**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** |
| Virginia |

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

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| **Name** | **Title** | **Organization** |
| Dorothy Spears-Dean | Deputy State Coordinator | Virginia Department of Emergency Management (VDEM) |

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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 | 119 |
| Secondary | 41 |
| **Total** | 160 |

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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 | 1075 |
| Part-time | unknown |

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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**  **($)** | Unknown |

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

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| For the annual period ending December 31, 2019, PSC staff only sees funds that are collected by the Virginia Department of Taxation as part of the Wireless E9-1-1 Fund. We do not collect information on any other costs. |

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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 | 669,999 |
| Wireless | 3,276,537 |
| VoIP | 229,256 |
| Other |  |
| **Total** | 4,175,792 |

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| **Addendum Section B4** |
| Total s were taken from our state-wide ECATS call accounting "CLASS OF SERVICE" total s for the period from 1/1/2019 to 12/31/2019. |

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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| The Commonwealth of Virginia has established a funding mechanism for the support and implementation of wireless E-911. The state E-911 surcharge on wireless telephone service is imposed pursuant to Code of Va. § 56-484.17 and § 56-484.17:1 ( https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.17/ and https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.17:1/ ) |

**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 state of Virginia did not amend, enlarge, or in any way alter the funding mechanism during the annual period January 1 – December 31, 2019. |

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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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| A payment equal to all wireless E-911 surcharges is remitted within 30 days to the Virginia Department of Taxation (TAX). TAX, after subtracting its direct costs of administration, deposits all remitted wireless E-911 surcharges into the state treasury. These monies are then deposited into the Wireless E-911 Fund, a special nonreverting fund created in the state treasury. The collected wireless surcharge funds are made available to the localities pursuant to Code of Va. § 56-484.17 and § 56-484.17:1. ( https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.17/ and https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.17:1/ ) The distribution of wireless E-911 funding is as follows:  • Beginning July 1, 2012, 60 percent of the Wireless E-911 Fund shall be distributed on a monthly basis to the PSAPs according to each PSAP's average pro rata distribution from the Wireless E-911 Fund for fiscal years 2007-2012. On or before July 1, 2018, and every five years thereafter, TAX shall recalculate the distribution percentage for each PSAP based on population and call load data of the PSAP for the previous five fiscal years.  • The remaining 40 percent of the Wireless E-911 Fund, shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year.  In 2006, legislation replaced many of the historic state and local communications taxes and fees with a centrally administered communications sales and use tax and a uniform statewide E-911 tax on landline telephone service. The landline E-911 tax is imposed at the rate of $0.75 per line. The landline E-911 tax is collected and remitted monthly by communications services providers to TAX and deposited into the Communications Sales and Use Tax Trust Fund. Funding is distributed by TAX to localities on a monthly basis. Description of Virginia Communication Taxes : https://www.tax.virginia.gov/communications-taxes / Guidelines and Rules for Virginia Communication taxes: https://www.tax.virginia.gov/sites/default/files/taxforms/communications-taxes/any/ct-2-any.pdf After locality’s share of the net revenue from the Communication Sales and Use Tax Trust Fund is distributed, those funds are no longer tracked by the State. |

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.)** | | |
| State: The 9-1-1 Services Board is the entity within the Commonwealth of Virginia that has the authority to approve the expenditures of funds collected for wireless E-911 purposes. Pursuant to Code of Va. § 56-484.14, the Board can “collect, distribute, and withhold moneys from the Wireless E-911 Fund”. ( https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.14/)  Local: Sixty percent of the Wireless E-911 Fund is distributed to PSAPs to support operations. This money becomes part of the general budgets of localities. It is understood that this funding should be fully expended to support the local PSAP. It is up to each locality to determine the best way to accomplish this. | | |

