

**PUBLIC SAFETY EMERGENCY TELEPHONE ACT**

**ACT OF 1990, P.L. 340, NO. 78**

**As Amended By**

**Act of 1992, P.L. 1373 No. 170**

**INCLUDING**

**PENNSYLVANIA DEPARTMENT OF COMMUNITY AFFAIRS  
16 PENNSYLVANIA CODE, SECTION 36a**

Commonwealth of Pennsylvania  
Robert P. Casey, Governor

Department of Community Affairs  
Acting Secretary Raymond S. Angeli

## **PUBLIC SAFETY EMERGENCY TELEPHONE ACT**

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Act of 1990, P.L. 340, NO. 78 as amended through January 8, 1994

### **An Act**

Providing for a statewide emergency telephone number 911 system;  
providing for contributions from telephone subscribers;  
providing a penalty; and making a repeal.

The General Assembly declares it to be in the public interest to provide a toll-free number 911 for any individual within this Commonwealth to gain rapid, direct access to emergency aid. The number shall be provided with the objective of reducing response time to situations requiring law enforcement, fire, medical, rescue or other emergency service. It is the further intent of the General Assembly that 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 the callers' needs shall be vested in the county government. Each county is encouraged to implement a 911 emergency communication system and to consider maximum integration of telecommunications facilities and capabilities within their planning in order to economize the costs, as well as to effect a more rapid response capability.

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**"PUBLIC SAFETY EMERGENCY TELEPHONE ACT"**  
**Act of 1990, P.L. 340, No. 78, As Amended**  
**AN ACT**

- Providing for a Statewide emergency telephone number 911 system;
- Providing for contributions from telephone subscribers;
- Providing a penalty; and making a repeal.

The General Assembly declares it to be in the public interest to provide a toll-free number 911 for any individual within this Commonwealth to gain rapid, direct access to emergency aid. The number shall be provided with the objective of reducing response time to situations requiring law enforcement, fire, medical, rescue or other emergency service. It is the further intent of the General Assembly that 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 the callers' needs shall be vested in the county government. Each county is encouraged to implement a 911 emergency communication system and to consider maximum integration of telecommunications facilities and capabilities within their planning in order to economize the costs, as well as to effect a more rapid response capability.

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

**Section 1. Short title.**

This act shall be known and may be cited as the Public Safety Emergency Telephone Act.

**Section 2. Definitions.**

The following words and phrases when used in this act shall have the meanings given to them in this section unless the context clearly indicates otherwise:

*"911 emergency communication system" or "911 system."* A system which permits a person dialing 911 by telephone to be connected to a public safety answering point, via normal telephone facilities, for the reporting of police, fire, medical or other emergency situations.

*"Agency."* The Pennsylvania Emergency Management Agency.

*"Commission."* The Pennsylvania Public Utility Commission.

*"Contribution rate."* A fee assessed against a telephone subscriber for the nonrecurring costs, maintenance and operating costs of a 911 system. Counties of the first through second class A may impose a monthly contribution rate in an amount not to exceed \$1 per line on each local exchange access line. Counties of the third through fifth class may impose monthly contribution rates in an amount not to exceed \$1.25 per line on each local exchange access line. Counties of the sixth through eighth class may impose a monthly contribution rate in an amount not to exceed \$1.50 per line on each local exchange access line. The contribution rate may be used by counties for the expenses of implementing, expanding or upgrading a 911 system. Expenses eligible for reimbursement through the contribution rate shall include telephone terminal equipment, trunk line service installation, network changes, building of initial data base and any other nonrecurring costs to establish a 911 system. The contribution rate may also be used to fund recurring costs pursuant to section 8(b). Expenses not eligible for reimbursement through the contribution rate shall include purchase of real estate, cosmetic remodeling, central office upgrades, hiring and training of dispatchers, mobile communications equipment, ambulances, fire engines or other emergency vehicles, utilities, taxes and other expenses as determined by the Department of Community Affairs.

*"Council."* The Pennsylvania Emergency Management Council.

*"County."* The term shall include a city of the first class coterminous with a county.

*"County plan."* A document submitted by the county to the department, outlining its proposed 911 system, including a contribution rate.

*"Department."* The Department of Community Affairs of the Commonwealth.

*"Local exchange telephone service."* The provision of telephonic message transmission within an exchange, as such is defined and described in tariffs filed with and approved by the commission.

*"Person."* The term includes a corporation, a partnership, an association, the Federal Government, the State government, a political subdivision, a municipal or other local authority, as well as a natural person. (Act 170-1992).

*"Public agency."* The Commonwealth or a political subdivision, public authority, municipal authority or any organization located in whole or in part within this Commonwealth which provides or has the authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services.

*"Public safety answering point" or "PSAP."* The first point at which calls for emergency assistance from individuals are answered, operated 24 hours a day.

*"Telephone subscriber."* A person who contracts with a telephone company within this Commonwealth for local exchange telephone service, either residential or commercial. When the same person has several dial tone access lines, each dial tone access line shall constitute a separate subscription. For purposes of the contribution rate, the term shall not include pay stations owned or operated by a regulated public utility. (Act 170-1992).

### **Section 3. Telecommunications management.**

- (a) Powers and duties of department.--The department shall have the following powers and duties:
- (1) To adopt rules and regulations pursuant to this act: Provided, That the department shall have the power and authority to promulgate, adopt, publish and use guidelines for the implementation of this act for a period of one year immediately following the effective date of this section pending adoption of final rules and regulations. Guidelines proposed under the authority of this section shall be subject to review by the General Counsel and the Attorney General in the manner provided for the review of proposed rules and regulations pursuant to the act of October 15, 1980 (P.L.950, No.164), known as the Commonwealth Attorneys Act, but shall not be subject to review pursuant to the act of June 25, 1982 (P.L.633, No.181), known as the Regulatory Review Act.
  - (2) To establish guidelines and application procedures for the establishment of contribution rates.
  - (3) To receive, review and approve or disapprove all 911 system county plans.
  - (4) To forward a copy of each county plan application to the council and the commission for their review as required by this act.
  - (5) To submit an annual report, not later than January 1 of each year, to the Governor and the General Assembly and include at least the following:
    - (i) The extent to which 911 systems currently exist in Pennsylvania.
    - (ii) Those counties which completed installation, and costs and expenses for installation.
    - (iii) An anticipated schedule for installing a 911 system on a county basis for that year.
- (b) Powers and duties of the council.--The council shall have the following powers and duties:
- (1) To establish technical standards for all county plans.
  - (2) To review all county plans, including the initial application forwarded by the department for conformity to the technical standards.
  - (3) To review county plans to determine if equipment conforms to the technical standards.
  - (4) To recommend approval of plans or indicate deficiencies in plans to the department.
- (c) Powers and duties of the commission.--The commission shall have the following powers and

duties:

- (1) Review the contribution rate requested by the county based on the costs of the plan.
- (2) Approve or modify the contribution rate requested by the county and forward its decision to the department.

**Section 4. Counties.**

- (a) Powers and duties.--The board of county commissioners, or, in a home rule county, the appropriate body according to the home rule charter, shall have the following powers and duties in relation to a 911 system:
  - (1) To designate a member of county government as a coordinator who shall serve as a point of contact with the department and shall develop a county plan for the implementation, operation and maintenance of a 911 system. Where technologically feasible, the county plan shall be adequate to provide service for the entire county.
  - (2) To make arrangements with each telephone company providing local exchange telephone service within the county's jurisdiction to provide 911 service.
  - (3) To send a copy of the proposed county plan to the appropriate telephone company upon submission of the plan to the department.
  - (4) To cooperate with the department, the council and the commission in preparation and submission of the county plan and contribution rate.
  - (5) To execute all contracts, mutual aid agreements, cross-service agreements and all other necessary documents which may be required in the implementation of the county plan.
- (b) Persons outside the county.--When an individual physically resides in an adjacent county, but receives local exchange telephone service from a central office in a county which provides 911 service, it shall be the responsibility of the county with the 911 service to notify the appropriate public agency of a request for emergency service from such an individual.
- (c) Cities of the second class, second class A and third class.--Any city of the second class, second class A or third class that has established a 911 system prior to the effective date of this act may exercise the powers and duties of counties under this act. Any city of the second class, second class A or third class that has not established a 911 system prior to the effective date of this act may exercise the powers and duties of counties under this act only when the county has chosen not to exercise those powers and duties. The powers and duties granted to cities under this section shall be applicable and may be exercised only within the boundaries of the city. No action by a city pursuant to this section shall preempt the powers and duties of a county to establish a 911 system outside the boundaries of the city at any time. The department may establish regulations governing the exercise of powers and duties granted to cities of the second class, second class A and third class by this section.

**Section 5. County plan.**

- (a) Minimum standards.--Upon the agreement of the governing authority of a county to establish a 911 system, a plan shall be drafted meeting at least the minimum technical standards promulgated by the council. The county may obtain technical assistance from the council in formulating its plan. Each 911 plan shall be designed to meet the individual circumstances of each community and the public agencies participating in the 911 system.
- (b) Completion.--Upon completion of the plan, it shall be forwarded to the department, with a copy of the plan being sent to those telephone companies affected by the plan.
- (c) Department review.--The department shall initially review the county plan for completeness. The department shall forward a copy of the county plan and the proposed contribution rate to the council and the commission for review as required by this section. After the county plan

has been reviewed by the council and the commission, the department shall approve or reject a county plan based on the recommendations of the council and the commission. If the county plan is rejected, the department shall return the county plan and explain the deficiencies that caused the rejection.

