

2013 HOUSE JUDICIARY

HB 1320

2013 HOUSE STANDING COMMITTEE MINUTES

House Judiciary Committee
Prairie Room, State Capitol

HB 1320
January 28, 2013
Job 17814

☐ Conference Committee



Explanation or reason for introduction of bill/resolution:

Harassment offenses through electronic communications.

Minutes:

Testimony 1

Chairman Koppelman: Opens.

Aaron Burst, Association of Counties: Umbrella group that works with all county government. States Attorney comment on HB 1320, I have not coordinated with the bill sponsor, I am aware of the bill, I wrote it. I was contacted by the Emergency Communications coordinator from Grand Forks. Prank callers into 911 or the dispatch center is causing problems and the language should be expanded on. Complaints on all communication harassment such as text.

Curt Kreun: Testimony 1. Supports HB 1320

Rep Boehning: How would they harassing individuals be charged?

Aaron: If we sent an officer out, it would be under extreme circumstances; otherwise they are several ways to track them.

Rep Boehning: How is harassment going to be measured? Wording? Number of phone calls in one day?

Curt Kreun: We are referring to someone trying to interfere with other emergency communications with no legitimate complaint.

Request for biannual report to be on record (testimony 1)

Rep Klemin: At the bottom of pg 1, I am having trouble following the language, when you talk about administrative calls, are those emergency calls also?

Curt: Yes. There are several different lines, not just the 911 lines. All the calls we respond with communication to the first responders.

Rep Klemin: When someone calls in do they get the 911 line or the administrative lines?

Curt: It's the administrative lines where we communicate with responders, one person can tie up all 8 lines, and then our people cannot communicate with the other responders.

Rep Klemin: They know the phone numbers then?

Curt: Yes, its public knowledge.

Rep Klemin: Questions wording on the bill, should we be adding to it.

Curt: If you think that would be appropriate, I would certainly agree.

Rep Klemin: Pg 2, line 3, we could potentially by limiting to 911 calls, should we expand there to?

Curt: I 100 % agree, anything to make this bill even better.

Rep Tomin: Line 17, striking out telephone to put electronic, but will it still cover telephones as well?

Curt: I understand that it would also be covered under electronic communications.

Rep Delmore: Council drafted it with an umbrella so specifics are covered.

Rep Hogan: Pg 2, last four lines is where electronic communications is defined.

Chairman Koppelman: Closes.

2013 HOUSE STANDING COMMITTEE MINUTES

House Judiciary Committee
Prairie Room, State Capitol

HB 1320
January 28, 2013
Job 17866

☐ Conference Committee

Kristi Hetmyer

Explanation or reason for introduction of bill/resolution:

Harassment offenses through electronic communications.

Minutes:

Chairman Koppelman: Opens. Rep Klemin asked a question about pg 2 of the bill. Can be addressed line 4 by crossing out 911 and substitute emergency.

Rep Klemin: Definition of electronic communications?

Chairman Koppelman: The word email is not in there but it is captured with the wording, transfer of writing.

Rep Klemin: Moves to amend pg 2, line 4 to remove 911 and insert emergency.

Rep Hanson: Second.

Yah: 12

Nah: 0

Absent: 2

Rep Larson: Do we also need to change the same thing on the 1st page, line 22?

Chairman Koppelman: No, there is other language to capture the broader thought.

Rep Delmore: Moves to Do Pass as amended.

Rep Hogan: Second.

Discussion:

Rep Boehning: How many phone calls or emails does it take to be charged with an offense?

Rep Larson: I felt like that was answered, 1 C. A complaint even if it is annoying, it's still legitimate because it's a complaint, not harassing.

Chairman Koppelman: Also addressed in item #4. Do Pass.

Yes: 12

No: 0

Absent: 2

Carried by: Rep Larson.

13.8222.01001
Title.02000

Adopted by the Judiciary Committee

January 28, 2013

- 09/1/13
done

PROPOSED AMENDMENTS TO HOUSE BILL NO. 1320

Page 2, line 4, overstrike "911" and insert immediately thereafter "emergency"

Renumber accordingly

Date: 1-28-13
Roll Call Vote #: 1

**2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO.**

House Judiciary Committee

☐ Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: ☐ Do Pass ☐ Do Not Pass ☒ Amended ☐ Adopt Amendment
☐ Rerefer to Appropriations ☐ Reconsider

Motion Made By Rep. Klemin Seconded By Rep. Hanson

Representatives	Yes	No	Representatives	Yes	No
Chairman Kim Koppelman			Rep. Lois Delmore		
Vice Chairman Lawrence Klemin			Rep. Ben Hanson		
Rep. Randy Boehning			Rep. Kathy Hogan		
Rep. Roger Brabandt					
Rep. Karen Karls					
Rep. William Kretschmar					
Rep. Diane Larson					
Rep. Andrew Maragos					
Rep. Gary Paur					
Rep. Vicky Steiner					
Rep. Nathan Toman					

Total (Yes) _____ No _____

Absent _____

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

Voice Vote - Carried

Date: 1-28-13
Roll Call Vote #: 1

2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. HB 1320

House Judiciary Committee

☐ Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: ☒ Do Pass ☐ Do Not Pass ☒ Amended ☐ Adopt Amendment
☐ Rerefer to Appropriations ☐ Reconsider

Motion Made By Rep. Delmore Seconded By Rep. Hogan

Representatives	Yes	No	Representatives	Yes	No
Chairman Kim Koppelman	/		Rep. Lois Delmore	/	
Vice Chairman Lawrence Klemin	/		Rep. Ben Hanson	/	
Rep. Randy Boehning	/		Rep. Kathy Hogan	/	
Rep. Roger Brabandt	/				
Rep. Karen Karls	/				
Rep. William Kretschmar	/				
Rep. Diane Larson	/				
Rep. Andrew Maragos					
Rep. Gary Paur	//				
Rep. Vicky Steiner	//				
Rep. Nathan Toman					

Total (Yes) 12 No 0

Absent 2

Floor Assignment Rep. Hanson

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

HB 1320: Judiciary Committee (Rep. K. Koppelman, Chairman) recommends **AMENDMENTS AS FOLLOWS** and when so amended, recommends **DO PASS** (12 YEAS, 0 NAYS, 2 ABSENT AND NOT VOTING). HB 1320 was placed on the Sixth order on the calendar.

Page 2, line 4, overstrike "911" and insert immediately thereafter "emergency"

Renumber accordingly

2013 SENATE JUDICIARY

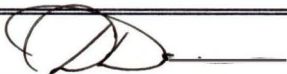
HB 1320

2013 SENATE STANDING COMMITTEE MINUTES

Senate Judiciary Committee
Fort Lincoln Room, State Capitol

HB1320
3/25/2013
Job #20447

☐ Conference Committee

Committee Clerk Signature	
---------------------------	---

Minutes:

<i>Attached testimony</i>

Relating to harassment offenses through electronic communications

Senator David Hogue - Chairman

Representative Curt Kruen -District 43 - Introduces the bill and provides a handout **(1)**. He explains that emergency services processed 245,000 911 calls per year out of the 22 PSAPs that are available in the State. He goes on to say the busiest PSAP averages a 911 call every 8 minutes. He explains they all process 960,000 administrative calls per year and the combined total processed per year is over 1.3 million calls. He says the purpose of this legislation will help for harassing phone calls on the current infrastructure but will also help protect the staff from harassment. He explains the new process going to digital radio. He gives examples of people that have called and tied up the lines. Senator Nelson believes this brings technology into the current generation of electronics.

Aaron Birst - Association of Counties - In support - Gives a handout from Becky Ault. **(2)**
Mr. Birst explains the statutes and updates.

Opposition - none

Neutral - none

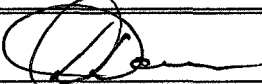
Close the hearing

2013 SENATE STANDING COMMITTEE MINUTES

Senate Judiciary Committee
Fort Lincoln Room, State Capitol

HB1320
3/25/2013
Job #20439

☐ Conference Committee

Committee Clerk Signature	
---------------------------	---

Minutes:

Vote

Senator Hogue - Chairman

Committee work

Senator Armstrong moves a do pass
Senator Berry seconded

Vote - 7 yes, 0 no
Motion passes

Senator Armstrong will carry

Date: 3/25/13
Roll Call Vote #: 1

2013 SENATE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. 1320

Senate JUDICIARY Committee

☐ Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: ☒ Do Pass ☐ Do Not Pass ☐ Amended ☐ Adopt Amendment
☐ Rerefer to Appropriations ☐ Reconsider

Motion Made By S. Armstrong Seconded By S. Berry

Senators	Yes	No	Senator	Yes	No
Chairman David Hogue	<input checked="" type="checkbox"/>		Senator Carolyn Nelson	<input checked="" type="checkbox"/>	
Vice Chairman Margaret Sitte	<input checked="" type="checkbox"/>		Senator John Grabinger	<input checked="" type="checkbox"/>	
Senator Stanley Lyson	<input checked="" type="checkbox"/>				
Senator Spencer Berry	<input checked="" type="checkbox"/>				
Senator Kelly Armstrong	<input checked="" type="checkbox"/>				

Total (Yes) 7 No 0

Absent 6

Floor Assignment S. Armstrong

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

HB 1320, as engrossed: Judiciary Committee (Sen. Hogue, Chairman) recommends DO PASS (7 YEAS, 0 NAYS, 0 ABSENT AND NOT VOTING). Engrossed HB 1320 was placed on the Fourteenth order on the calendar.

2013 TESTIMONY

HB 1320

Kreun, Curt E.

From: BAult@grandforksgov.com
Sent: Friday, January 18, 2013 10:26 AM
To: Kreun, Curt E.
Cc: Traynor, Terry O.
Subject: Data re: call volumes as requested
Attachments: Leg_Report_2012_FINAL.pdf

Hi Curt. I can tell you that the Emergency Services Coordination Committee (referred to as ESC3) performed a statewide survey to create the required biennial report. I will summarize data from that source for statewide information.

We process 245,000 911 calls per year out of our 22 PSAP's. The busiest PSAP averages a 911 call every 8 minutes. We process 960,000 administrative calls per year (average 80,000 per month). The combined total of calls we process per year is over 1.3 million calls.

Here is a copy of our report that was submitted to the interim Transportation Committee this summer. This information that I extracted was located on page 8.

The proposed legislation will help protect us from harrasing phone calls on our current infrastructure, but will also help protect our staff from the harassment that could occur with the evolving technology and means to transmit data with the advent of Next Generation 911 (which could include transmission of images, video, etc.)

I am copying the secretary to the ESC3 Committee, Terry Traynor of the NDAcO, in on this email - he is very knowledgeable as well on PSAP data across the state and is a good source of information in Bismarck. Of course, email or call me anytime as well. My cell is 701-265-2633. Thank you again so much for all your work. Becky

Becky Ault, ENP
Director of Grand Forks 911 Center
Public Safety Answering Point
122 S 5th St
Grand Forks ND 58201
phone: 701-787-8042

From: "Kreun, Curt E." <ckreun@nd.gov>
To: "BAult@grandforksgov.com" <BAult@grandforksgov.com>,
Date: 01/18/2013 07:55 AM
Subject: RE: Thank you for spearheading HB1320 Harassment revision

Becky: Could you send me the stats on the number of calls, like the reports you gave us at our meetings. (911 calls, calls other than 911 such as administrative, communication calls in general, mainly like our reports) Curt Kreun

From: BAult@grandforksgov.com [<mailto:BAult@grandforksgov.com>]
Sent: Thursday, January 17, 2013 4:38 PM
To: Kreun, Curt E.
Subject: RE: Thank you for spearheading HB1320 Harassment revision

Hi - I will send out an email to see if we can put some stats together. We may have trouble putting together hard and fast numbers, because these people have gotten smart and call administrative lines, not 911 lines. Then their calls are not tracked. When I first got to Grand Forks, we had a problem with an individual calling into PD. He had a history of this - I

HB 1320

Emergency Services Communication in North Dakota

A Biennial Status Report 2012

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

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

Table of Contents

	Page
Purpose	1
Background	1
Methodology	3
Status	
Financial	4
Operational	7
Issues & Recommendations	
1. Operating Standards	10
2. ESCS Fees	10
3. Next Generation 9-1-1	10
Appendices	
A. Authorizing Statute and Committee Composition	15
B. Public Safety Answering Points in North Dakota	17
C. ESCS Fiscal Survey Results	19
D. ESCS Operational Survey Results	21
E. ESCS Survey Comments	25
F. Proposed Amendments – Standards & Guidelines	29

Purpose

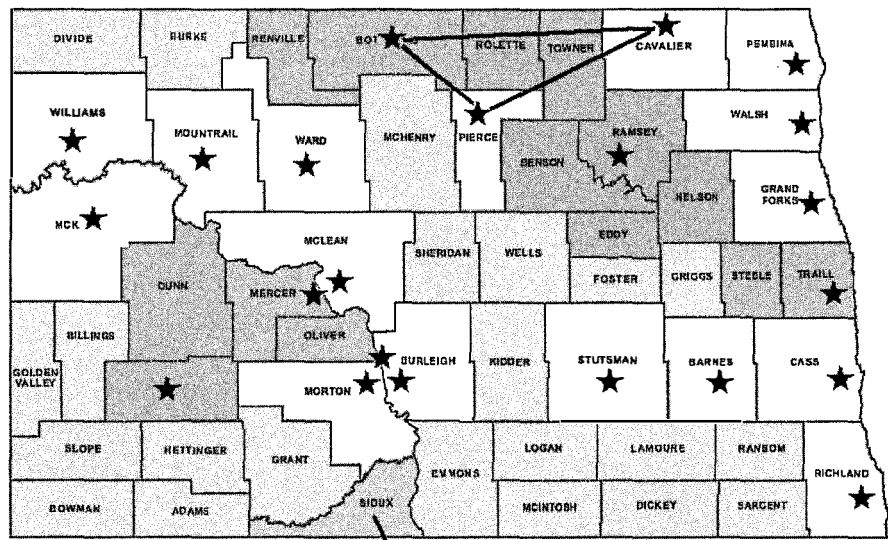
North Dakota Century Code (57-40.6-12) establishes an “*emergency services communications coordinating committee*” (ESC3) and creates a reporting requirement of the compiled “*income, expenditures, and status*” information from the individual jurisdictions of the State which levy an emergency services communication systems (ESCS) fee. Appendix A contains the statute and composition of the committee. This report constitutes the committee’s 2012 report, and has been prepared for submittal as requested by the Legislative Council to the interim Transportation 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 support. Activities of the committee are carried out by the voluntary dedication of the committee members’ time and the staff time provided by telecommunications companies and employees of State and local agencies with an interest in emergency communications.

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 over 710 law enforcement, fire, and emergency medical responding agencies through 22 public safety answering points (PSAPs) in North Dakota and one in South Dakota. While from one perspective this network can be viewed as 23 separate systems, it is in reality a single system with 23 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 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. The integration of these policies, procedures, and technologies has been partially funded through an ESCS fee levied on telecommunication service in the State. The State's 53 counties and 2 cities have imposed such fees.

It is significant to note that a joint need to replace equipment has allowed the counties of Bottineau, Cavalier, Pierce, and Renville to consolidate what is termed "Customer Premise Equipment" or CPE. This CPE, housed in Langdon, serves three separate dispatch locations, but is technologically one PSAP. In addition to providing these counties a significant cost savings, it permits very simple switching of the call-answering function among the locations – allowing each site to provide immediate back-up to the others. This is the type of interconnection, shared equipment, and redundancy that will ultimately become statewide with the implementation of Next Generation 9-1-1 discussed later in this report.

While this 4-county collaboration is the most recent, it is obvious with 55 governing bodies imposing fees but only 22 PSAPs in North Dakota, there is considerable sharing of services across the State. Notably, 22 of the counties are served by the PSAP operated by State Radio, six are jointly dispatched by the Lake Region Law Enforcement Center, and three other two-unit 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 of Primary PSAP's
North Dakota	22
South Dakota	45
Idaho	49
Wyoming	55
Montana	60
Minnesota	115
Iowa	125
Kansas	160

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 serves 4,000 more people per PSAP than the regional average.

Consolidation of PSAPs is often cited as a means to reduce the costs of our emergency services communications system, and this topic is explored in the Next Generation 9-1-1 section of this report, as future technology changes will allow significant savings through greater sharing of equipment and network resources without the loss of a local presence.

North Dakota law (NDCC 57-40.6) has, 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. The 2011 Legislature expanded this authority to all PSAP’s contingent (as will 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. Two cities have used their home rule authority for this purpose.

