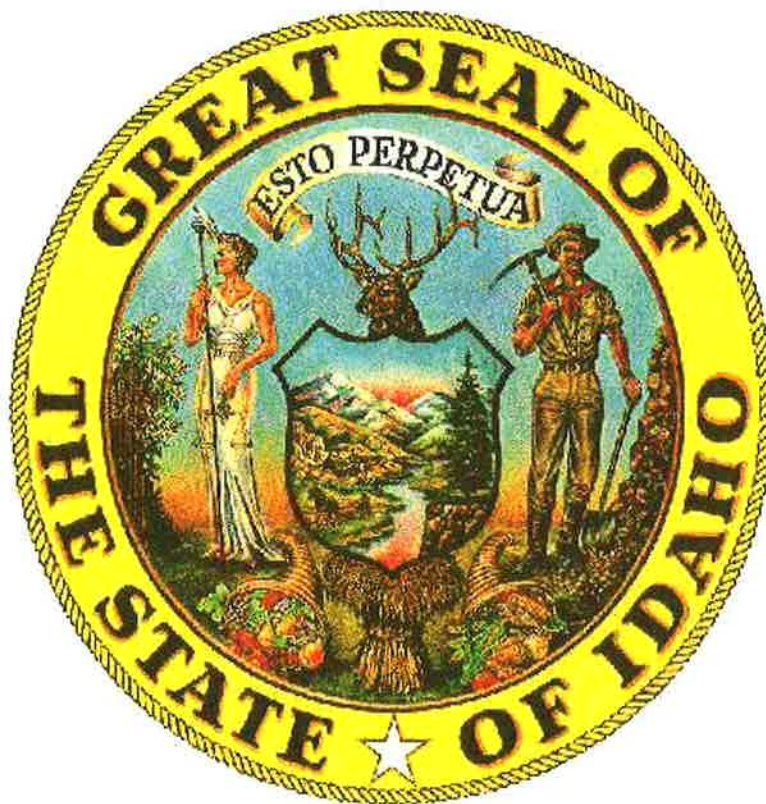


IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION 2021 ANNUAL REPORT TO THE IDAHO LEGISLATURE



Prepared by:

STATE OF IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

January 07, 2021



Idaho Public Safety Communications Commission 2021 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 to include those once held by the State Interoperability Executive Committee (SIEC). 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; Public Safety Answering Points (PSAP), or Emergency Communication Centers (ECC). 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. Radio had been included in the SIEC without a long-term funding source like 911 telephony. Data was also included due to the changes in technology that have outpaced the original formation of either commission or committee. The ECCs are termed consolidated under Idaho law as all vital public safety agencies are dispatched out of the center, and the ECCs 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

technological advances in areas of 9-1-1, radio, data and emergency communications for public safety purposes.

ECCs in Idaho

There are forty-eight (48) ECCs 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 ECC known as SIRCOMM.

There are currently four (4) Secondary ECCs in Idaho operated by the Idaho State Police (North and South), State Comm and the INL. There are also two (2) federally funded ECCs in Idaho (MHAFB and Gowen Field ANGB). The INL is a secondary ECC for Idaho (approved in 2018). They are 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 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 – *Treasurer*
Legislator
Idaho House of Representatives/Senate

Michele Carreras – *Vice Chair*
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

assess and collect the fee (1%, prepaid, and interest combined for the year). A copy of the final operating budget for FY20 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 \$2,428,206.87 in FY 2020 with a total of \$13,131.69 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 continues 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 in Idaho using a wireline, wireless, or VoIP phone regardless of 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 an ECC to obtain a caller’s callback number and an address when a caller dials 9-1-1 from a wireline phone. All ECCs in Idaho currently have this capability (E9-1-1). With FY21 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 an ECC 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 an ECC can direct first responders to the basic location of the caller.

Status of NG 9-1-1 in Idaho

A consultant was hired and recommended the next steps to NG 9-1-1 in Idaho. The deliverables were: an updated state 911 plan, NG 9-1-1 governance recommendations, ESI-net recommendations, GIS recommendations, and strategic initiatives actionable items. The Commission is researching potential funding methods for NG 9-1-1 as planning begins. Funding of research and planning is limited to the use of the administrative budget only. Grant funds are set aside for grant participant use and the local 9-1-1 fees are sent directly to the ECC for their operation of the 9-1-1 system.

