

**FINAL PLAN FOR THE ENHANCED EMERGENCY TELEPHONE SYSTEM
OF RANDOLPH COUNTY, WEST VIRGINIA**

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SECTION 1 GLOSSARY OF TERMS

- a) **"County Answering Point"** means a facility to which enhanced emergency telephone system calls are initially routed for response, and where county personnel respond to specific requests for emergency service by directly dispatching the appropriate emergency service provider, or transferring the call to the appropriate provider.
- b) **"County"** means the County Commission of Randolph County, West Virginia.
- c) **"County Commission"** means the County Commission of Randolph County, West Virginia.
- d) **"Emergency service provider"** means any emergency services organization or public safety unit.
- e) **"Enhanced emergency telephone system"** means a telephone system which automatically connects the person dialing the primary emergency number to the county answering point and in which the telephone network system automatically provides to personnel receiving the call, immediately on answering the call, information on the location and the telephone number from which the call is being made, and upon direction from the personnel receiving the call routes such call to emergency services providers who serve the location from which the call is made.
- f) **"Public Agency"** means the State, and any municipality, county public district or public authority which provides or has authority to provide fire fighting, police, ambulance, medical, rescue or other emergency services.
- g) **"Public safety unit"** means any functional division of a public agency that provides firefighting, police, medical, rescue, or other emergency services.
- h) **"Local exchange service line"** means the same as defined in the contracts attached to this final plan (See Appendices A, B, and C).
- i) **"Telephone company"** means a public utility that is engaged in the provision of telephone service.
- j) **"Tel-Assistance"** means a low-priced measured service for low-income customers who are either disabled or at least sixty years of age. Customers who may qualify must meet the West Virginia Department of Human Services qualification standards, prior to receiving Tel-Assistance billing.

SECTION 2 TERRITORY INCLUDED IN THE SYSTEM

- a) All territory in the county, including every municipal corporation in the county, which is served by telephone central office equipment that will permit an enhanced emergency telephone system to be established, shall be included in the system.
- b) The municipal corporations included in the system shall include, but shall not be limited to: **Town of Beverly; Town of Coalton; City of Elkins; Town of Harman; Town of Huttonsville; Town of Mill Creek; and Town of Montrose**, all situated within

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- b) There shall be one county answering point. The location of such answering point is: **Elkins-Randolph County Airport Terminal Building; Route 1, Elkins, WV 26241.**
- c) The county answering point shall serve, but shall not be limited to, all geographical areas of Randolph County. Emergency calls shall be received from, but shall not be limited to, the following telephone exchanges: Verizon - West Virginia, Inc. exchanges 472 & 473: Buckhannon; 635, 636 & 637: Elkins; 924: Rock Cave; Citizens Communications 335: Mill Creek; 338: Dailey; 339: Valley Head; 227: Harman; 456: Durbin; and 866: Canaan.
- d) The county answering point shall respond to calls by one of the following methods:
 - 1) Direct alerting, by radio tone-alert system, to those public safety units which have elected this method of notification; or
 - 2) By one button transfer of the call to a public safety unit which request that this method of notification be used. An enhanced 911 dispatcher shall stay on the line, as needed, to assist in handling the call.
- e) The county answering point shall be connected to each telephone company's telephone network as follows: at least two circuits each from Citizens Communications connected into Verizon - West Virginia, Inc. together with at least two lines from each Verizon - West Virginia, Inc. exchange serving the county, with at least three lines from the Verizon - West Virginia, Inc. complex connected to the county answering point.

SECTION 4

**EMERGENCY SERVICE PROVIDERS; HANDLING OF
MISDIRECTED CALLS; PUBLICLY ACCESSIBLE
TELEPHONE NUMBERS; AND RESOLUTIONS OF DISPUTES**

- a) Every emergency service provider that provides emergency service within the territory of the county shall participate in the enhanced emergency telephone system.
- b) The emergency service providers referred to in subsection (a) of this section shall include, but not be limited to, the following:

(1) **Randolph County Fire Departments (Companies):**

Beverly VFD	Beverly, West Virginia
Coalton VFD	Coalton, West Virginia
Elkins Fire Department	Elkins, West Virginia
Elkins VFD	Elkins, West Virginia
Harman VFD	Harman, West Virginia
Huttonsville/	Huttonsville, West Virginia
Mill Creek VFD	Mill Creek, West Virginia
Leading Creek VFD	Kerens, West Virginia
Pickens VFD	Pickens, West Virginia

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SECTION 4

**EMERGENCY SERVICE PROVIDERS; HANDLING OF
MISDIRECTED CALLS; PUBLICLY ACCESSIBLE
TELEPHONE NUMBERS; AND RESOLUTIONS OF DISPUTES
(CONTINUED)**

