



**STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164**

**RANDY PORTER  
CHAIRMAN**

**CURTIS SUTTON  
EXECUTIVE DIRECTOR**

**TECB POLICIES**

**Table of Contents**

Policy No. 01	Procedures for Handling Proprietary Information
Policy No. 02	Designations Regarding the Media
Policy No. 03	Direct Deposit Policy
Policy No. 04	District Annual Budgets
Policy No. 05	District Contact Information
Policy No. 06	Financially Distressed Districts
Policy No. 07	TECB Ethics Policy
Policy No. 08	Interlocal Agreements
Policy No. 09	District Minimum Technical Operating Standards
Policy No. 10	Financial Support to Promote District Consolidation
Policy No. 11	District Board Meetings and Officers
Policy No. 12	Catastrophic Loss Assistance
Policy No. 13	Notice of Reduction in Local Funding
Policy No. 14	Composition of Board in Consolidated Districts
Policy No. 15	Distribution of Excess Surcharge Revenue



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 01**

### **PROCEDURES FOR HANDLING PROPRIETARY INFORMATION**

**PURPOSE:** The Emergency Communications Board finds that it is necessary to set forth procedures that shall be followed when information is submitted to the Board in conformity with Rule 0780-6-1-.03, "Submission of Proprietary Information."

#### **POLICY:**

1. Documents, envelopes and/or packages received by the Board office that are marked "CONFIDENTIAL" shall only be opened and/or reviewed by the Board's Executive Director or other individuals designated by the Director. All such individuals shall be in conformity with Rule 0780-6-1-.04 (Access to Proprietary Information).
2. Proprietary information that is received by the Board office in envelopes and/or packaging that has previously been opened shall be immediately brought to the attention of the Executive Director or the Director's designee(s). As soon as possible thereafter, the delivering entity and the sender shall be notified in writing of the condition of the envelope or packaging as it existed when received by the Board office.
3. Proprietary information that is received by the Board office in envelopes and/or packaging that is not marked "CONFIDENTIAL" and that is subsequently opened by a Board staff member other than the Executive Director or the Director's designee, shall be immediately brought to the attention of the Executive Director or the Director's designee(s).
4. The Board's Executive Director or the Director's designee(s) shall review the information and determine if it qualifies as proprietary information under the Board's rules.
5. Information that is deemed proprietary shall be secured and stored in accordance with rule 0780-6-1-.05.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 4 (Adopted 8-22-00).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 02**

**DESIGNATIONS REGARDING THE MEDIA**

**PURPOSE:** The Emergency Communications Board finds that it is necessary to designate representatives who are authorized to speak to the media on behalf of the Board and to make statements to other individuals and organizations regarding established Board policies, standards, rules, and decisions.

**POLICY:**

The Board hereby designates the Board Chair and the Board's Executive Director as authorized representatives to speak to the media regarding Board matters. No other individual shall speak on behalf of the Board without first obtaining approval from the Board, which approval must be properly voted upon on the record at a full Board meeting. Nothing contained herein shall prohibit the Board's staff attorney or General Counsel from making any statements regarding legal matters affecting the Board. All media inquiries shall be handled in accordance with applicable media relations policies adopted by the Department of Commerce & Insurance.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 5 (Adopted 06-29-00).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 03**

**DIRECT DEPOSIT POLICY**

**PURPOSE:** The following policy encourages telecommunication service suppliers to remit 911 surcharges to the Board via direct deposit to allow for the more efficient processing of 911 surcharges by the Board.

**POLICY:**

The Tennessee Emergency Communications Board encourages all dealers of telecommunications services required to remit 911 surcharges to the board under Tenn. Code Ann. § 7-86-128, or as otherwise provided by law, to do so via direct deposit.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 12 (Adopted 06-29-00).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 04**

**DISTRICT ANNUAL BUDGETS**

**PURPOSE:** The following policy ensures the Board will timely receive annual budgets from local emergency communications districts in accordance with Tenn. Code Ann. § 7-86-304(c).

**POLICY:**

- A.** Emergency Communications District annual budgets shall be filed with the Tennessee Emergency Communications Board no later than forty-five (45) days after July 1<sup>st</sup> of each year.
- B.** If a district fails to file a budget within forty-five (45) days of July 1<sup>st</sup>, the board will distribute notification letters to district board members, and the district director, regarding the district's failure to submit an annual budget.
- C.** Failure to submit an annual budget within thirty (30) days after receipt of the notification letter set forth above will require the district director and district chairman to appear at the November meeting of the board to explain the district's failure to submit a budget, provided the annual budget has not been submitted prior to that meeting.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 13 (Adopted 9-12-02); Policy No. 17 (Adopted 1-15-04).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 05**

### **DISTRICT CONTACT INFORMATION**

**PURPOSE:** The following policy requires local emergency communications districts to provide the Board with updated board member and PSAP information and sets forth procedures for providing contact information requested under the Kelsey Smith Act.

