



pennsylvania
EMERGENCY MANAGEMENT AGENCY
BUREAU OF 9-1-1

9-1-1 Annual Report

**Fiscal Year 2010-11
Calendar 2011**

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Executive Summary

The Pennsylvania Emergency Management Agency (PEMA or the Agency), as required by Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes (Chapter 53 of Title 35),

“shall submit an annual report, which may be combined with that required by section 5303(a)(5) (relating to telecommunications management), to the Governor and the General Assembly. Subject to the provisions of section 5311.7(b) (relating to public disclosure and confidentiality of information), the report shall include at least the following:

- “(1) The extent to which wireless E-911 systems currently exist in this Commonwealth.*
- (2) Those PSAPs which completed installation of wireless E-911 systems pursuant to the wireless E-911 State plan and the costs and expenses for installation.*
- (3) An itemization by PSAP or wireless provider, project and description and expenditure for each Wireless E-911 Emergency Services Fund disbursement made in the fiscal year just concluded. The itemization shall include an explanation of how each project contributed to the fulfillment of the existing wireless E-911 State plan.*
- (4) The planned expenditures for the next fiscal year for installation of wireless E-911 systems pursuant to the wireless E-911 State plan.*
- (5) The total aggregate fees collected from all wireless providers in the fiscal year just concluded based upon the reports of the providers submitted under section 5311.4(e) (relating to Wireless E-911 Emergency Services Fund) and any other funds received by the fund.*
- (6) The amount of any unexpended funds carried forward in the fund.*
- (7) The amount of any remaining unpaid agency-approved PSAP costs or wireless provider costs being carried forward for payment during the next fiscal quarter.*
- (8) Any advances in a wireless provider's system technology or expansion of its customer service area which further the goal of providing access to a wireless E-911 system regardless of the customer's geographic location on any interstate highway in this Commonwealth.”*

PEMA can report, that as of December 31, 2011, all counties in Pennsylvania and the Class 3 cities of Allentown and Bethlehem are providing Enhanced 9-1-1 and Wireless Phase II* 9-1-1 service for their residents to gain rapid direct access to emergency aid. The body of this report and the attached exhibits encompass the information as required for the annual report by §5311.6(a) of Chapter 53 of Title 35.

**Phase II wireless calls are routed to the correct PSAP with the caller's call-back number and the caller's location in latitude and longitude.*

As noted in the April 22, 2005 Statewide Wireless E9-1-1 Plan, PEMA's stated goals include:

- to ensure equal and unilateral deployment of wireless E-911 service across the Commonwealth; and
- to provide a transition from the current status of wireless E-911 service to an integrated statewide wireless E-911 system, where all Pennsylvania residents have the same level of wireless E-911 service, no matter where they live or travel in the Commonwealth.

The provision of 9-1-1 service to the residents and visitors to the Commonwealth is an ongoing process. Pennsylvania faces many challenges in building upon the success of the wireless service program. The Statewide Wireless E9-1-1 Plan is undergoing a comprehensive review, and leveraging lessons learned from the wireless program will ensure that PEMA can effectively and efficiently develop a statewide Internet Protocol (IP)-based network that delivers public safety grade broadband through a reliable and redundant architecture that promotes a statewide ESINET to support PSAPs and first responders, and the evolution to IP-enabled Next Generation 9-1-1: the next technological step.

Legislative History

In 1990, the Pennsylvania General Assembly passed Act 78, *The Public Safety Emergency Telephone Act of 1990*, now referred to as Chapter 53 of Title 35. The legislation provided for a statewide emergency number, 9-1-1, for *"...any individual within this Commonwealth to gain rapid, direct access to emergency aid..."* This Chapter placed oversight of the state's wireline 9-1-1 system with PEMA while vesting *"...(the) authority and responsibility for the creation and implementation of a plan establishing, operating and maintaining adequate facilities for answering emergency calls and dispatching a proper response to a caller's needs in the county government."*

In 1998, Act 78 was amended by Act 17, which expanded PEMA's oversight of the 9-1-1 program, including the authority to approve or disapprove all 9-1-1 plans and establish training for personnel and technical standards for 9-1-1 systems. Under **Section 3, Telecommunications Management**, *(a) "the agency shall have the powers and duties: (1) to adopt rules and regulations pursuant to the act; (2) the power and authority to promulgate, adopt, publish, and use guidelines for the implementation of the act; (9) to establish standards of performance"*. Consequently, under **Section 4, Counties**, counties are authorized to operationally implement and maintain the 9-1-1 system. Specifically, under **Section 4(a)(4)** *"to cooperate with the agency; (5) to execute all contracts...and all other necessary documents which may be required in the implementation of the county plan"*.

In 2003, Act 56 provided PEMA with the legislative authority and responsibility to implement an integrated statewide wireless E9-1-1 plan and system, and provided PEMA with significant oversight of wireless 9-1-1 service throughout the Commonwealth. Act 56 of 2003 amended Act 78 of 1990 for the following purposes:

- Encourage statewide deployment of Phase I¹ and II² in the most efficient and effective manner possible;
- Establish a statewide integrated wireless E-911 state plan;
- Establish a statewide wireless E-911 surcharge and collection thereof;
- Establish a Wireless E-911 Emergency Services Fund for reimbursement of PSAP and wireless E-911 carrier costs for Phase I and II;
- Establish an E-911 Emergency Services Advisory Committee with a permanent Wireless sub-Committee to advise PEMA on wireless E-911 service and issues; and
- Provide PEMA with the authority to oversee the implementation and operation of the integrated statewide wireless E-911 system.

On July 9, 2008, Act 72 of 2008 was signed into law by Governor Edward G. Rendell and took effect November 6, 2008. Act 72 of 2008 amended Act 78 of 1990 for the purpose of provisioning the collection of a \$1.00 fee on Voice over Internet Protocol (VoIP) users in Pennsylvania. The fee is collected by the VoIP provider and remitted either to the county where service is provided or to the State Treasurer on a monthly or quarterly basis. Act 72 allows VoIP providers to deduct a two percent administrative fee prior to distribution to the counties or a one percent administrative fee prior to remittance to the State Treasurer. The Agency may retain one percent of funds remitted to the State Treasurer for costs incurred in administering Act 72.

On June 29, 2009, Act 6 of 2009 was signed into law by Governor Edward G. Rendell and took effect immediately. Act 6 of 2009 amended Act 78 of 1990 for the purpose of extending the sunset of the Wireless fee from June 30, 2009, to June 30, 2014.

Act 118 of 2010 consolidated the Public Safety Emergency Telephone Act into Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes and required a study of the 9-1-1 and wireless E-911 funding system to be undertaken by the Legislative Budget and Finance Committee. The study shall consider cost-benefit analysis to determine the cost effectiveness of the systems both within the Agency and the counties. The Act also substantially changed the method in which wireless pre-paid fees are collected and remitted; from subscriber-based to point-of-sale based. Prior to Act 118 taking effect, pre-paid wireless revenue was collected by wireless providers from their customers and remitted directly to PEMA for disbursement to the PSAPs. Since the effective date of the Act on July 1, 2011, pre-paid wireless remittances are sent to the Department of Revenue (DOR) through their eTides system as part of retailers/wireless providers' normal tax remittances. Act 118 also changed the sunset of the Wireless fee on June 30, 2014, to the sunset of the entire Chapter on June 30, 2014.

¹ Phase I wireless calls are routed to the correct Public Safety Answering Point (PSAP) with the caller's call-back of the number and the address tower processing the call.

² Phase II wireless calls are routed to the correct PSAP with the caller's call-back number and the caller's location in latitude and longitude.

Wireless Deployment and Post-Deployment Activity

Deployment Activity

The final 4 percent of the 69 PSAPs deployed to wireless Phase II level during FY 2009-10. At this time the Commonwealth is 100 percent deployed to wireless Phase II level of service.

A graphic depiction of the wireless deployment status in the Commonwealth as of June 30, 2010 is provided in Exhibit A.

Post-Deployment Activity

Wireless carriers continue to add towers and service across the Commonwealth. Post-deployment activity is an ongoing process. The PSAPs continue to test and deploy new towers and services as necessary to ensure adherence to the Agency's deployment policies and procedures.

9-1-1 Call Statistics

Wireline/VoIP, Wireless and 10-Digit Call Analysis

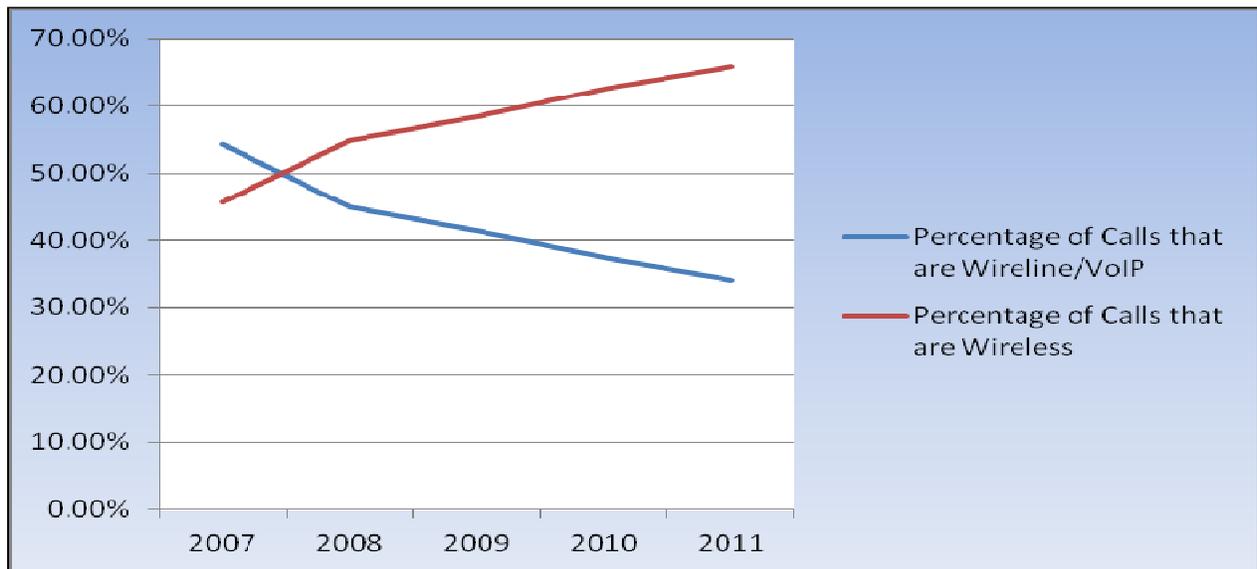
Wireline/VoIP and wireless 9-1-1 calls are recorded in annual reports submitted by the PSAPs to the Agency by January 31 of each year. PEMA collects this data and utilizes it to identify emerging trends. For the first time, 10-digit phone calls into the PSAPs were reported for 2011. This information was requested to gather a better idea of total call volume received at the PSAPs. Ten-digit lines are used for administrative calls into the PSAPs. However, many PSAPs' ten-digit numbers are the former emergency numbers used prior to the implementation of 9-1-1 at those PSAPs, and emergency calls may still be received on them. The 2011 9-1-1 and 10-digit call data is shown in Exhibit B.

2011 cumulative 9-1-1 call data for the 69 PSAPs is represented in the following table:

	<u>CY 2011</u>	<u>CY 2010</u>	<u>CY 2009</u>	<u>CY 2008</u>
Wireline/VoIP 9-1-1 Calls	3,060,422	3,362,269	3,613,745	4,065,727
Wireless 9-1-1 Calls	5,900,092	5,602,382	5,099,336	4,959,064
Total 9-1-1 Calls	8,960,514	8,964,651	8,713,081	9,024,791

In calendar year 2011, as compared to calendar year 2010, wireline/VoIP 9-1-1 calls decreased 9 percent, while wireless 9-1-1 calls increased 5.3 percent. Since 2007 when PEMA began tracking this data, wireline 9-1-1 calls have decreased 38.9 percent while wireless 9-1-1 calls increased 39.7 percent. First observed in 2008, wireless 9-1-1 calls to Commonwealth PSAPs continue to surpass the number of wireline 9-1-1 calls. For the 2011 calendar year reporting period, the percentage of wireless 9-1-1 calls was 65.8 percent versus 62.5 percent, 58.5 percent, 54.9 percent, and 45.7 percent in 2010, 2009, 2008, and 2007, respectively.

9-1-1 Call Percentages by Type of Call



	2007	2008	2009	2010	2011
Wireless Calls %	45.73%	54.95%	58.53%	62.48%	65.85%
Wireline Calls %	54.27%	45.05%	41.47%	37.52%	34.15%

The 2011, 2010, and 2009 county reported 9-1-1 call data is provided in Exhibits C, D, and E, respectively.

Fiscal Data

Wireline and VoIP Funding

Each telecommunications carrier providing local exchange telephone service within a county collects the wireline contribution rate and remits the collection to the county official responsible for disbursement of funds. \$63,995,252.23 of county reported wireline funds collected during calendar year 2011 reflect a 10.7 percent decrease versus calendar year 2010.

VoIP provider remittances to the state accounted for \$14,565,144 of critical 9-1-1 funding in calendar year 2011. In addition, VoIP providers in the Commonwealth remitted \$2,834,644 directly to the counties. Combined, PSAPs realized \$81,395,041 of wireline and VoIP revenue in calendar year 2011; a decrease of 8.01 percent from calendar year 2010.

A by-PSAP breakdown of wireline/VoIP revenue is reflected in Exhibits F and G, respectively. Consistent with county fiscal reporting periods, revenue is reported on a calendar fiscal year basis.

Wireless Revenue

During FY 2010-11, 49 Wireless Service Providers (WSPs) remitted funds to the Commonwealth's Wireless E-911 Emergency Services Fund. Remittance amounts and interest earned for FY 2010-11, along with remittance amounts and interest earned for the two previous years are listed below:

	<u>FY 2010-11</u>	<u>FY 2009-10</u>	<u>FY 2008-09</u>
Net Receipts	\$110,902,393	\$111,738,296	\$105,357,828
Interest Received	\$1,247,852	\$567,085	(\$258,263)

Since Program inception, total wireless revenue and interest earned through June 30, 2011, is \$658,645,394.09 and \$6,215,665.98 respectively.

Pre-Paid Revenue

Although the change in the collection of the pre-paid wireless fee was effective on July 1, 2011 which is outside the period that this report covers, the impact of the change is significant, and PEMA considers it noteworthy. Pre-paid wireless revenue is a portion of the wireless revenue that is remitted to the state and utilized to fund PSAP operations along with PEMA Bureau of 9-1-1 operating costs. Act 118 of 2010 substantially changed the method in which pre-paid wireless revenue is collected from consumers. Prior to Act 118 taking effect, pre-paid wireless revenue was collected by wireless providers from their customers as detailed in Act 78 of 1990 (as amended) below:

“(b) Wireless E-911 surcharge.--Each wireless service customer shall pay a fee, to be known as a wireless E-911 surcharge, in an amount of \$1 per month for each device that provides wireless service for which that customer is billed by a wireless provider for wireless service or receives prepaid wireless telephone service from a wireless provider. Such fee shall be collected apart from and in addition to any fee levied by the wireless provider in whole or in part for the provision of 911 services.

..... (4) In the case of prepaid wireless telephone service, the monthly wireless 911 surcharge imposed by this section shall be remitted based upon each prepaid wireless account in any manner consistent with the provider's existing operating or technological abilities, such as customer address, location associated with the MTN, or reasonable allocation method based upon other comparable relevant data and associated with Pennsylvania, for each wireless customer with an active prepaid wireless account and has a sufficient positive balance as of the last day of each month, if such information is available.”

In essence, wireless providers remitted the \$1.00 fee (minus 2% that they were allowed to keep to cover administrative costs) either monthly or quarterly for each of their customers that utilized pre-paid wireless service. For example, if a wireless provider had 100,000 customers that utilized pre-paid service, that provider would remit to the state \$98,000.00 per month. Pre-paid wireless revenue for the years prior to the passing of Act 118 is shown in table 1.

Table 1.

FY 2005-06	\$ 3,855,183
FY 2006-07	\$ 5,116,645
FY 2007-08	\$ 7,753,670
FY 2008-09	\$ 8,025,467
FY 2009-10	\$ 9,677,521
FY 2010-11	\$ 9,790,500

During the last three state fiscal years, post-paid wireless revenue had been averaging slightly over \$99 million dollars. With post-paid and pre-paid revenue combined, pre-paid revenues comprised about 8% of the total revenue. However, industry analysts reported that pre-paid wireless usage made up almost 20% of the wireless market, and that it would continue to grow. This lack of pre-paid revenue was believed to be due to the number of devices and prepaid packages that were being sold at retail establishments. The Act did not require the wireless fee to be charged on those retail transactions.

A study done in December of 2009 on behalf of the wireless carriers in Pennsylvania by an economist at the firm of Kimbell-Sherman-Ellis, LLP projected growth in the pre-paid wireless market, and pre-paid revenues in Pennsylvania in FY 2010-11 of \$20,890,000.00 and \$24,360,000.00 in FY 2011-12. This study assumed that a pre-paid wireless fee of \$1.00 per retail transaction would be instituted to replace the current collection method.

In an effort to collect this unrecognized revenue, Act 118 of 2010 was passed. Act 118 revised Act 78 to change the method of collection of the wireless fee on pre-paid wireless device users from subscriber-based to a point-of-sale based. The new wireless pre-paid fee collection statute is shown below:

“(B.1) PREPAID WIRELESS E-911 SURCHARGE.--

(1) There is imposed a prepaid wireless E-911 surcharge of \$ 1 per retail transaction or the adjusted surcharge, if any, established under paragraph (5). The \$ 1 surcharge shall be applied to the cost of each retail transaction regardless of whether the service or prepaid wireless device was purchased in person, by telephone, through the Internet or by any other method.

