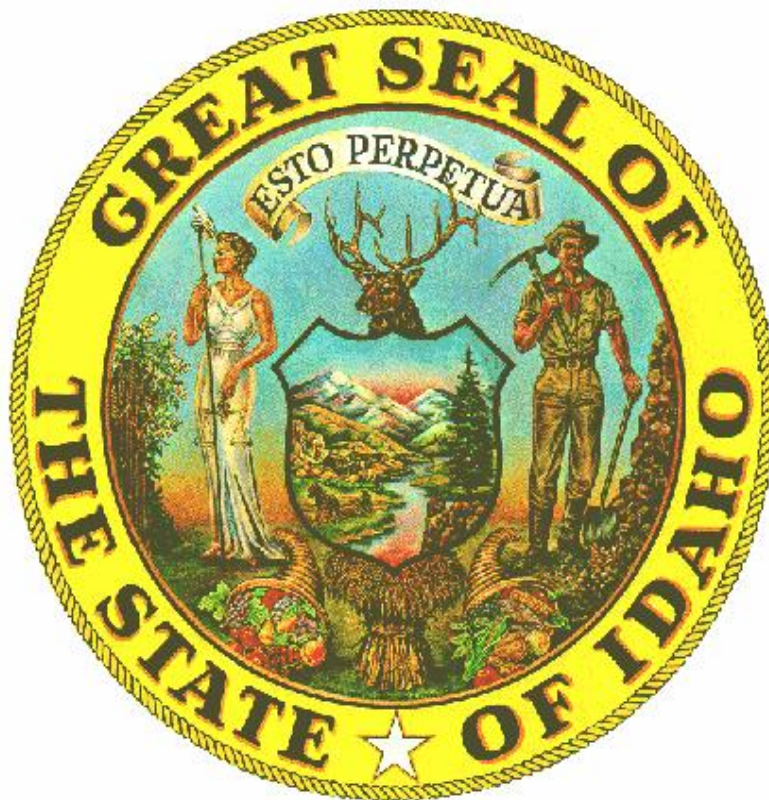


IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION 2020 ANNUAL REPORT TO THE IDAHO LEGISLATURE



Prepared by:

STATE OF IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

January 09, 2020

Idaho Public Safety Communications Commission One Page Executive Brief

The Idaho Public Safety Communication Commission (IPSCC) is comprised of stakeholders appointed by the Governor. IOEM coordinates the activities of the commission, and helps to establish best practices and standardization as it relates to interoperability among public safety communications professionals and entities that serve communities throughout Idaho.

- FY 2017 Grants: \$247,303 returned to grant fund.
- FY 2018 Grants: Released \$1,368,580.11 and have paid out \$791,236. \$577,343 remains in the fund.
- FY 2019 Grants: \$2,731,746.29 and have paid out \$1,078,188. \$1,574,133 remains in the fund.
- FY 2020 Grants: \$1,544,815 will be released.
- 40 counties participate in the grant fund program.
- IPSCC was formed 1 July 2016. Added representation to the new commission to balance stakeholder input, provide more local input (District Interoperability Governance Board [DIGB]). Now includes all of public safety (911 call taking, dispatch, radio, and broad band or data).
- 42 counties now have text to 911 live, 2 are in the process of putting text to 911 in place. By the end of the 1st quarter of 2020 it is projected that 100% of counties will have text to 911 live.
- The commission has approved an Request for Proposal (RFP) for Consultant Services in preparation of working on Next Generation 911 for Idaho.



IPSCC

FY 2017 GRANTS: **\$2,106,091** Returned to Grant Fund

FY 2018 GRANTS: **\$1,368,580** Released to Counties
\$791,236 Paid Out

\$577,343 Remains in Grant Fund

FY 2019 GRANTS: **\$2,731,746** Released to Counties
\$1,078,188 Paid Out

\$1,574,133 Remains in Grant Fund

FY 2020 GRANTS: **\$1,544,815** Will be Released

40 counties
PARTICIPATE IN GRANT FUNDS

DIGB (DISTRICT INTEROPERABILITY GOVERNANCE BOARD)
includes ALL of PUBLIC SAFETY



TEXT
42 COUNTIES
ARE LIVE

2 COUNTIES ARE
IN PROCESS

IDAHO IS MOVING FORWARD
ON THE STATE PLAN FOR
NG911
(Next Generation 911)



Idaho Public Safety Communications Commission 2020 Annual Report to the Idaho Legislature

Overview

In 2016, the Idaho Public Safety Communications Commission (IPSCC) was formed from the Idaho Emergency Communications Commission (IECC) with new legislation that expanded IPSCC responsibilities. The IPSCC continues the work started by the 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 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,
- To pursue budget authorizations as set forth in this chapter.

Highlights of 2019

Enhanced Grant Fee Fund Awards to Provide Funding for 911 Center Upgrades in 2020:

ADAMS COUNTY	\$37,563.40
BENEWAH COUNTY	\$8,264.86
BOISE COUNTY	\$17,471.75
BUTTE COUNTY	\$220,506.57
CANYON COUNTY	\$42,676.00
CITY OF POST FALLS	\$9,124.86
CLARK COUNTY	\$165,226.85
ELMORE COUNTY	\$37,244.63
FRANKLIN COUNTY	\$175,960.00
JEFFERSON COUNTY	\$225,389.23
KOOTENAI COUNTY	\$67,774.65
LATAH COUNTY	\$172,527.28
ONEIDA COUNTY (Joint with Bonneville)	\$19,500.00
OWYHEE COUNTY (Joint with 17 Counties)	\$204,000.00
OWYHEE COUNTY	\$41,093.51
VALLEY COUNTY	\$52,492.30
IPSCC	\$38,000.00
<u>TOTAL</u>	<u>\$1,544,815.89</u>

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. Find emergency communications solutions and keep up with technological advances in areas of 9-1-1, radio, data and emergency communications for public safety purposes.

PSAPs in Idaho

There are forty-eight (48) 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),
- Seven (7) by cities through their police departments or by contract with another city (City of Moscow),
- 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 two (2) federally funded PSAPs in Idaho (MHAFB and Gowen Field ANGB). The INL is a secondary PSAP for Idaho (approved in 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 virtue 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 Weak
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

Commissioner Kent Searle
Idaho Association of Counties
Cassia County

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

Dave Taylor
 DIGB 2
 Nez Perce County 9-1-1

Carmen Boeger
 DIGB 3
 Nampa City Police Department

Commissioner Jacob Greenberg
 DIGB 4
 Blaine County

Sheriff Lorin Nielsen
 DIGB 5
 Bannock County

Capt. Sam Hulse
 DIGB 6
 Bonneville County Sheriffs Office

Vacant
 Idaho Tribal Representative

Activities and Accomplishments

Meetings and Training Seminars

The Commission conducted bi-monthly meetings throughout 2019. In keeping with the Commission's mission to accommodate the interest from different areas of the state, the Commission met in Pocatello in May and McCall in September.

