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The loss of revenue….

- Annual loss of land line revenue ranges from 10-18%.
- AIC reports that counties have lost over $5 million in past 5 years.
- Fee on land lines set by counties were collecting on fewer devices.
- Fee on wireless devices was lower.
- Fee on prepaid devices was only half of the wireless rate.
- Not all devices pay a fee (NSI).
- Other funds available to local government were limited.
- Many counties were facing end of life issues on their 911 equipment.
- Advances in technology and expectation of citizens exceeds the level of service in most PSAPs.
- The telecommunications industry supports another revenue option.
continuing effort

- Summer Study Committees
- Legislative sessions
- Committee hearings
  - DHS
  - Ways and Means
  - Tax and Fiscal
- Stakeholder working groups
- IACIR
Interested Parties

- Commissioners, Council Members
- Sheriff’s
- 9-1-1 Managers
- Mayors, City Council Members
- Police and Fire Chiefs
- AIC
- IACC
- IACT
- Wire line telephone industry (local, state and national)
- Wireless industry (local, state and national)
- VOIP industry
- IWAB

General Assembly
Consumer Advocate groups
Retailers
NENA / APCO
Questions during the session

- How much does it cost to run 9-1-1?
- What funding options are being used by municipal and county government?
- Who is responsible for providing the PSAP and dispatch services in each county?
- Who should serve on the statewide board?
- What authority should the board have?
- What should eligible expenses include?
- How has consolidation helped those entities who have completed the process?
A short session & no history....

• There was not enough time during the session answer the questions.
  – No central point of collection or authority to collect the data.
  – Fragmented fee structure of prepaid, wireless and wire line.
  – Municipalities and counties were using multiple funds to pay for the operation of the PSAPs which made it difficult for local officials to identify actual costs.
  – Bundled costs for services, utilities and other operating expenses.
  – Oversight of 9-1-1 is diverse.
  – Cost for secondary PSAPs was not identified.
Senate Enrolled Act
No. 345
IC 36-8-16.7

“the starting point”
What does this bill do?

- Creates a single statewide fee.
  - $.90 cents for land line, VOIP and wireless
  - $.50 cents per transaction for prepaid
- Creates a single point of collection at the state.
- Provides language that requires all technologies which can enable a 9-1-1 call to pay the fee.
- Stabilizes revenue in the short term.
- Provides a minimum distribution level for each county.
- Creates a single county 9-1-1 fund.
- Creates a single list of eligible expenses for the counties.
- Calls for accountability and transparency.
What does this bill do continued…

- Requires an extensive number of reports and audits be completed over the next three years.
- Changes the role and responsibilities of the statewide 9-1-1 board.
- Expands the membership to include state and local government and technology specific industry members.
- Requires counties file an annual report on all expenditures from their 9-1-1 fund.
- Requires PSAPs to file an annual report of call statistics and other information requested by the board.
Distributions

• Hold Harmless (minimum revenue)
  – 3 year average FY 09 10 11
  – % not to exceed COLA
  – $59,938,988
  – First distribution was made this month.

• New Revenue Distribution Formula
  – Population 90%
  – Equal Share 10%
What does 9-1-1 cost?

• Costs are different in each county based upon several factors.
  – Salary & benefits
  – Size of the PSAP (# of answering positions)
  – Number of trunks delivering calls.
  – Manufacturer of the hardware/software used for 9-1-1
  – MSAG management (# of records stored and/or handled)
  – Who is the 9-1-1 provider
  – What is the provider charging
  – Does the county lease or own the 9-1-1 equipment
  – Population
Does the fee pay for all of the expenditures of the PSAP?

