



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2018
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 |
| California |

2. Name, Title and Organization of Individual Filing Report

| Name | Title | Organization |
|---------------|----------------|---|
| Budge Currier | Branch Manager | California Governor’s Office of Emergency Services |



Federal Communications Commission
Washington, D.C. 20554

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, 2016:

| PSAP Type ¹ | Total |
|------------------------|-------|
| Primary | 390 |
| Secondary | 51 |
| Total | 441 |

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, 2016:

| Number of Active Telecommunicators | Total |
|------------------------------------|-------|
| Full-Time | 0 |
| Part-time | 0 |

3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

| | |
|------------------------------|--------------|
| Amount (\$) | \$84,113,987 |
|------------------------------|--------------|

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*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.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 137.



Federal Communications Commission
Washington, D.C. 20554

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, 2016 to December 31, 2016.

| Type of Service | Total 911 Calls |
|-----------------|-------------------|
| Wireline | 4,813,211 |
| Wireless | 22,665,329 |
| VoIP | 1,028,994 |
| Other | 5,833 |
| Total | 28,513,367 |

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 California, Revenue and Taxation Code, Section 41001 et seq., known as the Emergency Telephone Users Surcharge Act, provides the statutory authority and defines how funds are collected and distributed in support of 911.



Federal Communications Commission
Washington, D.C. 20554

1b. If YES, during the annual period January 1, 2016 to December 31, 2016, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

In 2014, the California enacted the Prepaid Mobile Telephony Services (MTS) Surcharge Collection Act to the State Revenue and Taxation Code Sections 42010-42018 et seq. The code established a prepaid MTS surcharge that is imposed on each prepaid consumer and is collected by a seller from each prepaid consumer at the time of each retail transaction in California. The Prepaid MTS surcharge is imposed as a percentage of the sales price of each retail transaction that occurs in this state. Collection of fees began January 1, 2016. The surcharge rate remains .0075.

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.

The State of California, Revenue and Taxation Code Sections 41135-41142, Government Code Sections 53100- 53121 (Warren 911 Emergency Assistance Act) establishes the allowable uses of collected funds. The State of California 911 Operations Manual outlines the criteria and process by which qualifying local agency Public Safety Answering Points (PSAPs) can receive funding for their 911 telephone system and approved allowable uses.



Federal Communications Commission
Washington, D.C. 20554

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 type="checkbox"/> | <input checked="" 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.)

In accordance with the State of California, Government Code Sections 53100-53120 and Revenue and Taxation Code Section 41001 et seq., the Governor's Office of Emergency Services is the authority to approve expenditures and oversight of funds collected for 911 purposes.

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.

In accordance with the State of California, Government Code Sections 53100-53120 and Revenue and Taxation Code Section 41001 et seq., the Governor's Office of Emergency Services has the authority to approve expenditures and oversight of funds collected for 911 purposes.



Federal Communications Commission
Washington, D.C. 20554

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



Federal Communications Commission
Washington, D.C. 20554

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.**

Pursuant to Revenue and Taxation Code Section 41136. The State of California provides funding for recognized Public Safety Answering Points (PSAPs) in the California that provide 9-1-1 services. Specifically funding is used to:

- To pay refunds authorized by this part.
- To pay the State Board of Equalization for the cost of the administration of this part.
- To pay the Office of Emergency Services for its costs in administration of the "911" emergency telephone number system.
- To pay bills submitted to the Office of Emergency Services by service suppliers or communications equipment companies for the installation of, and ongoing expenses for, the following communications services supplied to local agencies in connection with the "911" emergency phone number system including:
 - Network costs
 - Customer Premise Equipment (CPE) Costs
 - Database Costs (ALI)
 - Training costs for PSAPs, Max \$3000 per fiscal year
 - Review and analysis of new technology (NG9-1-1 etc.)
 - Strategic planning for Next Generation 9-1-1



Federal Communications Commission
Washington, D.C. 20554

| 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 type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Lease, purchase, maintenance of building/facility | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Personnel Costs | Telecommunicators' Salaries | <input type="checkbox"/> | <input checked="" 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 type="checkbox"/> If YES, see 2a. | <input checked="" type="checkbox"/> |
| 2a. During the annual period ending December 31, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant. | | | |
| None. | | | |



Federal Communications Commission
Washington, D.C. 20554

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 | .75 of 1% of Intrastate Voice Revenue | State |
| Wireless | .75 of 1% of Intrastate Voice Revenue | State |
| Prepaid Wireless | .75 of 1% of Intrastate Voice Revenue | State |
| Voice Over Internet Protocol (VoIP) | .75 of 1% of Intrastate Voice Revenue | State |
| Other | N/A | N/A |

2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

| Service Type | Total Amount Collected (\$) |
|-------------------------------------|------------------------------------|
| Wireline | See Note |
| Wireless | See Note |
| Prepaid Wireless | See Note |
| Voice Over Internet Protocol (VoIP) | See Note |
| Other | N/A |
| Total | \$79,648,535 |



Federal Communications Commission
Washington, D.C. 20554

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

The total amount of fees collected in 2016 was not broken down into individual categories but remitted as a total based on the current surcharge rate applied.

