

**Emergency Services Communication  
in  
North Dakota**

**A Biennial Status Report  
2016**

**Prepared by the  
Emergency Services Communications Coordinating  
Committee**

**Pursuant to:  
NDCC 57-40.6-12**

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## Purpose

North Dakota Century Code (57-40.6-12) establishes an “*emergency services communications coordinating committee*” (ESC3) and creates a reporting requirement of the compiled “*income, expenditures, and status*” information from the individual jurisdictions of the State which levy an emergency services communication systems (ESCS) fee. Appendix A contains the statute and composition of the committee. This report constitutes the committee’s 2016 report, and has been prepared for submittal as requested by the Legislative Council to the Economic Impact Committee.

The four members of the ESC3 are full-time employees of the agencies they represent and receive no compensation for their Committee activities. The Committee has no budget, no appropriation, and no staff. Activities of the committee are carried out by the voluntary dedication of the committee members’ time and the staff support from the North Dakota Association of Counties supported by the local 911 jurisdictions.

## Background

Emergency services communication is a complex and multi-faceted system of telecommunication devices, computers, and radios that connects every citizen of the State to the nearly 700 law enforcement, fire, and emergency medical responding agencies through 21 public safety answering points (PSAPs) in North Dakota and 1 in South Dakota. While from one perspective this network can be viewed as 22 separate systems, it is in reality a single system with 22 points of contact.

Emergency services communication has existed in this State since the development of telephone and radio; however it became more accessible, reliable, and consistent with the advent of Enhanced 911 (E-911).



E-911 refers to the policies, procedures, and technologies that allow immediate connection to the appropriate PSAP throughout the State by dialing the digits 9-1-1; and the ultimate dispatch of the most appropriate and available emergency service.

More recently the PSAPs throughout North Dakota have begun transitioning to a modernized 9-1-1 system known as Next Generation 9-1-1 (NG9-1-1). Much like the E-911 system served the needs of North Dakota for the past 25 years; the NG9-1-1 system is intended to serve their needs for the next 25 years.

The nexus of these systems, and the policies, procedures, and technologies associated with them, has been partially funded through an ESCS fee levied on telecommunication service in the State. The State’s 53 counties and 1 city have imposed such fees.

The adoption of NG9-1-1, along with the implementation of modern IP-based technology, is also enhancing the ability for PSAPs to share technology. This, in turn, helps them share information and ultimately improve efficiency in emergency response.

While there are 54 governing bodies imposing fees throughout the state there are only 21 PSAPs in North Dakota. This difference is an indicator that many of those governing bodies are cooperating to manage 9-1-1 services to their areas. Notably, 25 of the counties are served by the PSAP operated by State Radio, five are jointly dispatched by the Lake Region Law Enforcement Center, and three other two-county PSAPs exist. North Dakota also has possibly the only true multi-state PSAP – the Red River Regional Dispatch Center in Fargo serving the separate jurisdictions of Fargo, West Fargo, Cass County as well as Moorhead and Clay County, Minnesota. A complete listing of PSAPs and the approximate population served by each is attached to this report as Appendix B.

State	Number of PSAPs
North Dakota	21
South Dakota	32
Idaho	50
Wyoming	53
Montana	59
Minnesota	103
Iowa	116
Kansas	149

It is often of interest to compare North Dakota to neighboring states in the area of emergency services communications. The table contrasts the number of PSAPs operated in surrounding states. North Dakota has, by far, the fewest number of PSAPs of any State in the region, and actually services nearly 5,100 more people per PSAP than the

regional average.

North Dakota law (NDCC 57-40.6) had, for many years, allowed city and county governing bodies to impose a “*fee that does not exceed one dollar per month per telephone access line and per wireless access line*” for the support of “*an emergency services communications system*”. In 2009, the Legislature allowed jurisdictions involved in “*an intrastate multi-county PSAP*” to raise their fee to a maximum of \$1.50 per access line per month and the 2011 Legislature expanded this authority to all PSAP’s contingent (as with all such fees) on an affirmative vote of the jurisdiction’s electorate. Additionally, through home rule powers, cities and counties can impose such a fee within the limits of their home rule charters and one city is using their home rule authority for this purpose.

Of the fifty-four governing bodies imposing a fee, thirty-seven were levying \$1.00 as of June 14, 2016. Voters have approved increasing their ESCS fee to \$1.50 in seventeen counties, an increase of four from the previous biennium.

Another factor that has impacted ESCS revenue is an increasing number of wireless subscribers choosing not to renew their wireless contracts and using pre-paid wireless services as a replacement. Until January 1, 2014 ESCS fees had not been universally collected on pre-paid wireless services. However, through legislation enacted as part of the 63<sup>rd</sup> Assembly, these fees are now collected at a rate of 2% of the gross receipts at the point of sale. In 2015 these prepaid fees approached nearly one million dollars.

It is important to note, as this report will show, Emergency Services Communications is much broader than simply E-911 or NG9-1-1 services. While dialing 911 most often initiates the emergency response, the day-by-day, hour-by-hour communications between dispatchers and responders, the ongoing radio contact during an emergency, the location information, pre-arrival medical instructions, mapping software, computer-aided dispatch, and numerous other components make it possible for local emergency services to arrive and deliver effective services in the shortest time possible.

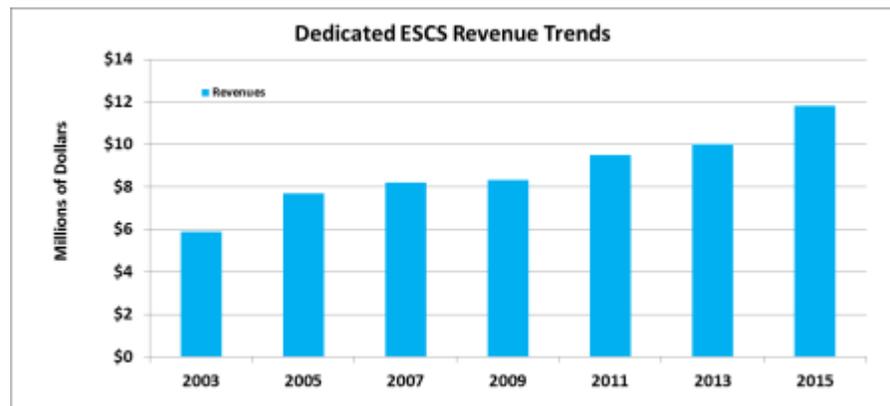
## Methodology

To facilitate the statutorily required reporting and ultimately develop this report, each jurisdiction collecting the emergency services communications system (ESCS) fee was asked to complete both a financial survey and a survey relating to their PSAP operations.

The first survey focused on the revenues and expenditures of the 54 entities that have imposed an ESCS fee. This was compiled in a manner that attempted to preclude counting revenue twice in situations where a county contracts with another entity for emergency communication services. Calendar year 2015 revenue and expenditure data was requested from all jurisdictions. The results from the entities are attached to this report as Appendix C (fiscal) and Appendix D (operational). Appendix E provides an assessment in relation to the various standards and guidelines. Additionally, the comments that were attached to the fiscal data (Appendix F) are important as a number of entities qualified their revenue data regarding grant awards, general fund deposits, and miscellaneous refunds that, in addition to fee revenue, were used to meet 2015 ESCS costs; as well as notes regarding unusual expenditures made in 2015 or anticipated for the future.