#### **POLICY:**

#### **I. BOARD CONTACT INFORMATION**

- A. Each emergency communications district shall annually provide to the Tennessee Emergency Communications Board the name, address, telephone number and email address, if any, of each current board member in such emergency communications district.
- B. Any vacancies and/or any change in the membership on a local board shall be reported to the board within ten (10) days after the vacancy arises, ten (10) days after confirmation of a new member, or the effective date of a change in board membership if the member is appointed without confirmation.

#### **II. PSAP INFORMATION AND EMERGENCY INFORMATION REQUEST PROCEDURES**

- A. Each district shall provide the board with PSAP information lists for all PSAPs within their service area together with the following information for each PSAP:
  - 1. Name of Supervisor/Director;
  - 2. Call-back number; and
  - 3. Address.

- B. The District's Director or the PSAP's supervisor shall serve as the contact for CMRS providers in the event that PSAP personnel fail to follow proper procedures in obtaining customer information as outlined below.
- C. Where a PSAP, district, or emergency services provider requires customer information in an emergency situation, the person calling shall:
  - 1. Call the provider's dedicated emergency number provided pursuant to the "Kelsey Smith Act," Tenn. Code Ann. § 38-1-602;
  - 2. Identify themselves and their PSAP by name and county, and give their operator name and number;
  - 3. Identify the emergency; and
  - 4. Specify the information required.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 15 (Adopted 01-15-04).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 6**

### **FINANCIALLY DISTRESSED AND "AT RISK" DISTRICTS**

**PURPOSE:** Pursuant to Tenn. Code Ann. § 7-86-304(d), financially distressed districts are subject to the supervision and evaluation by the Tennessee Emergency Communications Board. The following policy sets forth procedures and guidelines to restore the financial stability of financially distressed emergency communications districts subject to supervision by the Board.

#### **POLICY:**

##### **I. "FINANCIALLY DISTRESSED" DEFINED**

A "financially distressed emergency communications district" is a district that, as shown by annual audits:

- (1) Has a negative change in net position for a period of three (3) consecutive years;
- (2) Has a deficit in total net position; or
- (3) Is in default on any indebtedness.

Additionally, the Board may determine a district is a "financially distressed emergency communications district" if:

- (1) A district is the subject of a lien filed by the internal revenue service;
- (2) The board determines that it appears that the district cannot satisfy its financial obligations to the extent that the continued operation of the district is at risk; or
- (3) The district has defaulted on any indebtedness due to insufficient funds, such default is not cured within sixty (60) days and, upon determination of the board, it appears that the district cannot satisfy its financial obligations to the extent that the continued operation of the district is at risk.

In accordance with Tenn. Code Ann. § 7-86-304(d), financially distressed emergency communications districts are subject to supervision and evaluation by the Board.

## II. NOTICE OF FINANCIAL INSTABILITY

Each district shall provide the Board with notice in the event they are:

- (1) Predicting or operating under an annual net loss;
- (2) In default on any debt; or
- (3) Anticipating a decrease in local governmental funding or support.

Such notice shall be provided in writing within ten (10) days of becoming aware of any such event.

## III. EVALUATION BY THE BOARD

The Board shall evaluate the financial statements and operations of a financially distressed emergency communications district at an open meeting of the Board. The district board chairman and director of the financially distressed district are encouraged to attend this meeting and to respond to questions from the Board regarding the district's financial status.

After considering the evaluation and recommendation of Board staff, the Board may elect to designate a financially distressed district as a "Confirmed" financially distressed district or as an "At Risk" district.

In determining whether an ECD will be designated "Confirmed" or "At Risk," the Board will take the following factors into consideration:

1. The District's fund balance in relation to its most recent operating budget.
2. Amount of the negative changes in net position over the consecutive three years that designated the district as "financially distressed" in relation to revenue received by the district for those three years.
3. Increase or decrease in cash flow.
4. Source of cash resources that paid for any excessive expenditures.
5. Recurring or non-recurring nature of expenditures that caused a negative change in net position.
6. Effect of recording depreciation on change in net position. However, in no event will the Board consider a district's depreciation costs as an operating expense.

## IV. BOARD SUPERVISION OF "CONFIRMED" DISTRICTS

Financially distressed districts deemed "confirmed" by the Board shall be subject to the following guidelines:

1. A financially distressed district must request and obtain Board approval before authorizing, making or entering into an obligation to obtain goods or services or incur debt with a cost in excess of five thousand dollars (\$5,000) or increasing their budgeted recurring payroll costs over one thousand dollars (\$1,000). This

requirement applies to purchases and expenditures involving partial payments of less than \$5,000, provided the payment totals more than \$5,000 over time. Subject to the provisions of Tenn. Code Ann. § 7-86-306, the Board executive director is authorized to approve or deny such requests. If such a request is denied by the Executive Director, the district may appeal the decision to the TECB members at a TECB meeting.

