



**pennsylvania**

EMERGENCY MANAGEMENT AGENCY

9-1-1 OFFICE

## **9-1-1 Annual Report**

**Fiscal Year 2012-13  
Calendar 2013**

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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.

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

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

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

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

### Legislative History

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

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

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

- Encourage statewide deployment of Phase I<sup>1</sup> and II<sup>2</sup> 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 changed the sunset of the Wireless fee on June 30,

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

<sup>2</sup> 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.

2014, to the sunset of the entire Chapter on June 30, 2014. Act 84 extended the sunset date of the entire Chapter to June 30, 2015.

## 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 2013 9-1-1 and 10-digit call data is shown in Exhibit B. 2013 cumulative 9-1-1 call data for the 69 PSAPs is represented in Figure 1.

**Figure 1**

**Cumulative 9-1-1 Call Data**

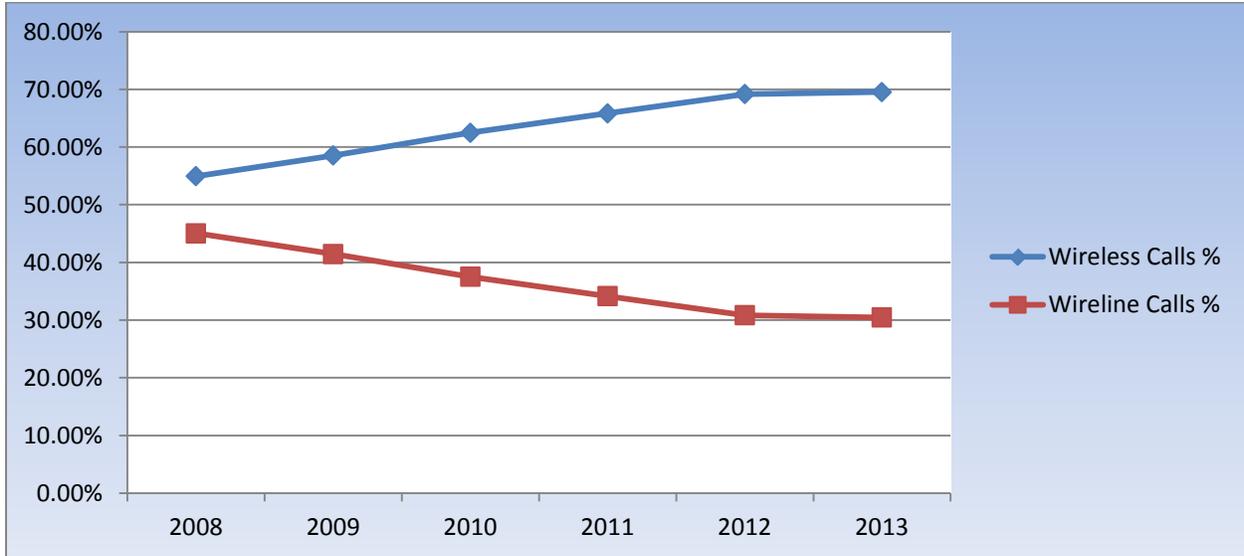
	<u>CY2013</u>	<u>CY2012</u>	<u>CY 2011</u>	<u>CY 2010</u>
<b>Wireline/VoIP 9-1-1 Calls</b>	2,696,120	2,825,152	3,060,422	3,362,269
<b>Wireless 9-1-1 Calls</b>	6,154,039	6,338,171	5,900,092	5,602,382
<b>Total 9-1-1 Calls</b>	<b>8,850,159</b>	<b>9,163,323</b>	<b>8,960,514</b>	<b>8,964,651</b>

In calendar year 2013, as compared to calendar year 2012, wireline/VoIP 9-1-1 calls decreased 4.57 percent, while wireless 9-1-1 calls decreased 2.91 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 2013 calendar year reporting period, the percentage of wireless 9-1-1 calls was 69.5 percent versus 69.2 percent, 65.9 percent, 62.5 percent, 58.5 percent, and 55.0 percent in 2012, 2011, 2010, 2009, and 2008, respectively. A graphical representation and table of 9-1-1 type percentages reported from 2008 through 2013 is represented in Figure 2.

**Figure 2**

**9-1-1 Call Percentages by Type of Call**



	2008	2009	2010	2011	2012	2013
Wireless Calls %	54.95%	58.53%	62.48%	65.85%	69.17%	69.54%
Wireline Calls %	45.05%	41.47%	37.52%	34.15%	30.83%	30.46%

The 2013, 2012, and 2011 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. \$50,352,305.59 of county reported wireline funds collected during calendar year 2013 reflect an 11 percent decrease versus calendar year 2012.

VoIP provider remittances to the state, less the Agency's administrative fee, accounted for \$18,433,246.56 of critical 9-1-1 funding in calendar year 2013. In addition, VoIP providers in

the Commonwealth remitted \$6,731,498.06 directly to the counties. Combined, PSAPs realized \$75,517,050.21 of wireline and VoIP revenue in calendar year 2013; a decrease of 1.95 percent from calendar year 2012.

A breakdown by PSAP 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 2012-13, 44 Wireless Service Providers (WSPs) remitted funds to the Commonwealth’s Wireless E-911 Emergency Services Fund. Remittance amounts and interest earned for FY 2012-13, 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 2012-13</u>	<u>FY 2011-12</u>	<u>FY 2010-11</u>
<b>Net Receipts</b>	\$116,329,984.95	\$113,261,821.37	\$110,902,393
<b>Interest Received</b>	\$17,760.97	\$16,860.93	\$1,247,852

Since Program inception, total wireless revenue and interest earned through June 30, 2013, is \$889,311,906.27 and \$6,250,287.88 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 9-1-1 Office 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

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. During FY 2012-13 the amount was \$13,566,779 – both years to date fall 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 2012-13, PSAP wireless funding requests totaled \$206,072,146.76. Of these requests, \$171,348,084.62 was determined by the Agency to be eligible for wireless funding. During FY 2012-13, PEMA disbursed \$103,329,598.40 in wireless E-911 funding to the 69 PSAPs in the Commonwealth. Requested, deemed eligible and disbursed amounts for FY 2012-13, along with the two previous years are shown in Figure 5.

**Figure 5**

**PSAP Wireless Funding Requests, Items Deemed Eligible & Disbursements**

	<u>FY 2012-13</u>	<u>FY 2011-12</u>	<u>FY 2010-11</u>
<b>PSAP Funding Requests</b>	\$206,072,146.76	\$159,911,895.52	\$156,658,511.07
<b>PEMA Eligible Funding</b>	\$171,348,084.62	\$142,518,079.98	\$126,139,961.83
<b>Disbursements to PSAPs (as of June 30, 2013)</b>	\$103,329,598.40	\$110,716,789.12	\$111,003,412.49

A comparative fiscal year breakdown of county/city funding requests, deemed eligible amounts, and disbursements by PSAP is provided in Exhibits I through K.

*PSAP Revenue and Expenditures*

The combined wireless, wireline, and VoIP revenue for FY 2012-13 was \$178,846,648.61. As seen in previous years, this does not meet the PSAP reported total expenditures of \$284,456,423.65 for calendar year 2013, leaving \$105,609,775.04 in expenditures that were funded by County/City general fund revenue or other sources.

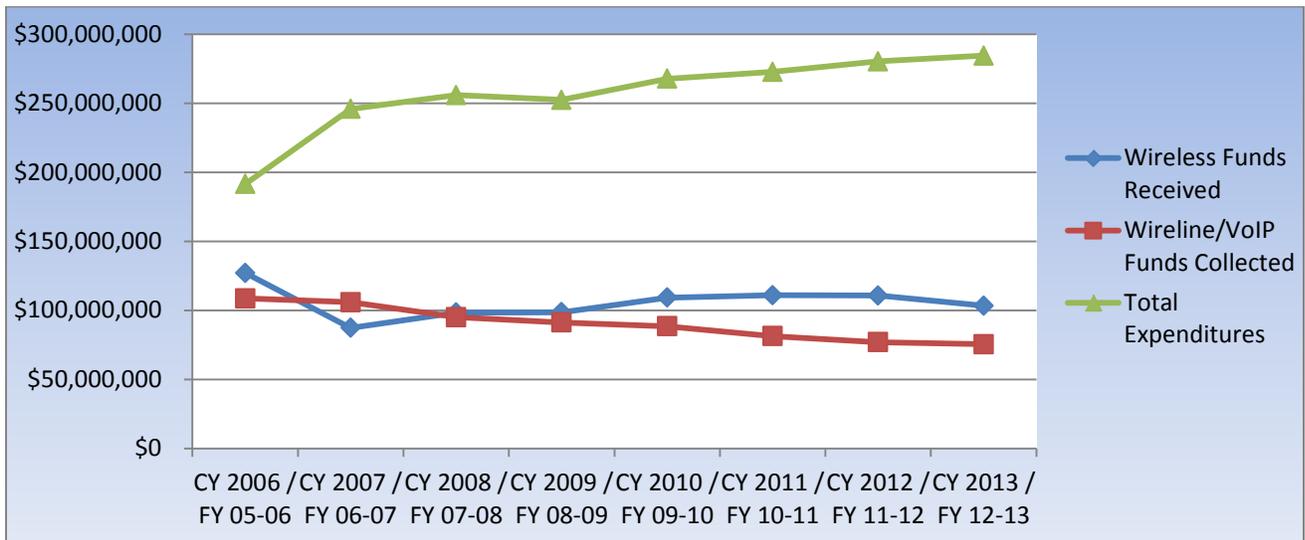
Wireless funds received by the PSAPs (FY2012-13) -	\$ 103,329,598.40
Wireline funds received by the PSAPs (CY 2013) -	\$ 50,352,305.59
VoIP funds received by the PSAPs (CY 2013) -	\$ 25,164,744.62
Total Revenue -	\$ 178,846,648.61
Total PSAP expenditures (CY 2013) -	\$ 284,456,423.65
PSAP expenditures not covered by 9-1-1 revenue	<b>\$ 105,609,775.04</b>

The reported PSAP expenditures for 2013 grew by \$4.1 million from the reported 2012 expenditures, 2012 PSAP expenditures grew by \$7.7 million from the reported 2011 expenditures, a departure from the \$4.8 million growth seen from 2010 to 2011. 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 2006 through 2013 is represented in Figure 6.

**Figure 6**

**PSAP Reported Revenue & Expenditures**



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	\$280,320,035
CY 2013 / FY 12-13	\$103,329,598	\$75,517,050	\$284,456,423

*Fund Balance and Unpaid Amounts*

As of June 30, 2013, the wireless 9-1-1 account had a balance of \$ 8,478,439.73. As of December 31, 2013, the wireless 9-1-1 account balance was \$ 5,258,957.68. In the wireless funding application process for FY2012-13, \$68,009,644.79 in 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), and the passage of House Bill 583, the agency shall disburse funds to each PSAP and wireless provider for costs the agency determines to be eligible only up to the amount of fund revenue available for distribution during the agency’s fiscal year. No costs may be carried forward for payment by the agency in subsequent fiscal years.

*Carrier Cost Recovery Status*

During FY2012-13 , 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 \$5,109,109.96. After detailed review of the plans with the wireless service providers, all plans contained items that were found to meet eligibility requirements. A table of requested, eligible and disbursed amounts for wireless carriers in FY 2012-13 is represented in Figure 7.

**Figure 7**

**Wireless Carrier Funding Requests, Items Deemed Eligible & Disbursements**

	<u>Total Amount Requested</u>	<u>Total Amount Eligible</u>	<u>Total Amount Disbursed (Unpaid from FY 2011-12)</u>
<b>IMMIX Wireless</b>	\$1,174,946.49	\$1,115,950.58	\$594,786.84
<b>Indigo Wireless</b>	\$1,513,752.34	\$1,473,772.34	\$763,736.00
<b>MetroPCS</b>	\$1,036,455.05	\$1,036,455.05	\$391,345.08
<b>Cricket Communications</b>	\$539,312.40	\$539,312.40	\$539,312.40
<b>NEP Cellcorp</b>	\$844,643.68	\$811,643.68	\$489,273.64
<b>Totals</b>	<b>\$5,109,109.96</b>	<b>\$4,977,134.05</b>	<b>\$2,778,453.96</b>

*\* All Wireless Carriers did not receive disbursements for new requests during FY 2012-13 since the Wireless E-911 Emergency Services Fund availability precluded payments to carriers except foreligible, unpaid items from FY 2011-12.*

**9-1-1 Outages or Incidents Affecting Service**

During Calendar Year 2013, there were one hundred and twenty three 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.

**Future Program Actions**

A listing of reported PSAP Progress during CY 2013 and Anticipated Changes in CY 2014 is shown in Exhibit L.

Looking to FY 2014-15, 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 2013 that shortfall exceeded \$ 105 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, 73.25 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 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. During calendar year 2013 stakeholder groups continued to meet and discuss language that would institute a model statute for the evolution and future of Next generation 9-1-1 in the Commonwealth.*

#### *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.

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 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.

An additional approach was to create interoperability between PSAPs and assess their readiness for NG9-1-1. In 2012, the Agency, in keeping with this initiative, encouraged all PSAPs to have an assessment done of their equipment, systems and cyber-security to establish each PSAP's readiness for sharing and implementing a regional approach to NG9-1-1. The idea behind the assessments was to determine the best fit for the sharing of equipment and networks throughout the balance of the Commonwealth. The amount each PSAP would be funded for the completed assessment was based on county/city class information. The amounts ranged anywhere from \$25,000 for smaller class PSAPs to \$45,000 for the largest classes, with the Agency reserving a total of \$1,985,000.00 for this initiative. The funds are released in 50 percent increments based on the PSAP's request, the establishment of a proposed regional approach and the governance in place to move forward with regionalization. Once the assessment is completed, submitted and reviewed for completeness, the balance of the funds set aside for the assessments are released.

To date, 21 assessments have been received and reviewed by the Agency. Two additional regions have been established with proposals for 6 more throughout the Commonwealth.

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 the IP interconnectivity foundation for a public safety grade reliable network that transports 9-1-1 caller information and first responder software applications for response and incident management
- 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.

### *Text-to-911*

December 12, 2012, the Federal Communications Commission announced proposed actions to accelerate the availability of nationwide text-to-911 service. The nation's four largest wireless carriers voluntarily agreed to make text-to-911 available by May 15, 2014 in areas where the 911 call centers are prepared to receive the texts.

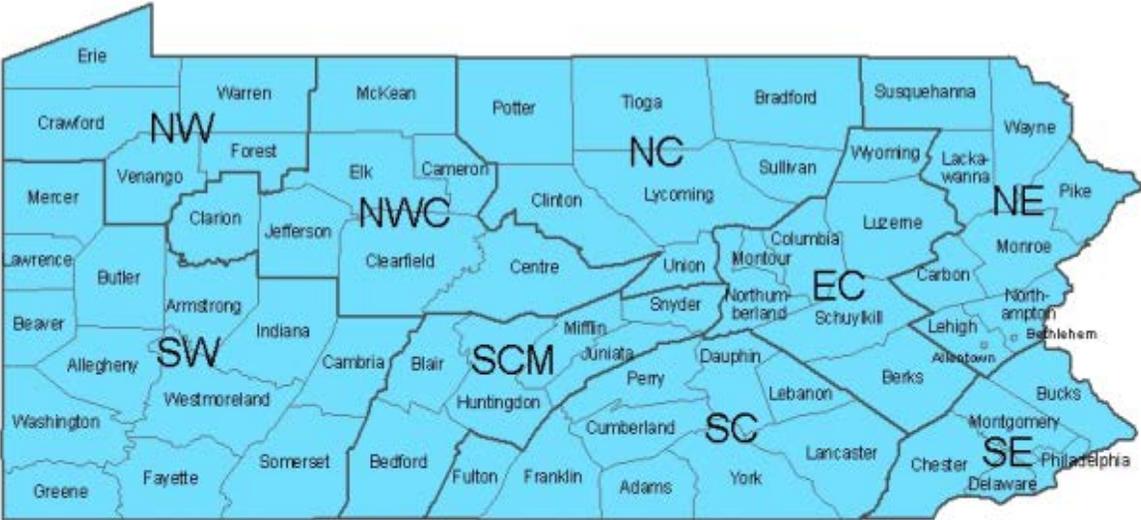
On May 8, 2013 the Commission adopted a *Report and Order* in PS Docket Nos. 11-153 and 10-255 requiring all Commercial Mobile Radio Service (CMRS) providers of interconnected text messaging services to provide an automatic "bounce-back" text message in situations where a consumer attempts to send a text message to 911 in a location where text-to-911 is not available. The rule adopted by the *Report and Order*, codified at 47 C.F.R. Section 20.18(n), became effective on June 28, 2013 and required all covered providers to implement bounce-back capability by September 20, 2013.

On September 27, 2013, the Commission adopted an *Order on Reconsideration* amending the portion of the bounce-back rule applicable to CMRS providers when consumers are roaming, codified at 47 CFR Section 20.18 (n) (7). The Order on Reconsideration amended this portion of the rule to specify that when a consumer attempts to send a text to m911 while roaming on a CMRS network, the CMRS provider offering roaming service (host provider) satisfies its' bounce-back obligation provided that it does not impede the consumer's text to the consumer's home network provider or impede any bounce-back message generated by the home provider back to the consumer. On October 29, 2013 the *Order on Reconsideration* became effective when published in the Federal Register.

Text-to-911 as it currently exists is an interim solution and uses the most commonly available texting technology, carrier native Short Message Service (SMS) texting. Carrier native SMS is a feature provided by the wireless carrier, not a third party texting or messaging application that may be installed on a mobile device. Wireless customers with SMS service are able to send emergency SMS messages to a text capable PSAP by using the single code “911” as the destination address of the SMS message. This interim solution will only process text-to-911 messages via carrier native SMS, and will not support photos, videos, or multiple recipients at this time. Messages containing those elements will be sent as a Multiple Messaging service (MMS), which is not supported in the interim solution. A number of other capabilities in both the carrier and Multimedia Emergency Services (MMES) technologies must be implemented beyond SMS when NG9-1-1 IP interfaces are in place in the future. NG9-1-1 systems must also be in place at the public safety answering point to take these messages after being developed and implemented by the carriers.

A number of Pennsylvania 911 public safety answering points (PSAPs) have been actively working with the major wireless carriers to implement text-to-911 SMS capabilities at their centers. Consumers who text 9-1-1 through a wireless carrier not connected to a text capable PSAP will receive a bounce-back message and be directed to call 9-1-1 by voice. Text-to-911 will continue as an active and important technology implementation across the Commonwealth during 2014.

