**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** |
| Wisconsin |

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Jessica Jimenez | NextGen911 Program Manager | Wisconsin Department of Military Affairs |

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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 | 0 |
| Secondary | 0 |
| **Total** | 0 |

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| **Addendum Section B1** |
| See B3a response below. |

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 | 0 |
| Part-time | 0 |

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| **Addendum Section B2** |
| Funding for telecommunicators is paid through respective county and municipal governments. |

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****($)** | Unknown |

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

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| In Wisconsin, county and municipal governments operate and administer the 911 systems and all public safety answering points. County and municipal governments do not report to any state agency the number of staff employed, the total cost to provide 911 services, or a statistical summary of the 911 service provided.Each county and some municipalities in Wisconsin have entered into a contract with participating local exchange carriers to provide its 911 telecommunications network. These 911 contracts specify in detail the design of the telecommunications network supporting the local 911 service, authorizes a 911 surcharge on landlines based on population to pay for expenses related to the network, and identifies the obligations of the parties to build, operate, and maintain the 911 telecommunications network. See Wis. Stat. 256.35(3)(b).No portion of the funds collected from the 911 surcharge is shared with any state, county, or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expenses for providing the 911 service, and is retained in full by the participating local exchange carriers (up to $0.40 cents per exchange access line per month). County and municipal expenses related to terminating and responding to 911 calls are paid for through the respective county and municipal budgets.The total amount of the 911 surcharge collection is not available. The participating local exchange carriers collect the 911 surcharge. Those local exchange carriers do not report the results of the 911 surcharge collection to any state, county, or municipal office.      |

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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 |       |
| Wireless  |       |
| VoIP |       |
| Other |       |
| **Total** | Unknown |

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| **Addendum Section B4** |
| This information is not annually collected at the state level at the time of this submission. Future submissions may include 911 call information as this information is collected through reports on the statewide emergency services IP network. |

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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| Wis. Stats. 256.35(3) and 20.465(3)(qm) |

**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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| 2019 Wisconsin Act 9 revised the NextGen911 appropriation under Wis. Stat. 20.465(3)(qm) from an annual appropriation to a biennial appropriation, with $19.7 million available from the police and fire protection fund in state fiscal year 2019 through 2021 for start up costs related to a statewide emergency services IP network contracts and the 911 Subcommittee to administer its duties under Wis. Stat. 256.35(3s)(d). No changes were made to the funding mechanism under Wis. Stat. 256.35(3).  |

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| **Addendum Section C1** |
| In future reporting cycles as the statewide emergency services IP network is built out, the 911 surcharge will be phased out as a PSAP is considered "operational" on the statewide network and the legacy network(s) are no longer necessary for normal operations. See Wis. Stat. 256.35(3s)(c). |

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** |
| None of the above apply. No portion of the funds from the 911 surcharge are collected at the state, county, or municipal level. The participating local exchange carriers collect the 911 surcharge. See B3a response above.  |

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

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| In Wisconsin, no portion of the funds collected from the 911 surcharge is shared with any state, county, or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service. County and municipal expenses related to terminating and responding to 911 calls is paid for through the respective county and municipal budgets. The participating local exchange carriers collect the 911 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.)** |
| In Wisconsin, the 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service. The collection from the 911 surcharge reimburses the participating local exchange carriers for their network costs. County and municipal expenses related to terminating and responding to 911 calls is paid for through the respective county and municipal budgets. |

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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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| Wis. Stat. 256.35(3)(b) |

**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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| Each county and some municipalities in Wisconsin have entered into a contract with participating local exchange carriers to provide its 911 telecommunications network. These 911 contracts specify in detail the design of the telecommunications network supporting the local 911 service, authorizes a 911 surcharge on landlines based on population to pay for expenses related to the network, and identifies the obligations of the parties to build, operate, and maintain the 9-1-1 telecommunications network. See Wis. Stat. 256.35(3)(b). The 911 network expenses are pooled and all landline telephone subscribers in a county pay the same amount for the 911 surcharge. The 911 contract identifies how much expense each participating local exchange carrier has incurred to provide and maintain the 911 telecommunications network, and in turn specifies how much money each participating carrier may take as compensation from the pooled 911 surcharge collection.Some counties have elected to purchase a separate telecommunications network for its wireless 911 service. The counties that have elected to purchase a separate wireless 911 network pay for that second network through the county and municipal budget.No portion of the funds collected from the 911 surcharge is shared with any state, county, or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service by the participating local exchange carriers. County and municipal expenses related to terminating and responding to 911 calls is paid for through the respective county and municipal budgets. |

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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 | Varies by county, up to $0.40 per exchange access line | Participating local exchange carriers |
| Wireless | None |       |
| Prepaid Wireless | None | None |
| Voice Over Internet Protocol (VoIP) | None | None |
| Other | None | None |