2. A financially distressed district shall adopt a balanced budget or explain any unbalanced budget to the Board. A balanced budget is one in which recurring operating expenditures include depreciation expense as a budget line item expenditure and recurring expenditures do not exceed recurring revenues. A financially distressed district must provide the Board with a copy of any proposed budget and advise the Board at least ten (10) days prior to any district board meeting in which the district budget or any amendment to the budget is on the agenda to be discussed or approved.
3. The board of directors of a financially distressed district must meet at least bi-monthly (six (6) times per year) in order to review and consider financial statements, operations, and efforts to end its distressed status. The district must provide copies to the Board of all board of directors meeting minutes and the financial reports required to be provided at every regularly scheduled meeting under Tenn. Code Ann. § 7-86-123. Minutes shall be filed with the Board no later than seven (7) days after approval; financial reports shall be filed no later than seven (7) days after each district meeting.
4. A financially distressed district shall provide written notice to Board staff of all meetings and hearings held by the district board of directors no less than ten (10) days in advance of such meeting or hearing. Reasonable notice of emergency meetings shall be provided to the Board.
5. A financially distressed district must provide a written corrective action plan to the Board within three months of the designation of financial distress. The corrective action plan shall describe efforts or activities that will move the ECD toward having positive changes in net position.
6. Board staff shall make periodic visits and/or establish frequent communications with financially distressed districts to advise and to be available to assist in efforts to improve financial health

A “confirmed” financially distressed district with three (3) consecutive years of negative changes in net position is subject to the supervision and evaluation of the TECB until the district demonstrates a positive change in net position on audited financial statements for two (2) consecutive years.

#### V. BOARD SUPERVISION OF “AT RISK” DISTRICTS

A district that is financially distressed pursuant to Tenn. Code Ann. § 7-86-304(d)(1)(A) for having a negative change in net position for three (3) consecutive years may be deemed “At Risk” by the TECB as described above.

The following procedures and policies shall be applicable to district’s deemed “At Risk”:

1. The status of each “At Risk” district shall be reviewed annually by Board staff and recommended for consideration by the Board for one of the following actions: (1) removal from “At Risk” status; (2) continuation of “At Risk” status; or (3) designation as a “Confirmed” financially distressed district.
2. Board members shall be provided annually a list of districts that are “At Risk” as determined by staff analysis of audits and other available reports.
3. Districts deemed “At Risk” must submit a balanced budget and all budget amendments to the Board. A balanced budget is one in which recurring operating expenditures include depreciation expense as a budget line item expenditure and recurring expenditures do not exceed recurring revenues.
4. Districts deemed “At Risk” shall provide a written corrective action plan to the Board within three (3) months of the designation of “At Risk”. The corrective action plan shall describe efforts or activities that will move the district toward having positive changes in net position.
5. Districts deemed “At Risk” shall provide copies of all minutes from district board of directors meetings and the financial reports required to be provided at every regularly scheduled meeting under Tenn. Code Ann. § 7-86-123. Minutes shall be filed with the Board no later than seven (7) days after approval; financial reports shall be filed no later than seven (7) days after each district meeting.
6. Districts deemed “At Risk” shall work with Board staff to try to avoid a designation of financial distress under Tenn. Code Ann. § 7-86-304(d).
7. Board staff shall make periodic visits and/or otherwise assist “At Risk” districts in efforts to improve financial health.

An “At Risk” district may be deemed no longer “At Risk” upon attaining a positive change in net position in an annual audit report.

VI. BOARD ASSISTANCE FOR DISTRICTS WITH ONE (1) OR (2) TWO CONSECUTIVE YEARS OF NEGATIVE CHANGE IN NET POSITION

- A. One Year Negative Change in Net Position: A district that has a negative change in net position reflected on an annual audit will be offered assistance and guidance by Board. The Board will provide written notification of the negative change in net position and provide a written offer of assistance to the district director and board chair.
- B. Two Consecutive Years of Negative Change in Net Position:
  1. The Board will provide written notice of the existence of two consecutive years of negative change in net position to the district director and board chair. Board staff shall provide an annual review of the status of all districts with two consecutive years of negative changes in net position to the Board.

2. The Board shall request an explanation of the cause of the negative change and request a meeting with the district director and board chair to offer assistance and develop a plan of corrective action.
3. Corrective action must include at least the following:
  - a. District board approval of a balanced budget. A balanced budget is one in which recurring operating expenditures include depreciation expense as a budget line item expenditure and recurring expenditures do not exceed recurring revenues.
  - b. Providing copies to the Board of all minutes and financial reports required for every regularly scheduled meeting district board meeting
  - c. Working with Board staff to try to avoid a designation of financial distress under Tenn. Code Ann. § 7-86-304(d).
4. The Board shall make periodic visits and/or otherwise assist districts in their efforts to improve their financial health.

