**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:

1. **Filing Information**
2. **Name of State or Jurisdiction**

|  |
| --- |
| **State or Jurisdiction** |
| Utah |

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Melanie Crittenden | 911 Division Director | Utah Communications Authority |

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 receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2018:**

|  |  |
| --- | --- |
| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 31 |
| Secondary | 0 |
| **Total** | 31 |

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, 2018:**

|  |  |
| --- | --- |
| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 658 |
| Part-time | 104 |

1. **For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount****($)** | $ 65M |

**3a. If an amount cannot be provided, please explain why.**

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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.**

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| --- | --- |
| **Type of Service** | **Total 911 Calls** |
| Wireline | 89,094 |
| Wireless  | 820,760 |
| VoIP | 34,783 |
| Other | 0 |
| **Total** | 944,637 |

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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| Utah Code Annotated 69-2-301 Telegraphic and Telephonic Transaction, 911 Emergency Service, Funding for 911 Emergency Service, Public Safety answer point – 911 emergency service account – Permitted uses of funds, (Effective 7/1/2017) |

**1b. If YES, during the annual period January 1, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

|  |
| --- |
| No |

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 …………….. [ ]

1. **Describe how the funds collected are made available to localities.**

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| Utah Code Annotated 69-2-302 Distribution of 911 emergency service charge revenue

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| --- | --- | --- | --- | --- | --- |
| (1) | As used in this section:

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| --- | --- |
| (a) | "Proportional distribution" means the amount of a public safety answering point's proportion of 911 emergency service charge revenue calculated under Subsection [(3)](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S302.html#69-2-302(3)). |

|  |  |
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| (b) | "Proportion of total call volume" means the number of 911 emergency communications that a public safety answering point receives in a year divided by the number of total 911 emergency communications for the state for the year. |

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| (2) | The commission shall transmit funds collected under Section [69-2-402](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S402.html?v=C69-2-S402_2017050920170701) each month to a public safety answering point as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (a) | for fiscal years 2018 and 2019 only, an amount equal to the greater of:

|  |  |
| --- | --- |
| (i) | the amount of 911 emergency service charge revenue distributed to the public safety answering point for the same month in fiscal year 2017; or |

|  |  |
| --- | --- |
| (ii) | the public safety answering point's proportional distribution for the month; and |

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| (b) | for a fiscal year after fiscal year 2019, the public safety answering point's proportional distribution for the month. |

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| (3) | A public safety answering point's proportion of 911 emergency service charge revenue is an amount equal to the total funds collected under Section [69-2-402](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S402.html?v=C69-2-S402_2017050920170701) for the current month multiplied by the average proportion of total call volume for the public safety answering point over the three years previous to the current year. |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| (4) |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| (a) | For the purpose of the calculation described in Subsection [(3)](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S302.html#69-2-302(3)), the Utah Communications Authority shall determine for each year:

|  |  |
| --- | --- |
| (i) | the number of total 911 emergency communications for the state; |

|  |  |
| --- | --- |
| (ii) | the number of 911 emergency communications received by each public safety answering point; and |

|  |  |
| --- | --- |
| (iii) | the average per year, over the last three years before the current year, of total 911 emergency communications for the state and 911 emergency communications received by each public safety answering point in the state. |

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| (b) | The Utah Communications Authority shall report the numbers described in Subsection [(4)(a)](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S302.html#69-2-302(4)(a)) to the commission on or before January 15 of each year. |

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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.)** |
| The Utah Communications Authority is limited to the collection of 11.25% of the 911/E911 fees, where the local jurisdictions are limited to the collected 88.75% of the collected 911/E911 fees. |

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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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Utah Code Annotated 69-2-301 Telegraphic and Telephonic Transaction, 911 Emergency Service, Funding for 911 Emergency Service, Public Safety answer point – 911 emergency service account – Permitted uses of funds(2) A public safety answering point may expend the money in the emergency telecommunications service fund described in Subsection (1) to pay the cost of”(a) establishing, installing, maintaining, and operating a 911 emergency service system;(b) receiving and processing emergency communications from the 911 system or other communications or request for emergency services; (c ) integrating a 911 emergency service system into an established public safety answering point, including contracting with an access line provider or a vendor of appropriate terminal equipment as necessary to implement the 911 emergency services; or(d) indirect costs associated with the maintaining and operating of a 911 emergency series system.(3) a public safety answering point may expend revenue derived from the emergency telecommunications service fund described in Subsection (1) per personnel costs associated with receiving and processing communications and deploying emergency response resources.The Utah Communications Authority provisions are listed under 63H-7a-304:**63H-7a-304.  Unified Statewide 911 Emergency Service Account -- Creation -- Administration -- Permitted uses.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| (1) | There is created a restricted account within the General Fund known as the "Unified Statewide 911 Emergency Service Account," consisting of:

