**Approved by OMB**

**3060-1122**

**Expires: March 31, 2024**

**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** |
| Alabama |

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

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| **Name** | **Title** | **Organization** |
| Adam Brown | Deputy Director | Alabama 9-1-1 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 received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2020:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 110 |
| Secondary | 57 |
| **Total** | 167 |

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| **Addendum Section B1** |
| \*Primary PSAP total derived from network data. Secondary PSAP entry was self-reported from the local districts; 85 out of 85 districts responded.  |

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, 2020:**

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| **Number of Active Telecommunicators** | **Total** |
| Full Time | 2331 |
| Part Time | unknown |

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| **Addendum Section B2** |
| This is self-reported data from Emergency Communication Disitricts.  |

1. **For the annual period ending December 31, 2020, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount****($)** | $125,543,047.00 |

**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, 2020 to December 31, 2020.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 218,232 |
| Wireless  | 2,371,407 |
| VoIP | 60,130 |
| Other | 971,276 |
| **Total** | 3,621,045 |

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| **Addendum Section B4** |
| This information has been derived from network level analytics. The complete carrier conversion of wireline and VoIP providers onto the network is partially incomplete, leading to some discrepencies in fully determining class of service for some calls. All wireless calls are fully aggregated through the NG9-1-1 network.  |

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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| Under § 11-98-5, Code of Alabama 1975, a single, monthly statewide 911 charge was imposed on each active voice communications service connection in Alabama that is technically capable of accessing a 911 system.  |

**1b. If YES, during the annual period January 1, 2020 to December 31, 2020, 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 ………………………………….. [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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| Under § 11-98-5, Code of Alabama 1975, service providers remit the monthly statewide 911 charge collected from the service subscriber to the state board by the end of the calendar month following the month the provider received the charges from its subscribers. The state board then makes monthly distributions to the local districts based on a distribution formula outlined in § 11-98-5.2, Code of Alabama 1975, and population. |

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.)** |
| Under § 11-98-5.2, Code of Alabama 1975, a sum not to exceed one percent “from the total amount of the statewide 911 charges paid over to the 911 Board during such month…[can] be applied by the 911 Board exclusively for payment of administrative expenses theretofore incurred by it.” Limitations placed on local authorities are set forth by the disposition of funds in § 11-98-6, which is provided in the next item of this questionnaire.  |

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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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| Under § 11-98-6, Code of Alabama 1975, the deposition of funds sets forth that:(a) Funds received by a district pursuant to Section 11-98-5.2 shall be used to establish, operate, maintain, and replace an emergency communication system that, without limitation, may consist of the following:(1) Telephone communications equipment to be used in answering, transferring, and dispatching public emergency telephone calls originated by persons within the service area who dial 911.(2) Emergency radio communications equipment and facilities necessary to transmit and receive dispatch calls.(3) The engineering, installation, and recurring costs necessary to implement, operate, and maintain an emergency communication system.(4) Facilities to house 911 operators and related services as defined in this chapter, with the approval of the creating authority, and for necessary emergency and uninterruptable power supplies for the systems.(5) Administrative and other costs related to subdivisions (1) to (4), inclusive.(b) A district or county or municipal governing body may receive federal, state, county, or municipal real or personal property and funds, as well as real or personal property and funds from private sources, and may expend the funds or use the property for the purposes of this chapter.(c) Subject to the remaining provisions of this chapter and the approval of the 911 Board and the creating authority, two or more districts, cities, or counties, or a city and a county in another district may agree to cooperate, to the extent practicable, to provide funding and service to their respective areas, and a single board of commissioners of not more than seven members may be appointed to conduct the affairs of the entities involved. In the event that two or more districts are consolidated for purposes of this chapter, the base distribution amount as defined in Section 11-98-5.2 (b)(3) shall include the combined base distribution amounts that would have been calculated for the individual districts.(d) Subject to rules that may be adopted by the 911 Board, a district may expend available funds to establish a common address and location identification program and to establish the emergency service number data base to facilitate efficient operation of the system. The governing body and the 911 Board of each county or city affected shall be jointly responsible for purchasing and installing the necessary signs to properly identify all roads and streets in the district.(e) Beginning with fiscal year 2013, the Department of Examiners of Public Accounts shall audit each district on a biennial basis to ensure compliance with the requirements of this chapter regarding both revenues and expenditures. |