- (d) Council review.--The council shall have 60 days to review the plan and make suggested revisions of the plan. The council shall submit its findings in writing to the department. The Pennsylvania Emergency Management Agency may act as agent for the council in the administration of the plan approval process.
- (e) Commission review.-- The commission shall review the county plan only in relation to the contribution rate and may modify only those contribution rates which it finds excessive to meet the costs stated in the plan. The rates shall be reviewed and a decision forwarded to the department within 60 days of the date of submission. If the commission fails to review the contribution rate within 60 days, the contribution rate will be deemed approved by the commission.
- (f) Present systems.--Those counties that presently have 911 systems may establish a contribution rate to cover nonrecurring and operating costs of an existing 911 system by using the same contribution rate approval mechanism as a new 911 system for the purposes of this act. A county which does not have a 911 system in operation on the effective date of this act but which awarded a contract for such a system prior to the effective date of this act shall be considered to have a present system.
- (g) Regional systems.--Nothing in this act shall be construed to prohibit the formation of multijurisdictional or regional 911 systems, and any system established under this act may include the territory of a county.
- (h) Contribution rate changes.--Once a plan and contribution rate has been established, the contribution rate shall remain fixed for a period of at least three years. Updating and expanding the present system shall require an amended plan to be filed with the department. The contribution rate shall remain fixed for three years even if the present system is updated and expanded. Requests for contribution rate changes shall be submitted to the department to be forwarded to the commission for approval as provided by subsection (e). Contribution rate increases shall not be permitted more often than every three years and shall not take effect unless approved by the commission.
- (i) Assessment.--The moneys collected from the telephone contribution rate shall be utilized for payments of nonrecurring and recurring costs of a 911 system. The contribution rate may be imposed at any time subsequent to the execution of a contract with the provider of a 911 service at the discretion of the governing body and pursuant to approval of the county plan and contribution rate under the provisions of this section. The money collected from the contribution rate is a county fee collected by the telephone company; the money is not subject to taxes or charges levied on or by the telephone company. The money collected from the contribution rate shall not be considered revenue of the telephone company for any purpose.

**Section 6. Special public meeting.**

- (a) Public comment.--Before any county may establish a contribution rate for nonrecurring and recurring costs under this act, it shall obtain public comment from the residents of the county.
- (b) Requirements.--The proposed contribution rate shall be fixed by the county commissioners in the following manner:
  - (1) The county commissioners shall cause notices of intention to fix the contribution rate at a special public meeting on a date certain to be published in a newspaper of general circulation at least 10 days in advance of the special public meeting. The notice shall include the precise amount of the proposed monthly contribution rate.

- (2) The special public meeting shall be held during the hours of 6:00 p.m. to 9:00 p.m., prevailing time, so as to afford the public the greatest opportunity to attend.
- (3) The special meeting shall be held in a centrally located area of the county.

**Section 7. Collection and disbursement of contribution.**

- (a) Subscribers' contribution.--Each service supplier providing local exchange telephone service within the county shall collect the contribution from each subscriber and forward the collection quarterly less the actual uncollectibles experienced by the local exchange telephone companies to the county treasurer or, in a home rule county, the county official responsible for the collection and disbursement of funds. The amount of the subscribers' contribution shall be stated separately in the telephone subscribers' billing. Each service supplier shall retain the fair and reasonable cost to establish the 911 contribution rate billing system and an amount not to exceed 2% of the gross receipts collected to cover actual administrative costs.
- (b) Subscribers' contribution for multiple line systems.--In the case of Centrex or similar multiple line system subscribers, except PBX subscribers, the following multipliers shall be applied to determine the contribution rate of each such subscriber:
  - (1) For the first 25 lines, each line shall be billed at the approved contribution rate.
  - (2) For lines 26 through 100, each line shall be billed at 0.75 of the approved contribution rate.
  - (3) For lines 101 through 250, each line shall be billed at 0.50 of the approved contribution rate.
  - (4) For lines 251 through 500, each line shall be billed at 0.20 of the approved contribution rate.
  - (5) For lines 501 or more, each line shall be billed at 0.172 of the approved contribution rate.
- (c) Restricted account.--The county treasurer or, in a home rule county, the county official responsible for the collection and disbursement of funds shall deposit the moneys received in an interest-bearing restricted account used solely for the purpose of nonrecurring and recurring charges billed for the 911 system and for the purpose of making payments under subsection (d). The governing body of the county shall make an annual appropriation from such account for the 911 system, subject to the provisions of subsection (d), and may retain up to 1% of the gross receipts collected to cover administrative costs. If the 911 system is discontinued or a county fails to implement a 911 system within three years from the imposition of a monthly contribution rate, any money remaining in the restricted account after all payments to the 911 service supplier have been made shall be transferred to the general fund of the county or proportionately to the general funds of each participating public agency.
- (d) Reimbursement to municipalities.--The county treasurer shall, on a quarterly basis, pay from funds of the restricted account to a municipality which operates a 911 system, a sum of money not less than that contributed by the telephone subscribers of that municipality to the county 911 system, less the applicable service supplier administrative cost provided by subsection (a) and the applicable county administrative cost provided by subsection (c).
- (e) Collection enforcement.--The local exchange telephone company has no obligation to take any legal action to enforce the collection of any charge imposed pursuant to this act. Such action may be brought by or on behalf of the public agency imposing the charge. The local exchange telephone company shall annually provide, upon request of the governing body, a list of the names and addresses of those service users which carry a balance that can be determined by the telephone company to be the nonpayment of any charge imposed pursuant to this act. The local exchange telephone company is not liable for uncollectible amounts.

**Section 8. Expenditures for nonrecurring costs, maintenance and operation of 911 systems.**

- (a) Expenditures authorized.--During each county's fiscal year, the county may expend the amounts distributed to it from the contribution rate for the nonrecurring costs, maintenance and operation of a county 911 system.
- (b) Items included in nonrecurring costs, maintenance and operation costs.--Maintenance and operation costs may include telephone company charges, equipment costs or equipment lease charges, repairs, utilities, data base maintenance costs, personnel salary and benefit costs which are directly related to the provision of 911 services, audit costs and appropriate carryover costs from previous years. Maintenance and operation costs shall not include any cost necessary to house the 911 system. No more than 60% of the contribution rate collected during each county's fiscal year may be utilized to fund personnel salary and benefit costs.
- (c) Limitations on expenditures.--The department shall adopt procedures to assure that the total amount collected from the 911 contribution rate shall be expended only for the nonrecurring costs, maintenance and operation of a county 911 system. Nonrecurring costs shall be amortized over a minimum of three years.
- (d) Triennial audit.--The department shall require a triennial audit of each county's expenditures for the nonrecurring costs, maintenance and operation of 911 systems. The triennial audit cost shall be paid by the respective county from contribution rate revenues.

**Section 9. Telephone records.**

- (a) Access.--Each telephone service supplier shall provide customer telephone numbers, names and service addresses to 911 systems when required. Although customer numbers, names and service addresses shall be available to 911 systems, such information shall remain the property of the disclosing service supplier. The total cost of the system shall include expenses to reimburse telephone service suppliers for providing and maintaining 911 information. This information shall be used only in providing emergency response services to a 911 call. A person who uses or discloses data base information for purposes other than handling a 911 call commits a misdemeanor of the third degree.
- (b) Privacy waived.--Private listing service customers in a 911 service district shall waive the privacy afforded by nonlisted and nonpublished numbers when using the 911 emergency service.
- (c) Immunity.--No telephone company, or agent or employee or director of a telephone company, shall be liable to any person who uses the 911 emergency service established under this act:
  - (1) for release to a public safety answering point of information specified in this section that is not already part of the public records, including nonpublished telephone numbers; or
  - (2) for interruptions, omissions, defects, errors, mistakes or delays in transmission occurring in the course of rendering 911 emergency service under this act, unless such interruptions, omissions, defects, errors, mistakes or delays are caused by the willful or wanton misconduct of the telephone company, its agents or employees or directors: Provided, however, That nothing herein shall preclude the application of any commission tariff or regulation pertaining to allowances for telephone service interruptions.

**Section 10. Penalty.**

Any person who intentionally calls the 911 emergency number for other than emergency purposes commits a misdemeanor of the third degree.

**Section 11. Rules and regulations.**

The department, in cooperation with the council and the commission, may prescribe such application forms and promulgate such guidelines, rules and regulations as may be necessary to carry out the provisions of this act.

**Section 12. Repeals.**

The act of April 28, 1978 (P.L.90, No.42), known as the Emergency Telephone Act, is repealed.

**Section 13. Effective date.**

This act shall take effect in 60 days.

## COMMUNITY AFFAIRS 16 PENNSYLVANIA CODE

### **§36a.101. Purpose.**

The act is designed to provide a toll free telephone number 9-1-1 for individuals within the Commonwealth to gain rapid, direct access to emergency aid. The number shall be provided with the objective of reducing response time to situations requiring law enforcement, fire, medical, rescue or other emergency service. 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 shall be vested in the county government. County governments are encouraged to develop and implement a 9-1-1 emergency communication system that will meet the specific needs of the County and take maximum advantage of the integration of communications equipment and personnel in order to minimize costs and effect a more rapid response to emergency situations. County governments are encouraged to develop enhanced 9-1-1 system plans to the greatest extent possible. The development of county plans that limit the number of Public Safety Answering Points (PSAPs) and dispatch centers to the minimum necessary to meet the guideline requirements and to minimize costs to the public shall be encouraged.

*Source.* The provisions of this §36a.101 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

### **§36a.102. Definitions.**

The following words and terms, when used in this chapter, have the following meanings, unless the content clearly indicates otherwise:

*ACT* - The Public Safety Emergency Telephone Act (35 P.S. §§ 7011-7021).

