**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** |
| Washington |

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

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| **Name** | **Title** | **Organization** |
| Adam Wasserman | State 911 Coordinator | Washington Military Deptment, Emergency Management Division, State 911 Coordination Office |

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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, 2023. 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 | 49 |
| Secondary | 13 |
| **Total** | 62 |

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| **Addendum Section B1** |
| Secondary PSAPs include virtual and back-up locations connected to the statewide ESInet. |

**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, 2023. 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 | 1317 |
| Part Time | 64 |

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| **Addendum Section B2** |
| Total active reported to the state office during state grant application process in May 2023 |

**B3. For the annual period ending December 31, 2023, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount ($)** | 451,135,106 |

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

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| **Addendum Section B3** |
| **The State 911 Coordination Office does not collect complete financial information from ever PSAP. The estimate provided is based on a 2020 Legislative Cost Study and includes an annual rate of increase of 9.9%.** |

**B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | 237,705 |
| Wireless | 4,837,060 |
| VoIP | 434,695 |
| Other (report 911 texts separately below in B.4a) |  |
| **Total** | 5,509,460 |

**B4a. Please provide the total number of 911 texts that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| Texts to 911 | 29,507 |

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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 …………………..
* No ………………..…..

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

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| The Revised Code of Washington (RCW) chapter 82.14B.030 allows the State of Washington and all Counties to impose an excise tax for the purposes of providing 911 services on switched access lines, radio access lines, pre-paid radio access lines, and interconnected voice over Internet Protocol lines. |

**C1b. If YES to C1, during the annual period January 1, 2023 to December 31, 2023, 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 ………………..…..
* 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***. *If both State and local authorities collect fees, please check the “hybrid approach” box only.*

* 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 ……………..

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| **Addendum Section C2** |
| State and county fees are collected by the carriers and submitted to the Department of Revenue, who deposit funds into either the State 911 Fund or the respective county's 911 account.  Use of the fees is controlled by two mechanisms. The first is the limitations imposed by RCW 81.14B.010 and 82.14B.050 that together permit utilization of the county tax. The second is the requirement associated with counties receiving assistance from the State 911 Coordination Office under RCW 38.52.510. A definitive list of permitted uses for the funds has been established by Washington Administrative Code (WAC) 118-66, which requires the counties to spend their local 911 funds on those items listed before being eligible for state assistance, and places limits on the amount that will be considered for reimbursement for many items. The funding collected from the State and County portions of the 911 excise tax is less than the total funding required to operate 911 in Washington State. The remaining support comes from other local government revenue sources. |

**C3. Describe how the funds collected are made available to localities.**

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| State budgeting requires that at least $11 million of 911 excise tax revenue is made available each biennium to counties providing 911 services. Each county submits an annual application for funding to the State 911 Coordination Office wherein local 911 excise tax revenues are reported against the costs of providing 911 services. The State 911 Coordination Office then uses a formula to determine the funding eligibility for each county applicant. Each of the 39 counties and the Washington State Patrol enter into a contract with the State 911 Coordination Office. |

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 ……………………………….

**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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| RCW 82.14B.030 allows county legislative authorities to impose an excise tax not to exceed seventy cents per month on switched access lines (wireline), radio access lines (wireless), pre-paid radio (pre-paid wireless) access lines, and interconnected voice over internet protocol (VoIP) service lines. |

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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 …………………..
* No ………………..…..

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

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| WAC 118-66 defines the permitted uses of 911 excise tax proceeds as authorized by RCW 38.52.540 and 38.52.545. |