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 or \$1.25 (for Enhanced Grant Fee participation) 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 \$192,980 (Appendix B, contingency fund of \$10,000 and \$250,000 set aside for the NG 9-1-1 consultant RFP the year prior of which \$44,416 has been expended for work provided). \$38,000 is programmed for the Grants administration budget for fiscal year 2020 (FY20) (Appendix C). During fiscal year 2019 (FY19), \$224,421.99 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 FY19 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 \$2,234,510.48 in FY 2019 with a total of \$200,446.82 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 continue to 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 50 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 a consultant service to help with planning, governance, legislative changes (funding), and RFP writing for NG 9-1-1 in Idaho. The consultant company will be delivering reports with suggested modifications, additions, and inclusions to current governance and legislation in the first quarter of calendar year 2020. Due to limited administrative funds available for the commission to act, the project was divided into three phases with the reports being prioritized first utilizing the funds on hand. The next two phases will be set aside until funding is found (phase 2 is the actual RFP writing for the ESI Net and GIS RFP, Phase 3 would be project management of the system build once the RFPs have been delivered and accepted). The Commission will prioritize and begin implementing the plans in the first half of the year 2020.

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 refreshed and modernized to continue this capability.
 - a. Sustain and maintain E9-1-1, Phase I, and Phase II compliance in Idaho.
Continued Maintenance.
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 in 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 telecommunication fees 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 (2018).**
 - 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 presented to the providers for explanation or resolution. The trends reported by county on a monthly/quarterly basis. The consultant suggested a comprehensive legislative review as a follow on step once the control measures are 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 was included as Appendix O in the 2018 report to the Legislature.

- b. A consulting firm was contracted to provide actionable recommendations for the Emergency Services IP Network (ESI Net), Geographic Information System (GIS) systems, State Plan update, suggested legislation modifications, governance, and funding adjustments to afford NG 9-1-1 (see strategic goal 3). Reports and recommendations are due to the IPSCC in the first quarter of 2020. The IPSCC will then formalize and decide on implementation with probable legislative changes. The changes will formalize the NG 9-1-1 steps to be taken in Idaho. **In progress.**
 - c. Support statewide GIS mapping as we move closer to NG 911 systems in Idaho. Support regional projects and sharing of data between jurisdictions and PSAPS. **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 first quarter calendar year 2020. 42 Idaho Counties have text to 911 capabilities and the remaining 2 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 2019 through the 25-cent grant fund, all of the 48 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 has requested an updated NG 9-1-1 state plan for the implementation of Next Generation 9-1-1 with the consultant. The updated plan will utilize 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 updated state plan will 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 Emergency Communications Centers (ECCs) across the state of Idaho. The committee includes more than 300 years of combined law enforcement/Emergency Communications Officer (ECO) experience. It is comprised of representatives from each of six districts who serve with city police departments, sheriff's offices, or the Idaho State Police. They are senior ECOs, first line supervisors, managers, and directors, with a variety of backgrounds from the career ECO to a commissioned/sworn officer. 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 ECC agency in the state using surveys, regional trainings and regular meetings, constantly striving to support and enhance the professionalism and standardization of each of Idaho's ECCs and their ECO staff.

2019 Members

Idaho State Police	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

Jefferson County Sheriff's Office	Lynn Parker
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
City of Pocatello Police Department	Stephanie Harris
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 dispatch centers in the state of Idaho.

2019 PSAP Standards & Training Committee Goals

1. Prepare and Implement the 8th Annual PSAP Conference.

The 8th Annual PSAP Conference was held in the convention center at The Riverside Hotel, in Boise, on October 28-30, 2019. Using a conference format, the PSAP Standards & Training Committee hosted approximately 181 attendees from various positions of public safety across the state of Idaho, and a few attendees from Washington, Montana, and Arizona. This is a record attendance, with last year's conference setting the previous record of 178 attendees. For the third 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 full days (October 29 & 30). An approximate total of 2,106 hours of POST training was earned.

- Gordon Graham, a retired 33-year veteran of the California Highway Patrol, and current lawyer and speaker focused on risk mitigation opened the first day of the conference as the keynote, presenting on "Concurrent Themes for Success." He closed the first day of the conference with a long breakout session covering the topic of "Creating Some WOW." Mr. Graham served as a street cop, supervisor, manager and executive. He was awarded a B.A. in Business from San Francisco State College, a Teaching Credential from California State University, Long Beach, a Masters Degree in Safety and Systems Management from the University

of Southern California, and a Juris Doctorate from Western State University. He has taken his background as a cop, risk manager and attorney and is the Co-Founder of Lexipol, a company designed to standardize public safety practices around America. Along with Chief Billy Goldfeder, Mr. Graham is the co-owner of the popular firefighter safety website, FireFighterCloseCalls.com and he assisted the IAFC with constructing their site, FireFighterNearMiss.com. He has presented to fire and law enforcement personnel from around the world. Over the last decade, Mr. Graham has spoken to over 500,000 different law enforcement, fire personnel, dispatchers and EMS professionals from around the world (including NFA and IAFC). In 1995, he was presented with the Governor's Award for excellence in law enforcement training by Governor Wilson (sole recipient). In 2005 he received recognition from the IAFC for his lifelong work in improving firefighter safety and performance. In 2008 he received the lifetime achievement award from California POST. In 2015 he received the lifetime dedication award from the International Public Safety Leadership and Ethics Institute. In 2018 he received the James Oberstar Sentinel for Safety Award for his lifetime work in improving aviation safety internationally. In 2019 he received the Howard W. Rayon Distinguished Service Award. His penetrating wit coupled with his vast knowledge in multiple disciplines provided this year's conference attendees with information packed sessions.

- State Representative Rick Youngblood opened the second day of the conference as the keynote speaker with the topic of "Always Be Humble & Kind." Representative Youngblood currently represents Idaho's District 12 (House seat B). He was born in Boise, Idaho and graduated from Weiser High School. He attended North Idaho College and the College of Idaho. He graduated from NW Ag Credit School at Washington State University. He is a graduate of Pacific Coast Banking School at the University of Washington. Representative Youngblood was the president of an engineered wood products and commercial development company. He has 30 plus years in banking and is currently the Vice President of Sunwest Bank. Representative Youngblood has been married to his wife, Arlene, for 47 years. He has two children and seven grandchildren.

