**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** |
| Utah |

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

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| **Name** | **Title** | **Organization** |
| Melanie Crittenden | Utah 911 Division Director | Utah Communications Authority |

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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 | 27 |
| Secondary | 0 |
| **Total** | 27 |

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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 | 340 |
| Part Time | 25 |

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| **Addendum Section B2** |
| Full Time Telecommnuicators not funded by 911/E911 Fees: 302  Part Time Telecommunicators not funded by 911/E911 Fees: 37 |

**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 ($)** | 91 million |

**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 | 14,095 |
| Wireless | 1,002,445 |
| VoIP | 46,085 |
| Other (report 911 texts separately below in B.4a) | 23,898 |
| **Total** | 1,086,523 |

**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 | 4890 |

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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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| Effective 7/1/2022 69-2-402 911 emergency service charge.  (1) As used in this section, "911 emergency service charge" means the 911 emergency service charge levied by the state under Subsection (2).  (2)  (a) Before January 1, 2025, and subject to Subsection (6), there is imposed on each access line in the state a 911 emergency service charge of 71 cents per month.  (b) On and after January 1, 2025, and subject to Subsection (6), there is imposed on each access line in the state a 911 emergency service charge of 73 cents per month.  (c) An access line is within the state for the purposes of Subsections (2)(a) and (b) if the telecommunications services provided over the access line are located within the state:  (i) for the purposes of sales and use taxes under Title 59, Chapter 12, Sales and Use Tax Act; and  (ii) as determined in accordance with Section 59-12-215.  (3)  (a) Subject to Subsection (6), the person that provides service to an access line shall bill and collect the 911 emergency service charge.  (b) A person that bills and collects the 911 emergency service charge shall, except for costs retained under Subsection (3)(g)(iii), remit the 911 emergency service charge to the commission:  (i) monthly on or before the last day of the month immediately following the last day of the previous month if:  (A) the person is required to file a sales and use tax return with the commission monthly under Section 59-12-108; or  (B) the person is not required to file a sales and use tax return under Title 59, Chapter 12, Sales and Use Tax Act; or  (ii) quarterly on or before the last day of the month immediately following the last day of the previous quarter if the person is required to file a sales and use tax return with the commission quarterly under Section 59-12-107.  (c) Except as provided in Subsections (3)(d) and (e), if an access line user is not required to pay for the service, the access line provider shall collect the 911 emergency service charge from the person that is required to pay for the access line.  (d) The 911 emergency service charge is not imposed on a provider of a consumer of federal wireless lifeline service if the consumer does not pay the provider for the service.  (e) A consumer of federal wireless lifeline service shall pay, and the provider of the service shall collect and remit, the 911 emergency service charge when the consumer purchases from the provider optional services in addition to the federally funded lifeline benefit.  (f) The 911 emergency service charge is not imposed on an access line provided for public pay telecommunications service.  (g) The person that bills and collects the 911 emergency service charge:  (i) shall remit the 911 emergency service charge along with a form prescribed by the commission;  (ii) may bill the 911 emergency service charge in combination with the charges levied under Sections 69-2-403 and 69-2-404 as one line item charge for 911 emergency service; and  (iii) may retain an amount not to exceed 1.5% of the 911 emergency service charge as reimbursement for the cost of billing, collecting, and remitting the 911 emergency service charge.  (4) The commission shall transmit the funds the commission collects from the 911 emergency service charge monthly to a public safety answering point in accordance with Section 69-2-302.  (5) An access line provider that fails to comply with this section is subject to penalties and interest as provided in Sections 59-1-401 and 59-1-402.  (6) The state may impose, bill, and collect the 911 emergency service charge on a mobile telecommunications service only to the extent permitted by the Mobile Telecommunications Sourcing Act, 4 U.S.C. Sec. 116 et seq. |

