**Approved by OMB**

**3060-1122**

**Expires: March 31, 2025**

**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 (the Bureau) seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act, as amended by Section 902.[[1]](#footnote-2)

**Instructions for Filling Out the Questionnaire**

**Please read and follow these general instructions:**

* Please complete all sections of this form.
* Please enter only numeric responses where requested.
  + Dollar or percentage signs, decimal points, and thousands separator commas are acceptable.
  + Blank responses, “None”, “Unknown”, or “N/A” are also acceptable.
  + To facilitate the Bureau’s calculations for the Annual Fee Report, please avoid stray characters such as: \*, ~, (), or [] in numeric responses.
* Use the associated Addendum fields to enter other information, such as footnotes, qualifiers, text, descriptions, and/or explanations.
* All responses should pertain to calendar year (January 1 – December 31), not fiscal year.
* Unless otherwise directed, please provide requested information directly on this form, rather than submit, refer to, and/or rely on supplemental materials.
* Please consolidate separate response forms (and/or responses to individual questions) completed by counties, municipalities, or other local jurisdictions into one response form for the entire state, using sums and averages as appropriate.

1. **Filing Information**

**A1. Name of State or Jurisdiction**

|  |
| --- |
| **State or Jurisdiction** |
| California |

**A2. Name, Title and Organization of Individual Filing Report**

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Andrew Mattson | 9-1-1 Program Management Division Chief | CA Governor's Office of Emergency Services |

|  |
| --- |
| **Addendum Section A** |
| N/A |

1. **Overview of State or Jurisdiction 911 System**

**B1. Please provide the total number of active primary and secondary 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, 2023. PSAPs that did not receive funding derived from the collection of 911/E911 fees need not be included in the response boxes, but may be reported in Addendum Section B1.**

|  |  |
| --- | --- |
| **PSAP Type[[2]](#footnote-3)** | **Number of PSAPs** |
| Primary | 390 |
| Secondary | 50 |
| **Total** | 440 |

|  |
| --- |
| **Addendum Section B1** |
| N/A |

**B2. Please provide the total number of active telecommunicators[[3]](#footnote-4) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2023. Telecommunicators that were not funded through the collection of 911 and E911 fees need not be included in the response boxes, but may be reported in Addendum Section B2.**

|  |  |
| --- | --- |
| **Telecommunicator Type** | **Number of Active Telecommunicators Funded by 911/E911 Fees** |
| Full Time | 0 |
| Part Time | 0 |

|  |
| --- |
| **Addendum Section B2** |
| N/A |

**B3. For the annual period ending December 31, 2023, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

|  |  |
| --- | --- |
| **Amount ($)** | $197,093,000 |

**B3a. If an amount cannot be provided, please explain why.**

|  |
| --- |
| N/A |

|  |
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| **Addendum Section B3** |
| **N/A** |

**B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

|  |  |
| --- | --- |
| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | 1,293,631 (5%) |
| Wireless | 23,315,779 (87%) |
| VoIP | 1,579,993 (6%) |
| Other (report 911 texts separately below in B.4a) | 529,657 (2%) |
| **Total** | 26,790,408 |

**B4a. Please provide the total number of 911 texts that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

|  |  |
| --- | --- |
| Texts to 911 | 98,065 |

|  |
| --- |
| **Addendum Section B4** |
| N/A |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

**C1. 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 ………………..…..

**C1a. If YES, provide a citation to the legal authority for such a mechanism.**

|  |
| --- |
| The State of California, Revenue and Taxation Code, Section 41001, known as the Emergency Telephone Users Surcharge Act, provides the statutory authority and defines how funds are collected and distributed in support of 9-1-1. |

**C1b. If YES to C1, during the annual period January 1, 2023 to December 31, 2023, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism?** *Check* ***one*** *(leave blank if NO to C1).*

* Yes …………………..
* No ………………..…..
* Unknown ………..…..

