



pennsylvania
EMERGENCY MANAGEMENT AGENCY
9-1-1 OFFICE

9-1-1 Annual Report

**Fiscal Year 2011-12
Calendar 2012**

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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, 2010, 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.

As noted in the April 22, 2005 (as revised January 9, 2009), Statewide Wireless E9-1-1 Plan, PEMA's stated goals include:

**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.*

- 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 processing calls are routed to the correct Public Safety Answering Point (PSAP) with the caller's call-back of the number and the address tower 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 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. Beginning in 2011, 10-digit phone calls into the PSAPs were reported, and in 2012 outgoing calls were reported for the first time. This information was requested to gather a better idea of total call volume processed by the PSAPs. Ten-digit lines are used for administrative calls into and out of 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 2012 9-1-1 and 10-digit call data is shown in Exhibit B. 2012 cumulative 9-1-1 call data for the 69 PSAPs is represented in Figure 1.

Figure 1

Cumulative 9-1-1 Call Data

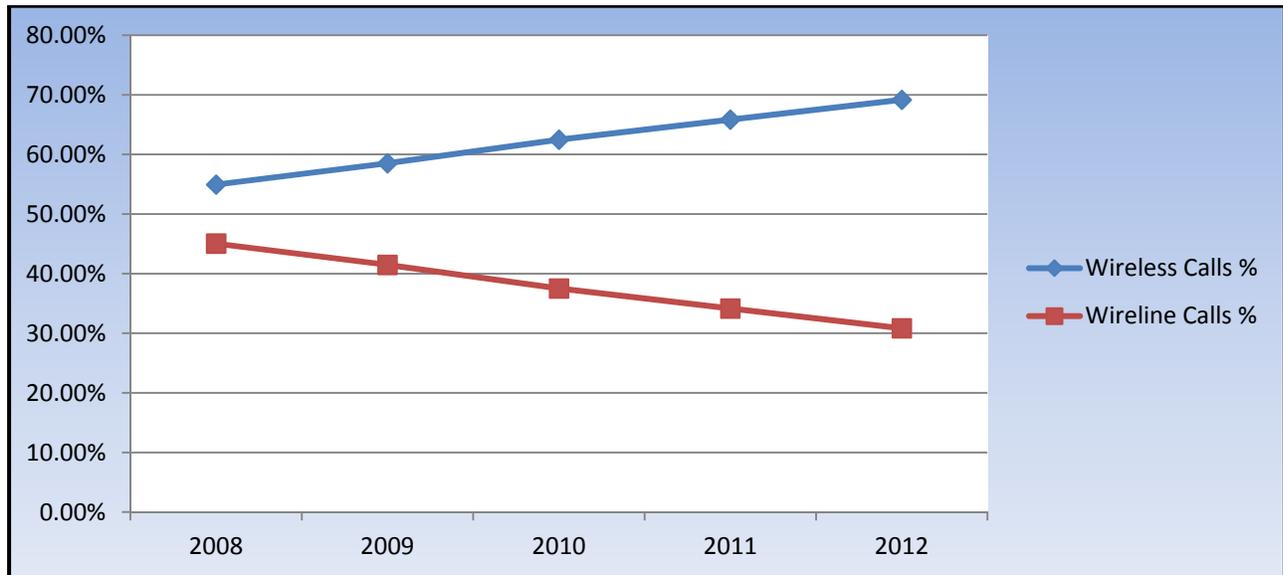
	<u>CY2012</u>	<u>CY 2011</u>	<u>CY 2010</u>	<u>CY 2009</u>
Wireline/VoIP 9-1-1 Calls	2,825,152	3,060,422	3,362,269	3,613,745
Wireless 9-1-1 Calls	6,338,171	5,900,092	5,602,382	5,099,336
Total 9-1-1 Calls	9,163,323	8,960,514	8,964,651	8,713,081

In calendar year 2012, as compared to calendar year 2011, wireline/VoIP 9-1-1 calls decreased 7.69 percent, while wireless 9-1-1 calls increased 7.42 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 2012 calendar year reporting

period, the percentage of wireless 9-1-1 calls was 68.55 percent versus 65.8 percent, 62.5 percent, 58.5 percent, and 54.9 percent in 2011, 2010, 2009, and 2008, respectively. A graphical representation and table of 9-1-1 type percentages reported from 2008 through 2012 is represented in Figure 2.

Figure 2

9-1-1 Call Percentages by Type of Call



	2008	2009	2010	2011	2012
Wireless Calls %	54.95%	58.53%	62.48%	65.85%	69.17%
Wireline Calls %	45.05%	41.47%	37.52%	34.15%	30.83%

The 2012, 2011, and 2010 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. \$56,318,252.23 of county reported wireline funds collected during calendar year 2012 reflect a 12 percent decrease versus calendar year 2011.

VoIP provider remittances to the state accounted for \$16,009,470.60 of critical 9-1-1 funding in calendar year 2012. In addition, VoIP providers in the Commonwealth remitted \$4,689,172.25 directly to the counties. Combined, PSAPs realized \$77,016,895.08 of wireline and VoIP revenue in calendar year 2012; a decrease of 5.38 percent from calendar year 2011.

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 2011-12, 51 Wireless Service Providers (WSPs) remitted funds to the Commonwealth’s Wireless E-911 Emergency Services Fund. Remittance amounts and interest earned for FY 2011-12, along with remittance amounts and interest earned for the two previous years are shown in Figure 3.

Figure 3

Wireless Remittances and Interest Earned

	<u>FY 2011-12</u>	<u>FY 2010-11</u>	<u>FY 2009-10</u>
Net Receipts	\$113,261,821.37	\$110,902,393	\$111,738,296
Interest Received	\$16,860.93	\$1,247,852	\$567,085

Since Program inception, total wireless revenue and interest earned through June 30, 2012, is \$771,907,215.46 and \$6,232,526.91 respectively.

Pre-Paid Revenue

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 chapter 53 of title 35 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 Figure 4.

Figure 4

Pre-paid Wireless Revenue

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.

During the first six months of Fiscal Year 2011-12, the amount of the pre-paid surcharge remitted was greatly impacted by the 35% administrative fee that the retailers and wireless carriers were allowed to deduct. The monthly remittances averaged just under \$853,000 for a total of \$5,117,824 for the six-month period, although this number was skewed upward by the remittances received in July of 2011. The remittances in July of 2011 were \$1,579,323, and were for the surcharges collected in June; prior to the implementation of the new collection method.

After the first six months of the program, the administrative fee that the retailers and wireless carriers are allowed to deduct dropped to 3%, increasing the amount of the surcharge actually remitted to the state. The monthly remittance during the second half of the fiscal year averaged \$1,030,997 for a total of \$6,185,982 the six-month period. The total amount of pre-paid revenue remitted during FY 2011-12 was \$11,303,807 – far short of the projections in the Kimbell-Sherman-Ellis study.

Wireless Funding

§ 5311.5 of Chapter 53 of Title 35 (c) Disbursement of fund amounts by agency – Manner of Payment) states:

“-- Each PSAP and wireless provider shall submit to the agency each year, not later than 120 days before the first day of the agency's fiscal year, the eligible costs it expects to incur for wireless E-911 service during the next fiscal year of the agency. The submission may include eligible costs that the PSAP or wireless provider has already incurred for wireless E-911 service at the time of the submission. The agency shall review the submission, ensure that the costs are eligible for payment from the fund and notify the submitting PSAP or wireless provider, not later than 30 days before the first day of the agency's fiscal year, of the eligible costs. The agency shall pay to each PSAP and wireless provider, from the fund, the amount of the submitted costs the agency determined to be eligible,.....”

For FY 2011-12, PSAP wireless funding requests totaled \$159,911,895.52. Of these requests, \$142,496,595.60 were determined by the Agency to be eligible for wireless funding. During FY 2011-12, PEMA disbursed \$110,716,789.12 in wireless E-911 funding to the 69 PSAPs in the Commonwealth. Requested, approved and disbursed amounts for FY 2011-12, along with the two previous years are shown in Figure 5.

Figure 5

PSAP Wireless Funding Requests, Approvals & Disbursements

	<u>FY 2011-12</u>	<u>FY 2010-11</u>	<u>FY 2009-10</u>
PSAP Funding Requests	\$159,911,895.52	\$156,658,511.07	\$141,023,277.83
PEMA Approved Funding	\$142,496,595.60	\$126,139,961.83	\$119,755,683.81
Disbursements to PSAPs (as of June 30, 2010)	\$110,716,789.12	\$111,003,412.49	\$109,188,389.04

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

PSAP Revenue and Expenditures

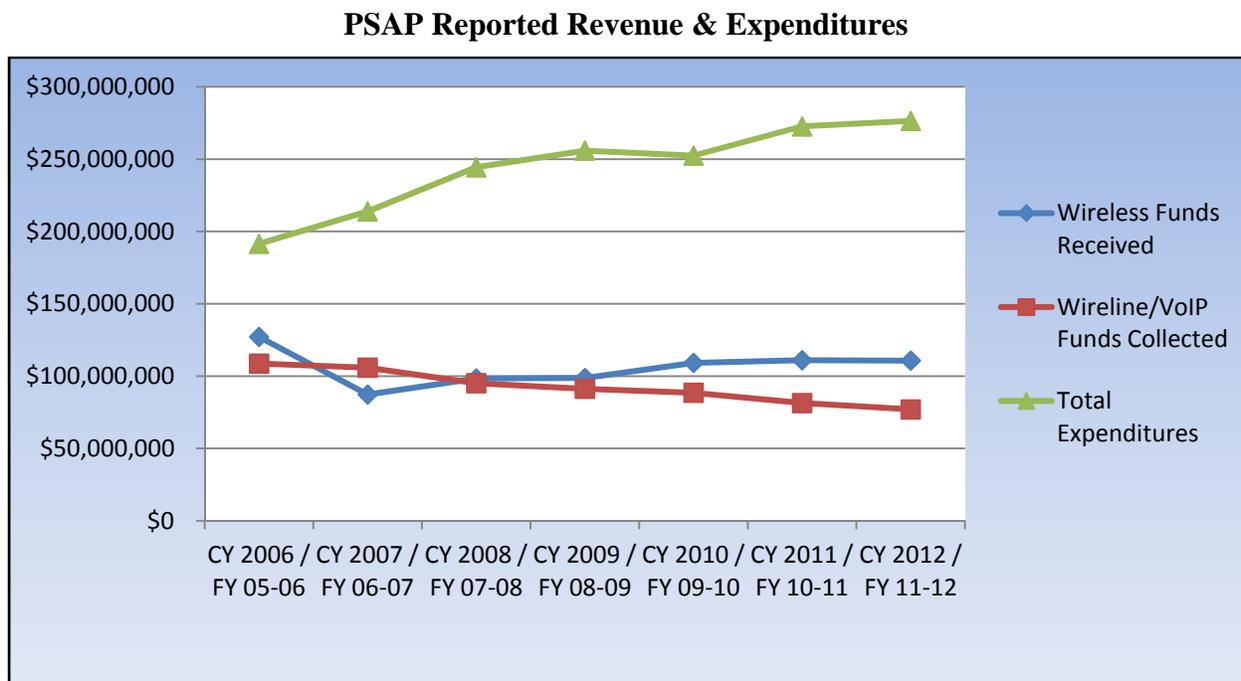
The combined wireless, wireline, and VoIP revenue for FY 2011-12 was \$187,733,683. As seen in previous years, this does not meet the PSAP reported total expenditures of \$276,441,096 for calendar year 2012, leaving \$88,707,413 in expenditures that were funded by the Counties'/Cities' general fund revenue or other sources.

Wireless funds received by the PSAPs (FY2011-12) -	\$ 110,716,789
Wireline funds received by the PSAPs (CY 2012) -	\$ 56,318,252
VoIP funds received by the PSAPs (CY 2012) -	<u>\$ 20,698,642</u>
Total Revenue -	\$ 187,733,683
Total PSAP expenditures (CY 2012) -	\$ <u>276,441,096</u>
PSAP expenditures not covered by 9-1-1 revenue	\$ 88,707,413

The reported PSAP expenditures for 2012 grew by \$3.8 million from the reported 2011 expenditures, a slight departure from the \$4.8 million growth seen from 2010 to 2011 and the \$15.2 million growth seen from 2009 to 2010. 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.

A graphical representation and table of PSAP revenue and reported expenditures from 2004 through 2012 is represented in Figure 6.

Figure 6



CY/FY	Wireless Funds Received	Wireline/VoIP Funds Collected	Total Expenditures
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	\$245,803,742
CY 2008 / FY 07-08	\$98,366,542	\$95,115,371	\$255,899,232
CY 2009 / FY 08-09	\$98,670,345	\$91,260,287	\$252,471,984
CY 2010 / FY 09-10	\$109,188,389	\$88,487,107	\$267,765,220
CY 2011 / FY 10-11	\$111,003,412	\$81,395,041	\$272,638,759
CY 2012 / FY 11-12	\$110,716,789	\$77,016,894	\$276,441,096

Fund Balance and Unpaid Amounts

As of June 30, 2012, the wireless 9-1-1 account had a balance of \$5,520,887.35. As of December 31, 2012, the wireless 9-1-1 account balance was \$8,555,025.02. In the wireless funding application process for FY 2011-12, \$31,779,806.48 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 2011-12, PEMA reviewed Carrier Cost Recovery Plans from five wireless service providers: Americell PA-3 L.P. d/b/a/ Indigo Wireless, Keystone Wireless, LLC d/b/a IMMIX Wireless, Cricket Communications, MetroPCS Pennsylvania, LLC d/b/a MetroPCS and NEP Cellcorp, Inc. All are eligible for cost recovery. The original cost recovery amounts submitted by the five carriers totaled \$5,351,807.32. After detailed review of the plans with the wireless service providers, all plans were approved. A table of requested, approved and disbursed amounts for wireless carriers in FY 2011-12 is represented in Figure 7.

Figure 7

Wireless Carrier Funding Requests, Approvals & Disbursements

	<u>Total Amount Requested</u>	<u>Total Amount Approved</u>	<u>Total Amount Paid</u>
IMMIX Wireless	\$1,157,306.05	\$1,157,306.05	\$562,519.21
Indigo Wireless	\$1,916,676.97	\$1,916,676.97	\$1,152,940.97
MetroPCS	\$738,601.92	\$738,601.92	\$347,256.84
Cricket Communications	\$1,049,948.74	\$1,049,948.74	\$510,636.34
NEP Cellcorp	\$489,273.64	\$489,273.64	\$0.00*
Totals	\$5,351,807.32	\$5,351,807.32	\$2,573,353.36

**NEP Cellcorp did not receive disbursements during FY 2011-12 since the Wireless E-911 Emergency Services Fund availability precluded payments to carriers except for approved, unpaid items from FY 2010-11. Their total amount approved is being funded in FY 2012-13.*

Future Program Actions

A listing of reported PSAP Progress during CY 2012 and Anticipated Changes in CY 2013 is shown in Exhibit L.

Looking to FY 2013-14, 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 2012 that shortfall exceeded \$85 million.

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, 70.71 percent of VoIP remittances are sent directly to the state. 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.

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. In addition, pursuant to Act 118 of 2010, the Legislative Budget & Finance Committee conducted a study on the 9-1-1 system in Pennsylvania and released its report on the study in May of 2012. The report, entitled *Pennsylvania's 911 Emergency Telephone System: Funding, Expenditures, and Future Challenges and Opportunities*, provided an evaluation of the current program and identified gaps. The study had 24 findings and 20 recommendations, including:

- PEMA consider reorganizing the Bureau of 9-1-1
- Amend Chapter 53 to allow PEMA to develop a formula for distributing wireless grant funds to counties, rather than approving expenditures on a case-by-case basis.
- Amend Chapter 53 to allow VoIP companies to submit surcharges directly to PEMA
- Amend Ch 53 to increase the percentage of surcharge funds for PEMA administration
- Amend the statutory requirement that PEMA submit annual and triennial reports on wireless and refocus them on NG9-1-1
- Amend Ch 53 to be compatible with NG9-1-1 technologies
- Clarify whether Government entities are exempt from surcharges
- Determine the appropriateness of the 2% administrative holdback fee for providers
- PEMA take the lead in contracting county wireline and wireless audits
- Consider deleting the provision of cities operating their own 9-1-1 systems when re-writing Ch53
- Provide incentive for PSAP's to use PEMA developed template for staffing
- Encourage PSAP consolidation
- Standardize key definitions and metrics of the 9-1-1 system
- General Assembly remove the reference to utilities being an eligible expense and the "hiring of dispatchers" being an ineligible expense
- PEMA and PA PUC establish reasonable telephony charges for PSAP's

- Require wireline, wireless and VoIP providers to register with PEMA
- Monitor pre-paid surcharges to determine why there is a shortfall
- Obtain more information on “uncollectable” surcharges
- PEMA re-establishes the E9-1-1 advisory committee
- PEMA provide better review and operation of the Annual report web tool
- PEMA update regulations on trunk lines and change the reporting dates for county Annual Reports

The Legislative Budget and Finance Committee held a hearing on the report on May 23, 2012, and the Senate held a hearing on the report on October 16, 2012. The report re-enforced the need for a large-scale rewrite of Chapter 53 of Title 35. PEMA has been working with PA APCO and PA NENA on draft changes to Chapter 53 that should be included in the rewrite.

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

With the 2008 passage of the federal New and Emerging Technologies (NET) 911 Improvement Act of 2008, a new vernacular permeated the 9-1-1 community: Next Generation 9-1-1 (NG9-1-1). According to the National Emergency Number Association (NENA), NG9-1-1 is:

“...an IP based replacement for E9-1-1 features and functions that supports all sources of emergency access to the appropriate PSAPs, operates on reliable, secure, managed multi-purpose IP networks, and provides expanded multimedia data capabilities for PSAPs and other emergency responders....”

