**Approved by OMB**

**3060-1122**

**Expires: March 31, 2025**

**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 (the Bureau) seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act, as amended by Section 902.[[1]](#footnote-2)

**Instructions for Filling Out the Questionnaire**

**Please read and follow these general instructions:**

* Please complete all sections of this form.
* Please enter only numeric responses where requested.
	+ Dollar or percentage signs, decimal points, and thousands separator commas are acceptable.
	+ Blank responses, “None”, “Unknown”, or “N/A” are also acceptable.
	+ To facilitate the Bureau’s calculations for the Annual Fee Report, please avoid stray characters such as: \*, ~, (), or [] in numeric responses.
* Use the associated Addendum fields to enter other information, such as footnotes, qualifiers, text, descriptions, and/or explanations.
* All responses should pertain to calendar year (January 1 – December 31), not fiscal year.
* Unless otherwise directed, please provide requested information directly on this form, rather than submit, refer to, and/or rely on supplemental materials.
* Please consolidate separate response forms (and/or responses to individual questions) completed by counties, municipalities, or other local jurisdictions into one response form for the entire state, using sums and averages as appropriate.
1. **Filing Information**

**A1. Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| West Virginia |

**A2. Name, Title and Organization of Individual Filing Report**

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| **Name** | **Title** | **Organization** |
| Jeffery Perry | Chief Mission Support | State of West Virginia Emergency Management Division |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**

**B1. Please provide the total number of active primary and secondary Public Safety Answering Points (PSAPs) in your state or jurisdiction that received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2021. PSAPs that did not receive funding derived from the collection of 911/E911 fees need not be included in the response boxes, but may be reported in Addendum Section B1.**

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| **PSAP Type[[2]](#footnote-3)** | **Number of PSAPs** |
| Primary | 51 |
| Secondary |       |
| **Total** | 51 |

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| **Addendum Section B1** |
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**B2. Please provide the total number of active telecommunicators[[3]](#footnote-4) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2021. Telecommunicators that were not funded through the collection of 911 and E911 fees need not be included in the response boxes, but may be reported in Addendum Section B2.**

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| **Telecommunicator Type** | **Number of Active Telecommunicators Funded by 911/E911 Fees** |
| Full Time | 776 |
| Part Time | 129 |

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| **Addendum Section B2** |
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**B3. For the annual period ending December 31, 2021, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount ($)** | 89,237,508.00 |

**B3a. If an amount cannot be provided, please explain why.**

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| **Addendum Section B3** |
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**B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2021 to December 31, 2021.**

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| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | 705,071 |
| Wireless  | 1,096,600 |
| VoIP | 89,947 |
| Other (report 911 texts separately below in B.4a) | 665,221 |
| **Total** | 2,556,839 |

**B4a. Please provide the total number of 911 texts that your state or jurisdiction received during the period January 1, 2021 to December 31, 2021.**

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| Texts to 911 | 4953 |

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| **Addendum Section B4** |
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1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

**C1. 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 ………………….. [x]
* No ………………..….. [ ]

**C1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| In WV, 911/E911 fees are collected from subscribers of landline, wireless, and Voice over Internet Protocol (VoIP) telecommunications service providers. Funding for land-line service is provided for under W.Va. Code §7-1-3cc. This section of the W.Va. Code authorizes county commissions to impose a fee on consumers of local exchange service within their county for the purpose of funding an emergency telephone system. These fees vary based on ordinances passed by each county commission and are collected by the local exchange carrier and remitted directly to the county.In addition, W.Va. Code §24-6-6b imposes a fee to be collected by all commercial mobile radio service (CMRS) providers on each valid retail commercial mobile radio service subscription as defined by the West Virginia Public Service Commission (WV-PSC). The 911 fee is currently $3.47 |

**C1b. If YES to C1, during the annual period January 1, 2021 to December 31, 2021, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism?** *Check one (leave blank if NO to C1).*

* Yes ………………….. [ ]
* No ………………..….. [x]
* Unknown ………..….. [ ]

