**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**

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| **State or Jurisdiction** |
| State of Connecticut |

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

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| **Name** | **Title** | **Organization** |
| Carey Thompson | Planning Specialist | Dept. of Emergency Services and Public Protection, Division of Statewide Emergency Telecommunications |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2019:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 104 |
| Secondary | 4 |
| **Total** | 108 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | In accordance with the General Statutes of Connecticut Sec.28-30a., E911 funds may be used for operational costs, including salaries, for the provision of emergency telecommunications. The number of E911 funded telecommunicators is unknown.  |
| Part-time | same as above |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount****($)** | $30,257,392 |

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

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 240,280 |
| Wireless  | 1,611,171 |
| VoIP | 136,808 |
| Other | 5,902 TEXT |
| **Total** | 1,994,161 |

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| **Addendum Section B4** |
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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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| General Statutes of Connecticut Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund. |

**1b. If YES, during the annual period January 1, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| Proposed regulations will enhance 9-1-1 funding for PSAPs. Proposed funding increases include: PSAP training funds, capital and transition grant funds, and 9-1-1 subsidies for regional emergency communications centers, multi-town PSAPs and funded municipalities (municipalities with populations in excess of 40,000).  |

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| **Addendum Section C1** |
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1. **Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees?** *Check one*.
* The State collects the fees ………………………………….. [x]
* A Local Authority collects the fees ……………………….. [ ]
* A hybrid approach where two or more governing bodies

 (*e.g.*, state and local authority) collect the fees …………….. [ ]

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| **Addendum Section C2** |
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1. **Describe how the funds collected are made available to localities.**

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| Funds are remitted to the State by carriers. The Division of Statewide Emergency Telecommunications provides various grants, subsdies and funding to municipal, regional and multi-town PSAPs. Each PSAP is eligible for training funds to provide educational opportunities for telecommunicators. |

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) | **[ ]**  | **[ ]**  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** |
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| **Addendum Section D1** |
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1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**
* Yes ………………….. [x]
* No ………………..….. **[ ]**

**2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| General Statutes of Connecticut Sec. 28-30a. Enhanced Telecommunications Fund. |

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

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1. **Description of Uses of Collected 911/E911 Fees**
2. **Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

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| Funds collected for E911 purposes are used for the following services, activities and programs:NG 911 System:Includes 911 hardware, software, maintenance, database management, network management and monitoring.Geographic Information Services (GIS):Georgraphic Information Systems is a critical component of NG911. Data for NG911 is used in PSAPs for map displays, call routing and addresss verification. 911 street centerline and address data must be updated and reconciled with existing ALI and Master Street Address Guide (MSAG) records. Statewide Emergency Notification System:CT Alert is a statewide emergency notification system (ENS), also referred to as reverse 911. The system provides critical information to residents during emergencies and dangerous situations. It has two main components: 1. Allows authorized users in public safety answering points to quickly send out emergency alerts to residents in an affected area. 2. Allows PSAPs to send messages to emergency response personnel.Division Salaries and Operating ExpensesSubsidies:Subsidies provide funding for emergency telecommunications directly supporting 911 for the following:1. 21 cities with populations over 40,0002. 7 regional PSAPs (3 of more municipalities)3. 9 multi-town PSAPs (two municipalities)4. Connecticut State Police (CSP) PSAPs. Eight primary PSAPs located in CSP troops, are responsible for the receipt and dispatch of over 426,000 calls annually (approximately 21% of the total 911 calls)5. Coordinated Medical Emergency Direction (CMED) which provides mutual aid and ambulance to hospital communications. Transition Grants to enable PSAP consolidation. Connecticut currently has 108 PSAPs serving 169 municipalities. Like other states, CT strongly supports the concept of reducing the number of stand-alone PSAPs in order to improve efficiency and overall safety of the public and first responders. In an effort to incentivize regionalization and provide some financial support of significant upfront costs, municipalities may apply for transition grants.  Capital Expense Grants. Regional PSAPs and the 21 funded municipalities are eligible for Capital Expense Grant funding. Funding requires a 50% match and must be used directly for 911 expenses e.g. computer aided dispatch, records management systems, consoles, and services and labor needed for new equipment.Funding for the Department of Public Health (DPH). Funding provided is used by DPH's Office of Emergency Medical Services for data collection, enhanced software and equipment to track and analyze 911 calls and dispatch times, medical response and transport times, call volume and incident types.State 911 Training and Certification. Connecticut requires that anyone who is employed as a public safety telecommunicator must be trained and certified by the State. Training includes all elements or the Recommended Minimum Training Guidelines established by a workgroup led by the National 911 Program.Emergency Medical Dispatch Training (EMD). EMD is an essential component of medical dispatch, the dispatcher can quickly determine the nature, priority and appropriate medical response. Connecticut requires that all PSAPs provide emergency medical dispatch to 911 callers, and provide pre-arrival instruction when appropriate. Funding of EMD includes training and certification of 911 telecommunicators.Public Education. Public Education efforts have been used for a number of 911 services, including appropriate use of 911 for children. Most recently the State developed a comprehensive public education campaign (radio, television and social media) for Text-to-911. Based on documented "saves" and overall public awareness of this critical service, this initiative was highly successful.Fiber Optic Safety Data Network (PSDN). The Public Safety Data Network (PSDN) is an ultra-high speed fiber optic data network that is maintained by the State of Connecticut. It serves as the base NG911 transport infrastructure and interconnectivity pathway connecting each of the PSAPs in the state. Public Safety Answering Point Training Funds. PSAPs are eligible for reimbursement of 911 emergency telecommunications training and related costs. Examples of appropriate use are: memberships to professional organizations, conference registration and travel for professional organizations such as the National Emergency Number Association (NENA) and the Association of Public Safety Communications Organization (APCO), and for advanced training for specific call types such as active shooter, suicidal callers and domestic violence.P-25 Switch. The P-25 Switch connects every PSAP and provides disaster recovery functionality, specifically, critical communications, interoperability and connectivity in the event of a PSAP failure.Language Interpretation Services. The State of Connecticut provides interpretation services to each PSAP for non-English speaking callers. It's estimated that 25% of CT residents use English as their second language. The services are restricted to 911 callers (the service is not intended to be used for police investigations).  |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.**
 |
| **Type of Cost** | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of building/facility | **[ ]**  | **[x]**  |
| **Personnel Costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **Administrative Costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of Radio Dispatch Networks | **[x]**  | **[ ]**  |
| **Grant Programs** |  | **[x]** **If YES, see 2a.** | **[ ]**  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
| Capital expense grants for funded municipalities and regional emegency communications centers (RECCs). Transitional Grants for eligible municipalities to offset the costs to consolidate 9-1-1 emergency telecommunications to an existing RECC.  |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.**
 |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance****(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $0.57-$0.58\* | State |
| Wireless | $0.57-$0.58\* | State |
| Prepaid Wireless | $0.57-$0.58\* | State |
| Voice Over Internet Protocol (VoIP) | $0.57-$0.58\* | State |
| Other |       |       |