The following ECO professional development sessions were also held during the conference:

- Court Testimony/Liability
- Crisis Intervention
- Bullying In Dispatch
- Your Mission
- Rescue Task Force

The following technical professional development tracks were also offered at the conference:

- Next Generation Networking in Idaho: Panel Discussion
- FirstNet Roadmap Update & Short Term Reinvestment Discussion
- How To Capture Stakeholder Needs for the Upgrade or Modification of Technology Projects
- Don't Be A Dinosaur; LMR to LTE Transitions
- Cybersecurity Roundtable Discussion
- What Should I Do Now That There Is An NG911 GIS Data Model?

2. Provide quarterly training opportunities for ECOs in various areas of the state.

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

- **Quarter 1:** “AMBER Alert Training” taught by Tanea Parmenter & Trisha Marosi of the ISP
- **Quarter 2:** “Purpose Over Preference” taught by Andrea Dearden of the Ada County Sheriff’s Office
- **Quarter 3:** “Suicide Prevention” taught by Kim Kane, formerly of Idaho Department of Health & Welfare
- **Quarter 4:** Training was provided at the 8th Annual PSAP Conference

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

District 1	82 students	328 POST hours
District 2	62 students	248 POST hours
District 3	94 students	376 POST hours
District 4	15 students	60 POST hours
District 5 & 6	97 students	388 POST hours

3. Continued collaboration with Idaho POST and the POST Council and other stakeholders in the adoption and implementation of ECO basic training curriculum 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 has worked closely with the POST staff and stakeholders for the full and complete 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 use of emergency medical dispatching protocols.

2020 PSAP Standards & Training Committee Goals

1. Prepare and implement the 9th Annual PSAP Conference in Coeur d'Alene.
2. Provide quarterly training opportunities for ECOs, 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 the use of an EMS dispatching protocol for emergency dispatching services by its ECCs and their ECOs. 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 2019 National Emergency Number Association Conference ("NENA"), the 2019 Western Regional Association of Public-Safety Communications Officials ("APCO"), and one (1) National Association of State Administrators Conference ("NASNA"). Mr. Logan also conducted visits to the ten (10) District Interoperability Guidance Board (DIGB) meetings throughout the state to assist 9-1-1 administrators and local guidance boards with technical issues.

APPENDICES

Appendix A	Final Fiscal Year 2019 Budget and Grant Budget
Appendix B	Fiscal Year 2020 Budget
Appendix C	Fiscal Year 2020 Grants Budget
Appendix D	2015 Status of Service Map
Appendix E	2016 Status of Service Map
Appendix F	2017 Status of Service Map
Appendix G	2018 Status of Service Map
Appendix H	2019 Status of Service Map
Appendix I	2020 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

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

	2019 APPROVED BUDGET	2019 EXPENSES
ADMINISTRATIVE EXPENSES		
ADMINISTRATIVE RULES	\$600.00	\$728.00
AWARDS	\$400.00	\$161.92
CONSULTANT	\$250,000.00	\$44,416.00
FUEL	\$3,000.00	\$481.73
OFFICE EQUIPMENT	\$1,000.00	\$0.00
OFFICE SUPPLIES	\$1,000.00	(\$168.37)
PHOTOCOPYING	\$700.00	\$230.25
POSTAGE	\$500.00	\$160.00
PROFESSIONAL MEMBERSHIP FEES	\$1,100.00	\$734.00
PSAP WEB MAINTENANCE	\$500.00	\$521.85
SALARY/BENEFITS	\$111,760.00	\$111,609.97
SALARY/BENEFITS (COST SHARE FOR ADMIN)	\$10,000.00	\$0.00
STATEWIDE ALLOCATION COSTS	\$5,000.00	\$6,655.07
TELEPHONE	\$1,000.00	\$528.53
TRAVEL- IN STATE	\$5,000.00	\$2,234.97
TRAVEL- OUT OF STATE	\$8,000.00	\$5,236.05
VEHICLE PURCHASE	\$0.00	\$0.00
VEHICLE REPAIR AND MAINTENANCE	\$1,800.00	\$87.99
	\$401,360.00	\$173,617.96
COMMISSION AND MEETING EXPENSES		
MEETING EXPENSES	\$3,000.00	\$423.29
TRAVEL - IN STATE/TRAINING	\$9,000.00	\$13,235.09
TRAVEL- OUT OF STATE/TRAINING	\$1,500.00	\$2,054.89
	\$13,500.00	\$15,713.27
PSAP COMMITTEE EXPENSES		
NON-STATE EMP TRAVEL/TRAINING	\$18,000.00	\$14,517.91
TRAINING SUPPLIES/SERVICES	\$7,000.00	\$5,610.81
	\$25,000.00	\$20,128.72
TOTAL (LESS CONTINGENCY)	\$439,860.00	\$209,459.95
CONTINGENCY FUNDS	\$10,000.00	\$0.00
REMAINING FUNDS NOT EXPENDED THIS FY		\$230,400.05

Appendix A (Continued)

**E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION
FY 2019 Grant Budget-Expended**

	2019 BUDGET	2019 EXPENSES
GRANT EXPENSES		
CONSULTANT	\$50,000.00	\$7,451.00
FUEL	\$1,000.00	\$868.18
OFFICE EQUIPMENT	\$500.00	\$0.00
OFFICE SUPPLIES	\$1,500.00	\$575.72
PROFESSIONAL MEMBERSHIP FEES	\$0.00	\$0.00
SALARY/BENEFITS	\$26,500.00	\$26,134.37
TELEPHONE	\$750.00	\$579.54
TRAVEL - IN STATE	\$5,000.00	\$4,555.63
TRAVEL - OUT OF STATE	\$3,000.00	\$0.00
	\$88,250.00	\$40,164.44
	\$88,250.00	\$40,164.44
REMAINING FUNDS NOT EXPENDED THIS FY		\$48,085.56