**C1c. If YES to C1b., provide a description of amendments, enlargements, or alterations to the funding mechanism, if applicable.**

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| **Addendum Section C1** |
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**C2. 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 …………….. [x]

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| **Addendum Section C2** |
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**C3. Describe how the funds collected are made available to localities.**

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| These funds, when remitted to the WV-PSC for distribution to the County Commissions of the State, are remitted in accordance with the provisions of W.Va. Code §24-6-6b(b) and (c). The WV-PSC passes through all money it collects. The WV-PSC does not charge an administrative fee or otherwise retain any portion of the money. The telecommunications service providers retain a three-percent (3%) billing and collection fee before remitting the fees collected to the WV-PSC. The expenditure of 911/E911 fees collected directly by the County Commissions through landline or VoIP telecommunications service provider and 911/E911 fees redistributed to the counties by the WV-PSC is statutorily restricted. W. Va. Code specifies what Enhanced 911 fee revenues may be used for. This is found, for wireline fees, at W.Va. Code §7-1-3cc(b) and, for wireless fees, at W.Va. Code §24-6-6b. Each county receives a quarterly disbursement of the funds collected by the WV-PSC.  |

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

**D1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** *Check one*.

* The State has authority to approve the expenditure of funds ………………….….. [ ]
* One or more local authorities has authority to approve the expenditure of funds… [ ]
* A hybrid approach where two or more governing bodies (e.g., state or local authority) have authority to approve the expenditure of funds ………………………………. [x]

**D1a. 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.).**

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| West Virginia statutory law requires that all books and records of county answering points that benefit from the imposition of local exchange service fees are subject to audit by the state auditor’s office. W.Va. Code §7-1-3cc. In addition, the financial activities of the WV-PSC are monitored internally by the State of West Virginia through audits, reviews and studies by the Legislature and externally by an independent private sector auditor in “Single State Audit.” The WV-PSC may review and in certain instances in the past has reviewed the use of 911/E911 fees by the County Commissions. W.Va. Code §24-6-7 confers authority upon the WV-PSC to resolve conflicts between County Commissions, between telephone companies, between telephone companies and County Commissions, and between the West Virginia Department of Military Affairs and Public Safety, State Police and County Commissions and/or telephone companies in matters concerning 911/E911 systems.  |

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| **Addendum Section D1** |
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**D2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**

* Yes ………………….. [x]
* No ………………..….. [ ]