**Exhibit A**  
**FY 2012-13 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**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported 9-1-1 and 10-Digit Call Statistics for CY 2013**

<b>COUNTY</b>	<b>TOTAL 9-1-1 CALLS RECEIVED BY PSAPs CY 2013</b>	<b>TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs CY 2013</b>	<b>TOTAL CALLS RECEIVED BY PSAPs CY 2013</b>	<b>TOTAL OUTBOUND CALLS MADE BY PSAPs CY 2013</b>
Adams	34,407	103,621	138,028	26,732
Allegheny	1,003,584	154,595	1,158,179	407,871
Armstrong	30,817	42,870	73,687	18,472
Beaver	79,605	169,807	249,412	69,264
Bedford	16,640	37,594	54,234	18,575
Berks	204,083	122,232	326,315	160,787
Blair	65,496	76,619	142,115	36,949
Bradford	20,511	65,591	86,102	27,291
Bucks	230,157	482,851	713,008	214,203
Butler	72,941	22,181	95,122	8,160
Cambria	68,061	131,158	199,219	54,137
Cameron*	1,781	3,304	5,085	1,698
Carbon	32,791	75,400	108,191	1,098
Centre	41,257	95,465	136,722	20,953
Chester	203,165	168,273	371,438	74,745
City of Allentown	100,295	123,049	223,344	71,189
City of Bethlehem	41,371	81,419	122,790	48,042
Clarion	15,106	23,931	39,037	15,400
Clearfield	31,306	66,528	97,834	31,002
Clinton	18,813	41,430	60,243	17,923
Columbia	27,966	59,715	87,681	28,271
Crawford	42,909	60,685	103,594	23,674
Cumberland	97,390	212,559	309,949	48,064
Dauphin	159,781	231,202	390,983	125,393
Delaware	534,010	275,658	809,668	278,336
Elk	11,097	21,099	32,196	10,845
Erie	137,834	34,762	172,596	N/R
Fayette	72,214	77,074	149,288	35,945
Forest*	2,047	N/R	2,047	N/R
Franklin	49,242	49,625	98,867	17,416
Fulton*	5,593	4,829	10,422	1,767
Greene	26,902	22,363	49,265	N/R
Huntingdon	13,448	31,560	45,008	19,788
Indiana	28,323	49,938	78,261	5,910
Jefferson	17,495	20,767	38,262	9,882
Juniata	7,964	13,556	21,520	9,189
Lackawanna	119,782	150,857	270,639	81,140
Lancaster	242,449	263,397	505,846	76,440
Lawrence	56,736	113,310	170,046	67,319
Lebanon	50,538	96,580	147,118	46,951

**Exhibit B (cont)**  
**FY2012-13 9-1-1 Annual Report**  
**PSAP Reported 9-1-1 and 10-Digit Call Statistics for CY 2013**

<b>COUNTY</b>	<b>TOTAL 9-1-1 CALLS RECEIVED BY PSAPs CY 2013</b>	<b>TOTAL 10-DIGIT CALLS RECEIVED BY PSAPs CY 2013</b>	<b>TOTAL CALLS RECEIVED BY PSAPs IN CY 2013</b>	<b>TOTAL OUTBOUND CALLS MADE BY PSAPs CY 2013</b>
<b>Lehigh</b>	88,423	189,406	277,829	57,131
<b>Luzerne</b>	219,188	225,002	444,190	86,301
<b>Lycoming</b>	56,282	40,280	96,562	54,784
<b>McKean</b>	21,498	50,825	72,323	17,488
<b>Mercer</b>	61,747	124,562	186,309	54,313
<b>Mifflin</b>	15,097	42,236	57,333	18,711
<b>Monroe</b>	96,877	100,014	196,891	41,378
<b>Montgomery</b>	385,808	401,029	786,837	209,878
<b>Montour</b>	10,498	17,588	28,086	9,309
<b>Northampton</b>	95,538	226,091	321,629	90,564
<b>Northumberland</b>	30,662	76,534	107,196	28,264
<b>Perry</b>	13,938	34,473	48,411	17,263
<b>Philadelphia**</b>	2,879,716	0	2,879,716	31,879
<b>Pike</b>	23,297	29,166	52,463	18,249
<b>Potter*</b>	6,096	4,352	10,448	N/R
<b>Schuylkill</b>	65,732	216,526	282,258	68,280
<b>Snyder</b>	10,744	23,148	33,892	N/R
<b>Somerset</b>	27,583	N/R	27,583	N/R
<b>Sullivan*</b>	3,787	1,476	5,263	403
<b>Susquehanna</b>	12,819	30,201	43,020	11,500
<b>Tioga</b>	27,592	54,867	82,459	19,645
<b>Union</b>	20,555	24,028	44,583	12,153
<b>Venango</b>	21,342	24,852	46,194	21,782
<b>Warren</b>	14,918	36,962	51,880	21,404
<b>Washington</b>	128,941	127,139	256,080	68,724
<b>Wayne</b>	17,187	45,523	62,710	42,214
<b>Westmoreland</b>	175,930	248,047	423,977	87,610
<b>Wyoming</b>	12,126	27,408	39,534	17,941
<b>York</b>	290,331	83,104	373,435	87,741
<b>TOTALS</b>	<b>8,850,159</b>	<b>6,382,293</b>	<b>15,232,452</b>	<b>3,405,730</b>

*\*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**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported 9-1-1 Call Statistics for CY 2013**

<b>COUNTY</b>	<b>TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>	<b>TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>	<b>TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>
Adams	13,510	20,897	34,407
Allegheny	340,664	662,920	1,003,584
Armstrong	12,510	18,307	30,817
Beaver	22,970	56,635	79,605
Bedford	6,137	10,503	16,640
Berks	44,995	159,088	204,083
Blair	21,092	44,404	65,496
Bradford	6,988	13,523	20,511
Bucks	65,216	164,941	230,157
Butler	23,610	49,331	72,941
Cambria	25,064	42,997	68,061
Cameron	854	927	1,781
Carbon	9,973	22,818	32,791
Centre	11,578	29,679	41,257
Chester	84,719	118,446	203,165
City of Allentown	20,364	79,931	100,295
City of Bethlehem	9,828	31,543	41,371
Clarion	6,183	8,923	15,106
Clearfield	12,435	18,871	31,306
Clinton	4,407	14,406	18,813
Columbia	8,732	19,234	27,966
Crawford	17,978	24,931	42,909
Cumberland	33,924	63,466	97,390
Dauphin	28,204	131,577	159,781
Delaware	171,579	362,431	534,010
Elk	5,451	5,646	11,097
Erie	36,324	101,510	137,834
Fayette	24,577	47,637	72,214
Forest	986	1,061	2,047
Franklin	10,791	38,451	49,242
Fulton	1,137	4,456	5,593
Greene	10,391	16,511	26,902
Huntingdon	5,039	8,409	13,448
Indiana	17,119	11,204	28,323
Jefferson	7,632	9,863	17,495
Juniata	2,899	5,065	7,964
Lackawanna	33,375	86,407	119,782
Lancaster	141,777	100,672	242,449
Lawrence	13,985	42,751	56,736
Lebanon	19,922	30,616	50,538

**Exhibit C (cont)**  
**FY2012-13 9-1-1 Annual Report**  
**PSAP Reported Call Statistics for CY 2013**

<b>COUNTY</b>	<b>TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>	<b>TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>	<b>TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2013</b>
<b>Lehigh</b>	24,208	64,215	88,423
<b>Luzerne</b>	64,080	155,108	219,188
<b>Lycoming</b>	17,954	38,328	56,282
<b>McKean</b>	8,982	12,516	21,498
<b>Mercer</b>	17,349	44,398	61,747
<b>Mifflin</b>	5,686	9,411	15,097
<b>Monroe</b>	23,794	73,083	96,877
<b>Montgomery</b>	126,095	259,713	385,808
<b>Montour</b>	4,023	6,475	10,498
<b>Northampton</b>	38,907	56,631	95,538
<b>Northumberland</b>	8,361	22,301	30,662
<b>Perry</b>	4,241	9,697	13,938
<b>Philadelphia</b>	739,453	2,140,263	2,879,716
<b>Pike</b>	6,369	16,928	23,297
<b>Potter</b>	3,231	2,865	6,096
<b>Schuylkill</b>	19,497	46,235	65,732
<b>Snyder</b>	3,950	6,794	10,744
<b>Somerset</b>	10,246	17,337	27,583
<b>Sullivan</b>	1,913	1,874	3,787
<b>Susquehanna</b>	4,093	8,726	12,819
<b>Tioga</b>	14,165	13,427	27,592
<b>Union</b>	6,474	14,081	20,555
<b>Venango</b>	7,438	13,904	21,342
<b>Warren</b>	6,517	8,401	14,918
<b>Washington</b>	43,775	85,166	128,941
<b>Wayne</b>	7,699	9,488	17,187
<b>Westmoreland</b>	58,573	117,357	175,930
<b>Wyoming</b>	3,802	8,324	12,126
<b>York</b>	80,326	210,005	290,331
<b>TOTALS</b>	<b>2,696,120</b>	<b>6,154,039</b>	<b>8,850,159</b>

**Exhibit D**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported 9-1-1 Call Statistics for CY 2012**

<b>COUNTY</b>	<b>TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2012</b>	<b>TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2012</b>	<b>TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2012</b>
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 D (cont)**  
**FY2012-13 9-1-1 Annual Report**  
**PSAP Reported Call Statistics for CY 2012**

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

**Exhibit E**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported Call Statistics for CY 2011**

<b>COUNTY</b>	<b>TOTAL WIRELINE/VoIP 9-1-1 CALLS HANDLED BY PSAPs CY 2011</b>	<b>TOTAL WIRELESS 9-1-1 CALLS HANDLED BY PSAPs CY 2011</b>	<b>TOTAL 9-1-1 CALLS HANDLED BY PSAPs CY 2011</b>
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 E (cont)**  
**FY2012-13 9-1-1 Annual Report**  
**PSAP Reported Call Statistics for CY 2011**

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

**Exhibit F**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported Wireline Revenue**

COUNTY	2013	2012	2011
Adams	\$491,290.45	\$477,274.76	\$494,447.75
Allegheny	\$4,305,690.18	\$4,830,336.59	\$5,625,137.00
Armstrong	\$368,859.09	\$409,357.25	\$435,576.00
Beaver	\$508,073.97	\$574,552.16	\$679,571.22
Bedford	\$311,494.98	\$321,665.19	\$339,002.50
Berks	\$1,681,913.16	\$1,838,467.66	\$2,013,690.00
Blair	\$509,797.84	\$612,189.93	\$674,778.24
Bradford	\$456,731.79	\$513,335.00	\$495,224.00
Bucks	\$1,538,532.00	\$2,368,283.57	\$2,692,854.71
Butler	\$573,883.38	\$572,206.81	\$632,542.92
Cambria	\$565,683.16	\$975,040.13	\$729,942.10
Cameron	\$43,886.69	\$58,576.09	\$52,325.92
Carbon	\$297,845.00	\$332,038.00	\$335,056.00
Centre	\$531,603.37	\$529,894.55	\$642,911.22
Chester	\$1,623,998.00	\$1,979,009.00	\$2,351,804.00
City of Allentown	\$676,064.84	\$681,304.70	\$773,773.86
City of Bethlehem	\$550,076.00	\$570,623.00	\$584,804.00
Clarion	\$299,892.39	\$350,346.88	\$319,974.50
Clearfield	\$466,984.53	\$495,663.20	\$537,551.34
Clinton	\$260,940.89	\$199,224.25	\$226,312.82
Columbia	\$387,054.35	\$417,044.31	\$445,498.89
Crawford	\$474,016.00	\$511,929.68	\$562,466.44
Cumberland	\$790,113.30	\$924,429.76	\$1,060,914.81
Dauphin	\$1,150,182.23	\$1,175,842.43	\$1,562,441.77
Delaware	\$1,284,694.26	\$2,115,814.15	\$2,229,587.16
Elk	\$280,708.49	\$271,366.46	\$281,386.49
Erie	\$956,069.00	\$1,125,473.00	\$1,234,771.21
Fayette	\$812,568.12	\$687,784.26	\$773,888.92
Forest	\$60,516.25	\$68,322.38	\$67,542.18
Franklin	\$454,596.10	\$491,569.35	\$536,874.23
Fulton	\$84,309.81	\$88,340.63	\$95,739.86
Greene	\$257,911.57	\$262,908.22	\$282,625.01
Huntingdon	\$321,886.02	\$381,401.17	\$326,992.26
Indiana	\$506,635.32	\$491,365.45	\$560,689.92
Jefferson	\$290,713.05	\$303,877.40	\$330,714.11
Juniata	\$150,461.42	\$151,871.39	\$148,158.92

**Exhibit F (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Reported Wireline Revenue**

COUNTY	2013	2012	2011
Lackawanna	\$1,072,033.00	\$1,070,926.00	\$1,333,629.06
Lancaster	\$2,145,722.00	\$2,246,394.14	\$2,538,422.28
Lawrence	\$371,393.65	\$351,703.44	\$427,603.25
Lebanon	\$486,383.50	\$477,382.58	\$608,785.79
Lehigh	\$1,227,072.00	\$1,234,281.00	\$1,295,282.00
Luzerne	\$1,700,931.23	\$2,049,903.62	\$2,153,421.89
Lycoming	\$501,430.00	\$539,948.00	\$651,226.00
McKean	\$278,531.84	\$298,382.54	\$319,002.91
Mercer	\$476,064.11	\$513,132.38	\$521,707.59
Mifflin	\$285,818.70	\$310,134.18	\$309,176.34
Monroe	\$647,590.61	\$938,943.13	\$841,770.01
Montgomery	\$2,583,736.52	\$3,062,428.68	\$4,785,591.00
Montour	\$89,748.60	\$115,608.27	\$128,412.55
Northampton	\$1,333,389.41	\$1,401,062.65	\$1,301,102.87
Northumberland	\$351,484.32	\$345,758.00	\$379,687.00
Perry	\$262,515.00	\$253,131.00	\$256,667.85
Philadelphia	\$4,452,117.00	\$4,481,789.38	\$5,460,886.30
Pike	\$329,111.58	\$364,444.87	\$373,182.35
Potter	\$144,321.56	\$144,515.89	\$149,404.02
Schuylkill	\$669,557.74	\$718,570.53	\$798,199.08
Snyder	\$228,824.80	\$242,972.11	\$253,453.00
Somerset	\$441,088.19	\$479,875.00	\$708,798.45
Sullivan	\$86,561.32	\$90,913.28	\$84,916.64
Susquehanna	\$348,820.10	\$366,524.51	\$383,105.15
Tioga	\$324,646.34	\$353,821.97	\$370,677.97
Union	\$353,210.99	\$368,935.87	\$419,123.96
Venango	\$318,161.55	\$341,519.44	\$382,447.01
Warren	\$299,474.00	\$276,836.90	\$340,100.00
Washington	\$727,933.00	\$786,105.00	\$906,972.19
Wayne	\$383,953.58	\$452,094.84	\$501,971.83
Westmoreland	\$1,362,806.00	\$1,559,022.00	\$1,719,108.00
Wyoming	\$211,756.10	\$237,557.84	\$272,047.71
York	\$1,530,440.25	\$1,684,904.43	\$1,881,797.90
<b>TOTALS</b>	<b>\$50,352,305.59</b>	<b>\$56,318,252.23</b>	<b>\$63,995,252.23</b>

**Exhibit G**  
**FY 2012-13 9-1-1 Annual Report**  
**State and County Reported VoIP Revenue**

COUNTY	2013	2012	2011
Adams	\$137,834.45	\$121,002.36	\$106,728.97
Allegheny	\$3,464,869.43	\$2,992,733.99	\$2,370,633.23
Armstrong	\$78,268.82	\$68,649.14	\$57,835.70
Beaver	\$401,881.32	\$377,624.69	\$353,687.71
Bedford	\$59,185.04	\$58,368.47	\$52,422.06
Berks	\$601,608.31	\$526,095.22	\$438,338.92
Blair	\$200,562.34	\$211,026.55	\$140,681.91
Bradford	\$37,489.81	\$38,063.16	\$38,198.42
Bucks	\$2,872,945.99	\$1,556,865.54	\$1,210,960.52
Butler	\$447,203.22	\$443,190.44	\$436,658.03
Cambria	\$236,644.24	\$224,122.23	\$225,414.67
Cameron	\$6,857.76	\$6,029.15	\$5,240.59
Carbon	\$113,063.01	\$104,729.76	\$91,416.65
Centre	\$173,569.78	\$149,442.83	\$126,259.47
Chester	\$1,413,069.00	\$1,109,161.62	\$732,782.64
City of Allentown	\$7,148.98	\$7,646.74	\$8,458.26
City of Bethlehem	\$7,669.47	\$7,989.03	\$4,634.89
Clarion	\$34,184.39	\$29,844.28	\$26,025.50
Clearfield	\$76,646.67	\$61,168.40	\$46,871.32
Clinton	\$58,362.99	\$51,878.93	\$44,626.89
Columbia	\$39,525.58	\$32,008.69	\$27,910.53
Crawford	\$114,900.06	\$228,945.48	\$227,069.54
Cumberland	\$587,793.74	\$468,837.27	\$367,691.83
Dauphin	\$622,078.66	\$495,176.84	\$417,979.42
Delaware	\$1,642,075.95	\$901,039.12	\$869,298.71
Elk	\$20,637.57	\$17,751.77	\$13,569.48
Erie	\$327,477.55	\$293,735.09	\$253,953.71
Fayette	\$99,329.45	\$97,076.07	\$96,381.06
Forest	\$569.44	\$507.69	\$373.42
Franklin	\$282,515.99	\$249,397.83	\$229,874.41
Fulton	16,154.23	\$8,663.18	\$14,537.76
Greene	\$25,984.06	\$26,247.50	\$23,071.08
Huntingdon	\$44,289.80	\$29,499.24	\$22,890.24
Indiana	\$91,262.01	\$157,155.74	\$136,217.34
Jefferson	\$50,581.98	\$43,003.15	\$35,364.95
Juniata	\$809.61	\$801.00	\$879.15

**Exhibit G (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**State and County Reported VoIP Revenue**

<b>COUNTY</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Lackawanna	\$345,945.99	\$300,242.13	\$227,958.16
Lancaster	\$711,043.05	\$642,561.38	\$503,806.95
Lawrence	\$177,618.86	\$165,412.46	\$148,251.89
Lebanon	\$275,319.18	\$231,448.90	\$190,951.90
Lehigh	\$122,581.22	\$106,008.62	\$52,535.63
Luzerne	\$324,994.59	\$218,845.50	\$142,793.71
Lycoming	\$162,681.25	\$140,334.99	\$118,604.14
McKean	\$22,797.13	\$39,815.05	\$17,684.92
Mercer	\$178,265.63	\$163,730.35	\$283,081.28
Mifflin	\$29,113.21	\$22,612.39	\$20,701.62
Monroe	\$64,228.86	\$188,739.64	\$179,098.96
Montgomery	\$2,324,715.89	\$2,051,487.36	\$1,661,225.41
Montour	\$20,553.81	\$19,433.51	\$10,176.46
Northampton	\$57,924.31	\$48,934.41	\$32,723.71
Northumberland	\$73,136.05	\$60,702.31	\$56,210.69
Perry	\$20,126.53	\$18,065.28	\$29,265.48
Philadelphia	\$2,793,913.50	\$2,278,265.99	\$1,926,161.80
Pike	\$114,549.72	\$110,485.34	\$104,558.71
Potter	\$19,332.06	\$19,307.42	\$21,235.83
Schuylkill	\$169,706.49	\$147,822.78	\$120,338.84
Snyder	\$24,922.51	\$22,142.49	\$16,896.59
Somerset	\$102,978.43	\$93,558.41	\$80,025.17
Sullivan	\$117.61	\$159.19	\$481.72
Susquehanna	\$12,018.97	\$21,166.24	\$18,185.76
Tioga	\$24,143.19	\$22,259.98	\$19,484.01
Union	\$22,764.47	\$24,442.59	\$19,366.29
Venango	\$70,076.17	\$62,231.45	\$46,705.69
Warren	\$9,526.57	\$8,899.31	\$16,054.87
Washington	\$832,291.69	\$765,112.82	\$715,703.31
Wayne	\$122,289.87	\$101,572.98	\$88,508.74
Westmoreland	\$806,502.40	\$745,358.10	\$678,119.45
Wyoming	\$6,402.02	\$5,121.02	\$4,518.26
York	\$727,112.69	\$656,884.29	\$593,433.99
<b>TOTALS</b>	<b>\$25,164,744.62</b>	<b>\$20,698,642.87</b>	<b>\$17,399,788.92</b>

