



Federal Communications Commission
Washington, D.C. 20554

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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
U. S. Virgin Islands

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Mona L. Barnes	Director – VITEMA	Government of the Virgin Islands



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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, 2015:

PSAP Type ¹	Total
Primary	2
Secondary	0
Total	2

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, 2015:

Number of Active Telecommunicators	Total
Full-Time	35
Part-time	0

3. For the annual period ending December 31, 2015, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

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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Amount (\$)	\$3,516,414
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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, 2015 to December 31, 2015.

Type of Service	Total 911 Calls
Wireline	
Wireless	
VoIP	
Other	
Total	213,282

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



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1a. If YES, provide a citation to the legal authority for such a mechanism.

Act 6333 Title 33, Subtitle 3, Chapter 111, Section 29 (a –d) Subsection 3099 (a – f) Virgin Islands Code; amended by Act 7394 Section 15 by deleting Subsection (d) in its entirety and inserting new subsection (d).

1b. If YES, during the annual period January 1, 2015 to December 31, 2015, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No amendments were made during then annual period of January 1, 2015 to December 31, 2015.

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.

Per Act 6333 Section 29 (a) Notwithstanding any law to the contrary, an emergency services surcharge of one dollar (\$1.00) shall be added to all telephone bills beginning January 1, 2000. The Virgin Islands Telephone Company and any other local telephone service provider shall collect the surcharge with each monthly payment and shall remit payment to the Commissioner of Finance within fifteen (15) days of collection. (b) In the event a consumer makes a payment on the outstanding telephone bill for any month for an amount less than then full amount of the bill the one dollar (\$1.00) surcharge shall be credited to the Government of the VI before any other credit is made. (c) Then proceeds of the surcharge shall be deposited by the Commissioner of Finance



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into a special account known as the "Emergency Services Special Fund" for the purposes enumerated therein.



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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 type="checkbox"/>	<input checked="" type="checkbox"/>
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		

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.

Act 6333 Title 33, Subtitle 3, Chapter 111, Section 29 (a –d) Subsection 3099 (d) amended by Act 7394 Section 15 Subsection (d) Monies in the Emergency Services Fund shall be expended by the Commissioner of Health, the Director of VITEMA or the Director of the Fire Services for the



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purchase of equipment, professional services, or supplies necessary to provide, maintain or improve emergency medical services, fire services or 911 emergency services and equipment.

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 Department of Health utilizes the funds collected from the one dollar emergency services surcharge to support the operations of the local Emergency Medical Technicians (EMT) specifically for improvements to the ambulance vehicles, training and travel of the technicians and general operating supplies for the technicians. The VI Fire Services utilizes the collected funds to support maintenance and repairs to the fire services equipment and facilities. The Virgin Islands Territorial Emergency Management Agency (VITEMA) utilizes the funds collected to the support the Emergency Call Center operations relative to repairs and maintenance of the communication system, training of the tele communicators/operators for continued certification on required protocols and competencies, land line and broad band communication expenses, purchasing of general operating supplies.



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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 type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Travel Expenses	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Grant Programs	?????????	<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
2a. During the annual period ending December 31, 2015, 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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During the annual period ending December 31, 2015, there were no grants paid for through the use of collected 911/E911 fees.

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	State
Wireless	\$1.00	State
Prepaid Wireless	\$1.00	State
Voice Over Internet Protocol (VoIP)	\$1.00	State
Other		

2. For the annual period ending December 31, 2015, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	
Wireless	



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Prepaid Wireless	
Voice Over Internet Protocol (VoIP)	
Other	
Total	1,297,671

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

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

State Funds

Question	Yes	No
<p>4. For the annual period ending December 31, 2015, 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>Appropriated general budget in the amount of \$1,612,574 for salaries and fringe benefits.</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	45%
Local 911 Fees	
General Fund - State	55%
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, 2015, 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? <i>Check one.</i>	<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. <i>(Add lines as necessary)</i>	



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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, 2015. (Enter "None" if no actions were taken.)		
<p>The Commissioner of the Department of Finance has established internal control to audit all expenditures processed in the Government of the Virgin Islands (GVI) Enterprise Resource Planning (ERP) financial system. The monitoring and auditing is performed through a multi-level of authorization/approval process. Additionally the GVI financial operations are annually audited by an independent accounting firm and corrective action statement are issued for any findings to all funds of the GVI ERP. No corrective actions were required relative to the expenditures of the fund.</p>		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2015. (Enter "None" if no actions were taken.)		



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By Act 7074 Subsection 1077 Enforcement of compliance by judicial proceedings – The Virgin Islands Department of Justice may, at the request of the VITEMA, or on its own initiate, commence judicial proceedings in a court of competent jurisdiction against any public agency or the common carrier providing telephone service to enforce the provision of this chapter inclusive of Subsection 3100r Section 3. Title 33 Virgin Islands Code Chapter 111 Section 3099.



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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? <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		

Question	Yes	No
2. In the annual period ending December 31, 2015, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)		



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3. For the annual period ending December 31, 2015, 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 (<i>e.g.</i> , county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" 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:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input 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, 2015.**

There are no NG911 projects during the annual period ending December 31, 2015.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2015, how many PSAPs within your state implemented text-to-911 and are accepting texts?	0
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2016, how many PSAPs do you anticipate will become text capable?	0



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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, 2015, 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, 2015, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	0

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.**

The Government of the Virgin Island has not conducted any formal assessment of the effects achieved from the expenditures of 911/E911 funds. However through day to day operations the Virgin Islands Territorial Emergency Management Agency in coordination with the Bureau of Information Technology has identified the need to expand and enhance the communication infrastructure of the E911 network to cover dead spots through the Territory as well as enhance the communication equipment to include soft and hardware as the equipment is at the end of its useful life. These initiatives are costly and would require either an increase to the collection of the surcharge or identifying other funding sources or a combination of both.