**D2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| COSTS WHICH MAY BE RECOVERED BY ENHANCED 911 FEE REVENUES  WV state law specifies the allowable use of Enhanced 911 fee revenues. Specifically, these uses are defined, for wireline fees, at 7-1-3cc(b) and, for wireless fees, at W.Va. Codes §24-6-6b. Based on those statutes, the members of the WV Enhanced 911 Council, which is comprised of all the directors of the 911 centers in the state, established the following guidelines for use of the Enhanced 911 fees (December 2, 2005 meeting of the Council):  NOTES - Fee-recoverable items (listed below) include such items used at or for the primary answering point and such items used at or for secondary and/or back-up answering points.  1) Recurring and non-recurring rates and charges paid to telephone companies for:   a) Lines, switching and trunks associated with Enhanced 911 service; b) Administrative lines and telecommunications facilities associated with the Enhanced 911 system’s public safety answering point(s) PSAP(s). 2) Telephone company charges associated with Enhanced 911services such as ANI, ALI, Forced Disconnect, Called Party Hold, Selective Routing, Default Routing, Idle Circuit Tone, Switch Hook Status, etc.  3) Telephone Company billing and collection charges associated with the Enhanced 911 fee. 4) Costs associated with provision, update and maintenance of a database, for the Enhanced 911system, which uniquely identifies all telephone subscribers in the Enhanced 911 service area in such a manner that emergency service providers may be timely, reliably, efficiently, accurately and unambiguously dispatched to locations in need of assistance. This activity includes mapping, address assignment, and Enhanced 911 system database programming activities, whether done by Enhanced 911 system personnel, emergency service provider personnel, one or more telephone companies and/or one or more contract groups. Costs of fax and/or computer facilities used for database activity (i.e., initial entry, corrections, updates, additions, deletions, etc.) may be covered by the Enhanced 911 fee. Vehicle costs accrued pursuant to mapping/addressing activities may be paid from 911 fee funds. Costs associated with the initial provision and placement of rural road name signs/posts/poles/etc. may be paid for by Enhanced 911 fee money. Replacement costs may not be covered in this manner, nor may any signage costs associated with municipal or state roadways be covered by 911 fee funds. 5) Costs for employee training and education, including:  a) School tuition, seminar fees, etc.; b) Training materials; c) Training related meals, lodging and travel; d) Dues and other membership costs associated with professional organizations; e) Testing, grading, evaluating; f) Wages for time spent in on-the-job training.  NOTE - Training may commence prior to actual provision of 911 service by a county and, when it does, legitimate costs (see above) for such “advance training” may be recovered by use of Enhanced 911fee revenues.  6) Computer-aided-dispatch (CAD) system costs for such systems used by Enhanced 911 PSAPs.  7) Wage, benefit, insurance, uniform, etc. costs for personnel employed by the Enhanced 911 system.  8) Costs (including insurance) associated with purchase, replacement, enhancement, repair and maintenance of the following items, both on-line and spare: a) Enhanced 911 telecommunications equipment, including recorders and the recording media (tapes, discs, hard drives, etc.) that they use; fax equipment, computers and teletypes (if used, even occasionally, in conjunction with dispatch activity); equipment used for communicating with hearing or speech impaired persons who call 911; b) Computer equipment and software associated with the Enhanced  911 database, CAD, and/or other aspects of the Enhanced 911 system.  9) Costs (including insurance) associated with radio equipment, including spare equipment, used in: a) Dispatching emergency service providers pursuant to calls to 911; b) Transferring or relaying 911 calls and/or information related to such calls.  10) Costs (including construction, insurance, land and vehicle expenses) associated with radio towers (including tower rental charges), radio antennae, feeder lines, etc., associated with the radio equipment described in Item 9, above.  11) Costs (including insurance) associated with back-up batteries and emergency power generation, transmission and control equipment.  12) Costs associated with electrical facilities (wiring, cabling, control devices, conduits, raceways, distribution equipment, sockets, outlets, etc.), including lighting, heating, humidity control and air conditioning facilities.  13) Costs associated with equipment, software, phone service, training, etc. necessary for compliance with the Federal Communications Commission’s Phases I and II for wireless Enhanced 911 service.  14) Costs associated with provision (i.e., construction of a new building or purchase of an existing building or portion thereof), maintenance, cleaning, repair and upkeep of buildings and/or portions of buildings used to house PSAP and associated operations. This includes shelters for radio dispatch facilities. It also includes a reasonable amount of land, as well as necessary roads, driveways and parking facilities on PSAP property. 15) Costs associated with PSAP furnishings (desks, chairs, credenzas,  filing cabinets, shelving, storage facilities, etc.), accessories, office  equipment (photocopiers, printers, PCs, laptop computers, scanners,  clocks, postage meters, etc.), office supplies (paper, envelopes,  staples/staplers, date stamps, binders, file folders, stationery, clips,  writing instruments, etc.), and postage used for official PSAP business.  16) Utility costs (electricity, telephone, water, sewer, gas, etc.) associated with PSAP operations.  17) Costs associated with motor vehicles used for official business of the 911 operations. If a vehicle which has been paid for by 911 fee money is ever used for anything other than 911 business, the 911 fund must be reimbursed, using applicable motor vehicle reimbursement policies and practices, for such use.APPLICABLE STATE LAW (in effect since April, 2005): LANDLINE FEE MONEY: W.Va. Code §7-1-3cc(b) A county commission may impose a fee upon consumers of local exchange service within that county for an enhanced emergency telephone system and associated electronic equipment and for the conversion of all rural routes to city-type addressing, as provided in section three of this article. The fee is to be used solely and directly for the capital, installation, administration, operation and maintenance costs of the enhanced emergency telephone system and of the conversion to city-type addressing and including the reasonable costs associated with establishing, equipping, furnishing, operating or maintaining a county answering point. WIRELESS FEE MONEY: W.Va. Code §24-6-6b(c)(2) Counties which have an enhanced 911 ordinance in effect shall receive their share of the wireless enhanced 911 fee revenue for use in the same manner as the enhanced 911 fee revenues received by those counties pursuant to their enhanced 911 ordinances; W.Va. Code §24-6-6b(c)(3) From any funds distributed to a county pursuant to this section, a total of three percent shall be set aside in a special fund to be used exclusively for the purchase of equipment that will provide information regarding the x and y coordinates of persons who call an emergency telephone system through a commercial mobile radio service, Provided, that upon purchase of the necessary equipment, the special fund shall be dissolved and any surplus shall be used for general operation of the emergency telephone system as may otherwise be provided by law. |

