**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** |
| Iowa |

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

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| **Name** | **Title** | **Organization** |
| Blake DeRouchey | 911 Program Manager | Iowa Department of Homeland Security and Emergency Management |

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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 | 113 |
| Secondary | Unknown |
| **Total** | 113 |

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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 | 843 |
| Part-time |       |

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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****($)** | $168,008,339.38 |

**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 | 256,039 |
| Wireless  | 929,331 |
| VoIP | 42,576 |
| Other | 3,337 |
| **Total** | 1,231,283 |

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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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| The State of Iowa has an established an Emergency Communications Service Surcharge for the receipt and disposition of 911 calls under Code of Iowa, Chapter 34A. Wireline is governeed by 34A.7, the emergency communication surcharge (wireless) is governed by 34A.7A. https://www.legis.iowa.gov/docs/code/34a.pdf. The corresponding implementing rule is found in Iowa Administrative Code Section 605, Chapter 10. https://www.legis.iowa.gov/docs/aco/chapter/605.10.pdf. |

**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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| No, the surcharge remained constant at $1.00 per access line, per month for wire line, wireless, and VoIP. Prepaid Surcharge remained $0.51 per transaction. |

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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 ………………………………….. [ ]
* A Local Authority collects the fees ……………………….. [ ]
* A hybrid approach where two or more governing bodies

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

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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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| Wireless, Prepaid, and nomadic VoIP funds are collected by the State and distributed to local 911 Service boards at 60%, based on a formula including call counts and area of responsibility.Wire line and static VoIP are collected directly by the local 911 Service Boards.Per Iowa Code 34A, Wireless and Prepaid surcharge is remitted to the State and distributed to the County 911 Service Boards on a quarterly basis. Wire line Surcharge is remitted directly from the local telecoms to the County Service Boards. |

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.)** |
| Local 911 service boards are the approval authority for all 911 surcharge under their jurisdiction (wireline and their portion of the wireless surcharge that the State remitts to them). They are guided by Iowa Code 34A, Iowa Administrative Code Section 605, Chapter 10, and the NG911 Implementation Plan. Allowable expenses by the State 911 authority is perscribed by Iowa Code Chapter 34A as well. |

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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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| Iowa Code 34A and Iowa Administrative Code Section 605, Chapter 10 |

**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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| The State collects wireless and prepaid surcharge remittance on a quarterly basis. The State passes 60% of the collected surcharge to the local 911 service boards based on a formula of square mileage the service board is responsible for, and call counts. Wireless surcharge is also used to fund the administration of the 911 Program by Homeland Security and Emergency Management. Local 911 Service Boards directly collect Wire line Surcharge.In all cases, 911 surcharge is to be used for the receipt and disposition of a 911 call.The State also pays recurring costs for transport costs between selective router and PSAPs. The State pays for ALI database information on a quarterly basis. The state reimburses wireless carriers for up to 10% of surcharge generated to recover their actual costs associated with Phase 1 delivery. The State has a contract with Comtech Telecommunications System for Next Gen upgrades to the PSAPs, ESInet monitoring and management of NG911 in Iowa. This includes two call logic centers.The State utilizes the Iowa Communications Network for the ESInet.The State has also entered into a contract with GeoComm to provide end-to-end GIS services as part of Next Gen upgrades. County 911 Service Boards submit their data to the statewide portal as needed. As part of the overall GIS project, HSEMD has purchased aerial photography which is made available to local jurisdictions for integration with their mapping systems. The State has a contract with Zetron to provide Customer Premise Equipment (CPE) at little to no charge to PSAPs wishing to opt into a host/remote call taking environment. However, Local jurisdictions are able to select vendors for their internal PSAP systems (CAD, CPE, recorder etc.)HSEMD offered local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was $12,000 per PSAP once data accuracy benchmarks were reached.The State offers grants in addition to the 60% pass through of all wireless surcharge funds. During this fiscal year, that amount was up to $200,000 or half of the costs associated with physical consolidation. There is also $100,000 statewide allocated to 911 Council member travel, Public Education, and telecommunicator training. Any unused funds are passed through to the PSAPs for expenses associated with the receipt and disposition of 911 calls. |

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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.** |
| As a recipient of the National 911 Grant Program, we are required to fund a 40% match Separate from the National 911 Grant Program, the State also offered local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was $12,000 per PSAP. |

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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 | $1.00 | Local 911 Service Board |
| Wireless | $1.00 | Iowa HSEMD |
| Prepaid Wireless | $.51 | Iowa Dept. of Revenue |
| Voice Over Internet Protocol (VoIP) | $1.00/line/mo | Local 911 Service Board (Static)Iowa HSEMD (Nomadic) |
| Other |       |       |

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| **Addendum Section F1** |
| Iowa was also the recipient of the NHTSA/National 911 Office 911 Grant Program. The amount awarded was: $2,590,445  |

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 | $10,762,875 |
| Wireless | $28,567,503.02 |
| Prepaid Wireless | $2,055,359.04 |
| Voice Over Internet Protocol (VoIP) |       |
| Other |       |
| **Total** | $41,385,737.06 |

