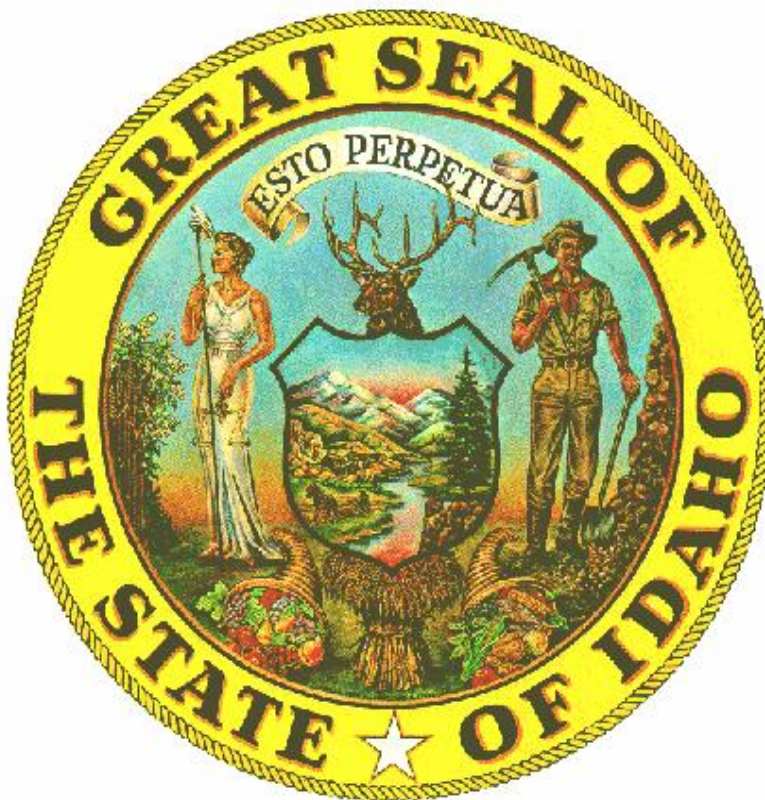


# **IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION 2019 ANNUAL REPORT TO THE IDAHO LEGISLATURE**



Prepared by:

STATE OF IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

January 10, 2019



## **Idaho Public Safety Communications Commission**

### **2019 Annual Report to the Idaho Legislature**

#### **Overview**

The Idaho Public Safety Communications Commission ("IPSCC") was formed from the Emergency Communications Commission ("IECC") with new legislation that expanded IPSCC responsibilities in 2016. The IPSCC continues the work started by the Idaho Emergency Communications Commission ("IECC") established (2004) to address the needs and improve the 9-1-1 telephone systems operated by Idaho counties and cities throughout the state. The creation of the Commission includes Consolidated Emergency Communications System Centers that are referred to as dispatch centers or Public Safety Answering Points ("PSAP"). The process is considered a "system" from call initiation to resolution of the call. Telephone, radio, and data are included in the responsibilities of the IPSCC where the IECC only addressed 911 telephony. The PSAPs are termed consolidated under Idaho law as all vital public safety agencies are dispatched out of the center and the PSAPs then send the necessary assistance whether it is law enforcement, fire, or emergency medical services without the caller needing to dial separate numbers. The IPSCC has the duty to provide the governance structure through which public safety communications stakeholders can collaborate to advance consistency and common objectives, to provide integrated facilitation and coordination for cross-jurisdictional consensus building, to assist in the standardization of agreements for sharing resources among jurisdictions with emergency response communications infrastructure, to suggest best practices, performance measures and performance evaluation in the integrated statewide strategic planning and implementation of interoperability among public safety communications professionals and entities that serve people in Idaho regardless of jurisdiction, to manage the Idaho public safety interoperable communications and data systems fund as established by section §31-4820, Idaho Code, and to pursue budget authorizations as set forth in this chapter.

## Highlights of 2018

Enhanced Grant Fee Fund Awards to Provide Funding for 911 Center upgrades in 2019:

|   |                              |
|---|------------------------------|
| <b>ADAMS COUNTY</b>   | <b>\$6,916.50</b>            |
| <b>BEAR LAKE COUNTY (joint with Bonneville)</b>   | <b>\$199,065.25</b>          |
| <b>BENEWAH COUNTY</b>   | <b>\$55,090.56</b>           |
| <b>BINGHAM COUNTY</b>   | <b>\$19,949.00</b>           |
| <b>BLAINE COUNTY</b>  | <b>\$231,293.43</b>          |
| <b>BLAINE COUNTY COMBINED (with Cassia, Minidoka &amp; Camas)</b>   | <b>\$70,511.50</b>           |
| <b>BOUNDARY COUNTY</b>  | <b>\$72,121.39</b>           |
| <b>BUTTE COUNTY</b>   | <b>\$20,903.16</b>           |
| <b>CAMAS COUNTY</b>   | <b>\$24,398.33</b>           |
| <b>CANYON COUNTY (joint with Owyhee)</b>  | <b>\$289,388.89</b>          |
| <b>CARIBOU COUNTY COMBINED (with Bear Lake, Boundary, Camas, Clearwater, Franklin, Minidoka, Oneida &amp; Owyhee)</b> | <b>\$108,000.00</b>          |
| <b>CITY OF POST FALLS</b>   | <b>\$115,638.84</b>          |
| <b>CLARK COUNTY</b>   | <b>\$13,425.50</b>           |
| <b>ELMORE COUNTY</b>  | <b>\$42,020.82</b>           |
| <b>FRANKLIN COUNTY</b>  | <b>\$7,279.00</b>            |
| <b>KOOTENAI COUNTY</b>  | <b>\$10,625.00</b>           |
| <b>LEMHI COUNTY</b>   | <b>\$11,085.55</b>           |
| <b>MADISON/FREMONT COUNTY COMBINED (joint with Bonneville)</b>  | <b>\$423,980.21</b>          |
| <b>ONEIDA COUNTY (JOINT with Bonneville)</b>  | <b>\$229,415.34</b>          |
| <b>OWYHEE COUNTY JOINT with Canyon)</b>   | <b>\$159,549.48</b>          |
| <b>POWER COUNTY (JOINT with Bonneville or Bingham)</b>  | <b>\$173,959.71</b>          |
| <b>SHOSHONE COUNTY (will be doing more research)</b>  | <b>\$313,992.00</b>          |
| <b>TETON COUNTY</b>   | <b>\$53,711.83</b>           |
| <b>IPSCC</b>  | <b>\$88,250.00</b>           |
| <b><u>TOTAL</u></b>   | <b><u>\$2,740,571.29</u></b> |

## Mission and Purpose

The mission of the Idaho Public Safety Communications Commission:

Enhance Idaho's public health, safety, and welfare by assisting emergency communications and response professionals in the establishment, management, operations, standardization, planning and development of a coordinated statewide policy/program, to ensure enhanced 911 services, NG 911 services, and future/emerging public safety technologies are available to all citizens of the state and people in all areas of the state.

The Idaho Public Safety Communications Commission was created by the Idaho Legislature in 2016 pursuant to amendments to the Idaho Emergency Communication Act, Idaho Code § 31-4801 *et seq.* The purposes and responsibilities of the Commission granted by the Idaho Legislature are centered on finding solutions to the difficulties of counties and cities and to keep up with technological advances in the areas of 9-1-1, radio, data and emergency communications for public safety purposes in general.

There are currently forty-six (46) PSAPs in Idaho, thirty-nine (39) are operated by county sheriff's offices, one (1) operated by the county contracting with various cities and entities in the County (Blaine County), 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. There are currently four (4) Secondary PSAPs in Idaho operated by the Idaho State Police (North and South), State Comm and the INL. There are also 2 federally funded PSAPs in Idaho (MHAFB and Gowen Field ANGB). The INL was approved as a secondary PSAP for Idaho during 2018. They are still federally funded and do not receive any State 911 fees for operations.

Please refer to Appendix M for references to the legislative authority for the creation of the IPSCC.

## Commission Representation

The Commission is comprised of eighteen members. As indicated below, the majority of the members represent various local statewide governmental associations, regional breakouts of the state (DIGBs) and the public at large from all regions of the State of Idaho. The Governor appoints all of the members. Two members are members by nature of their position -Director of the Idaho State Police or designee and the Director of the Office of Emergency Management (OEM) or designee.

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

**Rep. Rick Youngblood**  
Legislator  
Idaho House of Representatives/Senate

**Michele Carreras – Treasurer**  
Idaho State Emergency Medical  
Services Communications Center

**Jeff Week**  
Chair, Idaho Technology Authority

**Chief Craig Kingsbury**  
Idaho Chiefs' of Police Association  
City of Twin Falls

**Capt Kevin Haight**  
Designee for Director  
Idaho State Police

**Lan Smith**  
Idaho Association of Counties

**Sheriff Len Humphries**  
Idaho Sheriff's Association  
Fremont County

**Chief David Gates – Vice Chair**  
Idaho Fire Chiefs Association  
Pocatello Fire Department

**Sheriff Stephen Bartlett**  
Idaho Sheriff's Association  
Ada County

**Brad Richy**  
Director  
Office of Emergency Management

**Sheriff Ben Wolfinger**  
DIGB 1  
Kootenai County

**Chief Travis Myklebust**  
DIGB 2  
Lewiston Fire Department

**Carmen Boeger**  
DIGB 3  
Nampa City

**Commissioner Jacob Greenberg**  
DIGB 4  
Blaine County

**Sheriff Lorin Nielsen**  
DIGB 5  
Bannock County

**Sam Hulse**  
DIGB 6  
Madison County

**Wes Jones**  
Idaho Tribal Representative  
Shoshone-Bannock Tribe

## Activities and Accomplishments

### Meetings and Training Seminars

The Commission conducted bi-monthly meetings throughout 2018. In keeping with the Commission's mission and to accommodate the interest from different areas of the state, the Commission met in Twin Falls during May and again in Coeur d'Alene during October.