Of the governing bodies that have imposed a fee through the statutory provisions or their own home rule powers, all but five were levying one dollar on January 1, 2011. The citizens of Bowman, Griggs, Ransom and Slope counties have raised their fees to \$1.50 and in Sargent County the fee is \$1.30.

It is very important to note, as this report will show, Emergency Services Communications is much broader than simply E-911. While dialing 911 most often initiates the emergency response, the day-by-day, hour-by-hour communications between dispatchers and responders, the ongoing contact during an emergency, the location information, pre-arrival medical instructions, mapping software, faxes, and numerous other components make it possible for local emergency services to arrive and deliver effective services in the shortest time possible. This will become increasingly complex as our statewide system migrates to “Next Generation 911”.

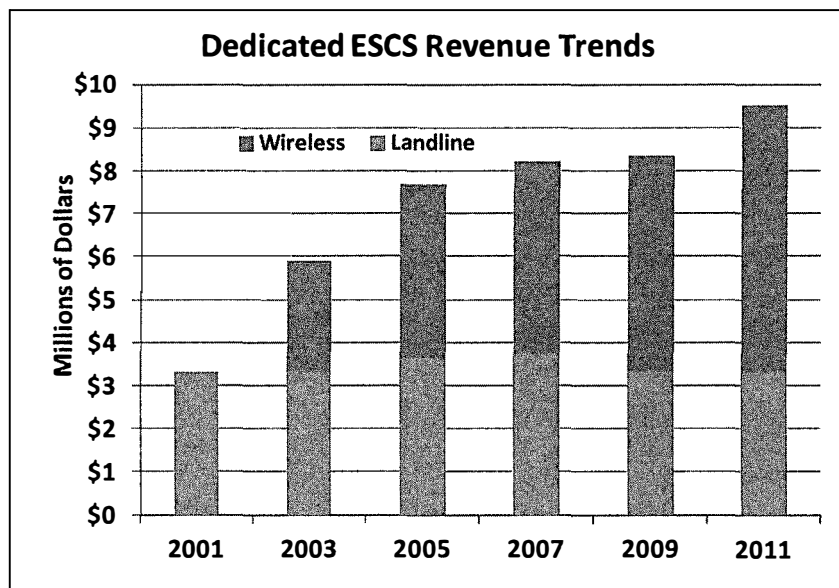
Methodology

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 a financial survey. Additionally, each PSAP was asked to complete an operational survey. Statewide data, collected for the development of the North Dakota NG911 Master Plan, and the recent federal Office of Emergency Communications update of that plan has also been incorporated.

The first survey focused on the revenues and expenditures of the 55 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 2011 revenue and expenditure data was requested from all jurisdictions. The actual results from the entities are attached to this report as Appendix C (fiscal) and Appendix D (operational). The comments that were attached to the fiscal data (Appendix E) 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 2011 ESCS costs; as well as notes regarding unusual expenditures made in 2011 or anticipated for the future.

Status - Financial

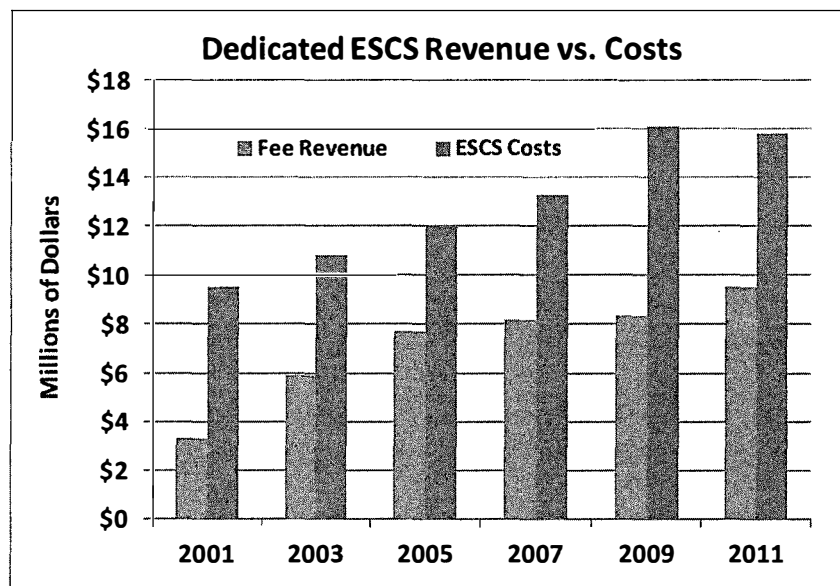
The overall financial data indicates several significant changes and the continuation of several trends. The first-ever statewide decline in landline revenue reported four years ago has accelerated, even with the addition of revenue from at least 16 Voice over Internet Protocol (VoIP) providers. Since 2007, the “landline/VoIP” revenue has dropped by \$460,000/year statewide and now represents only 35% of the total. Wireless service (including an increasing number of “pre-paid” carriers) has grown by almost \$1.75 million in that same 4-year period, representing 65% of the total.



While the overall growth in fee revenue was approximately 7% per year, the distribution of that growth was not even. Not surprisingly, the growth in fees remitted to oil producing counties grew ahead of the balance of the state.

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 and this continued through the CY09 survey and the CY2011 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 dropped slightly from two years ago for two reasons. 2009 reports contained significant equipment purchase costs not seen in 2011, and the statewide network contract for wireless 9-1-1 was renegotiated at a significantly lower rate in 2010. 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
2011 Landline Revenue	\$423,588	\$2,873,881
2011 Wireless Revenue	\$548,251	\$5,660,759
Other Funds/Previous Reserves	\$70,646	\$6,496,545
2011 ESCS Expenditures	\$902,612	\$14,830,748

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

Many of the jurisdictions also included notes (Appendix E) regarding significant investments made or anticipated. As an example, a number of counties indicated that they had incurred considerable costs to comply with the federal requirement of “narrow-banding” their emergency radio systems; while others reserved funds for this purpose in 2012.

Several of the State Radio dispatched counties spoke of holding funds in reserve for the possibility of a joint purchase of an emergency notification system, often termed “reverse 9-1-1”.

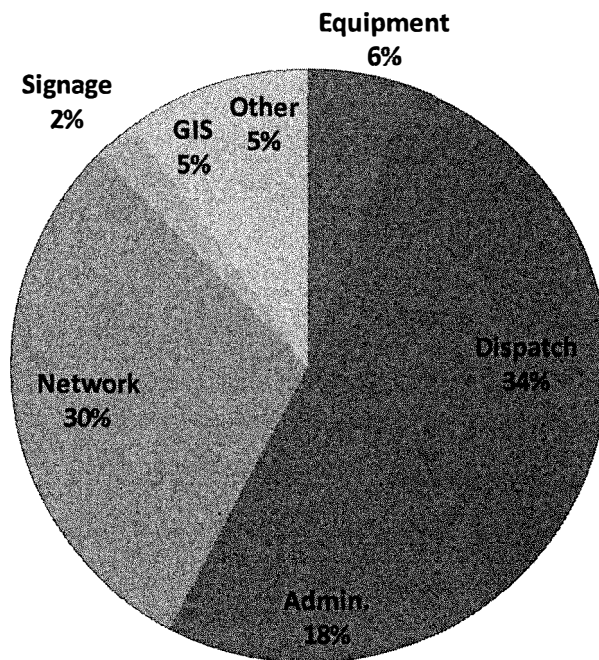
The ESC3 concludes that the data documents the prudent planning for strategic expenditures that was envisioned by the Legislature when this special revenue source was created.

The compiled CY2011 expenditures are illustrated below in the two pie charts. To facilitate comparison between the two types of jurisdictions, the category “Dispatch” includes direct salaries and benefits paid to staff as well as payments made to other jurisdictions for contract dispatch. The “Equipment” category includes both the purchase of towers, dispatch consoles, computers, base stations, etc. as well as the ongoing maintenance of this equipment.

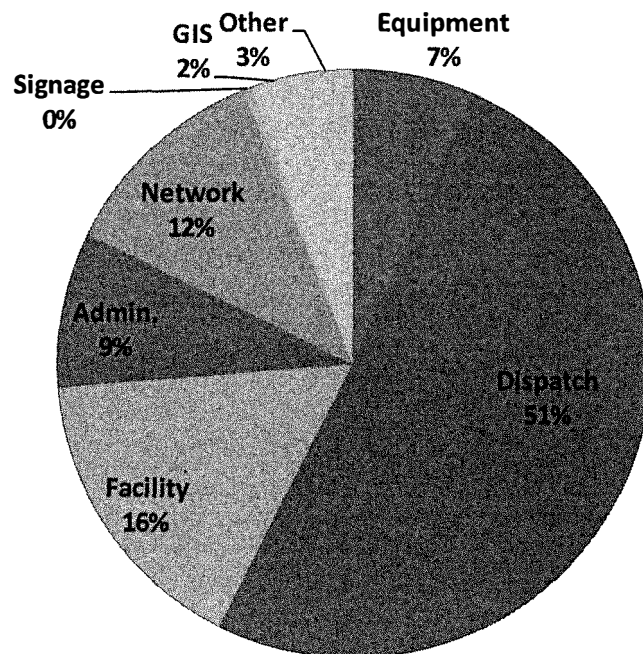
The “Network Costs” category includes payments for voice and data trunks to local phone companies as well as the portion of the wireless project fees that are paid for selective routing of wireless calls.

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.

It is significant to realize that in a single year the public safety answering points of North Dakota manage 244,000 emergency calls, (a 22% increase over 2009) – more than two-thirds of which are now coming from cellular phones. This indicates a continuation of the shift from landline to wireless calls in the last decade.

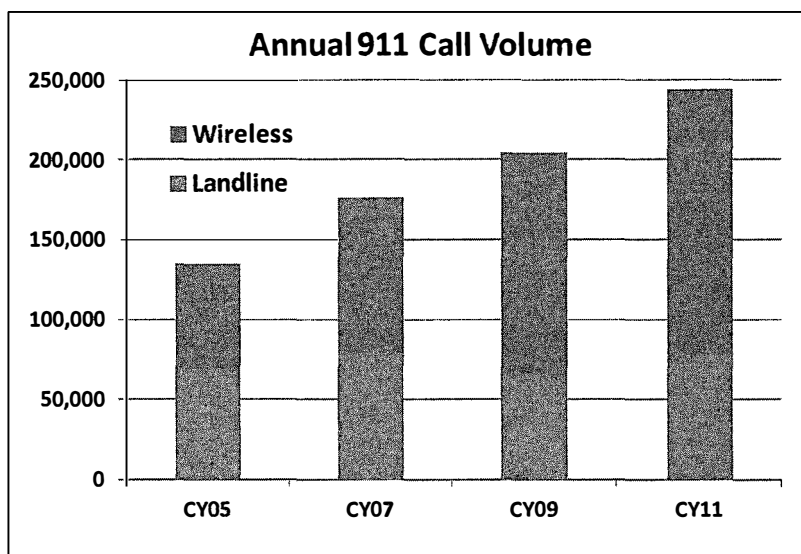
	Statewide Total	Largest PSAP	Smallest PSAP
Dedicated 911 Trunks	62	10	2
Administrative Phone Lines	153	10	3
911 Calls per Month	20,417	5,041	65
Admin. Calls per Month	80,881	21,541	894
Total of all Calls per Month	101,297	26,582	959
Total 911 Calls per Year	245,000	60,489	782
Wireless as % of 911 Calls	72%	74%	29%
Active Dispatch Stations	79	8	2
Dispatchers – Full-Time	257	26	4
Dispatchers – Part-Time	23	0	1
LE Agencies Dispatched	115	9	1
Ambulances Dispatched	136	6	3
Quick Response EMS Units	83	14	1
Fire Agencies Dispatched	<u>374</u>	<u>31</u>	<u>12</u>
Total Agencies Dispatched	708	60	17

For individual jurisdiction data see Appendix D

The busiest PSAP averages a 911 call every 8 minutes – 24 hours a day, 7 days a week, 52 weeks a year. Statewide, these 22 locations handle an additional 80,000 administrative calls per month, or a combined total of over 1.3 million calls per year.

The rapid and sustained growth in 9-1-1 calls (13% per year) is rather startling when contrasted with an almost static number of dispatchers statewide. As indicated by the chart, this growth is virtually all due to wireless calls – in fact landline call volume has been stable to decreasing while total calls have been increasing.

While certainly there is a significant 911-call growth with the oil industry impact, “multiple calls” for the same emergency that become common with the proliferation of cellular phones is also a factor. Each of these “multiple calls” however must be treated as a separate emergency until determined otherwise, and PSAP staffing has increased in some locations due to call volume growth.



208 full-time and 20 part-time staff persons are now employed by the State's PSAPs to handle this call volume on the front line as call-takers and dispatchers. Of these, from 37 to 52 are on duty at any given time. Additionally, these front-line individuals are supported by 60 full-time and 24 part-time dispatch supervisors, computer/radio technicians, GIS specialists, trainers, and administrative staff, many of which serve as dispatchers as the need arises. At the time of the survey, the 22 PSAPs had a collective vacancy rate of 5%.

These PSAPs coordinate and manage the activities of over 700 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 27 responding agencies, and sometimes several of them are being dispatched simultaneously.

Statewide, on an annual basis, over 596,000 emergency response services of all types (fire, EMS, law enforcement) are dispatched by the 22 North Dakota public safety answering points. 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 making up Appendix D.

Issue 1 – Operating Standards

As indicated in Appendix A, NDCC 57-40.6-12 requires that the ESC3 “*recommend to the legislative council changes to the operating standards for emergency services communications, including training or certification standards for dispatchers.*”

The statutory standards were enacted as state law in 2001 with the repeal of the Governor’s Committee that had been tasked with maintaining them. Until 2011, they remained largely unchanged. The ESC3 completed, prior to the 2011 Legislative Session, a rather extensive review and series of public hearings on proposed changes to the “standards” as currently spelled out in NDCC 57-40.6-10.

The ESC3 examined operating standards recently enacted in other States as either law or rule, and developed an extensive draft proposal to restructure and expand North Dakota’s standards. The draft was distributed to state and local officials and telecommunication company representatives for comment. A written comment period was allowed and a public hearing was held, resulting in a second draft. This process was repeated and following the second public hearing, a final draft was prepared and circulated to all interested parties.

The ESC3 adopted the third draft for formal recommendation to the interim committees charged with studying this topic. This document was ultimately introduced as HB1045 and enacted into law, largely as proposed.

In the summer of 2012, the ESC3 reviewed the adopted standards, particularly the Legislative changes to the recommendations and the three standards that were given delayed effective dates. The standards were also reviewed in light of the recently completed national assessment tool for emergency communication systems.

Only minor changes, delaying two of the three effective dates by two years, were proposed as possible amendments. As before, notice of these proposed amendments was distributed to the 911 jurisdictions and interested parties and a public hearing was held. Following that, the ESC3 took formal action noted below.

RECOMMENDATION: The ESC3 urges the Transportation Committee to review and consider recommending the standard changes in Appendix F to the 63rd Legislative Assembly.

Issue 2 – ESCS Fees

As discussed in the financial analysis above, the current \$1 per device fee on telecommunication service (and higher fees in 5 counties), generated about \$9.5 million of the \$15.7 million necessary (in FY2011) to operate our State’s Emergency Services

Communications System. This fee mechanism is used at some level in every state in the country except California – and is reported to be largely insufficient to support all of the costs of emergency communications in the other states as well. North Dakota however is one of a relatively few States that have not experienced the wholesale diversion of the fee revenue to unrelated governmental costs – this is more common in “central-collection states” where Legislatures have found it necessary to fund other priorities.

The Legislature, in 2009, allowed a fee increase (up to \$1.50), where approved by a citizen vote “*within an intrastate multicounty public safety answering point*”, with a “sunset” of this legislation in two years. The 2011 Legislature reexamined the issue, and removed the sunset and permitting the citizens of every county or city jurisdiction to set their fee at an amount up to \$1.50 per device. At that time, the statute was also changed to eliminate the requirement that a jurisdiction vote on the issue every 12 years. This provision was replaced with a mechanism for the voters to petition to place a question regarding the reduction or removal of the fee on the ballot by petition.

As noted above, the voters of five 9-1-1 jurisdictions have approved a rate higher than \$1. Discussion among other jurisdictions about seeking voter approval of an increase has become more common.

There is much discussion and debate nationwide about the appropriateness of this fee mechanism and different proposals have emerged but have not been implemented as a replacement for the “per device per month fee” – and only rarely as an augmentation.

At the State level, several other issues have been raised about the current fee.

