

# COMMONWEALTH OF PENNSYLVANIA



## 9-1-1 TRIENNIAL REPORT

CY 2009-2011  
FY 2008-09 – FY 2010-11

## Contents

Executive Summary .....	1
Legislation .....	3
<i>Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S. §§ 5301 et seq.,     Emergency Telephone Service (Chapter 53)</i> .....	3
<i>E-911 Emergency Services Advisory Committee and Wireless Sub-Committee</i> .....	4
<i>Statewide Wireless Plan</i> .....	5
<i>4 PA. Code Chapter 120b, c and d</i> .....	5
Deployment Process .....	6
<i>Deployment Status Maps</i> .....	6
<i>Post Deployment Issues</i> .....	9
<i>Responsibilities</i> .....	9
<i>Funding</i> .....	9
<i>Wireless Service Provider (WSP) Status</i> .....	10
Fiscal Data .....	11
<i>Wireless Funding</i> .....	11
<i>Fund Disbursements</i> .....	13
<i>PSAP Funding</i> .....	13
<i>WSP Cost Recovery</i> .....	13
<i>Reconciliation of Distributed Funds</i> .....	14
<i>Bureau of 9-1-1 WebTools Application</i> .....	16
<i>Next Generation 9-1-1 (NG9-1-1)</i> .....	17
<i>Recommendations</i> .....	19
<b>Exhibits</b>	
<i>Exhibit A</i> .....	A-1
<i>Exhibit B</i> .....	B-1
<i>Exhibit C</i> .....	C-1

## Executive Summary

The Pennsylvania Emergency Management Agency (PEMA), Bureau of 9-1-1, as required by Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S. §§ 5301 *et seq.*, Emergency Telephone Service (Chapter 53),

*“... shall report to the Governor and the General Assembly no less than triennially its recommendations concerning wireless E-911 implementation and operation, including, but not limited to, necessary or required actions which must be undertaken in response to the Federal Communication Commission's directive in the FCC E-911 Order. The report shall recommend measures to be taken by the General Assembly. ...”<sup>1</sup> 35 Pa.C.S. § 53011.6(b).*

Since the 2005 inception of the Wireless Enhanced 9-1-1 (E-911) Program within the Commonwealth of Pennsylvania (Commonwealth), significant progress has been made toward the goal of the development, implementation, operation and maintenance of a statewide integrated wireless E-911 system. At the start of the program, 11 of the 69 Public Safety Answering Points (PSAPs) in the Commonwealth were deployed to the Phase II<sup>2</sup> level, which is the highest level of wireless deployment. For the triennial reporting period ending June 30, 2011, all 69 PSAPs in the Commonwealth are Phase II deployed. (See Figures 2 through 4)

Chapter 53 established a \$1.00 per month surcharge on all wireless devices within the Commonwealth. This surcharge was established to assist PSAPs and wireless service providers (WSPs) with costs that resulted from compliance with the FCC E-911 Order, which specifies requirements for Phase II deployment. Costs paid from the fund are eligible for recurring or nonrecurring costs as determined by the Agency in accordance with §§ 5311.2(a) and 5311.5 of Chapter 53. For the triennial reporting period, the Wireless E-911 Program has disbursed over \$319 million to the 69 PSAPs, and is projected to disburse over \$142.4 million to the PSAPs in Fiscal Year (FY) 2011-12. This funding has been crucial for PSAPs to obtain the necessary infrastructure and equipment for Phase II deployment. In addition, \$6.1 million has been disbursed during the triennial reporting period to WSPs for cost recovery for the provision of wireless E-911 service, with another \$2.5 million projected for disbursement to WSPs during FY2011-12.

Unless extended by action of the Legislature, Chapter 53 specifies that the wireless surcharge will sunset on June 30, 2014. Continuation of the wireless surcharge is imperative to ensure all PSAPs within the Commonwealth are able to continue providing Phase II wireless service, a crucial element in the Commonwealth's public safety system. PSAPs will encounter considerable financial hardships and will be faced with difficult decisions regarding the continuation of service if the surcharge is not extended.

New technologies are regularly introduced into the communications field. Some of these new technologies include Voice over Internet Protocol (VoIP), text messaging,

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<sup>1</sup> <http://www.pema.state.pa.us/pema/lib/pema/Act78.pdf>

<sup>2</sup> Phase II Wireless 9-1-1 calls contain the caller's location in latitude and longitude and are routed to the correct PSAP with the caller's call-back number.

OnStar, Sync (voice-activated technology), web-based social networks, telemedicine and video messaging. All of these technologies either have the potential or currently have the capability to access the 9-1-1 system. With the exception of VoIP, these technologies are not included under established legislation, state standards or remittance requirements. PSAPs may not currently have the capability to accept information from them. As more people are moving away from conventional wireline phones and utilizing newer technology, the wireline contributions to counties are decreasing statewide. The addition of wireless funding still does not provide counties with sufficient funds to fully cover their 9-1-1 operating budgets.

PEMA has been working to revise Chapter 53 so that it is "technology-neutral" and will encompass any current or future technology. It is imperative that revisions to Chapter 53 are a priority of the Legislature. Enacting needed revisions to Chapter 53 will sustain the current level of service that exists, while meeting the future needs and challenges of the Commonwealth.

This report provides an overview of the Wireless E-911 Program in the Commonwealth for the triennial reporting period, July 1, 2008 through June 30, 2011, and includes recommended measures to be taken by the General Assembly as required by Chapter 53.

## Legislation

### ***Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S. §§ 5301 et seq., Emergency Telephone Service (Chapter 53)***

On January 1, 2011, pursuant to Act 118 of 2010, the former Act 78 of 1990, the Public Safety Emergency Telephone Act, was consolidated into Title 35 of the Pennsylvania Consolidated Statutes under Chapter 53. Chapter 53 provides for the regulation of basic wireline, wireless and IP based communication services. Although Chapter 53 mainly consolidated the former Act 78 of 1990 into Title 35, a significant amendment was included to the existing statutory language regarding the pre-paid wireless surcharge. The amendment essentially places the onus of collecting a one dollar per transaction surcharge on retailers rather than on pre-paid telecommunication providers. As such, the new pre-paid surcharge language covers the fastest growing segment of the wireless industry while ensuring uniformity in the manner of surcharge collection; a vast improvement, both fiscally and technically, over the former pre-paid language.

