



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
North Carolina

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

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



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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	115
Secondary	10
<b>Total</b>	125

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	Telecommunicators are not funded with 911 fees
Part-time	Telecommunicators are not funded with 911 fees

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.

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<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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<b>Amount</b> (\$)	\$119,989,333
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3a. If an amount cannot be provided, please explain why.

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	1,265,256
Wireless	5,407,309
VoIP	607,263
Other	
<b>Total</b>	7,279,828

**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.*

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



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

N.C.G.S. § 143B-1403

**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.**

No.

**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.**

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.



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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
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"/>
<b>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.)</b>		
Limited to 911 fees distributed to the PSAPs from the 911 Board.		

**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.**

N.C.G.S. § 143B-1404(b)



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



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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.**

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 2017 to 115 primary PSAPs, 10 secondary PSAPs for their costs of providing E911 services in their jurisdictions, four CMRS providers for cost recovery of providing E911, 19 PSAPs in grants for the enhancement of their 911 systems, 3 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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<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 checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Grant Programs</b>		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>

**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.**





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ECATS - PSAP Call Data Collection  
 Interpretive Services Contract  
 Orthography Image 17  
 Orthography Image 18  
 Graham Relocation-Equipment Refresh  
 Hyde, Dare, Tyrell: Dare Regional Emergency  
 Richmond Co Consolidation of primary and 3 secondary's  
 Chowan Radio Communications Enhance  
 Forsyth PRI PSAP Relocation: Phase 1  
 Lincoln PSAP Contraction Project  
 Martin PSAP & Regional Backup Facility  
 Mitchell Backup Center Initiative  
 Moore Backup & Locution Prime Alert  
 Pasquotank Backup PSAP Implementation  
 Rowan Backup PSAP Implementation  
 Washington Backup PSAP Implementation  
 Catawba Backup PSAP Implementation  
 Perquimans Backup PSAP Implementation  
 Rocky Mt Backup Plan Implementation

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

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	\$0.60	State of North Carolina
Wireless	\$0.60	State of North Carolina
Prepaid Wireless	\$0.60	State of North Carolina
Voice Over Internet Protocol (VoIP)	\$0.60	State of North Carolina
Other		



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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	\$12,135,034
Wireless	\$45,781,224
Prepaid Wireless	\$11,955,254
Voice Over Internet Protocol (VoIP)	\$13,019,554
Other	
<b>Total</b>	<b>\$82,891,066</b>

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

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

None



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Question	Yes	No
<p><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? <i>Check one.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b></p>		
<p>E911 funds were combined with general fund allocations from each of the 115 Primary PSAPs and 10 Secondary PSAPs to pay for expenses not allowed by NC General Statutes to provide for E911 services. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure.</p>		



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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	52%
Local 911 Fees	
General Fund - State	
General Fund - County	47%
Federal Grants	
State Grants	1%



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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>	



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

Question	Yes	No
<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? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<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>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.</p>		



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Question	Yes	No
<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>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<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>		



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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? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
N.C.G.S. § 143B-1406(a)(3)(e1), § 143B-1407(e)		

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? Check one.</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> (\$) 	\$32,110	





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<b>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.</b>					
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 type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local ( <i>e.g.</i> , county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	19	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input 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:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<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.**

The NC 911 Board approved award of the State ESInet contract to AT&T in June 2017. The Board will implement a State Operated Network Management Assistance Center (NMAC) to centralize network management, PSAP help desk, security monitoring and similar services as part of the NG911 project. An RFP for GIS addressing and routing was posted, offers received, and evaluation is currently in process. As of December 31, 2017, five PSAPs have committed to implementing the State's ESInet solution.

Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	92
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?</b>	23



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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?	Unknown

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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.**

The North Carolina 911 Board completed the rule making process to establish administrative rules for the Primary PSAPs that receive 911 funding. The effective date of those rules was July 1, 2016. Peer review assessment teams began reviewing PSAPs July 2017.

The NC 911 Board utilizes the Electronic Call Analysis Tracking System (ECaTS) to measure individual call answer times by PSAP. In January 2014, 33% of the PSAPs (42) did not meet the 10 second answer time of 90% of all 911 calls. In December 2014, that number had decreased to 23%. In December 2015, that number had decreased to 8.2%. In December 2016, there was a slight increase to 8.69% and in 2017 the number decreased to 6.37%. One of the focal points of the peer review assessment is call answer time. PSAP managers are continuing to strive for improvement. Better training, better equipment and more attention to performance is still given as a direct result of 911 funding.

	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
<b>Total</b>	<b>6,813,072</b>	<b>276,934</b>	<b>66,348</b>	<b>78,566</b>	<b>21,533</b>	<b>15,244</b>	<b>4,520</b>	<b>7,276,217</b>
<b>Overall Percentage:</b>	<b>93.63%</b>	<b>3.81%</b>	<b>0.91%</b>	<b>1.08%</b>	<b>0.30%</b>	<b>0.21%</b>	<b>0.06%</b>	<b>100.00%</b>
<b>% answer time ≤ 15 seconds</b>	<b>97.44%</b>							
<b>% answer time ≤ 40 seconds</b>	<b>99.43%</b>							