**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**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:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Pennsylvania |

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

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| **Name** | **Title** | **Organization** |
| Jeffrey Boyle | Deputy Director for 911 | PA Emergency Management Agency |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **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, 2019:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 67 |
| Secondary | 0 |
| **Total** | 67 |

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| **Addendum Section B1** |
| The City of Allentown consolidated PSAP operations into Lehigh County. The City of Bethlehem consolidated PSAP operations into Northampton County |

1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 2,100 |
| Part-time | 280 |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount**  **($)** | $360,894,422 |

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

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 2,147,101 |
| Wireless | 5,988,322 |
| VoIP | 524,489 |
| Other | 5,279 |
| **Total** | 8,665,191 |

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| **Addendum Section B4** |
| Other calls in the amount of 5,279 are text-to-911 |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **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.**

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| Act 12 of 2015 amended Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes by establishing a uniform surcharge fee of $1.65 for each 911communications service or prepaid wireless device for which that subscriber or consumer is billed N/Aby a provider or seller (Per 35 Pa.C.S. § 5306.2). |

**1b. If YES, during the annual period January 1, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| No changes in calendar year 2019 |

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| **Addendum Section C1** |
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1. **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 ……………..

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| **Addendum Section C2** |
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1. **Describe how the funds collected are made available to localities.**

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| A uniform surcharge fee of $1.65 is in effect across all service types. Service providers are to  assess and collect the uniform surcharge monthly and forward the amount collected quarterly to the  Commonwealth for deposit into the 9-1-1 Fund. The due date for providers to remit the funds to  the Commonwealth is 15 days after a calendar quarter ends.  Prepaid wireless service – The uniform surcharge on prepaid wireless service is charged and  collected by retailers and remitted to the Commonwealth with the same due dates as a retailer’s  sales/use tax returns (usually monthly or quarterly).  Of the revenue collected, eighty-three (83) percent is distributed to the PSAPs by formula each  quarter. Fifteen (15) percent of the revenue collected is set aside to be used to establish, enhance,  operate or maintain statewide interconnectivity of 9-1-1 systems. Any of these statewide  interconnectivity funds distributed to a PSAP will be through an annual grant process. |

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

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| 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 |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **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.)** | | |
| Per 35 Pa.C.S. § 5303 (a) (10) The Pennsylvania Emergency Management Agency has the power and  duty to establish and publish annually eligible uses for 911 funds. | | |

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| **Addendum Section D1** |
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1. **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.**

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| 35 Pa.C.S. § 5306.1 (c) (1) The money in the fund shall be used only for reasonably necessary  costs that enhance, operate or maintain a 911 system in this Commonwealth, |

**2b.** **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**
2. **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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| Per 35 Pa.C.S. § 5304, each county is to ensure the provision of a 911 system in the county's respective  jurisdiction. Pennsylvania counties are the primary recipients and beneficiaries of funds collected for 911 purposes. A county may provide a 911 system to the county's jurisdiction through participation in a  regional 911 system. Of the 911 revenue collected, eighty-three (83) percent is directed to  Pennsylvania’s 69 PSAPs via quarterly formula based payments. Fifteen (15) percent shall be used to  establish, enhance, operate or maintain statewide interconnectivity of 911 systems. Up to two (2) percent of revenue collections may be retained by the PA Emergency Management Agency to pay for agency expenses directly related to administering the provisions of the 911 legislation. All 911 surcharge  revenue is restricted to 911 use only for 911 system operations, services and system enhancements. |

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| 1. **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) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| Fifteen (15) percent of the revenue collected is set aside to be used to establish, enhance, operate or maintain statewide interconnectivity of 9-1-1 systems. Any of these statewide interconnectivity funds distributed to a PSAP will be through an annual grant process. In 2019, PEMA awarded $29.1 million in grants to support regional ESInets, shared 911 system projects (CHE, CAD, etc.), support NG911 GIS data development, and to implement dispatch protocols. | | | |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 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 | $1.65 | Funds are remitted to the State |
| Wireless | $1.65 | Funds are remitted to the State |
| Prepaid Wireless | $1.65 | Funds are remitted to the State |
| Voice Over Internet Protocol (VoIP) | $1.65 | Funds are remitted to the State |
| Other |  |  |

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| **Addendum Section F1** |
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1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $38,807,580 |
| Wireless | $190,177,245 |
| Prepaid Wireless | $32,248,830 |
| Voice Over Internet Protocol (VoIP) | $54,004,429 |
| Other |  |
| **Total** | $315,238,084 |

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

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| **Addendum Section F2** |
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1. **Please identify any other sources of 911/E911 funding.**

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| Any 911 related expenses not covered by 911 fees are covered by the general fund or other revenue sources of the respective county. |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, 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.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| Any 911 related expenses not covered by 911 fees are covered by the general fund or other revenue sources of the respective county | | |

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| **Addendum Section F4** |
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| 1. **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 | 87.3 |
| Local 911 Fees |  |
| General Fund - State |  |
| General Fund - County | 12.7 |
| 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**

