**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** |
| Alaska |

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

|  |  |  |
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| **Name** | **Title** | **Organization** |
| John Rockwell | Statewide 911 Coordinator | Department of Public Safety |

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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 | 40 |
| Secondary | 8 |
| **Total** | 48 |

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| **Addendum Section B1** |
| Anchorage Borough PSAP (Anchorage PD)AST Fairbanks (Interior/Northern)Joint Base Elmendorf-Richardson (JBER)Bethel Police DepartmentBristol Bay Borough PSAP (BBB PD Dillingham)Cold Bay Health ClinicCordova Police DepartmentCraig Police DepartmentDillingham Police DepartmentFairbanks North Star Borough PSAPFort Yukon Police DepartmentGalena Fire DepartmentGustavus Fire DepartmentHaines Police DepartmentHoonah Police DepartmentJuneau Borough PSAP (Juneau PD)Ketchikan Police DepartmentKing Cove Police DepartmentKodiak Police DepartmentKotzebue Police DepartmentKuskokwim Valley Rescue Squad (McGrath)McGrath, City ofMatanuska Susitna Borough (MatCom)Matanuska Susitna Borough (MatCom)Metlakatla Police DepartmentNome Police DepartmentNorth Slope Borough PSAP (NSB PD Barrow)Petersburg Police DepartmentSand Point Police DepartmentSitka Police DepartmentSkagway Police DepartmentSoldotna Comm Center (SPSCC) Kenai BoroughSt. Paul Police DepartmentThorn Bay Emergency ServicesUnalakleet Police DepartmentUnalaska Police DepartmentValdez Police DepartmentWhittier Police DepartmentWrangell Police DepartmentYakutat Police DepartmentAST KetchikanFairbanks International Airport Homer Police DepartmentKenai Police DepartmentSeward Police DepartmentTed Stevens Anchorage Int'l Airport Police DepartmentUniversity of Alaska Anchorage Police DepartmentUniversity of Alaska Fairbanks Police Department |

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 | 298 |
| Part Time | 10 |

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| **Addendum Section B2** |
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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****($)** | $14,529,982.00 |

**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 | 83,255 |
| Wireless  | 235,385 |
| VoIP | 0 |
| Other | 0 |
| **Total** | 318,640 |

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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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| Alaska Stat. § 29.35.131. : Alaska Statutes - Section 29.35.131.: 911 surcharge. (a) A municipality may, by resolution or ordinance, elect to provide an enhanced 911 system at public safety answering points and may purchase or lease the enhanced 911 equipment or service required to establish or maintain an enhanced 911 system at public safety answering points from a local exchange telephone company or other qualified vendor. The municipality may impose an enhanced 911 surcharge within the enhanced 911 service area. An enhanced 911 surcharge may not exceed $2 per month for each wireless telephone number and $2 per month for each local exchange access line for wireline telephones. The maximum surcharge amount of $2 provided for in this subsection may be increased above that level if the surcharge amount is approved by the voters of the enhanced 911 service area. The amount of surcharge imposed for each wireless telephone number must equal the amount imposed for each local exchange access line for a wireline telephone. An enhanced 911 service area may be all of a city, all of a unified municipality, or all or part of the area within a borough and may include the extraterritorial jurisdiction of a municipality in accordance with AS 29.35.020. |

**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 change to the funding mechanism during 2020 |

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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 ……………………….. [x]
* 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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| AS 29.35.131 specifies that a local exchange telephone company or wireless telephone company providing service in a municipality that has imposed an enhanced 911 surcharge shall bill each month and collect the surcharge from customers in the enhanced 911 service area. A local exchange telephone company or wireless telephone company that has collected the enhanced 911 surcharge shall remit the amounts collected to the municipality no later than 60 days after the end of the month in which the amount was collected. From each remittance made in a timely manner under this subsection, the telephone company is entitled to deduct and retain the greater of one percent of the collected amount or $150 as the cost of administration for collecting the enhanced 911 surcharge. In addition, a wireless telephone company is entitled to full recovery of the recurring and nonrecurring costs associated with implementation and operation of Phase I E911 service as allowed under Federal Communications Commission proceedings entitled "Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems".AS 29.35.131 (i) specifies that revenues collected may be used for costs directly attributable to the establishment, maintenance, and operation of an E911 system:(1) the acquisition, implementation, and maintenance of public safety answering point equipment and 911 service features; (2) the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders, instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems;(3) the salaries and associated expenses for 911 call takers for that portion of time spent taking and transferring 911 calls;(4) training costs for public safety answering point call takers in the proper methods and techniques used in taking and transferring 911 calls;(5) expenses required to develop and maintain all information necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call-taking and transferring function, including automatic location identification and automatic number identification databases.” |