**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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| 69-2-302. Distribution of 911 emergency service charge revenue.  (1) As used in this section:  (a) "Proportional distribution" means the amount of a public safety answering point's proportion of 911 emergency service charge revenue calculated under Subsection (3).  (b) "Proportion of total call volume" means the number of 911 emergency communications that a public safety answering point receives in a year divided by the number of total 911 emergency communications for the state for the year.  (2) The commission shall transmit funds collected under Section 69-2-402 each month to a public safety answering point as follows:  (a) for fiscal years 2018 and 2019 only, an amount equal to the greater of:  (i) the amount of 911 emergency service charge revenue distributed to the public safety answering point for the same month in fiscal year 2017; or  (ii) the public safety answering point's proportional distribution for the month; and  (b) for a fiscal year after fiscal year 2019, the public safety answering point's proportional distribution for the month.  (3) A public safety answering point's proportion of 911 emergency service charge revenue is an amount equal to the total funds collected under Section 69-2-402 for the current month multiplied by the average proportion of total call volume for the public safety answering point over the three years previous to the current year.  (4)  (a) For the purpose of the calculation described in Subsection (3), the Utah Communications Authority shall determine for each year:  (i) the number of total 911 emergency communications for the state;  (ii) the number of 911 emergency communications received by each public safety answering point; and  (iii) the average per year, over the last three years before the current year, of total 911 emergency communications for the state and 911 emergency communications received by each public safety answering point in the state.  (b) The Utah Communications Authority shall report the numbers described in Subsection (4)(a) to the commission on or before January 15 of each year. Effective 7.1.2017 |

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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| Please see the details in Addendum Section D1. |

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| **Addendum Section D1** |
| Effective 7/1/2022  63H-7a-304. Unified Statewide 911 Emergency Service Account -- Creation -- Administration -- Permitted uses.  (1) There is created a restricted account within the General Fund known as the "Unified Statewide 911 Emergency Service Account," consisting of:  (a) proceeds from the fee imposed in Section 69-2-403;  (b) money appropriated or otherwise made available by the Legislature; and  (c) contributions of money, property, or equipment from federal agencies, political subdivisions of the state, persons, or corporations.  (2)  (a) Except as provided in Subsection (4) and subject to Subsection (3) and appropriations by the Legislature, the authority shall disburse funds in the 911 account for the purpose of enhancing and maintaining the statewide public safety communications network and 911 call processing equipment in order to rapidly, efficiently, effectively, and with greater interoperability deliver 911 services in the state.  (b) In expending funds in the 911 account, the authority shall give a higher priority to an expenditure that:  (i) best promotes statewide public safety;  (ii) best promotes interoperability;  (iii) impacts the largest service territory;  (iv) impacts a densely populated area; or  (v) impacts an underserved area.  (c) The authority shall expend funds in the 911 account in accordance with the authority strategic plan described in Section 63H-7a-206.  (d) The authority may not expend funds from the 911 account collected through the 911 emergency service charge imposed in Section 69-2-403 on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) the 911 emergency service defined in Section 69-2-102.  (e) The authority may not expend funds from the 911 account collected through the prepaid wireless 911 service charge revenue distributed in Subsections 69-2-405(9)(a)(iii) and 69-2-405(9)(b)(iii) on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) 911 emergency service defined in Section 69-2-102.  (f) The executive director shall recommend to the board expenditures for the authority to make from the 911 account in accordance with this Subsection (2).  (3) Subject to an appropriation by the Legislature and approval by the board , the Administrative Services Division may use funds in the 911 account to cover the Administrative Services Division's administrative costs related to the 911 account.  (4)  (a) The authority shall reimburse from the 911 account to the Utah Geospatial Resource Center created in Section 63A-16-505 an amount equal to up to 1 cent of each unified statewide 911 emergency service charge deposited into the 911 account under Section 69-2-403.  (b) The Utah Geospatial Resource Center shall use the funds reimbursed to the Utah Geospatial Resource Center under Subsection (4)(a) to:  (i) enhance and upgrade digital mapping standards; and  (ii) maintain a statewide geospatial database for unified statewide 911 emergency service. |

