



STATE OF NEW MEXICO
DEPARTMENT OF INFORMATION TECHNOLOGY

SUSANA MARTINEZ
Governor

DARRYL ACKLEY
Cabinet Secretary
ESTEVAN LUJAN
Deputy Secretary

June 29, 2018

Lisa M. Fowlkes
Acting Chief, Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington, D.C. 20544

Subject: New Mexico Calendar Year 2017 E-911 Report

Dear Ms. Fowlkes:

In accordance with the New and Emerging Technologies 911 Improvement Act of 2008 (Net 911 Act), I am pleased to send you the calendar year 2017 E-911 fee report for the State of New Mexico. The report presents the requested information regarding fees and charges related to implementing and sustaining 911 and E-911 services in New Mexico.

Please be aware that the State of New Mexico is transitioning the E-911 Program from the Department of Finance and Administration to the Department of Information Technology. Currently we are operating the Program under a Joint Powers Agreement executed in May 2018.

I verify that the attached information is accurate and correct. If you have any questions regarding this report, please contact me at 505.476.3070 or at Darryl.Ackley@state.nm.us.

Sincerely,

A handwritten signature in blue ink, appearing to read "Darryl M. Ackley", with a long horizontal flourish extending to the right.

Darryl M. Ackley
State CIO and Cabinet Secretary
Department of Information Technology

Enclosure



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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
State of New Mexico

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Darryl Ackley	State CIO and Cabinet Secretary	New Mexico Department of Information Technology



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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 ¹	Total
Primary	41
Secondary	0
Total	41

2. Please provide the total number of active telecommunicators² 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	None funded through E-911 Fees
Part-time	None funded through E-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.

Amount (\$)	\$11,153,582.74
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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*), 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.

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 196.



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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	234,437
Wireless	1,248,089
VoIP	31,317
Other (MLTS)	5,635
Total	1,519,478

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

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

New Mexico’s Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) provides a funding mechanism designated to support local government and carrier costs for providing E-911 service throughout the state.



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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.

Senate Bill 46 was passed in the January 2017 Legislative Session and was signed into law by the Governor. This legislation, which became effective on July 1, 2017, extended E-911 surcharge to VoIP (\$.51 per line) and Prepaid Wireless (1.38% of each retail transaction).

Historically, the New Mexico E-911 program was administered by the Department of Finance and Administration (DFA); however, in May 2018, DFA and the Department of Information Technology (DoIT) signed a Joint Powers Agreement to transition the E-911 Program to DoIT.

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.

The surcharge is collected in accordance with the Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) and deposited into the Enhanced 911 fund administered by the DFA Local Government Division and by DoIT. Payments from the fund, through reimbursement grants, are made to or on behalf of local governing entities or their fiscal agents for the costs of providing Enhanced 911 service.



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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.)		
All expenditures from the E911 fund must be approved in advance by the New Mexico State Board of Finance.		

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.

New Mexico has established written criteria, Rule 10.6.2 NMAC, Enhanced 911 Requirements (Rule), detailing the allowable uses of the fund.

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.**

Pursuant to the Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978), funds are expended for network, database, E-911 equipment, E-911 equipment maintenance, training, Geospatial Information System (GIS) training and equipment for GIS data sources, municipality-operated PSAPs, county-operated PSAPs, New Mexico Department of Public Safety PSAPs, and Tribal PSAPs.



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2. 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)	<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 type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	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"/>
Grant Programs		<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.			
Grants to local governments pay for E-911 equipment and maintenance, generators, dispatch consoles, recorders, dispatch software, GIS equipment and training, 911 training, 911 and data networks, and network termination equipment, such as routers, firewalls and switches.			



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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	\$.51 per line per month	State
Wireless	\$.51 per line per month	State
Prepaid Wireless	1.38% of each retail transaction	State
Voice Over Internet Protocol (VoIP)	\$.51 per line per month	State
Other		

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	See Total/2a
Wireless	See Total/2a
Prepaid Wireless	See Total/2a
Voice Over Internet Protocol (VoIP)	See Total/2a
Other	\$0
Total	\$11,203,573.90



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

Remittances from the New Mexico Taxation and Revenue Department combine wireless, wireline, prepaid wireless and VoIP revenues, and therefore a total revenue amount can be provided. However, separate wireless, wireline, prepaid wireless and VoIP revenue cannot be determined from the data.

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

None

Question	Yes	No
<p>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></p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		
<p>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.</p>	<p>Percent</p>	
<p>State 911 Fees</p>	<p>100%</p>	
<p>Local 911 Fees</p>	<p>0%</p>	
<p>General Fund - State</p>	<p>0%</p>	
<p>General Fund - County</p>	<p>0%</p>	



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Federal Grants	0%
State Grants	0%

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

Question	Yes	No
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>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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. <i>(Add lines as necessary)</i>	



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

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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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.)		
Local public bodies are required to have their annual financial statements audited in compliance with the New Mexico Audit Act (Section 12-6-1 et. seq. NMSA 1978).		
Question	Yes	No
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? Check one.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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.)		



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I. Description of Next Generation 911 Services and Expenditures

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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
<p>New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) provides a funding mechanism designated to support local governments' and carriers' costs of providing 911 service throughout the state.</p>		

Question	Yes	No
2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)		



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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:				<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.

When PSAP equipment is replaced, Next Generation-ready equipment is being used.

Projects completed or underway as of December 31, 2017:

Albuquerque Emergency Communications Center	\$2,044,049
Clovis Police Department	\$338,569
Hidalgo County Dispatch	\$233,600
Valencia County Regional Emergency Communications Center	\$577,397
Portales Communications Center	\$143,025
Tucumcari/Quay County Regional Communications Center	\$277,137

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?	None
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?	None



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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.**

No assessment has been conducted to determine the effectiveness of E-911 expenditures.