



Idaho Emergency Communications Commission

Annual Report to the Idaho Legislature – February 16, 2007

Creation

Legislation was passed during the 2004 session of the Idaho Legislature to create the Idaho Emergency Communications Commission. Idaho Code § 31-4816 outlines its purpose and responsibilities as follows:

- (1) Determine the status and operability of consolidated emergency communications systems statewide;
- (2) Determine the needs for the upgrade of consolidated emergency communications systems;
- (3) Determine the costs for the upgrades;
- (4) Recommend guidelines and standards for operation of consolidated emergency communications systems;
- (5) Recommend funding mechanisms for future implementation of upgrades;
- (6) Serve as a conduit for the future allocation of federal grant funds to support the delivery of consolidated emergency communications systems;
- (7) Report annually to the legislature of the State of Idaho on the planned expenditures for the next fiscal year, the collected revenues and moneys disbursed from the fund and the programs or projects in progress, completed or anticipated;

- (8) Enter into contracts with experts, agents, employees or consultants as may be necessary to carry out the purposes of this chapter; and
- (9) Promulgate rules pursuant to the provisions of chapter 52, title 67, Idaho Code, to carry out the purposes of the Commission's duties.

Membership

The Commission consists of 14 members. Three are members by nature of their position- Director of the Idaho State Police or designee, Adjutant General or designee, and a representative of the Attorney General's Office, who is also the ex officio member and thus a nonvoting member. The remaining members are appointed by the Governor and represent various local statewide governmental associations and the public and private sectors.

Members include:

Mayor Garret Nancolas -- *Chairman*
Association of Idaho Cities

Commissioner Matt Beebe
Idaho Association of Counties

(Appointment Pending)
Idaho Sheriffs Association

Chief R. David Moore -- *Treasurer*
Idaho Chiefs of Police Association

Chief Kevin Quick
Idaho Fire Chiefs Association

Teresa Baker
Idaho Prosecuting Attorneys Association

Dia Gainor, Chief
Idaho State Emergency Medical
Services Communications Center

Troy Hagen
Idaho Emergency Medical Services
Association

Clint Berry
Traditional Phone Service Industry

James Lemm
Wireless Industry

Representative Rich Wills -- *Vice Chairman*
Public at Large

Joanna Guilfooy, Deputy Attorney General
Department of Administration

Adjutant General Lawrence LaFrenz
Designee: Bill Bishop, Director,
Bureau of Homeland Security

Idaho State Police Director
Designee: Ann Cronin, Special
Assistant -- *Commission Secretary*

Activities and Accomplishments

The Commission conducted ten meetings between January 2006 and January 2007. In an effort to reach other areas of the State, one meeting was held in McCall and one was held in Blackfoot.

Operations:

Based on the assessment level of one percent (1%) of all 911 fees collected in the state, the Commission approved an annual operating budget for Fiscal Year 2007 (FY07) of \$114,275. During FY06, \$146,576.56 was collected from various counties.

On June 1, 2006, the Commission hired a full-time E911 Project Manager, Eddie Goldsmith, whose office is in Blackfoot, Idaho. Statistics show states that have a full-time E911 Coordinator have made greater progress in achieving enhanced 911 capabilities than states that do not have one. His background includes twenty (20) years in the US Navy as a communications specialist. Upon retiring from the Navy, he became a 911 Dispatcher in Madison, Wisconsin, where he worked for six (6) years. He then became a 911 and Emergency Management Director in northern Wisconsin and progressed through similar jobs in New Mexico and Texas. His last position was manager of a 911/311 and Water Customer Service Center in Dallas, Texas, which served a population base of 1.2 million people.

During the first six (6) months in the position, Mr. Goldsmith visited all forty-seven (47) Public Safety Answering Points (PSAPs) in Idaho to assess their needs. Of these 47 PSAPs, forty (40) are run by the respective County Sheriff's Office, six (6) are individual city PSAPs which are run by the respective police departments with the exception of the City of Moscow who contracts with a consolidated PSAP in Pullman, Washington, and there is one (1) regional PSAP (SIRCOMM) which dispatches for the counties of Jerome, Lincoln, Gooding, and Twin Falls. Using the data received from a PSAP Survey conducted by the Commission, Mr. Goldsmith validated and added to the survey responses. He then developed a detailed list of needs to bring all PSAPs in the State of Idaho to E911 Phase II compliance.