According to § 5311.4(B)(1) of Chapter 53, pre-paid telecommunication services and wireless telephones will be subject to a pre-paid wireless Emergency-911 surcharge (pre-paid E-911 surcharge) at the rate of one dollar per retail transaction, per card beginning July 1, 2011. This surcharge is collected on each retail transaction regardless of whether the service or pre-paid wireless telephone is purchased in person, by phone, via the Internet or any other method. The surcharge is to be charged and collected by the retailer in addition to any other charges or fees and is not to be included for purposes of calculating sales tax. This new language put the onus of collecting and remitting the surcharge on the retailer rather than the pre-paid telecommunication provider. Despite the significance of the new pre-paid language, a majority of Chapter 53 was drafted from 1990 through 2003 when rapid advancements in technology were not fully contemplated, leaving the present statute incapable of keeping pace with the telecommunication industry. While current 9-1-1 systems have provided a reliable emergency communications structure, they have been stretched to their limit as technology continues to advance. New wireless and Internet Protocol (IP)-based communications devices are being developed at a rapid rate, offering capabilities such as text and video messaging. In addition, over the next several years, it is expected that technologies, such as satellite, web-based social networks, and telemedicine will introduce new communications devices, services and alternative methods of contacting PSAPs which will necessitate an expansion of current 9-1-1 laws, regulations and plans to identify the appropriate role of these technologies within the 9-1-1 system

For example, OnStar, a communications technology service that utilizes satellite technology, is currently providing services to vehicle users as a means of contacting public safety communications centers. Facebook and Twitter both have the capability of contacting a particular PSAP which is also connected to these social networks (although not officially a means of dispatching emergency services at

present). Telemedicine, the use of telecommunications technologies to enable health professionals to diagnose, provide information, and deliver health services when they are not available for on-site service delivery, will also be capable of contacting 9-1-1 in the event of a medical emergency.

The Commonwealth's PSAPs must possess the capability to answer all calls from every service provider, regardless of technology. In order to accomplish this, it is imperative that the Commonwealth enact legislation that provides funding structures and regulations for both present and future 9-1-1 systems.

An effort to draft changes to Chapter 53 is currently underway. The focus of the draft legislation is to provide language that supports current technology, while providing the framework for supporting future technologies and a funding mechanism to allow local PSAPs to upgrade their 9-1-1 systems to support calls from all communications service providers, regardless of technology.

### ***E-911 Emergency Services Advisory Committee and Wireless Sub-Committee***

Chapter 53 established an advisory committee that is known as the "E-911 Emergency Services Advisory Committee". The E-911 Advisory Committee is comprised of:

- The director of PEMA **or** his/her designee, who acts as chairperson
- Two county commissioners
- Four 9-1-1 program managers
- Four representatives from WSPs licensed by the FCC
- Two landline telephone service provider representatives
- Two representatives each from fire services, emergency medical services and police
- The chairman and minority chairman of the Communications and Technology Committee of the Senate **and** the chairman and minority chairman of the Veterans Affairs and Emergency Preparedness Committee of the House of Representatives, **or** their designees

The E-911 Advisory Committee's role is to make recommendations to PEMA regarding the formulation of technical, administrative and operational standards for use in overseeing the statewide 9-1-1 programs. The members of the Advisory Committee, who serve two-year terms, are appointed by the Governor, upon recommendation of the applicable statewide organizations, associations and industry segments.

Chapter 53 also established a permanent Wireless Sub-Committee, comprised of:

- Advisory Committee chairperson
- Two county commissioners
- Four county 9-1-1 program managers
- Four representatives from WSPs licensed by the FCC
- Two landline telephone service provider representatives

The responsibilities of the Wireless Sub-Committee are to advise PEMA regarding the development, implementation, operation and maintenance of a statewide integrated wireless E-911 system; to make recommendations to PEMA regarding the preparation and periodic revision of the Wireless E-911 State Plan, which provides for the development, implementation, operation and maintenance of a statewide integrated wireless E-911 system in accordance with the FCC E-911 Order; to make recommendations to PEMA regarding the approval or disapproval of WSP agreements and the formulation of technical standards; and to make recommendations to PEMA regarding the development of guidelines, rules and regulations required to address the administration of the statewide Wireless E-911 Plan and the disbursement of monies from the Wireless E-911 Emergency Services Fund.

### ***Statewide Wireless Plan***

Promulgated in April 2005, the Statewide Wireless Plan (Plan) is an inclusive wireless statewide guide. The Plan provides a baseline for revenue standards for PSAP operations, standards for technical operations, standards for WSPs within the Commonwealth, Phase I and Phase II deployment efforts, and wireless remittance processes. However, any plan must be dynamic and the current Plan must be updated to reflect the current state of 9-1-1 in the Commonwealth.

### ***4 PA. Code Chapter 120b, c and d***

Chapter 120, parts b, c, and d, codify Chapter 53, providing governance for PEMA and the PSAPs. These rules guide decisions and responsibilities. While the predominance of the regulations remain applicable to wireline 9-1-1 service, the majority of the text requires restructuring to dovetail with current technology usage, as well as plans for future technological advances.

A draft that will amend these administrative rules is currently underway that includes the modification toward technology-neutral language and amendments to county plans.

## Deployment Process

### Deployment Status Maps

For the triennial reporting period, deployment across the Commonwealth has varied by year; however, as of June 30, 2011, all 69 PSAPs are Phase II deployed.<sup>3</sup>

Figures 1 through 3, on the following pages, show the progression of deployment to statewide Phase II deployment.