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| (a) | proceeds from the fee imposed in Section [69-2-403](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S403.html?v=C69-2-S403_2017050920170701); |

|  |  |
| --- | --- |
| (b) | money appropriated or otherwise made available by the Legislature; and |

|  |  |
| --- | --- |
| (c) | contributions of money, property, or equipment from federal agencies, political subdivisions of the state, persons, or corporations. |

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| (2) |

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| (a) | Except as provided in Subsection [(4)](https://le.utah.gov/xcode/Title63H/Chapter7A/63H-7a-S304.html#63H-7a-304(4)) and subject to Subsection [(3)](https://le.utah.gov/xcode/Title63H/Chapter7A/63H-7a-S304.html#63H-7a-304(3)) and appropriations by the Legislature, the authority may disburse funds in the Unified Statewide 911 Emergency Service Account for the purpose of enhancing the statewide public safety communications network in order to rapidly and efficiently deliver 911 services in the state. |

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| (b) | In expending funds in the Unified Statewide 911 Emergency Service Account, the authority shall give a higher priority to an expenditure that:

|  |  |
| --- | --- |
| (i) | best promotes statewide public safety; |

|  |  |
| --- | --- |
| (ii) | best promotes interoperability; |

|  |  |
| --- | --- |
| (iii) | impacts the largest service territory; |

|  |  |
| --- | --- |
| (iv) | impacts a densely populated area; or |

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| --- | --- |
| (v) | impacts an underserved area. |

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| (c) | The authority shall expend funds in the Unified Statewide 911 Emergency Service Account in accordance with the authority strategic plan described in Section [63H-7a-206](https://le.utah.gov/xcode/Title63H/Chapter7A/63H-7a-S206.html?v=C63H-7a-S206_2017050920170701). |

|  |  |
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| (d) | The executive director shall recommend to the board expenditures for the authority to make from the Unified Statewide 911 Emergency Service Account in accordance with this Subsection [(2)](https://le.utah.gov/xcode/Title63H/Chapter7A/63H-7a-S304.html#63H-7a-304(2)).  |

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| (3) | Subject to an appropriation by the Legislature and approval by the board, the Administrative Services Division may use funds in the Unified Statewide 911 Emergency Service Account to cover the Administrative Services Division's administrative costs related to the Unified Statewide 911 Emergency Service Account. |

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| (4) |

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| (a) | The authority shall reimburse from the Unified Statewide 911 Emergency Service Account to the Automated Geographic Reference Center created in Section [63F-1-506](https://le.utah.gov/xcode/Title63F/Chapter1/63F-1-S506.html?v=C63F-1-S506_1800010118000101) an amount equal to up to 1 cent of each unified statewide 911 emergency service charge deposited into the Unified Statewide 911 Emergency Service Account under Section [69-2-403](https://le.utah.gov/xcode/Title69/Chapter2/69-2-S403.html?v=C69-2-S403_2017050920170701). |

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| --- | --- | --- | --- | --- | --- |
| (b) | The Automated Geographic Reference Center shall use the funds reimbursed to the Automated Geographic Reference Center under Subsection [(4)(a)](https://le.utah.gov/xcode/Title63H/Chapter7A/63H-7a-S304.html#63H-7a-304(4)(a)) to:

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| --- | --- |
| (i) | enhance and upgrade digital mapping standards; and |

|  |  |
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| (ii) | maintain a statewide geospatial database for unified statewide 911 emergency service |

