Attachment 2

IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION 2017 ANNUAL REPORT TO THE IDAHO LEGISLATURE

Prepared by:

STATE OF IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION

January 5, 2017

Idaho Public Safety Communications Commission

2017 Annual Report to the Idaho Legislature

Overview

The Idaho Public Safety Communications Commission ("IPSCC") was established in 2016. The IPSCC will continue the work started by the Idaho Emergency Communications Commission ("IECC") established in 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 new Commission now includes Consolidated Emergency Communications System Centers that are commonly 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 now 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 2016

- **Enhanced Grant Fee Fund Awards to Provide Funding for 911 Center upgrades in 2017**

ADAMS COUNTY	$219,764.24
BENEWAH COUNTY	$12,752.85
BOISE COUNTY	$227,066.66
BONNER COUNTY	$511,665.76
BUTTE COUNTY	$44,490.00
CITY OF POST FALLS	$225,239.62
CUSTER COUNTY	$142,398.20
LATAH COUNTY	$119,144.47
LEMHI COUNTY	$71,691.00
MADISON COUNTY	$72,320.00
NEZ PERCE COUNTY	$64,636.01
SIRCOMM	$239,539.00
WASHINGTON COUNTY	$37,775.00
WASHINGTON/PAYETTE COUNTY	$26,608.85
ADMINISTRATIVE	$91,100.00
TOTAL	$2,106,191.66

Mission and Purpose

The mission of the Idaho Public Safety Communications Commission:

> Enhancing 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, forty (40) are operated by county sheriff's offices, five (5) by cities through their police departments or by contract with another city (City of Moscow), and four counties (Twin Falls, Jerome, Lincoln and Gooding) are served by a regional PSAP known as SIRCOMM. There are currently three (3) Secondary PSAPs in Idaho operated by the Idaho State Police (North and South) and State Comm. There are also 3 Federally funded PSAPs in Idaho (MHAFB, Gowen Field ANGB, and INL).

Please refer to Appendix Q 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 Deputy Chief of the Office of Emergency Management (OEM) or designee (formerly the Director of the Idaho Bureau of Homeland Security).

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

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

Chief Scot Haug – *Vice Chair*
Idaho Chiefs' of Police Association
City of Post Falls

Lan Smith
Idaho Association of Counties

Chief David Gates
Idaho Fire Chiefs Association
Pocatello Fire Department

Sheriff Ben Wolfinger
DIGB 1
Kootenai County

Brad Richy, Deputy Chief
Idaho OEM

John Moore
DIGB 4
SIRCOMM

Vacant
Legislator
Idaho House of Representatives/Senate

Dan Goicoechea
Idaho Technology Authority

Col Ralph Powell
Director
Idaho State Police

Sheriff Len Humphries
Idaho Sheriff's Association
Fremont County

Sheriff Craig Rowland
Idaho Sheriff's Association
Bingham County

Chief Travis Myklebust
DIGB 2
Nez Perce County

Vacant
DIGB 3

Sheriff Lorin Nielsen
DIGB 5
Bannock County

Bruce Bowler
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 2016. In keeping with the Commission's mission and to accommodate the interest from different areas of the state, the Commission met in Blackfoot in May and again in Sand Point 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 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 R.

The Commission approved an annual operating budget of $191,300 (Appendix B) and $91,100 for the Grants budget for fiscal year 2017 (FY17) (Appendix C). During fiscal year 2016 (FY16), $190,166.92 was revenue collected from the forty-four counties who currently assess and collect the fee. A copy of the final operating budget for FY16 is included in Appendix A.