## Status - Financial

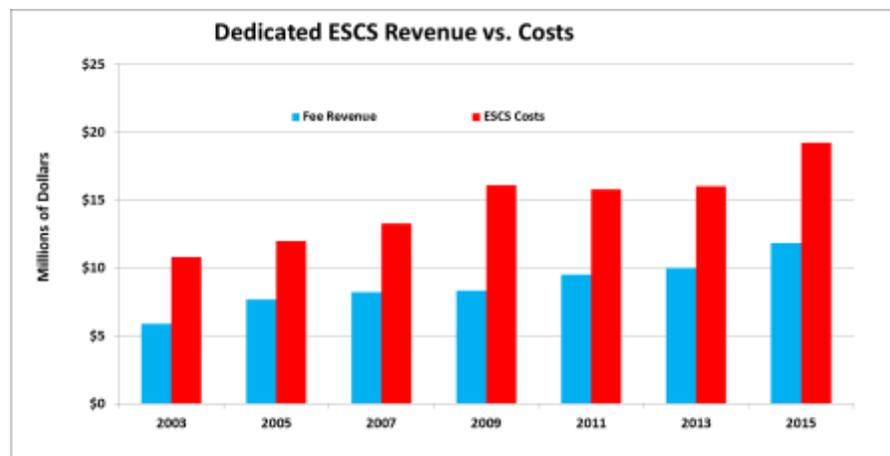
The overall financial data indicates the continuation of revenue growth with an 18% increase from 2013 to 2015. This significant increase in growth is largely attributable to revenues in pre-paid wireless services begun in January of 2014.



While the increase of 18% over a two-year period would seem to provide an influx of new revenue into 911, it is worth noting that anticipated revenue had been lost for years as wireless consumers transitioned to prepaid wireless service. The legislation passed during the 2013-2014 legislative session effectively ended these losses, placing the revenue expectations back on course.

When analyzing the revenues and expenditures associated with emergency services communications, consistency of the data has increased significantly. 2007 Legislation directed the development of expenditure guidelines for costs considered appropriate for ESCS fee revenue support. While the guidelines were not official until January 1, 2008, they were under discussion in draft for several months and facilitated a much clearer understanding of the various cost categories used in the CY07 survey. This has continued to improve through CY09, CY2011, CY2013 and the survey used to develop this report.

While the largest portion of ESCS expenditures are paid from the special fund created by the statutory and home rule fees, many jurisdiction reports indicate that there are significant system costs



borne by other funds, but that these costs are often not reflected in the special fund transactions. Salaries and (particularly) benefits for dispatchers are often funded through local city or county property tax sources.

The chart above provides a brief snapshot of the overall trends, contrasting total fee revenue with costs. Total statewide costs have increased significantly from two years ago with revenue increasing nearly as quickly as costs. Appendix C contains the actual data gathered from the individual jurisdictional reports; however the following table and charts provide a statewide picture of the finances. The reports have been grouped by “State Radio” and “Non-State Radio” dispatched counties, and some grouping of expenditure categories has been done to make the charts more meaningful.

	State Radio Dispatched Jurisdictions	Non-State Radio Dispatched Jurisdictions
2015 ESCS Fee Revenue	\$1,277,656	\$10,538,744
Other Funds / Previous Reserves	\$1,128,586	\$5,311,422
2015 ESCS Expenditures	\$2,288,579	\$17,020,520

ESCS – Emergency Services Communications Systems (NDCC 57-40.6)

Many of the jurisdictions also included notes (Appendix F) regarding significant investments anticipated. As an example, a number of counties indicated that they expect to incur considerable equipment costs to support next generation 9-1-1 (NG9-1-1); while others continue to address a lack of road signage. Jurisdictions are even preparing for new radio system investments depending on the outcome of the Statewide Integrated Radio Network (SIRN) report to the legislature.

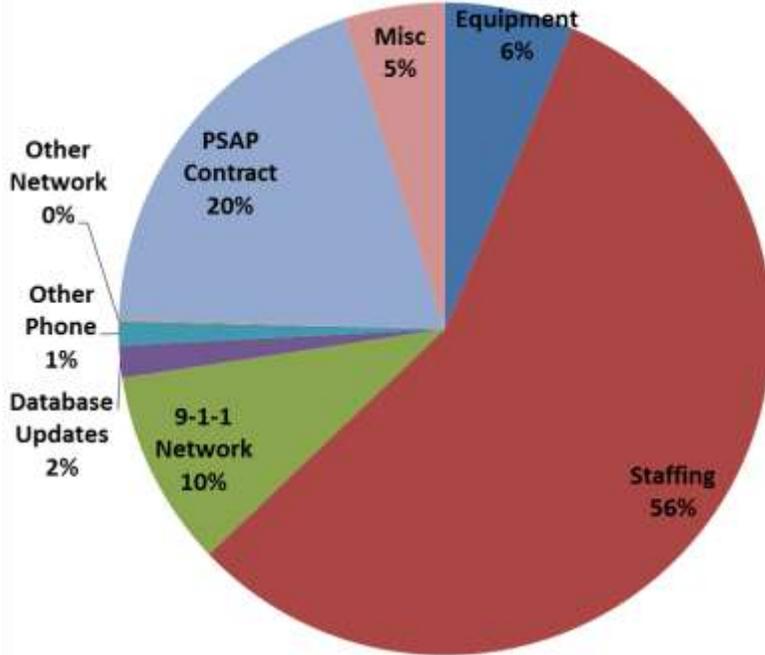
The ESC3 concludes that the data demonstrates the prudent planning for strategic expenditures that was envisioned by the Legislature when this special revenue source was created.

The compiled CY2015 expenditures are illustrated below in the two pie charts. The category “Staffing” includes direct salaries and benefits paid to staff. The “Equipment” category includes the purchase and lease of towers, dispatch consoles, computers, base stations, etc. as well as the ongoing maintenance of this equipment. The “PSAP Contract” category includes payments made by counties or municipalities for dispatch services. The category “9-1-1 Network” includes all of the services required to provide for delivery of 9-1-1 calls to a PSAP.

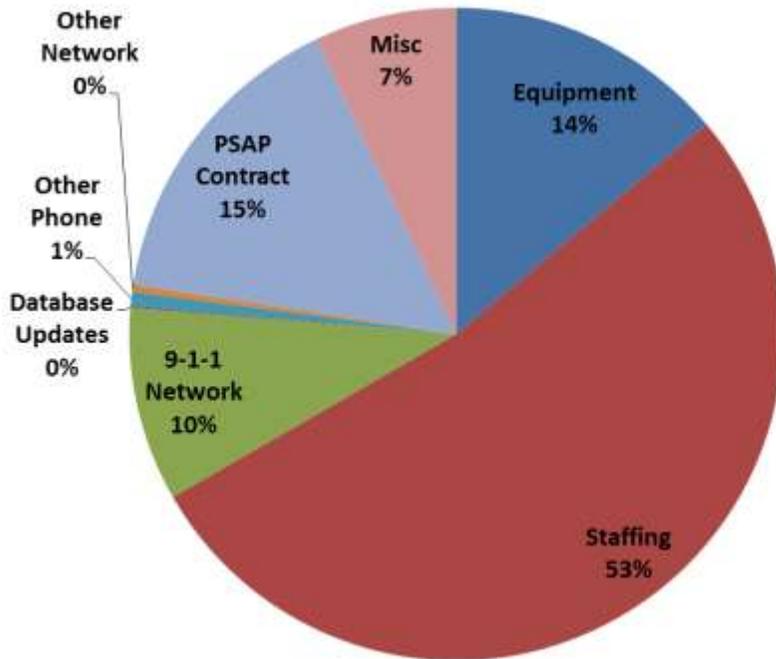
The remaining categories of “Misc.,” “Other Network”, “Other Phone” and “Database Updates” consist of other authorized expenditures associated with maintaining the emergency services communication system

The analysis of the data reported to the Emergency Services Communications Coordinating Committee indicates that all of the local jurisdictions have expended their ESCS fee revenue in a manner consistent with State Statute and the Expenditure Guidelines established by the ESC3 in January 1, 2008, and subsequently amended June 19, 2009.

### State Radio Dispatched Counties



### Non-State Radio Dispatched Counties



## Status – Operational

The financial information is best understood when the emergency communication activities and responsibilities supported by this revenue are profiled. The table below provides a picture of what the PSAP Surveys have indicated.