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.)** |
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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 ………………..….. **[x]**

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

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

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| Alaska Stat. § 29.35.131. : Alaska Statutes - Section 29.35.131.: 911 surcharge.Section:(i) A municipality may only use the enhanced 911 surcharge revenue for those costs of the enhanced 911 system that are authorized in this subsection. The surcharge revenue may not be used for any capital or operational costs for emergency responses that occur after the call is dispatched to the emergency responder. The surcharge revenue may not be used for constructing buildings, leasing buildings, maintaining buildings, or renovating buildings, except for the modification of an existing building to the extent that is necessary to maintain the security and environmental integrity of the public safety answering point and equipment rooms. The surcharge revenue may be used for the following costs to the extent the costs are directly attributable to the establishment, maintenance, and operation of an enhanced 911 system: (1) the acquisition, implementation, and maintenance of public safety answering point equipment and 911 service features; (2) the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders, instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems; (3) the salaries and associated expenses for 911 call takers for that portion of time spent taking and transferring 911 calls; (4) training costs for public safety answering point call takers in the proper methods and techniques used in taking and transferring 911 calls; (5) expenses required to develop and maintain all information necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call-taking and transferring function, including automatic location identification and automatic number identification databases. |

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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| See above…(j) If a city in an enhanced 911 service area established by a borough incurs costs described under (i) of this section for the enhanced 911 system, before the borough may use revenue from an enhanced 911 surcharge, the borough and city must execute an agreement addressing the duties and responsibilities of each for the enhanced 911 system and establishing priorities for the use of the surcharge revenue. If the Department of Public Safety also provides services as part of the enhanced 911 system or uses the enhanced 911 system in that enhanced 911 service area, the department must be a party to the agreement. (k) For purposes of (i) of this section, "call taker" means a person employed in a primary or secondary answering point whose duties include the initial answering of 911 or enhanced 911 calls and routing the calls to the agency or dispatch center responsible for dispatching appropriate emergency services and a person in a primary or secondary answering point whose duties include receiving a 911 or enhanced 911 call either directly or routed from another answering point and dispatching appropriate emergency services in response to the call; the term "call taker" is synonymous with the term "dispatcher" in that it is inclusive of the functions of both answering the 911 or enhanced 911 calls and dispatching emergency services in response to the calls. |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.**
 |
| **Type of Cost** | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of building/facility | **[ ]**  | **[x]**  |
| **Personnel Costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **Administrative Costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch | **[ ]**  | **[x]**  |
| Lease, purchase, maintenance of Radio Dispatch Networks | **[x]**  | **[ ]**  |
| **Grant Programs** |  | **[ ]** **If YES, see 2a.** | **[x]**  |
| **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.** |
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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 | Up to 2.00 per phone | Local authority |
| Wireless | Up to 2.00 per phone | Local authority |
| Prepaid Wireless |       |       |
| Voice Over Internet Protocol (VoIP) |       |       |
| Other |       |       |

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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 | 1,613,111.00 |
| Wireless | 12,916,871.00 |
| Prepaid Wireless | 0 |
| Voice Over Internet Protocol (VoIP) | 0 |
| Other | 0 |
| **Total** | 14,529,982.00 |

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

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| Alaska does not collect on Prepaid Wireless or VOIP at this time. |

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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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| **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.** |
| The 911 surcharge is used to "supplement" not fully support the Local 911 Call center. The balance of the funding comes from General Revenue taxes and the Borough or Municipal level. |

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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 | 0% |
| Local 911 Fees | 100% |
| General Fund - State | 0% |
| General Fund - County | 0% |
| Federal Grants | 0% |
| State Grants | 0% |

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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, 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.)* |
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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.)* |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.*
 | **[ ]**  | **[x]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
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|  |  |  |
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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****($)** |       |

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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]**  |       | **[ ]**  | **[ ]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[x]**  | **[ ]**  |       | **[ ]**  | **[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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| **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?**
 | 0 |
| **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?**
 | 2 |

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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**[ ]**  | No**[x]**  |       |

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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?**
 | 0 |

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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 collection and expenditure of 911 fees allows the Borough and Municipalities procure, maintain and support 911 emergency calling to the local PSAPS |

**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)