Duration: One year of having a positive change in net position will remove any of the conditions or requirements imposed under this policy for districts with one or two consecutive years of a negative change in net position.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 16 (Adopted 01-15-04).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 07**

### **BOARD ETHICS POLICY**

**PURPOSE:** The following policy establishes a standard code of ethics for members of the board, as required by the Comprehensive Ethics Reform Act, Tenn. Code Ann. § 8-17-101 *et seq.*

#### **POLICY:**

1. Application:

This Policy applies to all members of the Tennessee Emergency Communications Board.

2. Board member responsibilities:

Each board member shall avoid any action, whether or not specifically prohibited by statute, regulation, or policy, which might result in or create the appearance of:

- i. Using public office for private gain;
- ii. Giving preferential treatment to any person;
- iii. Impeding government efficiency or economy;
- iv. Losing complete independence or impartiality;
- v. Making a government decision outside of official channels; or
- vi. Affecting adversely the confidence of the public in the integrity of the Emergency Communications Board.

3. Gifts:

No board member shall solicit or accept, directly or indirectly, on behalf of himself or herself or any member of the board member's household, any gift, including but not limited to any gratuity, service, favor, food, entertainment, lodging, transportation, loan, loan guarantee or any other thing of monetary value, from any person or entity that:

- i. Has, or is seeking to obtain, contractual or other business or financial relations with the Emergency Communications Board or any other entity in which the board member is employed; or

- ii. Conducts operations or activities that are regulated by the Emergency Communications Board or any other entity in which the board member is employed; or
- iii. Has interests that may be substantially affected by the performance or nonperformance of the board member's official duties.

4. Exceptions:

The prohibition on accepting gifts in paragraph 3 does not apply to:

- i. A gift given by a member of the board member's immediate family, or by an individual if the gift is given for a nonbusiness purpose and is motivated by a close personal friendship and not by the position of the board member. In determining whether a gift falls within this subsection, the factors contained in Tenn. Code Ann. Section 3-6-114(b) (3) (A) and (B) shall apply.
- ii. Informational materials in the form of books, articles periodicals, other written materials, audiotapes, videotapes, or other forms of communication;
- iii. Sample merchandise, promotional items, and appreciation tokens; provided they are routinely given to customers, suppliers or potential customers in the ordinary course of business;
- iv. Unsolicited tokens or awards of appreciation, honorary degrees, or bona fide awards in recognition of public service in the form of a plaque, trophy, desk item, wall memento and similar items; provided that any such item shall not be in a form which can be readily converted to cash;
- v. Food, refreshments, foodstuffs, entertainment, or beverages provided as part of a meal or other event, if the value of such items does not exceed fifty dollars (\$50.00) per occasion; provided that the value of a gift made pursuant to this subsection may not be reduced below the monetary limit by dividing the cost of the gift among two or more persons or entities identified in paragraph 3;
- vi. There may be circumstances where refusal or reimbursement of a gift (such as a lunch or dinner) may be awkward and contrary to the larger interests of the State. In such circumstances, the board member is to use his or her best judgment, and provide to the other board members a written disclosure of the gift, including a description, estimated value, the identity of the person or entity providing the gift, and any explanation necessary within fourteen (14) days;
- vii. Food, refreshments, meals, foodstuffs, entertainment, beverages or intrastate travel expenses that are provided in connection with an event where the board member is a speaker or part of a panel discussion at a scheduled meeting of an established or recognized membership organization which has regular meetings; and
- viii. Loans from established financial institutions made in the ordinary course of business on usual and customary terms, so long as there are no guarantees or collateral provided by any person described in paragraph 3.

5. Financial Interests.

- i. With the exception of the salary of the board member appointed pursuant to Tenn. Code Ann. § 7-86-302, if such board member is a state employee, no board member shall enter into or derive any benefit, directly or indirectly, from any contractual arrangement with the State or any of its agencies with regard to matters related to E911 or emergency communications. In recognition of the fact that many husbands and wives have separate careers, the normal employment compensation of a spouse

whose regular, ongoing employer or business has a “benefit” to the board member, provided the contract with the State was procured without any participation, assistance or influence by the board member.

- ii. No board member shall have a direct or indirect financial interest that conflicts substantially, or appears to conflict substantially, with his or her board-related duties or responsibilities. “Indirect financial interest” in this case includes a substantial interest on the part of a parent, spouse, or minor child of the board member. This subsection shall not apply to interests that have been placed into a “blind trust” arrangement pursuant to which the board member does not have knowledge of the retention or disposition of such interests. This subsection also shall not apply to ownership of publicly traded stocks or bonds where such ownership constitutes less than two percent (2%) of the total outstanding amount of the stocks or bonds of the issuing entity. If, at the time the board member begins his or her term on the board or at any subsequent time while serving on the Board, the board member possesses such direct or indirect financial interests prohibited by subsections (i) or (ii), the board member shall divest such interest within a reasonable time.

