



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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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
State of Rhode Island and Providence Plantations

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Michael J. McGlynn	Acting Director	RI E 9-1-1 Uniform Emergency Telephone System Division



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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, 2018:**

PSAP Type ¹	Total
Primary	1
Secondary	1
Total	2

- 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, 2018:**

Number of Active Telecommunicators	Total
Full-Time	32 Telecommunicators & 8 Supervisors
Part-time	0

- 3. For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

Amount (\$)	\$5,186,447
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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*), Apr. 13, 2018, at 162, available at https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_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 192.



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

N/A

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.

Type of Service	Total 911 Calls
Wireline	92,255
Wireless	368,963
VoIP	Included in Wireless Count
Other	0
Total	461,218

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

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

In accordance with RIGL §39-21.1-14(a), the State of Rhode Island has established a monthly surcharge of \$1.00 for wireless and wirelines that can access, connect with, or interface with the Rhode Island E-911 uniform emergency telephone system.

In accordance with RIGL §39-1-62(d)(2), a monthly surcharge of twenty-six cents (.26) is added to all wireless lines that can access, connect with or interface with the Rhode Island E-911 uniform emergency telephone system.

In accordance with RIGL §39-21.2-4, a charge of 2.5% per retail transaction is collected at the point of sale for every retail transaction on prepaid wireless telecommunications services. This prepaid charge is the only funding obligation imposed with respect to prepaid wireless telecommunications service in this state.



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1b. If YES, during the annual period January 1, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

On July 1, 2018, RIGL §39-21.1-14 was renamed “*Emergency services and first response surcharge.*” Subsection (g) was amended to include the “State’s first responder and emergency services agencies.”

In addition, RIGL §39-21.2-2(8) *Findings*, was revised as follows:

“To ensure equitable contributions to the funding ~~911~~ of emergencies emergency systems from consumers of prepaid wireless telecommunication services, the collection and payment obligation of charges to support ~~E911~~ the state's first responder and emergency services should be imposed upon the consumer's retail purchase of the prepaid wireless telecommunication service and should be in the form of a single, statewide charge that is collected once at the time of purchase directly from the consumer, remitted to the state, and distributed to E911 authorities pursuant to state law.

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.

RI E-911 does not allocate funds to municipalities.



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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	
	Yes	No
State	X	
Local		X
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.)		
No limitations on state authority.		

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

- Yes X
- No

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

Pursuant to RIGL §39-21.1-14(g) states:

§39-21.1-14(g): Included within, but not limited to, the purposes for which the money collected may be used are rent, lease, purchase, improvement, construction, maintenance, repair, and utilities for the equipment and site or sites occupied by the state's first responder and emergency services agencies; salaries, benefits, and other associated personnel costs; acquisition, upgrade, or modification of PSAP equipment to be capable of receiving E 9-1-1 information, including necessary computer hardware, software, and database provisioning, addressing, and non-recurring costs of establishing emergency services; network development, operation, and maintenance; database development, operation, and maintenance; on-premise equipment maintenance and operation; training emergency service personnel regarding use of E 9-1-1; educating consumers regarding the operations, limitations, role, and responsible use of E 9-1-1; reimbursement to telephone common carriers or telecommunication services providers of rates or recurring costs associated with any services, operation, administration, or maintenance of E 9-1-1 services as approved by the division; reimbursement to telecommunication services providers or telephone common carriers of other costs associated with providing E 9-1-1 services, including the cost of the design, development, and implementation of equipment or software necessary to provide E 9-1-1 service information to PSAP's, as approved by the division.



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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.

In accordance with RIGL §42-11-2.5, 10% of all funds collected are transferred to the State Information Technology Investment Fund.

RIGL § 42-11-2.5. Information technology investment fund.

(a) All sums from the sale of any land and the buildings and improvements thereon, and other real property, title to which is vested in the state, except as provided in §§ 37-7-15(b) and 37-7-15(c), shall be transferred to an information technology investment fund restricted-receipt account that is hereby established. This fund shall consist of such sums from the sale of any land and the buildings and improvements thereon, and other real property, title to which is vested in the state, except as provided in §§ 37-7-15(b) and 37-7-15(c), as well as a share of emergency services and first response surcharge revenues collected under the provisions of § 39-21.1-14. This fund may also consist of such sums as the state may from time to time appropriate; as well as money received from the disposal of information technology equipment, loan, interest, and service charge payments from benefiting state agencies; as well as interest earnings, money received from the federal government, gifts, bequest, donations, or otherwise from any public or private source. Any such funds shall be exempt from the indirect cost recovery provisions of § 35-4-27.