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) 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 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 a NG9-1-1 environment, 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. The pilot project is designed to develop a thirteen county ESINET in South Western Pennsylvania which will allow for cost savings through the sharing of equipment and networks, and be the foundation for NG9-1-1 implementation in that area of the state. 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.

With an eventual development of a statewide ESINET, the goal is to:

- Improve access to emergency services for callers
- Improve the effectiveness and efficiency of emergency communications and response
- Allow County, Region or State-wide:
 - Interconnection to neighbors
 - Help to expand mutual aid
 - “Any to any” communications
 - Sharing of applications and systems
 - Creation of cost efficiencies
 - Increased response effectiveness
- Provide True redundancy
- Direct control of alternate routing for continuity of operations
- Pre-define disaster routing
- Provide Inter-network access to other PSAPs
- Provide Inter-network access to other databases

PEMA's goals for ESINET and NG9-1-1 are to establish the strategy to implement NG9-1-1 throughout the Commonwealth of Pennsylvania in a consistent, precise manner while maximizing all available resources including:

- Deployment of a Public Safety 99.999% Grade ESINET
- Utilize a standards based approach (NENA i3 Standards)
- Implement IP capable PSAPs
- Develop geographic based routing and database integration
- Deploy NG9-1-1 capable, shared applications
- Converge networks and systems to a "system of systems"
- Implement "Best Practices" approach

There are additional benefits to Next Generation 9-1-1 deployment including: increased situational awareness; more effective disaster recovery; redundancy; continuity of operations; shared video conferencing systems; County-State EMA application sharing; CAD sharing; Enterprise telephony; 9-1-1 call routing based upon location; radio system sharing; and efficiency of costs, resources and applications. PEMA will continue to work with our county partners to move forward with the implementation of this new, robust technology.

9-1-1 Outages or Incidents Affecting Service

During Calendar Year 2012, there were one hundred and six incidents reported by the PSAPs that caused 9-1-1 outages or somehow otherwise affected service. 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 2012

COUNTY	TOTAL 9-1-1 CALLS RECEIVED BY PSAPs CY 2012	TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs CY 2012	TOTAL CALLS RECEIVED BY PSAPs CY 2012	TOTAL OUTBOUND CALLS MADE BY PSAPs CY 2012
Adams	34,882	113,962	148,844	27,171
Allegheny	1,039,052	180,479	1,219,531	383,542
Armstrong	32,500	42,915	75,415	16,151
Beaver	81,521	178,949	260,470	72,125
Bedford	16,960	38,675	55,635	18,587
Berks	218,832	126,787	345,619	167,745
Blair	65,723	120,340	186,063	43,734
Bradford	21,535	71,278	92,813	25,340
Bucks	249,294	512,679	761,973	225,180
Butler	73,814	21,596	95,410	7,344
Cambria	62,318	132,285	194,603	63,845
Cameron*	1,724	3,357	5,081	1,595
Carbon	32,753	78,636	111,389	35,556
Centre	48,269	144,807	193,076	N/R
Chester	172,147	102,609	274,756	149,319
City of Allentown	111,407	117,533	228,940	79,935
City of Bethlehem	45,985	89,846	135,831	62,777
Clarion	18,997	22,741	41,738	16,083
Clearfield	29,669	70,644	100,313	35,153
Clinton	19,156	43,899	63,055	17,239
Columbia	27,438	61,020	88,458	28,977
Crawford	36,642	54,247	90,889	30,852
Cumberland	96,908	169,296	266,204	50,628
Dauphin	191,974	179,349	371,323	113,420
Delaware	556,632	285,078	841,710	283,931
Elk	11,733	22,869	34,602	10,863
Erie	144,938	43,335	188,273	69,352
Fayette	74,170	79,262	153,432	33,701
Forest*	2,278	0	2,278	0
Franklin	48,995	52,401	101,396	15,799
Fulton*	5,188	4,896	10,084	1,481
Greene	25,594	24,290	49,884	N/R
Huntingdon	12,844	35,159	48,003	27,440
Indiana	28,016	49,232	77,248	N/R
Jefferson	15,283	24,030	39,313	6,307
Juniata	7,572	14,221	21,793	7,542
Lackawanna	112,842	162,116	274,958	76,132
Lancaster	232,060	259,012	491,072	N/R
Lawrence	58,605	115,971	174,576	67,943
Lebanon	53,440	99,441	152,881	47,323

Exhibit B (cont)
Governor's FY2010-11 9-1-1 Annual Report
PSAP Reported 9-1-1 and 10-Digit Call Statistics for CY 2012

COUNTY	TOTAL 9-1-1 CALLS RECEIVED BY PSAPs CY 2012	TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs CY 2012	TOTAL CALLS RECEIVED BY PSAPs IN CY 2012	TOTAL OUTBOUND CALLS MADE BY PSAPs CY 2012
Lehigh	93,015	202,667	295,682	56,551
Luzerne	231,096	216,934	448,030	68,603
Lycoming	58,371	97,054	155,425	60,446
McKean	23,570	45,045	68,615	4,967
Mercer	63,635	129,861	193,496	52,534
Mifflin	15,405	45,868	61,273	19,670
Monroe	99,758	105,669	205,427	42,112
Montgomery	358,781	422,595	781,376	205,751
Montour	9,811	15,967	25,778	7,069
Northampton	104,538	231,046	335,584	98,431
Northumberland	31,304	68,899	100,203	30,603
Perry	14,603	36,809	51,412	17, 343
Philadelphia**	3,042,281	0	3,042,281	29,071
Pike	31,708	62,000	93,708	28,000
Potter*	6,318	4,156	10,474	N/R
Schuylkill	65,864	217,237	283,101	70,990
Snyder	10,351	22,276	32,627	N/R
Somerset	28,346	114,760	143,106	134,301
Sullivan*	3,227	1,730	4,957	347
Susquehanna	14,031	33,626	47,657	10,829
Tioga	29,691	30,009	59,700	21,215
Union	23,627	26,326	49,953	12,467
Venango	22,849	26,154	49,003	23,221
Warren	13,796	41,931	55,727	19,123
Washington	130,349	125,514	255,863	68,786
Wayne	17,786	53,288	71,074	47,559
Westmoreland	189,069	147,500	336,569	76,071
Wyoming	12,905	46,201	59,106	17,764
York	297,548	93,228	390,776	95,866
TOTALS	9,163,323	6,613,592	15,776,915	3,622,459

**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*

N/R = Not Reported

Exhibit C
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Reported 9-1-1 Call Statistics for CY 2012

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2012	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2012	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2012
Adams	12,419	22,463	34,882
Allegheny	405,495	633,557	1,039,052
Armstrong	13,102	19,398	32,500
Beaver	24,522	56,999	81,521
Bedford	6,799	10,161	16,960
Berks	51,649	167,183	218,832
Blair	22,616	43,107	65,723
Bradford	7,566	13,969	21,535
Bucks	73,210	176,084	249,294
Butler	25,468	48,346	73,814
Cambria	25,098	37,220	62,318
Cameron	784	940	1,724
Carbon	10,838	21,915	32,753
Centre	14,439	33,830	48,269
Chester	54,086	118,061	172,147
City of Allentown	22,294	89,113	111,407
City of Bethlehem	11,407	34,578	45,985
Clarion	6,759	12,238	18,997
Clearfield	11,996	17,673	29,669
Clinton	5,118	14,038	19,156
Columbia	8,681	18,757	27,438
Crawford	13,654	22,988	36,642
Cumberland	30,529	66,379	96,908
Dauphin	34,073	157,901	191,974
Delaware	176,133	380,499	556,632
Elk	5,337	6,396	11,733
Erie	39,583	105,355	144,938
Fayette	27,015	47,155	74,170
Forest	1,435	843	2,278
Franklin	14,043	34,952	48,995
Fulton	1,100	4,088	5,188
Greene	9,839	15,755	25,594
Huntingdon	4,888	7,956	12,844
Indiana	16,636	11,380	28,016
Jefferson	6,109	9,174	15,283
Juniata	2,810	4,762	7,572
Lackawanna	33,317	79,525	112,842
Lancaster	116,245	115,815	232,060
Lawrence	14,732	43,873	58,605
Lebanon	21,184	32,256	53,440

Exhibit C (cont)
Governor's FY2011-12 9-1-1 Annual Report
PSAP Reported Call Statistics for CY 2012

COUNTY	TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2012	TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2012	TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2012
Lehigh	27,011	66,004	93,015
Luzerne	72,319	158,777	231,096
Lycoming	20,817	37,554	58,371
McKean	9,668	13,902	23,570
Mercer	17,951	45,684	63,635
Mifflin	6,061	9,344	15,405
Monroe	25,645	74,113	99,758
Montgomery	101,057	257,724	358,781
Montour	3,731	6,080	9,811
Northampton	35,303	69,235	104,538
Northumberland	8,368	22,936	31,304
Perry	4,373	10,230	14,603
Philadelphia	805,459	2,236,822	3,042,281
Pike	7,308	24,400	31,708
Potter	3,094	3,224	6,318
Schuylkill	21,062	44,802	65,864
Snyder	4,212	6,139	10,351
Somerset	10,912	17,434	28,346
Sullivan	1,593	1,634	3,227
Susquehanna	5,211	8,820	14,031
Tioga	14,542	15,149	29,691
Union	8,897	14,730	23,627
Venango	8,263	14,586	22,849
Warren	6,755	7,041	13,796
Washington	44,673	85,676	130,349
Wayne	8,690	9,096	17,786
Westmoreland	65,352	123,717	189,069
Wyoming	4,264	8,641	12,905
York	89,553	207,995	297,548
TOTALS	2,825,152	6,338,171	9,163,323

Exhibit D
Governor's FY 2011-12 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
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 D (cont)
Governor's FY2011-12 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
Schuylkill	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 E
Governor's FY 2011-12 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	12,118	7,871	19,989
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 E (cont)
Governor's FY 2011-12 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
Schuylkill	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	3,363,638	5,601,265	8,964,903

Exhibit F
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Reported Wireline Revenue

COUNTY	2012	2011	2010
Adams	\$477,274.76	\$494,447.75	\$527,289.22
Allegheny	\$4,830,336.59	\$5,625,137.00	\$6,225,436.64
Armstrong	\$409,357.25	\$435,576.00	\$468,112.81
Beaver	\$574,552.16	\$679,571.22	\$704,326.00
Bedford	\$321,665.19	\$339,002.50	\$362,564.34
Berks	\$1,838,467.66	\$2,013,690.00	\$2,250,015.00
Blair	\$612,189.93	\$674,778.24	\$1,010,215.89
Bradford	\$513,335.00	\$495,224.00	\$509,143.00
Bucks	\$2,368,283.57	\$2,692,854.71	\$2,984,005.25
Butler	\$572,206.81	\$632,542.92	\$704,461.82
Cambria	\$975,040.13	\$729,942.10	\$774,640.00
Cameron	\$58,576.09	\$52,325.92	\$59,643.62
Carbon	\$332,038.00	\$335,056.00	\$437,211.70
Centre	\$529,894.55	\$642,911.22	\$718,254.71
Chester	\$1,979,009.00	\$2,351,804.00	\$2,694,463.00
City of Allentown	\$681,304.70	\$773,773.86	\$841,212.60
City of Bethlehem	\$570,623.00	\$584,804.00	\$616,979.00
Clarion	\$350,346.88	\$319,974.50	\$350,262.59
Clearfield	\$495,663.20	\$537,551.34	\$633,180.34
Clinton	\$199,224.25	\$226,312.82	\$266,889.91
Columbia	\$417,044.31	\$445,498.89	\$499,367.35
Crawford	\$511,929.68	\$562,466.44	\$581,954.49
Cumberland	\$924,429.76	\$1,060,914.81	\$1,273,139.65
Dauphin	\$1,175,842.43	\$1,562,441.77	\$1,945,127.92
Delaware	\$2,115,814.15	\$2,229,587.16	\$2,424,922.00
Elk	\$271,366.46	\$281,386.49	\$294,300.42
Erie	\$1,125,473.00	\$1,234,771.21	\$1,539,867.23
Fayette	\$687,784.26	\$773,888.92	\$825,280.00
Forest	\$68,322.38	\$67,542.18	\$71,282.96
Franklin	\$491,569.35	\$536,874.23	\$569,357.69
Fulton	\$88,340.63	\$95,739.86	\$106,208.00
Greene	\$262,908.22	\$282,625.01	\$308,010.91
Huntingdon	\$381,401.17	\$326,992.26	\$395,274.31
Indiana	\$491,365.45	\$560,689.92	\$622,054.49
Jefferson	\$303,877.40	\$330,714.11	\$357,445.88
Juniata	\$151,871.39	\$148,158.92	\$159,352.03

Exhibit F (cont)
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Reported Wireline Revenue

COUNTY	2012	2011	2010
Lackawanna	\$1,070,926.00	\$1,333,629.06	\$2,076,933.36
Lancaster	\$2,246,394.14	\$2,538,422.28	\$2,849,221.08
Lawrence	\$351,703.44	\$427,603.25	\$510,049.12
Lebanon	\$477,382.58	\$608,785.79	\$859,221.21
Lehigh	\$1,234,281.00	\$1,295,282.00	\$1,404,023.00
Luzerne	\$2,049,903.62	\$2,153,421.89	\$2,229,862.99
Lycoming	\$539,948.00	\$651,226.00	\$674,821.85
McKean	\$298,382.54	\$319,002.91	\$355,598.45
Mercer	\$513,132.38	\$521,707.59	\$569,320.69
Mifflin	\$310,134.18	\$309,176.34	\$346,072.22
Monroe	\$938,943.13	\$841,770.01	\$948,652.21
Montgomery	\$3,062,428.68	\$4,785,591.00	\$4,982,878.00
Montour	\$115,608.27	\$128,412.55	\$119,483.00
Northampton	\$1,401,062.65	\$1,301,102.87	\$1,440,418.69
Northumberland	\$345,758.00	\$379,687.00	\$430,947.59
Perry	\$253,131.00	\$256,667.85	\$275,366.22
Philadelphia	\$4,481,789.38	\$5,460,886.30	\$6,686,652.33
Pike	\$364,444.87	\$373,182.35	\$501,260.34
Potter	\$144,515.89	\$149,404.02	\$156,112.62
Schuylkill	\$718,570.53	\$798,199.08	\$889,973.00
Snyder	\$242,972.11	\$253,453.00	\$271,162.76
Somerset	\$479,875.00	\$708,798.45	\$596,648.58
Sullivan	\$90,913.28	\$84,916.64	\$83,404.11
Susquehanna	\$366,524.51	\$383,105.15	\$395,152.22
Tioga	\$353,821.97	\$370,677.97	\$380,813.06
Union	\$368,935.87	\$419,123.96	\$416,677.67
Venango	\$341,519.44	\$382,447.01	\$421,637.45
Warren	\$276,836.90	\$340,100.00	\$369,200.00
Washington	\$786,105.00	\$906,972.19	\$959,967.71
Wayne	\$452,094.84	\$501,971.83	\$596,791.88
Westmoreland	\$1,559,022.00	\$1,719,108.00	\$1,921,075.00
Wyoming	\$237,557.84	\$272,047.71	\$268,841.62
York	\$1,684,904.43	\$1,881,797.90	\$2,138,105.84
TOTALS	\$56,318,252.23	\$63,995,252.23	\$72,237,598.64

Exhibit G
Governor's FY 2011-12 9-1-1 Annual Report
State and County Reported VoIP Revenue

COUNTY	2012	2011	2010
Adams	\$121,002.36	\$106,728.97	\$82,011.57
Allegheny	\$2,992,733.99	\$2,370,633.23	\$1,910,506.26
Armstrong	\$68,649.14	\$57,835.70	\$37,842.67
Beaver	\$377,624.69	\$353,687.71	\$308,763.93
Bedford	\$58,368.47	\$52,422.06	\$41,764.61
Berks	\$526,095.22	\$438,338.92	\$336,731.99
Blair	\$211,026.55	\$140,681.91	\$15,725.76
Bradford	\$38,063.16	\$38,198.42	\$37,207.57
Bucks	\$1,556,865.54	\$1,210,960.52	\$908,928.35
Butler	\$443,190.44	\$436,658.03	\$425,999.08
Cambria	\$224,122.23	\$225,414.67	\$181,460.50
Cameron	\$6,029.15	\$5,240.59	\$7,273.33
Carbon	\$104,729.76	\$91,416.65	\$83,252.96
Centre	\$149,442.83	\$126,259.47	\$92,745.18
Chester	\$1,109,161.62	\$732,782.64	\$739,353.53
City of Allentown	\$7,646.74	\$8,458.26	\$8,324.97
City of Bethlehem	\$7,989.03	\$4,634.89	\$4,380.09
Clarion	\$29,844.28	\$26,025.50	\$19,241.20
Clearfield	\$61,168.40	\$46,871.32	\$32,615.81
Clinton	\$51,878.93	\$44,626.89	\$32,845.17
Columbia	\$32,008.69	\$27,910.53	\$21,761.32
Crawford	\$228,945.48	\$227,069.54	\$109,263.54
Cumberland	\$468,837.27	\$367,691.83	\$299,962.97
Dauphin	\$495,176.84	\$417,979.42	\$352,955.57
Delaware	\$901,039.12	\$869,298.71	\$804,550.52
Elk	\$17,751.77	\$13,569.48	\$15,717.87
Erie	\$293,735.09	\$253,953.71	\$184,058.51
Fayette	\$97,076.07	\$96,381.06	\$95,680.32
Forest	\$507.69	\$373.42	\$399.84
Franklin	\$249,397.83	\$229,874.41	\$200,385.00
Fulton	\$8,663.18	\$14,537.76	\$12,151.50
Greene	\$26,247.50	\$23,071.08	\$17,503.81
Huntingdon	\$29,499.24	\$22,890.24	\$14,404.67
Indiana	\$157,155.74	\$136,217.34	\$91,032.69
Jefferson	\$43,003.15	\$35,364.95	\$24,923.95
Juniata	\$801.00	\$879.15	\$911.52