Appendix B

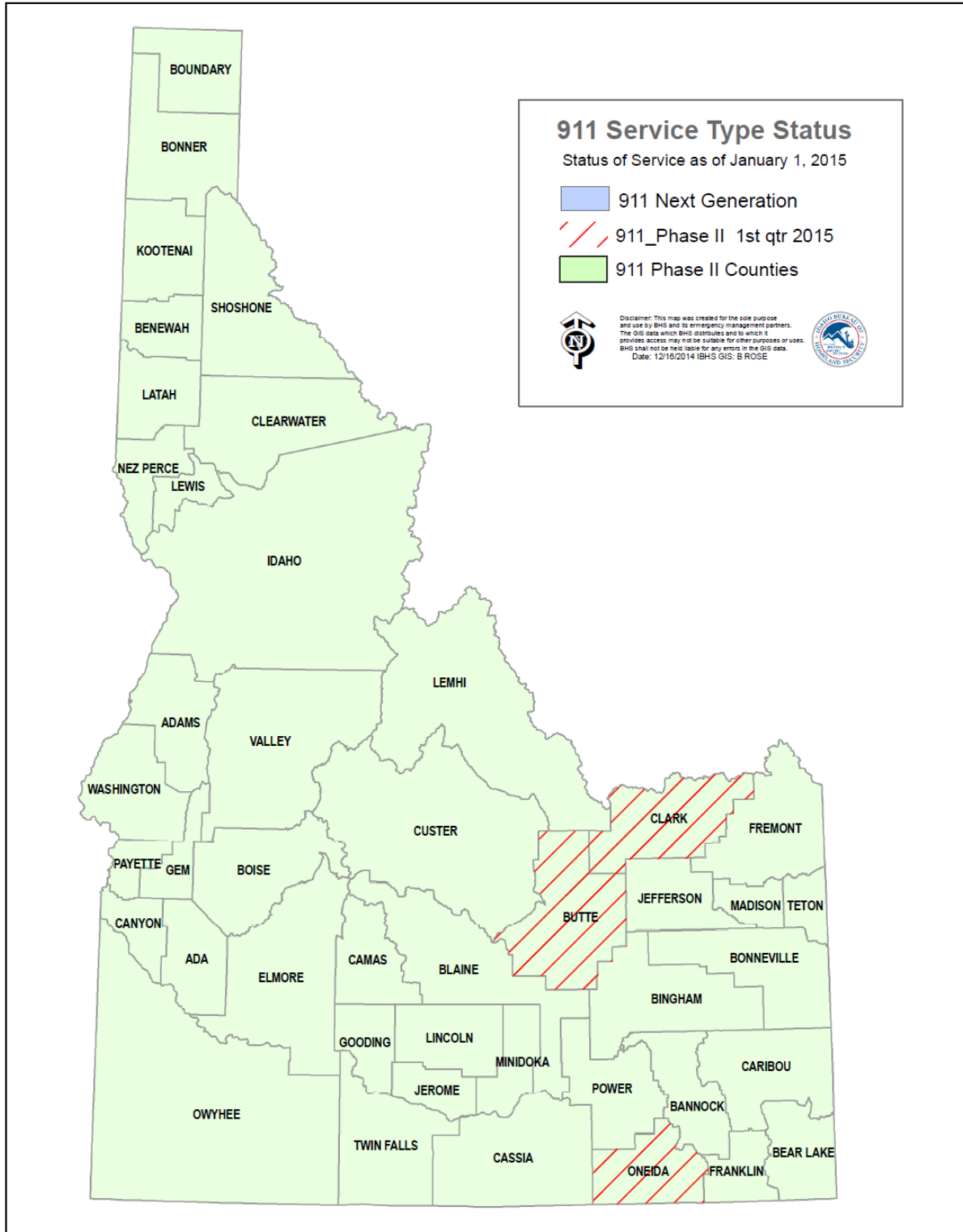
E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION**Approved FY 2020 Admin Budget**

	2019 BUDGET	2020 BUDGET
ADMINISTRATIVE EXPENSES		
ADMINISTRATIVE RULES	\$600.00	\$600.00
AWARDS	\$400.00	\$400.00
CONSULTANT	\$0.00	\$250,000.00
FUEL	\$3,000.00	\$3,000.00
OFFICE EQUIPMENT	\$1,000.00	\$1,500.00
OFFICE SUPPLIES	\$1,000.00	\$500.00
PHOTOCOPYING	\$700.00	\$300.00
POSTAGE	\$500.00	\$50.00
PROFESSIONAL MEMBERSHIP FEES	\$1,100.00	\$1,100.00
SALARY/BENEFITS	\$111,760.00	\$116,530.00
SALARY/BENEFITS (COST SHARE FOR ADMIN)	\$10,000.00	\$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	\$1,000.00
	\$150,860.00	\$403,980.00
COMMISSION AND MEETING EXPENSES		
MEETING EXPENSES	\$3,000.00	\$3,000.00
TRAVEL - IN STATE/TRAINING	\$9,000.00	\$9,500.00
TRAVEL- OUT OF STATE/TRAINING	\$1,500.00	\$1,500.00
	\$13,500.00	\$14,000.00
PSAP COMMITTEE EXPENSES		
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
ADMINISTRATIVE EXPENSES LESS CONSULTANT		\$192,980.00
ADMINISTRATIVE EXPENSES TOTAL	\$189,360.00	\$442,980.00
CONTINGENCY FUNDS	\$260,000.00	\$10,000.00

