



**RHODE ISLAND DEPARTMENT OF PUBLIC SAFETY**  
**RI E-911 Uniform Emergency Telephone System**

311 Danielson Pike, North Scituate, RI 02857-1907  
Telephone: (401) 459-0911 — Fax: (401) 459-0933

Colonel Ann C. Assumpico  
Commissioner, Rhode Island Department of Public Safety  
Superintendent, Rhode Island State Police

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June 26, 2017

Lisa M. Fowlkes  
Chief (Acting)  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Subject: Information collection mandated by the New and Emerging Technologies Improvement Act of 2008

Dear Chief Fowlkes,

Regarding your request, please find these enclosed responses from the Rhode Island Department of Public Safety/RI E 9-1-1 (DPS/RI E 9-1-1) with respect to the Federal Communications Commission (FCC) inquiry under the “New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act).”

According to the FCC, the intent of the NET 911 Act is to collect information, “... detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified.”

The 2017 FCC questions and DPS responses are as follows:

- Q. 1. An overview of your state’s or jurisdiction’s 911 system, including information on the total number of active public safety answering points (PSAPs); the total number of full and part-time telecommunicators; the total annual cost to provide 911/E911 service; and the total number of 911 calls received for the annual period under review. *You should feel free to share your future plans for technical consolidation of PSAPs or other restructuring plans.*
- A. 1. The RI E 9-1-1 Uniform Emergency Telephone System Division (RI E 9-1-1) began its operations in 1988 in accordance with enabling statute RIGL 39-21-1 et seq. RI E 9-1-1 comes under the jurisdiction of the RI Department of Public Safety as of July, 2008, having been transferred from the RI Department of Administration. RI E 9-1-1 is a transfer agency, meaning that we receive, at our Primary PSAP, all 911 emergency calls originating within the geographic location of Rhode Island and transfer (warm transfer) those calls to the appropriate local service provider. Last year, calendar year 2016, RI E 9-1-1 received 496,401 incoming 911 calls at its Primary (manned) PSAP located at 311 Danielson Pike in North Scituate, RI and transferred 715,188 calls. Approximately 76% of our incoming 911 calls are now wireless. RI E 9-1-1 has one active (manned) PSAP (Primary PSAP) and one active (unmanned) Alternate PSAP. Presently, RI E 9-1-1 employs 27 telecommunicators and 9 supervisors/assistant supervisors. The Governor recommended a FY 2017 operating budget (July 1, 2016 to June 30, 2017) of \$5,633,864.00 and a FY 18 (July 1, 2017 to June 30, 2018) budget of \$5,894,522.00. Legislative changes may change these recommended amounts. As of this writing, the Rhode Island General Assembly has not passed an appropriation act.

Q. 2. A description of the authority enabling establishment of 911/E911 funding mechanisms including whether your state or jurisdiction has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation; a description of the legal authority; a description of any changes to existing legal authority; a statement describing how the funds collected are made available to localities; whether your state has established written criteria regarding the allowable uses of the collected funds; and how funds collected are made available to localities.

A. 2. The State of Rhode Island has established a funding mechanism of \$1.00 per wireline per month (RIGL 39-21.1-14) and \$1.00 (RIGL 39-21.1-14) plus .26 cents (RIGL 39-1-62) (for a total [monthly] wireless 911 surcharge of \$1.26) per month for every wireless "... instrument, device or means... which has access to, connects with or activates or interfaces or any combination thereof, with the E 9-1-1 Uniform Emergency Telephone System" (RIGL 39-1-62 (d) (1) entitled, "E 9-1-1 Geographic Information System (GIS) and Technology Fund" and RIGL 39-21.1-14 (a) entitled, "Funding"). Pursuant to RIGL 39-1-62 (d) (1), these funds are deposited into the RI General Fund as general revenue. Additionally, the State of Rhode Island collects a prepaid wireless E9-1-1 charge at the point of sale for every retail transaction for prepaid wireless telecommunications service. This prepaid E 9-1-1 charge is the only E 9-1-1 funding obligation imposed with respect to prepaid wireless telecommunications service in this state. This prepaid wireless charge is collected from the consumer at the point of sale by the seller. The charge rate is 2.5% per retail transaction for prepaid wireless telecommunications service. This statutory language, rate and remittance, is found at RIGL 39-21.2-4.

