answering points in Tennessee that are receiving cost recovery for their Geographic Information Systems ("GIS") Mapping systems from the Tennessee Emergency Communications Board ("TECB"), and are receiving 911 calls with enhanced 911 data, shall obtain and be capable of effectively operating their GIS Mapping system in accordance with the minimum standards set forth by the TECB. It is recommended that emergency communications districts cooperate with neighboring governmental entities, if possible, to obtain and/or utilize a single GIS Mapping system meeting such minimum standards in their area, rather than expending limited resources on duplicate systems. Public safety answering points that are not receiving cost recovery for their GIS Mapping systems from the TECB are strongly encouraged to utilize the TECB's minimum standards for GIS Mapping systems.

annual grant program to assist ECDs with costs up to \$10,000 associated with the installation and maintenance of a GIS mapping system. GIS mapping systems assist public safety answering points (“PSAPs”) in determining the precise location from which each 911 call originates. In addition, GIS mapping systems enable emergency personnel to dispatch emergency vehicles more efficiently and effectively to the scene of the emergency. To work effectively, GIS mapping systems must be updated and maintained for accuracy. The Board continues to offer its \$30,000 annual grant to assist with dispatching costs in rural ECDs.

During 2005, the Board substantially expanded its reimbursement programs in part to address declining landline revenues. The Board initiated a \$5,000 reimbursement program to assist districts in the purchase of net clocks, to allow more accurate response time management and record keeping. The Board also broadened the eligibility requirements for its \$40,000 system and controller upgrade reimbursement to include all districts. The program was originally available only to rural districts. In July 2005, the Board adopted a reimbursement program to provide up to \$300,000 to assist in the costs of the consolidation of a rural ECD with another ECD. The Board also began the process of developing a plan to assist districts with declining landline revenues and ameliorate the inequities arising from the distribution of the wireless service charge solely by population. In November 2005, the Board unanimously voted to commence a program to provide up to \$100,000 to cover uninsured catastrophic losses to ECDs. The Board also authorized a reimbursement of up to \$500 for each of two individuals per district to attend courses to train teachers of dispatcher training courses, so long as the trained teachers would agree to offer at least two dispatcher training classes per year. Under a plan unanimously adopted by the Board in January and amended in April 2006, each district will receive \$150,000 for the purchase of essential and necessary equipment to be selected from a two tiered list. The first tier includes items essential to the operation of a 911 call center. Districts that certify that they already have the essential equipment and it is operational may select from a second list of optional equipment. Each request for reimbursement is reviewed under the Board's approval process. This program will allow districts the flexibility, no matter their size, to customize their acquisition of equipment. By May 2006, all but approximately six of the state's 100 ECDs had taken advantage of the Board's program to provide up to \$50,000 toward the purchase GIS mapping system.

Status of Wireless Fund

The emergency telephone service charge on users and subscribers of wireless phone service is the sole revenue source for the Tennessee Emergency Communications Board, which is charged with establishing and ensuring reliable and consistent 911 service statewide, and is a critical revenue support mechanism for the state's 100 emergency communications districts. The service charge remains at \$1.00 per month, the rate set by the Board and ratified by a joint resolution of the General Assembly as contemplated by Tenn. Code Ann. § 7-86-108(a)(1)(B)(i). Twenty-five percent of all income the Board receives from wireless carriers is distributed directly to the ECDs by population. During the fiscal year ending on June 30, 2006, the Board made available approximately \$33.9 million for ECD support in disbursements, grants, reimbursements and payment of wireless trunking and ALI charges.¹⁹

¹⁹ This amount includes the 25% population-based ECD allocation of approximately \$9.8 million and \$15 million for an ECD equipment reimbursement program the Board began in January 2006.

The Board's planned expenditures of \$45.8 million for fiscal year 2006-2007 include the following:²⁰ \$3.3 million for ECD grants; \$17.6 million for ECD reimbursements for equipment; \$9.8 million for the 25% allocation to ECDs; \$ 14.5 million for Phase I and Phase II carrier cost recovery; over \$550,000 for 911 trunking and ALI costs; and over \$100,000 for the Board's contribution to the Tennessee Base Mapping Project. The Board's financial obligations will exceed the approximately \$39 million in wireless revenue expected during the 2006-2007 fiscal year. It is estimated that the fund balance will be approximately \$46 million on June 30, 2006. The Board draws from the fund balance to cover expenditures in excess of the wireless revenue; thus, the wireless fund balance is projected to decline during the 2006-2007 fiscal year. In addition to its planned expenditures, the Board is preparing for the financial challenges associated with modernizing Tennessee's 911 infrastructure to respond to the advent of new technologies capable of contacting 911, such as Voice over Internet Protocol. Much of the existing 911 infrastructure consists of antiquated 30 year old analog technology that was originally created by telephone companies for billing purposes and was not built to receive calls and data from the new and emerging communications technology; it is being asked to perform functions it was not designed to handle. The Board has been positioning itself to address this financial challenge through its conservative stewardship of the 911 fund and, during its April 20, 2006 meeting, it unanimously voted to commission a study on the feasibility of modernizing the state's 911 infrastructure. The study will present various options and estimated costs, and explore the networks that may already be in place and the most cost effective way to move Tennessee ahead.

Status of TECB Advisory Committees

In December 2005, the Tennessee Advisory Commission on Intergovernmental Relations ("TACIR") issued a report on the status of its statutorily mandated project to study the TECB's funding methodology.²¹ TACIR's report recommended that the Board create two advisory committees to work "in conjunction with the Board," one to address operational issues and the other to address funding issues.

Consistent with the TACIR recommendation, during its January 2006 meeting, the Board formed an Operations Committee, comprised "of PSAP officials and other public safety personnel as well as persons with E-911 technical expertise:"

- To develop minimum operational standards and related costs to be reviewed and approved by the TECB;
- To develop more specific minimum equipment standards and specifications on the type and ability of equipment needed at each PSAP and projected replacement times as part of an overall effort to ensure that all ECDs meet a defined and consistent level of E-911 service;

²⁰ The annual budget submitted by the TECB for fiscal year 2006-2007 is \$26.5 million; it does not include some of the TECB's planned expenditures for 2006-2007, such as the \$15 million ECD equipment reimbursement program, which had not been approved by the TECB at the time the budget was submitted.

²¹ TACIR issued the official report in February 2006 (TACIR, Emergency Challenge: A Study of E-911 Technology and Funding Structure in Tennessee (February 2006) ("TACIR Report")).

- To define minimum operational standards for personnel and staffing needs; and
- To consider the need and alternatives to offer pre-arrival instructions statewide.

In seeking a balance as to the size, location and type of 911 service provided among the proposed committee members, the Board selected the following committee members.

Mark Archer	Dir., Henry County ECD	(West , Tier III)
RoxAnn Brown	Dir., Metro ECD	(Middle, Tier I)
Roger Hager	Dir., Claiborne County ECD	(East, Tier IV)
Chris Masiongale	Dir., Overton/Pickett	(Middle, Tier IV)
Bob Moore	Gibson County ECD	(West TN, Tier III)
Alan Muse	Cingular	(Middle)
Jamison Peaveyhouse	Weakley County Public Safety Dir.	(West TN, Tier III)
Jimmy Peoples	Dir., Hamblen County ECD	(East, Tier III)
Larry Potter	Dir., Morgan County ECD	(East, Tier V)
Buddy Shaffer	Dir., Sumner County ECD	(Middle, Tier III)

The Board also formed a funding committee, comprised of representatives of ECDs, local governments, and other 911 technical experts, as recommended by TACIR. Pursuant to TACIR's recommendation, this committee was directed to:

- Provide direction and data on what 911 fees are expected to cover and recommend a more specific funding method, if needed, and any legislative changes required; and
- Report its findings to TACIR no later than June 2006.

Again, the aim was for a balance as to the size, location and type of 911 service provided. The Board unanimously approved the following members of the funding committee:

Tressia Barksdale	Dir., Carroll County ECD	(West TN, Tier IV)
Michael Cuddy	Chair, Knox County ECD	(East TN, Tier I)
Doug Goddard	Executive Dir., County Comm'r Assn.	(Middle TN)
Bob McNeill	Dir., Washington County ECD	(East TN, Tier II)
David Moore	Chief of Police, Martin TN	(West TN)
Kathy Owens	Sprint	(East TN)
Steve Smith	Dir., Rutherford County ECD	(Middle TN, Tier II)

TACIR appointed Mayor Tom Rowland of Cleveland as its representative on the committee. Susan Mattson, the former TACIR employee who was the lead researcher and co-author of the TACIR report, agreed to act as a consultant to the committee. Jerry Burgess of the Comptroller's Office agreed to act as a consultant, though he will not serve as a voting member on the committee.

Status of Dispatcher Training Regulations

The General Assembly adopted legislation in 2003 requiring the Board to establish “training and course of study requirements” for all public safety dispatchers and call takers in line to take a 911 or an emergency call from the public regardless of their agency or governmental jurisdiction.²² In developing these standards, the Board held three preliminary roundtable discussions throughout the state before the official rulemaking process was initiated to provide a forum to obtain meaningful suggestions and comments on the draft regulations from public safety officials, educators and other interested parties. The Chairman sent letters to the ECD directors, the state’s police and fire chiefs and sheriffs inviting their participation and comment. The Chairman also corresponded with the presidents and directors of the State universities, community colleges and technology centers to encourage their participation and comments and to request their assistance in developing educational programs specifically targeted to public safety dispatching that will mirror the dispatcher training regulations. The official rulemaking process, once commenced, proceeded expeditiously. The rulemaking hearing was held in May 2005. The regulations, Tenn. Comp. R & Reg. 0780-6-2, became effective on December 25, 2005. During the January 2006 meeting, the Board authorized an amendment to the regulations to incorporate a course of study approval process.