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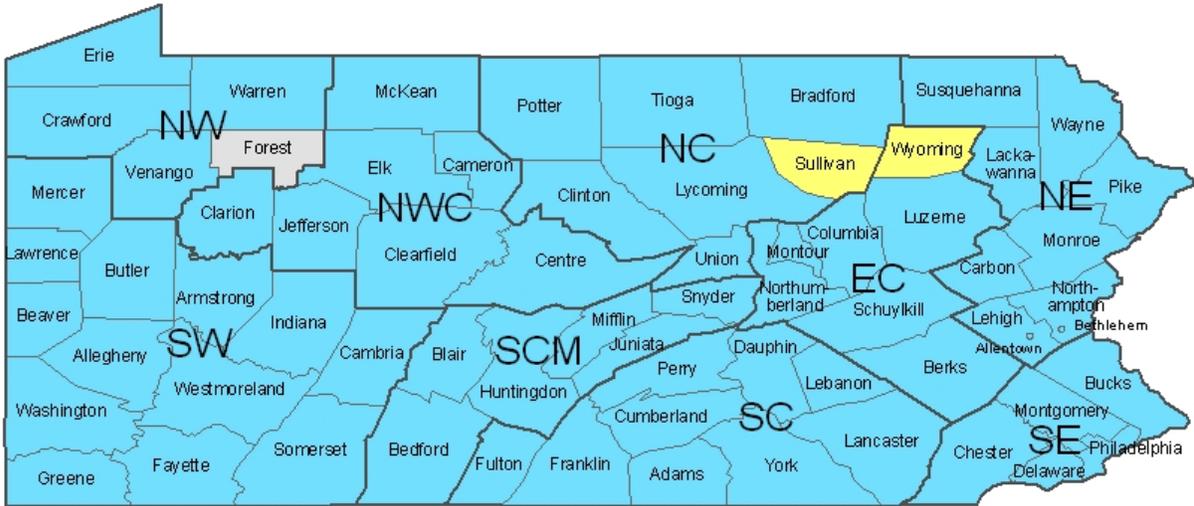
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<sup>3</sup> "There are 3 phases that are referred to in implementing Wireless 9-1-1. The most basic of these, sometimes called Wireless **Phase 0**, simply means that when you dial 9-1-1 from your cell phone a call taker at a public safety answering point (PSAP) answers. The call taker may be at a state highway patrol PSAP, at a city or county PSAP up to hundreds of miles away, or at a local PSAP, depending on how the wireless 9-1-1 call is routed." [No caller information is received by the PSAP.]

"Wireless **Phase I** is the first step in providing better emergency response service to wireless 9-1-1 callers. When Phase I has been implemented, a wireless 9-1-1 call will come into the PSAP with the wireless phone call back number. This is important in the event the cell phone call is dropped, and may even allow PSAP employees to work with the wireless company to identify the wireless subscriber. However, Phase I still doesn't help call takers locate emergency victims or callers." [The address of the tower processing the call is also received by the PSAP.]

"To locate wireless 9-1-1 callers, **Phase II** must have been implemented in the area by local 9-1-1 systems and wireless carriers. Phase II allows call takers to receive both the caller's wireless phone number and their location information."

<http://www.nena.org/pages/ContentList.asp?CTID=23>



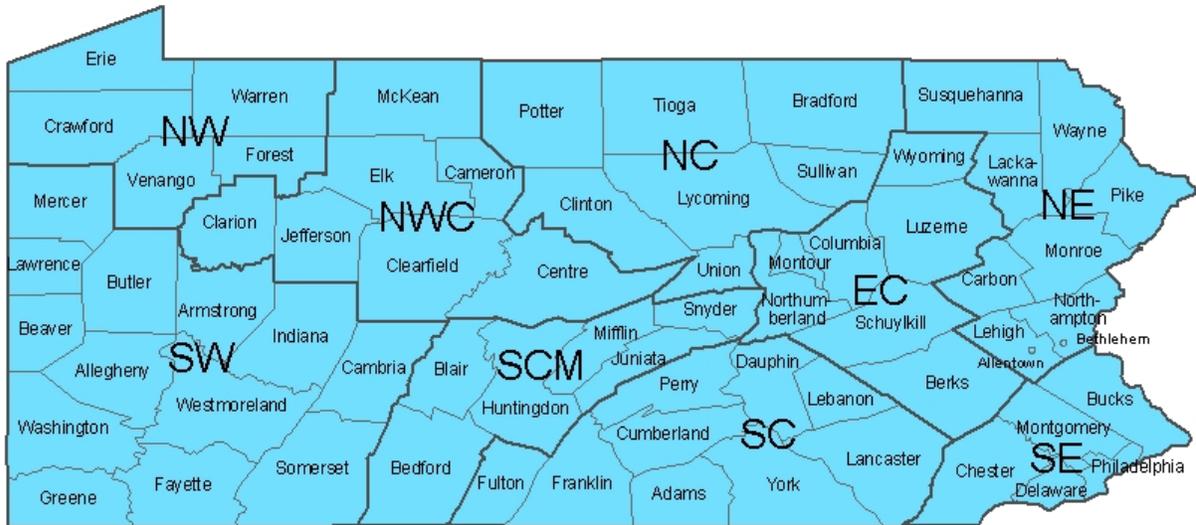
**Figure 1 – Deployment Status June 30, 2009**

**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



**Figure 2 – Deployment Status June 30, 2010**



**Figure 3 – Deployment Status September 30, 2010**  
**\*All 69 PSAPs Phase II Deployed**

**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

## ***Post Deployment Issues***

### *Responsibilities*

PEMA has been responsible for various issues surrounding deployment, including maintenance of the tower address list, the addition and testing of new tower sites, testing of re-homed and/or upgraded tower sites, deployment maintenance after WSPs merge, addition of new carriers to the market, and testing for new technology. As PSAPs have become Phase II deployed, these responsibilities have shifted to the PSAPs themselves, with PEMA providing oversight, support and guidance.

PEMA has been the single point of contact for PSAPs participating in PEMA's deployment process, acting as a liaison with the WSPs and Local Exchange Carriers (LECs). In order to maintain continuity of data, PSAPs must begin to enhance their relationships with WSPs and LECs. WSPs will need to provide PSAPs with address changes, tower additions or deletions, and re-homing information, all of which will ensure the integrity of the Automatic Location Identification (ALI) data.

PSAPs will also be responsible for maintenance of the carrier contact lists. The PSAPs will need to share updates and changes with PEMA to ensure PEMA's website remains current, allowing for access to accurate and relevant data.

Changes, updates, additions and deletions of tower sites occur regularly. In order to avoid receiving inaccurate call data, such as tower location or caller location, some PSAPs have contracted with vendors for tower validation services that specifically measure and verify the exact location of each tower. If not done properly or regularly, call data can become unreliable.

A post deployment standards and procedures manual is currently being compiled. This document will serve as a guide and best practices manual for PSAP reference.

### *Funding*

There is great concern in the PSAP community over future funding of the Statewide E-911 Program. Costs for the 69 PSAPs in the Commonwealth to administer their respective E-911 Program will continue to grow, not withstanding costs to implement technological advances.