**Exhibit H**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Total Reported Expenditures**

<b>COUNTY</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Adams</b>	\$1,970,761.57	\$2,622,508.98	\$1,837,990.05
<b>Allegheny</b>	\$23,030,751.50	\$21,740,706.24	\$21,938,820.30
<b>Armstrong</b>	\$1,473,431.52	\$1,384,440.00	\$1,144,246.66
<b>Beaver</b>	\$3,715,611.73	\$3,657,082.19	\$3,082,412.10
<b>Bedford</b>	\$557,128.04	\$1,129,329.89	\$704,129.38
<b>Berks</b>	\$7,567,262.15	\$8,434,573.67	\$9,774,131.00
<b>Blair</b>	\$2,498,485.32	\$2,477,434.59	\$1,849,037.16
<b>Bradford</b>	\$998,161.00	\$1,234,950.58	\$1,025,406.84
<b>Bucks</b>	\$13,885,628.49	\$13,648,724.95	\$14,321,847.32
<b>Butler</b>	\$2,439,231.18	\$2,187,688.18	\$2,136,648.90
<b>Cambria</b>	\$2,641,850.23	\$3,124,333.63	\$2,696,243.38
<b>Cameron</b>	\$143,632.10	\$154,429.51	\$132,957.44
<b>Carbon</b>	\$1,421,546.00	\$1,531,250.00	\$1,538,870.00
<b>Centre</b>	\$2,698,873.42	\$2,687,110.00	\$2,880,127.95
<b>Chester</b>	\$12,059,271.00	\$13,255,328.00	\$14,182,320.00
<b>City of Allentown</b>	\$3,282,808.44	\$2,657,466.00	\$2,726,419.72
<b>City of Bethlehem</b>	\$3,006,428.00	\$2,715,947.00	\$2,421,085.00
<b>Clarion</b>	\$1,380,044.00	\$1,257,234.00	\$1,198,774.29
<b>Clearfield</b>	\$1,332,299.62	\$1,261,097.26	\$1,502,470.42
<b>Clinton</b>	\$1,037,763.60	\$1,153,493.18	\$1,060,759.95
<b>Columbia</b>	\$1,215,280.36	\$1,318,180.03	\$949,154.67
<b>Crawford</b>	\$1,327,517.54	\$1,268,421.84	\$614,316.91
<b>Cumberland</b>	\$5,237,411.34	\$5,153,017.61	\$7,914,515.51
<b>Dauphin</b>	\$6,804,472.72	\$3,878,939.35	\$7,179,817.73
<b>Delaware</b>	\$14,508,569.12	\$14,287,404.00	\$14,124,277.00
<b>Elk</b>	\$1,222,173.74	\$1,051,608.53	\$1,104,780.50
<b>Erie</b>	\$5,463,172.00	\$5,446,363.00	\$5,397,201.91
<b>Fayette</b>	\$2,119,409.44	\$1,913,919.90	\$1,964,804.36
<b>Forest</b>	\$316,694.31	\$143,771.69	\$117,381.52
<b>Franklin</b>	\$4,434,963.16	\$3,893,413.65	\$3,629,956.45
<b>Fulton</b>	\$407,001.81	\$367,370.56	\$606,661.68
<b>Greene</b>	\$756,430.08	\$772,812.32	\$797,779.40
<b>Huntingdon</b>	\$976,291.48	\$767,406.80	\$624,172.31
<b>Indiana</b>	\$1,791,110.60	\$1,648,162.87	\$1,362,083.42
<b>Jefferson</b>	\$1,230,717.49	\$949,435.40	\$1,131,761.82
<b>Juniata</b>	\$1,159,954.80	\$1,265,589.60	\$1,231,212.44

**Exhibit H (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**PSAP Total Reported Expenditures**

<b>COUNTY</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Lackawanna	\$3,486,956.00	\$4,015,773.00	\$4,503,263.08
Lancaster	\$10,676,218.00	\$10,480,809.23	\$8,955,342.95
Lawrence	\$1,349,941.40	\$1,343,499.48	\$1,164,650.99
Lebanon	\$2,960,699.51	\$3,182,919.20	\$3,358,265.29
Lehigh	\$3,811,904.00	\$4,867,851.00	\$3,176,833.00
Luzerne	\$5,704,285.40	\$6,052,383.17	\$6,982,817.97
Lycoming	\$3,036,477.00	\$2,790,009.00	\$2,061,683.00
McKean	\$1,400,352.36	\$1,204,873.68	\$1,376,386.97
Mercer	\$2,014,216.60	\$2,247,629.84	\$1,938,987.87
Mifflin	\$1,691,887.89	\$1,184,843.29	\$1,032,196.31
Monroe	\$4,707,860.73	\$4,109,469.80	\$4,656,000.00
Montgomery	\$13,576,759.00	\$13,283,338.00	\$12,689,033.00
Montour	\$697,620.00	\$558,660.85	\$532,699.99
Northampton	\$5,629,151.57	\$5,269,587.95	\$4,581,933.85
Northumberland	\$2,010,126.07	\$1,521,553.00	\$1,640,743.00
Perry	\$633,818.00	\$775,446.00	\$1,131,361.20
Philadelphia	\$43,970,348.44	\$46,645,955.00	\$39,690,463.00
Pike	\$1,291,863.68	\$1,518,398.39	\$1,755,807.56
Potter	\$682,587.59	\$743,789.27	\$903,532.68
Schuylkill	\$7,053,638.30	\$4,000,827.00	\$3,501,202.36
Snyder	\$698,554.70	\$1,009,064.30	\$709,948.72
Somerset	\$1,228,431.90	\$1,148,536.00	\$1,187,084.55
Sullivan	\$438,517.68	\$294,791.41	\$364,728.79
Susquehanna	\$1,203,507.62	\$1,162,793.44	\$1,047,641.36
Tioga	\$1,825,648.95	\$1,907,573.73	\$1,860,634.71
Union	\$918,476.64	\$758,874.34	\$760,203.07
Venango	\$850,780.27	\$790,100.12	\$772,265.12
Warren	\$719,717.00	\$665,604.06	\$717,755.00
Washington	\$3,617,871.00	\$3,675,512.00	\$3,800,459.97
Wayne	\$1,022,534.82	\$1,011,710.01	\$1,105,105.91
Westmoreland	\$8,598,853.00	\$8,594,443.00	\$8,123,233.00
Wyoming	\$1,987,754.23	\$2,305,419.07	\$1,059,772.89
York	\$8,846,925.40	\$8,757,052.84	\$8,592,146.47
<b>TOTALS</b>	<b>\$284,456,423.65</b>	<b>\$280,320,035.47</b>	<b>\$272,638,759.12</b>

**Exhibit I**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2012-13**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2013)</b>
Adams County DES	\$1,269,495.42	\$1,277,945.38	\$764,752.76
Allegheny County 9-1-1	\$14,587,579.71	\$13,817,011.01	\$8,610,125.38
Armstrong	\$847,632.53	\$843,681.28	\$542,545.39
Beaver	\$2,025,913.48	\$1,733,432.64	\$922,420.81
Bedford	\$287,026.66	\$286,514.52	\$141,475.31
Berks	\$5,955,071.69	\$5,728,801.80	\$3,548,956.41
Blair County 9-1-1	\$1,276,318.65	\$1,207,384.27	\$680,935.10
Bradford	\$1,646,409.01	\$876,335.94	\$425,886.00
Bucks County	\$9,058,082.50	\$7,531,507.03	\$4,669,787.72
Butler	\$1,545,611.94	\$1,210,092.50	\$705,256.31
Cambria	\$2,187,793.16	\$2,048,083.87	\$1,033,085.93
Cameron County 9-1-1	\$168,866.79	\$168,866.79	\$85,670.99
Carbon County Communications	\$2,619,972.45	\$1,789,707.69	\$1,080,049.24
Centre County 9-1-1	\$1,288,151.22	\$1,279,091.70	\$657,132.01
Chester County 9-1-1	\$5,549,868.45	\$5,528,904.96	\$3,714,449.51
City of Allentown	\$3,162,129.38	\$2,461,825.74	\$1,317,054.69
City of Bethlehem	\$4,255,075.66	\$3,204,165.83	\$1,984,419.67
Clarion County OES	\$894,186.04	\$814,802.79	\$455,764.81
Clearfield County 9-1-1	\$1,210,593.27	\$1,202,414.27	\$797,483.88
Clinton	\$1,074,005.79	\$1,070,866.97	\$621,126.92
Columbia	\$1,228,455.78	\$1,093,945.17	\$658,951.22
Crawford County OES	\$788,802.26	\$682,456.20	\$421,022.00
Cumberland	\$3,464,022.80	\$3,464,022.80	\$2,112,340.60
Dauphin County 9-1-1	\$4,349,733.26	\$3,446,600.04	\$1,895,274.34
Delaware County 911	\$8,082,709.04	\$7,424,436.65	\$4,591,609.27
Elk	\$924,913.80	\$920,309.49	\$607,038.02
Erie	\$3,184,729.36	\$2,972,413.64	\$1,701,290.50
Fayette County 9-1-1	\$1,340,905.18	\$1,267,016.22	\$748,803.40
Forest County	\$0	\$0	\$0
Franklin County DES	\$1,520,153.59	\$1,459,223.05	\$746,997.82
Fulton County 9-1-1	\$493,021.75	\$493,021.75	\$257,356.51
Greene County 9-1-1	\$1,034,813.73	\$772,722.03	\$451,503.53
Huntingdon	\$694,876.60	\$689,143.39	\$364,344.61
Indiana	\$944,770.86	\$756,665.71	\$341,435.81
Jefferson	\$904,456.32	\$904,456.32	\$598,332.82
Juniata County 9-1-1	\$603,514.92	\$603,514.92	\$297,850.95

**Exhibit I (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2012-13**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2013)</b>
<b>Lackawanna County 9-1-1</b>	\$2,915,618.04	\$2,718,496.69	\$1,595,852.63
<b>Lancaster</b>	\$5,072,618.70	\$4,767,316.47	\$2,812,211.96
<b>Lawrence County 9-1-1</b>	\$1,169,507.95	\$1,169,507.95	\$763,636.90
<b>Lebanon County EMA</b>	\$2,178,553.88	\$2,002,340.78	\$1,224,136.55
<b>Lehigh</b>	\$5,057,307.53	\$3,448,919.48	\$2,238,283.14
<b>Luzerne County 9-1-1</b>	\$3,811,854.65	\$3,678,338.85	\$2,068,747.54
<b>Lycoming County 9-1-1</b>	\$2,201,830.20	\$2,134,077.93	\$1,042,834.23
<b>McKean County 9-1-1</b>	\$712,358.75	\$705,110.48	\$431,190.20
<b>Mercer County 9-1-1</b>	\$1,645,740.20	\$1,610,247.13	\$888,987.53
<b>Mifflin</b>	\$999,241.31	\$777,653.12	\$435,543.70
<b>Monroe County Control Center</b>	\$7,031,777.20	\$4,686,436.71	\$2,826,350.07
<b>Montgomery County 9-1-1</b>	\$10,759,018.36	\$7,939,261.98	\$4,894,948.81
<b>Montour County 9-1-1</b>	\$313,627.35	\$323,757.00	\$181,388.18
<b>Northampton County</b>	\$3,110,910.99	\$2,994,324.30	\$1,920,226.65
<b>Northumberland</b>	\$1,957,959.11	\$1,806,156.61	\$1,047,433.46
<b>Perry County 9-1-1</b>	\$823,078.97	\$707,242.09	\$356,495.69
<b>Philadelphia</b>	\$36,704,391.58	\$24,232,762.44	\$15,309,685.05
<b>Pike County</b>	\$1,696,442.63	\$1,105,615.20	\$796,974.46
<b>Potter</b>	\$743,194.32	\$729,418.86	\$456,858.84
<b>Schuylkill County</b>	\$4,209,437.27	\$3,342,513.47	\$2,113,420.23
<b>Snyder County DES</b>	\$534,182.43	\$528,304.83	\$309,481.08
<b>Somerset County 9-1-1</b>	\$454,525.51	\$443,716.53	\$295,476.79
<b>Sullivan County</b>	\$267,377.44	\$253,811.25	\$130,083.28
<b>Susquehanna County 9-1-1</b>	\$854,564.02	\$847,185.61	\$420,361.53
<b>Tioga</b>	\$1,740,906.67	\$1,390,717.99	\$854,241.46
<b>Union County Emergency Services</b>	\$876,775.93	\$807,559.32	\$433,938.84
<b>Venango County DES</b>	\$626,678.02	\$618,734.16	\$305,503.03
<b>Warren</b>	\$409,451.30	\$400,584.42	\$202,200.69
<b>Washington County 9-1-1</b>	\$3,631,649.72	\$2,930,039.37	\$1,733,264.24
<b>Wayne</b>	\$503,048.29	\$508,398.86	\$262,205.29
<b>Westmoreland County 9-1-1</b>	\$5,259,743.52	\$5,006,431.20	\$3,269,519.18
<b>Wyoming</b>	\$1,997,928.10	\$1,562,114.94	\$840,920.64
<b>York</b>	\$5,331,183.77	\$4,139,604.24	\$2,314,666.29
<b>TOTALS</b>	<b>\$206,072,146.76</b>	<b>\$171,348,084.62</b>	<b>\$103,329,598.40</b>

**Exhibit J**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2011-12**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2012)</b>
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 J (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2011-12**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2012)</b>
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
<b>TOTALS</b>	<b>\$159,911,895.52</b>	<b>\$142,518,079.98</b>	<b>\$110,716,789.12</b>

**Exhibit K**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2010-11**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2011)</b>
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 K (cont)**  
**FY 2012-13 9-1-1 Annual Report**  
**Wireless Surcharge Funding Summary FY 2010-11**

<b>PSAP</b>	<b>Requested Amount</b>	<b>Approved Amount</b>	<b>Disbursement Total (as of June 30, 2011)</b>
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
<b>TOTALS</b>	<b>\$156,658,511.07</b>	<b>\$126,139,961.83</b>	<b>\$111,003,412.49</b>

## EXHIBIT L

### PSAP Progress Reports and Anticipated Changes

COUNTY	CY 2013 PROGRESS & FUTURE PROGRAMMATIC CHANGES
<b>Adams County</b>	This information is Pre-Audit. Adams County is in the process of upgrading the radio system. We are moving to a Motorola Digital Trunked 800 MHz System. The cost is approximately 25.5 million. Start-up date is tentatively fall of 2014 or spring of 2015. We are also researching regional network infrastructure sharing.
<b>Allegheny County</b>	<ul style="list-style-type: none"> <li>-Completed FCC Narrow banding requirements.</li> <li>-Continue the build out of phase II WestCORE ESInet.</li> <li>-To implement NG911 to support the procurement of IP CPE that will be a shared resource by the participating agencies in the WestCORE project.</li> <li>-To procure an IP capable logging recorder that will support the recording of speech, text, video and other IP data formats. -</li> <li>-Implement "Text to 9-1-1" on or before May 2014.</li> <li>-Continue the process of developing a GEO enabled MSAG to support NG911 utilizing the DataMaster Spatial Station and DataNexus solutions.</li> <li>-Initiate a process of optimizing our current network through cost sharing initiatives and provide a more efficient 9-1-1 center (e.g., elimination of Sonet, reducing 911 trunking, etc.).</li> <li>-Develop ways to enhance our current QA/QI and training programs.</li> <li>-Continue consolidation of ring down centers within the county.</li> </ul>
<b>Armstrong County</b>	The regional ICORRS digital trunked radio network was completed and is now in service. We intend to finalize implementation of WestCORE early in the 2 <sup>nd</sup> quarter of 2014. We are also looking at a CAD upgrade to bring our CAD system to a virtual environment. Armstrong County 911 also moved into our new facility in March of 2013.
<b>Beaver County</b>	Beaver County's main focus in 2014 will be to continue with enhancements to our radio system project that was started in 2012. We will also be doing a major CAD software upgrade in 2014. We plan also to continue work with Region 13 ESInet and WestCORE project.
<b>Bedford County</b>	The County continues to fine tune the coverage for the first responder radio system. In 2014 the County will have to research and plan for the CPE replacement - it was installed in 2008 and the manufacturer will cease supporting in 2015. We were in the midst of accomplishing a CAD upgrade when we were notified that the manufacturer will cease support of it in 2017, so we are currently researching our options for a new CAD vendor as well.

<b>Berks County</b>	<p>2013: Completed CAD Upgrade, Wireless Tower Validations. Continued the Radio System Project and the PSAP Backup. Began the CPE Refresh project.</p> <p>2014: Expected to complete the Radio System Project, PSAP Backup and the CPE Refresh.</p>
<b>Blair County</b>	<p>New CPE to be purchased. Personnel and other shared costs were not transferred from wireless accounts yet. They should be done in February.</p>
<b>Bradford County</b>	<p>A new phone system was purchased to replace outdated technology, along with other upgrades. 2014 CAD will be changing to enhance the center's capabilities and allow regionalization as well as upgrade of consoles and additional backroom equipment.</p>
<b>Bucks County</b>	<p>2014:</p> <ol style="list-style-type: none"> <li>1. CPE upgrade with replacement phone switch must be completed in 2014. County budget dollars assigned for 2014.</li> <li>2. Radio project continues with site development underway. County contract with Motorola in full effect.</li> <li>3. Completion of the study contracted with Mission Critical Partners in the region to explore what technologies can be shared among the counties involved.</li> <li>4. CAD Server upgrade planned for 2/2014. Equipment is here and being staged.</li> <li>5. Backup center CAD workstations will be replaced with workstations that were in use at the main facility.</li> </ol> <p>2013 Completed:</p> <ol style="list-style-type: none"> <li>1. CAD hardware at dispatch positions all completed.</li> <li>2. Replacement dispatcher chairs were purchased and put into service.</li> </ol>
<b>Butler County</b>	<ul style="list-style-type: none"> <li>-The County hired a new 911 Coordinator in 2013.</li> <li>-We are continuing with the WestCORE project and are scheduled to become a pilot site in 2014.</li> <li>-In December 2013 we entered into an agreement with ProQA to provide an entire new EMD system for the PSAP. The new EMD program will be implemented in 2014 with a "go live" date anticipated for June.</li> <li>-Recently we have received approval to hire a full time Quality Assurance Coordinator and that position will start in the early months of 2014.</li> <li>-Additionally, we are currently exploring shared services (enterprise solutions) with neighboring PSAP's (CAD, Recorders, Etc.).</li> </ul>
<b>Cambria County</b>	<p>Cambria County's 9-1-1 Center will strengthen its continuity of operation by replacing desktop computers with laptop computers in 9-1-1 support areas. This will enhance operations and portability during a center evacuation or overflow. The</p>

	WestCORE project completion in 2014 will allow for the replacement of an antiquated phone system. It will also provide more support for the continuity of operations. WestCORE partnering 9-1-1 Centers will stand ready to function as alternate call taking locations. Cambria County DES will also complete a major CAD upgrade allowing for an improved CAD mapping integration.
<b>Cameron County</b>	2013: In a cost savings and redundancy of services effort, Cameron Co, along with 8 other Northern Pennsylvania counties has completed an upgrade to a Next Generation 911 Telephony System and a diverse and redundant Fiber Network. The Northern Tier Regional Telephony Project system contains two switches that are capable of running the entire network in the event of a failure of the other switch. Each county is connected to switches on diverse and redundant fiber paths. In 2013 Cameron Co also participated in the NTRTP Regional Shared Services Agreement. The RSSA has been established in an effort to enhance and continue collaboration, cost savings and redundancy across the NTRTP group.
<b>Carbon County</b>	The County of Carbon continues to pursue the regional effort as put forth in the PEMA guidelines. With the CAD system being more than 20 years old, the County will seek to upgrade or replace CAD to a virtual network and working within the North East Region.
<b>Centre County</b>	Centre County continues to complete the radio upgrade project scheduled to be done in Q2 of 2014. The new Logger Recorder has been installed and tested and will become operational as we transition to the new radio system. We have completed the move into our renovated Communications Center. We will begin looking at replacing our end-of-life Tiberon IQ CAD in 2014.
<b>Chester County</b>	During 2013 we completed the first phase of upgrading the CPE to NG compliant. The software upgrade is planned for 1 <sup>st</sup> quarter 2014. During 2014 we plan to continue working with our regional partners to deploy an ESInet and begin planning for Text to 9-1-1.
<b>City of Allentown</b>	Full CPE upgrade to a NG Geodiverse system completed in 2013. 2014>>Console furniture replacement, generator replacement, Txt2911 trial with VZW.
<b>City of Bethlehem</b>	The City prepared a CAD RFP in October 2013 and is currently reviewing them, anticipating implementation in 2014. Bethlehem also continues to pursue the regional effort as put forth by the PEMA Agency.
<b>Clarion County</b>	New phone system, Northern Tier Project. Anticipated for 2014: New Building, relocation (nothing confirmed), CAD upgrade, new recorder.
<b>Clearfield County</b>	**Note that the landline subscriber fee in Clearfield County is \$1.50 except in the City of DuBois where it is \$1.25.

