**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** |
| North Carolina |

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

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| **Name** | **Title** | **Organization** |
| L. V. Pokey Harris | Executive Director | North Carolina 911 Board |

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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 | 114 |
| Secondary | 11 |
| **Total** | 125 |

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| **Addendum Section B1** |
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**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** |
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**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 ($)** | $202,592,031 |

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

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| **Addendum Section B3** |
| **This estimate is based upon actual expenditures by the NC 911 Board and 911 expenditures as voluntarily reported to the Board by the local governments operating PSAPs within the State.** |

**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 | 301,483 |
| Wireless | 6,291,845 |
| VoIP | 616,641 |
| Other (report 911 texts separately below in B.4a) |  |
| **Total** | 7,209,969 |

**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 | 15,515 |

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| **Addendum Section B4** |
| This information was provided by the Board's data analytics program to track the types of calls; the Board acknowledges the report Text to 911 number in B4a may be higher than the actual usage. |

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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| N.C.G.S. § 143B-1403 |

**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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| N.C.G.S. § 143B-1406 - Per the statute, the Board distributes funds to PSAPs monthly, based on a formula of a 5-year rolling average of eligible 911 expenses reported by the individual PSAPs. The Board also distributes funds to the PSAPs as grants. |

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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| Limited to 911 fees distributed to the PSAPs from the 911 Board. |

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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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| N.C.G.S. § 143B-1404(b) |

**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 NC 911 Board provides funding of the collected 911 fee totally for the support of E911 within the State of North Carolina. Funds collected were allocated during the calendar year 2023 to: 114 primary PSAPs and 11 secondary PSAPs for the costs of providing E911 services in their jurisdictions; two CMRS providers for cost recovery of providing E911; 23 PSAP grants for the enhancement of their 911 systems; 8 Statewide projects to benefit all PSAPs in North Carolina; and the administrative fund of the NC 911 Board to pay for the costs of administering the 911 fund. In each allocation of collected 911 funds, the North Carolina General Statutes clearly state that the expenditures must be in support of providing E911 services. Those expenditures are reviewed and approved by the 911 Board staff and reviewed by the North Carolina State Auditor. |

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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.** | | | |
| PSAP GRANT PROGRAM  Alleghany County - PSAP upgrade/relocation, relocation of radio tower  Ashe County - Radio Workstation Upgrade  Brunswick County - VIPER Connection Backup Radio System  Clay County - New Facility Project  Cleveland County - Cleveland Co 911 Facility Project  Cumberland County - Relocation of Cumberland Co 911 Comm. Ctr  Franklin County - New Emergency Communication Center  Johnston County - Radio & Paging Infrastructure Upgrade  Pitt County - CAD-to-CAD Cloud-based Subscription Service  Perquimans County - EOL Radio Equipment Replacement  Polk County - E-911 Renovation & Relocation Project  Sampson County - Regional 911 Center  Stanly County - CAD Replacement  Watauga County - Watauga Consolidation w/ Boone  STATEWIDE PSAP PROJECTS  Customer Relationship Management (CRM) System  Cybersecurity PSAP ASMT/Remediation  PSAP Call Data Collection  Interpretive Services Contract  NC PSAP Review (PSAP Assessment)  Public Service Announcement Grant  Orthography Image 22  Orthography Image 23 | | | |

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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 (%)** | $0.65 1/1/23 - 6/30/23; $0.55 7/1/23 - 12/31/23 |  |  |  |
| % |
| **Wireless – monthly fee ($) or percentage (%)** | $0.65 1/1/23 - 6/30/23; $0.55 7/1/23 - 12/31/23 |  |  |  |
| % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction** | $0.65 1/1/23 - 6/30/23; $0.55 7/1/23 - 12/31/23 |  |  |  |
| % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $0.65 1/1/23 - 6/30/23; $0.55 7/1/23 - 12/31/23 |  |  |  |
| % |
| **Other – monthly fee ($) or percentage (%)** | $ |  |  |  |
| % |

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| **Addendum Section F1** |
| The 911 Board approved reducing the monthly service charge from $0.65 to $0.55 effective July 1, 2023. Therefore, for the first six months of 2023, the service charge was $0.65, and for the final six months of 2023, it was $0.55. |