NG 9-1-1 is a system comprised of managed IP-based networks and elements that augment and replace present analog 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 ECCs. Call routing will be accomplished by geospatial coordinates; consequently, a higher degree of granularity in GIS data will be required. GIS data will become the basis of call routing for NG 9-1-1 based upon geospatial routing of emergency calls.

The consultant suggested a standardized remittance form and a monthly provider remittance review to note changes and trend information. The trends will be presented to the providers for explanation or resolution. The trends will be reported by the 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. **Completed (2020).**
 - c. Support regional projects and sharing of data between jurisdictions and ECCs to move closer to NG 911 systems in Idaho. **In progress.**
4. Continued support of rural ECCs with line fees, maintenance costs and promote IP connectivity across the state. Assess appropriate funds and the award process for grant funds to support maintenance, line fee costs, and IP connectivity to ECCs (when feasible) each grant cycle 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 half of calendar year 2021. 43 Idaho Counties have text to 911 capabilities. The remaining ECC is consolidating equipment with another in 2021 and will gain the capability once host/remote consolidation is completed.
 6. Support and promote IP continuity of operations planning (COOP) between ECCs. **In progress.**

The Commission is pleased to report that in 2020 through the 25-cent grant fund, all of the 48 ECCs 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 ECCs to help decrease costs and duplication of equipment. The main obstacle for all ECCs is the lack of resources and funding.

* 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 ECOs and dispatch centers in the state of Idaho.

2020 PSAP Standards & Training Committee Goals

1. **Prepare and Implement the 9th Annual PSAP Conference.**

Unfortunately, the 9th Annual PSAP Conference, scheduled for October 19th – 21st, at the Best Western Coeur d'Alene Inn had to be cancelled due to concerns associated with the COVID-19 pandemic.

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

This goal was partially accomplished, unfortunately, due to the ongoing concerns associated with the COVID-19 pandemic:

- **Quarter 1:** "Idaho Fusion Center (IC²) / Fusion Liaison Officer" training taught by Sgt. Bret Kessinger, ISP
- **Quarter 2:** No training provided.
- **Quarter 3:** No training provided.
- **Quarter 4:** Free for the ECO/agency, virtual training is being provided by Moetivations, Inc.

Below reflects the approximate POST training hours earned by attendees during the 2020 Quarterly Regional Trainings:

| | | |
|----------------|-------------|----------------|
| District 1 | 11 students | 44 POST hours |
| District 2 | 22 students | 88 POST hours |
| District 3 | 28 students | 112 POST hours |
| District 4 | 17 students | 68 POST hours |
| District 5 & 6 | 32 students | 128 POST hours |

3. Ongoing collaboration with Idaho POST and the POST Council and other stakeholders in the implementation and ongoing maintenance of ECO basic training curriculum/academy for the state of Idaho.

APPENDICES

| | |
|------------|--|
| Appendix A | Final Fiscal Year 2020 Budget and Grant Budget |
| Appendix B | Fiscal Year 2021 Budget |
| Appendix C | Fiscal Year 2021 Grants Budget |
| Appendix D | 2016 Status of Service Map |
| Appendix E | 2017 Status of Service Map |
| Appendix F | 2018 Status of Service Map |
| Appendix G | 2019 Status of Service Map |
| Appendix H | 2020 Status of Service Map |
| Appendix I | 2021 Status of Service Map |
| Appendix J | Text to 911 Status Map |
| Appendix K | List of Counties Adopting the Enhanced Grant Fee |
| Appendix L | 2020 Enhanced Grant Fee Status Map |
| Appendix M | Legislative Authority |
| Appendix N | 9-1-1 Fee Example |

Appendix A (Continued)

| E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION | | |
|---|------------------------|--------------------------|
| FY 2020 Grant Budget-Expended | | |
| | 2020 BUDGET | 2020 EXPENSES |
| GRANT EXPENSES | | |
| CONSULTANT | \$0.00 | \$2,529.92 |
| FUEL | \$2,000.00 | \$593.91 |
| OFFICE EQUIPMENT | \$1,500.00 | \$0.00 |
| OFFICE SUPPLIES | \$1,500.00 | \$321.05 |
| PROFESSIONAL MEMBERSHIP FEES | \$0.00 | \$0.00 |
| SALARY/BENEFITS | \$26,500.00 | \$26,522.44 |
| TELEPHONE | \$750.00 | \$518.82 |
| POSTAGE | \$250.00 | \$165.00 |
| TRAVEL - IN STATE | \$5,500.00 | \$2,490.54 |
| TRAVEL - OUT OF STATE | \$0.00 | \$0.00 |
| | \$38,000.00 | \$33,141.68 |
| BALANCE (BUDGET-EXPENSE) | | \$4,858.32 |