With the implementation of the Enhanced Grant Fee and thirty-nine (39) participating counties of forty-four (44) total, the revenue collected through this fee was $2,137,907.75 in FY 2016. See Appendix R for a break out of the fee amounts as an example. See Appendix O for a list of participating counties and Appendix Q for legislative authority for the Enhanced Grant Fee

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

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

The key to this service is known as Enhanced 9-1-1 ("E9-1-1"). E9-1-1 is the ability of a PSAP to obtain a caller's callback number and an address when a caller dials 9-1-1. This means that the PSAP receives voice-only 9-1-1 calls and the dispatcher must obtain the type of emergency, the telephone number and the location from the

caller. If the caller is unable to speak the needed emergency response is delayed. All PSAPs in Idaho currently have this capability (E9-1-1). With the awards of the FY16 Enhanced Grant Fee, 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.

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

1. Ensure that all PSAPs are brought to the E9-1-1 level. Complete.

2. Ensure that all PSAPs are compliant with requirements to receive information from callers using a wireless or cell phone, which is known as Phase I and Phase II. Complete.

3. Assess the feasibility of implementing Next Generation 9-1-1 ("NG9-1-1") throughout Idaho. NG9-1-1 is a system comprised of managed IP-based networks and elements that augments present E9-1-1 features and functions. It is designed to provide access to emergency services from all sources and to provide multimedia data capabilities for PSAPs. A good example would be a caller using text messaging from a wireless phone or similar form of communication devices to access an Idaho PSAP. We are gathering data regarding the funds available, costs, requirements, and feasibility of NG 911 for the state of Idaho. The Commission has approved a subcommittee of representatives from each PSAP area to comprise a working group to begin the process of planning for Idaho. In progress.

4. Encourage equipment consolidation between PSAPs and support host/remote operations when feasible. In progress.

5. Review need or ability to help support rural PSAPs with line fee costs in order to promote IP connectivity across the state. In progress.

6. Support statewide GIS mapping as we move closer to NG 911 systems in Idaho. In progress.

7. Review and assess feasibility of statewide NG 911 solutions and purchasing agreements. In progress.

8. Sustain and maintain E9-1-1, Phase I, and Phase II compliance in Idaho. In progress.

9. Encourage Text to 9-1-1 capabilities (Appendix N). In progress.

The Commission is pleased to report that in 2016 through the 25-cent grant fund, all of the 46 PSAPs are E9-1-1, Phase I and II compliant. Sustainment and maintenance of this capability will be the focus until we can 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 (including equipment maintenance, line fees and upgrade costs). E9-1-1 systems are expensive and require annual maintenance agreements. These costs tend to be in excess of the revenue received from current fees collected in those counties.

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 governance, financial considerations 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 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 brings over 307 years of combined law enforcement experience, comprised of representatives from each of six districts, where they serve with city police departments, sheriff's offices, or the Idaho State Police. The committee membership consists of 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

that sit on the IPSCC. The PSAP Standards & Training Committee has contacted, and continues to contact each agency in the state using surveys and round table discussions to ascertain what the committee can do to improve and enhance dispatch centers throughout the state of Idaho.

2016 Members

Idaho State Police	Lt. Kevin Haight – Chairman
Bingham County S.O.	Erin Hidalgo - Vice Chair
Fremont County S.O.	Anna Pearson - Secretary
WHITCOM 9-1-1***	Wendy Berrett - Treasurer
Cassia County S.O.	DeAnn Taylor
Canyon County S.O.	Roxanne Wade
Idaho State Police	Trisha Marosi
Idaho State Police	DeLisa Orren – ex-officio
City of Lewiston P.D.	Cindy Felton
Madison County S.O.	Capt. Bruce Bowler
City of Nampa P.D.	Carmen Boeger
City of Post Falls P.D.	Charlene Holbrook
City of Twin Falls P.D.	Christi Ritchie
Valley County S.O.	Kelly Copperi

*** WHITCOM 9-1-1 serves Moscow Police Department and Moscow Rural Fire and EMS, in addition to Whitman and Asotin Counties 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 professional development of emergency dispatchers and PSAPs in the state of Idaho.

