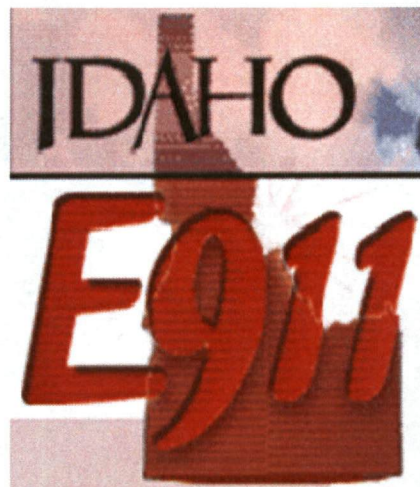


**IDAHO EMERGENCY COMMUNICATIONS
COMMISSION 2010 ANNUAL REPORT TO THE
IDAHO LEGISLATURE**



Prepared by:

STATE OF IDAHO EMERGENCY
COMMUNICATIONS COMMISSION

February 1, 2010



Idaho Emergency Communications Commission

2010 Annual Report to the Idaho Legislature

Overview

The Idaho Emergency Communications Commission ("IECC") has worked diligently since its inception in 2004 to address the needs throughout Idaho and to improve the 9-1-1 telephone systems operated by Idaho counties and cities. Consolidated emergency communications system centers that are commonly known as dispatch centers or Public Safety Answering Points ("PSAP") receive emergency calls from the public via 9-1-1 or a seven-digit phone number. The PSAPs are termed consolidated under Idaho law as all vital public safety agencies are dispatched out of the center and the PSAPs send the necessary assistance whether it is law enforcement, fire, or emergency medical services without the caller needing to dial separate numbers.

Highlights of 2009

- **Enhanced Grant Fee Fund Awards to Provide Funding for Eight (8) Counties to Progress from Basic 9-1-1 to Enhanced 9-1-1 in 2010**

Adams County	\$ 167,284.92
Benewah County	\$ 208,822.00
Boise County	\$ 164,789.37
Bonner County	\$ 88,967.00
Boundary County	\$ 175,601.08
Camas County	\$ 65,952.46
Custer County	\$ 185,788.47
Lewis County	\$ 192,799.00

- **Enhanced Grant Fee Fund Awards to Provide Replace Network or Enhanced Phone Systems**

Power County	\$ 130,000.00
Teton County	\$ 65,568.85
Franklin County	\$ 130,000.00

- **Enhanced Grant Fee Fund Award to Complete Migration from Basic 9-1-1 to Enhanced 9-1-1 Implementation**
 Valley County \$ 25,295.00

- **Other Projects Completed by Counties**
 - **Wireless Phase II Implementation**
 Madison County
 Minidoka County

Mission and Purpose

The mission of the Idaho Emergency Communications Commission:

Enhancing Idaho's public health, safety, and welfare by assisting emergency communications and response professionals in the establishment, management, operations, and accountability of consolidated emergency communications systems.

The Idaho Emergency Communication Commission was created by the Idaho Legislature in 2004 pursuant to amendments to the Idaho Emergency Communication Act, Idaho Code § 31-4801 *et seq.* The purpose and responsibilities of the Commission granted by the Idaho Legislature are centered on finding solutions to the difficulties of counties and cities to keep up with technological advances in the area of 9-1-1 and emergency communications for public safety purposes in general.

There are currently forty-six (46) PSAPs in Idaho, forty (40) are operated by county sheriff's offices, five (5) by cities through their police departments or by contract with another city, (City of Moscow), and four counties (Twin Falls, Jerome, Lincoln and Gooding) are served by a regional PSAP known as SIRCOMM.

Please refer to Appendix I for references to the legislative authority for the creation of the IECC.

Commission Representation

The Commission is comprised of thirteen members and one ex-officio member. As indicated below, the majority of the members represent various local statewide governmental associations, interested members of the private sector and the public at large from all regions of the State of Idaho. All of these members are appointed by the Governor. Two members are members by nature of their position-Director of the Idaho State Police or designee and the Adjutant General or designee. The ex-officio member is a representative of the Attorney General's Office.

Mayor Garret Nancolas – Chair
Association of Idaho Cities
City of Caldwell

Representative Rich Wills – Vice Chair
Public at Large
Idaho House of Representatives

Chief R. David Moore – Treasurer
Idaho Chiefs' of Police Association
City of Blackfoot

Capt. Bill Gardiner
Designee for **Jerry Russell**, Director
Idaho State Police

Commissioner Joe Young
Idaho Association of Counties
Bonner County

Sheriff Chris Smith
Idaho Sheriff's Association
Canyon County

Chief Martin Knoelk
Idaho Fire Chiefs Association
North Ada County Fire District

Teresa Baker
Idaho Prosecuting Attorneys Association
Ada County, Deputy Prosecuting Attorney

Dia Gainor, Chief
Idaho State Emergency Medical
Services Communications Center

Troy Hagen
Idaho Emergency Medical Services Assoc.
Director, Ada County Paramedics

Clint Berry
Traditional Phone Service Industry
Qwest Communications

James Lemm
Wireless Phone Industry
J & R Electronics, Inc.