*Agency* - The Pennsylvania Emergency Management Agency.

*COCOT* - Customer-Owned Coin Operated Telephone.

*CPE - customer premises equipment* - Telecommunications and associated terminal equipment that is located at the PSAP or dispatch point and has capabilities for handling or dispatching, or both, 9-1-1 calls. This equipment may be provided all or in part by the telephone company or by another supplier.

*Central office end central office* - A local telephone company switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks. The term applies for purposes of the contribution rate.

*Central office upgrades* - The replacement of central office equipment with more advanced technology for the purpose of making available more 9-1-1 features.

*Commission* - The Pennsylvania Public Utility Commission

*Contribution rate* - A County fee that is assessed against a telephone subscriber and collected by the telephone company for the nonrecurring, maintenance and operational costs of a 9-1-1 system. The fee may be used for expenses incurred in implementing, expanding or upgrading a 9-1-1

system. Once a plan and contribution rate has been established, the contribution rate shall remain fixed for a period of at least three years. The contribution rate on each local exchange access line shall not exceed the following amounts:

- (i) First through second class A counties, a contribution rate not to exceed \$1/line/month.
- (ii) Third through fifth class counties, a contribution rate not to exceed \$1.25/line/month.
- (iii) Sixth through eighth class counties, a contribution rate not to exceed \$1.50/line/month.

*Control office* - The central office which provides switching capability for selectively routed 9-1-1 calls and terminates 9-1-1 dedicated lines from a central office or PSAP, or both. It controls the switching of the automatic number identification (ANI) and selective routing information to the PSAPs.

*Council* - The Pennsylvania Emergency Management Council

*County* - The term includes a city of the first class coterminous with a county.

*County plan* - An emergency communications plan developed by a county or two or more counties in concert and submitted to the Department outlining the proposed 9-1-1 system, including the contribution rate. The plan shall be unique to the county to meet the individual needs of the county, the local governments and emergency service providers within the county.

*Data base* - The collection of information necessary for a 9-1-1 emergency communications system. This information may include street files, geographic files, subscriber names, telephone number, street address or location and other files necessary for the proper and prompt handling of 9-1-1 calls.

*Dedicated line* - A communication path connecting a PSAP to one or more locations through other than exchange access lines. The term includes private lines, tie lines, and on-premises channels.

*Department* - The Department of Community Affairs

*Dial line* - A communication path connecting a PSAP to various other points by dialing a numeric code. The term includes exchange access lines, private branch exchange lines, centrex lines and intercommunication lines.

*Directly related personnel salary and benefit costs* - Wage, salary and benefit costs for personnel responsible for provision of 9-1-1 services. The term may include PSAP personnel at telephone answering or dispatch stations, or both, and 9-1-1 supervisory personnel. The amount of the contribution rate dedicated to salary and benefit costs may not exceed 60% of the total surcharge, subscriber fee, collected during each county's fiscal year.

*Emergency services* - The term includes services, including firefighting, law enforcement, ambulance and medical, provided for the protection or preservation of persons or property in circumstances of immediate and significant threat of injury or harm.

*Equipment costs* - The costs of customer premises and microwave equipment purchased by the county that is directly related to the 9-1-1 system.

*Equipment lease charges* - Charges for customer premises and microwave equipment leased by the county that is directly related to the 9-1-1 system.

*Local exchange telephone service* - The provision of telephonic message transmission within an exchange, as it is defined and described in tariffs filed with an approved by the Commission.

*Local government* - A county, city, borough, town, first class township, second class township or home rule municipality.

*Mobile communications equipment* - Cellular telephones, improved mobile telephone service, or a system which provides voice telephone service to a mobile station. The term includes mobile radio equipment that is affixed to a vehicle or other mobile station or equipment designed to be carried by an individual.

*Network changes* - Central office changes required to be made by a telephone company, so that when 9-1-1 is dialed the call is directed to the proper trunk circuits, including selective routing but not including central office upgrades.

*9-1-1- emergency communications system* - A system which permits a person dialing 9-1-1 by telephone to be connected to a PSAP, via telephone facilities, for the reporting of police, fire, medical or other emergency services.

*Nonswitched call* - A telephone call carried over exchange facilities from the calling party, originating station, to the called party, terminating station, via a directly routed circuit.

*PBX* - Private Branch Exchange

*PSAP- Public Safety Answering Point* - The first point at which calls placed by individuals for emergency assistance are answered, 24 hours/day. It may be the same location that dispatches emergency assistance but does not necessarily need to be the same.

*Person* - In addition to a natural person, the term includes a corporation, a partnership, an association, the Federal government, the State government, a political subdivision, and a municipal or other authority (Act 170 - 1992).

*Public agency* - The Commonwealth or a political subdivision, public authority, municipal authority or any organization located in whole or in part within this Commonwealth which provides or has the authority to provide fire fighting, law enforcement, ambulance, emergency medical or other emergency services.

*Public pay stations* - Telephones owned or operated by a regulated public utility which require coin insertion, use of credit card or third party billing for call placement. The term does not include COCOTS and semipublic pay stations.

*Public safety agency* - A functional division of a public agency which provides firefighting, law enforcement, ambulance, medical or other emergency services.

*Semipublic pay stations* - A pay telephone which is used by both the customer (owner) and the public in locations that are public in character and which is installed at the customer's initiative and billed to the customer. The term includes stations owned by the telephone company.

*Telephone subscriber* - A person who contracts with a telephone company within this Commonwealth for local exchange telephone service, either residential or commercial, but not including public pay stations. Each dial tone access line or PBX trunk group member shall constitute a separate subscription (Act 170 - 1992).

*Telephone terminal equipment* - Customer premises equipment that is located at the PSAP and is provided by a telephone company or other vendor; for example, telephone answering positions, display terminals, printers and call recording equipment.

*Trunk line service* - 9-1-1 telephone trunks from the telephone company central office where the 9-1-1 calls originate, to the control central office and from the control central office to the PSAP.

*Utility* - A public utility or a municipality, subject to Commission jurisdiction, which provides electric, gas, steam heat, sewer or water service.

*Source.* - The provisions of this §36a.102 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908; amended October 29, 1993 effective October 30, 1993, 23 Pa. B. 5133. Immediately preceding text appears at serial pages (167546) to (167549).

### **§36a.103. Development of county plan.**

Upon the agreement of the governing authority of a county to establish a 9-1-1 system, a plan shall be drafted which meets, at least, the minimum technical standards promulgated by the Council. The formation of multijurisdictional 9-1-1 systems is authorized.

- (1) In counties which currently have a 9-1-1 system in operation, if a contribution rate is to be established, a 9-1-1 coordinator shall be appointed and a plan shall be developed that meets the minimum technical standards promulgated by the Council.
- (2) In counties which currently do not have an operational system, if a system is to be developed and a contribution rate is to be established, a 9-1-1 coordinator shall be appointed and a county plan shall be developed that meets the minimum technical standards as promulgated by the Council.
- (3) Compilation and preparation of the county plan shall be the responsibility of the designated county 9-1-1 coordinator.
- (4) Each county 9-1-1 plan shall be designed to meet the individual circumstances of each county and the public agencies participating in the 9-1-1 system. The plan shall coordinate with surrounding counties to deal with circumstances unique to the fringe areas of the county to assure that the appropriate emergency response is provided. If a telephone exchange (a group of telephone subscribers served from the same central office) extends over two or more counties, the plan shall provide for disposition of the calls from that exchange. Use of the selective routing feature by one or more of the counties is adequate to designate the county to receive the calls from the various telephone subscribers. In the absence of the

selective routing feature, 9-1-1 calls from that exchange shall be directed to the county in which the central office is located.

- (5) Upon completion of the county plan, and prior to its submission to the Department, the county shall hold a public meeting to obtain the comments of its residents. Notice of the meeting shall be advertised in a newspaper of general circulation at least 10 days in advance of the meeting. The meeting shall commence between the hours of 6 pm and 9 pm and shall be held in a central location in the county. As a minimum, the notice shall indicate that one purpose of the meeting is to fix the proposed contribution rate. The precise amount of the proposed contribution shall be included in the notice.
- (6) Following the meeting, if a 9-1-1 system is to be established, the county shall make changes to the plan as deemed appropriate and take official action by resolution to approve the county plan, including the proposed contribution rate and to authorize its filing with the Department. The proposed contribution rate for nonrecurring and recurring costs cannot be considered to be established until public comment regarding it has been received.
- (7) At a minimum, each county 9-1-1 plan shall contain the following information:
  - (i) A description of the current or proposed geographic area to be served by the system and a list of local governments, participating telephone companies and their respective exchange areas that are in the 9-1-1 system.
  - (ii) A map that corresponds to the written description of the service area.
  - (iii) A description of the operational plan for the system, including the technical components as required by the Council and as outlined in §36a.104 (relating to technical standards for plans) in sufficient detail to describe the operational aspects of the system, including staffing, supervision, training, interrelationship with public agencies, daily operations, emergency operations and equipment requirements.
  - (iv) The proposed contribution rate and supporting documentation for the rate to be established for subscribers within the 9-1-1 service area as provided for in §36a.105. (relating to contribution rate).
  - (v) The supplementary plan information as provided for in the supplementary plan information forms provided by the Department.
  - (vi) A comprehensive plan and time schedule for the implementation, upgrading or expansion of 9-1-1 services.
  - (vii) Copies of contracts, agreements, or receipts for equipment, services or other recurring or nonrecurring costs eligible for reimbursement as determined by the Council, Commission or Department.
  - (viii) Proof of publication of the public meeting required by the act, including the date, time and location of the hearing.
  - (ix) A stenographic record of comments made at the public meeting.