Exhibit G (cont)
Governor's FY 2011-12 9-1-1 Annual Report
State and County Reported VoIP Revenue

COUNTY	2012	2011	2010
Lackawanna	\$300,242.13	\$227,958.16	\$133,923.21
Lancaster	\$642,561.38	\$503,806.95	\$390,043.32
Lawrence	\$165,412.46	\$148,251.89	\$235,813.20
Lebanon	\$231,448.90	\$190,951.90	\$159,712.82
Lehigh	\$106,008.62	\$52,535.63	\$45,499.82
Luzerne	\$218,845.50	\$142,793.71	\$139,199.39
Lycoming	\$140,334.99	\$118,604.14	\$83,263.29
McKean	\$39,815.05	\$17,684.92	\$23,360.46
Mercer	\$163,730.35	\$283,081.28	\$225,622.64
Mifflin	\$22,612.39	\$20,701.62	\$24,790.65
Monroe	\$188,739.64	\$179,098.96	\$174,252.58
Montgomery	\$2,051,487.36	\$1,661,225.41	\$1,311,921.33
Montour	\$19,433.51	\$10,176.46	\$13,963.17
Northampton	\$48,934.41	\$32,723.71	\$30,997.78
Northumberland	\$60,702.31	\$56,210.69	\$46,720.83
Perry	\$18,065.28	\$29,265.48	\$12,857.95
Philadelphia	\$2,278,265.99	\$1,926,161.80	\$1,605,190.31
Pike	\$110,485.34	\$104,558.71	\$84,642.92
Potter	\$19,307.42	\$21,235.83	\$14,788.74
Schuylkill	\$147,822.78	\$120,338.84	\$84,618.29
Snyder	\$22,142.49	\$16,896.59	\$13,506.06
Somerset	\$93,558.41	\$80,025.17	\$52,922.50
Sullivan	\$159.19	\$481.72	\$141.12
Susquehanna	\$21,166.24	\$18,185.76	\$11,610.29
Tioga	\$22,259.98	\$19,484.01	\$15,610.04
Union	\$24,442.59	\$19,366.29	\$10,251.50
Venango	\$62,231.45	\$46,705.69	\$32,472.70
Warren	\$8,899.31	\$16,054.87	\$12,176.40
Washington	\$765,112.82	\$715,703.31	\$650,623.23
Wayne	\$101,572.98	\$88,508.74	\$90,817.48
Westmoreland	\$745,358.10	\$678,119.45	\$573,921.68
Wyoming	\$5,121.02	\$4,518.26	\$3,021.65
York	\$656,884.29	\$593,433.99	\$473,048.69
TOTALS	\$20,698,642.85	\$17,399,788.94	\$14,333,944.17

Exhibit H
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Total Reported Expenditures

COUNTY	2012	2011	2010
Adams	\$2,622,508.98	\$1,837,990.05	\$1,631,455.01
Allegheny	\$21,740,706.24	\$21,938,820.30	\$22,748,874.27
Armstrong	\$1,384,440.00	\$1,144,246.66	\$1,035,031.97
Beaver	\$3,657,082.19	\$3,082,412.10	\$4,082,730.00
Bedford	\$1,129,329.89	\$704,129.38	\$666,633.97
Berks	\$8,434,573.67	\$9,774,131.00	\$7,416,370.00
Blair	\$2,477,434.59	\$1,849,037.16	\$1,433,276.92
Bradford	\$1,234,950.58	\$1,025,406.84	\$819,265.00
Bucks	\$13,648,724.95	\$14,321,847.32	\$13,702,230.53
Butler	\$2,187,688.18	\$2,136,648.90	\$2,194,235.00
Cambria	\$3,124,333.63	\$2,696,243.38	\$2,566,529.87
Cameron	\$154,429.51	\$132,957.44	\$155,483.02
Carbon	\$1,531,250.00	\$1,538,870.00	\$1,566,289.00
Centre	\$2,687,110.00	\$2,880,127.95	\$2,233,474.69
Chester	\$13,255,328.00	\$14,182,320.00	\$12,437,835.00
City of Allentown	\$2,657,466.00	\$2,726,419.72	\$2,803,847.14
City of Bethlehem	\$2,715,947.00	\$2,421,085.00	\$2,754,935.00
Clarion	\$1,257,234.00	\$1,198,774.29	\$1,069,689.93
Clearfield	\$1,261,097.26	\$1,502,470.42	\$2,658,706.60
Clinton	\$1,153,493.18	\$1,060,759.95	\$1,128,238.54
Columbia	\$1,318,180.03	\$949,154.67	\$911,954.67
Crawford	\$1,268,421.84	\$614,316.91	\$1,223,875.46
Cumberland	\$5,153,017.61	\$7,914,515.51	\$9,109,744.43
Dauphin	\$3,878,939.35	\$7,179,817.73	\$5,850,844.66
Delaware	\$14,287,404.00	\$14,124,277.00	\$13,849,313.62
Elk	\$1,051,608.53	\$1,104,780.50	\$946,380.99
Erie	\$5,446,363.00	\$5,397,201.91	\$5,435,155.63
Fayette	\$1,913,919.90	\$1,964,804.36	\$2,211,512.42
Forest	\$143,771.69	\$117,381.52	\$251,996.36
Franklin	\$3,893,413.65	\$3,629,956.45	\$2,746,408.11
Fulton	\$367,370.56	\$606,661.68	\$618,883.58
Greene	\$772,812.32	\$797,779.40	\$712,455.90
Huntingdon	\$767,406.80	\$624,172.31	\$941,207.25
Indiana	\$1,648,162.87	\$1,362,083.42	\$1,283,822.02
Jefferson	\$949,435.40	\$1,131,761.82	\$1,415,109.59
Juniata	\$1,265,589.60	\$1,231,212.44	\$1,150,441.63

Exhibit H (cont)
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Total Reported Expenditures

COUNTY	2012	2011	2010
Lackawanna	\$4,015,773.00	\$4,503,263.08	\$4,303,278.93
Lancaster	\$10,480,809.23	\$8,955,342.95	\$8,932,063.09
Lawrence	\$1,343,499.48	\$1,164,650.99	\$1,075,743.94
Lebanon	\$3,182,919.20	\$3,358,265.29	\$2,981,673.47
Lehigh	\$4,867,851.00	\$3,176,833.00	\$3,206,576.00
Luzerne	\$6,052,383.17	\$6,982,817.97	\$6,531,594.19
Lycoming	\$2,790,009.00	\$2,061,683.00	\$3,736,240.07
McKean	\$1,204,873.68	\$1,376,386.97	\$1,255,669.29
Mercer	\$2,247,629.84	\$1,938,987.87	\$1,742,580.13
Mifflin	\$1,184,843.29	\$1,032,196.31	\$1,706,324.51
Monroe	\$4,109,469.80	\$4,656,000.00	\$4,498,450.00
Montgomery	\$13,283,338.00	\$12,689,033.00	\$11,757,739.00
Montour	\$558,660.85	\$532,699.99	\$559,287.05
Northampton	\$5,269,587.95	\$4,581,933.85	\$7,212,272.34
Northumberland	\$1,521,553.00	\$1,640,743.00	\$1,911,630.40
Perry	\$775,446.00	\$1,131,361.20	\$720,826.25
Philadelphia	\$46,645,955.00	\$39,690,463.00	\$37,524,477.00
Pike	\$1,518,398.39	\$1,755,807.56	\$1,064,909.87
Potter	\$743,789.27	\$903,532.68	\$836,739.03
Schuylkill	\$4,000,827.00	\$3,501,202.36	\$3,389,894.60
Snyder	\$1,009,064.30	\$709,948.72	\$625,032.14
Somerset	\$1,148,536.00	\$1,187,084.55	\$1,131,099.03
Sullivan	\$294,791.41	\$364,728.79	\$1,229,842.40
Susquehanna	\$1,162,793.44	\$1,047,641.36	\$1,006,578.45
Tioga	\$1,907,573.73	\$1,860,634.71	\$1,188,289.28
Union	\$758,874.34	\$760,203.07	\$982,894.69
Venango	\$790,100.12	\$772,265.12	\$811,131.50
Warren	\$665,604.06	\$717,755.00	\$669,170.00
Washington	\$3,675,512.00	\$3,800,459.97	\$3,202,097.55
Wayne	\$1,011,710.01	\$1,105,105.91	\$930,482.73
Westmoreland	\$8,594,443.00	\$8,123,233.00	\$8,294,442.00
Wyoming	\$2,305,419.07	\$1,059,772.89	\$985,534.96
York	\$8,757,052.84	\$8,592,146.47	\$7,996,378.72
TOTALS	\$276,441,096.12	\$272,638,759.12	\$267,765,220.39

Exhibit I
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2011-12

PSAP	FY 2011-12		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2012)
Adams County DES	\$1,900,282.19	\$1,812,784.87	\$1,477,666.85
Allegheny County 9-1-1	\$14,457,944.16	\$13,625,477.71	\$10,690,704.46
Armstrong	\$1,787,491.41	\$916,285.71	\$687,716.35
Beaver	\$2,099,231.51	\$1,865,399.73	\$1,508,126.61
Bedford	\$172,631.44	\$165,196.79	\$126,230.00
Berks	\$4,812,809.65	\$4,145,342.67	\$3,002,377.14
Blair County 9-1-1	\$935,925.22	\$908,855.77	\$740,649.27
Bradford	\$450,545.91	\$500,309.37	\$351,002.59
Bucks County	\$8,752,584.67	\$7,132,997.72	\$5,909,804.81
Butler	\$1,620,841.14	\$1,444,453.72	\$1,152,810.31
Cambria	\$1,352,106.23	\$1,133,476.62	\$916,994.33
Cameron County 9-1-1	\$146,070.93	\$146,070.93	\$94,524.98
Carbon County Communications	987,647.77	\$985,327.58	\$592,152.88
Centre County 9-1-1	\$1,711,494.42	\$1,540,725.48	\$1,270,281.92
Chester County 9-1-1	\$7,970,845.54	\$7,807,620.80	\$6,191,504.75
City of Allentown	\$1,874,773.08	\$1,511,656.53	\$1,262,529.66
City of Bethlehem	\$1,745,887.76	\$1,745,887.76	\$1,252,349.33
Clarion County OES	\$715,685.50	\$715,557.40	\$536,399.95
Clearfield County 9-1-1	\$1,825,457.08	\$1,758,982.92	\$1,370,366.46
Clinton	\$866,237.26	\$845,763.08	\$634,448.75
Columbia	\$873,659.39	\$808,404.25	\$577,411.86
Crawford County OES	\$839,776.86	\$552,566.46	\$446,479.17
Cumberland	\$3,494,890.17	\$2,744,199.69	\$2,230,271.30
Dauphin County 9-1-1	\$3,703,352.40	\$3,135,830.78	\$2,548,739.83
Delaware County 911	\$6,801,643.79	\$5,701,969.63	\$4,757,548.32
Elk	\$1,315,217.21	\$1,202,953.11	\$743,058.75
Erie	\$2,829,353.91	\$2,365,765.50	\$1,875,134.57
Fayette County 9-1-1	\$1,363,222.70	\$1,353,972.98	\$1,037,206.36
Forest County	\$0	\$0	\$0
Franklin County DES	\$1,249,114.54	\$1,152,876.82	\$848,347.95
Fulton County 9-1-1	\$244,517.07	\$244,517.07	\$180,297.98
Greene County 9-1-1	\$155,944.15	\$128,687.65	\$107,065.14
Huntingdon	\$420,965.20	\$387,042.71	\$298,477.82
Indiana	\$851,884.86	\$635,785.78	\$530,520.13
Jefferson	\$918,453.96	\$898,950.68	\$613,756.93
Juniata County 9-1-1	\$586,404.20	\$586,404.20	\$370,064.73

Exhibit I (cont)
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2011-12

PSAP	FY 2011-12		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2012)
Lackawanna County 9-1-1	\$2,005,152.68	\$1,955,388.98	\$1,404,830.62
Lancaster	\$2,777,605.63	\$2,695,473.35	\$2,002,021.53
Lawrence County 9-1-1	\$1,198,402.56	\$1,168,025.22	\$852,366.83
Lebanon County EMA	\$1,245,634.99	\$1,240,390.70	\$920,690.74
Lehigh	\$2,881,533.14	\$2,855,779.67	\$1,933,208.15
Luzerne County 9-1-1	\$3,358,936.98	\$2,617,074.75	\$2,040,269.36
Lycoming County 9-1-1	\$1,449,997.20	\$1,449,219.81	\$1,159,600.21
McKean County 9-1-1	\$583,098.54	\$581,734.68	\$418,317.56
Mercer County 9-1-1	\$1,346,629.02	\$1,270,886.14	\$999,084.77
Mifflin	\$473,715.99	\$391,797.09	\$300,344.33
Monroe County Control Center	\$3,233,700.53	\$3,036,558.80	\$2,247,760.56
Montgomery County 9-1-1	\$7,716,493.70	\$6,424,890.15	\$5,401,336.26
Montour County 9-1-1	\$303,098.07	\$253,594.83	\$209,428.98
Northampton County	\$2,662,109.41	\$2,279,143.79	\$1,648,946.27
Northumberland	\$911,406.02	\$908,584.69	\$645,292.86
Perry County 9-1-1	\$433,045.07	\$416,217.60	\$319,034.99
Philadelphia	\$22,492,411.84	\$18,694,305.57	\$14,867,192.63
Pike County	\$1,393,867.50	\$1,260,464.82	\$855,282.14
Potter	\$536,220.31	\$532,146.22	\$249,227.45
Schuylkill County	\$2,417,021.68	\$2,407,477.59	\$1,734,601.78
Snyder County DES	\$389,481.12	\$387,120.54	\$305,592.43
Somerset County 9-1-1	\$711,132.42	\$601,263.28	\$504,460.68
Sullivan County	\$201,483.95	\$181,837.26	\$152,017.96
Susquehanna County 9-1-1	\$547,734.84	\$480,835.70	378,960.81
Tioga	\$1,103,665.71	\$941,367.62	\$584,676.69
Union County Emergency Services	\$710,076.97	\$697,133.55	\$561,477.86
Venango County DES	\$418,396.27	\$374,784.14	\$294,007.89
Warren	\$237,209.45	\$199,647.47	\$157,038.00
Washington County 9-1-1	\$2,337,886.18	\$2,238,979.81	\$1,814,926.86
Wayne	\$332,541.70	\$280,874.04	\$200,799.22
Westmoreland County 9-1-1	\$5,041,834.04	\$5,011,224.71	\$3,765,819.53
Wyoming	\$1,025,706.90	\$961,613.82	\$726,732.03
York	\$5,599,771.83	\$5,114,143.12	\$4,128,418.90
TOTALS	\$159,911,895.52	\$142,518,079.98	\$110,716,789.12

Exhibit J
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2010-11

PSAP	FY 2010-11		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2011)
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 J (cont)
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2010-11

PSAP	FY 2010-11		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2011)
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 K
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge 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
Juniata County 9-1-1	\$597,186.77	\$522,231.13	\$399,353.08

Exhibit K (cont)
Governor's FY 2011-12 9-1-1 Annual Report
Wireless Surcharge Funding Summary FY 2009-10

PSAP	FY 2009-10		
	Requested Amount	Approved Amount	Disbursement Total (as of June 30, 2010)
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
TOTALS	\$141,023,277.83	\$119,755,683.81	\$109,188,389.04

EXHIBIT L

PSAP Progress Reports and Anticipated Changes

COUNTY	CY 2012 PROGRESS & FUTURE PROGRAMMATIC CHANGES
Adams County	Our CAD Project was paid and completed in 2012. Approximately 27 million will be spent on the radio project with a completion date of summer 2014.
Allegheny County	Continue build out of UHF radio platform including narrowbanding requirements. Building out ESInet to support NG911 applications and participating in Westcore Project for procurement of regional CPE equipment. Continuing education for Quality Improvement - QA/QI. Continue efforts to consolidate municipalities into County 9-1-1 who are interested.
Armstrong County	Armstrong County 911 will be finalizing and turning up a new three county digital trunked radio system in the spring (ICORRS). We continue to move forward with Region 13 on the WESTCore project also.
Beaver County	Beaver County's main focus during 2012 was the upgrade and narrowbanding of our radio system. The upgrade has continued into 2013 with all channels being switched to a simulcast/voting receiver system. This new system has allowed field units to hear each other much better and has made dispatch more efficient. We have continual maintenance of our GIS mapping. We also have installed two additional consoles in our dispatch center that are used primarily during busy times as well as during disasters.
Bedford County	2012 Accomplishments included the upgrade/replacement of all radios within the County to a new UHF County wide system. This upgrade not only helped the County meet the narrowbanding mandate, but also enhances the on-scene interoperability of units responding into and out of Blair County. Bedford County conducted a meeting with Blair and Huntingdon Counties to discuss the possibilities of a Shared/Regional Stand Alone ALI system. The other Counties haven't indicated an interest to participate or not at this time. The County also participated in some early discussions of shared services. Planned activity for 2013 includes the completion/fine tuning of the new County radio system, as needed; continued discussions with the surrounding PSAPs on shared services and connectivity between the Counties and PSAPs and will continue to support such an approach.
Berks County	2012: Continued CAD upgrade and the radio system project, completed upgrade to APCO Meds and the OCA project, began Wireless Tower Validations. 2013: Complete CAD upgrade, radio system project, Wireless Tower Validations, PSAP backup and the CPE refresh.

