



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

| State or Jurisdiction |
|-----------------------|
| Virginia |

2. Name, Title and Organization of Individual Filing Report

| Name | Title | Organization |
|---------------------|-----------------|--|
| Dorothy Spears-Dean | PSC Coordinator | Virginia Information Technologies Agency |



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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2016:

| PSAP Type ¹ | Total |
|------------------------|-------|
| Primary | 119 |
| Secondary | 41 |
| Total | 160 |

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 | 912 |
| Part-time | Unknown |

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 (\$) | Unknown |
|-----------------------|---------|

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.



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

The only costs that we track directly at the state level are local PSAP personnel costs and payments made on behalf of the localities for wireless trunks and services. The total amount for these items is \$115,253,631

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 | 1,083,170 |
| Wireless | 3,387,594 |
| VoIP | |
| Other | |
| Total | 4,470,764 |

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 Commonwealth of Virginia has established a funding mechanism for the support and implementation of wireless E-911. The state E-911 surcharge on wireless telephone service is imposed pursuant to *Code of Va. § 56-484.17* and *§ 56-484.17:1*



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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.

No, the state of Virginia did not amend, enlarge, or in any way alter the funding mechanism during the annual period January 1 – December 31, 2016.

2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

A payment equal to all wireless E-911 surcharges is remitted within 30 days to the Department of Taxation. The Department of Taxation, after subtracting its direct costs of administration, deposits all remitted wireless E-911 surcharges into the state treasury. These monies are then deposited into the Wireless E-911 Fund (the Fund), a special nonreverting fund created in the state treasury. The collected wireless surcharge funds are made available to the localities pursuant to *Code of Va. § 56-484.17* and *§ 56-484.17:1*. The distribution of wireless E-911 funding is as follows:

- Sixty percent of the Wireless E-911 Fund shall be distributed on a monthly basis to the PSAPs according to each PSAP’s average pro rata distribution from the Wireless E-911 Fund for fiscal years 2007-2012, taking into account any funding adjustments made pursuant to any audit performed by the Board. On or before July 1, 2017, and every five years thereafter, the Department of Taxation shall recalculate the distribution percentage for each PSAP.
- Using 30 percent of the Wireless E-911 Fund, the Board shall provide full payment to CMRS providers of all wireless E-911 CMRS costs.
- The remaining 10 percent of the Fund and any remaining funds for the previous fiscal year from the 30 percent for CMRS providers shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and a payment schedule; however, the grants must be to the benefit of wireless E-911.

In 2006, legislation replaced many of the historic state and local communications taxes and fees with a centrally administered communications sales and use tax and a uniform statewide E-911 tax on landline telephone service. The landline E-911 tax is imposed at the rate of \$0.75 per line. The landline E-911 tax is collected and remitted monthly by communications services providers to the Commonwealth’s Department of Taxation and deposited into the Communications Sales and Use Tax Trust Fund. Moneys in the Fund are distributed by the Department of Taxation to localities on a monthly basis.



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

| 1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes. | | |
|---|--|--------------------------|
| Jurisdiction | Authority to Approve Expenditure of Funds (Check one) | |
| | Yes | No |
| State | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Local (e.g., county, city, municipality) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.) | | |
| <p>State: The Virginia 9-1-1 Services Board (the Board) is the entity within the Commonwealth of Virginia that has the authority to approve the expenditures of funds collected for wireless E-911 purposes. Pursuant to <i>Code of Va. § 56-484.14</i>, the Board can “collect, distribute, and withhold moneys from the Wireless E-911 Fund”.</p> <p>Local: Money distributed to cities and counties as part of the 60% of the Fund passed on directly to the localities becomes part of their general budget, and is not specifically earmarked for 911.</p> | | |

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.

Pursuant to *Code of Va. § 56-484.17*, at the end of each fiscal year, on a schedule adopted by the Board, the Board audits the wireless grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. In addition, the Auditor of Public Accounts annually audits the Wireless E-911 Fund.

