**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** |
| New York |

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Brett Chellis | State 911 Coordinator  Deputy Director | Division of Homeland Security and Emergency Services’ (DHSES) Office of Interoperable and Emergency Communications (OIEC) |

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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 | 150 |
| Secondary | 23 |
| **Total** | 173 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2020:**

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| **Number of Active Telecommunicators** | **Total** |
| Full Time | 5188 |
| Part Time | 318 |

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| **Addendum Section B2** |
| The numbers indicated here are the total number of positions that the PSAP's reported in our annual survey. It is unknown how many of these positions are funded through the counties local 911 surcharge. |

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**  **($)** | $1,016,439,435 |

**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 | 5,057,535 |
| Wireless | 11,360,197 |
| VoIP | 778,934 |
| Other | 247,328 |
| **Total** | 17,443,994 |

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| **Addendum Section B4** |
| 'Other" calls includes Text to 911requests for service plus MLTS calls with no other classification (,MLTS calls may have been wireline or wireless in nature depending on the technology of the multi-line telephone system.. |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **Has your State, or any political subdivision, Indian Tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)?** *Check one.*

* Yes …………………..
* No ………………..…..

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| Mechanism for dedicated 911 fees:  • Enhanced Emergency Telephone System Surcharge - New York County Law Article 6 (§§ 300 – 308)  Mechanisms that include 911 support as a valid purpose:  • Public Safety Communications Surcharge - New York Tax Law § 186-f  • Wireless Communications Surcharge - New York Tax Law § 186-g  Questions within this document concerning 911/E911 fees or funds are answered based on the funds collected under the Enhanced Emergency Telephone System Surcharge only. By law, the Public Safety Communications Surcharge and the Wireless Communications Surcharge are not dedicated 911 fees and support a wider set of purposes. |

**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 ……………..

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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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| All counties are authorized by County Law § 303 to collect up to $.35 for a wireline/VOIP Enhanced Emergency Telephone System Surcharge. County Law §§ 303, 334, 335, 336 authorize the City of New York, Onondaga County, Tompkins County, and Madison County, respectively, to impose a monthly Enhanced Emergency Telephone System Surcharges of up to $1.00. County Law § 336 authorizes Broome County to collect Enhanced Emergency Telephone System Surcharges of up to $1.65. (There are two County Law sections numbered 336.) The local surcharges are managed entirely within the local unit of government.  County Law § 305 mandates that the service supplier or suppliers serving a 911 service area act as collection agent of wireline/VOIP surcharges for the municipality and remit the funds to the chief fiscal officer of the county every month. |

1. **Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

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| 1. **Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** | | |
| **Jurisdiction** | **Authority to Approve**  **Expenditure of Funds**  ***(Check one)*** | |
| **Yes** | **No** |
| State |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** | | |
| Expenditures permitted only upon authorization of the municipality’s board (County Law § 307) | | |

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| **Addendum Section D1** |
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1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**

* Yes …………………..
* No ………………..…..

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

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| County Law §§ 303 and 307 authorize municipalities to approve spending of wireline/VOIP surcharges on “system costs” and “to pay for the costs associated with obtaining, operating and maintaining the telecommunication equipment and telephone services needed to provide an enhanced 911 emergency telephone system to serve such municipality.” County Law § 301 further defines “system costs” as “the costs associated with obtaining and maintaining the telecommunication equipment, all operations and maintenance costs and the telephone services costs necessary to establish and provide an E911 system.” |

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

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| N/A |

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

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| The Enhanced Emergency Telephone System Surcharge is managed entirely within the local unit of government. OIEC does not have the authority to require reporting by local governments and therefore cannot identify with specificity all activities, programs, and organizations supported by the county surcharges. |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.** | | | |
| **Type of Cost** | | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2020, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| N/A | | | |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.** | | |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance**  **(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $0.35 / $1.00 / $1.65 | $0.35 for all counties except Tompkins, Onondaga, Broome, Madison and the counties comprising New York City (Bronx, Kings, New York, Queens and Richmond Counties)  $1.00 for Counties of Onondaga, Tompkins, Madison and the counties comprising New York City (Bronx, Kings, New York, Queens and Richmond Counties)  $1.65 for County of Broome. |
| Wireless |  |  |
| Prepaid Wireless |  |  |
| Voice Over Internet Protocol (VoIP) | $0.35 / $1.00 / $1.65 | $0.35 for all counties except Tompkins, Onondaga, Broome, Madison and the counties comprising New York City (Bronx, Kings, New York, Queens and Richmond Counties)  $1.00 for Counties of Onondaga, Tompkins, Madison and the counties comprising New York City (Bronx, Kings, New York, Queens and Richmond Counties)  $1.65 for County of Broome. |
| 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 | $34,313,654 |
| Wireless |  |
| Prepaid Wireless |  |
| Voice Over Internet Protocol (VoIP) | see addendum |
| Other |  |
| **Total** | $34,313,654 |