**C1c. If YES to C1b., provide a description of amendments, enlargements, or alterations to the funding mechanism, if applicable.**

|  |
| --- |
| N/A |

|  |
| --- |
| **Addendum Section C1** |
| N/A |

**C2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees**? *Check* ***one***. *If both State and local authorities collect fees, please check the “hybrid approach” box only.*

* 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 ……………..

|  |
| --- |
| **Addendum Section C2** |
| N/A |

**C3. Describe how the funds collected are made available to localities.**

|  |
| --- |
| The State of California, Revenue and Taxation Code Sections 41135-41142, Government Code Sections 53100- 53121 (Warren 9-1-1 Emergency Assistance Act) establishes the allowable uses of collected funds. The State of California 9-1-1 Operations Manual outlines the criteria and process by which qualifying local agency Public Safety Answering Points (PSAPs) can receive funding for their 9-1-1 telephone system and approved allowable uses. |

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

**D1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** *Check* ***one***.

* The State has authority to approve the expenditure of funds ………………….…..
* One or more local authorities has authority to approve the expenditure of funds…
* A hybrid approach where two or more governing bodies (e.g., state or local authority) have authority to approve the expenditure of funds ……………………………….

**D1a. 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.).**

|  |
| --- |
| N/A |

|  |
| --- |
| **Addendum Section D1** |
| In accordance with the State of California Government Code Sections 53100-53121, and the Revenue and Taxation Code Section 41001 et seq., the Governor’s Office of Emergency Services is the authority to approve expenditures and oversight of funds collected for 9-1-1 purposes. |

**D2. Has your state established a funding mechanism that mandates *how* collected funds can be used?** *Check* ***one***.

* Yes …………………..
* No ………………..…..

**D2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

|  |
| --- |
| State of California, Government Code Sections 53100-53121 and the Revenue and Taxation Code Section 41001 et seq. |

**D2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

|  |
| --- |
| N/A |

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

**E1. 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.**

|  |
| --- |
| Pursuant to Revenue and Taxation Code Section 41136. The State of California provides funding for recognized Public Safety Answering Points (PSAPs) in the state of California that provide 9-1-1 services. Specifically, funding is used in support of:  A basic system, defined as 911 systems, including, but not limited to, Next Generation 911, and the subsequent technologies, and interfaces needed to deliver 911 voice and data information from the 911 caller to the emergency responder, and the subsequent technologies and interfaces needed to send information, including, but not limited to, alerts and warnings, to potential 911 callers.  Paying reimbursements and refunds authorized by this part.  Paying the California Department of Tax and Fee Administration for the cost of the administration of this part.  Paying the Office of Emergency Services for its costs in administration of the "9-1-1" emergency telephone number system.  Paying bills submitted to the Office of Emergency Services by service suppliers or communications equipment companies for the installation of, and ongoing expenses for, the following communications services supplied to local agencies in connection with the "9-1-1" emergency phone number system:  • Network Costs; Legacy and Next Gen 9-1-1  • Customer Premise Equipment (CPE) Costs  • Database Costs (ALI)  • Training costs for PSAPs, Max $20,000 per PSAP per fiscal year  • Review and analysis of new technology (NG9-1-1 etc.)  • Deployment of Next Generation 9-1-1  • Foreign language interpretation services for 9-1-1 emergency calls  • Data Sharing between PSAPs and other advanced technologies in the 9-1-1 call flow  • Geographic Information Systems |

|  |  |  |  |
| --- | --- | --- | --- |
| **E2. Please identify the uses of the collected funds.[[4]](#footnote-5) *Check all that apply*.** | | | |
| **Type of Cost** | | **Yes** | **No** |
| **PSAP operating costs, including technological innovation that supports 911** | Lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software) |  |  |
| Lease, purchase, maintenance, replacement, and upgrade of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance, replacement, and upgrade of PSAP building/facility |  |  |
| NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS) |  |  |
| **PSAP personnel costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **PSAP administrative costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Costs for integration and interoperability of 911 systems and public safety/first responder radio systems** | Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations |  |  |
| Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems |  |  |
| **Grant programs** |  | **If YES, see E2a.** |  |
| **E2a. During the annual period ending December 31, 2023, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of such grants.** | | | |
| N/A | | | |