Appendix C

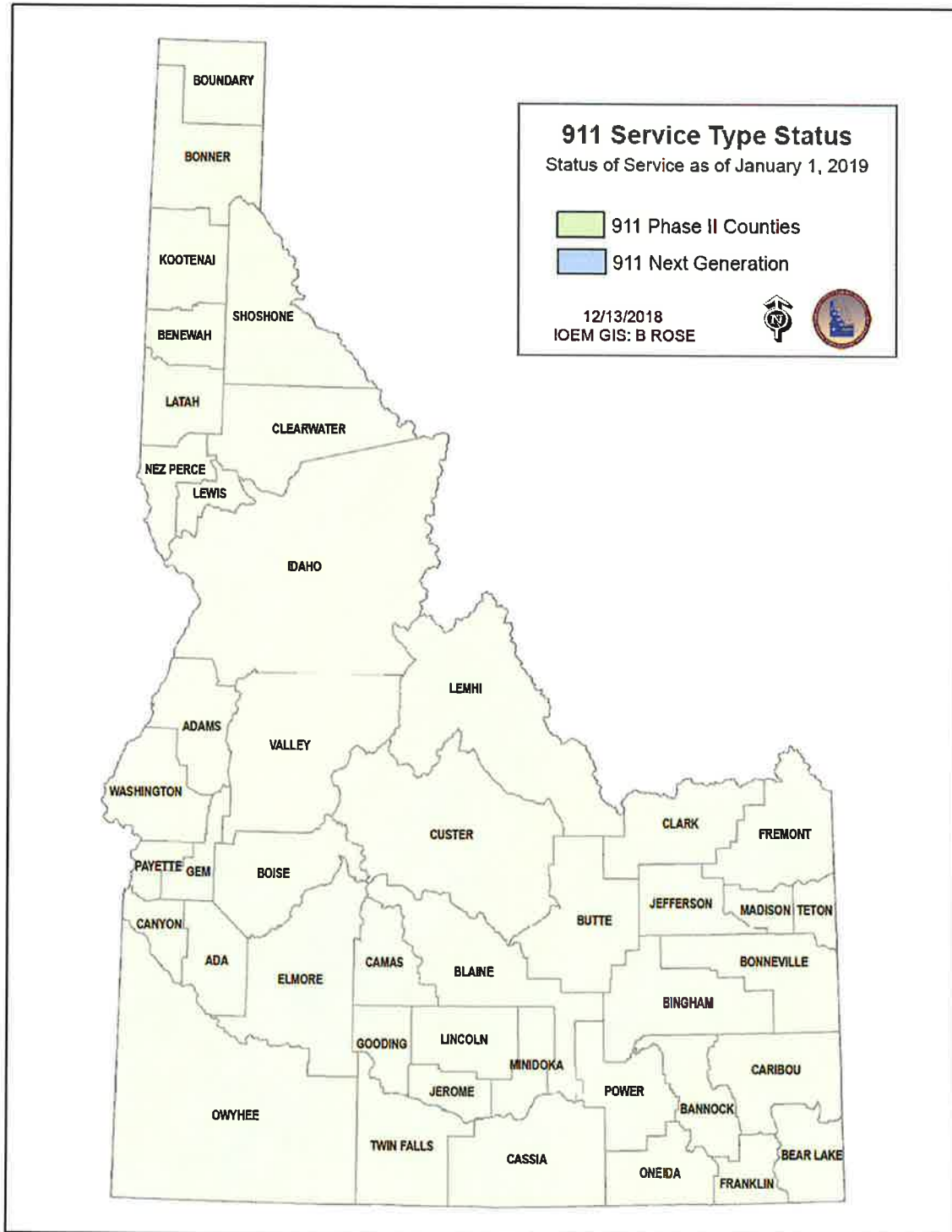
E911 IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION**Approved FY 2021 Grant Budget**

| | 2020 BUDGET | 2021 BUDGET |
|------------------------------|----------------|----------------|
| GRANT EXPENSES | | |
| CONSULTANT | \$0.00 | \$10,000.00 |
| FUEL | \$2,000.00 | \$2,500.00 |
| OFFICE EQUIPMENT | \$1,500.00 | \$3,000.00 |
| OFFICE SUPPLIES | \$1,500.00 | \$1,500.00 |
| PROFESSIONAL MEMBERSHIP FEES | \$0.00 | \$0.00 |
| SALARY/BENEFITS | \$26,500.00 | \$28,132.00 |
| TELEPHONE | \$750.00 | \$750.00 |
| POSTAGE | \$250.00 | \$250.00 |
| TRAVEL - IN STATE | \$5,500.00 | \$5,500.00 |
| TRAVEL - OUT OF STATE | \$0.00 | \$0.00 |
| | \$38,000.00 | \$51,632.00 |