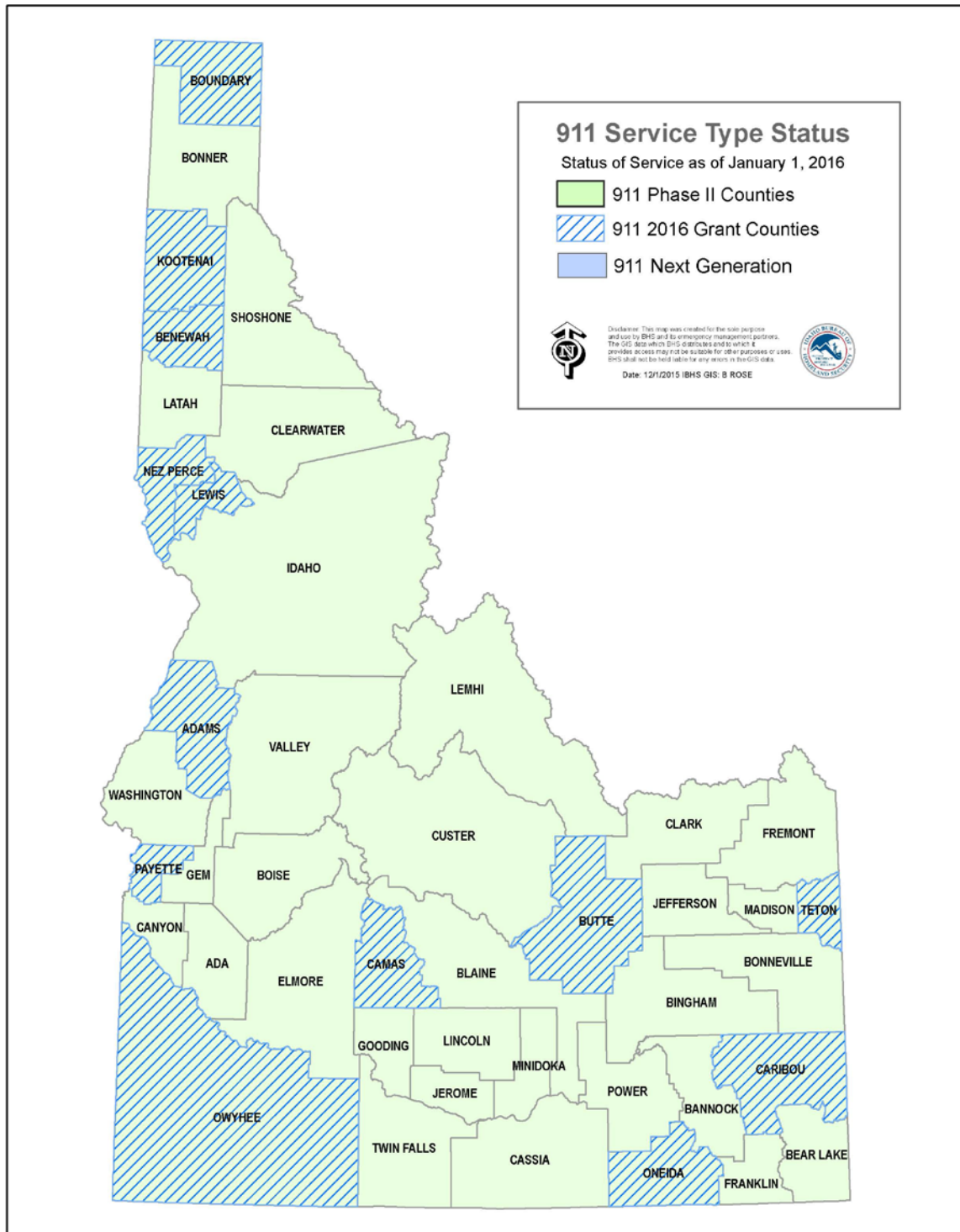
Appendix C

E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION			
Approved FY 2020 Grant Budget			
		2019 BUDGET	2020 BUDGET
GRANT EXPENSES			
CONSULTANT		\$50,000.00	\$0.00
FUEL		\$1,000.00	\$2,000.00
OFFICE EQUIPMENT		\$500.00	\$1,500.00
OFFICE SUPPLIES		\$1,500.00	\$1,500.00
PROFESSIONAL MEMBERSHIP FEES		\$0.00	\$0.00
SALARY/BENEFITS		\$26,500.00	\$26,500.00
TELEPHONE		\$750.00	\$750.00
POSTAGE			\$250.00
TRAVEL - IN STATE		\$5,000.00	\$5,500.00
TRAVEL - OUT OF STATE		\$3,000.00	\$0.00
		\$88,250.00	\$38,000.00
		\$88,250.00	\$38,000.00

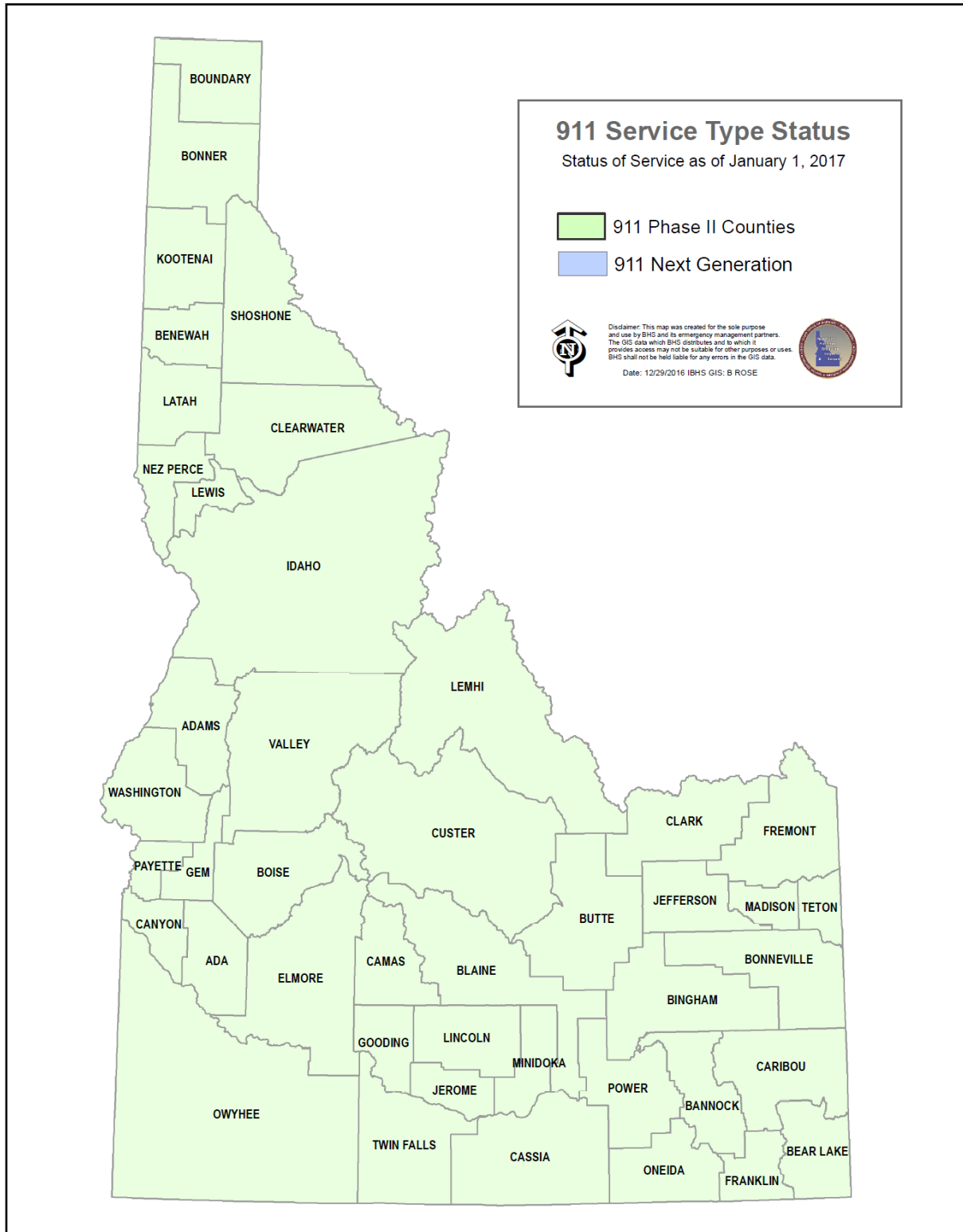
Appendix D 2015 Status of 9-1-1 Service Map