Col. William Shawver, Director
Idaho Bureau of Homeland Security
Designee for Brigadier General
Gary Sayler

Mitchell Toryanski
Deputy Attorney General
Idaho Attorney General

Activities and Accomplishments

- **Meetings and Training Seminars**

The Commission conducted monthly meetings throughout 2009. In keeping with the Commission's mission and to accommodate the interest from different areas of the state, the Commission met in Bonners Ferry in May and Coeur d'Alene in September. These two meetings were held in conjunction with training seminars for elected officials and city/county employees involved in providing emergency communications services whether they were project managers, dispatchers, information technology employees or, as in most cases, serving a variety of functions.

- **Operations and Funding**

The funding for the operation of the Commission comes from an assessment level of one percent (1%) of all emergency communications fees collected in the state. The service providers collect the fee in the amount up to \$1.00 per line from their customers and then remit this to individual counties or 9-1-1 service areas. The counties are then responsible for sending 1% of the fee to the Commission.

The Commission approved an annual operating budget of \$187,626 for fiscal year 2010 (FY10) attached as Appendix B. During fiscal year 2009 (FY09), \$189,077.38 was revenue collected from the forty counties who currently assess and collect the fee. A copy of the final operating budget for FY09 and the amounts received in fees from the counties is included in Appendix A.

With the implementation of the Enhanced Grant Fee and thirty-five (35) participating counties, the revenue collected through this fee was \$1,754,421.01 in FY 2009. See Appendix F for a list of participating counties and Appendix I for legislative authority for the Enhanced Grant Fee

- **Status of E9-1-1 in Idaho**

The Commission has continued to assess the needs of the local governments throughout Idaho. We understand that citizens expect the same level of service throughout the state regardless of how they are contacting area 9-1-1 centers throughout Idaho whether they are calling on a wireline or wireless phone and whether or not they are in an urban or rural setting.

The key to this service is known as Enhanced 9-1-1 ("E9-1-1"). E9-1-1 is the ability of a PSAP to obtain a caller's callback number and an address when a caller dials 9-1-1. This means that the PSAP receives voice-only 9-1-1 calls and the dispatcher must obtain the type of emergency, the telephone number and the location from the caller. If the caller is unable to speak the needed emergency response is delayed. As previously reported, there are currently twelve (12) PSAPs in Idaho that do not

have this capability. The 2009 Enhanced Grant Fee awards will be used to migrate these PSAPs to E9-1-1.

The Commission has set goals to ensure that all citizens in the State of Idaho are able to benefit from technology widely available. These goals are as follows:

1. Ensure that all PSAPs are brought to the E9-1-1 level. Only thirty-three (33) PSAPs currently have this capability. Additionally it is important to note that it was not until 2006 that all PSAPs in Idaho had Basic 9-1-1.
2. Ensure that all PSAPs are compliant with requirements to receive information from callers using a wireless or cell phone, which is known as Phase I and Phase II. Phase I ensures that a PSAP has a callback number for the wireless phone and identification of the cell-tower from which the call originated. Phase II means that a wireless 9-1-1 call has Phase I requirements plus location of the caller within 125 meters of the location of the call 67% of the time and selective routing based upon those coordinates. This essentially means that a PSAP can direct first responders to the basic location of the caller. Of the thirty-three (33) PSAPS with E9-1-1 capability only nineteen (19) are capable of receiving name, phone number and location information from a caller using a wireless phone.
3. Assess the feasibility of implementing Next Generation 9-1-1 ("NG9-1-1") throughout Idaho. NG9-1-1 is a system comprised of managed IP-based networks and elements that augments present E9-1-1 features and functions. It is designed to provide access to emergency services from all sources and to provide multimedia data capabilities for PSAPs. An example might be that "callers" using text messaging from a wireless phone or similar form of communication devices will be able to access PSAPs.

The Commission is pleased to report that in 2009 Valley County completed their implementation of Enhanced 9-1-1. Madison and Minidoka counties have also completed Phase II implementation.

The main obstacle for those PSAPs that are still at the Basic 9-1-1 level is the lack of resources and funding. The systems are expensive and technologically advanced in that costly annual maintenance agreements are needed. These costs tend to be in excess of the revenue received from current fees collected in those counties. With the implementation of the Enhanced Grant Fee the Commission is pleased to announce that we have provided grants to twelve (12) participating counties for a total of \$1,600,868.00, thus allowing eight (8) Basic 9-1-1 Centers to migrate to Enhanced 9-1-1. These counties are Adams, Benewah, Boise, Bonner, Boundary, Camas, Custer and Lewis counties. Valley County was provided a grant to complete their enhanced system. Teton County was given funding to move to a new 9-1-1 network and Power and Franklin Counties were given funds to upgrade old and outdated 9-1-1 phone systems.

- **PSAP Standards Committee**

During the PSAP assessment process the Commission went through to determine the status of all PSAPs in Idaho, it became apparent that there was a need to look at a way to assist PSAPs with the training of personnel. The purpose was not to impose standards from the Commission but to facilitate communication between representatives from the individual PSAPs to look at the issues they face on a day-to-day basis and to assist each other. The Commission formed the PSAP Standards Committee to provide develop standardized training and a forum for issues facing PSAPs and dispatchers throughout Idaho. The Commission assists the Committee with meeting expenses and coordination and the counties/cities provide the personnel staffing at their expense.