Completed projects in 2013:

- Regional 9-1-1 phone system installed.
- New UPS system in conjunction with new phone system. Eliminated the old bank of individual UPSs.
- Installed auxiliary generator connection on outside of PSAP in case of primary generator failure.
- Replaced internet computers in 9-1-1 center.
- Installed new Zetron radio consoles.
- Installed wireless headset adapters.
- Completed CAD to CAD backup offsite via microwave to main tower/backup location.
- Added new projector in training room.
- RIOS radio interface system for backup is up and running.
- New printer in dispatch room.
- Added 2 additional building security cameras in PSAP.
- Upgraded CLEAN/NCIC access to the new portal.
- Installation of booking center at County Jail. Utilized existing switch at PSAP for access to CLEAN via microwave.

Anticipated projects for 2014:

- Additional digital microwave links for internet at each tower site in anticipation of installation of security cameras.
- Install cameras at tower sites to enhance security.
- Upgrade Sheriff's frequency to a simulcast system.
- Add secondary microwave path to main tower site to act as a backup and gain additional coverage.
- Regional GIS mapping.
- Regional sharing of radio system.
- Regional Reverse 9-1-1.
- CAD/NCIC interface.
- Add transmitter in Curwensville to improve police radio communications in that area.
- Seeking additional dispatcher per shift.

**Clinton County**

Completed in 2013:

1. Installed and activated new site security and monitoring system for County owned and/or operated tower sites.
2. Completed construction and renovation of acquired building and relocated Department of Emergency Services 9-1-1 & EMA operations to new facility.
3. Worked with wireless provider whom was renting space from County and took ownership of shelter building at tower site.

Anticipated changes 2014:

1. Upgrade microwave path at three (3) tower sites from 4.9 GHz to 6 GHz.
2. Evaluate and possibly relocate “area repeater” to a different tower site for increased coverage.
3. Update PSAP Disaster Recovery plan to accommodate new 9-1-1 phone services at new 9-1-1 & EMA facility.
4. Implementation of Network Control Modems for transfer of 9-1-1 trunks in the event of CPE failure or need to relocate PSAP to an alternate location.
5. Evaluate the need for transition of CAD system to new format.
6. Work with Penna. Game Commission to take ownership of shelter building at tower site in western Clinton County.

**Columbia County**

- Throughout 2013 we continued to attempt to implement the WTMS Watchdog System and to this date there are still issues requiring the contractor and County IT to resolve in order to have it fully functional.
- The new CPE has been ordered and installation is occurring at this time with full cut over expected sometime in the next two months.
- New CAD systems were evaluated in 2013 and a strategic direction for purchasing will be recommended in 2014.
- The Shared Services Study RFP has been issued and contractor selections are proceeding in the spring of 2014 to proceed with this study.
- The County of Columbia and Montour are proceeding with a joint shared/consolidation of service to include the 911 centers pending the outcome of both the PEMA Shared Services Study and an in progress DCED Study being conducted 2013/14 to establish the feasibility of these projects.

**Crawford County**

- In 2013 Crawford County 911 joined the Northern Tier Regional Telephony Project. The County cutover to the system and later in the summer de-commissioned its old ECS1000 phone switch housed at Windstream.
- Other upgrades/projects for the year included replacing the voice recorder, the new CLEAN portal, completion of a tower project at the Crawford County Fairgrounds and the introduction of Safetown which is a CAD feature enabling residents to enter household information on line which then provides information for the dispatchers if they dial 911.
- One other notable project was the installation of a voter receiver and several satellite receivers to improve the police radio network caused by the FCC’s mandate to switch to narrowband frequencies.
- For 2014 Crawford County intends to do a hardware/software upgrade to its CAD.
- Also planned are further enhancements to its UHF radio system brought on the FCC requirement to switch to narrowband frequencies, a new cloud based Reverse 911, upgrades to the backup 911 Center, and replacement of the law enforcement RMS server.

**Cumberland County**

- The County completed a CAD upgrade that allows seamless interface to Priority Dispatch EMD software, PSP CLEAN as well as third party notification system for text message of incidents to first responders.
- The County continues to research options and implement when feasible radio system coverage gaps. The County also

entered into an agreement with Carlisle Borough to take over their Police Dispatch functions, which is slated to occur in the second quarter of 2014.

-The County will continue to research ways to best share technology with surrounding counties in the upcoming year.

**Dauphin County**

SMS 9-1-1 Stats

October 1, 2013 to December 31, 2013

39 sessions – 16 sessions were testing/training

2013 Completed Activities

- upgraded from Medical Priorities ProQA to Paramount
- upgraded from circuit switched simulcast to IP simulcast
- implemented sms to 911 with Verizon Wireless
- implemented smtp email and text paging to first responders
- completed CAD Workstation lease refresh
- extended Intergraph CAD and MPS to Derry Township police dispatch

2014 Anticipated Activities

- CAD virtual Server lease update – new lease includes a geographic diverse virtual server configuration
- upgrade Motorola radio system from 7.11 to 7.14
- implement Nice Storage Center for audio recording archival storage
- fire & ems Medical Priorities re-accreditation
- monitor the developments of NG 9-1-1
- expand sms to 911 with cellular carriers when available
- complete shared services assessment
- revise policies to meeting clean/ncic CJIS security standards
- upgrade CAD CLEAN/NCIC connection to webs services
- investigate telephone CPE replacement options

**Delaware County**

The Vesta System has been purchased and installation is in progress.

**Elk County**

2013 Accomplishments – Implementation of the NTRTP telephony phone system.

2014 Plans – Upgrade radio console system.

<b>Erie County</b>	<p>As of January 6, 2014, Erie County is under new leadership with a new County Executive Kathy Dahlkemper. Erie County Executive Dahlkemper did not retain the former public safety director and is currently searching for a permanent replacement through a selection process.</p> <p>I am pleased to announce that Erie County has joined the Northern Tier Regional Telecommunications Project and the project kick-off meeting is scheduled for February 2014. In addition, Erie County has submitted a letter of commitment to participate in the PSAP Regional Shared Services Assessment. Erie County Council is expected to grant final approval of this project in February 2014.</p> <p>Erie County continues to explore a county-wide, common frequency public safety radio system for all public safety agencies. Erie County has contracted with MCM Consulting Group for professional services to conduct a comprehensive needs assessment and formulate a strategic plan to develop the next-generation radio communications network for public safety.</p> <p>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. This project is expected to be completed in 2014.</p> <p>East Erie County Communications center and Millcreek Township Police Department continue to be the only municipal-run communications centers remaining in Erie County. At this time, there are no immediate plans for the next phase of the consolidation of emergency dispatch services.</p>
<b>Fayette County</b>	<p>Update of CPE still underway, logger upgrade unfunded last year REQUIRED this year or we will not be able to log calls. New radio system install underway.</p>
<b>Forest County</b>	<p>Forest County, with reallocated wireless interest funds, was able to complete construction of the County Communications tower in Marienville, PA. This tower is our only link to eastern Forest County emergency responders. Equipment has been transferred to new tower and work continues at site. As part of this project, Forest is continuing to work on necessary upgrades/improvements to our link between Marienville Tower and Clarion PSAP. We also continue to work on connecting the important link between our Tionesta Tower and EOC/Sheriff/Courthouse.</p>
<b>Franklin County</b>	<p>2013: Geo-Diverse installed, installed automatic vehicle locator/via our Motorola radio network &amp; displayed on 911 mapping, CAD data dump into EMS reporting software, ProQA upgrade, Inform IQ upgrade/Vision Inform upgrade---2014: Requested (2) addtl FT dispatcher positions, new recorder, Motorola version upgrades-Adams/Dauphin Counties.</p>

<b>Fulton County</b>	We completed CAD upgrades that allow for the new ProQA EMD dispatch, as well as text message alert to first responders through a third party service. We additionally completed the upgrade of the Adtrans T1 equipment as the old equipment was no longer supported by the vendor. We will research options for the replacement of the CPE as it will no longer be supported by the manufacturer after April of 2015.
<b>Greene County</b>	<ul style="list-style-type: none"> <li>-The Wireline account still needs to reimburse the county for two quarters in 2013.</li> <li>-The Wireless account still needs to reimburse the county for two quarters in 2013 and pay for CPE and ESInet costs.</li> <li>-2013 we got new fire radios and for the ESInet new microwave equipment.</li> <li>-2014 we are getting new radio consoles and with all intentions we will be hooking up with WestCORE. Also getting a new generator for the WestCORE project.</li> </ul>
<b>Huntingdon County</b>	The County continues to look to find ways to upgrade the low band radio system to allow first-responder interoperability ease with surrounding Counties. In 2014 the county will have to research and plan for the CPE replacement it was installed in 2007 and the manufacturer will cease supporting in 2015. We were in the midst of accomplishing a CAD upgrade when we were notified that the manufacturer will cease support of it in 2017, so we are currently researching our options for a new CAD vendor as well.
<b>Indiana County</b>	Anticipating purchase of a new CPE.
<b>Jefferson County</b>	<p>For the year of 2013:</p> <ul style="list-style-type: none"> <li>-We upgraded our E-911 telephony system.</li> <li>-We replaced our stand alone ECS-1000 and CML, with the Cassidian Vesta 4.0. This upgrade was part of the joint venture known as the Northern Tier Regional Telephony Project. Jefferson went live on the NTRTP system May 14, 2013.</li> <li>- In November of 2013 Jefferson County also completed its transition to the new web portal for CLEAN/NCIC transactions.</li> <li>-We replaced the automatic generator serving the PSAP. The previous generator was 16 years old; the new generator has more capacity and is more efficient. It also has a faster start time when power is lost or fluctuating.</li> <li>-We also added on to the air conditioning system for the PSAP to provide a better environment for our equipment rooms containing our servers and computers.</li> <li>-We continue to train new dispatch personnel.</li> </ul> <p>For 2014:</p> <ul style="list-style-type: none"> <li>-Anticipated projects include but are not limited to, installation of gateways that will link Jefferson and Elk Counties PSAPs to provide each other full backup capabilities, including radio and possible CAD.</li> <li>-We continue to train new personnel and further develop existing personnel. Policy and procedure review and updates are continuous.</li> </ul>

	-We are also working with school resource officers from the Dubois School District and the District itself. These officers will provide SRO presence at two schools within Jefferson County that are part of the Dubois School District. We are assisting them with communication capabilities. We are anticipating that the SRO program will be incorporated in the other school districts within Jefferson County.
<b>Juniata County</b>	The County Fire Companies were awarded a Federal grant to replace low band radio equipment with new UHF radio equipment. The County assisted in this effort and as part of the grant will receive three UHF base stations for tower site placement. We will need additional radio system components to complete the migration from low band to UHF frequencies. The Counties of Juniata and Perry had discussions and have entered into a legal agreement to share tower and other services as they become available. We will have to start to research CPE replacement as the current hardware was installed in 2008.
<b>Lackawanna County</b>	The County completed a county-wide broadband network which includes the Department of Public Safety. The County's CPE is end of life and the consoles are near end of life and will be in the process of replacing both keeping in mind the regional effort and needs.
<b>Lancaster County</b>	2013: Completed renovation of main PSAP, including wiring, computers, computer monitors, workstation furniture, I/P radio console system and digital audio recording system for telephone and Project-25 compliant radio system. 2014: deployment of new county-wide Project-25 public safety radio system.
<b>Lawrence County</b>	2013: -Completed selection process for WestCORE CPE, entered into contract negotiation as part of entire WestCORE Group, ESInet connectivity started, anticipated to be completed 1 <sup>st</sup> Quarter 2014. -Contracted with Mission Critical Partners to design new P25 VHF Radio System and assist in facility and technology implementation for new PSAP/EOC. Radio System RFP released late 2013. Added additional part time dispatch positions, revamped training program. Replace server rack UPS system due to failure of existing one mid 2013.  2014: Architect selected for new 9-1-1 center January 2014. Design process begins. Expected groundbreaking in Summer 2014, with anticipated completion in late 2015. P25 Radio System RFP proposals due March 2014. Held pre-proposal conference for vendors in January 2014. Anticipate awarding contract mid 2014 with a complete system build out to last through 2014 and into late 2015, coinciding with new 9-1-1 center. Anticipate WestCORE CPE installation in EXISTING PSAP late 1 <sup>st</sup> , early 2 <sup>nd</sup> quarter 2014. CAD software upgrade anticipated late 2014, new hardware refresh anticipated in 2015. Recorder upgrade anticipated in new facility in 2015.

<b>Lebanon County</b>	Lebanon County will be participating in a RSSA for the SE region in 2014.
<b>Lehigh County</b>	The County continues to move forward with the overflow facility and to pursue the regional effort as put forth in PEMA guidelines. With Motorola no longer supporting the Printrak CAD system, the County will need to purchase a new CAD system keeping in mind the NECORE regional effort.
<b>Luzerne County</b>	<p>In 2013, Luzerne County 911 upgraded and installed a Voice Print International (VPI) digital call logging recorder. Looking towards next generation 911 dispatching, we continually correct and update our GIS mapping system and currently utilize 2013 aerial photography for dispatch services. Texting to 9-1-1 is in high demand so we are in BETA testing to offer texting to 9-1-1 services through a TTY interface offered by TCS. Currently only Verizon customers can text to 9-1-1 on the TCS platform.</p> <p>-In addition to technology upgrades, we awarded a contract to MCM Consulting Group to complete a regional shared services assessment study to be completed in 2014. To continually offer excellent dispatch services, we plan on re-zoning our police, fire and EMS radio systems countywide, to streamline operations and deliver a better radio service while properly managing radio spectrum usage.</p> <p>-For ALS and BLS dispatching, we are looking towards a system of closest available dispatch protocol utilizing GPS/AVL technology. In today's society, there is demand for the closest available agency for emergencies and we will make every attempt to adapt to ever changing needs and technology.</p> <p>-CJIS requires advance authentication standards to be followed by the end of 2014. Luzerne County 9-1-1 plans on upgrading our system to be in compliance for CLEAN/NCIC access and CJIS standards.</p> <p>-Standardized addressing project for Bear Creek Township to be completed by end of 2014.</p>
<b>Lycoming County</b>	The County completed upgrades to several tower sites in 2013. Plans for 2014 include purchase and installation of new consoles; Planning and equipment design specifications, purchase and installation of a NG911 geo-diverse 911 telephone system. Simulcast a 5 <sup>th</sup> frequency; Continue to pursue the regional effort as set forth by the PEMA guidelines as the County upgrades and purchases new equipment.
<b>McKean County</b>	McKean County participated in the NTRTP in 2013 and will be implementing a new CAD system in 2014.
<b>Mercer County</b>	The Mercer County Department of Public Safety plans to perform several upgrades to the 9-1-1 Center over the next calendar year. First off, we are members of the WestCORE project and look to complete an upgrade of our phone system along with the other Counties that are involved to be better positioned for Next Generation 9-1-1 and the other components of the project. One of the most important parts of the WestCORE project is the survivability of our 9-1-1 Center. When the project is completed, we will be more confident in our ability to have "back ups" with other 9-1-1 Centers and our ability to survive a catastrophic failure in our building.

Second, we plan to upgrade and change our back up power during 2014. We are currently making plans to change our UPS and make changes to our electrical makeup to allow us to have a better opportunity to survive power outages. Currently, our UPS is 20 years old and does not allow us the ability to have a transfer switch. We also do not have the ability to connect an outside power source other than our current generator. Changing some of our electrical makeup will enhance our ability to survive commercial power failures.

We will also be upgrading our CAD system this year. We are currently several upgrades behind in our INTERGRAPH CAD product and need to upgrade to the current version. This will also help us to resolve some CLEAN issues and remote CAD problems we are currently experiencing.

We are continuing to be concerned with radio issues in the County. We currently have infrastructure issues and connect to several disparate radio systems that are not “county owned”. These individual agencies often make changes that cost the County money and time in making new connections for dispatch. The Mercer County Department of Public Safety has been attempting to study the process of building a County wide radio system. Although this process is lengthy...we hope to do a study with a radio vendor or consultant during this calendar year.

<b>Mifflin County</b>	911 Radio System (transmitters & shelters w/generator upgrades) replaced to comply with FCC Narrow-banding requirements and upgraded to provide simulcast & repeated UHF & VHF analog system. 2014 planned upgrades – replacement of End-of-Life E-911 Patriot System (including high probability of joint operation of system with Snyder County), CAD hardware w/software update.
<b>Monroe County</b>	MCCC intends to enhance the 9-1-1 systems to meet the NENA I3 standards. In relationship to Next Generation 9-1-1, upon review of the Regional Assessment, MCCC will determine the necessary course of action. In addition, PSAP continues to maintain and upgrade their radio communications system.
<b>Montgomery County</b>	CAD Upgrade – Intergraph 9.2. Text to 9-1-1 implementation in 2014 with 3 or 4 neighboring counties though Intrado as a result of the regional shared services assessment done by Mission Critical Partners.
<b>Montour County</b>	There were no other upgrades during the 2013 year. For 2014 the county is working in combination with Columbia and Northumberland County on the regionalization of shared services and the possible consolidation of at least Montour County with one of those counties.
<b>Northampton County</b>	2013: Installation of Virtual Servers for CAD, Reports, DNS, Mobile, WebCad and Interface Server. HVAC System updated in computer room. Secured budgetary numbers for a Geo-Diverse, Shared, PE Phone system.

