



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
GUAM

**2. Name, Title and Organization of Individual Filing Report**

Name	Title	Organization
JOEY C. SAN NICOLAS	DEPUTY FIRE CHIEF	GUAM FIRE DEPARTMENT



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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 <sup>1</sup>	Total
Primary	4
Secondary	0
<b>Total</b>	<b>4</b>

2. Please provide the total number of active telecommunicators<sup>2</sup> 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	22
Part-time	0

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.

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<sup>1</sup> 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](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf).

<sup>2</sup> 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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<b>Amount</b> (\$)	\$1,390,274.00
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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	41,554
Wireless	N/A
VoIP	N/A
Other	N/A
<b>Total</b>	41,554

**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 .....



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

Guam’s Public Law 25-55, provides the funding mechanism by authorizing the establishment of a 911 Surcharge and created an “Enhanced 911 Emergency Reporting System Fund”.

**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.**

Commercial Mobile Radio Service (CMRS) providers collect the surcharge from their subscribers and remit the amounts collected to Guam’s Department of Administration through the Treasurer of Guam. Through the Government of Guam’s Annual Appropriations Act, the Guam Fire Department’s Fiscal Year Budget includes appropriations for the operations of the E911 System. The appropriations are based on the revenues collected and deposited in to the Emergency Reporting System Fund. GFD receives monthly or quarterly allotments from the Government of



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Guam's Bureau of Budget & Management Research (BBMR) for the department's operation for that particular month/quarter.



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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
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 type="checkbox"/>
<b>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.)</b>		
There are no limitations other than requirements that funds be used for its intended purposes.		

**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.**

Through Guam's Public Law 25-55 the funds were created to provide a source of funding for costs associated with an enhanced "911" Emergency Reporting System. It is to fund the just and reasonable expenses of operating and maintaining the "911" System.



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

N/A



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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 Guam Fire Department (GFD), an agency of the Government of Guam has obligated and expended funds collected for E911 purposes. Through Public Law 23-77, §84121, (c), GFD was designated as the lead agency with the authority and responsibility to administer and operate the emergency 911 telephone communications system (E911). Thus, the E911 Division/Bureau was created within the Guam Fire Department. Furthermore, GFD is required, as part of its proposed annual budget, to submit personnel, supplies, equipment and other needs, to efficiently operate and maintain the E911 System. The funding needs are provided from the E911 Emergency System Reporting Funds





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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	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"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Travel Expenses	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Grant Programs</b>		<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
<b>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.</b>			



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N/A

**F. Description of 911/E911 Fees Collected**

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
Wireline	\$1.00 monthly per acct.	Government of Guam Treasurer
Wireless	\$1.00 monthly per acct.	Government of Guam Treasurer
Prepaid Wireless	\$1.00 monthly per acct.	Government of Guam Treasurer
Voice Over Internet Protocol (VoIP)	N/A	
Other	N/A	

**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.**

<b>Service Type</b>	<b>Total Amount Collected (\$)</b>
Wireline	Explained in 2a.
Wireless	Explained in 2a.



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Prepaid Wireless	Explained in 2a.
Voice Over Internet Protocol (VoIP)	N/A
Other	N/A
<b>Total</b>	\$2,209,374.00

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

When Commercial Mobile Radio Service (CMRS) providers collect the surcharge from their subscribers and remit the amounts collected, the remittance does not detail collections for each service type, but rather the total amount collected from subscribers.

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

Guam’s Public Law 25-55 adds that “In the event the surcharge is insufficient to cover the annual “911” system operating costs....the department (GFD) shall request an appropriation in its annual budget to cover any such shortfall”. GFD’s annual appropriation is from Guam’s General Fund.

Question	Yes	No
<p><b>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.</b></p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b></p>		



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<b>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.</b>	<b>Percent</b>
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
<b>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? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)</b>	
\$839,583.00	Unexpended funds from annual appropriations and funds that were not appropriated from the Enhanced 911 Emergency Reporting System Fund were transferred at the end of the fiscal year to the Government of Guam's General Fund.	



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

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		
<p>The Office of the Public Auditor is responsible in ensuring that funds collected were expended for the purpose of operating and maintaining the 911 System, through its annual audit. For the annual period ending December 31, 2017, there has been no corrective actions taken due to 911 funds being transferred to the General Fund.</p>		

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		



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Guam's Public Utilities Commission (PUC) has the authority to audit providers' collection of the \$1.00, 911 surcharge from its subscribers, however, this information is not made available to the Guam Fire Department.





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**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>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></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
<p>Guam's Public Law 25-55, Section 2 (d) states that the purpose of the "911 Surcharge" is to fund the just and reasonable expenses of operating and maintaining the "911" System which shall be the responsibility of the Guam Fire Department (GFD). Therefore, GFD does classify expenditures on Next Generation 911 as meeting the criteria of permissible expenditures of funds for 911 or E911 purposes.</p>		

Question	Yes	No
<b>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></b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2a. If YES, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>		



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<b>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.</b>					
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 type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input 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 type="checkbox"/>
Name of Regional ESInet:			N/A	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:			N/A	<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.**

Formulation of a Request for Proposal for the procurement of a new NG911 System is being reviewed at this time.

Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	NONE
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?</b>	6



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**J. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2017, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <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?	None due to the system being antiquated.

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 type="checkbox"/>	<input checked="" 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 Guam Fire Department E911/Communications Bureau uses and implements NENA standards for call takers, i.e. Operational level of service, Order of answering priority, Answering protocol, Information gathering and Call transfers. These measures provides GFD with an effective overview and the effectiveness of our operations, thus allowing us the most efficient means of the expenditures of 911 funds.



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