**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**

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| **State or Jurisdiction** |
| Iowa |

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

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| **Name** | **Title** | **Organization** |
| Blake DeRouchey | 911 Program Manager | Iowa Dept. of Homeland Security & Emergency Management |

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| **Addendum Section A** |
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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.**

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| **PSAP Type[[2]](#footnote-3)** | **Number of PSAPs** |
| Primary | 111 |
| Secondary |  |
| **Total** | 111 |

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| **Addendum Section B1** |
| We do not track non-primary PSAPs |

**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.**

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

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| **Addendum Section B2** |
| We track Full Time Equivelant telecommuncators, however they are not funded through 911 fees/surcharge. Iowa reports 1,076 FTE's funded through other sources. Iowa Code 34A does not allow for paying telecommunicators with surcharge |

**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.**

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| **Amount ($)** | 166,753,366.92 |

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

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| **Addendum Section B3** |
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**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.**

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| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | 94,767 |
| Wireless | 1,224,772 |
| VoIP | 18,252 |
| Other (report 911 texts separately below in B.4a) | 1,575 |
| **Total** | 1,339,366 |

**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.**

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| Texts to 911 | 6,726 |

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| **Addendum Section B4** |
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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.**

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| The State of Iowa has an established Emergency Communications Service Surcharge for the receipt and disposition of 911 calls under Code of Iowa, Chapter 34A. Wireline is governed by 34A.7, the emergency communication surcharge (wireless) is governed by 34A.7A. https://www.legis.iowa.gov/docs/code/34a.pdf. The corresponding implementing rule is found in Iowa Administrative Code Section 605, Chapter 10. https://www.legis.iowa.gov/docs/aco/chapter/605.10.pdf |

**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.**

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| **Addendum Section C1** |
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**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 ……………..

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| **Addendum Section C2** |
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**C3. Describe how the funds collected are made available to localities.**

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| Wireless, Prepaid, and nomadic VoIP funds are collected by the State and distributed to local 911 Service boards at 60%, based on a formula including call counts and area of responsibility.  Wireline and static VoIP are collected directly by the local 911 Service Boards.  Per Iowa Code 34A, Wireless and Prepaid surcharge is remitted to the State and distributed to the County 911 Service Boards on a quarterly basis. Wireline Surcharge is remitted directly from the local telecommunication providers to the County Service Boards. |

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.).**

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| Local 911 service boards are the approval authority for all 911 surcharge under their jurisdiction (wireline and their portion of the wireless surcharge that the State remits to them). They are guided by Iowa Code 34A, Iowa Administrative Code Section 605, Chapter 10, and the NG911 Implementation Plan. Allowable expenses by the State 911 authority is prescribed by Iowa Code Chapter 34A as well. |

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| **Addendum Section D1** |
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**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.**

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| Iowa Code 34A and Iowa Administrative Code Section 605, Chapter 10 |

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

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

**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.**

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| The State collects wireless and prepaid surcharge remittances on a quarterly basis. The State passes 60% of the collected surcharge to the local 911 service boards based on a formula of square mileage the service board is responsible for, and call counts. Wireless surcharge is also used to fund the administration of the 911 Program by Homeland Security and Emergency Management.  Local 911 Service Boards directly collect Wireline Surcharge.  In all cases, 911 surcharge is to be used for the receipt and disposition of a 911 call.  The State also pays recurring costs for transport costs between legacy selective routers and PSAPs. The State pays for ALI database information on a quarterly basis. The state reimburses wireless carriers for up to 10% of the surcharge generated to recover their actual costs associated with Phase 1 delivery. This will sunset in 2026 per Iowa Code.  The State has a contract with Comtech Telecommunications System for Next-Gen Core Services to the PSAPs, ESInet monitoring and management of NG911 in Iowa. This includes two call logic centers.  The State utilizes the Iowa Communications Network for the ESInet.  The State has also entered into a contract with GeoComm to provide end-to-end GIS services as part of Next Gen upgrades. County 911 Service Boards submit their data to the statewide portal as needed as part of the overall GIS project.  The State has a contract with Zetron to provide Customer Premise Equipment (CPE) at little to no charge to PSAPs wishing to opt into a host/remote call-taking environment. However, local jurisdictions are able to select vendors for their internal PSAP systems (CAD, CPE, recorder etc.)  HSEMD offered local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was $12,000 per PSAP once data accuracy benchmarks were reached.  There is also $100,000 statewide allocated to 911 Council member travel, Public Education, and telecommunicator training. Any unused State funds are passed through to the PSAPs for expenses associated with the receipt and disposition of 911 calls. |