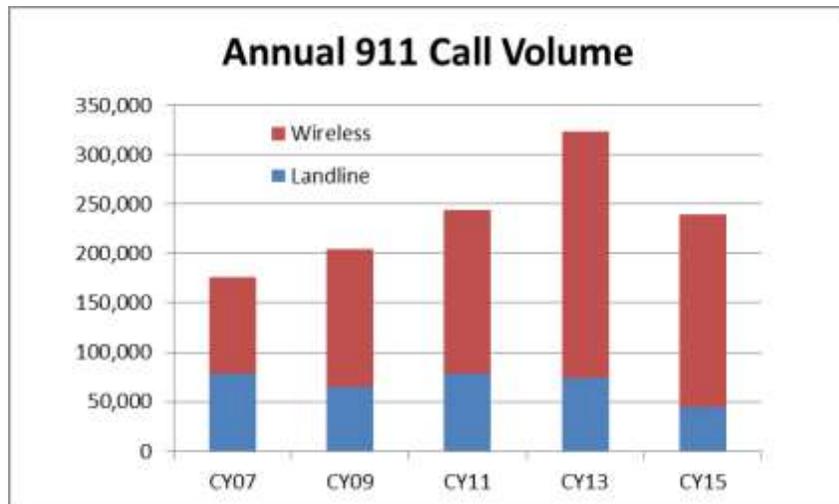
During the 2015 calendar year the public safety answering points of North Dakota managed roughly 240,000 emergency calls, (a 27% reduction from 2013) – more than 80% of these calls are now being placed from cellular phones. The percentage of wireless calls placed to 911 demonstrates a continuation of the migration from landline to wireless telecommunications in the last ten to fifteen years.

	Statewide Total	Largest PSAP	Smallest PSAP
Dedicated 911 Trunks	102	10	2
Administrative Phone Lines	418	15	3
911 Calls per Month	19,932	4,875	106
911 Calls per Year	239,184	58,500	1,272
Wireless as % of 911 Calls	80%	80%	70%
Active Dispatch Stations	83	8	1
Dispatcher On Duty - Busiest	53	6	1
Dispatcher On Duty - Quietest	37	3	1
Law Agencies	110	9	2
EMS Agencies	135	15	1
Fire Agencies	314	3	2
Quick/First/Rescue Response Units	120	28	0
Total Agencies Dispatched	679	55	5

For individual jurisdiction data see Appendix D

The busiest PSAP averages a 911 call every 9 minutes – 24 hours a day, 7 days a week, 52 weeks a year. In addition, these 22 locations handle over 70,000 administrative calls per month, for a combined total of roughly 1.1 million calls per year.

The decrease in 911 calls is an expected result of the downturn in economic activity across many areas of ND. Call volumes are now more in-line with CY09 or CY11 and these levels are likely to be the new normal while oil activity remains depressed. Additionally, more accurate and consistent accounting of 911 call traffic is being made possible through the implementation of NG9-1-1.



During busiest times, 60 dispatchers are accompanied by 18 supervisors to provide call taking and dispatching services across the state. These front-line individuals are supported by numerous computer/radio technicians, GIS specialists, trainers, and administrative staff, many of which serve as dispatchers as the need arises.

These PSAPs coordinate and manage the activities of 679 emergency responding agencies. It is interesting that some of the PSAP's serving the smallest population and the most rural areas have the largest number of agencies to dispatch. On the average, each PSAP must manage 32 responding agencies, and sometimes several of them are being dispatched simultaneously. These same PSAPs also respond to FBI (NCIC/NLETS) requests, log and confirm warrants, and most also activate emergency sirens, manage emergency cable interrupts, dispatch public works agencies during emergencies, and perform other emergency communications functions. To dispatch these services, the individual PSAP's manage from 4 to 29 local radio frequencies, in addition to those of State Radio. This information, detailed to the PSAP level, is contained in the tables comprising Appendix D.

Appendix E evaluates the status of the PSAPs in relation to the standards and guidance for operation. Significant increases in compliance with the standards are evident when compared to previous biennial status reports. This report demonstrates particular improvements in the areas of pre-employment screening, records retention, data/equipment maintenance and codification of written agreements for PSAP backup scenarios.

**Issue 1 – Next  
Generation 9-1-1  
Progress**

Next Generation 9-1-1 (NG9-1-1) is a nation-wide initiative with the goal of improving access to, and interoperability of, 911 service between the public and the nation's public safety answering points (PSAPs). North Dakota's efforts in pursuit of NG9-1-1 began in 2014 with installation of an Emergency Services IP network (ESInet) backbone. The ESInet is an entirely new, secure, IP network with more available bandwidth for PSAPs to receive new media types (pictures, video, data, etc.) that someday will be delivered from the public to the PSAP.

Beginning in late 2014 the first of the state's PSAPs began transitioning to the ESInet with Stutsman, Richland and Barnes counties being the first to make the transition. Over the course of the 2015 calendar year many other PSAPs accomplished the same objective and in July of 2016, nineteen (19) of the state's twenty-one (21) PSAPs are receiving calls via the state's ESInet with the remaining PSAPs scheduled to make the transition by August 3<sup>rd</sup> of 2016.

With a new IP network largely in place, the 911 system is now positioned to accept new forms of communication from the public. The first of these new communication types will be the short message service (SMS), otherwise known as "text messaging". It is anticipated that by the end of the summer of 2016 text-to-911 service will be across North Dakota. In preparation for that event, the ND 9-1-1 Association's Strategic Technology and Planning Subcommittee is preparing a number of public service announcement materials for when the service is made available.

Implementation of text-to-911 service will be a significant accomplishment for the state. While the service will be available for all to use when a voice call may put the caller in harm's way, it's also important to recognize that text-to-911 service will fulfill an obligation to the deaf and hearing impaired community to make access to 911 services available from any cellular phone. Historically, this demographic has relied upon specialized equipment or third-party 911 relay services to access to 911.

Significant advancements have been made in the last two years to modernize the state's 911 systems but a considerable amount of work still remains. As one example, to complete the transition to NG9-1-1 the state must aggregate, and maintain, a statewide repository of address information including road centerlines, address points, responder service areas, and PSAP jurisdictional boundaries.

The process of developing the state's address information began years ago with counties and cities being the first to develop GIS systems that modeled addressing in their jurisdictions. While these systems, in many cases are very robust in their own right, NG9-1-1 is driving the need for these systems, and maintenance processes, to come together in support of public safety and emergency services for all of ND.

To support the aggregation of address information, the Department of Emergency Services (DES) contracted with a reputable GIS vendor in 2012 for the development of a standardized GIS database representing addressing across ND. Over the course of the next 4 years the vendor worked with DES and counties and cities across ND to develop the best statewide representation of addressing that has ever been developed for ND.

Now that DES's project is complete, the North Dakota Association of Counties (as administrator of the state's NG9-1-1 program) is using this information and working with PSAPs to update and standardize the PSAP's 911 database information. Eventually all PSAPs across the state will use GIS data to drive the 911 database maintenance process and at that point the state will have reached another significant milestone in pursuit of NG9-1-1 service. NG9-1-1 was designed based on the concept that the caller's geographic location and/or street address should be compared with geographic emergency response boundaries to identify the most appropriate PSAP for the dispatch of emergency services. To support this design and objective, an accurate statewide GIS database is a core requirement. Once the statewide GIS database is complete, ND can begin the final stages of NG9-1-1 implementation by incorporating technology designed to accomplish geospatial 911 call routing.

While not specifically related to NG9-1-1 implementation, another significant accomplishment has been the continued momentum towards the sharing of call taking equipment – discussed further in Issue 3. Historically each PSAP would install expensive 911 call taking equipment within its own dispatch facilities. An increasing number of PSAPs are seeing value in the sharing of equipment; allowing them to be more interoperable, improve communications and reduce the burden of maintaining and supporting these very expensive systems.

Looking forward, it is anticipated that the sharing of 911 call taking systems will serve as a model for the sharing of other commonly used 911 systems and technologies. While the overall

cost-savings appears to be modest, the operational benefits of using common systems are clear. Emergency incidents know no boundaries and systems that are effective at working across boundaries are much more effective at handling those incidents than systems that are unable to.