The first issue is the avoidance of the fee by several large prepaid wireless providers. As fees collected by local jurisdictions from prepaid providers continue to grow, it appears that this problem is confined to a single company. The sampling of several counties suggests that fees associated with prepaid service are collected from Jitterbug/GreatCall, Boost Mobile, Virgin Mobile, Sienna, as well as quite possibly Alltel and Verizon Prepaid. Anecdotal data suggests that prepaid service is about 3% of our State’s wireless collections, while nationwide prepaid is estimated to represent about 18% of users.

While centralized collection of this fee (or a gross receipts tax alternative) has been suggested as a possible solution to leverage

the State's greater ability to force compliance, other states with state-level collection have found that costly legal proceedings have been largely unsuccessful. This company however is listed by the State Tax Department as a payor of the State's "gross receipts tax" – suggesting that compliance with the "alternative tax" authorized by 57-40.6-03 may be possible.

The second issue is the difficulty in remitting the fee to "correct" jurisdiction. Federal and state law requires all taxes and fees on telecommunications services to be paid to the taxing jurisdiction associated with the customers "place of primary use" (PPU). With mobile devices including cell phones and VoIP this becomes largely an issue of customer and vendor reporting. (Note: at least 16 VoIP providers are now remitting)

If a customer doesn't specify a different PPU, fees and taxes are generally remitted to the billing address. It is likely true that a certain percentage of phones activated within the State are not associated with the correct PPU and it is possibly more likely that multi-state and multi-national firms with a presence in North Dakota have phones where the PPU is associated with corporate offices outside of North Dakota – this appears to be more prevalent in the oil-producing counties with the large influx of new residents.

It has been suggested that the proposal to centrally collect an "enhanced" gross receipts tax in place of the device fee would solve the "PPU problem", but that may not be true. If an out-of-state PPU is associated with a phone, the gross receipts tax charged to that phone service would still not reach North Dakota; and the problems with coming up with a distribution formula for centrally collected fees (taxes) would either fix the current distribution in law, (making any "in-state" PPU errors permanent) or ignore PPU entirely – greatly shifting revenue.

It is also significant to note there is generally very strong citizen support when the fee issue is placed on the ballot.

RECOMMENDATION: The ESC3 suggests that the current fee structure remain in place for the next biennium, and no changes are recommended.

Issue 3 – Next Generation 9-1-1

Nationwide efforts to overhaul the current E-911 system to meet our country's advancing telecommunication needs have been termed "Next Generation 911" or "NG911". From the federal level, the US Department of Transportation has been given a lead role, and they are working cooperatively with the FCC and the National Emergency Number Association (NENA) to assist in a nationwide transition.

It is generally recognized that this transition will require the migration of 911 calls to a broadband Internet Protocol (IP) based network that will gradually replace the existing voice-only network. On this network will reside system components that will dynamically determine caller location and route calls appropriately, as well as provide for both additional types and additional volume of communication. PSAP equipment replacement may ultimately be necessary, very likely with IP-based equipment that will reside on this new broadband network and serve multiple dispatch locations. With federal grant funds and a financial commitment by the counties and cities, an NG911 Program Manager has recently been hired to assist the ESC3 and local government with planning this transition.

Several significant studies, component developments, system evaluations, and pilot projects have been completed (or are underway) to guide NG9-1-1 implementation in North Dakota. As several critical elements are nearing completion, the ESC3 will submit an addendum to this report to detail its recommendations.

APPENDIX A

Authorizing Statute

The following section of North Dakota Century Code was enacted by the 54th 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 – NDA Co Assistant Director
Appointed by the North Dakota Association of Counties

Duane Schell – Director of Telecommunications, ITD
Appointed by the Chief Information Officer of the State

Public Safety Answering Points in North Dakota

APPENDIX B

<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 portion of McLean Co. (Wilton Area)	81,308
Grand Forks	Grand Forks		66,861
State Radio Bismarck	Adams, Billings, Bowman, Burke, Dickey, Divide, Emmons, Foster, Golden Valley, Grant, Griggs, Hettinger, Kidder, LaMoure, Logan, McHenry, McIntosh, Ransom, Sargent, Sheridan, Slope, & Wells		63,778
Minot	Ward		61,675
Devils Lake	Ramsey, Eddy, Towner, Benson, Nelson & Rolette		39,805
Dickinson	Stark & Dunn		27,735
Mandan	Morton	Includes fringe areas of Stark, Dunn, Mercer, Oliver & Grant Counties	27,471
Williston	Williams		22,398
Jamestown	Stutsman		21,100
Bottineau	Bottineau Renville	Single PSAP Controller - Distributed Dispatching in Three locations	17,249
Langdon	Cavalier		
Rugby	Pierce		
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
Watford City	McKenzie		6,360
Mobridge, SD	Sioux	North Central South Dakota 911 Center	28,203

* Census figures do not include small portions of adjoining counties

APPENDIX C

Emergency Services Communications System (9-1-1) Revenues & Expenditures

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	Fund Balance 1/1/2011	Land/VoIP Revenue	Wireless Revenue	Property Tax Reserves/Other	CY2011 Expenditures	Fund Balance 12/31/2011
State Radio Dispatched Counties						
1 Adams	80,253	14,605	17,317	-	25,802	86,373
2 Billings	38,722	5,470	6,805	-	11,121	39,876
3 Bowman	41,366	34,687	41,392	-	51,223	74,034
4 Burke	44,577	8,837	12,953	20,893	42,684	24,114
5 Dickey	72,904	27,335	44,462	22,831	94,627	53,170
6 Divide	33,629	17,908	14,924	-	30,676	35,785
7 Emmons	36,363	21,688	25,484	-	42,127	41,416
8 Foster	222,204	20,455	32,853	-	45,425	230,330
9 Golden Valley	45,089	10,965	12,824	3,632	27,421	41,457
10 Grant	71,198	14,782	16,724	-	29,375	73,329
11 Griggs	46,494	22,878	29,583	-	46,412	52,544
12 Hettinger	20,134	14,387	19,767	-	19,105	35,183
13 Kidder	35,802	14,794	18,290	-	25,301	46,285
14 LaMoure	95,057	22,417	32,694	-	50,626	99,542
15 Logan	36,254	11,396	14,758	4,063	30,216	36,624
16 McHenry	311,433	30,124	48,950	-	53,926	336,582
17 McIntosh	15,535	18,586	18,229	-	35,439	16,911
18 Ransom	104,915	41,811	60,878	-	72,052	135,551
19 Sargent	35,700	25,907	40,186	9,009	75,102	26,691
20 Sheridan	5,429	9,599	9,431	2,442	21,471	2,987
21 Slope	5,490	6,632	1,831	1,247	9,710	4,243
22 Wells	94,067	28,325	27,917	6,529	62,771	87,538
State Radio County Tot	1,492,616	423,588	548,251	70,646	902,612	1,580,567
Other Single & Multi-Jurisdictional PSAPs						
a Barnes/Valley City	189,769	56,474	96,467	146,801	299,742	237,370
b Bismarck/Burleigh	919,658	377,555	719,106	653,070	1,749,731	1,066,174
c Bottineau/Renville	310,623	60,186	75,970	144,071	280,227	270,731
d Cavalier County	314,533	24,923	25,103	-	7,927	356,631
e Grand Forks Authority	1,650,756	328,244	613,375	3,230,348	4,171,967	250,496
f Lake Region 6-Co.	70,713	203,158	310,386	-	511,311	75,237
g McKenzie	32,561	40,145	42,269	116,630	199,044	62,184
h McLean	51,424	49,847	70,416	34,664	154,927	56,945
i Mercer/Oliver	52,942	48,194	71,199	18,024	137,416	51,987
j Morton/Mandan	287,918	112,687	383,799	255,395	751,881	342,759
k Mountrail	225,647	45,122	69,447	-	113,692	226,775
l Pembina	73,210	53,798	80,066	260,669	394,533	85,739
m Pierce	42,318	26,319	32,516	-	50,400	50,752
n Red River Regional	282,046	573,986	1,621,475	271,413	2,466,873	75,891
o Richland	885	76,526	128,063	497,545	702,134	838
p Sioux	39,291	18,427	11,964	-	26,518	43,164
q Stark/Dunn	244,153	192,005	228,522	-	333,275	339,060
r Steele/Traill	168,210	52,010	86,498	118,211	256,719	183,940
s Stutsman	306,856	102,420	143,614	184,047	430,081	344,982
t Walsh	340,778	61,997	116,518	286,888	465,403	367,693
u Ward	1,846,830	289,026	530,300	278,768	1,098,094	1,577,621
v Williams/Williston	155,545	80,831	203,688	-	228,851	211,213
Other PSAPs Total	7,606,665	2,873,881	5,660,759	6,496,545	14,830,748	6,278,183
Grand Total	9,099,281	3,297,469	6,209,011	6,567,191	15,733,360	7,858,750

Emergency Services Communications System (9-1-1) Detailed Expenditures
Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	CY2011 Expend	EQUIPMENT (purchase, lease)			EQUIPMENT (Repair, service)			Staffing: (Salary, Benefits & Payroll Taxes)				911 Network Costs:		Other Local 911 Line Charges	Local Phone database updates	Other Network charges	Other Operations:		GIS (Software, contracts, etc)	Signage (purchase/ contracts, etc)	Training & Travel	Public Education	Facility (rent, util, maint)	Other	
		9-1-1 Equipment	Radio Equipment	Other Equipment	9-1-1 Equipment	Radio Equipment	Other Equipment	9-1-1 Coord.	Call Taken/ Dispatchers	Tech/ Radio Support	PSAP Managers/ Supervisors	Wireless Network Contract	Qwest Tandem/Data base				Dispatch Contract (State Radio)	Supplies (PSAP/ Admin)							
State Radio Dispatched Counties																									
1	Adams	25,802	-	390	-	-	-	3,000	-	-	-	3,455	-	-	1,662	833	15,707	-	730	-	-	-	-	25	
2	Billings	11,121	-	-	-	-	-	-	-	-	-	1,359	-	708	82	-	4,964	-	3,263	98	648	-	-	-	
3	Bowman	51,223	-	2,415	1,954	986	-	12,780	-	-	-	7,554	2,500	-	1,410	-	17,379	358	2,650	-	869	15	353	-	
4	Burke	42,684	-	1,500	-	-	-	6,136	-	-	-	7,735	-	428	-	3,083	12,099	649	2,711	8,206	138	-	-	-	
5	Dickey	94,627	-	-	-	8,607	-	27,062	-	-	-	8,272	3,454	240	2,838	-	27,161	566	12,671	-	-	-	2,488	1,269	
6	Divide	30,676	-	-	1,913	-	-	6,551	-	-	-	1,942	-	6,547	-	-	13,724	-	-	-	-	-	-	-	
7	Emmons	42,127	-	-	-	-	-	14,607	-	-	-	4,949	-	900	816	-	18,038	88	2,363	-	342	-	-	25	
8	Foster	45,425	-	-	-	-	-	5,088	-	-	-	6,571	2,303	9,156	-	-	21,122	-	-	66	1,065	-	-	55	
9	Golden Valley	27,421	-	-	-	-	-	2,800	-	-	-	2,574	-	-	-	19,622	-	-	2,425	-	-	-	-	-	
10	Grant	29,375	-	-	8,025	-	-	3,359	-	-	-	-	-	-	-	6,204	11,094	-	-	-	693	-	-	-	
11	Griggs	46,412	-	-	-	-	-	5,925	-	-	-	5,882	-	-	6,879	-	13,953	94	3,956	9,500	198	-	-	25	
12	Hettinger	19,105	-	-	-	-	-	2,300	-	-	-	2,874	-	-	1,162	-	12,417	-	-	-	303	-	-	50	
13	Kidder	25,301	-	-	-	-	-	4,693	-	-	-	2,715	-	-	-	4,599	11,293	40	1,800	23	138	-	-	-	
14	LaMoore	50,626	-	1,418	-	2,904	-	3,535	-	-	-	9,200	1,485	3,020	280	-	23,942	-	2,363	500	1,094	-	886	-	
15	Logan	30,216	-	-	-	-	9,291	2,322	-	-	-	2,939	1,151	-	434	1,086	11,068	-	1,800	-	-	100	25		
16	McHenry	53,926	-	-	-	-	-	3,552	-	-	-	7,635	-	-	6,828	-	31,024	-	1,913	2,948	25	-	-	-	
17	McIntosh	35,439	-	480	-	-	1,913	5,700	-	-	-	3,906	2,303	-	3,443	-	15,423	-	-	191	-	900	1,182		
18	Ransom	72,052	3,528	-	-	-	-	5,115	-	-	-	9,635	-	13,308	-	-	16,336	21,548	-	-	-	-	2,557	25	
19	Sargent	75,102	-	-	-	-	-	32,918	-	-	-	9,646	2,268	3,038	448	-	21,973	262	2,501	-	856	17	1,175	-	
20	Sheridan	21,471	-	-	-	-	-	5,400	-	-	-	4,504	-	3,935	-	-	7,352	-	-	-	127	-	98	55	
21	Slope	9,710	-	-	-	-	-	-	-	-	-	297	-	-	812	-	1,951	-	-	-	-	-	-	6,650	
22	Wells	62,771	-	-	-	-	-	9,773	-	-	-	6,979	-	-	45,165	-	-	-	-	-	853	-	-	-	
SR County Total		902,612	3,528	2,918	3,285	11,892	12,497	11,204	162,616	-	-	-	110,621	15,463	41,279	72,258	35,427	308,020	23,606	41,144	21,341	7,539	32	8,558	9,386
Other Single & Multi-Jurisdictional PSAPs																									
a	Barnes/Valley City	299,742	-	-	757	-	-	56,418	192,696	-	-	17,792	16,651	1,850	-	10,350	-	1,663	-	-	440	-	-	1,125	
b	Bismarck/Burleigh	1,749,731	-	28,100	-	-	-	983,779	-	187,924	-	143,438	61,861	4,421	63,265	12,960	14,974	107,631	-	16,238	604	124,537	-	-	
c	Bottineau/Renville	280,227	-	116	63,968	-	-	18,017	97,686	-	-	27,213	10,327	14,016	552	204	6,480	3,220	34,000	1,920	2,509	-	-	-	
d	Cavalier County	7,927	-	-	-	300	-	-	-	-	-	7,627	-	-	-	-	-	-	-	-	-	-	-	-	
e	Grand Forks Authority	4,171,967	61,643	41,985	-	19,145	166,895	497	12,938	630,285	79,986	446,723	95,602	-	49,440	2,600	6,291	8,580	5,329	6,619	17,496	14,269	1,889	2,271,608	232,146
f	Lake Region 6-Co.	511,311	4,833	-	9,041	-	-	62,112	274,451	-	-	61,867	12,621	68,306	-	-	-	4,562	1,725	-	1,435	-	-	3,520	6,840
g	McKenzie	199,044	1,400	12,382	34	148	-	-	153,000	-	-	9,735	448	4,642	6	-	-	-	12,125	3,665	1,459	-	-	-	
h	McLean	154,927	-	8,166	-	5,538	-	12,055	89,010	-	-	14,012	25,165	-	-	-	-	982	-	-	-	-	-	-	
i	Mercer/Oliver	137,416	14,521	-	4,888	-	1,472	45,282	5,280	-	-	17,374	3,200	15,510	-	2,010	-	1,222	-	8,792	600	365	-	16,900	
j	Morton/Mandan	751,881	126	2,655	16,843	18,822	21,900	5,700	604,967	-	-	55,694	1,940	-	3,186	-	-	3,235	-	-	5,501	-	-	800	
k	Mountain	113,692	-	20,203	15,630	897	-	22,008	-	-	-	13,811	4,840	8,716	-	-	-	-	4,987	21,674	318	-	-	606	
l	Pembina	394,533	22,384	2,060	1,640	6,179	5,574	68,185	237,901	-	-	14,786	5,951	17,814	-	3,183	-	276	1,350	-	3,437	-	-	3,813	
m	Pierce	50,400	-	-	-	19,949	-	4,790	-	-	-	5,949	-	-	-	-	-	-	-	4,549	163	-	-	-	
n	Red River Regional	2,466,873	50,000	-	-	23,267	-	-	-	-	-	291,753	-	36,997	-	-	2,016,091	-	-	-	-	-	-	48,766	
o	Richland	702,134	-	10,459	-	18,480	6,359	9,596	56,541	487,861	-	25,900	17,981	-	1,245	4,680	4,727	2,152	-	10,816	95	-	-	4,838	
p	Sioux	26,518	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26,518	-	-	-	-	-	-	-	
q	Stark/Dunn	333,275	44,527	-	10,036	-	-	59,222	92,400	-	-	45,956	19,313	-	6,722	960	33,743	-	9,032	4,827	5,406	461	670	-	
r	Steele/Traill	256,719	6,191	-	-	2,176	-	9,096	175,203	23,144	-	18,354	9,590	11,206	-	-	-	389	-	276	1,095	-	-	-	
s	Stutsman	430,081	-	-	3,832	120	5,012	13,438	10,000	-	-	23,227	15,487	5,165	3,304	5,360	-	2,160	12,100	1,398	9,749	401	1,324	901	
t	Walsh	465,403	-	-	-	10,589	-	-	275,333	8,460	-	19,269	-	16,516	-	-	-	-	3,730	-	1,177	405	-	129,925	
u	Ward	1,098,094	-	57,047	92	31,680	52,608	10,805	550,745	-	65,902	99,528	5,469	8,820	-	38,612	-	2,833	157,230	4,394	4,191	-	7,784	353	
v	Williams/Wilston	228,851	-	814	510	-	4,129	1,180	9,233	-	-	42,096	6,226	-	4,860	487	145,282	-	3,807	2,103	201	-	7,922	-	
Other PSAPs Total		14,830,748	205,626	155,887	130,649	136,222	255,659	84,492	456,701	5,167,700	111,590	700,550	1,050,983	217,071	303,822	21,230	131,968	2,254,333	45,572	366,997	71,095	79,005	4,219	2,417,365	447,013
Grand Total		15,733,360	209,153	158,805	133,934	148,113	268,156	95,696	619,317	5,167,700	111,590	700,550	1,161,604	232,533	345,102	93,488	167,395	2,562,353	69,178	408,141	92,436	86,544	4,251	2,425,923	456,399