- (x) A resolution, properly attested, approving the plan including the proposed contribution rate and authorizing the filing of the plan with the Department.
  - (xi) The county plan shall bear the signature of the chairperson or president of the appropriate governing body, and the 9-1-1 coordinator, and shall bear the official seal of the county.
  - (xii) A county that receives a notice of intent from a city of the second class, second class A or third class to proceed with the development of a 9-1-1 plan shall respond as provided in §36a.107(d) (relating to authority of cities). Evidence of this notice and response, in the form of copies of correspondence, shall be filed with the plan.
- (8) Updating and expanding the present system shall require an amended plan to be filed with the Department. An amended plan shall contain the same information as an original plan as provided for in paragraph (7) and shall:
- (i) Include specific information concerning the changes to the original plan made by the amended plan.
  - (ii) Specifically indicate the actions taken and modifications made to the original plan as a result of comments made by the Department, the Commission and the Council as a part of the approval of the plan.
  - (iii) Provide a 9-1-1 fund balance summary statement indicating, by year, revenues accrued and expenditure totals for personnel and equipment, by category, and the current fund balance.
- (9) Requests for contribution rate changes shall be submitted to the Department for approval by the Commission. A rate change that is part of an amendment to update or expand a system or do both shall satisfy the requirements for an amended plan. Contribution rate changes are not permitted more often than every 3 years and may not take effect unless approved by the Commission.
- (10) A request solely to change a contribution rate shall comply with:
- (i) Paragraphs (5) and (6) with respect to holding of a public meeting and the actions to be taken as a result thereof.
  - (ii) Paragraph (7) (vii)-(xi).
  - (iii) Section 36a.105 (relating to contribution rate).

[Pa.B. Doc. No. 94-59. Filed for public inspection January 7, 1994, 9:a.m.]

*Source.* The provisions of this §36a.103 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

*Cross References.* This section cited in 16 Pa. Code §36a.107 (relating to authority of cities); and 16 Pa.

Code §36a.108 (relating to review and approval of plans).

**§36a.104. Technical Standards for plans.**

- (a) *Glossary of terms for technical standards.* The following words and terms, when used in this section, have the following meanings, unless the context clearly indicates otherwise:

*ALI - Automatic Location Identification* - A feature which displays a name and address associated with the telephone number from which the call originated to the PSAP on customer premises equipment.

*ANI - Automatic Number Identification* - A feature by which the telephone number from which the call originated is forwarded to the compatible customer premises equipment.

*APCO - Associated Public Safety Communications Officers, Inc.* A not-for-profit organization incorporated to develop and foster the progress of the art of public safety communications whose sole purpose is to promote greater correlation of the communications activities of towns, cities, counties, State and Federal agencies, and represent the agencies before the Federal Communications Commission and other regulatory bodies.

*Alternative routing* - A feature of the CPE that allows the 9-1-1 calls to be routed to a designated alternate location if the following conditions exist:

- (i) The 9-1-1 service lines to the primary PSAP are busy.
- (ii) The primary PSAP closes down for a period of time.

*Answering position* - An appropriately equipped location within a PSAP that is used to receive incoming 9-1-1 calls.

*Audible signal* - A sound that indicates an incoming 9-1-1 call.

*Average busy hour* - The 1-hour period during the day statistically shown over time to be the hour in which the most emergency telephone calls are received.

*Called party hold* - A feature where the attendant retains control of the circuit despite the switchhook condition of the originating station. By remaining off-hook or placing the call on hold, control of the circuit is maintained.

*Call party trunk hold* - A feature designed to manage multiple calls where the answering point has the capability to place the calls on hold. This feature is required only where CPE is utilized.

*Call-progress* - An audible (ringing) or visual (lighted) indication of the 9-1-1 call status to the call taker.

*Central office transfer* -

- (i) Manual central office transfer enables the PSAP to transfer an incoming call by depressing the switchhook or button on compatible customer premises equipment and dialing either a 7-digit or 10-digit telephone number or a 2-digit speed calling code.
- (ii) Fixed control office transfer enables a PSAP attendant to transfer incoming 9-1-1 calls to

secondary PSAPs by use of a single button on compatible customer premises equipment.

*Emergency ringback* - A feature that if a 9-1-1 caller abandons a call, before all information necessary to provide aid is received, the PSAP attendant can activate this central office feature and ring the "on-hook" station which originated the call.

*Forced disconnect* - A circuit that is automatically disconnected at the central office despite the switchhook condition of the calling party.

*Idle circuit tone application* - An audible signal that informs the PSAP attendant of the status of the line being monitored. Two types of tones are applied to a line under the following conditions:

- (i) If a call is abandoned prior to completion of a report to the PSAP, tone consisting of 60 interruptions per minute, busy tone, is applied to the line.
- (ii) If the PSAP attendant seizes an idle 9-1-1 circuit, or a caller abandons a 9-1-1 call before it is answered, a tone consisting of 120 interruptions per minute, reorder tone, is applied to the line.

*Immediate/splash ringing* - A feature whereby incoming 9-1-1 calls are automatically directed to the first available answering position. This allows the caller access to the first available operator and prevents, in most cases, a busy signal or call hold. Incoming calls may be transferred from station to station within a PSAP, or may be transferred from PSAP to PSAP.

*Routing profiles* - A set of procedures that details how PSAPs are notified in the event of circuit disruptions so corrective actions can be taken in a timely manner. Network providers should maintain current routing profiles and ensure that disruption of any circuit element which involves 9-1-1 trunking is detected within a reasonable amount of time.

*Selective routing/transfer* - A feature that routes a 9-1-1 call to the predesignated PSAP based upon the identified number of the calling party. Selective transfer provides the PSAP with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with the type of agency; for example, "FIRE," on the associated customer premises equipment.

*Switchhook status* - A feature that indicates an audible or visual, or both, signal if the station originating the 9-1-1 call returns to an off-hook status.

*Tandem trunking* - An arrangement where a telephone line connection has one or more intermediate switching points which are required or permitted before reaching the final destination. This usually occurs on a controlled dial pulse basis.

*TDD/TTY* - A telecommunication device for the hearing and speech impaired.

(b) *Minimum standards for PSAPs.*

- (1) To maximize efficiencies of communications and minimize operations/capital expenditures, PSAPs and dispatch centers shall be limited to one per county plan, unless geographical and technological considerations require otherwise. Counties shall provide supporting justification

for additional PSAPs and dispatch centers included in the county plan. PSAPs and dispatch centers may be reduced over a multi-year period to minimize disruptions of existing communications systems.

- (2) At a minimum, a 9-1-1 PSAP established within this Commonwealth shall possess the following capabilities:
- (i) The law enforcement, fire protection, emergency medical services, rescue services and advanced life support services within the boundaries of the political subdivision shall be included.
  - (ii) The system shall operate on a 24-hours a day, 7-days per week basis.
  - (iii) 9-1-1 related calls shall be answered by trained operators dedicated to 9-1-1 operations.
  - (iv) Ninety percent of 9-1-1 calls shall be answered within 10 seconds.
  - (v) Incoming 9-1-1 calls shall be recorded via a multi-track voice recorder.
  - (vi) 9-1-1 operators shall record incoming calls at their respective answering station to allow for instant playback.
  - (vii) Voice recorded 9-1-1 information shall be archived for at least 30 days.
  - (viii) A PSAP shall have stand-by emergency electrical power generation equipment and sufficient fuel supply to sustain operation for a minimum of 7 days. PSAPs Federally funded under civil defense- emergency management shall maintain a 14-day fuel supply.
  - (ix) A minimum of two lines for each established exchange or central office shall be provided for incoming 9-1-1 calls.
  - (x) A minimum of two administrative lines shall be provided for nonemergency or routine, or both, calls.
  - (xi) Each 9-1-1 PSAP shall have the ability to force a disconnect with a calling party.
  - (xii) Public pay stations, semipublic pay stations and COCOTs shall have access to 9-1-1 without coin insertion or other charge.
  - (xiii) If no local address is available, the county or PSAP shall adopt a grid system, zip code identifier or other acceptable identifier method for support of dispatch and emergency service response to rural locations. The predicted number of addresses not in the data base shall be listed as well as a description of the identifying method chosen.
  - (xiv) If ANI and ALI or computer aided dispatch equipment is utilized, an uninterruptable power supply shall be employed. This is in addition to the required standby electrical power generator.

- (xv) If ANI and ALI are employed, the following minimum data shall be displayed except in the case of party lines or mobile lines:
  - (A) The telephone number of the calling party.
  - (B) The name of the calling line party.
  - (C) The address or identifier of the calling phone party.
- (xvi) Adjacent PSAPs in contiguous counties and all PSAPs within the county shall be connected via private dedicated lines. These lines are an eligible cost. Mutual aid agreements required for sharing and dispatching emergency services shall be executed under 35 Pa. C.S. Section §7504 (relating to coordination, assistance and mutual aid) to enhance emergency response capability. Procedures shall be developed with adjacent counties, if appropriate, to provide for emergency responses to fringe areas of the county and calls received over foreign exchange lines.
- (xvii) The 9-1-1 access shall be provided to cellular telephone, improved mobile telephone service or a system which provides voice telephone service to a mobile station.
- (xviii) The 9-1-1 operators, dispatch personnel and supervisors shall receive a minimum of 40 hours classroom and hands on instruction. The APCO training course or a similar course that is used is subject to Council approval. In addition to minimum training requirements, a county may require additional training at its discretion.
- (xix) Arrangements for bilingual support or subscription to AT&T's language line or similar service shall be provided.
- (xx) TDD/TTY service shall be provided.
- (xxi) The primary PSAP shall have the capability to receive and transmit watches and warnings from the Agency warning network and function according to the standards of the network.
- (xxii) The PSAP shall provide an interconnect to the Statewide radio system (800 Mhz) or other systems prescribed by the Department or Agency.
- (xxiii) Incoming 9-1-1 calls to a PSAP shall generate an audible signal.
- (xxiv) The PSAP shall provide identification and explanation of routing profiles.
- (xxv) The PSAP shall have a minimum of two answering positions.
- (xxvi) The PSAP shall provide call-progress signals.
- (xxvii) The PSAP shall possess immediate/splash ringing.
- (xxviii) The primary PSAP senior supervisor/manager shall be designated as the county

warning and communications officer.

