



Federal Communications Commission  
Washington, D.C. 20554

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:

**A. Filing Information**

**1. Name of State or Jurisdiction**

State or Jurisdiction
Commonwealth of Puerto Rico

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

Name	Title	Organization
Lcdo. Guillermo Torruella Farinacci	Acting Commissioner	Bureau of Emergency Systems 9-1-1



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**B. Overview of State or Jurisdiction 911 System-**

- 1. 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, 2017:**

PSAP Type <sup>1</sup>	Total
Primary	2
Secondary	0
<b>Total</b>	<b>2</b>

- 2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2017:**

Number of Active Telecommunicators	Total
Full-Time	202
Part-time	0

<sup>1</sup> 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*), Aug. 8, 2017, at 167, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017\\_FINAL\\_2.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf).

<sup>2</sup> 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 196.



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3. For the annual period ending December 31, 2017, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

<b>Amount</b> (\$)	\$ 13,940,607.30
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- 3a. If an amount cannot be provided, please explain why.

N/A
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4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2017 to December 31, 2017.

Type of Service	Total 911 Calls
Wireline	78,926
Wireless	1,388,438
VoIP	n/a
Other	481,701
<b>Total</b>	1,949,065

**C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

1. 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.*



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- Yes .....
- No .....

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

Act No. 144 of December 22, 1994, as amended, in its entirety. These sections of Act No. 144 specifically deal with 911 charges or income:

Section 5. - Provisions on the Telephone Subscribers Charges. - (25 L.P.R.A. § 1914)

Section 6. - Distribution and Use of the Funds Collected for Charges to Telephone Subscribers. - (25 L.P.R.A. § 1915)

Section 7. Additional income. (25 L.P.R.A §1916)

  
  

Board Member Resolution Number 1 Serial 2016-2017 - To approve the recommended budget by the Executive Director for the 911 Service Government Board of the Commonwealth of Puerto Rico for the fiscal year 2016-2017. The second semester of this budget covers the period from January 1 to June 30, 2017.

Board Member Resolution Number 1 Serial 2017-2018 - To approve the recommended budget by the Executive Director for the 911 Service Government Board of the Commonwealth of Puerto Rico for the fiscal year 2017-2018. The first semester of this budget covers the period from July 1 to December 31, 2017.

**1b. If YES, during the annual period January 1, 2017 to December 31, 2017, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

- Act No. 66 of June 17, 2014, as amended, Article 19. Establishes that the savings generated by the application of Article 1 of the aforementioned Act No. 66 will be contributed to the "Work Promotion and Economic Activity Fund" under the custody of the Trade and Export Company of the Commonwealth of Puerto Rico.
- Act No. 3 of January 23, 2017, Article 16. Establishes that the savings generated will be contributed to a fund to address the government's fiscal crisis.
- Act No. 21 of April 6<sup>th</sup>, 2016 declare an impairment loss of the funds deposited funds at the Government Development Bank for Puerto Rico (GDB). All 9-1-1 funds were deposited at the GDB.



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- The Department of Treasury, Central Accounting issue a Circular Letter CC No. 1300-08-17 on October 24, 2016 that instructs agencies to recognize an Impairment Loss Analysis with a substantial doubt of recovering the \$12 Millions deposited in the GDB.

2. 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 .....

3. Describe how the funds collected are made available to localities.

Article 6 of the 9-1-1 Calls Act (Act. No. 144-1994) - Distribution and use of the funds collected for charges to telephone subscribers and Resolution 006, 1998-99 establishes how the funds are collected, distributed and made available to the public safety agencies (Those agencies whose services are offered through the use of the 9-1-1 emergency telephone number, including, specifically the Puerto Rico Police Department, the State Medical Emergencies of Puerto Rico, the Puerto Rico Fire Department, the State Agency for Emergency Management and Disaster Management.