(2) A prepaid wireless E-911 surcharge shall be collected by the seller from the consumer for each retail transaction occurring in this Commonwealth. The amount of the prepaid wireless E-911 surcharge shall be either separately stated on an invoice, receipt or other similar document that is provided to the consumer by the seller or otherwise disclosed to the consumer. A retail transaction that is effected in person by a consumer at a business location of the seller shall be treated as occurring in this Commonwealth if that business location is in this Commonwealth, and any other retail transaction shall be treated as occurring in this Commonwealth if the retail transaction is treated as occurring in this Commonwealth for the purposes of section 202(e.1) of the act of March 4, 1971 (P.L. 6, No. 2), known as the Tax Reform Code of 1971.

(3) A prepaid wireless E-911 surcharge is a liability of the consumer and not of the seller or any provider, except that the seller shall be liable to remit the prepaid wireless E-911 surcharges that the seller collects from consumers as provided under paragraph (6), including the charges that the seller is deemed to collect if the amount of the surcharge has not been separately stated in an invoice, receipt or other similar document provided to the consumer by the seller.

(4) The amount of the prepaid wireless E-911 surcharge that is collected by a seller from a consumer, whether or not the amount is separately stated on an invoice, receipt or similar document provided to the consumer by the seller, shall not be included in the base for measuring a tax, fee, surcharge or other charge that is imposed by the Commonwealth, a political subdivision or an intergovernmental agency.

(5) The prepaid wireless E-911 surcharge shall be proportionately increased or reduced, as applicable, upon any change to the wireless E-911 surcharge imposed under subsection (b). The increase or reduction shall be effective on the effective date of the change to the surcharge imposed under subsection (b) or, if later, the first day of the first calendar month to occur at least 60 days after the effective date of the change to the surcharge imposed under subsection (b). The Department of Revenue shall provide not less than 30 days' notice of an increase or reduction on its public Internet website.

(6) Prepaid wireless E-911 surcharges collected by a seller shall be remitted to the Department of Revenue at the times provided under Article II of the Tax Reform Code of 1971. The department shall establish payment procedures that substantially coincide with the payment procedures of Article II of the Tax Reform Code of 1971, except the department may require the filing of returns and the payment of the surcharge by electronic means.

(7) During the first 180 days after the effective date of this section, a seller may deduct and retain 35% of the prepaid wireless surcharges collected by the seller from consumers for direct start-up costs. After the implementation period, a seller may deduct and retain up to 3% of prepaid wireless E-911 surcharges that are collected by the seller from consumers for administrative purposes.

(8) The assessment, audit, appeal, collection and enforcement procedures and other pertinent provisions applicable to the sales and use tax imposed under Article II of the Tax Reform Code of 1971 shall apply to prepaid wireless E-911 surcharges.

(9) The department shall establish procedures by which a seller of prepaid wireless telecommunications service may document that a sale is not a retail transaction, which procedures shall substantially coincide with the procedures for documenting sale for resale transactions for sales and use tax purposes under Article II of the Tax Reform Code of 1971.

(10) The department shall pay all remitted prepaid wireless E-911 surcharges to the State Treasurer for deposit into the fund within 30 days of receipt, for use as provided in this chapter. The department may retain up to 2% of remitted surcharges to pay for department expenses directly related to the costs of administering the collection and remittance of prepaid wireless E-911 surcharges.

(11) The provisions of section 5311.9 (relating to immunity) shall apply to providers and sellers of prepaid wireless telecommunications service.

(12) The prepaid wireless E-911 surcharge shall be the only E-911 funding obligation imposed regarding prepaid wireless telecommunications service in this Commonwealth. No tax, fee, surcharge or other charge may be imposed by the Commonwealth, a political subdivision or an intergovernmental agency for E-911 funding purposes, on a provider, seller or consumer with respect to the sale, purchase, use or provision of prepaid wireless telecommunications service."

Since the effective date of the Act on July 1, 2011, pre-paid wireless remittances are sent to the Department of Revenue (DOR) through their eTides system as part of retailers/wireless providers' normal tax remittances, not to PEMA as done previously by the wireless providers. The Department of Revenue provides PEMA with a monthly report detailing remittances received in the prior month. These reports indicate that the amount of pre-paid wireless revenue being remitted is falling far short of projections as noted in the Kimbell-Sherman-Ellis study.

If this trend continues through the end of Fiscal Year 2011 PEMA expects approximately \$4.2M in revenue (including the 35% administrative fee that the retailers and wireless carriers are allowed to deduct for the first six months of the program) through December 2011, and \$6M in revenue (including the 3% administrative fee that the retailers and wireless carriers are allowed to deduct after the first six months of the program) from January through June 2012, or \$10.4 million for the fiscal year – far short of the projections in the Kimbell-Sherman–Ellis study. The report for Fiscal Year 2011-12 will have a more in-depth analysis of the new pre-paid collection method, with an analysis of a full year's data.

Wireless Funding

During FY 2010-11, PEMA disbursed \$111,003,412.49 in wireless E-911 funding to the 69 PSAPs in the Commonwealth. The combined wireless, wireline, and VoIP revenue for FY 2010-11 was \$192,398,453. As seen in previous years, this does not meet the PSAP reported total expenditures of \$272,638,759.12 for calendar year 2011.

Wireless funds received by the PSAPs -	\$ 111,003,412
Wireline funds received by the PSAPs -	\$ 63,995,252
VoIP funds received by the PSAPs -	<u>\$ 17,399,788</u>
Total Revenue -	\$ 192,398,453
Total PSAP expenditures -	<u>\$ 272,638,759</u>
PSAP expenditures not covered by 9-1-1 revenue	\$ 80,240,306

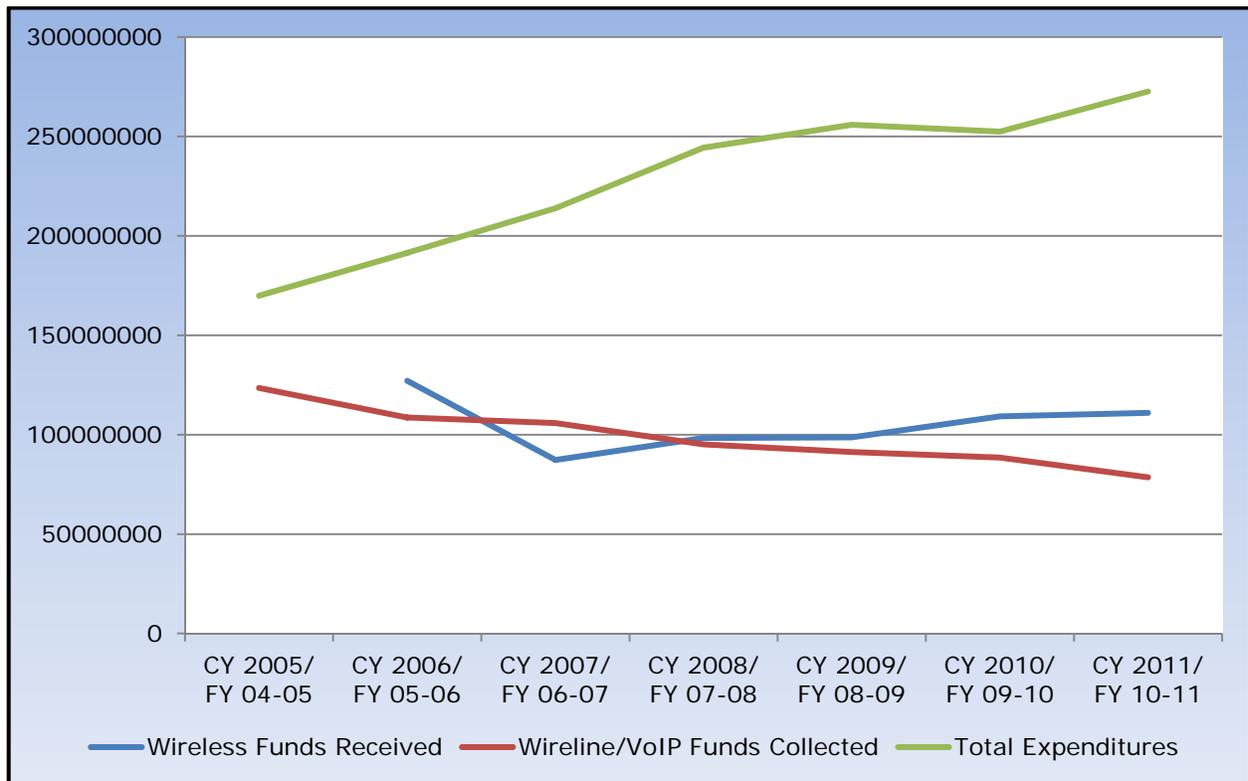
A by-PSAP breakdown of PSAP reported total expenditures is reflected in Exhibit H. Consistent with county fiscal reporting periods, expenditures are reported on a calendar fiscal year basis.

PSAP Funding Requests

	<u>FY 2010-11</u>	<u>FY 2009-10</u>	<u>FY 2008-09</u>
PSAP Funding Requests	\$156,658,511.07	\$141,023,277.83	\$ 138,653,138.24
PEMA Approved Funding Level	\$126,139,961.83	\$119,755,683.81	\$ 110,967,600.36
Disbursements to PSAPs (as of June 30, 2010)	\$111,003,412.49	\$109,188,389.04	\$ 98,670,345.96

A comparative fiscal year breakdown of county funding requests, approvals, and disbursements by PSAP is provided in Exhibits I through K.

A graphical representation and table of PSAP revenue and reported expenditures from 2004 through 2011 is represented in the following graph and table:



CY/FY	Wireless Funds Received	Wireline/VoIP Funds Collected	Total Expenditures
CY 2005 / FY 04-05	\$0.00	\$123,540,871	\$169,888,791
CY 2006 / FY 05-06	\$127,091,434	\$108,646,135	\$191,479,516
CY 2007 / FY 06-07	\$87,299,736	\$105,848,168	\$213,869,649
CY 2008 / FY 07-08	\$98,366,542	\$95,115,371	\$244,398,358
CY 2009 / FY 08-09	\$98,670,345	\$91,260,287	\$255,899,232
CY 2010 / FY 09-10	\$109,188,389	\$88,487,107	\$252,471,984
CY 2011 / FY 10-11	\$111,003,412	\$81,395,041	\$272,638,759

Fund Balance and Unpaid Amounts

As of June 30, 2011, the wireless 9-1-1 account had a balance of \$7,513,233.57. As of December 31, 2011, the wireless 9-1-1 account balance was \$5,973,329.62. In the wireless funding application process for FY 2010-11, \$31,801,290.86 in approved, eligible funding requests from PSAPs were not able to be paid due to funding limitations. By Agency procedure in consonance with Chapter 53 of Title 35 § 5311.5(d)(3), all PSAPs with eligible approved funding for unpaid items are payable in the immediately succeeding fiscal year upon application by the PSAP. This is done to ensure funding is still required and blanket disbursements are not made without due diligence. The previous year's approved, eligible, but unpaid funds are paid prior to approved, eligible new funding requests.

Carrier Cost Recovery Status

During FY 2010-11, PEMA reviewed Carrier Cost Recovery Plans from four wireless service providers: Americell PA-3 L.P. d/b/a/ Indigo Wireless, Keystone Wireless, LLC d/b/a IMMIX Wireless, Cricket Communications and MetroPCS Pennsylvania, LLC d/b/a MetroPCS. All are eligible for cost recovery. The original cost recovery amounts submitted by the four carriers totaled \$3,993,489.86. After detailed review of the plans with the wireless service providers, all plans were approved.

	<u>Total Amount Requested</u>	<u>Total Amount Approved</u>	<u>Total Amount Paid</u>
IMMIX Wireless	\$562,519.21	\$562,519.21	\$0.00*
Indigo Wireless	\$2,146,116.97	\$2,146,116.97	\$1,372,056.97
MetroPCS	\$764,302.34	\$764,302.34	\$417,045.50
Cricket Communications	\$520,551.34	\$510,636.34	\$0.00*
Totals	\$3,993,489.86	\$3,983,574.86	\$1,789,102.47

**Immix Wireless and Cricket Communications did not receive disbursements during FY 2010-11 since the Wireless E-911 Emergency Services Fund availability precluded payments to carriers except for approved, unpaid items from FY 2009-10. Their total amount approved is being funded in FY 2011-12.*

Future Program Actions

A listing of reported PSAP Progress and Anticipated Changes is shown in Exhibit L.

Looking to FY 2011-12, PEMA will build on the program goals and objectives outlined in the previous year's report. However, PEMA and our PSAP partners are faced with a number of challenges. Most notable, the cost to deliver 9-1-1 service is increasing. In calendar year 2006, the shortfall between fund revenue and reported county expenditures was \$20.7 million. In 2011 that shortfall exceeded \$80.3 million. FY 2010-11 wireless revenues are trending ahead of FY 2009-10 by \$1.8 million (2 percent); however, that growth is a decrease from the 9+ percent growth rate of FY 2006-07. In effect, this growth reflects an underlying trend of consumers shifting from traditional monthly contract wireless service plans to prepaid or "pay as you go" plans. As noted above in this report, Act 118 of 2010 amended the method in which the wireless fee is collected on prepaid wireless service: from collection by the wireless providers to collection at the point of sale. The report for Fiscal Year 2011-12 will have a more in-depth analysis of the new pre-paid collection method and its impact on wireless revenues.

PEMA continues in its effort to minimize the cash flow impact of VoIP providers remitting directly to the state. Chapter 53 of Title 35 provides for the collection of a \$1.00 VoIP 911 fee per subscriber versus the traditional wireline contribution rate where 64 of 69 PSAPs realize either \$1.25 or \$1.50 per access line. Not unlike wireless customers, VoIP subscribers have opted for this new technology in lieu of traditional wireline service.

However, unlike traditional telephony providers remitting on a monthly basis directly to the county, 63.4 percent of VoIP providers remit directly to the state. These providers represent over 87.8 percent of the total VoIP 911 fee revenue. PEMA partnered with the State Comptrollers' office to facilitate a monthly disbursement of state collected VoIP 911 fee revenue versus the statutory guidance of quarterly disbursement. PEMA continues to work with our PSAPs, other states, and federal agencies to continue identification of VoIP provider's conducting business in the Commonwealth and ensure compliance with the technical and commercial provision of Chapter 53 of Title 35 and department promulgated procedures.

As reported in previous years, post deployment activity, the critical work of maintaining the Phase II level of wireless service, is as critical to the proper processing of wireless 9-1-1 calls as the initial deployment activity itself. Wireless providers continue to build out networks and deploy new technology services in the Commonwealth. This infrastructure must be appropriately deployed ensuring Phase II wireless service, while ensuring wireless service providers meet FCC-mandated wireless accuracy standards.

The ENHANCE 9-1-1 Act of 2004 provided for \$1.25 billion of federal funding to support state E-911 wireless deployment and NG 9-1-1 solutions. Unfortunately, only \$41 million was appropriated and the ENHANCE 9-1-1 Act was permitted to sunset on September 30, 2009. In its March 2010 Annual Report to the FCC, PEMA encouraged the FCC to pursue new federal legislation to provide for funding support of NG9-1-1 solutions.

Ultimately, many of the above challenges are overshadowed by the identified need to rewrite the Chapter 53 of Title 35, and to implement the findings and recommendations of the Auditor General's 2008 Wireless E-911 Emergency Services Program Special Performance Audit. The two critical elements in the Auditor General's report were the rewrite of Chapter 53 of Title 35 and the urgency associated with the absence of critical staffing to implement many of the program goals and objectives.

With the 2008 passage of the federal New and Emerging Technologies (NET) 911 Improvement Act of 2008, a new vernacular is permeating the 9-1-1 community: Next Generation 9-1-1 (NG9-1-1). NG9-1-1 is a term that has been gaining attention in the 9-1-1 community. The backbone of a NG9-1-1 system is an Emergency Services Internet Protocol-Based Network, or ESINET. An ESINET is a dedicated emergency services IP-based internetwork (i.e., network of networks) shared by all public safety agencies involved in an emergency, and used to deliver information and requests for assistance from the public to the appropriate response agency. An ESINET also facilitates the sharing of information and services among PSAPs and emergency operations centers. NG9-1-1 utilizes the ESINET and takes advantage of open standards-based systems to provide a robust method of delivering 9-1-1 call data via Internet Protocol.

Next Generation 9-1-1 (NG9-1-1)

Next Generation 9-1-1 (NG9-1-1) is the logical progression of 9-1-1 in the Commonwealth. 9-1-1 has always adopted newer methods to provide assistance to the public, and has had newer technologies adapted to work in the existing 9-1-1 architecture: NG9-1-1 is the next evolution in 9-1-1 service. The rewrite of Chapter 53 of Title 35 as noted above must incorporate future technologies and the evolution to NG9-1-1.

Change is not new in 9-1-1, and has benefitted the public through the adoption of Enhanced 9-1-1 and location information. These steps have all usually been evolutionary in nature. NG9-1-1 is the first major transition to the 9-1-1 system that will be revolutionary. This transition is not a simple adding of a new service, but requires new architecture, processes, providers, and data due to the rapid adoption of new technologies by the public.

The next generation of 9-1-1 is defined as “a system comprised of managed IP-based networks and elements that augment present-day E-911 features and functions and add new capabilities...Next Generation 9-1-1 (NG9-1-1) is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations.”³

The NG9-1-1 environment consists of a system of network resources, applications, and information. NG9-1-1 is several systems interconnected to deliver information from the public to the public safety professionals that serve them. NG9-1-1 uses Internet Protocol (IP) to provide flexibility. IP allows the various systems to interconnect using a common platform. It is critical to understand that NG9-1-1 is more than an IP network or applications on the network. For an effective NG9-1-1 system it requires planning, coordination, governance, and a common set of operating policies and procedures.

This results in a complicated set of systems that need to work together, just like the current 9-1-1 system. The major difference is in the past a single provider would inform the PSAP what they can have for 9-1-1 service based on the provider's available systems, but in NG9-1-1 the PSAP will be able to make many choices based on what they will need to service their public. NG9-1-1 is more applications based than provider based. This increases the complexity as seen by the PSAPs in the Commonwealth.

This complexity results in many issues for 9-1-1 that did not have a major impact on 9-1-1 in the past. Rules must be defined on how the many interconnected systems and applications interact, and are managed. Any change to one system, no matter how small, may impact another system. Processes must be in place to manage the interconnections, types of applications, and permissions to those applications among other things. Much of this can be addressed with a proper governance structure. There will need to be a balance of statewide standards with local independence.