6. Use of Information:

No board member shall, directly or indirectly:

- i. Use, disclose, or allow the use of official information which was obtained through or in connection with his or her membership on the Emergency Communications Board and which has not been made available to the general public for the purpose of furthering the private interest or personal profit of any person, including the board member; or
- ii. Engage in a financial transaction as a result of, or primarily relying upon, information obtained through his or her membership on the Emergency Communications Board.

7. Use of government property:

No board member shall make use of the facilities, equipment, personnel or supplies of the State or its agencies for private use or gain, except to the extent that the use is incidental or *de minimus* or is lawfully available to the general public.

8. Ex Parte Communications in pending proceedings pursuant to Tenn. Code Ann. § 7-86-312.

- i. Upon receipt by the Board of a resolution from a city or county governing body requesting the Board to review a decision of the board of directors of the emergency communications district serving such city or county pursuant to Tenn. Code Ann. § 7-86-312, Board members may not communicate, directly or indirectly, regarding any issue related to the decision under review, while the request for review is pending, with any person without providing notice and an opportunity to participate in the communication.
- ii. Notwithstanding subsection (i) Board members may communicate with Board staff on pending requests for review, members of the staff of the attorney general and reporter or a licensed attorney who has no interest in the decision being reviewed and agrees that the communication is privileged.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 18 (Adopted 1-15-04)**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 08**

**INTERLOCAL AGREEMENTS**

**PURPOSE:** The following policy requires interlocal agreements between an emergency communications district and another governmental entity be memorialized in writing, approved by the local board of directors, and that such agreements be provided to the Board.

**POLICY:**

All agreements or arrangements between an emergency communications district and another governmental entity in which facilities, resources and/or income of any kind is shared, contributed or obtained shall be memorialized in written interlocal agreements adopted by the board of directors of the local emergency communications district before the implementation of such an agreement. A copy of each interlocal agreement, or any amendments to an interlocal agreement, shall be submitted to the Board within forty-five (45) days after such agreement is executed by the entities involved.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 25 (Adopted 7-16-04).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 09**

### **DISTRICT MINIMUM TECHNICAL OPERATING STANDARDS**

**PURPOSE:** The following policy establishes minimum technical operating standards for emergency communications districts and public safety answering points (“PSAPs”) in order to ensure continuity of 911 operations and compatibility for connectivity to the statewide next generation 911 infrastructure.

#### **POLICY:**

##### **I. TECHNICAL OPERATING STANDARDS FOR E-911 SERVICE**

A. Pursuant to Tenn. Code Ann. § 7-86-306(a)(9), 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;
2. Arrange with other PSAPs within the district, or within close proximity, for 911 call answering in the event of a major equipment failure or PSAP evacuation.<sup>1</sup> In cases where a PSAP is so large that another PSAP within close proximity cannot adequately provide call answering, then the PSAP should establish an alternate answering center or arrangement that ensures 911 calls do not go unanswered. It is strongly recommended that districts develop partnerships with adjacent districts to avoid building backup PSAP facilities or mobile PSAP units that are unused the majority of the time. This provision shall not apply to PSAPs with alternate routing capability through the next generation 911 infrastructure.

---

<sup>1</sup> Typically, alternate routing of 911 calls to an adjacent PSAP or mobile PSAP unit would be considered a short range plan with a projected duration of less than a week. This gives the PSAP and ECD managers time to implement more long range plans when re-occupancy of a PSAP will be delayed due to fire, tornado damage, or other significant event.

3. Prepare and regularly test, at least annually, a PSAP Operations Continuity Plan that specifically provides procedures for on-duty personnel in the re-routing of 911 calls, switchover to backup systems, evacuation plans, temporary call answering plans, return to normal plans, and other plans that ensure that 911 calls do not go unanswered. The Board will provide, upon request, a model plan that can be customized for individual PSAPs.

## II. GIS Mapping System Capabilities

- A. All public safety answering points affiliated with emergency communications districts shall obtain, and be capable of effectively operating, a Geographic Information Systems ("GIS") mapping system in accordance with the minimum standards set forth by the Board, and shall migrate their GIS data to follow the Tennessee Information for Public Safety ("TIPS") format,<sup>2</sup> defining field naming conventions for address points, street centerlines and ESN boundaries.

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.