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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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| Pursuant to Code of Va. § 56-484.17 (https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.17/) , at the end of each fiscal year, on a schedule adopted by the 9-1-1 Services Board, the Board audits the wireless grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. In addition, the Auditor of Public Accounts annually audits the Wireless E-911 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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| The Wireless E-911 Fund provides funding for the Virginia Department of Emergency Management's 9-1-1 and Geospatial Services Bureau (NGS). The NGS is a consolidated, centralized program for delivery of services to local government public safety and geospatial services. The NGS’s responsibilities fall into two primary categories:  • Public safety communications support, which includes support of the 9-1-1 Services Board, providing technical assistance to all PSAPs, planning for the future of E9-1-1 and supporting the operation of the Virginia Emergency Operation Center (VEOC).  • Geospatial support, which includes support of the Virginia Geographic Information Network (VGIN) Advisory Board, coordination of enterprise geospatial services, and the establishment of a geospatial data clearinghouse and catalog.  The NGS’s strategy is to focus on the following key components:  • A strong commitment to helping our constituents achieve their business‐oriented success;  • An effective collaborative approach that leverages the Commonwealth’s economies of scale potentials that provides more cost effective solutions for small to mid‐size state agencies and local government; and  • A governance model that is coordinated among all interested stakeholders including the Boards and professional associations.  The services offered by the NGS fall into one of three categories:  Consultative Services – Providing professional, unbiased technical assistance and consultation to customers.  Governance Services – Coordinating with stakeholders to develop and promulgate standards and best practices to ensure that investments made by the Commonwealth are managed in an efficient and effective manner.  Collaborative Services – Leading or supporting efforts that increase collaboration among local and state agencies that improve efficiency and the delivery of services to the citizens of the Commonwealth |

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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.** | | | |
| The PSAP Grant Program is a multi-million dollar grant program administered by the Virginia 9-1-1 Services Board. The purpose of the program is to financially assist Virginia primary Public Safety Answering Points (PSAPs) with the purchase of equipment and services that support the continuity and enhancement of wireless E9-1-1. Funding is made available through the Code of Virginia and administered by the Board | | | |

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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 | $0.75 | State |
| Wireless | $0.75 | State |
| Prepaid Wireless | $0.50 | State |
| Voice Over Internet Protocol (VoIP) | $0.75 | State |
| 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 |  |
| Wireless | $63,742,979.95 |
| Prepaid Wireless |  |
| Voice Over Internet Protocol (VoIP) |  |
| Other |  |
| **Total** | $63,742,979.95 |

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

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| 9-1-1 fees are collected by the Virginia Department of Taxation and departmental staff is only able to provide a combined figure of $63,742,979.95 for pre-paid and post-paid wireless revenue. Departmental staff was also unable to provide a separate amount for VoIP |

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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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| N/A |

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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.** | | |
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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 | 50% |
| Local 911 Fees | 50% |
| 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*. | |  |  |
| **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*)** | | |
| $3,700,000.00 | Pursuant to Item 419 of the Commonwealth of Virginia’s biennial budget for the reporting period, wireless E-911 funding is provided to the Virginia State Police (VSP) for related costs incurred for answering wireless 911 telephone calls. Although the support of VSP for answering wireless 911 telephone calls is not specifically mentioned in the funding mechanism established in Code, the purpose is directly related to supporting E-911.  (https://budget.lis.virginia.gov/item/2019/1/HB1700/introduced/1/419/) | | |
| $8,000,000.00 | Pursuant to Item 66 of the Commonwealth of Virginia’s biennial budget for the reporting period, wireless E-911 funds will be used to support sheriff’s 911 dispatchers. Although the support of sheriffs’ dispatchers is not specifically mentioned in the funding mechanism established in Code, the purpose is directly related to supporting E-911  https://budget.lis.virginia.gov/item/2019/1/hb1700/introduced/1/66/ | | |
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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.)* | | |
| During this period, 60% of the Wireless E-911 fund, approximately $29 million, was distributed by the Virginia Department of Taxation directly to PSAPs. The distribution to each PSAP is based on pre-determined percentages calculated using population and call load data. | | |

