**Approved by OMB**

**3060-1122**

**Expires: March 31, 2024**

**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** |
| North Carolina |

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

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| **Name** | **Title** | **Organization** |
| L. V. Pokey Harris | Executive Director | North Carolina 911 Board |

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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 received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2020:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 115 |
| Secondary | 12 |
| **Total** | 127 |

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| **Addendum Section B1** |
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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, 2020:**

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| **Number of Active Telecommunicators** | **Total** |
| Full Time | Telecommunicators are not funded with 911 fees. |
| Part Time | Telecommunicators are not funded with 911 fees. |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2020, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount**  **($)** | 144,076,487 |

**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, 2020 to December 31, 2020.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 898,161 |
| Wireless | 5,713,316 |
| VoIP | 587,174 |
| Other |  |
| **Total** | 7,198,651 |

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| **Addendum Section B4** |
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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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| N.C.G.S. § 143B-1403 |

**1b. If YES, during the annual period January 1, 2020 to December 31, 2020, 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 ……………..

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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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| Per N.C.G.S. § 143B-1406, funds are distributed to PSAPs monthly based on a formula of a 5-year rolling average of eligible 911 expenses reported by the individual PSAPs. |

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.)** | | |
| Limited to 911 fees distributed to the PSAPs from the NC 911 Board | | |

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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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| N.C.G.S. § 143B-1404(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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| The NC 911 Board provides funding of the collected 911 fee totally for the support of E911 within the State of North Carolina. Funds collected were allocated during calendar year 2020 to 115 primary PSAPs, 12 secondary PSAPs for their costs of providing E911 services in their jurisdictions, three CMRS providers for cost recovery of providing E911, 16 PSAPs in grants for the enhancement of their 911 systems, six statewide grants to benefit all PSAPs in North Carolina and to the administrative fund of the NC 911 Board to pay for the costs of administering the 911 fund. In each allocation of collected 911 funds, the North Carolina general statutes clearly define that the expenditures must be in support of providing E911 services. Those expenditures are reviewed and approved by the 911 Board staff and the North Carolina State Auditor. |

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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, 2020, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| ECATS - PSAP Call Data Collection  Interpretive Services Contract  Orthography Image 19  Orthography Image 20  Orthography Image 21  CRM Statewide  Graham County 911 - Relocation / Equipment Refresh  Martin County 911 - PSAP & Regional Backup Facility  Mitchell County 911- Backup Center Initiative  Pasquotank County 911 - Backup PSAP Implementation  Iredell County 911 - Enhancement/Regional Backup  Pender County 911 - CAD End of Life Upgrade/Replacement  Greene County 911 - Facility Relocation  Wayne County 911 - New 911 Facility  Rutherford County 911 - New 911 Facility  Davie County 911 - End of Life CAD Replacement  NC State Highway Patrol - ESInet  Pender CAD Project Phase II  Currituck County 911 - New Public Safety Building  Franklin County 911 - New Emergency Comm Center  Cumberland County 911 - Relocations of 911 Center  Chatham County 911 - Radio System Upgrade | | | |

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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 | $0.65 | State of North Carolina |
| Wireless | $0.65 | State of North Carolina |
| Prepaid Wireless | $0.65 | State of North Carolina |
| Voice Over Internet Protocol (VoIP) | $0.65 | State of North Carolina |
| Other |  |  |

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| **Addendum Section F1** |
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1. **For the annual period ending December 31, 2020, 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 | $10,615,901 |
| Wireless | $52,704,801 |
| Prepaid Wireless | $15,386,200 |
| Voice Over Internet Protocol (VoIP) | $11,692,498 |
| Other |  |
| **Total** | $90,399,400 |

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

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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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| None |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2020, 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.** | | |
| E911 funds are combined with general fund allocations at the local level of each of the 115 primary PSAPs and 12 secondary PSAPs to support E911 and NG 911. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure. Per N.C.G.S. § 143B-1406, the fiscal officer of a PSAP to whom a distribution is made must deposit the 911 funds in a special revenue fund, as defined in G.S. § 159-26(b)(2), designated as the Emergency Telephone System Fund. Per N.C.G.S. § 143B-1402(b)(5), the NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. For expenditures identified as an ineligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.  The North Carolina 911 Board was the recipient of the NHTSA and NTIA 911 grant program in the amount $3,941,384.00 awarded August 9, 2019. During calendar year 2020, the North Carolina 911 Board received $1,124,442.00 in reimbursement from this award for NG911 implementation and $722,304.00 in reimbursement from this award for PSAP cybersecuirty assessments. 911 services charges were combined with this grant award as the required match. | | |

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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 | 35% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County | 57% |
| Federal Grants |  |
| State Grants | 7% |

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| **Addendum Section F5** |
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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, 2020, 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** |
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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.* |  |  |
| **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, 2020.** *(Enter “None” if no actions were taken.)* | | |
| Per N.C.G.S. § 143B-1402(b)(5), the NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. Any expenditures identified as not an eligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.  Per G.S. §143B-1410, the State Auditor may perform audits of the 911 Board pursuant to Part 5A of Chapter 147 of the General Statutes to ensure that funds in the 911 Fund are being managed in accordance with the provisions of this Part. The State Auditor must perform an audit of the 911 Board at least every two years. | | |