- B. With Respect to Local GIS Operations, each ECD shall:

1. Provide the Board with the name of an individual who shall be responsible for their GIS Mapping and maintenance.
2. Obtain the approvals necessary to migrate their GIS data to the TIPS format and provide that data to OIR/GIS or other Board designee(s) as requested.
3. Coordinate with OIR/GIS or other Board designee to migrate GIS data to the TIPS format and maintain TIPS data on a monthly basis.
4. Annually update GIS maintenance plan on a form provided by the Board and submit the form to OIR/GIS or other Board designee(s).
5. Implement and maintain the following data layers and provide that data to OIR/GIS or other Board designee(s):
  - a. Street Centerlines;
  - b. Address Points;
  - c. Emergency Service Zone Boundaries (ESN Boundaries);
  - d. Fire Hydrants;
  - e. Administrative Boundaries (City, State, and County);
  - f. Ortho Photography; and
  - g. Other layers NENA may require.

---

<sup>2</sup> The TIPS format is available at [http://gis.state.tn.us/tips\\_docs/TIPS\\_Specifications\\_v50.pdf](http://gis.state.tn.us/tips_docs/TIPS_Specifications_v50.pdf) and is incorporated by reference. TIPS incorporates current GIS standards adopted by the National Emergency Number Association (NENA) and uses the ESRI (Environmental Systems Research Institute) data format.

6. Upon request, cooperate with OIR/GIS or other Board designee(s) and GIS personnel in adjacent counties/jurisdictions to ensure that:
  - a. Emergency service zones and street centerline data layers are seamless between counties with no gaps or overlaps between boundary polygons; and
  - b. All boundary street centerlines share an exact begin or end node with the adjacent county street centerline.
7. Comply with NENA GIS Mapping Standards.<sup>3</sup>

### III. NOTICE OF OUTAGE

- A. Emergency communications districts (“ECDs”) or their agents or designees responsible for carrying out “operations of the district,” shall notify the Network Operations Center designated by the Tennessee Emergency Communications Board (“Board”) of any misrouted 911 calls or any failure or decrease in the level of any type or degree of 911 service of a duration over, or predicted to be over, thirty (30) minutes. Such notices 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.
- B. 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 the Executive Director’s designee prior to halting or reducing the level or quality of E-911 service within any area of the state.
- C. The NOC shall be notified of all activities in the PSAP that could impact NG911 equipment or connectivity to the NG911 network as follows:
  1. No later than 24 hours prior to scheduled activities; and
  2. As soon as possible for unscheduled events and no later than one hour after such event.
  3. Upon the second violation of this Policy, the Board may require the director and chairman of the Emergency Communications District to appear at the next regularly scheduled meeting of the TECB for a determination of whether the district is taking sufficient actions or acting in good faith to establish, maintain or advance 911 service for the citizens of the district. It is recommended that ECD leadership require their CPE vendors to execute an agreement promising not to undertake any activities that could impact NG911 equipment or connectivity to the network without first notifying the NOC consistent with this Policy

---

<sup>3</sup> The NENA GIS Standards are available at [http://www.nena.org/sites/default/files/02-014\\_20070717.pdf](http://www.nena.org/sites/default/files/02-014_20070717.pdf)

#### IV. MINIMUM BACKUP POWER REQUIREMENTS

- A. All public safety answering points ("PSAPs") operated by emergency communications districts ("districts") shall obtain:
  - 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 (48) hours;
- B. Minimum backup power requirements shall apply to equipment used to provide Next Generation 911 service to the PSAP.
- C. The Board recommends the following with respect to backup power at PSAPs:
  - 1. An additional backup emergency generator that utilizes an alternative fuel source;
  - 2. That district management assure backup power equipment and fuel supplies are not located in areas prone to flooding; and
  - 3. That UPS systems be of the "online" type, providing filtered power to protect against surges, voltage drops and other power-related issues often caused by switching to and operating on generator power or interruptions or degradation of the commercial power supply.

#### V. PLAN FOR REROUTING 911 CALLS

- A. All districts shall develop and adopt a written plan that defines how 911 calls will be rerouted for all affiliated or self-operated PSAPs in the event of network facility disruption, equipment failure, PSAP evacuation, or for any other reason that 911 calls cannot be answered at the intended PSAP.
- B. Each district must file its plan for each PSAP with the Board. Plans that require calls to be rerouted to another district must include a written agreement with the district that will receive the rerouted calls. Any changes or revisions to the plan must be filed with the Board thirty (30) days after such changes or revisions are made.
- C. The plan for rerouting 911 calls may be included as part of the overall contingency plan for the district if so desired.

#### VI. PSAP RELOCATION

- A. Districts planning to relocate PSAPs shall provide the Board with written notice no later than 60 days prior to the move. Districts with PSAPs that are connected to the NG911 infrastructure prior to relocation shall bear the costs connecting their new locations to the NG911 Infrastructure.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 20 (Adopted 3-12-04); Policy No. 31 (Adopted 3-17-05); Policy No. 32 (Adopted 3-17-05); Policy No. 33 (Adopted 3-17-05); Policy 36 (Adopted 4-20-06); Policy No. 44 (Adopted 5-17-12).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 10**

**FINANCIAL SUPPORT TO PROMOTE DISTRICT CONSOLIDATION**

**PURPOSE:** The following policy sets forth a financial incentive program to promote the consolidation of emergency communication districts pursuant to Tenn. Code Ann. § 7-86-105(b)(7).