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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 | Unknown |
| Wireless | 0.00 |
| Prepaid Wireless | 0.00 |
| Voice Over Internet Protocol (VoIP) | 0.00 |
| Other | 0.00 |
| **Total** | Unknown |

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

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| The total amount of the 9-1-1 surcharge collected is not available. The participating local exchange carriers in a county collect the 9-1-1 surcharge. Those local exchange carriers do not report the results of the 9-1-1 surcharge collection to any state, county, or municipal office.      |

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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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| Legacy/E911: County and municipal general revenue NextGen911: police and fire protection fund |

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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.** |
| N/A |

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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 |       |
| Local 911 Fees | 15% |
| General Fund - State | 5% |
| General Fund - County | 80% |
| Federal Grants |       |
| State Grants |       |

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| **Addendum Section F5** |
| The 5% identified under "General Fund - State" is to reflect funding spent for NextGen911 planning in 2019.The 15% identified under "Local 911 Fees" reflects a rough estimate of the cost recovered by participating local exchange carriers for providing the 911 service. The remaining costs for providing 911 are afforded at the local level and fall under "General Fund - County". |

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

|  |  |  |
| --- | --- | --- |
| **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.)* |
| The Wisconsin 911 statute requires that participating local exchange carriers submit a new 911 contract, or an amendment to an existing 911 contract to the Public Service Commission for review. See Wis. Stat. 256.35(3)(i). The PSC may disapprove a contract or contract amendment if it finds the contract is not compensatory, is excessive, or is not in the public interest. No contracts or contract amendments were submitted for review in 2019. |

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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:** |
| Wis. Stat. 256.35(3s)(b) identifies state level authority to contract for the creation, operation, and maintenance of a statewide emergency services IP network but funding does not come from the existing 911 surcharge. The 911 surcharge collected by local exchange carriers under Wis. Stat. 256.35(3)(b) does not explicitly authorize or prohibit NextGen911 expenditures.  |

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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****($)** | $312,546 |

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| **Addendum Section I2** |
| Expenditures reflect costs for NextGen911 consulting services and for the 911 subcommittee to administer its duties. |

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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:      |       | **[ ]**  | **[ ]**  |
| 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:      |       | **[ ]**  | **[ ]**  |
| 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** |
| Wisconsin is currently in the contracting process for the creation, operation, and maintenance of a statewide emergency services IP network with anticipated award in 2020. |

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

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| The 911 Subcommittee, in conjunction with the State and NextGen911 consulting services, performed a statewide 911 telecommunications system assessment which was completed in August 2019.In August 2019, Wisconsin received a $2.9 million federal grant through NHTSA/NTIA for upgrading and replacing local PSAP equipment to be NextGen911 compatible and released a funding announcement for local applications in December 2019.A draft RFP was released for a statewide ESInet and NextGen Core Services in August 2019, with a final RFP posted in October 2019. Responses will be due in 2020.The 911 Subcommittee, in conjunction with the State and NextGen911 consulting services, began the process to update the 2017 NG911 Strategic Plan for 2020.The State began work on an RFP for consulting services to perform a NG911 GIS Gap Analysis in 2020-21.2019 Wisconsin Act 26 was passed in November 2019 which will establish a state grant program for NG911 equipment and other related items such as advanced training for PSAPs. The administrative rules process for the grant program will begin in 2020. |

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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?**
 | ~14 |
| **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?**
 | Unknown |

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| **Addendum Section I5** |
| Information is based on survey data from early 2019. In Wisconsin, an individual county or municipality is free to add a text-to-911 service feature to its 911 service without notifying any state agency. Thus, there may be other counties and municipalities operating PSAPs in Wisconsin that have implemented this service, or have plans to do so, but have not disclosed those plans to a state agency. |

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| **Addendum Section I6** |
| There have been anecdotal comments that many PSAPs are considering this feature in the near future but funding is a major limitation. |

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**[x]**  |       |

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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?**
 | 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?**
 | **[ ]**  | **[ ]**  | **[x]**  |

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| **Addendum Section J3** |
| The NIST framework will likely be incorporated into the statewide emergency services IP network. |

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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| Wisconsin has not undertaken a program to measure the effective utilization of 911/E911 fees. It is not known whether any county or municipality operating a PSAP in Wisconsin has implemented a program for this purpose. In 2019, Wisconsin performed a Statewide 911 Telecommunications System Assessment that provided some insight into the challenges of funding the legacy network and cost considerations for NextGen911 implementation. The 2019 Assessment report can be found here: https://dma.wi.gov/DMA/divisions/oec/library/2019/2019\_WI\_Statewide\_911\_System\_Assessment-FINAL-1.pdf  |

**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****.**

**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)