Blair County	The County purchased a new CAD system in 2012 which is in the process of being installed with completion anticipated by April 2013. The County began the changeover to a new digital radio system that will be completed in early 2013. The new digital system required upgrading to a new recorder to be compliant with the digital radio system which was installed in 2012. New CPE will be purchased and installed in 2013.
Bradford County	In 2012 A new CPE was purchased with VoIP capabilities to assist in the furtherance of Next Generation 9-1-1. Also in 2013 the CAD system will be replaced to provide with the continuation of Next Generation 9-1-1 transitioning.
Bucks County	<ol style="list-style-type: none"> 1. Continued development of the new P25 radio network. Site development will start in the summer 2013. Full system cutover slated for the 3rd quarter of 2014. 2. Phone upgrade project has started. We are completing a needs assessment to best evaluate whether to complete a hardware refresh or deploy a new switch. Our legacy system includes a Nortel switch will no longer be supported after July 2013. 3. We are refreshing the hardware for our Computer Aided Dispatch system in 2013. It will include new servers and all new PCs for the dispatch center.
Butler County	We are members of the WestCORE project and should have telephony CPE on the ESInet by the end of the year.
Cambria County	Cambria County DES will continue to develop and enhance telecommunicator training and quality assurance with additional personnel to enhance the processes. Police Protocols will become more defined through the complete implementation of software, training and certification in the National Academy of Emergency Dispatch Emergency Police Protocols. Training will also be enhanced with additional certifications through APCO's Certified Training Program for all 9-1-1 personnel. 9-1-1 CAD system upgrade will migrate to a Sequel platform providing for the ability to implement a significant CAD upgrade which will provide for development of more detailed emergency response assignments, CAD integrated mapping and improve our ability to share essential information with field responders. Cambria County DES and other WestCORE partners will implement planned cost saving measures. Development of an ESInet connection between WestCORE counties will allow Cambria County the opportunity to share costs for the replacement of our 9-1-1 phone switch and implementation of a new 9-1-1 phone system. These shared purchases will greatly enhance Cambria County 9-1-1's ability to seamlessly transfer 9-1-1 call taking responsibilities to another WestCORE agency in the event of 9-1-1 Center compromise. The partnership will also provide for additional cost savings in maintenance and implementation training costs that will be shared between several WESTCORE agencies.
Cameron County	Completion of Northern Tier Regional Telecommunications Project. Moving of OES office and equipment to new building.

Carbon County	Narrowbanding upgrades to radio equipment. Plans for 2013 include upgrade to CAD as well as pursuing the regional initiative as set forth by PEMA.
Centre County	Our new Cassidian Patriot phone system was cut over today and is operational replacing the obsolete TCI phone system. We are in the middle of a new radio system project which should be completed by the end of 2013. We are 50% completed on the renovation and expansion of a new Communications Center. Move in date is expected in early April of 2013.
Chester County	During 2012 Chester County upgraded the Public Safety telephone system. During 2013 Chester County will complete an upgrade to our Computer Aided Dispatch system.
City of Allentown	Change out and expansion of the CPE Equipment in 2013. Tech refresh for logging recorder equipment in 2013.
City of Bethlehem	The City of Bethlehem completed a console upgrade and narrowbanding at one tower site. Plans for 2013 include upgrade to CAD as well as pursuing the regional initiative as set forth by the PEMA Agency.
Clarion County	CAD upgrades were completed in 4th Quarter of 2012. Also in 2012, Computers were updated for the Director, Admin Supervisor and CAD/RMS Officer. The LAN, CAD and RMS servers were placed into a virtual server in 2012. For 2013, OES is planning a telephone upgrade that is part of the Northern Tier Project. In addition, a future upgrade is planned for Pro-QA dispatch software. OES is looking to update Recorder software in late 2013. A plan has been established to update all CISCO Router hardware for 2013.
Clearfield County	<p>2012 projects completed: Narrowbanding was completed countywide. An upgraded security camera system was installed in the building. The MDT project was completed. New CAD hardware was installed. CAD and Office networks were fully updated (new switches and firewalls). New dispatch chairs were purchased. New WiFi was installed in building. Radar Weather Monitors were installed in Dispatch.</p> <p>Anticipated upgrade projects: Regional 9-1-1 phone system. Upgrade internet computers in 9-1-1 center. New Radio System needed to replace old IPC system which is beyond end-of-life. Install Wireless headset adapters. Complete CAD to CAD backup offsite. Additional digital microwave links needed. Assist law enforcement with installation of countywide Records Management System. Install cameras at tower sites to enhance security.</p>
Clinton County	<p>Completed in 2012</p> <ol style="list-style-type: none"> 1. Completed transition to FCC narrowband compliant Public Safety Radio Network and completed system enhancements. 2. Completed, submitted and had approved Tri-annual Plan. 3. Worked with County IT Department to implement Records Management System for Law Enforcement.

4. Worked with Board of Commissioners to secure building for renovation. Building will become new Department of Emergency Services, 9-1-1 & EMA facility.

2013 Anticipated Changes

1. Install and activate new site security and monitoring system for County owned and/or operate tower sites.
2. Complete construction and renovation of acquired building and relocate Department of Emergency Service 9-1-1 & EMA operations to new facility.
3. Review and update PSAP Disaster Recovery plans in preparation for relocation of PSAP to new facility. Review will also take into account changes, which will occur once we are established at the new facility.
4. Evaluate the need for transition of CAD system to new format.
5. Work with wireless provider whom is renting space from County, to take ownership of shelter building at tower site.

Columbia County

Narrowbanding has been completed per the FCC requirement with adjustments for efficiency continuing into 2013. We are preparing and moving forward with evaluating and getting proposals for end of life replacement of infrastructure and movement to NG 911 technology systems. Wireless accuracy, WTMS and WatchDog System Installation has begun and will be completed in the spring of 2013 as planned for wireless systems understanding and use at the PSAP.

Crawford County

In 2012 Crawford County 911 completed and submitted its 3 year plan, converted the entire County over to the FCC mandated Narrowband frequencies which included the replacement of some County owned equipment. In addition all radio consoles were upgraded to the latest software and hardware and a replacement communications tower was built at the County Fairgrounds along with a replacement microwave system. In 2013 the main focus will be bringing the Northern Tier Regional Telephony project on line, along with replacement of the tape logger and RMS server.

Cumberland County

2012 Accomplishments included the upgrade/replacement of all radios that required narrowbanding to be in compliance with the Federal mandate, the County is now in full compliance with that mandate. The County investigated options to provide radio coverage in known trouble areas, the investigation and implementation of certain locations will occur throughout 2013. A planned software upgrade to the 911 equipment was accomplished it caused some undesirable recurring issues and after extensive work with the vendor and manufactures involved an additional unplanned software upgrade occurred. A contract to the CAD vendor to complete necessary upgrades to be able to interface to the new EMD software platform, we are still awaiting the delivery of that software upgrade. Planned activity for 2013 includes the replacement of the Adtrans transmission units on the leased T1 to the contracted County, due to the current units being at end of life. The CAD servers will be replaced/upgraded. The County has also been involved with the surrounding PSAPs to start a discussion on shared services and connectivity between the Counties and PSAPs.

Dauphin County	<p>2012 Completed Activities</p> <ul style="list-style-type: none"> - Transition of Middletown Borough Police Dispatch to Dauphin County - Approval of the 911 Plan - Implementation of 12 hour shifts for 911 Center Personnel - Motorola Radio system upgrade from 7.7 to 7.11 - Upgraded facility security <p>2013 Anticipated Activities</p> <ul style="list-style-type: none"> - Continuation of 911 system disaster recovery plan and build out - Motorola Radio System upgrade from 7.11 to 7.13 - Implementation of Nice Storage Center for audio recording archival media - Motorola IP Simulcast upgrade to support Dynamic System resiliency - Monitor the NG9-1-1 standards and PEMA NG911 planning efforts - Implementation of upgraded computerized protocol systems, ProQA Paramount - Increase radio system interoperability
Delaware County	<p>Equipment upgrades planned for 2013:</p> <ul style="list-style-type: none"> -Cassidian Vesta -Motorola/NICE logging recorder -Estech telephone system upgrade
Elk County	<p>2012 - Elk County 911 moved into their new 911 Center.</p> <p>2013 - Elk County will complete the installation of the new phone system (Northern Tier Regional Telecommunication Project).</p> <p>2013 - Elk County will complete the procurement and installation of new radio consoles for the 911 Center.</p>
Erie County	<p>2012</p> <p>East Erie County Communications Center and Millcreek Township Police Department are the only municipal-run communications centers remaining in Erie County, PA. At this time, there are no immediate plans for the next phase of the consolidation of emergency dispatch services.</p> <p>Erie County has procured a new software program & #8220; I Am Responding.& #8221; this program allows first</p>

responders to send a notification to our emergency dispatch center and corresponding fire station(s) of members responding to an emergency call. This program will reduce dispatch times from 5 / 8 minutes to 3 / 6 minutes, resulting in a quicker response of either the primary or mutual aid service provider.

Erie County was the second in the country to implement a new software program & #8220; Safe Town, & #8221; by Interact Public Safety Systems. Safe Town is an easy-to-use suite of cloud and mobile applications that empower citizens to share information with local law enforcement, fire, and emergency medical services. Citizens can create household profiles to provide critical information for use by first responders in the event of an emergency. As an example, household profiles can include pictures, descriptions, medical or access information. At the time of a 9-1-1 call, this information is automatically displayed for the 9-1-1 call taker / dispatcher, and relayed to the first responders. You can visit the website at: <https://eriepa.safetown.org>

Our 800 MHz Mobile Data Radio project is nearly complete, and replaces 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.

2013

Erie County is exploring options to virtually consolidate 9-1-1 services (telephony), and has had meetings with 9-1-1 consulting firms to discuss the regionalization projects.

Erie County has retained a consultant for professional services to prepare and submit our 2013-2015 Triennial 9-1-1 Plan, to include the annual submission of the FY2013-14 funding application, appeal process, and reconciliation process.

In addition, Erie County is exploring the possibility of creating an enterprise computer-based system, virtually eliminating the need for individual computer workstations for 9-1-1, CAD, and radio systems. This system, if implemented, would result in significant cost savings.

Other initiatives include the development of a county street naming policy and a county-wide EMS policy. In Erie County, the responsibility to name new streets rests with the local municipalities. There is a lack of coordination or approval process with county government & #8212; in particular, 9-1-1. Therefore, the end result is a duplication of street names throughout Erie County. As an example, there are 10 Chestnut Streets. This issue leads to confusion during 9-1-1 call interrogation and the response of emergency service providers. This policy would virtually eliminate the duplication of street names in Erie County. In conjunction with our EMS Council, we are developing an EMS policy to address the delay (lack of a timely response) of emergency medical services to the residents of Erie County. The vast majority of EMS (BLS) providers in Erie County are volunteer agencies. The lack of personnel is causing a delay in the response of BLS ambulances. The proposed

new policy is being written in alignment with the EMS ACT 37, and our intention is to standardize the county's EMS system. The designated EMS provider (defined by the local municipality) will be dispatched as the primary service provider. However, after 6 minutes, if there is no response, the closest, available staffed EMS provider will be dispatched as mutual aid to handle the incident. We will no longer accept a pre-determined mutual aid provider, hoping of an available crew. In the past, this system has proved not to work well. As a result, there is an extended delay in EMS arriving on-scene.

In an effort to reduce radio communications infrastructure costs, Erie County continues to conduct 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. Erie County continues to explore a county-wide, common frequency public safety radio system for all public safety agencies. Erie County intends to release a request-for-proposals for professional services to retain an engineer to design our future system.

Fayette County

WestCORE, ICORRS, ESInet

Forest County

As described in previous annual reports, Forest County is still trying to fund the replacement of its primary / only communication tower in Marienville or eastern side of Forest County. This is a only link in Forest County's communication system between the PSAP and Emergency Responders.

Franklin County

2012: Tear & amp; Go software installed at fire/EMS stations, station decoders installed at fire/EMS stations, paging link software installed, generator added to only tower site that did not have back-up power.
 2013: Anticipate upgrade to ProQA Paramount, addition of dual ACS servers, upgrading Cisco Call Manager, TAC stacks, GEO Diverse, positions for Fulton County, upgrade to Inform IQ software, reprogramming responder radios

Fulton County

2012 Accomplishments included the upgrade/replacement of all radios that required narrowbanding to be in compliance with the Federal mandate, the County is now in full compliance with that mandate. We issued a contract to the CAD vendor to complete necessary upgrades to be able to interface to the new EMD software platform, we are still awaiting the delivery of that software upgrade, it is anticipated to be delivered first quarter of 2013. Planned activity for 2013 includes the replacement of the Adtrans transmission units on the leased T1 to the contracted dispatch center, due to the current units being at end of life. The County is also working with the local fire companies on applying for a federal grant to assist with radio upgrades to allow for on-scene interoperability with surrounding counties. The County has also been involved with the surrounding PSAPs to start a discussion on shared services and connectivity between the Counties and PSAPs and will continue to support such an approach.

Greene County	Wireline account needs to reimburse county. Wireless account needs to pay for ESInet costs.
Huntingdon County	New Microwave link from the PSAP to Main tower site, replaced med base repeater and police repeaters. Order a new recorder for PSAP waiting for installation.
Indiana County	<p>Due to FCC narrowbanding requirements, Indiana County EMA/9-1-1 continues to work toward and will be focused on implementation of a narrowbanded, trunked, simulcast system during 2013. 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.</p> <p>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. ICCORS will build upon that experience and enhance, update and expand that network to provide its benefits to a larger community.</p> <p>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.</p> <p>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.</p> <p>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 inserviceable in the near future. The estimated total cost of this upgrade will be \$340,000.00.</p> <p>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.</p>

Jefferson County	<p>2012 Jefferson County upgrades and expansions:</p> <ul style="list-style-type: none"> - New World CAD live on 02/14/2012 advanced mapping for our 9-1-1 center that is ESRI driven. - Between 9-1-1 and EMA, narrowband reprogramming of County Radio Equipment including County / Homeland Security purchased field radios county wide. - Continued training of new dispatchers - Continued development of the regional E-9-1-1 phone system - Completed trunked UHF system for municipal government and made available to emergency response agencies for interoperability with the municipalities - Upgraded MED 9 radio system offering simulcast transmissions for EMS dispatch <p>2013 Projects:</p> <ul style="list-style-type: none"> - Completion of regional E-9-1-1 phone project - Migration to new CLEAN system - HVAC for equipment rooms - Replacement of Emergency Generator at the PSAP - Gateways between Elk County PSAP and Jefferson County PSAP to link radio communications, serving as back-ups to each other
Juniata County	<p>2012 - Juniata County erected a Communications Tower in Black Log to enhance RF coverage in the Western end of the county. The project will be completed in the first quarter of 2013. All County and subscriber UHF and VHF radio conversion to narrowband was completed in December.</p> <p>2013 - The Black Log Communications Tower project will be completed in early spring. New transmitters will be installed at all tower sites to begin the migration from low band to UHF for fire response. CAD upgrade to InterAct CAD-NG is planned for 2013.</p>
Lackawanna County	<p>In 2012, Lackawanna County completed federal mandated narrow-banding, replaced equipment and antennas on several tower sites. The county also purchased new receivers for three sites. In 2013 we anticipate moving forward with the wi-fi broadband project, rebuilding (3) police frequencies, sharing a regionalized CPE switch with Susquehanna and Wayne County.</p>
Lancaster County	<p>1) Continue to deploy new county-wide public safety radio system</p>
Lawrence County	<p>Continued work on the WestCORE CPE replacement. Work on new building plans as well as county-wide radio</p>

	replacement/upgrade. Completed APCO recertification for all 9-1-1 employees.
Lebanon County	<p>Lebanon County had a Needs Assessment & Strategic Communications Plan completed in 2012.</p> <p>Lebanon County will start the implementation of their recently completed Strategic Communications Plan in 2013.</p>
Lehigh County	The County of Lehigh purchased a GIS server and workstation to replace aging equipment to aid the 911 GIS department. The County also began and continues to work on the narrow-banding mandates and microwave upgrades which are a carryover from 2012. 2013 projects include wireless accuracy testing, data base management and training for the staff.
Luzerne County	<p>2012 upgrade and expansion projects: Narrowbanding was completed. A new telephony system was installed along with new 9-1-1 trunks and ANI/ALI Links. The administrative phone system was upgraded to a Cisco VoIP System. The entire 9-1-1 network infrastructure was replaced/updated to a Cisco managed system. Wireless access points were installed throughout the facility. A Net Motion Mobile VPN System and Mobile CAD was offered to all field personnel.</p> <p>2013 anticipated upgrades or expansion projects: All 9-1-1 PSAP furniture will be replaced. A 9-1-1 camera security system will be upgraded. The 9-1-1 recorder solution will be replaced. The Mountain Top Tower site will be upgraded or replaced.</p>
Lycoming County	<p>In 2012, the Armstrong and Long Ridge Tower Shelters were completed. Narrowband initiative completed meeting Federal mandates. Bald Eagle and Shrivens are being upgraded, including new shelters. CPE upgrade, 2 additional 9-1-1 lines installed to comply with trunking issues, abandoned call issues resolved, the CAD server and PC's were replaced, and on-going training for personnel efficiency.</p> <p>Projects for 2013 include but are not limited to completion of Bald Eagle and Shriver upgrades, evaluation of the microwave system, replacement of CAD work station, copier and GIS pc's and work on the Hughesville radio coverage problem, accuracy testing and post deployment.</p>
McKean County	2013 - Complete the following projects: Northern Tier Regional Telecommunications Project, Radio Project, Logging Recorder Upgrade, Microwave System Replacement, Hiring of 2 Additional Full Time Telecommunicators.
Mercer County	Changes that are being planned at Mercer County for 2013 include upgrading the Priority Dispatch ProQA EMD program to the new version entitled Paramount. This change will also require us to upgrade our current Intergraph CAD system to the new version of software.