A PSAP Standards Committee is currently comprised of the following members:

Bingham County	Erin Hidalgo
Canyon County	Lorraine Elfering
Cassia County	Deann Taylor
Kootenai County	Brad Coughenour
Ada County	Greg Warner
Madison County	Bruce Bowler
City of Nampa	Carmen Boeger
Bonneville County	Heather Kunz
Lewis County	Alesia Winner
City of Pocatello	Donielle Whitney
State Communications	Christine Stewart
Valley County	Kelly Taylor

The Committee identified four projects in order of importance that they wanted to accomplish. They are as follows:

- 1. Establish standard entry-level training for dispatchers to meet Idaho Peace Officers Standards Training (POST) guidelines for certification for use by all PSAPs. This training will be available in workbook format and on compact disc.**

This project has been completed and was approved by the Idaho Emergency Communications Commission, the Idaho Sheriff's Association, the Idaho Chiefs' of Police Association and the Idaho Peace Officers Standards and Training. It will be available and distributed to all PSAP's in February 2010. The training is certified by POST for 10 credit hours.

2. Prepare seminars for PSAP development for supervisors and managers to cover a range of topics ranging from systems integration, procurement processes, PSAP center scheduling, to hiring and recruiting and other topics as needed.

The following Dispatch related topics were presented this past year:

Course: PSAP Standards Committee Presentation
Location: ILETS Conference in Boise
When: April 2009
Participants: Approximately 200 participants

Course: Leadership for Dispatchers
Locations: Coeur D'Alene, Boise, Burley, and Idaho Falls
When: September 2009 (two separate dates in each area of the state)
Participants: 100 participants

Course: Stress Management for the 9-1-1 Dispatcher
Locations: Coeur D'Alene, Boise, Burley, and Idaho Falls
When: October 2009 (two separate dates in each area of the state)
Participants: 94 participants

Training scheduled for this year includes:

Course: Liability and Dispatch
Location: ILETS Conference in Boise (3- one hour sessions)
When: April 2010

Course: Liability and Dispatch – Half Day Training
Location: Coeur D'Alene, Boise, Burley, and Idaho Falls Areas
When: Summer 2010

Course: Dispatch Train the Trainer
Location: Coeur D'Alene, Boise, Burley, and Idaho Falls Areas
When: Fall 2010

3. Develop a process for POST certification or accreditation for all dispatchers/call-takers.

Presently there are no minimum training standards for dispatchers in the State of Idaho. The lack of minimum training standards for dispatcher's is in stark contrast to the other partnerships within the public safety arena that all have minimum training standards; Police, Corrections, Fire, and EMS.

All other facets of public safety require training and certification to ensure minimum performance that is safe, standard, and legal. This performance must also be measurable. Certification accomplishes all of these things.

The Commission and the PSAP Standards Committee has taken notice of the inconsistent levels of training among the PSAP's in the State of Idaho. Training ranges from one week to six months and many agencies do not send their Dispatchers to the Basic Dispatch Academy at POST since it is not required.

The development of minimum statewide uniform training standards for Dispatchers is in the best interest of the public and the Emergency Responders that is served by our state's 9-1-1 centers and serves to enhance the delivery of public safety services in Idaho. By developing a statewide benchmark of training standards, not only will it serve to strengthen the competency of dispatchers, it will provide for the acceptance and enhancement of the professionalism of this essential public safety field.

The PSAP Standards Committee has had several meetings with POST representatives regarding the Basic and Advanced Dispatch Academy curriculum. The plan is to continue this dialog and strive for more involvement in the academies. It has been proposed that the Entry Level Dispatch Training Manual created by the PSAP Standards Committee become a pre-requisite for the Basic Dispatch Academy. Currently there is work on a proposal to the POST Council in an attempt to obtain mandatory training and certification for dispatchers.

The IECC and the PSAP Standards Committee will continue to research the possible need for a statewide dispatcher certification.

4. Established a community awareness and public education campaign centered on the importance of the role of the 9-1-1 dispatcher and the 9-1-1 center.

A 9-1-1 website is currently being built and will be live in March 2010. The purpose is to support public and dispatcher education resources. Public outreach and education remains a priority and educational information will be published on this new website along with postings on the Idaho Emergency Communications website.

A public education presentation was developed regarding 9-1-1 that was presented at the ILETS Conference and in June to meeting of the Idaho Sheriff's Association and in September at the Idaho Chief's of Police Association.

- **National Representation and Associations**

The E9-1-1 Program Coordinator, Eddie Goldsmith, who is an employee of the Commission, represented the Commission at the 2009 National APCO conference in Las Vegas, Nevada. He also attended the National Emergency Number Association Conference ("NENA") and the National Association of State Administrators Conference ("NASNA") in Fort Worth, Texas. Mr. Goldsmith also conducted forty-six (46) 9-1-1 PSAP assist visits throughout the state to assist 9-1-1 administrators with technical issues and Enhanced 9-1-1 system design.

