**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** |
| Commonwealth of Puerto Rico |

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

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| **Name** | **Title** | **Organization** |
| Manuel Gonzalez Azcuy | Commissioner | 9-1-1 Emergency System Bureau |

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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 | 2 |
| Secondary | 0 |
| **Total** | 2 |

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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 | 132 |
| Part Time | 0 |

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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****($)** | 20,211,074.80 |

**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 | 45,740 |
| Wireless  | 1,230,156 |
| VoIP | 3 |
| Other | 505,203 |
| **Total** | 1,781,102 |

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| **Addendum Section B4** |
| Although no VOIP calls are accounted for in the table, we do have VOIP calls from cable company providers but our systems assigns them "No Value" type. For that reason they are included within the Other calls type. |

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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| Act No. 20 of April 10. 2017, as amended, Chapter 5. These sections of Act No. 20-20 I7, specifically deal with 911 charges or income:Section 5.05 - Provisions on the Telephone Subscribers Charges.Section 5.06. - Distribution and Use of the Funds Collected for Charges to Telephone Subscribers |

**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 ………………………………….. [x]
* 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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| Article 5.05 of the 9-1-1 Calls Act (Act. No. 20-20 I 7)-Section 5.05.- Provisions on the Charges to be BiIled to Telephone Service Subscribers(a) The Emergency Systems Bureau, in the exercise of the duties granted by this Act, and with the approval of the Secretary, shall fix any fees deemed reasonable to defray the cost incurred by public safety agencies in equipment and facilities of the 9-1-1 Service and the direct administration thereof. Such charges shall be fixed from time to time at the discretion of the Bureau and the effectiveness thereof shall not be less than one (1) year.(b) 9-1-1 Service fees shall be billed for every line in a telephone account uniformly, for which payment the end user of the service shall be responsible, within each subscriber category, and as part of the monthly charges to be billed. 9-1-1 Emergency Service calls shall not entail an individual fee for the use of telephone facilities for such purposes.(c) When determining the charges to be billed, the Bureau and the Department shall take into account the budgeted and projected expenditures for the following two (2) years, and shall attempt to generate revenues to defray such expenditures, plus a reasonable contingency reserve, service expansion, and replacement of equipment that is obsolete or out of order.(d) The base fee of the 9-1-1 Service per main telephone line shall not exceed fifty cents ($0.50) per month for residential subscribers, nonprofit, and religious organizations, nor exceed one dollar ($l.00) per month for commercial, professional, and government subscribers whose rates shaIl be equally applicable to each ceIl phone line, whether prepaid or contract, Voice over Internet Protocol (V oIP) lines, and any other line of communication interconnected to the telephone system which allows calls to be made and received, according to their appropriate categories and classifications.( e) The 9-1-1 Service fee shaIl be itemized in each telephone service bill if the Commissioner contracts such billing service with telephone companies.(f) The telephone Company that provides such service shall collect the 9-1-1 Service Fee from the users thereof within a period not to exceed thirty (30) days after the subscriber has made the payment. The GCompany shaIl deposit the money in the account established by the Department. Provided, that such revenues shall be accounted for and deposited in a special account separate from the rest ofe operating funds of the Department so as to guarantee the availability offederal funds and other special funds. The telephone company shall keep a record of the billing, payments, and deposits made in connection with such fees for the period prescribed through egulations. Telephone companies shall be reimbursed for the net costs of billing and collecting the fees, insofar as these do not exceed the amounts established in this Act.Section 5.06.- Distribution and Use of the Funds Collected on Account of Charges Billed to TelephoneService Subscribers(a) The revenues of the Bureau on account of telephone charges shall be used solely to defray or reimburse expenses directly atrributable to the receipt and answering of emergency and citizen service calls, the dispatching, and rendering of first response emergency services during such emergencies, the addressing of claims or rendering of services, and the administration of such emergency or citizen services, except as otherwise provided by the Secretary of Public Safety.(b) The funds collected on account of charges billed to telephone service subscribers shall be distributed in the manner prescribed through regulations by the Secretary of Public Safety.The Commissioner, at his discretion and with the approval of the Secretary of Public Safety, may reimburse the percentage of the direct wages of the personnel assigned to public safety agencies that is deemed justified to provide direct assistance to not less than forty percent (40%) ofthe 9-1-1 users, as well as of any operating costs and other costs incurred for the maintenance of equipment and systems as required by the Bureaus to render the services. |

