

Question Number	Data Element	Intent of Question
8	Make Busy Functionality	Some PSAPs have the ability to “flip a switch” and put all of the trunks into a busy mode. If you do not have this ability, choose the “Other” option and state that this is NA.
12	Make Busy Functionality	When all your circuits are actually busy, where do the calls go? If they go to another PSAP, please choose that PSAP. If they roll internally, please use the “Other” option to state that they go to an internal 10 digit number, cellphones, etc.
16	PSAP IP-Based Networks	The response to this question should include any networks that the PSAP connects to that may be incorporated for local access in an ESInet deployment as a potential last-mile network.
17-22	Internet, VCIN, and Local Government Networks	If you do not know the type of network for these questions, contact your provider for additional details.
31	Responsibilities Outside of PSAP	Regardless of title, this question refers to the most senior person in the PSAP.
32/33	Primary and Back-up Positions	For these questions, we are actually interested in the total number of positions (call taking and dispatch) as we want to know how many positions overall would need to be supported by an ESInet. Position here means the number of consoles.
35	Local Agencies Dispatched	If the stations are combined stations for Fire and EMS, put the response in Fire.
36	Inbound Calls	The call count for administrative numbers should be representative of all public non-emergency calls. The call count for abandoned calls should include calls abandoned from the master script (short calls, usually less than 2 seconds) and the queue.
37	Peak Hour	If your call accounting system does not generate a report that includes a breakdown for the busiest hour of the year, enter the year "1900" as a workaround and we will then know to flag that question.
38	Call Set-up Testing	Some PSAPs have tested the E911 network performance through testing and analyzing the various “setup” and call routing times. This response should include the following: the time the call is dialed to the time it hits the CPE. If you haven’t performed such a test, your answer is “No”.
56	Dispatch Mapping Software Vendor	Please include the vendor that provides the mapping software itself. We may ask questions about data providers in the future but this question concerns the software that displays the data.

61	Wireless Carriers	Include only the wireless carriers serving the PSAP.
62	ANI/ALI/SR costs, CAMA trunk costs, ALI circuit costs, and wireless costs not paid for through the billing agreements	<p>We are looking for the tariffed 9-1-1 costs which can be associated with any of the following line items in their Verizon invoices (“the Company” = Verizon):</p> <ul style="list-style-type: none"> • Combined Automatic Number Identification, Automatic Location Identification, and Dual Selective Routing (ANI/ALI/SR) for Company access lines, per 100 records • Combined Automatic Number Identification, Automatic Location Identification, and Dual Selective Routing (ANI/ALI/SR) for non-Company maintained 9-1-1 Database records, per 100 records • ALI, per 100 records - (in the event the customer subscribes to Verizon’s Database Services) • Selective Routing and ANI, for Company access lines per 100 records - (in the event the customer wants to subscribe to Verizon’s Selective Routing Service. Includes the portion of the Verizon’s Database service required to maintain the SRDB) • Selective Routing and ANI, for non-Company maintained 9-1-1 Database records, per 100 records² (in the event the customer wants to subscribe to the Company’s Selective Routing Service. Includes the portion of the Company’s Database service required to maintain the SRDB) • Combined Wireless Automatic Number Identification, Automatic Location, Identification and Selective Routing (ANI/ALI/SR), per 100 records • Wireless Automatic Number Identification with Selective Routing (ANI/SR), per 100 records • Wireless Automatic Location Identification (ALI), per 100 records

62	ANI/ALI/SR costs, CAMA trunk costs, ALI circuit costs, and wireless costs not paid for through the billing agreements	<ul style="list-style-type: none"> • Trunking – <ul style="list-style-type: none"> o (i) End Office to Selective Router, per trunk – (in the event the customer wants to subscribe to greater than P.01 grade of service) o End Office to Selective Router, per 100 records – (in the event the customer subscribes to another carrier for SR/ALI) o (ii) Selective Router to PSAP, per trunk – for wireless call delivery or in the event the customer wants to subscribe to more PSAP trunks and/or in the event the customer has secondary, tertiary or Back-Up PSAPs o Selective Router Trunk/Channel Interface Port, per DS0 Port (in the event the customer wants to subscribe to greater than P.01 grade of service) and/or (in the event the customer has secondary, tertiary or Back-Up PSAPs) o (iii) ALI Data Circuits, per pair (in the event the customer wants to subscribe to more than one pair of ALI ckts, or has a secondary PSAP includes CALI System port) • Disaster Recovery <ul style="list-style-type: none"> o Network Control Modem, per Tandem
----	---	--