**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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| Effective 7/1/2022  63H-7a-304. Unified Statewide 911 Emergency Service Account -- Creation -- Administration -- Permitted uses.  (1) There is created a restricted account within the General Fund known as the "Unified Statewide 911 Emergency Service Account," consisting of:  (a) proceeds from the fee imposed in Section 69-2-403;  (b) money appropriated or otherwise made available by the Legislature; and  (c) contributions of money, property, or equipment from federal agencies, political subdivisions of the state, persons, or corporations.  (2)  (a) Except as provided in Subsection (4) and subject to Subsection (3) and appropriations by the Legislature, the authority shall disburse funds in the 911 account for the purpose of enhancing and maintaining the statewide public safety communications network and 911 call processing equipment in order to rapidly, efficiently, effectively, and with greater interoperability deliver 911 services in the state.  (b) In expending funds in the 911 account, the authority shall give a higher priority to an expenditure that:  (i) best promotes statewide public safety;  (ii) best promotes interoperability;  (iii) impacts the largest service territory;  (iv) impacts a densely populated area; or  (v) impacts an underserved area.  (c) The authority shall expend funds in the 911 account in accordance with the authority strategic plan described in Section 63H-7a-206.  (d) The authority may not expend funds from the 911 account collected through the 911 emergency service charge imposed in Section 69-2-403 on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) the 911 emergency service defined in Section 69-2-102.  (e) The authority may not expend funds from the 911 account collected through the prepaid wireless 911 service charge revenue distributed in Subsections 69-2-405(9)(a)(iii) and 69-2-405(9)(b)(iii) on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) 911 emergency service defined in Section 69-2-102.  (f) The executive director shall recommend to the board expenditures for the authority to make from the 911 account in accordance with this Subsection (2).  (3) Subject to an appropriation by the Legislature and approval by the board , the Administrative Services Division may use funds in the 911 account to cover the Administrative Services Division's administrative costs related to the 911 account.  (4)  (a) The authority shall reimburse from the 911 account to the Utah Geospatial Resource Center created in Section 63A-16-505 an amount equal to up to 1 cent of each unified statewide 911 emergency service charge deposited into the 911 account under Section 69-2-403.  (b) The Utah Geospatial Resource Center shall use the funds reimbursed to the Utah Geospatial Resource Center under Subsection (4)(a) to:  (i) enhance and upgrade digital mapping standards; and  (ii) maintain a statewide geospatial database for unified statewide 911 emergency service.  See also:  Effective 7/1/2017  69-2-301. Public safety answering point -- 911 emergency service account -- Permitted uses of funds.  (1) A public safety answering point shall maintain in a separate emergency telecommunications service fund any funds dispersed to the public safety answering point from the commission under Section 69-2-302, from proceeds of the 911 emergency services charge levied under Section 69-2-402.  (2) A public safety answering point may expend the money in the emergency telecommunications service fund described in Subsection (1) to pay the costs of:  (a) establishing, installing, maintaining, and operating a 911 emergency service system;  (b) receiving and processing emergency communications from the 911 system or other communications or requests for emergency services;  (c) integrating a 911 emergency service system into an established public safety answering point, including contracting with an access line provider or a vendor of appropriate terminal equipment as necessary to implement the 911 emergency services; or  (d) indirect costs associated with the maintaining and operating of a 911 emergency services system.  (3) A public safety answering point may expend revenue derived from the emergency telecommunications service fund described in Subsection (1) for personnel costs associated with receiving and processing communications and deploying emergency response resources.  (4) Any unexpended funds at the end of a fiscal year in a public safety answering point's emergency telecommunications service fund described in Subsection (1) do not lapse. |