2016 PSAP Standards & Training Committee Goals

1. Prepare and implement the 5th Annual 9-1-1 PSAP Seminar.
   This goal was completed October 18-19, 2016. The 5th Annual 9-1-1 PSAP Seminar was held in the convention center of the Wyndham Garden Boise Airport Hotel, in Boise, ID. Using a seminar format, the PSAP Standards & Training Committee assisted in serving 131 emergency response attendees from throughout the state. These participants represented 43 different city, county, and state dispatch centers, Idaho communities and citizens. Attendees had the opportunity to earn up to 16 POST training hours by attending each available session. Most participants were able to take advantage of attending all eight training sessions. For students unable to attend all sessions on both days, the option of attending only the sessions that fit into their schedule was made

available. A total of 1907 POST training hours were earned at no training cost to any attending agencies.

Doug Showalter opened the first day of the seminar as a keynote speaker. Mr. Showalter has over two decades of public safety experience, including 17 years in various leadership positions within the California Highway Patrol (CHP.) He was personally selected to supervise a comprehensive redevelopment of the statewide CHP Dispatch Training Academy. For over nine years he traveled throughout the nation as a popular instructor and speaker with Public Safety Training Consultants. Doug is well known for his distinctive high-energy humor, and passion and commitment to those in public service. He has established a national reputation of strengthening through engagement, motivation and inspiration. As president of the local chapter of Toastmasters International, he has continued to refine his ability and leadership skills.

Mr. Showalter also closed the first day of the seminar with the topic of Employee Recruitment, Training, and Retention. His common sense approach coupled with years of experience provided valuable information to the attendees. His quick pace and humor kept the audience engaged and left them wanting more.

Sue Pivetta opened the second day of the seminar with the topic of Critical Thinking. She laid the foundational concepts of the need for dispatchers to take control of calls, and guide them in the appropriate direction. Ms. Pivetta closed the seminar by adding more layers to the topic of critical thinking, and added practical tabletop exercises for the dispatchers to practice using concepts presented. Ms. Pivetta also offered her opinions on the need for college-type courses to teach best dispatching practices that would provide a dispatcher the opportunity to know a great deal more about what the job entails before embarking on that career path. Ms. Pivetta the sole owner of 9-1-1 Professional Pride Inc., out of the state of Washington. She is currently a volunteer certified dispute resolution mediator for courts, and sits on the Board of Directors for the Dispute Resolution Center. Ms. Pivetta's volunteer experience has included the crisis clinic, homeless shelter, trauma center, public defender's office, domestic abuse board of directors, and women's prisons. Ms. Pivetta entered the 911 field over 30 years ago as a dispatcher in a small police department. Realizing there was too much to learn, she started the nation's first full-time vocational college course for 9-1-1 Emergency Communications. She self-published the '911 Emergency Communications Manual,' from which 100 more telecommunications training products were created. Ms. Pivetta began consulting for the industry in 2000. She knows from an inside perspective the elements of success in this challenging and rewarding career.

Between the keynote and closing speakers, the seminar highlighted each day with the following courses:

"Difficult Personalities," taught by Pam Thompson. Ms. Thompson is the Director of Social Services at Kootenai Health in Coeur d'Alene, ID. Ms. Thompson covered how to identify different personality types and needs, as well as providing insight to the attendees into their own personalities, and how their personalities bring additional challenges to certain situations. Ms. Thompson received her Master's Degree at Denver University and since that time, she has attended three universities. Ms. Thompson presents 50 seminars a year that focus on stress, laughter, difficult personalities, etc.... She has been the director of five departments at the Kootenai Medical Center for 32 years. She was Health Care Social Work Leader of the Year for the United States in 2008. She is a past President of the National Society for Social Work in Healthcare for the United States.

"Suicide Assessment and Intervention for Dispatchers," taught by Laura Senderowicz, a psychiatric social worker at the Ada County Jail. Ms. Senderowicz gave techniques and ideas to help keep callers on the phone line for additional precious minutes while help is en route, which is often the difference between life and death for a caller serious about committing suicide. She also provided a list compiled from people who had attempted suicide with 60 reasons to live, providing the dispatcher with a hands-on resource to prompt encouraging and hopeful thoughts to be used when trying to keep a caller on the line. Ms. Senderowicz has lived in Boise for the past 29 years, primarily working in the human resources and human services field. She has practiced as a social worker since 1999 in medical and psychiatric settings in both the private and public sectors.