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

All funding for 911/E911 is provided by the state 911 surcharge.

| Question | Yes | No |
|--|--------------------------|-------------------------------------|
| <p>4. For the annual period ending December 31, 2016, 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 type="checkbox"/> | <input checked="" type="checkbox"/> |
| <p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p> | | |
| Empty space for answer | | |



Federal Communications Commission
Washington, D.C. 20554

| 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 | 100% |
| Local 911 Fees | |
| General Fund - State | |
| General Fund - County | |
| Federal Grants | |
| State Grants | |



Federal Communications Commission
Washington, D.C. 20554

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

| Question | Yes | No |
|--|--|-------------------------------------|
| 1. In the annual period ending December 31, 2016, 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 type="checkbox"/> | <input checked="" 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) | |
| \$3.827 million | All funds collected have been used exclusively for the purposes designated by the funding mechanism in support of 911 with the exception of funds that have been appropriated by the California Department of Forestry and Fire Protection (CAL FIRE). While CAL FIRE's use of the State Emergency Telephone Number Account (SETNA) was not specific to the intent for 911 related expenditures, the equipment purchased is for use at emergency dispatch centers in response to 911 call activity. The appropriations were to purchase and install new hardware and computer aided dispatch (CAD) software at CAL FIRE's Emergency Command Centers. In addition redundant hardware and a CAD system were purchased and installed at their Fire Academy, which is used for training. | |
| | | |
| | | |
| | | |
| | | |



Federal Communications Commission
Washington, D.C. 20554

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, 2016. (Enter "None" if no actions were taken.) | | |
| <p>The California Governor's Office of Emergency Services (CalOES) reviews requests for payment of services for accuracy and verifies equipment purchased is in line with requirements of the California Revenue and Taxation Code for the expenditure of 911 fees.</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, 2016. (Enter "None" if no actions were taken.) | | |
| <p>California Revenue and Taxation Code Section 41130. Provides, "Upon proper notification to the service supplier, the Board of Equalization or its authorized representative shall have the right to inspect and audit all records and returns of the service supplier at all reasonable times."</p> | | |



Federal Communications Commission
Washington, D.C. 20554

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? <i>Check one.</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 1a. If YES, in the space below, please cite any specific legal authority: | | |
| State of California, Government Code Sections 53100-53121 (Warren 911 Emergency Assistance Act) and Revenue and Taxation Code Section 41135-41142 requires the Governor's Office of emergency Services to plan, test, implement, and operate Next Generation 911 technology and services, including text to 911 service, consistent with the plan and timeline required by Section 53121 of the Government Code. | | |

| Question | Yes | No |
|---|-------------------------------------|--------------------------|
| 2. In the annual period ending December 31, 2016, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2a. If YES, in the space below, please enter the dollar amount that has been expended. | | |
| Amount (\$) | \$5.3 Million | |



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2016, 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"/> | 36 | <input type="checkbox"/> | <input type="checkbox"/> |
| Name of Regional ESInet: | | | Northeast Project | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Name of Regional ESInet: | | | | <input type="checkbox"/> | <input type="checkbox"/> |



Federal Communications Commission
Washington, D.C. 20554

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.

The State of California has two NG9-1-1 ESInet projects under development. The Regional Integrated Next Generation project in Pasadena and the Northeast ESInet project. Both projects will utilize a NENA i3 compliant solution. In addition each ESInet will include a hosted CPE solution that supports all or some of the PSAPS in the Regional ESInet currently under development.

| Question | Total PSAPs Accepting Texts |
|--|---|
| 5. During the annual period ending December 31, 2016, how many PSAPs within your state implemented text-to-911 and are accepting texts? | 46 |
| Question | Estimated Number of PSAPs that will Become Text Capable |
| 6. In the next annual period ending December 31, 2017, how many PSAPs do you anticipate will become text capable? | 104 |



Federal Communications Commission
Washington, D.C. 20554

J. Description of Cybersecurity Expenditures

| Question | Check the appropriate box | | If Yes, Amount Expended (\$) |
|--|---------------------------|-------------------------------------|------------------------------|
| | Yes | No | |
| 1. During the annual period ending December 31, 2016, did your state expend funds on cybersecurity programs for PSAPs? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |

| Question | Total PSAPs |
|---|-------------|
| 2. During the annual period ending December 31, 2016, 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 <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"/> |



Federal Communications Commission
Washington, D.C. 20554

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.**

The CalOES 9-1-1 Branch conducts a Fiscal and Operational Review of all PSAPS in the state. These reviews take place, on average, every other year and provide the information needed to ensure that PSAPs are in compliance with statutory requirements. CalOES also uses the Fiscal and Operational Review process to provide the PSAPs with the information and guidance the PSAPs need to run efficiently and effectively. The State recently made a staffing prediction tool available to all PSAPs to assist PSAPs with staffing levels that support P.01 level of service and call answer times established by the state. CalOES also completes an annual review of wireless call routing for all cellular sectors in the state and tracks all outages in the state. The results of these assessments, reviews and data gathering are presented to the 9-1-1 Advisory Board and Long Range Planning Committee who provide guidance and input to the effectiveness of 9-1-1 in California.