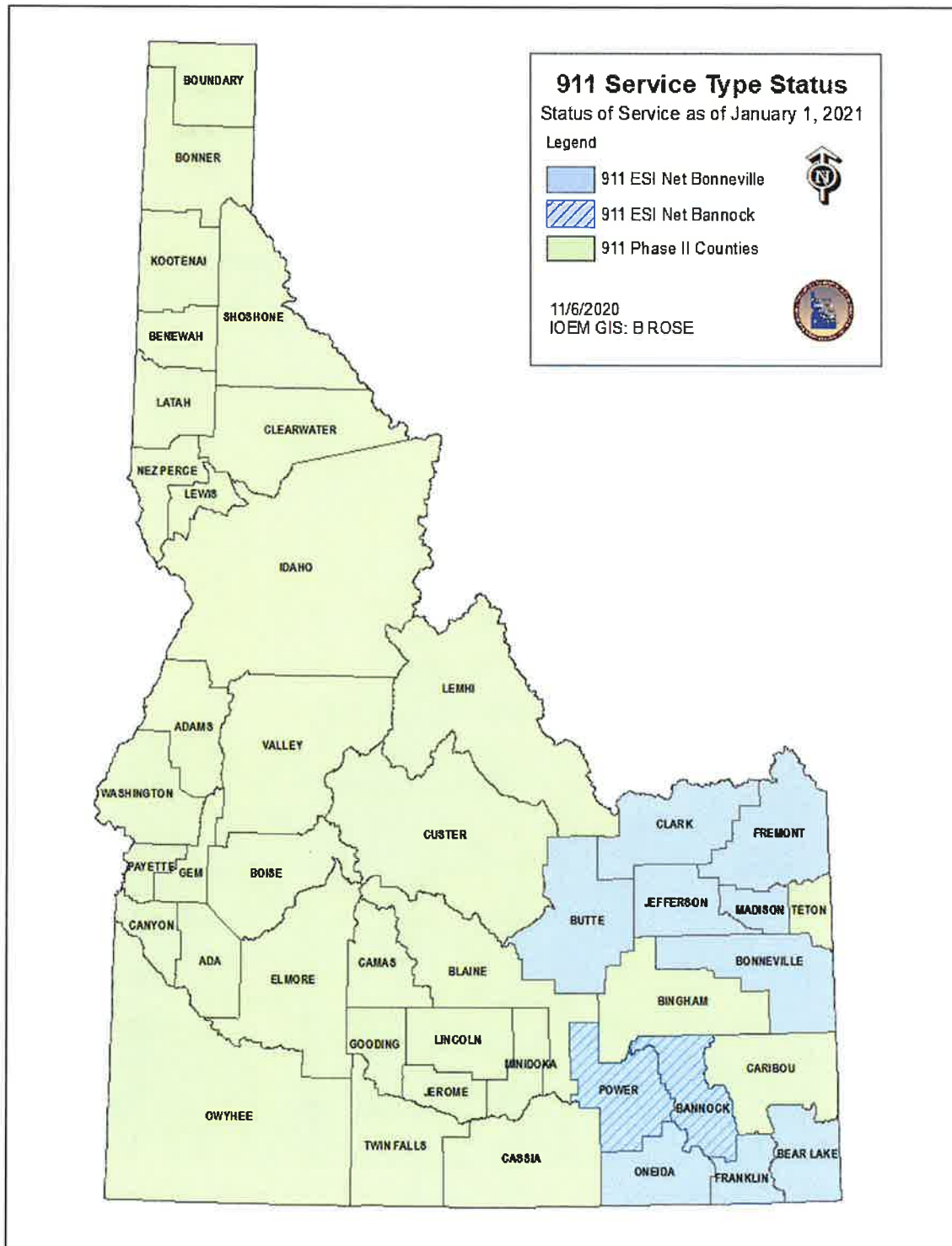
Appendix E 2017 Status of 9-1-1 Service Map



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



Appendix I 2021 Status of 9-1-1 Service 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 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

- (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;

(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).