**D2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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1. **Description of Uses of Collected 911/E911 Fees**

**E1. 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.**

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| These funds, when remitted to the WV-PSC for distribution to the County Commissions of the State, are remitted in accordance with the provisions of W.Va. Code §2-6-6b(b) and (c). The WV-PSC passes through all money it collects. The WV-PSC does not charge an administrative fee or otherwise retain any portion of the money. The telecommunications service providers retain a three-percent (3%) billing and collection fee before remitting the fees collected to the WV-PSC. The expenditure of 911/E911 fees collected directly by the County Commissions through landline or VoIP telecommunications service provider and 911/E911 fees redistributed to the counties by the WV-PSC is statutorily restricted. W. Va. Code specifies what Enhanced 911 fee revenues may be used for. This is found, for wireline fees, at W.Va. Code §7-1-3cc(b) and, for wireless fees, at W.Va. Code §§24-6-6b. Each county receives a quarterly disbursement of the funds collected by the WV-PSC. See Answer in question D.2a for allowable expenditures. |

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| **E2. Please identify the uses of the collected funds.[[4]](#footnote-5) *Check all that apply*.** |
| **Type of Cost** | **Yes** | **No** |
| **PSAP operating costs, including technological innovation that supports 911** | Lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of PSAP building/facility | **[x]**  | **[ ]**  |
| NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS) | **[x]**  | **[ ]**  |
| **PSAP personnel costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **PSAP administrative costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Costs for integration and interoperability of 911 systems and public safety/first responder radio systems** | Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations | **[x]**  | **[ ]**  |
| Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems | **[x]**  | **[ ]**  |
| **Grant programs** |  | **[ ]** **If YES, see E2a.** | **[x]**  |
| **E2a. During the annual period ending December 31, 2021, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of such grants.** |
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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| **F1. Please describe the amount of 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***Check one for each Service Type.* |
| **State** | **County or Local Authority** | **Combination of State and County/Local** |
| **Wireline – monthly fee ($)** | $See below spreadsheet showing county fees | **[ ]**  | **[x]**  | **[ ]**  |
| **Wireless – monthly fee ($)** | $3.47 | **[x]**  | **[ ]**  | **[ ]**  |
| **Prepaid Wireless – provide *either* flat fee ($) or percentage (%) per retail transaction** *(leave inapplicable cell blank)* | $      | **[x]**  | **[ ]**  | **[ ]**  |
| 6% |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($)** | $See below spreadsheet | **[ ]**  | **[ ]**  | **[ ]**  |
| **Other – monthly fee ($)** | $      | **[ ]**  | **[ ]**  | **[ ]**  |