To help to identify the best approach for NG9-1-1 in the Commonwealth, PEMA applied for and received a \$2,478,157.16 grant to perform a pilot project on NG9-1-1. This pilot was to help develop a master transition plan that identifies the needs and best solutions for NG9-1-1 in the Commonwealth. This pilot was intended to develop a well thought out and tested transition plan to achieve NG9-1-1 equally across the Commonwealth. The pilot will be able to evaluate a governance structure, develop policies and procedures, as well as develop minimum levels of service across the Commonwealth.

³ NENA Master Glossary of 9-1-1 Terminology, NENA-00-001, Version 10, June 5, 2007
9-1-1 Annual Report
FY 2010-11
CY 2011

In short, the pilot is designed to help ensure that implementation of NG9-1-1 capability across the Commonwealth is completed in the most cost efficient, timely, equitable, and reliable manner possible.

9-1-1 Outages or Incidents Affecting Service

During Calendar Year 2011, there were sixty-eight 9-1-1 outages or incidents affecting service reported by the PSAPs. A listing of those outages/incidents is shown in Exhibit M.

Exhibit A
Governor's FY 2010-11 9-1-1 Annual Report
Wireless E-911 Deployment Status as of June 30, 2010



Deployment Status

- Phase 0
- Phase I
- Phase II
- Deploying from Ph 0 to Ph I
- Deploying from Ph 0 to Ph II
- Deploying from Ph I to Ph II

Deployment Statistics

- # PSAPs Phase 2 Deployed: **69**
- # PSAPs Phase 1 Deployed: **0**
- # Currently Deploying to Phase 2: **0**
- # PSAPs Phase 0: **0**
- # Currently Deploying to Phase 1: **0**
- # Currently Deploying to Phase 2: **0**

Exhibit B
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported 9-1-1 and 10-Digit Call Statistics for CY 2011

COUNTY	TOTAL 9-1-1 CALLS RECEIVED BY PSAPs IN CY 2011	TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs IN CY 2011	TOTAL CALLS RECEIVED BY PSAPs IN CY 2011
Adams	36,882	118,515	155,397
Allegheny	1,012,823	229,690	1,242,513
Armstrong	34,592	44,087	78,679
Beaver	81,269	171,279	252,548
Bedford	17,910	40,628	58,538
Berks	219,556	373,896	593,452
Blair	67,104	93,625	160,729
Bradford	23,299	73,663	96,962
Bucks	253,436	687,136	940,572
Butler	71,204	22,454	93,658
Cambria	60,658	131,866	192,524
Cameron	2,136	3,201	5,337
Carbon	32,268	76,604	108,872
Centre	47,237	146,435	193,672
Chester	185,004	106,395	291,399
City of Allentown	104,891	122,128	227,019
City of Bethlehem	45,931	88,739	134,670
Clarion	17,276	23,431	40,707
Clearfield	28,197	76,643	104,840
Clinton	18,026	45,652	63,678
Columbia	29,035	61,512	90,547
Crawford	33,265	52,260	85,525
Cumberland	97,266	185,719	282,985
Dauphin	155,846	222,376	378,222
Delaware	553,408	569,094	1,122,502
Elk	10,688	24,035	34,723
Erie	132,251	40,429	172,680
Fayette	78,091	86,547	164,638
Forest*	2,197	0	2,197
Franklin	48,390	55,587	103,977
Fulton*	6,193	6,679	12,872
Greene	24,544	4,169	28,713
Huntingdon	11,063	33,773	44,836
Indiana	27,679	53,160	80,839
Jefferson	17,901	13,931	31,832
Juniata	7,652	15,971	23,623
Lackawanna	118,886	182,440	301,326
Lancaster	232,394	286,355	518,749
Lawrence	59,065	127,013	186,078
Lebanon	65,286	94,350	159,636

Exhibit B (cont)
Governor's FY2010-11 9-1-1 Annual Report
PSAP Reported 9-1-1 and 10-Digit Call Statistics for CY 2011

COUNTY	TOTAL 9-1-1 CALLS RECEIVED BY PSAPs CY 2011	TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs CY 2011	TOTAL CALLS RECEIVED BY PSAPs IN CY 2011
Lehigh	93,761	217,479	311,240
Luzerne	234,939	173,296	408,235
Lycoming	59,379	45,606	104,985
McKean	22,846	43,246	66,092
Mercer	60,792	131,692	192,484
Mifflin	15,156	51,929	67,085
Monroe	97,029	78,297	175,326
Montgomery	363,688	405,528	769,216
Montour	9,816	17,377	27,193
Northampton	104,263	240,119	344,382
Northumberland	32,852	79,548	112,400
Perry	15,088	37,315	52,403
Philadelphia**	2,862,152	0	2,862,152
Pike	25,685	51,550	77,235
Potter*	7,101	6,162	13,263
Schuykill	66,909	218,616	285,525
Snyder	12,080	27,256	39,336
Somerset	28,762	106,418	135,180
Sullivan*	3,187	2,239	5,426
Susquehanna	13,897	61,763	75,660
Tioga	31,940	30,549	62,489
Union	24,043	31,669	55,712
Venango	21,407	28,930	50,337
Warren	14,715	42,160	56,875
Washington	141,084	139,658	280,742
Wayne	17,529	47,825	65,354
Westmoreland	185,471	167,819	353,290
Wyoming	14,093	51,175	65,268
York	310,051	96,825	406,876
TOTALS	8,960,514	7,423,513	16,384,027

* Call numbers listed for counties that do not operate 24-hour PSAPs are numbers of calls originating in the respective county.

**The City of Philadelphia utilizes a 3-1-1 system for non-emergency calls

Exhibit C
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported 9-1-1 Call Statistics for CY 2011

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2011	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2011	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2011
Adams	14,411	22,471	36,882
Allegheny	401,573	611,250	1,012,823
Armstrong	15,322	19,270	34,592
Beaver	25,734	55,535	81,269
Bedford	7,233	10,677	17,910
Berks	60,680	158,876	219,556
Blair	25,614	41,490	67,104
Bradford	7,414	15,885	23,299
Bucks	77,101	176,335	253,436
Butler	26,073	45,131	71,204
Cambria	26,992	33,666	60,658
Cameron	997	1,139	2,136
Carbon	11,699	20,569	32,268
Centre	14,394	32,843	47,237
Chester	61,317	123,687	185,004
City of Allentown	24,385	80,506	104,891
City of Bethlehem	14,173	31,758	45,931
Clarion	6,654	10,622	17,276
Clearfield	11,831	16,366	28,197
Clinton	5,280	12,746	18,026
Columbia	10,134	18,901	29,035
Crawford	14,808	18,457	33,265
Cumberland	32,360	64,906	97,266
Dauphin	36,943	118,903	155,846
Delaware	236,751	316,657	553,408
Elk	4,989	5,699	10,688
Erie	43,162	89,089	132,251
Fayette	30,722	47,369	78,091
Forest	1,418	779	2,197
Franklin	16,746	31,644	48,390
Fulton	993	5,200	6,193
Greene	9,981	14,563	24,544
Huntingdon	4,642	6,421	11,063
Indiana	15,661	12,018	27,679
Jefferson	7,604	10,297	17,901
Juniata	2,700	4,952	7,652
Lackawanna	37,880	81,006	118,886
Lancaster	105,457	126,937	232,394
Lawrence	16,199	42,866	59,065
Lebanon	23,657	41,629	65,286

Exhibit C (cont)
Governor's FY2010-11 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2011

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2011	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2011	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2011
Lehigh	29,696	64,065	93,761
Luzerne	102,205	132,734	234,939
Lycoming	20,871	38,508	59,379
McKean	11,325	11,521	22,846
Mercer	20,268	40,524	60,792
Mifflin	6,610	8,546	15,156
Monroe	25,416	71,613	97,029
Montgomery	110,345	253,343	363,688
Montour	4,047	5,769	9,816
Northampton	37,655	66,608	104,263
Northumberland	10,261	22,591	32,852
Perry	4,881	10,207	15,088
Philadelphia	849,484	2,012,668	2,862,152
Pike	7,835	17,850	25,685
Potter	3,177	3,924	7,101
Schuykill	24,348	42,561	66,909
Snyder	4,938	7,142	12,080
Somerset	11,392	17,370	28,762
Sullivan	1,885	1,302	3,187
Susquehanna	4,927	8,970	13,897
Tioga	14,405	17,535	31,940
Union	9,808	14,235	24,043
Venango	8,313	13,094	21,407
Warren	8,287	6,428	14,715
Washington	51,932	89,152	141,084
Wayne	8,804	8,725	17,529
Westmoreland	68,840	116,631	185,471
Wyoming	5,207	8,886	14,093
York	101,576	208,475	310,051
TOTALS	3,060,422	5,900,092	8,960,514

Exhibit D
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2010

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2010	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2010	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2010
Adams	13,408	20,856	34,264
Allegheny	415,963	608,628	1,024,591
Armstrong	15,312	17,652	32,964
Beaver	27,213	52,360	79,573
Bedford	7,269	9,459	16,728
Berks	65,173	130,395	195,568
Blair	37,663	37,198	74,861
Bradford	10,749	8,988	19,737
Bucks	81,653	166,708	248,361
Butler	28,133	42,939	71,072
Cambria	48,086	52,316	100,402
Cameron	662	619	1,281
Carbon	11,106	19,673	30,779
Centre	14,005	29,220	43,225
Chester	63,441	117,593	181,034
City of Allentown	25,982	66,712	92,694
City of Bethlehem	16,925	28,675	45,600
Clarion	7,416	9,655	17,071
Clearfield	11,918	17,160	29,078
Clinton	3,872	8,063	11,935
Columbia	9,858	18,637	28,495
Crawford	15,232	16,107	31,339
Cumberland	31,602	55,744	87,346
Dauphin	46,980	101,250	148,230
Delaware	265,928	326,207	592,135
Elk	5,630	6,021	11,651
Erie	50,796	76,252	127,048
Fayette	34,031	42,054	76,085
Forest	1,102	661	1,763
Franklin	17,553	28,672	46,225
Fulton	1,148	4,364	5,512
Greene	11,361	13,090	24,451
Huntingdon	4,237	6,588	10,825
Indiana	15,713	11,903	27,616
Jefferson	7,664	9,856	17,520
Juniata	2,949	4,592	7,541
Lackawanna	39,113	69,946	109,059
Lancaster	104,127	119,103	223,230
Lawrence	16,817	37,603	54,420
Lebanon	18,853	31,574	50,427

Exhibit D (cont)
Governor's FY2010-11 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2010

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2010	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2010	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2010
Lehigh	29,953	60,277	90,230
Luzerne	90,595	120,047	210,642
Lycoming	20,509	30,214	50,723
McKean	10,290	10,543	20,833
Mercer	21,975	36,574	58,549
Mifflin	7,627	7,425	15,052
Monroe	29,144	60,403	89,547
Montgomery	115,508	245,873	361,381
Montour	3,838	4,548	8,386
Northampton	36,456	59,427	95,883
Northumberland	12,628	17,346	29,974
Perry	5,356	8,850	14,206
Philadelphia	1,007,971	1,986,014	2,993,985
Pike	7,813	11,433	19,246
Potter	8,749	9,866	18,615
Schuykill	22,866	39,532	62,398
Snyder	5,343	6,103	11,446
Somerset	11,922	16,600	28,522
Sullivan	1,475	573	2,048
Susquehanna	5,420	7,841	13,261
Tioga	13,722	18,949	32,671
Union	10,229	12,906	23,135
Venango	9,836	11,260	21,096
Warren	9,772	4,986	14,758
Washington	60,426	85,427	145,853
Wayne	11,500	8,500	20,000
Westmoreland	73,798	101,565	175,363
Wyoming	4,514	6,380	10,894
York	106,391	187,827	294,218
TOTALS	3,362,269	5,602,382	8,964,651

Exhibit E
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2009

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2009	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2009	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2009
Adams	14,800	19,221	34,021
Allegheny	447,376	576,004	1,023,380
Armstrong	16,199	17,630	33,829
Beaver	27,198	47,198	74,396
Bedford	7,900	9,135	17,035
Berks	70,932	111,986	182,918
Blair	41,285	29,988	71,273
Bradford	11,120	6,996	18,116
Bucks	84,647	137,324	221,971
Butler	53,856	64,238	118,094
Cambria	34,085	29,697	63,782
Cameron	991	764	1,755
Carbon	12,729	18,265	30,994
Centre	14,742	27,174	41,916
Chester	69,822	109,904	179,726
City of Allentown	31,480	64,912	96,392
City of Bethlehem	19,512	26,697	46,209
Clarion	7,389	9,039	16,428
Clearfield	12,985	13,692	26,677
Clinton	4,111	6,347	10,458
Columbia	11,768	14,673	26,441
Crawford	15,174	14,541	29,715
Cumberland	34,005	54,052	88,057
Dauphin	51,986	87,810	139,796
Delaware	280,522	297,584	578,106
Elk	6,610	5,091	11,701
Erie	49,774	68,020	117,794
Fayette	37,650	37,619	75,269
Forest	1,380	470	1,850
Franklin	19,211	24,549	43,760
Fulton	1,324	3,387	4,711
Greene	13,378	12,071	25,449
Huntingdon	5,336	5,628	10,964
Indiana	15,610	11,535	27,145
Jefferson	7,270	9,744	17,014
Juniata	3,102	3,590	6,692
Lackawanna	43,613	63,108	106,721
Lancaster	92,873	125,163	218,036
Lawrence	19,780	34,200	53,980
Lebanon	17,995	29,713	47,708

Exhibit E (cont)
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2009

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2009	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2009	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2009
Lehigh	27,955	46,309	74,264
Luzerne	88,322	112,580	200,902
Lycoming	23,253	26,724	49,977
McKean	8,512	8,127	16,639
Mercer	25,509	34,294	59,803
Mifflin	8,306	6,565	14,871
Monroe	32,771	62,206	94,977
Montgomery	101,622	232,383	334,005
Montour	4,143	4,620	8,763
Northampton	38,167	55,691	93,858
Northumberland	11,754	17,644	29,398
Perry	15,016	8,533	23,549
Philadelphia	1,079,422	1,790,964	2,870,386
Pike	8,765	10,599	19,364
Potter	6,670	24,142	30,812
Schuykill	24,471	29,522	53,993
Snyder	4,878	4,651	9,529
Somerset	13,603	13,001	26,604
Sullivan	2,328	960	3,288
Susquehanna	4,466	7,145	11,611
Tioga	6,670	24,142	30,812
Union	9,094	10,136	19,230
Venango	9,848	8,987	18,835
Warren	8,976	4,474	13,450
Washington	78,271	55,334	133,605
Wayne	50,865	7,475	58,340
Westmoreland	81,958	89,310	171,268
Wyoming	5,044	3,142	8,186
York	121,566	170,917	292,483
TOTALS	3,613,745	5,099,336	8,713,081

Exhibit F
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported Wireline Revenue

COUNTY	2011	2010	2009
Adams	\$494,447.75	\$527,289.22	\$641,534.89
Allegheny	\$5,625,137.00	\$6,225,436.64	\$6,850,045.20
Armstrong	\$435,576.00	\$468,112.81	\$510,767.14
Beaver	\$679,571.22	\$704,326.00	\$844,304.00
Bedford	\$339,002.50	\$362,564.34	\$417,705.63
Berks	\$2,013,690.00	\$2,250,015.00	\$2,558,198.79
Blair	\$674,778.24	\$1,010,215.89	\$893,778.39
Bradford	\$495,224.00	\$509,143.00	\$589,368.00
Bucks	\$2,692,854.71	\$2,984,005.25	\$3,327,607.17
Butler	\$632,542.92	\$704,461.82	\$778,482.00
Cambria	\$729,942.10	\$774,640.00	\$880,010.00
Cameron	\$52,325.92	\$59,643.62	\$59,486.60
Carbon	\$335,056.00	\$437,211.70	\$489,500.89
Centre	\$642,911.22	\$718,254.71	\$790,016.74
Chester	\$2,351,804.00	\$2,694,463.00	\$3,067,935.00
City of Allentown	\$773,773.86	\$841,212.60	\$925,518.19
City of Bethlehem	\$584,804.00	\$61,697.00	\$655,632.00
Clarion	\$319,974.50	\$350,262.59	\$364,199.47
Clearfield	\$537,551.34	\$633,180.34	\$571,595.89
Clinton	\$226,312.82	\$266,889.91	\$316,138.03
Columbia	\$445,498.89	\$499,367.35	\$697,484.36
Crawford	\$562,466.44	\$581,954.49	\$710,872.72
Cumberland	\$1,060,914.81	\$1,273,139.65	\$1,665,261.41
Dauphin	\$1,562,441.77	\$1,945,127.92	\$2,257,144.78
Delaware	\$2,229,587.16	\$2,424,922.00	\$2,695,669.93
Elk	\$281,386.49	\$294,300.42	\$315,088.11
Erie	\$1,234,771.21	\$1,539,867.23	\$1,821,158.00
Fayette	\$773,888.92	\$825,280.00	\$852,079.36
Forest	\$67,542.18	\$71,282.96	\$74,681.74
Franklin	\$536,874.23	\$569,357.69	\$705,551.03
Fulton	\$95,739.86	\$106,208.00	\$122,229.56
Greene	\$282,625.01	\$308,010.91	\$317,047.80
Huntingdon	\$326,992.26	\$395,274.31	\$425,540.67
Indiana	\$560,689.92	\$622,054.49	\$678,320.59
Jefferson	\$330,714.11	\$357,445.88	\$386,190.18
Juniata	\$148,158.92	\$159,352.03	\$172,530.28

Exhibit F (cont)
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Reported Wireline Revenue

