



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB  
3060-1122  
Expires: March 31, 2018  
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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
Wisconsin

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

Name	Title	Organization
Dennis Klaila	Analyst	Public Service Commission of Wisconsin



Federal Communications Commission  
Washington, D.C. 20554

**B. Overview of State or Jurisdiction 911 System**

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

PSAP Type <sup>1</sup>	Total
Primary	109
Secondary	30
<b>Total</b>	139

2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2016:

Number of Active Telecommunicators	Total
Full-Time	500
Part-time	Unknown

3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

<b>Amount</b> (\$)	Unknown
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<sup>1</sup> 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](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf).

<sup>2</sup> 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.



Federal Communications Commission  
Washington, D.C. 20554

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

In Wisconsin, county and municipal governments operate and administer the 911 system and all public safety answering points. County and municipal governments do not report to any state agency the number of staff employed, the total cost to provide 911 service, or a statistical summary of the 911 service provided. The information provided above comes from a state investigation intended to provide background for a proposed reform of 911 funding and operation in the state.

Each county in Wisconsin has entered into a contract with participating local exchange carriers to provide its 911 telecommunications network. There is a separate contract for each county. The 911 contract specifies in detail the design of the telecommunications network supporting the county 911 service, authorizes a 911 surcharge to pay for the network, and identifies the obligations of the parties to build, operate and maintain the 911 telecommunications network. See Wis. Stat. § 256.35(3)(b). Some counties have elected to purchase a separate telecommunications network for its wireless 911 service. The counties that have elected to purchase a separate wireless 911 network pay for that second network through the county or municipal budget.

No portion of the funds collected from the 911 surcharge is shared with any state, county or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service, and is retained in full by the participating local exchange carriers. County and municipal expenses related to terminating and responding to 911 calls are paid for through the respective county and municipal budgets.

The total amount of the 911 surcharge collection is not available. The participating local exchange carriers in a county collect and retain the 911 surcharge in full. Those local exchange carriers do not report the results of the 911 surcharge collection to any state, county or municipal office.

**4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2016 to December 31, 2016.**

Type of Service	Total 911 Calls
Wireline	2,024,217
Wireless	539,791
VoIP	134,947
Other	Unknown
<b>Total</b>	<b>2,698,956</b>

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



Federal Communications Commission  
Washington, D.C. 20554

**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.**

Wis. Stat. § 256.35(3).

**1b. If YES, during the annual period January 1, 2016 to December 31, 2016, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

No changes were made to the funding mechanism during 2016.

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

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

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

In Wisconsin, no portion of the funds collected from the 911 surcharge is shared with any state, county or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service, and is retained in full by the participating local exchange carriers. County and municipal expenses related to terminating and responding to 911 calls are paid for through the respective county and municipal budgets.



Federal Communications Commission  
Washington, D.C. 20554

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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>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.)</b>		
In Wisconsin, the 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service. The collection from the 911 surcharge is retained in full by the participating local exchange carriers. County and municipal expenses related to terminating and responding to 911 calls are paid for through the respective county and municipal budgets.		

**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.**

Wis. Stat. § 256.35(3)(b).

**2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**



Federal Communications Commission  
Washington, D.C. 20554



Federal Communications Commission  
Washington, D.C. 20554

**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.**

Each county in Wisconsin has entered into a contract with participating local exchange carriers to provide its 911 telecommunications network. There is a separate contract for each county. The 911 contract specifies in detail the design of the telecommunications network supporting the county 911 service, authorizes a 911 surcharge to pay for the network, and identifies the obligations of the parties to build, operate and maintain the 911 telecommunications network. See Wis. Stat. § 256.35(3)(b). The 911 network expenses are pooled in order that all telephone subscribers in a county pay the same amount for the 911 surcharge. The 911 contract identifies how much expense each participating local exchange carrier has incurred to provide and maintain the 911 telecommunications network, and in turn specifies how much money each participating carrier may take as compensation from the pooled 911 surcharge collection.

Some counties have elected to purchase a separate telecommunications network for its wireless 911 service. The counties that have elected to purchase a separate wireless 911 network pay for that second network through the county or municipal budget.

No portion of the funds collected from the 911 surcharge is shared with any state, county or municipal agency or department, or any other governmental entity. The 911 surcharge is limited to the recovery of the telecommunications network expense for providing the 911 service, and is retained in full by the participating local exchange carriers. County and municipal expenses related to terminating and responding to 911 calls are paid for through the respective county and municipal budgets.