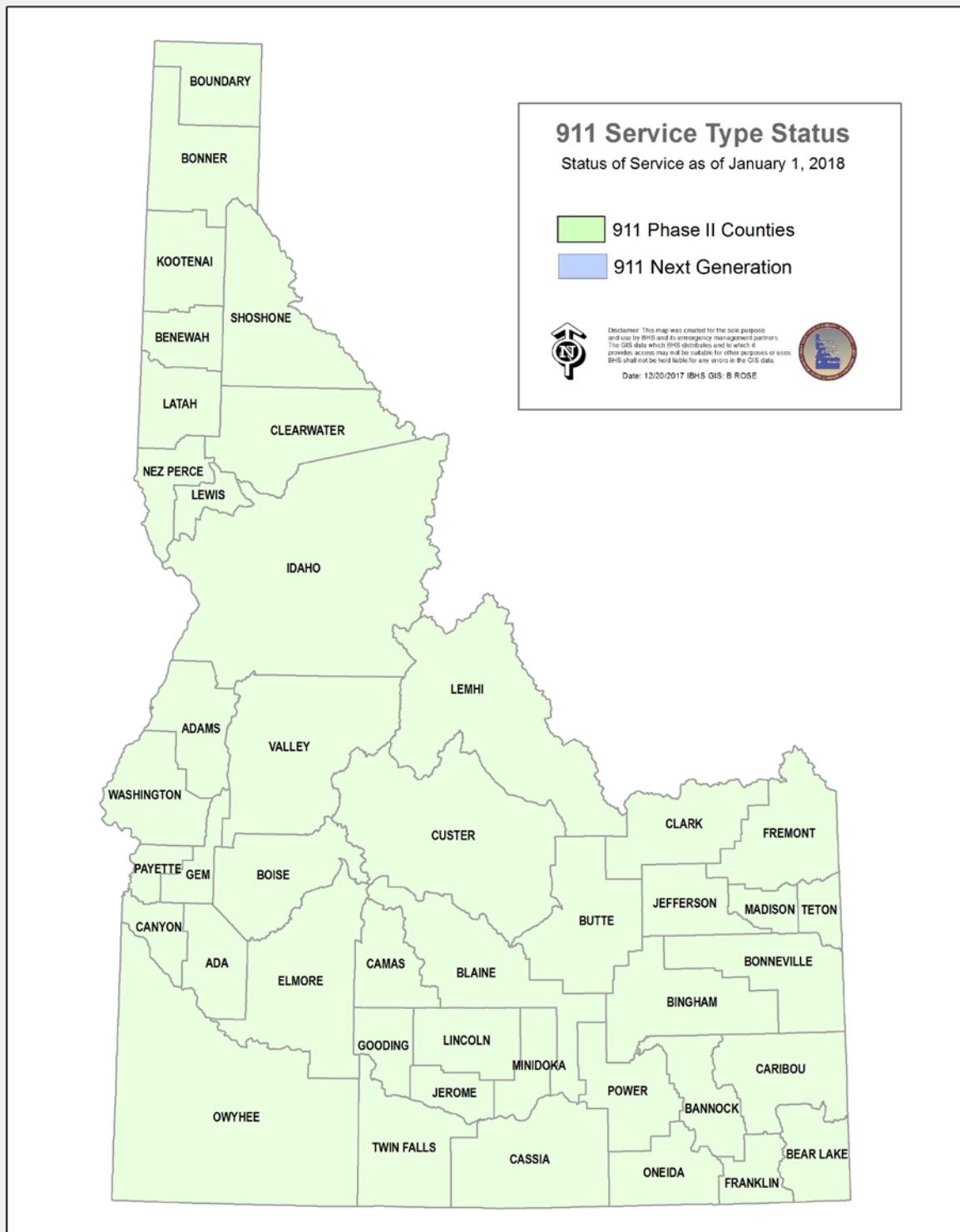
Appendix E 2016 Status of 9-1-1 Service Map



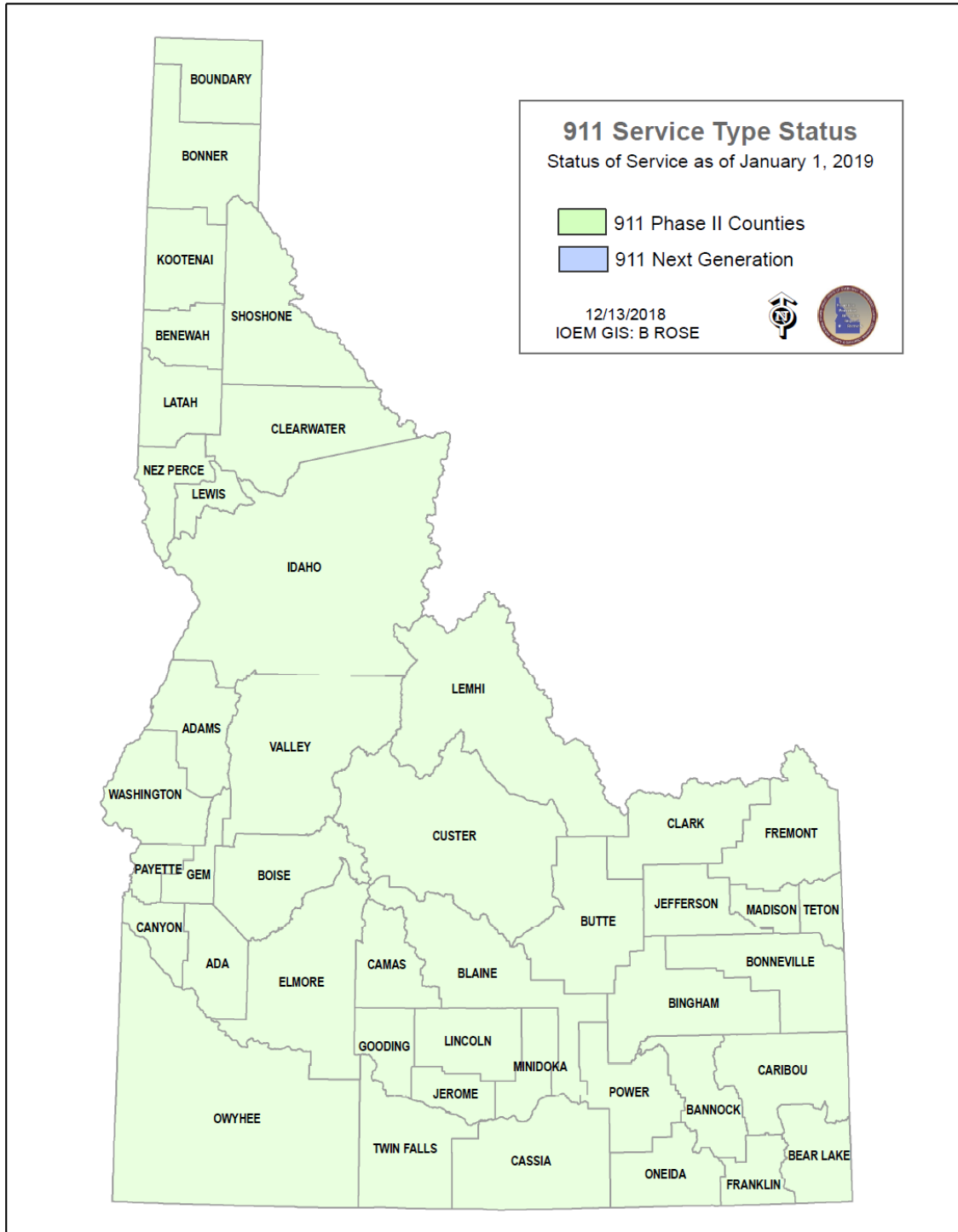
Appendix F 2017 Status of 9-1-1 Service Map