## **Issue 2 – ND/MN ESInet Bridge**

Another significant accomplishment that improved 9-1-1 service in the state has been an integration of the 9-1-1 networks between North Dakota and Minnesota.

In 2015 North Dakota, South Dakota, Minnesota and Iowa were asked to participate in a program sponsored by the National 9-1-1 Program called the NG9-1-1 Interstate Playbook. The purpose of the initiative is to identify the technologies, procedures and policies required to transfer 9-1-1 calls across state boundaries without any loss of data or degradation of service.

Prior to this program's inception, 9-1-1 calls that needed to be transferred across the ND/MN border would be transferred into the neighboring PSAP's administrative lines and the calls would not ring into the receiving PSAP as a 9-1-1 call. This did provide the receiving PSAP an ability to talk with the caller but the caller's location information would not transfer with the call. In some cases, not receiving the location information of the caller would slow down the process of identifying the caller's location.

ND and MN were the first of the four states involved in this project to connect their 911 networks and as of May of this year PSAPs in ND are able to transfer and receive 9-1-1 calls with location information from MN.

## **Issue 3 – PSAP Consolidation**

The implementation of the ESInet, discussed above, has allowed PSAPs to leverage that connectivity in a way that has not been possible before. By centralizing and sharing call-answering equipment, dispatching can physically take place locally where radio communication is possible, while the actual call-answering function is completed remotely. This reduces the equipment necessary and provides increased options for back-up.

The linkage of the PSAPS in Stutsman, Richland and Barnes Counties was the first sharing of this type over the ESInet

The Red River Regional Dispatch Center in Fargo and the Grand Forks PSAP were next to bring their equipment together and form a virtual PSAP from the technological perspective. Testing has shown that one site could "go down" completely, and the other would automatically, and without interruption, assume that jurisdictions calls.

With those successes, a concept was developed for a matched set of call-answering equipment to be purchased by the state's Information Technology Department (ITD), and installed at their major network nodes in Fargo and Bismarck for lease by all interested jurisdictions. Bismarck/ Burleigh's CenCom facility was the first to utilize this equipment, but the counties of Stark and Ward were quickly added, followed by Rolette, Cavalier, and Pierce. Plans are in-place for additional consolidations into this joint effort, including the State Radio PSAP and the five-county Lake Region PSAP.

#### **Issue 4 – Land Mobile Radio**

The land mobile radio (LMR) systems in the State of North Dakota are at a critical juncture for supporting public safety. The State's current mission critical networks are comprised of a patchwork of dozens of aging and disparate systems that have not kept pace with the public safety community's evolving needs for increased reliability, performance, and interoperability. These land mobile radios, serve as an essential communications tool for over 900 public safety and other public sector agencies comprised of 20,000 users and devices across all 53 counties and several state agencies. Many of these systems - primarily anchored on 1970s technology, and implemented individually by state, local, and municipal entities over the past three decades - will soon reach the end of their functional lifecycle and, as the vendors begin to sunset old technologies, will no longer be supported by their manufacturers.

Coincidentally, the state's population—the fastest growing in the nation over the past decade—continues to place a higher demand on all facets of public safety response and mitigation. Across the nation, higher emphasis is placed on planned and well-coordinated response to small and large incidents alike, which require more robust and modern interoperable technologies. Virtually all other states have implemented one or more networks anchored on the APCO Project 25 (P25) standard at the state, local, or municipal levels. While some North Dakota entities have made economical investments to sustain their legacy radio systems, many of these aging systems do not fulfill the evolving needs of public safety. Therefore, it becomes increasingly vital to determine an optimal path for modernizing these disparate legacy communications systems.

In response to these issues, the 64th State Legislature charged “the [North Dakota] Information Technology Department (ITD), under the direction of the Statewide Interoperability Executive Committee, [to] determine the feasibility and desirability of implementing” of a Statewide Interoperable Radio Network (SIRN 20/20). The SIRN 20/20 plan is to address the demand from population and emergency incident growth, enhance statewide

interoperability and other prevailing first-responder safety expectations, and prevent technology obsolescence, all in a cost-effective and timely manner, and under a sustainable and well-governed framework.

To determine the desirability and feasibility of SIRN 20/20, a rigorous and multi-pronged study approach was undertaken by the consulting firm, Televate, under the guidance of the Statewide Interoperability Executive Committee (SIEC). They employed a technical capability and lifecycle audit of the existing state and local communications systems; a thorough engagement and survey of virtually all North Dakota county public safety disciplines and representatives; and detailed technical, operational and financial investigations of prospective solutions. Based on this thorough approach, the consultant is to determine if SIRN 20/20—a holistic evolution of the State and Local communications networks into a single integrated statewide solution—is a solution that is both desired and is feasible.

The consultant’s report, due in August 2016, will provide a number of recommendations and tasks to address governance of a statewide radio system, the contribution and unified deployment of existing tower and frequency resources for a solid technical solution, and the development of a state and local funding structure for initial and long-term support. SIRN 20/20, to be successful, has to be an adequate and affordable replacement for local networks, begin deployment in a timely manner to ensure broad participation, and employ sustainable funding.

**Issue 5 –  
Recommended  
Statute Changes**

As technology and public needs continue to evolve the ND 9-1-1 Association’s Legislative Committee has continued to assess the sufficiency of Chapter 57-40.6 and offer feedback to the ESCCC on possible changes. In their most recent review the committee did identify a number of items within the chapter that could use some updating.

Some of the proposed changes are editorial in nature; others align standards for public safety communicators with requirements in related standards and another aligns billing practices with modern 911 database provisioning practices.

The ESCCC had an opportunity to review the ND9-1-1 Association’s Legislative Committee’s proposals, seek public input, and consider them for inclusion into North Dakota Century Code. The ESCCC offers Appendix G for the Legislative Council to the Economic Impact Committee’s consideration and supports approval of the modifications.

**Authorizing Statute**

The following section of North Dakota Century Code was enacted by the 54<sup>th</sup> Legislative Assembly, and took effect August 1, 2001, with changes in 2005, 2007 and 2009.

**57-40.6-12. Emergency services communications coordinating committee -- Membership -- Duties.**

1. The governing body of a city or county, which adopted a fee on assessed communications services under this chapter, shall make an annual report of the income, expenditures, and status of its emergency services communication system. The annual report must be submitted to the emergency services communications coordinating committee. The committee is composed of four members, one appointed by the North Dakota 911 association, one appointed by the North Dakota association of counties, one appointed by the chief information officer of the state, and one appointed by the adjutant general to represent the division of state radio.
2. The committee shall:
  - a. Recommend to the legislative management changes to the operating standards for emergency services communications, including training or certification standards for dispatchers;
  - b. Develop guidelines regarding the allowable uses of the fee revenue collected under this chapter;
  - c. Request, receive, and compile reports from each governing body on the use of the proceeds of the fee imposed under this chapter, analyze the reports with respect to the guidelines, file its report with the legislative council by November first of each even-numbered year regarding the use of the fee revenue, and recommend to the legislative assembly the appropriate maximum fee allowed by section 57-40.6-02;
  - d. Periodically evaluate chapter 57-40.6 and recommend changes to the legislative management; and
  - e. Serve as the governmental body to coordinate plans for implementing emergency 911 services and internet protocol enabled emergency applications for 911.
3. The committee may initiate and administer statewide agreements among the governing bodies of the local governmental units with jurisdiction over an emergency 911 telephone system to coordinate the procurement of equipment and services, fund the research, administration, and activities of the committee, and contract for the necessary staff support for committee activities.