Federal Communications Commission  
Washington, D.C. 20554

<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input type="checkbox"/>	<b>X</b>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input type="checkbox"/>	<b>X</b>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<b>X</b>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input type="checkbox"/>	<b>X</b>
	Training of Telecommunicators	<input type="checkbox"/>	<b>X</b>
<b>Administrative Costs</b>	Program Administration	<input type="checkbox"/>	<b>X</b>
	Travel Expenses	<input type="checkbox"/>	<b>X</b>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<b>X</b>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<b>X</b>
<b>Grant Programs</b>		<input type="checkbox"/> If YES, see 2a.	<b>X</b>
<b>2a. During the annual period ending December 31, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			
Not applicable.			





Federal Communications Commission  
Washington, D.C. 20554

**F. Description of 911/E911 Fees Collected**

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
Wireline	Varies by county	Participating local exchange carriers
Wireless	None	
Prepaid Wireless	None	
Voice Over Internet Protocol (VoIP)	None	
Other		

**2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

<b>Service Type</b>	<b>Total Amount Collected (\$)</b>
Wireline	Unkown
Wireless	\$0.00
Prepaid Wireless	\$0.00
Voice Over Internet Protocol (VoIP)	\$0.00
Other	
<b>Total</b>	Unknown



Federal Communications Commission  
Washington, D.C. 20554

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

The total amount of the 911 surcharge collection is not available. The participating local exchange carriers in a county collect and retain the 911 surcharge in full. Those local exchange carriers do not report the results of the 911 surcharge collection to any state, county or municipal office.

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

County and municipal general revenue.

Question	Yes	No
<p><b>4. For the annual period ending December 31, 2016, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.</b></p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b></p>		



Federal Communications Commission  
Washington, D.C. 20554

<b>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.</b>	<b>Percent</b>
State 911 Fees	0%
Local 911 Fees	15%
General Fund - State	0%
General Fund - County	85%
Federal Grants	0%
State Grants	0%



Federal Communications Commission  
Washington, D.C. 20554

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

Question		Yes	No
<b>1. In the annual period ending December 31, 2016, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? Check one.</b>		<b>X</b>	<input type="checkbox"/>
<b>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.</b>			
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)</b>		



Federal Communications Commission  
Washington, D.C. 20554

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

Question	Yes	No
<b>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.</b>	X	<input type="checkbox"/>
<b>1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)</b>		
<p>The Wisconsin 911 statute requires that participating local exchange carriers submit a new 911 contract, or an amendment to an existing 911 contract, to the Public Service Commission (PSC) for review. See Wis. Stat. § 256.35(3)(i). The PSC may disapprove a contract or contract amendment if it finds the contract is not compensatory, is excessive, or is not in the public interest. No contracts or contract amendments were submitted for review in 2016.</p>		

Question	Yes	No
<b>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.</b>	<input type="checkbox"/>	X
<b>2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)</b>		



Federal Communications Commission  
Washington, D.C. 20554

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

Question	Yes	No
<b>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></b>	<b>X</b>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
Wis. Stat. § 256.35(3)(b).		

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



Federal Communications Commission  
Washington, D.C. 20554

3. For the annual period ending December 31, 2016, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input 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"/>



Federal Communications Commission  
Washington, D.C. 20554

**4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.**

<p>NG911 Strategic Plan</p> <p>NG911 Cost Based Analysis</p> <p>NG911 PSAP Survey</p>
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Question	Total PSAPs Accepting Texts
<p><b>5. During the annual period ending December 31, 2016, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b></p>	<p>The PSC is aware of five counties that have implemented a text-to-911 service: Brown, Dane, Dodge, Rock and St Croix Counties.</p> <p>In Wisconsin, an individual county is free to add a text-to-911 feature to its 911 service without notifying any state agency. Thus, there may be other counties and municipalities operating PSAPs in Wisconsin that have implemented the text-to-911 service feature, or have plans to do so, but have not disclosed those plans to the PSC.</p>
Question	Estimated Number of PSAPs that will Become Text Capable
<p><b>6. In the next annual period ending December 31, 2017, how many PSAPs do you anticipate will become text capable?</b></p>	<p>Unknown.</p>





Federal Communications Commission  
Washington, D.C. 20554

**J. Description of Cybersecurity Expenditures**

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

Question	Total PSAPs
2. During the annual period ending December 31, 2016, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Unknown

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Federal Communications Commission  
Washington, D.C. 20554

**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.**

Wisconsin has not undertaken a program to measure the effective utilization of 911/E911 fees. It is not known whether any county or municipality operating a PSAP in Wisconsin has implemented a program to measure or assess the effectiveness of its 911 service.