### 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 total fee to the Commission for operations of the Commission. Example is located in Appendix N.

The Commission approved an annual operating budget of \$189,860 (Appendix B, contingency fund of \$10,000 and \$250,000 set aside for the NG 9-1-1 consultant RFP the year prior). \$88,250 has been programmed for the Grants administration budget for fiscal year 2019 (FY19) (Appendix C). During fiscal year 2018 (FY18), \$225,212.08 was revenue collected from the forty-four counties who currently assess and collect the fee (1%, prepaid, and interest combined for the year). A copy of the final operating budget for FY18 is included in Appendix A.

With the implementation of the Enhanced Grant Fee and forty (40) participating counties of forty-four (44) total, the revenue collected through this fee was \$2,396,586.83 in FY

2018 with a total of \$117,344.00 earned in interest. See Appendix N for a break out of the fee amounts as an example. See Appendix K for a list of participating counties and Appendix M for legislative authority for the Enhanced Grant Fee

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

The Commission has continued to assess the needs of local governments throughout Idaho. We understand that citizens expect the same level of service throughout the state regardless of how they contact area 9-1-1 centers throughout Idaho through the use of a wireline, wireless phone, or VoIP 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. All PSAPs in Idaho currently have this capability (E9-1-1). With FY17 Enhanced Grant Fee awards, all counties in the State of Idaho have E9-1-1 capabilities and were Phase I-II Wireless compliant. 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.

### **Status of NG 9-1-1 in Idaho**

The Commission has set aside initial funds for an RFP on consultant services to help with planning, governance, legislative changes (funding), federal grant services, and RFP writing for NG 9-1-1 in Idaho. It is expected that the consultant company will be selected in the first quarter of calendar year 2019. It is also expected that federal funding will become available for NG 9-1-1 planning and implementation.

NG9-1-1 is a system comprised of managed IP-based networks and elements that augment 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. A good example would be a caller using real time text messaging from a wireless phone or similar form of communication devices to access an Idaho PSAP.

### **IPSCC Strategic Goals**

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

1. Ensure that all PSAPs continue to be compliant with requirements to receive information from callers using a wireless or cell phone, which is known as Phase I and Phase II. This will be an ongoing effort as older equipment will need to be refreshed and modernized to continue this capability.
  - a. Sustain and maintain E9-1-1, Phase I, and Phase II compliance in Idaho. **In progress.**
2. Host/remote equipment sharing and equipment consolidation between PSAPs as a continued emphasis area for special Grant funds. **In progress.** An example of potential savings with equipment/system consolidation is below:
  - a. As an example: if it costs \$250,000 to upgrade a PSAP 911 system, we gave an outlay to 3 counties to develop their systems interconnected into the fourth county in the amount of \$750,000. Over the course of the next 4 years those 4 counties will share in the costs to maintain one main system instead of 4 separate systems and maintenance fees. Also, in 5 years, instead of 4 PSAPs asking for \$1,000,000 to build new systems we should be able to upgrade the one consolidated system for approximately \$250,000-\$350,000.
  - b. The more PSAP's that join, the more PSAPs share on maintenance of the consolidated system thereby decreasing the overall yearly maintenance costs for all the counties on the system. There will still be onsite maintenance of the PSAP's node systems; however, that maintenance is greatly reduced from what it would cost to maintain a standalone system. We also expect the line fees and trunk costs to decrease. We will not know that average until the system is in place and operational.
3. Assess the feasibility of implementing Next Generation 9-1-1 ("NG9-1-1") throughout Idaho and statewide purchasing agreements.
  - a. A funding analysis was contracted to provide the data regarding funds available, costs, requirements, and feasibility of NG 911 for the state of Idaho. **Completed.**
    - i. The 9-1-1 funding has never been adjusted for inflation since its inception in 1988. Overall 9-1-1 trends indicate that the fund is decreasing 5% overall per year and that is being masked by a rise in population. The main area of concern is the business transition to VoIP and the remittances based on one line that can dial 9-1-1 versus accounting for all of the lines on the trunked connection. Accounting control measures were noted as not standardized from county to county enough to enable efficient tracking regarding vendor remittances and trend analysis at the county or state level. The consultant suggested a standardized remittance form and a monthly provider remittance review to note changes and trend information. The trends can then be presented to the providers for explanation or resolution. The trends should be reported by county on a monthly/quarterly basis. A comprehensive legislative review was suggested by the consultant as a follow on step once the

control measures have been put in place. The consultant estimated that there is currently not enough revenue to sustain or build a NG 9-1-1 system at the current funding levels nor do they address current technology trends and any emerging technologies (VoIP networks as an example). A copy of the report is included as Appendix O.

- b. An RFP for consulting services is in final stages with the Department of Purchasing (DOP) to provide actionable recommendations for the ESI Net, GIS systems, State Plan update, suggested legislation modifications, governance, funding adjustments to afford NG 9-1-1 (see strategic goal 3), RFP writing services for federal grants, and equipment/services provider recommendations. **In progress.**
  - c. Support statewide GIS mapping as we move closer to NG 911 systems in Idaho. **In progress.**
4. Approved support of rural PSAPs with line fee and maintenance costs in order to promote IP connectivity across the state. Assess appropriate funds and the award process for grant funds to support maintenance and line fee costs each grant cycle as able with yearly grant funds. The funding problem will become more acute with equipment cost and the move to IP connectivity (NG9-1-1). **In progress.**
  5. Encourage Text to 9-1-1 capabilities (Appendix J). **In progress.** The commission is pleased to report that this strategic goal may be completed by the end of calendar year 2019. 23 Idaho Counties have text to 911 capabilities and the remaining 11 have current plans for installation of the capability or are in final stages of testing with wireless carriers.

The Commission is pleased to report that in 2018 through the 25-cent grant fund, all of the 46 PSAPs continue to be E9-1-1, Phase I and II compliant. Sustainment and maintenance of this capability will be the focus until we move forward into NG 9-1-1. The Commission is prioritizing equipment consolidation and sharing between PSAPs to help decrease costs and duplication of equipment. The main obstacle for all PSAPs is the lack of resources and funding.

The Commission completed and approved a state plan for the implementation of Next Generation 9-1-1. The Plan utilizes the format outlined in the collaborative agreement between the National Association of State 9-1-1 Administrators (NASNA) and the National 9-1-1 Implementation Coordination Office (ICO). The state plan is needed to address the strategic and operational needs of the state's PSAPs and is a prerequisite to receive federal funds and support. This new network will serve the increasing needs of all Idaho's PSAPs in meeting requirements of new communications technologies. The plan will also include a financial analysis and the potential impact on staffing. This process will be ongoing with consideration to governance, finance and structure.

## Public Safety Answering Point (PSAP) Standards & Training Committee

### Mission Statement

To promote professional development and standardization of public safety communications in the state of Idaho.

### History

The Idaho Emergency Communications Commission (IECC) formed the Public Safety Answering Point (PSAP) Standards & Training Committee as an advisory committee in 2007. It is comprised of thirteen members from dispatch centers across the state of Idaho. The committee has over 300 years of combined law enforcement/emergency dispatch experience. It is comprised of representatives from each of six districts, where they serve with city police departments, sheriff's offices, or the Idaho State Police. They are senior dispatchers, first line supervisors, managers, and directors, with a variety of backgrounds from career dispatchers to commissioned officers. Additionally, the PSAP Standards & Training Committee has two representatives appointed to the Idaho Public Safety Communications Commission (IPSCC.) The PSAP Standards & Training Committee continues collaboration with each PSAP agency in the state using surveys, regional trainings and regular meetings, constantly striving to support and enhance the professionalism of each of Idaho's dispatch centers and their staff.

### 2018 Members

|                                      |                               |
|--------------------------------------|-------------------------------|
| Idaho State Police                   | Capt. Kevin Haight - Chairman |
| City of Nampa Police Department      | Carmen Boeger – Vice Chair    |
| City of Lewiston Police Department   | Cindy Felton - Secretary      |
| *Whitcom 9-1-1                       | Wendy Berrett - Treasurer     |
| Bingham County Sheriff's Office      | Erin Hidalgo                  |
| Fremont County Sheriff's Office      | Anna Pearson                  |
| Cassia County Sheriff's Office       | DeAnn Taylor                  |
| Canyon County Sheriff's Office       | Roxanne Wade                  |
| Idaho State Police                   | Trisha Marosi                 |
| Madison County Sheriff's Office      | Cullin Sherman                |
| City of Post Falls Police Department | Charlene Holbrook             |
| SIRCOMM 9-1-1                        | Hope Lindsey                  |
| Valley County Sheriff's Office       | Kelly Copperi                 |

\* WHITCOM 9-1-1 serves the city of Moscow and Nez Perce Tribe, in Idaho, as well as the city of Pullman, Washington State University, Whitman County, and Asotin County, in Washington.

## **PSAP Standards & Training Committee Objective**

The primary objective of the PSAP Standards & Training Committee is to define, create, and implement standardized training and education, as well as enhance the professional development of emergency dispatchers and PSAPs in the state of Idaho.

## **2017 PSAP Standards & Training Committee Goals**

1. Prepare and implement the 7<sup>th</sup> Annual PSAP Conference.

The 7<sup>th</sup> Annual PSAP Conference was held in the convention center at the Coeur d'Alene Best Western Inn, in Coeur d'Alene, on October 1-3, 2018. Using a conference format, the PSAP Standards & Training Committee hosted approximately 178 attendees from various positions across the state of Idaho within the public safety, and a few attendees from bordering states. This was a record attendance. For the second time ever, two continuing education tracks were offered, dispatching and technical. Attendees had the opportunity to earn up to 16 hours of POST training credit by attending both days. An approximate total of 2,014 hours of POST training was earned.

