**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** |
| Kansas |

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

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| **Name** | **Title** | **Organization** |
| Scott A. Ekberg | NG911 Administrator | KS 911 Coordinating Council |

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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 | 119 |
| Secondary | 12 |
| **Total** | 131 |

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| **Addendum Section B1** |
| Secondary PSAP totals were reported by individual PSAPs across the State. The extent to which these secondary PSAPs operate is unknown. |

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 | 1124 |
| Part Time | 112 |

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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****($)** | $129,788,168  |

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

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| This amount is an estimated amount. While some PSAPs provided data related to non-911 fee expenditures, some did not. Calculations were made for those PSAPs not reporting to cover personnel costs based on an average wage. |

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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 | 134,989 |
| Wireless  | 1,350,476 |
| VoIP | 110,309 |
| Other | 0 |
| **Total** | 1,595,774 |

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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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| Kansas 911 Act (K.S.A. 12-5362 et seq) |

**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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| The collected funds are remitted by the service providers to the Local Collection PointAdministrator (LCPA) which is a contract employee of the 9-1-1 Coordinating Council. The funds are then distributed by the LCPA to the individual PSAPs based on a funding formula established in K.S.A. 12-5374. This formula ensures that every PSAP within the state receives a minimum annual 911 fee disbursement of $60,000. |

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.)** |
| Written criteria of allowable use of 911 fee funds is established in K.S.A. 12-5375. This statue providesthe following approved uses of 911 fee monies: (1) Implementation of 911 services; (2) purchase of 911equipment and upgrades; (3) maintenance and license fees for 911 equipment; (4) training of personnel;(5) monthly recurring charges billed by service suppliers; (6) installation, service establishment andnonrecurring start-up charges billed by the service supplier; (7) charges for capital improvements andequipment or other physical enhancements to the 911 system; or (8) the original acquisition andinstallation of road signs designed to aid in the delivery of emergency service. Such costs shall notinclude expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or makeimprovements to buildings or similar facilities. Such costs shall also not include expenditures topurchase subscriber radio equipment.To ensure that the funds are expended appropriately, the Council requires an annual report ofexpenditures from the local PSAPs. The Council reviews these reports and requests additional information or documentation of any questioned expenditures. If expenditures are deemed to be unallowable, the PSAPs are required to reimburse the amount of such unallowable expenditures intotheir 911 fund and provide documentation of the reimbursement. |

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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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| K.S.A. 12-5375 |

**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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| Collected 911 fees were utilized by the PSAPs for purchases totaling $21,393,568.59 in the followingareas:• Implementation of 911 services – 3% of total expenditures• Purchase of 911 equipment and upgrades – 14% of total expenditures• Maintenance and license fees for 911 equipment – 42% of total• expenditures• Training of PSAP personnel – 1% of total expenditures• Monthly recurring charges billed by service suppliers – 30% of total• expenditures• Installation, service establishment and nonrecurring start-up charges billed by• the service supplier – 2% of total expenditures• Charges for capital improvements and equipment or other physical• enhancements to the 911 system – 8% of total expenditures• The original acquisition and installation of road signs designed to aid in the• delivery of emergency service – 0% of total expendituresAdditionally, the Council expended $8,820,697 in state operation funds on the following statewideprojects:• Statewide NG911 System – 82.59% of total operations fund expenditures• Council Admin and other expenses – 3.97% of total grant fund expenditures• NG911 Program Support Services – 6.76% of total grant fund expenditures• GIS and program technical support – 6.68% of total grant fund expenditures |

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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.** |
| No grants were awarded. Based on the limited funding created by the $0.01 of every 911 fee collected (approx. $300,000 annually) grants are limited to emergency replacement of equipment where budget authority is not present to replace failed equipment during a budget year for a PSAP. We have had no such situations arise during 2020. |

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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 | .90 per subscriber | State - KS Local Collection PointAdministrator |
| Wireless | .90 per subscriber | State - KS Local Collection PointAdministrator |
| Prepaid Wireless | 2.06% of retail sale | Collected at point of sale and remitted to the KS Department of Revenue by the retailer. KDOR then transfers the funds to the LCPA on a quarterly basis |
| Voice Over Internet Protocol (VoIP) | .90 per subscriber  | State - KS Local Collection PointAdministrator |
| Other | .90 per subscriber | State - KS Local Collection PointAdministrator |

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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 | Included in wireless amount |
| Wireless | $31,325,763 |
| Prepaid Wireless | 2,723,715 |
| Voice Over Internet Protocol (VoIP) | Included in wireless amount |
| Other | Included in wireless amount |
| **Total** | $34,049,478 |

**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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| Local government general fund monies are used extensively to fund 911 in Kansas. These funds are derived from property taxes and account for approximately 81% of total 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.** |
| Local general fund monies are used extensively to fund 911 in Kansas. These funds are derived from property taxes and account for approximately 81% of total funding. Additionally, the State was awarded a total of $2,759,782 under the NHTSA/NTIA 911 Grant Program. These grant funds were divided into two projects. The first project was a sub-grant program for Kansas PSAPs, which allocated a total of $1,800,000 for PSAP equipment upgrades to NG911 compatible ancillary systems. The remaining $959,782 was allocated towards a replacement mapping system for the Statewide NG911 call handling system. The grant was received in August of 2019 and funds expended in 2020 totaled $1,832,153.29. |