|  |
| --- |
| **Addendum Section E2** |
| The California State Emergency Telephone Number Account (SETNA) supports State Operations, which provides the appropriate funding to support the California 9-1-1 Emergency Communications Branch operating budget. SETNA Local Assistance supports the routing, delivery, answering, analysis, statistical reporting, and Customer Premise Equipment (CPE). To support NG 9-1-1 deployment, SETNA funding was used for Public Safety Answering Point (PSAP) remediation to support NG 9-1-1 equipment installation. In California, NG 9-1-1 deployment Alert and Warning was included in the NG 9-1-1 contract. This service is integrated with the Next Generation Core Services (NGCS) and supports public safety notifications and IPAWS/WEA. SETNA funding was also used to support a 3rd party independent Cybersecurity assessment of the NG 9-1-1 network. Each PSAP is allotted up to $20,000 each Fiscal Year (FY) to support continued training, and travel associated with training. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **F1. Please describe the amount of 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 – provide *either* fee ($) or percentage (%)** *(leave inapplicable cell blank for each type)* | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance**  *Check* ***one*** *for each Service Type. If both State and County/Local Authorities receive remittances, please check the “Combination” box only.* | | |
| **State** | **County or Local Authority** | **Combination of State and County/Local** |
| **Wireline – monthly fee ($) or percentage (%)** | $0.30 |  |  |  |
| % |
| **Wireless – monthly fee ($) or percentage (%)** | $0.30 |  |  |  |
| % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction** | $0.30 |  |  |  |
| % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $0.30 |  |  |  |
| % |
| **Other – monthly fee ($) or percentage (%)** | $N/A |  |  |  |
| % |

|  |
| --- |
| **Addendum Section F1** |
| N/A |

**F2. For the annual period ending December 31, 2023, please report the total amount collected pursuant to the assessed fees or charges described in Question F1.**

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | See Note |
| Wireless | See Note |
| Prepaid Wireless | See Note |
| Voice Over Internet Protocol (VoIP) | See Note |
| Other | See Note |
| **Total** | $184,515,000 |

**F2a. If an amount cannot be provided, please explain why.**

|  |
| --- |
| The total amount of fees collected in 2023 was not broken down into individual categories but remitted as a total based on the current surcharge rate applied to each access line. |

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| **Addendum Section F2** |
| N/A |

**F3. Please identify any other sources of 911/E911 funding.**

|  |
| --- |
| All funding for 911/E911 is provided by the state 911 surcharge. |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| **F4. For the annual period ending December 31, 2023, 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****.* |  |  |
| **Per** | | |
| N/A | | |

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| **Addendum Section F4** |
| N/A |

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| --- | --- |
| **F5. 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 | 100% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County |  |
| Federal Grants |  |
| State Grants |  |

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| **Addendum Section F5** |
| N/A |

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

For the purposes of this questionnaire, diversion is the obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions identified in 47 CFR § 9.23 of the Commission’s rules as acceptable.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | | **Yes** | **No** |
| **G1. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended solely for acceptable purposes and functions as provided under 47 CFR § 9.23?** *Check* ***one***. | |  |  |
| **G1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were obligated or expended for purposes or functions other than those designated as acceptable under 47 CFR § 9.23, 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 purposes or functions for such funds.** | | | |
| **Amount of Funds ($)** | **Identify the purposes or functions other than those designated as acceptable by the Commission for which the 911/E911 funds were obligated or expended. (*If you need more rows for your response, please enter the information in Addendum Section G1.*)** | | |
| N/A |  | | |
|  |  | | |
|  |  | | |
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|  |  | | |