Mifflin County	911 Radio system (RF equipment, shelters, back-up generators) to be upgraded to meet FCC Narrow-banding requirements. CAD Server & PC's to be upgraded due to end-of-life on Hardware. 911 CPE (PC's & Servers) to be upgraded due to end-of-life on Hardware. UPS System to be serviced due to end-of-life on batteries & redundancy improved.
Monroe County	The PSAP continues to review Next Generation related systems. Including purchasing CPE for NG. In addition, the PSAP intends to replace the existing Radio Consoles.
Montgomery County	New CPE was installed in January 2012. CAD upgrade to be completed in 2013.
Montour County	VHF and UHF radios were successfully narrow-banded. There were no other upgrades during the 2012 year. For 2013 the county may look to upgrade its low band, and high band radio system to a P25 compliant VHF system with all users (Police, Fire and EMS) using the same band for interoperability.
Northampton County	Participate in interoperability tabletop exercises in an effort to develop and implement policies and procedures. Add humidification to HVAC system. Expand 911 Center Dispatch Floor and Emergency Operations Center facility. Installation of Virtual CAD servers and implementation of Responder web-CAD and Public web-CAD. Exploration of solutions for shared phone PE between Lehigh Valley PSAPs. Plan for necessary funding to support equipment refresh for this purpose.
Northumberland County	Other type of income is from the General Fund 2012: RFP for Narrow-banding (Radio) project. 2013: Begin Narrow-banding project, replace CAD server, replace (5) CAD PC's.
Perry County	2012 accomplishments include the replacement of the CAD servers with a new Stratus Server that allows for automatic duplication internal to the server, where previously there was a primary and secondary server. All radios that required narrowbanding was completed and the County is in full compliance with that mandate. In 2013 we will be exploring options available to accomplish a CPE hardware refresh, since the current servers are now 6 years old. The lead option for that is to create a geo-diverse solution with Juniata County.
City of Philadelphia	Philadelphia is in the final stages of completion on the 9-1-1 center's enhancement to the 800 MHz upgrade. Additionally, other aging and service related equipment have been identified and require replacement i.e. rectifiers, T-1s and Microwave.

	<p>The city is also assessing the current GoldElite consoles. The GoldElite consoles that the City uses at its Public Safety Answering Points (PSAPs) have been end of life for about 5 years now. These consoles are the main communications method that City dispatchers use to get information to public safety personnel and replacement may be necessary.</p> <p>In addition the City is doing a cost and service analysis on replacing the existing T-1 circuits that are providing transport for telephony of 9-1-1 Circuits. The present T-1 circuits are copper pair circuits with reliability in question. At the present time Fiber circuits are being explored.</p> <p>Also, the City is completing an RFQ for CAD replacement and continues to assess systems necessary for Next Generation 9-1-1.</p>
Pike County	<p>Pike County 911 moved into its new 911 Center on October 9, 2012, most equipment is new however some software is the same as we were using before. For 2013 we plan to add an Emergency Notification System which was purchased through our Task Force. We also plan to add a new tower site to help fill in some dead areas for the emergency services. Our Expenditures were high for 2012 as we purchased new equipment for the new center.</p>
Potter County	<p>Several upgrades have been done to include a VoIP CPE system that will further the quest for Next Generation 9-1-1. Several radio upgrades have also been completed in conjunction with the narrowbanding. In 2013 the county will continue to maintain and upgrade any equipment to stay on top of the VoIP capabilities.</p>
Schuylkill County	<p>2012-Replaced some headsets, RFP for Narrow-banding (Radio) project. 2013-Begin and complete Radio project, if possible upgrade CAD system.</p>
Snyder County	<p>2012: Installed new phone system, installed new monitors, replaced 911 center resource computers at all consoles. 2013: EMD upgrade, various CAD upgrades for E911 and NG911, connectivity between Juniata and Mifflin Counties.</p>
Somerset County	<p>CPE in 2013 regional.</p>
Sullivan County	<p>Purchased new phone switch should be installed by end of 1stQ2013. Planning to expand Radio footprint to 2 state towers. Replace tower at Laporte, pending budget plan for the coming year.</p>
Susquehanna County	<p>2012 – Simulcasted the Police Channel, added a simulcast Fire/EMS Channel, added text paging for Fire/EMS as a backup service and added a new HVAC system to the Montrose tower site. 2013 - Upgrade CAD in the 3rd/4th quarter and upgrade to a new 911 phone system in 4th quarter of 2013.</p>

Tioga County	Tioga County is in the initial stages of developing a new 911 facility. It is our hope to break ground on this facility in FY 2013.
Union County	We are currently completing our cutover with our new radio system. Narrowband was complete at the end of 2012. We are in the process of starting to look for a new CAD. We may be upgrading our recording software, as well as our VIPER Software.
Venango County	We have currently signed with the WESTcore Project and anticipate moving forward with this in 2013.
Warren County	We were able to purchase the three new VHF base stations to replace the units that were not able to be narrow band compliant. During the second quarter of 2012 the narrow banding was completed before the 2013 deadline. Workstations and monitors were replaced. A new Master UPS has been installed and will be cut over the first quarter of 2013. The Northern Tier CPE replacement project is on schedule with Warren County being cut over during the second quarter of 2013. During 2013 we will implement a self registration portal for the Reverse 911 system. During 2013 we are going to start the process of replacing our CAD. Plans are being made to possibly do a County-wide wireless accuracy test before the leaves are out on the trees this spring.
Washington County	Progress made in 2012: narrow-banding, map updates, CAD updates. Anticipated for 2013: Replace SAN, monitors, thin clients, etc.
Wayne County	We have replaced 2 communication shelters at 2 of our tower sites. We will be looking to replace another shelter this year. We will also be looking at simulcasting for fire and ambulance.
Westmoreland County	Westmoreland County completed in the year 2012, completed migration of CAD database from Oracle to Sequel. We continued to validate the accuracy of wireless carrier call traffic and perform post deployment validation of carrier sites and data. All other items were focused toward our operations as the budget permitted. In the 2012/2013 fiscal year, Westmoreland County is participating in the Region 13, Regional ESInet initiative, for wireline 9-1-1, wireless 9-1-1, VoIP 9-1-1 and building the foundation for migration to a NENA I3 NG9-1-1 call delivery network architecture. In addition we are participating in WESTCore initiative, as a regional effort with 12 Counties to procure and share the operation of 9-1-1 CPE and ICORRS initiative, which is establishing a shared environment for radio communications. We anticipate replacing or upgrading our integrated console workstations, CPE and radio console electronics and upgrading our CAD software.
Wyoming County	New CPE to include VoIP phones were purchased in 2012 to further the PSAP's capabilities toward Next Generation 9-1-1.

In 2013 the possibility of a new CAD system is being considered due to the lack of technology available to Total CAD which defeats the Next Generation movement.

York County

In 2013 we will upgrade our CPE to the Patriot System, our CAD to The New World CAD .NET version and replace our Maestro Radio Consoles, Tower Site Grounding & Alarms will be installed at the towers. We will also be adding a 20ft steel extension to our Pleasureville Tower Site.

In 2012 we performed an upgrade on our paging system and refined the restoral process from our long term back up facility to the main PSAP. CAD Hardware - both computers and servers were replaced.

Exhibit M
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Reported 9-1-1 Outages or Incidents Affecting Service

DATE	COUNTY AFFECTED	DESCRIPTION OF INCIDENT OR OUTAGE
1/3/2012	Cameron	<p>Subject: 20120103-0004 - FINAL - TELEPHONE / 911 OUTAGE - Cameron County, 1/3/2012 6:00 p.m. - The southern half of Cameron County is without phone/9-1-1 service. Some areas do not have a dial tone and some areas can call locally but not 9-1-1. Windstream has been notified with a 1 hour ETA and requested to reroute 911 calls over the predetermined FX line. Sinnamahoning Fire and Ambulance is on standby at their station. No unmet needs at this time. Point of Contact: Cameron County 911 Center. 9:32 p.m. - The Cameron County EMC conducted a conference call with the State EOC. Windstream rerouted the phone to the wrong 10 digit number, which went to a private residence. A county dispatcher is now stationed, at the residence to receive calls. Mr. McGrady requested that both PUC and the PEMA 911 Coordinator be notified and have them call him. The Windstream ticket number is 9918051. 11:49 p.m. - The 9-1-1 outage for Driftwood has been resolved; Customers in Sinnamahoning that do not have a dial tone will need to go to the Sinnamahoning Fire Hall for assistance. 8:45 a.m., 1/4/12 - Per county, all phones/9-1-1 service is still out in Sinnamahoning and Driftwood. Residents can only call 9-1-1. Windstream is still working on the problem, County is awaiting updates. Windstream trouble ticket #9918051. 10:30 a.m., 1/4/12 - Per county, the local radio station (WOKY) is unable to receive any EAS alert message since the Windstream DSL internet link is down. Windstream is trying to locate a spare card. There is no estimate on repair. A conference call was held at 10:30 a.m. to discuss solutions. Clarification: The outage in Driftwood has been resolved. Customers in Sinnamahoning that do not have a dial tone will need to go to Sinnamahoning Fire Hall for assistance. 7:33 p.m. 1/4/12 - Per the county, 911 and phone service is back up and running in both the Driftwood and Sinnamahoning areas. This incident is closed.</p>
1/4/2012	York	<p>Subject: 20120104-0048 - 911 PAGER OUTAGE - York County, 1/4/12 3:31 p.m. - York County 911 experienced a total "paging" outage that affected all paging dispatches to all county fire and EMS units due to failed hardware.. This outage occurred from 1342 hours to 1519 hours today. The repairs have been made, this incident is CLOSED. Point of contact is York County 911.</p>
1/14/2012	Allegheny	<p>Subject: 20120114-0027 - FINAL - MEDICAL COMMAND RADIO DOWN - Allegheny County, 1/14 /12 4:14 p.m. - The medical command radio for the University of Pittsburgh Medical Center at Shadyside in the city of Pittsburgh is out of service. Repairs will be completed on Monday, January 16th. EMS units have the capability to contact medical command directly instead of using the radio</p>

Exhibit M
Governor's FY 2011-12 9-1-1 Annual Report
PSAP Reported 9-1-1 Outages or Incidents Affecting Service

	system. Point of contact is: Allegheny County 911. 7:11 p.m. - Radios are back in service. The incident is terminated. TLM 4:14 p.m. - The medical command radio for the University of Pittsburgh Medical Center at Shadyside in the city of Pittsburgh is out of service. Repairs will be completed on Monday, January 16th. EMS units have the capability to contact medical command directly instead of using the radio system. Point of contact is: Allegheny County 911.
1/17/2012 Warren	Subject: 20120117-0041 - HIGH WINDS / POWER OUTAGE - Warren County, 1/17/2012 8:03 p.m. - Warren County reported high winds affecting trees since approximately 6:30 p.m. Currently a power outage is affecting the 911 center which is on backup power. Point of Contact: Warren County 911 Center.
2/1/2012 Clinton	Subject: 20120201-0019 - FINAL - TELEPHONE / 911 OUTAGE - Clinton County, 2/1/2012 11:25 p.m. - Both trunk lines have been restored, incident terminated. 2:25 p.m. - Clinton County 911 reports that residents in the Loganton area and surrounding communities are experiencing telephone outages. Specifically they are unable to call 911. TDS (telephone) has been notified. No estimate for repair time is available currently. Point of Contact: Clinton County 911 Center.
2/7/2012 Clinton	Subject: 20120207-0024 - FINAL - PHONE OUTAGE - Clinton County, 2/7/12 6:39 p.m. - 911 service phone has been restored. The incident is terminated. 6:05 p.m. - A computer card failure was reported at the Clinton County 911 Center affecting Loganton Borough; the responsible party is making the necessary repairs. Point of contact is: Clinton County 911.
2/9/2012 Luzerne	Subject: 20120209-0031 - 911 OUTAGE - Luzerne County, 2/9/12 2:20 p.m. - Luzerne County 911 lost operation of on one of two ANI/ALI (Automatic Number Identification/Automatic Location Identification) circuits. The 911 Center briefly lost all ANI/ALI operation when Verizon took the working circuit down. The working circuit was restored; and Verizon repaired the faulty circuit. The incident was terminated at 5:49 p.m. Point of contact is Luzerne County 911; 570-819-923. TLM

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

<p>2/10/2012 Lehigh</p>	<p>Subject: 20120210-0011 - FINAL - PHONE OUTAGE - Lehigh County, 2/10/12 6:44 a.m. - Lehigh County 911 is having problems with the non-emergency telephone number. Verizon has been notified and is working on the problem. As far as we are aware no calls for assistance were missed and 9-1-1 is functioning normally. 10:13 a.m. - Per county, Verizon has restored non-emergency line service through a temporary fix. They are still working on a permanent repair of the problem. 10:18 p.m. - All service has been restored, incident closed.</p>
<p>2/14/2012 Jefferson</p>	<p>Subject: 20120214-0010 - CELL PHONE OUTAGE - Jefferson County, 2/14/12 6:57 a.m. - Jefferson County reports an outage of the ATT cell lines into the 911 center. Windstream and ATT have been notified and are working to restore service. Point of contact is Jefferson County at. 7:58 a.m. - ATT Wireless contacted Jefferson County and advised that the problem stemmed from a provider doing maintenance and not advising anyone. All communications have been restored. The incident is closed.</p>
<p>2/15/2012 Greene</p>	<p>Subject: 20120215-0009 - FINAL - TELEPHONE OUTAGE - Greene County, 2/15/2012 7:54 a.m. - A telephone outage was reported in the Bobtown, Dunkard, Perry, Greene, and Monongahela Townships area, possibly due to a blown fuse in the main line. Estimated 2500 people without service. Utility estimate for time of restoration is 10:00 a.m. - 12:00 p.m. this morning. Bobtown fire and the EMA have been notified. Point of Contact: Greene County 911 Center. 10:10 a.m. - Per the 911 center, this incident is CLOSED.</p>
<p>2/15/2012 Luzerne</p>	<p>Subject: 20120215-0016 - 911 REPAIR - Luzerne County, 02/15/2012 1:14 p.m. - Luzerne County 911 reported maintenance alert on its ALI and Freehold OOS system that provides address for 911 calls. Verizon will service the system on ticket number 08021-12-2015. Service repair time is unknown. Addresses are still provided by a redundant system. There are no interruptions to county 911 service during repairs. Poit of Contact is Luzerne County 911 Center.</p>

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

<p>2/17/2012 Clarion</p>	<p>Subject: 20120217-0010 - UPDATE 4 - TELEPHONE OUTAGE- Clarion County, 2/17/2012 8:33 a.m. - A coal truck knocked down phone lines which are blocking State Route 68 at Shamrock Drive traffic in Piney Township. Sligo fire responded and the State Police were notified. Phone service is out in the area and Windstream has been notified. Point of Contact: Clarion County 911 Center (814) 226-7020. 9:38 a.m. - The county advised that the telephone outage will last for 2 hours. Clairview Nursing Home and County Springs assisted Living are affected and have been notified. 10:36 a.m. - RCRS reports that the road is expected to reopen at 2:00 p.m. today, waiting on the utility. The county relayed that the utility reports it could take up to 24 hours to restore phone service. 10:52 a.m. - Advised that all of Rimersburg, Sligo, Callensburg, and Perry Twp is without phone service and unable to call 911 via landline. 1:48 p.m. - SR 68 has reopened. The telephone outage is continuing.</p>
<p>2/23/2012 Lycoming</p>	<p>Subject: 20120223-0007 - FINAL - TELEPHONE OUTAGE - Lycoming County, 2/23/2012 9:36 a.m. - Lycoming County reported a telephone outage for residents in the area of the 7000 block of Route 44 in Cummings Township due to an earlier pole fire in that block affecting telephone wires. Verizon is on scene estimating a 3 hour repair time to restore service. No critical facilities are in the affected area. 911 service to land line customers is out. The county will send an EAS message for residents in the area. Point of Contact: Lycoming County 911 Center. 3:55 p.m. Lycoming County 911 reported that phone service is restored. The county closed this incident.</p>
<p>2/26/2012 Clinton</p>	<p>Subject: 20120226-0002 - FINAL - RADIO SYSTEM FAILURE - Clinton County, 2/26/12 7:20 p.m. - The Clinton County 911 Center has reported a total radio system failure. The county 911 center is currently contact all fire, police and EMS chiefs to man their stations, so that when a calls cones into the 911 center. The 911 center will in turn call the appropriate emergency service with the call. The 911 center is in the process of contacting their radio maintenance. Point of contact is: Clinton County 911. 10:27 p.m. - All communications have been fully restored. The lost of communications was due to the power supply, which failed. Incident terminated.</p>