**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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| Regulations covering the oversight of the Unified Statewide 911 Emergency Service Account are found in Utah Code: 63H-7a-301, et. seq. Utah Communications Authority receives $.25 per line for the purpose of Next Generation 9-1-1 planning, implementation, and maintenance. $.01 of that is directly paid to the Utah Geospatial Resource Center for the purpose of GIS and statewide mapping efforts.  The E911 fee that UCA received paid for the following activities, programs, and organizations to support 911 and E911 services or enhancements of such services in 2023:  -monthly reoccurring charges for all PSAPs on the UCA statewide NG911 contract.  -Text to 911 services for all 27 PSAPs  -Funds were dispursed to qualifying Utah PSAPs per Utah Code: 63H-7a-304.5, for specific performance compliance. |

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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.** | | | |
| N/A | | | |

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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 (%)** | $.96 per line |  |  |  |
| % |
| **Wireless – monthly fee ($) or percentage (%)** | $.96 per line |  |  |  |
| % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction** | $ |  |  |  |
| 4.9% |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $.96 per line |  |  |  |
| % |
| **Other – monthly fee ($) or percentage (%)** | $ |  |  |  |
| % |

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| **Addendum Section F1** |
| VoIP is included in the wireline and wireless figures and can't be segregated. |

**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 | $15,749,377 |
| Wireless | $26,293,116 |
| Prepaid Wireless | $1,347,521 |
| Voice Over Internet Protocol (VoIP) | See F2a |
| Other |  |
| **Total** | $43,390,014 |

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

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| VoIP is included in the wireline and wireless figures and can't be segregated. |

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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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| **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** | | |
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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 | 43.04% |
| Local 911 Fees | N/A |
| General Fund - State | 5.34% |
| General Fund - County | 51.58% |
| Federal Grants | N/A |
| State Grants | .04% |

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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.*)** | | |
| $8,576,262.94 | These funds were expended to the UCA Radio Network Division to support the purchasing of radio network components for public safety communications and radio consoles for public safety answering points. | | |
| $16,622,203.23 | These funds were expended for the UCA P25 project. | | |
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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.** |  | |
| **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** |
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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.)* | | |
| In Utah Statute: Effective 7/1/2017  69-2-301. Public safety answering point -- 911 emergency service account -- Permitted uses of funds.  (1) A public safety answering point shall maintain in a separate emergency telecommunications service fund any funds dispersed to the public safety answering point from the commission under Section 69-2-302, from proceeds of the 911 emergency services charge levied under Section 69-2-402.  (2) A public safety answering point may expend the money in the emergency telecommunications service fund described in Subsection (1) to pay the costs of:  (a) establishing, installing, maintaining, and operating a 911 emergency service system;  (b) receiving and processing emergency communications from the 911 system or other communications or requests for emergency services;  (c) integrating a 911 emergency service system into an established public safety answering point, including contracting with an access line provider or a vendor of appropriate terminal equipment as necessary to implement the 911 emergency services; or  (d) indirect costs associated with the maintaining and operating of a 911 emergency services system.  (3) A public safety answering point may expend revenue derived from the emergency telecommunications service fund described in Subsection (1) for personnel costs associated with receiving and processing communications and deploying emergency response resources.  (4) Any unexpended funds at the end of a fiscal year in a public safety answering point's emergency telecommunications service fund described in Subsection (1) do not lapse. | | |

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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.)* | | | | |
| The Utah State Tax Commission has the authority under Utah Law to perform audits to the 911 fees collected. The Utah State Tax Commission identifies these audits as confidential under Utah Laws and is unable to disclose if they performed an audit in 2023. The Utah State Tax Commission is also unable to disclose a description of the auditing or enforcement or other corrective actions undertaken in 2023. | | | | |