Correction of Route Outs

Route outs occur when 911 calls in one county are purposefully routed out of the caller’s county to a PSAP in another county where the calls are then manually transferred back to the caller’s county for a response. Route outs generally are used when two landline carriers provide service within the same county, but only one has trunking into the PSAP in the originating county. The chance of delay or even dropping a call is increased by the manual transfer process. Over the past year, the Board conducted statewide research of route outs and unanimously voted to correct them.

The route outs are located in the following districts:

- BellSouth has route outs in Bledsoe County.
- Twin Lakes Telephone Cooperative has route outs in Bledsoe, Clay, Fentress, Jackson, Macon, Putnam, Overton and Smith Counties.
- Frontier has route outs in Claiborne, Cumberland, Jackson, Obion, Overton, Union and White Counties.

The Board voted to reimburse the nonrecurring costs to reroute the route outs in January 2005. During the July 2005 meeting, the Board unanimously voted to provide reimbursement for the recurring costs to correct the route outs, a number of which are in some of the state’s most rural, financially challenged districts. The route outs in Bledsoe County were reported to be resolved in January 2006. The remaining counties, which are served by either Twin Lakes Telephone Cooperative or Frontier Communications, will have the route out issues corrected by the end of July 2006.

²² See Tenn. Code Ann. § 7-86-205 (2005).

Tracking of Misroutes

During the summer of 2005, after learning that 911 calls from Davidson and Maury County had been received at the Hamilton County 911 call center, the Board began a program of tracking misroutes. Misroutes are 911 calls that are routed to a PSAP that is not in the same county or a county adjacent to the caller, often due to programming errors by the carriers. Generally, calls sent to an adjacent county are due to tower placement, an issue that cannot be corrected at the present time, rather than misrouting. The Board takes an active role in assuring that wireless carriers correct reported misroutes. Since November 2005, 26 misroutes have been reported and were either corrected by the carriers involved or deemed to be acceptable due to the limited availability of towers required for triangulation to be effective.

Activities to Encourage Consolidation

Tenn. Code Ann. § 7-86-105(b)(6) states, "It is the public policy of this state to encourage the consolidation of emergency communications operations in order to provide the best possible technology and service to all areas of the state in the most economical and efficient manner possible." To that end, the Board initiated a reimbursement program to provide up to \$300,000 to assist with consolidation costs between a rural ECD and another ECD. In addition, the Board will continue to provide each of the districts involved in such a consolidation with all the reimbursement funding and grants to which they would have been eligible had they not consolidated.

TERT (Telecommunicator Emergency Response Taskforce)

During the November 2005 meeting, the Board unanimously voted to join with the Tennessee Emergency Number Association ("TENA") to participate in a TERT program. Five other states, including Texas and North Carolina, have initiated TERT programs which involve creating a roster of dispatchers willing to provide mutual aid and back up in the event of a large scale disaster. The TERT program calls the volunteers to provide dispatching backup in the stricken location based on their familiarity with the 911 equipment available at the disaster site. The program requires a coordinator to work with the Tennessee Emergency Management Agency ("TEMA") and the Federal Emergency Management Agency ("FEMA"). FEMA offers funding to assist ECDs that send volunteers.

Increases to the Emergency Telephone Service Charge on Landlines

Between April 1, 2005 and April 20, 2006, the Board approved the applications for increases to the emergency telephone service charge filed by the following ECDs: Giles, Meigs, Sequatchie, Stewart and Carter. Morgan County ECD successfully requested an extension to a service charge increase that was scheduled to expire.

- 28 of the 100 ECDs have landline rates at the statutory maximum of \$1.50 for residential lines and \$3.00 for business lines (requiring a referendum or request to TECB)

- 57 of the 100 districts have rates that are at or below the maximum amount that districts can set for themselves of \$.65 for residential lines and \$2.00 for business lines:
 - 16 of the 100 districts have set their landline rates for residential and/or business lines below the maximum districts can set for themselves (below \$.65 for landlines and \$2.00 for business lines)
 - 41 of the 100 ECDs have set their rates at the maximum rate districts can set for themselves (at \$.65 for landlines and \$2.00 for business lines)
- 15 of 100 ECDs have rates above \$.65/\$2.00 and below \$1.50/\$3.00.

According to the TACIR Report,²³ the average residential service charge in Tennessee is \$.87, which is only slightly higher than the national average for the 40 states that have similar wireline fee structures. The national average is \$.81.

Financially Distressed Districts

The Board's statutory responsibilities include monitoring the financial health of the ECDs. Districts that are deemed to meet the statutory definition of financial distress are subject to the Board's supervision and evaluation. Tenn. Code Ann. § 7-86-304 originally defined financial distress through specified evidence as shown in annual audits. In 2004, that section was amended at the Board's request, to provide alternative criteria that did not require waiting for the completion of annual audits.

As shown by annual audits, a district is deemed financially distressed if it:

- Has a negative change in net assets for a period of 3 consecutive years;
- Has a deficit retained earnings balance; or
- Is in default on indebtedness.

Notwithstanding annual audits, a district is deemed financially distressed if:

- The district is the subject of an IRS lien; or
- The TECB determines that the district cannot satisfy its financial obligations to the extent that continued operation is at risk; or
- The district is in default on indebtedness, the default is not cured within 60 days and the TECB determines that the district cannot satisfy its financial obligations to the extent that continued operation is at risk.

The consequences of being deemed financially distressed include:

²³ TACIR Report, p. 68.

- The district is subject to the supervision and evaluation of the TECB;
- The TECB may prescribe the structure of the landline rates of the district to the statutory maximum; and
- Under Board Policy No. 16, financially distressed districts are to remain subject to the supervision and evaluation of the Board for a period of not less than two consecutive years of positive cash flow.

Eight districts have been determined to be financially distressed since the Board was created in 1998:

- (1) Campbell County ECD, a Tier III²⁴ district, was deemed distressed in February 2001; rates were raised to \$1.15/\$2.50 in April 2001; the city of LaFollette created a separate ECD from Campbell County in 1996 which reduced the landline income substantially.
- (2) Pickett County ECD, a Tier V district, was deemed distressed in December 2000; it merged with Overton County ECD in October 2001; rates were raised to \$1.50 on residential lines, \$3.00 on business lines in October 2001; 2 consecutive years of positive cash flow occurred after merging with Overton County ECD.
- (3) Hawkins County ECD, a Tier III district, was deemed distressed in February 2001; rates were raised to \$.90/\$2.25 in April 2001; 2 consecutive years of positive cash flow occurred.
- (4) Cocke County ECD, a Tier III district, was deemed distressed in April 2001; rates were raised to \$1.15/\$2.50 in June 2001; 2 consecutive years of positive cash flow occurred.
- (5) McNairy County ECD, a Tier IV district, was deemed distressed in April 2001; rates were raised to \$1.15/\$2.50 in June 2001; 2 years positive cash flow occurred.
- (6) Morgan County ECD, a Tier V district, was deemed distressed in April 2002; rates were raised to \$1.50/\$3.00 in April 2002; 2 years positive cash flow occurred.
- (7) Hancock County ECD, a Tier V district, was deemed distressed in April 2006; rates were raised to \$1.50/\$3.00.
- (8) Polk County ECD, a Tier V district, was deemed distressed in April 2006.

Of those 8, Campbell, Hancock and Polk remain financially distressed.

²⁴ The TECB developed the Tier methodology as a means of ranking ECDs by the population they serve based on data from the 2000 U.S. Census and landline and wireless fee revenues. The Tiers rank from Tier I, which includes the four largest ECDs to Tier V, which includes the 33 ECDs with the lowest population and incomes from wireline and wireless sources.

Status of Johnson County ECD/Mountain City Dispute

In January 2004, the Town of Mountain City filed a request pursuant to Tenn. Code Ann. § 7-86-312 for the Board to review a decision of the Johnson County Emergency Communications District (“JCECD”). The dispute arose after Mountain City reduced its funding of the JCECD’s county-wide dispatching service from approximately \$63,000 annually to \$25,000 purportedly because the JCECD had decided to move into the new County jail and begin dispatching for the County. In response, the JCECD threatened to cease dispatching for Mountain City, and instead utilize the transfer method with regard to Mountain City’s 911 calls. This dispute was successfully resolved through mediation.