"Leadership – Everybody's Business," taught by Bannock County Chief Deputy Jim Dalley. Chief Deputy Dalley emphasized the importance of being a leader, and helping others grow and develop, regardless of your job title or position. Chief Deputy Dalley is a native of Southeastern Idaho, and began his law enforcement career in Bannock County in 1983. He received his Master's Degree from BYU. In 2001 he attended and graduated from the FBI National Academy, and is currently pursuing an advanced degree in organizational leadership from Fort Hays State University.

"Below 100," taught by Post Falls Chief of Police Scot Haug, emphasized the need for every person to be diligent and attentive, at all times. Having someone not make it home at the end of the day is not an option, and we have control over a large part of what will determine that final outcome. Chief Haug is a graduate of the 201st FBI National Academy, and is a member of the board of directors for the Montana / Idaho Chapter of the

FBI National Academy Associates. Chief Haug was an early adopter of Below 100, and was a co-presenter in the very first Below 100 training session. Additionally, Chief Haug is a Commissioner for both the POST Council and the Idaho Public Safety Communications Commission.

2. Provide quarterly training opportunities for dispatchers, to be presented in various areas of the state.
   This goal was accomplished during the second and third quarters with the training listed below:

   Quarter 1: Due to instructor scheduling conflicts, this was postponed until 2017.

   Quarter 2: Dispatch Certification, presented by Nathan Lee and Ryan Chambers with the Denise Amber Lee Foundation. Mr. Lee and Mr. Chambers presented the tragic story of the death of Denise Amber Lee, and the failure of the 9-1-1 system to collect pertinent basic information from callers that would very likely have provided law enforcement officers the opportunity to rescue Mrs. Lee. The importance of having minimum training standards for dispatchers was emphasized in this powerful presentation. Presentations were made in Post Falls, Moscow, Nampa, Twin Falls, and Blackfoot, to 480 Students for a total of 1920 POST Training Hours.

   Quarter 3: "Health, Wellness, and Stress Management for Dispatchers," presented by Eric Heitzinger from Idaho State Police. This course helped dispatchers analyze the daily stress encountered both at work and at home, as well as how to deal with these stressors in a way that is both physically and emotionally healthy.

Post Falls	33 Students	
Lewiston	26 Students	
Moscow	11 Students	
Caldwell	28 Students	
Twin Falls	18 Students	
Blackfoot	8 Students	
Total	114 Students =	456 POST Training Hours

   Quarter 4: Training was provided through the 5th Annual PSAP Seminar. (See above)

3. Continued collaboration with the POST council, Idaho Sheriff's Association (ISA), Idaho Chiefs 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.

This goal was accomplished with even more positive responses than anticipated. It is hoped that mandatory minimum dispatch hiring and training standards will be passed by our Idaho legislature in the coming 2017 session.

2017 PSAP Standards & Training Committee Goals

1. Prepare and implement the 6th Annual 9-1-1 PSAP Seminar.

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

3. Pending the approval of legislation by the Idaho Legislature for the implementation of mandatory minimum dispatch hiring and training standards, the PSAP Committee will assist with this process in whatever means are within the course and scope of instruction provided by the Idaho Public Safety Communications Commission.

4. Pending the approval of legislation by the Idaho Legislature for the implementation of mandatory minimum dispatcher hiring and training standards, the committee will continue to collaborate with the POST council and all other stakeholders in adopting and mandating an EMS standard and protocols 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 2016 National Emergency Number Association Conference ("NENA") and one (1) National Association of State Administrators Conference ("NASNA"). Mr. Logan also conducted twenty-two (22) 9-1-1 PSAP visits and 8 District Interoperability Guidance Board (DIGB) meetings throughout the state to assist 9-1-1 administrators with technical issues and introductions to new role.

