**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** |
| Missouri |

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

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| **Name** | **Title** | **Organization** |
| Brian Maydwell | Executive Director | Missouri 911 Service Board |

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| **Addendum Section A** |
| The Missouri 911 Service Board represents all Missouri 911 entities and jurisdictions, and strives toward the immediate access to emergency services for all citizens in the state of Missouri.  The Board hired an executive director in late March of 2020 and has been trying to gather the most accurate 2019 data possible to provide for this survey. With other efforts and initiatives and COVID responses this year the Board only received responses from about half the Counties in Missouri. We are working with our stakeholders to get this number increased and preparing for the 2020 survey next year.  The numbers in this response provide the best information we have at this time and we will denote where only partial information is available for a response. |

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 | 135 |
| Secondary | 9 |
| **Total** | 144 |

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| **Addendum Section B1** |
| We believe there are 175 PSAPs active in Missouri and are working to confirm this information. We have received information that several PSAPs have consolidated and the number of active PSAPs is dropping. |

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 | 980 |
| Part-time | 132 |

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| **Addendum Section B2** |
| We believe this number is less than half the number of telecommunicators in the state based on the survey respondents. |

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**  **($)** | $78,484,851 |

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

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| This is only a partial amount based on the number of survey respondents for 2019 data. We believe this is less than half of the cost to provide 911 service in the state of Missouri. There are several entities that were able torespond to the survey that were public safety agencies like law enforcement that did not split out their PSAP personnel or operating costs from their regular budget to be able to provide this information. |

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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 | 283,256 |
| Wireless | 1,556,471 |
| VoIP | 74,593 |
| Other | 9,625 |
| **Total** | 2,594,945 |

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| **Addendum Section B4** |
| We belive this is less than half the number of 911 calls in the State. This is the partial number that we were able to obtain through the survey process mentioned above |

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 …………………..
* No ………………..…..

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

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| RSMo 190.335. Central dispatch for emergency services, alternative funding by county sales tax, procedure, ballot form, rate of tax — collection, limitations — adoption of alternate tax, telephone tax to expire, when — board appointment and election, qualification, terms — continuation of board in Greene, Lawrence and Stoddard counties — board appointment in Christian, Taney, and St. Francois counties — prepaid wireless telecommunications services, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.292. Emergency services, sales tax levy authorized — ballot language — rate of tax — termination of tax — board to administer funds established, members (Warren County) — prepaid wireless telecommunications service, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.460 - Prepaid  (6) Any amounts received by a county or city under subdivision (5) of this subsection shall be used only for purposes authorized in sections 190.305, 190.325, and 190.335. Any amounts received by any county with a charter form of government and with more than six hundred thousand but fewer than seven hundred thousand inhabitants under this section may be used for emergency service notification systems.  190.455 "Any Device" option  The fee shall be imposed solely for the purpose of funding 911 service in such county or city. |

**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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| Yes, some of the Counties in the state proposed and passed local taxes under the aforementioned RSMo references. |

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| **Addendum Section C1** |
| Missouri is a homerule state. The only statewide funding is through prepaid wireless charges. All other 911 funding is enacted at the County level. |

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 ……………..

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| **Addendum Section C2** |
| Missouri is a homerule state. The only statewide funding is through prepaid wireless charges. All other 911 funding is enacted at the County level. |

1. **Describe how the funds collected are made available to localities.**

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| For the Statewide funds, the Missouri department of revenue collects the funds from businesses and monthly submits the funds to the Missouri 911 Service Board. Quarterly the Board distributes 65% of the prepaid wireless funds collected in a 1st Class/Charter County back to that jurisdiction and 40% direct to all other Counties in the state that have not opted out of submitting these funds. The remaining funds are placed in the Missouri 911 Trust fund and used to fund Grant and Loan programs to advance 911 throughout the state as well as maintain Board functions. |

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 |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **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 Missouri 911 Service Board only has authority related to prepaid wireless funds collected in the State. | | |

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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 …………………..
* No ………………..…..

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

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| RSMo 190.335. Central dispatch for emergency services, alternative funding by county sales tax, procedure, ballot form, rate of tax — collection, limitations — adoption of alternate tax, telephone tax to expire, when — board appointment and election, qualification, terms — continuation of board in Greene, Lawrence and Stoddard counties — board appointment in Christian, Taney, and St. Francois counties — prepaid wireless telecommunications services, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.292. Emergency services, sales tax levy authorized — ballot language — rate of tax — termination of tax — board to administer funds established, members (Warren County) — prepaid wireless telecommunications service, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.460 - Prepaid  (6) Any amounts received by a county or city under subdivision (5) of this subsection shall be used only for purposes authorized in sections 190.305, 190.325, and 190.335. Any amounts received by any county with a charter form of government and with more than six hundred thousand but fewer than seven hundred thousand inhabitants under this section may be used for emergency service notification systems.  190.455 "Any Device" option  The fee shall be imposed solely for the purpose of funding 911 service in such county or city.  2 |