Retired Fire Chief Rick Lasky opened the first day of the conference as the keynote speaker and he closed the first day of the conference with the topic of "Making a Difference". Rick Lasky, a 37-year veteran of the fire service, served as Chief of the Lewisville, Texas fire department for 12 years, and prior to that was the Fire Chief for Coeur d'Alene, Idaho. Mr. Lasky started his firefighter career in Chicago and while there he received the 1996 International Society of Fire Service Instructors "Innovator of the Year" award for his part in developing the "Saving Our Own" program, a program designed to teach firefighters how to save firefighters that have become trapped or lost in a burning building. Mr. Lasky has written over 200 technical articles for fire-rescue journals and has authored two best-selling books.

Pam Thompson opened the second day of the conference as the keynote speaker with the topic of "Empowerment". Ms. Thompson has been a director of 8 departments at Kootenai Health in Idaho for 33 years. She has been a professor for Boise State, Eastern Washington and Walla Walla Universities teaching graduate school for 31 years. Ms. Thompson has served as the President of the National Society of Healthcare Social workers and she was named a social work leader of the year for 3 counties in 2008. Ms. Thompson is currently semi-retired, working part-time at Advanced Healthcare of Coeur d'Alene and Northwest Specialty Hospital.

The following Professional Development Sessions were also held during the conference:

- "Purpose over Preference" was taught by Andrea Dearden. Ms. Dearden is the Director of Communication at the Ada County Sheriff's Office where she manages the Community Information Unit, 9-1-1 Dispatch Center and is the agency's organizational performance consultant and communications adviser to the sheriff.

- “Multi-Agency Critical Incidents” was taught by Beth English. Ms. English is retired from the Longview, Texas Public Safety Communications Center in 2009 to become the Director of Blaine County Communications in Hailey, Idaho. She has earned her Technician Class Amateur Radio license, NENA CMCP certification and previously served on the Idaho PSAP Standards & Training Committee. In 2012, Ms. English accepted the position of Director of Communications for the Rowlett, Texas Police Department and resumed an active role in Texas NENA, serving as the 2015-2016 President.
- “Community Outreach” was taught by Carmen Boeger and Trisha Marosi. Ms. Boeger is the 911 Manager for Nampa Police Department and a long-time member of the Idaho PSAP Standards & Training Committee and is currently the Vice-Chair of the committee. Ms. Boeger also serves as the Chairperson of the District 3 Interoperability Governance Board (DIGB), is a Commissioner on the Idaho Public Safety Communications Commission (IPSCC) and is a board member for the Idaho Peace Officers’ Memorial. Trisha Marosi is a Communications Training Officer with the Idaho State Police in Coeur d’Alene. Ms. Marosi is a member of the Idaho PSAP Standards & Training Committee and has been in the public safety communications profession for over 20 years.
- “I Need a Helicopter” was taught by Rene Bonnett. Ms. Bonnett is the Director of Communications for Life Flight Network (LFN), overseeing the communications center for OR, WA, ID and MT operations. Prior to joining the LFN team Ms. Bonnett was employed with American Medical Response (AMR), responsible for managing the Medicaid Transportation Program for the State of Idaho.
- “Tactical Dispatch” was taught by Tamara Smith. Ms. Smith is a nationally recognized instructor and speaker for tactical dispatch. She was a Police Reserve in Union City and a Police/Fire dispatcher in Milpitas and Mountainview, California. Ms. Smith was a supervisor and SWAT team leader for communications prior to retiring in 2010.

The following technical tracks were offered at the conference, as well:

- Transition from Legacy 911 Call Routing to VoIP Call Routing
- Multi-County Technical & Political Considerations for Building a Regional Network
- Unified Communications
- IP Backhaul Strategies for Simulcast & Legacy Analog Repeaters
- ESInet Services: Technical Importance, Value and Challenges for Idaho
- IP Networking for Radio Systems
- Extending GIS with 2-D Indoor Mapping

First Net – Technical Overview for Idaho

2. Provide quarterly training opportunities for dispatchers, to be presented in various areas of the state.

This goal was accomplished during the first, second, and third quarters with the training listed below:

Quarter 1: “Suicide Prevention” taught by Kim Kane of Idaho Health and Welfare.

Quarter 2: “Critical Incidents/Stress Management” taught by Shelly Allen of Kootenai County 9-1-1.

Quarter 3: “Impact of Trauma on Victims & Dispatchers” taught by Angela Weekes of Nampa Police Department and Sarah Davis of Nampa Family Justice Center.

Below reflects the approximate POST training hours earned by attendees during the three PSAP Quarterly Regional Trainings:

|            |              |                |
|------------|--------------|----------------|
| District 1 | 101 students | 404 POST hours |
| District 2 | 84 students  | 336 POST hours |
| District 3 | 193 students | 772 POST hours |
| District 4 | 65 students  | 260 POST hours |
| District 5 | 46 students  | 184 POST hours |
| District 6 | 89 students  | 356 POST hours |

Quarter 4: Training was provided through the 7<sup>th</sup> Annual PSAP Conference, referenced earlier.

- Continued collaboration with the POST Council, Idaho Sheriff’s Association (ISA), Idaho Chief of Police Association (ICOPA), the IPSCC, legislative members, and other stakeholders in the adoption of dispatch certification standards and requirements for the state of Idaho.

Mandatory hiring and training standards became Idaho law on July 1, 2017. All stakeholders, the legislative branches, and the executive branch accomplished this goal because of overwhelming support. The PSAP Standards & Training Committee continue to work closely with POST staff, stakeholders, and legislative partners for the full implementation of the training, IDAPA rules, and an online training option. Several stakeholders supported this effort after several years of commitment that Idaho and the PSAP Standards & Training Committee will next work towards a state-required emergency medical dispatching protocol standard.

## **2019 PSAP Standards & Training Committee Goals**

- Prepare and implement the 8<sup>th</sup> Annual PSAP Conference in Boise.
- Provide quarterly training opportunities for dispatchers, to be presented in various areas of the state.

3. Continue collaboration with POST, stakeholders, and the IPSCC in the implementation of mandatory minimum dispatch hiring and training standards, both for an online training option and for future classroom-based academies.
4. The committee will continue to collaborate with the IPSCC, DHW, and all other stakeholders in seeing Idaho adopt and mandate an EMS standard and protocol for emergency dispatching services/providers and their dispatchers. This is also in keeping with national initiatives and trends to ensure standardization, professionalism, and best practice EMS instructions are provided to emergency callers until first responders arrive at an incident.

### **National Representation and Associations**

The 9-1-1 Program Manager, Craig Logan, who is an employee of the Commission, represented the Commission at the 2018 National Emergency Number Association Conference (“NENA”), the 2018 Association of Public-Safety Communications Officials (“APCO”), and one (1) National Association of State Administrators Conference (“NASNA”). Mr. Logan also conducted visits to the six (6) District Interoperability Guidance Board (DIGB) meetings throughout the state to assist 9-1-1 administrators with technical issues.

## APPENDICES

|            |  |
|------------|--|
| Appendix A | Final Fiscal Year 2018 Budget and Grant Budget   |
| Appendix B | Fiscal Year 2019 Budget                          |
| Appendix C | Fiscal Year 2019 Grants Budget                   |
| Appendix D | 2014 Status of Service Map                       |
| Appendix E | 2015 Status of Service Map                       |
| Appendix F | 2016 Status of Service Map                       |
| Appendix G | 2017 Status of Service Map                       |
| Appendix H | 2018 Status of Service Map                       |
| Appendix I | 2019 Status of Service Map                       |
| Appendix J | Text to 911 Status Map                           |
| Appendix K | List of Counties Adopting the Enhanced Grant Fee |
| Appendix L | 2019 Enhanced Grant Fee Status Map               |
| Appendix M | Legislative Authority                            |
| Appendix N | 9-1-1 Fee Example                                |

**Appendix A**  
**IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION**  
**Final Fiscal Year 2018 Budget**

| DESCRIPTION                                   | Approved FY 2018<br>Budget | Expenses FY 2018<br>Budget |
|---|----------------------------|----------------------------|
| <b>COMMISSION AND MEETING EXPENSES</b>        |                            |                            |
| Meeting Expenses                              | 3,000                      | 48                         |
| In-State Travel                               | 10,000                     | 8,541                      |
| Out of State Travel                           | -                          | 1,802                      |
| <b>ADMINISTRATIVE EXPENSES</b>                |                            |                            |
| <i>E911 Project Manager Salary / Benefits</i> | 103,300                    | 101,550                    |
| Administrative Support                        | 10,000                     | 10,000                     |
| Office Supplies                               | 1,000                      | (178)                      |
| Office Equipment                              | 1,000                      | -                          |
| Telephone                                     | 1,000                      | 581                        |
| Photocopying                                  | 700                        | 183                        |
| Postage                                       | 500                        | 150                        |
| Administrative Rules                          | 600                        | -                          |
| Capital Improvements                          | -                          | -                          |
| Awards  | 400                        | 163                        |
| Professional Membership fees                  | 600                        | 1,913                      |
| Statewide Cost Allocation Plan                | 5,000                      | 8,696                      |
| <b>CONTRACTS</b>                              |                            |                            |
| PSAP Web Maintenance                          | 500                        | 356                        |
| Consultant (Mr. Jackson)                      | 36,250                     | 13,950                     |
| <b>IN-STATE TRAVEL</b>                        |                            |                            |
| Fuel  | 4,000                      | 774                        |
| Vehicle maintenance                           | 1,800                      | 790                        |
| Lodging and per diem                          | 5,000                      | 1,344                      |
| <b>IN-STATE TRAVEL PSAP COMMITTEE</b>         |                            |                            |
| Training                                      | 7,000                      | 6,302                      |
| Travel, lodging and per diem                  | 18,000                     | 9,892                      |
| <b>OUT OF STATE TRAVEL</b>                    |                            |                            |
| NENA, NASNA & APCO CONFERENCES                | 8,000                      | 6,342                      |
| Attorney General Travel for Disposition       |                            |                            |
|   | 217,650                    | 173,200                    |
| Contingency Funds                             | 10,000                     | -                          |
| <b>TOTAL ALLOCATED BUDGET</b>                 | <b>227,650</b>             | <b>173,200</b>             |