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

<p>3/4/2012 McKean</p>	<p>Subject: 20120304-0011 - FINAL - TELEPHONE OUTAGE - McKean County, 3/4/12 12:29 p.m. - Twenty Verizon customers in the West Valley Road area of Norwich Township have been without landline telephone service since Friday, March 2. County contacted Verizon and was told that they are aware of the problem but it would not be repaired today. 2:57 p.m., 3/5/12 - Per McKean County, Verizon indicated the repair would not be made today. 1:08 p.m., 3/6/12 - Per county, this incident is now closed.</p>
<p>3/5/2012 Mifflin</p>	<p>Subject: 20120305-0003 - FINAL - PHONE DIALING PROBLEM - Mifflin County, 3/5/12 8:00 p.m. - The Mifflin County 911 Center is having problems dialing out to local exchanges throughout the county. The utility provider has been notified. The following ticket number applies WM03051392. Point of contact is: Mifflin County. 8:58 a.m., 3/6/12 - Per county, Verizon reported the problem was identified as a bad processor card and the problem has been resolved.</p>
<p>3/8/2012 Jefferson</p>	<p>Subject: 20120308-0002 - FINAL - 911 OUTAGE - Jefferson County, 3/8/12 7:41 p.m. - The computer data system in Jefferson County 911 is experiencing data link failures. Numerous terminals are unable to sign in the system. Windstream has been contacted and is dispatching a representative. The 911 Center can still receive and answer 911 calls. Point of contact is Jefferson County 911. 7:32 a.m., 3/9/12 - Jefferson County 911 is receiving some of 911 calls at this time though dispatchers are still answering calls at the Windstream central office. 3:17 a.m., 3/9/12 - SEOC sent out an EMnet message at the request of Jefferson County 911. 7:54 p.m., 3/9/12 - Jefferson County is still staffing both the 911 center and the Central Office (CO). The Med Patch to Brookville Hospital is inoperable. The Med Command phone is dropping calls. Windstream is replacing the fiber optic line and will be switching and testing one line at a time until switched back over. 10:24 p.m., 3/9/12 - Jefferson County 911 center is fully operational at this time. This incident is terminated.</p>
<p>3/11/2012 Westmoreland</p>	<p>Subject: 20120311-0003 - RADIO OUTAGE - Westmoreland County, 3/11/12 8:20 p.m. - A temporary radio outage occurred on the western side of Westmoreland County. The back-up system was utilized without incident while the system was rebooted and restored. The cause of the outage is with a DS3 circuit and Verizon was notified (Ticket # 8092-12-2070). Point of contact is Westmoreland County 911.</p>

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<p>3/15/2012 Clarion</p>	<p>Subject: 20120315-0023 - FINAL - LOSS OF 911 TRUNK LINES - Clarion County, 3/15/12 2:02 p.m. - Four Clarion County 911 Center telephone trunk lines that go through State College are down limiting the lines available to receive 911 calls at the Clarion County 911 Center. Clarion County still has some lines available to receive calls. The county notified Verizon and was issued Verizon ticket number 8015-12-2022. There is no estimate on repair. Clarion County. 2:30 p.m. - Per county, Verizon fixed the problem. Lines were tested and working properly. Incident closed.</p>
<p>3/18/2012 Clarion</p>	<p>Subject: 20120318-0013 - RADIO TOWER SITE DOWN- Clarion County, 3/18/12 12:17 p.m. - The County tower site at 32208 Route 66 in Farmington Township has had problems for 3 days affecting fire and EMS communications. Advised that it is a Verizon T-1 problem. Verizon told the 911 coordinator that they won't send out a technician due to manpower problems but will advise what they can do. Point of Contact: Clarion County 911 Center. 3/19/2012 8:30 a.m. - Clarion County reports that this problem has been resolved. Incident closed.</p>
<p>4/1/2012 Chester</p>	<p>Subject: 20120401-0016 - FINAL - PHONE OUTAGE-911 - Chester County, 4/1/12 10:12 a.m. - Chester County 911 center is experiencing problems with incoming emergency phone lines and has switched over to the backup phone system. A Verizon repair ticket has been opened. The center is receiving all 911 calls. Point of contact: Chester County. 1:37 p.m. - Per county, the phone system is back in service. Incident closed.</p>
<p>4/3/2012 Luzerne</p>	<p>Subject: 20120403-0009 - PHONE OUTAGE - Luzerne County, 4/3/12 7:04 a.m. - The Luzerne County 911 center had all 911 lines ring with no callers on the line - all were ANI/ALI failures. Verizon contacted the 911 center at 6:40 and stated that there were alarms going off on their end and they believe that when the trunks were turned up yesterday that may have caused an error. A ticket number was issued and they are working on the problem. The 911 center is still receiving 911 calls normally. Point of contact is Luzerne County 911.</p>

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<p>4/16/2012 Jefferson</p>	<p>Subject: 20120416-0013 - NON-EMERGENCY PHONE OUTAGE - Jefferson County, 4/16/12 7:04 a.m. - The Jefferson County 911 Center is experiencing a non-emergency phone outage at this time. All administrative lines and back up administrative lines are down at this time. Point of contact is Jefferson County. 12:49 p.m. - Per the County EMA, this incident is CLOSED.</p>
<p>4/18/2012 Bedford</p>	<p>Subject: 20120418-0027 - UPDATE (1) - WILD FIRE - Bedford County, 4/18/12 5:20 p.m. - A wildfire involving an undetermined number of acres has occurred at 479 Tower Road in Southampton Township; no injuries were reported. However there is some infrastructure damage, which involves two utility poles destroyed, which supplies power the a county communications tower (Martin Tower) and has lost power. Point of contact is: Bedford County 911. 7:57 p.m. - The fire in under control and is being turned over to DCNR. Also, there will be no power at the tower site until Thursday, April 19th.</p>
<p>4/18/2012 Jefferson</p>	<p>Subject: 20120418-0007 - FINAL UPDATE - PHONE OUTAGE - Jefferson County, 4/18/12 6:55 a.m. - A phone outage affecting the non-emergency administrative and back-up phone lines occurred in the Jefferson County 911 center, Pine Creek Township. Windstream has been notified of the outage and provided a ticket number of 2418028. There are no unmet needs at this time. Point of contact is Jefferson County 911. 7:40 a.m. - All phones are now working. The incident is closed.</p>
<p>4/20/2012 Allegheny</p>	<p>Subject: 20120420-0050 - FINAL - POWER OUTAGE AT 911 CENTER - Allegheny County, 4/20 /12 6:10 p.m. - An unknown explosion in the building next to the Allegheny 911 center has tripped the emergency panel and the station is running on generator power at this time. The Fire Department and Duquesne Light have not been able to determine the cause of the explosion at the neighboring building. There is no evidence of fire. The 911 center is functioning normally on generator power. Personnel are conducting a walk through of the 911 center to verify no internal problems. The center is expected to go back on grid power soon. Point of Contact is Allegheny 911 center at. 7:36 p.m. - The Allegheny 911 center is back on commercial power. They wish the incident to remain open for the remainder of the operational perion as a precautionary measure. 9:37 p.m. - Power is restored to the Allegheny 911 Center. This incident is closed.</p>

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<p>4/21/2012 Luzerne</p>	<p>Subject: 20120421-0020 - FINAL - PHONE OUTAGE - Luzerne County, 4/21/12 2:00 p.m. - The Luzerne County 911 reported a failure of all its non emergency seven digit lines in the 911 center in the city of Wilkes Barre. Frontier Communications is the responsible utility and they were notified. Point of contact is: Luzerne County 911. 5:30 p.m. - All service has been restored. There is was an electronic error at the central office, incident closed.</p>
<p>4/23/2012 Berks</p>	<p>Subject: 20120423-0031 - FINAL - DIAL TONE OUTAGE - Berks County, 4/23/12 12:29 p.m. - A dial tone outage occurred affecting approximately 2,017 Frontier telephone customers in the code/exchanges 610-916, 610-926 and 484-248 west of SR 61 and north of SR 222 in Bern Township. This outage is related to a downed power pole along SR 61 in the Tuckerton Avenue and Crossroads Boulevard area. Frontier is estimating the outage to continue until 5:00 p.m. County is in the process of setting up an emergency notification contingency and will advise when established. The Berks Leisure Living Personal Care Home at 1399 Fairview Drive (Leesport) licensed for 49 persons is located in the area but it is unknown if it is affected. 7:40 p.m. - Per Pat Wenrich at Frontier Communications, the phone outage affecting the Leesport area has been resolved.</p>
<p>5/2/2012 Beaver</p>	<p>Subject: 20120502-0023 - FINAL - PHONE OUTAGE - Beaver County, 5/2/12 6:47 p.m. - The Beaver County 911 Center non-emergency lines are down. 911 lines are functioning. A Verizon technician is enroute. The 911 Center is located at 351 14th Street in Ambridge Borough. Point of contact is Beaver County 911. 9:42 p.m. - The phone lines are operational but it is unsure if the lines are fully repaired yet. Verizon will return on Thursday, 5/3/12, to continue working. 10:18 a.m., 5/3/12 - Per county, all non-emergency lines to the Beaver County 911 Center are down again. Verizon is working on the issue. 10:33 a.m. - 5/4/12 - Incident closed by the county.</p>
<p>5/2/2012 Clinton</p>	<p>Subject: 20120502-0017 - FINAL - POWER OUTAGE - Clinton County, 5/2/12 11:45 a.m. - A power outage affecting approximately 1,630 PPL customers has occurred in Clinton County. At this time Lock Haven Hospital and Clinton County 911 Center are operating on back-up generators. Point of contact is Clinton County 911. 1:25 p.m. - Power has been restored at this time. This incident is terminated.</p>

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<p>5/6/2012 Carbon</p>	<p>Subject: 20120504-0010 - 911 PAGING SYSTEM OUTAGE - Carbon County, 5/4/12 7:32 a.m. - The Carbon County Communications Center is reporting that they are unable to activate their paging system. Emergency dispatching is being accomplished using alternative measures and back up communications plans. There are no unmet needs. Point of contact is Carbon County. 9:58 a.m. - Per county, the paging system is back in operation.</p>
<p>5/5/2012 Schuylkill</p>	<p>Subject: 20120506-0017 - FINAL - TELEPHONE OUTAGE, Schuylkill County, 10:00 p.m., 5/5/12 - Verizon North customers in the 739 and 345 exchanges of Area Code 570 have been found that they cannot receive incoming calls. They can still dial out normally and contact 9-1-1. Verizon North has been contacted. Point of contact is John Matz, Schuylkill EMC. 5/6/12 7:09 p.m. - The 354 exchange can't dial within their own exchange now, which is only problem with this exchange. In the 754 and the 739 exchange customers can't dial within their own exchange and customers outside the exchange can't dial into the 754 and 739 exchanges. 10:51 p.m. - All exchanges are working at this time. This incident is terminated at this time.</p>
<p>5/13/2012 Jefferson</p>	<p>Subject: 20120513-0011 - FINAL - POWER OUTAGE AT 911 CENTER - Jefferson County, 5/13 /2012 11:15 a.m. - Jefferson County has informed the SEOC of a power outage at the 911 Center. The Center is currently operating on generator power with no interruption of emergency services. Penelec has been contacted and ticket #325911276 has been issued. The cause of the outage is currently not known. There are no unmet needs. Point of Contact is Jefferson County. 1:25 p.m. - Jefferson County reports that external power has been restored to the 911 center. Incident Closed.</p>
<p>5/14/2012 Chester</p>	<p>Subject: 20120514-0003 - CORRECTION - FINAL - ADMINISTRATIVE PHONE LINES DOWN - Chester County , 5/14/12 9:48 p.m. - The incoming administrative phone lines to the Chester County Department of Emergency Services are down. A phone number of (610-436-4700) was provided should anyone need to contact the department offices. The 911 center is not affected. The responsible utility is responding. Point of contact is: Chester County 911. 11:03 p.m. - The administrative lines for EMA phone lines are back in service, incident closed.</p>

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<p>5/16/2012 Crawford</p>	<p>Subject: 20120516-0020 - FINAL - 911 TELEPHONE OUTAGE - Crawford County, 5/16/12 9:17 a.m. - A 911 Service down is reported for the 827 exchange in the Titusville area. It is reported only affecting landline service. Windstream has been notified. Point of Contact: Crawford 911 Center. 4:43 p.m. - The 911 Service has been restored. Incident Closed.</p>
<p>5/16/2012 Jefferson</p>	<p>Subject: 20120516-0008 - FINAL - 911 REPAIR - Jefferson County, 5/16/12 5:01 a.m. - Jefferson County 911 received a trouble alarm on their 911 circuits from Sprint Wireless at their call center at 560 Service Center Road. The 911 center can receive calls but the trouble resides in the data transmission from the caller to the 911 center. The data does not properly identify the number the caller is calling from. Sprint submitted a trouble ticket. There are no unmet needs at this time. Point of Contact is Jefferson County 911: (814) 849-1617. 8:47 a.m. - Per county, Windstream is still working on the problem which they state is not local; it is also affecting other counties. All trucks appear to be operational there is just no ALI (auto location ID) or ANI (auto number ID) information received on those wireless trunks. 10:14 a.m., 5/18/12 - Per county, this incident is closed.</p>
<p>5/15/2012 Bradford</p>	<p>Subject: 20120515-0035 - CORRECTION -FINAL - TELEPHONE OUTAGE - Bradford County, 5/15/12 1:46 p.m. - Approximately 2,000 North Penn Telephone Company customers in the 596 exchange of Smithfield Township lost telephone dial tone sometime on Monday, 5/14/12. The telephone company advised Bradford County that they are having problems with an upgrade. North Penn Telephone is estimating dial tone to be restored at 2:30 p.m. These customers lines were disconnected from the 911 trunks and are being redirected to the county administration line until Verizon can reconnect them to the trunks. The phone companies did not provided ticket numbers. There is no estimate on repairs by Verizon. Bradford County. 9:21 a.m., 5/17/12 - Bradford County/Sue Beech advised that at 8:20 a.m. today they became aware that calls from the 596 exchange to 911 are ringing busy. Persons in the exchange which includes Smithfield Township, Ridgebury Township and South Creek Township are able to contact 911 by calling the administrative line. Calls from this exchange to 911 are not being redirected automatically to the county 911 admin line as had been previously set up. It is unknown if this is a continuation of the original problem or if this is a new episode. The county has called North Penn Telephone at 570-596-3456 and been referred to someone named Frank in their New York office but has not received any call back, ticket number or estimate of</p>

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	restoration. County is notifying the county EMA office regarding a decision to notify the media. 9:53 a.m., 5/17/12 - Per PUC, North Penn Telephone Company was able to redirect the calls to the county admin line so it doesn't ring busy if someone from that exchange tries to call 911. The other problem with the trunk lines is on-going with no estimate on restoration. 5:49 p.m. 6/4/12 - This had been resolved sometime ago, however the exact date is unknown, incident closed.
5/22/2012 Chester	Subject: 20120522-0012 - FINAL - COMMERCIAL TELEPHONE LINES OUT - Chester County, 5/22/2012 12:03 p.m. - Chester County 911 reports that commercial telephone lines into the center in West Goshen Township are out of service. 911 lines are still operational. There is a back up in place for the non – emergency commercial lines and Verizon is working to make repairs. Point of Contact: Chester County 911 Center. 12:48 p.m. - Chester County 911 Center provided an alternate number for non-emergency contact. 12:57 p.m. - Per the county, the repairs have been made and they are back to normal operations. This incident is closed.
5/25/2012 Northampton	Subject: 20120525-0012 - TELEPHONE OUTAGE - Northampton County, 5/25/12 10:00 a.m. - Northampton County reports that Frontier Communications has notified the 911 center that approximately 400 customers are without landline telephone service along Ackerman Road in Washington Township. The outage may be power related.
5/31/2012 Montgomery	Subject: 20120531-0002 - FINAL - TOWER SITE DOWN - Montgomery County, 5/31/12 11:00 a.m. - Damaged fiber optic equipment caused a loss of a T1 connection at the Ringing Hill Tower Site in Lower Pottsgrove Township. The public safety users in the footprint of the tower are experiencing degraded coverage on the 800MHz TRS as well as loss of voice and alpha paging from the tower. At this time there is no estimated time of repair. Verizon has advised that technicians were trying to locate shelves for the equipment cabinet in the tower. They were not in stock, however once they are located, Verizon will notify the county. The county has asked that PUC be notified. 6/1/12 4:00 p.m. - The Roaring Hill Tower site is back in service as per Montgomery County.