**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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| Missouri 911 Service Board funds a Grant and Loan program for PSAPs in the State that apply to enhance 911 service in their area. The Board also has funds budgeted to expend on GIS projects throughout the state to examine the data and data quality that is available for advancement to NG911. The Board is undertaking a NG911 feasibility study/Statewide plan development to establish a roadmap of how NG911 could be best implemented in Missouri. The Board has also budgeted funds to expand Text-to-911 interim solutions throughout the state. |

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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) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **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.** | | | |
| The Missouri 911 Service Board issued their first Grant cycle in 2020. No Grants were issued in 2019 | | | |

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| **Addendum Section E2** |
| Missouri is just getting started on many of these programs, and we are trying to provide the most information we can to be helpful. |

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 | Varies | County |
| Wireless | Varies | County |
| Prepaid Wireless | 3% | State |
| Voice Over Internet Protocol (VoIP) | Varies | County |
| Other | Varies | County |

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| **Addendum Section F1** |
| Each County has options as to what portion of the State statutes mentioned can be used to establish 911 funding in their jurisdiction. Missouri also has Counties that have crafted their own ballot language that has local/County sales taxes in a jurisdiction going to support 911. |

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.**

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | Unknown |
| Wireless | Unknown |
| Prepaid Wireless | $3,377,844.70 |
| Voice Over Internet Protocol (VoIP) | Unknown |
| Other | Unknown |
| **Total** | $3,377,844.70 |

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

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| The unknown amounts are determined and spent at the County level and not reported to the Missouri 911 Service Board. |

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| **Addendum Section F2** |
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1. **Please identify any other sources of 911/E911 funding.**

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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.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| No Federal or other funds were combined that we are aware. | | |

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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 | Unknown |
| Local 911 Fees | Unknown |
| General Fund - State | 0 |
| General Fund - County | Unknown |
| Federal Grants | Unknown |
| State Grants | 0 |

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| **Addendum Section F5** |
| Since a total contribution from County's is unknown a percentage of assistance provided by the Statewide prepaid wireless tax is unknown. The General Fund in the State and State Grants did not provide any contribution to support 911 in Missouri that we are aware in 2019. |

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*. | |  |  |
| **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** |
| All funds collected for the Missouri 911 Service Trust fund have been used solely for the purposes defined by the funding mechanism. |

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.* |  |  |
| **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.)* | | |
| Missouri 911 Service Board has scheduled audits to ensure funds are being allocated appropriately. | | |

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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.* |  |  |
| **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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| RSMo 190.335. Central dispatch for emergency services, alternative funding by county sales tax, procedure, ballot form, rate of tax — collection, limitations — adoption of alternate tax, telephone tax to expire, when — board appointment and election, qualification, terms — continuation of board in Greene, Lawrence and Stoddard counties — board appointment in Christian, Taney, and St. Francois counties — prepaid wireless telecommunications services, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.292. Emergency services, sales tax levy authorized — ballot language — rate of tax — termination of tax — board to administer funds established, members (Warren County) — prepaid wireless telecommunications service, tax exempt. — 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.  190.460 - Prepaid  (6) Any amounts received by a county or city under subdivision (5) of this subsection shall be used only for purposes authorized in sections 190.305, 190.325, and 190.335. Any amounts received by any county with a charter form of government and with more than six hundred thousand but fewer than seven hundred thousand inhabitants under this section may be used for emergency service notification systems.  190.455 "Any Device" option  The fee shall be imposed solely for the purpose of funding 911 service in such county or city. | | |

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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.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | Unknown | | |

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| **Addendum Section I2** |
| Counties and Regions in MO have expended funds on NG911 programs in their respective jurisdictions. |

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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 |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  | 1 |  |  |
| 1. Regional ESInets |  |  | [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:  Mid-America Regional Council | | | 44 Across 2 States MO and KS |  |  |
| Name of Regional ESInet 2: | | |  |  |  |
| Name of Regional ESInet 3: | | |  |  |  |
| Name of Regional ESInet 4: | | |  |  |  |
| Name of Regional ESInet 5: | | |  |  |  |
| 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: | | |  |  |  |
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| 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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| None at the State Level |

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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?** | 29 |
| **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?** | 20 |

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| **Addendum Section I5** |
| This is a projection based on the budgeted goals of the Missouri 911 Service Board. |

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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 |  |

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| **Addendum Section J1** |
| No State funds were expended that we are aware. |

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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?** | Unknown |

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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?** |  |  |  |

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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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| Missouri has just started in this process at a state level and has not established assessment measures as of yet. |

**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**](mailto:PRA@fcc.gov)**.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**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)