	<p>2014: Secured approval for (1) additional Shift Supervisor, (2) additional Full-Time Telecommunicators and (2) FTE (Part-Time) Telecommunicators. 911 and Emergency Operations Expansion – anticipated completion is Q4-2014. Develop policy for WebCAD, Public WebCad and CAD to MDT prior to implementation to Field Agencies. Replace HVAC System to include Humidification system for the 911 Communications Center. Complete Regional Assessment. Review and update all current agency SOPs. Through the NECTTF, install tower site security cameras. Participate in NECTTF communication exercise(s). Expand the PA-NJ Inter-Op channel to include Lehigh and Pike Counties in PA, LVIA, and Sussex County, NJ.</p>
<b>Northumberland County</b>	<p>2013: Replaced CAD server, replaced (5) CAD PC’s, began work on Narrowbanding Project and CPE replacement.</p> <p>2014: Complete CPE replacement and Narrow banding Project.</p>
<b>Perry County</b>	<p>The County completed a CAD upgrade that allows seamless interface to Priority Dispatch EMD software, PSP CLEAN as well as third party notification system for text message of incidents to first responders. The County completed a radio system assessment and has begun the process of locating frequencies that will take the County off low-band. The Counties of Perry and Juniata had discussions and have entered into a legal agreement to share tower and other services as they become available. We will have to start to research CPE replacement as the current hardware was installed in 2008.</p>
<b>City of Philadelphia</b>	<ul style="list-style-type: none"> <li>-The City upgraded the CPE from Vesta 2.2 to the Vesta 2.3. Additional upgrades are planned do to the CPE end of life in December of 2014.</li> <li>-The City recently upgraded the 9-1-1 NICE call recording/logging system.</li> <li>-The City conducted extensive wireless accuracy testing throughout the year and are engaged with the various wireless carriers to address/explain findings of the testing.</li> <li>-The City deployed a system to map all of the 9-1-1 calls, which so far has aided the City in identifying the general area of an abusive caller on an uninitiated phone repeatedly calling 9-1-1.</li> <li>-The 9-1-1 dispatch has been further stabilized by the replacement of various HVAC, UPS, rectifier units as well as other equipment within the 9-1-1 center and radio system sites.</li> <li>-The City is in the process of obtaining final quotes for a refresh of the 9-1-1 PCs in the PSAP as well as a refresh of the current CAD server infrastructure.</li> <li>-The City is in the planning phase of assessing Next Generation capable CAD systems and the PSAP’s current operations for an anticipated migration.</li> <li>-The City is planning for a potential move to a new building for the PSAP. As a result, this may delay non-system threatening system enhancements so that the PSAP can deploy new equipment in the new center.</li> </ul>
<b>Pike County</b>	<p>No major upgrades were done in 2013 due to being in the new center. For 2014 we will be looking to improve our radio coverage as we lost coverage with narrow banding.</p>

<b>Potter County</b>	Potter County is trying to move forward with the increasing costs of 9-1-1 without adequate funding to maintain a system. In 2014 there will be a lot of brand new equipment that was paid for by the fund but will sit and newer old equipment will be housed to afford ongoing maintenance.
<b>Schuylkill County</b>	Other type of funds is from County General Funds. 2013 – Begin Narrowbanding project, proposals for CAD upgrade/replacement, replaced 911 HVAC units. 2014 – Continue with Narrowbanding project, start CAD procurement, replace Logging Recorder, continue with NECORE Regional Assessment and Planning, replace PSAP UPS system.
<b>Snyder County</b>	Other type of funds is from Snyder County General Funds.  2013: GIS Map Data Maintenance, GIS software upgrades, replaced computer monitors within 911 center, adopted new regional EMD protocols, expanded on agency’s 911 education program, creation & distribution of county map books for emergency responders, purchase and installation of new logger recorder w/supporting QA software, replacement of microwave charger unit at tower site. Replacement of batteries within UPS units at tower sites.  2014: Conduct QA reviews utilizing electronic software, roll out new EMD software, replacement base stations at tower sites, establishment of additional tower for RF communications, inter-connectivity between Mifflin and Snyder Counties, consider aerial photography of County, CAD enhancements.
<b>Somerset County</b>	2014 Part of WestCore CML. Start of a Motorola 800 MHz radio system – part of ICORRS.
<b>Sullivan County</b>	Replaced PlantCML ECS1000 to Cassidian Patriot in 2013. Moved 1 of 4 microwave towers from a private lease to a shared infrastructure arrangement at a State Tower (SULL01). In 2014 Sullivan is executing a Regional Shared Services Assessment with Lycoming, Clinton, Tioga & Union Counties. Also replacing key tower infrastructure (27 year old Guyed Tower) at Laporte High School with a new self-supporting tower....will leverage this new tower to support Broadband regionalization and facilitate RSSA objectives.
<b>Susquehanna County</b>	For 2013 we started working on our GIS/Mapping updates. This project should be completed in 2014. We had a shared Services/Consolidation, needs assessment and strategic plan completed in 2013. The County Commissioners are reviewing and we will be meeting in late January to lay out our priority list of projects to do. We will be upgrading our CPE equipment and are looking at our options, both shared services and stand-alone. In 2014 we will be revamping our training of new dispatchers.
<b>Tioga County</b>	Tioga County will be constructing a new 911/EOC facility in FY 2014. ESInet connection/new CPE/CAD/Integrated

	console/new furniture/and not eligible new tower/shelter.
<b>Union County</b>	Completed our radio system at the end of 2012, beginning of 2013. We are looking to upgrade our audio log and our CAD in 2014. We were hoping to have a new CAD by 2013, but we are still in the process of choosing a CAD. We are looking at a new phone system, with regards to our RSSA. We are working on the RSSA, first meeting took place this month. Lastly, the access line count was off last year because Bucknell University receives a number of lines. Last year, when they gave me that number, they gave me the number they were using and not the entire number.
<b>Venango County</b>	Venango County will be doing upgrades to our dispatch radio consoles and continuing to participate in the WESTCORE project. We replaced our recorder in 2013 due to the failure of the old equipment.
<b>Warren County</b>	The master UPS for the 911 Center was cutover without any issues the first quarter of 2013. The UPS gives us about 3 hours' worth of power in case of main generator failure during any main power failures. Warren County cut over to the Northern Tier Telephony Project on June 26 <sup>th</sup> to become the final original project County to successfully transition to the new 911 switch system. Due to lack of additional funding the replacement of our CAD system has been reorganized into an upgrade to the existing CAD software. We will be replacing our CAD server and going to the latest version of the current software program currently in use. The CAD upgrade project completion goal is the 2 <sup>nd</sup> quarter of 2014. With limited staff personnel the Reverse 911 self-registration portal project has been delayed. Hopefully we can implement the portal during 2014. Wireless accuracy testing was also delayed because of limited staffing. As staff is available we are going to move forward with some testing. Warren County along with other Northern Tier Counties has contracted MCM Consulting to do a Regional Shared Services Assessment. Our expectations are that the assessment finds areas for improved collaboration and cost saving to the County and the Region.
<b>Washington County</b>	Progress in 2013: Audiolog Upgrade, Map updates, CAD updates.  Anticipated in 2014: SAN replacement and final migration from blades to BL 380s and a VM View environment.
<b>Wayne County</b>	We will be replacing 2 more of our tower site shelters. We have started installing our simulcasting system, hope to be completed by March of this year. We will also be activating a 2 <sup>nd</sup> fire frequency; this too is in the process of being completed.
<b>Westmoreland County</b>	The County has been participating in a regional Emergency Services IP network through our taskforce. This network will be supporting our WESTCORE initiative for 9-1-1 emergency telephone services, our Inter-County Regional Radio System (ICORRS) and other support systems that provide for the collaboration and sharing of voice and data for 9-1-1 telecommunications. In addition, we have upgraded the telephony integration which provides dial tone into our 9-1-1 CPE and enhanced administrative and 9-1-1 telephony via a regional Avaya deployment which provides for redundant capability

	through the ESInet and PSTN.
<b>Wyoming County</b>	A new phone system was purchased to further the center's capabilities. A CAD system is in the process of being built to specs and should be online 2 <sup>nd</sup> quarter 2014 at the latest.
<b>York County</b>	<p>In 2013 we upgraded our New World CAD from Aegis MSP to New World's Enterprise version of CAD, we replaced all of our Maestro Radio Consoles, completed Tower Site Grounding and Alarm installation at all tower sites and added a 20 ft. steel extension to our Pleasureville Tower. We began work to replace our current CPE.</p> <p>In 2014 we continue on our migration from our current CPE to the Patriot CPE System and begin a 41-month Radio Project to commence in March 2014 with an anticipated end date of July 2017. We will be moving to a new 700MHz radio system and at the same time upgrading and providing additional redundancy assurance for our current microwave system.</p>

## EXHIBIT M PSAP Outages

DATE	COUNTY AFFECTED	DESCRIPTION OF INCIDENT OR OUTAGE
1/3/2013	Chester	<p><b>20130103-0007 - FINAL - 911 CENTER OUTAGE - Chester County, 1/3/13 6:47 a.m.</b> - Chester County 9-1-1 has lost the ability to call any phone number that is not in the 610 area code. The center is also unable to transfer emergency calls to agencies outside of the 610 area code. Verizon is aware and is working to correct the issue. There are no unmet needs. <b>7:15 a.m.</b> - Verizon advised Chester County Department of Emergency Services that the problem appears to be with the department's long distance carrier. All Verizon equipment and services are working normally. <b>10:42 a.m.</b> - Per county, this incident is closed. Outbound dialing is fully operational.</p>
1/10/2013	Allegheny	<p><b>20130110-0004 - FINAL - RADIO INTERFERENCE - Allegheny County, 1/10/13 8:46 p.m.</b> - Allegheny County 911 is experiencing radio issues in the North and East Zones on the 470 Channels and has moved to back up channels for operations. There was some sort of interference visually seen from the North Braddock Tower area that is believed to be causing the issues. Staley Communications was notified and techs are in the field working on the issue. <b>7:23 - p.m. 1/11/2013</b> - Incident closed by the county.</p>
1/17/2013	Berks	<p><b>20130117-0002 - FINAL - 911 SERVICE DISRUPTION - Berks County, 1/17/13 6:55 p.m.</b> - Kindred Transitional Care in the City of Reading reports they are unable to call 911. This is an internal Verizon phone issue. The Berks County 911 has provided the facility with alternate contact phone numbers to contact the communications center. <b>5:45 p.m. 1/18/2013</b>- Berks County terminated this incident.</p>
1/30/2013	Clarion	<p><b>20130130-0039 - FINAL - RADIO COMMUNICATIONS FAILURE - Clarion County, 1/30/13 10:53 a.m.</b> - Clarion County advised there has been a communications failure on the Knox Fire and Medical frequencies. Windstream was notified and provided ticket #15237608. They are currently working on this issue, but no resolution has been found at this time. <b>12:04 p.m.</b> - Windstream called the carrier card in their office and the tower failure has been resolved, incident closed.</p>

**1/30/2013 Schuylkill**

**20130130-0049 - FINAL - 911 PHONE OUTAGE - Schuylkill County, 1/30/13 1:08 p.m.** - Schuylkill County 911 Center was without 911 services after a power outage that affected the City of Pottsville. 911 services have been restored at this time but emergency services are still manning their stations. **2:02 p.m.** - All 911 service has been restored and the incident is closed.

**2/11/2013 Jefferson**

**20130211-0034 – UPDATE (1) - 911 FAILURE - Jefferson County, 2/11/13 4:50 p.m.** - Persons living in the Summerville phone exchange 856 do not have the capability to dial 911. Windstream is having equipment issues and is currently working on correcting the problem. The Summerville Fire and EMS Station are staffed so that residents can report incidents. **12:39 a.m., 2/12/13** - Windstream has the 856 Summerville exchange up and working at reduced capacity at this time. Residents should not have any issues calling 9-1-1.

**2/22/2013 Jefferson**

**20130222-0010 - FINAL - POWER OUTAGE AT 911 TOWER - Jefferson County, 2/22/ 13 9:30 a.m.** - Jefferson County reports that the transformer supplying power to the "Fire Tower" radio site in Winslow Township has malfunctioned. United Electric and the County EMA have responded to the site. A backup generator will be installed until the transformer is replaced. The site will be down for several hours while the transformer is replaced. **10:30 a.m.** - Jefferson County reports that power has been restored to the "Fire Tower" site. Incident Closed.

**3/5/2013 Washington**

**20130305-0055 - FINAL - RADIO FAILURE - Washington County, 3/05/13 1:15 p.m.** - A partial radio communications failure of the 9-1-1 Center, at 100 W Beau Street has occurred; backup notification number for 9030 Police is 724 350-0884 and affected fire departments are manning their stations so they can activate their sirens and pagers manually. Affected Police Departments are being switched over to other operational frequencies. **3:11 p.m.** - Incident closed.

**3/12/2013 Northampton**

**20130312-0026 - FINAL - UTILITY OUTAGE - Northampton County, 3/12/13 12:58 p.m.** - Northampton County reported a power outage due to a pole fire on Penn Allen Road in Upper Nazareth Township. The power outage is affecting the complex which includes the County nursing home and the 911 center. Both facilities are on their backup generators and there are no adverse effects being reported. The electric company has been notified. **2:18 p.m.** - Power has been restored to the complex and both facilities are working on normal power. Per the county this incident is closed.

**3/16/2013 Luzerne**

**20130316-0007 - FINAL - UTILITY OUTAGE - Luzerne County, 3/16/13 7:50 a.m.** - Frontier Communications notified the Luzerne County 911 Center that 305 lines were down in the area of Mountain View Drive in Lehman Township. This is in the area of Lehman Area School District. They were showing 15 links down in this area. They had a crew responding to check on the issues. Lehman Township Police and Back Mountain Regional Fire have been notified of the outage. Lehman Township Police Department phone lines are affected by this outage. There is no restoration time. Frontier has advised they will provide updates as the incident is investigated. **10:32 p.m.** - All service has been restored, incident closed.

**3/22/2013 Luzerne**

**20130322-0017 - Telephone Outage - Luzerne County, 3/22/13 12:05 p.m.** - Frontier 911 advised Luzerne County of a telephone outage in the Dallas area. They stated that 203 customers are without service in the 255, 631, 674, and 675 exchanges. Frontier has a crew working on restoring service and will advise when completed. No location was given. **7:00 p.m.** - Luzerne county reports that communications have been restored, incident closed.

**3/26/2013 McKean**

**20130326-0027 - FINAL - POWER OUTAGE - McKean County, 3/26/13 4:57 p.m.** - A power outage occurred as a result of a substation failure in Smethport Borough. McKean County 911, McKean County Jail, McKean County CYS and Sena-Kean Nursing home are operating under emergency generator power. Smethport Borough Electric is on scene and working. **5:56 p.m.** - Power has been restored. The incident is terminated.

**3/30/2013 Cameron**

**20130330-0027 - FINAL - 911 PHONE OUTAGE - Cameron, 3/30/13 3:00 p.m.** - Cameron County reported that several residents in the Grove Township area are unable to call the 911 Center by dialing 911. Local and long distance do not seem to be affected. The problem appears to be traced to a Verizon repair issue. The resident was told that Verizon would be out Monday, April 1, to attempt repair. Following the initial report the county has also received calls that several residents of Elk County are experiencing a similar issue. **8:43 p.m.** - Verizon called and they have a temporary fix in place. All calls to 9-1-1 from this exchange are being routed to Warren County until a permanent fix can be made on Monday. Kevin is calling Warren County to make sure they are aware of the issue. Will follow up with Verizon on Monday on this problem. **11:45 a.m. 4/1/13** - Verizon Customer Care reported that the issue has been resolved and the county conducted a successful test to confirm. The incident is closed.

**4/6/2013 Bradford**

**20130406-0024 - UPDATE - 800 RADIO PROBLEM - Bradford County, 4/6/13 1:13 p.m.** - Bradford County is unable to transmit on the state 800 MHz system. The cause of the problem was not reported. **3:00 p.m.** - Bradford County was contacted and advised that the county EMA director is working with their vendor, AMP Solutions. The issue appears to be internal to their communications center.

**4/9/2013 Monroe**

**20130409-0013 - FINAL - 911 PHONE OUTAGE - Monroe County, 4/9/13 10:44 a.m.** - Sporadic phone outages occurred throughout Monroe County to include the 911 service. The 911 center is still receiving calls but some calls are dropping while in progress. There have been communication issues with some schools and Police Departments. Verizon has been contacted and is working to identify the problem. **2:58 p.m.** - Per the 911 center, this incident is CLOSED.

**4/9/2013 Clearfield**

**20130409-0041 - FINAL - EMS DISPATCH FAILURE - Clearfield County, 4/9/13 6:28 p.m.** - Clearfield County EMS dispatch system has failed. Backup operations are in place. Most EMS stations have been notified of the failure. County personnel; along with Centre County personnel are attempting to correct the problem. **7:33 a.m. 4/10/13** - Per the county this incident is closed.

**4/10/2013 Clarion**

**20130410-0028 - FINAL - LIGHTNING STRIKE AT COMMUNICATION**

**CENTER - Clarion County , 4/10/13 2:30 p.m.** - The Clarion County Communication Center at 421 Madison Road in the Borough of Clarion was struck by lightning. They are currently switching to back up phone systems and radios are coming back on line. Two dispatch positions are currently down. **8:18 p.m.** - Verizon is working on the problem, waiting on equipment that will be delivered tomorrow. Three out of four radios are working, CLEAN/NCIC is down. CLEAN/NCIC is being routed through PSP Clarion. **10:00 p.m., 4/11/13** - Clarion County Office of Emergency Services reports that three of their four phones remain operational and the CLEAN/NCIC terminal remains out of service following the lightning strike. In addition, the center has been experiencing intermittent ANI/ALI issues on 9-1-1 calls. It is not known if the ANI/ALI trouble is related to the lightning strike. There is no estimated restoration time for the phone system. CLEAN/NCIC will not be restored for several more days. All others systems are back to normal. **6:17 p.m., 4/12/13** - CLEAN/NCIC is operational. The 911 Center is fully functional except for the CPE in the center. The incident is terminated.

**4/14/2013 Cameron**

**20130414-0006 - FINAL - UPDATE - 911 Outage - Cameron County - 4/14/13 12:17 a.m.** - 911 telephone service is down in Emporium Borough and Shippen Township for the 486 exchange. Cameron and Elk county EMAs have been notified. Windstream has been contacted and a technician is en route. Windstream ticket #16196457. Emporium fire and EMS were advised to stand by in their stations until the situation is resolved. **3:32 a.m.** - Windstream advised they have no one available to fix the problem. A duty supervisor is involved. Verizon wireless 911 calls are working. **11:46 a.m.** - Windstream fixed both circuits. All stations have been closed and media outlets advised. This event is now closed.