COUNTY	2011	2010	2009
Lackawanna	\$1,333,629.06	\$2,076,933.36	\$1,677,027.00
Lancaster	\$2,538,422.28	\$2,849,221.08	\$2,977,555.00
Lawrence	\$427,603.25	\$510,049.12	\$518,151.44
Lebanon	\$608,785.79	\$859,221.21	\$829,483.69
Lehigh	\$1,295,282.00	\$1,404,023.00	\$1,494,927.00
Luzerne	\$2,153,421.89	\$2,229,862.99	\$2,444,482.13
Lycoming	\$651,226.00	\$674,821.85	\$835,313.48
McKean	\$319,002.91	\$355,598.45	\$378,074.27
Mercer	\$521,707.59	\$569,320.69	\$590,537.01
Mifflin	\$309,176.34	\$346,072.22	\$373,443.97
Monroe	\$841,770.01	\$948,652.21	\$1,121,427.53
Montgomery	\$4,785,591.00	\$4,982,878.00	\$5,625,502.00
Montour	\$128,412.55	\$119,483.00	\$157,826.74
Northampton	\$1,301,102.87	\$1,440,418.69	\$1,438,198.91
Northumberland	\$379,687.00	\$430,947.59	\$499,505.77
Perry	\$256,667.85	\$275,366.22	\$296,485.38
Philadelphia	\$5,460,886.30	\$6,686,652.33	\$7,057,298.00
Pike	\$373,182.35	\$501,260.34	\$549,882.30
Potter	\$149,404.02	\$156,112.62	\$168,489.46
Schuykill	\$798,199.08	\$889,973.00	\$983,030.66
Snyder	\$253,453.00	\$271,162.76	\$315,456.60
Somerset	\$708,798.45	\$596,648.58	\$983,085.10
Sullivan	\$84,916.64	\$83,404.11	\$85,939.64
Susquehanna	\$383,105.15	\$395,152.22	\$441,298.06
Tioga	\$370,677.97	\$380,813.06	\$411,536.47
Union	\$419,123.96	\$416,677.67	\$435,427.40
Venango	\$382,447.01	\$421,637.45	\$481,187.60
Warren	\$340,100.00	\$369,200.00	\$396,522.66
Washington	\$906,972.19	\$959,967.71	\$1,104,173.69
Wayne	\$501,971.83	\$596,791.88	\$526,966.58
Westmoreland	\$1,719,108.00	\$1,921,075.00	\$2,114,029.00
Wyoming	\$272,047.71	\$268,841.62	\$287,129.43
York	\$1,881,797.90	\$2,138,105.84	\$2,388,130.64
TOTALS	\$63,995,252.23	\$71,682,316.65	\$79,416,199.15

Exhibit G
Governor's FY 2010-11 9-1-1 Annual Report
State and County Reported VoIP Revenue

COUNTY	2011	2010	2009
Adams	\$106,728.97	\$82,011.57	\$58,265.02
Allegheny	\$2,370,633.23	\$1,910,506.26	\$1,590,435.38
Armstrong	\$57,835.70	\$37,842.67	\$12,135.81
Beaver	\$353,687.71	\$308,763.93	\$265,127.89
Bedford	\$52,422.06	\$41,764.61	\$11,843.52
Berks	\$438,338.92	\$336,731.99	\$235,989.32
Blair	\$140,681.91	\$15,725.76	\$25,890.55
Bradford	\$38,198.42	\$37,207.57	\$1,874.95
Bucks	\$1,210,960.52	\$908,928.35	\$713,061.83
Butler	\$436,658.03	\$425,999.08	\$391,628.04
Cambria	\$225,414.67	\$181,460.50	\$58,826.37
Cameron	\$5,240.59	\$7,273.33	\$3,398.01
Carbon	\$91,416.65	\$83,252.96	\$107,991.25
Centre	\$126,259.47	\$92,745.18	\$64,660.19
Chester	\$732,782.64	\$739,353.53	\$624,190.31
City of Allentown	\$8,458.26	\$8,324.97	\$9,312.07
City of Bethlehem	\$4,634.89	\$4,380.09	\$3,160.82
Clarion	\$26,025.50	\$19,241.20	\$9,756.11
Clearfield	\$46,871.32	\$32,615.81	\$20,739.93
Clinton	\$44,626.89	\$32,845.17	\$22,056.18
Columbia	\$27,910.53	\$21,761.32	\$36,168.32
Crawford	\$227,069.54	\$109,263.54	\$99,855.93
Cumberland	\$367,691.83	\$299,962.97	\$211,207.67
Dauphin	\$417,979.42	\$352,955.57	\$273,473.40
Delaware	\$869,298.71	\$804,550.52	\$652,750.03
Elk	\$13,569.48	\$15,717.87	\$3,847.88
Erie	\$253,953.71	\$184,058.51	\$28,051.73
Fayette	\$96,381.06	\$95,680.32	\$86,700.62
Forest	\$373.42	\$399.84	\$404.77
Franklin	\$229,874.41	\$200,385.00	\$163,918.82
Fulton	\$14,537.76	\$12,151.50	\$4,421.23
Greene	\$23,071.08	\$17,503.81	\$11,640.73
Huntingdon	\$22,890.24	\$14,404.67	\$8,636.65
Indiana	\$136,217.34	\$91,032.69	\$40,212.13
Jefferson	\$35,364.95	\$24,923.95	\$14,377.13
Juniata	\$879.15	\$911.52	\$826.23

Exhibit G (cont)
Governor's FY 2010-11 9-1-1 Annual Report
State and County Reported VoIP Revenue

COUNTY	2011	2010	2009
Lackawanna	\$227,958.16	\$133,923.21	\$67,922.93
Lancaster	\$503,806.95	\$390,043.32	\$283,350.77
Lawrence	\$148,251.89	\$235,813.20	\$94,570.49
Lebanon	\$190,951.90	\$159,712.82	\$122,580.12
Lehigh	\$52,535.63	\$45,499.82	\$37,068.87
Luzerne	\$142,793.71	\$139,199.39	\$56,380.29
Lycoming	\$118,604.14	\$83,263.29	\$54,519.06
McKean	\$17,684.92	\$23,360.46	\$7,464.45
Mercer	\$283,081.28	\$225,622.64	\$132,093.38
Mifflin	\$20,701.62	\$24,790.65	\$5,822.78
Monroe	\$179,098.96	\$174,252.58	\$119,196.34
Montgomery	\$1,661,225.41	\$1,311,921.33	\$980,841.09
Montour	\$10,176.46	\$13,963.17	\$7,530.75
Northampton	\$32,723.71	\$30,997.78	\$30,297.07
Northumberland	\$56,210.69	\$46,720.83	\$28,659.47
Perry	\$29,265.48	\$12,857.95	\$10,980.03
Philadelphia	\$1,926,161.80	\$1,605,190.31	\$1,256,266.93
Pike	\$104,558.71	\$84,642.92	\$63,464.17
Potter	\$21,235.83	\$14,788.74	\$12,535.48
Schuylkill	\$120,338.84	\$84,618.29	\$48,829.69
Snyder	\$16,896.59	\$13,506.06	\$4,638.45
Somerset	\$80,025.17	\$52,922.50	\$31,245.59
Sullivan	\$481.72	\$141.12	\$145.03
Susquehanna	\$18,185.76	\$11,610.29	\$10,261.14
Tioga	\$19,484.01	\$15,610.04	\$1,957.27
Union	\$19,366.29	\$10,251.50	\$3,032.06
Venango	\$46,705.69	\$32,472.70	\$20,646.40
Warren	\$16,054.87	\$12,176.40	\$3,284.31
Washington	\$715,703.31	\$650,623.23	\$279,334.50
Wayne	\$88,508.74	\$90,817.48	\$79,090.63
Westmoreland	\$678,119.45	\$573,921.68	\$496,776.86
Wyoming	\$4,518.26	\$3,021.65	\$2,200.32
York	\$593,433.99	\$473,048.69	\$359,085.83
TOTALS	\$17,399,788.94	\$14,333,944.17	\$10,578,909.37

Exhibit H
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Total Reported Expenditures

COUNTY	2011	2010	2009
Adams	\$1,837,990.05	\$1,631,455.01	\$2,163,152.32
Allegheny	\$21,938,820.30	\$22,748,874.27	\$21,726,015.73
Armstrong	\$1,144,246.66	\$1,035,031.97	\$1,459,726.67
Beaver	\$3,082,412.10	\$4,082,730.00	\$3,767,537.00
Bedford	\$704,129.38	\$666,633.97	\$1,110,192.29
Berks	\$9,774,131.00	\$7,416,370.00	\$6,585,934.71
Blair	\$1,849,037.16	\$1,433,276.92	\$1,646,933.86
Bradford	\$1,025,406.84	\$819,265.00	\$898,306.00
Bucks	\$14,321,847.32	\$13,702,230.53	\$12,404,154.80
Butler	\$2,136,648.90	\$2,194,235.00	\$2,168,578.00
Cambria	\$2,696,243.38	\$2,566,529.87	\$2,480,697.00
Cameron	\$132,957.44	\$155,483.02	\$345,829.21
Carbon	\$1,538,870.00	\$1,566,289.00	\$1,432,203.99
Centre	\$2,880,127.95	\$2,233,474.69	\$2,171,662.06
Chester	\$14,182,320.00	\$12,437,835.00	\$14,001,738.00
City of Allentown	\$2,726,419.72	\$2,803,847.14	\$2,565,248.81
City of Bethlehem	\$2,421,085.00	\$2,754,935.00	\$3,271,999.00
Clarion	\$1,198,774.29	\$1,069,689.93	\$1,136,070.86
Clearfield	\$1,502,470.42	\$2,658,706.60	\$1,371,745.93
Clinton	\$1,060,759.95	\$1,128,238.54	\$1,027,728.93
Columbia	\$949,154.67	\$911,954.67	\$851,941.23
Crawford	\$614,316.91	\$1,223,875.46	\$1,118,117.65
Cumberland	\$7,914,515.51	\$9,109,744.43	\$4,917,615.93
Dauphin	\$7,179,817.73	\$5,850,844.66	\$5,213,974.60
Delaware	\$14,124,277.00	\$13,849,313.62	\$13,064,621.31
Elk	\$1,104,780.50	\$946,380.99	\$903,577.96
Erie	\$5,397,201.91	\$5,435,155.63	\$5,056,383.00
Fayette	\$1,964,804.36	\$2,211,512.42	\$1,968,354.39
Forest	\$117,381.52	\$251,996.36	\$334,929.12
Franklin	\$3,629,956.45	\$2,746,408.11	\$3,114,155.89
Fulton	\$606,661.68	\$618,883.58	\$408,690.42
Greene	\$797,779.40	\$712,455.90	\$684,208.79
Huntingdon	\$624,172.31	\$941,207.25	\$582,007.22
Indiana	\$1,362,083.42	\$1,283,822.02	\$1,785,680.97
Jefferson	\$1,131,761.82	\$1,415,109.59	\$787,972.06
Juniata	\$1,231,212.44	\$1,150,441.63	\$1,131,979.54

Exhibit H (cont)
Governor's FY 2010-11 9-1-1 Annual Report
PSAP Total Reported Expenditures

COUNTY	2011	2010	2009
Lackawanna	\$4,503,263.08	\$4,303,278.93	\$4,824,020.00
Lancaster	\$8,955,342.95	\$8,932,063.09	\$9,233,523.00
Lawrence	\$1,164,650.99	\$1,075,743.94	\$1,036,229.20
Lebanon	\$3,358,265.29	\$2,981,673.47	\$3,119,928.76
Lehigh	\$3,176,833.00	\$3,206,576.00	\$5,652,477.00
Luzerne	\$6,982,817.97	\$6,531,594.19	\$5,966,664.00
Lycoming	\$2,061,683.00	\$3,736,240.07	\$2,067,323.79
McKean	\$1,376,386.97	\$1,255,669.29	\$877,116.20
Mercer	\$1,938,987.87	\$1,742,580.13	\$2,440,671.13
Mifflin	\$1,032,196.31	\$1,706,324.51	\$1,223,611.66
Monroe	\$4,656,000.00	\$4,498,450.00	\$3,505,536.25
Montgomery	\$12,689,033.00	\$11,757,739.00	\$11,444,537.00
Montour	\$532,699.99	\$559,287.05	\$725,602.97
Northampton	\$4,581,933.85	\$7,212,272.34	\$5,593,319.90
Northumberland	\$1,640,743.00	\$1,911,630.40	\$1,214,589.87
Perry	\$1,131,361.20	\$720,826.25	\$838,685.14
Philadelphia	\$39,690,463.00	\$37,524,477.00	\$32,754,674.00
Pike	\$1,755,807.56	\$1,064,909.87	\$1,308,345.00
Potter	\$903,532.68	\$836,739.03	\$1,298,056.98
Schuylkill	\$3,501,202.36	\$3,389,894.60	\$2,856,732.07
Snyder	\$709,948.72	\$625,032.14	\$833,977.15
Somerset	\$1,187,084.55	\$1,131,099.03	\$1,130,006.53
Sullivan	\$364,728.79	\$1,229,842.40	\$1,074,631.07
Susquehanna	\$1,047,641.36	\$1,006,578.45	\$991,269.47
Tioga	\$1,860,634.71	\$1,188,289.28	\$1,304,283.76
Union	\$760,203.07	\$982,894.69	\$963,727.94
Venango	\$772,265.12	\$811,131.50	\$1,030,831.28
Warren	\$717,755.00	\$669,170.00	\$620,210.55
Washington	\$3,800,459.97	\$3,202,097.55	\$3,299,463.60
Wayne	\$1,105,105.91	\$930,482.73	\$1,095,881.66
Westmoreland	\$8,123,233.00	\$8,294,442.00	\$8,458,371.00
Wyoming	\$1,059,772.89	\$985,534.96	\$1,097,802.08
York	\$8,592,146.47	\$7,996,378.72	\$6,930,218.56
TOTALS	\$272,638,759.12	\$267,765,220.39	\$252,471,983.82

Exhibit I
Governor's FY 2010-11 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2010-11

<i>PSAP</i>	<i>FY 2010-11</i>		<i>Disbursement Total (as of June 30, 2011)</i>
	<i>Requested Amount</i>	<i>Approved Amount</i>	
Adams County DES	\$1,053,297.29	\$927,093.60	\$802,015.39
Allegheny County 9-1-1	\$11,121,184.67	\$8,580,265.38	\$6,554,796.38
Armstrong	\$582,024.21	\$543,182.74	\$20,807.09
Beaver	\$2,027,310.21	\$1,797,877.54	\$1,613,515.61
Bedford	\$534,081.86	\$452,240.14	\$426,988.71
Berks	\$5,032,010.16	\$4,138,007.06	\$3,951,677.81
Blair County 9-1-1	\$953,613.47	\$953,538.84	\$782,205.19
Bradford	\$388,641.03	\$373,961.67	\$356,356.75
Bucks County	\$10,657,890.04	\$10,655,410.20	\$10,582,272.33
Butler	\$1,357,568.77	\$1,082,289.94	\$1,071,171.26
Cambria	\$1,044,444.81	\$895,257.56	\$831,916.36
Cameron County 9-1-1	\$107,179.91	\$107,179.91	\$71,482.83
Carbon County Communications	\$879,744.40	\$854,011.02	\$0.00
Centre County 9-1-1	\$1,143,177.09	\$929,445.13	\$889,496.62
Chester County 9-1-1	\$6,552,074.89	\$5,888,784.44	\$5,646,294.38
City of Allentown	\$1,822,828.85	\$1,495,354.35	\$1,430,704.65
City of Bethlehem	\$2,094,683.11	\$1,772,460.73	\$1,162,527.70
Clarion County OES	\$1,830,664.99	\$883,456.14	\$797,947.08
Clearfield County 9-1-1	\$2,444,376.06	\$1,653,964.63	\$1,222,719.39
Clinton	\$855,348.71	\$837,887.92	\$733,292.87
Columbia	\$638,394.65	\$620,580.52	\$440,139.43
Crawford County OES	\$588,762.66	\$467,107.19	\$434,802.95
Cumberland	\$3,790,393.68	\$3,109,693.84	\$3,045,646.91
Dauphin County 9-1-1	\$3,479,989.65	\$3,011,566.55	\$2,891,365.51
Delaware County 911	\$6,175,523.87	\$5,063,266.70	\$4,976,189.36
Elk	\$548,206.20	\$321,618.83	\$317,921.70
Erie	\$5,041,608.32	\$2,387,171.62	\$2,217,307.83
Fayette County 9-1-1	\$963,403.27	\$855,876.14	\$823,764.99
Forest County	\$0.00	\$0.00	\$0.00
Franklin County DES	\$1,445,718.92	\$1,381,313.63	\$1,179,875.24
Fulton County 9-1-1	\$276,793.07	\$276,793.07	\$0.00
Greene County 9-1-1	\$240,384.93	\$188,611.02	\$185,092.95
Huntingdon	\$452,895.15	\$413,985.78	\$0.00
Indiana	\$469,637.96	\$362,306.84	\$354,853.25
Jefferson	\$763,077.02	\$751,791.45	\$714,026.38
Juniata County 9-1-1	\$525,687.21	\$462,813.97	\$429,368.92

Exhibit I (cont)
Governor's FY 2010-11 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2010-11