APPENDICES

Appendix A	Final Fiscal Year 08-09 Budget
Appendix B	Fiscal Year 09-10 Budget
Appendix C	2008 Status of Service Map
Appendix D	2009 Status of Service Map
Appendix E	2010 Status of Service Map
Appendix F	List of Counties Adopting the Enhanced Grant Fee
Appendix G	2010 Enhanced Grant Fee Status Map
Appendix H	Glossary of 9-1-1 Terminologies
Appendix I	Legislative Authority

Appendix A

Final FY 08-09 Budget

**E911 EMERGENCY COMMUNICATION COMMITTEE
2009 BUDGET
For the Year Ending FY 2009
September 30, 2009**

DESCRIPTION	FY 2009 Budget	FY 2009 Expenses
COMMISSION AND MEETING EXPENSES		
Meeting Expenses	2,000	713
In-State Travel	8,000	10,490
	10,000	11,203
ADMINISTRATIVE EXPENSES		
<i>E911 Project Manager Salary/Benefits</i>	96,100	99,416
Administrative Support	10,000	1,137
Office Supplies	1,500	1,346
Office Equipment	2,000	
Telephone	1,400	1,048
Photocopying	150	294
Postage	500	324
Administrative Rules	600	808
Capital Improvements	10,000	
Awards	400	136
Professional Membership fees	308	312
IN-STATE TRAVEL		
Fuel	4,000	1,941
Vehicle maintenance	1,000	849
Lodging and per diem	6,000	4,616
IN-STATE TRAVEL PSAP COMMITTEE		
Training	2,000	2,513
Travel, lodging and per diem	10,000	11,700
OUT OF STATE TRAVEL		
NENA, NASNA & APCO CONFERENCES	5,990	6,938
	151,948	133,379
Contingency Funds	25,678	-
TOTAL ALLOCATED BUDGET	187,626	144,582

Appendix A

E911 EMERGENCY COMMUNICATION COMMITTEE ESTIMATED SOURCES AND USES OF FUNDS County FY 2009 E911 FUND For the Year End 2009 September 30, 2009

<u>ASSETS</u>	Proposed Annual Budget	First Quarter 10-1 to 12-31 Actual	Second Quarter 1-1 to 3-31 Actual	Third Quarter 4-1 to 6-30 Actual	Fourth Quarter 7-1 to 9-30 Actual
Estimated Beginning Cash Balance	\$270,400	\$275,824	\$473,344	\$945,189	\$1,489,092
<u>FY09 SOURCES OF FUNDS</u>					
Estimated County Assessments (1%)	\$187,626	\$35,030	\$44,380	63,427	46,240
Interest on County Assesments	\$0	\$0.00	\$0.00	0	0
Donations/Gifts	\$0	\$0.00	\$0.00	0	0
Grants Received	\$1,696,462	\$191,709	\$451,252	516,358	595,102
Interest for Grants Received	??	\$1,711	\$3,087	\$4,275	\$4,256
Total Sources of Funds	\$1,884,088	\$228,449	\$498,719	\$584,061	\$645,598
 ESTIMATED CASH/ TOTAL AVAILABLE FUNDS	 \$2,154,488	 \$504,273	 \$972,063	 \$1,529,250	 \$2,134,691
<u>FY09 ESTIMATED EXPENDITURES</u>					
Commission Operating Expenses from Assessments	\$187,626	30,929	26,874	40,157	46,621
Grants Issued	\$0	0	0	0	0
Total Expenditures	\$187,626	\$30,929	\$26,874	\$40,157	\$46,621
Estimated Cash Balance	\$1,966,862	473,344	\$945,189	\$1,489,092	\$2,088,070

Appendix B

**FY 09-10 Budget
E911 EMERGENCY COMMUNICATION COMMITTEE
2010 BUDGET WORKSHEET**

DESCRIPTION	FY 2010 Budget	FY 2010 Expenses
COMMISSION AND MEETING EXPENSES		
Meeting Expenses	2,000	
In-State Travel	8,000	328
	10,000	328
ADMINISTRATIVE EXPENSES		
<i>E911 Project Manager Salary/Benefits</i>	98,983	18,283
Administrative Support	10,000	461
Office Supplies	1,500	102
Office Equipment	2,000	
Telephone	1,400	87
Photocopying	400	
Postage	500	89
Administrative Rules	600	
Capital Improvements	10,000	
Awards	400	
Professional Membership fees	308	212
IN-STATE TRAVEL		
Fuel	4,000	
Vehicle maintenance	1,000	
Lodging and per diem	6,000	383
IN-STATE TRAVEL PSAP COMMITTEE		
Training	11,000	928
Travel, lodging and per diem	10,000	3,112
OUT OF STATE TRAVEL		
NENA, NASNA & APCO CONFERENCES	7,000	
	175,091	23,657
Contingency Funds	42,553	-
TOTAL ALLOCATED BUDGET	227,644	23,986