Appendix

1. Chart Showing Reimbursement and Grant Distribution by TECB	23
A. GIS Mapping Reimbursement	23
B. GIS Mapping Maintenance Grant	23
C. Rural Dispatcher Assistance Grant	23
D. Master Clock Reimbursement	24
E. Controller Reimbursement	24
F. Consolidation Reimbursement	24
G. Dispatcher Training Teacher Reimbursement	24
H. Equipment Reimbursement	24
I. Uninsured Catastrophic Loss Reimbursement	24
2. Chart Showing Division of Emergency Communications Districts into Tiers	25
3. Chart Showing Distribution of Wireless Funds	26
4. Landline Rate Chart	28
5. Chart Showing Financially Distressed Districts	29
6. Chart Showing Status of Applications to Increase to Emergency Telephone Service Charge	30
7. Summary of Audit Report Findings	36
8. Report on Annual Expenditures	39
9. Pie Chart Showing Breakdown of Wireless 911 Charge	40
10. List of Counties Eligible for Rural Dispatcher Grant under Amended Criteria	41
11. Tenn. Comp. R. & Reg. 0780-6-2 (Dispatcher Training Regulations)	43

**TENNESSEE EMERGENCY COMMUNICATIONS BOARD
REIMBURSEMENT AND GRANT
DISTRIBUTION**

Districts that have received GIS Mapping reimbursement

Up to \$50,000

Anderson	Claiborne	Fentress	Hickman	Macon	Putnam	Unicoi
Bedford	Clay	Gibson	Houston	Madison	Rhea	Union
Benton	Clinton City	Giles	Humphreys	Mauy	Roane	Van Buren
Bledsoe	Cocke	Grainger	Jackson	McMinn	Rutherford	Warren
Blount	Coffee	Greene	Jefferson	McNairy	Scott	Washington
Bradley	Crockett	Grundy	Johnson	Meigs	Sequatchie	Wayne
Bristol City	Cumberland	Hamblen	Kingsport, City	Monroe	Sevier	Weakley
Brentwood City	Davidson	Hamilton	Knox	Montgomery	Smith	White
Cannon	Decatur	Hancock	LaFollette City	Moore	Stewart	Williamson
Carroll	DeKalb	Hardeman	Lawrence	Morgan	Sullivan	Wilson
Carter	Dickson	Hardin	Lewis	Overton/Pickett	Sumner	
Cheatham	Dyer	Hawkins	Lincoln	Perry	Tipton	
Chester	Fayette	Henry	Loudon	Polk	Trousdale	

88

**\$10,000
GIS Mapping Maintenance Grant**

**\$30,000
Rural Dispatcher Assistance Grant**

Bedford	Grainger	Monroe	Bedford	Grundy	McMinn
Blount	Hamblen	Montgomery	Bledsoe	Hancock	McNairy
Bradley	Hamilton	Moore	Campbell	Hardeman	Meigs
Brentwood City	Hancock	Overton/Pickett	Cannon	Hardin	Monroe
Campbell	Hardeman	Perry	Carroll	Haywood	Moore
Carroll	Hawkins	Polk	Cheatham	Henderson	Morgan
Carter	Henry	Putnam	Chester	Henry	Obion
Cheatham	Hickman	Rhea	Claiborne	Hickman	Overton-Pickett
Chester	Houston	Roane	Clay	Houston	Perry
Claiborne	Humphreys	Scott	Coffee	Humphreys	Rhea
Clay	Jackson	Sequatchie	Crockett	Jackson	Scott
Clinton City	Jefferson	Sevier	Cumberland	Johnson	Sequatchie
Coffee	Johnson	Stewart	Decatur	La Follette, City	Smith
Crockett	Kingsport City	Sullivan	DeKalb	Lake	Stewart
Cumberland	Lawrence	Sumner	Dickson	Lauderdale	Unicoi
Davidson	Lewis	Tipton	Dyer	Lewis	Union
Decatur	Lincoln	Unicoi	Fayette	Lincoln	Van Buren
DeKalb	Loudon	Warren	Fentress	Loudon	Warren
Dickson	Macon	Washington	Giles	Macon	Weakley
Dyer	Madison	Weakley	Grainger	Marion	White
Fayette	Marion	White			
Fentress	Mauy	Wilson			
Gibson	McMinn				
Giles	McNairy				

70

60

**TENNESSEE EMERGENCY COMMUNICATIONS BOARD
REIMBURSEMENT AND GRANT
DISTRIBUTION**

**\$5,000
Master Clock Reimbursement**

Bedford	Henry	Polk
Bledsoe	Houston	Putnam
Bradley	Humphreys	Rhea
Cheatham	Jackson	Roane
Chester	Johnson	Rutherford
Claiborne	LaFollette, City of	Sequatchie
Coffee	Lawrence	Sevier
Cumberland	Lewis	Smith
DeKalb	Loudon	Sumner
Dickson	Marion	Trousdale
Fayette	Maury	Unicoi
Gibson	McMinn	Union
Grainger	Meigs	Warren
Greene	Monroe	Washington
Grundy	Montgomery	Wayne
Hamblen	Morgan	Weakley
Hawkins	Overton-Pickett	White
Henderson	Perry	Williamson

54

**\$40,000
Controller Reimbursement**

Cannon	Obion
Carroll	Overton-Pickett
Claiborne	Rhea
Clinton City	Scott
Decatur	Sequatchie
DeKalb	Sullivan
Dyer	Tipton
Hardin	Unicoi
Henderson	Union
Henry	Washington
Maury	Weakley
Morgan	

23

**\$300,000
Consolidation Reimbursement**

**\$5,000
Dispatcher Training Teacher Reimbursement**

Dyer
Tipton

2

**\$150,000
Equipment Reimbursement**

Decatur (G)	Kingsport City (G)
DeKalb (R,G)	Maury (R,G,U)
Grainger (R)	McNairy (R)
Greene (R)	Putnam (G)
Hardeman (R,G,U)	Roane (U,G)
Jefferson (R)	Sullivan (R)
	Washington (G)

13

**\$100,000
Uninsured Catastrophic
Loss Reimbursement**

Carroll

1

Legend

R - Recorder
U - UPS System
G - Generator

Note:

The information reported on TECB reimbursements and grants is based on actual disbursements through July 6, 2006.

Tennessee Emergency Communications Board

Emergency Communications Districts

Tier Level I

Davidson	Shelby	Knox	Hamilton
----------	--------	------	----------

Tier Level II

Blount	Montgomery	Sullivan	Williamson
Bradley	Rutherford	Sumner	Wilson
Madison	Sevier	Washington	

Tier Level III

Kingsport*	Coffee	Hamblen	Maury	Tipton
Anderson	Cumberland	Hawkins	McMinn	Warren
Bedford	Dickson	Henry	Monroe	Weakley
Campbell	Dyer	Jefferson	Obion	
Carter	Franklin	Lawrence	Putnam	
Cheatham	Gibson	Lincoln	Roane	
Cocke	Greene	Loudon	Robertson	

Tier Level IV

Brentwood	Fayette	Henderson	Marshall	White
Bristol	Giles	Hickman	McNairy	
Oak Ridge	Grainger	Lauderdale	Overton/Pickett	
Carroll	Hardeman	Macon	Rhea	
Claiborne	Hardin	Marion	Scott	

Tier Level V

Lafollette	Crockett	Houston	Moore	Trousdale
Clinton	Decatur	Humphreys	Morgan	Unicoi
Benton	DeKalb	Jackson	Perry	Union
Bledsoe	Fentress	Johnson	Polk	Van Buren
Cannon	Grundy	Lake	Sequatchie	Wayne
Chester	Hancock	Lewis	Smith	
Clay	Haywood	Meigs	Stewart	

* Emergency communications districts created by municipalities are listed first in each tier level and indented throughout the appendix.

Tennessee Emergency Communications Board
6-Year Wireless Distribution
(as required by T.C.A. 7-86-303 (d) (1))