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| **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.** | | | |
| The State offers local jurisdictions GIS grants for the purpose of NG911 GIS data creation, remediation, and maintenance. The total available to counties was $12,000 per PSAP | | | |

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

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| **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 (%)** | $1.00 |  |  |  |
| % |
| **Wireless – monthly fee ($) or percentage (%)** | $1.00 |  |  |  |
| % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction** | $.51 |  |  |  |
| % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $1.00 |  |  |  |
| % |
| **Other – monthly fee ($) or percentage (%)** | $ |  |  |  |
| % |

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| **Addendum Section F1** |
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**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.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $8,752,615.00 |
| Wireless | $31,309,397.47 |
| Prepaid Wireless | $2,443,338.48 |
| Voice Over Internet Protocol (VoIP) |  |
| Other |  |
| **Total** | $42,505,350.95 |

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

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| Static VoIP is remitted as Wireline. Nomadic VoIP is remitted as Wireless |

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| **Addendum Section F2** |
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**F3. Please identify any other sources of 911/E911 funding.**

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| In addition to surcharge funding, local PSAP funding is often supplemented through county general fund appropriations, support from sheriff office funds, and county/city general funds. These costs are broken down in the answer to question 5 of this section. |

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| **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** | | |
| 19% 911 Surcharge  33% County General Fund  21% Sheriff's Fund  27% Miscellaneous Other Sources | | |

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| **Addendum Section F4** |
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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 | 19% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County | 33% |
| Federal Grants |  |
| State Grants |  |

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| **Addendum Section F5** |
| We do not track expenditures through the above specific categories. The way we track our 911 funding breaks down as follows:  19% 911 Surcharge  33% County General Fund  21% Sheriff's Fund  27% Miscellaneous Other Source |

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.

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| **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 ($)** | **Identify the purposes or functions other than those designated as acceptable by the Commission for which the 911/E911 funds were obligated or expended. (*If you need more rows for your response, please enter the information in Addendum Section G1.*)** | | |
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| **Addendum Section G1** |
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| **Question** | | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure?** *Check* ***one***. | |  |  |
| **G2a. If YES to G2, are all of the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911-originated information to emergency responders? For the purposes of this questionnaire, 911-originated information includes all data and information delivered between the 911 request for assistance and the emergency responders.** | |  |  |
| **G2a(i). If NO to G2a, please explain.** | | | |
|  | | | |
| **G2b.** **If YES to G2, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.** | | | |
| **Amount of Funds ($)** | **Description of such obligations or expenditures. (*If you need more rows for your response, please enter the information in Addendum Section G2.*)** | | |
| $10,565,332.73 | Includes Radio and Radio Components (including but not limited to: radio base station, mobile, portable, repeaters, towers, and maintenance) soley for public safety and public safety answering points the purposes of the disposition of 911 calls. Any radio expenditures were exclusively purchased by local jurisdictions without State involvement | | |
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| **Addendum Section G2** |
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**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.**

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| **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.** | 34A.7A Emergency communications service surcharge — fund established — distribution and permissible expenditures. | |
| **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.)* | $ | |
| 100% | |
| **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.** | | |
| 34A.7A 2 -Moneys collected pursuant to subsection 1 and section 34A.7B, subsection 2, shall be deposited in a separate 911 emergency communications fund within the state treasury under the control of the program manager. Section 8.33 shall not apply to moneys in the fund. Moneys earned as income, including as interest, from the fund shall remain in the fund until expended as provided in this section. | | |
| **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.** | | |
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| **Addendum Section G3** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **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.)* | | |
| 911 Funds are audited by the Iowa State Auditor’s Office in three distinct ways for this reporting period.  The Iowa Department of Homeland Security and Emergency Management is subject to an annual audit. As such, because the 911 program falls under HSEMD, 911 funds are audited along with other Department financial programs: No findings  The 911 Program is subject to an annual standalone audit by the State Auditor’s Office: No findings.  PSAPs are required to submit all expenses to the 911 Program Manager. These expense reports are audited biennially by the auditor of the state. No significant findings or issues of misspending during the audit.  Local 911 service boards are also subject to audits from the Auditor of the State | | |