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

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

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| Funds collected for 911 or E911 have been received by the 85 Emergency Communications Districts (ECDs) in the State of Alabama and have been used to support the activities of those 911 districts by providing funding to maintain, and in some cases enhance, the 911 service provided to their populous. (See the complete list below.)List of ECDsAdamsville (Municipality); Auburn (Municipality); Autauga County; Baldwin County; Barbour County; Bessemer (Municipality); Bibb County; Birmingham (Municipality); Blount County; Bullock County; Butler County; Calhoun County; Chambers County; Cherokee County; Chilton County; Choctaw County; Clarke County; Clay County; Cleburne County; Coffee County; Colbert County; Conecuh County; Coosa County; Covington County; Crenshaw County; Cullman County; Dale County; Daleville (Municipality); Dallas County; DeKalb County; Elmore County; Enterprise (Municipality); Escambia County; Etowah County; Fayette County; Fort Payne (Municipality); Franklin County; Gardendale (Municipality); Geneva County; Greene County; Hale County; Henry County; Homewood (Municipality); Hoover (Municipality); Houston County; Hueytown (Municipality); Irondale (Municipality); Jackson County; Jefferson County; Lamar County; Lauderdale County; Lawrence County; Lee County; Limestone County, Lowndes County; Macon County; Madison County; Marengo County; Marion County; Marshall County; Midfield (Municipality); Mobile County; Monroe County; Montgomery (Municipality); Montgomery County; Morgan County; Mountain Brook; Perry County; Pickens County; Pike County; Pleasant Grove (Municipality); Randolph County; Russell County; Shelby County; St Clair County; Sumter County; Talladega County; Tallapoosa County; Tarrant (Municipality); Tuscaloosa County; Vestavia Hills (Municipality); Walker County; Washington County; Wilcox County; Winston County |

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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, 2020, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
| A total of $783,392.00 was granted to 8 individual districts and 1 multi-district collaborative based on the demonstration of need for purchase of hosted CPE services, radio equipment/consoles, computer aided dispatch systems, consolidation projects, regional NG911 connectivity projects, and NG9-1-1 recorders. These grant funds were made available from the state office’s administrative one percent. |

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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 | $1.86 | State |
| Wireless | $1.86 | State |
| Prepaid Wireless | $1.86 | State |
| Voice Over Internet Protocol (VoIP) | $1.86 | State |
| Other | $1.86 | State |

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| **Addendum Section F1** |
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1. **For the annual period ending December 31, 2020, 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 | $27,276,974.00 |
| Wireless | $72,256,859.37 |
| Prepaid Wireless | $26,009,213.63 |
| Voice Over Internet Protocol (VoIP) |       |
| Other |       |
| **Total** | $125,543,047.00 |

**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, 2020, 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.** |
| Some local emergency communication districts receive a variety of funding from county/municipal appropriations, federal/state grants, dispatch fees, various service contracts, and donations. The total amount of funding that was combined to 911/E911 fees was $13,616,369.78 for the fiscal period of October 1, 2019 through September 30, 2020. This information is based on self-reported funding data provided by the local districts; 85 of the 85 districts reported. |

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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 | 90.02% |
| Local 911 Fees | 0.00% |
| General Fund - State | 0.00% |
| General Fund - County | \*8.03% |
| Federal Grants | 0.01% |
| State Grants | 0.03% |

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| **Addendum Section F5** |
| \*This percentage is based on self-reported funding data by the local districts for the fiscal period of October 1, 2019 through September 30, 2020; 85 of the 85 districts reported. |