**4/19/2013 Adams**

**20130419-0013 - FINAL - COUNTYWIDE POWER OUTAGE - Adams County, 4/19/13 7:10 a.m.** - Adams County 911 reported a "countywide" power outage; unknown cause. Met ED was notified and is investigating. The county 911 center is on emergency backup power at this time. No unmet needs reported by the county. **8:25 a.m.** - Adams County reports that the problem has been determined to be at the Hunterstown Substation. At this time, the estimate of time of restoration is not known. Gettysburg Hospital has been contacted by Adams County and is operating on backup power with no unmet needs. The Franklin Township Elementary School has been affected by the outage, but has not dismissed at this time. They have made contact with the local fire department as an emergency precaution. Township Adams County also reports that several nursing homes/personal care facilities are within the affected area. Adams County is in the process of making contact with these facilities at this time. **9:45 a.m.** - Per Adams County 911: The county has contacted six nursing homes and reports that they are running on backup generators and natural gas. One nursing home, the Lutheran Home, has a fuel capacity for 8 hours. County advised them to refill before it empties. The hospital is good for 48 hours on backup power. Multiple schools including Upper Adams Elementary are without power but have not evacuated or sent students home. The 911 center is able to take calls and respond but has lost internet power to auxiliary computers. One of the affected utility units has been restored at this time and power is back on to some locations. The county is following up. **10:28 p.m.** - Power has been restored. The incident is terminated.

**4/25/2013 Lycoming**

**20130425-0035 - FINAL - TELEPHONE OUTAGE - Lycoming County, 4/25/13 2:30 p.m.** - Lycoming County has reported a telephone outage in a rural area of Cogan House Township. It is estimated that approximately 200 customers are without service. There are no critical infrastructure facilities in this area. Verizon North has been notified. **9:08 p.m.** - All service has been restored, incident closed.

**4/28/2013 Sullivan**

**20130428-0007 - FINAL - 911 PHONE OUTAGE - Sullivan County, 4/28/13 10:45 a.m.** - Sullivan County reported that the microwave link to Lycoming County went down at approximately 9:50 a.m. Sullivan County is taking the 911 calls at its PSAP and there are no unmet needs at this time. **3:15 p.m.** - Per the county this incident is closed.

**4/29/2013 Greene**

**20130429-0028 - FINAL - TELEPHONE OUTAGE - Greene County, 4/29/13 1:10 p.m.** - A long distance telephone outage is reported in several areas of Greene County, Windstream is currently working on correcting the problem. **9:10 p.m.** - This incident is closed, service is repaired.

**4/29/2013 Jefferson**

**20130429-0032 - TELEPHONE OUTAGE - Jefferson County, 4/29/13 1:43 p.m.** - Windstream has advised Jefferson County of a widespread long distance telephone outage affecting Jefferson County and other areas in Western PA and Ohio. Windstream is currently working on the problem. PSP in Dubois, Punxsutawney and Marienville have been advised. **9:10 p.m.** - This incident is closed, service is repaired.

**4/30/2013 Monroe**

**20130430-0037 - FINAL - TELEPHONE ISSUES - Monroe County, 4/30/13 3:45 p.m.** - Monroe County was experiencing problems all day with transfers to PSP Barracks. We notified our radio/phone vendor to see if they could fix the issue. During our investigation into the issue we discovered that the state has disconnected their 800 lines and that they are no longer in service. We have adjusted our transfer lines so that they dial the appropriate 7/10 digit number at each barrack. **5:38 p.m.** - Incident resolved and closed.

**4/30/2013 Washington**

**20130430-0040 - FINAL - PHASE 2 SERVICE DOWN ON ATT WIRELESS LINES - Washington County, 4/30/13 5:34 p.m.** - The Washington County Control Center has been unable to receive Phase 2 (ALI/ANI) service from ATT wireless callers since approximately 3:00 p.m. The ticket number is TT000038437337. There is no estimate on restoration of service. **1:03 p.m., 5/1/13** - Washington County advised they have been able to access some Phase 2 info over the night. They have not received a call from ATT yet to advise that the ticket has been closed. Their KC incident will remain open until ATT closes the ticket. **6:49 p.m. 5/1/13** - The county advised that ATT is reporting the problem has been fixed and the ticket is being closed.

**5/2/2013 Washington**

**20130502-0002 - FINAL - TELEPHONE OUTAGE - Washington County, 5/2/13 8:06 p.m.** - Verizon reported to Washington County that 25 customers in the 724 (947) exchange area are without dial tone. This is the Main Street area of Burgettstown Borough. Verizon is currently working on the problem. **9:48 a.m.** - Washington County reports that service has been restored. Incident Closed.

**5/6/2013 Montgomery**

**20130506-0027 – FINAL - 911 CENTER TELEPHONE ISSUES - Montgomery County, 5/6 /13 1:30 p.m.** - Montgomery County has experienced a failure, possibly related to a Verizon system issue, that has caused normal processing of 911 calls to stop. Callers were indicating they were receiving a busy signal. The 911 center has switched to the back-up phones and are currently processing 911 calls. No additional resources requested. **4:00 p.m.** - All service was fully restored, incident closed.

**5/7/2013 Union**

**20130507-0009 - CRIMINAL ACTIVITY - Union County, 5/7/13 1:13 a.m.** - A 9-1-1 and an adjacent OPRS tower site shelter were broken into at the Sand Mountain Tower site in West Buffalo Township. There was no apparent damage to any equipment other than the doors. PSP is investigating the incident. There are no unmet needs.

**5/14/2013 Mifflin**

**20130514-0008 - FINAL - UTILITY OUTAGE - MIFFLIN COUNTY, 5/14/13 7:25 a.m.** - A countywide telephone outage has occurred for approximately 46,000 Verizon customers in Mifflin County. A Verizon trouble ticket number was issued and PUC was notified. **8:00 a.m.** - Verizon has found the problem and has a service crew en route. **3:20 p.m.** - Verizon has restored service. Incident Closed

**5/14/2013 Jefferson**

**20130514-0018 - FINAL - 911 TELEPHONE SWITCHOVER - Jefferson County, 5/14/ 13 8:00 a.m.** - Today beginning at 08:00 Jefferson County will be switching to the Northern Tier regional E-9-1-1 phone network. To this point all wire line services have been migrated to the new system and all testing has been successful. Wireless carriers are beginning to migrate to the new system. Verizon, Cassidian and MCM Consulting are all on site for the effort. **9:00 a.m.** - Incident closed by the county.

**5/14/2013 Lehigh**

**20130514-0019 - FINAL - INTERMITTENT PHONE EXCHANGE OUTAGE - Lehigh County 10:04 a.m.** - There is an intermittent problem with ten digit phone calls both to and from the 610-282-???? exchange affecting residents of Coopersburg Borough and Upper Saucon Township. When dialing they will get a message stating "All circuits are busy". They can then redial and get through to their party. Frontier Communications stated they have a fiber line break being repaired in the area of Bangor Borough, Northampton County. The county is not aware of any 9-1-1 service problems. **1:35 p.m.** - Phone service has been restored. Incident Closed

**5/14/2013 Potter, Tioga, Bradford & Sullivan**

**20130514-0048 - FINAL - POWER AND PHONE OUTAGE - Potter, Tioga, Bradford and Sullivan counties, 5/14/13 7:03 p.m.** - A problem with a 115 kV line, due to a switch failure requiring emergency repairs to a substation, caused a power outage which is affecting approximately 16,695 First Energy and another 10,000 rural electric company customers in Potter, Tioga, Bradford and Sullivan counties. Repairs are estimated to be completed between midnight, Tuesday, May 14 and early Wednesday morning, May 15. There are four hospitals, 11 nursing homes and 16 personal care homes in the affected counties that are potentially affected. PEMA has polled the affected counties and there are no reports of unmet needs. PEMA issued an EMNET message to broadcasters for Sullivan County at the county's request. **10:59 p.m.** Sullivan and Tioga Counties are reporting 445 Frontier Communications customers without phone service. There are 211 customers affected in the Overton area of Dusshore Borough, Sullivan County. There are 234 Frontier Communication customers affected in the 723 and 724 exchanges in Wellsboro Borough, Tioga County. This is directly related to the power outage. **4:00 a.m., 5/15/13** - First Energy's outage website shows all power has been restored in the affected counties. Frontier Communications has not contacted Tioga or Sullivan Counties regarding those customers who lost phone services as a result of the power outage. The status of the customer's phone service is unknown. **8:04 a.m., 5/15/13** - Lycoming County advised that almost all Frontier phone service has been restored in Sullivan County. The status of Frontier phone service in Tioga County has not been reported. **11:57 a.m.** - Tioga and Bradford counties advised that all electric power and associated phone problems have been resolved in Tioga, Potter and Bradford counties. This incident is now closed.

**5/15/2013 Armstrong**

**20130515-0018 - FINAL - 911 CENTER RADIOS DOWN - Armstrong County, 5/15/13 10:56 a.m.** - Armstrong County 911 Radios are down - They lost radio console functionality for the dispatch of police, fire and EMS. Fire units have been requested to man their stations. We are dispatching EMS units by phone and have made police units aware of the situation. A general text message via CAD was sent out to personnel in the CAD texting to make them aware of the situation. Radio repair and Windstream are working on the issue. 911 can still receive phone calls. There are no unmet needs at this time. **1:04 p.m.** - Armstrong County 911 radios have been restored. Incident Closed.

**5/15/2013 Lackawanna**

**20130515-0021 - FINAL - TELEPHONE OUTAGE - Lackawanna County, 5/15/13 12:58 p.m.** - Lackawanna County 911 center non-emergent administrative lines are out of service. Telephone utility is aware and working on the problem. 911 lines are not affected by this outage. **6:26 p.m.** - All phone are back in service, incident closed.

**5/17/2013 York**

**20130517-0003 - FINAL - PHONE OUTAGE - York County, 5/17/13 8:48 p.m.** - The Fairview Township Police Department and EMS Station are unable to dial 911 from their landline exchanges of 901 and 932 in Fairview Township. A report was made with Verizon and then was referred to Frontier Communications. The 911 center is still able to receive calls and calls from cellular phones are still operating normally. Both the police department and EMS station are still able to function normally. **11:25 p.m.** - The problem was isolated to two phones and a switch in the VoIP system. All other phones are operating normally at this time. This incident is terminated.

**5/17/2013 Luzerne**

**20130517-0026 - TELEPHONE OUTAGE - Luzerne County, 5/17/13 2:00 p.m.** - Luzerne County has reported a telephone service outage in the area of Dallas Borough, affecting approximately 324 homes. The outage is reported to be affecting land line service only. No estimate on restoration of service has been provided to the county.

**5/19/2013 Bradford**

**20130519-0010 - FINAL - TELEPHONE OUTAGE - Bradford County, 5/19/13 7:55 a.m.** - Frontier Telephone Company reports 311 customers in Wyalusing Township are without telephone service. Frontier is working on restoring the service. **8:56 p.m.** - **5/20/13** - Incident closed by the county.

**5/22/2013 Washington**

**20130522-0002 - FINAL - POWER OUTAGE - Washington County, 5/22/13 7:00 p.m.** - The Mount Wheeler 911 Tower is on generator power due to wires down from a recent thunderstorm in North Franklin Township. West Penn reporting an outage to 1500 people in the area with no restoration time. There are no critical facilities affected.

**5/22/2013 Clinton**

**20130522-0006 - FINAL - PHONE OUTAGE - Clinton County, 5/22/13 9:28 p.m.** - Clinton County reports that all of Chapman Township is without phone service and it affects their ability to call 911. No estimated time of repair at this time. **6:40 a.m. 5/23/13** - Clinton County reports that telephone service has been restored. Incident Closed.

**5/22/2013 Lackawanna**

**20130522-0010 - FINAL - PHONES LINE OUT - Lackawanna County, 5/22/13 11:25 p.m.** - The administration phone lines (non-emergency lines) for the Lackawanna County 911 Center are out of service. Verizon and Frontier Communications are working to restore service. **10:15 a.m. 5/23/13** - The problem has cleared itself and communications has been restored. The incident is closed.

**5/23/2013 Northampton**

**20130523-0001 - FINAL - COMM CENTER POWER FAILURE - Northampton County, 5/23/13 8:34 p.m.** - A power failure occurred at the Bethlehem City Communications Center. The center is currently running on generator. **12:18 a.m., 5/24/13** - Bethlehem City Communications Center is back on commercial power. This incident is terminated.

**5/23/2013 Cumberland & Perry**

**20130523-0015 - TELEPHONE OUTAGE - Cumberland/Perry Counties. 5/23/13 2:33 a.m.** - A telephone outage is reported in Carlisle, Duncannon and Newport Areas. Approximately 5,000 customers are without telephone service due to a problem with a fiber wire. No ETA on restoration at this time.

**5/24/2013 Cameron**

**20130524-0021 - FINAL - LONG DISTANCE TELEPHONE PROBLEM - Cameron County, 5/24/13 2:47 p.m.** - Several residents have called Cameron County reporting that they are unable to make long distance calls. Cameron County has tested 9-1-1 and it is working at this time. The County has tried to make several long distance calls and they did not go through. Cameron County has contacted Windstream Repair via the 1-800 number and filed a report. Windstream repair ticket number 16722765 has been issued. No unmet needs at this time. **1:25 p.m., 5/28** - Long distance service has been restored. Incident Closed

**5/29/2013 Allegheny**

**20130529-0011 - FINAL - EMERGENCY COMMUNICATIONS OUTAGE - Allegheny County, 5/29/2013 1:23 a.m.** - Emergency communications lines into West Mifflin Boro and Munhall Borough Dispatch are down. Calls received by Allegheny County 911 are being processed by Allegheny County call takers and forwarded on to West Mifflin Dispatch via radio VHF Channel 2 and calls received for Munhall Borough are being forwarded to the Homestead Police Channel. West Mifflin and Munhall have contacted their telephone service provider in an attempt to rectify the problem. **2:24 a.m.** - Per Munhall Dispatch, they made contact with Comcast, their service provider. Comcast is aware of the issue and states this was a planned outage. All Munhall PD/FD/EMS emergency and non emergency lines are now forwarded to Allegheny County 9-1-1 and calls for service are being given to Munhall Dispatch over the police radio. Comcast gave 5:00-6:00 a.m. for estimated time of restoration. **3:59 a.m.** - Per Allegheny County, both municipalities have phone systems back up and running. This incident is closed.

**5/29/2013 Montgomery**

**20130529-0024 - FINAL - TELEPHONE TRUNK LINE ISSUES - Montgomery County, 5/29/13 8:40 a.m.** - The Willow Grove and Horsham tower sites are down on the trunked system as of 0755 hours due to what appears to be Verizon T-1 circuit issues. Verizon has been notified and advised they will be dispatching a technician shortly. **12:30 p.m.** - Verizon has crews working on the issue. No major issues or unmet needs at this time. **3:55 p.m.** - Verizon has restored service. Incident Closed.

**5/31/2013 Allegheny**

**20130531-0016 - 911 PHONE OUTAGE - Allegheny County, 5/31/13 12:00 a.m.** - Verizon reported a problem with a T3 line in Turtle Creek Borough. The approximate extent and duration of the problem is unknown. Turtle Creek Borough Police attempted to call 9-1-1 from their station landline but was not successful.

**6/1/2013 Clarion**

**20130601-0017 - FINAL - PHONE OUTAGE - Clarion County - 6/1/13 9:44 a.m.** - Residents are unable to contact 911 using landlines due to a phone outage in the Leeper area of Farmingtown Township. Verizon has been notified and residents have been advised through the media to utilize wireless service to contact 911. EMS and local fire departments have been notified of the issue. **11:50 a.m.** - The affected exchange is now operational. This incident is closed.

**6/1/2013 Carbon**

**20130601-0043 - FINAL - 911 OUTAGE - Carbon County, 6/1/13 8:59 p.m.** - Talked to someone from Carbon County, Verizon is having trouble with transferring calls to Monroe County. Carbon County is requesting someone from the PUC to be notified for assistance. They are estimating phone service has been down for an hour and one half at this time. **7:42 p.m.** - Carbon County is currently experiencing a 911 outage. Carbon County transferred their lines to Monroe County and staff is en route to Monroe County 911 to assist in answering calls. **9:44 p.m.** - Monroe County is now receiving Carbon County 911 hard lines. Several test calls were placed. Fire stations are on standby. **10:07 p.m.** - Carbon County advised that alert messages have been distributed to local media outlets to advise the public of the phone problems and that Fire Stations are staffed and available to handle emergencies. Several dispatchers are now at Monroe County 911 taking calls. **11:56 p.m.** - Carbon County advised that phone service has been restored. Incident terminated.

**6/3/2013 Allegheny**

**20130603-0024 - TELEPHONE OUTAGE - Allegheny County, 6/3/13 12:18 p.m.** - The Baldwin Health Center, 1717 Skyline Dr, Baldwin Borough is experiencing problems when dialing 9-1-1. The outage appears to be internal at the health center. The center was given a 10 digit number (412-473-3056) to call in case of an emergency. Center Maintenance is working on correcting the problem.

**6/6/2013 Crawford**

**20130606-0015 - PLANNED POWER OUTAGE - Crawford County, 6/06/13 9:30 a.m.** - Crawford County reported a planned power outage in the City of Meadville from 2:30 p.m. to 6:30 p.m. on 6/06/13. The outage will affect 100 customers including the County Courthouse and the 911 Center. The courthouse will close at 2:30 today and the 911 Center will operate on back-up power. There are no unmet needs at this time.

**6/10/2013 Clarion**

**20130610-0007 - FINAL - TOWER FAILURE - Clarion County, 6/10/13 1:15 a.m.** - Clarion County reports failures at their Trinity and Leeper tower sites. It was originally believed due to power failure. It was determined to be a Verizon issue. Verizon has technicians working on the problem. Clarion County reports this part of the county is on backup dispatch at this time. There are 2 ambulance corps and 5 fire departments in that area. No unmet needs at this time. **08:58 a.m.** - The problem has been resolved. This incident is closed.

**6/13/2013 Northumberland**

**20130613-0022 - FINAL - 911 CENTER TOWER ISSUES - Northumberland County, 6/13/13 9:00 a.m.** - Northumberland County reports they are having radio tower communications incidents. As of 0556 one tower was completely down. They were able to use other towers for dispatch. At 0900 they started to experience problems receiving messages. They are able to dispatch. Keystone Communications is currently in the field working on the issue. **2:30 p.m.** - Northumberland County reports the tower that was completely down has been fully restored. The rest of the towers are at 95% restored. They are still conducting radio checks on the towers. **5:22 p.m.** - The tower is working. The incident is terminated.

**6/17/2013 Crawford**

**20130617-0025 - FINAL - 911-PHONE LINE OUTAGE - Crawford County, 6/17/13 11:08 a.m.** - A contractor accidentally dug up a large phone line which has taken out 911 dispatch to the tower in the Western part of Crawford County. The 911 center is currently utilizing backup dispatch equipment for communications. Windstream was notified and estimates 16 hrs for repairs. No unmet needs at this time. **2:46 a.m.** - All units have cleared the incident site. This incident is closed.

**6/19/2013 Bradford**

**20130619-0010 - FINAL - PHONE OUTAGE - Bradford County - 6/19/13 1:55 a.m.** - A phone outage is affecting 265 residents in Stevens Township. Residents are unable to obtain a dial tone. The utility, Frontier, is aware of the issue and will be sending out crews. **5:50 a.m.** - Phone service has been restored in Stevens Township. Only internet service remains down. This incident is closed.

**6/22/2013 Washington**

**20130622-0016 - FINAL - UTILITY OUTAGE - Washington County, 6/22/13 1:05 p.m.** - A truck pulled wires down at the intersection of East Maiden and South College Street in the City of Washington. A transformer blew and a power outage has occurred in the area. The 911 Center is operating on emergency power. There are no unmet needs at this time. **2:02 p.m.** - The county reports the power has been restored and the incident is closed.