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

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| **Addendum Section F2** |
| Amount reimbursed by the Federal 911 Grant Program is: $234,635.59  |

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

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| In addition to surcharge funding, local PSAP funding is often supplemented through county general fund appropriations, support from sheriff office funds, and city general funds. These costs are broken down in the answer to question 5 of this section.    |

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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.** |
| See the answer to question 3 and 5 for more the answer to this question |

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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 | 20 |
| Local 911 Fees |       |
| General Fund - State |       |
| General Fund - County | 30 |
| Federal Grants |       |
| State Grants |       |

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| **Addendum Section F5** |
| 26% was provided from Local Sheriff Funds, and 24% from miscellaneous "other" sources. |

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.)* |
| 911 Funds are audited by the Iowa State Auditor’s Office in two distinct ways for this reporting period.The Iowa Department of Homeland Security and Emergency Management is subject to an annual audit. As such, because the 911 program falls under HSEMD, 911 funds are audited along with other Department financial programs: No findingsThe 911 Program is subject to an annual standalone audit by the State Auditor’s Office: No findingsLocal 911 service boards are also subject to audits from the Auditor of the State. |

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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]**  | **[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 state does not have the ability to audit service providers, however local jurisdictions are able to request periodic extracts from land line service providers which could be used to validate fee remittance. |

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:** |
| Code of Iowa 34A.7A and Iowa Administrative Rules 605 Chapter 10 10.9 |

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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****($)** | $8,577,236.84  |

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| **Addendum Section I2** |
| We do not track amounts by “NG programs.” The total amount expended on 911 in Iowa by local jurisdictions and the State is $168,008,339.38. At the state level, a reasonable estimate is that approximately $8,577,236.84 was spent on Next Generation programs. At this time, it is difficult to determine how much was spent on next generation programs by local jurisdictions. |

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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]**  | **[ ]**  | 113 | **[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:We maintain a statewide secondary ESInet of the 13 biggest PSAPs that is completely redundant. In an outage of the primary ESInet, calls can roll to those 13 PSAPs |       | **[x]**  | **[ ]**  |
| 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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| During this reporting period PSAPs continued to upgrade to the NENA i3 standard Next Gen. PSAPs upgraded their CPE’s and Recorders to SIP capable/enabled.During this reporting period, PSAPs worked with GeoComm to continue the maintenance phase for GIS data that will ultimately be used for NextGen upgrades. HSEMD offered GIS grants to local jurisdictions to help facilitate this effort. During this reporting period, HSEMD continued contractual relationships with CPE vendors to facilitate the rapid roll out of Text to 911 in Iowa. Currently 98 out of 99 counties are capable of receiving text to 911.During this reporting period, Comtech TCS continued work on building out the secondary ESInet. This is a completely redundant ESInet connecting 13 PSAPs with the CLCs. In case of a large outage, those 13 PSAPs could handle the statewide calls.During this time period, we began implementation of the providing shared services for CPE, CAD, mapping, EMD, and recorder to the benefit of the PSAPsDuring this time period we continued the effort to merge the legacy landline network onto the existing ESInet.During this time period, the State continued contractual relationships with the NGCS provider and ESINet provider |

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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?**
 | 109 |
| **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?**
 | 4 |

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| **Addendum Section I5** |
| 98 out of the state's 99 counties are covered by text to 911. |

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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**[x]**  | No**[ ]**  | Part of contract with Comtech TCS and ICN, but the cost is not broken out by line item |

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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?**
 | 113 |

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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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| Iowa’s 911 program accomplished a great many things during this report period. This is the first full year where PSAPs could adopt the shared call handling platform through the state's shared services program. Iowa processed 3,337 text to 911 in the 12 month period. Additionally, great strides were made in the state’s NG911 GIS program, achieving over 98% match rates, and 95% ALI match rates through the use of GIS grants to local jurisdictions. We are planning to begin using a GeoMSAG at the end of this year or the beginning of next year. Approximately 95% of PSAPs in Iowa are receiving SIP calls and are therefore truly receive end to end IP based wireless calls. We continued to implement previous state legislation to migrate the legacy land line 911 network onto the existing ESInet, as well as leveraging shared call handling equipment. The State worked with PSAPs to continue implementing a state-hosted shared services technology environment, allowing the PSAPs to achieve cost savings, while leveraging technology made possible by next generation 911. No longer will each PSAP need to have their own call processing equipment within the walls of their PSAP. As part of this virtual consolidation plan, PSAPs can share call handling equipment throughout the state. Meanwhile, HSEMD is undertaking an effort with public and private partners to merge the legacy wire line 911 network onto the existing wireless ESInet. This means all calls will route via the ESInet, rather than two disparate systems. We are currently in the implementation phase for these projects, and expect the infrastructure to be completed by next year. Our legislative report is available at: https://www.homelandsecurity.iowa.gov/documents/911/2019\_911\_Annual\_Report.pdf |

**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)