Also included are the Emergency Medical Programs for the Municipalities of: Arecibo, Arroyo, Barceloneta, Bayamón, Caguas, Camuy, Cataño, Cayey, Ceiba, Ciales, Cidra, Corozal, Dorado, Fajardo, Florida, Guánica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Juncos, Las Marias, Las Piedras, Loíza, Manatí, Maricao, Maunabo, Mayaguez, Morovis, Naguabo, Naranjito, Orocovis, Ponce, Sabana Grande, San Germán, San Lorenzo, San Juan, Santa Isabel, Toa Alta, Toa Baja, Vega Alta, Vega Baja, Villalba, Yabucoa, Yauco and Vieques.

In addition, the Municipal Emergency Management and Disaster Management Programs for the following municipalities Aguada, Arecibo, Arroyo, Barceloneta, Bayamón, Caguas, Camuy, Canovanas, Cataño, Cayey, Ceiba, Ciales, Cidra, Corozal, Dorado, Fajardo, Florida, Guánica, Guayama, Guayanilla, Guaynabo, Hatillo, Hormigueros, Humacao, Isabela, Juana Díaz, Juncos, Lajas, Las Marias, Las Piedras, Loiza, Luquillo, Manatí, Maricao, Maunabo, Morovis, Naguabo, Naranjito, Orocovis, Ponce, Quebradillas, Rio Grande, Sabana Grande, Salinas, San Germán, San Juan, San Lorenzo, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco.

Nonprofit organizations: Rescate Las Piedras, SVERY Isabela, and FREMS; funds are also used for the administration of said agency.



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

**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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**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.)**

- None that is known.

**2. 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.**

Act No. 144 of December 22, 1994, as amended.  
 Section 5. - Provisions on the Telephone Subscribers Charges. - (25 L.P.R.A. § 1914)



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Section 6. - Distribution and Use of the Funds Collected for Charges to Telephone Subscribers.  
(25 L.P .R.A. § 1915)

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In addition, the Municipal Emergency Management and Disaster Management Programs for the following municipalities: Aguada, Arecibo, Arroyo, Barceloneta, Bayamón, Caguas, Camuy, Canovanas, Cataño, Cayey, Ceiba, Ciales, Cidra, Corozal, Dorado, Fajardo, Florida, Guánica, Guayama, Guayanilla, Guaynabo, Hatillo, Hormigueros, Humacao, Isabela, Juana Díaz, Juncos, Lajas, Las Marias, Las Piedras, Loiza, Luquillo, Manatí, Maricao, Maunabo, Morovis, Naguabo, Naranjito, Orocovis, Ponce, Quebradillas, Rio Grande, Sabana Grande, Salinas, San Germán, San Juan, San Lorenzo, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco.

Nonprofit organizations: Rescate Las Piedras, SVERY Isabela, and FREMS; funds are also used for the administration of said agency.

**Article 22 of the 9-1-1 Service Government Board Bylaws** (Regulation Num. 5303) states as follows:

- (a) The provision of emergency services requires the outlay of funds, which must be recovered in order to obtain the resources needed to maintain optimal conditions of said service. The primary source of resources authorized by law will be the amount collected by a charge against subscriber telephone lines installed, uniform manner within each subscriber category. This charge will be billed monthly in conformity with established procedures by the Telephone Company and Private telephone companies in Puerto Rico, duly ratified by the Board, which shall be submitted by the companies for the consideration by the Board in a time frame not to exceed thirty (30) days counted from the date of approval of this regulation.



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- (b) The Board has established the Regulations for Billing and Collections from the Subscribers for 9-1-1 Service (Regulation No. 6203) to govern the process of collecting these charges, the deposit of collections, remittance and delivery of the 9-1-1 funds to the 9-1-1 Government Board from the telephone companies subscribers. Telephone companies must supply the telephone numbers of subscribers and their physical addresses or locations of these to the Board, in case of cellular, as required by law through the Federal Communications Commission, or any other entity with authority and competence, according to the provisions, agreements, technology and other requirements of the Board, welfare and to safeguard the public interest.
- (c) The deposit of the collections of the telephone companies will be made in the Board's account in the Government Development Bank for Puerto Rico in a period of not more (30) days from collection.
- (d) ...
- (e) ...
- (f) The monthly charge per subscriber will be:
- (1) Fifty cents (\$0.50) a month for residential, nonprofit and religious organization subscribers.
  - (2) Fifty cents (\$0.50) a month for each cellular telephone subscriber.
  - (3) One dollar (\$1.00) a month for commercial, professional and government subscribers.