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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.)* | | |
| Although Virginia’s Department of Taxation has the authority to audit service providers, PSC staff does not know if TAX has audited any service providers. | | |

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:** | | |
| Within the Commonwealth’s current biennial budget, $6.9M is available both years to the Public Safety Communications Division. (https://budget.lis.virginia.gov/item/2019/1/HB1700/introduced/1/84.20/) In each year, $1M of the Division’s funding is to be used for the development and deployment of improvements in the statewide E-911 network. However, this $1M in funding remains unallotted until the expenditure has been approved by the 9-1-1 Services Board. Each year, ISP staff must request the use of this funding for specific projects, or the amount rolls into the funding for the PSAP Grant Program in the subsequent year.  In addition, the PSAP Grant Program provides funding for NG9-1-1 projects. The guidelines document for this program is approved annually by the Board. | | |

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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**  **($)** | $30,966,487.56 | | |

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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 |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  | Two localities: (Counties of Franklin and Patrick) |  |  |
| 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:  Southwest | | | Four localities (Counties of Dickenson, Lee, and Wise and the City of Norton) |  |  |
| Name of Regional ESInet 2:  New River Valley | | | Three localities (Montgomery County and the Towns of Blacksburg and Christiansburg) |  |  |
| Name of Regional ESInet 3:  Bland-Twin-Wythe | | | Six localities (Counties of Bland, Carroll, Grayson, and Wythe, the City of Galax, and the Town of Wytheville) |  |  |
| 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: | | |  |  |  |
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| 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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| Local Government NG9-1-1 Plans  NG9-1-1 migration proposals have been completed for 124 primary and secondary PSAPs served by a primary selective router pair. The purpose of these proposals is to provide information about prerequisite work needed within the PSAP, expected costs, and funding provided by the Board for a NG9-1-1 solution. NG9-1-1 implementation in Virginia should be complete by the end of calendar year 2021.  National Capital Region NG9-1-1 Project Award:  On August 8, 2017, Fairfax County awarded a NG9-1-1 ESInet and core services contract to AT&T. A contract award summary can be found here. The seven northern Virginia PSAPs included in the award were scheduled for deployment in the 4th quarter of 2018, but that has been delayed until the Fall of 2019. At their January 11, 2018 meeting, the 9-1-1 Services Board recommended that the remaining Virginia PSAPs utilize the Fairfax contract for their NG9-1-1 deployments. Funding for allowable NG9-1-1 migrations costs will be available to these PSAPs beginning July 1, 2018.  Transition to Managed IP Network for 9-1-1 Call Delivery:  Eleven Virginia PSAPs have transitioned off the Verizon or Century Link selective routers that serve their PSAP and have migrated to a managed IP network solution through a third-party provider. The decision to transition to a managed IP network was a local one.  NG9-1-1 Deployment Dashboard  The Commonwealth has a website that tracks the progress of NG9-1-1 deployment progress in the state : https://vgin.maps.arcgis.com/apps/MapSeries/index.html?appid=d8426fe09efc4ad1b4fd756e1fb4d47b |

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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?** | 119 |

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| **Addendum Section I5** |
| The Commonwealth has a text-to-9-1-1 deployment page available at https://vgin.maps.arcgis.com/apps/Viewer/index.html?appid=63587e8da690459b965bfd032819903c |

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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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| The Code of Virginia (§56-484.14) ( https://law.lis.virginia.gov/vacode/title56/chapter15/section56-484.14/) requires the 9-1-1 Services Board to report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following:  (i) the state of enhanced 9-1-1 services in the Commonwealth,  (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,  (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and  (iv) monitor developments in enhanced 9-1-1 service and multi-line telephone systems and the impact of such  technologies upon the implementation of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56. |

**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)**.**

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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)