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<p>6/3/2012 York</p>	<p>Subject: 20120603-0031 - CORRECTION - SEVERE THUNDERSTORM - York County, 6/3/12 6:55 p.m. - A severe thunderstorm moved through the city of York, which caused two roofs to be blown of homes. Also, the York County 911 was temporarily on backup generator power, but are now on full commercial power.</p>
<p>6/12/2012 Philadelphia</p>	<p>Subject: 20120612-0020 - FINAL - POWER OUTAGE - Philadelphia 6/12/12 11:15 a.m. - A power outage that is affecting the Philadelphia 911 Center is reported in Philadelphia. The 911 center is on generator power with no unmet needs. The outage is in the area of Spring Garden Street from 2nd-11th Streets. PECO estimates restoration at noon. 11:45 a.m. - All power was restored, incident closed.</p>
<p>6/14/2012 Luzerne</p>	<p>Subject: 20120614-0015 - FINAL - POWER OUTAGE - Luzerne County, 6/14/12 11:54 a.m. - Lawrence County has reported a localized power outage in Ellwood City Borough. The extend of the power outage and number of customers affected is not known at this time, however it is affecting the south response radio tower. A generator is on scene to provide backup power to the tower. Penn Power estimates restoration of service by 1:00 p.m. 2:30 p.m. - Power has been restored. 7:15 p.m. - Per county, this incident is closed.</p>
<p>6/15/2012 Fayette</p>	<p>Subject: 20120615-0020 - FINAL - TELEPHONE OUTAGE - Fayette County, 6/15/12 2:20 p.m. - Telephone service was lost to approximately 40 Verizon customers in the Uniontown area. Verizon did not provide county with the specific location. There is no estimated time of repair. It is unknown if any critical care facilities are affected. The Verizon ticket number is: Ticket# zcopa-12-2238. 4:00 p.m. - Verizon has notified Fayette County that service has been restored. Incident Closed.</p>
<p>6/29/2012 Westmoreland</p>	<p>Subject: 20120629-0048 - UPDATE - POWER OUTAGE - Westmoreland County, 6/29/12 9:47 p.m. - Due to adverse weather moving through the area multiple 911 radio towers are down due to a power outage. Stanley Communications are checking on the towers at this time. 10:52 p.m. - At this time all radio towers are functioning. This incident is terminated.</p>
<p>7/5/2012 Allegheny</p>	<p>Subject: 20120705-0008 - FINAL - 911 PROBLEM _ Allegheny County, 7/5/12 2:21 a.m. - Several Areas in Allegheny County are reporting a fast busy when calling 911. A request was made of Verizon that they notify local TV stations to begin a TV Crawl that some areas are experiencing 911 outages.</p>

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1:30 p.m. - Verizon has corrected the problem. Incident Closed.	
7/7/2012 Susquehanna	Subject: 20120707-0030 - FINAL - 911 OUTAGE - Susquehanna County, 7/7/12 1:33 p.m. - Susquehanna County 911 center recieved a direct lightning strike. Phone lines and CAD were out initially but have returned to service. Radio communications on 800 MHZ channels are down. They are maintaing radio contact through their EMA vehicles and PCOMM trailer. Repair vendors have been notified and are en-route to the incident site. There are no unmet needs at this time. 5:07 p.m. - The 800MHZ radios are now functional. The PCOMM trailer has been demobilized. The 911 Communications Center is now fully functional. This incident is closed.
7/10/2012 Clinton	Subject: 20120710-0011 - FINAL - TELEPHONE OUTAGE - Clinton County, 7/10/12 10:49 a.m., 7/10/12 - Clinton County reported that at 10:43 a.m. a citizen reported a phone outage in the 725 exchange in the Loganton Borough, Greene Township and Logan Township area. This is a largely rural area with no critical care facilities. The county is unable to contact TDS Telecom (Sugar Valley) because the number they have is a 725 exchange number. County advised that they have the Sugar Valley Fire Station manned at this time. 11:23 a.m. - PEMA contacted TDS Telecom and opened ticket number 493-4402. TDS Telecom advised of the situation and advised they will contact Clinton County. 12:35 p.m. - Clinton County issued an EAS message advising residents of the phone outage and them to go to the Sugar Valley Fire Station at 24 West Anthony Street in Loganton if they need to report an emergency. 8:17 p.m. - Repairs have been completed. The incident is terminated.
7/15/2012 Allegheny	Subject: 20120715-0006 - FINAL - PHONE OUTAGE – Allegheny County, 7/15/12 2:37 a.m. - Allegheny County 911's non-emergency and Admin telephone lines are down. A repair technician is on site. The 911 system is not affected. 2:53 a.m. - The technician rebooted the telephone system (possibly occurred due to nearby thunderstorm). The system has been stable for the past ten minutes. The incident is closed.

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<p>7/17/2012 Clearfield</p>	<p>Subject: 20120717-0005 - FINAL - POWER OUTAGE - Clearfield County, 7/17/12 2:21 a.m. - Clearfield County reported a power outage at the Rockton Tower site in Pine Township. Penelec has been notified and will have a technician on location as soon as possible. It is estimated the power should be restored by 4:30 a.m. Clearfield County EMA has been notified. 6:20 a.m. - Clearfield County advised Penelec has not restored power yet and the tower site is still operating on generator power. They are operating normally with no unmet needs. 5:19 a.m. - 7/18/12 - Power has been restored, however, Penelec needs to make additional repairs. 12:28 p.m. - 7/23/12 - Clearfield County advised the incident is closed.</p>
<p>7/18/2012 Greene</p>	<p>Subject: 20120718-0048 - FINAL - 911 COMMUNICATIONS - Greene County, 7/18/12 7:35 p.m. - Greene County 911 reported their Higgins Lane tower site was struck by lightning and out of service for police, fire and EMS dispatching. There is no loss of communications as the agency is able to use their other three tower locations. Repair crews have been contacted, however, they estimate the tower will be down for several days until repairs can be completed. 11:27 p.m., 7/19/12 - Repairs continue for the Higgins Lane Tower site. 4:36 p.m., 7/28/12 - Per Greene County, the tower site is back up and running. Incident closed.</p>
<p>7/18/2012 Susquehanna</p>	<p>Subject: 20120718-0010 - FINAL - 911 Center Outage - Susquehanna County - 7/18/12 7:35 a.m. - The microwave transmission system is not functioning for the Susquehanna 911 system. A portable communications trailer has been deployed to Montrose Park for dispatching. Multiple emergency services have been put on standby at their station. Repair services are enroute. 7:52 a.m. - Communications have been restored. This incident is closed.</p>
<p>7/19/2012 Cambria</p>	<p>Subject: 20120719-0032 - COMMUNICATIONS INTERRUPTION - Cambria County, 7/19/12 4:06 p.m. - The Cambria County 911 center lost all forms of communications, phone, internet and radio. All servers were restored. The cause for the interruption is not known. Incident closed.</p>

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<p>7/19/2012 Lackawanna</p>	<p>Subject: 20120719-0011 - FINAL - TELEPHONE OUTAGE - Lackawanna County, 7/19/12 8:00 a.m., Lackawanna County 911 was notified that phone lines owned by Frontier Communications are not functioning due a cut fiber-optic line. The phone outage is affecting lines in the City of Scranton and areas in the Mid-Valley and northern Lackawanna County. The four hospitals in the county are affected to various degrees. 911 emergency lines into the communications center are still operational. No estimated time for repair has been given at this time. 10:12 a.m. - Frontier Communications reports that they are working on rerouting the affected phone lines and hope to have some service restored by 10:30 or 11:00 a.m. The location of the cut has not yet been located. Approximately 8000 lines are affected. 11:10 a.m. - Frontier reports service has been restored via a reroute of the telephone lines. Incident Closed.</p>
<p>7/24/2012 Clarion</p>	<p>Subject: 20120724-0030 - FINAL - TELEPHONE OUTAGE - Clarion County, 7/24/12 12:49 p.m. - Customers in the 354 exchange are unable to dial 911 at this time in Washington Township. Venus Telephone Corporation was notified who stated it is an issue on the Venus / Windstream boundary line. It is unknown what caused the outage or how long it be until restoration. 12:26 p.m., 7/25 - Telephone Service has been restored. Incident Closed.</p>
<p>7/25/2012 Chester</p>	<p>Subject: 20120725-0021 - 911 PHONE OUTAGE - Chester County, 7/25/12 11:35 a.m. - A 911 trunk line outage is reported at the Phoenixville CO. Calls are being routed through the Paoli CO. Uwchlan and Oxford PD are also reporting phone lines down at their police stations. The outage is reported to be related to a power outage in the Wayne Area. PECO and Verizon are working on the outage.</p>
<p>7/25/2012 Montgomery</p>	<p>Subject: 20120725-0022 - TELEPHONE OUTAGE - Montgomery County, 7/25/12 11:39 a.m. - Verizon Circuits Down - There are four Verizon T-1 circuits that are down due to a power problem at Verizon's central office in Wayne PA. These circuits are dedicated lines for the 800 mhz radio system, so they are experiencing radio coverage problems across the county. Verizon ticket 8007-12-2197.</p>
<p>7/25/2012 Delaware</p>	<p>Subject: 20120725-0025 - TELEPHONE OUTAGE - Southeastern Pennsylvania, 7/25/12 11:35 a.m. - A land line telephone outage is reported affecting parts of Delaware, Bucks, Montgomery and Chester Counties. The outage is reported to be a problem at the Wayne, PA station. The outage is</p>

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	reported to be affecting land line service and cell service is not affected. Verizon is working on resolving the problem. The counties have been notifying their citizens with alerts.
7/26/2012 Bucks	Subject: 20120726-0017 - SEVERE THUNDERSTORMS - Clarion/Forest County, 7/26/12 4:20 p.m. - Severe storms resulted in trees and wires down throughout Clarion county. State Route 66 is closed in Farmington Township. Municipal roads are closed in Farmington Township. A barn fire occurred on Heeter Road in Richland Township. A pole was sheered off at 2226 Millerstown Road in Elk Township. A limb fell on a mobile home causing structural damage. The home is located at 10590 Route 36 Washington Township. Approximately 1946 First Energy customers are without power. No critical care facilities are affected. In Forest County, customers of the 927 phone exchange are without phone service. The Snyder Memorial Healthcare Center was briefly affected. State Route 899 in closed in Barnett Township. 6:44 p.m. - Verizon reports the 927 phone exchange is now operational.
7/26/2012 McKean	Subject: 20120726-0012 - POWER OUTAGE - McKean County, 7/26/12 10:24 p.m. - Due to adverse weather which has moved through the area approximately 7,394 Penn Elec customers are without power. McKean County 911 Center is operating on generators at this time. Penn Elec was notified and is working on restoration at this time.
7/26/2012 Venango	Subject: 20120726-0040 - UPDATE - COUNTY EOC ACTIVATION - Venango County, 7/26/12 2:02 p.m. - The SEOC has been informed that the Venango County EOC has been fully activated, effective 2:00 p.m. 2:20 p.m. - Venango county is reporting sighting of numerous funnel clouds. No touchdowns have yet been reported. 2:40 p.m. - The Venango County 911 center is currently running on emergency power due to trees and power lines damaged by the storms. 4:17 p.m. - Power to the 911 Center has been restored. Downed trees and wires closed State Route 62 between Horse Creek Road in Cranberry Township and Hunter Station Road in Tionesta Township.
7/28/2012 Luzerne	Subject: 20120727-0036 - POWER OUTAGE TO 911 SYSTEM - Luzerne County, 7/28/12 10:31 a.m. - Frontier Communications has notified Luzerne County that the Ransom remote located in Harding is out of service due to a power outage in the area caused by the storms of 7/27. At this time, Frontier has an employee en route to the location with a generator. They hope to have power to the remote restored by noon. Approximately 100-180 customers are unable to dial 911 on their telephones

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		until power is restored.
7/30/2012	Luzerne	Subject: 20120730-0011 - TELEPHONE OUTAGE - Luzerne County, 7/30/12 10:30 a.m. - Frontier Communications has notified Luzerne County of a failure at the Ransom Remote repeater in Harding. There are local power outages in the area and the backup battery system for the repeater has failed. Estimated time of repair is early afternoon today. Approximately 180 customers are affected by this outage and are unable to dial out on their land line phones.
8/3/2012	Berks	Subject: 20120802-0019 - FINAL - 9-1-1 TELEPHONE OUTAGE - EAS REQUEST - Berks County, 8/3/12 12:56 p.m. - Berks County requested the State Emergency Operations Center send an EAS Message for the County. Berks County is experiencing a Countywide 911 telephone outage affecting land line and cellular telephones. 2:35 p.m. - 911 phone service has been restored. Incident Closed.
8/9/2012	Crawford	Subject: 20120809-0014 - FINAL - 911 OUTAGE - Crawford County, 8/9/12 5:55 a.m. - The Crawford County 911 Center reported a 911 phone outage. Verizon has ben notified. The County 911 Center has issued a press release instructing anyone needing emergency assistance to contact the center's 800 number or go to the nearest firehouse or police station. There are no unmet needs at this time. 7:49 a.m. - Service is slowly being restored; the County will provide an update. 7:50 a.m. - Some of the Verizon lines are back up in the area, however we are still experiencing an outage in the Cambridge Springs area. Area fire departments, Police and EMS are standing by at their stations. The media has been notified and announcements have been made for the public in ways to contact emergency assistance. No unmet needs at this time. 9:37 a.m. - All services have been restored and the incident is closed.
8/9/2012	Sullivan	Subject: 20120809-0038 - FINAL - 911 OUTAGE - Sullivan County, 8/9/12 8:00 p.m. - Sullivan County EMA report the microwave link between Lycoming and Sullivan Counties is down. The Sullivan County has their 911 center staffed. is also one person in each fire station to assist in dispatching. Also there is an intermittent problem on fire channel 1. There are no unmet needs. 8/9/12 11:08 p.m. - Sullivan County is shutting down their 911 center for the night and will be re-staffing it at

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		6:00 a.m. 8/10/12 10:49 a.m. - Sullivan County reports that the problem was traced to a feeder horn in the microwave unit. The issue has been resolved and communications have be restored. Incident closed.
8/15/2012	Carbon	Subject: 20120815-0007 - FINAL - 911 PHONE OUTAGE - Carbon County - 8/15/12 6:46 a.m. - A 911 phone outage is occurring in Carbon County. Verizon is transferring all 911 calls to Monroe County. Monroe is adding extra staff to handle the call volume from the additional calls. Staff from Carbon County will be assisting at Monroe to handle the additional calls. 4:00 p.m. - Carbon County 911 center is back in service.
8/17/2012	Clinton	Subject: 20120817-0030 - FINAL - 911 CENTER PHONE OUTAGE - Clinton County - 8/17/12 2:15 p.m. - Clinton County has informed the SEOC through 800 MHz radio that the 911 center is experiencing a loss of telephone service. The 911 center is unable to make calls but can receive calls from outside the Lock Haven area. The outage appears to be related to Verizon service as administrative lines in the building through another provider do work. The outage includes cell phones. The county had contact earlier in the day with Verizon about problems with two of the trunk lines serving the center but has not had contact since the failure. The SEOC has been in contact with the 911 center through SEVAN satellite and 800MHz radio systems. 3:20 p.m. - Clinton County has informed the SEOC that Verizon has been in contact and has isolated the problem. They are working on it bu do not yet have an estimated time of repair 4:40 p.m. - Dan Searfoorce called the SEOC to report that he has been in contact with Verizon. Verizon has found the problem and are effecting repairs. Verizon estimates the repair to be completed at approximately 6:00 p.m. . 5:45 p.m. - Clinton County reports that systems have been returned to operational status. The incident is closed.
8/18/2012	Chester	Subject: 20120818-0008 - FINAL - INTERNET / VoIP OUTAGE - Chester County, 8/18/12 6:29 a.m. - An issue at the Chester County Data Center in Pocopson Township has caused a loss of all internet and Voice Over Internet Protocol (VoIP) telephone systems at the Chester County Government Services Center, Chester County 9-1-1 Operations Center and the Chester County Emergency Operations Center. Technical personnel have been notified and are working to resolve the issue. 9-1-1 Telephone, Computer Aided Dispatch Systems and radios are still in operation. 9:00 a.m. - All county phones and network solutions are back to normal operations. This incident is closed.

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<p>8/21/2012 Armstrong</p>	<p>Subject: 20120821-0034 - FINAL - TELEPHONE OUTAGE - Armstrong County, 8/21/12 4:08 p.m. - Windstream Communications notified Armstrong County 911 that the Rural Valley Borough switch was down and they were sending a technician to the site. The Rural Valley Fire Department is on standby manning the station. No ETA on repair and no unmet needs at this. 6:15 p.m. - Windstream completed all repairs: incident closed.</p>
<p>8/21/2012 Venango</p>	<p>Subject: 20120821-0022 - FNAL - WATER LINE STRUCK - Venango County, 8/21/12 1:10 p.m. - A contractor struck the water line that goes to the Venango 911 Center while working on a sewer project. There is no water in the 911 center until further notice. 3:01 p.m. - Water has been restored to the 911 Center. Incident Closed.</p>
<p>8/23/2012 Westmoreland</p>	<p>Subject: 20120823-0023 - UPDATE (4)- TELEPHONE OUTAGE - Westmoreland County, 8/23/12 2:48 p.m. - Westmoreland County has informed the SEOC that the North Washington area of Washington Township is experiencing a telephone outage. Customers with Verizon are without service and cannot dial 911. The county has been in contact with Verizon who reports that he problem may not be fixed until August 29th. The county has asked that this be given ma priority status as customers cannot dial 911 in case of emergencies. The county is notifying police, fire, EMS and the local EMA director for that area.- 3:22 p.m. - Westmoreland County advised that there are two banks in the area whose alarms systems will also not be working. 4:05 p.m. - Westmoreland County advises that Verizon has reported the problem to be a cut 900 pair cable. They expect restoration of service to take 48 hours. The County Public Information Officer will be in contact with new agencies to inform the public to use their cell phones to call 911 or stop at one of several emergency units in the area. 8/23/12 5:10 p.m. - Westmoreland County had reported to the SEOC that the cause of the break to the Verizon 900 pair cable was a gas company contractor digging in the area. 8/24/12 9:30 a.m. - Westmoreland County reports that repairs are progressing on the cut cable. Some customers have regained dial tone and 911 ability. Verizon expects the repair to be completed today.</p>

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<p>8/28/2012 Berks</p>	<p>Subject: 20120828-0007 - FINAL - 911 PHONE OUTAGE - Berks County, 8/28/12 11:22 a.m. - Frontier advises the 911 Center that all phone service has been restored. 9:42 a.m. - Frontier Communications advises that there are approximately 218 customers without 9-1-1 service in the Leesport area. There is a tech en route and will advise when it is back in service. Local PD, EMS, and Fire notified. Fire and EMS will have personnel standing by at their stations in the event a resident would report there for an emergency.</p>
<p>9/6/2012 Indiana</p>	<p>Subject: 20120906-0012 - FINAL - PLANNED POWER OUTAGE AT 911 CENTER - Indiana County 9/6/12 8:31 a.m. - A planned power outage will take place today during business hours to reroute electrical panels in Indiana County 911 Center in White Township. The office/911 center will be operating at a normal level being supplied by generators. There are no unmet needs. 5:01 p.m. - The building is back on commercial power and the incident is closed.</p>
<p>9/5/2012 Bradford</p>	<p>Subject: 20120905-0002 - FINAL - POWER OUTAGE - Northcentral Pennsylvania, 9/5/12 8:47 p.m. - Approximately 14,696 PENNELEC customers are without power in the following counties: Bradford, Potter, Sullivan and Tioga Counties. The utility provided is working to restore power. 10:24 p.m. - Tioga County 911 stated all power that was restored, has been lost again. Also the county 911 center is on backup generator power. 11:37 p.m. - Tioga County 911 stated they were able to contact Wellsboro Electric, who stated that PENNELEC keeps losing their transmission line, the cause is unknown; which could be an extended period, of time. According to the PENNELEC website there are approximately 17,500 customers without power. 1:27 p.m., 9/6/12 - Electric service has been restored. This incident is closed.</p>
<p>9/5/2012 Potter</p>	<p>Subject: 20120905-0002 - FINAL - POWER OUTAGE - Northcentral Pennsylvania, 9/5/12 8:47 p.m. - Approximately 14,696 PENNELEC customers are without power in the following counties: Bradford, Potter, Sullivan and Tioga Counties. The utility provided is working to restore power. 10:24 p.m. - Tioga County 911 stated all power that was restored, has been lost again. Also the county 911 center is on backup generator power. 11:37 p.m. - Tioga County 911 stated they were able to contact Wellsboro Electric, who stated that PENNELEC keeps losing their transmission line, the cause is unknown; which could be an extended period, of time. According to the PENNELEC website there are approximately 17,500 customers without power. 1:27 p.m., 9/6/12 - Electric service has been restored.</p>

