**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** |
| Arkansas |

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

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| **Name** | **Title** | **Organization** |
| C.J. Engel | Executive Director | Arkansas 911 Board |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that 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 | 101 |
| Secondary | N/A\* |
| **Total** | 101 |

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| **Addendum Section B1** |
| \*Only Primary PSAPs received funding from the Arkansas 911 Board's remittance of 911 fees collected in the annual period ending December 31, 2020.  |

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 | 1,094 |
| Part Time | 171 |

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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****($)** | 68,887,734.63 |

**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 | 177,232 |
| Wireless  | 1,679,597 |
| VoIP | 44,234 |
| Other | 7,870\* |
| **Total** | 1,908,933 |

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| **Addendum Section B4** |
| \*Other - Text to 911 |

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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| Act 660 (Public Safety Act of 2019)A.C.A § 12-10-305. Arkansas 911 BoardA.C.A § 12-10-318. Emergency telephone service charges --Imposition -- LiabilityA.C.A § 12-10-326. Prepaid wireless E911 service charges |

**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 ………………………………….. [ ]
* A Local Authority collects the fees ……………………….. [ ]
* A hybrid approach where two or more governing bodies

 (*e.g.*, state and local authority) collect the fees …………….. [x]

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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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| The 911 surcharge for wireline service is remitted to each respective county treasurer each month by the service provider(s).The 911 surcharge for wireless post-paid service, VoIP, and non-traditional service has been replaced by a Public Safety Fee. The Public Safety Fee is remitted to the Arkansas Public Safety Trust Fund. The APSTF remits funding to the Arkansas 911 Board which in turn distributes the fees collected on a quarterly basis.The 911 surcharge for prepaid service has been replaced by a Public Safety Fee that is collected at the point of sale and remitted to the AR Dept. of Finance and Administration monthly with the Sales & Use Tax. The DF&A then remits to the Arkansas Public Safety Trust Fund. The APSTF remits funding to the Arkansas 911 Board monthly which in turn distributes the fees collected on a quarterly basis. |

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.)** |
| The State (Arkansas 911 Board) has authority to approve expenditures of funds collected for the implementation of NG-911 services.The State (Arkansas 911 Board) has authority to approve requests for reimbursement of maintenance costs for each PSAP. (Note: Requests are submitted annually.)The State (Arkansas 911 Board) has authority to approve requests for reimbursement of equipment upgrade costs. (Note: A copy of the vendor cost estimates are submitted for pre-approval prior to the upgrade, and the request is resubmitted with a copy of the vendor invoice upon completion of the equipment upgrade for final approval and remittance.)Local jurisdictions have authority to approve their own PSAP expenditures. |

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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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| Act 660 (Public Safety Act of 2019) 12-10-323. Authorized expenditures of revenues.  |

**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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| 1) The AR 911 Board distributed 83.75% of the public safety fee collected (wireless post-paid, VoIP, and prepaid) to each county and/or PSAP as established by each local jurisdiction for use at the discretion of each local jurisdiction according to A.C.A. § 12-10-323.2) The AR 911 Board reimbursed each county and/or PSAP as established by each local jurisdiction a portion of the annual maintenance cost. The allowable reimbursement amount for each jurisdiction is determined based on the wireless and VoIP call percentage for each jurisdiction.3) The AR 911 Board reimbursed equipment upgrade costs to counties/PSAPs (if funds have not previously been expended by the county/PSAP) based on the wireless call percentage for the respective county/PSAP. (Note: During the 2009 legislative session, existing code was amended to increase the quarterly PSAP distribution amount to 83.5% of the total amount remitted to the AR ETS Board. As a result of this change, funding for reimbursement of 911 equipment costs would no longer be available. At the time of the 2009 legislative change, a snapshot of the funds available for reimbursement was taken, and the AR ETS Board agreed that to ensure that the funds held were distributed fairly and equitably between the PSAPs the fund would be divided between the counties/PSAPs based on population. A database file was established reflecting the amount that was available for each county/PSAP, and that file has been updated and maintained as each county/PSAP has submitted requests for reimbursement as 911 equipment upgrades have been completed.) 4) ACT 442 of the 2013 Legislative Session created the Arkansas 911 Rural Enhancement Program Fund to assist in the advancement of goals for universal 911 service throughout the state. The Arkansas Calling Plan Fund was to receive a maximum of four million five hundred thousand dollars ($4,500,000) per year to assist in funding the provision of calling plans in telephone exchanges in the state. Also there was created an AHCF allocation from the Arkansas Call Plan Fund to be known as the “Arkansas 911 Rural Enhancement Program Fund". The Arkansas 911 Rural Enhancement Program Fund received a maximum of three million dollars ($3,000,000) per year to: (A) Advance the goals of universal service and help ensure that rural areas within the State of Arkansas had access to 911 services as comparable to 911 services in urban areas within the state; and (B) Provide funding to:  (1) The statewide Smart911 system established in Acts 2012, No. 213;  (2) The SmartPrepare System; and  (3) 911 administrative systems for 32 emergency management under the Arkansas Emergency Services Act of 1973, § 12-33 75-101 et seqThree million dollars ($3,000,000) was to be transferred annually from the AHCF to the Arkansas Department of Emergency Management on a quarterly basis for the Arkansas 911 Rural Enhancement Program to fund:(A) The statewide Smart911 system in the amount of six hundred thousand dollars ($600,000) annually;(B) The SmartPrepare System in the amount of two hundred twenty-five thousand dollars ($225,000) annually;(C) The 911 administration system for emergency management under the Arkansas Emergency Services Act of 1973, § 12-75-101 et seq., in the amount of one hundred seventy-five thousand dollars $175,000 annually; and(D) Arkansas counties for 911 public safety answering points in the amount of two million dollars ($2,000,000) annually. The $2,000,000 for the counties was to be distributed based on county population as follows:  (1) The twenty-five (25) least-populated counties received equal portions of fifty percent of the available funds; (2) The next twenty-five (25) least-populated counties received equal portions of thirty-five percent (35%) of the available funds; and (3) The remaining twenty-five (25) counties shall receive equal portions of fifteen percent (15%) of the available funds.County population was calculated based on current data from the Geography Division of the United States Bureau of the 27 Census. |