Several PSAPs had either deployed to the Wireless Phase I or Phase II level, or were well on their way to deploying, before the wireless funding program began. These PSAPs are approaching the end of the life cycle of their CPE and have begun incurring significant capital costs for their equipment replacement.

In addition, corporate mergers or technological upgrades leave current CPE either unsupported or only supported for a short period of time. This again leaves PSAPs facing capital replacement issues, or choosing to continue with equipment that has

become outdated. Not only does purchasing or leasing new equipment create financial hardships in terms of capital outlay for PSAPs, it creates secondary financial issues, such as data loading, dispatcher training, etc.

Regardless of technology changes, maintenance costs will also continue, which will be difficult for PSAPs to absorb. Funding streams will not be sufficient for smaller PSAPs. PEMA and the General Assembly need to encourage merger and consolidation of smaller PSAPs with adjoining county PSAPs.

### ***Wireless Service Provider (WSP) Status***

WSP presence in the Commonwealth varies greatly. The major WSPs, AT&T Mobility, Sprint, T-Mobile, Verizon Wireless, and Nextel (Sprint iDEN), all Tier 1, have a presence throughout the majority of the Commonwealth. Smaller WSPs, such as Immix Wireless and Indigo Wireless, Tier 3, may only have a presence in one county or a small group of rural counties.

Tier 1 WSPs, namely Verizon, AT&T, Sprint-Nextel, and T-Mobile, have greater than 500,000 subscribers nationwide. Tier 2 is all other WSPs with greater than 500,000 subscribers. Tier 3 WSPs, although having less than 500,000 subscribers, non-nationwide, provide a valuable service, filling a need in smaller counties where the Tier 1 and/or Tier 2 WSPs do not have a presence.

During the deployment process, WSPs supplied latitude and longitude coordinates for towers within their service area for testing of Phase I and/or Phase II, as required by the Deployment Procedures and Standards document.

Information compiled through the deployment process contains proprietary information under §11.7(d) of Chapter 53. PEMA is cognizant that there are areas of the Commonwealth that do not have wireless service, even from Tier III WSPs, leaving gaps in coverage in some of the more rural areas.

This lack of seamless coverage remains a concern within the 9-1-1 community. PEMA stands ready to assist the Legislative Budget and Finance Committee in their efforts to study ways to improve and eliminate gaps in wireless coverage, develop recommendations, and draft necessary legislation to effectuate recommendations, as directed in Senate Resolution 206.

## Fiscal Data

### *Wireless Funding*

Chapter 53 requires all wireless providers, including resellers, offering wireless service in the Commonwealth to remit a \$1.00 monthly surcharge per device for post-paid. Pre-paid telecommunication services and wireless telephones will be subject to a pre-paid wireless Emergency-911 surcharge (pre-paid E-911 surcharge) at the rate of one dollar per retail transaction, per card beginning July 1, 2011. This surcharge is collected on each retail transaction regardless of whether the service or pre-paid wireless telephone is purchased in person, by phone, via the Internet or any other method.

Chapter 53 also establishes, in the State Treasury, a non-lapsing restricted interest-bearing account, known as the Wireless E-911 Emergency Services Fund (Fund). The main source of revenue in the Fund is the monthly surcharge on wireless communications devices. Money in the Fund and any interest accrued is appropriated to PEMA for disbursements to PSAPs and WSPs, as delineated under Chapter 53.

WSPs remit the fees to the Pennsylvania Comptroller's Office on a monthly or quarterly basis. Quarterly remittance is required by the Chapter, although PEMA has requested that wireless carriers remit monthly to ensure that sufficient assets are in the Fund for the approved quarterly disbursements.

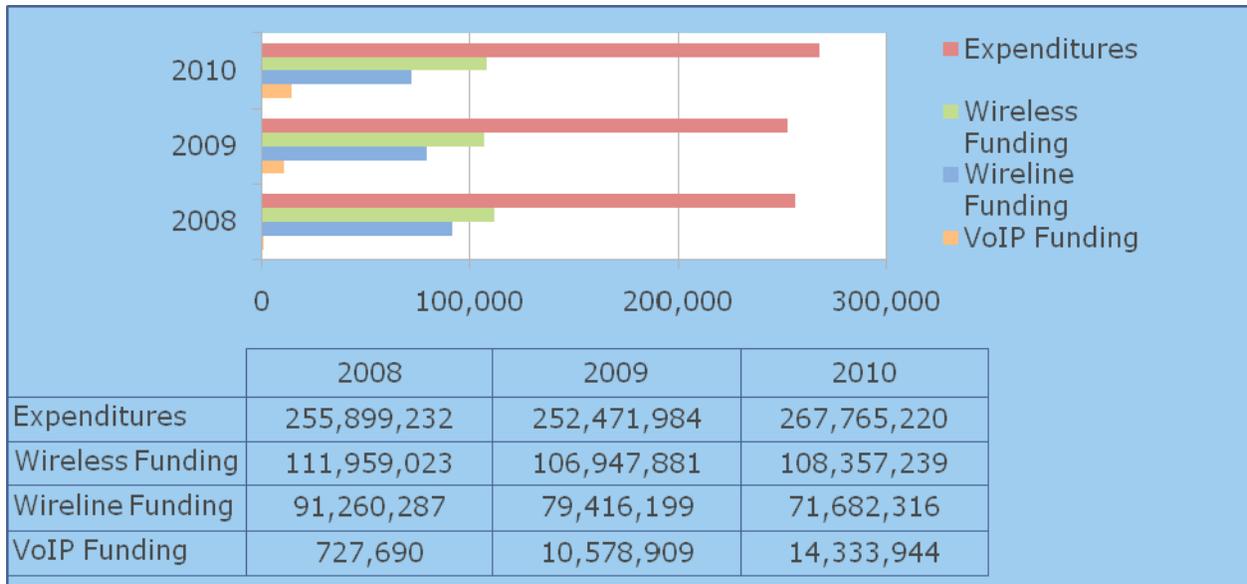
Currently, the remittance process is – in practice – an honor system. It is difficult for PEMA to verify the number of devices for which any particular WSP is submitting. Many WSPs employ a third party to file remittances on their behalf. There is often no WSP contact information for follow-up or notification of chronically late remittances.