APPENDICES

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Appendix R	9-1-1 Fee Example

Appendix A
IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION
Final Fiscal Year 2016 Budget
2016 Expenses

DESCRIPTION	FY 2016 Budget	FY 2016 Expenses
COMMISSION AND MEETING EXPENSES		
Meeting Expenses	3,000	434
In-State Travel	8,000	11,959
ADMINISTRATIVE EXPENSES		
E911 Project Manager Salary/Benefits	98,000	92,138
Administrative Support	10,000	10,000
GRANT ASSISTANT PART TIME (lte) NO benefits	26,500	26,064
GRANT ASSISTANT Office Equipment/Supplies	500	413
GRANT ASSISTANT Telephone	500	805
GRANT ASSISTANT Fuel	1,000	745
GRANT ASSISTANT Lodging and Per Diem	5,000	5,116
Office Supplies	1,000	(52)
Office Equipment	1,000	1,794
Telephone	1,000	695
Photocopying	700	460
Postage	500	94
Administrative Rules	200	720
Capital Improvements	-	-
Awards	400	532
Professional Membership fees	600	1,608
Statewide Cost Allocation Plan	5,000	4,848
CONTRACTS		
PSAP Web Maintenance	500	-
Consultant	50,000	33,642
IN-STATE TRAVEL		
Fuel	4,000	266
Vehicle maintenance	1,000	-
Lodging and per diem	5,000	1,765
IN-STATE TRAVEL PSAP COMMITTEE		
Training	6,000	3,613

Travel, lodging and per diem	15,000	12,250
OUT OF STATE TRAVEL NENA, NASNA & APCO CONFERENCES	8,000	2,828
	252,400	212,735.54
Contingency Funds	-	-
TOTAL ALLOCATED BUDGET	252,400	212,735.54

Appendix B
IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION
FY 2017 Budget Worksheet