- (xxix) The appointed county 9-1-1 coordinator may not be in conflict with duties of the county emergency management coordinator. See 35 Pa.C.S. §7502(b) (relating to local coordinator of emergency management).
- (xxx) Supporting documentation describing the geographical location and special relationships of the 9-1-1 Primary PSAP (county/city) to the emergency operations center shall be provided in the application.
- (xxxi) Supporting documentation describing the organizational structure, message handling process between PSAPs and emergency operations center during emergencies, and supporting communications between the PSAPs and emergency operations center during emergencies shall be provided in the application.

*(c) 9-1-1 minimum requirements for existing, proposed or new services.*

- (1) Incoming 9-1-1 calls shall be received by a PSAP in a manner similar to a normal exchange telephone network call.
- (2) The 9-1-1 minimum services provided in this Commonwealth are identified by two categories consisting of existing 9-1-1 services and proposed or new 9-1-1 services. These categories of service are comprised of minimum requirements as follows:
  - (i) *Existing 9-1-1 service; minimum requirements.*
    - (A) Forced disconnect.
    - (B) Idle circuit tone application.
    - (C) Mobile telephone access. See subsection (b) (2) (xvii).
    - (D) TDD/TTY. See subsection (b)(2)(xx).
  - (ii) *Proposed or new 9-1-1 service; minimum requirements.*
    - (A) Forced disconnect.
    - (B) Idle circuit tone application.
    - (C) Called party trunk hold.
    - (D) Switchhook status.
    - (E) Emergency ring back.
    - (F) Mobile telephone access.
    - (G) TDD/TTY (See subsection (b)(2)(xx)).

- (3) The provisions in paragraph (2)(i) and 2(ii)(B)-(E) may require CPE. These features may be waived if tandem trunking is employed.
- (d) *Trunk capacity requirements.*
- (1) *County plans.* County plans shall include trunk identification and trunk calculations derived via the trunk capacity formula provided.
- (2) *Trunk Identification.* The number of trunks required to provide adequate 9-1-1 service for a given population shall be determined. To establish a reasonable number of trunks, agencies shall provide, at a minimum, a level or grade of service that would result in no more than one busy signal in 1,000 first attempts during the average busy hour.
- (3) *Trunk calculations.* In calculating a grade of service for a telecommunication system, information regarding the number of calls and the average call duration shall be determined. The trunk capacity calculation is based on the operational experience of 9-1-1 systems. Local jurisdictional requirements shall be considered when using these calculations.
- (i) Trunks from the end central offices to the control central office and the control central office to the PSAP shall be provided on a one delay in 1,000 call basis.
- (ii) The length of the average 9-1-1 call is 90 seconds, measured from the time of trunk seizure to the time of call termination. Ninety seconds is allowed to provide for difference in technology, training and operations. Special call handling techniques, such as pre-arrival instructions, hostage negotiations or other extenuating circumstances may not be considered in this calculation.
- (iii) The busy hour 9-1-1 traffic shall be assumed to be no less than 10% and no greater than 15% of the total day, 24 hour, traffic.
- (iv) The number of 9-1-1 calls per 1,000 access lines shall be assumed to be 2.5 calls/day.
- (v) The general assumptions in this subsection shall be adjusted to meet local conditions. It is the responsibility of the county to justify the actual quantities used in the calculations. Assumptions and calculations shall be included in the county plan.
- (vi) The degree of loading on a network is measured in hundred calling seconds - commonly referred to as CCS. The CCS data is used to determine the number of trunks required in paragraph (1).
- (vii) CCS quantities from an end central office to the control central office can be calculated using the following formula:

$$\begin{array}{l}
 \text{Number of Access Lines in End Central Office} \\
 \text{Divided by 1,000} \\
 \text{Multiplied By} \\
 \text{Length of the Average 9-1-1 Call in Seconds (90)} \\
 \text{Multiplied By}
 \end{array}$$

Busy Hour Traffic (Range 10% - 15%)  
 Multiplied By  
 Calls per 1,000 Access Lines (2.5)  
 Divided By  
 100 (to convert Calling Seconds to CCS)  
 Equals  
 CCS to be carried by 9-1-1 Trunk Group

$$\frac{AL \times ACL \times BHT \times CPT}{1,000 \times 100}$$

- AL - Access Lines - Obtained from telephone company
- ACL - Average Call Length - Assume 90 seconds
- BHT - Busy Hour Traffic - Assume Range of between 10% - 15%
- CPT - Calls per 1,000 access lines per day - Assume 2.5
- CCS- Hundred calling seconds

Using the formula in this subparagraph, CCS data determines the number of trunks from the following table with each end office having a minimum of two 9-1-1 trunks to the control central office.

TRUNK LOADING CAPACITY Grade of Service 1 delay in 1,000	
<i>Trunks</i>	<i>Will Carry CCS</i>
2	1.6
3	6.9
4	15
5	27
6	40
7	55
8	71
9	88
10	107

(e) 9-1-1 enhanced options.

- (1) Optional features for 9-1-1 service may be incorporated into an existing or new 9-1-1 system.
- (2) The following list of 9-1-1 optional features if employed shall meet the requirements

described:

- (i) *Manual transfer.* Manual transfer shall allow transfer of a received 9-1-1 call to a dialed number.
- (ii) *Default routing.* The capability to route a 9-1-1 call to a designated-default-PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.
- (iii) *Alternate routing.* The capability of routing 9-1-1 calls to a designated alternate location if all the 9-1-1 trunks to the primary PSAP are busy. It may also be activated upon request when 9-1-1 equipment fails or the PSAP itself is disabled.
- (iv) *Selective routing.* Selective routing is directed by selected routing tables which are defined by local jurisdictions. The selective routing file resides in the control office or the CPE.
- (v) *Automatic call distributor (ACD).* Equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received or holds calls until a call attendant becomes available.
- (vi) *Computer aided dispatch (CAD) interface option.* The means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.
- (vii) *CPE.* Terminal equipment at a PSAP or secondary answering location.
- (viii) *Conferencing.* The capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency.
- (ix) *ALI.* The ALI, when employed, shall have the capability to display the correct PSAP and responsible law enforcement, fire, emergency medical services and other public safety agencies. The ALI shall be operated and maintained at a level sufficient to ensure that the ALI display will be retrieved in less than 5 seconds for 95 out of 100 attempts during the average busy hour.
- (x) *ANI/ALI.* ANI/ALI shall follow the call to each position which picks up a call even if simultaneous pickup occurs and on transfers to other 9-1-1 equipped PSAPs and on transfers of 9-1-1 calls.
- (xi) *ALI features.* The following features are required if ALI is employed:
  - (A) The ALI file will be accessed from the PSAP when ANI data associated with the call are identified.
  - (B) ALI will display the name and address associated with the dialing telephone number once the PSAP receives the 9-1-1 call.
  - (C) ALI identifies the type of telephone services; that is, coin phone, residence or business.

- (D) ALI identifies the emergency service number of the location of the emergency services requestor which, in turn, identifies the law enforcement, fire, emergency medical services and other emergency responders for the calling address.
  - (E) ALI data are retained and redisplayed when a call placed on hold is retrieved by the PSAP call attendants.
  - (F) An address that does not have a telephone service will not have a file in the ALI database. However, it shall be identified in the accepted grid base, zip code identifier or other approved system.
- (xii) *ALI/ANI transfer.* If ALI/ANI is employed, transfer capabilities shall be consistent and reliable. Transfers between appropriately equipped PSAPs shall include full ANI and ALI capabilities even if a cross tandem transfer is involved. If ALI transfer is not technically possible, access via a secondary inquiry is permissible.
  - (xiii) *Conference release.* If three-way conferencing is employed, release of the call shall allow the transferring PSAP to leave the call without disrupting the connection between the 9-1-1 caller and the agency the call was transferred to.
  - (xiv) *Three-way conferencing.* Three-way calling among the 9-1-1 caller, the transferring agency, and the transferred to agency, shall be initiated with the operation of an add-on button to obtain dial tone and the dialing of that agency's number.
  - (xv) *Selective transfer.* Selective transfer shall automatically transfer or receive a 9-1-1 call to an agency providing the service required as designated by the emergency service number.
  - (xvi) *Emergency broadcast interconnection.* Automatic ring down or tie line interconnect between the primary PSAP and the operational area emergency broadcast station common primary control station is an eligible enhancement feature.

*Source.* The provisions of this §36a.104 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

*Cross References.* This section cited in 16 Pa. Code §36a.103 (relating to development of county plan).