These charges will apply to any other line of communication interconnected to a telephone system that can generate and receive phone calls, according to the above categories.

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

N/A





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**E. Description of Uses of Collected 911/E911 Fees**

- 1. 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.**

Operating Expenses:

- First Semester (Period January 1, 2017 to June 30, 2017)	\$ 8,896,808.35
- Second Semester (Period July 1, 2017 to December 31, 2017)	\$ 5,043,798.95

All disbursements made by the agency during the period from January 1 to December 31, 2017 with the receipts of the 911 charge were used for the operational expenses of our Bureau.



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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Grant Programs</b>		<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
<b>2a. During the annual period ending December 31, 2017, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			
N/A (\$ 0.00)			



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**F. Description of 911/E911 Fees Collected**

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
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	.50¢ a month for residential subscribers, nonprofit and religious organizations \$1.00 for commercial, professional and -government subscribers	State



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2. For the annual period ending December 31, 2017, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$ 4,184,564.28
Wireless	\$ 12,440,238.95
Prepaid Wireless	\$ 1,566,521.50
Voice Over Internet Protocol (VoIP)	\$ 1,697,681.00
Other	\$ 0.00
<b>Total</b>	<b><u>\$ 19,889,005.73</u></b>

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

N/A.

3. Please identify any other sources of 911/E911 funding.

N/A



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Question	Yes	No
<b>4. For the annual period ending December 31, 2017, 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.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b>		
N/A		



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<b>5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.</b>	<b>Percent</b>
State 911 Fees	100 %
Local 911 Fees	0 %
General Fund - State	0 %
General Fund - County	0 %
Federal Grants	0 %
State Grants	0 %



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

Question	Yes	No
<b>1. In the annual period ending December 31, 2017, 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? <i>Check one.</i></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i></b>	
\$ 0.00	None	



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**H. Oversight and Auditing of Collection and Use of 911/E911 Fees**

Question	Yes	No
<p><b>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? <i>Check one.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>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, 2017. (Enter "None" if no actions were taken.)</b></p>		
<p>Management has instructed the Audit and Finance offices to develop a Compliance Guide that will serve the purpose of minimizing the risk of non-compliance with the state and federal information and forms requirements.</p> <p>Also, the draft includes other mechanisms to observe and verify the agency's Budget is balanced and funds are used in accordance with Act 122 of 2017. The Guide is expected to be implemented at the end of the current month.</p>		

Question	Yes	No
<p><b>2. 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? <i>Check one.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>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, 2017. (Enter "None" if no actions were taken.)</b></p>		
<p>The agency has an Audit Office that conducts 9-1-1 service charge audits on telecommunication companies that provide voice service (wireless, wireline, VoIP) in Puerto Rico. The audits are conducted to verify the veracity and accuracy of the monthly 9-1-1 remittances to the 9-1-1 Agency. Other activities, include search and detection of noncompliance by the companies.</p>		





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**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>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? <i>Check one.</i></b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
N/A		

Question	Yes	No
<b>2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>2a. If YES, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>	West Safety Solutions Corp. (Contracts No. 2017-000159 & 2018-000099) <b>\$ 319,953.34</b>	



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3. For the annual period ending December 31, 2017, 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
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:			N/A	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:			N/A	<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2017.

None.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?	2 (100 % of the existing PSAPs)
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	0 (We have no plans to add new PSAPs for the year 2018)



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**J. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2017, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2017, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	None.

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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**K. Measuring Effective Utilization of 911/E911 Fees**

- 1. 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.**

<http://www2.pr.gov/presupuestos/presupuestoRecomendado2018-2019/Pages/default.aspx>