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, 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*. | |  |  |
| **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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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
| Each year, PSAPs must report to PEMA how 911 funds were spent. Every expenditure line item is  reviewed by PEMA staff to determine if the expense was eligible and reported in accordance with  PEMA's 911 Program guidelines. In addition, PEMA requires a biennial performance audit of each  PSAP's use of the disbursements it has received from the fund, including amounts placed in capital or  operating reserve consistent with published guidelines established by PEMA. 35 Pa.C.S. § 5306.1 (i) (2). PEMA has contracted with an independent CPA firm to conduct these audits. | | |

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| **Question** | **Yes** | **No** |
| 1. **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
| Per 35 Pa.C.S. § 5303 (a) – PEMA has the power and duty to request information and require audits or  reports relating to program compliance from any entity remitting the surcharge to or receiving  disbursements from the fund and to subpoena witnesses, administer oaths, examine witnesses, take such  testimony and compel the production of such books, records, papers and documents as it may deem  necessary or proper in and pertinent to any proceeding, investigation or hearing.  PEMA has executed an agreement with PA Department of Revenue to conduct audits of service providers. Provider audits began in 2018 and will continue going forward. | | |

1. **Description of Next Generation 911 Services and Expenditures**

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| **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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| 35 Pa.C.S. § 5303 (a) (10) – PEMA is required to establish and publish annually eligible uses for 911 funding, including next generation 911 technology. | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | Numerous Next Generation 911 related projects are in progress across the Commonwealth and have been funded with federal, state and local funding sources. A total dollar amount is not available at this time. | | |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2019, 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** |
| 1. A single, state-wide ESInet |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] |  |  |
| Name of Regional ESInet 1:  WestCore | | | 14 |  |  |
| Name of Regional ESInet 2:  Northern Tier | | | 10 |  |  |
| Name of Regional ESInet 3:  NECORE | | | 8 |  |  |
| Name of Regional ESInet 4:  North Central | | | 6 |  |  |
| Name of Regional ESInet 5:  Lehigh Valley | | | 2 |  |  |
| Name of Regional ESInet 6:  South Central Mountains | | | 4 |  |  |
| Name of Regional ESInet 7:  NorthCom | | | 3 |  |  |
| Name of Regional ESInet 8: | | |  |  |  |
| Name of Regional ESInet 9: | | |  |  |  |
| Name of Regional ESInet 10: | | |  |  |  |
| Name of Regional ESInet 11: | | |  |  |  |
| Name of Regional ESInet 12: | | |  |  |  |
| Name of Regional ESInet 13: | | |  |  |  |
| Name of Regional ESInet 14: | | |  |  |  |
| Name of Regional ESInet 15: | | |  |  |  |
| Name of Regional ESInet 16: | | |  |  |  |
| Name of Regional ESInet 17: | | |  |  |  |
| Name of Regional ESInet 18: | | |  |  |  |
| Name of Regional ESInet 19: | | |  |  |  |
| Name of Regional ESInet 20: | | |  |  |  |
| Name of Regional ESInet 21: | | |  |  |  |
| Name of Regional ESInet 22: | | |  |  |  |
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| Name of Regional ESInet 24: | | |  |  |  |
| Name of Regional ESInet 25: | | |  |  |  |
| Name of Regional ESInet 26: | | |  |  |  |
| Name of Regional ESInet 27: | | |  |  |  |
| Name of Regional ESInet 28: | | |  |  |  |
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| Name of Regional ESInet 30: | | |  |  |  |
| Name of Regional ESInet 31: | | |  |  |  |
| Name of Regional ESInet 32: | | |  |  |  |
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| Name of Regional ESInet 34: | | |  |  |  |
| Name of Regional ESInet 35: | | |  |  |  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| PEMA is progressing through the procurement process for a statewide NG911 system (ESInet and Core Services). At the regional level, regional ESInets are in place across PA and are currently supportiung shared systems and applications between PSAPs. GIS efforts continue statewide to develop and maintain NG911 compliant GIS data. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 43 |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?** | 50 |

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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No |  |

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| **Addendum Section J1** |
| PEMA is progressing through the procurement process for a statewide NG911 system (ESInet and Core Services). The project will include a baseline security discovery and assessment. In Pennsylvania, counties have the resposnibility for providing 911 service in their jurisdcition. Counties have implemented cybersecurity measures. |

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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 67 |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
| PEMA is progressing through the procurement process for a statewide NG911 system (ESInet and Core Services). Adherance to the NIST Cybersecurity Framework is a requirement for cybersecurity |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **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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| 911 fees have enabled many recent accomplishments to improve 911 service in Pennsylvania while supporting PSAP consolidations, addressing aging infrastructure within PSAPs, incentivizing 911 system sharing between PSAPs, enhancing county GIS data, and facilitating Pennsylvania's transition to a statewide NG911 system. Notable achievements include:  • Established and supported regional ESInet connectivity  • Upgraded call handling equipment in PSAPs across Pennsylvania to ensure NG911 compatibility  • Completed a statewide GIS data gap analysis to determine each county's level of compliance with NG911 requirements  • Acquired a new statewide orthoimagery data set  • Adopted new statewide minimum standards for:  • Training, certification, and quality assurance/quality improvement for 911 personnel.  • Adopted new GIS requirements in support of NG11 in Pennsylvania.  • Established county and service provider audit programs to ensure 911 Program compliance from any entity remitting the surcharge to or receiving disbursements from the 911 Fund.  • Issued a request for proposals for the statewide NG911 system |

**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. 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*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
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 192. [↑](#footnote-ref-2)