



Federal Communications Commission
Washington, D.C. 20554

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:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Pennsylvania

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Jeffrey Boyle	Deputy Director for 9-1-1	PA Emergency Management Agency



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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, 2017:

PSAP Type ¹	Total
Primary	69
Secondary	0
Total	69

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2017:

Number of Active Telecommunicators	Total
Full-Time	2100
Part-time	280

3. For the annual period ending December 31, 2017, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

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*), Aug. 8, 2017, at 167, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf.

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 196.



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Amount (\$)	\$355,739,764
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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, 2017 to December 31, 2017.

Type of Service	Total 911 Calls
Wireline	2,459,559
Wireless	6,072,375
VoIP	486,156
Other	6,251
Total	9,024,341

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
- No



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

Act 12 of 2015 amended Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes by establishing a uniform surcharge fee of \$1.65 for each 911 communications service or prepaid wireless device for which that subscriber or consumer is billed by a provider or seller (Per 35 Pa.C.S. § 5306.2).

1b. If YES, during the annual period January 1, 2017 to December 31, 2017, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No changes in calendar year 2017

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
- 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.

A uniform surcharge fee of \$1.65 is in effect across all service types. Service providers are to assess and collect the uniform surcharge monthly and forward the amount collected quarterly to the Commonwealth for deposit into the 9-1-1 Fund. The due date for providers to remit the funds to the Commonwealth is 15 days after a calendar quarter ends.



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Prepaid wireless service – The uniform surcharge on prepaid wireless service is charged and collected by retailers and remitted to the Commonwealth with the same due dates as a retailer’s sales/use tax returns (usually monthly or quarterly).

Of the revenue collected, eighty-three (83) percent is distributed to the PSAPs by formula each quarter. Fifteen (15) percent of the revenue collected is set aside to be used to establish, enhance, operate or maintain statewide interconnectivity of 9-1-1 systems. Any of these statewide interconnectivity funds distributed to a PSAP will be through an annual grant process.

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

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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.)

Per 35 Pa.C.S. § 5303 (a) (10) The Pennsylvania Emergency Management Agency has the power and duty to establish and publish annually eligible uses for 911 funds.

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

- Yes
- No



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

35 Pa.C.S. § 5306.1 (c) (1) The money in the fund shall be used only for reasonably necessary costs that enhance, operate or maintain a 911 system in this Commonwealth,

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

N/A

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.

Per 35 Pa.C.S. § 5304, each county is to ensure the provision of a 911 system in the county's respective jurisdiction. A county may provide a 911 system to the county's jurisdiction through participation in a regional 911 system. Of the 911 revenue collected, eighty three (83) percent is directed to Pennsylvania's 69 PSAPs via quarterly formula based payments. Fifteen (15) percent shall be used to establish, enhance, operate or maintain statewide interconnectivity of 911 systems. All 911 surcharge revenue is restricted to 911 use only for 911 system operations, services and system enhancements.

The political subdivisions that receive 911 funding in Pennsylvania are listed below:

- Adams County • Dauphin County • Monroe County
- Allegheny County • Delaware County • Montgomery County
- Armstrong County • Elk County • Montour County
- Beaver County • Erie County • Northampton County
- Bedford County • Fayette County • Northumberland County
- Berks County • Forest County • Perry County
- Blair County • Franklin County • Philadelphia County
- Bradford County • Fulton County • Pike County
- Bucks County • Greene County • Potter County



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- Butler County • Huntingdon County • Schuylkill County
- Cambria County • Indiana County • Snyder County
- Cameron County • Jefferson County • Somerset County
- Carbon County • Juniata County • Sullivan County
- Centre County • Lackawanna County • Susquehanna County
- Chester County • Lancaster County • Tioga County
- City of Allentown • Lawrence County • Union County
- City of Bethlehem • Lebanon County • Venango County
- Clarion County • Lehigh County • Warren County
- Clearfield County • Luzerne County • Washington County
- Clinton County • Lycoming County • Wayne County
- Columbia County • McKean County • Westmoreland County
- Crawford County • Mercer County • Wyoming County
- Cumberland County • Mifflin County • York County



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2. 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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grant Programs		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2017, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



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Per 35 Pa.C.S. § 5306.1 (d) (2) Fifteen (15) percent of the revenue collected is set aside to be used to establish, enhance, operate or maintain statewide interconnectivity of 9-1-1 systems. Any of these statewide interconnectivity funds distributed to a PSAP will be through an annual grant process. In 2017, PEMA awarded Pennsylvania PSAPs \$30.5 million for 68 projects related to PSAP consolidations, projects that establish or maintain broadband connectivity between PSAPs, NG9-1-1 GIS projects, and projects that allow PSAPs to share 911 system resources.