(b) This fund shall be used for acquiring information technology improvements, including, but not limited to: hardware, software, consulting services, and ongoing maintenance and upgrade contracts for state departments and agencies.

(c) The division of enterprise technology strategy and service of the Rhode Island department of administration shall adopt rules and regulations consistent with the purposes of this chapter and chapter 35 of title 42, in order to provide for the orderly and equitable disbursement of funds from this account.

(d) For all requests for proposals that are issued for information technology projects, a corresponding information technology project manager shall be assigned.



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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)	X	
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	X	
	Lease, purchase, maintenance of building/facility	X	
Personnel Costs	Telecommunicators' Salaries	X	
	Training of Telecommunicators	X	
Administrative Costs	Program Administration	X	
	Travel Expenses	X	
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch		X
	Lease, purchase, maintenance of Radio Dispatch Networks		X
Grant Programs		If YES, see 2a.	X
2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
NONE			



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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	\$1.00/month per device	State
Wireless	\$1.26/month per device	State
Prepaid Wireless	2.5% at point of sale	State
Voice Over Internet Protocol (VoIP)	Included in wireless	State
Other	None	N/A

2. For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	3,371,366
Wireless	11,592,466
Prepaid Wireless	720,721
Voice Over Internet Protocol (VoIP)	Included in Wireless
Other	None
Total	15,684,553

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

N/A



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

None.

Question	Yes	No
4. For the annual period ending December 31, 2018, 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? Check one.		X
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		
N/A		

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	
Local 911 Fees	
General Fund - State	100%
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
1. In the annual period ending December 31, 2018, 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? <i>Check one.</i>			X
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. <i>(Add lines as necessary)</i>		
\$10,498,106	\$15,684,553 was collected in CY 2018. \$5,186,447 was budgeted for RI E-911.		



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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	
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, 2018. (Enter "None" if no actions were taken.)		
<p>All collected funds are subject to allocation under the annual Appropriation Act, which provides the legislative authority for state spending.</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? <i>Check one.</i>	X	
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, 2018. (Enter "None" if no actions were taken.)		
<p>RIGL §§ 39-21.1-14, 39-21.2-3 and 39-21.2-5 authorizes the Division of Taxation to audit both the E911 wireline and wireless surcharges. During the Division's audits of telecommunication companies, the appropriate E911 surcharge returns are examined for accuracy. The typical audit procedure verifies the surcharge remitted by reviewing the taxpayer's original books of entry for telecommunication sales and the general ledger account in which the surcharges are recorded. When a discrepancy is found, an assessment is prepared for the amount underreported along with the appropriate amount of late charges.</p>		



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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? Check one.	X	
1a. If YES, in the space below, please cite any specific legal authority:		
Expenditures are approved by the Rhode Island Legislature, the 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-911 purposes pursuant to RIGL §39-21-1 and RIGL §39-21.1.		

Question	Yes	No
2. In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	X	
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$468,453.09	



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3. For the annual period ending December 31, 2018, 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 type="checkbox"/>	<input checked="" 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, 2018.

RI E-911 started implementation of Text-to-911 services on our NG911 platform in 2018. The system was successfully deployed in February 2019.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?	2
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?	2

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	\$39,822.84



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Question	Total PSAPs
<p>2. During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?</p>	2

Question	Yes	No	Unknown
<p>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?</p>	<input checked="" type="checkbox"/>		

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.

Rhode Island E-911 monitors the number of incoming 911 calls daily, the number of calls that enter queue, the duration of the calls that enter queue, the maximum duration of the calls that enter queue, and the average duration of the calls that enter queue.

Additionally, RI E-911 monitors, on a weekly basis, our incoming call volume reports and staffing levels. These measures/metrics provide RI E-911 with an overview of our operational effectiveness.