**§36a.105. Contribution rate.**

Counties that presently have 9-1-1 systems may establish a contribution rate to cover nonrecurring and operating costs of an existing system by using the same contribution rate approval mechanisms as a new 9-1-1 system. A county which did not have a 9-1-1 system in operation on September 7, 1990, but which awarded a contract for such a system prior to September 7, 1990, shall be considered to have a present system. For the Commission to review the contribution rate requested by the county, the data called for in this chapter, as appropriate, shall be included in the

county plan. The plan shall include:

- (1) A narrative setting forth the development of the system including the bids and other alternatives studied and the reasons for the proposed system designed.
- (2) A diagram detailing the components of the 9-1-1 system which shall include the quantities, ownership or the company that owns the lease of those components. A list of eligible component expenses shall be shown on the diagram or accompany the diagram. A sample diagram is provided at the end of this section.
- (3) The estimated non-recurring and recurring costs, if applicable, for each component of the 9-1-1 system for which the county is eligible for reimbursement. The costs may include the following:
  - (i) Power supply.
  - (ii) Telephone answering positions.
  - (iii) Automatic number identification.
  - (iv) Controller common equipment.
  - (v) Automatic location identification controller.
  - (vi) Common equipment display terminals.
  - (vii) Printers.
  - (viii) TDD terminal equipment.
  - (ix) Call recording equipment.
  - (x) Radio equipment.
  - (xi) Geographic file.
  - (xii) Personnel salary and benefits.
  - (xiii) Geographic file maintenance.
  - (xiv) Cable.
  - (xv) Diverse routing.
  - (xvi) 9-1-1 trunks.
  - (xvii) Administrative telephone radio circuits.
  - (xviii) Alarm circuits.

- (xix) Private line circuits.
- (xx) Ring down circuits.
- (xxi) Audit expenses and administrative costs.
- (4) The total number of personnel who are directly related to the provision of 9-1-1 services and the title or position, salary and benefits.
- (5) The expected dates, and annual amounts, of salary increases for the personnel in paragraph (4) during the 3-year contribution rate period.
- (6) A detailed list of the benefits for the personnel in paragraph (4) and the specific cost of each benefit.
- (7) The amortization period for each nonrecurring expense during the 3-year contribution rate period.
- (8) The total number of access lines, in service, in each exchange to be covered by the 9-1-1 system on the effective date of the contribution rate. The telephone company shall complete the 9-1-1 access line summary report for each exchange included in the county plan.
- (9) Each regulated telephone charge that is in the county plan shall be referenced to the appropriate tariff section, paragraph or subparagraph, or the telephone company shall document the rate by giving the basis for the charge, the service or equipment that is in the county plan.
- (10) The total number of access lines in any other 9-1-1 system within the county not included in the county plan.
- (11) The estimated number of 9-1-1 calls per year for the 3-year period covered by the contribution rate. For existing 9-1-1 systems and systems seeking expansion or upgrade, the current number of calls and the estimated number of calls per year for the 3-year period covered by the contribution rate shall be provided.
- (12) The call volume of the current system and the estimated call volume of the proposed system.
- (13) A listing of the telephone exchanges that are part of the county plan. If selective routing is included, a listing of the telephone exchanges providing this service shall be included.
- (14) A schedule showing the effective date of the 9-1-1 contribution rate and the in-service date of the 9-1-1 system or each section if the system is cutover in sections.
- (15) A cost breakdown for the administrative costs of the telephone company to establish and maintain the contribution rate billing system and for the administrative costs of the county

to administer the special fund as provided in §36a.111 (relating to administration of contribution rate).

- (16) The reimbursable expenses included in the contribution rate, nonrecurring and recurring. The expenses shall be summarized in a form with detailed schedules attached, when necessary, to explain and justify the items summarized on the form. The summary form shall include the expense items on an annual basis, used in the calculation of the 9-1-1 contribution rate. A division of the total expense on the summary form by the present number of access lines, adjusted for Centrex, excluding public pay stations, shall result in the proposed annual 9-1-1 contribution rate per access line. The annual 9-1-1 contribution rate shall then be divided by 12 months to obtain the monthly 9-1-1 contribution rate that will appear on telephone bills. The summary expense forms and other required forms are standardized for consistency in plan submissions. These forms and worksheets will be supplied by the Department.
- (17) In the case of Centrex or similar multiple line subscribers, except PBX subscribers, the following multipliers shall be applied to determine the contribution rate of each such subscriber:
  - (i) For the first 25 lines, each line shall be billed at the approved contribution rate.
  - (ii) For lines 26 through 100, each line shall be billed at 0.75 of the approved contribution rate.
  - (iii) For lines 101 through 250, each line shall be billed at 0.50 of the approved contribution rate.
  - (iv) For lines 251 through 500, each line shall be billed at 0.20 of the approved contribution rate.
  - (v) For lines 501 or more, each line shall be billed at 0.172 of the approved contribution rate.
- (18) A sample diagram of a typical 9-1-1 network follows. The county shall modify the diagram for the plan they are actually submitting. The following are offered as examples of changes the county might make.
  - (i) Instead of "end central office" the name of each end central office shall be shown.
  - (ii) If no selective routing is provided delete subparagraph (vi).
  - (iii) Add any microwave link.
  - (iv) Show the location of the public agency or PSAP.
  - (v) Show the location of the tandem or control central office.
  - (vi) The size of the drawing may be increased but a maximum size of 11" x 17" is

suggested.

*Source.* The provisions of this §36a.105 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

*Cross References.* This section cited in 16 Pa. Code §36a.103 (relating to development of county plan).

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**§36a.106. Eligible costs.**

- (a) The contribution rate may be used for recurring and nonrecurring costs associated with implementing, expanding, upgrading and operating a 9-1-1 emergency communications system.
- (b) The costs may include the following items:
  - (1) Nonrecurring Costs
    - (i) Telephone terminal equipment or switching equipment.
    - (ii) Trunk line service installation.
    - (iii) Network changes.
    - (iv) Building of data base including individual number or location identification, or both, and mapping of the 9-1-1 service area.
    - (v) Microwave equipment.
    - (vi) Consultant fees associated with the development of county 9-1-1 plans.
    - (vii) Fixed radio equipment that is an integral part of a 9-1-1 system.
    - (viii) Purchase and installation costs of emergency power generating equipment.
    - (ix) Telephone company costs associated with the development of the contribution rate billing system.
    - (x) Moving costs for consolidation of answering centers.
    - (xi) Capital costs for systems in-place, installed and functional on September 7, 1990.
    - (xii) Stenographer recording costs for the required public meeting.
    - (xiii) Other non-recurring costs as deemed eligible by the Department.
  - (2) Recurring Costs
    - (i) Telephone company charges.
    - (ii) Telephone company administrative costs for billing and collection of the contribution rate to a maximum of 2% of the contribution rate monies collected.
    - (iii) County costs for the administration of the contribution rate to a maximum of 1% of the gross receipts collected.
    - (iv) Communication equipment lease charges excluding mobile communications equipment.
    - (v) Repairs and Maintenance cost for 9-1-1 related equipment.
    - (vi) Data base maintenance costs.
    - (vii) Personnel salary and benefit costs directly related to the provision of 9-1-1 services subject to a maximum of 60% of the contribution rate revenue.
    - (viii) Audit costs.
    - (ix) Carryover Costs.
- (c) The following costs are deemed to be ineligible costs:
  - (1) Costs necessary to house a 9-1-1 system.
  - (2) Purchase of real estate.
  - (3) Cosmetic remodeling.
  - (4) Central office upgrading.
  - (5) Recruitment and training of dispatchers, call takers or telecommunications officers or operators.
  - (6) Mobile communications equipment including pagers, scanners, or portable communications devices.

- (7) Ambulances, fire engines, emergency equipment or vehicles of any kind.
  - (8) Utilities including electric, gas, oil, water, sewer and solid waste.
  - (9) Telephone costs not directly associated with the provision of 9-1-1.
  - (10) Taxes or other expenses deemed ineligible by the Department.
- (d) An applicant is encouraged to inquire of the Department as to expenses which may not be eligible prior to submission of a plan.

*Source.* The provisions of this §36a.106 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

**§36a.107. Authority of cities.**

- (a) A city of the second class, second class A or third class that established a 9-1-1 system prior to September 7, 1990 may exercise the powers and duties of counties under the act.
- (b) The procedure for filing a 9-1-1 plan shall be the same as for counties and as outlined in §36a.103. (relating to development of county plan).
- (c) A city of the second class, second class A, or third class may establish a 9-1-1 system if the county in which it is located elects not to exercise their respective powers and duties as provided for under the act.
- (d) For a city of the second class, second class A, or third class to exercise the authority as provided for in subsection (c), the city shall first file a written notice of intent by registered mail with the county indicating the city's intention to proceed with the development of a 9-1-1 plan. The county shall provide the city with a response within 60 days as to whether the county plans to proceed with the establishment of a 9-1-1 plan. If the county fails to respond to the city within the 60-day time period or if the county indicates that it does not plan to initiate a 9-1-1 system for at least 2 years, the city may proceed with the development of its own plan. Documentation of failure to respond by the county or evidence that the county will not develop a 9-1-1 system within 2 years shall be provided by the city as part of the plan.
- (e) A city of the second class, second class A, or third class that has an existing 9-1-1 system or establishes a 9-1-1 system in the future shall do so only within the geographic boundaries unless the county and city agree that the city system shall become a component of the county plan.
- (f) A contribution rate that is levied by a city of the second class, second class A or third class by authority of the act shall only be imposed upon and collected from the subscribers within the municipal boundaries of the city.

*Source.* The provisions of this §36a.107 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

*Cross References.* This section cited in 16 Pa. Code §36a.103 (relating to development of county plan).