• In addition to the 911 fees, counties report using revenue from various sources:
  – General Fund
  – Public Safety LOIT
  – County Option Income Tax
  – Special revenue
  – MOU’s with municipal government
  – Grants
Eligible Expenses

- The lease, purchase, or maintenance of communications service equipment.
- Necessary system hardware and software and data base equipment.
- Personnel expenses, including wages, benefits, training, and continuing education, *only to the extent reasonable and necessary for the provision and maintenance of*:
  - The statewide 9-1-1 system; or
  - The wire line enhanced emergency telephone system.
- Operational costs, utilities, maintenance and back up power equipment.
- Call logging equipment.
- An emergency notification system that is approved by the board.
- IDACs
Eligible expenses continued

- Mobile radio equipment of first responders
- 50% of expense related to narrow banding requirements.
- Rates associated with communication service provider’s network system.

- PROHIBITED
  - Bricks and mortar
  - Vehicles
Ineligible Expenses

- Report by SBOA or any other report.
  - Staff verifies that expense was ineligible.
- Board requires the county to reimburse the local fund the amount equal to the ineligible expense from any other fund available to the county.
Indiana General Assembly reporting requirements

Indiana Advisory Commission on Intergovernmental Relations
- report due in November
- report on role & responsibilities of state, county, city and township government; funding structure and obligations.
- reports to Legislative Council

Indiana State Board of Accounts (audits & summary reports)
- reports due annually ‘13 & ‘14
- reports on expenditures at state and county level.
- reports to Budget Committee & Statewide 911 Board
reports continued…

Statewide 911 Board
- reports due annually for FY ‘13 & ‘14
- reports on expenditures and level of service
- reports to Budget Committee

County PSAPs (Public Safety Answering Points) 9-1-1 Centers
- reports due annually for FY ‘13 & ‘14
- reports on expenditures and call statistics
- reports to the Statewide 911 Board
reports continued…

Budget Committee
- report due 06/15 using previous reports
- recommendation on future funding model, if any for 9-1-1 in Indiana.
- reports to Legislative Council

Note:
The fee assessed in section 32 will sunset on July 1, 2015 if no recommendation is made by the Legislative Council.
Who is responsible?

Dispatch vs. PSAP or 911

State?

County?

City?

Joint effort?

Understanding the differences between dispatch and PSAP....
What role and responsibilities should the state have?

• Network Operations

• Fee collection and distribution

• Audit and compliance

• Data collection

• Grant Administration
Network overview

Indiana has the largest IP enabled public safety ESInet in the country today.

The self-healing redundant network has processed over 12 million emergency calls.

IP technology reduces the demand of trunks and operates at a very efficient cost.

As the FCC and 9-1-1 industry finalizes standards for to address the newest technology, Indiana is waiting to just “plug-in”.
Services using the network

- Wireless 9-1-1 calls
- Judicial Tracking (a program of the State Supreme Court)
- Indiana Data and Communications (IDACs)
- National Crime and Information Center (NCIC)
- Indiana Bureau of Motor Vehicles (law enforcement)
- Wire line 9-1-1 service for 18 counties
- Automated Fingerprint and Identification System (AFIS)
- Indiana State Police Regional Dispatch Centers
- OnStar telematics
- Non-voice
- Language Line Interpreter
Indiana
Statewide 9-1-1 Board

IN911
Richard Mourdock,
Treasurer
State of Indiana

Serves as Chairman
of
Indiana Wireless
E9-1-1 Board
Membership
Indiana state treasurer - Chairman

- 3 PSAP members
  - NENA rep
  - APCO rep
- State fire Marshall
- ISA
- ISP Superintendent
- Indiana Association of County Commissioners.
- Indiana Association of Cities and Towns
- 2 Indiana Telecommunications Association
  < 50k access lines
  ➢ 50k access lines
- CMRS (wireless) provider
- VOIP
Consolidation

• December 31, 2014
  – No more than 2 PSAPs in each county
    • By a state educational institution
    • By an airport authority established for a county having a consolidated city
    • In a county having a consolidated city, by an excluded city.
    • The municipality having the largest population in the county.

• There are 6 unconsolidated counties
  – The statute does not allow for a distribution under this chapter until the county complies.