



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
WASHINGTON

**2. Name, Title and Organization of Individual Filing Report**

Name	Title	Organization
Adam R. Wasserman	State 911 Coordinator	State 911 Coordination Office, Emergency Management Division, Washington Military Department



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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 <sup>1</sup>	Total
Primary	51
Secondary/Backup	14
<b>Total</b>	<b>65</b>

2. Please provide the total number of active telecommunicators<sup>2</sup> 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	1365
Part-time	162

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.

<b>Amount (\$)</b>	\$150,000,000
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<sup>1</sup> 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](https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf).

<sup>2</sup> 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.**

\* This is based on costs reported from the counties. Numbers were estimated for counties with incomplete data. This includes 9-1-1 costs of equipment, maintenance, call taker/coordinator/MSAG/GIS/IT salary/benefits and training. It also includes critical support items which are eligible and make up approximately 30% of the total, including administrative support, legal, building leases, supplies, etc.

**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	642,777
Wireless	5,644,226
VoIP	511,831
Other (Text-2-911)	3,957
<b>Total</b>	<b>6,802,791</b>

**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.**

The State of Washington and all Washington State Counties are authorized by the Revised Code of Washington (RCW) 82.14B.030 to impose an enhanced 911 excise tax on the use of switched access lines, radio access lines, pre-paid and voice over IP access lines.



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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.**

No.

**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.**

State and county fees are collected by the carriers and submitted to the Department of Revenue who then deposits them into the state and respective county's enhanced 911 accounts. Use of the fees is controlled by two mechanisms. The first is the limitations imposed by RCW 82.14B.010 and RCW 82.14B.050 that together permit utilization of the county tax. The second is the requirement associated with counties receiving assistance from the State 911 Program, RCW 38.52.510. A definitive list of permitted uses for the funds has been directed by Washington Administrative Code (WAC) 118-66 which requires the counties to spend their local collection on those items on the list before being eligible for state assistance, and places limits on the amount that will be considered for reimbursement for many items. The funding collected from the 911 excise taxes is less than the total funding required to operate Enhanced 911 in Washington State. The remaining support comes from other local government sources.

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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
<b>Jurisdiction</b>	<b>Authority to Approve Expenditure of Funds (Check one)</b>	
	<b>Yes</b>	<b>No</b>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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**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.)**

Washington State Counties are given certain latitude in the use of the locally collected 911 funds to the degree that they must commit to expenditures in support of 911 equal to the amount that the tax generates. The rules promulgated by the State E911 Program, for the use of county funds before being eligible for state assistance, provides definitive control over the use of the funds in all 39 counties. The appropriate use of both the funds needs to take into account both the restrictions and the latitude of the enabling statutes. For counties receiving state assistance, it is clear that the excise taxes collected are used in direct support of E911 activities. The latitude provided the counties, permits them some discretion in the use of the funds, but in each case the fiscal commitment of local government to E911 activities exceeds the local excise tax collection.

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

- Yes .....
- No .....

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

A definitive list of permitted uses for E911 excise tax funds is specified by Washington Administrative Code (WAC) 118-66. <http://apps.leg.wa.gov/wac/default.aspx?cite=118-66>

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



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**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.**

RCW 38.52.520 specifies the duties of the State of Washington E911 Coordination Office. These duties include: Coordinating and facilitating the implementation and operation of enhanced 911 emergency communication systems throughout the state; Considering the base needs of individual counties for specific assistance, specify rules defining the purposes for which available state enhanced 911 funding may be expended, efforts to modernize their (counties) existing enhanced 911 emergency communications systems; and Enhanced 911 operational costs. RCW 38.52.540 further specifies that “Moneys in the (state E911 fund) account must be used only to support the statewide coordination and management of the enhanced 911 system, for the implementation of wireless enhanced 911 statewide, for the modernization of enhanced 911 emergency communications systems statewide, and to help supplement, within available funds, the operational costs of the system, including adequate funding of counties to enable implementation of wireless enhanced 911 service and reimbursement of radio communications service companies for costs incurred in providing wireless enhanced 911 service pursuant to negotiated contracts between the counties or their agents and the radio communications service companies”. Additionally, “the state enhanced 911 coordinator, with the advice and assistance of the enhanced 911 advisory committee, is authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties and shall specify by rule the additional purposes for which moneys, if available, may be expended from this account”.

During calendar year 2018, the State of Washington expended funds to provide the current statewide network, as well as build out and transition costs, to the new NG911 Emergency Services IP Network (ESInet), county 911 operational and equipment replacement/modernization costs, statewide training programs for telecommunicators, statewide 911 planning and collaboration, and contracted legal assistance for the transition of the new statewide NG911 network.

Operational funding provides assistance to qualifying local jurisdictions for the operation of county and state primary PSAPs including: salary and benefit support for telecommunicators, county 911 coordinators, MSAG, Mapping/GIS, Information Technology, public education and training; PSAP call-taking hardware / software maintenance; and modernization/replacement of authorized PSAP equipment to NG911 standard.

Statewide training programs include: Telecommunicator training (basic and advanced), PSAP supervisor, Telecommunicator Emergency Response Team (TERT), Communications training officer (CTO) program, and TTY/TDD/Text-to-911 instruction; Funding to counties to support local telecommunicator training programs, county 911 coordinator training and national conference participation, and CTO trainer salary reimbursement.



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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	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"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	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"/>
<b>Grant Programs</b>		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>



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**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.**

The state provides operational funding grants to smaller counties that do not collect sufficient local 911 excise tax revenues to support a basic level 911 program. These grants provide for salaries, equipment, maintenance, and training funds.