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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:** | | |
| Utah Code Annotated 63H-7A-304: Effective 7/1/2022  63H-7a-304. Unified Statewide 911 Emergency Service Account -- Creation -- Administration -- Permitted uses.  (1) There is created a restricted account within the General Fund known as the "Unified Statewide 911 Emergency Service Account," consisting of:  (a) proceeds from the fee imposed in Section 69-2-403;  (b) money appropriated or otherwise made available by the Legislature; and  (c) contributions of money, property, or equipment from federal agencies, political subdivisions of the state, persons, or corporations.  (2) (a) Except as provided in Subsection (4) and subject to Subsection (3) and appropriations by the Legislature, the authority shall disburse funds in the 911 account for the purpose of enhancing and maintaining the statewide public safety communications network and 911 call processing equipment in order to rapidly, efficiently, effectively, and with greater interoperability deliver 911 services in the state.  (b) In expending funds in the 911 account, the authority shall give a higher priority to an expenditure that:  (i) best promotes statewide public safety;  (ii) best promotes interoperability;  (iii) impacts the largest service territory;  (iv) impacts a densely populated area; or  (v) impacts an underserved area.  (c) The authority shall expend funds in the 911 account in accordance with the authority strategic plan described in Section 63H-7a-206.  (d) The authority may not expend funds from the 911 account collected through the 911 emergency service charge imposed in Section 69-2-403 on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) the 911 emergency service defined in Section 69-2-102.  (e) The authority may not expend funds from the 911 account collected through the prepaid wireless 911 service charge revenue distributed in Subsections 69-2-405(9)(a)(iii) and 69-2-405(9)(b)(iii) on behalf of a PSAP that chooses not to participate in the:  (i) public safety communications network; and  (ii) 911 emergency service defined in Section 69-2-102.  (f) The executive director shall recommend to the board expenditures for the authority to make from the 911 account in accordance with this Subsection (2).  (3) Subject to an appropriation by the Legislature and approval by the board , the Administrative Services Division may use funds in the 911 account to cover the Administrative Services Division's administrative costs related to the 911 account.  (4) (a) The authority shall reimburse from the 911 account to the Utah Geospatial Resource Center created in Section 63A-16-505 an amount equal to up to 1 cent of each unified statewide 911 emergency service charge deposited into the 911 account under Section 69-2-403.  (b) The Utah Geospatial Resource Center shall use the funds reimbursed to the Utah Geospatial Resource Center under Subsection (4)(a) to:  (i) enhance and upgrade digital mapping standards; and  (ii) maintain a statewide geospatial database for unified statewide 911 emergency service.  69-2-401:  69-2-401. State Tax Commission -- Administration of 911 emergency service charges.  (1) The commission shall collect, enforce, and administer the charges levied under this part using the same procedures used in the administration, collection, and enforcement of state sales and use taxes under:  (a) Title 59, Chapter 1, General Taxation Policies; and  (b) Title 59, Chapter 12, Part 1, Tax Collection, except for:  (i) Section 59-12-104;  (ii) Section 59-12-104.1;  (iii) Section 59-12-104.2;  (iv) Section 59-12-104.6;  (v) Section 59-12-107.1; and  (vi) Section 59-12-123.  (2) The commission shall act on a provider that is delinquent in remitting a charge levied under this part in accordance with Title 59, Chapter 1, Part 14, Assessment, Collections, and Refunds Act.  (3) The commission may determine by rule made in accordance with Title 63G, Chapter 3, Utah Administrative Rulemaking Act, requirements and procedures for administering, collecting, and enforcing the charges levied under this part.  (4) The commission shall retain and deposit an administrative charge in accordance with Section 59-1-306 from the funds that the commission collects from the charges levied under this part.  (5) The charges levied under this part are subject to Section 69-2-303.  69-2-402:  69-2-402. 911 emergency service charge.  (1) As used in this section, "911 emergency service charge" means the 911 emergency service charge levied by the state under Subsection (2).  (2) (a) Before January 1, 2025, and subject to Subsection (6), there is imposed on each access line in the state a 911 emergency service charge of 71 cents per month.  (b) On and after January 1, 2025, and subject to Subsection (6), there is imposed on each access line in the state a 911 emergency service charge of 73 cents per month.  (c) An access line is within the state for the purposes of Subsections (2)(a) and (b) if the telecommunications services provided over the access line are located within the state:  (i) for the purposes of sales and use taxes under Title 59, Chapter 12, Sales and Use Tax Act; and  (ii) as determined in accordance with Section 59-12-215.  (3) (a) Subject to Subsection (6), the person that provides service to an access line shall bill and collect the 911 emergency service charge.  (b) A person that bills and collects the 911 emergency service charge shall, except for costs retained under Subsection (3)(g)(iii), remit the 911 emergency service charge to the commission:  (i) monthly on or before the last day of the month immediately following the last day of the previous month if:  (A) the person is required to file a sales and use tax return with the commission monthly under Section 59-12-108; or  (B) the person is not required to file a sales and use tax return under Title 59, Chapter 12, Sales and Use Tax Act; or  (ii) quarterly on or before the last day of the month immediately following the last day of the previous quarter if the person is required to file a sales and use tax return with the commission quarterly under Section 59-12-107.  (c) Except as provided in Subsections (3)(d) and (e), if an access line user is not required to pay for the service, the access line provider shall collect the 911 emergency service charge from the person that is required to pay for the access line.  (d) The 911 emergency service charge is not imposed on a provider of a consumer of federal wireless lifeline service if the consumer does not pay the provider for the service.  (e) A consumer of federal wireless lifeline service shall pay, and the provider of the service shall collect and remit, the 911 emergency service charge when the consumer purchases from the provider optional services in addition to the federally funded lifeline benefit.  (f) The 911 emergency service charge is not imposed on an access line provided for public pay telecommunications service.  (g) The person that bills and collects the 911 emergency service charge:  (i) shall remit the 911 emergency service charge along with a form prescribed by the commission;  (ii) may bill the 911 emergency service charge in combination with the charges levied under Sections 69-2-403 and 69-2-404 as one line item charge for 911 emergency service; and  (iii) may retain an amount not to exceed 1.5% of the 911 emergency service charge as reimbursement for the cost of billing, collecting, and remitting the 911 emergency service charge.  (4) The commission shall transmit the funds the commission collects from the 911 emergency service charge monthly to a public safety answering point in accordance with Section 69-2-302.  (5) An access line provider that fails to comply with this section is subject to penalties and interest as provided in Sections 59-1-401 and 59-1-402.  (6) The state may impose, bill, and collect the 911 emergency service charge on a mobile telecommunications service only to the extent permitted by the Mobile Telecommunications Sourcing Act, 4 U.S.C. Sec. 116 et seq. | | |