APPENDIX D

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Authorized staff in each position: Full-Time/Part-Time							Staffing
	Call Taker/ Dispatcher	Shift Supervisor	GIS/Tech Support	Radio Support	Training	Public Educ.	Admin./Other	Current Vacancies
Barnes County/Valley City E911	6	2						1
Bismarck/Burleigh Combined Comm. Ce	20	3					2	1
Grand Forks PSAP	11	3			1		2	1
Lake Region 911 (6 County)	4/1	4					2	1
Mandan/Morton County Communication	10	2					0/1	
Mckenzie County E911	10		0/1				1	2
McLean County E911	11/1	1	1	1	1		3	
Mercer-Oliver E911	10						1	
Minot (Ward Co.) Central Dispatch	11/1	2					1	1
Mountrail County E911	9							2
North Cntrl 4 County Cavalier Dispatch	4/1						1/1	
Pierce Dispatch	4/3							
Bottineau/Renville Dispatch	3/3		0/1			0/1	0/1	
North Dakota State Radio (22 Counties)	28/2	4/2	3/11		2	2/2	3	4
Pembina County E911	4						2/1	
Red River Regional Dispatch Center	26	6	2	1			2	
Richland County Communications	7	2	1				1	
Stark/Dunn E911	10/1						1	2
Stutsman County Communications	3/6	3/1					1	
Trail/Steele County E911	4/1	0/1	1			2	1	
Walsh County Communications	7					0/2		
Williams/Williston Communications	9	1						2
Cummulative Total	210/20	33/3	8/13	2	4	4/5	24/4	17

* Trail/Steele data estimated based on previous Survey

PSAP	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	
Barnes County/Valley City E911	2	1	1	1	2			1
Bismarck/Burleigh Combined Comm. Ce	5	1	3		6			4
Grand Forks PSAP	4	1	3		4		2	4
Lake Region 911 (6 County)	1	1	1	1	3			
Mandan/Morton County Communication	3	1	2		3			
Mckenzie County E911	3		2		2			
McLean County E911	2		2		2		1	2
Mercer-Oliver E911	2		1		1	1		
Minot (Ward Co.) Central Dispatch	3	1	2		5			
Mountrail County E911	2		2		3			
North Cntrl 4 County Cavalier Dispatch	1	1	1		2			
Pierce Dispatch	1		1		2			
Bottineau/Renville Dispatch	1		1		2	2		
North Dakota State Radio (22 Counties)	5	2	5	2	8	4		1
Pembina County E911	2		1		2			
Red River Regional Dispatch Center	8	1	3	1	8			
Richland County Communications	2		2		3			1
Stark/Dunn E911	2		2		3			2
Stutsman County Communications	1	1	1		3			1
Trail/Steele County E911	2		1		2		1	
Walsh County Communications	2		1		2			1
Williams/Williston Communications	2	1	1	1	2		1	1
Cummulative Total	56	12	39	6	70	8	4	18

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Agencies Dispatched					Operational Statistics				Officer (Radio) Initiated Emergency	Emerg. Medical Incidents		
	Sheriff/PD	Fire	Quick Response Units	Ambulance (BLS/ALS)	Tribal/ Other	Total 911 Calls Received	Wireless 911 Calls Received	Percent Wireless	Admin/Non- Emerg. Calls Received		Police Calls Dispatched	Fire Events Dispatched	Dispatched
Barnes County/Valley City E911	2	10	7	1		3,582	2,872	80%	54750	N/A	9,782	101	685
Bismarck/Burleigh Combined Comm. Center	5	6	1	6		24,244	15,411	64%	82267	70,513	28,307	7,748	4,488
Grand Forks PSAP	5	16		3		24,595	18,926	77%	128225	52,506	57,253	4,210	6,010
Lake Region 911 (6 County)	11	28	3	16	1	9,131	6,278	69%	7809	169	22,324	777	2,081
Mandan/Morton County Communications	2	7		6		11,317	9,313	82%	43899	N/A	21,000	650	1,600
McKenzie County E911	2	5	1	1		4,350	N/A	N/A	27000	N/A	6,238	388	321
McLean County E911	1	10		7		1,671	N/A	N/A	2822	N/A	4,874	91	N/A
Mercer-Oliver E911	4	8	0	2		2,652	N/A	N/A	56160	N/A	N/A	N/A	N/A
Minot (Ward Co.) Central Dispatch	5	17	2	9	2	17,908	13,642	76%	139531	706	40,215	962	2,426
Mountrail County E911	3	10		8		5,933	4,557	77%	N/A	N/A	N/A	N/A	N/A
North Cntrl 4 County Cavalier Dispatch	1	12	1	3	1	782	225	29%	10724	N/A	145	9	128
Pierce Dispatch	2	1		1		450	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bottineau/Renville Dispatch	5	15	1	12		2,621	1,891	72%	N/A	N/A	N/A	N/A	N/A
North Dakota State Radio (22 Counties)	39	42	19	47	9	29,324	17,008	58%	67525	133,547	133,547	2,119	6,253
Pembina County E911	3	10	4	4	7	1,371	548	40%	N/A	N/A	N/A	78	552
Red River Regional Dispatch Center	9	31	14	6		60,489	44,675	74%	258496	N/A	151,250	9,475	13,898
Richland County Communications	4	15	7	5		5,059	3,488	69%	20000	2,633	11,962	608	984
Stark/Dunn E911	7	9	0	5		16,107	13,699	85%	N/A	N/A	N/A	N/A	N/A
Stutsman County Communications	2	14	4	4		5,457	3,976	73%	71361	N/A	23,190	306	1,690
Trail/Steele County E911 *	4	11	7	7		1,700	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Walsh County Communications	2	17	9	6	2	4,247	3,333	78%	N/A	1,822	9,332	310	1,344
Williams/Williston Communications	3	8	2	4	3	12,077	9,631	80%	N/A	N/A	5,773	101	904
Cummulative Total	121	302	82	163	25	245,067	169,473	72%	970,569	261,896	525,192	27,933	43,364
Actual Number of Agencies	115	374	83	136									

* Trail/Steele data estimated based on previous Survey

PSAP	Tasks that are performed in the communications center.							
	Standard Dispatch Functions	Answering - Other (i.e. after hours)	Dispatch City/Co. Services	Surveillance Monitoring	Alarm Board Monitoring	Cable Interrupt	Jail Door Control	Other (please specify)
Barnes County/Valley City E911		X		X				
Bismarck/Burleigh Combined Comm. Center		X	X	X	X			Emerg.Notification
Grand Forks PSAP	Every PSAP Indicated that they are responsible for:	X	X	X				
Lake Region 911 (6 County)		X	X	X			X	
Mandan/Morton County Communications		X	X	X	X		X	
McKenzie County E911				X			X	
McLean County E911		X		X	X		X	
Mercer-Oliver E911		X	X	X	X		X	
Minot (Ward Co.) Central Dispatch		X	X	X	X	X	X	RMS Data Entry
Mountrail County E911	911 Calls	X	X		X		X	
North Cntrl 4 County Cavalier Dispatch	LE Dispatch	X	X	X	X	X	X	
Pierce Dispatch	Fire Dispatch	X	X			X		
Bottineau/Renville Dispatch	EMS Dispatch	X	X		X		X	
North Dakota State Radio (22 Counties)	NCIC/NLETS	X	X	X				
Pembina County E911	Admin. Calls	X	X	X	X		X	Jail Control only weekends
Red River Regional Dispatch Center	Warrant Confirm	X				X		
Richland County Communications	Siren Activation	X	X	X	X	X	X	Emerg.Notification
Stark/Dunn E911			X	X	X			
Stutsman County Communications		X	X	X	X	X		Emerg.Notification
Trail/Steele County E911		X	X	X			X	
Walsh County Communications		X	X	X	X	X	X	
Williams/Williston Communications		X	X	X	X	X		

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Dedicated 911 Trunks ^a			Local Telephone Service Provider (ILEC)	Landline ALI Database Provider ^d
	Bismarck CenturyLink 911 Tandem	Fargo CenturyLink 911 Tandem	Direct Local Trunks		
Barnes County/Valley City E911		2		Century Link	Intrado
Bismarck/Burleigh Combined Comm. Center	5			CenturyLink	Intrado
Grand Forks PSAP		3		Century Link	Intrado
Lake Region 911 (6 County)		2	3	North Dakota Telephone	Seatel
Mandan/Morton Co. Communications	3			Century Link	Intrado
Mckenzie County E911	2			Reservation Telephone	Intrado
McLean County E911	2			West River Telecom.	Seatel
Mercer/Oliver County E911	2			West River Telecom.	Seatel
Minot (Ward Co.) Central Dispatch	2		4	Souris River Telecom.	SRT
Mountrail County E911	2		6	Midstate Telephone	Intrado
North Central 4-County Cavalier Dispatch	2	2		United Telephone	United Telephone
Pierce Dispatch			2	North Dakota Tele.	United Telephone
Bottineau/Renville Dispatch			2	United Telephone/SRT	Intrado
North Dakota State Radio (22 Counties)	5 ^b	5 ^b		Century Link	Intrado/Bullberry
Pembina County E911		2		Polar Communications	Intrado
Red River Regional Dispatch Center		5 ^{b,c}		CenturyLink	Intrado
Richland County Communications		2		Century Link	Intrado
Stark/Dunn County E911	3			Century Link	Intrado
Stutsman County Communications		3		Century Link	Intrado
Trail/Steele County E911		2		Century Link	Seatel
Walsh County Communications		3		Century Link	Intrado
Williams Co./Williston Communications	3			Nemont Telephone	Intrado
Total	31	31	17		

a. All PSAPs also have two dedicated data links to Intrado for requesting/receiving location information

b. Individual trunks are designated for landline and wireless calls - trunks in other PSAPs serve both

c. RRRD Center has an additional 5 trunks serving Clay County Minnesota not included in this table

d. All wireless location information is provided through Intrado

PSAP	Manufacturer/Model			Install Year/Estimated End-of-Life		
	ANI/ALI Controller	Mapping	PBX	ANI/ALI Controller	Mapping	PBX
Barnes County/Valley City E911	Positron	Bullberry		NA/NA	2003/NA	
Bismarck/Burleigh Combined Comm. Center	Cassidian, Vesta Pallas	GTG, GeoBlade Viewer	Cassidian, Pallas/Nortel	2009/NA	2012/NA	2009/NA
Grand Forks PSAP	Positron VIPER	AccuGlobe	Integra	2011/2021	2003/NA	2009/2019
Lake Region 911 (6 County)	Zetron	SEATOL	Zetron	2005/NA	1997/NA	2005/NA
Mandan/Morton Co. Communications	Zetron	Bullberry	Siemens	2009/NA	2005/NA	2011/NA
Mckenzie County E911	Zetron	Bullberry Insight		2011/NA	2009/NA	
McLean County E911	Zetron			NA/NA		
Mercer/Oliver County E911	Zetron	SEATOL		2010/2020	1995/2020	
Minot (Ward Co.) Central Dispatch	Cassidian Sentinel	BullBerry	Nortel	2008/2018	2007/NA	2008/NA
Mountrail County E911	Zetron	Bullberry		2002/NA	2002/NA	
North Central 4-County Cavalier Dispatch	Cassidian ESC1000	Bullberry/Insight		2007/NA	2009/NA	NA/NA
Pierce Dispatch						
Bottineau/Renville Dispatch						
North Dakota State Radio (22 Counties)	Zetron 3200	Bullberry/Insight	Nortel/ITD	2003/2013	2005/2013	NA/2012
Pembina County E911	Zetron	Bullberry	Avaya	2004/2019	2011/NA	2007/2020
Red River Regional Dispatch Center	Positron VIPER	New World Systems	Harris	2012/2027	2011/2026	1989/2012
Richland County Communications	Cassidian Rescue Star	Bullberry	Rescue Star	1999/2016	2007/NA	1999/NA
Stark/Dunn County E911	Zetron	Bullberry	Comdial	1999/NA	1999/NA	2003/NA
Stutsman County Communications	Zetron 3200	Bullberry	Mitel SX-200 ICP	1999/2012	2005/NA	2008/NA
Trail/Steele County E911	Zetron 3200	SEATOL				
Walsh County Communications	Positron	Bullberry	Avaya	2004/2010	2008/NA	2008/2015
Williams Co./Williston Communications	Positron	Bullberry		2002/Any Yr	2006/NA	

NOTES REGARDING PLANS FOR FUND BALANCES

State Radio Dispatched Counties

1. Adams County budgeted money to purchase updated warning sirens for the cities of Hettinger, Haynes, Bucyrus, and Reeder.
3. The Bowman-Slope 9-1-1 System is exploring Emergency Notification with other 22 SR counties. We are looking at E-Dispatch as a backup to pagers. We are planning to put up a tower for LGR. We will have to do programming of pagers once SR knows how they will page. \$6650 is from Slope County.
4. Burke – General operations and signing locations
5. Dickey – Ongoing maintenance. Radio reprogramming
7. Emmons – Balance funds will be used to purchase new signs and to also Repair and Replace signs that are damaged, and to purchase new computer.
11. Griggs – Operations, network costs, signage
12. Hettinger – Street Sign replacement
13. Kidder – Trunk line charges of \$2,700.00 are reimbursed from McIntosh, Logan & Emmons Counties.
14. LaMoure - Repairs on the county repeater tower and county outdoor warning sirens are needed as well as maintaining sufficient funds for narrowbanding and Next Gen 911. We started an emergency notification system service - global connect with expenses here.
15. Logan - Radio repeater upgrade funded in part by grant
17. McIntosh – The current funds balance is going to be kept in the fund to help with costs of system and also for replacement of signs and equipment. Fees for permits
18. Ransom – General maintenance and help with narrow banding; possibility of a new tower
19. Sargent – Funds to provide routine operations of program.
21. Slope County pays State Radio dispatch and network costs. The rest is submitted to the combined Bowman-Slope 9-1-1 System. The Bowman-Slope 9-1-1 System is exploring Emergency Notification with other 22 SR counties. We are looking at E-Dispatch as a backup to pagers. We are planning to put up a tower for LGR. We will have to do programming of pagers once SR knows how they will page. Other funds were paid into the Bowman-Slope 9-1-1 System to run the program.
22. Wells – Requested road signs in rural Wells County - awaiting commissioner approval. All telephone trunking charges, database updates, and State Radio dispatch costs are lumped together under local phone database updates. Our auditor does not break them down.