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| **Addendum Section G1** |
| N/A |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure?** *Check* ***one***. | |  |  |
| **G2a. If YES to G2, are all of the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911-originated information to emergency responders? For the purposes of this questionnaire, 911-originated information includes all data and information delivered between the 911 request for assistance and the emergency responders.** | |  |  |
| **G2a(i). If NO to G2a, please explain.** | | | |
| **N/A** | | | |
| **G2b.** **If YES to G2, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.** | | | |
| **Amount of Funds ($)** | **Description of such obligations or expenditures. (*If you need more rows for your response, please enter the information in Addendum Section G2.*)** | | |
| $18,552,000 | Upgrade State Microwave network to MPLS so that it can be used to deliver 9-1-1 calls to PSAPs that do not have adequate, redundant, commercial IP connectivity. | | |
|  |  | | |
|  |  | | |
|  |  | | |
|  |  | | |

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| **Addendum Section G2** |
| N/A |

**Safe Harbor for Multi-Purpose Fees**. Section 9.23(d) of the rules provides an elective safe harbor for states and taxing jurisdictions that designate multi-purpose fees or charges for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services. *See* 47 CFR § 9.23(d). The rule provides that the obligation or expenditure of such a fee or charge will not constitute diversion if the state or taxing jurisdiction (i) specifies the amount or percentage of such fees or charges that is dedicated to 911 services; (ii) ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and (iii) obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under the Commission’s rules.

**G3. Does your state or taxing jurisdiction collect multi-purpose fees or charges designated for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services?**[[5]](#footnote-6) *Check* ***one****.*

* Yes …………………..
* No ………………..…..

**If YES to G3, please answer Questions G3a – G3c below. If NO to G3 above, leave Questions G3a – G3c below blank.**

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| **G3a. Does the state or taxing jurisdiction specify the amount or percentage of such fees or charges that is dedicated to 911 services?** *Check* ***one****.* |  |  |
| **Question** | **Response** | |
| **G3a(i). Cite to the authority by which the state or taxing jurisdiction specifies the amount or percentage.** | N/A | |
| **G3a(ii). Indicate the amount or percentage of such a fee dedicated to 911 services. Provide *either* dollar amount or percentage.** *(Leave inapplicable cell blank.)* | $N/A | |
| N/A% | |
| **Question** | **Yes** | **No** |
| **G3b. Does the state or taxing jurisdiction ensure that the 911 portion of such fees or charges is segregated and not commingled with any other funds?** *Check* ***one****.* |  |  |
| **G3b(i). Cite to the authority by which the state or taxing jurisdiction segregates such fees.** | | |
| N/A | | |
| **Question** | **Yes** | **No** |
| **G3c. Does the state or taxing jurisdiction obligate or expend the 911 portion of such fees or charges only for the purposes and functions designated by the Commission as acceptable pursuant to 47 CFR § 9.23?** *Check* ***one****.* |  |  |
| **G3c(i). If NO to G3c, please explain.** | | |
| N/A | | |

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| --- |
| **Addendum Section G3** |
| N/A |

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

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| **H1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been obligated or expended for acceptable purposes and functions as designated under the Commission’s rules?** *Check* ***one****.* |  |  |
| **H1a.** **If YES, provide a description of: (i) the mechanisms or procedures and (ii) any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2023.** *(Enter “None” if no actions were taken.)* | | |
| California Revenue and Taxation Code Section 41130. Provides, “Upon proper notification to the service supplier, the California Department of Tax and Fee Administration or its authorized representative shall have the right to inspect and audit all records and returns of the service supplier at all reasonable times.” | | |

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| --- |
| **Addendum Section H1** |
| N/A |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Yes** | | **No** | |
| **H2. 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****.* |  | |  | |
| **Question** | **Yes** | **No** | | **N/A** |
| **H2a. Did your state conduct an audit of service providers in connection with such auditing authority during the annual period ending December 31, 2023?** *Check* ***one****; check N/A if Question H2 response above is NO*. |  |  | |  |
| **H2b. If YES to H2 and H2a, 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, 2023.** *(Leave blank if not applicable / no actions were taken.)* | | | | |
| N/A | | | | |