**Appendix A (Continued)**  
**IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION**  
**Final Fiscal Year 2018 GRANTS BUDGET**

| DESCRIPTION  | FY2018<br>Approved Budget | FY2018<br>Expenses Budget |
|--|---------------------------|---------------------------|
| <b>ADMINISTRATIVE EXPENSES</b>                     |                           |                           |
| <i>GRANT ASSISTANT PART TIME (lte) NO benefits</i> | \$26,500                  | \$25,739                  |
| <i>GRANT ASSISTANT Office Equipment</i>            | \$1,500                   | \$211                     |
| <i>GRANT ASSISTANT Telephone</i>                   | \$750                     | \$811                     |
| <i>GRANT ASSISTANT Fuel</i>                        | \$1,000                   | \$884                     |
| <i>GRANT ASSISTANT Lodging and Per Diem</i>        | \$5,000                   | \$4,579                   |
| Professional Membership fees/Education/Courses     | \$600                     | \$0                       |
| <b>Contracts</b>                                   |                           |                           |
| Next Gen 911 Consultant                            | \$50,000                  | \$13,346                  |
| <b>OUT OF STATE TRAVEL</b>                         |                           |                           |
| CONFRENCES   | \$6,000                   | \$93                      |
|  | \$91,350                  | \$45,663                  |
| Carryover FY 2016 NG911 Committee Travel           | \$80,000                  | \$0                       |
| <b>TOTAL ALLOCATED BUDGET</b>                      | <b>\$171,350</b>          | <b>\$45,663</b>           |

## Appendix B

**E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION****Approved FY 2019 Admin Budget**

|  |  | <b>2018</b>        | <b>2019</b>         |  |  |  |
|--|--|--------------------|---------------------|--|--|--|
|  |  | <b>BUDGET</b>      | <b>BUDGET</b>       |  |  |  |
|  | <b>ADMINISTRATIVE EXPENSES</b>         |                    |                     |  |  |  |
|  | ADMINISTRATIVE RULES                   | \$600.00           | \$600.00            |  |  |  |
|  | AWARDS                                 | \$400.00           | \$400.00            |  |  |  |
|  | CONSULTANT                             | \$36,250.00        | \$0.00              |  |  |  |
|  | FUEL                                   | \$4,000.00         | \$3,000.00          |  |  |  |
|  | OFFICE EQUIPMENT                       | \$1,000.00         | \$1,000.00          |  |  |  |
|  | OFFICE SUPPLIES                        | \$1,000.00         | \$1,000.00          |  |  |  |
|  | PHOTOCOPYING                           | \$700.00           | \$700.00            |  |  |  |
|  | POSTAGE                                | \$500.00           | \$500.00            |  |  |  |
|  | PROFESSIONAL MEMBERSHIP FEES           | \$600.00           | \$1,100.00          |  |  |  |
|  | PSAP WEB MAINTENANCE                   | \$500.00           | \$500.00            |  |  |  |
|  | SALARY/BENEFITS                        | \$113,300.00       | \$111,760.00        |  |  |  |
|  | SALARY/BENEFITS (COST SHARE FOR ADMIN) |                    | \$10,000.00         |  |  |  |
|  | STATEWIDE ALLOCATION COSTS             | \$5,000.00         | \$5,000.00          |  |  |  |
|  | TELEPHONE                              | \$1,000.00         | \$1,000.00          |  |  |  |
|  | TRAVEL- IN STATE                       | \$5,000.00         | \$5,000.00          |  |  |  |
|  | TRAVEL- OUT OF STATE                   | \$8,000.00         | \$8,000.00          |  |  |  |
|  | VEHICLE PURCHASE                       | \$0.00             | \$0.00              |  |  |  |
|  | VEHICLE REPAIR AND MAINTENANCE         | \$1,800.00         | \$1,800.00          |  |  |  |
|  |  | \$179,650.00       | \$151,360.00        |  |  |  |
|  | <b>COMMISSION AND MEETING EXPENSES</b> |                    |                     |  |  |  |
|  | MEETING EXPENSES                       | \$3,000.00         | \$3,000.00          |  |  |  |
|  | TRAVEL - IN STATE/TRAINING             | \$10,000.00        | \$9,000.00          |  |  |  |
|  | TRAVEL- OUT OF STATE/TRAINING          | \$0.00             | \$1,500.00          |  |  |  |
|  |  | \$13,000.00        | \$13,500.00         |  |  |  |
|  | <b>PSAP COMMITTEE EXPENSES</b>         |                    |                     |  |  |  |
|  | NON-STATE EMP TRAVEL/TRAINING          | \$18,000.00        | \$18,000.00         |  |  |  |
|  | TRAINING SUPPLIES/SERVICES             | \$7,000.00         | \$7,000.00          |  |  |  |
|  |  | \$25,000.00        | \$25,000.00         |  |  |  |
|  |  |                    |                     |  |  |  |
|  |  | \$217,650.00       | \$189,860.00        |  |  |  |
|  |  |                    |                     |  |  |  |
|  |  |                    |                     |  |  |  |
|  | <b>CONTINGENCY FUNDS</b>               | <b>\$10,000.00</b> | <b>\$260,000.00</b> |  |  |  |