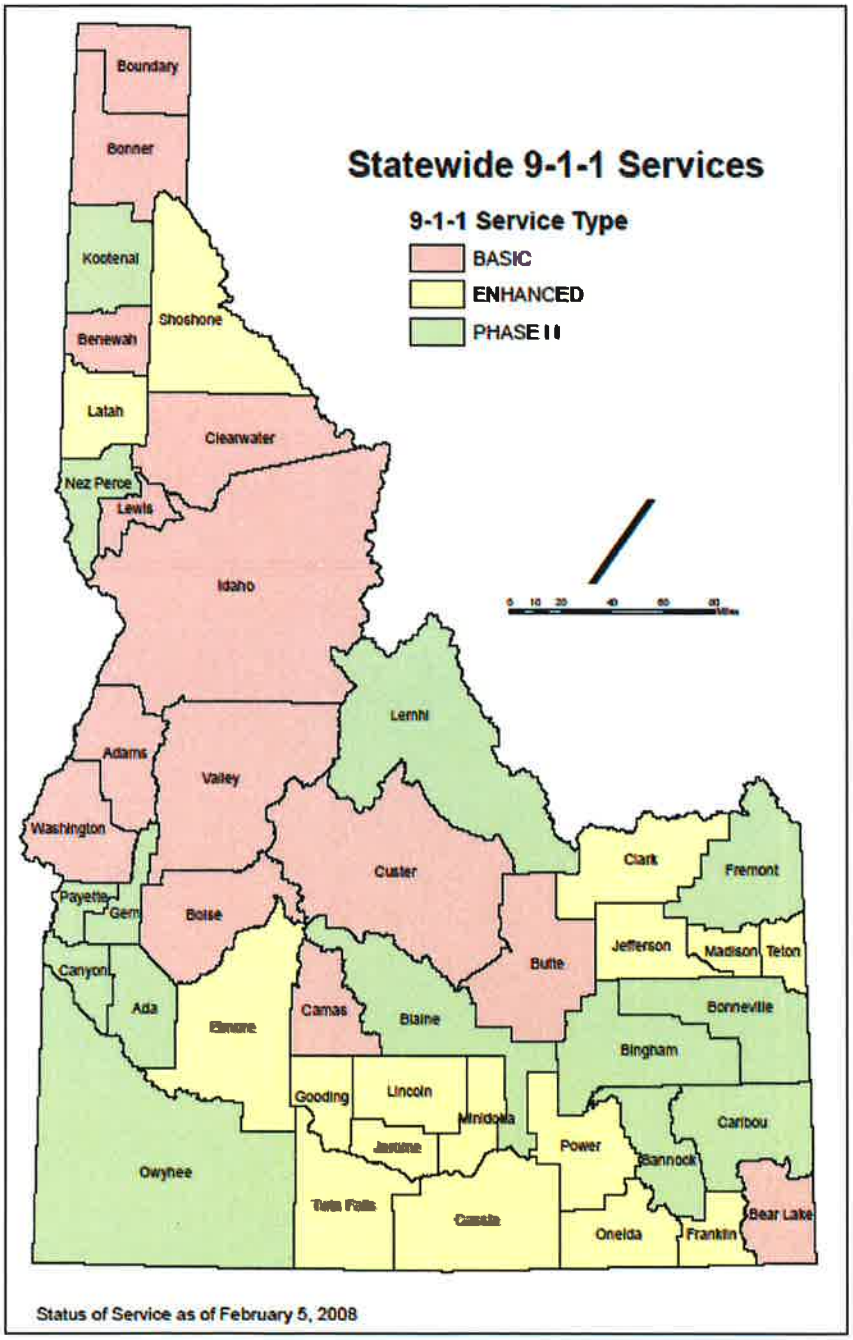
DESCRIPTION	FY 2016 Budget	Draft FY 2017 Budget
COMMISSION AND MEETING EXPENSES		
Meeting Expenses	3,000	3,000
In-State Travel	8,000	10,000
ADMINISTRATIVE EXPENSES		
E911 Project Manager Salary/Benefits	98,000	103,300
GRANT ASSISTANT PART TIME (lte) NO benefits	26,500	-
GRANT ASSISTANT Office Equipment/Supplies	500	-
GRANT ASSISTANT Telephone	500	-
GRANT ASSISTANT Fuel	1,000	-
GRANT ASSISTANT Lodging and Per Diem	5,000	-
Administrative Support	10,000	10,000
Office Supplies	1,000	1,000
Office Equipment	1,000	1,000
Telephone	1,000	1,000
Photocopying	700	700
Postage	500	500
Administrative Rules	200	500
Capital Improvements	-	-
Awards	400	400
Professional Membership fees	600	600
Statewide Cost Allocation Plan	5,000	5,000
CONTRACTS		
PSAP Web Maintenance	500	500
Consultant	50,000	-
IN-STATE TRAVEL		
Fuel	4,000	4,000
Vehicle maintenance	1,000	1,800
Lodging and per diem	5,000	5,000
IN-STATE TRAVEL PSAP COMMITTEE		

Training	6,000	7,000
Travel, lodging and per diem	15,000	18,000
OUT OF STATE TRAVEL NENA, NASNA & APCO CONFERENCES	8,000	8,000
	252,400	181,300
Contingency Funds	-	10,000
TOTAL ALLOCATED BUDGET	252,400	191,300