**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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| RCW 38.52.520 specifies the duties of the Washington State 911 Coordination Office. These duties include: coordinating and facilitating the implementation and operation of 911 emergency communications systems throughout the state; considering the base needs of individual counties for specific assistance; specifying rules defining the purpose for which available state 911 funding may be expended; efforts to modernize their (counties) existing 911 emergency communications systems; and 911 operational costs. RCW 38.52.540 further specifies that "monies in the [State 911 Fund] account must be used only to support the statewide coordination and management of the 911 system, for the implementation of wireless 911 statewide, for the modernization of 911 emergency communications systems statewide, and to help supplement, within available funds, the operational costs of the system, including adequate funding of counties to enable implementation of wireless 911 service and reimbursement of radio communications service companies for costs incurred in providing wireless 911 service pursuant to negotiated contracts between the counties or their agents and the radio communications service companies." Additionally, "the state 911 coordinator, with the advice and assistance of the 911 advisory committee, is authorized to enter into statewide agreements to improve efficiency of 911 services for all counties and shall specify by rule the additional purposes for which moneys, if available, may be expended from this account." During the calendar year 2023, the State of Washington expended funds to maintain the current statewide NG911 Emergency Services IP Network (ESInet) and Next Generation Core Services (NGCS), county 911 operational equipment and replacement/modernization costs, statewide training programs for telecommunicators, as well as statewide 911 planning and collaboration. Operational funding provides assistance to qualifying local jurisdictions for the operation of county and state primary PSAPs including: salary and benefit support for telecommunicators, county 911 coordinators, MSAG, Mapping/GIS, Information Technology, public education and training; PSAP call-taking hardware/software and maintenance; and modernization/replacement of authorized PSAP equipment to NG911 standard. Statewide training programs include: telecommunicator training (basic and advanced), Public Safety Communications Center Supervisor, Telecommunicator Emergency Response Team, and Communications Training Officer program; funding to counties to support local telecommunicator training programs, county 911 coordinator training and national conference participation, and CTO training salary reimbursement. |

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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) |  |  |
| Lease, purchase, maintenance, replacement, and upgrade of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance, replacement, and upgrade of PSAP building/facility |  |  |
| NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS) |  |  |
| **PSAP personnel costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **PSAP administrative costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **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 |  |  |
| Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems |  |  |
| **Grant programs** |  | **If YES, see E2a.** |  |
| **E2a. During the annual period ending December 31, 2023, 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** |
| Washington Administrative Code specifies acceptable uses for 911 funds collected under the State's portion of the 911 Excise Tax. WAC 118-66-050(3)(c)(ii) specifically designates Computer Aided Dispatch (CAD) system hardware, software, and maintenance. |

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 – provide *either* fee ($) or percentage (%)** *(leave inapplicable cell blank for each type)* | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance**  *Check* ***one*** *for each Service Type. If both State and County/Local Authorities receive remittances, please check the “Combination” box only.* | | |
| **State** | **County or Local Authority** | **Combination of State and County/Local** |
| **Wireline – monthly fee ($) or percentage (%)** | $0.25 State /  $0.70 County |  |  |  |
| % |
| **Wireless – monthly fee ($) or percentage (%)** | $0.25 State /  $0.70 County |  |  |  |
| % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction** | $0.25 State / $0.70 County |  |  |  |
| % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $0.25 State / $0.70 County |  |  |  |
| % |
| **Other – monthly fee ($) or percentage (%)** | $ |  |  |  |
| % |

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| **Addendum Section F1** |
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**F2. For the annual period ending December 31, 2023, please report the total amount collected pursuant to the assessed fees or charges described in Question F1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | State: 1,892,779.90 County: 4,865,661.07 Total: 6,758,460.97 |
| Wireless | State: 20,386,453.29 County: 57,632,155.29 Total: 78,018,608.58 |
| Prepaid Wireless | State: 2,994,281.74 County: 8,172,939.92 Total: 11,167,221.66 |
| Voice Over Internet Protocol (VoIP) | State: 3,944,170.39 County: 10,532,340.36 Total: 14,476,510.75 |
| Other |  |
| **Total** | State: 29,217,705.32 County: 81,203,096.64 Total: 110,420,801.96 |

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

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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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| Counties and/or PSAP customer/agency user fees and/or local government general funds or public safety tax collections. Washington State Patrol pays the majority of costs associated with their seven PSAPs out of their general fund operating budget. |

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| **Question** | **Yes** | **No** |
| **F4. For the annual period ending December 31, 2023, 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****.* |  |  |
| **Per** | | |
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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 | 9% |
| Local 911 Fees | 23% |
| General Fund - State |  |
| General Fund - County | ~34% user agency fees ~34% other local funds |
| Federal Grants |  |
| State Grants |  |

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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, 2023, 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***. | |  |  |
| **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** |
| Answered ‘Yes’ to question G1 in reference to the $0.25 state portion of the 911 excise tax. The State 911 Coordination Office only has visibility and oversight of the funds collected and used by the State. The County portion of the 911 Excise Tax is transferred directly to the Counties by the State Treasurer. When concerns arise to the proper use of the county portion, the state office refers any allegations to the Washington State Auditor's Officer for follow up. During this period one such allegation was forwarded to the Auditor's Officer, at this time there was no further information available to either substantiate or disprove this allegation. |

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| **Question** | | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2023, 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***. | |  |  |
| **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.** | |  |  |
| **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 multi-purpose fees or charges designated for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services?**[[5]](#footnote-6) *Check* ***one****.*

* Yes …………………..
* No ………………..…..

