



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
Pennsylvania

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Robert F. Mateff, Sr.	Deputy Director for 9-1-1	Pennsylvania Emergency Management 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, 2014:

PSAP Type ¹	Total
Primary	69
Secondary	0
Total	69

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, 2014:

Number of Active Telecommunicators	Total
Full-Time	2,138
Part-time	347

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$292,976,998
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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.yimcdn.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.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	2,583,901*
Wireless	6,308,126
VoIP	Wireline & VoIP call are grouped together for PSAP reporting purposes in PA.
Other	
Total	8,892,027

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 Pennsylvania has established mechanisms for funding 911 through wireline, wireless and VoIP services.

The contribution rate for wireline services is defined in Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S.A. § 5305.

The collection and disbursement of the wireline contribution rate is established at 35 Pa.C.S.A. § 5307.



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Legal authority for the Wireless E9-1-1 Emergency Services Fund and corresponding wireless surcharge is found at 35 Pa.C.S.A. § 5311.4.
The VoIP service customer 911 fee is established in 35 Pa.C.S.A. § 5311.14.
Starting July 1, 2011, the Commonwealth began collecting the prepaid wireless E9-1-1 surcharge established in 35 Pa.C.S.A. § 5311.4(b.1).

1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

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

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

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

Wireless:
Each PSAP and wireless provider shall submit to the agency each year, not later than 120 days before the first day of the agency's fiscal year, the eligible costs it expects to incur for wireless E-911 service during the next fiscal year of the agency. The submission may include eligible costs that the PSAP or wireless provider has already incurred for wireless E-911 service at the time of the submission. The agency shall review the submission, ensure that the costs are eligible for payment from the fund and notify the submitting PSAP or wireless provider, not later than 30 days before the first day of the agency's fiscal year, of the eligible costs. The agency shall disburse funds to each PSAP and wireless provider for costs the agency determines to be eligible only up to the amount of fund revenue available for distribution during the agency's fiscal year. No costs may be carried forward for payment by the agency in subsequent fiscal years, except that the agency shall fund all approved and unfunded costs submitted in wireless fiscal year 2012-2013 that are applied for in wireless fiscal year 2013-2014. Payment shall be made in four equal payments during the first month of each quarter of the agency's fiscal year.



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Wireline:

Each service supplier that provides local exchange telephone service within the county shall collect the contribution from each subscriber and forward the collection quarterly less the actual uncollectibles experienced by the local exchange telephone companies to the county treasurer or, in a home rule county, the county official responsible for the collection and disbursement of funds.

VoIP:

Each VoIP provider or telecommunications carrier shall collect a \$ 1 fee per month for each telephone number or successor dialing protocol assigned by a VoIP provider to a VoIP service customer number that has outbound calling capability.

VoIP providers may remit the fees collected monthly or quarterly to the County Treasurer.

In a home rule county, as follows:

VoIP carriers remit the fees collected to the county official responsible for the collection and disbursement of funds. Or at the option of the remitter, to the State Treasurer. PEMA will then disburse the fees collected to the appropriate County.



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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.)		
The Pennsylvania Emergency Management Agency has the authority to approve the expenditures of wireless funds collected for the exclusive direct provisioning of E-911 services and the authority to determine ineligible expenditures of wireline and VoIP funds.		

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.

<p><u>Wireless:</u></p> <p>35 Pa.C.S. § 5311.4 (a) (1) - PSAP and wireless provider costs resulting from compliance with the FCC E-911 Order, including development, implementation and testing, operation and maintenance of a Statewide integrated wireless E-911 system. Costs paid from the fund must be eligible recurring or nonrecurring costs as determined by the agency in accordance with sections 5311.2(a) (relating to powers and duties of agency) and 5311.5 (relating to disbursement of fund amounts by agency) for wireless E-911 service provided in accordance with the FCC E-911 Order or a county plan or</p>



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amended county plan approved by the agency.

Wireline:

35 Pa.C.S. § 5305 (i) (1) - The money collected from the telephone contribution rate shall be utilized for payments of nonrecurring and recurring costs of a 911 system.

35 Pa.C.S. § 5308 (a) - During a county's fiscal year, the county may expend the amounts distributed to it from the contribution rate for the nonrecurring costs, training, costs for mobile communications equipment, maintenance and operation of a county 911 system.