<i><u>FY 2010-11</u></i>			
<i>PSAP</i>	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2011)</i>
Lackawanna County 9-1-1	\$2,567,257.19	\$2,108,253.24	\$1,621,985.17
Lancaster	\$4,464,187.23	\$3,468,893.57	\$3,261,945.93
Lawrence County 9-1-1	\$761,576.13	\$736,262.51	\$632,717.83
Lebanon County EMA	\$1,299,346.66	\$1,194,927.67	\$1,154,174.82
Lehigh	\$2,825,703.72	\$2,111,580.63	\$1,988,579.22
Luzerne County 9-1-1	\$4,014,448.23	\$3,687,140.71	\$3,505,447.32
Lycoming County 9-1-1	\$1,069,931.36	\$950,557.07	\$859,210.92
McKean County 9-1-1	\$543,385.63	\$541,607.98	\$483,225.04
Mercer County 9-1-1	\$1,207,105.83	\$720,788.48	\$662,489.90
Mifflin	\$405,557.01	\$320,050.66	\$0.00
Monroe County Control Center	\$3,439,749.66	\$3,196,495.02	\$2,995,460.59
Montgomery County 9-1-1	\$8,672,618.50	\$6,490,579.95	\$5,984,437.93
Montour County 9-1-1	\$243,987.16	\$209,788.96	\$200,920.15
Northampton County	\$2,656,647.28	\$1,851,370.27	\$1,704,926.39
Northumberland	\$896,062.03	\$855,404.40	\$780,599.02
Perry County 9-1-1	\$443,324.70	\$443,040.62	\$341,027.98
Philadelphia	\$21,273,727.50	\$16,283,794.76	\$15,072,006.16
Pike County	\$664,302.26	\$664,299.26	\$570,495.88
Potter	\$1,314,120.80	\$575,787.20	\$467,163.70
Schuylkill County	\$2,193,668.96	\$1,818,417.57	\$1,700,054.38
Snyder County DES	\$495,036.91	\$456,706.55	\$386,667.47
Somerset County 9-1-1	\$510,435.78	\$376,171.75	\$342,325.75
Sullivan County	\$273,000.14	\$253,800.14	\$0.00
Susquehanna County 9-1-1	\$562,120.79	\$478,936.11	\$431,683.40
Tioga	\$2,041,076.12	\$1,008,527.39	\$791,204.25
Union County Emergency Services	\$699,091.53	\$698,211.63	\$0.00
Venango County DES	\$665,920.00	\$664,703.28	\$0.00
Warren	\$207,987.03	\$174,692.72	\$124,546.28
Washington County 9-1-1	\$3,535,328.93	\$1,822,155.98	\$1,273,843.45
Wayne	\$105,168.74	\$37,131.00	\$24,142.07
Westmoreland County 9-1-1	\$3,841,675.77	\$3,288,267.38	\$2,958,586.68
Wyoming	\$655,667.94	\$638,759.90	\$545,464.91
York	\$4,226,672.46	\$3,516,691.38	\$3,179,536.08
TOTALS	\$156,658,511.07	\$126,139,961.83	\$111,003,412.49

Exhibit J
Governor's FY 2010-11 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2009-10

<i>PSAP</i>	<i>FY 2009-10</i>		
	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2010)</i>
Adams County DES	\$749,822.49	\$718,737.40	\$703,667.04
Allegheny County 9-1-1	\$10,247,063.47	\$9,853,948.14	\$9,826,919.88
Armstrong	\$668,613.34	\$612,550.44	\$513,818.88
Beaver	\$3,014,953.80	\$2,771,250.33	\$2,656,540.56
Bedford	\$745,435.88	\$598,640.93	\$475,183.00
Berks	\$3,978,232.59	\$3,931,348.84	\$3,665,530.52
Blair County 9-1-1	\$1,568,566.06	\$1,256,172.15	\$1,164,876.44
Bradford	\$897,045.40	\$864,989.65	\$797,775.68
Bucks County	\$737,027.00	\$344,877.00	\$31,691.80
Butler	\$1,226,532.91	\$1,121,024.27	\$1,058,796.16
Cambria	\$1,380,547.55	\$1,360,431.92	\$1,320,378.56
Cameron County 9-1-1	\$81,350.15	\$79,863.06	\$74,962.28
Carbon County Communications	\$914,294.90	\$898,387.65	\$651,273.20
Centre County 9-1-1	\$1,118,296.70	\$998,297.67	\$943,093.12
Chester County 9-1-1	\$9,474,916.21	\$7,362,949.78	\$6,826,855.80
City of Allentown	\$1,732,673.74	\$1,546,033.10	\$1,507,522.44
City of Bethlehem	\$2,696,009.33	\$2,248,347.56	\$1,733,606.08
Clarion County OES	\$556,438.89	\$549,705.65	\$498,494.92
Clearfield County 9-1-1	\$1,419,197.42	\$1,384,436.02	\$1,121,675.80
Clinton	\$577,494.09	\$514,542.49	\$511,866.12
Columbia	\$416,098.07	\$380,991.17	\$366,216.96
Crawford County OES	\$530,208.28	\$530,208.28	\$519,023.76
Cumberland	\$5,201,349.20	\$4,081,868.02	\$3,365,350.48
Dauphin County 9-1-1	\$4,218,388.91	\$2,988,517.78	\$2,860,198.00
Delaware County 911	\$6,433,298.72	\$6,178,501.36	\$6,062,683.52
Elk	\$452,069.20	\$402,685.02	\$402,472.92
Erie	\$1,648,077.46	\$1,251,985.63	\$1,037,037.96
Fayette County 9-1-1	\$956,367.96	\$949,621.34	\$893,132.48
Forest County	\$0	\$0	\$0
Franklin County DES	\$1,554,176.04	\$1,552,260.03	\$1,309,011.04
Fulton County 9-1-1	\$260,213.80	\$234,919.56	\$134,965.92
Greene County 9-1-1	\$265,270.36	\$248,624.05	\$228,114.64
Huntingdon	\$348,734.76	\$343,576.27	\$255,711.72
Indiana	\$284,345.43	\$270,362.31	\$268,718.00
Jefferson	\$619,188.49	\$619,188.46	\$604,587.92
Juniata County 9-1-1	\$597,186.77	\$522,231.13	\$399,353.08

Exhibit J (cont)
Governor's FY 2010-11 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2009-10

<i><u>FY 2009-10</u></i>			
<i>PSAP</i>	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2010)</i>
Lackawanna County 9-1-1	\$2,914,455.57	\$2,914,929.94	\$2,531,881.56
Lancaster	\$4,123,554.81	\$3,139,250.72	\$3,046,052.60
Lawrence County 9-1-1	\$614,631.61	\$566,861.12	\$543,297.80
Lebanon County EMA	\$2,239,611.84	\$1,284,884.41	\$1,011,911.20
Lehigh	\$2,455,423.18	\$2,462,386.64	\$2,057,340.04
Luzerne County 9-1-1	\$3,943,174.19	\$3,935,445.15	\$3,811,568.72
Lycoming County 9-1-1	\$1,640,673.29	\$913,725.26	\$876,798.80
McKean County 9-1-1	\$538,082.21	\$389,700.47	\$313,434.56
Mercer County 9-1-1	\$814,431.91	\$772,941.89	\$749,562.76
Mifflin	\$362,004.91	\$315,688.93	\$315,688.92
Monroe County Control Center	\$2,808,570.77	\$2,759,163.50	\$2,107,362.20
Montgomery County 9-1-1	\$6,569,349.36	\$5,187,905.69	\$5,186,206.60
Montour County 9-1-1	\$149,401.59	\$142,248.29	\$139,028.48
Northampton County	\$2,226,387.69	\$1,739,345.32	\$1,619,159.16
Northumberland	\$1,472,527.19	\$1,313,380.39	\$1,072,624.96
Perry County 9-1-1	\$468,467.73	\$449,508.01	\$319,734.32
Philadelphia	\$17,586,255.82	\$15,845,691.61	\$14,741,020.80
Pike County	\$414,794.18	\$410,790.92	\$401,222.88
Potter	\$2,200,228.94	\$1,057,174.86	\$782,096.08
Schuykill County	\$3,082,156.97	\$2,100,638.20	\$1,818,488.64
Snyder County DES	\$594,052.13	\$500,842.41	\$451,828.52
Somerset County 9-1-1	\$282,922.83	\$220,504.75	\$220,386.80
Sullivan County	\$639,842.62	\$529,322.52	\$481,330.44
Susquehanna County 9-1-1	\$478,327.44	\$465,342.47	\$457,558.36
Tioga	\$1,300,852.77	\$1,133,842.50	\$884,982.92
Union County Emergency Services	\$947,915.30	\$788,779.68	\$678,467.08
Venango County DES	\$288,277.76	\$282,351.69	\$273,726.44
Warren	\$268,480.19	\$251,304.02	\$246,525.40
Washington County 9-1-1	\$4,957,973.93	\$1,099,033.33	\$1,012,149.08
Wayne	\$177,488.35	\$121,245.72	\$121,245.72
Westmoreland County 9-1-1	\$3,426,156.80	\$3,463,376.50	\$2,905,336.36
Wyoming	\$758,982.44	\$689,382.44	\$497,758.08
York	\$2,807,706.14	\$2,936,620.00	\$2,721,506.08
TOTALS	\$141,023,277.83	\$119,755,683.81	\$109,188,389.04

Exhibit K
Governor's FY 2009-10 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2008-09

<i><u>FY 2008-09</u></i>			
<i>PSAP</i>	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2009)</i>
Adams County DES	\$488,182.79	\$510,342.21	\$475,571.08
Allegheny County 9-1-1	\$14,223,889.26	\$12,651,438.18	\$10,452,893.44
Armstrong	\$305,174.61	\$270,007.31	\$254,047.68
Beaver	\$2,124,813.98	\$1,324,585.58	\$1,202,171.72
Bedford	\$298,598.81	\$289,598.81	\$246,821.84
Berks	\$3,932,534.84	\$2,927,732.30	\$2,725,218.44
Blair County 9-1-1	\$481,054.30	\$481,054.31	\$407,993.72
Bradford	\$953,752.14	\$376,418.76	\$310,291.40
Bucks County	\$0.00	\$0.00	\$0.00
Butler	\$571,337.85	\$426,131.12	\$369,935.28
Cambria	\$2,137,436.05	\$2,071,154.36	\$1,716,893.68
Cameron County 9-1-1	\$84,477.27	\$71,839.22	\$64,547.16
Carbon County Communications	\$1,403,800.35	\$1,449,789.32	\$1,355,516.40
Centre County 9-1-1	\$1,339,801.11	\$1,271,125.75	\$1,156,507.96
Chester County 9-1-1	\$8,395,904.87	\$8,677,974.23	\$7,643,861.08
City of Allentown	\$1,580,450.88	\$1,569,730.21	\$1,400,161.56
City of Bethlehem	\$4,920,968.18	\$3,438,217.28	\$3,108,205.60
Clarion County OES	\$409,710.56	\$384,096.97	\$308,799.04
Clearfield County 9-1-1	\$1,801,684.36	\$484,941.04	\$424,857.64
Clinton	\$183,111.03	\$186,196.25	\$148,764.64
Columbia	\$552,068.03	\$547,648.94	\$442,440.52
Crawford County OES	\$769,069.19	\$309,140.87	\$271,821.72
Cumberland	\$3,966,005.51	\$2,732,572.06	\$2,308,378.92
Dauphin County 9-1-1	\$8,074,474.81	\$3,368,274.92	\$3,137,058.64
Delaware County 911	\$6,970,598.70	\$6,102,942.46	\$5,163,830.84
Elk	\$549,380.03	\$505,638.88	\$455,456.56
Erie	\$2,756,625.86	\$3,891,135.65	\$3,710,141.84
Fayette County 9-1-1	\$2,029,154.72	\$826,230.19	\$687,574.48
Forest County	\$0.00	\$0.00	\$0.00
Franklin County DES	\$1,343,103.21	\$1,203,241.21	\$1,036,071.84
Fulton County 9-1-1	\$50,628.05	\$49,961.24	\$48,276.72
Greene County 9-1-1	\$381,831.26	\$238,119.86	\$197,412.68
Huntingdon	\$335,373.31	\$53,178.85	\$49,238.68
Indiana	\$837,958.61	\$241,275.61	\$206,629.52
Jefferson	\$137,036.24	\$137,036.24	\$116,256.00
Juniata County 9-1-1	\$348,485.28	\$336,285.28	\$328,224.00

Exhibit K (cont)
Governor's FY 2009-10 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2008-09

<i><u>FY 2008-09</u></i>			
<i>PSAP</i>	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2009)</i>
Lackawanna County 9-1-1	\$2,965,738.88	\$2,400,095.14	\$2,135,524.20
Lancaster	\$1,072,771.40	\$955,585.62	\$773,220.88
Lawrence County 9-1-1	\$340,164.46	\$219,378.24	\$178,467.24
Lebanon County EMA	\$2,075,286.91	\$1,245,462.45	\$1,100,868.76
Lehigh	\$3,115,757.21	\$2,095,217.90	\$1,897,126.72
Luzerne County 9-1-1	\$1,991,222.27	\$2,150,298.61	\$1,763,206.56
Lycoming County 9-1-1	\$1,328,783.14	\$713,611.33	\$602,258.32
McKean County 9-1-1	\$44,516.00	\$44,516.00	\$37,358.80
Mercer County 9-1-1	\$925,018.00	\$604,527.00	\$604,527.00
Mifflin	\$997,197.92	\$139,728.28	\$111,556.44
Monroe County Control Center	\$2,446,492.03	\$4,686,906.33	\$4,479,561.96
Montgomery County 9-1-1	\$6,398,844.70	\$6,898,828.48	\$6,123,134.52
Montour County 9-1-1	\$193,774.62	\$191,834.28	\$177,914.40
Northampton County	\$1,878,315.22	\$1,877,910.37	\$1,759,838.56
Northumberland	\$593,834.22	\$660,380.75	\$605,932.68
Perry County 9-1-1	\$535,413.38	\$292,258.01	\$239,928.80
Philadelphia	\$19,651,760.26	\$15,707,744.48	\$14,537,798.76
Pike County	\$535,406.72	\$720,559.99	\$657,050.64
Potter	\$1,910,541.32	\$168,588.72	\$148,898.72
Schuylkill County	\$1,577,689.93	\$2,288,475.42	\$2,171,998.24
Snyder County DES	\$873,738.02	\$453,134.02	\$402,900.84
Somerset County 9-1-1	\$96,495.77	\$113,136.89	\$106,176.12
Sullivan County	\$385,839.00	\$360,839.00	\$293,901.48
Susquehanna County 9-1-1	\$344,057.06	\$313,075.43	\$283,131.96
Tioga	\$1,078,328.89	\$701,735.00	\$693,156.96
Union County Emergency Services	\$560,554.52	\$237,423.77	\$234,856.96
Venango County DES	\$0.00	\$0.00	\$0.00
Warren	\$143,675.08	\$68,326.66	\$58,303.96
Washington County 9-1-1	\$2,501,540.00	\$240,000.00	\$190,392.00
Wayne	\$48,800.38	\$48,800.38	\$44,126.72
Westmoreland County 9-1-1	\$3,140,369.32	\$2,324,874.63	\$2,096,948.76
Wyoming	\$796,012.96	\$622,312.96	\$601,027.52
York	\$3,366,722.60	\$2,016,978.75	\$1,627,378.16
TOTALS	\$138,653,138.24	\$110,967,600.36	\$98,670,345.96

EXHIBIT L

PSAP Progress Reports and Anticipated Changes

COUNTY	CY 2011 PROGRESS & FUTURE PROGRAMMATIC CHANGES
Adams County	Phone-Upgraded 2011 Patriot Geo-Diverse CAD-Upgrade 2012 Alert Software Cost \$700,000 Radio-Upgrade 2012 800 Mhz Digital Trunked System \$25,000,000
Allegheny County	Emergency police and fire protocols. Radio updates - meet FCC requirements for Narrow Banding for January 1, 2013. Continue working with PEMA in building a state wide ESINET and participate with WestCore project. Continue training requirements for technical changes. Continuing education with new QA program. Continue efforts to consolidate municipalities into County 9-1-1 Center who are interested.
Armstrong County	We continue to move forward with a new EOC/911 facility and the ICORRS radio project. We anticipate completing all these projects in 2012.
Beaver County	We continue to work on our radio project. Three new towers have been completed and we are finishing up a fourth. Once these are complete we will be installing our simulcast radio system for Police, Fire and EMS. We continue to search the county for parcels that have no house numbers or incorrect addresses. All existing roads have been identified however new developments and subdivisions continue to pop up.
Bedford County	2011 saw a long anticipated change for our department, and all emergency responders. The new radio system, UHF digital, was finally a reality. Progress began early in the year with the addition of 4 tower sites, along with new equipment at the present sites. October found the changes to the consoles, and training to all telecommunicators. Presently we are using the new system and legacy system, pending upgrades by all responders. This year will find 1 additional tower added to our system, and the shutdown of the legacy radio system. Our staff maintains continuing education as required by local and state policy, and NAED. And as always the emergency telecommunicators continue with conscientious efforts to serve the residents of Bedford County.
Berks County	2011: Began new radio system, began CAD upgrade, began upgrade to APCO Meds, began OCA project, upgraded workstation consoles, installed new wiring for phone system and replaced some 911 chairs. 2012: Complete CAD upgrade, complete radio system project, complete upgrade to APCO Meds, Wireless Tower Validations, 911 Plan, upgrade CPE servers.

Blair County	2011 was a year of change for the County 9-1-1 Center with a new administration. Things that were delayed or not procured (though approved and encumbered) during the previous administration including significant upgrades and purchases were put back into the process in 2011 and will continue in 2012. It should also be noted that the county accounting practices have been reviewed and changes will occur in 2012 that will insure that the high wireless account balance will be significantly reduced to where it should be.
Bradford County	Bradford county continues to position the County for NG 9-1-1 and to complete the narrowband process.
Bucks County	1. Working through replacement of legacy radio system. Contracted with Motorola in 2011, expect the project to extend well into 2013. Waivers being written to FCC that our agency will not be compliant with the 1/1/2013 deadline.
Butler County	Butler County is part the WestCORE project.
Cambria County	Cambria County is currently participating in the West core project which will include the purchase of a new switch. They will be upgrading their CAD computers and implementing Priority Dispatch Police Protocol.
Cameron County	2011 Upgrades: *Installed 2 new T-1 lines for 9-1-1 redundancy. *Installed a FX line in Driftwood to route 9-1-1 calls via 10 digit line to Elk County 9-1-1 when Driftwood goes into stand-alone mode. 2012 Anticipated Upgrades: *Install one CAD position. *Complete the Regional Telephony Project.
Carbon County	Carbon County completed the 911 CPE Tech refresh, CAD Mapping integration and accuracy testing. Plans for 2012 include wireless post-deployment maintenance/accuracy testing and narrow-banding to be in compliance with federal mandates. Please note: VoIP calls are received on the wireline trunks and are not filtered out on the report.
Centre County	We are in the middle of a CPE replacement of our obsolete TCI Synapse system. The RFP responses are being evaluated and the project should be awarded within the month. Replacement will begin soon after that. Centre County is also in the process of upgrading our radio network over the next two years at an estimated cost of \$18 Million. The project is underway with system design in progress. Centre County is also planning for the relocation of the PSAP as part of the radio upgrade project. Options for relocation are still being evaluated.
Chester County	During 2012 Chester County shall enhance CPE to continue preparing for NG9-1-1. Chester County shall develop a new CAD system to replace the current CAD installed in 1992.

