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**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:

**PETITION OF UNITED WAY OF
METROPOLITAN NASHVILLE FOR
ALLOCATION OF AN N11 NUMBER
(ABBREVIATED DIALING CODE)**

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TRA Docket No.

10-00211

PETITION FOR ALLOCATION OF AN N11 NUMBER

The United Way of Metropolitan Nashville ("Petitioner") respectfully submits this Petition for Allocation of an N11 Number (211) for the purpose of providing health and human services information and referral to citizens in Middle Tennessee.

INTRODUCTION

1. Petitioner is a charitable not-for-profit corporation, qualified as tax exempt under Section 501(c)(3) of the Internal Revenue Code (the "Code"), with its principal place of business in Nashville, Tennessee.

2. Petitioner funds local social service programs conducted by community service organizations in the Middle Tennessee region that are qualified as tax exempt under Section 501(c)(3) of the Code. Allocation of United Way funding is primarily determined by local volunteers who assess need priority among potential recipients of United Way funding. There are currently 162 programs in 61 agencies that receive funding from United Way of Metropolitan Nashville. There are

NUMBERING RESOURCE AS TO WHICH ALLOCATION IS SOUGHT

3. Petitioner seeks allocation of the 211 abbreviated dialing code for Bedford, Coffee, Franklin, and Moore Counties.

STANDARD FOR GRANT OF PETITION

4. In its July 31, 2000 Order (the "FCC Order"), CC Docket No. 92-105, ¶ 2, the Federal Communications Commission (the "FCC") expressly reserved the 211 abbreviated dialing code for "community information and referral services."

5. Pursuant to the October 20, 1993 Order (the "TRA Order"), Docket No. 92-13892, issued by the Tennessee Public Service Commission, the following factors and criteria are used to select the most qualified applicant for an allocation of N11 number resources:¹ (i) overall financial fitness, both historical and future; (ii) overall ability (technical ability and otherwise) and willingness to provide service on a permanent and continuous basis; (iii) ability and willingness to abide by Tennessee Regulatory Authority ("TRA") rules and policies; (iv) rates, services and collection practices to be utilized by petitioner in the provision of N11 service; (v) extent and duration of petitioner's service to the local community included in the N11 allocation; (vi) anticipated future uses by the community of the proposed service to be offered by the petitioner and the petitioner's overall experience providing information to the community to be served; and (vii) the type of information services to be provided by petitioner through an abbreviated dialing code, and its relative value to the public and local community. In addition, a petitioner for allocation of N11 number resources must agree to abide by the terms, conditions and rates for N11 service, which shall not exceed those set forth in the applicable Tariff.

REASONS SUPPORTING ALLOCATION OF N11

6. Petitioner seeks to utilize the 211 abbreviated dialing code for provision of community information and referral services, pursuant to the TRA Order and FCC Order.

7. Petitioner satisfies the criteria set forth in the TRA Order:

¹ See July 14, 2000 TRA Order, Docket No. 99-00743, reallocating 211 abbreviated access code to Knoxville Information and Referral, Inc. and applying factors pursuant to the TRA Order.

(a) Overall Financial Fitness, Both Historical and Future. Beginning in 1922 the Nashville community joined together to raise funds to support the efforts of non-profit agencies that provide help to those in need in our community. In 1954 this community effort was incorporated as the United Way, which raised slightly over \$1 million in that year's campaign. Last year, the United Way of Metropolitan Nashville raised in excess of \$14 million. The organization currently (2009 audit) has unrestricted net assets in excess of \$2,146,098 and \$11,000,000 in endowment funds. A multi-year strategic plan is in place that will continue this aggressive growth in fund raising to support priority programs that serve people in need in the Nashville area community. United Way has the active support of key business and community leaders on its Board of Trustees and committees to insure continued future financial success of the organization. In addition, Petitioner will solicit additional funding for the operation of the abbreviated access number service from public sources and corporate and individual donors. Petitioner's 2009 consolidated financial statements and proposed budget for 211 service for the first and second years of operation are attached hereto as Exhibits A and B, respectively.