VoIP:

35 Pa.C.S. § 5311.14 (f) - Money in the VoIP 911 Emergency Services Fund and the interest it accrues are appropriated on a continuing basis to the agency to be disbursed by the agency. The agency shall make quarterly disbursements from the account to each county by March 31, June 30, September 30 and December 31 in an amount equal to the amount of fees collected from VoIP service customers located in that county. **The disbursements are for the purpose of assisting counties with the implementation of an agency-approved plan adopted under section 5305 (relating to county plan).**

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

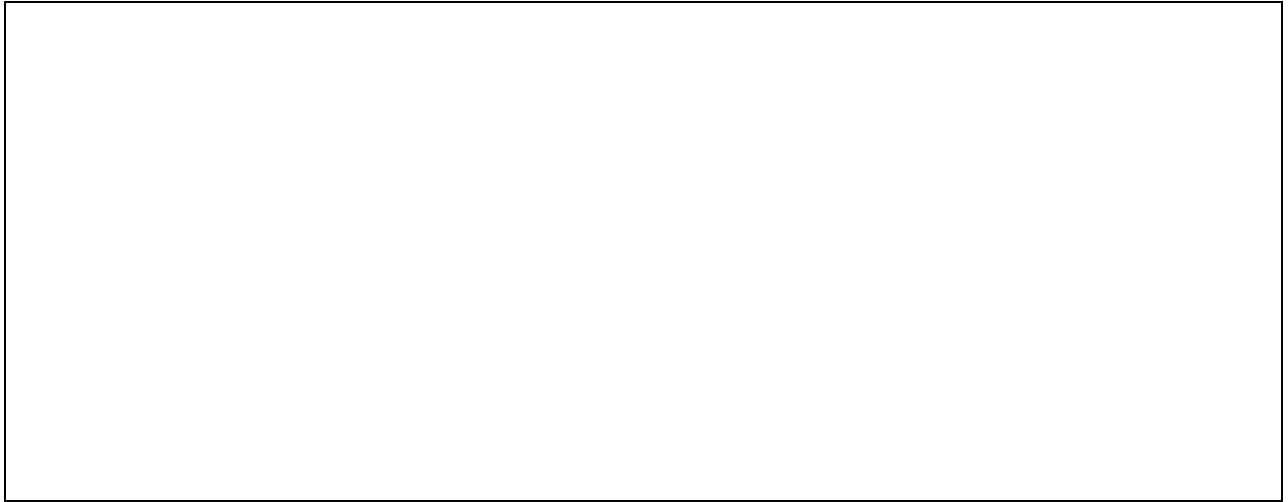
- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

By statute, operation of Primary PSAPs in Pennsylvania is a responsibility of the counties and cities (if they so choose) within the commonwealth. All wireless, wireline, and VoIP funding in Pennsylvania is directed to the counties and cities responsible for the provision of E911 service, and is to be used for the exclusive direct provision of E-911 services as outlined in the statutory language. The political subdivisions that receive wireless, wireline, and VoIP funding in Pennsylvania are listed below:

- Adams County
- Allegheny County
- Armstrong County
- Beaver County
- Bedford County
- Berks County
- Blair County
- Bradford County
- Bucks County
- Butler County
- Cambria County
- Cameron County
- Carbon County
- Centre County
- Chester County
- City of Allentown
- City of Bethlehem
- Clarion County
- Clearfield County
- Clinton County
- Columbia County
- Crawford County
- Cumberland County
- Dauphin County
- Delaware County
- Elk County
- Erie County
- Fayette County
- Forest County
- Franklin County
- Fulton County
- Greene County
- Huntingdon County
- Indiana County
- Jefferson County
- Juniata County
- Lackawanna County
- Lancaster County
- Lawrence County
- Lebanon County
- Lehigh County
- Luzerne County
- Lycoming County
- McKean County
- Mercer County
- Mifflin County
- Monroe County
- Montgomery County
- Montour County
- Northampton County
- Northumberland County
- Perry County
- Philadelphia County
- Pike County
- Potter County
- Schuylkill County
- Snyder County
- Somerset County
- Sullivan County
- Susquehanna County
- Tioga County
- Union County
- Venango County
- Warren County
- Washington County
- Wayne County
- Westmoreland County
- Wyoming County
- York County



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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 type="checkbox"/>	<input checked="" 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 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, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



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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	\$1.00 - \$1.50 by class of County	67 Counties and 2 cities (Allentown & Bethlehem)
Wireless	\$1.00	Funds are remitted to the State Treasurer and ultimately disbursed to the 67 Counties and 2 cities (Allentown & Bethlehem).
Prepaid Wireless	\$1.00	Funds are remitted to the PA Department of Revenue by retailers and ultimately disbursed to the 67 Counties and 2 cities (Allentown & Bethlehem).
Voice Over Internet Protocol (VoIP)	\$1.00	Funds are remitted to either the State Treasurer or the 67 Counties and 2 cities (Allentown & Bethlehem).
Other		

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$45,036,138
Wireless	\$103,069,152
Prepaid Wireless	\$15,007,705



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Voice Over Internet Protocol	\$27,598,118
Other	
Total	\$190,711,113

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

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

Any 911 related expenses not covered by 911 fees are covered by the general fund of the respective County or City.