Other Single & Multi-Jurisdictional PSAPs

- a. Barnes/Valley City – Upgrades to the 911 computer system, Engineering services for a generator.
- b. Bismarck/Burleigh – NG 9-1-1 facilities and services. Replacement of existing computer aided dispatch platform in 5-7 years (related RMS, Mobile, & AVL replacement as necessary). Radio communications system upgrades/replacement. Of total expenditures, \$786,864.63 of dedicated E9-1-1 tax revenue was used to offset operational expenses of \$1,578,192.99. The difference in dedicated E9-1-1 tax revenue and expenses is picked up by general funds and minor revenue amounts in alarm monitoring and recording production.
- c. Bottineau/Renville
Bottineau - Provide for system maintenance and future NextGen 911 development. 911 share (50%) of local CD Radio Tower replacement
Renville County has joint E911 operations center with Bottineau County. A signed contract states that all equipment & repairs are shared 25%-75% cost for Bottineau. No equipment or repairs done in 2011.
- d. Cavalier County - Reserves are for implementation of NG 9-1-1 along with radio equipment for the PSAP, Signage, Travel Expense for 911 Coordinator
- e. Grand Forks Authority – E911 funds were used in 2011 and will be used through 2018 for a new PSAP building and contents, including a Viper phone system, UPS, radio infrastructure, and monopole. Future enhancements will include updated county-wide paging system, recorder update, and IP based radio console migration.
- f. Lake Region 6-Co. – Upgrade towers/repeaters to be compliant with narrow banding mandate is planned for July-August of 2012.
- h. McLean – Equipment updates scheduled for 2012 and also salary increases which should bring the carryover down considerably. Our main radio tower is also being replaced in 2012 which will have some associated equipment costs. The staffing expenses do not include workers comp. insurance. There is no charge for utilities, building insurance, equipment or insurance which are paid by the county general fund. There is no charge for phone number updating or GIS updating that are done by the tax director's office.
- i. Mercer/Oliver – Current fund balance will be used to continue to keep up our 911 system, to include 911 signage of the county roads/highways & reverse 911 System charges
- j. Morton/Mandan – Plans for current fund balance are for NG911 and future expansion/relocation of the center, EMD Cards
- k. Mountrail – Building funds for Next Generation 911 equipment replacement
- l. Pembina – Reserve Funds are being held for implementing Next Generation 9-1-1 IP based network and equipment, and possibly a CAD system. Additionally, after the narrowband upgrade, we may find some gaps in the existing infrastructure and radio transmissions. I am allowing for unknown costs to remedy problems, whether it means more equipment, antennas, etc. Other considerations are regional interoperable radio communications with adjacent counties, and general PSAP equipment upgrades and maintenance.

m. Pierce – Purchase new software for 9-1-1

n. Red River Regional Dispatch

Cass – Misc. revenue includes \$60,000 from general fund Dispatch Contract with RRRD \$48,765.60 is payment to Fargo & West Fargo, to reimburse wireless revenue paid to Cass by mistake

West Fargo – PSAP Contract is for dispatch at RRRD

o. Richland – \$277,000 transferred from General fund to 911 fund to cover PSAP costs.

p. Sioux County - Share to upgrade equipment for dispatch center in Mobridge, signage

q. Stark/Dunn

Stark – Future fund balance will be used for normal operating budget along with the implementation of Next Generation 9-1-1.

Dunn – Maintain 911 repeater and tower and add an additional 911 repeater. Our PSAP is with Stark County so the PSAP expenses are to Stark County

s. Stutsman – Much of the fund balance will be used in 2012 to purchase Next Generation capable 9-1-1 answering equipment, purchase an additional dispatch console, upgrade radio consoles, and replace other associated equipment (ex. call logger).

r. Traill/Steele – \$75,000.00 was transferred from the Wireless account revenue to the Landline account so that the Landline account was not overdrawn.

t. Walsh – CAD System

u. Ward – Remaining funds are being used to fully fund the PSAP and provide property tax relief to residents of Ward County until surplus is expended. A portion of this balance has also been set aside as a depreciation fund in preparation for NG911 and other necessary upgrades.

v. Williams/Williston – Change 911 Signage to new reflectivity standards, communication center upgrade to handle large increase in 911 traffic, E911 equipment upgrades, mapping system upgrades, PSAP Contract City of Williston

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

57-40.6-10. Standards and guidelines.

4. A public safety answering point must:

b. ~~No later than July 1, 2013, be~~ Be 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 communications of the public safety answering point.

[No actual change is recommended for guideline 4.b, however, as it is proposed to allow this one to become effective, the date could be removed by the drafters.]

o. No later than July 1, ~~2013,~~ 2015, have a written policy, appropriate agreements, and the capability to directly answer emergency calls and dispatch responders from a separate, independent location other than the main public safety answering point or another public safety answering point meeting the requirements of this section, within sixty minutes of an event that renders the main public safety answering point inoperative. This alternative location must have independent access to the public safety answering point's land line database. The capability of transferring emergency calls to this alternative location must be tested and documented annually.

r. After July 1, ~~2013,~~ 2015, maintain current, up-to-date mapping of its service area and have the ability to use longitude and latitude to direct responders.

[It is proposed that guidelines 4.o. and 4.r. be delayed by two years, as compliance will be difficult, if not impossible, prior to the implementation of a NG9-1-1 network and the completion of the statewide base map project.]

①

Emergency Services Communication in North Dakota

**A Biennial Status Report
2012**

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

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

Table of Contents

	Page
Purpose	1
Background	1
Methodology	3
Status	
Financial	4
Operational	7
Issues & Recommendations	
1. Operating Standards	10
2. ESCS Fees	10
3. Next Generation 9-1-1	10
Appendices	
A. Authorizing Statute and Committee Composition	15
B. Public Safety Answering Points in North Dakota	17
C. ESCS Fiscal Survey Results	19
D. ESCS Operational Survey Results	21
E. ESCS Survey Comments	25
F. Proposed Amendments – Standards & Guidelines	29

Purpose

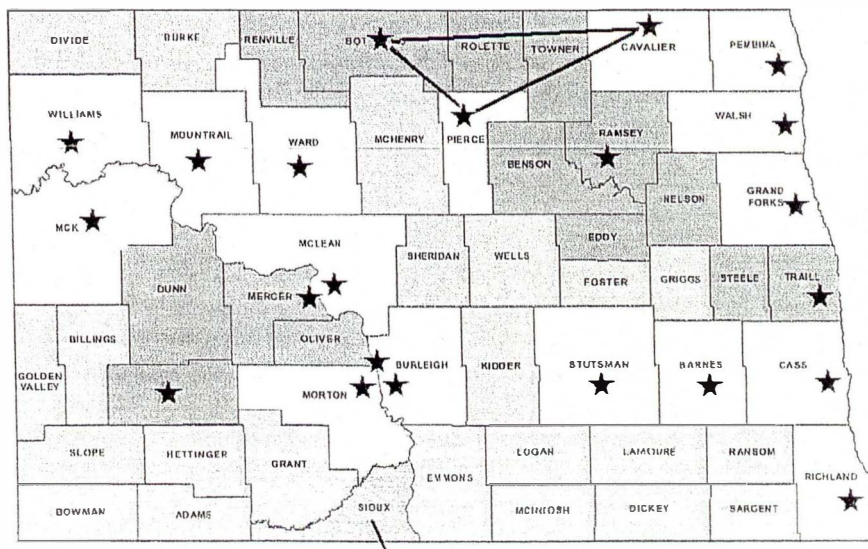
North Dakota Century Code (57-40.6-12) establishes an “emergency services communications coordinating committee” (ESC3) and creates a reporting requirement of the compiled “income, expenditures, and status” information from the individual jurisdictions of the State which levy an emergency services communication systems (ESCS) fee. Appendix A contains the statute and composition of the committee. This report constitutes the committee’s 2012 report, and has been prepared for submittal as requested by the Legislative Council to the interim Transportation 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 support. Activities of the committee are carried out by the voluntary dedication of the committee members’ time and the staff time provided by telecommunications companies and employees of State and local agencies with an interest in emergency communications.

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 over 710 law enforcement, fire, and emergency medical responding agencies through 22 public safety answering points (PSAPs) in North Dakota and one in South Dakota. While from one perspective this network can be viewed as 23 separate systems, it is in reality a single system with 23 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 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. The integration of these policies, procedures, and technologies has been partially funded through an ESCS fee levied on telecommunication service in the State. The State's 53 counties and 2 cities have imposed such fees.

It is significant to note that a joint need to replace equipment has allowed the counties of Bottineau, Cavalier, Pierce, and Renville to consolidate what is termed "Customer Premise Equipment" or CPE. This CPE, housed in Langdon, serves three separate dispatch locations, but is technologically one PSAP. In addition to providing these counties a significant cost savings, it permits very simple switching of the call-answering function among the locations – allowing each site to provide immediate back-up to the others. This is the type of interconnection, shared equipment, and redundancy that will ultimately become statewide with the implementation of Next Generation 9-1-1 discussed later in this report.

While this 4-county collaboration is the most recent, it is obvious with 55 governing bodies imposing fees but only 22 PSAPs in North Dakota, there is considerable sharing of services across the State. Notably, 22 of the counties are served by the PSAP operated by State Radio, six are jointly dispatched by the Lake Region Law Enforcement Center, and three other two-unit 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 of Primary PSAP's
North Dakota	22
South Dakota	45
Idaho	49
Wyoming	55
Montana	60
Minnesota	115
Iowa	125
Kansas	160

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 serves 4,000 more people per PSAP than the regional average.

Consolidation of PSAPs is often cited as a means to reduce the costs of our emergency services communications system, and this topic is explored in the Next Generation 9-1-1 section of this report, as future technology changes will allow significant savings through greater sharing of equipment and network resources without the loss of a local presence.

North Dakota law (NDCC 57-40.6) has, 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. The 2011 Legislature expanded this authority to all PSAP’s contingent (as will 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. Two cities have used their home rule authority for this purpose.

Of the governing bodies that have imposed a fee through the statutory provisions or their own home rule powers, all but five were levying one dollar on January 1, 2011. The citizens of Bowman, Griggs, Ransom and Slope counties have raised their fees to \$1.50 and in Sargent County the fee is \$1.30.

It is very important to note, as this report will show, Emergency Services Communications is much broader than simply E-911. While dialing 911 most often initiates the emergency response, the day-by-day, hour-by-hour communications between dispatchers and responders, the ongoing contact during an emergency, the location information, pre-arrival medical instructions, mapping software, faxes, and numerous other components make it possible for local emergency services to arrive and deliver effective services in the shortest time possible. This will become increasingly complex as our statewide system migrates to “Next Generation 911”.

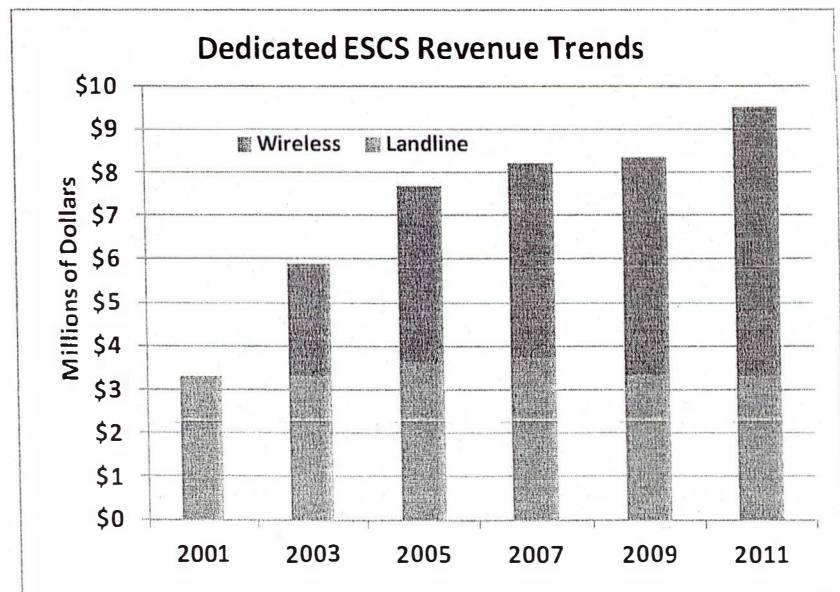
Methodology

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 a financial survey. Additionally, each PSAP was asked to complete an operational survey. Statewide data, collected for the development of the North Dakota NG911 Master Plan, and the recent federal Office of Emergency Communications update of that plan has also been incorporated.

The first survey focused on the revenues and expenditures of the 55 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 2011 revenue and expenditure data was requested from all jurisdictions. The actual results from the entities are attached to this report as Appendix C (fiscal) and Appendix D (operational). The comments that were attached to the fiscal data (Appendix E) 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 2011 ESCS costs; as well as notes regarding unusual expenditures made in 2011 or anticipated for the future.

Status - Financial

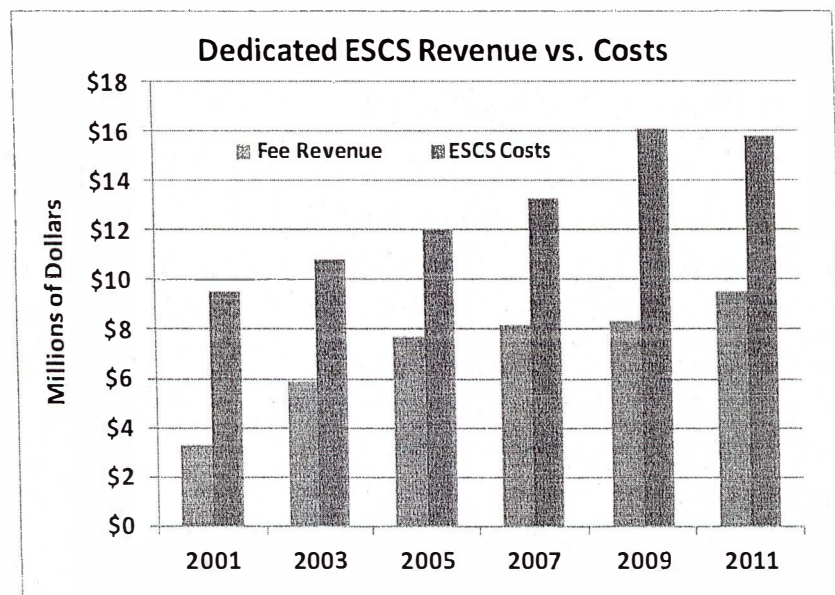
The overall financial data indicates several significant changes and the continuation of several trends. The first-ever statewide decline in landline revenue reported four years ago has accelerated, even with the addition of revenue from at least 16 Voice over Internet Protocol (VoIP) providers. Since 2007, the “landline/VoIP” revenue has dropped by \$460,000/year statewide and now represents only 35% of the total. Wireless service (including an increasing number of “pre-paid” carriers) has grown by almost \$1.75 million in that same 4-year period, representing 65% of the total.



While the overall growth in fee revenue was approximately 7% per year, the distribution of that growth was not even. Not surprisingly, the growth in fees remitted to oil producing counties grew ahead of the balance of the state.

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 and this continued through the CY09 survey and the CY2011 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 dropped slightly from two years ago for two reasons. 2009 reports contained significant equipment purchase costs not seen in 2011, and the statewide network contract for wireless 9-1-1 was renegotiated at a significantly lower rate in 2010. 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
2011 Landline Revenue	\$423,588	\$2,873,881
2011 Wireless Revenue	\$548,251	\$5,660,759
Other Funds/Previous Reserves	\$70,646	\$6,496,545
2011 ESCS Expenditures	\$902,612	\$14,830,748

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

Many of the jurisdictions also included notes (Appendix E) regarding significant investments made or anticipated. As an example, a number of counties indicated that they had incurred considerable costs to comply with the federal requirement of “narrow-banding” their emergency radio systems; while others reserved funds for this purpose in 2012.

Several of the State Radio dispatched counties spoke of holding funds in reserve for the possibility of a joint purchase of an emergency notification system, often termed “reverse 9-1-1”.

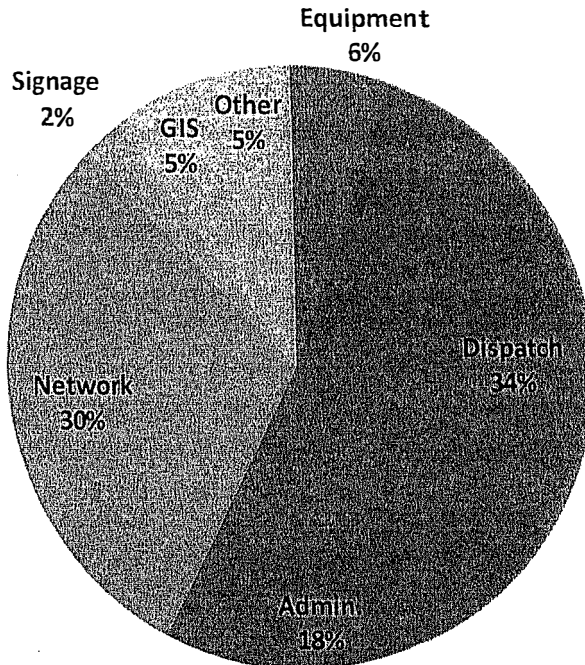
The ESC3 concludes that the data documents the prudent planning for strategic expenditures that was envisioned by the Legislature when this special revenue source was created.

