BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION

NASHVILLE, TENNESSEE

November 2, 2026

IN RE: **PETITION OF UNITED WAY OF GREATER NASHVILLE FOR TRANSFER OF THE 211 SERVICE DESIGNATION CURRENTLY HELD BY CLARKSVILLE CRISIS 211 CENTER FOR MONTGOMERY, HOUSTON AND STEWART COUNTIES IN TENNESSEE**	)	**DOCKET NO. 26-00048**

ORDER APPROVING TRANSFER OF 211 DESIGNATION

This matter came before Chairman David F. Jones, Vice Chairman Clay R. Good, Commissioner Herbert H. Hilliard, Commissioner Robin L. Morrison, and Commissioner Kenneth C. Hill of the Tennessee Public Utility Commission (the "Commission" or "TPUC"), the voting panel assigned to this docket, during a regularly scheduled Commission Conference held on August 17, 2026, for consideration of the *Petition for Transfer of 211 Designation* ("*Petition*") filed by United Way of Greater Nashville ("UWGN*"* or *"*Petitioner") on June 8, 2026. In its *Petition*, UWGN requests that the 211 designations for Montgomery, Houston, and Stewart counties served by the Clarksville Crisis 211 Center be transferred to UWGN.

I. BACKGROUND AND *PETITION*

On July 31, 2000, the Federal Communications Commission ("FCC") granted a petition filed by information and referral service providers seeking nationwide assignment of an abbreviated dialing code. The FCC's designation of 211 as an information referral service was an effort to transition non-life-threatening calls made by citizens to 211 rather than using emergency 911 for such calls. Citizens can call 211 to receive information and/or telephone numbers for the appropriate city departments, hospitals, disaster assistance, housing, utilities, etc. In its order

assigning the N11 Abbreviated Dialing Code 211 for access to community information and referral services, the FCC found that the proposal submitted by the petitioners met the "public interest" standards for such assignment, stating:

> Individuals facing serious threats to life, health, and mental well-being have urgent and critical human needs that are not addressed by dialing 911 for emergency assistance or 311 for non-emergency police assistance…we believe that the information and referral Petitioners have shown a public need exists for an easy to use, easy to remember N11 Code to efficiently bring community information and referral services to those who need them, providing a safety network for persons to get access readily to assistance. Therefore, we find that the public interest standard has been met.[1]

On June 8, 2026, UWGN filed a petition to transfer the 211 designations currently held by Clarksville Crisis 211 Center ("Clarksville 211 Center") for Montgomery, Houston, and Stewart Counties to the United Way of Greater Nashville 211 ("UWGN 211"). The Clarksville 211 Center currently answers 211 calls for these counties, however, decreased funding has limited its ability to continue operations. As a result, the Clarksville 211 Center Board of Directors voted to dissolve the Corporation effective July 1, 2026. The Board acknowledged the significant continued need for 211 services in the region and supports the transition of operations to the UWGN 211. [2]

UWGN asserts it has the financial, technical, and managerial capability to provide 211 services for Montgomery, Houston, and Stewart Counties. The *Petition* states UWGN has the financial resources to support and sustain 211 operations for these additional counties.[3] According to the *Petition*, UWGN is currently the provider of 211 information for 42 counties in Middle Tennessee and has extensive experience providing health and human services information and referral services.[4] The Petitioner maintains it adheres to nationally recognized standards and best

[1] *In the Matter of: The Use of N11 Codes and Other Abbreviated Dialing Arrangements*, CC Docket No. 92-105, *Third Report and Order and Order on Reconsideration* (July 31, 2000).
[2] Letter from Terrie J. Williams dated May 27, 2026; Attachment to *Petition* (June 8, 2026).
[3] *Petition*, p. 2 (June 8, 2026).
[4] Id. at 1 (June 8, 2026).

practices for providing information and referral services.[5] In addition, UWGN's 211 program is a member of Inform USA, formerly the Alliance of Information and Referral Systems ("AIRS"), and of Inform Tennessee. This transfer is consistent with Inform Tennessee's statewide 211 strategy, which "seeks to ensure reliable, sustainable, and comprehensive 211 coverage throughout the State of Tennessee."[6] The Petitioner maintains it has "the infrastructure, technology, staffing, and operational capacity necessary to incorporate the additional counties without disruption to service."[7] UWGN states the 211 services are run by LaKelia Lovan, who has 10 years' experience in the information and referral field and is a certified Inform USA Certified Resource Specialist.[8] In addition, Ms. Lovan is Vice President of the Tennessee 211 Statewide Collaborative, which brings together 211 providers statewide to share telephony systems and a common resource database.[9] The Clarksville 211 Center agrees with the transfer, and the Petitioner filed a letter from the Executive Director of the Clarksville 211 Center indicating the need for the transfer due to a lack of funding and change in purpose.[10]

II. FINDINGS AND CONCLUSIONS

The Commission considered the entirety of the record and found that the Petitioner has demonstrated it has the technical, managerial, and financial capability to provide service to Montgomery, Houston, and Stewart Counties. The panel found that, through its long-standing provision of high-quality 211 services to 42 counties in Middle Tennessee, membership in Inform USA and Inform Tennessee, and its use of nationally recognized best practices for community referral services, UWGN has demonstrated it has the technical and managerial qualifications to provide the requested services. The panel also found that UWGN is part of the United Way

[5] *Id.*
[6] *Id.*
[7] *Id.* at 2.
[8] *Id.*
[9] *Id.*
[10] Letter from Terrie J. Williams dated May 27, 2026; Attachment to *Petition* (June 8, 2026).

organization and has the financial qualifications necessary to provide the services to these three counties. As such, the panel found that transferring the 211 designations for the three counties from Clarksville Crisis 211 to UWGN 211 is in the public interest. Therefore, the panel voted unanimously to approve the transfer of the 211 designations for Montgomery, Houston, and Stewart Counties to UWGN 211.

IT IS THEREFORE ORDERED THAT:

1. The *Petition for Transfer of 211 Designation* ("*Petition*") filed by United Way of Greater Nashville is approved.

2. Any person aggrieved by the Commission's decision in this matter may file a Petition for Reconsideration with the Commission within 15 days from the date of this Order.

3. Any person aggrieved by the Commission's decision in this matter has the right to judicial review by filing a Petition for Review in the Tennessee Court of Appeals, Middle Section, within 60 days from the date of this Order.

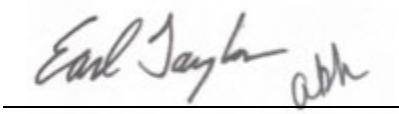
FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:

COMMISSION PANEL VOTE

The Commission panel has adopted the foregoing Order.
All members present and voting concurred; none dissented.

Chairman David F. Jones
Vice Chairman Clay R. Good
Commissioner Herbert H. Hilliard
Commissioner Robin L. Morrison
Commissioner Kenneth C. Hill

Order Issued and Attested By:



Earl R. Taylor, Executive Director