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.)** |
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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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| Act No. 20 of April 10, 2017, Section 5.06.- Distribution aud Use of the Funds Collected onAccount of Charges Billed to Telephone Service Subscribers(a) The revenues oftbe Bureau on account of telephone charges shall be used solely to defray or reimburse expenses directly attributable to the receipt and answering of emergency and citizen service calls, the dispatching, and rendering of first response emergency services during such emergencies and the administration services, except as otherwise provided by the Secretary of the Public Safety Department. .  |

**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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| Operating Expenses: Payroll Expenses $7,781,000 Enhanced 9-1-1 $827,470.07 Distribution to 9-1-1 Response Agencies and Municipalities $9,800,000 9-1-1 Administrative Fees (Due to Telephone Companies) $49,185.54 Other Operating Expenses $1,753,419.19All disbursement made by the agency during the period from January 1 to December 31,2020 were used for the operational purpose of our Bureau. |

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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, 2020, 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 | .50¢ a month for residential subscribers, nonprofit and religious organizations$1.00 for commercial, professional and government subscribers | State |
| Wireless | 50¢ a month for residential subscribers, nonprofit and religious organizations$1.00 for commercial, professional and government subscribers | State |
| Prepaid Wireless | 50¢ a month for residential subscribers, nonprofit and religious organizations$1.00 for commercial, professional and government subscribers | State |
| Voice Over Internet Protocol (VoIP) | 50¢ a month for residential subscribers, nonprofit and religious organizations$1.00 for commercial, professional and government subscribers | State |
| 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 | $2,856,266.03 |
| Wireless | $13,654,865.03 |
| Prepaid Wireless | $2,678,021.00 |
| Voice Over Internet Protocol (VoIP) | $1,709,259.00 |
| Other |       |
| **Total** | $20,898,411.06 |

**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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| No other source of funding |

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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.*
 | **[ ]**  | **[x]**  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
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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 | 100 % |
| Local 911 Fees |       |
| General Fund - State |       |
| General Fund - County |       |
| Federal Grants |       |
| State Grants |       |

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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*.
 | **[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, 2020.** *(Enter “None” if no actions were taken.)* |
| The Audit Office of 9-1-1 Bureau redirected efforts to the compliance of the collection of 9-1-1 service charge by telephone companies during 2020. The Office of the Comptroller of Puerto Rico conducted and published the results of an investigation related to 9-1-1 diverted funds in Puerto Rico in a report dated October 21, 2020. The report is published in the following link:https://www.ocpr.gov.pr/informes-de-auditoria-2020-2021/informe-especial-cp-21-03-resultado-de-la-investigacion-relacionada-con-el-desvio-de-los-fondos-recaudados-para-el-sistema-de-emergencias-9-1-1-del-negociado-de-sistemas-de-emergencias-9-1-1/  |

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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, 2020.** *(Enter “None” if no actions were taken.)* |
| The Bureau's Audit Office started the examination of the 9-1-1 remittance forms from telephone companies, in order to detect non compliance,. This is achieved through the Colaboration Agreement with the Telecommunications Bureau of PR. |

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

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| **Addendum Section I2** |
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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
 | **[ ]**  | **[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** |
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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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| **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?**
 | 2 |
| **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?**
 | n/a |

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| **Addendum Section I5** |
| Our two (2) PSAPs have been accepting texts since 2015.  |

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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**[x]**  |       |

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| **Addendum Section J1** |
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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?**
 | 0 |

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

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**
2. **Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges.**  **If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

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| Puerto Rico's criteria for use and measure the use of 911/E911 funds, was established in Act No. 20 of April 10, 2017, Section 5.06.- Distribution and Use of the Funds Collected on Account of Charges Billed to Telephone Service Subscribers. Also Act No. 55 of June 21, 2019 amends Act No. 3-2017 to establish the following: (translated by the Bureau): It is prohibited for funds from the Puerto Rico 9-1-1 Emergency System Bureau and other telecommunications funds to be diverted in the future for purposes other than to ensure the provision and stability of 9-1-1 and telecommunications services. Budget FY 2019-2020 http://www.presupuesto.pr.gov/Recomendado2019-2020/PresupuestosAgencias/NEGOCIADO%20DE%20SISTEMAS%20DE%20EMERGENCIAS%209-1-1.htmBudget 2020-2021  |

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

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

1. A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
2. A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* *Master Glossary* at 192. [↑](#footnote-ref-2)