There is no system in place to guarantee that PEMA has prior knowledge of a WSP offering service so that it can enforce collection of fees. Some of these WSPs fail to submit fees for months, if not longer.

As expected, wireless revenue is increasing. In FY2008-09, wireless revenue was \$105,357,828.64; FY2009-10 and FY2010-11 saw revenues of \$111,738,296.34 and \$110,902,413.00 respectively. Eventually this revenue will show only minimal annual increases as the US market approaches saturation.

At the same time, wireline revenue has begun to decrease with the exception of 2010. Wireline revenue includes VoIP monies received. The increase in 2010 is due to the increase in VoIP customers. Wireline revenue reported by the PSAPs to PEMA for 2008 was over \$91 million dollars; in 2009, reported wireline revenue exceeded \$89 million dollars with reported wireline revenue in 2010 slightly over \$100 million dollars.

Figure 4 compares the wireless, wireline and VoIP revenue to PSAP expenditures for the triennial reporting period. Even with the increase in wireless funding, estimated annual aggregate PSAP expenditures still exceed combined wireless and wireline revenue.



**Figure 4 – Revenue and Expenditure Comparison**

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Appendix A contains the *WSP Remittance Report*.  
 Appendix B contains the *PSAP Expenditures*.

**Fund Disbursements**

The funds that are distributed must be used for PSAP and WSP costs resulting from compliance with the FCC E-911 Order, including development, implementation and testing, operation and maintenance of a statewide, integrated wireless E-911 system. Chapter 53 specifies the order of funding. PSAPs deploying to Phase I receive funding first, followed by WSPs deploying to Phase I. PSAPs deploying to Phase II, followed by WSPs deploying to Phase II, are eligible for any remaining funds. Unfortunately, the funds are generally expended before all requests are met.

**PSAP Funding**

Since the inception of the Wireless E-911 Program, over \$631.7 million dollars has been disbursed to the PSAPs. There were 18 months of WSP remittances available for FY2005-06, providing a larger amount of funds for distribution versus the subsequent fiscal years of the triennial reporting period.

Table 1 shows the total requested and approved amounts, as well as the total disbursement.

**Table 1 – Wireless Surcharge County Funding**

<b>Wireless Surcharge County Funding Summary</b>			
<b>Fiscal Year</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total</b>
FY 2008-09	\$138,653,138.24	\$110,967,600.36	\$98,670,345.96
FY 2009-10	\$141,023,277.83	\$119,755,683.81	\$109,188,389.04
FY 2010-11	\$156,658,511.10	\$126,216,091.70	\$111,168,986.50
<b>Total</b>	<b>\$436,334,927.17</b>	<b>\$356,939,375.87</b>	<b>\$319,027,721.50</b>

Appendix C contains the *Wireless Surcharge County Funding Summary by County*.

**WSP Cost Recovery**

Chapter 53 provides a means for WSPs to recover costs incurred in complying with FCC mandates to provide E-911 service to their customers.

PEMA adopted procedures for WSPs to seek reimbursement for their Phase I and Phase II costs in accordance with §§ 5311.4 and 5311.5 of Chapter 53. The procedures govern the submission of cost estimates for each fiscal year. WSPs detail cost estimates by submitting a Cost Recovery Plan. All WSPs operating in the

Commonwealth, regardless of the degree of service provided, are eligible to receive cost recovery funds.

Table 2 summarizes the Cost Recovery figures for the triennial reporting period.

**Table 2 – WSP Cost Recovery**

<b>WSP Cost Recovery FY 2008-11</b>			
<b>Fiscal Year</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total</b>
FY 2008-09	\$2,135,602.82	\$2,001,709.07	\$1,161,135.84
FY 2009-10	\$1,874,554.32	\$1,424,666.69	\$3,228,049.02
FY 2010-11	\$2,588,067.48	\$2,578,152.48	\$2,573,353.36
<b>Total -</b>	<b>\$6,598,224.62</b>	<b>\$6,004,528.24</b>	<b>\$6,962,538.22</b>

PEMA, in concert with the E-911 Advisory Committee, has created an eligibility list of common items, components and services that will be reimbursable through cost recovery. The eligibility list is reviewed and updated no less annually. It provides clear and concise guidelines, allowing for fair and reasonable cost recovery.

***Reconciliation of Distributed Funds***

During the first quarter of each fiscal year PEMA makes available reconciliation schedules on its web-tool for completion by all PSAPs in the Commonwealth.

The reconciliation by the PSAPs is not completed until at least three months after the end of the fiscal year. Therefore, funds that are unspent at the end of the fiscal year could actually have been spent during the time the reconciliation was being conducted.

Table 3 shows the combined results of the FY2005-06 through FY2009-10 reconciliation.

**Table 3 – FY2005-06 through FY2009-10 Reconciliation**

Cumulative Funded Amount *	\$ 519,563,025.00
Cumulative Interest Earned	\$ 12,856,966.00
Cumulative Expenditures	\$ 506,541,370.00
Total Encumbrances	\$ 18,251,281.00

\* Figure is rounded.

Any wireless E-911 funds that remain unspent will be subject to the provisions of Chapter 53, specifically § 5311.5(c)(4) which states that any overpayment shall be refunded to the Agency or, with Agency approval, used to fund approved costs that the PSAP or wireless provider applied for in the current fiscal year.

## ***Bureau of 9-1-1 WebTools Application***

The 9-1-1 Planning Website was deployed in November 2005 as a means for combined wireline/wireless plan submittal to PEMA.

The Planning Website has been expanded to include resources for the management and records keeping of several other program administration and deployment activities. Over the course of eight months the Planning Website evolved into a complete web access portal for wireless deployment; was presented to the PSAP community; was adopted as the Commonwealth's primary means for communication, storage, and retrieval of program critical data; and became known as the "9-1-1 Planning Web-Tools". The web-tool now includes all of the following capabilities:

Interactive Deployment Status Map - Deployment tool to organize and upload WSP and PSAP deployment files

Annual Reporting Tool – Facilitates the delivery of each PSAP's required critical data to PEMA each year

Funding Application Tool – Facilitates the fiscal fund process for PSAP application and review each year

Reconciliation File Manager – Facilitates the reconciliation process for PSAP reporting and review of funds.

PSAP Triennial Wireline/Wireless Plan Tool – Facilitates the reporting of PSAP Triennial Plans for filing with PEMA.