**Committee Composition**

Jerry Bergquist, Chairman – Stutsman County 911 Coordinator  
Appointed by the North Dakota 911 Association

Mike Lynk, Vice Chairman – Director of State Radio  
Appointed by the Adjutant General to represent the State Radio Division

Terry Traynor, Secretary – NDACo Assistant Director  
Appointed by the North Dakota Association of Counties

Duane Schell – Director, Network Services Division, ITD  
Appointed by the Chief Information Officer of the State

## APPENDIX B

### Public Safety Answering Points in North Dakota

<u>PSAP Location</u>	<u>Counties Served</u>	<u>Service Area Notes</u>	<u>2010 Census</u>
Fargo	Cass, Clay MN	Multi-State PSAP (Population Served is Total)	208,777
Bismarck	Burleigh	Includes City of Mandan and portion of McLean Co.	99,733
State Radio Bismarck	Adams, Billings, Bowman, Burke, Dickey, Divide, Dunn, Emmons, Foster, Golden Valley, Grant, Griggs, Hettinger, Kidder, LaMoure, Logan, McHenry, McIntosh, McKenzie, Morton, Ransom, Sargent, Sheridan, Slope, & Wells		82,720
Grand Forks	Grand Forks		66,861
Minot	Ward		61,675
Devils Lake	Ramsey, Eddy, Towner, Benson & Nelson		25,868
Dickinson	Stark		24,199
Mandan	Morton	<b>Decommissioned PSAP as of January 2016</b>	27,471
Williston	Williams		22,398
Jamestown	Stutsman		21,100
Bottineau	Bottineau Renville	Single PSAP Controller - Distributed Dispatching in Four locations	8,899
Langdon	Cavalier		3,993
Rolla	Rolette		13,937
Rugby	Pierce		4,357
Wahpeton	Richland	Portions of Sargent & Ransom Co. ND and Wilken & Roberts Co. SD	16,321
Grafton	Walsh		11,119
Valley City	Barnes		11,066
Stanton	Mercer & Oliver		10,270
Hillsboro	Traill & Steele		10,096
Washburn	McLean		8,962
Stanley	Mountrail		7,673
Cavalier	Pembina		7,413
Mobridge, SD	Sioux	North Central South Dakota 911 Center	28,203

## APPENDIX C

### ESCS Fiscal Survey Results

Based on CY 2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes		Fund Balance 1/1/2015	911 Revenue	Property Tax Reserves/Other Expenditures	CY2015 911 Expenditures	Fund Balance 12/31/2015
<b>State Radio Dispatched Counties</b>						
1	Adams County	81,525	33,096	0	37,658	76,963
2	Billings County	29,902	13,080	0	14,470	28,512
3	Bowman County	84,014	78,338	0	52,400	109,952
4	Burke County	23,654	33,477	3,281	41,779	15,352
5	Dickey County	11,552	107,499	4,692	91,165	27,886
6	Divide County	64,408	34,126	0	34,963	67,571
7	Dunn County	36,339	60,534	0	64,468	32,405
8	Emmons County	23,928	45,622	1,125	43,260	26,290
9	Foster County	81,821	54,828	3,000	23,932	136,649
10	Golden Valley County	17,230	22,100	0	31,077	8,263
11	Grant County	57,169	39,129	3,644	42,994	53,304
12	Griggs County	92,781	50,518	0	40,076	103,223
13	Hettinger County	3,717	32,183	0	29,897	6,003
14	Kidder County	61,707	35,577	0	32,382	64,902
15	LaMoure county	88,304	58,431	12,000	66,183	80,552
16	Logan County	50,226	27,136	0	27,016	50,346
17	McHenry County	394,630	78,140	0	69,345	457,242
18	McIntosh County	21,392	39,524	0	35,610	25,306
19	McKenzie County	219,500	144,009	1,097,000	139,214	224,295
20	Ransom County	261,631	114,070	0	81,748	293,953
21	Sargent County	29,520	88,993	0	73,537	44,976
22	Sheridan County	4,464	18,406	0	24,911	-2,040
23	Slope County	6,915	13,078	0	9,861	10,132
24	Wells County	72,716	55,762	3,845	52,048	76,431
<b>State Radio County Total</b>		<b>1,819,045</b>	<b>1,277,656</b>	<b>1,128,586</b>	<b>1,159,993</b>	<b>2,018,467</b>
<b>Other Single &amp; Multi-Jurisdictional PSAPs</b>						
a	Barnes/Valley City	0	133,396	388,843	133,396	0
b	Bismarck/Burleigh	1,365,227	1,121,816	109,834	1,322,546	1,164,497
c	Bottineau/Renville	232,430	224,583	0	227,647	229,366
d	Cavalier County	403,801	59,515	37,719	17,729	445,587
e	Grand Forks County	435,831	755,150	1,216,994	741,024	449,957
f	Lake Region E-911 (5 Counties)	81,092	428,424	294,656	327,544	266,231
g	McLean County	-54,848	121,396	0	197,561	-131,013
h	Mercer/Oliver	32,099	133,808	480,000	157,411	8,496
i	Morton County	142,171	340,289	466,797	416,043	65,012
j	Mountrail County	165,672	159,371	0	115,877	209,165
k	Pembina County	110,795	114,348	0	97,428	127,716
l	Pierce County	38,113	180,878	50	167,883	51,109
m	Red River Regional Dispatch	0	2,883,006	36,116	2,883,006	0
n	Richland County	1,096	197,041	611,205	808,331	1,318
o	Rolette County	4,900	138,381	0	150,642	-7,361
p	Sioux County/NCSO PSAP	35,917	27,815	0	21,618	32,114
q	Stark	591,769	431,562	403,029	706,192	317,243
r	Steele/Trail	188,376	155,581	0	144,751	199,207
s	Stutsman County	224,552	254,885	508,961	248,398	231,039
t	Walsh County	273,198	133,455	342,208	142,007	264,646
u	Ward County	1,079,514	1,284,054	0	1,409,731	953,837
v	Williams/Williston	566,475	1,259,989	415,010	1,272,333	554,131
<b>Other PSAPs Total</b>		<b>5,918,179</b>	<b>10,538,744</b>	<b>5,311,422</b>	<b>11,709,098</b>	<b>5,432,297</b>
<b>Grand Total</b>		<b>7,737,224</b>	<b>11,816,400</b>	<b>6,440,008</b>	<b>12,869,091</b>	<b>7,450,765</b>

