**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**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 seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| --- |
| **State or Jurisdiction** |
| Delaware |

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

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| John Ashanti Gilliams | E911 Administrator | State of Delaware |

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

|  |  |
| --- | --- |
| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 8 |
| Secondary | 1 |
| **Total** | 9 |

1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2018:**

|  |  |
| --- | --- |
| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 288 |
| Part-time | 8 |

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

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| --- | --- |
| **Amount****($)** | 9.4 million |

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

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|  |

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

|  |  |
| --- | --- |
| **Type of Service** | **Total 911 Calls** |
| Wireline | 130,251 |
| Wireless  | 533,446 |
| VoIP | 62747 |
| Other | 61,364 |
| **Total** | 787,808 |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)?** *Check one.*
* Yes ………………….. [ ]
* No ………………..….. [ ]

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

|  |
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| Under Delaware Code Title 16 Chapter 101 Section 10103 defines the monthly surcharge fee of60 cents across the board for any telecommunications device. |

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

|  |
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| No changes were made to the fund during this time period. |

1. **Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees?** *Check one*.
* The State collects the fees ………………………………….. [ ]
* A Local Authority collects the fees ……………………….. [ ]
* A hybrid approach where two or more governing bodies

 (*e.g.*, state and local authority) collect the fees …………….. [ ]

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

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| Delaware Code Title 16 Chapter 101 Subsection 10104 (b) describes how disbursements from thefunds are distributed to the counties. Subsection (d) of this section clearly defines Allowable uses ofthe collected funds. |

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

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| 1. **Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.**
 |
| **Jurisdiction** | **Authority to Approve** **Expenditure of Funds*****(Check one)*** |
| **Yes** | **No** |
| State | **[ ]**  | **[ ]**  |
| Local (*e.g.*, county, city, municipality) | **[ ]**  | **[ ]**  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** |
| Delaware Code Title 16 Chapter 101 Subsection 10104 (d) of this section clearly defines Allowable usesof the collected funds. |

1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**
* Yes ………………….. [ ]
* No ………………..….. **[ ]**

**2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| Delaware Code Title 16 Chapter 101 Subsection 10104 (b) describes how disbursements from thefunds are distributed to the counties. Subsection (d) of this section clearly defines Allowable uses ofthe collected funds. |

**2b.** **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**
2. **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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| --- |
| Each county receives an amount from the Fund equal to $0.50 per month, for each residenceexchange access line or residential Basic Rate Interface ("BRI") ISDN arrangement from whichthe monthly surcharge is collected in that county or the amount received by that county incalendar year 2000 from telephone providers from E-911 surcharges, whichever is greater.The counties shall use these revenues to offset the costs incurred by them in connection withthe administration, staffing, street addressing, necessary capital equipment, and trainingnecessary to support the provision of E-911 emergency reporting service. Costs incurred shallbe verified by an annual audit as directed by the Board. |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.**
 |
| **Type of Cost** | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) | **[ ]**  | **[ ]**  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | **[ ]**  | **[ ]**  |
| Lease, purchase, maintenance of building/facility | **[ ]**  | **[ ]**  |
| **Personnel Costs** | Telecommunicators’ Salaries | **[ ]**  | **[ ]**  |
| Training of Telecommunicators | **[ ]**  | **[ ]**  |
| **Administrative Costs** | Program Administration | **[ ]**  | **[ ]**  |
| Travel Expenses | **[ ]**  | **[ ]**  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch | **[ ]**  | **[ ]**  |
| Lease, purchase, maintenance of Radio Dispatch Networks | **[ ]**  | **[ ]**  |
| **Grant Programs** |  | **[ ]** **If YES, see 2a.** | **[ ]**  |
| **2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
|  |

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

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.**
 |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance****(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | 60 cents per line  | State of Delaware |
| Wireless | 60 cents per line  | State of Delaware |
| Prepaid Wireless | 60 cents per line  | State of Delaware |
| Voice Over Internet Protocol (VoIP) | 60 cents per line  | State of Delaware |
| Other |  |  |