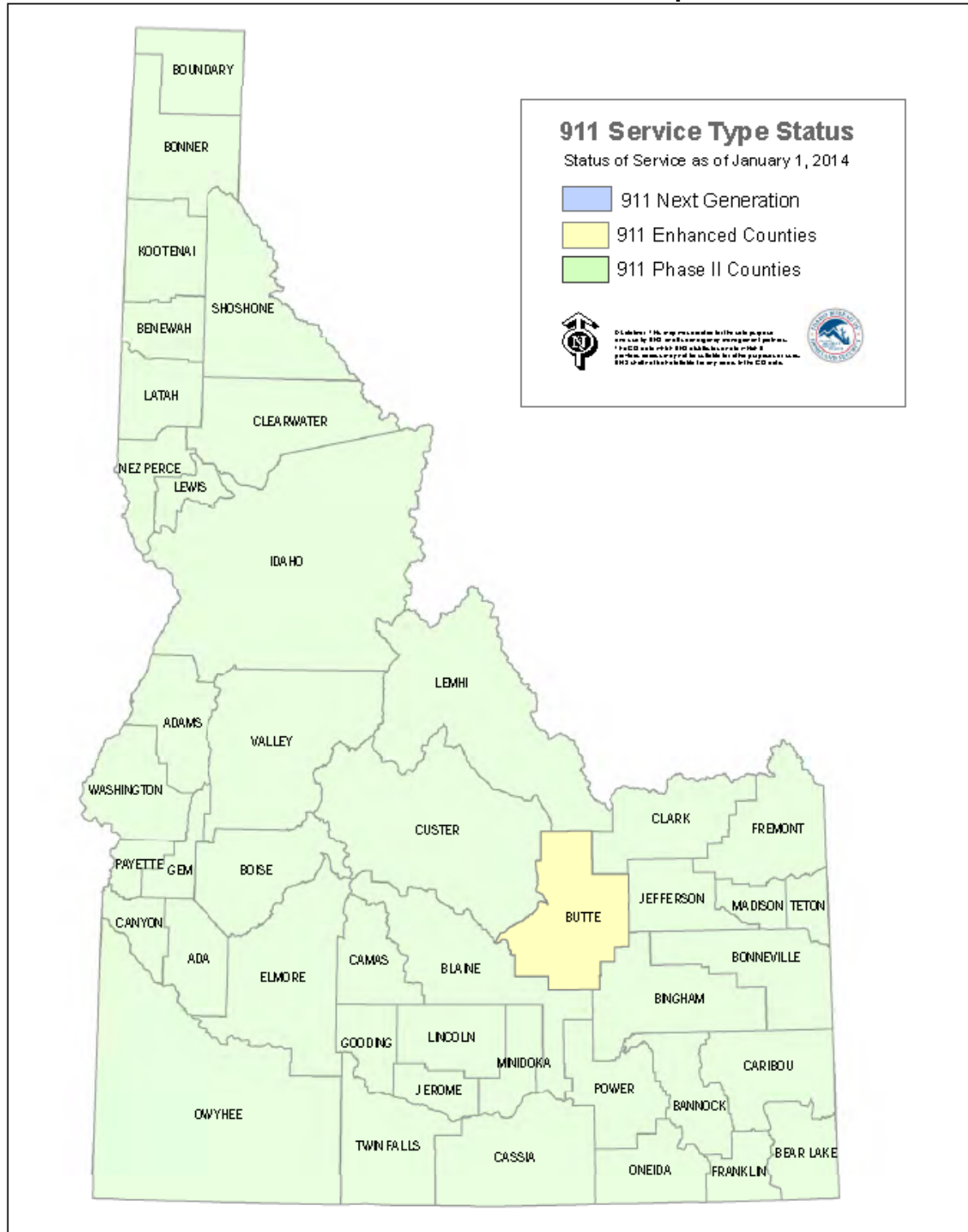
## Appendix C

**E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION****Approved FY 2019 Grant Budget**

|  |                              |               |               |  |  |  |
|--|------------------------------|---------------|---------------|--|--|--|
|  |                              |               |               |  |  |  |
|  |                              |               |               |  |  |  |
|  |                              |               |               |  |  |  |
|  |                              | <b>2018</b>   | <b>2019</b>   |  |  |  |
|  |                              | <b>BUDGET</b> | <b>BUDGET</b> |  |  |  |
|  | <b>GRANT EXPENSES</b>        |               |               |  |  |  |
|  | CONSULTANT                   | \$50,000.00   | \$50,000.00   |  |  |  |
|  | FUEL                         | \$1,000.00    | \$1,000.00    |  |  |  |
|  | OFFICE EQUIPMENT             | \$0.00        | \$500.00      |  |  |  |
|  | OFFICE SUPPLIES              | \$1,500.00    | \$1,500.00    |  |  |  |
|  | PROFESSIONAL MEMBERSHIP FEES | \$600.00      | \$0.00        |  |  |  |
|  | SALARY/BENEFITS              | \$26,500.00   | \$26,500.00   |  |  |  |
|  | TELEPHONE                    | \$750.00      | \$750.00      |  |  |  |
|  | TRAVEL - IN STATE            | \$5,000.00    | \$5,000.00    |  |  |  |
|  | TRAVEL - OUT OF STATE        | \$6,000.00    | \$3,000.00    |  |  |  |
|  |                              | \$91,350.00   | \$88,250.00   |  |  |  |
|  |                              |               |               |  |  |  |
|  |                              | \$91,350.00   | \$88,250.00   |  |  |  |