District	Fiscal Yr. 2000	Fiscal Yr. 2001	Fiscal Yr. 2002	Fiscal Yr. 2003	Fiscal Yr. 2004 ¹	Fiscal Yr. 2005	Total
Anderson	\$14,567.28	\$31,722.82	\$40,719.21	\$42,652.62	\$61,481.53	\$58,071.63	\$249,215.09
Clinton	\$4,388.42	\$9,556.56	\$11,283.65	\$11,620.98	\$16,751.02	\$15,821.98	\$69,422.61
Oak Ridge	\$12,644.86	\$27,536.39	\$32,785.49	\$33,825.42	\$48,757.59	\$46,053.39	\$201,603.14
Bedford	\$14,080.66	\$30,663.11	\$43,516.62	\$46,422.11	\$66,915.08	\$63,203.79	\$264,801.37
Benton	\$6,762.76	\$14,727.08	\$19,402.68	\$20,424.69	\$29,441.13	\$27,808.26	\$118,566.60
Bledsoe	\$4,476.86	\$9,749.14	\$14,247.86	\$15,274.36	\$22,017.21	\$20,796.09	\$86,561.52
Blount	\$39,804.69	\$86,681.66	\$122,593.18	\$130,700.99	\$188,398.67	\$177,949.62	\$746,128.81
Bradley	\$34,129.55	\$74,323.05	\$102,375.79	\$108,644.75	\$156,605.75	\$147,920.04	\$623,998.93
Campbell	\$12,824.06	\$27,926.59	\$37,355.63	\$39,433.98	\$56,842.01	\$53,689.43	\$228,071.70
Lafollette	\$3,417.96	\$7,443.20	\$9,379.26	\$9,789.33	\$14,110.80	\$13,328.19	\$57,468.74
Cannon	\$4,846.35	\$10,553.77	\$14,868.47	\$15,841.26	\$22,834.37	\$21,567.93	\$90,512.15
Carroll	\$12,739.32	\$27,742.09	\$34,892.34	\$36,404.30	\$52,474.87	\$49,564.53	\$213,817.45
Carter	\$23,847.44	\$51,931.95	\$66,865.17	\$70,081.50	\$101,018.85	\$95,416.11	\$409,161.02
Cheatham	\$12,566.15	\$27,364.98	\$41,177.70	\$44,354.56	\$63,934.79	\$60,388.83	\$249,787.01
Chester	\$5,935.35	\$12,925.27	\$18,043.37	\$19,193.29	\$27,666.14	\$26,131.73	\$109,895.15
Claiborne	\$12,101.74	\$26,353.66	\$34,986.98	\$36,882.27	\$53,163.88	\$50,215.29	\$213,703.82
Clay	\$3,351.28	\$7,297.99	\$9,398.58	\$9,851.08	\$14,199.82	\$13,412.26	\$57,511.01
Cocke	\$13,492.63	\$29,382.57	\$39,275.90	\$41,455.80	\$59,756.38	\$56,442.18	\$239,805.46
Coffee	\$18,677.44	\$40,673.40	\$55,901.75	\$59,301.62	\$85,480.22	\$80,739.29	\$340,773.72
Crockett	\$6,235.38	\$13,578.64	\$17,182.38	\$17,948.32	\$25,871.60	\$24,436.71	\$105,253.03
Cumberland	\$16,083.19	\$35,023.94	\$53,531.91	\$57,804.69	\$83,322.49	\$78,701.21	\$324,467.43
Davidson	\$236,500.10	\$515,020.25	\$670,202.75	\$703,866.95	\$1,014,587.67	\$958,316.24	\$4,098,493.96
Decatur	\$4,848.67	\$10,558.82	\$13,787.02	\$14,488.83	\$20,884.90	\$19,726.60	\$84,294.84
DeKalb	\$6,677.56	\$14,541.56	\$20,240.10	\$21,518.98	\$31,018.51	\$29,298.14	\$123,294.85
Dickson	\$16,233.66	\$35,351.64	\$49,995.47	\$53,301.55	\$76,831.44	\$72,570.18	\$304,283.94
Dyer	\$16,137.82	\$35,142.93	\$44,142.22	\$46,042.94	\$66,368.50	\$62,687.54	\$270,521.95
Fayette	\$11,979.98	\$26,088.49	\$33,888.02	\$35,578.03	\$51,283.87	\$48,439.53	\$207,257.92
Fentress	\$6,791.92	\$14,790.61	\$19,502.85	\$20,533.38	\$29,597.80	\$27,956.25	\$119,172.81
Franklin	\$16,078.09	\$35,012.86	\$46,083.54	\$48,502.00	\$69,913.13	\$66,035.57	\$281,625.19
Gibson	\$21,580.07	\$46,994.37	\$57,349.11	\$59,472.07	\$85,725.93	\$80,971.34	\$352,092.89
Giles	\$11,918.40	\$25,954.38	\$34,493.90	\$36,369.70	\$52,425.04	\$49,517.43	\$210,678.85
Grainger	\$7,915.19	\$17,236.72	\$49,150.03	\$25,308.13	\$43,375.59	\$34,739.73	\$177,725.39
Greene	\$25,869.87	\$56,336.17	\$73,875.23	\$77,698.30	\$111,998.08	\$105,786.39	\$451,564.04
Grundy	\$6,186.76	\$13,472.78	\$16,962.70	\$17,701.32	\$25,515.52	\$24,100.39	\$103,939.47
Hamblen	\$23,372.85	\$50,898.46	\$68,021.00	\$71,793.34	\$103,486.37	\$97,746.76	\$415,318.78
Hamilton	\$132,206.62	\$287,903.01	\$364,093.41	\$380,279.42	\$548,153.04	\$517,751.19	\$2,230,386.69
Hancock	\$3,120.24	\$6,794.85	\$8,117.81	\$8,381.32	\$12,081.25	\$11,411.21	\$49,906.68
Hardeman	\$10,921.53	\$23,783.53	\$32,716.99	\$34,712.21	\$50,035.87	\$47,260.75	\$199,430.88
Hardin	\$10,479.35	\$22,820.62	\$29,788.52	\$31,591.15	\$45,536.99	\$43,011.41	\$183,228.04
Hawkins	\$20,634.13	\$44,934.43	\$62,271.17	\$66,155.15	\$95,359.20	\$90,070.38	\$379,424.46
Haywood	\$8,999.56	\$19,598.12	\$23,635.73	\$24,451.09	\$35,244.99	\$33,290.20	\$145,219.69
Henderson	\$10,257.11	\$22,336.64	\$29,863.37	\$31,521.99	\$45,437.29	\$42,917.20	\$182,333.60
Henry	\$12,982.40	\$28,271.43	\$36,623.42	\$38,429.84	\$55,394.62	\$52,322.31	\$224,024.02
Hickman	\$7,757.30	\$16,892.89	\$25,544.18	\$27,536.35	\$39,692.23	\$37,490.78	\$154,913.73
Houston	\$3,249.42	\$7,076.18	\$9,463.29	\$9,989.41	\$14,399.22	\$13,600.60	\$57,778.12
Humphreys	\$7,342.45	\$15,989.46	\$21,040.61	\$22,143.93	\$31,919.34	\$30,149.03	\$128,584.82
Jackson	\$4,304.62	\$9,374.07	\$12,802.84	\$13,566.23	\$19,555.02	\$18,470.45	\$78,073.23
Jefferson	\$15,286.81	\$33,289.70	\$50,692.84	\$54,707.09	\$78,857.45	\$74,483.82	\$307,317.71
Johnson	\$6,373.83	\$13,880.12	\$20,178.05	\$21,612.84	\$31,153.79	\$29,425.92	\$122,624.55
Knox	\$155,455.85	\$338,532.24	\$447,883.96	\$471,844.08	\$680,138.75	\$642,416.65	\$2,736,271.53

¹ Fiscal year 2004 includes figures for the month of June because the staff reformatted to a fiscal distribution period. The extra month increased the distribution substantially.

Tennessee Emergency Communications Board
6-Year Wireless Distribution
(as required by T.C.A. 7-86-303 (d) (1))

District	Fiscal Yr. 2000	Fiscal Yr. 2001	Fiscal Yr. 2002	Fiscal Yr. 2003	Fiscal Yr. 2004 ¹	Fiscal Yr. 2005	Total
Lake	\$3,315.63	\$7,220.37	\$19,896.75	\$9,823.92	\$14,160.64	\$13,375.26	\$67,792.57
Lauderdale	\$10,876.62	\$23,685.73	\$31,704.15	\$33,472.18	\$48,248.41	\$45,572.45	\$193,559.54
Lawrence	\$16,345.71	\$35,595.64	\$46,852.91	\$49,312.21	\$71,081.01	\$67,138.68	\$286,326.16
Lewis	\$4,895.42	\$10,660.64	\$13,448.30	\$14,039.27	\$20,236.87	\$19,114.49	\$82,394.99
Lincoln	\$13,230.11	\$28,810.86	\$36,957.73	\$38,707.73	\$65,801.19	\$52,700.67	\$236,208.29
Loudon	\$14,471.44	\$31,514.09	\$45,175.99	\$48,274.76	\$69,585.55	\$65,726.17	\$274,748.00
Macon	\$7,439.67	\$16,201.21	\$23,513.51	\$25,178.56	\$36,293.59	\$34,280.63	\$142,907.17
Madison	\$36,106.61	\$78,628.44	\$107,096.52	\$113,427.00	\$163,499.14	\$154,431.08	\$653,188.79
Marion	\$11,510.48	\$25,066.09	\$32,657.74	\$34,305.88	\$49,450.14	\$46,707.51	\$199,697.84
Marshall	\$9,972.82	\$21,717.55	\$30,965.76	\$33,059.67	\$47,653.79	\$45,010.79	\$188,380.38
Mauzy	\$25,378.62	\$55,266.37	\$80,167.19	\$85,836.31	\$123,728.60	\$116,866.31	\$487,243.40
McMinn	\$19,667.37	\$42,829.12	\$57,338.42	\$60,537.95	\$87,262.32	\$82,422.54	\$350,057.72
McNairy	\$10,381.65	\$22,607.87	\$29,060.53	\$30,448.70	\$43,890.21	\$41,455.94	\$177,844.90
Meigs	\$3,719.38	\$8,099.59	\$12,639.35	\$13,692.22	\$19,736.62	\$18,641.97	\$76,529.13
Monroe	\$14,234.38	\$30,997.85	\$44,945.36	\$48,120.36	\$69,363.00	\$65,515.97	\$273,176.92
Montgomery	\$53,021.83	\$115,464.29	\$157,177.38	\$166,450.68	\$239,929.99	\$226,622.92	\$958,667.09
Moore	\$2,185.88	\$4,760.14	\$6,661.75	\$7,089.42	\$10,219.04	\$9,652.26	\$40,568.49
Morgan	\$8,010.11	\$17,443.40	\$23,149.31	\$24,401.68	\$35,173.76	\$33,222.94	\$141,401.20
Obion	\$14,692.30	\$31,995.04	\$38,715.44	\$40,078.67	\$57,771.34	\$54,567.21	\$237,820.00
Overton - Pickett	\$10,271.46	\$22,367.90	\$29,416.09	\$30,955.06	\$44,620.13	\$42,145.39	\$179,776.03
Perry	\$3,122.09	\$6,798.89	\$8,954.02	\$9,424.97	\$13,585.62	\$12,832.13	\$54,717.72
Polk	\$6,316.88	\$13,756.09	\$18,719.85	\$19,823.19	\$28,574.12	\$26,989.35	\$114,179.48
Putnam	\$23,786.32	\$51,798.87	\$72,346.98	\$76,964.67	\$110,940.56	\$104,787.55	\$440,624.95
Rhea	\$11,428.06	\$24,886.61	\$33,237.38	\$35,076.57	\$50,561.06	\$47,756.82	\$202,946.50
Roane	\$21,866.67	\$47,618.50	\$61,193.70	\$64,113.56	\$92,416.34	\$87,290.70	\$374,499.47
Robertson	\$19,211.30	\$41,835.94	\$62,488.64	\$67,229.68	\$96,908.08	\$91,533.32	\$379,206.96
Rutherford	\$67,865.07	\$147,788.04	\$210,597.11	\$224,814.90	\$324,058.97	\$306,085.89	\$1,281,209.98
Scott	\$8,499.98	\$18,510.17	\$24,724.93	\$26,093.75	\$37,612.79	\$35,526.70	\$150,968.32
Sequatchie	\$4,103.67	\$8,936.47	\$13,093.68	\$14,042.98	\$20,242.24	\$19,119.55	\$79,538.59
Sevier	\$23,633.53	\$51,466.13	\$81,031.95	\$87,901.38	\$126,705.29	\$119,677.92	\$490,416.20
Shelby	\$382,600.78	\$833,180.01	\$1,060,031.74	\$1,108,459.11	\$1,597,786.27	\$1,509,169.27	\$6,491,227.18
Smith	\$6,548.38	\$14,260.24	\$20,467.46	\$21,875.94	\$31,533.01	\$29,784.11	\$124,469.14
Stewart	\$4,388.90	\$9,557.58	\$14,211.09	\$15,278.07	\$22,022.56	\$20,801.12	\$86,259.32
Sullivan	\$36,256.16	\$78,954.13	\$98,746.22	\$102,910.20	\$148,339.72	\$140,112.45	\$605,318.88
Bristol	\$11,090.53	\$24,151.57	\$29,546.77	\$30,656.17	\$44,189.29	\$41,738.45	\$181,372.78
Kingsport	\$19,139.99	\$41,680.67	\$53,037.12	\$55,461.74	\$79,945.20	\$75,511.27	\$324,775.99
Sumner	\$47,820.36	\$104,137.16	\$150,558.45	\$161,116.31	\$232,240.78	\$219,360.18	\$915,233.24
Tipton	\$17,394.44	\$37,879.43	\$58,542.14	\$63,324.31	\$91,278.72	\$86,216.20	\$354,635.24
Trousdale	\$2,741.03	\$5,969.07	\$8,414.15	\$8,965.52	\$12,923.32	\$12,206.56	\$51,219.65
Unicoi	\$7,662.39	\$16,686.18	\$20,926.11	\$21,820.34	\$31,452.88	\$29,708.45	\$128,256.35
Union	\$6,340.49	\$13,807.52	\$20,468.48	\$21,994.50	\$31,703.91	\$29,945.55	\$124,260.45
Van Buren	\$2,243.76	\$4,886.17	\$6,458.53	\$6,802.88	\$9,806.00	\$9,262.13	\$39,459.47
Warren	\$15,275.69	\$33,265.49	\$44,738.48	\$47,274.33	\$68,143.48	\$64,364.10	\$273,061.57
Washington	\$42,742.96	\$93,080.25	\$125,279.54	\$132,399.22	\$190,846.60	\$180,261.80	\$764,610.37
Wayne	\$6,452.08	\$14,050.52	\$19,563.88	\$20,801.41	\$29,984.14	\$28,321.15	\$119,173.18
Weakley	\$14,803.43	\$32,237.05	\$41,182.75	\$43,098.51	\$62,124.22	\$58,678.66	\$252,124.62
White	\$9,301.92	\$20,256.54	\$27,039.57	\$28,533.07	\$41,128.93	\$38,847.82	\$165,107.85
Williamson	\$34,938.43	\$76,084.53	\$117,795.39	\$127,452.70	\$183,716.44	\$173,527.08	\$713,514.57
Brentwood	\$10,304.35	\$22,439.49	\$60,575.22	\$28,956.68	\$41,739.58	\$39,424.58	\$203,439.90
Wilson	\$36,353.39	\$79,165.87	\$104,214.54	\$109,687.14	\$158,108.33	\$149,339.26	\$636,868.53
Total	\$2,292,396.05	\$4,992,092.56	\$6,727,920.10	\$7,026,571.57	\$10,145,339.39	\$9,566,973.78	\$40,751,293.45

