**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:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Michigan |

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

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| **Name** | **Title** | **Organization** |
| Joni Harvey | State 911 Administrator | Michigan State Police |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **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, 2019:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 136 |
| Secondary | 5 |
| **Total** | 141 |

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| **Addendum Section B1** |
| There are five secondary PSAPs in the State of Michigan, however, they are all operated by private EMS services and receive no direct funding through the fees and surcharges included in this report. |

1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 1793 |
| Part-time | 205 |

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| **Addendum Section B2** |
| Of the Primary PSAPs that reported data in 2019, there were 139 full time and 59 part time open positions. |

1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount****($)** |  $251,836,412.76  |

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

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 828,899 |
| Wireless  | 5,275,803 |
| VoIP | 364,514 |
| Other | 9,585 |
| **Total** | 6,478,801 |

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| **Addendum Section B4** |
| Other represents text to 911 |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **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 ………………….. [x]
* No ………………..….. [ ]

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

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| The Michigan Emergency 911 Service Enabling Act (Act 32 of 1986, as amended) provides funding in the following ways:Michigan's State 911 charge is currently $0.25 per communications device per month. After 2010, any changes to the State 911 surcharge or the distribution percentages shall be made by the legislature. MCL 484.1401a.Sellers of prepaid wireless communications devices are mandated to remit 5% per retail transaction, collected from their customer, to the Michigan Department of Treasury. MCL 484.1401c.Each of the 83 Michigan counties has the abilty to assess a county-wide surcharge on all communications devices/each line billed to an address within their respective county. In 2019, 72 counties collected 911 surcharges ranging from 20 cents to $3.00 per month under MCL 484.1401(b) or MCL 484.1401(e ).Communications providers are able to recover their costs through a 911 technical charge of up to 80 cents per month on customer bills. See MCL 484.1401(d). Currently, all of Michigan is set at 50 cents per line.http://www.legislature.mi.gov/documents/mcl/pdf/mcl-act-32-of-1986.pdf  |

**1b. If YES, during the annual period January 1, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| No. |

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| **Addendum Section C1** |
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1. **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 …………….. [x]

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| **Addendum Section C2** |
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1. **Describe how the funds collected are made available to localities.**

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| For state collected funds:Michigan counties received 65% of the total Michigan state 911 charge and the prepaid device 911 charge, remitted based on MCL 484.1401(a) and 401(b). The full distribution of the State 911 Funds is listed as section D below.Michigan PSAPs all receive 5.5% of the total Michigan state 911 charge and the prepaid device 911 charge under MCL 464.1408(4c) for the purposes of training PSAP personnel.For county collected funds:Communications providers remit county 911 surcharge monies directly to the respective Michigan counties imposing the surcharge. |

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

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| 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 | **[x]**  | **[ ]**  |
| Local (*e.g.*, county, city, municipality) | **[x]**  | **[ ]**  |
| **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.)** |
| The Michigan State 911 Committee (SNC) has issued a list of Allowable and Disallowable 911 Surcharge Expenditures. In accordance with P.A. 379 of 2008, any changes made to the document language must be transmitted to the Michigan Legislature, MCL 484.1401(b)(14). The use limitations contained in the list are applicable to both the State 911 fees and Local 911 fees.(https://www.michigan.gov/documents/ListingofAllowable\_14259\_7.pdf)MCL 484.1401(b) permits that a local (countywide) 911 surcharge may be assessed by the county board of commissions in an amount not to exceed 42 cents per month. Additional surcharge not to exceed a total of $3.00 may be assessed on a countywide basis if approved by votes in that county under a ballot proposal. |

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| **Addendum Section D1** |
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1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**
* Yes ………………….. [x]
* No ………………..….. **[ ]**

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

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| The Michigan State 911 Committee (SNC) has developed a list of Allowable and Disallowable 911 Surcharge Expenditures. In accordance to P.A. 379 of 2008, any changes made to the document's language must be transmitted to the Michigan Legislature, MCL 484.1401(b)(14).(https://www.michigan.gov/documents/ListingofAllowable\_14259\_7.pdf) |

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

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1. **Description of Uses of Collected 911/E911 Fees**
2. **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.**

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| Under MCL 484.1408(4) Statutory distribution of the State 911 fee is distributed as follows:65% goes to counties to fund 911 operations.25.56% is used to pay the 911 service providers for the delivery of calls to the PSAPs under Michigan Public Service Commission (MPSC) Docket U-14000 and for IP-based 911 (NG911) under MPSC docket U-20146.5.5% is for PSAP training funds1.5% funds the Michigan State Police PSAPs2.44% funds the State 911 OfficeMCL 484.1406(1) Further states, 'The funds collected and expended under this act must be expended exclusively for 911 services and in compliance with the rules promulgated under section 413.'MCL 484.1408(4)(a) also authorizes the State 911 Committee to require repayment of the use of funds considered unreasonable or unnecessary, '…A county shall use money received by the county under this subdivision for 911 services as allowed under this act. A county shall repay to the fund any money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general.' |

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| 1. **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) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of building/facility | **[x]**  | **[ ]**  |
| **Personnel Costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **Administrative Costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of Radio Dispatch Networks | **[x]**  | **[ ]**  |
| **Grant Programs** |  | **[ ]** **If YES, see 2a.** | **[x]**  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
| N/A |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 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 | $0.25 (State)$0.20- $3.00 | StateLocal (varies by county) |
| Wireless | $0.25 (State)$0.20- $3.00 | StateLocal (varies by county) |
| Prepaid Wireless | 5% (State) | State only, Retailers point of sale for service purchased |
| Voice Over Internet Protocol (VoIP) | $0.25 (State)$0.20- $3.00 | StateLocal (varies by county)  |
| Other | N/A | N/A |

