**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**

|  |
| --- |
| **State or Jurisdiction** |
| South Carolina |

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| David | Morrison | SC Revenue and Fiscal Affairs |

|  |
| --- |
| **Addendum Section A** |
| SC Revenue and Fiscal Affairs (my be referred to as "the state" in this document) manages the SC Wireless 911 Program. SC RFA manages and distributes the wireless 911 funds back to the PSAPs across SC. Landline 911 fees are handled solely at the local level with no involvement from SC RFA.SC RFA has historically been the distributor of the wireless 911 funds, but through legislation passed in 2019, the state can now use those funds directly toward the statewide transition from legacy to Next Generation 911 technology. As a result, in July of 2020, SC RFA signed a contract with Comtech to build a statewide NG9-1-1 system with NG core services. |

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:**

|  |  |
| --- | --- |
| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 68 |
| Secondary | 10 |
| **Total** | 78 |

|  |
| --- |
| **Addendum Section B1** |
| This number does not include backup PSAPs |

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:**

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

|  |
| --- |
| **Addendum Section B2** |
|   |

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.**

|  |  |
| --- | --- |
| **Amount****($)** | unknown |

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

|  |
| --- |
| The state does not have a mechanism in place to determine the total amount of 911/E911 expenditures at the local level.  |

|  |
| --- |
| **Addendum Section B3** |
|       |

1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2020 to December 31, 2020.**

|  |  |
| --- | --- |
| **Type of Service** | **Total 911 Calls** |
| Wireline | 818,988 |
| Wireless  | 3,436,475 |
| VoIP | 149,164 |
| Other | 5,809 |
| **Total** |       |

|  |
| --- |
| **Addendum Section B4** |
|       |

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.**

|  |
| --- |
| The State of South Carolina has established a mechanism to fund E911 services. S.C. Code of Laws Title 23, Chapter 47, Section 40 governs landlines and Section 23-47-65 governs wireless. Landline based funding is administered by local governments. Wireless based funding is administered by the SC Wireless 911 Program under the S.C. Revenue and Fiscal Affairs Office |

**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.**

|  |
| --- |
| The State of South Carolina has established a mechanism to fund E911 services. S.C. Code of Laws Title 23, Chapter 47, Section 40 governs landlines and Section 23-47-65 governs wireless. Section 23-47-65 was amended July 2019, to include authorization for the S.C. Revenue and Fiscal Affairs Office to use portions of the wireless monthly fee revenue for the purpose of implementing a statewide NG9-1-1 system. It also llows for statewide contracts for local public safety answering points (PSAPs) to purchase equipment. Section 40, governing the landline 911 fees, remained intact. |

|  |
| --- |
| **Addendum Section C1** |
|       |

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]

|  |
| --- |
| **Addendum Section C2** |
| State - Wireless 911 fees Local Jurisdictions - Landline 911 fees |

1. **Describe how the funds collected are made available to localities.**

|  |
| --- |
| The wireless 911 surcharges are remitted by the Wireless Service Providers to the SC Department of Revenue and funds are transferred to the state treasurer’s office and split into 3 portions.PSAP Services (39.8%) - distributed back to the PSAPs every quarter based on their number of wireless 911 calls for that quarter.Compliance Costs (58.2%) - distributed back to the PSAPs and WSPs based on cost recovery requests submitted by the PSAPs. PSAPs can apply for cost recovery of expenses involving the purchase of 911 equipment, upgrades to 911 equipment and maintenance on that equipment. The PSAPs must supply supporting documentation (bills, invoices, etc…) for the items eligible for reimbursement. WSPs can also request cost recovery on expenses associated with and S.C. Revenue and Fiscal Affairs (2%) – for auditing, administrative, legal, or other support services to assist the Revenue and Fiscal Affairs Office in fulfilling its responsibilities in S.C. Code of Laws 23-47.The State of South Carolina has no role in collecting, distributing or monitoring landline based fees. Those fees are collected by the provider and remitted directly back to the counties. The criteria for acceptable use of landline fees is outlined in section 23-47-40 |

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

|  |
| --- |
| 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 SC Revenue and Fiscal Affairs office has no role in collecting, distributing or monitoring landline based fees. The criteria for acceptable use of landline fees is outlined in section 23-47-40.The Section 23-47-65 of the S.C. Code of Laws gives the SC 911 Advisory Committee authority to approve certain reimbursements at the local level from wireless based fees. |

|  |
| --- |
| **Addendum Section D1** |
|       |

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.**

|  |
| --- |
| The criteria for acceptable use of landline fees is outlined in SC Code of Laws section 23-47-40.The criteria for acceptable use of wireless fees is outlined in section 23-47-65. |

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

|  |
| --- |
|       |

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.**

|  |
| --- |
| The State of South Carolina disbursed $30,012,178.55 from the CMRS 911 Phone Surcharge fund (wireless) to PSAPs and CMRS providers. The State of South Carolina reimbursed PSAPs a total of $16,300,868.83 for the purchasing of 911 equipment, hardware and software and recurring charges associated with such equipment. An additional $13,381,425.98 was distributed to the PSAPs based on each jurisdiction’s total wireless 911 call volume. A total of $570,530.37 was distributed to CMRS providers for 911 equipment dedicated to providing wireless 911 service. Finally, $812,922.00 was paid to SC's vendor for a statewide NG9-1-1 system.The PSAPs and CMRS providers benefit from the reimbursements and distributions by providing financial support to upgrade and purchase new equipment to provide the best possible 911 service throughout the State of South Carolina. The NG9-1-1 system will benefit the entire state because it will ensure the transition from legacy 9-1-1 systems to Next Generation technology for all PSAPs in South Carolina In 2020, $812,922.00 was paid to SC's vendor for a statewide NG9-1-1 system. In 2121, South Carolina will continue to build and implement a statewide NG9-1-1 system with NG Core Services functionality. Once the network is completed, a staged approach to incorporate all 79 PSAPs in the state will begin. Incorporating all of the PSAPs across the state is estimated to be a 4-6 year process. The NG9-1-1 system will benefit the entire state because it will ensure the transition from legacy 9-1-1 systems to Next Generation technology for all PSAPs in South Carolina. |