¹ Fiscal year 2004 includes figures for the month of June because the staff reformatted to a fiscal distribution period. The extra month increased the distribution substantially.

**Tennessee Emergency Communications Board
Landline 9-1-1 Rates
June 22, 2006**

ECD	Res. Rate	Bus. Rate	Auth. Date	Exp. Date	ECD	Res. Rate	Bus. Rate	Auth. Date	Exp. Date
Anderson	\$0.65	\$2.00			Lake	\$0.65	\$2.00		
Clinton City	\$0.65	\$2.00			Lauderdale	\$1.25	\$2.25		
Oak Ridge City	\$1.50	\$3.00	1/15/03	6/30/06 ⁴	Lawrence	\$1.50	\$3.00	8/14/03	6/30/06 ⁴
Bedford	\$1.50	\$3.00	6/22/06		Lewis	\$0.65	\$2.00		
Benton	\$0.60	\$1.50			Lincoln	\$0.65	\$2.00		
Bledsoe	\$1.50	\$3.00	7/16/04	6/30/06 ⁴	Loudon	\$0.65	\$2.00		
Blount	\$1.10	\$2.45	11/5/04	6/30/06 ⁴	Macon	\$0.65	\$2.00		
Bradley	\$1.50	\$3.00	10/29/01	6/30/06 ⁴	Madison	\$0.45	\$1.64		
Campbell	\$1.50	\$3.00	6/22/06		Marion	\$0.65	\$2.00		
LaFollette City	\$1.50	\$3.00	6/22/06		Marshall	\$1.50	\$3.00	1/13/05	6/30/06 ⁴
Cannon	\$0.65	\$2.00			Maury	\$1.00	\$2.35	8/14/03	6/30/06 ⁴
Carroll	\$0.65	\$2.00			McMinn	\$0.65	\$2.00		
Carter	\$1.50	\$3.00	11/10/05 ²	6/30/08	McNairy	\$1.15	\$2.50		
Cheatham	\$1.15	\$2.50	8/14/03	6/30/06 ⁴	Meigs	\$1.50	\$3.00	7/27/05	6/30/06 ⁴
Chester	\$0.65	\$2.00			Monroe	\$0.65	\$2.00		
Claiborne	\$1.50	\$3.00			Montgomery	\$1.50	\$3.00	10/30/01	6/30/06 ⁴
Clay	\$0.65	\$2.00			Moore	\$0.65	\$2.00		
Cocke	\$1.15	\$2.50			Morgan	\$1.50	\$3.00	11/10/05 ²	6/30/08
Coffee	\$0.55	\$1.75			Obion	\$0.65	\$2.00		
Crockett	\$0.65	\$2.00			Overton-Pickett	\$1.50	\$3.00	10/29/01	
Cumberland	\$1.40	\$2.75	5/27/04	6/30/07	Perry	\$1.50	\$3.00	6/22/06	
Davidson/Nashville	\$0.65	\$2.00			Polk	\$0.65	\$2.00		
Decatur	\$0.65	\$2.00			Putnam	\$0.65	\$1.66		
DeKalb	\$0.65	\$2.00			Rhea	\$1.50	\$3.00	3/17/05 ¹	6/30/07
Dickson	\$0.55	\$1.65			Roane	\$1.50	\$3.00	5/27/04	6/30/07
Dyer	\$0.55	\$1.67			Robertson	\$1.50	\$3.00	5/26/05	6/30/06 ⁴
Fayette	\$0.65	\$1.75			Rutherford	\$0.50	\$1.52		
Fentress	\$0.65	\$2.00			Scott	\$0.65	\$2.00		
Franklin	\$0.65	\$2.00			Sequatchie	\$1.50	\$3.00	7/27/05	6/30/06 ⁴
Gibson	\$1.50	\$3.00	1/15/03	6/30/06 ⁴	Sevier	\$0.55	\$1.67		
Giles	\$1.50	\$3.00	7/27/05	6/30/06 ⁴	Shelby	\$0.65	\$2.00		
Grainger	\$1.50	\$3.00	1/13/05	6/30/06 ⁴	Smith	\$0.65	\$2.00		
Greene	\$0.65	\$1.50			Stewart	\$1.00	\$2.50	7/27/05	6/30/06 ⁴
Grundy	\$0.65	\$2.00			Sullivan	\$1.50	\$3.00	3/17/05	6/30/06 ⁴
Hamblen	\$1.00	\$2.50	9/10/04	6/30/06 ⁴	Bristol City	\$0.65	\$2.00		
Hamilton	\$1.50	\$3.00	3/17/05	6/30/06 ⁴	Kingsport City	\$0.65	\$1.65		
Hancock	\$1.50	\$3.00	4/20/06		Sumner	\$0.55	\$1.00		
Hardeman	\$0.65	\$2.00			Tipton	\$1.50	\$3.00	7/16/04	6/30/06 ⁴
Hardin	\$0.60	\$1.50			Trousdale	\$0.65	\$2.00		
Hawkins	\$0.90	\$2.25			Unicoi	\$1.50	\$3.00	1/13/05	6/30/06 ⁴
Haywood	\$0.65	\$2.00			Union	\$1.50	\$3.00	3/17/05 ¹	6/30/07
Henderson	\$0.65	\$2.00			Van Buren	\$0.65	\$2.00		
Henry	\$0.65	\$2.00			Warren	\$1.00	\$3.00	5/22/03	6/30/07
Hickman	\$0.65	\$2.00			Washington	\$1.10	\$2.45	3/17/05 ¹	6/30/07
Houston	\$1.50	\$3.00	9/10/04	6/30/06 ⁴	Wayne	\$1.00	\$2.50	3/17/05 ¹	6/30/07
Humphreys	\$1.50	\$3.00	3/17/05 ¹	6/30/07	Weakley	\$0.65	\$2.00		
Jackson	\$1.50	\$3.00	6/8/01		White	\$1.50	\$3.00	7/16/04	6/30/06 ⁴
Jefferson	\$1.00	\$3.00	1/15/03	6/30/06 ⁴	Williamson	\$0.64	\$2.00		
Johnson	\$1.50	\$3.00	5/27/04	6/30/07	Brentwood City	\$0.65	\$2.00		
Knox	\$0.65	\$2.00			Wilson	\$0.55	\$1.67		

¹ The TECB extended the rate through June 30, 2007.