The compiled CY2011 expenditures are illustrated below in the two pie charts. To facilitate comparison between the two types of jurisdictions, the category “Dispatch” includes direct salaries and benefits paid to staff as well as payments made to other jurisdictions for contract dispatch. The “Equipment” category includes both the purchase of towers, dispatch consoles, computers, base stations, etc. as well as the ongoing maintenance of this equipment.

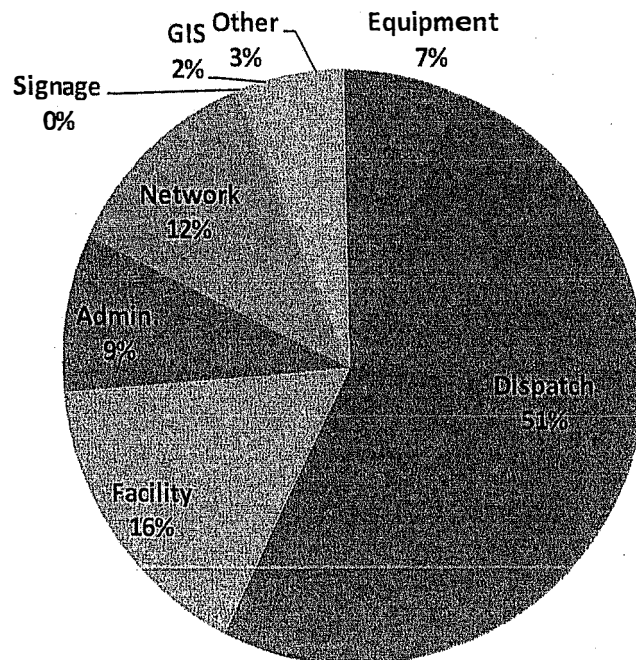
The “Network Costs” category includes payments for voice and data trunks to local phone companies as well as the portion of the wireless project fees that are paid for selective routing of wireless calls.

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.

It is significant to realize that in a single year the public safety answering points of North Dakota manage 244,000 emergency calls, (a 22% increase over 2009) – more than two-thirds of which are now coming from cellular phones. This indicates a continuation of the shift from landline to wireless calls in the last decade.

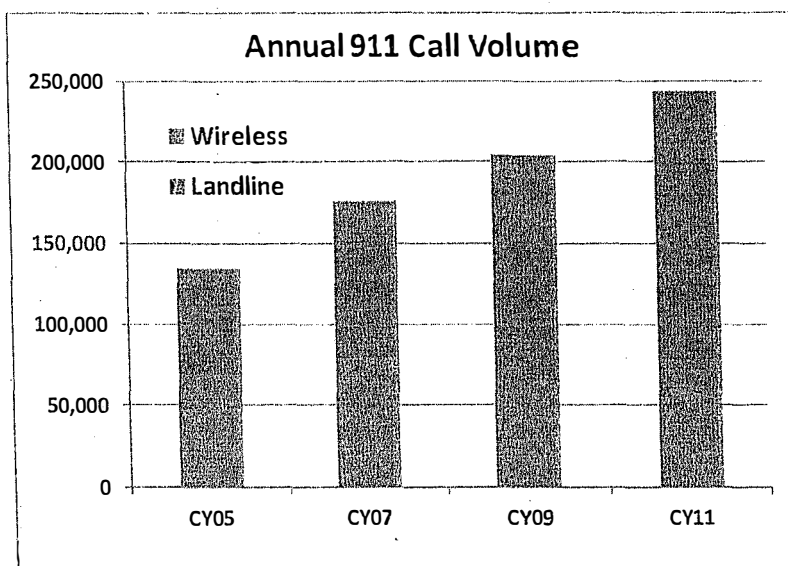
	Statewide Total	Largest PSAP	Smallest PSAP
Dedicated 911 Trunks	62	10	2
Administrative Phone Lines	153	10	3
911 Calls per Month	20,417	5,041	65
Admin. Calls per Month	80,881	21,541	894
Total of all Calls per Month	101,297	26,582	959
Total 911 Calls per Year	245,000	60,489	782
Wireless as % of 911 Calls	72%	74%	29%
Active Dispatch Stations	79	8	2
Dispatchers – Full-Time	257	26	4
Dispatchers – Part-Time	23	0	1
LE Agencies Dispatched	115	9	1
Ambulances Dispatched	136	6	3
Quick Response EMS Units	83	14	1
Fire Agencies Dispatched	<u>374</u>	<u>31</u>	<u>12</u>
Total Agencies Dispatched	708	60	17

For individual jurisdiction data see Appendix D

The busiest PSAP averages a 911 call every 8 minutes – 24 hours a day, 7 days a week, 52 weeks a year. Statewide, these 22 locations handle an additional 80,000 administrative calls per month, or a combined total of over 1.3 million calls per year.

The rapid and sustained growth in 9-1-1 calls (13% per year) is rather startling when contrasted with an almost static number of dispatchers statewide. As indicated by the chart, this growth is virtually all due to wireless calls – in fact landline call volume has been stable to decreasing while total calls have been increasing.

While certainly there is a significant 911-call growth with the oil industry impact, “multiple calls” for the same emergency that become common with the proliferation of cellular phones is also a factor. Each of these “multiple calls” however must be treated as a separate emergency until determined otherwise, and PSAP staffing has increased in some locations due to call volume growth.



208 full-time and 20 part-time staff persons are now employed by the State's PSAPS to handle this call volume on the front line as call-takers and dispatchers. Of these, from 37 to 52 are on duty at any given time. Additionally, these front-line individuals are supported by 60 full-time and 24 part-time dispatch supervisors, computer/radio technicians, GIS specialists, trainers, and administrative staff, many of which serve as dispatchers as the need arises. At the time of the survey, the 22 PSAPs had a collective vacancy rate of 5%.

These PSAPs coordinate and manage the activities of over 700 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 27 responding agencies, and sometimes several of them are being dispatched simultaneously.

Statewide, on an annual basis, over 596,000 emergency response services of all types (fire, EMS, law enforcement) are dispatched by the 22 North Dakota public safety answering points. 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 making up Appendix D.

Issue 1 – Operating Standards

As indicated in Appendix A, NDCC 57-40.6-12 requires that the ESC3 “*recommend to the legislative council changes to the operating standards for emergency services communications, including training or certification standards for dispatchers.*”

The statutory standards were enacted as state law in 2001 with the repeal of the Governor’s Committee that had been tasked with maintaining them. Until 2011, they remained largely unchanged. The ESC3 completed, prior to the 2011 Legislative Session, a rather extensive review and series of public hearings on proposed changes to the “standards” as currently spelled out in NDCC 57-40.6-10.

The ESC3 examined operating standards recently enacted in other States as either law or rule, and developed an extensive draft proposal to restructure and expand North Dakota’s standards. The draft was distributed to state and local officials and telecommunication company representatives for comment. A written comment period was allowed and a public hearing was held, resulting in a second draft. This process was repeated and following the second public hearing, a final draft was prepared and circulated to all interested parties.

The ESC3 adopted the third draft for formal recommendation to the interim committees charged with studying this topic. This document was ultimately introduced as HB1 045 and enacted into law, largely as proposed.

In the summer of 2012, the ESC3 reviewed the adopted standards, particularly the Legislative changes to the recommendations and the three standards that were given delayed effective dates. The standards were also reviewed in light of the recently completed national assessment tool for emergency communication systems.

Only minor changes, delaying two of the three effective dates by two years, were proposed as possible amendments. As before, notice of these proposed amendments was distributed to the 911 jurisdictions and interested parties and a public hearing was held. Following that, the ESC3 took formal action noted below.

RECOMMENDATION: The ESC3 urges the Transportation Committee to review and consider recommending the standard changes in Appendix F to the 63rd Legislative Assembly.

Issue 2 – ESCS Fees

As discussed in the financial analysis above, the current \$1 per device fee on telecommunication service (and higher fees in 5 counties), generated about \$9.5 million of the \$15.7 million necessary (in FY2011) to operate our State’s Emergency Services

1

Communications System. This fee mechanism is used at some level in every state in the country except California – and is reported to be largely insufficient to support all of the costs of emergency communications in the other states as well. North Dakota however is one of a relatively few States that have not experienced the wholesale diversion of the fee revenue to unrelated governmental costs – this is more common in “central-collection states” where Legislatures have found it necessary to fund other priorities.

The Legislature, in 2009, allowed a fee increase (up to \$1.50), where approved by a citizen vote “*within an intrastate multicounty public safety answering point*”, with a “sunset” of this legislation in two years. The 2011 Legislature reexamined the issue, and removed the sunset and permitting the citizens of every county or city jurisdiction to set their fee at an amount up to \$1.50 per device. At that time, the statute was also changed to eliminate the requirement that a jurisdiction vote on the issue every 12 years. This provision was replaced with a mechanism for the voters to petition to place a question regarding the reduction or removal of the fee on the ballot by petition.

As noted above, the voters of five 9-1-1 jurisdictions have approved a rate higher than \$1. Discussion among other jurisdictions about seeking voter approval of an increase has become more common.

There is much discussion and debate nationwide about the appropriateness of this fee mechanism and different proposals have emerged but have not been implemented as a replacement for the “per device per month fee” – and only rarely as an augmentation.

At the State level, several other issues have been raised about the current fee.

The first issue is the avoidance of the fee by several large prepaid wireless providers. As fees collected by local jurisdictions from prepaid providers continue to grow, it appears that this problem is confined to a single company. The sampling of several counties suggests that fees associated with prepaid service are collected from Jitterbug/GreatCall, Boost Mobile, Virgin Mobile, Sienna, as well as quite possibly Alltel and Verizon Prepaid. Anecdotal data suggests that prepaid service is about 3% of our State’s wireless collections, while nationwide prepaid is estimated to represent about 18% of users.

While centralized collection of this fee (or a gross receipts tax alternative) has been suggested as a possible solution to leverage

the State's greater ability to force compliance, other states with state-level collection have found that costly legal proceedings have been largely unsuccessful. This company however is listed by the State Tax Department as a payor of the State's "gross receipts tax" – suggesting that compliance with the "alternative tax" authorized by 57-40.6-03 may be possible.

The second issue is the difficulty in remitting the fee to "correct" jurisdiction. Federal and state law requires all taxes and fees on telecommunications services to be paid to the taxing jurisdiction associated with the customers "place of primary use" (PPU). With mobile devices including cell phones and VoIP this becomes largely an issue of customer and vendor reporting. (Note: at least 16 VoIP providers are now remitting)

If a customer doesn't specify a different PPU, fees and taxes are generally remitted to the billing address. It is likely true that a certain percentage of phones activated within the State are not associated with the correct PPU and it is possibly more likely that multi-state and multi-national firms with a presence in North Dakota have phones where the PPU is associated with corporate offices outside of North Dakota – this appears to be more prevalent in the oil-producing counties with the large influx of new residents.

It has been suggested that the proposal to centrally collect an "enhanced" gross receipts tax in place of the device fee would solve the "PPU problem", but that may not be true. If an out-of-state PPU is associated with a phone, the gross receipts tax charged to that phone service would still not reach North Dakota; and the problems with coming up with a distribution formula for centrally collected fees (taxes) would either fix the current distribution in law, (making any "in-state" PPU errors permanent) or ignore PPU entirely – greatly shifting revenue.

It is also significant to note there is generally very strong citizen support when the fee issue is placed on the ballot.

RECOMMENDATION: The ESC3 suggests that the current fee structure remain in place for the next biennium, and no changes are recommended.

Issue 3 – Next Generation 9-1-1

Nationwide efforts to overhaul the current E-911 system to meet our country's advancing telecommunication needs have been termed "Next Generation 911" or "NG911". From the federal level, the US Department of Transportation has been given a lead role, and they are working cooperatively with the FCC and the National Emergency Number Association (NENA) to assist in a nationwide transition.

It is generally recognized that this transition will require the migration of 911 calls to a broadband Internet Protocol (IP) based network that will gradually replace the existing voice-only network. On this network will reside system components that will dynamically determine caller location and route calls appropriately, as well as provide for both additional types and additional volume of communication. PSAP equipment replacement may ultimately be necessary, very likely with IP-based equipment that will reside on this new broadband network and serve multiple dispatch locations. With federal grant funds and a financial commitment by the counties and cities, an NG911 Program Manager has recently been hired to assist the ESC3 and local government with planning this transition.

Several significant studies, component developments, system evaluations, and pilot projects have been completed (or are underway) to guide NG9-1-1 implementation in North Dakota. As several critical elements are nearing completion, the ESC3 will submit an addendum to this report to detail its recommendations.

Authorizing Statute

The following section of North Dakota Century Code was enacted by the 54th 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 of Telecommunications, ITD
Appointed by the Chief Information Officer of the State

Public Safety Answering Points in North Dakota

APPENDIX B

<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 portion of McLean Co. (Wilton Area)	81,308
Grand Forks	Grand Forks		66,861
State Radio Bismarck	Adams, Billings, Bowman, Burke, Dickey, Divide, Emmons, Foster, Golden Valley, Grant, Griggs, Hettinger, Kidder, LaMoure, Logan, McHenry, McIntosh, Ransom, Sargent, Sheridan, Slope, & Wells		63,778
Minot	Ward		61,675
Devils Lake	Ramsey, Eddy, Towner, Benson, Nelson & Rolette		39,805
Dickinson	Stark & Dunn		27,735
Mandan	Morton	Includes fringe areas of Stark, Dunn, Mercer, Oliver & Grant Counties	27,471
Williston	Williams		22,398
Westtown	Stutsman		21,100
Bottineau	Bottineau Renville	Single PSAP Controller - Distributed Dispatching in Three locations	8,899
Langdon	Cavalier		3,993
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
Watford City	McKenzie		6,360
Mobridge, SD	Sioux	North Central South Dakota 911 Center	28,203

* Census figures do not include small portions of adjoining counties

APPENDIX C

Emergency Services Communications System (9-1-1) Revenues & Expenditures

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	Fund Balance 1/1/2011	Land/VoIP Revenue	Wireless Revenue	Property Tax Reserves/Other	CY2011 Expenditures	Fund Balance 12/31/2011
State Radio Dispatched Counties						
1 Adams	80,253	14,605	17,317	-	25,802	86,373
2 Billings	38,722	5,470	6,805	-	11,121	39,876
3 Bowman	41,366	34,687	41,392	-	51,223	74,034
4 Burke	44,577	8,837	12,953	20,893	42,684	24,114
5 Dickey	72,904	27,335	44,462	22,831	94,627	53,170
6 Divide	33,629	17,908	14,924	-	30,676	35,785
7 Emmons	36,363	21,688	25,484	-	42,127	41,416
8 Foster	222,204	20,455	32,853	-	45,425	230,330
9 Golden Valley	45,089	10,965	12,824	3,632	27,421	41,457
10 Grant	71,198	14,782	16,724	-	29,375	73,329
11 Griggs	46,494	22,878	29,583	-	46,412	52,544
12 Hettinger	20,134	14,387	19,767	-	19,105	35,183
13 Kidder	35,802	14,794	18,290	-	25,301	46,285
14 LaMoure	95,057	22,417	32,694	-	50,626	99,542
15 Logan	36,254	11,396	14,758	4,063	30,216	36,624
16 McHenry	311,433	30,124	48,950	-	53,926	336,582
17 McIntosh	15,535	18,586	18,229	-	35,439	16,911
18 Ransom	104,915	41,811	60,878	-	72,052	135,551
19 Sargent	35,700	25,907	40,186	9,009	75,102	26,691
20 Sheridan	5,429	9,599	9,431	2,442	21,471	2,987
21 Slope	5,490	6,632	1,831	1,247	9,710	4,243
22 Wells	94,067	28,325	27,917	6,529	62,771	87,538
State Radio County Tot	1,492,616	423,588	548,251	70,646	902,612	1,580,567
Other Single & Multi-Jurisdictional PSAPs						
a Barnes/Valley City	189,769	56,474	96,467	146,801	299,742	237,370
b Bismarck/Burleigh	919,658	377,555	719,106	653,070	1,749,731	1,066,174
c Bottineau/Renville	310,623	60,186	75,970	144,071	280,227	270,731
d Cavalier County	314,533	24,923	25,103	-	7,927	356,631
e Grand Forks Authority	1,650,756	328,244	613,375	3,230,348	4,171,967	250,496
f Lake Region 6-Co.	70,713	203,158	310,386	-	511,311	75,237
g McKenzie	32,561	40,145	42,269	116,630	199,044	62,184
h McLean	51,424	49,847	70,416	34,664	154,927	56,945
i Mercer/Oliver	52,942	48,194	71,199	18,024	137,416	51,987
j Morton/Mandan	287,918	112,687	383,799	255,395	751,881	342,759
k Mountrail	225,647	45,122	69,447	-	113,692	226,775
l Pembina	73,210	53,798	80,066	260,669	394,533	85,739
m Pierce	42,318	26,319	32,516	-	50,400	50,752
n Red River Regional	282,046	573,986	1,621,475	271,413	2,466,873	75,891
o Richland	885	76,526	128,063	497,545	702,134	838
p Sioux	39,291	18,427	11,964	-	26,518	43,164
q Stark/Dunn	244,153	192,005	228,522	-	333,275	339,060
r Steele/Trail	168,210	52,010	86,498	118,211	256,719	183,940
s Stutsman	306,856	102,420	143,614	184,047	430,081	344,982
t Walsh	340,778	61,997	116,518	286,888	465,403	367,693
u Ward	1,846,830	289,026	530,300	278,768	1,098,094	1,577,621
v Williams/Williston	155,545	80,831	203,688	-	228,851	211,213
Other PSAPs Total	7,606,665	2,873,881	5,660,759	6,496,545	14,830,748	6,278,183
Grand Total	9,099,281	3,297,469	6,209,011	6,567,191	15,733,360	7,858,750