(3) **Law Enforcement Agencies:**

Elkins City Police Department
Randolph County Sheriff's Department
West Virginia State Police Troop #3

- c) If at any time a call is incorrectly dispatched to an emergency service provider, the provider receiving the call shall immediately notify the county answering point dispatcher via telephone or two-way radio communications requesting that the appropriate jurisdiction be altered to respond to the call. The emergency service provider initially alerted will then proceed as directed.
- d) Each emergency service provider participating in the enhanced emergency telephone system shall maintain a publicly accessible 7-digit telephone number, which shall be appropriately listed in all appropriate telephone directories, in addition to any telephone numbers provided in the system.
- e) In the event of a dispute between the county and one or more emergency service providers, such dispute, upon application to the Public Service Commission of West Virginia by any party to the dispute, may be resolved by order of the Public Service Commission of West Virginia.

SECTION 5

PROJECTED REVENUE AND EXPENSES

- a) Initial capital and installation costs are reflected in Schedule 2.
- b) The annual costs of the first ten years of operation are reflected in EXHIBIT C.
- c) Revenues from the Enhanced 911 service fee are reflected in EXHIBIT C.

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FOR RANDOLPH COUNTY, WEST VIRGINIA**

SECTION 6

**IMPOSITION OF FEE; ADOPTION OF BILLING CONTRACT;
ESTABLISHMENT OF SEPARATE 911 FUND; AND PAYMENT
OF COSTS NOT RECOVERED THROUGH FEE**

- Fifty*
- a) Pursuant to West Virginia Code §7-1-3-cc, the County Commission of Randolph County hereby imposes a fee of ^{Two}~~three~~ dollars and ~~ninety-five (95)~~ *50* cents per month, per local exchange service line or line equivalent, with the exception of lines receiving Tel-Assistance service, to finance the projected costs of the capital installation and maintenance costs of the enhanced emergency telephone system. Such fee may be reduced when the capital and installations costs have been recovered, to offset recurring answering point maintenance and telecommunication costs only. Telephone subscribers receiving "Tel-Assistance" shall be exempt from aid fee. Such fee shall become effective beginning on July 1, 2002.
- b) The County Commission of Randolph County hereby adopts and ratifies the contracts attached hereto as Appendices A, and B for the billing of the enhanced emergency telephone system fee by Verizon - West Virginia, Inc. and Citizens Communications.
- c) All fees remitted under the contracts referred to in subsection (b) shall be deposited into a separate "911 Fund" depository account.
- d) The costs associated with the purchase and installation of telecommunications and computer equipment necessary for the operation of the answering point, training of personnel, provision of computer peripherals and software, and associated recurring monthly costs shall be paid from fees accumulated in accordance with subsection (a) above.
- e) Construction or alterations required in the establishment of the answering point, usual office equipment, and all other items and services used by the enhanced 911 system whose costs cannot be paid for by the Enhanced 911 Fee shall be paid for from funds provided by the County, or such other sources as may be available.

SECTION 7

TELEPHONE COMPANIES

- a) Upon adoption of this proposal as a final plan, the terms and conditions of the telecommunications services and facilities provided by the telephone companies shall be governed by the applicable tariffs on file with and approved by the Public Service Commission of West Virginia, the rules, regulations and orders of the Public Service Commission of West Virginia and the laws of the State of West Virginia.
- b) The telephone companies providing the services and facilities identified in subsection (a), above, are:
- 1) Verizon - West Virginia
 - 2) Citizens Communications

SECTION 8

TARIFFS: RULES AND REGULATIONS; AND LAWS

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SECTION 9

FILING OF PLAN WITH THE PUBLIC SERVICE COMMISSION

Upon adoption of this plan, the County Commission shall send a copy of such plan to the Public Service Commission of West Virginia.

Randolph County Commission



Commissioners

David L. Kesling

Chris See

Christopher Siler

May 23, 2022

Executive Secretary
Public Service Commission of WV
201 Brooks Street
PO Box 812
Charleston, WV 25323

To Whom It May Concern,

The Randolph County Commissioners voted unanimously during the May 5, 2022 commission meeting to raise the 911 fee from \$2.50 per month to \$3.00 per month on residential and \$6.50 per month on commercial. With that said, I have sent correspondence to each of the phone companies that bill the fee to the residents of Randolph County through the above-mentioned land line phone company.

I am attaching a certified copy of the ordinance to increase fees (effective July 1, 2022). Please let me know if you need any additional information from the Randolph County Commission.

Sincerely,

Chris See