² The TECB extended the rate through June 30, 2008.

³ Rate increased approved by referendum.

⁴ If, by June 30, 2006, the district provides the TECB with a completed application to extend rate increase, the rate will remain in effect until the sooner of (1) June 30, 2007 or (2) the TECB Board reviews and takes action on the extension application.

Tennessee Emergency Communications Board

Status of Financially Distressed Districts

ECD	Date Appeared before the TECB	Effective Date	Action Taken
Campbell	February 21, 2001	April 20, 2001	Rates increased to \$1.15/\$2.50; with conditions. ¹
Hancock	April 20, 2006	April 20, 2006	Rates increased to \$1.50/\$3.00.
Polk	April 20, 2006	April 20, 2006	Monitor for one year.

¹ During its June 22, 2006 meeting, the TECB increased Campbell County ECD's rates to the statutory maximum of \$1.50 for residential and \$3.00 for business lines.

Tennessee Emergency Communications Board

Status of Rate Increase Applications

(As of June 22, 2006)

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Jackson	November 2000	June 8, 2001	Complete	Rates raised to \$1.50/\$3.00 in April 2001; with conditions.
Cumberland	November 2000	July 19, 2001 May 27, 2004	Complete	Rates raised to \$1.40/\$2.75 for 3 years, with conditions; effective through June 30, 2004; July 1, 2004, shall revert to \$0.65/\$2.00. Extended May 27, 2004; effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
White	November 2000	August 30 2001 March 4,2003 July 16, 2004	Complete	Rates raised to \$1.50/\$3.00 in August 2001; effective thru June 30, 2003. July 1, 2003, shall revert to \$0.65/\$2.00. May petition for another rate increase or choose local referendum. Extension until June 30, 2004. Additional two years subject to reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Overton	March 1, 2001	October 29, 2001	Complete	Rates raised to \$1.50/\$3.00 with Pickett merger October 2001.
Wayne	March 20, 2001	October 29, 2001 Extended March 17, 2005	Complete	Rates raised to \$1.00/\$2.50 in October 2001; until June 30, 2005, with conditions; May petition after July 1, 2004, effective July 1, 2005, shall reverts to \$0.65/\$2.00. Effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Rhea	March 20, 2001	January 31, 2002 Extended March 17, 2005	Complete	Rates raised to \$1.50/\$3.00 in May 2002; effective thru June 30, 2005. Effective July 1, 2005, shall revert to \$0.75/\$2.10. Effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Bradley	March 28, 2001	October 29, 2001	Complete	Rates phase-in over 3 years 1 st yr. \$.99/\$2.40; 2 nd yr. \$1.33/\$2.80; 3 rd yr. \$1.50/\$3.00; effective July 1, 2006 reverts to \$0.65/\$2.00.
Humphreys	April 11, 2001	October 30, 2001 Extended March 17, 2005	Complete	Rates raised to \$1.50/\$3.00 in October 2001; effective through June 30, 2005, with conditions. Effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Montgomery	May 17, 2001	October 30, 2001	Complete	Rates raised to \$1.50/\$3.00 in October 2001; effective through June 30, 2006, with conditions.
Hamilton	May 2, 2001	N/A	N/A	Withdrew rate increase request.
Union	July 23, 2001	Sept. 12, 2002 Extended March 17, 2005	Complete	Rates raised to \$1.50/\$3.00 in September 2002; effective through June 30, 2005, with conditions. Effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Washington	July 23, 2001	Sept. 12, 2002 Extended March 17, 2005	Complete	Rates raised to \$1.10/\$2.45 in September 2002; effective through June 30, 2005. Effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Jefferson	August 13, 2002	January 15, 2003	Complete	Rates raised to \$1.50/\$3.00 in January 2003; effective through June 30, 2006, with conditions.

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Oak Ridge	October 24, 2002	January 15, 2003	Complete	Rates raised to \$1.50/\$3.00 in January 2003; effective through June 30, 2006, with conditions.
Gibson	December 19, 2002	January 15, 2003	Complete	Rates raised to \$1.50/\$3.00 in January 2003; effective through June 30, 2006, with conditions.
Warren	March 21, 2003	May 22, 2003	Complete	Rates raised to \$1.50/\$3.00 in May 2003; effective through June 30, 2006, with conditions.
Maury	Sept. 26 2002	August 14, 2003	Complete	Rates raised to \$1.00/\$2.35 in August 2003; effective through June 30, 2006, with conditions.
Lawrence	April 9, 2003	August 14, 2003	Complete	Rates raised to \$1.50/\$3.00 in August 2003; effective through June 30, 2006, with conditions.
Cheatham	April 9, 2003	August 14, 2003	Complete	Rates raised to \$1.15/\$2.50 in August 2003; effective through June 30, 2006, with conditions.
Johnson	May 17, 2004	May 27, 2004	Complete	Rates raised to \$1.00 residential only in May 27, 2004; effective through June 30, 2007, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Roane	March 23, 2004	May 27, 2004	Complete	Rates raised to \$1.50/ \$3.00 in May 27, 2004; effective through June 30, 2007, subject to reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Bledsoe	June 17,2004	July 16, 2004	Complete	Rates raised to \$1.50/ \$3.00 in July 16, 2004; effective through June 30, 2006, subject to reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Tipton	June 29, 2004	July 16, 2004	Complete	Rates raised to \$1.50/ \$3.00 in July 16, 2004; effective through June 30, 2006, subject to reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Houston	June 13, 2004	September 10, 2004	Complete	Rates raised to \$1.50/ \$3.00 in September 10, 2004; effective through June 30, 2006, subject to reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Hamblen	July 28, 2004	September 10, 2004	Complete	Rates phase-in over a 2 year period 1 st yr. \$1.00/ \$2.50; 2 nd yr. \$1.25/\$2.75, effective July 1, 2004; Year 1 is effective through June 30, 2006, subject to conditions related to technical site visit and reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Blount	August 3, 2004	November 5, 2004	Complete	Rates raised to \$1.50/ \$3.00 in November 5, 2004; effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Hamilton	June 24, 2004	March 17, 2005	Complete	Rates raised to \$1.50/ \$3.00 in March 17, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Unicoi	October 5, 2004	January 13, 2005	Complete	Rates raised to \$1.50/ \$3.00 in January 13, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Marshall	November 23, 2004	January 13, 2005	Complete	Rates raised to \$1.50/ \$3.00 in January 13, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Sullivan	February 17, 2005	March 17, 2005	Complete	Rates raised to \$1.50/ \$3.00 in March 17, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Grainger	December 3, 2004	January 13, 2005	Complete	Rates raised to \$1.50/ \$3.00 in January 13, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Robertson	March 9, 2005	May 26, 2005	Complete	Rates raised to \$1.50/ \$3.00 in January 13, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Stewart	April 6, 2005	July 27, 2005	Complete	Rates raised to \$1.00/ \$2.50 in July 27, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Giles	June 20, 2005	July 27, 2005	Complete	Rates raised to \$1.50/ \$3.00 in July 27, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Meigs	May 5, 2005	July 27, 2005	Complete	Rates raised to \$1.50/ \$3.00 in July 27, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.
Sequatchie	June 28, 2005	July 27, 2005	Complete	Rates raised to \$1.50/ \$3.00 in July 27, 2005; Effective through June 30, 2006, subject reconsiderations, if legislative changes to ECB funding structure occur after completion of TACIR study in 2006.

ECD	Date Application Received by ECB	Date Board Approved	Status of Application	Action Taken
Carter	Oct. 10, 2005	November 10, 2005	Complete	Rates increased to \$1.50/ \$3.00 in January 1, 2006; Effective through June 30, 2008.
Bedford	April 20, 2006	June 22, 2006	Complete	Rates increased to \$1.50/ \$3.00 on June 22, 2006.
Perry	April 27, 2006	June 22, 2006	Complete	Rates increased to \$1.50/ \$3.00 on June 22, 2006.
LaFollette, City of	April 27, 2006	June 22, 2006	Complete	Rates increased to \$1.50/ \$3.00 on June 22, 2006.