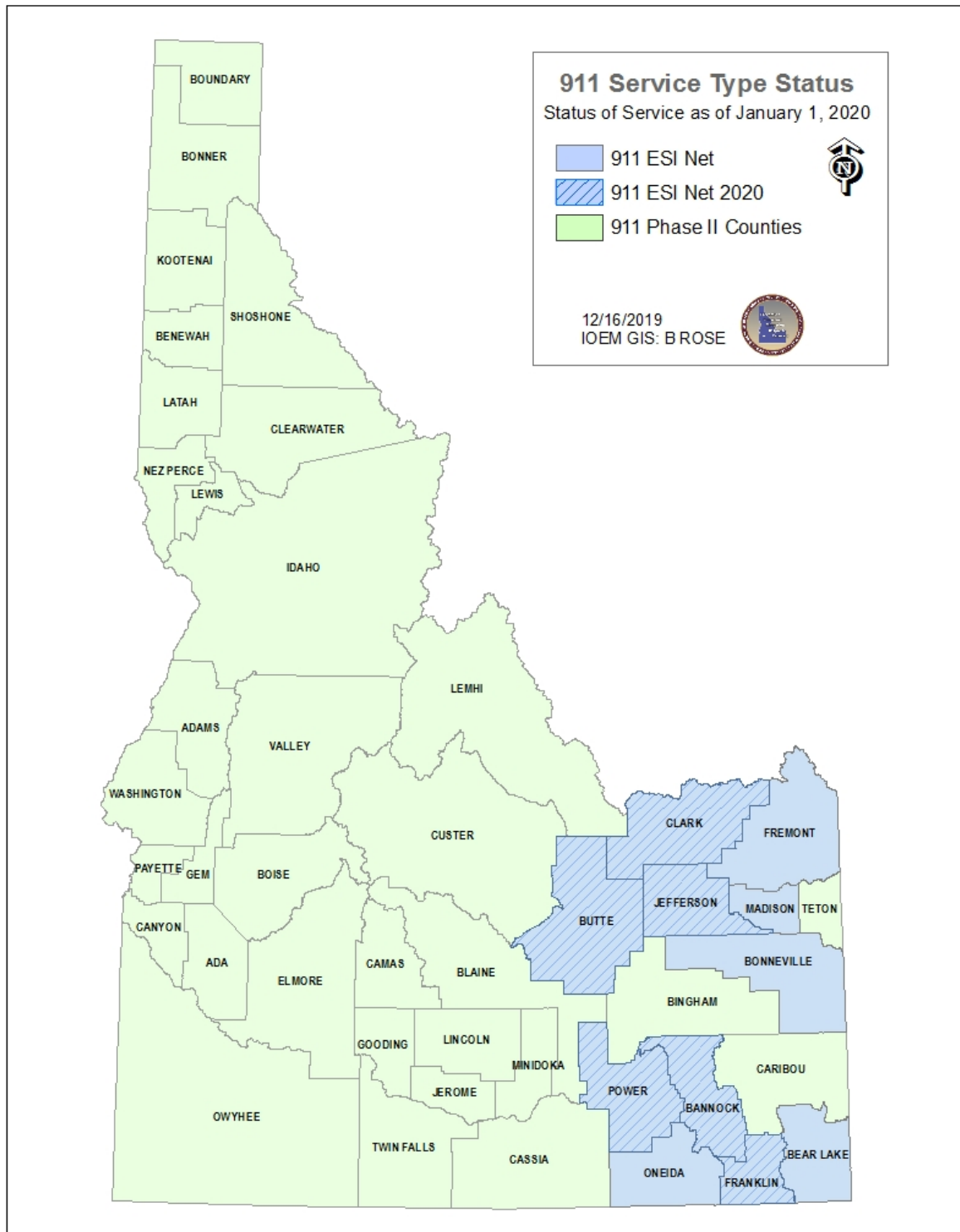
Appendix G 2018 Status of 9-1-1 Service Map



