**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** |
| North Carolina |

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

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

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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 | 115 |
| Secondary | 12 |
| **Total** | 127 |

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

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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**  **($)** | $136,858,315 |

**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 | 972,714 |
| Wireless | 5,751,670 |
| VoIP | 633,515 |
| Other |  |
| **Total** | 7,357,899 |

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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 …………………..
* No ………………..…..

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

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| N.C.G.S. § 143B-1403 |

**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 |

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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 ……………..

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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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| N.C.G.S. § 143B-1406; Funds are distributed to PSAPs monthly based on a formula of a 5-year rolling average of eligible 911 expenses reported by the individual PSAPs. |

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 |  |  |
| 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.)** | | |
| Limited to 911 fees distributed to the PSAPs from the 911 Board. | | |

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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 …………………..
* No ………………..…..

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

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| N.C.G.S. § 143B-1404(b) |

**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 NC 911 Board provides funding of the collected 911 fee totally for the support of E911 within the State of North Carolina. Funds collected were allocated during calendar year 2019 to 115 primary PSAPs, 12 secondary PSAPs for their costs of providing E911 services in their jurisdictions, four CMRS providers for cost recovery of providing E911, 22 PSAPs in grants for the enhancement of their 911 systems, six statewide grants to benefit all PSAPs in North Carolina and to the administrative fund of the NC 911 Board to pay for the costs of administering the 911 fund. In each allocation of collected 911 funds, the North Carolina general statutes clearly define that the expenditures must be in support of providing E911 services. Those expenditures are reviewed and approved by the 911 Board staff and the North Carolina State Auditor. |

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| 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) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **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.** | | | |
| ECATS - PSAP Call Data Collection  Interpretive Services Contract  Orthography Image 18  Orthography Image 19  Orthography Image 20  CRM Statewide  Graham County 911 - Relocation / Equipment Refresh  Richmond County 911 - Consolidation of primary and 3 secondary PSAPs  Forsyth County 911 - PRI PSAP Relocation: Phase 1  Lincoln County 911 - PSAP Contraction Project  Martin County 911 - PSAP & Regional Backup Facility  Mitchell County 911- Backup Center Initiative  Pasquotank County 911 - Backup PSAP Implementation  Perquimans County 911 - Backup PSAP Implementation  Franklin County 911 - Radio Upgrade/Expansion  Wilson County 911 - Viper Radio Upgrade  Iredell County 911 - Enhancement/Regional Backup  Wilson County 911 - Tower Site Security Enhancement  Pender County 911 - CAD End of Life Upgrade/Replacement  Greene County 911 - Facility Relocation  Wayne County 911 - New 911 Facility  Rutherford County 911 - New 911 Facility  Davie County 911 - End of Life CAD Replacement  NC State Highway Patrol - ESInet  Currituck County 911 - New Public Safety Building  Franklin County 911 - New Emergency Comm Center  Cumberland County 911 - Relocations of 911 Center  Chatham County 911 - Radio System Upgrade | | | |

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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 | $0.65 | State of North Carolina |
| Wireless | $0.65 | State of North Carolina |
| Prepaid Wireless | $0.65 | State of North Carolina |
| Voice Over Internet Protocol (VoIP) | $0.65 | State of North Carolina |
| Other |  |  |

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| **Addendum Section F1** |
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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 | $9,388,169 |
| Wireless | $54,831,909 |
| Prepaid Wireless | $14,462,941 |
| Voice Over Internet Protocol (VoIP) | $15,224,675 |
| Other |  |
| **Total** | $93,907,694 |

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

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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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| None |

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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.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| E911 funds were combined with general fund allocations from each of the 115 primary PSAPs and 12 secondary PSAPs to pay for expenses not allowed by NC General Statutes to provide for E911 services. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure. | | |

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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 | 37% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County | 52% |
| Federal Grants |  |
| State Grants | 11% |