**§36a.108. Review and approval of plans.**

- (a) Upon completion and adoption of the plan by the appropriate governing body, an original and three copies of the plan shall be forwarded to the Department. An additional copy of the plan shall be forwarded to all telephone companies affected by the plan.
- (b) The plans shall be submitted to the Department and shall be addressed to: 9-1-1 Coordinator, Bureau of Local Government Services, Department of Community Affairs, Post Office Box 155, Harrisburg, Pennsylvania 17108
- (c) Within 30 days after receipt of the plan, the Department will review it for completeness. If deficiencies are found, the Department will contact the 9-1-1 coordinator, in writing, explain the deficiencies and request additional information necessary to complete the application. A plan found to be deficient shall not be forwarded to the Commission or Council until it is complete.
- (d) After Department review, the plan will be forwarded to the Council and Commission for review.
- (e) The Council shall have 60 days to review the plan and make suggested revisions to the plan. The Council may, as it deems necessary, contact the county for clarification or further information during the review of the plan.
- (f) The 60-day review period shall consist of 60 calendar days, beginning with the day the Council receives the plan from the Department.
- (g) The Council shall submit its review findings along with a recommendation for approval or denial to the Department. If the Council recommends denial, the reasons for the denial shall be provided along with recommendations for changes to the plan.
- (h) The Commission will have 60 days to review the plan. The Commission's review applies only to the proposed contribution rate.
- (i) The Commission may modify only rates which it finds excessive to meet the costs stated in the plan.
- (j) The 60-day review period shall consist of 60 calendar days, beginning the day the Commission receives the plan from the Department.
- (k) If the Commission fails to provide a decision with respect to the contribution rate within 60 days from date of receipt, the contribution rate, as proposed, shall be deemed approved.
- (l) Within 30 days after the receipt of the recommendations of the Council and the Commission the Department will approve or reject the plan based on the recommendations.
- (m) If a plan is approved, the 9-1-1 coordinator will be notified in writing by the Department of the approval.

- (n) If a plan is rejected, the 9-1-1 coordinator will be notified in writing by the Department and the plan will be returned to the county along with an explanation of the reasons for the rejection.
- (o) Upon notification of plan approval, the county shall, by ordinance, officially enact the approved contribution rate and shall provide notice, in writing, to the appropriate telephone companies of the establishment of the contribution rate. Once established, the contribution rate shall remain fixed for at least 3 years.
- (p) If a county plan is disapproved by the Department, the county may make changes and modifications that are deemed necessary in the plan and may file a revised plan by following the steps as provided in §36a.103. (relating to development of county plan).

*Source.* The provisions of this §36a.108 adopted April 17, 1992, effective April 18, 1992. 22 Pa. B. 1908.

**§36a.109. Assessment of contribution rate.**

- (a) Moneys collected from the telephone contribution rate shall be utilized solely for payment of nonrecurring and recurring costs of a 9-1-1 system.
- (b) The contribution rate may be imposed at any time subsequent to the execution of a contract with the provider of a 9-1-1 service at the discretion of the governing body and under an approved county plan and the contribution rate.
- (c) The approved contribution rate shall be identified on the monthly telephone subscriber bill as a separate county fee for 9-1-1 service. The following identification shall be given to the fee:

Public Safety Emergency Telephone Act (9-1-1) Fee \$\_\_

- (d) The approved contribution rate shall be billed and collected by the telephone company providing local telephone service to the telephone subscriber.
- (e) The approved contribution rate is not subject to taxes or charges levied on or by the telephone company. The rate may not be included in any rate or tariff filings by the telephone company.
- (f) The money collected from the contribution rate may not be considered revenue of the telephone company for any purpose.
- (g) The local exchange telephone company may not disconnect telephone customer service for nonpayment of the contribution rate.
- (h) The local exchange telephone company shall annually provide, upon request of the local governing body, a list of the names and addresses of those service users which carry a balance that can be determined by the telephone company to be the nonpayment of a charge imposed under to the act. The local exchange telephone company is not liable for uncollectible amounts.

*Source.* The provisions of this §36a.109 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

**§36a.110. Collection and disbursement of contribution rate.**

- (a) The local exchange telephone company shall establish a billing system to account for the levying, collection and disbursement of the approved contribution rate. The cost of establishing the system shall be determined by the local exchange telephone company. The cost along with supporting justification shall be provided to the county for inclusion in the county plan.
- (b) The local exchange telephone company shall also determine the cost to administer the 9-1-1 collection rate billing system and provide this information to the county along with supporting justification for the cost. The administrative fee may not exceed 2% of the contribution rate monies collected. The county shall also include this fee in the county plan for use in determining the contribution rate.
- (c) The local exchange telephone company providing local exchange service to a telephone subscriber shall bill and collect the approved contribution rate from the telephone subscriber on a monthly basis. The amount of the subscriber's contribution rate shall be stated separately on the bill.
- (d) The telephone company shall remit to the appropriate county the entire contribution rate and accrued interest less the actual uncollectible and less the approved administrative fee on a quarterly basis. The payment shall be made within 30 days of the end of each calendar quarter.
- (e) In any county where there is an approved 9-1-1 plan and contribution rate and where there is also a city which has a separately approved 9-1-1 plan and contribution rate, the local telephone exchange company shall segregate and identify the separate contribution rate collections and accrued interest from each local government where a separate contribution rate is levied. The identification of collections and accrued interest shall be included with the transmission of contribution rate collections from the telephone company to the county. The contribution rate collections and accrued interest may be remitted to the county with a single check.
- (f) The county treasurer, on a quarterly basis, or more often if agreed upon by the county and the municipality, shall pay from funds of the restricted account to a municipality which operates a 9-1-1 system, a sum of money not less than that contributed by the telephone subscribers of that municipality to the county 9-1-1 system and accrued interest, less that applicable service supplier administrative cost and the county administrative cost.
- (g) Disbursement of the contribution rate to a county by a telephone company may be done on a more frequent basis if agreed upon by the county and the telephone company. If payment is made on a monthly basis, it shall be remitted within 20 days of the end of the month.

*Source.* The provisions of this §36a.110 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

**§36a.111. Administration of contribution rate.**

- (a) The county shall establish a separate fund for the sole purpose of accounting for the revenues received and expenditures incurred in the establishment, upgrading, expansion and operating a 9-1-1 emergency communications system.
- (b) The county treasurer, or, in a home rule county, the county official responsible for the collection and disbursement of funds shall deposit the moneys received from the local exchange telephone company in an interest-bearing restricted account.
- (c) The governing body of the county shall make an annual appropriation on a line item basis for the nonrecurring and recurring charges associated with the operation of a 9-1-1 system and for payments to local governments which operate a 9-1-1 system. The appropriation shall also include appropriate administrative costs associated with the operation of the fund up to a maximum of 1% of the contribution rate monies collected. Documentation for the administrative costs shall be included in the county plan.
- (d) If a county discontinues a 9-1-1 system or fails to implement a 9-1-1 system within 3 years from the imposition of a contribution rate, the moneys remaining in the 9-1-1 fund shall be transferred to the general fund of the county or proportionately to those local governments in the county that had a 9-1-1 system after the costs have been paid to service providers.
- (e) An audit of expenditures for nonrecurring and recurring costs shall be conducted on a triennial basis. The period covered by the audit shall coincide with the period the contribution rate is in effect. The cost of the audit shall be paid by the county and can be included in the eligible costs.
- (f) Two copies of the audit report shall be filed with the Department within 90 days of the end of the applicable fiscal year. The Department will provide a copy of the audit to the Commission for review and comment with respect to the contribution rate.

*Source.* The provisions of this §36a.111 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

*Cross References.* This section cited in 16 Pa. Code §36a.105 (relating to contribution rate).

**§36a.112. Reports.**

For counties where a 9-1-1 system has been established a report shall be submitted to the Department annually detailing the status of 9-1-1 systems. The report shall be on a form provided by the Department and shall include information including contribution rate, progress reports, installation schedules, installation expenses, anticipated 9-1-1 system changes, other system related costs and other information deemed necessary by the Department. The report will be for the current calendar year and shall be forwarded to the Department by December 1st of the current year.

*Source.* The provisions of this §36a.112 adopted April 17, 1992, effective April 18, 1992, 22 Pa. B. 1908.

**Act of 1992, P.L. 1373, No. 170**  
**An Act**

Amending the act of July 9, 1990 (P.L.340, No. 78), entitled "An act providing for a Statewide emergency telephone number 911 system; providing for contributions from telephone subscribers; providing a penalty; and making a repeal," further providing for the definition of "telephone subscriber" and adding the definition of "person."

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

Section 1. The definition of "telephone subscriber" in section 2 of the act of July 9, 1990 (P.L.340, No.78), known as the Public Safety Emergency Telephone Act, is amended and the section is amended by adding a definition to read:

Section 2. Definitions.

The following words and phrases when used in this act shall have the meanings given to them in this section unless the context clearly indicates otherwise:

"Person." The term includes a corporation, a partnership, an association, the Federal Government, the State government, a political subdivision, a municipal or other local authority, as well as a natural person.

"Telephone subscriber." A person who contracts with a telephone company within this Commonwealth for local exchange telephone service, either residential or commercial. When the same person [, business or organization] has several telephone dial tone access lines, each dial tone access line shall constitute a separate subscription. For purposes of the contribution rate, the term shall not include pay stations owned or operated by a regulated public utility.

Section 2. This act shall be retroactive to September 7, 1990.

Section 3. This act shall take effect immediately.



### **SUPPLEMENTARY PLAN INFORMATION**

The worksheets provided on the following pages shall be completed and included as part of the county plan. Additional sheets shall be included as necessary.