Pursuant to RIGL 39-21-3, RIGL 39-21-8, and RIGL 39-21-10, Rhode Island has established written criteria regarding the allowable uses of the collected funds. The State of Rhode Island General Fund allocates funds to locals via local aid and education aid.

Q. 3. A description of your state or jurisdictional authority that determines how 911/E911 fees are collected and spent, including which entities have authority to approve expenditure of the funds, and whether a funding mechanism exists that mandates how collected funds can be used.

A. 3. Please see the answer to number 2 above. Additionally, the Rhode Island Legislature, State of Rhode Island Budget Office and the RI Department of Public Safety have authority to approve expenditure of the funds.

Q. 4. A description of the uses of collected 911/E911 fees, including 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; identification of the allowed uses of collected funds, including operating costs, personnel costs, administrative costs, dispatch costs, and grant programs. *You are encouraged to describe your long term strategic 911 goals to help the FCC and Congress understand capitalization of new projects and goals for recurring costs efficiencies.*

A. 4. The State of Rhode Island Budget Office has indicated that 90% of funds collected are deposited into the state General Fund. 10% of all funds collected go to the State Information Technology Investment Fund in accordance with RIGL 42-11-2.5 and further authorized by RIGL 39-21.1-14 (d). The state General Fund finances 100% of the E-911 program. In FY 2017, the Governor recommends that \$5,633,864.00 in general revenue expenditures be used for the RI E 9-1-1 program. The breakout consists of \$4,388,356.00 in personnel costs and \$1,215,508.00 in operating costs. All remaining funds collected are distributed via the State General Fund. These amounts could change if legislative changes are made to the Governor's recommended FY2017 budget prior to June 30, 2017.

Q. 5. A description of 911/E911 fees, including the amount of the fees or charges imposed for the implementation and support of 911 and E911 services; the total amount collected pursuant to the assessed fees or charges for the annual period under review, and by service type; and identification of any other sources of 911 funding.

A. 5. Please see our answer to Number 2 above. Additionally, the RI Budget Office has informed RI E 9-1-1 that from July 1, 2016 to May 30, 2017, the sum of \$4,424,624.57 was collected by way of the monthly \$1.00 wireline surcharge. \$7,096,874.68 was collected by way of the \$1.00 wireless surcharge. \$1,893,954.29 was collected via the .26 cent wireless surcharge. Additionally, the sum of \$606,241.71 was collected in accordance with the prepaid wireless surcharge fee that applies to every device that can access or interface with RI E 9-1-1. Total collections from the above mentioned surcharges from July 1, 2016 to May 30, 2017 are \$14,021,695.25. The RI E 9-1-1 Governor's recommendation for the fiscal year 2017 operating budget totals \$5,633,864.00, as is further discussed in Question 1.

Q. 6. A description of any diversion or transfer of 911/E911 fees for other uses, including a statement whether in the annual period under review funds collected for 911 or E911 purposes in your state/jurisdiction were made available or used solely for purposes designated by the funding mechanism; and a description of the amounts and uses of any funds diverted from 911/E911 uses.

A. 6. These fees, once collected, become part of the Rhode Island General Fund, and as such, they are used to fund various programs within the State.

Q. 7. A description of oversight and auditing of the collection and uses of 911/E911 fees, including whether your state or jurisdiction has established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available for the purposes designated by the funding mechanism; and whether your state or jurisdiction has the authority to audit service providers regarding the amount of 911/E911 fees they collect from subscribers. We also encourage feedback on any barriers to auditing.

A. 7. The State of Rhode Island Budget Office has indicated that all collected E-911 funds are subject to allocation under the annual Appropriation Act, which provides the legislative authority for state spending. RI E 9-1-1 has been informed that the RI Division of Taxation has the authority to audit service providers regarding the amount of 911/E911 fees they collect from subscribers.

