**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** |
| Utah |

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

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

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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 | 31 |
| Secondary | 0 |
| **Total** | 31 |

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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 | 683 |
| Part-time | 140 |

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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****($)** | 69M |

**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 | 84,462 |
| Wireless  | 907,073 |
| VoIP | 35,473 |
| Other | 0 |
| **Total** | 1,027,008 |

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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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| Utah Code Annotated 69-2-301 Telegraphic and Telephonic Transactions, 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, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| Yes the state did, see Addendum Section C1 below, |

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| **Addendum Section C1** |
| Utah Code Annotated 69-2-403 (2)(a)(i) until June 30 2019, 9 cents per month;and (ii) beginning July 1, 2019, 25 cents per month.  |

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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| Utah Code Annotated 69-2-302 Distribution of 911 emergency service charge revenue(1) As used in this section: (a) 'Proportional distribution' means the amount of a public safety answering point's proportion of 911 emergency service charge revenue calculated under Subsection (3).(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.(2) The commission shall transmit funds collected under Section 69-2-402 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(b) for a fiscal year after fiscal year 2019, the public safety answering point's proportional distribution for the month.(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 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.(4) (a) For the purpose of the calculation described in Subsection (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.(b) The Utah Communications Authority shall report the numbers described in Subsection (4)(a) to the commission on or before January 15 of each year. |

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.)** |
| January 1, 2019 to June 30, 2019: The Utah Communications Authority was 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. July 1, 2019 to December 31, 2019: The Utah Communications Authority was limited to the collection of 26.04% of the 911/E911 fees, where the local jurisdictions are limited to the collected 73.96% of the collected 911/E911 fees. |

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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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| 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)(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.(4) Any unexpended funds at the end of a fiscal year in a public safety answering point's emergency telecommunications service fund described in Subsection (1) do not lapse.The Utah Communications Authority's provisions are listed under 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: (a)proceeds from the fee imposed in Section 69-2-403;(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.(2)(a) Except as provided in Subsection (4) and subject to Subsection (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.(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(v) impacts an underserved area.(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.(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). (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.(4)(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 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.(b) The Automated Geographic Reference Center shall use the funds reimbursed to the Automated Geographic Reference Center under Subsection (4)(a) to: (i) enhance and upgrade digital mapping standards; and(ii) maintain a statewide geospatial database for unified statewide 911 emergency service  |

**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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| Regulations covering the oversight of the Unified Statewide 911 Emergency Service Account are found in Utah Code Ann. § 63H-7a-301, et. seq. Utah Communications Authority received $.09 from January 1, 2019 to June 30, 2019. July 1, 2019 to December 31, 2019 that amount increased to $.25 per line for the purpose of Next Generation 9-1-1 planning, implementation, and maintenance.The E911 fee that UCA received paid for the following activities, programs, and organizations to support 911 and E911 services or enhancements of such services in 2019:Maintaining of the current RFAI ESInet for 23 of 31 Utah PSAPs connections in 2019Maintain the Selective Routers in Utah that analog PSAPs and RFAI PSAPs connected to in 2019Text to 911 Services for 23 of 31 Utah PSAPsECaTS for Analytics purposes for all 31 Utah PSAPsConsulting Services for NG9-1-1 purposes which resulted in an NG9-1-1 RFP for a statewide i3 ESInet, NG Core Services and statewide Call Handling Solution in 2019.Reimbursements to PSAPs for their ongoing CPE maintenance.Annual memberships to NASNA, APCO and NENA to keep updated on 911.Travel, Training and per diem for on going training in 911 trends. |

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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** |  | **[ ]** **If YES, see 2a.** | **[x]**  |
| **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.** |
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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 | January 1, 2019 to June 30, 2019: 80 cents; July 1, 2019 to December 31, 2019: 96 cents | state |
| Wireless | January 1, 2019 to June 30, 2019: 80 cents; July 1, 2019 to December 31, 2019: 96 cents | state |
| Prepaid Wireless | January 1, 2019 to June 30, 2019: 3.30% of the sales price per transaction; July 1, 2019 to December 31, 2019: 3.7% of the sales price per transaction(§69-2-405) | state |
| Voice Over Internet Protocol (VoIP) | January 1, 2019 to June 30, 2019: 80 cents; July 1, 2019 to December 31, 2019: 96 cents | state |
| Other | N/A | N/A |

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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 | 7,991,782.34 |
| Wireless | 22,315,554.17 |
| Prepaid Wireless | 2,468,270.91 |
| Voice Over Internet Protocol (VoIP) | \* |
| Other | N/A |
| **Total** | 32,775,607.42 |

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

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

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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.*
 | **[ ]**  | **[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 | 39.15% |
| Local 911 Fees | N/A |
| General Fund - State | N/A |
| General Fund - County | 60.85% |
| Federal Grants | N/A |
| State Grants | N/A |

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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 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 2019 for the purpose listed in H1. |

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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 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**

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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:** |
| Per you (FCC), it is required, not permitted. It is also Utah Code Annotated 63H-7A-301 through 304 and69-2-401 and 402 (1958, updated in 2008 and 2017). |

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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****($)** | $555,481.00  |

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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]**  | **[ ]**  | 23 | **[ ]**  | **[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:UCA Statewide RFAI ESInet |       | **[ ]**  | **[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:      |       | **[ ]**  | **[ ]**  |
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| 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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| UCA modified a NG9-1-1 RFP in June 2019, published the RFP in August 2019 for a statewide i3 ESInet, Next Generation Core Services and Statewide Call Handling Solution. This RFP went through a procurement process through December 31, 2019. |

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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?**
 | Implemented text to 911 in 2 PSAPs, in December 2019. A total of 23 PSAPs were capable of accepting text to 911 calls by 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?**
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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?**
 | None |

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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 Utah Communications Authority Governing Board approved a 911 Strategic Plan that outlines what needs to be done for further NG9-1-1 technology in Utah. UCA 911 Strategic Plan: https://www.uca911.org/images/2019\_911\_Strategic\_Plan\_11.1.19.pdf The UCA Governing Board also approved Minimum Standards and Best Practices for Utah PSAPs and a mechanism for the UCA 911 Division to assess how the PSAPs are performing each year. Minimum Standards and Best Practices: https://www.uca911.org/images/911\_Minimum\_Standards\_and\_Best\_Practices\_NOV\_5\_2019.pdfThe 2019 911 Center Performance Reports: https://www.uca911.org/images/911\_Center\_Performance\_Report\_2019\_FINAL\_read\_only.xlsx |

**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****.**

**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)