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| --- |
| **Addendum Section H2** |
| N/A |

1. **Description of Next Generation 911 Services and Expenditures**

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| **I1. Does your state or jurisdiction classify expenditures on Next Generation 911 (NG911) as within the scope of acceptable purposes and functions for the obligation or expenditure of 911 fees or charges?** *Check* ***one****.* |  |  |
| **I1a. If YES, please cite any specific legal authority:** | | |
| State of California, Government Code Sections 53100-53121 (Warren 9-1-1 Emergency Assistance Act) and Revenue and Taxation Code Section 41135-41142 requires the Governor’s Office of Emergency Services to plan, test, implement, and operate Next Generation 9-1-1 technology and services, including Text to 9-1-1 service, consistent with the plan and timeline required by Section 53121 of the Government Code. | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | | **Yes** | **No** |
| **I2. In the annual period ending December 31, 2023, has your state or jurisdiction expended funds on NG911 programs?** *Check* ***one****.* | |  |  |
| **I2a. If YES, please enter the dollar amount that has been expended during the annual period.** | | | |
| **Amount**  **($)** | $94,751,000 | | |

|  |
| --- |
| **Addendum Section I2** |
| N/A |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **I3. For the annual period ending December 31, 2023, please provide the number of PSAPs that operated on each type 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** |
| I3a. A single, state-wide ESInet |  |  | All 440 PSAPs are operating on the Prime statewide network for Text to 9-1-1 |  |  |
| I3b. Local (*e.g.*, county) ESInet(s) |  |  |  |  |  |
| I3c. Regional ESInets |  |  | [If one Regional ESInet is in operation, provide the total PSAPs on the first line below. If more than one Regional ESInet is in operation, provide the total PSAPs operating on each ESInet.] |  |  |
| Name of Regional ESInet 1:  Prime Network | | | 440 PSAPs for Text to 9-1-1 |  |  |
| Name of Regional ESInet 2:  Northern Region Network | | | 7 |  |  |
| Name of Regional ESInet 3:  Central Region Network | | | 5 |  |  |
| Name of Regional ESInet 4:  Los Angeles Region Network | | | 1 |  |  |
| Name of Regional ESInet 5:  Southern Region Network | | | 5 |  |  |
| Name of Regional ESInet 6: | | |  |  |  |
| Name of Regional ESInet 7: | | |  |  |  |
| **If more Regional ESInets operate in your state or taxing jurisdiction, please list the names of Regional ESInets 8 and higher, and numbers of associated PSAPs, in the space below:** | | | | | |
| N/A | | | | | |

|  |
| --- |
| **Addendum Section I3** |
| N/A |

**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2023.**

|  |
| --- |
| The Prime Network Service Provider and the four (4) Region Network Service Providers have continued PSAP remediation, equipment install, and network build-out to all of the PSAPs. NG 9-1-1 transition has commenced and i3 traffic is live at 18 PSAPs statewide as of April 2024. |

|  |  |
| --- | --- |
| **I4a. Based on your response to I4, please indicate which categories of NG911 expenditures from this non-exhaustive list apply.** | ***Check all that apply*.** |
| **General Project or Not Specified** |  |
| **Planning or Consulting Services** |  |
| **ESInet Construction** |  |
| **NG911 Core Services** |  |
| **Hardware or Software Purchases or Upgrades** |  |
| **GIS** |  |
| **NG911 Security Planning** |  |
| **Training** |  |

