




MEMORANDUM

June 17, 2011

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator 
Fred Banner, MIT Director

SUBJECT: **3-1-1 Request for the City of Franklin**

Purpose

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information to consider pursuing an application with the Tennessee Regulatory Authority (TRA) for the ability to provide 311 call services to the citizens of Franklin

Background

The 311 call service is a special telephone number that provides quick and easy-to-remember access to municipal services. The 311 service allows citizens to obtain non-emergency and emergency information through a central, all-purpose number quickly and effectively. The 311 service is intended to divert routine inquiries and non-urgent community concerns from the 911 emergency services. 311 calls can be routed to either a separate center and handled by non-public safety personnel or routed to a 911 dispatch center. Calls can also be handled by an automated attendant if desired.

The first 311 center was authorized by the FCC in October 1996 in Baltimore Maryland. According to Dispatch Monthly magazine, there are 125 cities and counties in the US and Canada that have a 311 system today. In Tennessee, Chattanooga, Dyersburg, Knoxville and Nashville/Davidson County currently have this service. Mt. Juliet filed an application in February 2011 for service. City staff has verified with AT&T that we can obtain this service for the City of Franklin as no other entity has requested it for our area.

This system will interface with our current "call manager" software used by our VOIP (voice over internet protocol) system.

Financial Impact

To get approval, the City would file a petition with TRA for permission to obtain this service. Given our current 911 coverage area for the City of Franklin, it will require two activations (Franklin Main and Cool Springs). The one-time cost for each is \$625.00. Once approved by the TRA, there is a one-time charge by the AT&T Central Office of \$107.00 for each area. The total for all is \$1,464.00. There are no other monthly or annual charges for this service.

Recommendation

It is recommended that the City of Franklin begin the process to secure 311 services. Our Legal Department will review the 311 Tennessee Tariff that governs this service. After this is approved, we can complete the petition document that will come back to the Board for approval before submission to TRA.