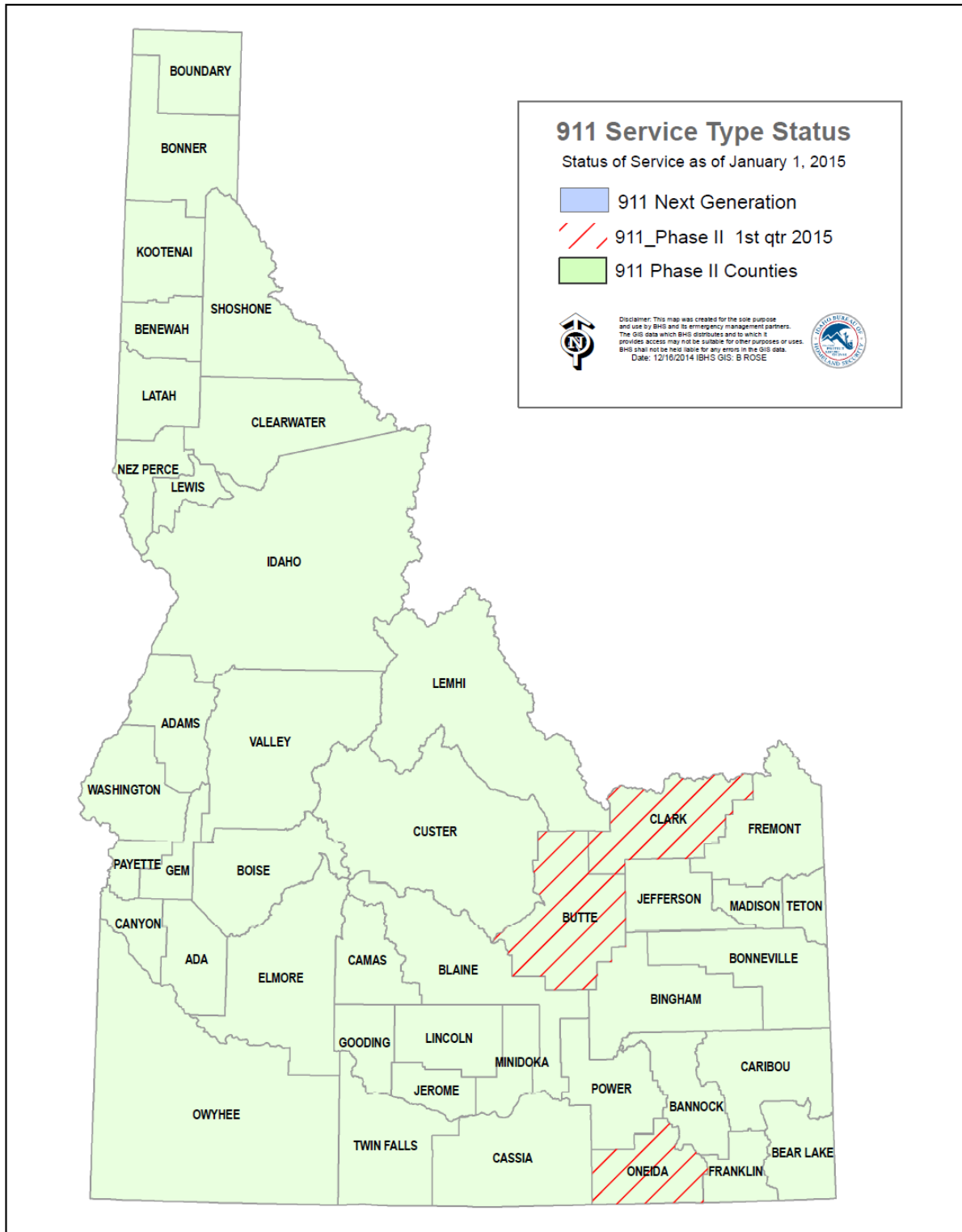
## Appendix D

### 2014 Status of 9-1-1 Service Map



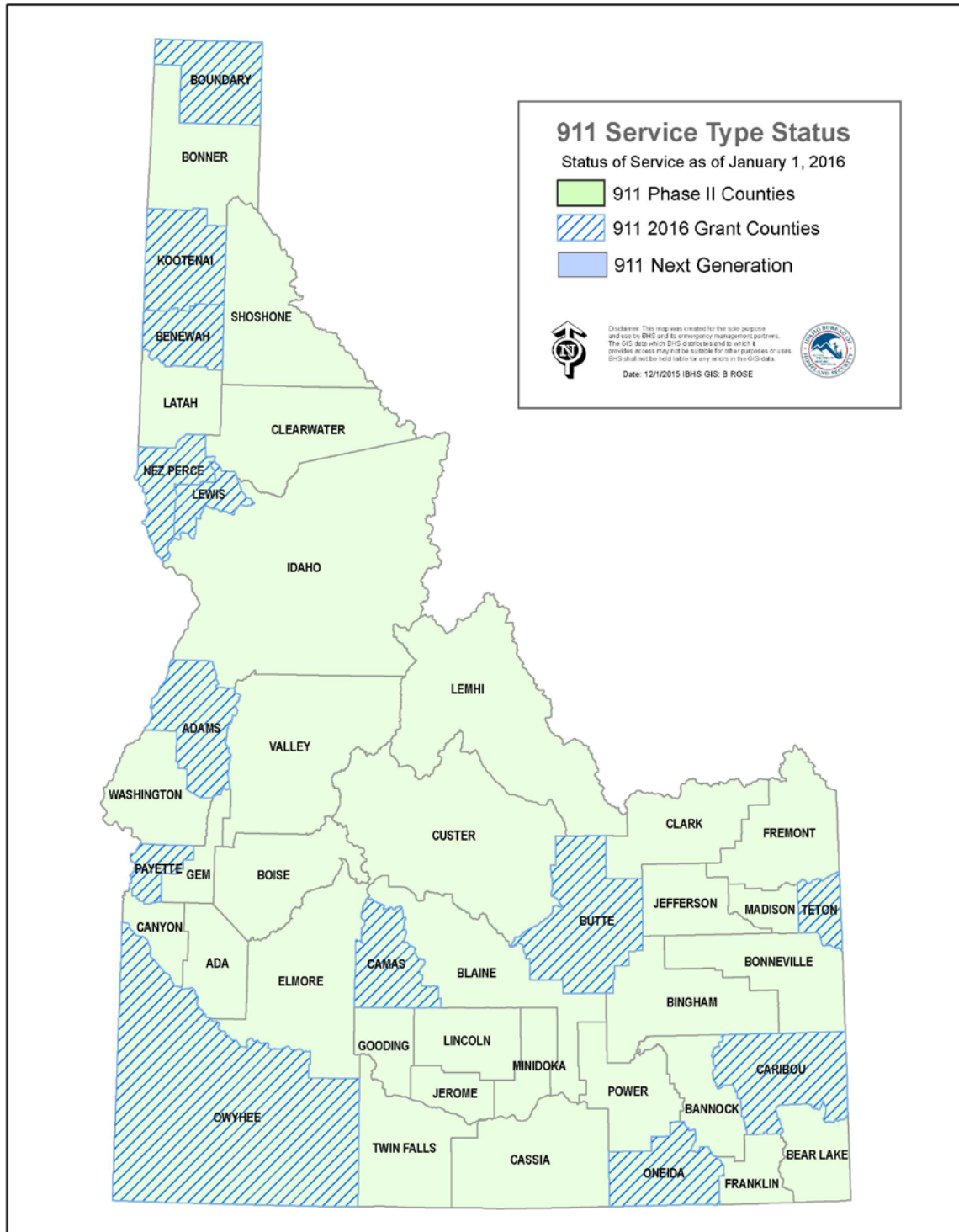
## Appendix E

### 2015 Status of 9-1-1 Service Map

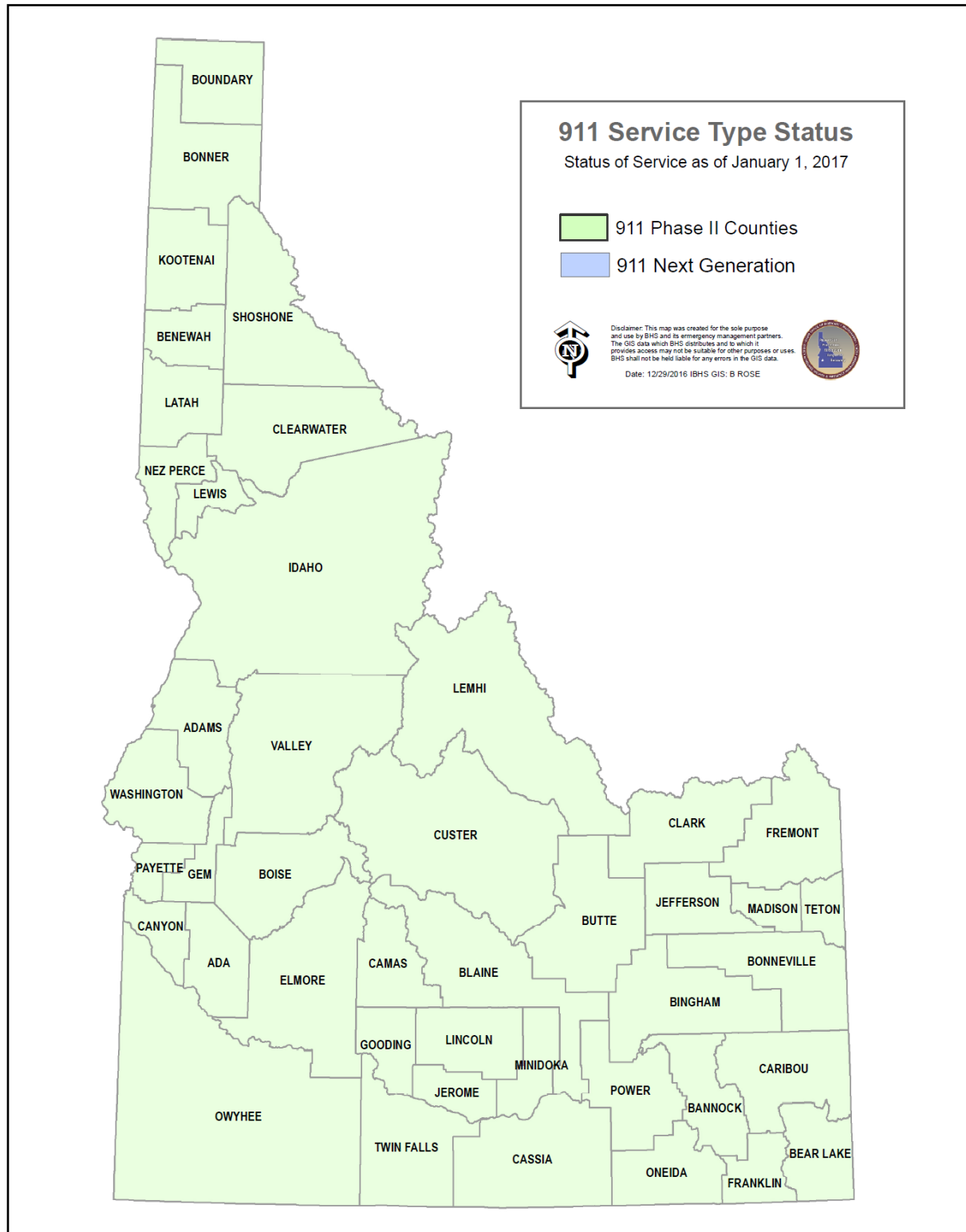


## Appendix F

### 2016 Status of 9-1-1 Service Map

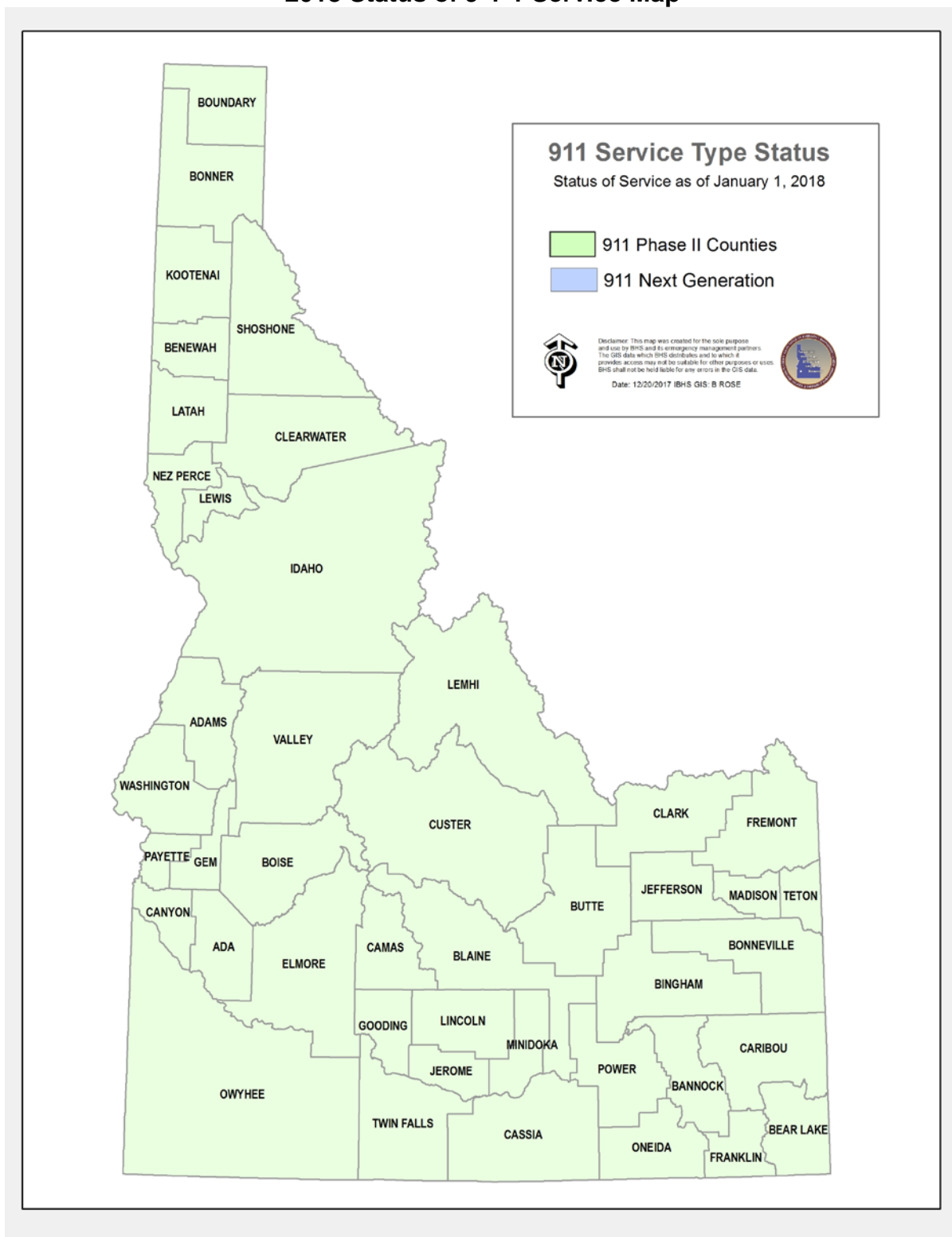


## Appendix G 2017 Status of 9-1-1 Service Map



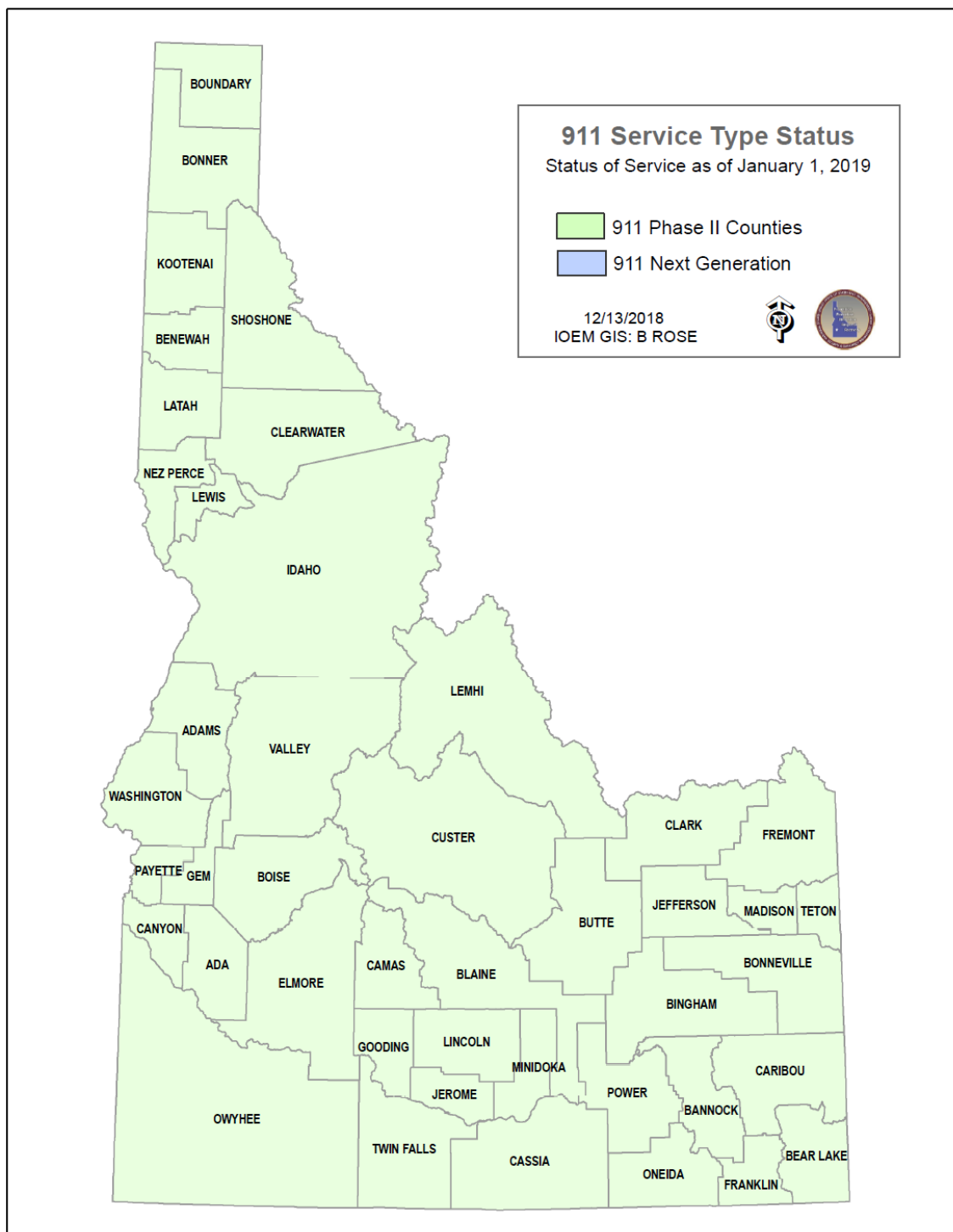
## Appendix H

### 2018 Status of 9-1-1 Service Map



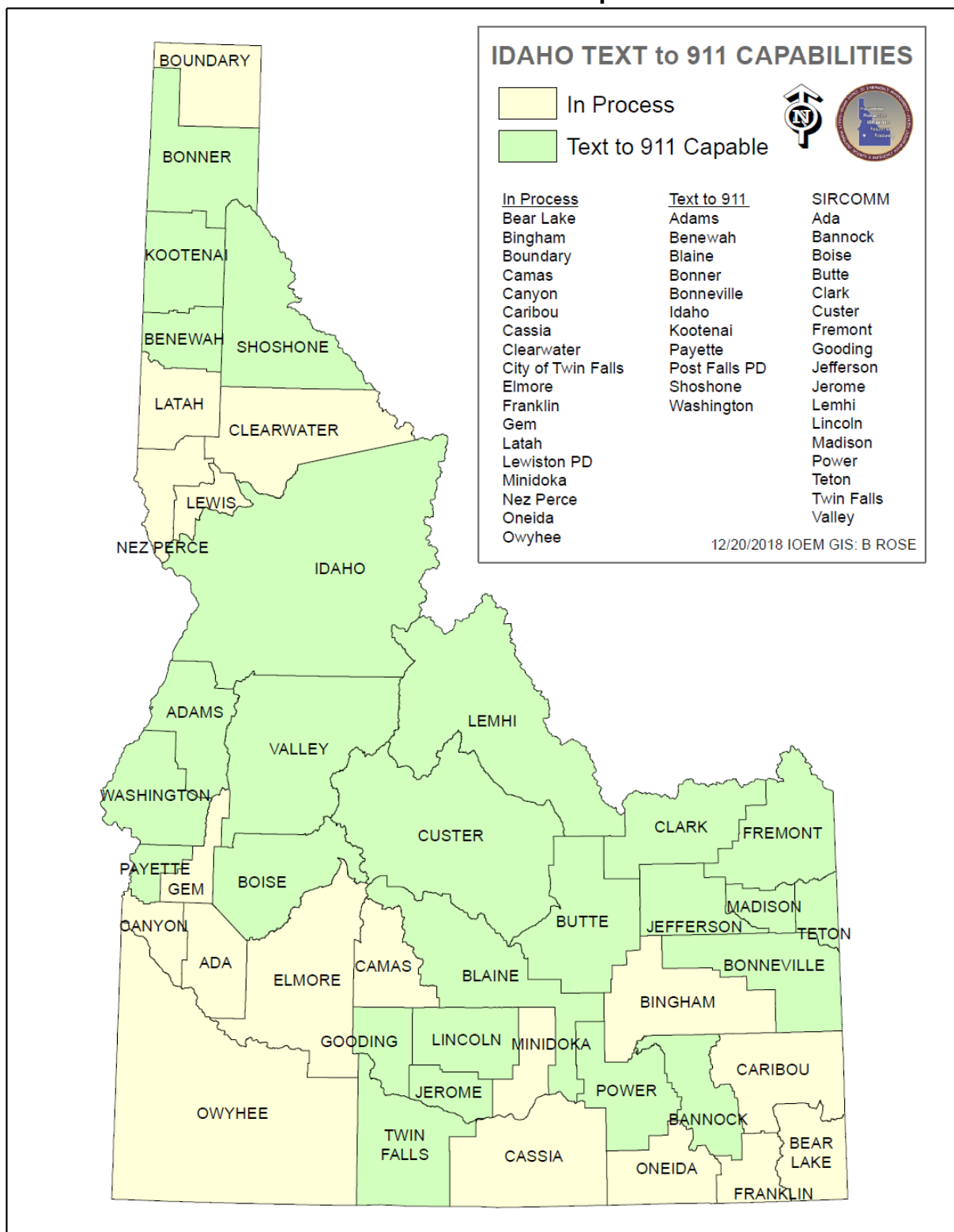