**POLICY:**

Each emergency communications district that consolidates with another district, up to a maximum of three (3) districts, shall be eligible for financial assistance up to a maximum of \$150,000 each toward the cost of consolidation, to be determined on a case-by-case basis after a site visit and analysis by the Board or its designee(s), and the development in conjunction with the effected districts of a consolidation plan, including the projected costs associated with the project, subject to the Board's approval.

The consolidation shall be memorialized in a written interlocal agreement consistent with Tenn. Code Ann. § 7-86-105(b)(7). The amount of financial support for consolidation of more than three (3) ECDs shall be determined on a case-by-case basis by the TECB. The provision of financial support by the Board is subject to the availability of funds in the Emergency Communications Fund.

**Effective: August 5, 2015.**

**Supersedes Policy No. 34 (Adopted 7-28-05).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 11**

**DISTRICT BOARD MEETINGS AND ELECTION OF OFFICERS**

**PURPOSE:** The following policy provides for regularly scheduled meetings of local emergency communications districts board of directors and the election of officers for such boards.

**POLICY:**

Each district board of directors shall meet at least quarterly, and at the call of the chair. Each district board shall also elect a chair and such other officers as it deems appropriate. At a minimum, such elections shall be conducted at least every two (2) years.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 35 (Adopted 4-20-06).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 12**

### **CATASTROPHIC LOSS ASSISTANCE**

**PURPOSE:** The following policy sets forth the requirements and procedures for the Tennessee Emergency Communications Board's catastrophic loss assistance program to provide temporary aid to districts in the event of a catastrophic loss.

#### **POLICY:**

Emergency communications districts with a catastrophic loss or losses may be eligible for financial assistance in an amount up to \$100,000, per catastrophic event. The Board will only provide immediate temporary assistance in the event of a catastrophic loss subject to the terms set forth below.

- A. Districts without comprehensive insurance coverage are not eligible for catastrophic loss assistance. Completed claims must be filed with the insurance company within thirty (30) days after incurring a catastrophic loss, or failure to timely file the claim must be justified to, and approved by, the Board.
- B. Only "catastrophic loss" will be covered. "Catastrophic loss" is defined as a partial or complete loss of equipment or facilities which incapacitates or reduces the ability of the district to perform 911 functions, due to fire, earthquake, tornado, lightning, hazardous waste, acts of God, or other events deemed catastrophic by the Board in accordance with this policy.
- C. Items that are eligible for consideration of reimbursement by the Board, if properly justified and documented, include: the purchase price for replacement of equipment or property that was damaged; the cost of clean-up and waste/trash removal; the cost of materials and labor to install or prepare replacement equipment and property for use; the cost of refurbishing the facilities to make them useful, safe, and habitable; the cost of overtime pay that might be incurred for staff for clean-up; overtime and premium overtime salary costs to maintain 911 services disrupted by the event; etc. This list is not inclusive of every cost that may be eligible.
- D. A district may request funds for immediate needs and repay the Board after insurance settlement. All funds advanced for immediate needs must subsequently be justified and supported after insurance settlement is complete by the submission of appropriate

documentation. Any overpayment from the advance must be returned to Board within thirty (30) days after receiving final settlement from the insurance company for the loss.

- E. The need for a site visit by the Director of E-911 Technical Services to verify use of the funds will be determined by the Executive Director of the Board on a case by case basis, as soon as practicable after the event.
- F. In order to expedite assistance to districts during a catastrophic event, the Executive Director of the Board is authorized to release funds, subject to approval by the Board Chair, if the following criteria have been met:
  - 1. Release of the funds is necessary for the restoration or adequate provision of 911 service
  - 2. The funds are only needed for items authorized by the 911 Revenue Standards; and
  - 3. The district director, or district board chair, completes a form designated "Request for Advance of Catastrophic Loss" certifying the following:
    - a. The total amount needed;
    - b. That the ECD is in immediate need of cash resources to initiate and maintain 911 services at an acceptable level of operations.
    - c. That the ECD had a valid insurance policy in effect at the time of the catastrophic event and will file claims for reimbursement in accordance with the policy requirements to the extent necessary to ensure full allowable reimbursement and that the full amount of any advance received shall be returned to the TECB after settlement with the insurance company.
    - d. That the request for cost reimbursement is correct and valid, and that the amount claimed will be expended to implement, operate, maintain or enhance statewide wireless enhanced 911 service in conformance with all applicable orders and rules of the Federal Communications Commission and other federal and state requirements that pertain to wireless enhanced 911 service.
- G. In order to be eligible for assistance, copies of vendor quotation(s) for the item(s) for which funding is sought must be provided to the Board.
- H. All emergency communications districts shall obtain comprehensive insurance on equipment for which the district received reimbursement of all or part of the purchase price from the Tennessee Emergency Communications Board. It is strongly recommended that comprehensive insurance be obtained on all real or personal property, facilities and/or equipment owned by or used in the operation of the district. Districts that fail to procure insurance are ineligible to apply to the Board for advances for catastrophic losses or damages.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 40 (Adopted 4-19-07).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