## SUPPLEMENTAL INFORMATION

<p>1. Identify the 911 coordinator:</p> <p>A. (Name)</p> <p>B. (Address)</p> <p>C. (Telephone Number)</p>	
<p>2. Identify the public safety answering point(s):</p> <p>A. (Name)</p> <p>B. (Address)</p>	
<p>3. Identify the dispatch center(s) to be supported:</p> <p>A. (Name)</p> <p>B. (Address)</p> <p>C. Dispatch center coordinator name and telephone number location.</p> <p>D. Services dispatched from these locations. (Add additional pages as necessary)</p>	
<p>4. Total Number of tie lines requested:</p>	_____
<p>A. Identify the tie line facility by:</p> <p>1. (Name)</p> <p>2. (Address)</p> <p>3. (Coordinator Name and Telephone Number)</p> <p>4. Total number of exchanges within the service area:</p> <p>5. Total number of central offices within the service area:</p> <p>6. Total number of proposed 911 lines:</p> <p>7. Mutual aid agreements in place with surrounding comparable jurisdiction? (Attach copies of county agreements only)</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>Yes _____ No _____</p>
<p>B. 1. Identify the number of 911 lines assigned to each exchange or central office:</p> <p>2. Total number of telephone lines to be billed for 911 service:</p> <p>3. Population of the proposed 911 service area:</p> <p>4. Number of PSAPs now in existence within the service area:</p> <p>5. Proposed number of PSAPs:</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Year 1 _____</p> <p>Year 2 _____</p> <p>Year 3 _____</p>
<p>C. Identify all dispatch centers within the service area:</p> <p>1. (Name)</p> <p>2. (Address)</p> <p>3. Service dispatch</p> <p>4. Service area serviced</p> <p>5. Population served (From most recent Census - List Year _____)</p> <p>6. Proposed Number of Dispatch Centers:</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Year 1 _____</p> <p>Year 2 _____</p> <p>Year 3 _____</p>

<p>D. Backup electrical generator (required):</p> <ol style="list-style-type: none"> <li>1. Size:</li> <li>2. Output in KVA:</li> <li>3. Is a full service capable for a 14-day support available?</li> <li>4. Total PSAP electrical load requirements (to include air conditioning).</li> <li>5. Minimum test under load - 1 hour per week operating logs must be retained for a period of 36 months.</li> <li>6. PSAP electrical supply needed to provide essential supply to include air conditioning: (output in KVA)</li> <li>7. Is generator part of this application?</li> <li>8. If yes, list cost:</li> </ol>	<p><b>PAGE 1 (continued)</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Yes _____ No _____</p> <p>_____</p>
<p>E.</p> <ol style="list-style-type: none"> <li>1. Identify the number of proposed 911 operators to be employed:</li> <li>2. Identify the number of supervisory personnel assigned to 911:</li> <li>3. Submit a staffing pattern identifying all those positions directly supporting 911. Include title where applicable.</li> <li>4. Submit the proposed number of administrative lines to be employed:</li> <li>5. Submit the proposed equipment cost <ol style="list-style-type: none"> <li>a. Provide a line item break-out <ol style="list-style-type: none"> <li>1. Will the primary PSAP operate 24 hours per day, 7 days per week?</li> <li>2. Has an alternate PSAP been identified? If yes, provide: <ol style="list-style-type: none"> <li>a) (Name)</li> <li>b) (Address)</li> </ol> </li> <li>3. If an alternate PSAP is to be used, provide a description of its capabilities. (Add additional pages as necessary)</li> </ol> </li> </ol> </li> </ol>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Yes _____ No _____</p> <p>Yes _____ No _____</p>
<p>F.</p> <ol style="list-style-type: none"> <li>1. If proposed, provide the estimated number of addresses not in the ALI data base:</li> <li>2. Identify the alternate system to be used, i.e. grid, 4-digit zip code, etc.</li> </ol>	<p>_____</p> <p>_____</p>
<p>G. Attach a drawing to scale the PSAP or PSAPs and associated communications dispatch center to include equipment placement.</p>	

County Name: \_\_\_\_\_  
 PSAP: \_\_\_\_\_

<b>SUMMARY WORK SHEET</b>		
	TOTAL NON-RECURRING CHARGES (a)	TOTAL ANNUAL RECURRING (b)
A. 911 Telephone Service		
1. 911 Trunks from End C.O. to Tandem C.O. (or Control C.O.)	_____ (A.1.a.)	_____ (A.1.b.)
2. 911 Trunks from PSAP to Tandem Central Office (or Control Central Office)	_____ (A.2.a.)	_____ (A.2.b.)
3. Private Line(s) From Dispatch Center to Emergency Service Provider	_____ (A.3.a.)	_____ (A.3.b.)
4. Services at PSAP	_____ (A.4.a.)	_____ (A.4.b.)
5. Administrative & Emergency Local Dial Tone Lines	_____ (A.5.a.)	_____ (A.5.b.)
B. PSAP Equipment and CPE	_____ (B.1.a.)	_____ (B.1.b.)
C. Miscellaneous Costs	_____ (C.1.a.)	_____ (C.1.b.)
D. Personnel Costs		_____ (D.1.b.)
<b>TOTALS</b>	<b>\$ _____</b>	<b>\$ _____</b>

<b>CALCULATION OF CONTRIBUTION RATE</b>	
1. Total Non-Recurring Charges Per Year (Sum of Column (a) Divided By 3)	\$ _____ Allowed Amortization Per Year for 3 Years
2. Total Annual Recurring Charges (Sum of Column (b))	+ \$ _____
3. Total Annual Expense (Line 1 + Line 2)	\$ _____
4. Total Number of Access Lines (From 911 Access Line Summary Report - Adjusted for Centrex)	\$ _____
5. Contribution Rate (Line 3/ Line 4/ 12 months)	\$ _____ Per Access Line Per Month



County Name: \_\_\_\_\_  
 PSAP: \_\_\_\_\_

UNIT CHARGES				
911 TELEPHONE SERVICE RATE ELEMENTS WORKSHEET (Continued)	QUANTITY	NON- RECURRING	MONTHLY RECURRING	TOTAL ANNUAL RECURRING
A.3. Private Line(s) From Dispatch Center to Emergency Service Provider				
Name & Location (C.O.) of <u>Emergency Service Provider</u>  _____	_____	_____	_____	_____
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxx	_____ (A.3.a.)	xxxxxxxx	
Total Annual Recurring Charges	xxxxxxxx	xxxxxxxx	xxxxxxxx	_____ (A.3.b.)
A.4. <u>Services at PSAP</u>				
Alarm				
ALI				
Alternate Routing				
ANI				
Automatic Call Distributor				
Called Party Hold				
Data (Teletype, etc.)				
Default Routing				
Emergency Reporting System Station Lines				
Fixed Transfer				
Forced Disconnect				
Foreign Exchange				
Idle Circuit Tone Application				
Manual Transfer				
PBX				
Private Line				
Radio				
Ring Down Circuits				
Ringback				
Selective Routing				
Selective Transfer				
Special Call Transfer				
Speed Dialing				
Switchhook Status Indication				
List Below Any Other Services at PSAP Included in Proposal:				
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxx	_____ (A.4.a.)	xxxxxxxx	
Total Annual Recurring Charges	xxxxxxxx	xxxxxxxx	xxxxxxxx	_____ (A.4.b.)

(If service is included but not charged as a separate item, it should be explained with a note)

County Name: \_\_\_\_\_  
 PSAP: \_\_\_\_\_

911 TELEPHONE SERVICE RATE ELEMENTS WORKSHEET (Continued)	UNIT CHARGES			
	QUANTITY	NON- RECURRING	MONTHLY RECURRING	TOTAL ANNUAL RECURRING
A.5. Administrative & Emergency Local Dial Tone Lines  NAME OF EXCHANGE				
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxx	_____ (A.5.a)	xxxxxxxx	
Total Annual Recurring Charges	xxxxxxxx	xxxxxxxx	xxxxxxxx	_____ (A.5.b.)



County Name: \_\_\_\_\_  
 PSAP: \_\_\_\_\_

C. MISCELLANEOUS COSTS WORKSHEET	TOTAL NON-RECURRING COSTS	TOTAL ANNUAL RECURRING COSTS
C.1. Miscellaneous		
Office Supplies		
Furniture		
Telephone Company Administrative		
County Administrative		
List Any Other Miscellaneous Expenses Included in Proposal:		
Total Miscellaneous Costs	_____ (C.1.a.)	_____ (C.1.b)

County Name: \_\_\_\_\_  
 PSAP: \_\_\_\_\_

D. PERSONNEL COSTS WORKSHEET	QUANTITY	HOURLY RATE	EMPLOYEE BENEFIT COSTS	TOTAL ANNUAL
D.1. Personnel Costs (Full & Part Time)				
911 Operators				
911 Dispatchers				
911 Operators/Dispatchers				
Supervisors				
List Below Any Other Personnel Than May Be Needed:				
Total Annual Personnel Costs		xxxxxxx		_____ (D.1.b)

**NOTE:** Add additional lines and pages as needed when completing items on all worksheets.

## **911 Access Line Summary Form Instructions**

1. Each telephone company shall provide the access line information contained on the 911 Access Line Summary Form for the submitting county.
2. Count only those access lines within the county's boundaries in Columns 1 through 10.
3. If the exchange serves lines in other counties, also provide the name of access lines by NXX in Column 11.
4. The information in Columns 1 through 9 and Column 11 is to be completed and signed by a telephone company representative in the designated space on the form.
5. Column 10 is to be completed by the County submitting the form.
6. A completed and signed form for every telephone company serving a county is required when the County's 911 plan is submitted for review.
7. If the telephone company is unable to separate Government lines, Columns 7 through 11 only should be completed.