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This incident is closed.	
9/5/2012 Sullivan	<p>Subject: 20120905-0002 - FINAL - POWER OUTAGE - Northcentral Pennsylvania, 9/5/12 8:47 p.m. - Approximately 14,696 PENNELEC customers are without power in the following counties: Bradford, Potter, Sullivan and Tioga Counties. The utility provided is working to restore power. 10:24 p.m. - Tioga County 911 stated all power that was restored, has been lost again. Also the county 911 center is on backup generator power. 11:37 p.m. - Tioga County 911 stated they were able to contact Wellsboro Electric, who stated that PENNELEC keeps losing their transmission line, the cause is unknown; which could be an extended period, of time. According to the PENNELEC website there are approximately 17,500 customers without power. 1:27 p.m., 9/6/12 - Electric service has been restored. This incident is closed.</p>
9/5/2012 Tioga	<p>Subject: 20120905-0002 - FINAL - POWER OUTAGE - Northcentral Pennsylvania, 9/5/12 8:47 p.m. - Approximately 14,696 PENNELEC customers are without power in the following counties: Bradford, Potter, Sullivan and Tioga Counties. The utility provided is working to restore power. 10:24 p.m. - Tioga County 911 stated all power that was restored, has been lost again. Also the county 911 center is on backup generator power. 11:37 p.m. - Tioga County 911 stated they were able to contact Wellsboro Electric, who stated that PENNELEC keeps losing their transmission line, the cause is unknown; which could be an extended period, of time. According to the PENNELEC website there are approximately 17,500 customers without power. 1:27 p.m., 9/6/12 - Electric service has been restored. This incident is closed.</p>
9/8/2012 Lehigh	<p>Subject: 20120908-0002 - PHONE OUTAGE - Lehigh County, 9/8/12 11:09 p.m., The entire 282 phone exchange is out of service, to include 9-1-1 calls. The majority of the 282 phone exchange is located in Upper Saucon Township. Frontier Communications was notified of the outage.</p>

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9/17/2012	Adams	Subject: 20120917-0030 - BOIL WATER ADVISORY - Adams County, 9/17/12 1:30 p.m. - The Adams County Prison and 911 Center in Straban Township, has been placed on a boil water advisory. The advisory was issued due to a problem with their chlorinator over the weekend. The facilities are on their own well water supply.
9/18/2012	Indiana	Subject: 20120918-0001 - FINAL - BOMB THREAT - Indiana County, 9/18/12 7:54 p.m. - The Indiana County 911 Center received a bomb threat. Two personnel have been dispatched to an alternate site. Local and State Police are investigating. 11:04 p.m. - Indiana County 911 Center returned to normal operations. The call is under investigation. The incident is terminated.
9/18/2012	Juniata	20120918-0002 - FINAL - POWER OUTAGE - Juniata County, 9/18.12 9:29 p.m. - A blown transformer caused 770 PPL Electric Utilities customers in Fermanagh and Walker Townships and Mifflintown Borough. Also fire and EMS communications at the Juniata County 911 Center are inoperable, as a result, of this power outage. 11:50 p.m. - EMS communications are back on-line. Power has been restored. The incident is terminated.
9/19/2012	Crawford	Subject: 20120919-0037 - FINAL - 911 OUTAGE - Crawford County, 9/19/12 5:40 p.m. - Verizon phone customers in the 827 exchange are unable to dial 911. The utility provider is currently working to restore service. 12:11 p.m. 9/20/12 - Verizon has corrected the issue and all 911 services have been restored.
9/21/2012	Juniata	Subject: 20120921-0024 - 911 REPAIR - Juniata County, 9/21/12 12:15 p.m. - The telephones for the 911 service experienced a phone outage. The Administrative and wireless phones are still functional. The ground lines do not work and the incoming calls have been diverted to Perry County 911 until a repair can be accomplished. Century Link contractor was contacted and is en route to the incident site. 2:08 p.m. - Keith Mingle reports that the problem with the Juniata County 911 telephone service has been resolved. Incident Closed

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<p>9/24/2012 Monroe</p>	<p>Subject: 20120924-0007 - FINAL UPDATE - TELEPHONE OUTAGE - Monroe County, 9/24/12 4:43 a.m. - A telephone outage affecting 525 Frontier Telephone customers occurred in the Pocono Lake Area of Tobyhanna Township. Exchanges 355, 643 and 646 lost the dial tone. 7:22 a.m. - Frontier advised that all phone service has been restored. The incident is closed.</p>
<p>10/1/2012 Clarion</p>	<p>Subject: 20121001-0017 - FINAL - 911 CENTER WITHOUT BACKUP GENERATOR - Clarion County, 10/1/12 1:20 p.m. - The backup generator for the Clarion County 911 Center failed to start during a routine checkout this morning. A service technician has been contacted for repair. 3:00 p.m. - Clarion County reports that the service contractor is expected to be on site at 6:00 p.m. to repair the generator. 6:31 p.m. - Repairs have been completed. The incident is terminated.</p>
<p>10/10/2012 Schuylkill</p>	<p>Subject: 20121010-0026 - FINAL - TELEPHONE OUTAGE - Schuylkill County, 10/10/12 12:10 p.m. - A telephone outage occurred at Friendly Nursing Home located at 200 Taylorsville Mountain Road in Eldred Township. There is evidence that additional Verizon landline customers in the 570-644 exchange are affected. The local fire chief is reporting that there have been sporadic outages for the last week. 6:59 p.m. 10/13/12 Per the county this incident is closed.</p>
<p>10/23/2012 McKean</p>	<p>Subject: 20121023-0032 - 911 VOIP OUTAGE, McKean County, 10/23/12: 00 p.m. - The McKean County 911 center reported that all service from Zito Media over VOIP is out of service. They believe the service disruption is county wide and have not determined how many customers are affected. Public Utility Commission Fixed Utility was notified.</p>
<p>10/26/2012 Wyoming</p>	<p>Subject: 20121026-0036 - UPDATE (3) -ADVERSE WEATHER / POWER OUTAGE / TRAVEL RESTRICTIONS - Wyoming County, 10/29/12 1:47 a.m. - Wyoming county 911 has lost the link to 4 of 5 towers. Currently getting all FIRE and EMS stations manned. 911 working to resolve problem. Multiple trees are down blocking both lanes of traffic on State Route 29 South. 11:34 p.m. - Penelec has reported 52 residents in Nicholson Twp. are without power and will remain without power until wind subsides. 12:45 a.m. - Thirteen people registered into the shelter at Tunkhannock Area High School as of 12:12 a.m. In addition, a downed tree is blocking both lanes at the Bridge on Dunlap's Grove. 11:38 p.m. - All residents of Forkston Twp. 3001 have been contacted door to door and advised if evacuation is needed, to evacuate to the shelter. All residents</p>

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	have refused to evacuate. 7:00 p.m. - The Wyoming County Commissioners have declared travel restrictions within the County. Beginning at 9:00 p.m., this date, only essential personnel with proper identification will have privilege to travel until further notice.
10/29/2012 Clinton	Subject: 20121029-0029 - 911 COMMUNICATIONS OUTAGE - Clinton County, 10/29/12 11:17 p.m. - Emergency radio communications between the Clinton County Department of Emergency Services 911 Center on primary narrowband dispatch frequencies is out of service due to high winds rendering microwave link out of alignment at our Hyner communications tower. This affects police, fire and EMS communications to ONLY the Northern end of Clinton County near the towns of Renovo and Tamarack. The Southern end of our county is not affected and radios are operating properly. This limited capability at the Northern end of our county will continue until repairs can be made which will be until tomorrow at the earliest. Services affected will be manned throughout night with limited communications capability available on 800 Megahertz System.
10/30/2012 Chester	Subject: 20121025-0035 - PSAP TELEPHONE PROBLEM - Chester County, 10/29/12 9:22 a.m. - The Chester County EOC and 9-1-1 Center (PSAP - Public Safety Answering Point) primary phones do not have the ability to dial outside the West Chester area due to an issue with Pioneer Telephone. We are using back-up POTS lines (on Verizon) and using cellular phones as an alternative. Pioneer has been contacted by our Telecomm Department and Pioneer has not provided an estimate for restoration.
10/30/2012 Luzerne	Subject: 20121030-0059 - FINAL - TELEPHONE OUTAGE - Luzerne County, 10/30/12 10:08 a.m. - Frontier Communications advised that 264 customers on Broadway Rd, Ross Twp with the 256 exchange are out of phone service. Unknown estimate of when they will be back in service. 11:00 a.m., 10/31/12 - Luzerne County advised that all phone service is restored to customers in Ross Township.
10/30/2012 Lycoming	Subject: 20121030-0043 - FINAL - 911 CENTER OUTAGE - Lycoming County, 10/30/12 12:59 a.m. - Verizon notified Lycoming County 911 Center that 8 out of 14 trunk lines are down that effect incoming 911 calls, for both cell and landline service. According to Verizon, Lycoming County 911 only have 2 lines working as of 10:00 a.m., 12:49 a.m. 10/31 - Lycoming County reports all phone lines are working in the 911 center. Incident Closed.

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<p>10/30/2012 Schuylkill</p>	<p>Subject: 20121030-0053 - FINAL - POWER OUTAGE - Schuylkill County, 10/30/12 6:35 a.m. - Schuylkill County 911 center and the EOC are operating on generator power after losing commercial power around midnight last night. 2:02 p.m. - Schuylkill County 911 Center and EOC are back on commercial power. Incident Closed.</p>
<p>10/31/2012 Luzerne</p>	<p>Subject: 20121031-0033 - FINAL - 911 CENTER ALI/ANI FAILURE - Luzerne County, 10/31/12 4:37 p.m. - The Luzerne County 911 Center located at 100 Young Street in the city of Wilkes-Barre is experiencing a carrier failure to receive auto location ID and auto number ID (ALI/ANI) information. Verizon has been notified by the county and is currently working on it. The ticket number is 08021-12-2048. There is no estimate on restoration at this time. 9:40 a.m. 11/1/12 - All service has been restored, incident closed.</p>
<p>11/3/2012 Westmoreland</p>	<p>Subject: 20121103-0022 - FINAL - 911 CENTER SERVICE OUTAGE - Westmoreland County, 11/3/12 1:00 p.m. - Westmoreland County reports that they are having problems with the 911 center's ANI/ALI service. There have been extended periods of outages today. The problem has been reported to Verizon control. 6:15 p.m. - This incident has been closed by the county.</p>
<p>11/14/2012 Jefferson</p>	<p>Subject: 20121114-0032 - FINAL - PLANNED PHONE OUTAGE - Jefferson County, 11/14/12 11:00 p.m. - Windstream is planning to replace the 100mps fiber cable to the 9-1-1 center in an emergency repair starting at 11:00 p.m. this date and lasting until approximately 1:00 a.m. on 11/15/2012. During this time, an outage will occur with the internet and the administrative telephone lines at the 9-1-1 center and the county prison. No Knowledge Center reporting will be available during this time. The 9-1-1 center will activate the backup admin phones. Callers contacting the county prison will not be able to get through. Messages can be relayed to the 9-1-1 center and radio contact is available from 9-1-1 to the jail during this outage. There are no unmet needs at this time. All backup procedures are in place. This is only affecting Jefferson County offices and no other residential service or business class service is affected. 11/15/12 8:34 a.m. - Jefferson County reports that all phone systems have been restored, Incident Closed.</p>

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<p>11/15/2012 Clarion</p>	<p>Subject: 20121115-0017 - FINAL - PHONE OUTAGE - Clarion County, 11/15/12 10:20 a.m. - Clarion County reported an outage of the 358 exchange in Perry Township. The outage is the result of a vehicle accident and Alltel has been notified. There are no unmet needs at this time. 11:20 a.m. - Clarion County reports that the 979 exchange is also affected. Residents have been advised to utilize cell phones if available. The Knoxville Ambulance and Fire Stations have been manned. An EAS message was issued by Clarion County at 11:21. 12:47 p.m. - Clarion County has reported that they are also experiencing a T-1 connection failure to the Knox Radio Tower. Clarion County has notified Windstream, who will call the County when a tech is en route. 10:06 p.m. - Windstream reported all lines have been repaired. This incident is terminated.</p>
<p>11/26/2012 Crawford</p>	<p>Subject: 20121126-0009 - POWER SURGE AT 911 CENTER - Crawford County, 11/26/12 10:40 a.m. - A power surge knocked out all of the computers in the Crawford County 911 Center. The 911 Center was temporarily unable to receive phone calls or dispatch responders. The 911 Director and Operator 982 responded to the backup site. Power was restored and all of the computers were re-booted. The 911 Center is now operational. There are no unmet needs.</p>
<p>11/27/2012 Somerset</p>	<p>Subject: 20121127-0006 - FINAL - NON - 911 TELEPHONE OUTAGE - Somerset County, 11/27/12 4:40 a.m. - Somerset County 911 center is experiencing an outage of their administrative telephone lines. 911 trunks lines are still operational but they cannot dial out or receive incoming phone calls on their administrative lines. Verizon was notified. Notifications were made to adjacent 911 centers and they have been provided with backup cell phone number. Additional reports of other phone lines being out of service in Somerset which include PennDOT. 6:17 a.m. - All lines are working normally again. This incident is terminated.</p>
<p>11/28/2012 York</p>	<p>Subject: 20121128-0014 - FINAL - 911 CENTER OUTAGE - York County, 11/28/12 11:05 a.m. - York County 911 Center reports its paging system went out of service for an unknown reason. The center has switched to its backup system and two test on it were successful. York County Radio Department is working on correcting the problem. 5:18 p.m. - The paging system is back in service, incident closed.</p>

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<p>12/19/2012 Clearfield</p>	<p>Subject: 20121219-0012 - 911 VOIP OUTAGE, Clearfield County, 12/19/12 9:58 a.m. - Clearfield County 911 reported they were unable to contact Dubois State Police by telephone or from the 765 or 768 area codes on land line. They were also unable to conduct 9-1-1 transfers. This problem was reported to Verizon yesterday and was reported again today. Verizon responded and repaired the problem. This incident is closed. PUC and 911 Bureau were notified.</p>
<p>12/21/2012 Clarion</p>	<p>Subject: 20121221-0046 - 911 RADIO TOWER OUTAGE, Clarion County, 12/21/12 12:18 p.m. - The Knox Tower radio site that effects West Fire and Knox Medical radio communication was reported out in Clarion County. Service providers Windstream and Verizon were notified. A similar failure occurred last night and was repaired by resetting a communications card. There are no unmet needs at this time.</p>
<p>12/23/2012 Dauphin</p>	<p>Subject: 20121223-0009 - FINAL - DIAL TONE OUTAGE - Dauphin County, 12/23/12 12:42 p.m. - Frontier Communications Company reported a downed switch at 31 South 31st Street in Paxtang Township. The switch affects 1100 access lines and the multiple area codes. Frontier repair crews are at the incident site. The problem will create loss of dial tone for multiple services. There are no critical health care facilities or emergency services reporting problems at this time. There are no current unmet needs. 5:07 a.m. - 12/24/12 - This problem has been resolved. The incident is closed.</p>
<p>12/28/2012 Armstrong</p>	<p>Subject: 20121228-0002 - FINAL - PHONE OUTAGE - Armstrong County, 12/28/12 9:17 p.m. - Armstrong County 911 notified the State EOC of a phone outage in the Elderton and Kittanning Borough area of Armstrong County. The affected utility is Windstream, there are 80 customers affected in Kittanning (548) phone exchange and there are 2832 customers affecting the Elderton (532). phone exchange. The county 911 center is unable to receive calls on the non-emergency phone lines. Windstream is aware of the outage and working to restore service, at this time. Time for restoration is unknown. 12:37 a.m., 12/29/12 - All phones are operational and the incident is closed.</p>
<p>12/28/2012 Westmoreland</p>	<p>Subject: 20121228-0003 - FINAL - 911 AUTOMATIC NUMBER and LOCATION INFORMATION (ANI/ALI) OUTAGE - Westmoreland County, 12/28/12 7:14 p.m. - A cut Verizon fiber optic line between Greensburg and Latrobe caused an ANI / ALI failure at Westmoreland County 911. ANI / ALI provides the 911 center with registered callers' telephone number and address or</p>

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GPS coordinates of the caller or nearest cell tower. Westmoreland County 911 reports that they are still receiving 911 calls but not the ANI / ALI. Westmoreland County 911 are experiencing problems with the 845 exchange. Armstrong County 911 is also experiencing telephone exchange issues as reported in WebEOC incident # 20121228-0002 and Knowledge Center ID # 23325. **12:40 a.m., 12/29/12** - All repairs have been completed and ANI / ALI services have been restored. The incident is closed.