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

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| This amount reflects the amounty of collection by 37 out of 62 counties that responded to this question on our annual 911 PSAP data collection survey. Since local municipalities collect the Enhanced Emergency Telephone System Surcharge, we were unable to determine the total amount collected. Counties are not required to report collection totals to the State.  However, the statute does require that municipalities separately account for and keep adequate books and records of the amount and source of all such revenues and of the amount and object or purpose of all expenditures thereof. |

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| **Addendum Section F2** |
| VOIP services are subject to the Wireline surcharge therefore the Wireline total amount collected includes these services. |

1. **Please identify any other sources of 911/E911 funding.**

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| • Public Safety Communications Surcharge - New York Tax Law § 186-f  • Wireless Communications Surcharge - New York Tax Law § 186-g  • General funds of counties, cities, towns, villages and fire districts for systems operated by municipalities  • General fund of the state; for systems operated by the State Police |

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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.* |  |  |
| **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 | N/A |
| Local 911 Fees | N/A |
| General Fund - State | N/A |
| General Fund - County | N/A |
| Federal Grants | N/A |
| State Grants | N/A |

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| **Addendum Section F5** |
| Unable to make this calculation due to lack of complete information from all counties regarding surcharge revenues. |

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*. | |  |  |
| **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.* |  |  |
| **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.)* | | |
| New York State Office of State Comptroller The is authorized to audit counties’ and cities’ expenditures of local 911 surcharge monies to ensure compliance with the enabling 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.* |  |  |
| **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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| Expenditures on Next Generation 911 are fit within the general expenditure authority of the Enhanced Emergency Telephone System Surcharge (New York County Law Article 6, §§ 300 – 308). | | |

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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.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $298,276.46 | | |

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| **Addendum Section I2** |
| These funds supported development of planning efforts and project coordination related to the NYS 911 Plan. |

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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 |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] |  |  |
| Name of Regional ESInet 1: | | |  |  |  |
| 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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| New York State was and continues to be heavily engaged in the completion of the of the State NG 911Plan. Led by OIEC, New York State continues to engage stakeholders as well as subject matter experts from the counties, New York City, several New York State agencies, national subject matter experts and consultants. These efforts have resulted in a dynamic and functional Draft NG911 Plan along with a Concept of Operations document representing our project stakeholders that can be used as a roadmap to guide the state and the PSAPs through the transitional process. A GIS Subcommittee under the NG911 Working Group is co-chaired by representatives of the NYS ITS GIS Program, and NYC DOITT GIS, along with GIS professionals from at least a dozen countie. This team has been aggressively working on the steps outlined in the NENA GIS Data Model. During the historic COVID-19 Pandemic, we continued to move forward and make progress. The experiences of PSAPs throughout the State emphasized the need to move to next generation technologies for more reliability, flexibility and functionality.  New York City has been actively engaged in an NG911 Project for several years. RFPs for EsiNet and Core Services including GIS were posted and contracts awarded in 2020 with transitional phase work in progress. A good line of communications exists between the NYC project team and the State project team. |

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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?** | 78 |
| **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?** | 20 |

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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 | See Addendum NOTE |

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| **Addendum Section J1** |
| The State did, through the DHSES Office of Counter Terrorism Cyber Response Team expend funds assisting several PSAPs to recover from ransomeware attacks which targeted local government networks, and in some cases affected CAD, Records Management and other PSAP based databases. .This same unit provided educational briefings to the County 911 Coordinators and distributed awareness/education briefings which took manhours to develop. NOTE: The relevant cybersecurity program supports other entities in addition to PSAPs; a figure reflecting expenditures on PSAPs only is not readily available. |

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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?** | Unknown |

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| **Addendum Section J2** |
| This information is not reported to the State. However, cybersecurity units at the New York State Office of Information Technology and NYS DHSES Cyber Incident Response Team have provided educational information to PSAP's and have helped to mitigate and restore wider cyber attacks on county networks which affected CAD systems along with county information networks. This team is available to all local governments in the State and combined with ITS, to all State level agencies that manage PSAPs andother specialized ECCs. |

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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**
2. **Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges.**  **If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

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| N/A |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** [**PRA@fcc.gov**](mailto:PRA@fcc.gov)**.**

**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)