Emergency Services Communications System (9-1-1) Detailed Expenditures
Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	CY2011 Expend	EQUIPMENT:(purchase, lease)			EQUIPMENT:(Repair, service)			Staffing: (Salary, Benefits & Payroll Taxes)				911 Network Costs:				Other Operations:									
		9-1-1 Equipment	Radio Equipment	Other Equipment	9-1-1 Equipment	Radio Equipment	Other Equipment	9-1-1 Coord.	Cell Takers/ Dispatchers	Tech/ Radio Support	PSAP Managers/ Supervisors	Wireless Network Contract	Qwest Tandem/Dat abase	Other Local 911 Line Charges	Local Phone database updates	Other Network charges	Dispatch Contract (State Radio)	Supplies (PSAP/ Admin)	GIS (Software, contracts, etc)	Signage (purchase/ contracts)	Training & Travel	Public Education	Facility (rent, util, maint.)	Other	
State Radio Dispatched Counties																									
1	Adams	25,802	-	-	390	-	-	3,000	-	-	-	3,455	-	-	1,662	833	15,707	-	730	-	-	-	-	-	25
2	Billings	11,121	-	-	-	-	-	-	-	-	-	1,359	-	708	82	-	4,964	-	3,263	98	648	-	-	-	
3	Bowman	51,223	-	-	2,415	1,954	986	12,780	-	-	-	7,554	2,500	-	1,410	-	17,379	358	2,650	-	869	15	353	-	
4	Burke	42,684	-	1,500	-	-	-	6,136	-	-	-	7,735	-	-	428	3,083	12,099	649	2,711	8,206	138	-	-	-	
5	Dickey	94,627	-	-	-	-	8,607	27,062	-	-	-	8,272	3,454	240	2,838	-	27,161	566	12,671	-	-	-	2,488	1,269	
6	Divide	30,676	-	-	-	1,913	-	6,551	-	-	-	1,942	-	6,547	-	-	13,724	-	-	-	-	-	-	-	
7	Emmons	42,127	-	-	-	-	-	14,607	-	-	-	4,949	-	900	816	-	18,038	88	2,363	-	342	-	-	25	
8	Foster	45,425	-	-	-	-	-	5,088	-	-	-	6,571	2,303	9,156	-	-	21,122	-	-	66	1,065	-	-	55	
9	Golden Valley	27,421	-	-	-	-	-	2,800	-	-	-	2,574	-	-	-	19,622	-	-	2,425	-	-	-	-	-	
10	Grant	29,375	-	-	-	8,025	-	3,359	-	-	-	-	-	-	-	6,204	11,094	-	-	-	693	-	-		
11	Griggs	46,412	-	-	-	-	-	5,925	-	-	-	5,882	-	-	6,879	-	13,953	94	3,956	9,500	198	-	-	25	
12	Hettinger	19,105	-	-	-	-	-	2,300	-	-	-	2,874	-	-	1,162	-	12,417	-	-	303	-	-	-	50	
13	Kidder	25,301	-	-	-	-	-	4,693	-	-	-	2,715	-	-	-	4,599	11,293	40	1,800	23	138	-	-	-	
14	LaMoore	50,626	-	1,418	-	-	2,904	3,535	-	-	-	9,200	1,485	3,020	280	-	23,942	-	2,363	500	1,094	-	886	-	
15	Logan	30,216	-	-	-	-	-	2,322	-	-	-	2,939	1,151	-	434	1,086	11,068	-	1,800	-	-	-	100	25	
16	McHenry	53,926	-	-	-	-	-	3,552	-	-	-	7,635	-	-	6,828	-	31,024	-	1,913	2,948	25	-	-	-	
17	McIntosh	35,439	-	-	480	-	1,913	5,700	-	-	-	3,906	2,303	-	3,443	-	15,423	-	-	191	-	-	900	1,182	
18	Ransom	72,052	3,528	-	-	-	-	5,115	-	-	-	9,635	-	13,308	-	-	16,336	21,548	-	-	-	-	2,557	25	
19	Sargent	75,102	-	-	-	-	-	32,918	-	-	-	9,646	2,268	3,038	448	-	21,973	262	2,501	-	856	17	1,175	-	
20	Sheridan	21,471	-	-	-	-	-	5,400	-	-	-	4,504	-	3,935	-	-	7,352	-	-	-	127	-	98	55	
21	Slope	9,710	-	-	-	-	-	-	-	-	-	297	-	-	812	-	1,951	-	-	-	-	-	-	6,650	
22	Wells	62,771	-	-	-	-	-	9,773	-	-	-	6,979	-	-	45,165	-	-	-	-	853	-	-	-	-	
SR County Total		902,612	3,528	2,918	3,285	11,892	12,497	11,204	162,616	-	-	-	110,621	15,463	41,279	72,258	35,427	308,020	23,606	41,144	21,341	7,539	32	8,558	9,386
Other Single & Multi-Jurisdictional PSAPs																									
a	Barnes/Valley City	299,742	-	-	-	757	-	56,418	192,696	-	-	17,792	16,651	1,850	-	10,350	-	1,663	-	-	440	-	-	-	1,125
b	Bismarck/Burleigh	1,749,731	-	28,100	-	-	-	-	983,779	-	187,924	143,438	61,861	4,421	-	63,265	12,960	14,974	107,631	-	16,238	604	124,537	-	-
c	Bottineau/Renville	280,227	-	116	63,968	-	-	18,017	97,686	-	-	27,213	10,327	14,016	552	204	6,480	3,220	34,000	1,920	2,509	-	-	-	
d	Cavalier County	7,927	-	-	-	-	300	-	-	-	-	7,627	-	-	-	-	-	-	-	-	-	-	-	-	
e	Grand Forks Authority	4,171,967	61,643	41,985	-	19,145	166,895	497	12,938	630,285	79,986	95,602	-	49,440	2,600	6,291	8,580	5,329	6,619	17,496	14,269	1,889	2,271,608	232,146	
f	Lake Region 6-Co.	511,311	4,833	-	-	9,041	-	62,112	274,451	-	-	61,867	12,621	68,306	-	-	4,562	1,725	-	1,435	-	-	3,520	6,840	
g	McKenzie	199,044	1,400	12,382	34	-	148	-	153,000	-	-	9,735	448	4,642	6	-	-	-	12,125	3,665	1,459	-	-	-	
h	McLean	154,927	-	8,166	-	5,538	-	12,055	89,010	-	-	14,012	25,165	-	-	-	-	982	-	-	-	-	-	-	
i	Mercer/Oliver	137,416	14,521	-	-	4,888	-	1,472	45,282	5,280	-	17,374	3,200	15,510	-	2,010	-	1,222	-	8,792	600	365	-	16,900	
j	Morton/Mandan	751,881	126	2,655	16,843	18,822	21,900	5,700	-	604,967	-	55,694	1,940	-	3,186	-	3,235	10,510	-	5,501	-	-	800	-	
k	Mountrail	113,692	-	20,203	15,630	-	897	-	22,008	-	-	13,811	4,840	8,716	-	-	-	4,987	21,674	318	-	-	-	606	
l	Pembina	394,533	22,384	2,060	1,640	6,179	5,574	-	68,185	237,901	-	14,786	5,951	17,814	-	3,183	-	276	1,350	-	3,437	-	-	3,813	
m	Pierce	50,400	-	-	-	-	-	4,790	-	-	-	5,949	-	-	-	-	-	-	4,549	163	-	-	-	-	
n	Red River Regional	2,466,873	50,000	-	-	23,267	-	-	-	-	-	291,753	-	36,997	-	-	2,016,091	-	-	-	-	-	48,766	-	
o	Richland	702,134	-	10,459	-	18,480	6,359	9,596	56,541	487,861	-	25,900	17,981	40,404	-	1,245	4,727	2,152	-	10,816	95	-	4,838		
p	Sioux	26,518	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26,518	-	-	-	-	-	-	-	
q	Stark/Dunn	333,275	44,527	-	-	10,036	-	59,222	92,400	-	-	45,956	19,313	-	6,722	960	33,743	-	9,032	4,827	5,406	461	670	-	
r	Steele/Trail	256,719	6,191	-	-	-	2,176	-	9,096	175,203	23,144	18,354	9,590	11,206	-	-	-	389	-	276	1,095	-	-	-	
s	Stutsman	430,081	-	-	3,832	120	5,012	13,438	10,000	-	-	23,227	15,487	5,165	3,304	5,360	-	2,160	12,100	1,398	9,749	401	1,324	901	
t	Walsh	465,403	-	-	-	-	10,589	-	275,333	8,460	-	19,269	-	16,516	-	-	-	-	3,730	-	1,177	405	-	129,925	
u	Ward	1,098,094	-	57,047	92	-	31,680	52,608	10,805	550,745	65,902	99,528	5,469	8,820	-	38,612	-	2,833	157,230	4,394	4,191	-	7,784	353	
v	Williams/Williston	228,851	-	814	510	-	4,129	1,180	9,233	-	-	42,096	6,226	-	4,860	487	145,282	-	3,807	2,103	201	-	7,922	-	
Other PSAPs Total		14,830,748	205,626	155,887	130,649	136,222	255,659	84,492	456,701	5,167,700	111,590	700,550	1,050,983	217,071	303,822	21,230	131,968	2,254,333	45,572	366,997	71,095	79,005	4,219	2,417,365	447,013
Grand Total		15,733,360	209,153	158,805	133,934	148,113	268,156	95,696	619,317	5,167,700	111,590	700,550	1,161,604	232,533	345,102	93,488	167,395	2,562,353	69,178	408,141	92,436	86,544	4,251	2,425,923	456,399

APPENDIX D

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Authorized staff in each position: Full-Time/Part-Time							Staffing
	Call Taker/ Dispatcher	Shift Supervisor	GIS/Tech Support	Radio Support	Training	Public Educ.	Admin./ Other	Current Vacancies
Barnes County/Valley City E911	6	2						1
Bismarck/Burleigh Combined Comm. Ce	20	3					2	1
Grand Forks PSAP	11	3			1		2	1
Lake Region 911 (6 County)	4/1	4					2	1
Mandan/Morton County Communication	10	2					0/1	
Mckenzie County E911	10		0/1				1	2
McLean County E911	11/1	1	1	1	1		3	
Mercer-Oliver E911	10						1	
Minot (Ward Co.) Central Dispatch	11/1	2					1	1
Mountrail County E911	9							2
North Cntrl 4 County Cavalier Dispatch	4/1						1/1	
Pierce Dispatch	4/3							
Bottineau/Renville Dispatch	3/3		0/1			0/1	0/1	
North Dakota State Radio (22 Counties)	28/2	4/2	3/11		2	2/2	3	4
Pembina County E911	4						2/1	
Red River Regional Dispatch Center	26	6	2	1			2	
Richland County Communications	7	2	1				1	
Stark/Dunn E911	10/1						1	2
Stutsman County Communications	3/6	3/1					1	
Trail/Steele County E911	4/1	0/1	1			2	1	
Walsh County Communications	7					0/2		
Williams/Williston Communications	9	1						2
Cummulative Total	210/20	33/3	8/13	2	4	4/5	24/4	17

* Trail/Steele data estimated based on previous Survey

PSAP	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	
Barnes County/Valley City E911	2	1	1	1	2			1
Bismarck/Burleigh Combined Comm. Ce	5	1	3		6			4
Grand Forks PSAP	4	1	3		4		2	4
Lake Region 911 (6 County)	1	1	1	1	3			
Mandan/Morton County Communication	3	1	2		3			
Mckenzie County E911	3		2		2			
McLean County E911	2		2		2		1	2
Mercer-Oliver E911	2		1		1	1		
Minot (Ward Co.) Central Dispatch	3	1	2		5			
Mountrail County E911	2		2		3			
North Cntrl 4 County Cavalier Dispatch	1	1	1		2			
Pierce Dispatch	1		1		2			
Bottineau/Renville Dispatch	1		1		2	2		
North Dakota State Radio (22 Counties)	5	2	5	2	8	4		1
Pembina County E911	2		1		2			
Red River Regional Dispatch Center	8	1	3	1	8			
Richland County Communications	2		2		3			1
Stark/Dunn E911	2		2		3			2
Stutsman County Communications	1	1	1		3			1
Trail/Steele County E911	2		1		2		1	
Walsh County Communications	2		1		2			1
Williams/Williston Communications	2	1	1	1	2		1	1
Cummulative Total	56	12	39	6	70	8	4	18

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Agencies Dispatched					Operational Statistics				Officer (Radio) Initiated Emergency	Emerg. Medical Incidents		
	Sheriff/PD	Fire	Quick Response Units	Ambulance (BLS/ALS)	Tribal/ Other	Total 911 Calls Received	Wireless 911 Calls Received	Percent Wireless	Admin/Non- Emerg. Calls Received		Police Calls Dispatched	Fire Events Dispatched	Medical Incidents Dispatched
Barnes County/Valley City E911	2	10	7	1		3,582	2,872	80%	54750	N/A	9,782	101	685
Bismarck/Burleigh Combined Comm. Center	5	6	1	6		24,244	15,411	64%	82267	70,513	28,307	7,748	4,488
Grand Forks PSAP	5	16		3		24,595	18,926	77%	128225	52,506	57,253	4,210	6,010
Lake Region 911 (6 County)	11	28	3	16	1	9,131	6,278	69%	7809	169	22,324	777	2,081
Mandan/Morton County Communications	2	7		6		11,317	9,313	82%	43899	N/A	21,000	650	1,600
Mckenzie County E911	2	5	1	1		4,350	N/A	N/A	27000	N/A	6,238	388	321
McLean County E911	1	10		7		1,671	N/A	N/A	2822	N/A	4,874	91	N/A
Mercer-Oliver E911	4	8	0	2		2,652	N/A	N/A	56160	N/A	N/A	N/A	N/A
Minot (Ward Co.) Central Dispatch	5	17	2	9	2	17,908	13,642	76%	139531	706	40,215	962	2,426
Mountrail County E911	3	10		8		5,933	4,557	77%	N/A	N/A	N/A	N/A	N/A
North Cntrl 4 County Cavalier Dispatch	1	12	1	3	1	782	225	29%	10724	N/A	145	9	128
Pierce Dispatch	2	1		1		450	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bottineau/Renville Dispatch	5	15	1	12		2,621	1,891	72%	N/A	N/A	N/A	N/A	N/A
North Dakota State Radio (22 Counties)	39	42	19	47	9	29,324	17,008	58%	67525	133,547	133,547	2,119	6,253
Pembina County E911	3	10	4	4	7	1,371	548	40%	N/A	N/A	N/A	78	552
Red River Regional Dispatch Center	9	31	14	6		60,489	44,675	74%	258496	N/A	151,250	9,475	13,898
Richland County Communications	4	15	7	5		5,059	3,488	69%	20000	2,633	11,962	608	984
Stark/Dunn E911	7	9	0	5		16,107	13,699	85%	N/A	N/A	N/A	N/A	N/A
Stutsman County Communications	2	14	4	4		5,457	3,976	73%	71361	N/A	23,190	306	1,690
Trail/Steele County E911 *	4	11	7	7		1,700	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Walsh County Communications	2	17	9	6	2	4,247	3,333	78%	N/A	1,822	9,332	310	1,344
Williams/Williston Communications	3	8	2	4	3	12,077	9,631	80%	N/A	N/A	5,773	101	904
Cummulative Total	121	302	82	163	25	245,067	169,473	72%	970,569	261,896	525,192	27,933	43,364
Actual Number of Agencies	115	374	83	136									