Status of E911 in Idaho:

Thirteen (13) PSAPs are currently receiving Phase II compliant wireless 9-1-1 calls.

Ada County	Bingham County	Bonneville County
Canyon County	Caribou County	Kootenai County
Lemhi County	Nez Perce County	Owyhee County
Payette County	City of Moscow	City of Nampa
City of Post Falls		

Four (4) PSAPs are currently in the implementation stages of Phase II.

Bannock County City of Ketchum	Blaine County	SIRCOMM
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Thirty (30) PSAPS are currently not receiving Phase II compliant wireless 9-1-1 calls for the following reasons:

- Five (5) PSAPs are Phase II ready, but do not have the **funding** to implement.

Fremont County City of Lewiston	Madison County City of Twin Falls	Teton County
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- Eighteen (18) PSAPs do not have the ability to received Enhanced 9-1-1 calls and require **new telephone systems** to move forward. An estimated total cost for new systems is **\$3.85 million**.

Adams County	Bear Lake County	Benewah County
Boise County	Boundary County	Butte County
Camas County	Clark County	Clearwater County
Custer County	Elmore County	Franklin County
Idaho County	Latah County*	Lewis County
Shoshone County	Valley County	Washington County

*Latah County has enhanced 911, but the system is old and in need of replacement.

- Eighteen (18) PSAPs need to create **Master Street Address Guide (MSAG)** databases.

Adams County	Bear Lake County	Benewah County
Boise County	Bonner County	Boundary County
Butte County	Camas County	Cassia County
Clearwater County	Custer County*	Elmore County
Fremont County	Idaho County**	Latah County***
Lewis County	Valley County****	Washington County

*Custer County also needs to verify county addressing

**Idaho County is in the process of creating county addressing

***Latah County's database was done in-house, but wants to contract out

****Valley County has MSAG database, but needs to verify accuracy

- Nineteen (19) PSAPs need **computer mapping systems**. An estimated total cost for computer mapping systems is **\$480,000**. This cost would also cover MSAG database creation.

Adams County	Benewah County	Boise County
Boundary County	Butte County	Camas County
Cassia County	Custer County	Franklin County
Gem County*	Idaho County	Jefferson County**
Latah County	Lewis County	Madison County***
Minidoka County	Oneida County	Power County
Valley County		

*Gem County is creating a map at this time
 **Jefferson County has a contract awaiting implementation
 ***Madison County has a new mapping system installed but not tested

Enhancements that would benefit PSAPs:

Nine (9) PSAPs need new **Computer Assisted Dispatch (CAD) systems** to improve operations. An estimated total cost for new CAD systems is **\$1.21 million**.

Bear Lake County	Butte County	Camas County
Custer County	Franklin County	Latah County*
Payette County	Power County	Valley County

*Replacing Latah County’s CAD system would enable them to bring in the City of Moscow

Five (5) PSAPs need **voice logger recorder systems** replaced. An estimated total cost for new recording systems is **\$150,000**.

Benewah County	Camas County	Clark County*
Franklin County	Shoshone County	

*Clark County has no recorder at this time

Total Approximate Cost:

Total approximate cost for necessary telephone systems, MSAG database creations, and mapping systems is \$4,330,000. Total approximate cost for enhancements (CAD and recorder systems) is \$1,360,000. Grand total is approximately **\$5,690,000**.

These figures do not reflect costs for installation, training, or maintenance and will vary by PSAP. Other anticipated costs are for phone lines, recurring monthly costs for these lines, and additional computer hardware. These costs will also vary by PSAP.

These figures also do not reflect costs to implement future 911 initiatives. Today's 911 is primarily voice calls via wireline telephones and cell phones with an increasing number of voice calls utilizing Voice over Internet Protocols (VoIP). It is anticipated that Next Generation 911 will allow voice, text, telemetric (such as in-vehicle crash notification), or video emergency calling from any communications device via Internet-like networks.