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, 2020, 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, 2020.** *(Enter “None” if no actions were taken.)* |
| Under § 11-98-6 (e), Code of Alabama 1975, “beginning with fiscal year 2013, the Department of Examiners of Public Accounts shall audit each district on a biennial basis to ensure compliance with the requirements of this chapter regarding both revenues and expenditures.” |

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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, 2020.** *(Enter “None” if no actions were taken.)* |
| Under § 11-98-13, Code of Alabama 1975, “on a biennial basis, if not more frequently, the 911 Board shall retain an independent, third-party auditor for the purposes of receiving, maintaining, and verifying the accuracy of any and all information, including all proprietary information, that is required to be collected, or that may have been submitted to the board by voice communication providers and districts, and the accuracy of the collection of the 911 services charge required to be collected.” |

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:** |
| Alabama Next Generation Emergency Network (ANGEN) costs are permissible expenditures of funds for 911 purposes by law due to statutory amendments made to § 11-98-4.1, Code of Alabama 1975 in Act 2019-70 that was effective July 1, 2019. The amended language to this section reads as follows, " (1) authorize thestatewide 911 Board to administer the deployment and operation of a statewide voice and data system;"  |

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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2020, 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****($)** | $10,024,458.62 |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2020, 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]**  | **[ ]**  | As of 2020, an ESInet was in place with 105 PSAPs connected. | **[ ]**  | **[x]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| 1. Regional ESInets
 | **[ ]**  | **[x]**  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]      | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 1:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 8:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 9:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 10:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 11:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 12:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 13:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 14:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 15:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 16:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 17:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 18:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 19:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 20:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 21:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 22:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 23:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 24:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 25:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 26:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 27:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 28:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 29:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 30:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 31:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 32:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 33:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 34:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 35:      |       | **[ ]**  | **[ ]**  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2020.**

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| The NG9-1-1 Project, known as the ANGEN, progressed significantly further since the last reporting period. ESInet buildout continued with 105 of 110 PSAPs being fully migrated by years end. Wireline and VoIP carrier conversion rate increased with 40 of Alabama's 67 counties receiving ALI from the NG911 System Service Provider in addition to having telco providers moving traffic from the legacy system to the NG911 core services. A GIS service provider was selected through RFP to assist the state and local districts with normalizing and remidiating GIS datasets for use in NG9-1-1 environment. |

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| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | 108 |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2021, 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, 2020, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes**[x]**  | No**[ ]**  | These expenses are part of the NG911 system service provider's scope, but there is no way to itemize them. |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?**
 | Not reported at the state level |

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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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| Data collection and legal compliance examination at the district level began in late 2013 on a biennial basis by a third-party state agency. All districts have now completed three rounds of these examinations and approximately 24 of the 85 have completed the fourth round.. The legal compliance examinations are designed to ensure that 911 funds are being utilized properly, as directed by statute, but do not deliver a comprehensive or consistant assessment of effective use of funds from a quality of service perspective. The various audit reports for each Emergency Communication District can be searched on the Alabama Department of Examiners of Public Accounts website, (https://examiners.alabama.gov/audit\_reports.aspx). The Alabama 9-1-1 Board supplements this data by conducting a multitude of surveys to collect additional information on a variety of 911 related topics. This effort is completely voluntary on the part of the local districts and the response rate to date is between 60 and 70 percent. During this annual period, the Alabama 9-1-1 Board amended and expanded the data collected from the local districts as part of the annual district certification due at the beginning of each calendar year. Most of this collection consisted of operational systems in the various PSAPs and what training regimes were in place per district. The NG911 reporting suite is being continually improved upon and provides certain quality of service indicators such as call total by defined time period, ring time, talk time, and inter-network transfers that has improved visibility into local operational effeciency. With most PSAPs being migrated onto the Alabama Next Generation Emergency Network (ANGEN), we continue to improve our visibility into all points of data mentioned above and will use that data in conjunction with the other reports to improve the measure of effective utilization of 911 funding in Alabama. |

**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)