Improvements and updates are being made continually as deemed necessary by the Agency.

## 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.

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. In Dale Hatfield's 2002 report to the FCC on wireless 9-1-1 it was pointed out:

*"Third, one over-arching issue that immediately emerged in my inquiry is that the existing wireline E911 infrastructure, while generally reliable, is seriously antiquated. Indeed, it turns out that the existing wireline E911 infrastructure is built upon not only an outdated technology, but one that was originally designed for an entirely different purpose. It is an analog technology in an overwhelmingly digital world. Yet it is a critical building block in the implementation of wireless E911."*<sup>4</sup>

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."<sup>5</sup>

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

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<sup>4</sup> A Report on Technical and Operational Issues Impacting The Provision of Wireless Enhanced 911 Services - By Dale N. Hatfield

<sup>5</sup> NENA Master Glossary of 9-1-1 Terminology, NENA-00-001, Version 10, June 5, 2007

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 address with a proper governance structure. NG9-1-1 governance is a difficult issue in the commonwealth. There will need to be a balance of statewide structure with local independence.

The subject of NG9-1-1 has been discussed throughout the Commonwealth for several years. It is seen as a good thing by some to service their public, but others want nothing to do with it as they fear the workload, and new potential types of request types that may be included. PEMA has sponsored focus groups on NG9-1-1 and has attended meeting where NG9-1-1 was discussed. There appears to be a large amount of uncertainty of what NG9-1-1 means to the Commonwealth and the PSAPs.

To help to identify the best approach for NG9-1-1 in the Commonwealth, PEMA applied for and received a 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.

PEMA developed this plan to conduct a pilot project to test and get a better comprehension of what the true impact of NG9-1-1 will have on the Commonwealth as a result of watching other complicated projects. PEMA has found that providing a structured environment for 9-1-1 has lead to better and equal service across the Commonwealth.

This project is intended to identify issues and problems, as well as solutions well before the Commonwealth starts to deploy the actual NG9-1-1 solution. This should reduce the time to complete the migration, the number of changes during migration, and the cost of the migration. It will also be used as an education tool for the PSAPs to better learn how NG9-1-1 will impact the PSAPs.

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.

## *Recommendations*

As noted in the body of this report, there are several areas of the Commonwealth's E-911 Program that will benefit by action of the Pennsylvania Legislature. Of great significance is the sunset provision of the wireless and pre-paid wireless surcharge. Although the General Assembly included a sunset provision extension to the wireless and pre-paid wireless surcharge in Act 118 of 2010 to June 30, 2014, a further extension is needed to ensure adequate funding of existing and future 9-1-1 services to the citizens of the Commonwealth. As discussed above, new and emerging technologies in telecommunication along with NG9-1-1 capabilities will require longevity of the surcharge to keep pace with rapid changes and the needs of our first responders.

As we move toward a NG9-1-1 system a single repository for GIS in the state will be needed. PEMA recommends that the General Assembly pass legislation to create a single central repository for GIS data in the Commonwealth.

PEMA recommends that the General Assembly pass HB1013. Finding the location of a 9-1-1 caller in an emergency is often a matter of life or death, yet accurate location information does not exist for many shared residential buildings, office complexes and schools and universities. PEMA supports HB1013 which includes provisions that require emergency response locations or other alternative means to be delivered with a 9-1-1 call.

PEMA recommends that the General Assembly pass HB1174. HB1174 provides an exemption to the state's Right-to-Know law for records containing identifying information of an individual who calls a 9-1-1 center, unless a court determines public interest in disclosure outweighs the interest in nondisclosure.

PEMA further recommends the proposed revisions to Chapter 53 are made a priority, and acted upon when they are submitted to the Legislature. Enacting the needed revisions to Chapter 53 will sustain the current level of E-911 service that exists, while meeting the future needs and challenges of the Commonwealth. Key provisions of the rewrite encompass:

"Technology-neutral" language that will encompass any current or future technology.

A streamlined funding process that will disburse funds to PSAPs in a more efficient and effective manner and will include a new surcharge structure, detailed allowable costs, calendar year disbursements, considerations for smaller counties and a state grant program.

Defined roles and responsibilities for the Commonwealth's 9-1-1 system including the roles and responsibilities of PEMA, the counties, the PUC, carriers and providers, new technology players and committees.

Revamped Advisory Committee structure that includes participation from large counties, small counties and originating service providers including VOIP providers. The membership of this group should be better defined to accurately reflect the current stakeholders in 9-1-1 such as define types of PSAP representatives, fewer wire line providers, and add VoIP providers.

Develop language to support the migration of 9-1-1 to newer technologies such as NG9-1-1. This will be a complicated process, but the Commonwealth should develop guidelines or standards on this to apply statewide to prevent different levels of service across the Commonwealth.

An issue of continuing concern in the Commonwealth is the existence of gaps in wireless coverage across the state. Although the general provision of wireless service is not under the purview of PEMA, this is an area of concern since lack of wireless service equates to lack of wireless 9-1-1 service.

In furtherance of the Legislative Budget and Finance Committee's directive under Senate Resolution 206, PEMA has provided its recommendations on this issue.

Geographic information systems data is important to 9-1-1. This information is developed and maintained in many different entities at a state and local level. Developing a central repository and process to store, validate, and use this data would benefit 9-1-1 and the Commonwealth as a whole.

The 9-1-1 system collects a large amount of information. In the future there is a potential for even more information to be available to the PSAPs and responders. The current environment of open record for 9-1-1 related data is too open for interpretation. 9-1-1 is a conduit of this information and stores it for the users of the systems. Statutory protections for data in the 9-1-1 system should be developed with the current and future types of information that may be available.