Question	Yes	No
<p>4. For the annual period ending December 31, 2014, 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.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		
<p>Any 911 related expenses not covered by 911 fees are covered by the general fund of the respective County or City. County/City General Funds covered \$102,265,885 of 911 expenses in calendar year 2014.</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	65.09%
Local 911 Fees	
General Fund - State	
General Fund - County	34.91%
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, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.		<input checked="" type="checkbox"/>	<input 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)		



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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, 2014. (Enter "None" if no actions were taken.)		
<p><u>Triennial Audit:</u> A triennial audit is required of each PSAP's use of the 911 fees it has received. These triennial financial audits shall be consistent with guidelines established by PEMA.</p> <p><u>Wireless Funds Reconciliation Process:</u> 35 Pa.C.S. § 5311.5 (c) (4) In any quarter of the agency's fiscal year, all costs specified in section 5311.4(a)(1) that are approved by the agency for payment to PSAPs or wireless providers shall be paid before any other costs payable under this chapter are paid to any PSAP or wireless provider. In the first quarter of the agency's fiscal year, the agency shall determine whether payments to PSAPs and wireless providers during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP and wireless provider submitting costs during the fiscal year. Each PSAP and wireless provider shall provide verification of the costs as required by the agency. Any overpayment shall be refunded to the agency or, with the agency's approval, may be used to pay agency- approved costs the PSAP or wireless provider submitted for the current fiscal year of the agency. The agency shall reconsider a determination of eligible costs under this subsection upon request by a submitting PSAP or wireless provider and shall provide a procedure for the reconsideration.</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 type="checkbox"/>	<input checked="" 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, 2014. (Enter "None" if no actions were taken.)		
None		



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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? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If yes, in the space below, please cite any specific legal authority:		
<p>35 Pa.C.S. § 5311.4 (a) (1) - PSAP and wireless provider costs resulting from compliance with the FCC E-911 Order, including development, implementation and testing, operation and maintenance of a Statewide integrated wireless E-911 system. Costs paid from the fund must be eligible recurring or nonrecurring costs as determined by the agency in accordance with sections 5311.2(a) (relating to powers and duties of agency) and 5311.5 (relating to disbursement of fund amounts by agency) for wireless E-911 service provided in accordance with the FCC E-911 Order or a county plan or amended county plan approved by the agency.</p>		

Question	Yes	No
2. In the annual period ending December 31, 2014, 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 (\$)	Next Generation 911 fund expenditures are conducted at the Public Safety Regional level and are currently not broken out at the Commonwealth level.	



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3. For the annual period ending December 31, 2014, 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"/>	[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 checked="" type="checkbox"/>
Name of Regional ESInet: WestCore			14	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: Northern Tier			10	<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, 2014.

Pennsylvania is in the early stages of implementation with the ongoing development of regional and statewide Emergency Service IP networks (ESInets) and geo-spatial mapping to provide for 9-1-1 call routing. NG9-1-1 is a core technology change and will be based upon nationwide standards currently being developed by the National Emergency Number Association (NENA) and other 9-1-1 authorities.

PEMA’s goals are to establish the strategy to implement NG9-1-1 throughout the Commonwealth of Pennsylvania in a consistent, precise manner while maximizing all available resources including:

- Deployment of a Public Safety 99.999% Grade ESInet
- Utilize a standards based approach (NENA i3 Standards)
- Implement IP capable PSAPs
- Develop geographic based routing and database integration
- Deploy NG9-1-1 capable, shared applications
- Converge networks and systems to a “system of systems”
- Implement “Best Practices” approach

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	10
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	30



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, 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, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security 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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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.**

35 Pa.C.S. § 5311.5 (c) (4) In any quarter of the agency's fiscal year, all costs specified in section 5311.4(a)(1) that are approved by the agency for payment to PSAPs or wireless providers shall be paid before any other costs payable under this chapter are paid to any PSAP or wireless provider. In the first quarter of the agency's fiscal year, the agency shall determine whether payments to PSAPs and wireless providers during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP and wireless provider submitting costs during the fiscal year. Each PSAP and wireless provider shall provide verification of the costs as required by the agency. Any overpayment shall be refunded to the agency or, with the agency's approval, may be used to pay agency- approved costs the PSAP or wireless provider submitted for the current fiscal year of the agency. The agency shall reconsider a determination of eligible costs under this subsection upon request by a submitting PSAP or wireless provider and shall provide a procedure for the reconsideration.



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