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| **Addendum Section F1** |
| \* The State of Connecticut E911 Surcharge is set for the State's fiscal year. Therefore fees imposed for 2019 are:Jan-June 2019 = $0.57July -Dec 2019 = $0.58 |

1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline |       |
| Wireless |       |
| Prepaid Wireless | $2,319,815 |
| Voice Over Internet Protocol (VoIP) |       |
| Other |       |
| **Total** | $32,489,998 |

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

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| The Division does not have the breakdown of collected funds for wireline, VoIP and wireless carriers. Prepaid fees are collected at the point of sale, and are remitted to the Department of Revenue Services. Therefore, total fees collected for prepaid wireless services can be provided.  |

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| **Addendum Section F2** |
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1. **Please identify any other sources of 911/E911 funding.**

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?** *Check one.*
 | **[ ]**  | **[x]**  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
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| **Addendum Section F4** |
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| 1. **Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.**
 | **Percent** |
| State 911 Fees | 100% |
| Local 911 Fees |       |
| General Fund - State |       |
| General Fund - County |       |
| Federal Grants |       |
| State Grants |       |

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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*.
 | **[x]**  | **[ ]**  |
| **1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.** |
| **Amount of Funds ($)** | **Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)** |
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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| 1. **Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911?** *Check one.*
 | **[x]**  | **[ ]**  |
| **1a.** **If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2019.** *(Enter “None” if no actions were taken.)* |
| The Division of Statewide Emergency Telecommunications authorizes use of the 911 Funds, and requires quarterly and annual audits for recipients of the E911 subsidy, including funded municipalities, regional emergency communications centers and multi-town PSAPs. Failure to utilize funds for emergency telecommunications or failure to submit expenditure reports can result in the withholding of the funds. No corrective actions were necessary for the period ending 2019. General Statutues of Connecitcut Sec. 28-30a. Enhanced Telecommunications Fund. |

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| **Question** | **Yes** | **No** |
| 1. **Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider’s number of subscribers?** *Check one.*
 | **[x]**  | **[ ]**  |
| **2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2019.** *(Enter “None” if no actions were taken.)* |
| The Public Utility Authority has the authority to investigate non-compliance of the reporting order from the annual docket decision. Progressive steps are taken to ensure compliance and may include written communication, opening of a new docket or imposing a civil penalty or fine.  |

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

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| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.*
 | **[x]**  | **[ ]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
| General Statutes of Connecticut Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund. |

|  |  |  |
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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, 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****($)** | $9,967,138. |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2019, 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]**  | **[ ]**  | 108 | **[ ]**  | **[x]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| 1. Regional ESInets
 | **[ ]**  | **[x]**  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]      | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 1:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 8:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 9:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 10:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 11:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 12:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 13:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 14:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 15:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 16:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 17:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 18:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 19:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 20:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 21:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 22:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 23:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 24:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 25:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 26:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 27:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 28:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 29:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 30:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 31:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 32:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 33:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 34:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 35:      |       | **[ ]**  | **[ ]**  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| Ongoing NG 911 training for all telecommunicators.  |

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| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | 108 |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?**
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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes**[ ]**  | No**[x]**  |       |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?**
 | unknown |

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

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

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| The Division of Statewide Emergency Telecommunications submits its annual budget request to the Public Utility Regulatory Authority (PURA) for appproval and the setting of the 9-1-1 surcharge fee. Funds provide for equipment, maintenance and management of the 911 system, grants and subsidies to PSAPs and funded municipalities, training and certification, training funds, reimbursement of costs for basic and recertification of EMD training, public education initiatives, and a statewide emergency notification system. All purchasing and expenditures are authorized by the Division of Statewide Emergency Telecommunications and meet the state's guidelines for procurement. Requests and approvals for grants measure the success of consolidation efforts and improvements to infrastructure of RECCs and funded entities, use of training funds is a measurement of ongoing efforts by PSAPs to encourage telecommunicators to pursure ongoing educational opportunities, surveys conducted to assess the public's awareness of Text-to-911, indicate a high level of awareness, which was achieved through successful public education initiatives.  |

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

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

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