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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 | Amount up to five percent (5%). For any counties with a population fewer than 27,500 the amount may be up to twelve percent (12%) of the tariff rate (Note: Four Arkansas Counties have not levied the wireline surcharge.) | Local |
| Wireless | $1.30 | State - AR Public Safety Trust Fund |
| Prepaid Wireless | 10% (per transaction point of sale) | State - AR DF&A - Remitted to AR Public Safety Trust Fund |
| Voice Over Internet Protocol (VoIP) | $1.30 | State - AR Public Safety Trust Fund |
| Other |       |       |

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| **Addendum Section F1** |
| Through Act 442, $2,000,000 is distributed to Counties in April of each year to support 911 operations by the Arkansas Division of Emergency Management. The distribution amounts are based on population. The distribution amounts range from $12,000 for more populated counties to $40,000 for lesser populated counties. |

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.**

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | 4,944,536.09 |
| Wireless | 32,014,756.88 |
| Prepaid Wireless | 25,216,781.56 |
| Voice Over Internet Protocol (VoIP) | \*N/A - Included in Wireless |
| Other |       |
| **Total** | 62,176,074.53 |

**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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| An additional source of revenue is the $2,000,000.00 from funds appropriated with ACT 442 (from the High Cost Fund dedicated to provide additional support for rural, less populated counties).Many counties (and cities) are supplementing the PSAP operations from their general fund |

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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.** |
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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 | 67% |
| Local 911 Fees | 11% |
| General Fund - State | 0% |
| General Fund - County | 22% |
| 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.)* |
| Act 660 (Public Safety Act of 2019) was passed during the 2019 Legislative Session which replaces the Arkansas Emergency Telephone Services (ETS) Board with the Arkansas 911 Board. The legislation became effective on July 24, 2019, and allowed the Arkansas 911 Board oversight and authority to audit expenditures of 911 funds to ensure that the funds are used solely for authorized 911 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.)* |
| The Public Safety Act of 2019 (Act 660 passed during the 2019 Arkansas Legislative Session) replaces the existing Arkansas Emergency Telephone Services (ETS) Board with the Arkansas 911 Board. The Arkansas 911 Board will have authority to audit expenditures of the PSAP to verify that expenditures are in compliance with A.C.A. § 2-10-323. |

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:** |
| 12-10-305. Authorized expenditures of revenues. |

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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****($)** | 33,423.09 |

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| **Addendum Section I2** |
| The Arkansas 911 Board has an interlocal agreement with the Arkansas GIS Office for NG911 GIS layer improvements.  |

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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]**  |       | **[ ]**  | **[ ]**  |
| 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 Arkansas 911 Board has an interlocal agreement with the Arkansas GIS Office for NG911 GIS layer improvements. |

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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?**
 | 27 |
| **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?**
 | N/A |

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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?**
 | N/A |

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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 increase in 911 fees collected due to Act 660, the Public Safety Act of 2019, has reduced the amount of funds that counties and cities are supplementing from general funds to operate a PSAP by approximately 25 - 50%. The Arkansas 911 Board is in the process of procuring a Statewide ESInet and NGCS through the collection of fees.  |

**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)