**6/25/2013 Clinton**

**20130625-0012 - FINAL UPDATE - PHONE OUTAGE - Clinton County, 6/25/13**

**1:00 a.m.** - A Comcast phone and internet outage was reported that is effecting a majority of the Clinton County area. Those customers with Comcast phone service will not be able to contact 911. Comcast is estimating the phone service should be operational around 6:00 a.m. this date. **1:59 a.m.** - Clinton County received a call from Comcast XTO stating this was a planned outage as Comcast is upgrading the CMTS units at the local Node. Outages will be a roving throughout the night. All services should return to normal around 6:00 a.m. **6:20 a.m.** - Phone service has been restored. The incident is closed.

**6/25/2013 Bradford & Sullivan**

**20130625-0016 - FINAL - PHONE OUTAGE - Bradford/Sullivan Counties, 6/25/13**

**5:56 a.m.** - Frontier Communications advised Lycoming County of a phone outage in the Overton area of Bradford County as well as a small area in Sullivan County covered in the Estella (924) phone exchange. No estimated time of restoration given. 214 customers are out of service. **3:11 p.m.** - Telephone service was restored at 11:00 a.m.

**6/25/2013 Allegheny**

**20130625-0053 - FINAL - POWER OUTAGE - COMMUNICATION TOWER OUTAGE - Allegheny County, 6/25/13 11:51 a.m.**

- A power outage occurred that affected the Science Street communication tower in the Mt. Washington/Beltzhoover area in the city of Pittsburgh. The tower is currently operating off backup power. A contingency plan has been distributed in the event the tower goes down completely. Duquesne Light has been contacted and advised that the communications tower is without power. They were advised to make this a priority. Three fire stations in the city report they are also without power. All county radio systems at the Grandview Site have been restored to full power. **2:46 a.m.** - All backup systems are currently recharging. **3:40 p.m.** - Allegheny County has closed the incident.

**6/26/2013 Somerset**

**20130626-0042 - POWER OUTAGE - Somerset County, 6/26/13 12:09 p.m.** - A tree limb falling on power lines has caused a short at a power substation in Somerset Borough. Power was out in a large portion of the town. Penelec had a crew responding. Fire police are at intersections where traffic lights are down. The 911 center was on backup generator with no issues. **1:04 p.m.** power was restored to the town. Incident Closed.

**6/27/2013 Allegheny**

**20130627-0039 - FINAL - TELEPHONE OUTAGE - Allegheny County, 6-27-13 1:43 p.m.** - West Mifflin Police Dispatch Center has telephone lines down and cannot receive incoming calls. Allegheny County 911 has radio contact with their center (Police on VHF2) and (Fire on VHF1) and will relay any calls for them over the radio. 2:15 p.m. - All West Mifflin calls (exception of EMS) will ring down to Munhall Dispatch while this outage is occurring. **2:22 p.m.** - West Mifflin is back in service (100%). This incident is closed.

**6/27/2013 Beaver**

**20130627-0048 - FINAL - TELEPHONE OUTAGE - Beaver County, 6/27/13 4:03 p.m.** - Verizon is reporting that there is a cable that has dropped in the Baden area. The 724-869 phone exchanges are partially without telephone (9-1-1) service. There are over 12,000 people that may be affected in the Baden area and another 884 in the Economy area. Verizon is reporting that a gas company was working in a ditch and severed a phone trunk line. Crews are in the process of attempting to rectify the situation. Local Police, Fire, and EMA services were notified. **7:11 p.m.** - Verizon reports service will not be fully restored until Monday. Local emergency units and EMA were notified of the situation. **10:16 p.m.** - Approximately 250 Verizon customers were affected. **8:50 p.m., 6/30** - Telephone service has been restored to all customers. Incident Closed.

**6/27/2013 Northumberland**

**20130627-0057 - TELEPHONE OUTAGE - Northumberland County, 6/27/13 6:07 p.m.** - Approximately 3,000 customers are without landline phone service in the southern part of Northumberland County. The phone company is PDS. The county had no ticket number but has spoken to a representative from the phone company. There is no estimate on restoration. The county also advised this area is experiencing a power outage. The county has not issued any EAS or EMnet message and has not made a decision on manning fire stations at this time. There are no requests for assistance at this time.

**6/28/2013 Luzerne**

**20130628-0045 - FINAL - TELEPHONE OUTAGE - Luzerne County, 6/28/13 4:00 p.m.** - Verizon reported a copper line outage affecting 25 or more customers in the City of Wilkes-Barre. As of 7:45 p.m., the County has had no further calls from Verizon and no further information on the incident. The County will notify PEMA of any changes. **2:55 p.m. - 7/5/13** - Service has been restored; incident closed.

**7/3/2013 Dauphin**

**20130703-0009 - FINAL - 911 SERVICE DISRUPTION - Dauphin County, 7/3/13 10:20 a.m.** - Dauphin County reported a 911 phone outage for portions of Derry Township. The following exchanges are affected by the outage, 533, 534, 312 and 520. Verizon Communications is currently working to repair the problem. **12:24 a.m., 7/05/13** - Repairs have been completed and this incident is terminated.

**7/10/2013 Fayette**

**20130710-0036 - FINAL- EMERGENCY COMMUNICATION SYSTEM FAILURE - Fayette County, 7/10/13 8:01 p.m.** -The 800 trunking system in Fayette County is experiencing communication issues. There are 3 repeaters at the Connellsville Tower that are locked up and 3 repeaters at Uniontown Tower that are locked up. Motorola is en route to look in to the problem. Emergency services personnel were advised to use local communications channels, in order to alleviate problems on their primary dispatch channels. **4:45 a.m., 7/11/13** - Fayette County reports one repeater remains out of service; however, their communications capabilities have returned to normal. **10:00 a.m. - 8/12/13** - Fayette County reports all communications systems are in service.

**7/10/2013 Clarion**

**20130710-0076 - FINAL - T-1 RADIO CIRCUIT FAILURE - Clarion County, 7/10/13 6:04 p.m.** - Clarion County reports a T-1 Radio Circuit failure for fire, police and EMS. The T-1 runs between Leeper Tower and Forest County Tower. Notifications made to Mobilcom and Verizon. No Unmet needs at this time. **4:15 a.m., 7/11/13** - Clarion County advises a Verizon technician is en route to the tower site to complete repairs. The county is currently bypassing the site for dispatching and has implemented backup radios. The damage is believed to be storm related. There are no unmet needs. **12:52 p.m., 7/22** - Update from Clarion County: Circuit has been repaired. Incident Closed.

**7/11/2013 Washington**

**20130711-0001 - FINAL - SEVERED FIBER OPTIC LINE - Washington County, 7/11/ 13 10:00 a.m.** - Washington County PSAP experienced a service interruption on the Region 13 ESInet. The problem was traced to a severed fiber optic line off of Mapleview Dr. in North Strabane Twp., Washington County. The fiber is the property of DQE Communications and they are coordinating repairs. **1:52 a.m., 7/12/13** – DQE Communications completed repairs and this incident is terminated.

**7/15/2013 Dauphin**

**20130715-0021 - FINAL - TELEPHONE OUTAGE - Dauphin County, 7/15/13 1:55 p.m.** - Frontier Communications is reporting 272 without 911 in the 717 area code. Joe Gaughan DCEMA, reports it is selective office codes affected. Frontier is reporting an issue with CPU or a card, ticket number 33018-13-0003. This is all of the information at this time. **4:37 p.m.** - Frontier Communications reports service has been restored to all in the 272 exchange.

**7/16/2013 Greene**

**20130716-0048 - FINAL - RADIO TOWER OUTAGE - Greene County, 7/16/13 5:46 p.m.** - The radio tower for Southwest Regional Medical Center and EMS Southwest Ambulance service in Franklin Township is out of service. EMS Southwest is using backup radio at the main station. The Southwest Regional Medical Center is using phone for communications. Washington, Fayette and Monongalia County 911 centers have been advised. The service company for the tower will respond tomorrow, 17 Jul 13. **4:13 p.m., 7/18/13** - The tower site has taken a lightning struck. Both EMS Southwest and SWRMC radios are not functioning. EMS Southwest replaced their radio with a backup radio and is back on the air at this time. Staley Communications is en route to service the hospital radio. **9:45 a.m. 7/23/13** - Southwest Regional Medical Center radio was repaired and is now back in service. Southwest EMS is still working with backup radio. Per the county this incident is closed.

**7/19/2013 Adams**

**20130719-0053 - FINAL- STORM DAMAGE - Adams County, 7/19/13 7:50 p.m.** - The Adams County 911 Center took a direct hit from a lightning strike. They are up and running at the Courthouse backup site. Franklin County is assisting them in processing 911 calls. The 911 Center has commercial power but does not have radio or phone. Verizon Wireless cell service is down in Adams, Franklin and York counties; cell users cannot dial 911. The Adams County EMC requested the SEOC send an EAS message out advising residents to go to their police & fire station. **3:16 a.m., 7/20/13** - Adams County 911 is back at their normal site at this time. **7:27 a.m. 7/20/12** - Per the Adams County 911 supervisor the dispatch center is back in service. This incident is closed.

**7/22/2013 Sullivan**

**20130722-0014 - UPDATE - TELEPHONE OUTAGE - Sullivan County, 7/22/13 8:41 a.m.** - A telephone outage is reported to 250 Frontier Customers in the Lopez Area of Colley Township. A power strip started the outage around 11:00 p.m. on 7/21. No restoration estimate at this time. **2:56 p.m., 7/23/13** - Phone service has been restored however the problem that caused the outage will remain until new batteries are installed. The batteries have been ordered with expedited delivery.

**7/23/2013 Allegheny**

**20130723-0006 - FINAL - PHONE OUTAGE - Allegheny County, 7/23/13 10:01 p.m.** - A phone outage was reported by the Munhall Borough Emergency Communications Center in Munhall Borough. All phones lines were out of service, all service is fully restored. Incident closed.

**7/23/2013 Northampton**

**20130723-0062 - FINAL - PHONE OUTAGE - Northampton County - 7/23/13 6:40 p.m.** - Damage to a copper line in the Hellerstown area dropped Verizon service to 25 customers. Notification was made to Hellerstown Borough and Lower Saucon Township. The 911 Center is not affected by the damage. **8:31 a.m., 7/24/13** - Per the County, this incident is closed.

**7/25/2013 Bedford**

**20130725-0032 - FINAL - POWER OUTAGE AT 911 CENTER - Bedford County, 7/25/13 12:30 p.m.** - The Bedford County EMA Director, Dave Cubbison, has notified the SEOC that the Bedford County 911 Center has experienced a power outage and is currently operating with limited capability. During routine maintenance of the UPS, an 80 amp breaker was tripped, causing complete power loss to the center. When power was restored, the center was left with one telephone line, and one radio station. An "All Call" was made and all fire stations have been manned. EMA Director Cubbison is also operational on a portable radio. A call was placed to Verizon to transfer 911 calls to Blair County at 12:38 p.m., however at 1:30 p.m. as the report was given to the SEOC Verizon had not yet completed the transfer. **6:36 p.m.** - The county contractor (Compro) is making progress in the repairs. **9:47 p.m.** - All power and systems are fully restored and back in operation, incident closed.

**7/26/2013 Bradford**

**20130726-0015 - FINAL - TELEPHONE OUTAGE - Bradford County, 7/26/13 8:33 a.m.** - Frontier Communications has notified Bradford County of a telephone outage in the Wysox area caused by a power disruption. The exact number of customers affected is not known, however, Frontier is on the way to the site with generators. They will update Bradford County as soon as more information is available. **10:54 a.m.** - Bradford County reports that the outages have been corrected. Incident closed.

**7/28/2013 Bradford**

**20130728-0016 - FINAL - PHONE OUTAGE - Bradford County - 7/28/13 11:52 a.m.** - A telephone outage that affects 704 residents has been reported in the Towanda Area. Frontier Telephone was notified and sent restoration crews. There are no critical health care facilities or 911 centers reported affected by the outage. **1:00 p.m.** - Telephone service has been restored. Incident Closed.

**7/30/2013 Wayne**

**20130730-0016 - FINAL - PHONE OUTAGE - Wayne County, 7/30/13 11:20 a.m.** - Wayne County reported a Verizon telephone outage affecting Berlin Township. The 911 lines, administrative offices and recycling center could be out for two days. 911 lines are being re-routed to cell phone numbers and 911 services have not been disrupted. The county has also published direct dial numbers to reach the 911 center. There are no unmet needs at this time. **4:05 a.m. 8/01/13** - Per Wayne County 911, the outage has been resolved. The incident is closed.

**8/2/2013 Jefferson**

**20130802-0032 - FINAL - POWER OUTAGE AT 911 CENTER - Jefferson County, 8/2/13 1:20 p.m.** - Jefferson County has reported a power outage at the county emergency services building. One leg of the three phase service was lost, causing the outage. Penelec has been notified of the outage. The center is currently operating on generator power and reports that it is fully operational with no interruption of services. Penelec has given an estimate for restoration of service at 3:30 p.m. **2:45 p.m.** - Service has been restored to the Jefferson County Emergency Services Building. Incident Closed.

**8/6/2013 Sullivan**

**20130806-0011 - FINAL - 911 CENTER ACTIVATION - Sullivan County, 8/06/13 7:30 a.m.** - Sullivan County reported that they have activated their 911 center in Laporte Township. Vendors will be replacing microwave dishes and radios and we will have limited connectivity to all of our tower sites. All emergency services are aware and will be monitoring a tactical repeater to ensure dispatch information is received. There are no unmet needs at this time. **10:45 a.m. 8/8/13** - The county has closed the incident and 911 services are back to normal operations.

**8/7/2013 Northampton**

**20130807-0015 - FINAL - 911 CENTER OUTAGE - Northampton County, 8/7/13 9:29 a.m.** - The Bethlehem City 911 Center lost all communications (phone and radio) at their primary center. They are working on portables. The staff is currently en route to their back up center. **9:55 a.m.** - Per Northampton County, Bethlehem City advised they are at their back up center and everything is working. They do not have the ring down lines so they must be contacted via landline. **7:52 p.m.** - Bethlehem City 911 operations are back to normal. This incident is closed.

**8/25/2013 Susquehanna**

**20130825-0026 - FINAL - 911 OUTAGE - Susquehanna County, 8/25/13 10:35 a.m.** - A 911 outage occurred in Little Meadows Borough. Frontier Communications routed 911 calls to the 911 Center's administrative phone line. A technician is en route to conduct repairs. There are no unmet needs. **5:58 p.m.** - 911 service has been restored. The incident is terminated.

**9/2/2013 Chester**

**20130902-0006 - FINAL - TELEPHONE OUTAGE - Chester County, 9/2/13 10:43 p.m.** - Frontier Phone Company advised Chester County that there are approximately 328 customers in the Cochranville area who have lost phone service due to an issue. Chester County is working to deploy ARES/RACES to the area to provide a point to report emergencies at the Cochranville Fire Company on State Route 10 in West Fallowfield Township. No critical care facilities were affected. **2:17 a.m., 9/3/13** - Per Frontier Communications call to Chester County, they are indicating that a second technician will not arrive at the repair site until at least 8:00 a.m. The repair requires two technicians. **2:29 p.m.** - Telephone service has been restored. Incident Closed.

**9/5/2013 Carbon**

**20130905-0013 - FINAL - 911 SERVICE OUTAGE - Carbon County, 9/5/13 11:25 a.m.** - Carbon County has informed the SEOC of a 911 outage in the Nesquehoning area. Citizens in that area are receiving a message stating " this call cannot be completed" when dialing 911. Verizon has been contacted and is responding. The outage is not affecting the 911 center itself, nor the rest of the county. **3:25 p.m.** - Carbon County has notified the SEOC that Verizon has corrected the problem. Incident Closed.

**9/7/2013 Washington**

**20130906-0043 - FINAL - TELEPHONE ISSUES AT 911 CENTER - Washington County, 9/6/2013 7:03 p.m.** - Washington County reports that there is a loud hum on phone calls being received from Comcast customers and it is hard to hear the callers. It has happened from several different locations in the county. Comcast has been notified and is responding. **10:35 p.m. -9/7/13** - Comcast is unable to duplicate the cause of the problem. Incident closed by the county.

**9/10/2013 Washington**

**20130910-0003 - UPDATE - 911 PHONE LINE FAILURE - Washington County, 9/10/13 8:18 p.m.** - A 911 phone line failure occurred in the Canonsburg area of Washington County. There are 200 phone lines affected. It is unknown if any critical facilities are affected. **3:49 a.m.** - The SEOC contacted Washington County 911 to request a status update. They have nothing new to report at this time other than the fact that no critical care facilities have been affected by this outage.

**9/10/2013 Erie**

**20130910-0031 - FINAL - POWER OUTAGE - Erie County, 9/10/13 6:14 p.m.** - A power outage occurred affecting the city of Erie; and Millcreek and Summit townships. The 911 center is operating on backup power. There are no other known critical care facilities affected. The outage was traced to a large transmission line that travels from Cleveland to the city of Erie. Penelec advised Erie County the power will be on and off all night. The 911 center is experiencing a large influx of calls regarding traffic problems from the loss of traffic signals. There are no unmet needs. **9:21 p.m.** – The Erie County EOC has activated. Approximately 30,625 customers are without power. According to Erie County, the Pennsylvania, Jersey, Maryland Power Pool (PJM) told First Energy (Penelec) to cut demand on the grid – shed customers. Some customers are getting power back; while other customers are losing power. First Energy denies implementing a rolling blackout. The 911 center remains on backup power. They have two generators. No other critical care facilities are affected. According to PUC, this appears to be a localized issue and not a regional power grid issue. First Energy expects to have repairs completed by 11:59 p.m.; and power restoration to customers by 5:00 a.m. **11:05 p.m.** - The estimated time of repair has been changed to 3:00 a.m. First Energy is conducting rolling blackouts. The EOC has been closed for the night. **3:50 a.m. 9/11/13** - Per Erie County 911, approximately 75-100% of the power has been restored. **5:30 a.m.** - The Public Utilities Commission EPLO has confirmed with First Energy that all repairs have been completed and all customers appear to have their power restored. The SEOC notified Erie County of this information. The incident is closed.

**9/11/2013 Washington**

**20130911-0053 - FINAL - 911 PHONE ISSUE - Washington County, 9/11/13 3:15 p.m. - 9/13/13** - 9-1-1 Phone Outage - 2 calls were dropped from Comcast VoIP customers. This is an ongoing issue from the other day. We are calling Comcast now to get this resolved. The calls today (9/11/13) were on 2 different ends of the county, Peters Twp. and Canton Twp. The fail-over card on the CMTS overnight on the 12th did not work. They are still experiencing dropped calls. **2:52 a.m., 9/21/13** - Apparent problem found at Verizon switch in Bellevue. After Verizon was made aware of the potential issue, they investigated at once. No failed 9-1-1 calls for 2 days. Will update if issue returns. Incident is closed per the County.

**9/16/2013 Washington**

**20130916-0016 - FINAL - PLANNED POWER OUTAGE AT TOWER SITE - Washington County, 9/16/13 2:25 p.m.** - Washington County has reported that West Penn Power will be conducting system maintenance that will affect a county 911 communications tower. The outage will occur on September 17th from 8:00 a.m. to 12:00 p.m., affecting the SCI Fayette tower site at 50 Overlook Drive in Luzerne Township. The site will be on backup power and operational for the duration of the outage. **2:00 p.m., 9/17** - Maintenance is complete. Incident Closed.