## WSP Remittance Report

### PEMA Wireless E911 Fund Cash Receipts Summary FY2008-09 – FY2010-11

	FY 2008-09	FY 2009-10	FY 2010-11
Affinity Mobile - FINAL 12/31/2008	27,978	0	0
Allentown SMSA LP	1,852,213	1,933,445	1,984,841
American Cellular Corporation FINAL 6/08	14,904	0	0
Americell PA-3 L.P. dba Indigo Wireless	17,473	18,773	18,056
Atrium Wireless Partners, Inc.	690	629	0
Buffalo-Lake Erie Wireless Systems	9,953	12,866	12,775
Cause Based Commerce Inc dba Sienna Group	970	2,039	2,642
Cellco Partnership	27,847,393	29,655,367	30,620,140
Coast to Coast Cellular, Inc.	15,237	13,015	9,924
Consumer Cellular	364,810	422,383	562,092
Cozac Wireless LLC dba Movida	44,599	0	0
Cozac, LLC dba Liberty Wireless	7,224	0	0
Credit Union Wireless, LLC	0	16	30
Cricket Communications, Inc	1,150,143	1,655,715	2,032,768
CSM New Castle Operating Sub, LLC	5,725	7,047	981
CTC Communications Corp.	15	86	64
DFT Local Service Corp.	14	18	0
Dobson Cellular Systems, Inc FINAL 6/08	149,713	0	0
Embarq Communications, Inc-Final 11/09	40,258	6,999	0
First Communications, LLC	14,972	10,971	10,323
France Telecom Corp Solutions LLC	123	37	24
Globalstar USA, LLC	6,507	3,723	2,610
GreatCall, Inc. dba Jitterbug	103,813	139,201	183,927
Helio, LLC - final 12/31/08	30,809	0	0
i-Wireless, LLC	3,266	3,467	2,935
Keystone Wireless	267,858	200,644	45,507
Lightyear Network Solutions, LLC	421	462	253
MetroPCS Pennsylvania, LLC	369,416	1,126,232	1,726,600
Movida Communications, Inc.-in bankruptcy	16,501	0	0
NEP Cellcorp, Inc.	34,319	37,559	40,159

**PEMA Wireless E911 Fund**  
**Cash Receipts Summary**  
**FY2008-09 – FY2010-11**

	<b>FY 2008-09</b>	<b>FY 2009-10</b>	<b>FY 2010-11</b>
New Cingular Wireless PCS, LLC	29,671,850	30,994,518	31,598,413
New Horizons	0	0	72
Nextel Boost of the Mid-Atlantic, Inc	1,502,795	1,897,305	1,398,726
Nextel Comm of the Mid-Atlantic, Inc	2,621,807	2,254,021	1,831,947
Northeast Pennsylvania SMSA	2,694,238	2,965,500	3,116,751
NPCR, Inc. dba Nextel Partners	1,584,215	1,114,672	784,467
Omnipoint Communications Inc-Final 6/09	748,324	93,043	0
OnStar Corp	131,994	151,637	149,927
Pennsylvania RSA 1 LP	514,120	544,578	574,910
Pennsylvania RSA No. 6 (I) LP	552,878	606,104	612,818
Pennsylvania RSA No. 6 (II) LP	1,423,095	1,518,573	1,585,295
PhillieCo, Inc, dba Sprint PCS	6,004,211	5,285,455	6,452,315
Pittsburgh SMSA LP	8,795,056	9,216,499	9,494,841
PNG Telecommunications Inc	500	29	199
South Canaan Cellular Communications	51,195	55,172	49,168
Sprint Spectrum LP, dba Sprint PCS	2,547,337	1,997,514	2,148,551
Stargate Mobile	0	0	264
Strategic Telecommunications dba BlueWave	0	2,256	808
TELESPHERE NETWORKS			24
T-Mobile Northeast, LLC, dba T-Mobile	9,981,631	10,164,373	9,421,293
TON Services, Inc.	11	50	1
TracFone Wireless, Inc	0	395,564	680,761
USCOC OF Pennsylvania RSA No 10-B2 Inc	13,653	13,648	13,199
Virgin Mobile USA	2,466,992	2,382,366	2,201,424
VoiceStream Pittsburgh, LP, dba T-Mobile	1,625,237	1,599,352	1,489,642
WDT Wireless Communications, Inc.	216	291	296
Working Assets Funding Service, Inc	24,983	29,981	37,928
Ztar Mobile, Inc.	3,906	2,298	1,383
<b>TOTAL</b>	<b>105,357,762</b>	<b>108,538,000</b>	<b>110,902,413</b>

## PSAP Expenditures

COUNTY	EXPENDITURES 2008	EXPENDITURES 2009	EXPENDITURES 2010
Adams	\$1,862,668.34	\$2,163,152.32	\$1,631,455.01
Allegheny	\$19,479,622.04	\$21,726,015.73	\$22,748,874.27
Armstrong	\$1,333,418.99	\$1,459,726.67	\$1,035,031.97
Beaver	\$4,172,821.00	\$3,767,537.00	\$4,082,730.00
Bedford	\$1,584,973.59	\$1,110,192.29	\$666,633.97
Berks	\$6,384,179.08	\$6,585,934.71	\$7,416,370.00
Blair	\$2,003,650.16	\$1,646,933.86	\$1,433,276.92
Bradford	\$1,214,952.98	\$898,306.00	\$819,265.00
Bucks	\$12,289,862.17	\$12,404,154.80	\$13,702,230.53
Butler	\$2,181,993.30	\$2,168,578.00	\$2,194,235.00
Cambria	\$2,511,367.00	\$2,480,697.00	\$2,566,529.87
Cameron	\$248,442.68	\$345,829.21	\$155,483.02
Carbon	\$1,519,429.66	\$1,432,203.99	\$1,566,289.00
Centre	\$2,361,254.00	\$2,171,662.06	\$2,233,474.69
Chester	\$13,019,680.00	\$14,001,738.00	\$12,437,835.00
City of Allentown	\$2,704,145.58	\$2,565,248.81	\$2,803,847.14
City of Bethlehem	\$3,589,650.85	\$3,271,999.00	\$2,754,935.00
Clarion	\$827,051.79	\$1,136,070.86	\$1,069,689.93
Clearfield	\$1,760,460.89	\$1,371,745.93	\$2,658,706.60
Clinton	\$947,786.09	\$1,027,728.93	\$1,128,238.54
Columbia	\$917,127.60	\$851,941.23	\$911,954.67
Crawford	\$1,234,164.57	\$1,118,117.65	\$1,223,875.46
Cumberland	\$6,506,006.68	\$4,917,615.93	\$9,109,744.43
Dauphin	\$4,624,245.78	\$5,213,974.60	\$5,850,844.66
Delaware	\$12,449,013.22	\$13,064,621.31	\$13,849,313.62
Elk	\$1,300,761.23	\$903,577.96	\$946,380.99
Erie	\$5,544,415.27	\$5,056,383.00	\$5,435,155.63
Fayette	\$1,689,175.52	\$1,968,354.39	\$2,211,512.42
Forest	\$740,309.25	\$334,929.12	\$251,996.36
Franklin	\$3,138,586.71	\$3,114,155.89	\$2,746,408.11
Fulton	\$412,579.61	\$408,690.42	\$618,883.58
Huntingdon	\$427,168.12	\$582,007.22	\$941,207.25
Greene	\$728,931.57	\$684,208.79	\$712,455.90