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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*. | |  |  |
| **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.* |  |  |
| **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.)* | | |
| N.C.G.S. § 143B-1402(b)(5) The NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. Any expenditures identified as not an eligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible. | | |

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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.* |  |  |
| **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.)* | | |
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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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| N.C.G.S. § 143B-1406(a)(3) (e1), § 143B-1407(e) | | |

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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.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $2,205,147 | | |

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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 |  |  | 32 |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [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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| The NC 911 Board approved award of the State ESINet contract to AT&T in June 2017 with actual contract award in August of 2017. The contract provides for a statewide ESInet provided as a managed service. In addition, the contract provides hosted call handling services that are also provisioned as a managed service. In 2019 the project witnessed the migration of 30 PSAPs to the NG911 service platform. Of the 30 migrations, twenty-six PSAP sites utilized a hosted call handling design and four PSAPs utilized an on prem call handling solution connected to the State ESInet. Current status of the project can be viewed here:  https://nconemap.maps.arcgis.com/apps/opsdashboard/index.html#/ca70ca087c084a35ab644ea0b693ffcb  The Board authorized a state operated Network Management Assistance Center (NMAC) to centralize network management, PSAP help desk, cyber-security monitoring and similar services as part of the NG911 project. The NMAC went live on September 19, 2019 with its grand opening attended by the State CIO and other dignitaries. As of December 31, 2019, the NMAC was fully staffed to the necessary resource levels needed to support the NG911 and legacy 911 communities. The NMAC operates on a 24/7 basis. The NMAC developed operational policies and PSAP support specifications that were finalized in late 2019. The NMAC utilizes a custom developed Microsoft CRM application for trouble ticket generation and monitoring as well as configuration database management.  In March 2019, a contract for GIS i3 standard addressing, and routing was awarded to GeoComm, St. Paul, MN. The GIS effort resulted in the migration of one NG911 PSAP to NENA i3 status in 2019. All PSAPs set to migrate to the ESInet in 2020 are slated for migration as i3. The State is managing the GIS project concurrently with the ESInet migration to achieve full i3 geo-spatial call routing capability with the conclusion of the NG911 ESInet migration. The effort is co-managed by the 911 Board staff and the NC Center for Geographic Information and Analysis. Current status of the GIS project can be viewed here:  https://it.nc.gov/about/boards-commissions/nc-911-board/next-generation-911/next-generation-911-gis-services  In 2019 the 911 Board also began to engage the US Military community in the NG911 migration effort. Meetings were held with Ft. Bragg (Army) and Camp LeJeune (Marines) which have led to an ongoing dialogue to determine ways to include military installations in the NG911 migration effort. |

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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?** | No new implementation during the reporting period.  Total of 108 PSAPs accepting text as of December 31, 2019. |
| **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?** | 7 PSAPs |

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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 |  |

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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?** |  |  |  |

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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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| K. MeaThe North Carolina 911 Board completed the rule making process to establish administrative rules for the primary PSAPs that receive 911 funding. The effective date of those rules was July 1, 2016. Peer review assessment teams began reviewing PSAPs July 2017. PSAPs must meet a minimum speed of answer of 90% of all emergency calls in 10 seconds or less. The measurement of the attainment of the goal is via software-based applications that measure all call activity at each PSAP. The 2019 summary report is included below.  The NC 911 Board approved award of the State ESInet contract to AT&T in June 2017 with actual contract award in August of 2017. The contract provides for a statewide ESInet provided as a managed service. In addition, the contract provides hosted call handling services that are also provisioned as a managed service. In 2019 the project witnessed the migration of 30 PSAPs to the NG911 service platform. Of the 30 migrations, twenty-six PSAP sites utilized a hosted call handling design and four PSAPs utilized an on- premise call handling solution connected to the State ESInet. At the close of 2019, a total of 32 PSAPs have migrated to the statewide ESInet. |

**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**](mailto:PRA@fcc.gov)**.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**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)