## Appendix I

### 2019 Status of 9-1-1 Service Map



## Appendix J

### Text to 911 Status Map



## Appendix K

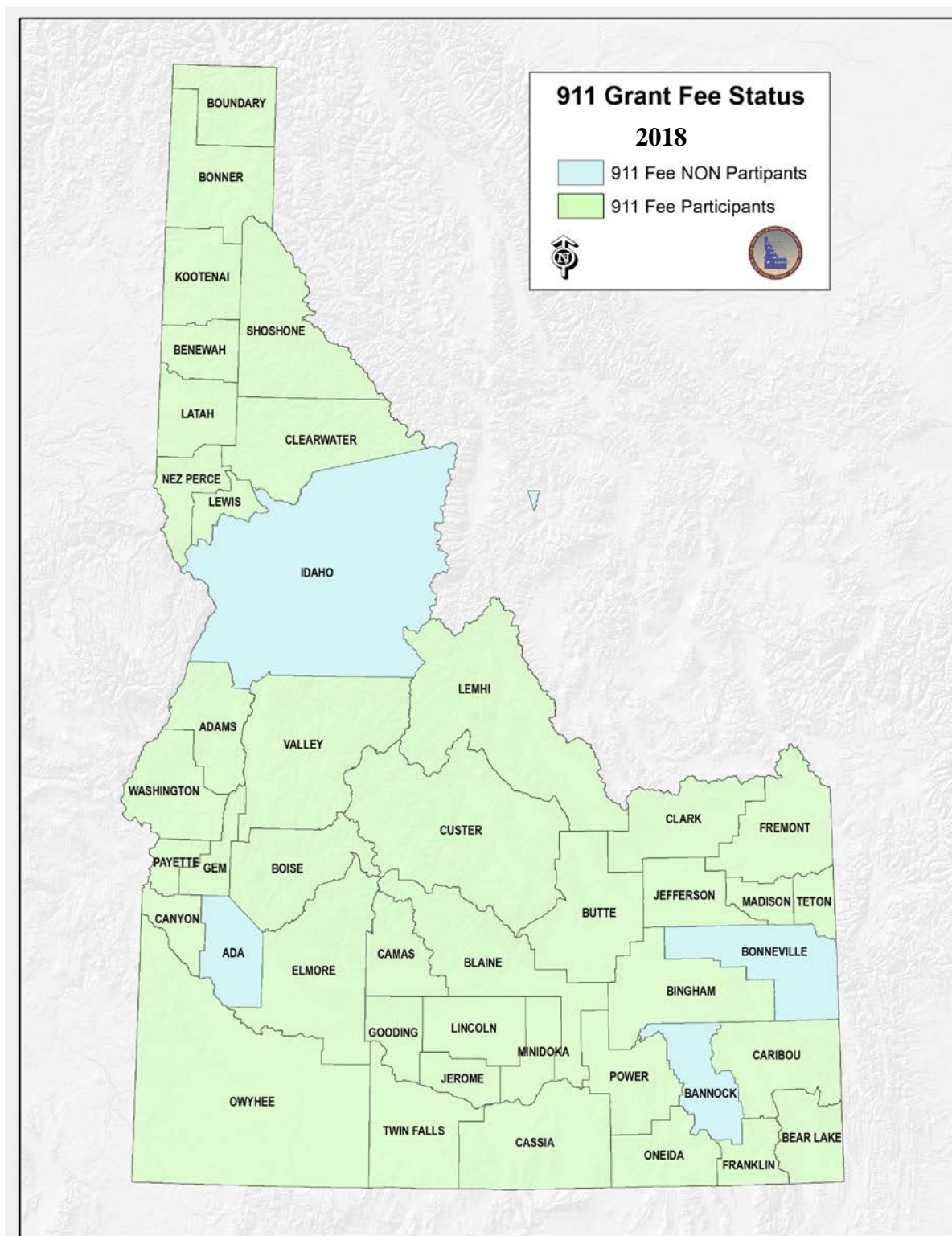
### List of Counties Adopting the Enhanced Grant Fee

In order to collect the Grant Fee, each Board of County Commissioners must pass a resolution to begin collecting the Grant Fee. We will update this website each time the Commission is informed that a county has passed a resolution adopting the Grant Fee.