**Tennessee Emergency Communications Board
Fiscal Year 2004 Audit Findings**

COUNTY	No Findings	Total Findings	Net Loss	Reconcile to General Ledger	Expenses exceed Budget	Segregation of Duties	Double Entry Bookkeeping (G/L)	Collateralization	3-day Deposit	Capitalization Policy	Maintaining fixed asset records	Minutes not maintained properly	Written Purchasing Policy	Surety Bond Coverage	One signature on the checks	Policy and Procedures not established and Maintained	Adopt Uniform Chart of Accounts	Written Travel Policy	Deficiencies Recording Transactions	Inadequate Supporting Documentation	Maintaining Payroll Records	Meeting at least quarterly	Failure of Fiduciary Capacity	Insufficient Meeting Notice	
Anderson	X																								
Bedford		2	X		X																				
Benton																									
Bledsoe		1			X																				
Blount		1	X																						
Bradley		1			X																				
Brentwood, City of	X																								
Bristol City		1				X																			
Campbell		2	X		X																				
Cannon		1			X																				
Carroll		3			X	X			X																
Carter		2	X		X																				
Cheatham		3			X			X													X				
Chester		1			X																				
Clay		1			X																				
Claiborne		1															X								
Clinton, City of		1	X																						
Cocke		1			X																				
Coffee	X																								
Crockett		4			X	X												X		X					
Cumberland		1			X																				
Davidson/Metro Nash		2	X		X																				
Decatur		1				X																			
DeKalb		1			X																				
Dickson		1			X																				
Dyer		3			X	X										X									
Fayette	X																								
Fentress	X																								
Franklin		3			X										X					X					
Gibson		1												X											
Giles		4	X		X	X						X													
Grainger		1			X																				
Greene	X																								
Grundy	X																								

**Tennessee Emergency Communications Board
Fiscal Year 2004 Audit Findings**

COUNTY	No Findings	Total Findings	Net Loss	Reconcile to General Ledger	Expenses exceed Budget	Segregation of Duties	Double Entry Bookkeeping (G/L)	Collateralization	3-day Deposit	Capitalization Policy	Maintaining fixed asset records	Minutes not maintained properly	Written Purchasing Policy	Surety Bond Coverage	One signature on the checks	Policy and Procedures not established and Maintained	Adopt Uniform Chart of Accounts	Written Travel Policy	Deficiencies Recording Transactions	Inadequate Supporting Documentation	Maintaining Payroll Records	Meeting at least quarterly	Failure of Fiduciary Capacity	Insufficient Meeting Notice
Hamblen		2	X		X																			
Hamilton	X																							
Hancock		2	X		X																			
Hardeman		2			X			X																
Hardin		1						X																
Hawkins		9			X	X					X	X				X	X					X	X	X
Haywood		3	X		X			X																
Henderson		1			X																			
Henry		1			X																			
Hickman		1			X																			
Houston		3			X	X				X														
Humphreys		1			X																			
Jackson		2			X												X							
Jefferson		1			X																			
Johnson		4			X	X				X											X			
Kingsport, City of		1			X																			
Knox		1	X																					
LaFollette, City of	X																							
Lake		6		X	X	X		X	X					X										
Lauderdale		3			X										X					X				
Lawrence		2			X	X																		
Lewis		1			X																			
Lincoln		1				X																		
Loudon		6	X	X	X	X			X												X			
Macon		2	X		X																			
Madison	X																							
Marion		1	X																					
Marshall		2			X	X																		
Maury		1			X																			
McMinn		2			X												X							
McNairy	X																							
Meigs		1			X																			
Monroe		1			X																			
Montgomery		4			X					X							X			X				

**Tennessee Emergency Communications Board
Fiscal Year 2004 Audit Findings**

COUNTY	No Findings	Total Findings	Net Loss	Reconcile to General Ledger	Expenses exceed Budget	Segregation of Duties	Double Entry Bookkeeping (G/L)	Collateralization	3-day Deposit	Capitalization Policy	Maintaining fixed asset records	Minutes not maintained properly	Written Purchasing Policy	Surety Bond Coverage	One signature on the checks	Policy and Procedures not established and Maintained	Adopt Uniform Chart of Accounts	Written Travel Policy	Deficiencies Recording Transactions	Inadequate Supporting Documentation	Maintaining Payroll Records	Meeting at least quarterly	Failure of Fiduciary Capacity	Insufficient Meeting Notice
Moore		1			X																			
Morgan		2			X															X				
Oak Ridge, City of	X																							
Obion		3			X	X			X															
Overton-Pickett		2	X		X																			
Perry		6		X	X	X							X		X					X				
Polk		4	X		X	X	X																	
Putnam	X																							
Rhea		1			X																			
Roane	X																							
Robertson		3			X	X		X																
Rutherford		1			X																			
Scott		3			X	X		X																
Sequatchie		1			X																			
Sevier	X																							
Shelby		2	X		X																			
Smith		1			X																			
Stewart		1			X																			
Sullivan		1			X																			
Sumner		1			X																			
Tipton		3	X		X						X													
Trousdale		2	X			X																		
Unicoi		3	X		X		X																	
Union		1			X																			
Van Buren		1			X																			
Warren		2			X														X					
Washington	X																							
Wayne		1			X																			
Weakley	X																							
White		1			X																			
Williamson		3		X	X					X														
Wilson		1			X																			
	17	163	20	4	71	20	2	7	4	1	5	2	1	2	3	2	5	1	1	7	2	1	1	1

TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Report on Annual Expenditures

Fiscal Year June 30

	Actual FY2004	Actual FY2005	Budgeted FY2006
Salaries & Wages (010)	\$270,069	\$275,165	\$457,900
Longevity (012)	4,200		5,800
Overtime (014)	-		-
Employee Benefits (020)	93,263	101,958	155,100
Payroll Expenditures	<u>\$367,532</u>	<u>\$377,123</u>	<u>\$618,800</u>
Travel (03)	19,835	18,848	20,700
Printing & Duplicating (04)	3,535	7,901	3,500
Utilities & Fuel (05)	-	-	-
Communications (06)	4,452	10,404	4,500
Maintenance & Repairs (07)	2,738	2,243	2,700
Prof. Svc. & Dues (08) ¹	112,277	283,928	72,800
Supplies & Materials (09)	14,657	9,144	14,700
Rentals & Insurance (10)	43,426	45,142	44,300
Motor Vehicle Ops. (11)	-	-	-
Awards & Indemnities (12)	267	895	-
Grants & Subsidies (13) ²	19,198,528	54,263,892 ³	24,725,900
Unclassified (14)	400	400	400
Stores for Resale (15)	-	-	-
Equipment (16)	-	-	-
Land (17)	-	-	-
Buildings (18)	-	-	-
State Prof. Svcs. (25) ⁴	603,663	961,155	935,700
Other Expenditures	<u>\$20,003,779</u>	<u>\$55,603,953</u>	<u>\$25,825,200</u>
TOTAL EXPENDITURES	<u>\$20,371,311</u>	<u>\$55,981,076</u>	<u>\$26,444,000</u>

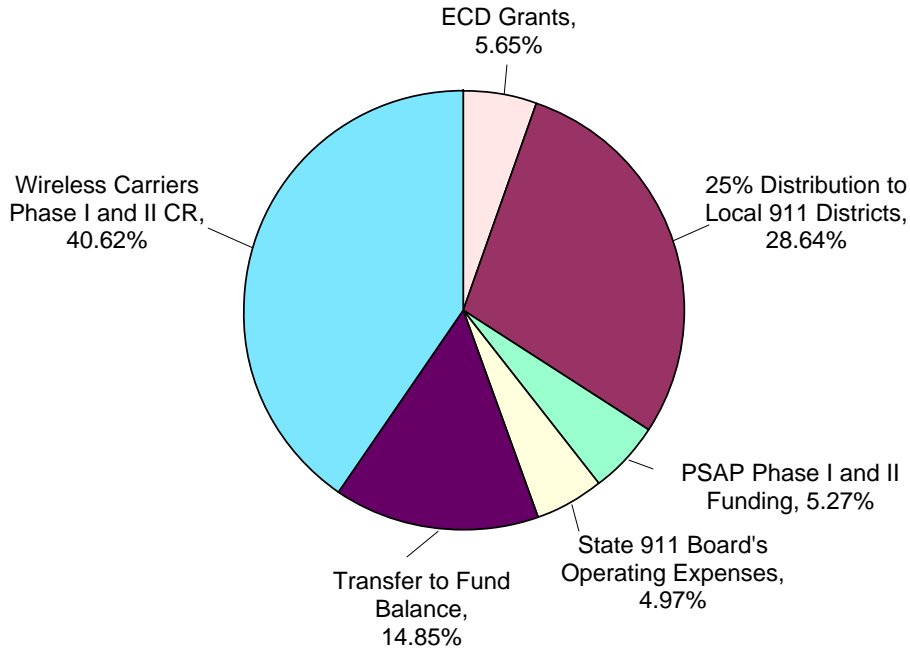
¹ Professional Service and Dues includes consulting services and subscriptions.

² Grants and Subsidies includes 25% distribution to the PSAPs, PSAP Cost Recovery, Wireless Carrier Cost Recovery for Phase I and II.

³ \$28 million of this amount represents a one-time payment of wireless carrier cost recovery that was delayed by litigation which was ultimately withdrawn by the carrier.

⁴ State Professional Services includes expenses with other state agencies such as data processing services provided by the Department of Finance and Administration, State of Tennessee Accounting and Reporting System (STARS), payroll billing, telephone billing, etc., and GIS Services (OIR).

**Tennessee Emergency Communications Board
Breakdown of Wireless 911 Charge
April 2005 through April 2006**



Item	Annual Percentage	Total Expenditure
Wireless Carriers Phase I and II CR	40.62%	\$17,003,183
ECD Grants GIS Mapping & Maintenance Rural Dispatcher Assistance Grant	5.65%	\$2,366,196
25% Distribution to Local 911 Districts (Required by State Law)	28.64% ¹	\$11,989,725
PSAP Phase I and II Funding (Local 911 District Equipment, Trunking and ALI costs)	5.27%	\$2,206,549
State 911 Board's Operating Expenses	4.97%	\$2,081,365
Transfer to Fund Balance	14.85%	\$6,218,353
Total:	100%	\$41,865,371

¹ By statute, the TECB disburses 25% of the wireless revenue to the local 911 districts. The amount reflected here is not exactly 25% because of the timing variance between the TECB revenue collection and disbursement and because of the time period reported; the TECB makes the 25% distribution every two months, in February, April, June, August, October, and December each year, and the chart thus includes seven disbursements.