**F. Description of 911/E911 Fees Collected**

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
Wireline	\$.25 state / \$.70 county per month	Combination of state and county
Wireless	\$.25 state / \$.70 county per month	Combination of state and county
Prepaid Wireless	\$.25 state / \$.70 county per retail transaction	Combination of state and county
Voice Over Internet Protocol (VoIP)	\$.25 state / \$.70 county per month	Combination of state and county
Other		





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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	STATE = \$2,905,426.14 COUNTIES = \$8,259,590
Wireless	STATE = \$17,167,546.46 COUNTIES = \$ 47,241,982
Prepaid Wireless	STATE = \$3,450,981.17 COUNTIES = \$8,383,066
Voice Over Internet Protocol (VoIP)	STATE = \$2,972,879.23 COUNTIES = \$9,541,538
Other	\$0.00
<b>Total</b>	STATE = \$26,496,833 COUNTIES = \$73,426,175 <b>COMBINED TOTAL= \$99,923,008</b>

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

N/A

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

County PSAP customer/agency user fees and/or local government general funds. Washington State Patrol pays for the majority of the costs associated with their 8 PSAPs out of their operating budget.

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? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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**4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.**

All local jurisdictions contribute additional local funds to augment State and County E911 excise taxes in covering the costs of 911 statewide. On average statewide, it is estimated that 30% of the actual cost of providing Washington State approved 911 activities comes from these local sources. In many cases, this comes from local government general use funds, individual agency user fees, and a 1/10 of 1% sales tax for this purpose. In addition, Washington State Patrol operates 4 Primary and 4 Secondary PSAPs with the majority of funding coming from their general departmental budget. In 2018, the 911 program also received an additional \$1.58 million from the State General Fund to assist with transition costs to the new NG911 ESInet.

<b>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.</b>	<b>Percent</b>
State 911 Fees	18%
Local 911 Fees	50%
General Fund - State	1%
General Fund - County	31%
Federal Grants	
State Grants	



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

Question	Yes	No
<b>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></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i></b>	



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**H. Oversight and Auditing of Collection and Use of 911/E911 Fees**

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		
<p>The State E911 Coordination Office through its county grant programs, regularly audits uses of county and state 911 excise tax funds, as they are the basis for the award amounts of the grants. Additionally, the Office of the Washington State Auditor conducts routine audits of all entities, including the use of 911 funds.</p>		

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		
<p>The Washington Department of Revenue conducts periodic audits of service provider excise tax collections for accuracy. No reported corrective actions were taken during this period.</p>		



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**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
Washington Administrative Code 118-66-030 (25) includes “modernization to next generation 9-1-1 systems” as part of the “Enhanced 9-1-1 emergency communications system”. Additionally, WAC 118-66-050 (3) (ii) lists “NG9-1-1 network” as an authorized expense.		

Question	Yes	No
<b>2. In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>2a. If YES, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>	The state expended <b>\$7,349,248</b> on Next Generation 911 programs in the annual period ending December 31, 2018.	



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<b>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.</b>					
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 checked="" type="checkbox"/>	<input type="checkbox"/>	64	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Local ( <i>e.g.</i> , county) ESInet	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet: <b>U.S. Navy Region Northwest</b>			1	<input checked="" 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.**

In 2016, Washington State began a transition to a replacement NG911 ESInet. After building out the network and interconnecting the old 911 network with the new ESInet, the PSAPs began migrating (transitioning) on May 1, 2018. The entire project is anticipated to be completed by December 2019. The state also continued replacement of analog 911 telephone equipment in the PSAPs with NG911 phone systems. A total of 6 primary PSAPs were upgraded during calendar year 2018.

Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	28
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2019, how many PSAPs do you anticipate will become text capable?</b>	5



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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, 2018, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Amount is encompassed in overall contract for NG911 ESInet

Question	Total PSAPs
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?	65

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

Washington State strives to be a national leader at the forefront of the 911 evolution. Since 1998, Washington State has dedicated hundreds of millions of state taxpayer dollars for the provision and enhancement of a statewide 911 system. In the period from 2012 through 2018, Washington State alone expended over \$77M on NG911 modernization – including the first-ever statewide NG911 Emergency Services Internet Protocol Network (ESInet) and NG911 modernization in the Public Safety Answering Point (PSAP) – all from state 911 funds. This is in addition to the millions of dollars of county/local 911 funds dedicated to NG911 modernization.

Washington State views 911 as a statewide enterprise, developed in a collaborative effort with the Counties, the PSAPs, the State 911 Coordination Office, the commercial 911 service providers, and a dedicated community of stakeholder representatives, to ensure 911 access from the call-maker to the call-taker.

The State has nearly completed the process of transitioning from the 10-year-old interim statewide 911 network to one of the nation's first statewide NENA i3 standards-based NG911 ESInets. The new ESInet will allow for multi-media (i.e. Voice, Text, Data, etc.) 911 access and will provide an even faster, more reliable, resilient, geo-diverse and scalable system, with cyber-security planned into the design. With the completion of the new ESInet, the Washington State NG911 enterprise will have the capabilities and tools needed to provide a more efficient and effective 911 service, while keeping pace with the ever-evolving communications technologies used by our citizens.

In addition, due to the increased reliability, resilience and security, as well as the designed interoperability with other 911 centers – intrastate, interstate, and international (Canada) – the Washington State NG911 enterprise system will be able to be more effective at collecting and disseminating initial situational awareness during major emergencies and disasters.

Finally, the State of Washington has applied for and is waiting approval of the NG911 Federal Grant to assist us in achieving full NG911 capability statewide. We strongly endorse continued support and further investment in 911 at the national level to assist all states as they move toward NG911.