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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, 2020.** *(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:** | | |
| N.C.G.S. § 143B-1406(a)(3) (e1) provides for the implementation of a state NG911 ESInet and the migration of all PSAPs to the statewide network.  Per N.C.G.S. §143B-1407(e) Next Generation 911 Fund, the 911 Board may use funds from the Next Generation 911 Fund for the implementation of next generation 911 systems. Notwithstanding Article 8 of Chapter 143C of the General Statutes, the 911 Board may expend funds from the Next Generation 911 Fund to provide for a single data network to serve PSAPs. The 911 Board may provide funds directly to primary PSAPs to implement next generation 911 systems. By October 1 of each year, the 911 Board must report to the Joint Legislative Commission on Governmental Operations on the expenditures from the Next Generation 911 Fund for the prior fiscal year and on the planned expenditures from the Fund for the current fiscal year. | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2020, 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**  **($)** | $17,371,058 | | |

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| **Addendum Section I2** |
| In addition to the above referenced dollar amount, the North Carolina 911 Board was the recipient of the NHTSA and NTIA 911 grant program in the amount $3,941,384.00 awarded August 9, 2019. During calendar year 2020, the North Carolina 911 Board received $1,124,442.00 in reimbursement from this award for NG911 implementation. |

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| 1. **For the annual period ending December 31, 2020, 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 |  |  | 66 |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 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: | | |  |  |  |
| 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: | | |  |  |  |
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| 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, 2020.**

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| ESInet and hosted call handling statewide PSAP migration: The NC 911 Board approved award of the State ESINet contract to AT&T in June 2017 with actual contract award in August of 2017. The contract provides for a statewide ESInet provided as a managed service. In addition, the contract provides hosted call handling services that are also provisioned as a managed service. In 2020 the project witnessed the migration of 33 PSAPs to the NG911 service platform. Of the 33 migrations, twenty-seven PSAP sites utilized a hosted call handling design and six PSAPs utilized an on prem call handling solution connected to the State ESInet. Current status of the project can be viewed here:  https://nconemap.maps.arcgis.com/apps/opsdashboard/index.html#/ca70ca087c084a35ab644ea0b693ffcb  GIS project for the development of i3 statewide data set: This project was launched in March of 2019 and runs concurrently with the NG911 Esinet/hosted call handling project. Its goal is the migration of all PSAPs coming on the ESINet to utilize the NENA i3 standard for geo-spatial call routing as the SOP for North Carolina. The project is run under the auspices of a contract award to GeoComm Inc in March of 2019. The project also includes in its scope the retrofit of RFAI PSAPs migrated to the ESInet in 2018-2019 to the i3 standard. This is a statewide effort that also involves the participation of the NC Center for Geographic Information Analysis (CGIA) as a critical project coordination partner. Current status of the project can be viewed here:  https://it.nc.gov/about/boards-commissions/nc-911-board/next-generation-911/connecting-next-generation-911-gis-services  Cybersecurity Assement: The Board awarded a contract in March of 2020 to End-to-End Computing of Alexandria, Va. to perform a statewide assesment of the cyber security environment and management practices of all approved NC PSAPs. The project pupose is to build a demographic report of the cyber security environment of approved PSAPs as a baseline for the development of cyber security governance policies specific to the NG911 environment.. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 121 |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2021, how many PSAPs do you anticipate will become text capable?** | 127 |

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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, 2020, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No | $722,304.00 |

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| **Addendum Section J1** |
| The North Carolina 911 Board was the recipient of the NHTSA and NTIA 911 grant program in the amount $3,941,384.00 awarded August 9, 2019. During calendar year 2020, the North Carolina 911 Board received $722,304.00 in reimbursement from this award for PSAP cybersecuirty assessments. |

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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | Seventy-three NC PSAPs participated in the 911 Board Cybersecurity Assesment in 2020. The remainder of the 127 PSAPs will complete assessemnt by July 2021. |

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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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| The annual 911 service charge is distributed to primary PSAPs based on a 5-yr rolling average; secondary PSAPs are funded based on a cost per call basis using the primary PSAPs expenditures for the current year. N.C.G.S. § 143B-1402(b)(5) provides guidelines to ensure the funding is disbursed and expensed appropriately. The NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. For any expenditures identified as an ineligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.  North Carolina Administrative Code 09 NCAC 06C .0209 (a) requires ninety percent of 911 calls received on emergency lines to be answered within 10 seconds, and 95 percent of 911 calls received on emergency lines shall be answered within 20 seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.  09 NCAC 06C .0216 Assessing PSAP Operations (a) within the NC Administrative Code requires the Board to conduct annual reviews of PSAP operations to determine whether a PSAP meets the requirements of Section .0200 of these Rules.  Next Generation 911 efforts are currently underway with 66 PSAPs having migrated to the Statewide ESInet at the close of 2020. As of this reporting 83 PSAPs have migrated to the ESInet with an estimated 85% of those PSAPs utilizing the hosted call handling solution offered by two platforms. The NG911 project has also resulted in all 100 jurisdictions in North Carolina contributing to a statewide GIS dataset in which all PSAPs will reach NG911 i3 compliance. Additionally, all 127 PSAPs have participated in cybersecurity assessments which will assist them in identifying any areas of improvement for cyber hygiene. |

**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)