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| **Addendum Section F1** |
|  County Monthly Fee1 Barbour $3.002 Berkeley $5.003 Boone $4.00 Res $6.00 Bus4 Braxton $2.105 Brooke $6.056 Cabell $7.00 Res & $9.50 Bus7 Calhoun $2.458 Clay $4.009 Doddridge $2.4510 Fayette $4.5011 Gilmer $1.7512 Grant $3.7513 Greenbrier $2.0014 Hampshire $2.0015 Hancock $4.0516 Hardy $3.7517 Harrison $3.5018 Jackson $2.00 Res $6.00 Bus19 Jefferson $5.0020 Kanawha $5.60 Res $8.96 Bus21 Lewis $1.8522 Lincoln $3.5023 Logan $3.0024 Mcdowell $2.9025 Marion $3.3426 Marshall $1.2027 Mason $2.0028 Mercer $3.0029 Mineral $5.0030 Mingo $2.0031 Monongalia $3.0032 Monroe $4.6533 Morgan $5.0034 Nicholas $3.5035 Ohio $3.5636 Pendleton $2.5037 Pleasants $2.0038 Pocahontas $1.2539 Preston $3.0040 Putnam $1.5041 Raleigh $5.0042 Randolph $2.5043 Ritchie $2.0044 Roane $3.2545 Summers $3.8546 Taylor $2.5047 Tucker $1.5048 Tyler $2.8549 Upshur $4.50 Res $6.50 Bus50 Wayne $4.0051 Webster $2.6052 Wetzel $2.9553 Wirt $2.0054 Wood $3.2555 Wyoming $3.65      |

**F2. For the annual period ending December 31, 2021, please report the total amount collected pursuant to the assessed fees or charges described in Question F1.**

|  |  |
| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | 17,011,716 |
| Wireless | $46,226,777 |
| Prepaid Wireless | In Wireless |
| Voice Over Internet Protocol (VoIP) | 8,209,318 |
| Other | 891,326 |
| **Total** | 72,339,137 |

**F2a. If an amount cannot be provided, please explain why.**

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| Prepaid Wireless is included in the Wireless Fee total. |

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| **Addendum Section F2** |
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**F3. Please identify any other sources of 911/E911 funding.**

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| None |

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| **Question** | **Yes** | **No** |
| **F4. For the annual period ending December 31, 2021, 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]**  |
| **F4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
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| **Addendum Section F4** |
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| **F5. 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 | 64% |
| Local 911 Fees | 36% |
| General Fund - State | N/A |
| General Fund - County | N/A |
| Federal Grants | N/A |
| State Grants | N/A |

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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

For the purposes of this questionnaire, diversion is the obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions identified in 47 CFR § 9.23 of the Commission’s rules as acceptable.

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| **Question** | **Yes** | **No** |
| **G1. In the annual period ending December 31, 2021, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended solely for acceptable purposes and functions as provided under 47 CFR § 9.23?** *Check one*. | **[x]**  | **[ ]**  |
| **G1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were obligated or expended for purposes or functions other than those designated as acceptable under 47 CFR § 9.23, 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 purposes or functions for such funds.** |
| **Amount of Funds ($)** | **Identify the purposes or functions other than those designated as acceptable by the Commission for which the 911/E911 funds were obligated or expended. (*If you need more rows for your response, please enter the information in Addendum Section G1.*)** |
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| **Addendum Section G1** |
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| **Question** | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2021, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure?** *Check one*. | **[x]**  | **[ ]**  |
| **G2a. If YES to G2, are all of the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911-originated information to emergency responders? For the purposes of this questionnaire, 911-originated information includes all data and information delivered between the 911 request for assistance and the emergency responders.**  | **[x]**  | **[ ]**  |
| **G2a(i). If NO to G2a, please explain.** |
|  |
| **G2b.** **If YES to G2, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.**  |
| **Amount of Funds ($)** | **Description of such obligations or expenditures. (*If you need more rows for your response, please enter the information in Addendum Section G2.*)** |
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| **Addendum Section G2** |
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**Safe Harbor for Multi-Purpose Fees**. Section 9.23(d) of the rules provides an elective safe harbor for states and taxing jurisdictions that designate multi-purpose fees or charges for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services. *See* 47 CFR § 9.23(d). The rule provides that the obligation or expenditure of such a fee or charge will not constitute diversion if the state or taxing jurisdiction (i) specifies the amount or percentage of such fees or charges that is dedicated to 911 services; (ii) ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and (iii) obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under the Commission’s rules.