(b) Overall Ability (Technical Ability and Otherwise) and Willingness to Provide Service on a Permanent and Continuous Basis. If allocated an abbreviated dial code, Petitioner will provide N11 service on a permanent and continuous basis. To that end, Petitioner intends to retain *Family & Children's Service, Inc.* to provide ongoing 24-hour, 7-day per week, 365-days per year abbreviated access number service coverage. Family & Children's Service has a long-standing relationship with United Way to provide information and referral services for people in the Nashville area community and currently answers 2-1-1 calls from 53 counties in Tennessee. Family & Children's Service has been serving Nashville since 1968 and has answered 2-1-1 calls since 2004. Their core services are 24-hour crisis counseling, suicide prevention and information referral

by phone. Family & Children's Service handles over 200,000 calls a year from people needing Information and Referral services or crisis counseling. Family & Children's Service is certified by the American Association of Suicidology, and is a member of the Alliance of Information and Referral Systems (AIRS). Family & Children's Service's programs are provided by 44 employees and over 75 volunteers. Family & Children's Service employees will process calls received pursuant to written guidelines for the handling of inquiries. In addition, Family & Children's Service will provide regular reports to Petitioner and its Board of Directors regarding abbreviated access number operations.

(c) Ability and Willingness to Abide by TRA Rules and Policies. Petitioner will comply with all present and future rules promulgated by the TRA, including without limitation those applicable to abbreviated access dialing service.

(d) Rates, Services and Collection Practices to Be Utilized by Petitioner in the Provision of N11 Service. As more particularly described in Paragraph 1, above, Petitioner is a not-for-profit entity committed to providing free community information and referral services to the population of the Proposed Coverage Area. Petitioner proposes to pay all charges incurred in connection with the assignment and utilization of the abbreviated access code and the costs of ongoing operation of the abbreviated access number service, other than any applicable user-generated charges resultant from access to the service by cellular phone.

(e) Extent and Duration of Petitioner's Service to the Local Community Included in the N11 Allocation. Since 1954, Petitioner has been committed to community service in the metropolitan Nashville area and has developed a close relationship with social service providers in the Proposed Coverage Area in a cooperative effort to enhance and improve the delivery of beneficial services to the community. Formed in 1954, Petitioner's mission is to "bring people and

organizations together to create a community where individuals, families, and neighborhoods thrive.” The provision and support of a 211 service for Middle Tennessee residents aligns with the mission and historical service commitment of United Way. There are three United Ways in the expanded coverage area: United Way of Bedford County, United Way of Coffee & Moore Counties, and United Way of Franklin County. All three United Ways want their 2-1-1 calls to be answered by the Nashville 2-1-1 call center and letters of support are included in this petition in *Exhibit C*.

(f) Anticipated Future Uses by the Community of the Proposed Service to Be Offered by the Petitioner and the Petitioner's Overall Experience Providing Information to the Community to Be Served. Petitioner has a long history of providing information to the metropolitan Nashville community. Each year United Way publishes a “Guide to Funded Services” that provides descriptive information about the services offered by agencies and programs that receive United Way dollars. Through the annual workplace campaign, 270,000 people receive information through campaign literature (that includes the Information and Referral Helpline number), videos, advertising and speaker presentations. United Way also provides program outcome data to its donors and stakeholders that demonstrate changes in peoples’ lives as a result of the programs supported by United Way. All organizational financial information is freely available to the public and United Way participates in an independent public audit each year. The organization has a web site where information is posted and any person may contact United Way via e-mail or telephone for information. Moreover, Petitioner anticipates that its ongoing strong relationship with social services and community information concerns will continue. Because the availability of a uniform telephone access number for community information and social services would significantly reduce confusion or frustration regarding services available in the metropolitan Nashville area, while

enhancing the likelihood that people in need of assistance will be directed to those specific services that would be most appropriate for and responsive to their needs, it is anticipated that a significant number of Middle Tennesseans will utilize the abbreviated access code system proposed by Petitioner. Petitioner expects between *1,500 and 2,000* calls from Bedford, Coffee, Franklin, and Moore counties during the first twelve months of operation of the 211 service.

(g) The Type of Information Services to Be Provided by Petitioner Through an Abbreviated Dialing Code, and its Relative Value to the Public and Local Community. Through the abbreviated access number service, Petitioner would serve population of the Proposed Coverage Area, providing free information regarding community service organizations and referral guidance to individuals seeking social services and other assistance. A 211 service would tend to reduce any confusion among citizens of the Proposed Coverage Area concerning the availability of social and community services from the thousands of community service organizations located therein. Thus, through the institution of Petitioner's abbreviated access number service, individuals in need of social or community service would have access to an increased number of social services which would be made available on a more uniform basis.