Appendix B

E911 EMERGENCY COMMUNICATION COMMITTEE ESTIMATED SOURCES AND USES OF FUNDS

County FY 2010

E911 FUND

For the Month Ending

November 30, 2009

<u>ASSETS</u>	Proposed Annual Budget	First Quarter 10-1 to 12-31 Actual	Second Quarter 1-1 to 3-31 Estimated	Third Quarter 4-1 to 6-30 Estimated	Fourth Quarter 7-1 to 9-30 Estimated
Estimated Beginning Cash Balance	\$2,098,171	\$2,098,171	2,279,419	\$2,710,383	\$1,540,478
<u>FY10 SOURCES OF FUNDS</u>					
Estimated County Assessments (1%)	\$189,077	\$24,576	\$47,269	47,269	47,269.25
Interest on County Assesments	\$0	\$0	\$0.00	0	0.00
Donations/Gifts	\$0	\$0	\$0.00	0	0.00
Grants Received	\$1,754,421	\$177,412	\$438,605	438,605	438,605.25
Interest for Grants Received	\$8,000	\$3,245	\$2,000	\$2,000	2,000.00
Total Sources of Funds	\$1,951,498	\$205,234	\$487,875	\$487,875	487,874.50
 ESTIMATED CASH/ TOTAL AVAILABLE FUNDS	 \$4,049,669	 \$2,303,404.90	 \$2,767,294	 \$3,198,257	 2,028,352.74
<u>FY10 ESTIMATED EXPENDITURES</u>					
Commission Operating Expenses from Assessments	\$227,644	\$23,986	56,911	56,911	56,911.00
Grants Issued	\$1,600,868	\$0	0	1,600,868	0.00
Total Expenditures	\$1,828,512	\$23,986	\$56,911	\$1,657,779	56,911.00
Estimated Cash Balance	\$2,221,157	\$2,279,419	\$2,710,383	\$1,540,478	1,971,441.74