City of Allentown	Investigate CPE Upgrade Investigate Generator Upgrade
City of Bethlehem	The City of Bethlehem has completed in year 2011 CAD software upgrades and training, purchased new dispatcher chairs and continues with wireless fund management and wireless post deployment. In addition to the current system upgrades and/or expansions the City is planning and expecting to replace the 9-1-1 consoles and upgrade the voice recorder software and licenses.
Clarion County	In 2011 we trained 4 new employees, one of those new employees has been deployed by the military to Afghanistan and we hope to have him back on our team this summer. We are in the process of training 2 more new employees as we speak. Our 4 Supervisors have been certified in EDQ and help with Quality Assurance on a weekly basis. We have also hired a full time CAD/RMS/QA officer who does Quality Assurance on a regularly. We have an active Quality Assurance program in place and are continually working towards accreditation. We are also still very active in public relations and have some training already scheduled. We are looking forward to upgrading to a regionalized telephony system in the very near future. We will also be upgrading our CAD system along with upgrading all of our servers.
Clearfield County	The wireline contribution rate is split in Clearfield County. The rate is \$1.50 for County subscribers and \$1.25 for those within Dubois City. Upgrades/projects completed in 2011: * Continuing construction of an offsite backup PSAP. * Completed cellular Accuracy testing. * Completed Post Deployment project. * Updated CAD Equipment. * Digital mapping upgrade. Anticipated Upgrades/Projects for 2012: * Complete Mobile Data Terminal project. * Complete offsite backup PSAP. * Update remaining outdated computer equipment in the PSAP. * Add wireless adapters to phone/radio headsets. * Replace 9-1-1 Phone System due to End-of-Life. * Replace Radio Consoles due to End-of-Life.
Clinton County	Completed in 2011: 1. Worked with Consultant to develop plan for transition of Public Safety Radio Network to FCC compliance and also make system enhancements. 2. Replacement of batteries in primary UPS unit. 3. Unsuccessfully attempted to secure funding for offsetting a portion of cost associated with transitioning Public Safety Radio System to FCC narrowband compliance. 4. Continued to work with North Central Task Force (NCTF) to implement radio interoperability between county VHF radio and Statewide 800 radio system. 2012 Anticipated Changes 1. Complete transition to FCC narrowband compliant Public Safety Radio Network. This project will include remediation work at tower site to address pour drainage and improve site grounding. 2. Work with County IT Department to implement Records Management System for Law Enforcement, which will also include interface for Law Enforcement access to CAD system. 3. Replacement of back-up generator at primary PSAP. 4. Continue to work with Board of Commissioners to develop plan for relocation of PSAP to new facility. This will include working to try and secure funding for offsetting a portion of costs associated with construction and relocation activities.

Columbia County	Began upgrading to narrowband, approximately 80% complete. Should be completed in 2012. Planning beginning to replace CPE and upgrade/replace CAD. Begin planning for NG 911.
Crawford County	Please note that the balance for the Wireline and Wireless do not include the fourth quarter reimbursement to the general funds. Also please note that the December interest is not recorded yet. Crawford County will begin replacing its dispatch tower at the Crawford County fairgrounds in March of 2012. The County will be converting all of its radio equipment to narrowband in September of 2012. There is a small percentage of equipment that will need to be replaced because of its age in order to complete the conversion. The five radio consoles and server are scheduled for a hardware and software upgrade due to their age. The microwave between Meadville and Titusville is also schedule to be replaced; it was placed into service in 1994. The 3 year 911 plan will be updated with a completion date of August.
Cumberland County	In October 2011, we moved our operation to a new construction, stand alone facility. This move included the installation of a Cassidian Sentinel CM and Avaya CM system, with the intent of this network to provide for Customer Premise Equipment, CPE, for Next Generation 9-1-1 IP Network.
Dauphin County	2011 Completed Activities - Transition of City of Harrisburg Police Dispatching to Dauphin County - Re-routing of land line 9-1-1 traffic from City of Harrisburg to Dauphin County - Update Disaster Recovery plan - NCMs to redirect 9-1-1 traffic to Lancaster County Wide Communications Center in the event of a system failure. (Basic 9-1-1) - Implementation of virtualized server environment for CAD - Transition from Oracle to SQL Server as a backend CAD Database - Motorola Radio system upgrade from 7.5 to 7.7 - Finalized plan for 12-hour shift staffing model for the 9-1-1 Center - Re-Accredited as a National Center of Excellence for Emergency Medial Dispatch 2011 – 2014 - Re-Accredited as a National Center of Excellence for Emergency Fire Dispatch 2011 – 2014 2012 Anticipated Activities - Approval of 9-1-1 Plan 3 year update. - Continuation of 911 system disaster recovery plan and build out - Motorola Radio System upgrade from 7.7 to 7.11 - Motorola IP Simulcast upgrade to support Dynamic System resiliency - CAD integration to police and fire records management systems - Monitor the NG9-1-1 standards and PEMA NG911 planning efforts - Implementation of closest due apparatus recommends for fire event processing - Implementation of upgraded computerized protocol systems, ProQA Paramount - 12-hour shift model for ECC personnel commences
Delaware County	None
Elk County	2011 Upgrades and Expansions: * Elk County purchased a new building for the 9-1-1 Center. * New 9-1-1 console furniture was purchased. * A new voice recorder was purchased. * Completed a CAD/GIS upgrade. * New 9-1-1 LAN computers were purchased and the network was upgraded. 2012 Anticipated

upgrades and expansions: * Elk County will complete the renovation and move to the new 9-1-1 Center. * Elk County will implement and complete the new regional telephony CPE project. * Elk County will purchase and implement a new radio console.

Erie County

2011 Erie County created county-wide, radio procedure manuals for police, fire, and EMS agencies, standardizing radio dispatch procedures for improved situational awareness and radio discipline. Our in-house training administrator has trained all user agencies and Telecommunicators on the radio manuals, elevating the level of professionalism and raising the standard of customer service to the general public and our user agencies. Based on APCO Project 33 Standards, Erie County developed a CTO (Communications Training Officer) program and has trained and certified nine Telecommunicators. Erie County continued steps towards county-wide consolidation of emergency dispatch services with local municipalities and user agencies. On December 1, 2011, Erie County began providing emergency dispatch services to nine west county municipalities. As of January 1, 2012, West Erie County Communications Center ceased operations and closed their dispatch center. The consolidation of West County Communications Center resulted in the creation of a west county law enforcement radio "talk group." This new "talk group" reduced the number of frequencies that would need to be routinely monitored by dispatch staff, decreasing work load by frequency sharing, and providing interoperability amongst three law enforcement agencies. Our 2012 public safety initiatives include the creation of East and South County law enforcement "talk groups." East Erie County Communications Center and Millcreek Township Police Department are the only municipal-run communications centers remaining in Erie County, PA. It has been anticipated that East Erie County Communications Center may cease dispatch operations by the end of 2012 with the pending consolidation of North East Borough and North East Township. Erie County, in conjunction with the Millcreek Township Police Department and county law enforcement agencies, is continuing to explore the cost of an interface between their existing RMS vendors (New World Systems / Visual Alert Systems) and Interact CAD. Once an interface is developed, Millcreek Township has indicated their intention to consolidate police dispatch services with Erie County. Erie County relocated our 9-1-1 back-up PSAP from Erie City Hall to a county-owned facility known as the Maritime Museum on the Erie Bay front. Our back-up PSAP has full IP redundancy of all three mission critical systems—IP 9-1-1, CAD, and IP Radio, situated on five dispatch consoles. 2012 Erie County is working with a new medical director to examine several exciting EMS initiatives, including a county-wide ambulance policy and the restructuring of EMS frequencies within the county. In an effort to reduce radio communications infrastructure costs, Erie County will continue field testing of UHF, VHF, and low-band radios, examining the balance between adequate radio coverage areas and the necessary radio infrastructure. Based on the field test results, there may be a reduction of existing radio tower sites that are providing duplicate coverage. This reduction will save thousands of dollars per year in annual lease payments, telephone and radio circuits, and maintenance and repair of transmitters and receivers. Radio test so far have yielded an annual savings of \$18,000. Erie County continues to explore a county-wide, common frequency public safety radio system for all public safety agencies in Erie County, PA. Our 800 MHz Mobile Data Radio project is underway, replacing our current and limited data

	radio system with an IP data radio system for mobile data transmissions to all county law enforcement, fire, and EMS agencies. Erie County received a \$1.3M COPS grant for this project. Erie County is exploring options to virtually consolidate (regionalize) 9-1-1 services and has scheduled meetings with the five Northwest region counties and 9-1-1 consulting firms (MCP and MCM) to discuss the "West Core" project. Erie County has hired a consultant for professional services to prepare and submit our 2013-2015 Triennial 9-1-1 Plan, to include the annual submission of the FY2012-13 funding application, appeal process, and reconciliation process. In addition, the consultant will conduct a staffing analysis to determine current and future staffing needs of the county's consolidated communications center.
Fayette County	Proposed APCO P25 radio upgrade, 9-10 million. Begin CPE upgrade in 2012 Access line count is an estimate based on revenue.
Forest County	Forest County is still working on the replacement of a primary communication tower servicing the eastern portion of the county.
Franklin County	2011: New Radio System implemented 2012: Tear & Go Software to be implemented, Vision Inform upgrade, Back-up center relocation allowing more capabilities than before, Paging software which will allow calls to go to cell phones and alpha pagers
Fulton County	The dispatching contract with Cumberland County was successfully renewed. The existing CPE lease was paid off. With Cumberland's move to their new facility, it allowed us to have our Fire 2 installed within their system, to increase the level of operations and security for the emergency response personnel. We worked with the local emergency response organizations and have applied for a Federal grant to upgrade the radio system for ease of interoperability with our surrounding Counties and state. For 2012 we will be updating and upgrading the legacy base stations to be narrowband compliant. We will continue to seek out additional per-diem employees to assist with the manning of the back-up facility in times of need.
Greene County	(1) County Reimbursements yet to be made.
Huntingdon County	Dispatch center is in the process of adding two additional full time dispatchers; plans on upgrading CAD; and upgrades to their radio system.
Indiana County	Due to FCC narrow-banding requirements, Indiana County EMA/9-1-1 continues to work toward and will be focused on implementation of a narrow-banded, trunked, simulcast system during 2012. Included in the project are new electronic banks, a console upgrade, installation of new microwave, paging network, mobile command post, back-up Dispatch Center, alarm monitoring, and a common switch to provide a wide area fully interoperable regional communications system totaling approximately \$15,000,000.00. Considering all

of these changes it will require on-going training to assure complete implementation. Indiana County 9-1-1 has become actively involved in an Inter-County Regional Radio System Project referred to as ICORRS which is a cooperative undertaking. Included in the project are the counties of Armstrong, Westmoreland and Indiana. The project consists of a Project 25 digital network that has been successfully operating in Westmoreland County for several years. ICORRS will build upon that experience and enhance, update and expand that network to provide its benefits to a larger community. The network is designed to facilitate expansion and will create a common, standards driven, P-25 platform, which will support the continued growth of a wide-area fully interoperable regional communications system. Each member county will provide its own dispatch facilities, connectivity and RF infrastructure. The common equipment, which provides the interoperability and mobility component to the system, will be jointly operated. This will be generically referenced as the "master site." It contains the multitude of network servers, routers, switching infrastructure, system controllers, and management components that make the wide area P25 network fully operational. The anticipated costs of this project will be approximately \$1,230,778.00 split among the 3 participating counties. Indiana 9-1-1 will also replace our current phone system as the current CML equipment has aged to a point that it will become unserviceable in the near future. The estimated total cost of this upgrade will be \$340,000.00. The County plans to continue its efforts to upgrade security at the Communications Center and at individual tower site locations. These upgrades are based on recommendations made in the 2006 survey of facilities, conducted by L.R. Kimball Associates.

Jefferson County

2011 upgrades and expansions - Microwave relocation and replacement of equipment completed. Continuation of building infrastructure for municipal governments to have interoperability with 9-1-1 center and emergency service disciplines. Started process of replacement of a Computer Aided Dispatch System along with pre-planning for replacement of a 9-1-1 telephony system. 2012 Upgrades and Expansions - Continue on CAD rollout and replacement of the 9-1-1 telephony system. Improve coverage areas for law enforcement via radio transmissions in several spots within the county as described in a strategic plan previously outlined. Continue to harden transmitter sites with increased security measures to deter vandalism and theft.

Juniata County

2011: An analog microwave link was replaced with a digital Ethernet microwave. New UHF frequencies were licensed in preparation for a County-wide migration from low band to UHF. County UHF licenses have been modified in anticipation of the narrowband requirement. The proposed Black Log Communications Tower bid was awarded with construction anticipated for spring 2012. 2012: The proposed Black Log Tower will provide RF coverage to the western area of Juniata County and provide a redundant link into the county tower infrastructure. New transmitters will be installed and existing transmitters will be reprogrammed to meet the narrowband mandate. The county will begin to implement county-wide simulcast UHF paging. Planning will continue on county to county redundancy and information

	sharing.
Lackawanna County	Lackawanna county continues to assess their needs for next gen and will continue to move forward with assessments and upgrades as necessary.
Lancaster County	Finalize Back-Up PSAP in 2012. Begin construction of a county-wide public safety radio system in 2012.
Lawrence County	Implemented QAES for quality assurance program in 9-1-1 center. Added two more full-time telecommunicators to staff.
Lebanon County	The 2011 accomplishments and 2012 anticipated accomplishments are as below: * An additional paging base will be added to the radio system. * The overflow PSAP is under construction and will be completed.
Lehigh County	No major projects were completed in 2011. However, the County was preparing for the narrow-banding mandates and microwave upgrades that will be done in 2012. The County of Lehigh is currently working on the narrow-banding, microwave upgrades and miscellaneous radio upgrades. A GIS server and workstation have just been purchased to replace aging equipment and to aid the 911 GIS department.
Luzerne County	Luzerne County 911 is in the final stages of implementing and installing a new TIBURON CAD System, anticipating full operations by April 2012. We are also finalizing the purchase of land for the construction of a new main tower site to enhance radio coverage and better serve the needs of county agencies and 9-1-1. Finalization of the FCC mandated narrow-banding will be completed by January 2013. Additionally, completion of standard addressing for the remaining two municipalities.
Lycoming County	In 2011, Lycoming County completed the move of the Waterville Tower site to the State-owned Waterville Site. Construction has been completed on two additional sites with the completion of both expected in early Spring. We continue to work with the Marcellus Shale gas industry on contacting 9-1-1, responding the appropriate apparatus and training for the Communications Center staff. Our triennial 9-1-1 Plan was completed and sent in draft to PEMA 9-1-1 staff and the triennial audit was completed. New timing units were purchased for all tower sites to improve the simulcast system. Grounding improvements were made at three sites. Projects online for 2012 include replacement of the old Computer-aided dispatch server, CAD PC's in the Center, replacement of two older tower buildings with new grounding for each site, replacement of old microwave batteries at all sites, and the purchase of a new copier for the Communications Center. Wireless Tower/Infrastructure Validation for post deployment should be taking place mid-year once we receive the "unpaid's" from our wireless application and we would like to move forward with accuracy on wireless calls for our county pending funding from this year's wireless application. Hiring and training of staff has become very important for this year as we have lost a few staff members to

	companies related to the gas industry.
McKean County	2011 upgrades and expansions: * Tower UPS Project: 90% complete. Expect to complete during 2012 after replacement parts are received. 2012 anticipated upgrades: * McKean County will participate in the Northern Tier Regional Telephony Project. * Complete narrow banding of radio equipment. * Complete a logging recorder upgrade. * Complete microwave improvements. * Hire 2 additional full-time dispatchers.
Mercer County	Changes that are being planned at Mercer County for 2012 include upgrading the Priority Dispatch ProQA EMD program to the new version entitled Paramount. This change will also force us to upgrade our current Intergraph CAD system to the new version of software.
Mifflin County	Emergency Communications System will be upgraded to become compliant with FCC mandated narrow-banding. Cost will be focused on RF transmission equipment remote from the 911 Center & integration into existing 911 radio Control Systems in the 911 Center. Additional RF transmission equipment may be required at additional remote locations to ensure adequate reception and relief of any potential signal loss/degradation.
Monroe County	Monroe County Control Center (MCCC) is also working very aggressively to move forward with readdressing the County. MCCC is working together with our local municipal officials, the United States Postal Service as well as local civic and private communities to accomplish that giant task. 90% of Monroe County is classified as "rural" and as such the majority of addresses are referenced as "Rural Routes". In addition, MCCC is continuing preparation for the Narrow Band mandate and Next Generation related systems. The intent of all of these projects is to reduce the time it takes for emergency service providers to arrive on-scene with the ultimate outcome of saving lives. This will be facilitated through the ACT 56 and ACT 78 funding.
Montgomery County	New CPE being installed
Montour County	Only anticipated upgrades for 2012 are to upgrade several VHF & UHF base stations for narrowband compliance at a cost of about \$30,000.
Northampton County	Develop, test, and execute plans to begin the changeover to FCC mandated narrow band channel configuration for 2013. The migration of the Police, Fire and EMS Public Safety Agencies to 500 MHz radio channels is complete. The goal for 2012 is to remove old VHF infrastructure that is no longer utilized. Identify and exercise radio interoperability between County and State agencies in PA and NJ. Reevaluate our radio use plan to identify the need for additional or consolidation of channels. Expand and update the

	communication center UPS. Add humidification to the communication center and data room. Also increase the cooling tonnage for the data room. Execute a "go-green" initiative to analyze and retro-fit out lighting and HVAC systems to reduce power consumption within the Communication Center.
Northumberland County	2011-Upgraded EMD to ProQA EMD, upgraded CAD system, replaced some chairs, upgraded CPE software, conducted wireless accuracy testing, and upgraded tower site generator. 2012-Begin narrow-banding project, PC/Monitor replacements for CAD and CPE, wireless post deployment, replace Dept GIS plotter.
Perry County	In 2011 we replaced the five year old recorder, which allowed us to increase the number and the way that we recorded telephone and radio circuits. We completed software updates to CAD and the telephone system. In 2012 we will be narrow-banding the required base stations in the County as well as replacing the six year old CAD servers.
City of Philadelphia	Philadelphia continues to work on the 800 MHz upgrade in an effort to enhance radio communications. In the endeavor, the PSAP has purchased Motorola equipment and employs RCC and V-Comm for radio consulting services. The PSAP is also assessing all equipment for Next Generation 9-1-1. In addition, Philadelphia is developing CAD specifications for procurement.
Pike County	We will hopefully be moving into our new PSAP early 2nd quarter 2012. We will be purchasing additional equipment before the move
Potter County	Potter County continues to position itself for Next Generation 911 and also for the narrow-banding effort. The mapping numbers are lower due to the affect of the Marcellus Shale gas work that is ongoing in our County daily.
Schuylkill County	2011-replaced some tower site antennas, wireless tower validation, wireless accuracy testing, wireless post deployment, replaced 5 chairs. 2012-complete wireless projects, begin narrow-banding project, new headsets, UPS upgrade, HVAC upgrade for PSAP 911 Center and equipment room, PC refresh.
Snyder County	2011-CAD upgrade, obtained new phone system bids, awarded contract for new E911 phone system, created map books for first responders. 2012-Install new E911 phone system, implement new EMD software, install new monitors at 911 consoles, replace resource computers at 911 Consoles, implement new tower site in western end of county, conduct wireless accuracy testing.
Somerset County	2011 Upgrade of CAD 2012 New CPE planned