**Counties Eligible for Rural Dispatcher Grant
Under Proposed Revised Criteria***

County	Total Pop.	% Urban Pop.	% Rural Pop.
1. Fayette	28,806	0	100
2. Hickman	22,295	0	100
3. Grainger	20,659	0	100
4. Union	17,808	0	100
5. Wayne	16,842	0	100
6. Fentress	16,625	0	100
7. Polk	16,050	0	100
8. Crockett	14,532	0	100
9. Grundy	14,332	0	100
10. Cannon	12,826	0	100
11. Stewart	12,370	0	100
12. Bledsoe	12,367	0	100
13. Decatur	11,731	0	100
14. Meigs	11,086	0	100
15. Jackson	10,984	0	100
16. Houston	8,088	0	100
17. Clay	7,976	0	100
18. Lake	7,954	0	100
19. Perry	7,631	0	100
20. Trousdale	7,259	0	100
21. Hancock	6,786	0	100
22. Van Buren	5,508	0	100
23. Moore	5,740	0	100
24. Sequatchie	11,370	0.1	99.9
25. Cheatham	35,912	7	93
26. Scott	21,127	14.6	85.4
27. Overton - Pickett	25,063	15.8	84.2
28. McNairy	24,653	16.4	83.6
29. Johnson	17,499	16.8	83.2
30. Carroll	29,475	17	83
31. Morgan	19,757	17.5	82.5
32. White	23,102	17.7	82.3
33. Macon	20,386	17.7	82.3
34. DeKalb	17,423	20.4	79.6
35. Marion	27,776	20.5	79.5
36. Humphreys	17,929	20.5	79.5
37. Smith	17,712	20.5	79.5
38. Lincoln	31,340	21.3	78.7
39. Benton	16,537	22.5	77.5
40. Monroe	38,961	23.1	76.9

**Counties Eligible for Rural Dispatcher Grant
Under Proposed Revised Criteria***

County	Total Pop.	% Urban Pop.	% Rural Pop.
41. Henderson	25,522	23.5	76.5
42. Jefferson	44,294	25	75
43. Lawrence	39,926	25.4	74.6
44. Giles	29,447	26.8	73.2
45. Weakley	31,895	28.6	71.4
46. Franklin	39,270	29.5	70.5
47. Claiborne	29,862	29.8	70.2
48. Cumberland	46,802	30.7	69.3
49. Hardin	25,578	30.8	69.2
50. Lewis	11,367	30.8	69.2
51. Dickson	43,156	31.4	68.6
52. Rhea	28,400	31.9	68.1
53. Henry	31,115	32.9	67.1
54. Cocke	33,565	33	67
55. Chester	15,540	34.9	65.1
56. Marshall	26,767	36.4	63.6
57. Hardeman	28,105	36.9	63.1
58. Warren	38,276	37.8	62.2
59. Lauderdale	27,101	40.3	59.7
60. Bedford	37,586	40.9	59.1
61. Obion	32,450	41	59
62. McMinn	49,015	41.4	58.6
63. Campbell	39,854	43.4	56.6
64. Loudon	39,086	50	50
65. Gibson	48,152	50.8	49.2
66. Haywood	19,797	51.5	48.5
67. Coffee	48,014	52.2	47.8
68. Unicoi	17,667	55	45
69. Dyer	37,279	56.5	43.5
70. Lafollette**	7,926		

* Compiled by ECB Staff based on 2000 U.S. Census data provided by the U.S. Dept. of Agriculture Economic Research Service.

** The data did not reflect separate statistics for municipalities.

**RULES
OF
DEPARTMENT OF COMMERCE AND INSURANCE
EMERGENCY COMMUNICATIONS BOARD**

**CHAPTER 0780-6-2
DISPATCHER TRAINING REGULATIONS**

TABLE OF CONTENTS

0780-6-2-.01	Purpose	0780-6-2-.05	Minimum Supervised On-the-Job Training Requirements
0780-6-2-.02	Definitions	0780-6-2-.06	Waiver
0780-6-2-.03	Minimum Training Requirements		
0780-6-2-.04	Minimum Course of Study Requirements		

0780-6-2-.01 PURPOSE.

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

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

0780-6-2-.02 DEFINITIONS.

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

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

0780-6-2-.03 MINIMUM TRAINING REQUIREMENTS.

- (1) Each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall be subject to the following minimum training requirements:
 - (a) No less than forty (40) hours of supervised on-the-job training; and
 - (b) No less than forty (40) hours of public safety communications coursework which is administered or sponsored by an academy, agency, or post-secondary educational institution that:
 1. Is capable of supporting a public safety communication student with practical experience on a communication console either through liaison with a Public Safety Communication Center or a fully functional communication console simulator; and
 2. Maintains an accurate, comprehensive record system for all phases of the program which shall be available for inspection and shall include the following:
 - (i) Attendance records;

(Rule 0780-06-02-.03, continued)

- (ii) Course outlines; and
 - (iii) Lesson plans.
 - (c) Continuing education of no less than eight (8) additional hours of public safety communications coursework every two (2) years after completion of the initial training.
- (2) All emergency call takers or public safety dispatchers subject to T.C.A. § 7-86-205 employed after July 1, 2006 shall have six (6) months from the date of their employment to comply with the provisions of this rule.

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

0780-6-2-.04 MINIMUM COURSE OF STUDY REQUIREMENTS.

- (1) The minimum course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include course work of:
- (a) No less than four (4) hours in the roles and responsibilities of 911 or public safety dispatchers, including but not limited to the following subjects:
 - 1. The mission, ethics, and values of emergency communications providers;
 - 2. Professionalism; telecommunicators as part of a public safety team;
 - 3. Basic policies and procedures for telecommunicators and their organizations;
 - 4. Overview of communities and agencies served;
 - 5. Rules and regulations governing emergency communications;
 - 6. Service area geography;
 - 7. Emergency communications disaster plans;
 - 8. Risk management;
 - 9. CPR;
 - 10. News/media relations;
 - 11. Responder safety.
 - (b) No less than two (2) hours in legal concepts and principles, including but not limited to liability, applicable to the operation of:
 - 1. Law enforcement agencies;
 - 2. Fire/rescue agencies;
 - 3. Emergency medical services (“EMS”) agencies;

(Rule 0780-06-02-.04, continued)

4. Public safety communications agencies.
- (c) No less than five (5) hours in interpersonal communication skills, including but not limited to the following areas:
1. Communication techniques and information processing, such as listening, hearing, diction, empathy, perception, and intuitiveness;
 2. Customer service, including but not limited to discrimination and harassment issues;
 3. Diversity issues relating to effective emergency communications, including but not limited to race, nationality, age, speech/hearing impairment, non-English speaking callers and demographics.
- (d) No less than four (4) hours in emergency communications technology, including but not limited to the following areas:
1. Operation of telephones, including but not limited to wireline, portable, wireless (including cellular and personal communication service (“PCS”)) and text telephones for the speech/hearing impaired;
 2. Basic and Enhanced 911;
 3. Automatic Location Identification (“ALI”) and Automatic Number Identification (“ANI”);
 4. Call tracing and records retrieval procedures;
 5. Computerized mapping;
 6. Logging recorders;
 7. Computer aided dispatch (“CAD”) systems;
 8. Wireless, Phase I and II;
 9. Voice Over Internet Protocol.
- (e) No less than eleven (11) hours in communication techniques and call processing, including but not limited to the following areas:
1. Public relations;
 2. Call receipt;
 3. Interviewing;
 4. Controlling the call;
 5. Managing high risk/difficult calls, including but not limited to domestic violence;
 6. Managing differing call categories, including law enforcement, fire/rescue, EMS, HAZMAT or acts of terrorism;

(Rule 0780-06-02-.04, continued)

7. Managing differing call types and events, including in-progress, just- occurred, late, events requiring specific instructions, notifications;
 8. The importance of obtaining proper information, including location, nature, injuries, weapons, chemicals, etc.;
 9. Telematics;
 10. Homeland Security issues, including but not limited to:
 - (i) Protocols and procedures (for example, call profiling, as in when to notify the FBI);
 - (ii) NIMS (“National Incident Management System”), if applicable; and
 - (iii) NORAD (“North American Aerospace Defense”) call procedures and protocols (dealing with emergency calls from aircraft).
- (f) No less than twelve (12) hours in radio communications and dispatch techniques, including but not limited to the following areas:
1. Procedures and protocols;
 2. Radio discipline;
 3. Rules of the Federal Communications Commission (“FCC”) related to radios;
 4. Radio coverage;
 5. Consoles;
 6. Responder safety.
- (g) No less than two (2) hours in stress management, including but not limited to the following areas:
1. Causes;
 2. Strategies for dealing with stress;
 3. Peer support;
 4. Critical incident stress debriefing.
- (2) Course work shall include practical exercises duplicating communication center practices in which the student performs the subject matter being taught.
- (3) Course work shall include testing.

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

0780-6-2-.05 MINIMUM SUPERVISED ON-THE-JOB TRAINING REQUIREMENTS.

- (1) The minimum on-the-job training/course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include a period of supervised instruction of no less than forty (40) hours related to the following:
 - (a) Agency/department policies and procedures (including a written handbook containing such policies and procedures);
 - (b) Agency/department geographical area;
 - (c) Agency/department telephone system and equipment operations;
 - (d) Structure of local government and agencies being served;
 - (e) Local ordinances and requirements;
 - (f) Governmental and private resources;
 - (g) National Crime Information Center data and records, if applicable.

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

0780-6-2-.06 WAIVER.

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

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



Tennessee Emergency Communications Board, Authorization No. 335358 for 339 copies, August 1, 2006. This public document was promulgated at a cost of \$2.12 per copy.