



## Frequently Asked Questions for PSAP's

- When do I receive the PSAP payment for my county?
  - The monthly PSAP distribution is on the 15<sup>th</sup> of every month. If the distribution date falls on a Saturday, the distribution will be made on Friday. If the distribution date falls on Sunday, the distribution will be made on Monday.
  - A minimum distribution ensures each PSAP receives \$15,000 quarterly; \$60,000 annually (12-5374).
    - Q1 January – March; Minimum Distribution date, May 15<sup>th</sup>
    - Q2 April – June; Minimum Distribution date, August 15<sup>th</sup>
    - Q3 July – September; Minimum Distribution date, November 15<sup>th</sup>
    - Q4 October – December; Minimum Distribution date, February 15<sup>th</sup>
- Why do I get the payment a month behind?
  - 911 Fees received for February lines are collected by the LCPA in March. On April 15<sup>th</sup>, the LCPA will distribute February 911 fees to the PSAPs.
- Where can I find a copy of the distribution?
  - Monthly distribution details are posted on the KS911 Website at [www.kansas911.org/finance/](http://www.kansas911.org/finance/).
- Why are my payments not equal each month?
  - The number of lines a service provider collects each month changes. Therefore, the amount of the PSAP distribution will change.
- If my PSAP Boundary changes, can you start paying us more money?
  - No, you must notify the carrier of those boundary changes. The LCPA pays what the carriers tell them to pay.
- How are the fees for my county calculated?
  - The amount of money distributed to the PSAPs in each county shall be based upon the amount of 911 fees collected from devices being billed in that county, by using the following distribution method (12-5374):

Population of the county where PSAP is located	Percentage of collected 911 fees to distribute
Over 80,000	82%
65,000 to 79,999	85%
55,000 to 64,999	88%
45,000 to 54,999	91%
35,000 to 44,999	94%
25,000 to 34,999	97%
Less than 25,000	100%



- 911 fees remitted by the TSPs also reflect the number of lines per county. These paid fees are the fees processed for distribution.
  - Example: If you live in Smith County and have several family members on your wireless bill, the 911 money collected for those devices will go to Smith County, not where the cell phone is used or where the end user lives, but where the bill is generated.
- What devices are taxed for 911 – landlines, cell phones, watches, internet, any device that can call 911, etc.?
  - A \$0.90 fee is imposed monthly on any subscriber account of any exchange telecommunications service, wireless telecommunications service, VoIP service, or other services capable of contacting 911.
  - A 2.06% fee is imposed on prepaid or preloaded phones and calling cards for cellular phones.
- How are 911 fees divided and distributed?
  - \$0.23 from every 911 payment remitted is withheld and deposited into the operations fund for the deployment and maintenance of the statewide NG911 system and standardized functionality upgrades to that system. \$0.01 is withheld and deposited into the State Grant fund (12-5368). \$.66 goes to the PSAPs via the monthly distribution.
- Why do I sometimes get a paper check instead of a direct deposit?
  - This should not vary unless you have recently updated banking information. If you receive a paper check and believe you are signed up for a direct deposit, please email the LCPA at [K911@TeamMNS.org](mailto:K911@TeamMNS.org) or contact your council liaison.
- What does it mean that I received an arrears payment, and how often are those received?
  - An arrears payment occurs when a TSP reports fees received after the cutoff (end of the month) and is not included in the primary monthly distribution.
- When I report my expenditures to the 911 Council, I declare the 12 deposits I received from January-December of the previous year. How does the LCPA calculate a “year's” worth of distributions?
  - Because payments are made to the PSAP two months after the fees are applied to the service, a calendar year does not align with the monies received for the reporting period. If you wanted to reflect what you received in 2022, you would calculate your March 2022 payment through March 2023.
- If I am the PSAP fiscal contact, how do I get on the list to receive the email from the LCPA with the monthly distributions?
  - Contact your Council Liaison.
- If I have questions about my payment, who should I contact?
  - Questions can be sent to: [K911@TeamMNS.org](mailto:K911@TeamMNS.org).