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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**  **($)** | 8,198,956.40 | | |

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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 |  |  |  |  |  |
| 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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| **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** | 27 |

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| **Addendum Section I5** |
| Three PSAP consolidations took place in 2023, which is decreased from the 2022 reporting. |

**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** | 27 |

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| **Addendum Section I6** |
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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 | The statewide NG911 end to end solution includes strict cybersecurity protocols that UCA pays for in the monthly reoccuring costs on behalf of the Utah PSAPs. |

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| **Addendum Section J1** |
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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?** | 27 |

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| **Addendum Section J2** |
| As mentioned in J1, UCAs NG911 vendor adheres to strict cybersecurity protocols, which UCA pays for within the monthly reoccuring costs for the statewide system for all PSAPs. |

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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 Utah Communications Authority Governing Board approved a Statewide 911 Emergency Services Strategic Plan that outlines work to be done for further NG9-1-1 technology in Utah. UCAs 911 Strategic Plan can be found on our website:  www.uca911.org; 911; UCA-NG911 Strategic Plan  The UCA Governing Board also approved Minimum Standards and Best Practices for Utah PSAPs and a mechanism for the UCA 911 Division to assess how the PSAPs are performing each year. Minimum Standards and Best Practices can be located on our website:  www.uca911.org; 911; Minimum Standards and Best Practices  A self reporting questionnaire is sent to the PSAPs January of each year, for the prior year, the 911 Center Performance Reports can be located on our website:  2023 PSAP Performance Reports |

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)