**Emergency Services Communications System (9-1-1) Detailed Expenditures**  
Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Note	CY2015 Expend	Communications Equipment <i>purchase, lease, maintenance, support, etc.</i>	Staffing <i>salaries, benefits, payroll taxes, etc.</i>	91.1 Network Costs: <i>NDACo NG9-1-1 JPA</i>	CenturyLink Landline Routing/ Database	Other Local 91.1 Trunk Charges	Local Phone Database Updates	Other Phone Charges <i>administrative lines, etc.</i>	Other Network Charges <i>ITD, etc.</i>	PSAP Contract <i>state radio, lake region, etc.</i>	Other Operational Expenses <i>as per ESC3 guidelines</i>
	<b>State Radio Dispatched Counties</b>										
1	Adams	8,382	4,530	4,666	-	864	312	-	-	15,111	3,792
2	Billion	14,470	5,989	1,036	-	708	14	-	-	6,363	351
3	Bowman	5,270	12,592	433	433	720	566	382	-	21,856	4,122
4	Burke	45,060	3,776	7,969	-	3,729	563	498	-	16,613	1,188
5	Dickey	95,857	34,062	10,703	581	3,272	184	487	666	30,732	14,624
6	Dixie	34,963	2,723	9,320	-	5,773	-	-	-	-	16,363
7	Dunn	64,468	8,449	6,849	579	900	15,14	-	-	24,106	26,700
8	Emmons	44,385	11,789	6,849	-	900	971	1,125	-	20,464	1,150
9	Foster	26,932	9,244	1,688	480	-	24,000	9,666	929	10,957	449
10	Golden Valley	31,077	3,769	6,951	378	24,754	-	402	-	13,987	1,527
11	Grant	46,638	8,951	6,300	-	6,851	-	7,665	-	14,712	4,848
12	Griggs	40,076	6,300	4,015	-	1,054	-	-	-	14,409	2,001
13	Hettinger	29,897	5,712	8,448	-	3,600	865	-	-	25,186	170
14	Kidder	33,527	7,713	4,435	247	3,000	184	-	-	11,884	2,108
15	Lalouire	78,183	2,400	4,030	192	6,784	1,038	-	-	36,786	925
16	Logan	27,016	5,872	7,662	192	900	1,013	-	-	16,743	4,197
17	McHenry	69,345	8,209	5,947	192	719	3,962	719	-	54,866	-
18	McIntosh	35,610	6,002	12,122	2,883	900	-	6,312	-	34,241	2,195
19	McKenzie	1,236,214	1,093,000	9,431	576	10,578	-	-	-	23,474	18,506
20	Ransom	81,748	9,228	7,504	-	4,731	300	-	-	8,174	1,111
21	Sargent	73,537	34,491	6,84	-	4,289	66	-	-	3,451	324
22	Sheridan	24,911	2,674	684	-	9,880	674	-	-	26,735	5,000
23	Slope	9,861	-	-	-	-	-	-	-	-	3,352
24	Wells	55,892	11,307	-	-	-	-	-	-	-	-
	<b>SR County Total</b>	<b>2,288,579</b>	<b>1,292,820</b>	<b>121,750</b>	<b>6,540</b>	<b>94,255</b>	<b>36,225</b>	<b>27,285</b>	<b>1,595</b>	<b>447,049</b>	<b>115,002</b>
	<b>Other Single &amp; Multi-Jurisdictional PSAPs</b>										
a	Barnes/Valley City	522,239	416,124	28,172	9,502	5,321	-	4,375	-	-	-
b	Bismarck/Burleigh	1,432,381	1,483,091	167,852	17,315	3,600	2,067	41,622	31,387	17,922	406,431
c	Bottineau/Renville	227,647	26,223	8,870	8,349	15,392	907	2,829	-	34,862	8,785
d	Cavalier County	5,850	37,900	8,870	-	36,355	-	2,814	-	-	339,865
e	Grand Forks Authority	1,968,018	1,364,586	111,923	3,395	32,079	-	115	1,800	-	25,631
f	Lake Region 6-Co.	622,200	471,945	62,157	23,256	7,858	-	1,385	9,540	-	3,267
g	McLean	197,561	112,984	21,507	817	1,118	-	6,096	6,963	64,338	22,377
h	Mercer/Oliver	882,840	637,411	51,043	-	7,189	-	913	4,860	-	5,063
i	Morton/Mandan	115,877	5,700	17,144	704	12,584	-	-	-	-	101,926
j	Mountain	20,670	4,636	8,372	-	18,856	-	-	-	-	5,308
k	Pembina	167,933	125,063	287,668	100,345	2,952	-	1,710	5,550	2,528,138	364
l	Pierce	2,919,122	79,319	29,445	841	13,800	-	1,521	-	-	15,638
m	Red River Regional	1,419,536	79,319	17,357	-	40,894	-	1,521	-	-	9,699
n	Richland	150,642	2,346	-	-	-	-	-	-	-	18,003
o	Rolette	21,618	3,616	-	-	-	-	-	-	-	16,872
p	Sioux	1,109,220	237,744	79,588	19,411	1,164	4,176	-	-	-	505
q	Stark	144,751	10,123	10,730	4,072	8,242	3,600	336	-	12,000	62,951
r	Steele/Trail	757,359	600,097	32,973	1,321	7,146	-	8,136	-	-	49,913
s	Stutsman	484,215	47,552	19,927	1,435	7,890	-	702	-	-	53,693
t	Wahkiakum	4,409,731	978,021	132,026	855	4,265	1,363	37,429	-	-	58,805
u	Williams/Wildcat	1,687,343	655,540	93,280	-	-	5,457	-	-	-	-
	<b>Other PSAPs Total</b>	<b>17,020,520</b>	<b>9,036,574</b>	<b>1,231,648</b>	<b>191,819</b>	<b>225,588</b>	<b>18,689</b>	<b>113,055</b>	<b>60,100</b>	<b>2,657,259</b>	<b>1,205,096</b>
	<b>Grand Total</b>	<b>19,309,099</b>	<b>10,329,394</b>	<b>1,353,398</b>	<b>198,159</b>	<b>319,844</b>	<b>54,913</b>	<b>140,340</b>	<b>61,695</b>	<b>3,104,308</b>	<b>1,320,098</b>

## APPENDIX D

### ESCS Operational Survey Results

Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

	On-Duty - Busiest Shift		On-Duty - Quietist Shift		Operational Workstations			Capacity to add workstations
	Call Taker / Dispatcher	Shift Supervisor	Call Taker / Dispatcher	Shift Supervisor	911 calls and dispatch	911 calls but not dispatch	Dispatch but not answer 911 calls	
PSAP								
Barnes County Dispatch	1	1	1	0	2	0	0	1
Central Dakota Communications Center	6	1	3	1	8	0	0	0
Grand Forks County 911 Center	4	1	2	1	4	2	0	4
Lake Region 911 Center	2	1	2	0	3	0	0	0
McLean County	1	0	1	0	2	0	1	2
Mercer-Oliver 911	2	1	2	1	2	0	0	1
North Central 5 County								
Cavalier County	1	1	1	0	2	0	0	0
Rolette County	3	1	0	2	2	0	0	2
Bottineau/Renville E911 Network	1	0	1	0	2	0	0	0
Pierce County	3	0	3	1	1	2	1	0
Minot Central Dispatch	3	1	2	0	5	0	0	0
Mountrail County Sheriff's Department	2	1	2	0	2	0	0	0
Pembina County 911	1	1	1	0	2	0	0	0
Red River Regional Dispatch Center	6	1	3	1	8	0	0	0
Richland County Communications / 911	1	1	2	0	3	0	0	1
Stark/Dickinson Dispatch	3	1	2	0	7	0	0	2
State Radio	6	2	6	2	8	3	0	4
Stutsman County Communications Center	3	1	2	1	3	0	0	1
Traill Co.	1	1	1	0	2	0	0	0
Walsh County Communications	2	0	1	0	2	0	0	1
Williston / Williams 911	4	1	1	1	3	0	0	1
Cummulative Total	56	18	39	11	73	7	2	20

	Agencies Dispatched				
	Sheriff / Police	Fire	Quick / First Response	Ambulance (BLS/ALS)	Other
PSAP					
Barnes County Dispatch	2	13	6	1	1
Central Dakota Communications Center	5	7	1	7	6
Grand Forks County 911 Center	6	16	16	5	0
Lake Region 911 Center	7	23	4	13	1
McLean County	1	9	0	6	0
Mercer-Oliver 911	4	8	1	2	0
North Central 5 County					
Cavalier County	1	9	2	3	0
Rolette County	2	6	1	3	1
Bottineau/Renville E911 Network	5	17	0	11	0
Pierce County	2	2	0	1	0
Minot Central Dispatch	6	16	2	9	2
Mountrail County Sheriff's Department	3	11	0	9	1
Pembina County 911	4	10	4	4	6
Red River Regional Dispatch Center	9	3	28	15	1
Richland County Communications / 911	4	16	10	5	2
Stark/Dickinson Dispatch	4	7	0	3	0
State Radio	76	172	15	92	55
Stutsman County Communications Center	3	14	3	4	4
Traill Co.	3	11	4	4	4
Walsh County Communications	2	10	7	2	3
Williston / Williams 911	3	10	1	4	3
Cummulative Total	149	380	104	199	87
Actual Number of Agencies	110	314	120	135	