**POLICY NO. 13**

**NOTIFICATION OF REDUCTION IN FUNDING**

**PURPOSE:** The following policy requires local districts to notify the Tennessee Emergency Communications Board of any reductions in local funding so the Board may take action as necessary to ensure revenue provided by the Board is not being used to supplant funding provided to a district by local government.

**POLICY:**

Emergency communications districts shall notify the Board within ten (10) business days after receiving notice that a local government entity providing contributions to the district intends to reduce such contributions.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 42 (Adopted 9-24-09).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

#### **POLICY NO. 14**

### **COMPOSITION AND SELECTION OF BOARD OF DIRECTORS OF MULTI-JURISDICTIONAL DISTRICT CREATED PURSUANT TO TECB ORDER OF CONSOLIDATION**

**PURPOSE:** The following policy sets forth Board directives concerning the composition and selection of the board of directors of a multi-jurisdictional emergency communications district created pursuant to Tenn. Code Ann. § 7-86-305.

#### **POLICY:**

The board of directors of a multi-jurisdictional district created by order of consolidation of the Board pursuant to Tenn. Code Ann. §7-86-305 shall be composed of no fewer than seven (7) and no more than twelve (12) members, unless otherwise directed by the Board.

No less than twenty-five percent (25%) and no more than thirty-four percent (34%) of the membership of the consolidated board of directors of such district shall represent the area of the financially distressed district.

The members representing the financially distressed district shall be appointed by the county mayor or chief executive officer and confirmed by the legislative body of the area they represent. If the legislative body does not act to confirm or reject the appointment within ninety (90) days or until the conclusion of its next regularly scheduled meeting, whichever is later, the appointment shall take effect without confirmation. The members representing the financially distressed district shall be appointed for staggered terms of two (2), three (3) and four (4) years, dating from the effective date of consolidation. Thereafter, the members shall serve for a term of four (4) years.

The number and terms of the members representing the non-financially distressed district shall not change as a result of the consolidation unless otherwise agreed to by the non-financially distressed district and the Board prior to consolidation.

Members shall serve until a successor is duly appointed and confirmed.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 43 (Adopted 5-29-11).**



STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE & INSURANCE  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0582  
615-253-2164

## **POLICY NO. 15**

### **DISTRIBUTION OF EXCESS SURCHARGE REVENUE**

**PURPOSE:** The following policy sets forth the procedures for distributing any excess surcharge revenue as provided in Tenn. Code Ann. § 7-86-130.

#### **POLICY:**

##### **I. Definitions**

- a. "Board" means the Tennessee Emergency Communications Board established under Tenn. Code Ann. § 7-86-302.
- b. "District" means an Emergency Communications District created pursuant to Tenn. Code Ann. § 7-86-104.
- c. "Excess Surcharge Revenue" means any 911 Surcharge Revenue, as defined in Tenn. Code Ann. 7-86-103(2), collected in excess of the annual fiscal requirements of the Tennessee Emergency Communications Board and the bimonthly disbursements made to the Emergency Communications Districts pursuant to Tenn. Code Ann. § 7-86-303.

##### **II. Distribution of Excess Surcharge Revenue**

- a. Seventy-five percent (75%) of excess surcharge revenue shall be distributed among the districts in individual lump sum payments to each district.
- b. Each district shall receive a proportionate share of the seventy-five percent (75%) distribution in an amount equal to the district's proportionate share of the base funding distributed by the Board pursuant to Tenn. Code Ann. § 7-86-303(e). For example, if a district receives 1% of the total base funding, that district will receive 1% of the excess fund distribution.
- c. The Board may authorize additional distributions of excess surcharge revenue.

III. After the close of each fiscal year, Board staff shall determine whether there is any excess surcharge revenue. In the event there is excess surcharge revenue, Board staff

shall present a calculation of such excess surcharge revenue to the Board. The calculation presented to the Board shall identify the following:

- a. The total amount of excess surcharge revenue.
  - b. The total amounts to be distributed to each district based on each district's proportionate share as set forth in Section II. b. above.
  - c. The total amount of excess surcharge revenue remaining for Board use.
- IV. The Policy Advisory Committee shall review the distribution of excess funds under this policy within (2) years after its effective date and report any recommended changes to the Board.

**Effective: August 5, 2015.**

**Supersedes: Policy No. 47 (Adopted 2-4-15).**