(h) Agreement to Abide by Terms, Conditions and Rates for N11 Service. Petitioner agrees to abide fully by the terms, conditions and rates for N11 service set by the TRA and embodied in the Tariff. As described above in Paragraph 8(d), Petitioner expects to bear all costs of operating the N11 service, other than cellular phone connection and time charges. Therefore Petitioner's N11 rates would not exceed those set forth in the applicable Tariff.

CONCLUSION

8. Petitioner respectfully requests that the TRA allocate the 211 abbreviated dialing code for Bedford, Coffee, Franklin, and Moore Counties.

Respectfully submitted,



Eric D. Dewey, President & CEO
United Way of Metropolitan Nashville
250 Venture Circle
Nashville, Tennessee 37228
(615) 780-2432

Date: November 2, 2010

Exhibit A: Consolidated Financial Statements

UNITED WAY OF
MIDDLE TENNESSEE, INC.

FINANCIAL STATEMENTS
AND
INDEPENDENT AUDITORS' REPORT

DECEMBER 31, 2009 AND 2008

UNITED WAY OF MIDDLE TENNESSEE, INC.

FINANCIAL STATEMENTS
AND
INDEPENDENT AUDITORS' REPORT

DECEMBER 31, 2009 AND 2008

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INDEPENDENT AUDITORS' REPORT

To the Board of Trustees
United Way of Middle Tennessee, Inc.
d/b/a United Way of Metropolitan Nashville

We have audited the accompanying statements of financial position of United Way of Middle Tennessee, Inc. (the "Organization") as of December 31, 2009 and 2008, and the related statements of activities, functional expenses, and cash flows for the years then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of United Way of Middle Tennessee, Inc. as of December 31, 2009 and 2008, and the changes in its net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

KraftCPAs PLLC

Nashville, Tennessee
August 3, 2010

UNITED WAY OF MIDDLE TENNESSEE, INC.

STATEMENTS OF FINANCIAL POSITION

DECEMBER 31, 2009 AND 2008

	<u>2009</u>	<u>2008</u>
ASSETS		
Cash and cash equivalents	\$ 6,431,780	\$ 6,839,433
Investments, at fair value - Note 3 and 4	10,515,376	9,710,299
Pledges receivable, net - Note 5	6,724,543	8,770,835
Grants receivable	1,168,123	1,334,404
Other receivable	8,342	97,960
Prepaid expenses	21,054	64,975
Property and equipment, net - Note 6	483,432	508,387
Net pension assets - Note 7	965,183	51,685
Cash surrender value of donated life insurance policies - Note 3	<u>1,003,347</u>	<u>932,366</u>
TOTAL ASSETS	<u>\$ 27,321,180</u>	<u>\$ 28,310,344</u>
LIABILITIES		
Designations payable	\$ 3,369,692	\$ 4,080,624
Allocations payable	3,586,250	3,689,070
Grant payments due to subrecipients	1,173,467	1,178,427
Advances from grantors	19,098	28,978
Accounts payable and accrued expenses	<u>519,847</u>	<u>539,464</u>
TOTAL LIABILITIES	<u>8,668,354</u>	<u>9,516,563</u>
COMMITMENTS AND CONTINGENCIES - Note 13		
NET ASSETS		
Unrestricted	2,146,098	485,046
Temporarily restricted - Note 9	8,906,123	10,708,130
Permanently restricted - Note 8	<u>7,600,605</u>	<u>7,600,605</u>
TOTAL NET ASSETS	<u>18,652,826</u>	<u>18,793,781</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 27,321,180</u>	<u>\$ 28,310,344</u>

See accompanying notes to financial statements.

UNITED WAY OF MIDDLE TENNESSEE, INC.