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.**

The Wireless E-911 Fund provides funding for the Virginia Information Technologies Agency's Integrated Services Program (ISP). The ISP is a consolidated, centralized program for delivery of services to local government public safety and geospatial services. The ISP's responsibilities fall into two primary categories:

- Public safety communications support, which includes support of the 9-1-1 Services Board, providing technical assistance to all PSAPs, planning for the future of E-911, the management of radio frequencies for many state agencies, providing radio engineering and acquisition services and supporting the operation of the Virginia Emergency Operation Center (VEOC).
- Geospatial support, which includes support of the Virginia Geographic Information Network (VGIN) Advisory Board, coordination of enterprise geospatial services, and the establishment of a geospatial data clearinghouse and catalog.

The ISP's strategy is to focus on the following key components:

- A strong commitment to helping our constituents achieve their business-oriented success;
- An effective collaborative approach that leverages the Commonwealth's economies of scale potentials that provides more cost effective solutions to small to mid-size state agencies and local government; and
- A governance model that is coordinated among all interested stakeholders including the Boards and professional associations.

The services offered by the ISP fall into one of three categories:

Consultative Services – Providing professional, unbiased technical assistance and consultation to customers.

Governance Services – Coordinating with stakeholders to develop and promulgate standards and best practices to ensure that investments made by the Commonwealth are managed in an efficient and effective manner.

Collaborative Services – Leading or supporting efforts that increase collaboration among local and state agencies that improve efficiency and the delivery of services to the citizens of the Commonwealth.



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| 2. Please identify the allowed uses of the collected funds. Check all that apply. | | | |
|---|---|--|--------------------------|
| Type of Cost | | Yes | No |
| Operating Costs | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Lease, purchase, maintenance of building/facility | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Personnel Costs | Telecommunicators' Salaries | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Training of Telecommunicators | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Administrative Costs | Program Administration | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Travel Expenses | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Dispatch Costs | Reimbursement to other law enforcement entities providing dispatch | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Lease, purchase, maintenance of Radio Dispatch Networks | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Grant Programs | | <input checked="" type="checkbox"/> If YES, see 2a. | <input 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. | | | |
| <p>The PSAP Grant Program is a multi-million dollar grant program administered by the Virginia 9-1-1 Services Board. The PSAP Grant Program will financially assist primary PSAPs with non-recurring NG9-1-1 costs, limited legacy equipment purchase, PSAP consolidation projects, and 9-1-1/GIS educational and training opportunities. Funding is made available through the Code of Virginia and administered by the Board.</p> | | | |



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F. Description of 911/E911 Fees Collected

| 1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type. | | |
|---|---------------------------|---|
| Service Type | Fee/Charge Imposed | Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination) |
| Wireline | \$.75 | State |
| Wireless | \$.75 | State |
| Prepaid Wireless | \$.50 | State |
| Voice Over Internet Protocol (VoIP) | \$.75 | State |
| Other | | |

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 | \$27,388,897.04 |
| Wireless | \$58,639,869.09 |
| Prepaid Wireless | Unknown |
| Voice Over Internet Protocol (VoIP) | Unknown |
| Other | |
| Total | \$86,028,766.13 |



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

9-1-1 fees are collected by Virginia's Department of Taxation and they are only able to provide a combined figure of \$58,639,869.09 for pre-paid and post-paid wireless revenue. They were also unable to provide a separate amount for VoIP.

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

| 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> | | |
| | | |



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| 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 | 50% |
| Local 911 Fees | 50% |
| General Fund - State | |
| General Fund - County | |
| Federal Grants | |
| State Grants | |



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

| Question | Yes | No |
|--|---|-------------------------------------|
| 1. In the annual period ending December 31, 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) | |
| \$3.7M | Pursuant to Item 422 of the Commonwealth of Virginia's biennial budget for the reporting period, wireless E-911 funding is provided to the Virginia State Police (VSP) for related costs incurred for answering wireless 911 telephone calls. Although the support of VSP for answering wireless 911 telephone calls is not specifically mentioned in the funding mechanism established in <i>Code</i> , the purpose is directly related to supporting E-911. | |
| \$8.0M | Pursuant to Item 69 of the Commonwealth of Virginia's biennial budget for the reporting period, wireless E-911 funds will be used to support sheriff's 911 dispatchers. Although the support of sheriffs' dispatchers is not specifically mentioned in the funding mechanism established in <i>Code</i> , the purpose is directly related to supporting E-911. | |
| | | |
| | | |
| | | |