**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 | $5,532,477 |
| Wireless | $60,896,480 |
| Prepaid Wireless | $14,105,528 |
| Voice Over Internet Protocol (VoIP) | $12,805,571 |
| Other |  |
| **Total** | $93,340,056 |

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

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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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| None |

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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** | | |
| E911 funds were combined with local general fund allocations from each of the 114 primary PSAPs and 11 secondary PSAPs to pay for expenses not allowed by NC General Statutes governing the 911 Board and 911 Fund to provide for E911 services. Examples of expenses not allowed from collected 911 fees are telecommunicator salaries, facility maintenance, and radio network infrastructure. | | |

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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 | 35% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County | 60% |
| Federal Grants |  |
| State Grants | 5% |

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| **Addendum Section F5** |
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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.*)** | | |
| $2,850,986 | Radio dispatch console equipment and software located within the PSAP per N.C.G.S. § 143B-1406(d)(1)d | | |
| $3,086,132 | Public safety radios, networks, equipment, or related infrastructure funded through the NC 911 Board grant program per N.C.G.S. § 143B-1407(b) | | |
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| **Addendum Section G2** |
| N.C.G.S. § 143B-1406(d)(1)d - Funds may be used for "Dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located, excluding the costs of base station transmitters, towers, microwave links, and antennae used to dispatch emergency call information from the PSAP or back-up PSAP."  N.C.G.S. § 143B-1407(b) - In addition to the funds allocated pursuant to N.C.G.S. 143B-1406, the Board may award grant funds to the PSAPs pursuant to this law as set forth in the statute:  PSAP Grant and Statewide 911 Project Grant Application. – A PSAP may apply to the 911 Board for a grant from the PSAP Grant and Statewide 911 Projects Account. An application must be submitted in the manner prescribed by the 911 Board. The 911 Board may approve a grant application and enter into a grant agreement with a PSAP if it determines all of the following:  (1) The costs estimated in the application are reasonable and have been or will be incurred for the purpose of promoting a cost-effective and efficient 911 system.  (2) The expenses to be incurred by the applicant are consistent with the 911 State Plan.  (3) There are sufficient funds available in the fiscal year in which the grant funds will be distributed.  (4) The costs for consolidating one or more PSAPs with a primary PSAP, the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs. |

**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.** |  | |
| **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.)* | $ | |
| % | |
| **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.** | | |
|  | | |
| **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** |
| N.C.G.S. § 143B-1403 establishes that the only service charge assessed for 911 services is the service charge remitted directly to the 911 Board. No local government is allowed to impose a service charge or fee to support the 911 system |

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.)* | | |
| N.C.G.S. § 143B-1402(a)(5) - The NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. For any expenditures identified as not an eligible 911 expense, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.  N.C.G.S. § 143B-1410 - The State Auditor may perform audits of the 911 Board pursuant to Part 5A of Chapter 147 of the General Statutes to ensure that funds in the 911 Fund are being managed in accordance with the provisions of the Board's governing statutes. The State Auditor must perform an audit of the 911 Board at least every two years. The 911 Board must reimburse the State Auditor for the cost of an audit of the 911 Board. | | |

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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** |
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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:** | | |
| N.C.G.S. § 143B-1406(a)(3) and (e1), § 143B-1407(e) | | |

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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**  **($)** | $34,038,794 | | |

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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 |  |  | 124 |  |  |
| 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** |
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**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2023.**