Sullivan County	We will be completing the Laporte Tower Work this spring and work to complete the FCC narrow-banding requirements this summer. Additionally we will be replacing the legacy CPE equipment with next generation capable equipment. Working to expand radio footprint to OPRS state towers in 2 locations.
Susquehanna County	During 2011, Susquehanna added another complete dispatch station. Susquehanna 9-1-1 is currently in the process of hiring additional staff. A new Communications Trailer has also been implemented during the fall of 2011. During 2012, Susquehanna 9-1-1 will be adding another call taker and dispatch station. The Communications Trailer will be enhanced with additional equipment. The new equipment will assist with the mitigation of a tower site failure. Susquehanna 9-1-1 will also finalize all the narrow banding requirements prior to the December 31, 2012 deadline.
Tioga County	The Decrease in Mapping and Addressing percentage is due to the Marcellus Shale industry. This report does not show 2010 and 2011 reimbursements to the County from the wireless account that need to be made. Frontier 911 lines from Potter County are now being sent over digital microwave to Tioga County. Work will continue to prepare for NG-911
Union County	We are currently upgrading our radio system and our dispatch consoles. We expect to have the new system in place by the end of summer.
Venango County	During 2011 Venango County completed general upgrades and expansions as necessary. During 2012, Venango County will participate in the Northern Tier Telephony Project and install a new telephony system. Venango will also review and possibly purchase a new recorder.
Warren County	The new radio tower location in the SW portion (Grand Valley) of the County has been fully implemented with Fire, Police and EMS radios. The coverage in the area has increased to almost 100%. We are awaiting final approval for grants to finish replacing the final three VHF base stations to implement the narrow banding. Warren County is on schedule to be narrow band compliant by 2013. Warren County is in the process of replacing tour CPE with a joint venture with the NWC Task Force counties. The new CPE will be NG-911 compliant. Our UPS for the communications center has been identified to be at end of life age. A RFP will be going out in the 1st Qt of 2012 to replace the UPS for the PSAP.
Washington County	Year 2011: *I/Page *PSAP phone in a Box, enhanced remote dispatch capabilities Year 2012 anticipated upgrades: *Address point data from last year to be rolled into CAD system *Integrate County purchased Pictometry into CAD system *I/Mobile *Continuing upgrade for Fire communications *Upgrade/replacement of any end of life server blade and or blades *Build out of microwave infrastructure to Phone company CO offices for tandem redundancy *Expanding on radio communications tower site microwave build-out *IP camera systems at all remote tower sites for critical infrastructure security

	<p>*Future purchase/installation of backup power at remote communications tower sites *Continuing preparation for Next Generation 9-1-1 deployment *Working with US postal service to incorporate postal community attributes to geographic data *CAD connectivity to The Knowledge Center to auto generate PEIRS Reports to PEMA *Future purchase of HVAC to remote tower sites *Future Base Station radio replacement to comply with FCC mandate of Narrow-banding *Future Doug Hall radio voting and Simulcast system deployment for all police/fire/ems *Upgrade/replace existing Zetron 9-1-1 telephone system *Replace end-of-life IPC Orbacom radio consol system</p>
Wayne County	<p>Wayne county is 100% narrow-band compliant. We also replaced 2 buildings at our tower sites and will be replacing another 2 buildings this year. We installed an AVL solution for the ALS companies in our county and this year we will be looking to link the system with our CAD. We are also looking for funding source to help us with our simul-casting project for this year.</p>
Westmoreland County	<p>Westmoreland completed in the year 2011, CAD tech (hardware) refresh and upgrade. CPE upgrade and switch along with a voice recorder upgrade are anticipated for 2012. The county continues to do wireless post deployment maintenance and accuracy testing to validate the wireless network. ALI other costs will be spent operationally as the budget allows.</p>
Wyoming County	<p>The County had and will continue to be positioning for Next Generation 911 and Narrow Banding of our radio system.</p>
York County	<p>In 2012 we will upgrade our current phone system to the Patriot System. We also have plans to upgrade our CAD system to a .net version from New World Systems, called Enterprise. There are plans for updating our environment on the dispatch floor and adding an additional CAD monitor making it a 3 screen solution to enhance real estate within the CAD</p>

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PSAP Reported 9-1-1 Outages or Incidents Affecting Service

DATE	COUNTY AFFECTED	DESCRIPTION OF INCIDENT OR OUTAGE
1/2/2011	Lawrence County	Two phone cables were reported down in the New Castle area of Lawrence County by the county 9-1-1 Center. Residents cannot contact 9-1-1. Service was restored on 1/6/2011.
1/6/2011	Chester County	7:35 p.m - The Chester County 911 Center reported their entire phone which include the 911 system and the non-emergency phone lines are down in West Goshen Township. The utility provider is working to correct the problem and to restore service. 9:52 p.m. - The Chester County 911 Center reported all service has been restored, incident terminated.
1/11/2011	Lehigh County	01/11/2011 02:30 - Lehigh County 9-1-1 is experiencing intermittent issues with receiving inbound ten-digit calls to our center. Callers are getting either a fast busy or "all circuits busy" message. This is an intermittent problem and is not impacting any 9-1-1 circuits. 01/26/2011 07:11 - Incident Closed
1/12/2011	Perry County	5:52 p.m., 1/12/11 - The Perry County 911 trunk lines, along with their automatic ring down lines and internet are out of service. The utility provider is currently on site making repairs. 18:41:53 - Perry County 911 called the SEOC and informed their 911 center is back in full operation
1/13/2011	Schuylkill County	10:17 a.m., 1/13/2011 A truck has pulled down wires in Kline Township. The cables also carried VOIP telephone service for an unknown number of subscribers in the McAdoo and Kline Township areas. Repairs are underway, however an estimate of restoration is not known. Local TV has been advised to scroll messaged detailing the use of cell phones or going to a local fire or EMS station in case of an emergency. 19:35:20 - Schuylkill County 911 stated all service has been restored, incident terminated.

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PSAP Reported 9-1-1 Outages or Incidents Affecting Service

1/14/2011	Tioga County	January 13, 2011 15:48:43 - Tioga County 911 called the SEOC to inform that a planned telephone service outage will take place beginning at 11:00 p.m., tonight. The outage will be due to maintenance actions being performed on fiber optic circuits. The outage will affect customers Liberty and Bloss Townships. Customers in Libertyville and Blossburg Boroughs will have dial tone, but will not be able to call 911. Customers in remote areas of the two townships will not have a dial tone at all. Direct lines have been set up in Libertyville and Blossburg Fire Departments so that customers that do have dial tone can call the fire departments directly. For customers in the remote areas, Cell Phone Service will not be affected. Incident was closed at 02:27:57 on 1/14/2011.
1/14/2011	Berks County	1/14/2011 8:41:00 PM - Due to Emergency Phone Maintenance, for the next 12 hours BERKS Communications Center will have limited phone capability. Emergency Services members should refrain from calling the center by phone for non emergencies. An advisory will sent when situation is normal. 1/16/2011 13:42:57 - Per Berks County all phone lines are fully operational.
2/1/2011	Indiana County	8:15 p.m., 2/1/11 Indiana County 911 cannot connect with telephone numbers from other area codes. 9:21 p.m., 9:21 p.m., 2/1/11 Phone service has been restored. The incident was terminated at 9:21 p.m.
2/2/2011	Lycoming County	02/02/2011 18:33:33 - Lycoming County 911 notified the State EOC of 911 trunk line failure in Armstrong and Clinton Twps., Lycoming County. The 9-1-1 is fully operational; the carrier did a work around with the trunk lines. 02/02/2011 21:10:18 - all service has been restored, incident terminated
2/18/2011	Greene County	02/18/2011 11:50 - Reported a phone outage for the entire area of Brave, Wayne Twp. due to a fiber cable that was burned. Location of utility incident is Toms Run. This affects approximately 1,200 customers. Restoration expected for 5 pm to 6 pm, approximate time, this day. Carrier is responding with repairmen at this time and will be notifying the public by local radio station. Local Fire Depts. will be notified of this outage.

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2/19/2011	Luzerne County	6:23 p.m., 2/19/11 - A 911 trunk line failed affected the 542 telephone exchange for Salem and Shickshinny Township; the utility provider is working to restore service. 9:34 p.m., 2/19/11 - Luzerne County reported stated that service to the 542 trunk line has been restored, incident terminated
2/21/2011	Lehigh County	8:48 a.m., 2/21/11 - Lehigh County 9-1-1 is experiencing difficulties when receiving 9-1-1 calls. Callers are able to successfully dial 9-1-1 and the call completes, but shortly after the call completes, the caller can no longer hear the Calltaker. When the Calltaker calls the caller back via ten-digit, the Calltaker is able to collect the necessary information to generate the appropriate public safety response. The E-911 Customer Care center was notified 12:58 p.m. on 2/23/11. This problem was first noticed at 8:48 a.m., 2/21/11. It occurred again at 3:16 p.m., 2/21/11. It occurred 3 more times on 2/22/11 and 2 times on 2/23/11. The area of the county affected is central and central western. There is no estimate for repairs and the cause of the problem is unknown. 02/25/2011 10:51 - Incident Closed
2/28/2011	Elk County	6:10 a.m., 2/28/11 - A radio tower was struck by lightning in Ridgeway Borough causing the loss of radio dispatching functionality to Cameron County. Note: Elk County normally dispatches for Cameron County. Elk County is still able to radio dispatch for Elk County but not to Cameron County. Cameron County has opened up its back-up 911 center and is able to radio dispatch for Cameron County. 02/28/2011 11:54 - Notified by Elk County Control they are back on line and able to dispatch all Elk and Cameron Units.
3/8/2011	Lebanon/Berks Counties	11:58 a.m., 3/8/11 - A telephone outage is affecting 9-1-1 calls from the 589 exchange (of the 610 area code) in the eastern part of the county in the Newmanstown area of Millcreek Township. There is no estimate on restoration. No critical care facilities are affected. Lebanon County became aware at 1158 hours. The outage appears to be related to a fire this morning in Womelsdorf. The number of customers affected is unknown. The population of Millcreek Township is 2,921 (2000 US Census). Lebanon County issued an EAS message informing residents and

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		providing alternate numbers for residents in Lebanon and Berks counties. 03/11/2011 16:21:18 - All phone service has been restored in Millcreek Twp. Incident Closed.
4/12/2011	Chester County	8:16 p.m., 3/24/11 - The Chester County 911 had an unplanned phone outage. Both emergency 911 and administrative lines are down. They are operating on a backup phone system. Verizon has been contacted. There are no unmet needs at this time. A telephone outage is being experienced in West Fallowfield Township. There is a total telephone communications failure with the West Cochranville Telephone Company. West Cochranville provides telephone communication for 373 access lines; the affected telephone exchange is '593' in area code 610. Presently, these lines have no dial tone. 1315 - EAS message sent: There is a total telephone communications failure affecting residents in the 593 telephone exchange in Atglen Borough, West Fallowfield Township, West Sadsbury Township and Highland Township of Chester County. To report emergencies call 9-1-1 via cell phone or go directly to the Cochranville or Atglen Fire Stations. This is the Pennsylvania Emergency Management Agency for Chester County. 03/24/2011 23:19:23 - Phone service has been restored. The incident was terminated at 11:13 p.m.
4/19/2011	Westmoreland County	04/19/2011 17:38 - 911 outage - Carrier called to advise that on April 16th 12,000 lengths of cable cut or stolen from Latrobe area. Up to 1000 customers will be unable to call 911 until fixed. Estimated repair is 04-23. We are attempting to get carrier to specify the areas affected for media announcement. Only location given is the Latrobe mailing area which covers most of the eastern end of the county. 9:38 a.m. 4/25/2011 - Carrier provided Westmoreland County with an update this morning on the phone outage. Repairs were completed on Wednesday, Incident Closed.
5/11/2011	Somerset County	05/11/2011 08:47 - 911 Center Phone Problem - Somerset 911 is having issues with the 1-800-362-5060 line if you use this to transfer calls or call us please use 814-445-1525 until the issue is resolved. 911 advised this is only one line and the 911 incoming calls are NOT affected. 05/11/2011 13:12 - Event information updated - Incident Closed

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PSAP Reported 9-1-1 Outages or Incidents Affecting Service

5/17/2011	Clearfield County	05/17/2011 11:30 - Power Outage - Sporadic power outages in Clearfield Borough and Lawrence Township. 911 center is on backup power. No unmet needs at this time. 05/17/2011 12:25 - Event information updated - Incident Closed
5/24/2011	Westmoreland/Fayette/Indiana/Somerset Counties	5/24/2011 5:27:22 PM - 911 RADIO ISSUE - 4:08 p.m. - Westmoreland County has been experiencing problems with the 33.70 radio frequency for the last 26 hours. There is no dead air on the frequency; only static. The county is unable to activate fire departments. Fire departments are monitoring 800 MHz radios; and are using alternate methods to notify fire department responders. In concert with Verizon, they have exhausted all possibilities in determining the cause of the problem. A representative from the FCC is enroute from Philadelphia and is expected in Westmoreland County by 2200. The problem is also occurring in Fayette, Indiana, and Somerset counties. 2:11 p.m., 5/25/11 - Per the 911 center, this incident is CLOSED
5/31/2011	Lebanon County	5/31/2011 7:50 a.m. - Lebanon County 911 Center began experiencing telephone problems involving callers unable to contact the center on non-emergency lines. Callers can reach the center via emergency lines. Also, the auto-locator ID (ALI) is non-functioning. The center is located at 400 South Eighth Street in the city of Lebanon. No specific time for restoration was available. 10:14 a.m. - At the request of Lebanon County, PEMA issued an EAS message advising residents of sporadic 911 service in eastern Lebanon County and providing them an alternate phone number to call or an option to call or go to three local manned fire stations for emergencies. 11:46 a.m. - 911 service in eastern Lebanon County has been restored. Incident terminated.
6/5/2011	Carbon County	6/5/2011 1:46 p.m. - Carbon 911 Center reports a phone issue with their non-emergency/administrative telephone lines. Carbon is having Verizon transfer the phone lines to Monroe County. Carbon has 2 dispatchers en route to Monroe to assist with the phone calls. Carbon and Monroe EMA's have been notified. No unmet needs at this time. 3:27 a.m. 6/6/11 - Incident is closed; all service was restored.

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6/10/2011	Clearfield County	06/09/2011 08:07 - 911 Cell Phone Outage - This center currently has a 911 outage from cell phones only. Earlier this date the center was experiencing difficulty with the cellular lines as one call would come through two lines at the same time. At 0752 a technician called to check to see if services were still impaired. A test call was performed and it was discovered that the call could not be placed. County EMA was notified. Also State Police Clearfield was notified for extra patrol on Interstate 80 due to the failure. 06/10/2011 11:21 - Event information updated - Incident Closed.
6/11/2011	Sullivan/Lycoming Counties	6/11/2011 4:28:45 PM Lycoming contacted submitted the following report via telephone. Lycoming County 911 dispatches for Sullivan County. Frontier Telephone contacted Lycoming County 911 to advise four of five 911 trunking lines to the 911 center appear to be down. Frontier requested Lycoming County conduct test calls. Lycoming County contacted the Sullivan County EMC. Sullivan conducted one 911 test and got a busy signal. Sullivan County EMC is enroute to his office. A Frontier tech is enroute to conduct tests/repairs as needed. The Sullivan County EMC found a bad power supply and by-passed the switch. 911 trunking lines are now working properly.
6/12/2011	Carbon County	06/12/2011 22:22:41 - At 2214 on 6/12/2011 Carbon County EMA Director reported the 911 Center is on generator power due to downed utility lines caused by a vehicle accident at the intersection of State Routes 93 and 209. Utility company has been notified. 06/13/2011 05:35:32 - Dispatcher 46 reported via telephone that the 911 center is operating on commercial power. The incident is closed.