**If YES to G3, please answer Questions G3a – G3c below. If NO to G3 above, leave Questions G3a – G3c below 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.** | | |
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| **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** |
| The State of Washington answers 'Yes' to question G3 due to the fact that local jurisdictions (counties) may assess an Emergency Communications Sales/Use Tax of up to 2/10th of 1% as authorized by RCW 82.14.420. |

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****.* |  |  |
| **H1a.** **If YES, provide a description of: (i) the mechanisms or procedures and (ii) any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2023.** *(Enter “None” if no actions were taken.)* | | |
| The State 911 Coordination Office, through its County Grant programs, regularly reviews the use of County and State 911 excise tax funds, as they are the basis for the award amounts of the grants. Additionally, the Office of the Washington State Auditor conducts routine audits of all state, county, and local entities, and these audits include the proper use of 911-dedicated funds. | | |

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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****.* |  | |  | |
| **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, 2023?** *Check* ***one****; check N/A if Question H2 response above is NO*. |  |  | |  |
| **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, 2023.** *(Leave blank if not applicable / no actions were taken.)* | | | | |
| The Washington Department of Revenue conducts period reviews and audits of service provider collection and remittance of state and county 911 excise tax. No reported corrective actions were taken during this period. | | | | |

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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****.* |  |  |
| **I1a. If YES, please cite any specific legal authority:** | | |
| The Revised Code of Washington does not deliniate between Basic, Enhanced, or Next Generation 911 services. Washington Administrative Code 118-66-030 (25) includes "modernization to next generation 911 systems" as part of the 'Enhanced 911 emergency communications system.' Additionally, WAC 118-66-050 (3)(ii) list "NG911 network" as an authorized expense. | | |

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| **Question** | | **Yes** | **No** |
| **I2. In the annual period ending December 31, 2023, has your state or jurisdiction expended funds on NG911 programs?** *Check* ***one****.* | |  |  |
| **I2a. If YES, please enter the dollar amount that has been expended during the annual period.** | | | |
| **Amount**  **($)** | ~$12M | | |

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| **Addendum Section I2** |
| This estimate is based on spending by the State 911 Coordination Office for the statewide ESInet and NGCS. This amount does not include funding spent at local jurisdictions on such programs. |

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| **I3. For the annual period ending December 31, 2023, 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 |  |  | 65 |  |  |
| I3b. Local (*e.g.*, county) ESInet(s) |  |  |  |  |  |
| I3c. Regional ESInets |  |  | [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:  US Navy | | | 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** |
| Tyto Athene provides an ESInet to the US Navy and the Navy Region Northwest Regional Dispatch Center (RDC) is connected to that ESInet. The State of Washington ESInet service provider (Comtech) has implemented the necessary interconnections to ensure connectivity between the two ESInets. The total number of PSAPs connected to the Statewide ESInet listed in question I3 is different than the total number of Primary and Secondary PSAPs reported earlier due to the fact that the total number of connected PSAPs also includes Back-up centers and Test PSAPs - organizational designations that were not covered by the previous question. |

**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2023.**

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| King County, the 14th largest county in the US and home to the City of Seattle, has entered into a contract with Intrado to provide a cloud-hosted remote call handling system to 11 PSAPs. The cloud-hosted system will function similar to an ESInet, but remains essentially a private cloud call handling system. Key functional elements, such as ECRF, ESRP, LVF remain functions of the statewide ESInet and Core Services. Other counties have entered into consortiums to implement Host/Remote call handling systems in order to leverage the improved networking connectivity provided by the statewide MPLS ESInet. |

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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** |  |
| **Planning or Consulting Services** |  |
| **ESInet Construction** |  |
| **NG911 Core Services** |  |
| **Hardware or Software Purchases or Upgrades** |  |
| **GIS** |  |
| **NG911 Security Planning** |  |
| **Training** |  |

**I5. As of December 31, 2023, 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, 2023** | 48 |

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| **Addendum Section I5** |
| As of June 30, 2023 all counties accepted Text-to-911 messages - even if not every primary PSAP within the county could accept a text message. |