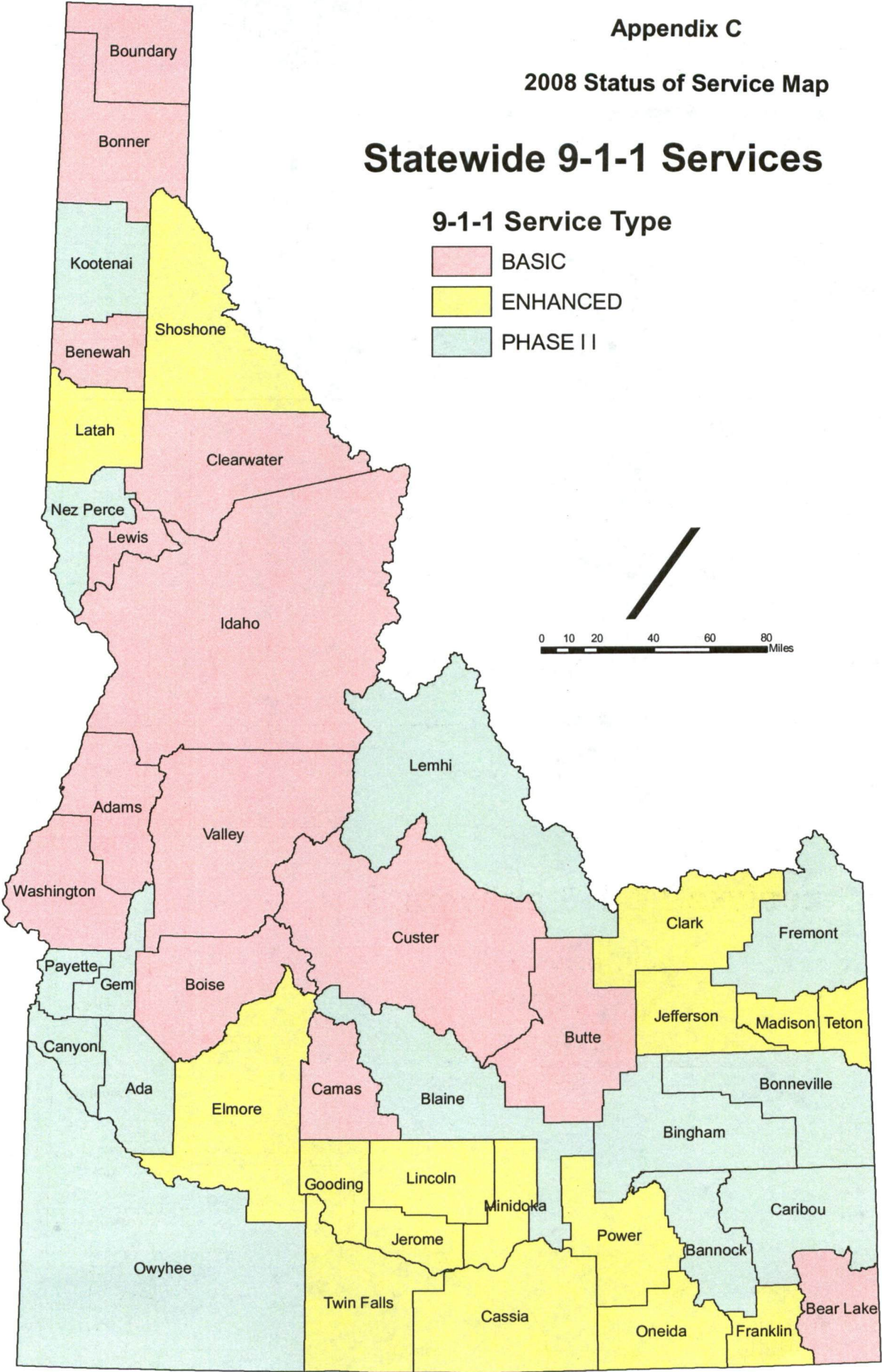
Appendix C

2008 Status of Service Map

Statewide 9-1-1 Services

9-1-1 Service Type

- BASIC
- ENHANCED
- PHASE II

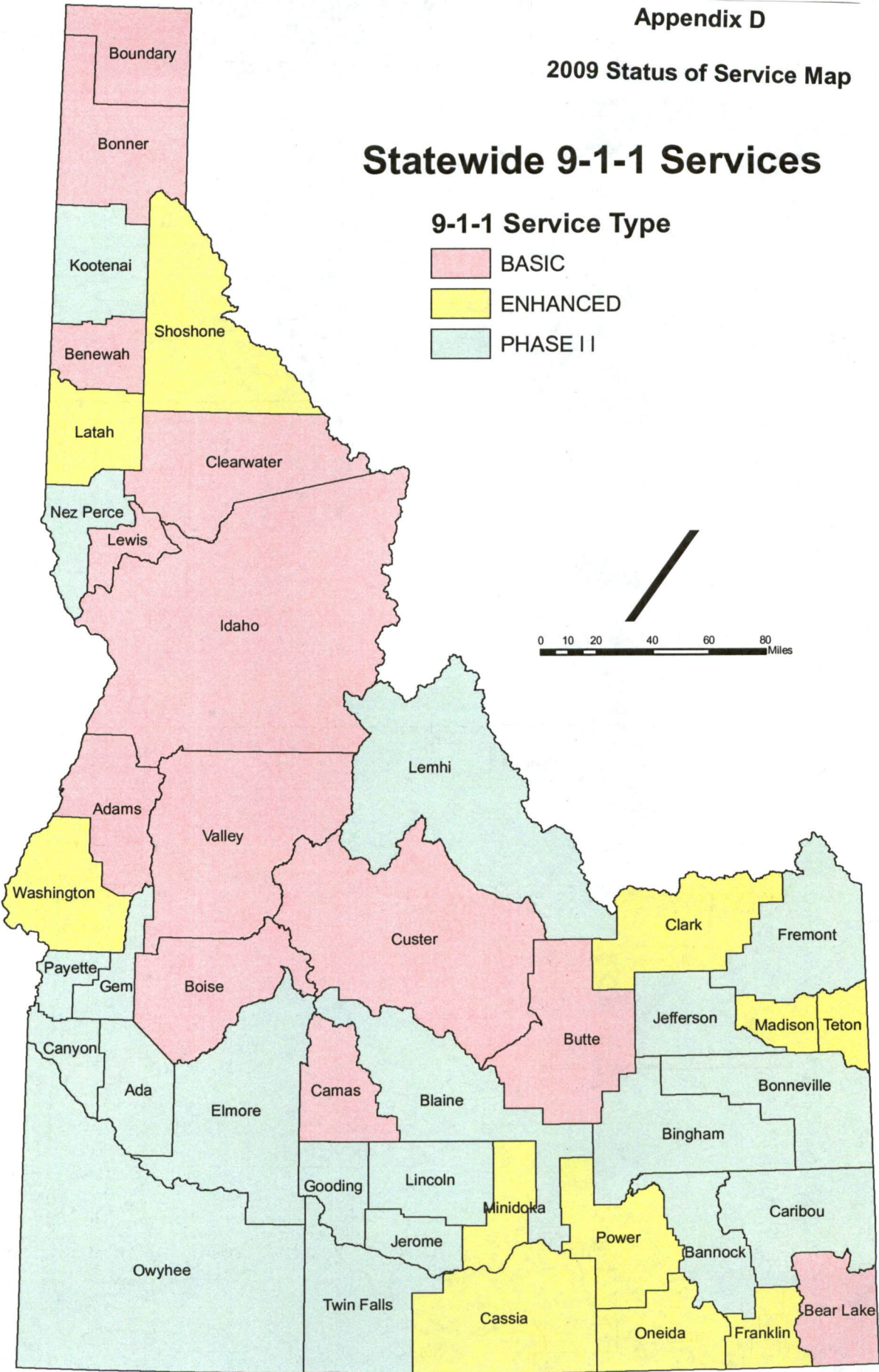