## ESCS Operational Survey Results

Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Dedicated 9-1-1 Trunks				Local Telephone Provider	Landline ALI Database Provider <sup>d</sup>	Location Database (If No Landline ALI)
	Bismarck Tandem	ESInet Trunks (NG911)	Fargo Tandem	Direct Local Trunks			
Barnes County Dispatch		2			CenturyLink	West (aka Intrado)	
Central Dakota Communications Center		10			CenturyLink	West (aka Intrado)	
Grand Forks County 911 Center		12			CenturyLink	West (aka Intrado)	
Lake Region 911 Center			2	3	North Dakota Telephone	None	Seatol
McLean County		2			West River Telecom.	None	Seatol
Mercer-Oliver 911		2			West River Telecom.	None	Seatol
North Central 5 County		2	2		United Telephone		
	Cavalier County			2	United Telephone	West (aka Intrado)	
	Rolette County			2	United Telephone	West (aka Intrado)	
	Bottineau/Renville E911 Network			2	United Telephone/SRT	West (aka Intrado)	
	Pierce County			2	North Dakota Telephone	West (aka Intrado)	
Minot Central Dispatch		6			SRT	West (aka Intrado)	
Mountrail County Sheriff's Department		2		6	Midstate Telephone	West (aka Intrado)	
Pembina County 911		2			Polar Communications	West (aka Intrado)	
Red River Regional Dispatch Center		10			CenturyLink	West (aka Intrado)	
Richland County Communications / 911		3			CenturyLink	West (aka Intrado)	
Stark/Dickinson Dispatch		5			CenturyLink	West (aka Intrado)	
State Radio		14			CenturyLink	West (aka Intrado)/Zuercher	
Stutsman County Communications Center		4			CenturyLink	West (aka Intrado)	
Traill Co.		2			CenturyLink	None	Seatol
Walsh County Communications		3			CenturyLink	West (aka Intrado)	
Williston / Williams 911		3			Nemont Telephone	West (aka Intrado)	
<b>Cumulative Total</b>		<b>2</b>	<b>82</b>	<b>4</b>	<b>17</b>		

ANI / ALI Controller			
PSAP	Manufacturer/Model	Install Date	Estimated End of Life
Barnes County Dispatch	Airbus/Patriot	2013	2018
Central Dakota Communications Center	Airbus/VESTA	2015	2020
Grand Forks County 911 Center	West/Viper	2011	2021
Lake Region 911 Center	Zetron	1995	N/A
McLean County	Zetron	1996	2025
Mercer-Oliver 911	Zetron	2009	2019
North Central 5 County			
	Cavalier County	Airbus/VESTA	2016
	Rolette County	Airbus/VESTA	2016
	Bottineau/Renville E911 Network	Airbus/VESTA	2016
	Pierce County	Airbus/VESTA	2016
Minot Central Dispatch	Airbus/VESTA	2008	2013
Mountrail County Sheriff's Department	Zetron	2005	2099
Pembina County 911	Zetron	2004	2019
Red River Regional Dispatch Center	West/Viper	2012	2024
Richland County Communications / 911	Airbus/Patriot	2012	2030
Stark/Dickinson Dispatch	Airbus/VESTA	2016	2021
State Radio	Zetron	2003	N/A
Stutsman County Communications Center	Airbus/Patriot	2012	2017
Traill Co.	Zetron	2003	2018
Walsh County Communications	West/Viper	2014	2019
Williston / Williams 911	West/Viper	2014	2044

## APPENDIX E

### Emergency Services Communications System (9-1-1) PSAP Evaluation Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
<b>PSAP Operation</b>	<input type="checkbox"/>	<input type="checkbox"/>
Is the PSAP operational 24 hours a day, seven days a week or capable of transferring emergency calls to another PSAP meeting standard and guideline requirements during the times of nonoperation?	21	0
Does a written agreement exist between your PSAP and your backup PSAP?	13	8
During times of operation is the PSAP staffed continuously with at least one public safety telecommunicator who is on duty at all times of operation and who has primary responsibility for handling the communication of the public safety answering point.	21	0
When the PSAP's primary emergency services communication system equipment is inoperable, does an alternative method of answering inbound emergency calls for the PSAP exist?	20	1
Does the PSAP have written policies establishing procedures for recording and documenting relevant information of every request for service, including:	<input type="checkbox"/>	<input type="checkbox"/>
Date and time of request for service?	21	0
Name and address of requestor, if available?	21	0
Type of incident reported?	21	0
Location of incident reported?	21	0
Description of resources assigned, if any?	21	0
Time of dispatch?	21	0
Time of resource arrival?	21	0
Time of incident conclusion?	21	0
Does the PSAP have written policies establishing dispatch procedures and provide periodic training of public safety telecommunicators on those procedures, including procedures for:	<input type="checkbox"/>	<input type="checkbox"/>
Standardized call taking and dispatch procedures?	21	0
Prompt handling and appropriate routing of misdirected emergency calls?	21	0
Handling of hang-up emergency calls?	21	0
Handling of calls from non-English speaking callers?	18	3
Handling of calls from callers with hearing or speech impairments?	21	0

Meets Expectations
  Work Remains

# Emergency Services Communicatons System (9-1-1) PSAP Evaluation (Cont.)

Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
<b>Communication / Dispatch Capability</b>	<del> </del>	<del> </del>
Does the PSAP have the capability to dispatch law enforcement, fire, and medical responders to calls for service within the PSAP's service area?	21	0
Is the PSAP capable of two-way communication with all law enforcement, fire, and medical responder units and operational incident or unified commands within the PSAP's service area?	21	0
Which of the following additional services is the PSAP able to access and dispatch / request assistance from:	<del> </del>	<del> </del>
Poison Control	21	0
Suicide Prevention	20	2
Emergency Management	21	0
Other public or private services	21	0
Does the PSAP accept one-way private call-in alarms or devices as 911 calls?	4	17
Is the PSAP capable of dispatching the emergency medical service that has been determined to be the quickest to arrive to the scene of a medical emergency regardless of city, county, or district boundaries?	21	0
Is the PSAP capable of providing emergency medical dispatch prearrival instructions on all emergency medical calls?	21	0
Are the emergency medical dispatch prearrival instructions provided by public safety telecommunicators who have completed an emergency medical dispatch course approved by the division of emergency health services?	21	0
Does a mechanism exist to differentiate emergency calls from other calls (i.e. 911 calls vs. administrative calls)?	21	0
<b>PSAP Facility</b>	<del> </del>	<del> </del>
Does the PSAP have security measures in place to prevent direct physical public access to on-duty public safety telecommunicators?	21	0
Does the PSAP have security measures in place to prevent direct physical public access to PSAP equipment and systems?	21	0
Does the PSAP have an alternative to commercial power that it uses in the event of a power failure?	21	0
Does the PSAP have equipment to protect critical equipment and systems from irregular power conditions, such as power spikes, lightning, and brownouts?	21	0

■ Meets Expectations      ■ Work Remains

# Emergency Services Communicatons System (9-1-1) PSAP Evaluation (Cont.)

Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
<b>Personnel and Human Resources</b>	<del> </del>	<del> </del>
Does the PSAP perform a criminal background check (state and federal) and secure two sets of fingerprints for all public safety telecommunicators?	21	0
Does the PSAP have policies to ensure that all public safety telecommunicators:	<del> </del>	<del> </del>
Do not have felony convictions?	21	0
Complete pre-employment screening for illegal substance use and hearing?	20	1
Complete training through an association of public safety communications official's course or equivalent course?	19	2
Can prioritize appropriately all calls for service?	21	0
Can determine the appropriate resources to be used in response to all calls for public safety services?	21	0
<b>Miscellaneous</b>	<del> </del>	<del> </del>
Does the PSAP maintain a written policy for computer system security and preservation of data?	18	3
Does the PSAP have the capability of recording and immediate playback of recorded emergency calls and radio traffic?	21	0
Does the PSAP provide assistance for investigating false or prank calls?	21	0
Does the PSAP employ necessary telecommunications network and electronic equipment consistent with the minimum technical standards recommended by the national emergency number association to securely receive and respond to emergency communications?	21	0