**G3. Does your state or taxing jurisdiction collect fees or charges designated for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services?** *Check one.*

* Yes ………………….. [ ]
* No ………………..….. [x]

**If YES to G3, please answer Questions G3a – G3c below.** *(If NO to G3, leave blank.)*

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| **Question**  | **Yes** | **No** |
| **G3a. Does the state or taxing jurisdiction specify the amount or percentage of such fees or charges that is dedicated to 911 services?** *Check one.* | **[ ]**  | **[ ]**  |
| **Question** | **Response** |
| **G3a(i). Cite to the authority by which the state or taxing jurisdiction specifies the amount or percentage.**  |   |
| **G3a(ii). Indicate the amount or percentage of such a fee dedicated to 911 services. Provide *either* dollar amount or percentage.** *(Leave inapplicable cell blank.)* | $   |
|      % |
| **Question**  | **Yes** | **No** |
| **G3b. Does the state or taxing jurisdiction ensure that the 911 portion of such fees or charges is segregated and not commingled with any other funds?** *Check one.* | **[ ]**  | **[ ]**  |
| **G3b(i). Cite to the authority by which the state or taxing jurisdiction segregates such fees.** |
|       |
| **Question**  | **Yes** | **No** |
| **G3c. Does the state or taxing jurisdiction obligate or expend the 911 portion of such fees or charges only for the purposes and functions designated by the Commission as acceptable pursuant to 47 CFR § 9.23?** *Check one.* | **[ ]**  | **[ ]**  |
| **G3c(i). If NO to G3c, please explain.** |
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| **Addendum Section G3** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| **H1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been obligated or expended for acceptable purposes and functions as designated under the Commission’s rules?** *Check one.* | **[x]**  | **[ ]**  |
| **H1a.** **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, 2021.** *(Enter “None” if no actions were taken.)* |
| West Virginia statutory law provides that the books and records of county answering points that benefit for local exchange service fees are subject to annual examination by the state auditor’s office. W.Va. Code §7-1-3cc. In addition, the financial activities of the WV-PSC are monitored internally by the State of West Virginia through audits, reviews and studies by the Legislature and externally by an independent private sector auditor in “Single State Audit.”  |

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| **Addendum Section H1** |
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| **Question** | **Yes** | **No** |
| **H2. 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.* | **[x]**  | **[ ]**  |
| **Question** | **Yes** | **No** | **N/A** |
| **H2a. Did your state conduct an audit of service providers in connection with such auditing authority during the annual period ending December 31, 2021?** *Check one; check N/A if Question H2 response above is NO*.  | **[ ]**  | **[x]**  | **[ ]**  |
| **H2b. If YES to H2 and H2a, 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, 2021.** *(Leave blank if not applicable / no actions were taken.)* |
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| **Addendum Section H2** |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| **I1. Does your state or jurisdiction classify expenditures on Next Generation 911 (NG911) as within the scope of acceptable purposes and functions for the obligation or expenditure of 911 fees or charges?** *Check one.* | **[x]**  | **[ ]**  |
| **I1a. If YES, please cite any specific legal authority:** |
| There is no specific legal authority or language provided for Next Generation 911 but the expenditures fall under the list of acceptable expenditures listed above in Question I1. |

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| **Question** | **Yes** | **No** |
| **I2. In the annual period ending December 31, 2021, has your state or jurisdiction expended funds on NG911 programs?** *Check one.* | **[x]**  | **[ ]**  |
| **I2a. If YES, please enter the dollar amount that has been expended during the annual period.** |
| **Amount****($)** | 18,015,283 |