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| ESInet and Hosted Call Handling Statewide PSAP migration: The NC 911 Board approved the award of the State ESInet contract to AT&T in June 2017 with the actual contract award in August 2017. The contract provides for a Statewide ESInet provided as a managed service. In addition, the contract provides hosted call handling services that are also provisioned as a managed service. In 2023, the project awaited the final migration of the remaining one PSAP to the NG911 service platform, which will lead to 100% of the State being connected to the ESInet. At the end of 2023, 111 of the 125 PSAPs migrations utilized a hosted call handling design, 13 PSAPs utilized an on-premise call handling solution connected to the State ESInet, and one PSAP was not on the ESInet.  As of February 28, 2024, the current status of the ESInet migration was finalized with 125 or 100% of PSAPs on the Statewide ESInet and can be viewed here:  https://nconemap.maps.arcgis.com/apps/dashboards/ca70ca087c084a35ab644ea0b693ffcb  GIS project for the development of i3 Statewide data set: This project was launched in March of 2019 and runs concurrently with the NG911 ESInet/Hosted call Handling project. The goal of this project is to migrate all PSAPs coming onto the ESInet to utilize the NENA i3 standard for geospatial call routing as the SOP for North Carolina. The project is managed under the auspices of a contract awarded to GeoComm Inc in March of 2019. The project also includes in its scope the retrofit of RFAI PSAPs migrated to the ESInet in 2018-2019 to the i3 standard. This is a Statewide effort that also involves the participation of the NC Center for Geographic Information Analysis (CGIA) as a critical project coordination partner. At the end of 2023, all jurisdictions responsible for serving as the GIS authority were and remain i3 ready in EGDMS. The status of the project can be viewed here: https://nconemap.maps.arcgis.com/apps/dashboards/bf74d87b26654801ab3d69c686bacf3e |

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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.**

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| --- | --- |
| **Total Number of PSAPs Accepting Texts as of December 31, 2023** | 125 |

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| **Addendum Section I5** |
| N.C.G.S. 143B-1406(f)(5a) mandated that by July 1, 2020, all PSAPs in the State were required to receive and process calls for emergency assistance sent via text messages. Therefore, all PSAPs have implemented text-to-911. |

**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?**

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| **Estimated Total Number of PSAPs Accepting Texts as of December 31, 2024** | 124 |

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| **Addendum Section I6** |
| Two Primary PSAPs consolidated in Spring of 2024, so there will be 124 Board-funded PSAPs in the State by the end of 2024. All Board-funded PSAPs will continue to accept text-to-911. |

1. **Cybersecurity Expenditures**

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| **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 | $2,444 |

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| **Addendum Section J1** |
| In 2023, the Board hosted, in conjunction with CISA, four cybersecurity workshops for PSAPs to raise PSAP awareness of cybersecurity incidents and responses. |

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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?** | 48 |

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| **Addendum Section J2** |
| Each PSAP is an independent local government entity. The Board hosted four cybersecurity programs during this reporting period. Of the 125 PSAPs invited, 48 chose to participate. The Board does not know if the local governments conducted their own cybersecurity programs or participated in independent programs. |

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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** |
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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.**

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| The annual 911 service charge is distributed to primary PSAPs based on a 5-year rolling average; secondary PSAPs are funded based on a cost-per-call basis using the primary PSAP's expenditures for the current year. N.C.G.S. § 143B-1402(a)(5) provides guidelines to ensure the funding is disbursed and expensed appropriately. The NC 911 Board staff conducts an annual “Revenue/Expenditure Review” of each PSAP receiving 911 funds. For any expenditures identified as ineligible 911 expenses, the PSAP is required to reimburse the 911 Fund the amount determined ineligible.  North Carolina Administrative Code. Board Rule 09 NCAC 06C .0209(a) requires ninety percent (90%) of 911 calls received on emergency lines to be answered within 10 seconds, and 95 percent (95%) of 911 calls received on emergency lines to be answered within 20 seconds. The Code further states that the PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.  Board Rule 09 NCAC 06C .0216(a), "Assessing PSAP Operations" requires the Board to conduct annual reviews of PSAP operations to determine whether a PSAP meets the requirements in Section .0200 of the Board's rules relating to PSAP operations. The attached report is current to the date of submission of this Fee Report.  Next Generation 911 efforts are continuing, as 124 PSAPs migrated to the Statewide ESInet at the close of 2023. As of the date of this report, all 125 PSAPs have migrated to the ESInet and an estimated 90% of PSAPs are utilizing the hosted call handling solution offered by two platforms. The NG911 project has also resulted in all jurisdictions responsible for serving as the GIS authority remaining i3 ready in EGDMS. Additionally, all PSAPs were invited to participate in cybersecurity workshops as a follow-up to the cybersecurity assessments funded by the Board in 2020-2021. All of these cybersecurity measures were intended to assist PSAPs in identifying any areas of improvement for cyber hygiene. |

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)