**I6. By the end of the *next* annual period ending December 31, 2024, 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, 2024** | 49 |

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| **Addendum Section I6** |
| The increase from question I5 is due to the fact that one Primary PSAP in the state is not currently receiving text messages for it's jurisdiction, and that configuration should be changing during calendar year 2024. The State 911 Coordination Office is working with counties and primary PSAPs to migrate from out-of-band delivery of text sessions to integrated delivery across the ESInet. |

1. **Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| **J1. During the annual period ending December 31, 2023, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No | Amount is included in an overall contract for NG911 ESInet/Core Services and not itemized. |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| **J2. During the annual period ending December 31, 2023, how many PSAPs in your state either had a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 66 |

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| **Addendum Section J2** |
| All PSAPs connected to the statewide ESInet are required to meet specific cybersecurity standards in order to physically connect. The US Navy RDC ESInet is included in this count because of cybersecurity requirements for their ESInet to be connected to the State's ESInet. |

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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?**[[6]](#footnote-7) *Check* ***one****.* |  |  |  |

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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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| Washington State strives to be a national leader at the forefront of the 911 evolution. Since 1998, Washington State has dedicated hundreds of millions of state taxpayer dollars for the provision and enhancement of a statewide 911 system. In the period from 2012 through 2021, Washington State alone expended well over $100M on NG911 modernization – including the first-ever statewide ESInet, a replacement of this ESInet with a NENA i3 standards-based ESInet which includes NGCS, and NG911 modernization of the Public Safety Answering Points (PSAPs) – all from state 911 funds. This is in addition to the millions of dollars of county/local 911 funds dedicated to NG911 modernization. Washington State views 911 as a statewide enterprise, developed in a collaborative effort with the counties, the PSAPs, the State 911 Coordination Office, the commercial 911 service providers, and a dedicated community of stakeholder representatives, to ensure 911 access from the call-maker to the call-taker. Washington State has implemented the Emergency Call Routing Function (ECRF) for all cellular calls within the state, resulting in more calls being delivered to the PSAP having jurisdiction for the event and fewer transfers due to mis-routes. The completion of the NENA i3 standards-based ESInet/NGCS allows for multi-media (i.e. Voice, Text, Data, etc.) 911 access and provides an even faster, more reliable, resilient, geo-diverse and scalable system, with cyber-security planned into the design. The Washington State NG911 enterprise has the capabilities and tools needed to provide a more efficient and effective 911 service, while keeping pace with the ever-evolving communications technologies used by our citizens. In addition, due to the increased reliability, resilience and security, as well as the designed interoperability with other 911 centers – intrastate, interstate, and international (Canada) – the Washington State NG911 enterprise system will be able to be more effective at collecting and disseminating initial situational awareness during major emergencies and disasters. Finally, although we are well along the path of transitioning to the jurisdictional end-state of NG911, we still need strong federal support to completely realize and take full advantage of NG911 features and capabilities - especially when considering the ingress connectivity of the actual dial-tone providers. In addition to legislative and regulatory support, additional support through continuing Federal Grants is needed to fully achieve the goal of the jurisdictional end-state of NG911. We strongly endorse continued support and further investment in 911 at the national level to assist all states as they move toward NG911 |

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, 2023.** *Indicate N/A if your state or taxing jurisdiction did not experience underfunding*.

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| We continue to estimate that only a third of the true, total end-to-end cost to operate 911 in the State of Washington comes from the 911 tax; the remainder has to be made up through agency user fees, other tax bases (sales, property, etc) and other general funding. There are PSAPs who have had to delay/defer replacement and/or maintenance of key equipment due to underfunding. Another area where underfunding has impacted 911 services is the inability in some areas to compensate public safety telecommunicators to a level that will either keep them in the industry or allow them to live proximal to the PSAP. Salary level is not the only cause of the current telecommunicator shortage, but it does play a factor in some of our PSAPs and Counties. |

**L2. Describe how any fee diversion affected 911 underfunding in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not divert.*

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**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**](mailto: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-archived/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 voice, text, and multi-media 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. For purposes of this question, please report only multi-purpose fees or charges “applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services,” where a portion of those fees or charges supports 911 services. 47 CFR § 9.22. Please do not report multi-purpose fees or charges applicable to other types of items (e.g., do not report multi-purpose fees on real estate where a portion of those fees supports 911 services). [↑](#footnote-ref-6)
6. 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-7)