F. Description of 911/E911 Fees Collected

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	\$1.65	Funds are remitted to the Commonwealth.
Wireless	\$1.65	Funds are remitted to the Commonwealth.
Prepaid Wireless	\$1.65	Funds are remitted to the Commonwealth.
Voice Over Internet Protocol (VoIP)	\$1.65	Funds are remitted to the Commonwealth.
Other		

2. For the annual period ending December 31, 2017, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$54,008,997



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Wireless	\$179,442,915
Prepaid Wireless	\$30,225,814
Voice Over Internet Protocol (VoIP)	\$51,647,701
Other	\$1,267,124
Total	\$316,592,551

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

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

Any 911 related expenses not covered by 911 fees are covered by the general fund or other revenue sources of the respective county or city.

Question	Yes	No
<p>4. For the annual period ending December 31, 2017, 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></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		



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Any 911 related expenses not covered by 911 fees are covered by the general fund or other revenue sources of the respective county or city.

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	89
Local 911 Fees	
General Fund - State	
General Fund - County	11
Federal Grants	
State Grants	



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

Question		Yes	No
1. In the annual period ending December 31, 2017, 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.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
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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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? Check one.	<input checked="" 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, 2017. (Enter "None" if no actions were taken.)		
<p>Each year, PSAPs must report to PEMA how 9-1-1 funds were spent. Every expenditure line item is reviewed by PEMA staff to determine if the expense was eligible and reported in accordance with program Commonwealth guidelines. In addition, PEMA requires a biennial performance audit of each PSAP's use of the disbursements it has received from the fund, including amounts placed in capital or operating reserve consistent with published guidelines established by the agency. 35 Pa.C.S. § 5306.1 (i) (2). PEMA has contracted with an independent CPA firm to conduct these audits. Every Pennsylvania PSAP was audited in 2017.</p>		

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? Check one.	<input checked="" 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, 2017. (Enter "None" if no actions were taken.)		



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Per 35 Pa.C.S. § 5303 (a) – PEMA has the power and duty to request information and require audits or reports relating to program compliance from any entity remitting the surcharge to or receiving disbursements from the fund and to subpoena witnesses, administer oaths, examine witnesses, take such testimony and compel the production of such books, records, papers and documents as it may deem necessary or proper in and pertinent to any proceeding, investigation or hearing.

PEMA has executed an agreement with PA Department of Revenue to conduct audits of service providers. Provider audits will occur in 2018.

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? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
35 Pa.C.S. § 5303 (a) (10) – PEMA is required to establish and publish annually eligible uses for 911 funding, including next generation 911 technology.		

Question	Yes	No
2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		



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Amount (\$)	Numerous Next Generation 911 projects are in progress across the Commonwealth and have been funded with federal, state and local funding sources. A total dollar amount is not available at this time.
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3. For the annual period ending December 31, 2017, 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	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet: WestCore			14	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:			10	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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Norther Tier			
NECORE	8		X
North Central	6		X
Lehigh Valley	4		X
South Central Mountain	4		X



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2017.

PEMA is in the process of finalizing requirements for a statewide ESInet and next generation core services for call delivery. At the regional level, regional ESInets are in place or in progress across PA with the intent of sharing 911 system resources. Statewide GIS efforts are being planned including a statewide collection of aerial imagery and a statewide GIS data gap analysis for NG9-1-1.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?	40
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	55



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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, 2017, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Dollar amount is unknown. 911 fees are used for cybersecurity initiatives for the regional ESInets in place as well as at PSAPs across PA.

Question	Total PSAPs
2. During the annual period ending December 31, 2017, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Unknown

Question	Yes	No	Unknown
3. 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?	<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.**

Over the past year, 9-1-1 funds have been used to address aging systems/infrastructure within Pennsylvania PSAPs. Pennsylvania has made considerable progress towards establishing regional ESInets across the Commonwealth. Many 911 system sharing projects are in progress as a result of the broadband connectivity being established between PSAPs. The 911 community continues to focus on GIS data development, collection, and distribution for NG911 purposes. In addition, 9-1-1 funding has allowed Pennsylvania to begin planning efforts towards a statewide ESInet & NGCS with implementation expected to begin in the first quarter of 2019.