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2009

	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL
PUBLIC SUPPORT AND REVENUE	\$ 4,247,990	\$ -	\$ -	\$ 4,247,990
Gross campaign results - 2008/2009	11,715,255	(11,715,255)	-	4,247,990
Gross campaign results - released from restrictions	15,963,245	(11,715,255)	-	(1,722,075)
Total campaign results - 2008/2009	(4,681,608)	2,959,533	-	369,383
Less donor designations	(243,519)	612,902	-	2,895,298
Less provision for uncollectible accounts	11,038,118	(8,142,820)	-	8,741,510
Net campaign revenue - 2008/2009	-	8,741,510	-	(2,884,205)
Gross campaign results - 2009/2010 ⁽¹⁾	-	(2,884,205)	-	(420,916)
Less donor designations	-	(420,916)	-	5,436,389
Less provision for uncollectible accounts	-	5,436,389	-	500,461
Net campaign revenue - 2009/2010	102,448	398,013	-	5,853,745
Other contributions	5,853,745	-	-	125,322
Government grants	125,322	-	-	341,621
Designations from other United Way organizations	341,621	-	-	630,000
Service fees	630,000	-	-	5,655
Endowment spending rate - Note 4	5,655	-	-	255,106
Interest income - Note 4	255,106	39,888	-	39,888
Miscellaneous income	-	(298,666)	-	-
Unrealized gain on temporarily restricted securities non-endowment	298,666	-	-	16,083,485
Other net assets released from restrictions - Note 10	18,650,681	(2,567,196)	-	-
TOTAL SUPPORT AND REVENUE				12,163,456
PROGRAM SERVICES	12,163,456	-	-	(4,681,608)
Program investments and designations to direct service providers	(4,681,608)	-	-	7,481,848
Less: donor designations	7,481,848	-	-	659,689
Net program investments	659,689	-	-	6,275,119
Community building	6,275,119	-	-	14,416,656
Grants and initiatives	14,416,656	-	-	-
TOTAL PROGRAM SERVICES				1,332,687
SUPPORTING SERVICES	1,332,687	-	-	2,153,276
Management and general	2,153,276	-	-	3,485,963
Fundraising and marketing	3,485,963	-	-	17,902,619
TOTAL SUPPORTING SERVICES	17,902,619	-	-	(1,819,134)
TOTAL COSTS AND EXPENSES				748,062
Change in net assets before non-operating items	748,062	(2,567,196)	-	765,189
Endowment gains, exclusive of spending rate - Note 4	-	765,189	-	912,990
Employee retirement plan gain - Note 7	912,990	-	-	(140,955)
CHANGE IN NET ASSETS	1,661,052	(1,802,007)	-	18,793,781
NET ASSETS - BEGINNING OF YEAR	485,046	10,708,130	7,600,605	\$ 18,652,826
NET ASSETS - END OF YEAR	\$ 2,146,098	\$ 8,906,123	\$ 7,600,605	

⁽¹⁾ Includes \$1,481 for future campaigns, less \$156,950 recognized in prior year.

See accompanying notes to financial statements.

UNITED WAY OF MIDDLE TENNESSEE, INC.

