



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB  
3060-1122  
Expires: March 31, 2018  
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:

**A. Filing Information**

**1. Name of State or Jurisdiction**

<b>State or Jurisdiction</b>
New Hampshire

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

<b>Name</b>	<b>Title</b>	<b>Organization</b>



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

1. 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, 2014:

PSAP Type <sup>1</sup>	Total
Primary	2
Secondary	
Total	2

2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:

Number of Active Telecommunicators	Total
Full-Time	74
Part-time	10

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$ 13,915,755.00
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<sup>1</sup> 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*), July 29, 2014, at 118, 126, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014\\_2014072.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf).

<sup>2</sup> 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 137.



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

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	76,775
Wireless	353,429
VoIP	47,936
Other	21,810
<b>Total</b>	<b>499,950</b>

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

1. 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 ..... X ☐
- No ..... ☐

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

1. The authority enabling establishment of the funding mechanism for 9-1-1 services in New Hampshire is Revised Statutes Annotated (RSA) 106-H:9. The legal authority described in Chapter 106-H of New Hampshire's Revised Statutes Annotated created the mechanism designated for and imposed for the purposes of Enhanced 911 and Statewide Emergency Notification support and implementation. The funds collected under Chapter 106-H are made available to local jurisdictions in the form of hardware and software that may be necessary to receive transferred calls and the written criteria regarding allowable uses of the collected fund exist in the State's budget process.



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**1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

No

**2. 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 ..... X ☐
- A Local Authority collects the fees ..... ☐
- A hybrid approach where two or more governing bodies  
(e.g., state and local authority) collect the fees ..... ☐

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

N.H. has two PSAP's to hand all 9-1-1 calls. Localities dispatch and therefore the State provides the hardware and software to receive the subtending calls. There is no direct funding to localities.



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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	X <input type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		
Subject to the Legislatively approved line item budget		

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

- Yes ..... ☐  
▪ No ..... X ☐

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

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**2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

Fiscal Year budget
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**E. Description of Uses of Collected 911/E911 Fees**

- 1. 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.**

The funds collected for the use of E911 are also an allowed use in support of the Emergency Notification System by reference in RSA 106-H:9. Assistance to local jurisdictions for mapping and addressing in order to provide accurate location information in addition to the hardware and software provided to the local jurisdictions for call handling are considered part of the E911 continuum. The Legislature has additionally authorized the expenditure of E911 funds in the budget process for support of the Poison Control Center, the State Police Radio Maintenance Section which includes the Statewide Interoperability Coordinator and the Statewide Broadband Project. It is believed that the mapping and addressing assistance provided to local as well as other State agencies support and enhance E911 by providing accurate location information necessary in locating callers and routing calls to the appropriate First Responders. Funding provided to Poison Control is believed to assist in reducing Emergency Medical Dispatch expenses by providing a resource to Telecommunicators. Support of the Emergency Notification System is believed to be an extension of the E911 function by providing the State with a method of mass communications in an emergency. Support of the Statewide Broadband Project exists as part of the State Police Radio Maintenance Sections budget. E911 is not directly involved or a participant in the Broadband Project. The State Police Radio Maintenance Section additionally provides maintenance to the N.H. Department of Safety's radios, microwave system and includes the Statewide Interoperability Coordinator. Under RSA 106-H the Division is allowed to use E911 surcharge funds for operating costs, personnel costs and administrative costs. Since the State has already consolidated its 911 functions it has realized substantial cost efficiencies



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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	X <input type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	X <input type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	X <input type="checkbox"/>	<input type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	X <input type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	X <input type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	X <input type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	X <input type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	X <input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	X <input type="checkbox"/>	<input type="checkbox"/>
<b>Grant Programs</b>		<input type="checkbox"/> If Yes, see 2a.	X <input type="checkbox"/>
<b>2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			



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

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
Wireline	\$.57	State
Wireless	\$.57	State
Prepaid Wireless		Not charged during period under review
Voice Over Internet Protocol (VoIP)	\$.57	State
Other		

- 2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

<b>Service Type</b>	<b>Total Amount Collected (\$)</b>
Wireline	\$ 2,230,441.04
Wireless	\$ 6,339,836.83
Prepaid Wireless	\$ 0
Voice Over Internet Protocol	\$2,011,991.44
Other	





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<b>Total</b>	\$10,582,269.31*
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2a. If an amount cannot be provided, please explain why.

\*The difference between the budgeted amount and amount collected was taken from reserves. An increase in the surcharge is due to take effect in September 2015.

3. Please identify any other sources of 911/E911 funding.

None

Question	Yes	No
4. For the annual period ending December 31, 2014, 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? <i>Check one.</i>	<input type="checkbox"/>	X <input type="checkbox"/>
4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		



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



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

Question	Yes	No
<b>1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>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.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)</b>	
\$1,759,482.00	As a result of Legislative budget action E911 funds were transferred to fund the State Police Radio Maintenance Section	
\$ 113,250.00	As a result of Legislative budget action E911 funds were transferred to fund the Poison Control Project	



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

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? <i>Check one.</i>	X <input type="checkbox"/>	<input type="checkbox"/>
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, 2014. (Enter "None" if no actions were taken.)		
1. Authority for oversight and auditing of the collection of 911 surcharge funds from Service Providers is performed by the State of New Hampshire Department of Revenue Administration.		

Question	Yes	No
2. 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? <i>Check one.</i>	X <input type="checkbox"/>	<input type="checkbox"/>
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, 2014. (Enter "None" if no actions were taken.)		
The Department of Revenue Administration did field audit of Service Providers and in several cases ordered payment of unremitted/under remitted surcharge funds.		



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**I. 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? <i>Check one.</i>	X <input type="checkbox"/>	<input type="checkbox"/>
1a. If yes, in the space below, please cite any specific legal authority:		
<p>There is no specific additional legal authority to include Next Gen 911</p> <p>The State does classifies Next Generation 9-1-1 (NG911) services and expenditures as within the scope of permissible expenditures of E911 surcharge funds.</p>		

Question	Yes	No
2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i>	<input type="checkbox"/>	X <input type="checkbox"/>
2a. If yes, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)		



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3. For the annual period ending December 31, 2014, 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
a. A single, state-wide ESInet	<b>X</b> 2 <input type="checkbox"/>	<input type="checkbox"/>	2	<b>X</b> <input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.

New Hampshire did not make any Next Gen expenditures during the period under review but did begin the Request for Information and Request for Proposal process during the period. There are a two (2) Emergency Services IP Networks, a primary and a secondary, which service eighty eight (88) state and local dispatch agencies which were installed prior to the period under review.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	2  1. Both PSAP's in New Hampshire are text capable and at this time the four major carriers provide text messaging to our PSAP's.
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	0



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**J. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	0

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>





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

- 1. 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.**

The State of New Hampshire provides an unsurpassed quality of service to its citizens and visitors to the state. The Division has an aggressive quality assurance program for both police and fire calls as well as a separate and stringent random review process for emergency medical calls. All complaint of service reports are reviewed.

The State's 15 member Enhanced 9-1-1 Commission, made up of representatives of all State, County, District and Local public safety organizations affected by 9-1-1, the telephony providers and citizens, meets quarterly to measure the effectiveness of the system including as assessment of the effects achieved from the expenditure of E911 surcharge funds.



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