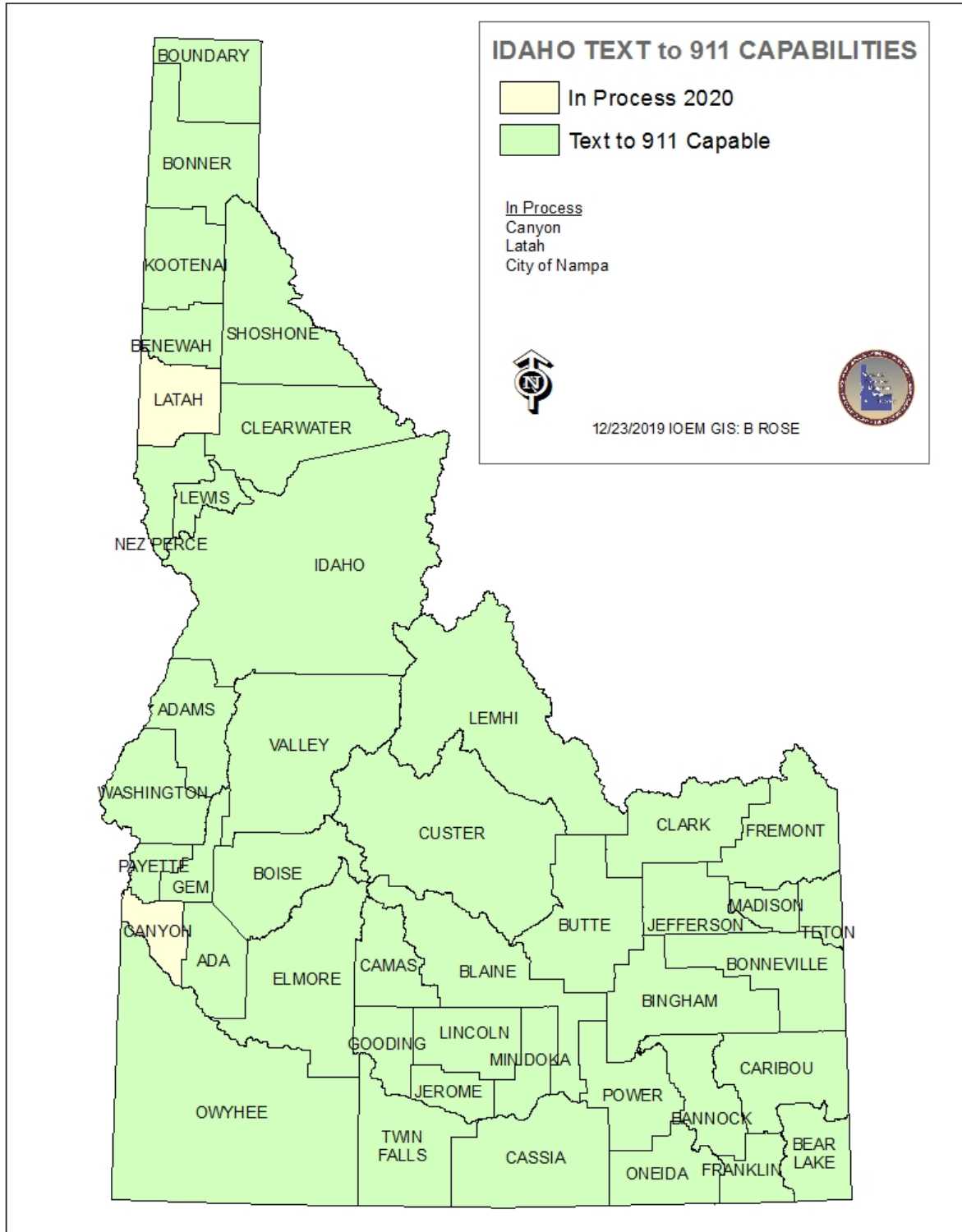
Appendix H 2019 Status of 9-1-1 Service Map



Appendix I 2020 Status of 9-1-1 Service Map



Appendix J Text to 911 Status Map



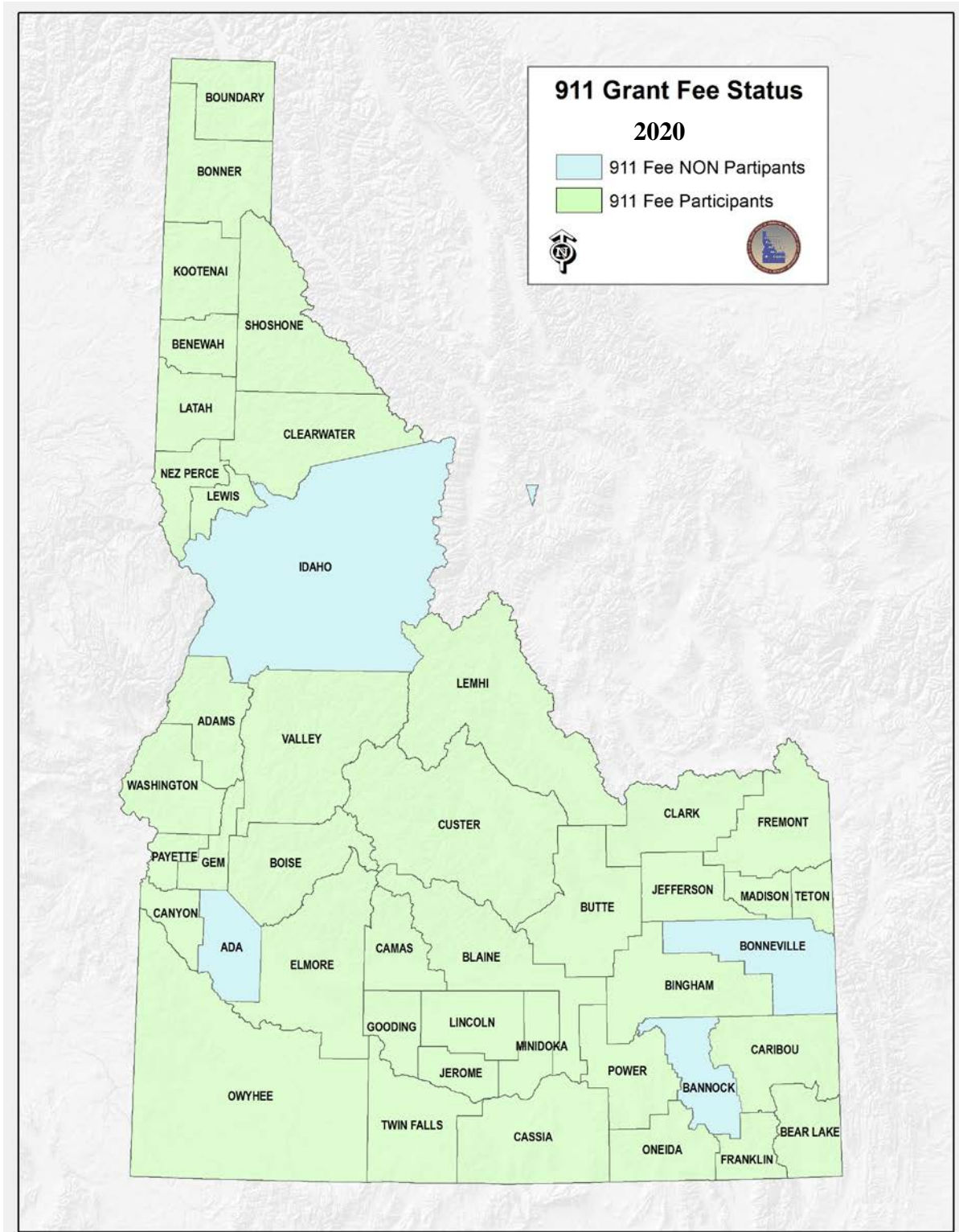
**Appendix K
List of Counties Adopting the
Enhanced Grant Fee**

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