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| **Addendum Section H1** |
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| **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.)* | | | | |
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| **Addendum Section H2** |
| The state does not have the ability to audit service providers, however local jurisdictions are able to request periodic extracts from land line service providers which could be used to validate fee remittance |

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

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| **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:** | | |
| Code of Iowa 34A.7A and Iowa Administrative Rules 605 Chapter 10 10.9 | | |

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| **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**  **($)** | We do not track amounts by “NG programs.” At the state level, a reasonable estimate is that approximately $12,717,626.09 was spent on Next Generation programs. At this time, it is difficult to determine how much was spent on next-generation programs by local jurisdictions | | |

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| **Addendum Section I2** |
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| **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 |  |  | 111 |  |  |
| 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: | | |  |  |  |
| 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: | | |  |  |  |
| **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:** | | | | | |
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| **Addendum Section I3** |
| 13a: We have interconnected ESInets with MN, SD, NE, MO, and IL |

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

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| During this reporting period PSAPs continued to upgrade to the NENA i3 standard Next Gen. PSAPs upgraded their CPE’s and Recorders to SIP capable/enabled.  During this reporting period, PSAPs worked with GeoComm to continue the maintenance phase for GIS data that is being used for 911 call delivery and routing. HSEMD offered GIS grants to local jurisdictions to help facilitate this effort. Iowa transitioned to and ECRF during the reporting year.  During this time period, we continued implementation of the providing shared services for CPE, CAD, mapping, EMD, and recorder to the benefit of the PSAPs. Additional redundancy to the core of this system is derived from FirstNet.  During this time period we continued the effort to merge the legacy landline network onto the existing ESInet. The remaining work is focused on landline providers with direct trunks to PSAPs and getting those routed to POIs for the State network. |

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| --- | --- |
| **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** | 111 |

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| **Addendum Section I5** |
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**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** | 111 |

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| **Addendum Section I6** |
|  |

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 | Unknown |

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| --- |
| **Addendum Section J1** |
| Cybersecurity is part of contract with Comtech, Zetron, and ICN, but the cost is not broken out by line item |

|  |  |
| --- | --- |
| **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?** | 111 |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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** |
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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.**

|  |
| --- |
| Iowa’s 911 program entered a period of more steady state operations during this year. Our two large projects continued, along with continual efforts to transition to NG911.  Our two large projects consist of migrating the legacy landline 911 network onto the existing ESInet, as well as leveraging shared call handling equipment, allowing the PSAPs to share technology.  Since 2019, the State worked with PSAPs to continue implementing a state-hosted shared services technology environment, allowing the PSAPs to achieve cost savings while leveraging technology made possible by next-generation 911. No longer will each PSAP need to have its own call processing equipment within the walls of its PSAP. As part of this virtual consolidation plan, PSAPs can share call handling equipment throughout the state. This project now includes additional ESInet redundancy leveraging FirstNet broadband. This project will be ongoing for the foreseeable future. There are currently 77 PSAPs utilizing this program, with an additional 1 signed up for activation in the near future.  Also since 2019, HSEMD has been undertaking an effort with public and private partners to merge the legacy wireline 911 network onto the existing wireless ESInet. This project is now 100% complete. Future efforts will look towards establishing new SIP POI's and decommissioning the legacy selective routers.  Iowa processed 6,726 text to 911 in the 12-month period. Text to 911 is available in 99 out of Iowa's 99 Counties. We also are now able to transfer text to 911 messages from one PSAP to another to include neighboring States.  Additionally, great strides were made in the state’s NG911 GIS program, achieving over 98% match rates, and 98% ALI match rates and zero critical errors through the use of GIS grants to local jurisdictions. We implemented an ECRF during the reporting year.  Approximately 99% of PSAPs in Iowa are receiving SIP calls and are therefore truly receive end to end IP based wireless calls.  Our Strategic Plan is available at: https://homelandsecurity.iowa.gov/media/205/download?inline=  Our legislative report is available at: https://homelandsecurity.iowa.gov/media/207/download?inline |

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*.

|  |
| --- |
| Unfortunately, underfunding of the State's 911 Program is becoming a concern and we will likely look towards right-sizing surcharge allocation for the Network management of the 911 system. The State program has absorbed a number of costs previously funded locally in an effort to lower costs at the local level. Because of the popularity of the programs now funded through the State, the State's expenditures have outpaced the revenues and we may seek a legislative solution in the near future. The surcharge in Iowa has not been raised since 2013. |

**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.*

|  |
| --- |
| NA |

**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)