**I5. As of December 31, 2023, how many PSAPs within your state have implemented text-to-911 and are accepting texts? Please refrain from non-numeric responses such as “all PSAPs.” Enter any text in Addendum Section I5.**

|  |  |
| --- | --- |
| **Total Number of PSAPs Accepting Texts as of December 31, 2023** | 440 |

|  |
| --- |
| **Addendum Section I5** |
| N/A |

**I6. By the end of the *next* annual period ending December 31, 2024, how many *total* PSAPs do you anticipate will have implemented text-to-911 and will be accepting texts?**

|  |  |
| --- | --- |
| **Estimated Total Number of PSAPs Accepting Texts as of December 31, 2024** | 440 |

|  |
| --- |
| **Addendum Section I6** |
| N/A |

1. **Cybersecurity Expenditures**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| **J1. During the annual period ending December 31, 2023, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No |  |

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| **Addendum Section J1** |
| CalOES has a contract for cybersecurity validation and verification of the Next Gen 9-1-1 Core Service providers. The state approves funding for PSAP-level cybersecurity training upon request. |

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| **Question** | **Total PSAPs** |
| **J2. During the annual period ending December 31, 2023, how many PSAPs in your state either had a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 440 |

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| **Addendum Section J2** |
| All 440 PSAPs participate in a cybersecurity program that is part of the NG 911 system managed by Cal OES. Many of the PSAPs also have local cybersecurity programs and if assistance is needed they can reach out to the California State Threat Assessment Center. |

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| **Question** | **Yes** | **No** | **Unknown** |
| **J3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (April 2018) for networks supporting one or more PSAPs in your state or jurisdiction?**[[6]](#footnote-7) *Check* ***one****.* |  |  |  |

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| **Addendum Section J3** |
| N/A |

1. **Measuring Effective Utilization of 911/E911 Fees**

**K1. 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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| Cal OES, California 9-1-1 Branch conducts a Fiscal and Operational Review (F.O.R.) of all PSAPs in the state. These reviews take place, on average, every five years in each PSAP and provide the information needed to ensure that PSAPs are in compliance with statutory requirements. Cal OES also uses the F.O.R. process to provide the PSAPs with the information and guidance the PSAPs need to run efficiently and effectively. The State made a staffing prediction tool available to all PSAPs to assist PSAPs with staffing levels that support P.01 level of service and call answer times established by the state. Cal OES also completes an annual review of wireless call routing for all cellular sectors in the state and tracks all outages in the state. The results of these assessments, reviews, and data-gathering are presented to the 9-1-1 Advisory Board and Long Range Planning Committee who provide guidance and input to the effectiveness of 9-1-1 in California. |

1. **Underfunding of 911**

For the purposes of this questionnaire, underfunding occurs when funding levels are below the levels required for optimal performance of 911 operations.

**L1. Describe the impact of any underfunding of 911 services in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not experience underfunding*.

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| N/A |

**L2. Describe how any fee diversion affected 911 underfunding in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not divert.*

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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. *See* Consolidated Appropriations Act, 2021, Public Law 116-260, Division FF, Title IX, section 902. [↑](#footnote-ref-2)
2. 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 (NENA), Master Glossary of 9-1-1 Terminology at 174 (June 22, 2021), <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards-archived/nena-adm-000.24-2021_final_2.pdf>. [↑](#footnote-ref-3)
3. For the purposes of this questionnaire, 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 voice, text, and multi-media calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* <https://nenawiki.org/wiki/Telecommunicator>. [↑](#footnote-ref-4)
4. *See* 47 CFR § 9.23(b)(1)–(5). [↑](#footnote-ref-5)
5. For purposes of this question, please report only multi-purpose fees or charges “applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services,” where a portion of those fees or charges supports 911 services. 47 CFR § 9.22. Please do not report multi-purpose fees or charges applicable to other types of items (e.g., do not report multi-purpose fees on real estate where a portion of those fees supports 911 services). [↑](#footnote-ref-6)
6. National Institute of Standards and Technology, Framework for Improving Critical Infrastructure Cybersecurity (2018), <https://nvlpubs.nist.gov/nistpubs/cswp/nist.cswp.04162018.pdf>. [↑](#footnote-ref-7)