* Trail/Steele data estimated based on previous Survey

PSAP	Tasks that are performed in the communications center.								
	Standard Dispatch Functions	Answering - Other (i.e. after hours)	Dispatch City/Co. Services	Surveillance Monitoring	Alarm Board Monitoring	Cable Interrupt	Jail Door Control	Other (please specify)	
Barnes County/Valley City E911		X		X					
Bismarck/Burleigh Combined Comm. Center		X	X	X	X			Emerg.Notification	
Grand Forks PSAP	Every PSAP	X	X	X					
Lake Region 911 (6 County)	Indicated	X	X	X			X		
Mandan/Morton County Communications	that they are	X	X	X	X		X		
Mckenzie County E911	responsible			X			X		
McLean County E911	for:	X		X	X		X		
Mercer-Oliver E911		X	X	X	X		X		
Minot (Ward Co.) Central Dispatch		X	X	X	X	X	X	RMS Data Entry	
Mountrail County E911	911 Calls	X	X		X		X		
North Cntrl 4 County Cavalier Dispatch	LE Dispatch	X	X	X	X	X	X		
Pierce Dispatch	Fire Dispatch	X	X			X			
Bottineau/Renville Dispatch	EMS Dispatch	X	X		X		X		
North Dakota State Radio (22 Counties)	NCIC/NLETS	X	X	X					
Pembina County E911	Admin. Calls	X	X	X	X		X	Jail Control only weekends	
Red River Regional Dispatch Center	Warrant Confirm	X				X			
Richland County Communications	Siren Activation	X	X	X	X	X	X	Emerg.Notification	
Stark/Dunn E911		X	X	X	X				
Stutsman County Communications		X	X	X	X	X		Emerg.Notification	
Trail/Steele County E911		X	X	X			X		
Walsh County Communications		X	X	X	X	X	X		
Williams/Williston Communications		X	X	X	X	X			

Emergency Services Communications System (9-1-1) Operational Statistics

Based on CY2011 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Dedicated 911 Trunks ^a			Local Telephone Service Provider (ILEC)	Landline ALI Database Provider ^d
	Bismarck CenturyLink 911 Tandem	Fargo CenturyLink 911 Tandem	Direct Local Trunks		
Barnes County/Valley City E911		2		Century Link	Intrado
Bismarck/Burleigh Combined Comm. Center	5			Centurylink	Intrado
Grand Forks PSAP		3		Century Link	Intrado
Lake Region 911 (6 County)		2	3	North Dakota Telephone	Seatol
Mandan/Morton Co. Communications	3			Century Link	Intrado
Mckenzie County E911	2			Reservation Telephone	Intrado
McLean County E911	2			West River Telecom.	Seatol
Mercer/Oliver County E911	2			West River Telecom.	Seatol
Minot (Ward Co.) Central Dispatch	2		4	Souris River Telecom.	SRT
Mountrail County E911	2		6	Midstate Telephone	Intrado
North Central 4-County Cavalier Dispatch	2	2		United Telephone	United Telephone
Pierce Dispatch			2	North Dakota Tele.	United Telephone
Bottineau/Renville Dispatch			2	United Telephone/SRT	Intrado
North Dakota State Radio (22 Counties)	5 ^b	5 ^b		Century Link	Intrado/Bullberry
Pembina County E911		2		Polar Communications	Intrado
Red River Regional Dispatch Center		5 ^{b,c}		CenturyLink	Intrado
Richland County Communications		2		Century Link	Intrado
Stark/Dunn County E911	3			Century Link	Intrado
Stutsman County Communications		3		Century Link	Intrado
Trail/Steele County E911		2		Century Link	Seatol
Walsh County Communications		3		Century Link	Intrado
Williams Co./Williston Communications	3			Nemont Telephone	Intrado
Total	31	31	17		

All PSAPs also have two dedicated data links to Intrado for requesting/receiving location information

.. Individual trunks are designated for landline and wireless calls - trunks in other PSAPs serve both

c. RRRD Center has an additional 5 trunks serving Clay County Minnesota not included in this table

d. All wireless location information is provided through Intrado

PSAP	Manufacturer/Model			Install Year/Estimated End-of-Life		
	ANI/ALI Controller	Mapping	PBX	ANI/ALI Controller	Mapping	PBX
Barnes County/Valley City E911	Positron	Bulberry		NA/NA	2003/NA	
Bismarck/Burleigh Combined Comm. Center	Cassidian, Vesta Pallas	GTG, GeoBiade Viewer	Cassidian, Pallas/Nortel	2009/NA	2012/NA	2009/NA
Grand Forks PSAP	Positron VIPER	AccuGlobe	Integra	2011/2021	2003/NA	2009/2019
Lake Region 911 (6 County)	Zetron	SEATOL	Zetron	2005/NA	1997/NA	2005/NA
Mandan/Morton Co. Communications	Zetron	Bulberry	Siemens	2009/NA	2005/NA	2011/NA
Mckenzie County E911	Zetron	Bulberry Insight		2011/Na	2009/NA	
McLean County E911	Zetron			NA/NA		
Mercer/Oliver County E911	Zetron	SEATOL		2010/2020	1995/2020	
Minot (Ward Co.) Central Dispatch	Cassidian Sentinel	BullBerry	Nortel	2008/2018	2007/NA	2008/NA
Mountrail County E911	Zetron	Bulberry		2002/NA	2002/NA	
North Central 4-County Cavalier Dispatch	Cassidian ESC1000	Bulberry/Insight		2007/NA	2009/NA	NA/NA
Pierce Dispatch						
Bottineau/Renville Dispatch						
North Dakota State Radio (22 Counties)	Zetron 3200	Bulberry/Insight	Nortel/ITD	2003/2013	2005/2013	NA/2012
Pembina County E911	Zetron	Bulberry	Avaya	2004/2019	2011/NA	2007/2020
Red River Regional Dispatch Center	Positron VIPER	New World Systems	Harris	2012/2027	2011/2026	1989/2012
Richland County Communications	Cassidian Rescue Star	Bulberry	Rescue Star	1999/2016	2007/NA	1999/NA
Stark/Dunn County E911	Zetron	Bulberry	Comdial	1999/NA	1999/NA	2003/NA
Stutsman County Communications	Zetron 3200	Bulberry	Mitel SX-200 ICP	1999/2012	2005/NA	2008/NA
Trail/Steele County E911	Zetron 3200	SEATOL				
Walsh County Communications	Positron	Bulberry	Avaya	2004/2010	2008/NA	2008/2015
Williams Co./Williston Communications	Positron	Bulberry		2002/Any Yr	2006/NA	

NOTES REGARDING PLANS FOR FUND BALANCES

State Radio Dispatched Counties

1. Adams County budgeted money to purchase updated warning sirens for the cities of Hettinger, Haynes, Bucyrus, and Reeder.
3. The Bowman-Slope 9-1-1 System is exploring Emergency Notification with other 22 SR counties. We are looking at E-Dispatch as a backup to pagers. We are planning to put up a tower for LGR. We will have to do programming of pagers once SR knows how they will page. \$6650 is from Slope County.
4. Burke – General operations and signing locations
5. Dickey – Ongoing maintenance. Radio reprogramming
7. Emmons – Balance funds will be used to purchase new signs and to also Repair and Replace signs that are damaged, and to purchase new computer.
11. Griggs – Operations, network costs, signage
12. Hettinger – Street Sign replacement
13. Kidder – Trunk line charges of \$2,700.00 are reimbursed from McIntosh, Logan & Emmons Counties.
14. LaMoure - Repairs on the county repeater tower and county outdoor warning sirens are needed as well as maintaining sufficient funds for narrowbanding and Next Gen 911. We started an emergency notification system service - global connect with expenses here.
15. Logan - Radio repeater upgrade funded in part by grant
17. McIntosh – The current funds balance is going to be kept in the fund to help with costs of system and also for replacement of signs and equipment. Fees for permits
18. Ransom – General maintenance and help with narrow banding; possibility of a new tower
19. Sargent – Funds to provide routine operations of program.
21. Slope County pays State Radio dispatch and network costs. The rest is submitted to the combined Bowman-Slope 9-1-1 System. The Bowman-Slope 9-1-1 System is exploring Emergency Notification with other 22 SR counties. We are looking at E-Dispatch as a backup to pagers. We are planning to put up a tower for LGR. We will have to do programming of pagers once SR knows how they will page. Other funds were paid into the Bowman-Slope 9-1-1 System to run the program.
22. Wells – Requested road signs in rural Wells County - awaiting commissioner approval. All telephone trunking charges, database updates, and State Radio dispatch costs are lumped together under local phone database updates. Our auditor does not break them down.

Other Single & Multi-Jurisdictional PSAPs

- a. Barnes/Valley City – Upgrades to the 911 computer system, Engineering services for a generator.
- b. Bismarck/Burleigh – NG 9-1-1 facilities and services. Replacement of existing computer aided dispatch platform in 5-7 years (related RMS, Mobile, & AVL replacement as necessary). Radio communications system upgrades/replacement. Of total expenditures, \$786,864.63 of dedicated E9-1-1 tax revenue was used to offset operational expenses of \$1,578,192.99. The difference in dedicated E9-1-1 tax revenue and expenses is picked up by general funds and minor revenue amounts in alarm monitoring and recording production.
- c. Bottineau/Renville
Bottineau - Provide for system maintenance and future NextGen 911 development. 911 share (50%) of local CD Radio Tower replacement
Renville County has joint E911 operations center with Bottineau County. A signed contract states that all equipment & repairs are shared 25%-75% cost for Bottineau. No equipment or repairs done in 2011.
- d. Cavalier County - Reserves are for implementation of NG 9-1-1 along with radio equipment for the PSAP, Signage, Travel Expense for 911 Coordinator
- e. Grand Forks Authority – E911 funds were used in 2011 and will be used through 2018 for a new PSAP building and contents, including a Viper phone system, UPS, radio infrastructure, and monopole. Future enhancements will include updated county-wide paging system, recorder update, and IP based radio console migration.
- f. Lake Region 6-Co. – Upgrade towers/repeaters to be compliant with narrow banding mandate is planned for July-August of 2012.
- h. McLean – Equipment updates scheduled for 2012 and also salary increases which should bring the carryover down considerably. Our main radio tower is also being replaced in 2012 which will have some associated equipment costs. The staffing expenses do not include workers comp. insurance. There is no charge for utilities, building insurance, equipment or insurance which are paid by the county general fund. There is no charge for phone number updating or GIS updating that are done by the tax director's office.
- i. Mercer/Oliver – Current fund balance will be used to continue to keep up our 911 system, to include 911 signage of the county roads/highways & reverse 911 System charges
- j. Morton/Mandan – Plans for current fund balance are for NG911 and future expansion/relocation of the center, EMD Cards
- k. Mountrail – Building funds for Next Generation 911 equipment replacement
- l. Pembina – Reserve Funds are being held for implementing Next Generation 9-1-1 IP based network and equipment, and possibly a CAD system. Additionally, after the narrowband upgrade, we may find some gaps in the existing infrastructure and radio transmissions. I am allowing for unknown costs to remedy problems, whether it means more equipment, antennas, etc. Other considerations are regional interoperable radio communications with adjacent counties, and general PSAP equipment upgrades and maintenance.

m. Pierce – Purchase new software for 9-1-1

n. Red River Regional Dispatch

Cass – Misc. revenue includes \$60,000 from general fund Dispatch Contract with RRRD
\$48,765.60 is payment to Fargo & West Fargo, to reimburse wireless revenue paid to
Cass by mistake

West Fargo – PSAP Contract is for dispatch at RRRD

o. Richland – \$277,000 transferred from General fund to 911 fund to cover PSAP costs.

p. Sioux County - Share to upgrade equipment for dispatch center in Mobridge, signage

q. Stark/Dunn

Stark – Future fund balance will be used for normal operating budget along with the
implementation of Next Generation 9-1-1.

Dunn – Maintain 911 repeater and tower and add an additional 911 repeater. Our PSAP
is with Stark County so the PSAP expenses are to Stark County

s. Stutsman – Much of the fund balance will be used in 2012 to purchase Next Generation
capable 9-1-1 answering equipment, purchase an additional dispatch console, upgrade radio
consoles, and replace other associated equipment (ex. call logger).

r. Traill/Steele – \$75,000.00 was transferred from the Wireless account revenue to the
Landline account so that the Landline account was not overdrawn.

t. Walsh – CAD System

u. Ward – Remaining funds are being used to fully fund the PSAP and provide property tax
relief to residents of Ward County until surplus is expended. A portion of this balance has
also been set aside as a depreciation fund in preparation for NG911 and other necessary
upgrades.

v. Williams/Williston – Change 911 Signage to new reflectivity standards, communication
center upgrade to handle large increase in 911 traffic, E911 equipment upgrades, mapping
system upgrades, PSAP Contract City of Williston

**PROPOSED AMENDMENTS TO STANDARDS AND GUIDELINES
FOR EMERGENCY SERVICES COMMUNICATIONS SYSTEMS**

(Proposed new language underlined – Language proposed for removal ~~over-struck~~)

57-40.6-10. Standards and guidelines.

4. A public safety answering point must:

b. ~~No later than July 1, 2013, be~~ Be 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 communications of the public safety answering point.

[No actual change is recommended for guideline 4.b, however, as it is proposed to allow this one to become effective, the date could be removed by the drafters.]

o. No later than July 1, ~~2013,~~ 2015, have a written policy, appropriate agreements, and the capability to directly answer emergency calls and dispatch responders from a separate, independent location other than the main public safety answering point or another public safety answering point meeting the requirements of this section, within sixty minutes of an event that renders the main public safety answering point inoperative. This alternative location must have independent access to the public safety answering point's land line database. The capability of transferring emergency calls to this alternative location must be tested and documented annually.

r. After July 1, ~~2013,~~ 2015, maintain current, up-to-date mapping of its service area and have the ability to use longitude and latitude to direct responders.

[It is proposed that guidelines 4.o. and 4.r. be delayed by two years, as compliance will be difficult, if not impossible, prior to the implementation of a NG9-1-1 network and the completion of the statewide base map project.]

March 25, 2013
Senate Judiciary Committee
Honorable Chairman David Hogue

HB 1320

Mr. Chairman and members of the Committee, for the record my name is Becky Ault, Director of the Grand Forks Public Safety Answering Point. I also serve as Co -Chair of the North Dakota 911 Association Legislative Committee.

HB1320 shores up the current language relating to harassment in the the law and addresses changes in technology.

Issues that impact public safety call centers and response agencies when they are subjected to harassing calls and electronic communications:

- Repetitive calls into a public safety answering point or any emergency response entity for no legitimate purpose adversely impacts government operations, and could impact how quickly call takers can process legitimate calls - which could be emergencies.
- Calls taken in the center tie up staff time and take away time from radio communications in addition to phone communications.
- The existing law does not cover those administrative calls that we, along with most centers in ND, take after hours for our responders. The existing law does somewhat cover calling 911 for no legitimate purpose and makes it a crime, but calling a Police Department or sheriff's office is not - and currently it is the same employee working at the same 911 work station at certain times that process those calls.
- All calls in a 911 center must be answered, evaluated, and triaged, whether they come in on a 911 line or administrative line (while they do have different priority designations). This can make for a captive audience for someone that wishes to harass public safety communications.

With the eventual migration of centers to Next Generation capable equipment, some centers will have the ability to receive emergency information from other venues, such as: video, photos, and text. While this capability is currently not available on the circuitry based systems currently in place, migration to the IP environment will open up possibilities and the need for policies to address how this type of information will be processed.

Thank you for the opportunity to provide this written testimony in support of this bill before you.

Becky Ault, ENP
911 Director, Grand Forks Public Safety Answering Point
Co-Chair of the ND 911 Association Legislative Committee

The Grand Forks Public Safety Answering Point is a consolidated public safety answering point providing Enhanced 9-1-1 and public safety communications services for the City and County of Grand Forks.