|  |
| --- |
| 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.** |
| The wireless 911 fees are distributed back to the PSAPs by a quarterly distribution based on total wireless 911 call volume and through a reimbursement process. PSAPs purchase certain eligible 911 equipment/services/maintenance and seek reimbursement through the state. |

|  |
| --- |
| **Addendum Section E2** |
|       |

1. **Description of 911/E911 Fees Collected**

|  |
| --- |
| 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 | $0.45 - $1.00 | Local Jurisdictions |
| Wireless | $0.62 | State |
| Prepaid Wireless | $0.62 | State |
| Voice Over Internet Protocol (VoIP) | $0.45 - $1.00 | Local Jurisdictions |
| Other |       |       |

|  |
| --- |
| **Addendum Section F1** |
|       |

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 |       |
| Wireless | $25,005,991.70 |
| Prepaid Wireless | $8,609,727.38 |
| Voice Over Internet Protocol (VoIP) |       |
| Other |       |
| **Total** | $33,615,719.08 |

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

|  |
| --- |
| Wireline and VoIP follow Landline 911 protocol which is handled strictly at the local level. The state can provide an estimated amount collected but cannot distinguish between VoIP and Wireline. |

|  |
| --- |
| **Addendum Section F2** |
|       |

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

|  |
| --- |
|       |

|  |  |  |
| --- | --- | --- |
| **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.** |
| Through the National 911 Grant Program, SC was awarded approximately $2.1 million. These funds, along with the wireless 911 fees collected are being used to support the state's effort to build a statewide NG9-1-1 system to ensure all the PSAPs in SC transition from legacy to Next Generation technology. Local Jurisdictions collect landline 911 fees and combine those fees with the wireless 911 funds distributed by our office to support local 911/E911/NG911 services. |

|  |
| --- |
| **Addendum Section F4** |
|       |

|  |  |
| --- | --- |
| 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 |       |
| Local 911 Fees |       |
| General Fund - State |       |
| General Fund - County |       |
| Federal Grants |       |
| State Grants |       |

|  |
| --- |
| **Addendum Section F5** |
| Unable to determine an accurate percentage of each. |

1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

|  |  |  |
| --- | --- | --- |
| **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*)** |
|       |       |
|       |       |
|       |       |
|       |       |
|       |       |

|  |
| --- |
| **Addendum Section G1** |
|       |

1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

|  |  |  |
| --- | --- | --- |
| **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.)* |
| South Carolina Code of Laws Section 23-47-50(E) reads:(E)(1) In order to ensure compliance with the provisions of this chapter and with generally accepted accounting standards, the "emergency telephone system" fund must be included in the annual audit of the local government. The audit must include a review of the accounting controls over the collection, reporting, and disbursement of 911 funds and a supplementary schedule detailing revenue and expenses by category as authorized in this chapter. If the annual audit contains a finding of any inappropriate use of 911 funds, the local government must restore these funds within ninety days of the completion of the audit. (2) The local government must provide the Revenue and Fiscal Affairs Office a copy of the audit report regarding this compliance within sixty days of the completion of the audit. The Revenue and Fiscal Affairs Office shall review these audits on a regular basis and report to the board any findings or concerns. In conducting this review, the Revenue and Fiscal Affairs Office may request additional information from the local government. If a local government fails to provide a copy of the audit or any requested additional information, or correct any findings identified in the audit, the board may withhold funding pursuant to subsection (G). |

|  |  |  |
| --- | --- | --- |
| **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**

|  |  |  |
| --- | --- | --- |
| **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:** |
| SC Code of Laws 23-47 (Public Safety Communications Center) |

|  |  |  |
| --- | --- | --- |
| **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****($)** | $812,922.00 |

|  |
| --- |
| **Addendum Section I2** |
| In July of 2020, SC signed a contract with Comtech to build a statewide NG9-1-1 system. Expect increased expenditures in 2021. |

|  |
| --- |
| 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]**  | **[ ]**  | 12 | **[ ]**  | **[ ]**  |
| 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:      |       | **[ ]**  | **[ ]**  |

|  |
| --- |
| **Addendum Section I3** |
|   |

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

|  |
| --- |
| In July of 2020, SC signed a contract with Comtech to build a statewide NG9-1-1 system. Migration of the PSAPs to the statewide ESInet is expected to begin in 2021 and will continue to be a staged approach over the new few years. |

|  |  |
| --- | --- |
| **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?**
 | 4 |
| **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?**
 | 14 |

|  |
| --- |
| **Addendum Section I5** |
|       |

|  |
| --- |
| **Addendum Section I6** |
|       |

1. **Description of Cybersecurity Expenditures**

|  |  |  |
| --- | --- | --- |
| **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]**  |       |

|  |
| --- |
| **Addendum Section J1** |
|       |

|  |  |
| --- | --- |
| **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 |

|  |
| --- |
| **Addendum Section J2** |
|       |

|  |  |  |  |
| --- | --- | --- | --- |
| **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]**  |

|  |
| --- |
| **Addendum Section J3** |
|       |

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.**

|  |
| --- |
|       |

**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)