Meets Expectations
  Work Remains

# Emergency Services Communications System (9-1-1) Jurisdiction Evaluation

Based on CY2015 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No	N/A
<b>Questions</b>	<del>X</del>	<del>X</del>	<del>X</del>
Does the governing body / committee have authority to enter into written agreements with participating organizations and agencies (e.g. memorandums of understanding, PSAP contracts, etc.)?	53	0	0
Does the governing body / committee have authority to designate lines of responsibility and authority?	51	2	0
Does the governing body / committee have a written plan for the assignment of rural addresses, if applicable, which has been coordinated with local postal authorities?	49	4	0
If the governing body/committee has a written plan for the assignment of rural addresses, does it conform to the modified burkle addressing plan?	47	4	2
If the plan does not conform to the modified burkle addressing plan, was a previous addressing system in place before January 1, 1993?	9	13	31
If implemented, do rural street signs comply with the manual on uniform traffic control device standards?	44	1	8
Does the governing body/committee have a records retention plan for all printed, electronic, and recorded records that is in accordance with state law and jurisdictional requirements?	50	3	0
Is the governing body/committee supportive of 911 as a cost-free call?	52	1	0
Does the emergency services communications systems coordinator maintain law enforcement, fire, and emergency medical service response boundaries for the PSAP service area?	53	0	0
Does the emergency services communications system coordinator ensure that dispatch protocols for emergency service notifications are documented and communicated with all law enforcement, fire, and emergency medical services who provide service within the jurisdiction of the governing body/committee?	52	1	0

	Daily	Weekly	Monthly	Quarterly	Annually	Never
<b>Maintenance Frequency</b>	<del>X</del>	<del>X</del>	<del>X</del>	<del>X</del>	<del>X</del>	<del>X</del>
How frequently is address and mapping data updated in the emergency services communication system database and mapping system?	9	24	20	0	0	0
How frequently does the emergency services communications system coordinator perform a complete review of the emergency services communication system land line database?	0	0	8	5	38	2
How often does the PSAP document testing of equipment that protects critical equipment and systems from irregular power conditions under load? (PSAP Response Only)	0	0	14	5	2	0

■ Meets Expectations

■ Work Remains

**ESCS SURVEY COMMENTS – NOTES REGARDING PLANS FOR FUND BALANCES**

**State Radio Dispatched Counties**

1. Lamoure - The beginning and ending balance of 911 fee revenue is zero, we did not get enough 911 fees in either 2014 or 2015 to have an ending balance of 911 fees. The "fund" has small balance but that is property tax dollars from the General Fund.
2. McIntosh - We plan to use the fund balance to purchase 911 signs that need to be replaced and for any other expenses that might come along, in regards to the 911 system.
3. Dickey – Maintain LGR communication infrastructure and paging systems.
4. Griggs - We are planning to install 911 Street signs and posts on each Township road that intersects with the State and County highways. We also are looking into Street signs on each Township road that intersects with a Township road. This would be the second phase of our street signing plan.
5. Sargent – Continued signing projects, overall communication support ex: black box replacement as needed; mapping needs.
6. Burke – CY 2015 from CY 2014 includes \$15,000.00 transfer from general fund.
7. McKenzie - Plan to re-establish 911 call talking in McKenzie and use the funds to buy equipment.
8. McHenry - Maintain current radio/communication system, possibly partially funding emergency siren systems in several McHenry County communities.
9. McIntosh – Replace damaged signs, looking at getting reverse 911.
10. Foster – Equipment, road signs, travel when eligible
11. Grant – These funds will be used to do more road signs in the rural area of the county that have not been completed and replace damaged signs.

### **Other Single & Multi-Jurisdictional PSAPs**

1. Central Dakota Communications Center – Radio console system replacement, Computer Aided Dispatch system upgrade, Offset to AVL and mobile data expenses, new facility equipment.
2. Bottineau/Renville - Pay for normal expenses, purchase new recorder and contract with ITD for 911 hosting services using Airbus dispatch software.
3. Red River Regional Dispatch Center - The beginning and ending balance of 911 fee revenue is zero, we did not get enough 911 fees in either 2014 or 2015 to have an ending balance of 911 fees. The "fund" has small balance but that is property tax dollars from the General Fund.
4. Pembina – NG911 call answering equipment & contract maintenance, 911 retro reflectivity street signs, NG logging recorder, NG Dispatch radio consoles if legislative funding doesn't come thru, 911 Dispatch computers
5. Walsh – Update Recorder
6. Grand Forks - CIP to include update CAD, update radio consoles to IP, update 911 CPE, maintain all equipment.
7. Richland – \$493,000.00 Transferred from the General Fund.
8. Lake Region - Non-Renewal of Certificates of Deposit
9. Stark - 9-1-1 Operations and equipment upgrades.
10. Mercer/Oliver - Mercer County 911 Fees cover all 911 Coordinator operations/911 Equipment/Maintenance Expense only.
11. Cavalier - Funds will be used in 2016 for installation of the NextGen 911 system.
12. Stutsman - The current balance will go toward either upgrading the current 9-1-1 system in 2017 or becoming part of the statewide 9-1-1 system managed by ITD. Any remaining balance will go toward purchasing new radio consoles for the Dispatch Center in either 2017 or 2018.
13. Traill/Steele - Next Gen 911 & upgrade dispatch center radio and paging equipment.
14. Ward - The majority of the surplus funds are dedicated to future equipment updates or unexpected repairs. We are schedule for installation of the shared state NG911 equipment in May. This equipment along with the monthly refresh costs were expected to be expended in 2015, but installation was delayed due to the state MSAG project and network readiness.
15. Williams - We are going to continue to update the Williams County outdoor warning system and mass notification system, while maintaining all the 911 related equipment.
16. Pierce – Purchase new 911 answering equipment
17. Sioux – Salary and signs.

**PROPOSED AMENDMENTS – STANDARDS AND GUIDELINES  
FOR EMERGENCY SERVICES COMMUNICATIONS SYSTEMS**  
(Proposed new language underlined – Language proposed for removal ~~over-struck~~)

**57-40.6-10. Definitions.**

"Assessed communications service" means a software service, communication connection, cable or broadband transport facilities, or a combination of these facilities, between a billed retail end user and a service provider's network that provides the end user, upon ~~dialing~~ contacting 911, access to a public safety answering point through a permissible interconnection to the dedicated 911 network. The term includes telephone exchange access service, wireless service, and voice over internet protocol service.

**~~57-40.6-03.1. 911 database management charges. (REPEAL)~~**

~~Any telephone exchange access service provider charges for 911 database management must be on a per telephone exchange access service basis.~~

**57-40.6-04. Fee collection procedure.**

An assessed communications service provider may retain the actual costs of administration in collection of the fee and any telephone exchange access service provider charges for 911 database management, not to exceed five percent of the first \$1 fee collected. The fee proceeds must be paid by the assessed communications service provider within thirty days after it is collected from the subscriber or customer unless the provider has fewer than ten subscribers or customers in a jurisdiction, in which case the provider may pay the proceeds quarterly.

**57-40.6-10. Standards and guidelines.**

4. A public safety answering point must:
  - .....
  - t. Have policies to ensure that all public safety telecommunicators:
    - i. Do not have a felony convictions at a minimum consistent with the National Crime Information Center standards;
    - ii. Complete preemployment screening for illegal substance use and hearing;
    - iii. ~~Complete training through an association of public safety communications officials course or equivalent course a; a nationally recognized or equivalent telecommunications training course.~~ Meet and maintain the minimum qualifications and required certifications as dictated by the Emergency Services Communications Coordinating Committee.
    - iv. Can prioritize appropriately all calls for service; and
    - v. Can determine the appropriate resources to be used in response to all calls for public safety services.
  - .....
  - v. Have written policies establishing dispatch procedures and provide initial and periodic training of public safety telecommunicators on those procedures, including procedures for:
    - vi. Standardized call taking and dispatch procedures;
    - vii. The prompt handling and appropriate routing of misdirected emergency calls;
    - viii. The handling of hang-up emergency calls;
    - ix. The handling of calls from non-English speaking callers; and
    - x. The handling of calls from callers with hearing or speech impairments.