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| **Addendum Section I2** |
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| **I3. For the annual period ending December 31, 2021, please provide the number of PSAPs that operated on each type 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** |
| I3a. A single, state-wide ESInet | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| I3b. Local (*e.g.*, county) ESInet(s) | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| I3c. Regional ESInets | **[ ]**  | **[x]**  | [If one Regional ESInet is in operation, provide the total PSAPs on the first line below. If more than one Regional ESInet is in operation, provide the total PSAPs operating on each ESInet.] |  |  |
| Name of Regional ESInet 1:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| **If more Regional ESInets operate in your state or taxing jurisdiction, please list the names of Regional ESInets 8 and higher, and numbers of associated PSAPs, in the space below:** |
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| **Addendum Section I3** |
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**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2021.**

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| Upgrade CAD Systems; Upgrade Radio and Phone Systems; Implement Text to 911; Upgrade Existing Text to 911 System; Began or Continued Work on ESI-Net Project; Upgraded 911 Center Connectivity; Upgraded Call Recorder for NG911; RapidSOS Projects; State Addressing and Mapping (SAMS) Projects |

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| **I4a. Based on your response to I4, please indicate which categories of NG911 expenditures from this non-exhaustive list apply.** | ***Check all that apply*.** |
| **General Project or Not Specified** | **[x]**  |
| **Planning or Consulting Services** | **[x]**  |
| **ESInet Construction** | **[x]**  |
| **NG911 Core Services** | **[x]**  |
| **Hardware or Software Purchases or Upgrades** | **[x]**  |
| **GIS** | **[x]**  |
| **NG911 Security Planning** | **[x]**  |
| **Training** | **[x]**  |

**I5. As of December 31, 2021, how many PSAPs within your state have implemented text-to-911 and are accepting texts? Please refrain from non-numeric responses such as “all PSAPs.” Enter any text in Addendum Section I5.**

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| **Total Number of PSAPs Accepting Texts as of December 31, 2021** | 16 |

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| **Addendum Section I5** |
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**I6. By the end of the *next* annual period ending December 31, 2022, how many *total* PSAPs do you anticipate will have implemented text-to-911 and will be accepting texts?**

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| **Estimated Total Number of PSAPs Accepting Texts as of December 31, 2022** | 25 |

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| **Addendum Section I6** |
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1. **Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| **J1. During the annual period ending December 31, 2021, did your state expend funds on cybersecurity programs for PSAPs?**  | Yes**[ ]**  | No**[x]**  |       |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| **J2. During the annual period ending December 31, 2021, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 25 |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| **J3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (April 2018) for networks supporting one or more PSAPs in your state or jurisdiction?**[[5]](#footnote-6) *Check one.* | **[ ]**  | **[ ]**  | **[x]**  |

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**

**K1. 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.**

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1. **Underfunding of 911**

For the purposes of this questionnaire, underfunding occurs when funding levels are below the levels required for optimal performance of 911 operations.

**L1. Describe the impact of any underfunding of 911 services in your state or taxing jurisdiction during the annual period ending December 31, 2021.**

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| Retention of employees, outdated and end of life equipment, outdated dispatch center, telephone system, lacking upgrades to take advantage of newest technology, etc.. |

**L2. Describe how any fee diversion affected 911 underfunding in your state or taxing jurisdiction during the annual period ending December 31, 2021.** *Indicate N/A if your state or taxing jurisdiction did not divert.*

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| N/A |

**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** **PRA@fcc.gov****.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

1. *See* Consolidated Appropriations Act, 2021, Public Law 116-260, Division FF, Title IX, section 902. [↑](#footnote-ref-2)
2. 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 (NENA), Master Glossary of 9-1-1 Terminology at 174 (June 22, 2021), <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-adm-000.24-2021_final_2.pdf>. [↑](#footnote-ref-3)
3. For the purposes of this questionnaire, 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* https://nenawiki.org/wiki/Telecommunicator. [↑](#footnote-ref-4)
4. *See* 47 CFR § 9.23(b)(1)–(5). [↑](#footnote-ref-5)
5. National Institute of Standards and Technology, Framework for Improving Critical Infrastructure Cybersecurity (2018), <https://nvlpubs.nist.gov/nistpubs/cswp/nist.cswp.04162018.pdf>. [↑](#footnote-ref-6)