Status of Service as of February 5, 2008

Statewide 9-1-1 Services

9-1-1 Service Type

- BASIC
- ENHANCED
- PHASE II

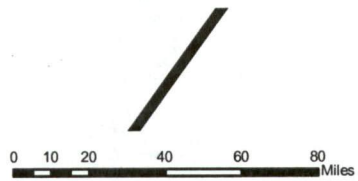
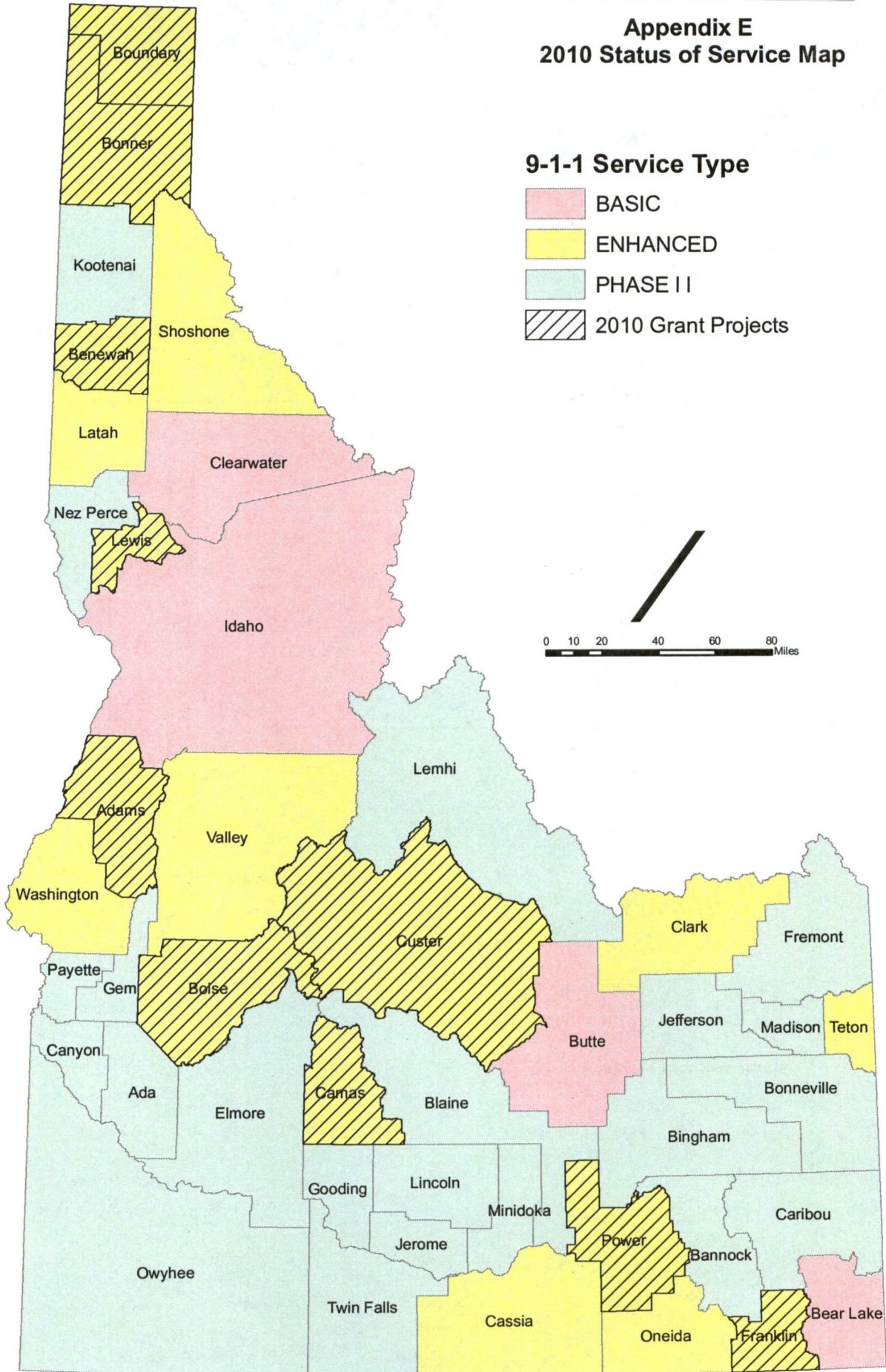