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6/16/2011	Elk County	<p>12:26 p.m. - Batteries in the transmitter room connected to medbase boiled over causing an odor at the Elk County Office of Emergency Services facility located at 15854 Boot Jack Road in Ridgeway Borough. The batteries were found to be dry while still charging. Water was added to the dry battery. The facility has been ventilated and hazmat personnel are monitoring air quality to ensure safety of personnel. Air scrubbers were set up in the transmitter room and in locker room entrance area. There was no evacuation and no loss of services or capabilities. There were no injuries although some personnel reported mild respiratory discomfort. 9:59 p.m., 6/14/11 - Sherri Lovett, Elk County 911 Coordinator, called the SEOC and advised they are evacuating their 911 center due to a few dispatchers who went to Emergency Room over the last couple days, the last one being tonight, due to symptoms associated with air quality. She requested DEP Region paged and call her on her cell phone at 814-335-0430. Their HAZMAT team deemed the place safe, but a doctor that evaluated one of the patients / dispatchers said she couldn't return to work until there was documentation that the workplace was safe. In addition, the remaining dispatchers will be working from the Command Trailer outside the 911 center and one dispatcher will be going to Cameron County 911 (Elk County's 911 backup). Harrison Environmental (814-764-5316) is coming tomorrow at 0645. 6/15/11, to evaluate air quality as well. 9:59 p.m., 6/14/11 – Elk County 911 operations was moved to their command trailer outside of their 911 center due to a few dispatchers that were evaluated at the hospital for symptoms associated with air quality. Harrison Environmental is responding at 7:00 a.m., 6/15/11 to evaluate the situation. Elk 911 Coordinator is notifying all department heads for fire, police and EMS in the county of the situation for situational awareness only. There are no unmet needs. 1:30 p.m., 6/16/11 - Elk County reports that the County Commissioners have authorized "Serv Pro" to proceed with mitigation of the hazardous substances within the Elk County 911 Center. The work is expected to be completed overnight tonight. 8:16 p.m., 6/16/11 - Elk County 911 is back in their building and has resumed normal operations.</p>
6/21/2011	Allegheny County	<p>6/21/2011 10:25 p.m., - A phone outage of the administrative phone lines occurred at the Allegheny County 911 Center in the city of Pittsburgh. The utility provider has been notified. 11:06 p.m. - Allegheny County terminated this incident.</p>

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7/1/2011	Monroe County	07/01/2011 23:38 - PSAP received numerous reports of a Verizon service outage which has affected our CLEAN/NCIC access as well as cell phone service in the area. Notifications have been made to the Verizon 911 equipment center, Verizon land line, and Verizon wireless divisions. We have just now received a call from Frontier Communications; they advised that there is a fiber optic cable cut in the area, which caused an outage to 2592 of their customers. They also advised that this could possibly affect cell service in the area. Verizon wireless is advising that 21 cell tower sites in the area offline. They are all working to find the outage; no ETA is available at this time. Monroe County 911 then received a call from the Verizon 911 center and they reported multiple alarms from the county 911 trunks. They are able to receive 911 calls; however they are not getting ANI OR ALI information. It is not known if this is related to the fiber optic problem or not. 5:02 p.m., 7/2/11 - The fiber optic line has been repaired. ALI and ANI service has been restored. All Verizon and Frontier Customers have service. Incident Closed
7/2/2011	Bradford County	07/02/11 22:31 -, Bradford County 911, submitted telephone customers on the 596 exchange are unable to dial 911. The outage was attributed to a possible electrical fire. The following municipalities are affected: Ulster; Springfield; Smithfield; Southcreek; & Ridgebury Townships. Local EMS and fire departments are being contacted and notified for work-around. 1:32 p.m., 7/5/11 - Bradford County was called and advised that service was restored on Sunday, July 3. Incident terminated.
7/20/2011	Jefferson County	9:57 a.m. - Windstream Communications is experiencing problems on the 849 and 328 telephone exchange. Jefferson County 911 is advising that test calls are being placed from various parts of the 849 and 328 phone exchange areas. At this time 911 calls are coming into the Center however, cell phone callers in the area may not have signal. Verizon and AT&T are also experiencing poor service. Jefferson County 911 has sent out an EAS message regarding this outage and advising people to report an emergency to the nearest police, fire or EMS station should phone service be unavailable. 11:21 a.m. - Jefferson County 911 is advising the telephone service for the 849 and 328 phone exchange has been fully restored. This incident is closed.

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7/22/2011	Carbon County	9:46 a.m., 7/22/11 - The Carbon County 911 Center, the EMA and the prison are experiencing Phone System Problems. Calls are being dropped and when calls are place there is a "fast busy" signal with nothing to indicate the source of the problem. The problem is not constant, rather it is intermittent. 2:02 p.m., 7/23/11 - Per county, the problem is continuing.
7/27/2011	Mercer County	10:40 p.m. - A phone outage affecting the 724 and 962 exchanges occurred in Sharpville Borough. Those customers are unable to get through to 911. Cell phones and non-emergency lines are working. Verizon is working on the issue, however; are unable to provide an estimated time for repairs. 4:19 a.m., 7/28/11 - The phone outage has been restored; incident is closed.
7/27/2011	Clearfield County	12:36 p.m. - A power outage occurred in Lawrence Township and Clearfield Borough affecting 352 Penelec customers including the Clearfield County EMA Office and 911 Center. The EMA and 911 Center are operating on back-up power. There are no critical care facilities affected. Penelec is working on the problem and there are no unmet needs. 2:45 p.m. - Penelec has located the problem. Sixty-two customers are still without power. The county EMA and 911 center are still on back-up power. 4:18 p.m. - Clearfield County terminated this incident.
8/1/2011	Adams County	8:09 p.m. - A 911 outage occurred at the Adams County 911 Center. 911 and administrative lines were down. Phones were ringing in the 911 Center but dispatchers could connect with the caller. At the request of the county, the SEOC sent an EAS message out advising residents to go to, or call their local fire department in an emergency. Sprint restored service, and the SEOC sent an EMnet message out advising residents to resume calling 911. The incident was terminated at 9:22 p.m.

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8/4/2011	McKean County	The McKean County 911 center will experience a power outage today due to replacement of a utility pole behind the building. The pole was found to be burned this morning by Smethport Borough Electric. The pole replacement is expected to take 4 to 5 hours to complete, at which time, the 911 center will be on emergency power. The 911 center reports that the emergency generator has ample fuel to cover this time period. No interruption of 911 center services are expected. There are no unmet needs.
8/8/2011	Snyder County	9:35 a.m. - A tractor trailer took out a utility pole on SR 522 in Penn Township. There are wires down and the road is partially blocked. The utility company has been notified. There are power outages in the area. No critical care facilities affected. Snyder 911 is on backup generator power. No unmet needs at this time. 11:40 a.m. - SR 522 is now open. Most of the businesses in the area have power restored. Snyder 911 is still on backup generator. No unmet needs. 4:21 p.m. - Snyder county has reported to the SEOC that power has been restored to the 911 center. Incident Closed.
8/12/2011	Clarion County	00:42 a.m. - Multiple radio failures at this time at Clarion 911. Possible T1 failure at this time. Verizon, Windsteam, and Mobilcom all aware of the failures. T1 lines have been down all night and 911 cannot transmit from most tower sites. Clarion 911 is in back-up mode for radios at this time. Three of the county's four radio towers are affected: affecting radio transmit and receive at Trinity and Knox towers, affecting radio transmit at the South Tower. No estimate on repair. 8:28 p.m. - All radios are working at this time; incident closed
8/15/2011	Snyder/Northumberland Counties	2:34 a.m. - Snyder County reported via cell phone that when they attempt to contact the SEOC on land line they get a message saying all circuits are busy. When they call using cell phones, they get through with no problems. Snyder County reported Northumberland County is also having the same problem. They cannot call out. The SEOC called Snyder County via land line and had no problem getting through. Dauphin County called the SEOC via land line and had no problems. The problem is with the Snyder and Northumberland County systems.

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8/17/2011	Montgomery County	12:27 p.m. - At 8:43 a.m. on Monday August 15, 2011 Montgomery County Emergency Dispatch Services (MCEDS) reported trouble with a T-1 circuit to Verizon. While testing the circuit, Verizon interrupted service on three additional circuits affecting three separate paging sites on the paging system. Verizon has restored service to all circuits as of 4:40 p.m. on August 15, 2011. This incident is closed.
8/18/2011	Jefferson County	1:00 p.m. - The Punxsutawney area is experiencing problems with the Snyder Hill communications tower resulting in loss of coverage on 800 MHz. Punxsutawney PD will be using the UHF County Police Dispatch frequency until the problem is resolved. Technician has been notified and is responding. 2:23 p.m. - Jefferson County reports that 800 MHz communications have been restored in the Punxsutawney area. Incident closed.
8/19/2011	Clarion County	11:40 a.m. - Verizon Wireless Outage county-wide. Customers have reported that they have no service. Customers are still able to call 911. Clarion County tested other services (such as At-T) and it is not affecting any other services. It is unknown how far the problem extends and the cause is unknown. Land line service does not appear to be affected. 6:02 P.M. - The wireless service is back in service, incident closed - BC
8/19/2011	Jefferson County	11:30 a.m. - Jefferson County has reported a widespread wireless telephone outage. Verizon customers throughout the county are reporting no service; however they can still dial 911. Jefferson County has been in contact with Verizon, who are showing no outages on their boards. Verizon has contacted its engineering section.
8/19/2011	Warren County	11:47 a.m. - Warren County has received reports from several Verizon wireless customers that they have no service. The customers are still able to call 911 although it is taking an extended time to connect. County tested ATT wireless phones and it is not affected. The Verizon Call Center is advising that this is also affecting wireless customers in Clarion and Jefferson counties.

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8/21/2011	Venango County	3:56 a.m. - A storm caused a power outage involving the Venango County 911 Center in Cornplanter Township. The 911 Center is currently operational using a backup generator. PENELEC has been notified and has an ETA of one to two hours. There are no unmet needs at this time. 4:44 a.m. - PENELEC has restored power. The 911 center is operating under normal conditions. The incident is closed.
8/28/2011	Schuylkill County	9:28 p.m. - Multiple municipalities without 911 phone service. The following communities are affected. Potter Twp, Hegins Twp encompassing the Village of Joliet. Approximately 200 customers are experiencing a telephone outage in Potter Township and Hegins Township. 10 :43 p.m. the outage has been repaired and the incident can be closed
8/31/2011	Jefferson County	6:58 p.m. - A power outage affecting the Jefferson County 911 Center occurred in Pine Creek Township. The 911 center is currently on back-up generator power. The power company is responding to restored service. 12:08 p.m. - the power has been restored. This incident is closed.
9/5/2011	Cameron County	2:31 p.m. - A land line telephone outage was reported in the 486 exchange in Cameron County. Windstream and local emergency units have been notified. 3:37 p.m. - All land line telephone service in the 486 exchange has been restored. Incident Closed.
9/8/2011	Clinton County	11:44:24 - Clinton County 911 is reporting a long distance phone outage on their recorded phone system. The 911 Center is able to utilize another non-recorded phone system; Windstream Communications is aware of the problem. Additionally, Comcast Communications is also having similar issues and the Center is unable to make calls to anyone with a phone number from Comcast.

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9/16/2011	Jefferson County	7:05 a.m. - The Jefferson County 911 center and the Jefferson County Jail in Pine Creek Township are experiencing a power outage. Both buildings are operating on generator at this time. Penelec was notified and is responding; they expect restoration by 9 a.m. There are no unmet needs at this time. 8:30 a.m. - Penelec has restored power to the 911 Center and Jail in Jefferson County. A throw out switch was discovered to be tripped below the 911 center.
10/6/2011	Franklin County	8:15 a.m. - Franklin County reports they have a telephone outage at their 911 Center. They currently cannot receive 911 calls. They are getting the phone lines rerouted through Century Link. 9:45 a.m. - Update from Franklin County - The transfer of the phone lines was successful and they are receiving 911 calls with no problems. Technicians are working on repairing the issue with the main telephone system.
10/11/2011	Schuylkill County	9:53 a.m. - A widespread telephone outage affecting landline service occurred in the 345, 739 and 754 exchanges in the 724 area code of Auburn Borough, South Manheim Township, Wayne Township, Washington Township, Pine Grove Township and Borough. The telephone company indicated this is a central office problem and they are working on it. There is no estimate on restoration. Local media were contacted to scroll instructions to residents to use cell phone to reach 911 or go to a local fire or police station. The School Yard Square Nursing Home in Pine Grove Borough is affected but is able to reach 911 via cell. County is looking for a ticket number and will update when known. 11:15 a.m. - Per county, phone service has been restored. Incident terminated.
10/30/2011	Crawford County	2:51 p.m. - Crawford County is experiencing countywide, landline telephone service due to a problem with a fiber optic line. The telephone company is working on repairing the line and service has been intermittent. A broadcast message was sent to all media informing people to use cell phones in case of an emergency. No unmet needs at this time. 4:01 p.m. - Telephone service has been restored. Incident Closed.

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10/31/2011	Lebanon County	6:31 p.m. - A telephone outage has been reported in the 272 exchange in Lebanon City. Residents are reporting busy signals, static and all circuits are busy. Phone Company and the county technician have been notified. An EAS Message was sent out notifying residents to call the alternate number, 717-230-8747 if they cannot dial 911. Lebanon County reports that phone service has been restored to the 272 exchange. Calls are being received to the 911 center as normal at 7:24 a.m. Incident Closed.
11/4/2011	Franklin County	2:40 p.m. - A power outage is affecting the Letterkenny Army Depot including the Franklin County 911 Center located on the facility grounds off SR 997 at 1 Coffey Avenue in Letterkenny Township. The 911 Center is operating on backup generator. West Penn Power is believed to be the utility company. (Note: Allegheny Power's outage site shows 33 customers affected from an underground wire or equipment with estimated restoration at 1630 today.) There are no critical care facilities affected. The outage appears to be affecting the depot facility only. 4:40 p.m. - Power has been restored, 911 center back to normal operations.
11/10/2011	Indiana County	1:20 p.m. - Indiana 911 Center reports a countywide Verizon Cellular Telephone outage. Verizon callers dialing 911 are unable to hear the 911 center. Verizon is working on correcting the problem. No unmet needs at this time.
11/13/2011	York County	7:46 p.m. - A transformer explosion resulted in a power outage in Springettsbury Township. The York County 911 Center was temporarily without commercial power; operating on generator. The York County Nursing Home is also affected. There are no unmet needs. Point of contact is York County 911. 10:51 p.m. - All power has been restored. The nursing home never lost power. The York County 911 Center lost power for only a brief period of time. The incident is terminated.
11/15/2011	Susquehanna County	1:52 p.m. - Frontier Telephone Company reports that the Penn Ave remote in the area of Little Meadows Borough/Apolocan Twp would be out of service for 911 calls. All 911 calls are being rerouted to a non emergency line into the 911 center. No other information available at this time. 2:08 p.m., 11/16/11 - Per county, repairs are completed and the incident is terminated.

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11/18/2011	Montgomery County	11:17 a.m. - Montgomery County reports a T-1 phone line was out of service in Lower Moreland Township. The outage was from 11:35 p.m. on 11/17 to 1:29 a.m. on 11/18. The outage did affect 911 radio communications. The line has been repaired. Incident Closed.
11/19/2011	Lawrence County	At 2:33 p.m., a telephone outage occurred in New Wilmington Borough and Township. This outage is affecting 9-1-1 service. Carrier has been notified and is checking into the problem. 5:39 p.m., 11/21 - All telephone service has been restored. Incident Closed.
11/20/2011	Montgomery County	9:05 a.m. - A 911 telephone outage was reported in Lower Providence Township. After 45 minutes, the center started to receive calls on the 10 digit lines. The telephone company has been notified. At 2:33 p.m. - A telephone outage occurred in New Wilmington Borough and Township. This outage is affecting 9-1-1 service. Verizon has been notified and is checking into the problem.
11/22/2011	Montgomery County	3:50 p.m. - Montgomery County reports that a T-1 is down between their Emergency Operations Center at 50 Eagleville Rd in Eagleville and the Montgomery County remote tower site at 2014 Adams Rd in East Greenville. 3:51 p.m., 11/25 - The T-1 line has been repaired. Incident Closed.
11/23/2011	Montgomery County	11:55 a.m. - The county reported that the T-1 radio circuit is down between their Emergency Operations Center at 50 Eagleville Rd in Eagleville (Lower Providence Township) and the their remote tower at the Hatfield Site, N. Chestnut road and School road in Hatfield Township. 11/25 - The T-1 line has been repaired. Incident Closed.
11/26/2011	Montgomery County	10:07 p.m. - The Montgomery County 911 Center is experiencing problems forwarding calls to the Bucks County 911 Center. A trouble ticket has been issued. 6:58 a.m., 12/1/1 - Incident is closed.

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12/5/2011	Allegheny County	10:06 a.m. - Verizon is currently working to restore land line telephone service to approximately 146 customers in North Versailles Township. The outage has resulted from a cut fiber optic line, originally reported on Saturday, 12/3/11. Allegheny County reports that Verizon stated repairs could not be completed earlier due to the roadway being blocked, but were unable to provide details on which roadway.
12/10/2011	Susquehanna County	7:16 p.m. - A telephone outage is affecting approximately 111 phone company customers in the East Rush area (Rush and Dimock Townships). The outage began at 6:28 p.m. and the cause is not known. There is no estimate on restoration. The Rush and Elk Lake Fire Stations are being manned as a contingency. No ticket number was provided. This is a sparsely populated area and there are no reports of critical care facilities affected. Note: Affected customers have no dial tone on landline service. 8:54 p.m. - Phone service has been restored. The incident is terminated.
12/19/2011	Union County	1:43 p.m. - The Union County 911 Center lost phone service affecting their ability to receive 911 calls from their coverage area of Union and northern Northumberland counties. The cause of the outage was not known. Local fire, police and ambulance stations were manned during the outage. The State EOC issued an EAS message at the request of Union County. 3:55 p.m. - Union County 911 stated all service have been restored, incident closed.
12/21/2011	Clearfield County	5:41 p.m. - The Clearfield County 911 Center in Lawrence Township sustained a lightning strike. The 911 Center lost radio communications capability. All phones are still working. 8:36 p.m. - Clearfield County terminated this incident. TLM
12/22/2011	Allegheny County	6:59 p.m. - A phone line was problem was reported with the Allegheny County 911 Center. When Comcast customers call 911, both the caller and the 911 call taker are unable to hear each other. However, when the 911 center calls the caller back, they can hear each other fine. CenturyLink is working on resolving the issue.

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12/29/2011 Clarion County

Customers in Clarion Borough are experiencing a telephone and internet service outage at this time. All county offices are being affected; however, the 911 center is not. Citizens in the affected area can still call emergency services on their cell phones. The utility provider has been notified. 14:19 - The phone problem has been fixed and the county buildings now have phone services again.