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2008

	<u>UNRESTRICTED</u>	<u>TEMPORARILY RESTRICTED</u>	<u>PERMANENTLY RESTRICTED</u>	<u>TOTAL</u>
PUBLIC SUPPORT AND REVENUE				
Gross campaign results - 2007/2008	\$ 5,485,338	\$ -	\$ -	\$ 5,485,338
Gross campaign results - released from restrictions	11,728,191	(11,728,191)	-	-
Total campaign results - 2007/2008	17,213,529	(11,728,191)	-	5,485,338
Less donor designations	(5,163,010)	3,302,436	-	(1,860,574)
Less provision for uncollectible accounts	(714,931)	509,560	-	(205,371)
Net campaign revenue - 2007/2008	11,335,588	(7,916,195)	-	3,419,393
Gross campaign results - 2008/2009 ⁽¹⁾	-	11,872,205	-	11,872,205
Less donor designations	-	(2,959,533)	-	(2,959,533)
Less provision for uncollectible accounts	-	(612,902)	-	(612,902)
Net campaign revenue - 2008/2009	-	8,299,770	-	8,299,770
Other contributions	166,913	298,668	-	465,581
Government grants	7,869,390	-	-	7,869,390
Designations from other United Way organizations	128,430	-	-	128,430
Service fees	344,884	-	-	344,884
Endowment spending rate - Note 4	620,000	-	-	620,000
Interest income - Note 4	88,006	-	-	88,006
Miscellaneous income	251,346	-	-	251,346
Unrealized loss on temporarily restricted securities non-endowment	-	(85,441)	-	(85,441)
Repayments on grant revenue received but unexpended	-	(10,100)	-	(10,100)
Other net assets released from restrictions - Note 10	510,984	(510,984)	-	-
TOTAL SUPPORT AND REVENUE	21,315,541	75,718	-	21,391,259
PROGRAM SERVICES				
Program investments and designations to direct service providers	13,039,002	-	-	13,039,002
Less: donor designations	(5,163,010)	-	-	(5,163,010)
Net program investments	7,875,992	-	-	7,875,992
Community building	695,701	-	-	695,701
Grants and initiatives	8,549,642	-	-	8,549,642
TOTAL PROGRAM SERVICES	17,121,335	-	-	17,121,335
SUPPORTING SERVICES				
Management and general	1,269,533	-	-	1,269,533
Fundraising and marketing	2,598,055	-	-	2,598,055
TOTAL SUPPORTING SERVICES	3,867,588	-	-	3,867,588
TOTAL COSTS AND EXPENSES	20,988,923	-	-	20,988,923
Change in net assets before non-operating items	326,618	75,718	-	402,336
Endowment losses, exclusive of spending rate - Note 4	-	(3,805,044)	-	(3,805,044)
Employee retirement plan loss - Note 7	(1,501,064)	-	-	(1,501,064)
CHANGE IN NET ASSETS	(1,174,446)	(3,729,326)	-	(4,903,772)
NET ASSETS - BEGINNING OF YEAR	1,659,492	14,437,456	7,600,605	23,697,553
NET ASSETS - END OF YEAR	\$ 485,046	\$ 10,708,130	\$ 7,600,605	\$ 18,793,781

⁽¹⁾ Includes \$156,950 for future campaigns, less \$2,200 recognized in prior year.

See accompanying notes to financial statements.

UNITED WAY OF MIDDLE TENNESSEE, INC.

STATEMENT OF FUNCTIONAL EXPENSES

FOR THE YEAR ENDED DECEMBER 31, 2009

	<u>Program Services</u>		
	<u>Community Building</u>	<u>Grants and Initiatives</u>	<u>Total Program Services</u>
Salaries	\$ 400,805	\$ 317,200	\$ 718,005
Payroll taxes	28,429	23,735	52,164
Employee benefits	46,783	35,722	82,505
Total personnel costs	476,017	376,657	852,674
Professional and contract fees	14,754	164,141	178,895
Supplies	1,699	6,621	8,320
Telephone	5,111	3,260	8,371
Postage and shipping	5,494	2,649	8,143
Occupancy	25,118	11,797	36,915
Maintenance and equipment rental	43,966	9,942	53,908
Printing and promotional	6,188	118,691	124,879
Travel	4,797	9,968	14,765
Conferences, conventions, and meetings	7,913	6,156	14,069
Dues and subscriptions	49,905	80	49,985
Miscellaneous		1,290	1,290
Planned giving premium expense	-	-	-
Total other operating expenses	164,945	334,595	499,540
Depreciation of property and equipment	18,727	8,052	26,779
Total operating expenses	659,689	719,304	1,378,993
Program grants to direct service providers	-	5,555,815	5,555,815
	<u>\$ 659,689</u>	<u>\$ 6,275,119</u>	6,934,808
Net program investments (shown separately on the Statement of Activities)			<u>7,481,848</u>
			<u>\$ 14,416,656</u>

See accompanying notes to financial statements.

Exhibit B: Budget for 2-1-1 in 2011

2011 2-1-1 Call Center Budget	
Call Center	\$ 425,340
Marketing	\$ 80,000
UWMN	\$ 28,435
AT&T	\$ 23,000
Total	\$ 556,775

Exhibit C: Letters of Support from United Ways in Bedford, Coffee, Franklin, and Moore Counties

November 2, 2010



Tennessee Regulatory Authority
Chairman Mary Freeman
460 James Robertson Pkwy
Nashville, TN 37243-0505

Dear Chairman Freeman:

I am the Executive Director of the United Way of the Highland Rim representing Coffee and Moore Counties, and am writing to you about 2-1-1 service in our area. Contact Lifeline has alerted me that they can no longer answer 2-1-1 calls due to budget and staffing issues.