<b>COUNTY</b>	<b>EXPENDITURES 2008</b>	<b>EXPENDITURES 2009</b>	<b>EXPENDITURES 2010</b>
Indiana	\$1,863,098.56	\$1,785,680.97	\$1,283,822.02
Jefferson	\$887,816.24	\$787,972.06	\$1,415,109.59
Juniata	\$1,907,540.04	\$1,131,979.54	\$1,150,441.63
Lackawanna	\$4,133,926.00	\$4,824,020.00	\$4,303,278.93
Lancaster	\$10,489,611.13	\$9,233,523.00	\$8,932,063.09
Lawrence	\$998,845.53	\$1,036,229.20	\$1,075,743.94
Lebanon	\$1,997,175.29	\$3,119,928.76	\$2,981,673.47
Lehigh	\$4,409,679.00	\$5,652,477.00	\$3,206,576.00
Luzerne	\$6,557,679.30	\$5,966,664.00	\$6,531,594.19
Lycoming	\$2,333,241.32	\$2,067,323.79	\$3,736,240.07
McKean	\$582,228.00	\$877,116.20	\$1,255,669.29
Mercer	\$2,501,726.00	\$2,440,671.13	\$1,742,580.13
Mifflin	\$603,001.19	\$1,223,611.66	\$1,706,324.51
Monroe	\$3,978,275.64	\$3,505,536.25	\$4,498,450.00
Montgomery	\$10,577,966.00	\$11,444,537.00	\$11,757,739.00
Montour	\$809,474.64	\$725,602.97	\$559,287.05
Northampton	\$4,695,144.70	\$5,593,319.90	\$7,212,272.34
Northumberland	\$925,613.05	\$1,214,589.87	\$1,911,630.40
Perry	\$480,968.93	\$838,685.14	\$720,826.25
Philadelphia	\$33,049,510.00	\$32,754,674.00	\$37,524,477.00
Pike	\$1,356,227.65	\$1,308,345.00	\$1,064,909.87
Potter	\$6,061,504.82	\$1,298,056.98	\$836,739.03
Schuylkill	\$4,087,752.30	\$2,856,732.07	\$3,389,894.60
Snyder	\$788,857.57	\$833,977.15	\$625,032.14
Somerset	\$1,121,167.39	\$1,130,006.53	\$1,131,099.03
Sullivan	\$405,086.85	\$1,074,631.07	\$1,229,842.40
Susquehanna	\$815,912.24	\$991,269.47	\$1,006,578.45
Tioga	\$1,241,175.48	\$1,304,283.76	\$1,188,289.28
Union	\$911,147.10	\$963,727.94	\$982,894.69
Venango	\$1,151,455.69	\$1,030,831.28	\$811,131.50
Warren	\$785,293.10	\$620,210.55	\$669,170.00
Washington	\$4,384,045.00	\$3,299,463.60	\$3,202,097.55
Wayne	\$1,045,289.26	\$1,095,881.66	\$930,482.73
Westmoreland	\$8,313,450.00	\$8,458,371.00	\$8,294,442.00
Wyoming	\$1,557,378.84	\$1,097,802.08	\$985,534.96
York	\$6,381,072.94	\$6,930,218.56	\$7,996,378.72
<b>TOTALS</b>	<b>\$255,899,232.11</b>	<b>\$252,471,983.82</b>	<b>\$267,765,220.39</b>

## Wireless Surcharge County Funding Summary

### Wireless Surcharge County Funding Summary FY 2008-09

PSAP	FY 2008-09		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2009)
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

PSAP	FY 2008-09		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2009)
Juniata County 9-1-1	\$348,485.28	\$336,285.28	\$328,224.00
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
<b>TOTALS</b>	<b>\$138,653,138.24</b>	<b>\$110,967,600.36</b>	<b>\$98,670,345.96</b>

## Wireless Surcharge County Funding Summary FY 2009-10

PSAP	FY 2009-10		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2010)
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

PSAP	FY 2009-10		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2010)
Juniata County 9-1-1	\$597,186.77	\$522,231.13	\$399,353.08
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
Schuylkill 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
<b>TOTALS</b>	<b>\$141,023,277.83</b>	<b>\$119,755,683.81</b>	<b>\$109,188,389.04</b>

## Wireless Surcharge County Funding Summary FY 2010-11

<i>PSAP</i>	<i>FY 2010-11</i>		
	<i>Requested Amount</i>	<i>Approved Amount</i>	<i>Disbursement Total (as of June 30, 2011)</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

PSAP	FY 2010-11		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2011)
Juniata County 9-1-1	\$525,687.21	\$462,813.97	\$429,368.92
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	\$770,965.31	\$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	\$1,034,480.44	\$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
<b>TOTALS</b>	<b>\$156,658,511.07</b>	<b>\$126,216,091.71</b>	<b>\$111,003,412.49</b>

## Sources

### **PEMA Website**

[www.pema.state.pa.us](http://www.pema.state.pa.us)

### **Bureau of 9-1-1 WebTools Application**

**Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S. §§ 5301 et seq., Emergency Telephone Service (Chapter 53)**

**4 PA. Code Chapter 120b, c and d**

### **Pennsylvania Statewide Wireless E-911 Plan**

### **PEMA Deployment Standards and Procedures**

**Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems, FCC CC Docket 94-102.**

**911 requirements for IP-enabled service providers, FCC WC Docket 05-196.**

**Wireless E911 Location Accuracy Requirements, FCC PS Docket No. 07-114.**

**Framework for Next Generation 911 Deployment, Notice of Inquiry (Jan. 13, 2011), 47 CFR Part 20.**

### **NENA: 9-1-1 and Your Wireless Phone**

[www.nena.org/pages/ContentList.asp?CTID=23](http://www.nena.org/pages/ContentList.asp?CTID=23)