Status of Service as of January 1, 2009

Appendix E 2010 Status of Service Map

9-1-1 Service Type

- BASIC
- ENHANCED
- PHASE II
- 2010 Grant Projects



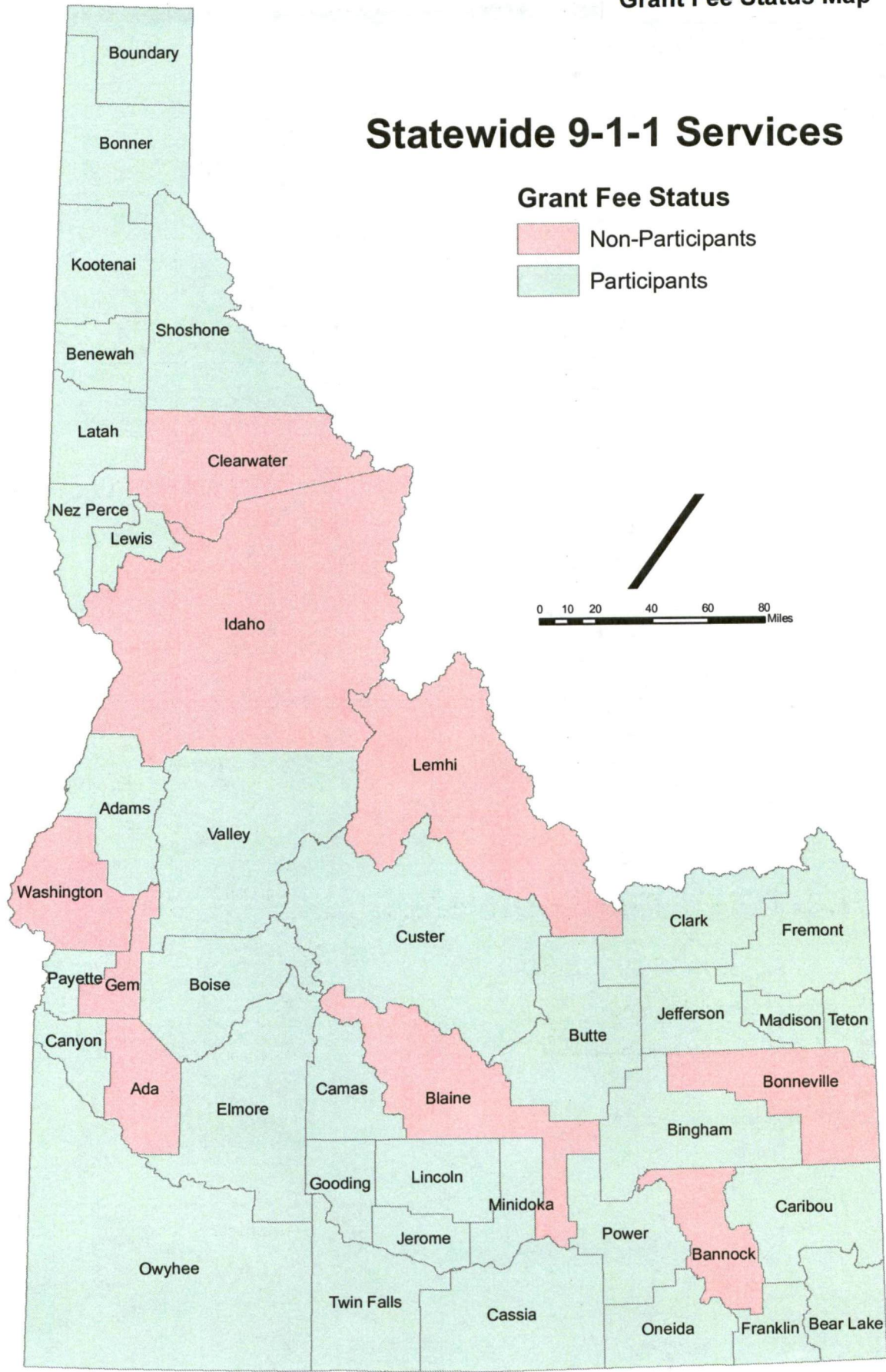
Status of Service as of January 1, 2010

Appendix F
List of Counties Adopting the Enhanced
Grant Fee

Counties Date resolution was passed

Adams	06/23/08
Bear Lake	08/04/08
Benewah	06/30/08
Bingham	06/18/08
Boise	06/16/08
Bonner	06/24/08
Boundary	12/23/08
Butte	09/22/08
Camas	02/09/09
Canyon	06/25/08
Caribou	06/23/08
Cassia	06/23/08
Clark	06/09/08
Custer	12/22/08
Elmore	06/23/08
Franklin	06/23/08
Fremont	06/16/08
Gooding	07/28/08
Jerome	09/15/08
Jefferson	06/23/08
Kootenai	07/15/08
Latah	06/18/08
Lewis	12/01/08
Lincoln	11/10/08
Madison	02/23/09
Minidoka	06/23/08
Nez Perce	07/07/08
Oneida	06/24/08
Owyhee	06/16/08
Payette	06/30/08
Power	06/23/09
Shoshone	06/25/08
Teton	08/25/08
Twin Falls	06/25/08
Valley	06/09/08

Statewide 9-1-1 Services



Status of Service as of January 1, 2010

Appendix H 9-1-1 Terminology

Glossary of 9-1-1 Terminology

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.

Appendix I

Legislative Authority

After almost 20 years since the original enactment of the Emergency Communications Act, there is still an increasing need in many Idaho communities. In amendments to the Act in 2004, 2007 and again in 2008, the Legislature found:

- (a) Since the original enactment of the emergency communications act in 1988, many of Idaho's communities have found that they are lacking in the resources to fully fund emergency communications systems at the local level;
- (b) Changes in technology and the rapid growth of communications media have demonstrated that financing such systems solely by a line charge on subscribers to wireline services does not reflect utilization of emergency communications systems by subscribers to wireless and other forms of communications systems;
- (c) There is a need to enhance funding for the initiation and enhancement of consolidated emergency communications systems throughout the state;
- (d) Utilization of cellular telephones and voice over internet protocol (VoIP) communications to access emergency communications systems has substantially increased citizen access to emergency services while at the same time increasing demands upon the emergency response system;
- (e) In order to protect and promote the public health and safety, and to keep pace with advances in telecommunications technology and the various choices of telecommunications technology available to the public, there is a need to plan and develop a statewide coordinated policy and program to ensure that Enhanced 9-1-1 services are available to all citizens of the state and in all areas of the state.
- (f) The need to implement planning for the migration to the Next Generation 9-1-1.

Idaho Code § 31-4801 (2009).