**9/19/2013 Washington**

**20130919-0014 - FINAL - PLANNED POWER OUTAGE - Washington County, 9/19/13** - West Penn Power has scheduled a power outage to conduct system maintenance that will affect a Washington County 911 communications tower site. The outage will occur from noon to 2:00 p.m. on Thursday, September 19, 2013. The outage affects the SCI Fayette tower site at 50 Overlook Drive in Luzerne Township, Fayette County. The site will be on backup power and operational for the duration of the outage. **5:41 p.m.** - The county advised this incident is now closed.

**9/21/2013 Somerset**

**20130921-0013 - FINAL - 911 CENTER OUTAGE - Somerset County, 9/21/13 12:28 p.m.** - Phone malfunction at 911 Center - Major malfunction of phone system at Somerset 911. Not able to answer any incoming phone calls, 911 or administrative. Phone calls were originally not rolling over to adjacent 911 centers. The 911 Center has been in contact with phone system vendor, calls are now being manually forwarded to Cambria 911. **1:53 p.m.** - Per the County, the phone company reset the system and the 911 Center is back on line. This incident is closed.

**9/23/2013 York**

**20130923-0014 - CRIMINAL ACTIVITY - York County, 9/23/13 12:15 p.m.** - York County reported that they have received multiple calls from residents stating that the residents are getting calls from a telemarketer attempting to get them to sign up for a new credit card. The calls are showing up on caller ID as coming from "York County 911." It appears that one of their administrative lines was taken over. They have reported this to the phone company and the FBI and the incident is closed.

**9/19/2013 Susquehanna**

**20130925-0024 - FINAL - TELEPHONE OUTAGE - Susquehanna County, 9/19/13 2:26 p.m.** - Frontier Communications reported a 911 outage for the Little Meadows Borough phone exchange. They have rerouted 911 calls to ring into the county 911 center on an alternate line. There are no unmet needs at this time. **8:28 a.m., 9/27** - Frontier reports the 911 trunk lines have been restored. Incident Closed.

**9/27/2013 Venango**

**20130927-0015 - FINAL - ALI/ANI FAILURE - Venango County, 9/27/13 10:32 a.m.** - Venango County reports Verizon notified the 911 Center of an ALI/ANI failure on trunk lines. Verizon is working to resolve the situation. No unmet needs at this time. **3:00 p.m.** - Verizon reports the issue has been corrected. Incident Closed.

**9/28/2013 Lackawanna**

**20130928-0013 - FINAL - 911 OUTAGE - LACKAWANNA COUNTY - 9/28/13 6:36 a.m.** - A 911 outage occurred affecting the landline phone exchange 842, which covers the North Pocono area including: Moscow Borough and the townships of Covington, Elmhurst, Madison, Roaring Brook, and Springbrook. This outage affects approximately 3,900 customers. Verizon was notified and is working to fix the problem. No critical care facilities are currently affected. There is no estimated time of restoration and Verizon issued a ticket number of 803713-2156. **7:32 a.m.** - 911 service was restored. This incident is closed.

**10/3/2013 Bradford**

**20131003-0004 - FINAL - TELEPHONE OUTAGE - Bradford County, 10/3/13 3:54 a.m.** - Frontier Communications reports 158 customers in the 746 exchange in Tuscarora and Wyalusing Townships have no dial tone on their phone lines. The cause is thought to be due to a bad fiber line at or near the Spring Hill remote. Frontier Communications is working to correct the problem; however, there is no estimated time to complete repairs. There are no unmet needs. **5:19 p.m.** - All repairs have been completed and phone lines are back in operation, incident closed.

**10/9/2013 Crawford**

**20131009-0017 - FINAL - 911 CENTER PHONE OUTAGE - Crawford County, 10/09/13 9:10 a.m.** - Crawford County is reporting a telephone line outage at the 911 center, 903 Diamond Park in the City of Meadville. The seven digit and 1-800 lines are not operational. All 911 lines and radio communications are operational at this time. Windstream is working on the situation. **10:22 a.m.** - Per the County EMA, all lines are operational now. This incident is now CLOSED.

**10/13/2013 Bradford**

**20131013-0007 - FINAL - VERIZON CELL PHONE ISSUES - Bradford County, 10/13/13 2:23 a.m.** - Bradford County reports an issue with Verizon cell phones being unable to contact the center through administrative lines. It is not affecting the 911 lines. Verizon has been contacted and are working to correct the problem. **2:40 p.m.** - Bradford reports Verizon cell phone issue has been resolved. Incident Closed.

**10/15/2013 Luzerne**

**20131015-0034 - LACK OF DAIL TONE - Luzerne County, 10/15/13 3:50 p.m.** - Frontier Communications reports 200 customers without dial tone in Plains Township. There is no time given at this time as to when service will be restored. No critical facilities are affected.

**10/16/2013 Washington & Westmoreland**

**20131016-0016 - FINAL - 911 PHONE LINES ISSUES - Washington County, 10/16/13 10:04 a.m.** - Washington County reports they have (6) 911 lines locked and (3) wireless lines locked. Verizon is working on correcting the issue. Ticket #2013101609718. **10:35 a.m.** - Washington County now reports the Westmoreland County tie line is also locked. Verizon is working on this issue as well. Ticket # 2013101609831. **1:05 p.m.** - Verizon informed Washington County that all the phone issues have been resolved. It was reported to be a problem with a higher end T-1 Line. The two tickets are closed. Incident Closed.

**10/17/2013 Clarion**

**20131017-0007 - FINAL - POWER OUTAGE - Clarion County, 10/17/13 10:13 p.m.** - A power outage caused by downed wires occurred at 1281 E Main Street in Clarion Borough. As a result, the County 911 Center is on backup generator power. There are two critical care facilities affected - Golden Living Nursing Home and the Liberty Tower Senior Apartments. The responsible utility First Energy is responding. **10:48 p.m.** - At this time the power company is on scene. Golden Living Nursing Home and Liberty Towers Senior Apartments are up and running again on full power. No unmet needs at this time. Also, according to the First Energy outage website there are as many as 500 customers without power. **1:29 a.m., 10/18/13** - All power has been restored. This incident is closed.

**10/24/2013 Elk**

**20131024-0006 - TELEPHONE OUTAGE - Elk County, 10/24/13 5:45** - Telephone Service Outage - Jay Township - Windstream telephone service is out as a result of a structure fire in Jay Township, Elk County. Windstream advises a power surge resulting from a blown transformer damaged computers and equipment. Full services for the township may take up to 1 day to restore. There are small areas within the township that currently have service. The Fire Department does not currently have telephone service.

**10/28/2013 Carbon**

**20131028-0018 - FINAL - 911 CENTER TELEPHONE OUTAGE - Carbon County, 10/28 /13 11:06 a.m.** - Carbon County 911 Center has lost all telephone service to their center. Monroe County 911 is taking all phone calls from Carbon County. **11:35 a.m.** - Carbon County reports their backup system is now working. Monroe County is no longer taking calls from Carbon County. Verizon continues to work on the system. **1:05 p.m.** - Carbon County reports telephone service has been restored. Incident Closed.

**10/28/2013 Susquehanna**

**20131028-0022 - POWER OUTAGE/ 911 CENTER INTERNET ACCESS INTERRUPTION - Susquehanna County, 10/28/13 12:30 p.m.** - Susquehanna County 911 Center reports their hard-wire internet access is currently down. The center is able to get access with wireless devices. The internet outage is also affecting the Courthouse, County Office Building and EMA offices. No unmet needs. **1:01 P.M.** - Susquehanna County reports there are approximately 500 residents without power from an earlier planned power outage. The 911 Center and county buildings are not affected by the power outage. No critical care facilities affected. Penelec is working on restoring power. ETA for restoration is 3:00 p.m.

**10/30/2013 Indiana**

**20131030-0021 - FINAL - MOBILE PHONE TOWER ISSUES - Indiana County, 10/30/13 1:14 p.m.** - Indiana 911 Center reports they are experiencing trouble with several mobile phone towers in the county. There is loud static in the line when a person calls 911. The county verifies the number and has to call the person back. Verizon has been notified of the problem. Verizon ticket # 20131029-14861. No unmet needs at this time. **3:15 p.m.** - Indiana 911 Center reports problems with an additional tower. Verizon contacted Indiana 911 Center and advised they checked their equipment and the problem is not on their end. **9:50 p.m., 10/31/13** - Verizon has completed all testing after completing repairs, incident closed.

**10/31/2013 Monroe**

**20131031-0018 - SMOKE CONDITION AT 911 CENTER - Monroe County, 10/31/13 9:45 a.m.** - Monroe County originally reported a structure fire at the Monroe County Public Safety building. The cause of the problem was found to be a malfunctioning vending machine. The fire was extinguished and operations have returned to normal. Plans to evacuate and relocate the 911 center have been cancelled.

**11/5/2013 Perry**

**20131105-0028 - FINAL - 911 SERVICE DISRUPTION - Perry County, 11/5/13 1:15 p.m.** - Perry County 911 reported loss of their land line telephone service county wide. Century Link Telephone was notified but estimated time of repair is undetermined at this time. Wireless cellphone calls are still working. Juanita County is being utilized as their backup. The County administrative lines are still functional. Radio services are still functional. **3:32 p.m.** - All 911 service is restored. Century Link identified a recorder update that caused the service disruption and repaired it. Per the county this incident is closed.

**11/14/2013 Montgomery**

**20131114-0030 - FINAL - TELEPHONE OUTAGE - Montgomery County, 11/14/13 9:15 a.m.** - Montgomery County reported a telephone outage affecting the Norristown State Hospital and Montgomery County Emergency Services Building 50 in West Norristown Township. The 911 Center is not affected by the outage. Verizon is on scene. The state hospital can receive inbound calls but is unable to call out. There are no unmet needs at this time. **4:09 p.m. 11/20/13** - All repairs were completed on Thursday, November 14th, incident closed.

**11/16/2013 Bradford**

**20131116-0002 - FINAL - 9-1-1 SERVICE DISRUPTION - Bradford County, 11/16/13 9:28 p.m.** - Bradford County 9-1-1 reports an undetermined number of customers in the 596 exchange are experiencing problems dialing 9-1-1. The problem was discovered during an EMS call to the center. Callers in that exchange experience a long pause on the line after they finish dialing. If the caller remains on the line, it eventually connects to the 9-1-1 Center. However, Bradford 9-1-1 is concerned some callers may interpret the long pause as a dropped call. North Penn Telephone has been notified and has traced the problem to a switch malfunction. Efforts are currently underway to restore service to normal. There are no unmet needs. **5:45 a.m., 11/17/13** - North Penn Telephone reports the issue should be resolved. The incident is closed.

**11/18/2013 McKean**

**20131118-0037 - FINAL - TELEPHONE OUTAGE - McKean County, 11/18/13 10:43 a.m.** - A telephone outage, that is affecting county agencies, is reported in Smethport Borough. There is a reported telephone/communications outage with Zito Media. The outage is also affecting the Bradford Regional Medical Center. There are no telephone issues with the 911 Center. Staff is working on the issue and no unmet needs at this time. **11:03 a.m.** - Kane Community Hospital is reporting telephone issues. **12:15 p.m.** - Zito Media has repaired the telephone services. Incident Closed.

**11/26/2013 York**

**20131126-0037 - FINAL - TELEPHONE DISRUPTION AT 911 CENTER - York County, 11/26/2013 2:00 p.m.** - York County 911 is experiencing a telephone operational issue with receiving calls on the administrative phone lines which include incoming emergency calls from other 911 centers. Verizon is aware of the problem and is working for a resolution. Neighboring centers have been notified and have been directed to use alternate means of 911 notifications to York County. York County 911 service is NOT affected by this outage. **2:15 p.m.** - York County is relocating minimal staff to their long term backup facility in West Manchester Township to handle out of county calls. **5:10 p.m.** - All service was fully restored, incident closed.

**11/26/2013 Venango**

**20131126-0043 - FINAL - WINTER WEATHER - Venango County, 11/26/13 4:05 p.m.** - Venango County has opened the EOC with partial staffing and the 911 center has called in additional staff in response to the winter weather event forecasted by the national weather service. **6:19 p.m.** - A power outage has been reported in the Buttermilk Hill area of Sugar Creek Borough and Canal Township. The power outage is affecting a communications tower on Keith Lane, which is on battery backup power. There are 500 PENNELEC customers affected by this outage. There are no known critical facilities affected. **6:47 p.m.** - A transformer explosion occurred at 2572 State Route 257. The number of residents affected is unknown however the UPMC Northwest is not affected. **6:49 p.m.** - SR 428 is closed from Main Street in Oil City to Shaffer Run Road in Sugarcreek Township. **7:08 p.m.** - SR 428 is now open. **7:50 p.m.** - The Sugar Valley Lodge and Sugar Creek Station, which are long term facilities, are on backup generator due to a blown transformer. There are a total of 310 residents affected. **10:21 p.m.** - Power has been restored to the communications tower. **12:56 a.m., 11/27/13** - Venango County reports Buttermilk Hill Tower is back on emergency battery power. **11:47 a.m.** - The Venango County EOC has been deactivated. **4:23 p.m., 11/28/13** - The Buttermilk Hill Tower site is fully operational, incident closed.

**11/27/2013 Cambria**

**20131127-0027 - FINAL - SNOW STORM - Cambria County, 11/27/13 8:22 a.m.** - Cambria County 911 reports they have been without internet service since last night. No unmet needs at this time. **4:33 p.m. 11/28/13** - Internet service was restored at 11:00 a.m., Wednesday, November 27th, incident closed.

**11/27/2013 Cambria**

**20131127-0036 - FINAL - POWER OUTAGE AT 911 TOWER - Cambria County, 11/27/ 13 12:15 a.m.** - Cambria County's 911 Pindleton Tower Site located at 2168 Ben Franklin Highway in Ebensburg Boro has been running on generator power since a little past midnight. The generator was having problems this morning so Cambria County EMA has provided an additional generator to supply the tower. **11:30 a.m.** - Power has been restored and the incident is closed.

**11/28/2013 Huntingdon**

**20131128-0011 - POWER OUTAGE / 911 TOWER AFFECTED - Huntingdon County, 11/28/30 12:50 a.m.** - A power outage is affecting the Jacks Mountain Tower located at 655 Barren Trail in Wayne Township, Mifflin County. This is Huntingdon County's main tower. The tower site is currently operating off generator power. Penelec is working on restoration of service to the site. No ETA was given for the restoration. **3:20 a.m.** - An EAS message was sent on behalf of Huntingdon County to inform residents of Wood Township, Robertsdale and Broad Top of a location to go to report emergencies due to a localized 911 outage.

**11/30/2013 Luzerne**

**20131130-0008 - TELPEHONE OUTAGE - Luzerne County, 11/30/13 11:20 p.m.** - Frontier Communications reported a land line telephone outage in Plains Township and parts of Wilkes-Barre City. They reported an equipment alarm in the Plains Township equipment building. Callers are unable to get a dial tone or dial 911. The Luzerne County prison is affected. No critical care facilities affected. Frontier ticket # 33008-13-50. Cell phone service is not affected.

**12/2/2013 Erie**

**20131202-0024 - FINAL - TELEPHONE OUTAGE - Erie County, 12/2/13 10:02 a.m.**  
- The Millcreek Township building has been experiencing a phone outage for several days. This includes the township Emergency Operations Center phones. No incoming or outgoing lines can be used. 1 incoming/outgoing line is operational but being used for emergencies only. The township phone technician is aware of the problem but Earthlink has not been very cooperative in restoring service. They are referring us to Verizon and Verizon is referring us to Earthlink. If the EOC is activated, users will have to contact Millcreek Township Emergency Communications at 814-833-7777 and the messages will be relayed or we will have to relocate to our alternate EOCs at West Ridge FD or Erie County EOC. **5:00 p.m.** - All service was restored, incident closed.

**12/3/2013 Cambria**

**20131203-0025 - FINAL - COPPER WIRE THEFT - Cambria County, 12/3/13 2:01 p.m.** - A ground copper wire theft from a 911 tower site occurred last night at Nicktown in Bar Township. PSP is investigating. There are no unmet needs at this time. The theft did not disrupt 911 tower operations or service. **1:57 p.m. 12/4/13** - Per the county this incident is closed.

**12/10/2013 Elk**

**20131210-0010 - FINAL - CELL PHONE TOWER OUTAGE - Elk County, 12/10/13 3:10 a.m.** - A cell phone tower outage has occurred in the Johnsonburg area of Elk County. Windstream is in the progress of making repairs. They have completed repairs to 2 of 3 towers. **9:47 p.m., 12/11/13** - All issues have been resolved and cell towers are back in service.

**12/13/2013 Tioga**

**20131213-0035 - FINAL - TELEPHONE OUTAGE - Tioga County, 12/13/13 3:00 p.m.** - Tioga County has notified the SEOC of a telephone outage in the Welch Settlement area of Charleston Township. Approximately 290 customers are affected in the 724 exchange. Frontier is working to determine the cause. Tioga County reports that the problem has been resolved. Incident Closed.

**12/13/2013 Lycoming**

**20131213-0040 - TELEPHONE SERVICE DISRUPTION - Lycoming County, 12/13/13 4:45 p.m.** - Verizon reported more than 200 customers are without phone service in the City of Williamsport. There are no reported health care facilities affected at this time. The estimated time of repair is undetermined. The Lycoming County 911 Center is fully operational.

**12/16/2013 Allegheny**

**20131216-0038 - FINAL - POSSIBLE FIRE AT 911 CENTER - Allegheny County, 12 /16/13 2:46 p.m.** - Allegheny County reports that there is the odor of smoke inside the computer lab at the Allegheny County 911 Center at 400 Lexington Avenue in the City of Pittsburgh. The Pittsburgh Fire Department has been dispatched to investigate. **4:54 p.m.** - Allegheny County reports that the smoke condition was isolated to a CPU inside a computer terminal located in the CAD office. The computer has been removed and the fire department has gone back into service. Incident closed.

**12/20/2013 Wyoming**

**20131220-0019 - FINAL - 911 SERVICE DISRUPTION THREAT - Wyoming County, 12/20/13 11:45 a.m.** - Wyoming County reported their 911 Center administrative computers are affected by a Cryptolocker virus. The virus threatens destruction of computer files and internet access if not paid a ransom in a specific time frame. The threat was received at 6:21 p.m. 19 DEC 13. There are 54 hours left in the time suspense. The 911 Center is currently capable of dispatching and receiving calls but their administrative files are locked out. PSP Watch was advised and reported they would contact PACIC to determine an advised course of action for the county. PA 911 Office and Director of the Bureau of Emergency Management Technical Services were notified. **3:57 p.m. 12/23/13** - Wyoming County 911 Coordinator advised that her computer has been cleaned and is operational. The incident is closed.

**12/30/2013 Schuylkill**

**20131230-0006 - FINAL - TELEPHONE OUTAGE - Schuylkill County, 12/30/13 9:37 a.m.** - Schuylkill County 911 Center reports that customers in the 345 exchange in Pine Grove Borough and Pine Grove Township are without 911 telephone service. Cell service is not affected. Fire and EMS units have been notified to stand by in their stations. Verizon is working on correcting the issue. Verizon ticket # 2013123005494. **1:35 p.m.** - 911 service has been restored. Emergency units have been released. Incident Closed.