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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 | 19% |
| Local 911 Fees |       |
| General Fund - State |       |
| General Fund - County | 79% |
| Federal Grants | 2% |
| State Grants |       |

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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

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| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 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.)* |
| PSAPs are required to submit annual expenditure reports of 911 fee funds. The Council reviews thesereports and requests additional information or documentation for any questioned expenditures. Ifquestioned expenditures are deemed to be unallowable under the statute, the PSAP is required toreimburse their 911 fund for these expenditures and provide documentation of the transfer of funds tothe Council. Each PSAP is required to submit invoices supporting five randomly selected expendituresreported. If a PSAP reports less than five expenditures for the year, then all reported expendituresrequire submission of the invoice.Additionally, the statute requires a legislative post audit be conducted every five years to determine (1)Whether the moneys received by PSAPs pursuant to this act are being used appropriately; (2) whether the amount of moneys collected pursuant to this act is adequate; and (3) the status of 911 service implementation. The LCPA is required to be audited annually by the statute. |

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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.)* |
| None |

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:** |
| K.S.A. 12-5375 authorizes the use of 911 fees for purchases of 911 equipment and upgrades and also for physical enhancements of the 911 system. K.S.A. 12-5368 mandates that state grant funds, derived from 911 fees, be used for very limited purposes, one of which is “projects involving the development and implementation of next generation 911 services”. |

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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****($)** | $16,858,300 |

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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]**  | **[ ]**  | 99 | **[ ]**  | **[x]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[ ]**  | **[ ]**  |       | **[ ]**  | **[ ]**  |
| 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]13 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 1:Mid-America Regional Council (MARC) Hosted System | 13 | **[ ]**  | **[x]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 8:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 9:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 10:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 11:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 12:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 13:      |       | **[ ]**  | **[ ]**  |
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| Name of Regional ESInet 19:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 20:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 21:      |       | **[ ]**  | **[ ]**  |
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| Name of Regional ESInet 26:      |       | **[ ]**  | **[ ]**  |
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| Name of Regional ESInet 28:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 29:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 30:      |       | **[ ]**  | **[ ]**  |
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| 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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| Statewide NG911 system implementation continued throughout 2020, with a total of 99 PSAPs on the system by year’s end. An additional 6 PSAPs will join in 2021, with an additional 3 contemplating joining. All of these PSAPs are (or will be) connected via IP to the AT&T Nationwide ESInet in an i3 routing configuration. Migration the statewide system PSAPs to geospatial call routing began was completed by August of 2020. All PSAPs on the system are currently text enabled.The Solacom Hosted System that initially served 5 PSAPs in North Central Kansas was decommissioned in 2020 when the remaining three users of that system migrated to the statewide system. The MARC system is currently implementing the replacement of legacy selective routers with IP Selective routers and a planned migration to i3 routing is underway. A part of that migration plan will include interconnection with the statewide ESInet. |

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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?**
 | Total PSAPs having text-to-911 capability stands at 109, with 6 planning to implement in 2021 |
| **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?**
 | 6 will become text capable when they come onto the statewide system in 2021. This will leave a total of 3 PSAPs in Kansas that are not 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**[ ]**  | A total of 26 PSAPs reported expending 911 funds on cybersecurity. Some PSAPs indicated that they had expended funds on cybersecurity but did not provide an amount. The total reported was $149,296. |

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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?**
 | 31 PSAPs reported having impletemented or participated in a cybersecurity program. |

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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** |
| This varies from PSAP to PSAP. The statewide system is developing security procedures around the NIST framework.A total of 24 PSAPs reported expending 911 funds on cybersecurity. Some PSAPs indicated that they had expended funds on cybersecurity but did not provide an amount. The total reported was $2,436,897. |

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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| Expenditure of 911 funds allows PSAPs to maintain their legacy 911 systems or NG911 systems andaccompanying support systems (radio, recorders, CAD, etc.). The structure of the statute allows thesefunds to be carried forward from year to year, unlike general funds, allowing PSAPs to accrue the fundsfor major purchases. Through the use of 911 funds and general fund supplements, the entire State ofKansas is served by Phase 2, E911, and 93% of the state's Counties by ESInet. The Council is utilizing prepaid wireless fees to provide great benefit to all PSAPs participating in the statewide system. Kansas is a leader in the nation in the migration to ESInet with geospatial routing and i3 services. This has been accomplished with funds generated by the state 911 fee. Some examples of statements from the PSAPs in regard to this question:• 911 fees allow us to maintain equipment, training and the 911 system is allowing us to have real time data we have not had in the past• Ability to provide most effective and efficient service to our citizens and responders using state of the art technology• For 2020 the majority of our funds were expended on monthly fees and yearly maintenance contracts. There were no projects funded outside of the daily functions of running our center• The 911 fee funds have allowed our agency to purchase and utilize the equipment needed to assure an updated and effective emergency center for our citizens. |

**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)