Proposed Legislation:

The Commission formed a subcommittee to discuss issues that might need legislative attention. The Commission is proposing legislation for Emergency Communications Fees to apply to Voice over Internet Protocol (VoIP).

Communications and National Representation:

In addition to visiting all PSAPs in Idaho, Mr. Goldsmith was appointed by the Commission to serve as its member delegate with the National Emergency Number Association (**NENA**), the National Association of State 911 Administrators (**NASNA**), and the Association of Public-Safety Communications Officials (**APCO**). Mr. Goldsmith also serves as a liaison for the Commission at the Idaho Statewide Interoperability Executive Council (**SIEC**) meetings.

An Idaho Emergency Communications Commission website has been created and can be accessed at **e911.idaho.gov**.

Next Steps:

Using the data validated by Mr. Goldsmith during his PSAP visits, the Commission in partnership with the PSAP owners will look to develop a Strategic Plan to improve the effectiveness and reliability of the E911 systems, as well as to support technological advances, to satisfy the Federal Communications Commission mandates, and to meet increased customer demand for the future. In partnership with the PSAP owners, the Commission will look to identify the resources necessary to complete the objectives and initiatives. It will also look to establish and implement disaster recovery planning and develop a plan for the evolution of PSAP equipment that will provide PSAP call takers with the tools necessary to cope with an increasingly complex 911 environment characterized by emerging communications technologies and increased caller mobility.

Attachments:

- Operating budget as of 12/31/06
- Estimated Sources and Uses of Funds as of 12/31/06
- Glossary of Terms

Glossary of Terms

9-1-1 – A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

9-1-1 Administrator – The administrative jurisdiction of a particular 9-1-1 system. This could be a count/parish or city government, a special 9-1-1 or Emergency Communications District, a Council of Governments, an individual PSAP or other similar body.

9-1-1 Service Area – The geographic area that has been granted authority by a state or local governmental body to provide 9-1-1 service.

9-1-1 System – The set of network, data base and CPE components required to provide 9-1-1 service.

Automatic Location Identification (ALI) – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

Automatic Location Identification (ALI) Data Base – The set of ALI records residing on a computer system.

Automatic Number Identification (ANI) – Telephone number associated with the access line from which a call originates.

Basic 9-1-1 – An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.

Call Back Number – A number used by the PSAP to re-contact the location from which the 9-1-1 call was placed. The number may or may not be the number of the station used to originate the 9-1-1 call.

Computer Aided Dispatch (CAD) – A computer based system, which aids PSAP telecommunicators by automating selected dispatching and record keeping activities.

Consolidated PSAP – A facility where one or more Public Safety Agencies choose to operate as a single 9-1-1 entity.

Enhanced 9-1-1 (E9-1-1) – An emergency telephone system which includes network switching, data base and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, caller routing and location information, and ALI.

Geographic Information System (GIS) – A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map, i.e. Latitude/Longitude from a wireless 9-1-1 call.

Global Positioning System (GPS) – A satellite based Location Determination Technology (LDT).

Internet Protocol (IP) – The method by which data is sent from one computer to another on the Internet or other networks.

Logging Recorder – A voice-band audio recorder which records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multichannel so as to simultaneously record from several sources.

Master Street Address Guide (MSAG) – A data base of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

National Emergency Number Association (NENA) – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

Public Safety Answering Point (PSAP) – A facility equipped and staffed to receive 9-1-1 calls.

Router –

An interface device between two networks that selects the best route to complete the call even if there are several networks between the originating network and the destination

A device that provides network management capabilities (e.g., load balancing, network partitioning, usage statistics, communications priority and troubleshooting tools) that help network managers to detect and correct problems

An intelligent device that forwards data packets from one local area network (LAN) to another and that selects the most expedient route based on traffic load, line speeds, costs, or network failures to complete the call

Voice over Internet Protocol, Voice over IP (VoIP) – Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user’s telephone number may be static or dynamic.

Wireless Phase I – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell-sector.

Wireless Phase II – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements.