



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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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:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Alabama

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Adam Brown	Deputy Director	Alabama 9-1-1 Board



Federal Communications Commission
Washington, D.C. 20554

B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2018:

PSAP Type ¹	Total
Primary	119
Secondary	42*
Total	161

*This total is based on self-reported data from PSAPs; 49 out of 86 districts responded.

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2018:

Number of Active Telecommunicators	Total
Full-Time	2,130*
Part-time	unknown

*This total is based on self-reported data from PSAPs; part-time was not separated from the total.

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.

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.



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$106,276,266.00*
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*This figure is for the total expenditures as provided by a compilation of independent auditors' reports for the fiscal period of October 1, 2017 through September 30, 2018.

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

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.

Type of Service	Total 911 Calls
Wireline	*
Wireless	2,560,564
VoIP	*
Other	*
Total	

*These statistics are maintained at the local emergency communications districts and are not readily available to the state office. Alabama completed their wireless aggregation project in December 2014, which allows for all wireless calls in the state to be routed through the Alabama Next Generation Emergency Network (ANGEN); therefore, we are only able to provide wireless statistics for our state. Progress is being made by our NG911 service provider to aggregate all service types of 911 calls through ANGEN. Upon completion, the state office will have the ability to provide a comprehensive type of service total.



Federal Communications Commission
Washington, D.C. 20554

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. 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.

Under § 11-98-5, Code of Alabama 1975, a single, monthly statewide 911 charge was imposed on each active voice communications service connection in Alabama that is technically capable of accessing a 911 system.

1b. If YES, during the annual period January 1, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

Yes. Under § 11-98-5, Code of Alabama 1975, no later than October 1, 2018 and each fifth year after, the state board is required to adjust the 911 charge an amount equal to the rate of growth, based on the Consumer Price Index for Urban Consumers (CPI-U) for that five-year period. During 2018, the rate of growth was determined, and the administrative rules process was used to establish the new 911 charge of \$1.86 and increased baseline distribution amounts to local districts. Service providers were required to begin remitting at this rate on January 1, 2019.

2. 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



Federal Communications Commission
Washington, D.C. 20554

3. Describe how the funds collected are made available to localities.

Under § 11-98-5, Code of Alabama 1975, service providers remit the monthly statewide 911 charge collected from the service subscriber to the state board by the end of the calendar month following the month the provider received the charges from its subscribers. The state board then makes monthly distributions to the local districts based on a distribution formula outlined in § 11-98-5.2, Code of Alabama 1975, and population.

D. 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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.)		
<p>Under § 11-98-5.2, Code of Alabama 1975, a sum not to exceed one percent “from the total amount of the statewide 911 charges paid over to the 911 Board during such month...[can] be applied by the 911 Board exclusively for payment of administrative expenses theretofore incurred by it.” Limitations placed on local authorities are set forth by the disposition of funds in § 11-98-6, which is provided in the next item of this questionnaire.</p>		



Federal Communications Commission
Washington, D.C. 20554

2. 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.

Under § 11-98-6, Code of Alabama 1975, the deposition of funds sets forth that:

(a) Funds received by a district pursuant to Section 11-98-5.2 shall be used to establish, operate, maintain, and replace an emergency communication system that, without limitation, may consist of the following:

- (1) Telephone communications equipment to be used in answering, transferring, and dispatching public emergency telephone calls originated by persons within the service area who dial 911.
- (2) Emergency radio communications equipment and facilities necessary to transmit and receive dispatch calls.
- (3) The engineering, installation, and recurring costs necessary to implement, operate, and maintain an emergency communication system.
- (4) Facilities to house 911 operators and related services as defined in this chapter, with the approval of the creating authority, and for necessary emergency and uninterruptable power supplies for the systems.
- (5) Administrative and other costs related to subdivisions (1) to (4), inclusive.

(b) A district or county or municipal governing body may receive federal, state, county, or municipal real or personal property and funds, as well as real or personal property and funds from private sources, and may expend the funds or use the property for the purposes of this chapter.

(c) Subject to the remaining provisions of this chapter and the approval of the 911 Board and the creating authority, two or more districts, cities, or counties, or a city and a county in another district may agree to cooperate, to the extent practicable, to provide funding and service to their respective areas, and a single board of commissioners of not more than seven members may be appointed to conduct the affairs of the entities involved. In the event that two or more districts are consolidated for purposes of this chapter, the base distribution amount as defined in Section 11-98-5.2 (b)(3) shall include the combined base distribution amounts that would have been calculated for the individual districts.



Federal Communications Commission
Washington, D.C. 20554

(d) Subject to rules that may be adopted by the 911 Board, a district may expend available funds to establish a common address and location identification program and to establish the emergency service number data base to facilitate efficient operation of the system. The governing body and the 911 Board of each county or city affected shall be jointly responsible for purchasing and installing the necessary signs to properly identify all roads and streets in the district.

(e) Beginning with fiscal year 2013, the Department of Examiners of Public Accounts shall audit each district on a biennial basis to ensure compliance with the requirements of this chapter regarding both revenues and expenditures.

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

E. Description of Uses of Collected 911/E911 Fees

1. 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.

Funds collected for 911 or E911 have been received by the 87 Emergency Communications Districts (ECDs) in the State of Alabama and have been used to support the activities of those 911 districts by providing funding to maintain, and in some cases enhance, the 911 service provided to their populous. *(See table below for complete list.)*

List of ECDs		
Adamsville (Municipality)	Elmore County	Marion County
Auburn (Municipality)	Enterprise (Municipality)	Marshall County
Autauga County	Escambia County	Midfield (Municipality)
Baldwin County	Etowah County	Mobile County
Barbour County	Fairfield (Municipality)	Monroe County
Bessemer (Municipality)	Fayette County	Montgomery City
Bibb County	Fort Payne (Municipality)	Montgomery County



Federal Communications Commission
Washington, D.C. 20554

Birmingham (Municipality)	Franklin County	Morgan County
Blount County	Gardendale (Municipality)	Mountain Brook
Bullock County	Geneva County	Perry County
Butler County	Greene County	Pickens County
Calhoun County	Hale County	Pike County
Chambers County	Henry County	Pleasant Grove (Municipality)
Cherokee County	Homewood (Municipality)	Randolph County
Chilton County	Hoover (Municipality)	Russell County
Choctaw County	Houston County	Shelby County
Clarke County	Hueytown (Municipality)	St Clair County
Clay County	Irondale City (Jefferson)	Sumter County
Cleburne County	Jackson County	Talladega County
Coffee County	Jefferson County	Tallapoosa County
Colbert County	Lamar County	Tarrant (Municipality)
Conecuh County	Lauderdale County	Tuscaloosa County
Coosa County	Lawrence County	Vestavia (Municipality)
Covington County	Lee County	Walker County
Crenshaw County	Leeds (Municipality)	Washington County
Cullman County	Limestone County	Wilcox County
Dale County	Lowndes County	Winston County
Daleville City	Macon County	
Dallas County	Madison County	
DeKalb County	Marengo County	



Federal Communications Commission
Washington, D.C. 20554

2. 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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



Federal Communications Commission
Washington, D.C. 20554

A total of \$848,341.31 was granted to 11 individual districts based on the demonstration of need for purchase of hosted CPE services, backup power systems, GIS data management systems and map-based computer aided dispatch systems. These grant funds were made available from the state office's administrative one percent.

F. 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	\$1.75	State
Wireless	\$1.75	State
Prepaid Wireless	\$1.75	State
Voice Over Internet Protocol (VoIP)	\$1.75	State
Other	\$1.75	State

2. For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$19,569,072.12
Wireless	\$74,242,395.37



Federal Communications Commission
Washington, D.C. 20554

Prepaid Wireless	\$22,645,138.51
Voice Over Internet Protocol (VoIP)	
Other	
Total	\$116,456,606.00

*These figures are the total collections for the fiscal period of October 1, 2017 through September 30, 2018.

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

3. Please identify any other sources of 911/E911 funding.

None.

Question	Yes	No
<p>4. For the annual period ending December 31, 2018, 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.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		
<p>Some local emergency communication districts receive a variety of funding from county/municipal appropriations, federal/state grants, dispatch fees, various service contracts, and donations. The total</p>		



Federal Communications Commission
Washington, D.C. 20554

amount of funding that was combined to 911/E911 fees was \$17,065,908.11 for the fiscal period of October 1, 2017 through September 30, 2018. This information is based on self-reported funding data provided by the local districts; only 81 of the 87 reported.

5. 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	84.980%
Local 911 Fees	0.000%
General Fund - State	0.000%
General Fund - County	*3.417%
Federal Grants	*0.019%
State Grants	0.000%

*These three percentages are based on self-reported funding data by the local districts for the fiscal period of October 1, 2017 through September 30, 2018; 81 of the 87 reported.



Federal Communications Commission
Washington, D.C. 20554

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

Question	Yes	No
1. In the annual period ending December 31, 2018, 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? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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. <i>(Add lines as necessary)</i>	



Federal Communications Commission
 Washington, D.C. 20554

H. 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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, 2018. (Enter "None" if no actions were taken.)		
<p>Under § 11-98-6 (e), Code of Alabama 1975, "beginning with fiscal year 2013, the Department of Examiners of Public Accounts shall audit each district on a biennial basis to ensure compliance with the requirements of this chapter regarding both revenues and expenditures."</p>		

Question	Yes	No
2. 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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, 2018. (Enter "None" if no actions were taken.)		



Federal Communications Commission
Washington, D.C. 20554

Under § 11-98-13, Code of Alabama 1975, “on a biennial basis, if not more frequently, the 911 Board shall retain an independent, third-party auditor for the purposes of receiving, maintaining, and verifying the accuracy of any and all information, including all proprietary information, that is required to be collected, or that may have been submitted to the board by voice communication providers and districts, and the accuracy of the collection of the 911 services charge required to be collected.”

I. 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
Alabama Next Generation Emergency Network (ANGEN) costs are permissible expenditures of funds for 911 or E911 purposes by individual agreements between the board and each district.		

Question	Yes	No
2. In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$7,308,352.21	



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2018, 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
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As of 2018, an ESInet was in place with 19 PSAPs connected.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2018.

Alabama completed its wireless carrier aggregation project in December 2014, which was as far as the first iteration of Alabama Next Generation Emergency Network (ANGEN) was able to accomplish with the vendor selected during the first phase of the project. All wireless calls in Alabama were routed through this network for 3+ years.

In CY2016, Alabama completed our second RFP process for NG911 core services and transition/ incorporation of our existing network. After evaluating the proposals, the evaluation team made a recommendation to the full Board in July 2016 to enter contract negotiations with an intent to award, which the Board unanimously supported. We successfully negotiated a contract that was executed and then favorably reviewed by the Contract Review Permanent Legislative Oversight Committee in March 2017. Transition of the existing network began in 2017 and was completed in February 2018. During CY2018, every PSAP (with the exception of one that was under construction) was in some stage of equipment and circuit installation and 15 PSAPs were migrated onto the ESInet.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?	25
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2019, how many PSAPs do you anticipate will become text capable?	60



Federal Communications Commission
Washington, D.C. 20554

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	These expenses are part of our NG911 service provider's project scope, but there is no way to itemize them.

Question	Total PSAPs
2. During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Not reported at the state level

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

K. Measuring Effective Utilization of 911/E911 Fees

- 1. 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.**

Data collection at the district level began in late 2013 on a biennial basis by a third-party agency, with the first complete round of data being submitted in 2016 and the second round in 2018. While this data has provided a starting point for analysis of the effective utilization of 911 funding collected at the state level, it does not deliver a comprehensive or consistent assessment. Starting in 2016, the state-level 911 authority in Alabama took steps in making significant changes in organizational structure and approach to better measure the effectiveness of the use of 911 fees and charges. In the past three years, the state office has conducted multiple surveys to collect additional information on a variety of 911 related topics from the districts. This effort has been voluntary on the part of the local districts and the response rate to date is over 60 percent. Much of our time and resources have been spent building stronger relationships with those at the local level in order to increase information submission rates. Additionally, the reporting suite for our NG911 project has been launched and is vastly expanding our visibility into the service level provided at the PSAP level. As all the PSAPs are migrated onto the ESInet, the state office will gain the valuable data needed to couple with the financial information to more adequately assess the effectiveness of expenditures made with the 911 fund and the efficiency of the service provided as a whole.