| <u>Counties</u> | <u>Date of Resolution</u> | <u>Effective Date</u> |
|-----------------|---------------------------|-----------------------|
| Adams           | 06/23/08                  | 07/01/08              |
| Bear Lake       | 08/04/08                  | 09/01/08              |
| Benewah         | 06/30/08                  | 07/01/08              |
| Bingham         | 06/18/08                  | 07/01/08              |
| Blaine          | 09/18/17                  | 10/01/17              |
| Boise           | 06/16/08                  | 07/01/08              |
| Bonner          | 06/24/08                  | 07/01/08              |
| Boundary        | 12/23/08                  | 02/01/09              |
| Butte           | 09/22/08                  | 12/01/08              |
| Camas           | 02/09/09                  | 04/01/09              |
| Canyon          | 06/25/08                  | 07/01/08              |
| Caribou         | 06/23/08                  | 07/01/08              |
| Cassia          | 06/23/08                  | 07/01/08              |
| Clark           | 06/09/08                  | 07/01/08              |
| Clear Water     | 07/18/11                  | 09/01/11              |
| Custer          | 12/22/08                  | 02/01/09              |
| Elmore          | 06/23/08                  | 07/01/08              |
| Franklin        | 06/23/08                  | 07/01/08              |
| Fremont         | 06/16/08                  | 07/01/08              |
| Gem             | 05/20/13                  | 07/01/13              |
| Gooding         | 07/28/08                  | 09/01/08              |
| Jerome          | 09/15/08                  | 11/01/08              |
| Jefferson       | 06/23/08                  | 07/01/08              |
| Kootenai        | 07/15/08                  | 08/01/08              |
| Latah           | 06/18/08                  | 09/01/08              |
| Lemhi           | 10/27/10                  | 01/01/11              |
| Lewis           | 12/01/08                  | 01/01/09              |
| Lincoln         | 11/10/08                  | 01/01/09              |
| Madison         | 02/23/09                  | 04/01/09              |
| Minidoka        | 06/23/08                  | 07/01/08              |
| Nez Perce       | 07/07/08                  | 08/01/08              |
| Oneida          | 06/24/08                  | 08/01/08              |
| Owyhee          | 06/16/08                  | 07/01/08              |
| Payette         | 06/30/08                  | 07/01/08              |
| Power           | 06/23/09                  | 07/01/08              |
| Shoshone        | 6/25/08                   | 7/01/08               |
| Teton           | 8/25/08                   | 10/01/08              |
| Twin Falls      | 6/25/08                   | 7/01/08               |
| Valley          | 6/09/08                   | 7/01/08               |
| Washington      | 09/11/13                  | 11/01/13              |

## Appendix L

### Enhanced Grant Fee Status Map



## Appendix M

### 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, 2008 and again in 2016, 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 911 services, next generation 911 services, and future and emerging public safety technologies are available to all citizens of the state and people in all areas of the state.

(2) Therefore, it is hereby declared that the intent and purpose of the provisions of this act are to:

- (a) Provide authority to counties and 911 service areas to impose an emergency communications fee on the use of telephone lines, wireless, VoIP or other communications services that connect an

individual or entity dialing or accessing 911 to an established public safety answering point;

(b) Provide that the emergency communications fee in section 31-4803, Idaho Code, shall be exclusively utilized by the counties or 911 service areas electing to impose it to finance the initiation, maintenance, operation, enhancement and governance of consolidated emergency systems as well as enhanced consolidated emergency systems or next generation consolidated emergency systems;

(c) Provide for the agreed-to reimbursement to telecommunications providers for their implementation of enhanced consolidated emergency communications systems by counties or 911 service areas that have implemented enhanced consolidated emergency communications systems;

(d) Create the Idaho Public Safety Communications Commission that will have the duty to provide the governance structure through which public safety communications stakeholders can collaborate to advance consistency and common objectives, to provide integrated facilitation and coordination for cross-jurisdictional consensus building, to assist in the standardization of agreements for sharing resources among jurisdictions with emergency response communications infrastructure, to suggest best practices, performance measures and performance evaluation in the integrated statewide strategic planning and implementation of interoperability among public safety communications professionals and entities that serve people in Idaho regardless of jurisdiction, to manage the Idaho public safety interoperable communications and data systems fund as established by section 31-4820, Idaho Code, and to pursue budget authorizations as set forth in this chapter.

Idaho Code § 31-4801 (2016).

With these directives from the Legislature, the Commission has continued to strive to fulfill its purpose and responsibilities as prescribed in Idaho Code § 31-4816. These are to:

- (1) Determine the status and operability of consolidated emergency communications systems and interoperable public safety communications and data systems statewide;
- (2) Determine the needs for the upgrade of consolidated emergency communications systems and interoperable public safety communications and data systems;

- (3) Determine the costs for the upgrades;
- (4) Recommend guidelines and standards for operation of consolidated emergency communications systems and interoperable public safety communications and data 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 and interoperable public safety communications and data systems;
- (7) Serve as the statewide interoperability executive committee (SIEC) for issues related to public safety communications and data communication. Such issues may involve the federal communications commission, national telecommunications information administration and first responder network authority;
- (8) Perform an annual review of the statewide communications interoperability plan and provide the statewide interoperability coordinator with guidance to improve operational and interoperable communications in the state;
- (9) Designate working groups or subcommittees as appropriate, which may include consolidated emergency communications, information technology, cross-jurisdictional relations with Native American tribes, interoperable public safety communications and data systems, the national public safety broadband network or future technologies, and others as deemed necessary by the commission;
- (10) 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 programs or projects in progress, completed or anticipated;
- (11) Enter into contracts with experts, agents, employees or consultants as may be necessary to carry out the purposes of this chapter;
- (12) Assist public safety communications stakeholders in the establishment of consolidated emergency communications systems and public safety communications and data systems, and to provide the governance structure through which public safety communications stakeholders can collaborate to advance consistency and common objectives;
- (13) Provide integrated facilitation and coordination for cross-jurisdictional consensus building;

- (14) Assist in the standardization of agreements for sharing resources among jurisdictions with emergency response communications infrastructure;
- (15) Suggest best practices, performance measures and performance evaluation in the integrated statewide strategic planning and implementation of interoperability;
- (16) Manage funds as authorized by this chapter;
- (17) Pursue budget authorizations for interoperable public safety communications and data systems; and
- (18) Promulgate rules pursuant to the provisions of chapter 52, title 67, Idaho Code, to carry out the purposes of the commission's duties.

Idaho Code § 31-4816 (2016).

In 2008 the Enhanced Emergency Communications Grant Fee was enacted to help fund E9-1-1, Wireless Phase I and II, and Next Generation 9-1-1 throughout Idaho.

#### §31-4819 Enhanced Emergency Communications Grant Fee

(1) On and after July 1, 2013, there shall be an enhanced emergency communications grant fee established by virtue of authority granted by this chapter. The fee shall be twenty-five cents (25¢) per month per access or interconnected VoIP service line.

- (a) Such fee shall be authorized by resolution of a majority vote of the board of commissioners of a countywide system or by the governing board of a 911 service area.
- (b) Such fee shall be remitted to the Idaho emergency communications fund provided in section 31-4818

(1) Idaho Code, on a quarterly basis by county, city or consolidated emergency communications systems. Annually, at the discretion of the commission, a budget shall be prepared allocating a portion of the available grant funds for administration of the grant program. The remaining grant funds shall be dedicated for and shall be authorized for disbursement as grants to eligible entities that are operating consolidated emergency communications systems for use to achieve the purposes of this chapter. Grant funds shall coincide with the strategic goals as identified by the commission in its annual report to the legislature. Grant funds may also be budgeted for and utilized for the establishment of next generation consolidated emergency systems (NG911) within the state.

(2) The commission, on an annual basis, shall prepare a budget allocating the grant funds available to eligible entities and the portion of the funds necessary for the continuous operation of the commission to achieve the purposes of this chapter.

(3) To be eligible for grant funds under this chapter, a county or 911 service area must be collecting the emergency communications fee in accordance with section 31-4804, Idaho Code, in the full amount authorized and must also be collecting the enhanced emergency communications grant fee in the full amount authorized in this subsection.

(4) If a county or 911 service area has authorized the collection of the enhanced emergency communications grant fee pursuant to this chapter, such county or 911 service area shall retain the full amount of the emergency communications fee that was set by the board of commissioners or governing board pursuant to section 31-4803, Idaho Code. The county or 911 service area is then also exempt from remitting to the Idaho public safety communications commission one percent (1%) of the total emergency communications fee received by the county or 911 service area as required in section 31-4818(3), Idaho Code. The remaining funds from the enhanced emergency communications grant fee collected shall then be remitted by the county or 911 service area to the Idaho public safety communications commission.

Idaho Code § 31-4819 (2016).

## Appendix N

### Example of 911 Fee Collection Differences with Proposed Change With 1000 Subscribers in County

|                                      | Fee Collected Currently |                | Fee Collected Under Change   |          |
|--------------------------------------|-------------------------|----------------|------------------------------|----------|
| Subscribers                          |                         | 1000           |                              | 1000     |
| Current Fee                          | \$                      | 1.00           | \$                           | 1.00     |
| New Fee                              |                         |                |                              | 0.25     |
| Total Fee                            | \$                      | 1.00           | \$                           | 1.25     |
|                                      |                         |                |                              |          |
| Collected by Provider                | \$                      | 1,000.00       | \$                           | 1,250.00 |
| Provider administration cost         | \$                      | 10.00          | \$                           | 12.50    |
| Amount sent to County                | \$                      | 990.00         | \$                           | 1,237.50 |
|                                      |                         |                |                              |          |
| Amount Retained for Use by County    | \$                      | 980.10         | \$                           | 1,000.00 |
|                                      |                         |                |                              |          |
| Amount sent to IPSCC                 |                         | 1% of \$990.00 | Amount Rec'd Less Amt of Fee |          |
|                                      | \$                      | 9.90           | \$                           | 237.50   |
| Available for Grant Pool to Counties |                         | -----          |                              | 227.60   |
| Amount for IPSCC Administration – 1% |                         |                | \$                           | 9.90     |