



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2021
Estimated time per response: 10-55
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions


Pursuant to OMB authorization 3060-1122, the FCC's Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission's obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
State of New Hampshire

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Mark E. Doyle 	Director	Division of Emergency Services and Communications



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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2017:

PSAP Type ¹	Total
Primary	2
Secondary	
Total	2

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2017:

Number of Active Telecommunicators	Total
Full-Time	73
Part-time	8

3. For the annual period ending December 31, 2017, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$13,095,148.56
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¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Aug. 8, 2017, at 167, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 196.



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3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2017 to December 31, 2017.

Type of Service	Total 911 Calls
Wireline	52,597
Wireless	291,041
VoIP	51,371
Other	17,309
Total	412,318

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No

1a. If YES, provide a citation to the legal authority for such a mechanism.

The Authority enabling the establishment of the funding mechanism for 9-1-1 services in New Hampshire is Revised Statues Annotated (RSA) 106-H:9.



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1b. If YES, during the annual period January 1, 2017 to December 31, 2017, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

The state provides all 9-1-1 call handling in two primary PSAP locations that are approximately 30 miles apart. No funds are provided directly to localities; however, all associated call handling equipment and software is provided by and supported by the state.



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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.

Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? Check one.

- Yes
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.

RSA 106-H:9

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.



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E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

The Bureau of Emergency Communications operates New Hampshire's Enhanced 9-1-1 Emergency System, along with affiliated mapping, technical, administrative, and communications maintenance roles.

The mission of the Division of Emergency Services and Communications is "to locate, communicate, and connect people in an emergency with the help they need".

The Bureau of Emergency Communications provides instant access to police, fire and emergency medical assistance from any wired, cellular or VoIP telephones in the state. The Division provides all network connections, equipment and training on its use at the local dispatch centers. For those local dispatch centers that choose to use it, the Division provides CAD software or interfaces with software for call handling.

The Division provides mapping and addressing services to the cities and towns, including all roads, streets, highways, and interstates as well as building addresses. The New Hampshire E9-1-1 System provides a nationally-accredited, state-of-the-art emergency service response to residents and visitors to the state.



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2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grant Programs		<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
2a. During the annual period ending December 31, 2017, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



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F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.

Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$0.75	State of New Hampshire
Wireless	\$0.75	State of New Hampshire
Prepaid Wireless	\$0.75	State of New Hampshire
Voice Over Internet Protocol (VoIP)	\$0.75	State of New Hampshire
Other		

2. For the annual period ending December 31, 2017, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$2,156,693.38
Wireless	\$8,714,065.00
Prepaid Wireless	\$1,653,351.11
Voice Over Internet Protocol (VoIP)	\$2,932,131.51
Other	\$780.51
Total	\$15,457,021.51



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2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

The surcharge fund is non-lapsing and funds can be moved into the budget with legislative approval.

Question	Yes	No
<p>4. For the annual period ending December 31, 2017, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		



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5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	100%
Local 911 Fees	0%
General Fund - State	0%
General Fund - County	0%
Federal Grants	0%
State Grants	0%



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G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question	Yes	No
1. In the annual period ending December 31, 2017, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.		
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i>	



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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2017. (Enter "None" if no actions were taken.)		
<p>The Office of the legislative Budget Assistant (LBA) was created in 1953 to conduct investigations, analyses, or research into financial activities of New Hampshire State government entities. Pursuant to RSA 14:31, the Office consists of two divisions, the Audit Division and the Budget Division.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2017. (Enter "None" if no actions were taken.)		
<p>Currently, the New Hampshire Department of Revenue Administration audits for our Division when they are out auditing for other tax purposes. Additionally, the Division has one permanent full time auditor position providing auditing and enforcement services specific to the E 9-1-1 surcharge.</p>		



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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
<p>Authority to expend funds for Next Generation 9-1-1 is provided for in the budget as a capital project and is initially paid for with those funds. Future 9-1-1 surcharge fees will be used to pay back the principle and interest on the capital funds.</p>		

Question	Yes	No
2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)		



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3. For the annual period ending December 31, 2017, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.

Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2017.

The Division released two Requests for Proposals (RFPs) to acquire systems for supporting the future of 9-1-1 emergency service requests and calls. One of the RFPs was for the networks necessary to deliver 9-1-1 emergency service requests and calls and the eventual transfer to local agencies using today's call-handling systems and the possible future or Next Generation (NG) system. The RFP was completed and a contract was awarded to INdigital, an Indiana-based telecommunications company. The systems were migrated on time and without disruption to call processing. The second RFP was for a NG9-1-1 compliant system to replace the current 'end of life' call-handling systems or Customer Premise Equipment (CPE). This system will be designed to meet currently established NG9-1-1 standards as well as for standards still not yet established by the industry. This RFP process was completed and a contract was awarded to AK Associates, a New Hampshire-based company, in March 2016. The implementation of this project was successfully completed in December 2016.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?	Both State PSAP's
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	The entire state is currently capable of text to 9-1-1.



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
	Yes	No	
1. During the annual period ending December 31, 2017, did your state expend funds on cybersecurity programs for PSAPs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2017, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	All division employees participate in the State's Department of Information Technology's cyber-security program.

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (e.g., Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

The State of New Hampshire has provided PSAP services to all E 9-1-1 callers and First Responders through two state-run PSAPs since July 1995. We believe that it has been an extremely cost effective E 9-1-1 system providing even the smallest jurisdictions with services they could not have afforded on their own. In addition to all call handling functions the state provides Mapping and Addressing services to all jurisdictions, Telephony database maintenance, Interpreter services, Emergency Notification as well as Emergency Medical Dispatch for 100% of the state's population. Currently, there is no annual assessment completed that measures the effectiveness of the use of E 9-1-1 funds, however, the state has a seventeen-member Enhanced 9-1-1 Commission that meets quarterly to review expenditures and advise the Division on the proper use of funds.