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

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline |  |
| Wireless |  |
| Prepaid Wireless |  |
| Voice Over Internet Protocol (VoIP) |  |
| Other |  |
| **Total** | 9,151,657.13 |

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

|  |
| --- |
| Dept. of Finance had a total amount collected not by type / class of service. |

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

|  |
| --- |
| None |

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2018, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?** *Check one.*
 | **[ ]**  | **[ ]**  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
| N/A |

|  |  |
| --- | --- |
| 1. **Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.**
 | **Percent** |
| State 911 Fees | 100% |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County |  |
| Federal Grants |  |
| State Grants |  |

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

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*.
 | **[ ]**  | **[ ]**  |
| **1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.** |
| **Amount of Funds ($)** | **Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911?** *Check one.*
 | **[ ]**  | **[ ]**  |
| **1a.** **If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018.** *(Enter “None” if no actions were taken.)* |
| The Delaware E911 Board employs a full time administrator to oversee day to day operations. The governing statue requires the board to perform an audit of the funds. |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **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.*
 | **[ ]**  | **[ ]**  |
| **2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018.** *(Enter “None” if no actions were taken.)* |
| The state of Delaware is currently performing an audit on our telecomm providers. The audit is in its beginning phases.  |

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

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.*
 | **[ ]**  | **[ ]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
| Delaware title 16 chapter 101 Disbursements from the Fund.(a) Disbursements from the Fund shall be made for the following purposes.(1) Nonrecurring costs, including but not limited to costs for purchasing and installingthe customer premises terminal equipment ("CPE") required to establish or upgradepublic safety answering points, purchasing E-911 network equipment or upgradingequipment as required to ensure proper functioning of the E-911 service and relatedsoftware, developing wireless data bases, and initial training in the use of CPEequipment.(2) Recurring costs, including but not limited to costs for network access fees and othertelephone charges, software, equipment, data base management, maintenance andimprovement, public education, language translation services, ongoing training in theuse of CPE equipment, and network and equipment maintenance. |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.*
 | **[ ]**  | **[ ]**  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** |
| **Amount****($)** | The state employs West Safety Services for our e911 telephony services. Our annual contract expends 3.3 million dollars with West. Our annual contract includes the ongoing implementation of NextGen911. As of 2017 the State of Delaware’s E911 program has implemented the I.P. platform across our telephony network. |

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| 1. **For the annual period ending December 31, 2018, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.**
 |
| **Type of ESInet** | **Yes** | **No** | **If Yes, Enter Total PSAPs Operating on the ESInet** | **If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?** |
| **Yes** | **No** |
| 1. A single, state-wide ESInet
 | **[ ]**  | **[ ]**  |  | **[ ]**  | **[ ]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[ ]**  | **[ ]**  |  | **[ ]**  | **[ ]**  |
| 1. Regional ESInets
 | **[ ]**  | **[ ]**  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] | **[ ]**  | **[ ]**  |
| Name of Regional ESInet: |  | **[ ]**  | **[ ]**  |
| Name of Regional ESInet: |  | **[ ]**  | **[ ]**  |

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

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| The State of Delaware is currently working on the Power Locate implementation. This project aligns with the NG911 objective. The Power Locate technology is used to add another layer of identifying callers. Supplemental location information is provided based on the telephone number or latitude and longitude of a 9-1-1 request for assistance at the emergency call center |

|  |  |
| --- | --- |
| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | 9 |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?**
 | All accepting text messaging now |

1. **Description of Cybersecurity Expenditures**

|  |  |  |
| --- | --- | --- |
| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes[ ]  | No[ ]  | $96,600.00 |

|  |  |
| --- | --- |
| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?**
 | 9 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?**
 | **[ ]**  | **[ ]**  | **[ ]**  |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **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.**

|  |
| --- |
| In March 2018 we held a state press conference to inform the public that they can now send text messages to our 911 centers. During the initial 1st year (Mar-Dec 2018) we received a total of 13,433 messages. We supplemented the press release effort with state wide public education efforts. The efforts proved highly effective by the results seen in 2019. Our average monthly text message count is 56,000. |

1. A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
2. A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* *Master Glossary* at 192. [↑](#footnote-ref-2)