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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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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.**

|  |
| --- |
| Regulations covering the oversight of distribution of the 71 cent fund are found in Utah Code Ann. **§ 69-2-301** Public safety answering point—911 emergency service account—permitted use of funds.The Utah Tax Commission oversees how the collected 71 cent funds is made available for use for the purposes designated by the funding mechanism or otherwise used to implement or support 9-1-1. Regulations covering the oversight of the Unified Statewide 911 Emergency Service Account are found in Utah Code Ann. **§ 63H-7a-304.**  |

|  |
| --- |
| 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** |  | **[x]** **If YES, see 2a.** | **[ ]**  |
| **2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
| * During the calendar year 2018, a portion of the 911/E911 fees collected and distributed to the Utah Communications Authority (the state) were granted to Six PSAPs, specifically to maintain their CPE hardware and software.
 |

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 | 80 cents | Combination |
| Wireless | 80 cents | Combination |
| Prepaid Wireless | 3.30% of the sales price per transaction (§69-2-405) | Combination |
| Voice Over Internet Protocol (VoIP) | 80 cents | Combination |
| Other | N/A | N/A |

1. **For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | 8,178,967 |
| Wireless | 19,651,404 |
| Prepaid Wireless | 1,432,510 |
| Voice Over Internet Protocol (VoIP) | \* |
| Other | N/A |
| **Total** | 29,262,881 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
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|  |  |
| --- | --- |
| \*VoIP in included in the wireline and wireless figures and are unable to segregate. |  |
|  |  |

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1. **Please identify any other sources of 911/E911 funding.**

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| --- |
| None |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2018, 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.** |
|  |

|  |  |
| --- | --- |
| 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 | 40% |
| Local 911 Fees | 40% |
| General Fund - State | 60% |
| General Fund - County | 60% |
| Federal Grants | N/A |
| State Grants | 10-30% |

\*This would vary from jurisdiction to jurisdiction. Some PSAPs have a Special Service District where they would collect fees from their area for 911 service. Some PSAPs in Utah are State ran and would have funds come from a state general budget. Some PSAPs in Utah are County ran and would pull funds from county general budget of their own. In the past grants that Utah Communications Authority would award would be with a match of 10-30% depending on their class of county which is based on the population of their jurisdiction.

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

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, 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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1. **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.*
 | **[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, 2018.** *(Enter “None” if no actions were taken.)* |
| The Utah State Tax Commission receives funds specifically to process and audit 911 authorized fees. In 2016 the Utah Legislative Auditor General performed and provided the legislature two separate audits regarding the collection in 2016, distribution and use of 911 funds.No audit was done in 2018 |

|  |  |  |
| --- | --- | --- |
| **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, 2018.** *(Enter “None” if no actions were taken.)* |
| The Utah State Tax Commission receives funds specifically to process and audit 911 authorized fees. In 2016 the Utah Legislative Auditor General performed and provided the legislature two separate audits regarding the collection in 2016, distribution and use of 911 funds. |

1. **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.*
 | **[x]**  | **[ ]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
| Per you (FCC), it is required, not permitted. It is also Utah Code Annotated 63H7A301-304 and69-2-401-402 (1958, updated in 2008 and 2018). |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, 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****($)** | $1.5M |

|  |
| --- |
| 1. **For the annual period ending December 31, 2018, 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]**  | **[ ]**  |  | **[ ]**  | **[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: |  | **[ ]**  | **[ ]**  |
| Name of Regional ESInet: |  | **[ ]**  | **[ ]**  |

1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2018.**

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| * Davis County, Utah Valley and Dixie Area Regional Multi-node were completed in 2018.
* Davis County and Utah Valley and Dixie Area Regional Multi-node can now accept text to 911.
* By the end of 2018 there were 20 out of 31 PSAPs who can receive text to 911.

UCA went out to RFP for a statewide CPE system and an i3 ESInet, in August of 2018 that ended up cancelled for various reasons December 26, 2018. |

|  |  |
| --- | --- |
| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | 20 |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?**
 | 11 |

1. **Description of Cybersecurity Expenditures**

|  |  |  |
| --- | --- | --- |
| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes[ ]  | No**[x]**  |  |

|  |  |
| --- | --- |
| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2018, 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** |
| 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]**  | **[ ]**  |

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.**

|  |
| --- |
| April 2018, the Utah Communications Authority governing board approved a 911 Strategic Plan that outlines what needs to be done for further NG911 technology in Utah. That plan not only outlines the future technology, but it also established statewide Minimum Standards and Best Practices for Utah PSAPs that has never been done before in Utah. The 911 Strategic Plan can be found on the UCA website: [www.uca911.org](http://www.uca911.org) located under the 911 Division; 911 Division Documents. |

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)