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

| Question | Yes | No |
|---|-------------------------------------|--------------------------|
| <p>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.</p> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <p>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> | | |
| <p>During this period, Sixty percent (60%) of the Wireless E-911 fund, approximately \$26 million, was distributed by the Department of Taxation (Tax) directly to Virginia's PSAPs. The distribution to each PSAP is based on pre-determined percentages calculated using cost and call load data from fiscal years 2007 through 2012.</p> <p>Each July, as part of an annual True-Up process, PSAPs are required to report on three data elements from the preceding fiscal year: 1) total incoming 9-1-1 calls; both wireline and wireless, 2) total incoming wireless calls, and 3) total personnel costs. The percentages used to determine wireless PSAP funding will be recalculated on July 1, 2018. This is a recent legislative change.</p> | | |

| Question | Yes | No |
|--|-------------------------------------|--------------------------|
| <p>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.</p> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <p>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> | | |
| <p>Unknown. We do not know if the VA Department of Taxation has audited any service providers.</p> | | |



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Description of Next Generation 911 Services and Expenditures

| Question | Yes | No |
|---|-------------------------------------|--------------------------|
| 1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 1a. If YES, in the space below, please cite any specific legal authority: | | |
| <p>Within the Commonwealth's current biennial budget, \$6.8M is available both years to the Public Safety Communications Division. In each year, \$1M of the Division's funding is to be used for the development and deployment of improvements in the statewide E-911 network. However, this \$1M in funding remains unallotted until the expenditure has been approved by the 9-1-1 Services Board. Each year, ISP staff must request the use of this funding for specific projects, or the amount rolls into the funding for the PSAP Grant Program in the subsequent year.</p> | | |

| Question | Yes | No |
|--|-------------------------------------|--------------------------|
| 2. In the annual period ending December 31, 2016, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2a. If YES, in the space below, please enter the dollar amount that has been expended. | | |
| Amount (\$) | \$1,000,000 | |



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| 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 checked="" type="checkbox"/> | <input type="checkbox"/> | Two localities: (Counties of Franklin and Patrick) | <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: Southwest | | | Four localities (Counties of Dickenson, Lee, and Wise and the City of Norton) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Name of Regional ESInet: New River Valley | | | Three localities (Montgomery County and the Towns of Blacksburg and Christiansburg) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |



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| | | | |
|---|--|--------------------------|-------------------------------------|
| Name of Regional ESInet: Bland-Twin-Wythe | Six localities (Counties of Bland, Carroll, Grayson, and Wythe, the City of Galax, and the Town of Wytheville) | <input type="checkbox"/> | <input checked="" 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, 2016.

Northern VA Regional SI Project:

Knowing that the existing Verizon Selective Router Network for the legacy 9-1-1 system is nearing obsolescence, and that data preparation is a key element of transitioning to NG9-1-1, the Northern Virginia PSAPs have received a PSAP Grant to prepare the GIS datasets that are necessary to transition from the tabular MSAG and ALI database to the data that is needed to populate the Emergency Call Routing Function (ECRF) and Location Validation Function (LVF) of the NENA i3 architecture. The goal of this SI project is to develop a regional GIS dataset for Northern Virginia that is suitable for provisioning into a live NG9-1-1 ECRF/ LVF system residing on the ESInet.

Transition to Managed IP Network for 9-1-1 Call Delivery:

8 of 119 PSAPs in Virginia have cut off the Verizon or Century Link selective routers in Virginia, and transitioned away from the LEC to a managed IP Network solution through a 3rd-party provider. All 8 of those PSAPs selected West as their provider. These transitions are all individual decisions by each PSAP.

| 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? | 30 |
| 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? | 15 |



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I. Description of Cybersecurity Expenditures

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



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J. 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 *Code of Virginia* (§56-484.14) requires the 9-1-1 Services Board (the Board) to report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following:

- (i) the state of enhanced 9-1-1 services in the Commonwealth,
- (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,
- (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and
- (iv) monitor developments in enhanced 9-1-1 service and multi-line telephone systems and the impact of such technologies upon the implementation of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56.

The most recent Annual Report is for [FY 2016](#).