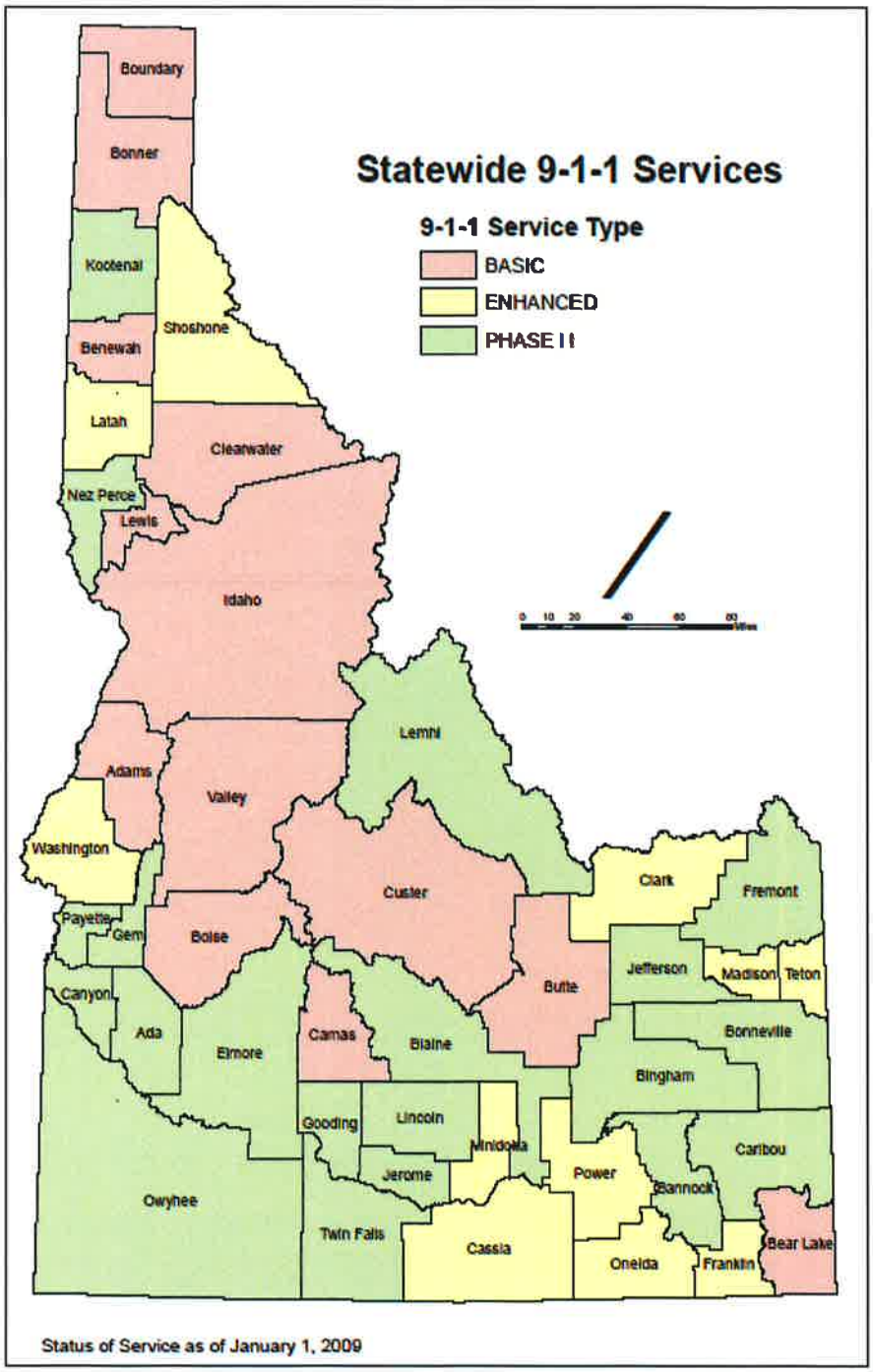
Appendix C
IDAHO PUBLIC SAFETY COMMUNICATIONS COMMISSION
FY 2017 Grants Budget

DESCRIPTION	FY2016 Budget	FY2017 Draft Budget
ADMINISTRATIVE EXPENSES		
GRANT ASSISTANT PART TIME (lte) NO benefits	0	26,500
GRANT ASSISTANT Office Equipment	0	1,500
GRANT ASSISTANT Telephone	0	500
GRANT ASSISTANT Fuel	0	1,000
GRANT ASSISTANT Lodging and Per Diem	0	5,000
Professional Membership fees/Education/Courses	0	600
Contracts		
Next Gen 911 Consultant	0	50,000
OUT OF STATE TRAVEL		
CONFRENCES	0	6,000
	-	91,100
TOTAL ALLOCATED BUDGET	0	91,100