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| **Addendum Section F1** |
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1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $113,439,819.74 |
| Wireless | Included in wireline figure above |
| Prepaid Wireless | $16,835,321.33 |
| Voice Over Internet Protocol (VoIP) | Included in wireline figure above |
| Other | N/A |
| **Total** | $130,275,141.07 |

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

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| **Addendum Section F2** |
| State 911 Fund: $26,311,123.04 Figure represents what has been collected from Communications Suppliers to date. The State 911 Office has been working on collecting payment from delinquent supplier accounts since the mandate became effective in 2018.Local 911 Fund: $87,128,696.70 Figure represents what the local agencies reported on their annual reporting form. |

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

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| Local property tax millage, governmental general funds, and revenues from 'other' sources such as tower rental and fees charged back to local public safety entities for dispatching services. |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, 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.*
 | **[x]**  | **[ ]**  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
| In addition to the State and Local funds reported above:County Millages: $44,118,220.11Local/County General Funds: $81,814,107.72Other Receipts: $16,780,913.86 (grants, tower rentals, contracts for service, etc.) |

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| **Addendum Section F4** |
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| 1. **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 | 12% |
| Local 911 Fees | 33% |
| General Fund - State | 0% |
| General Fund - County | 31% |
| Federal Grants | 0% |
| State Grants | 0% |

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| **Addendum Section F5** |
| In addition 17% is attributable to 911 Millage, and 6% Other Receipts as described above. |

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

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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, 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*.
 | **[x]**  | **[ ]**  |
| **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. (*Add lines as necessary*)** |
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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **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.*
 | **[x]**  | **[ ]**  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* |
| State 911 Fund: In accordance with MCL 484.1407(5), the State Office of the Auditor General performs a biennial audit of the State 911 Fund.Local 911 Fund: Independent local audit and annual reporting process to the State 911 Committee (SNC) as set out in MCL 484.1406(2)-(4).Additionally, counties are subject to a compliance review process established by the SNC. The SNC targets to review approximately 10% of the counties each year, which is the equivalent of eight counties. The compliance reviews consist of at least one on-site visit, evaluation of the PSAPs best practices, policies and procedures, facility security/readiness, and proper 911 fund use (going back through the current year plus the two previous years). In 2019, the following Michigan counties were reviewed:Cass Wexford Berrien Branch Conference of Eastern Wayne\* Missaukee Presque Isle\* St. Joseph\* St. Clair\* Wayne- Detroit Service District\*\*The following counties were started in 2019, however, the compliance reviews were not completed and approved by the SNC until early 2020. |

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| **Question** | **Yes** | **No** |
| 1. **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.*
 | **[ ]**  | **[x]**  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **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?** *Check one.*
 | **[x]**  | **[ ]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
| For State 911 Funds: The State 911 surcharge shall be 25 cents. The State 911 charge shall reflect the actual cost of operating, maintaining, upgrading, and other reasonable and necessary expenditures for the 911 system in Michigan. The state 911 charge may be reviewed and adjusted as provided under subsection (5) of MCL 484.1401(5).For County 911 Funds: MCL 484.1401(b)(3) The charge assessed under this section and section 401e shall not exceed the amount necessary and reasonable to implement, maintain, and operate the 911 system in the county.While not explicitly listed as allowable in the language of the State's Allowable and Disallowable list for State and County 911 funds, NG911 projects and services are considered as equal projects to landline and wireless 911 systems. |

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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.*
 | **[x]**  | **[ ]**  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** |
| **Amount****($)** | $9,110,760.60 for delivery of calls through Peninsula Fiber Network (PFN); an IP-based 911 NG911 network |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2019, 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** |
| 1. A single, state-wide ESInet
 | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[x]**  | **[ ]**  |       | **[ ]**  | **[ ]**  |
| 1. Regional ESInets
 | **[x]**  | **[ ]**  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]      | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 1:Upper Peninsula 911 Authority | 8 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 2:Great Lakes Consortium | 8 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 3:Lower Northern Michigan Consortium | 14 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 4:Southern Michigan | 6 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 5:Mason-Oceana | 8 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 8:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 9:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 10:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 11:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 12:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 13:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 14:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 15:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 16:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 17:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 18:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 19:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 20:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 21:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 22:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 23:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 24:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 25:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 26:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 27:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 28:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 29:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 30:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 31:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 32:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 33:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 34:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 35:      |       | **[ ]**  | **[ ]**  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| In 2019, there were eleven (11) Michigan counties who actively deployed an NG911 network. There were also twenty-eight (28) counties plus two service districts that have signed contracts to deploy NG911 in the near future (those projects are currently either underway in their deployment process or are waiting to begin). |

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| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | In 2019, there were an additional twenty-two (22) new counties bringing the total to seventy-two (72) counties with one service district live with text to 911. There are an additional ten counties and one service district actively working towards the deployment of text to 911. |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?**
 | Ten counties and one service district |

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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes**[ ]**  | No**[ ]**  | Data not collected, Peninsula Fiber Network (PFN) meets i3 standards and is covered in the cost reported above. |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?**
 | Fifty-three (53) agencies are actively deployed with Peninsula Fiber Network (PFN) who meets i3 standard. Individual agency data has not been collected. |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?**
 | **[x]**  | **[ ]**  | **[ ]**  |

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**
2. **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.**

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| Each year, the State 911 Committee (SNC) collects data and submits a report to the Michigan Legislature which exceeds the statutorily required reporting of data to provide a comprehensive status report on Michigan's 911 system. The 2019 Annual Report to the Michigan Legislature may be accessed at:https://www.michigan.gov/msp/0,4643,7-123-72297\_47748\_68420---,00.html |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** **PRA@fcc.gov****.**

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**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

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*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
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 192. [↑](#footnote-ref-2)