Q. 8. A description of the Next Generation 911 (NG911) services and expenditures, including whether your state or jurisdiction classifies expenditures on NG911 as within the scope of permissible expenditures of funds for 911 or E911 purposes; a description of the amount spent, if any, in the annual period under review; a description of the type and number of NG911 ESInets operated within the state; a description of any NG911 projects completed or underway during the annual period under review, including plans to consolidate networks or expand their operation beyond 911 services; and a description of total PSAPs accepting texts or planning to become text capable. We draw your attention to the reports and recommendations of the Task Force on Optimal Public Safety Answering Point Architecture (TFOPA), which recommended objective network architecture, security, and funding concepts facilitate the transition to NG911.

A. 8. RI E 9-1-1 has purchased the software and hardware necessary for the implementation of NG911. During FY14, FY15, FY16 AND FY17, RI E 9-1-1 spent the sum of approximately \$678,687.56 for the purposes of purchase of NG911 equipment, hardware and software. This expenditure was approved by the RI legislature (via our budget), the State of Rhode Island Department of Public Safety and the State of Rhode Island Budget Office, and is within the scope of permissible expenditures for RI E 9-1-1 purposes. RI E 9-1-1 maintains a voice and data network within the state that connects RI E 9-1-1 to all local service providers (police, fire and medical) dispatch centers, and transfers a 9-1-1

emergency caller to the appropriate service provider. RI E 9-1-1 is presently implementing a network for NG911 services. This NG911 network will consolidate with our present voice and data network and is expected to assist RI E 9-1-1 in the "roll out" of Next Generation 911 services, in particular, "text-to-911." It is envisioned that once RI E 9-1-1 goes live with NG911, the local service responders will be provided with this information on a call-by-call basis, if they have the capacity of receiving the text messages from RI E 9-1-1. Additionally, it is envisioned that RI E 9-1-1 will be utilizing two emergency services IP networks (ESInets) for the implementation of NG911.

Q. 9. A description of cybersecurity expenditures, including whether your state or jurisdiction expended funds on cybersecurity programs for PSAPs; the number of PSAPs in your state that either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program, including operation or utilization of any Information Sharing and Analysis Centers or organizations; and whether your state or jurisdiction adheres 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.

A. 9. Presently, RI E 9-1-1 has limited Internet connectivity and as such, uses limited cybersecurity software for the receipt and transfer of incoming 911 calls. In the second half of calendar year 2016, RI E 9-1-1 incurred the sum of approximately \$24,000.00 on cybersecurity programs for the two PSAPs (Primary and Alternate) within the State of Rhode Island. Two PSAPs, one Primary and one Alternate, implemented a limited cybersecurity program in August of 2016 which included the review of our network and associated servers and PCs and the implementation of SOPHOS anti-virus and anti-malware monitoring. Presently, RI E 9-1-1 does not adhere to the National Institute of Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity (February 2014) for networks supporting PSAPs.

Q. 10. A description regarding measuring effective utilization of 911/E911 fees, including 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.

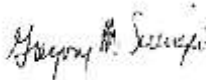
A. 10. In accordance with Rhode Island E 9-1-1 performance measures that are reported on a monthly basis to the Rhode Island Department of Public Safety, RI E 9-1-1 monitors the number of incoming 911 calls on a daily basis (both wireline and wireless), monitors the number of calls that enter into queue, the duration of the calls that enter into queue, the maximum duration of the calls that enter into queue and the average duration of the calls that enter into queue. Additionally, RI E 9-1-1 monitors, on a weekly basis, our incoming call volume reports and manpower levels. These measures/metrics provide RI E 9-1-1 with an effective overview and operational effectiveness allowing us the most efficient means of the expenditure of state 911/E911 funds.

If you have any questions or concerns, please feel free to contact us.

Respectfully submitted,



William P. Gasbarro  
Co- Director  
RI E 9-1-1



Gregory M. Scungio  
Co-Director  
RI E 9-1-1