Of the current 2-1-1 call centers, I would like calls from Coffee and Moore to be routed to the Nashville call center. Nashville 2-1-1 is always open and people in our area tend to go to Nashville for services more often than they would go to Chattanooga. We are also in the same media market. For these reasons, I request you to designate the 2-1-1 dialing code in Coffee and Moore Counties to United Way of Metropolitan Nashville so that their operating partner, Family & Children's Service, can answer our 2-1-1 calls.

Because 2-1-1 answers calls for life threatening situations like suicide and domestic violence, I also request that you help us make this transition as soon as possible.

Sincerely,

A handwritten signature in cursive script that reads "Sande Hayes".

Sande Hayes
Executive Director

United Way of Bedford County

P.O. Box 1438
Shelbyville, TN 37162
Phone: (931) 684-6685
Fax: (931) 684-6616
E-Mail: unitedwaybedford@bellsouth.net
Website: www.unitedwaybedford.org



**United Way
of Bedford County**

November 1, 2010

Tennessee Regulatory Authority
Chairman Mary Freeman
460 James Robertson Pkwy
Nashville, TN 37243-0505

Dear Chairman Freeman:

I am the Executive Director of the United Way of Bedford County and am writing to you about 2-1-1 service in my area. Contact Lifeline of the Highland Rim has alerted me that they can no longer answer 2-1-1 calls due to budget and staffing issues.

Of the current 2-1-1 call centers, I would like calls from Bedford County to be routed to the Nashville call center. Nashville 2-1-1 is open 24 hours a day and people in Bedford County tend to go to Nashville for services more often than they would go to Chattanooga. We are also in the same media market. For these reasons, I request you to designate the 2-1-1 dialing code in Bedford County to United Way of Metropolitan Nashville so that their operating partner, Family & Children's Service, can answer our 2-1-1 calls.

Because 2-1-1 answers calls for life-threatening situations like suicide and domestic violence, I also request that you help us make this transition as soon as possible. Please feel free to contact me if you have additional questions or concerns regarding this request.

Sincerely,

A handwritten signature in cursive script that reads "Dawn Holley".

Dawn Holley
Executive Director

United Way of Franklin County

P.O. Box 157 - Winchester, TN 37398
Telephone 931-962-0103 - Fax 931-962-0103
uwfc@atl.net



November 3, 2010

Tennessee Regulatory Authority
Chairman Mary Freeman
460 James Robertson Pkwy
Nashville, TN 37243-0505

Dear Chairman Freeman:

For approximately the past six years in Franklin County, 2-1-1 calls have been answered by one of our partner agencies, Contact Lifeline of the Highland Rim. Due to budget and staffing issues, they can no longer answer these calls.

Of the current 2-1-1 call centers, United Way of Franklin County's preference for answering our calls is the Nashville center. Nashville 2-1-1 is always open, and people in Franklin County utilize Nashville services more often than Chattanooga's. Additionally, we are also in the same media market. For these reasons, United Way of Franklin County is requesting that you designate the 2-1-1 dialing code to United Way of Metropolitan Nashville so that their operating partner, Family & Children's Service, can answer our 2-1-1 calls.

Because 2-1-1 answers calls for life-threatening situations like suicide and domestic violence, I also request that you help us make this transition as soon as possible.

Sincerely,

A handwritten signature in cursive script that reads "Jeannie Amacher".

Jeannie Amacher
Executive Director
United Way of Franklin County
931-308-7308

**CONTACT LIFE LINE
OF
THE HIGHLAND RIM**

November 3, 2010

Chairman Mary Freeman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Chairman Freeman:

I am the Board Chair for Contact Life Line of the Highland Rim and am writing this letter in support of the petition to designate 2-1-1 in Bedford, Coffee, Franklin, and Moore Counties to United Way of Metropolitan Nashville.

Our Board has decided to focus our limited funding on our core crisis counseling work and we are no longer able to staff the 2-1-1 phone line. We support the decision by United Ways in these four counties to send the calls to Nashville.

Sincerely,



Nina Workinger
Board Chair
Contact Life Line of the Highland Rim

P.O. Box 1614

Tullahoma, TN 37388