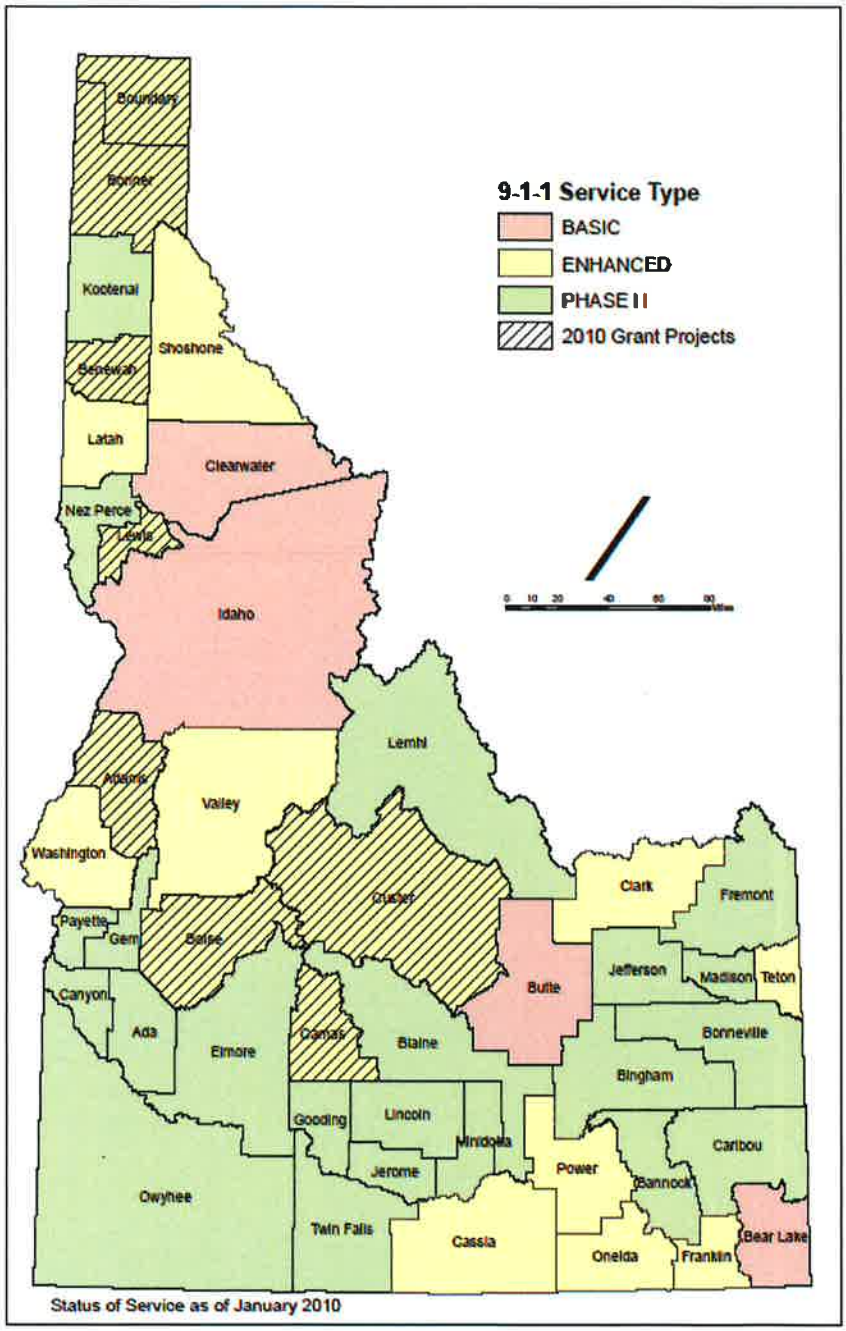
Appendix D
2008 Status of 9-1-1 Service
Map



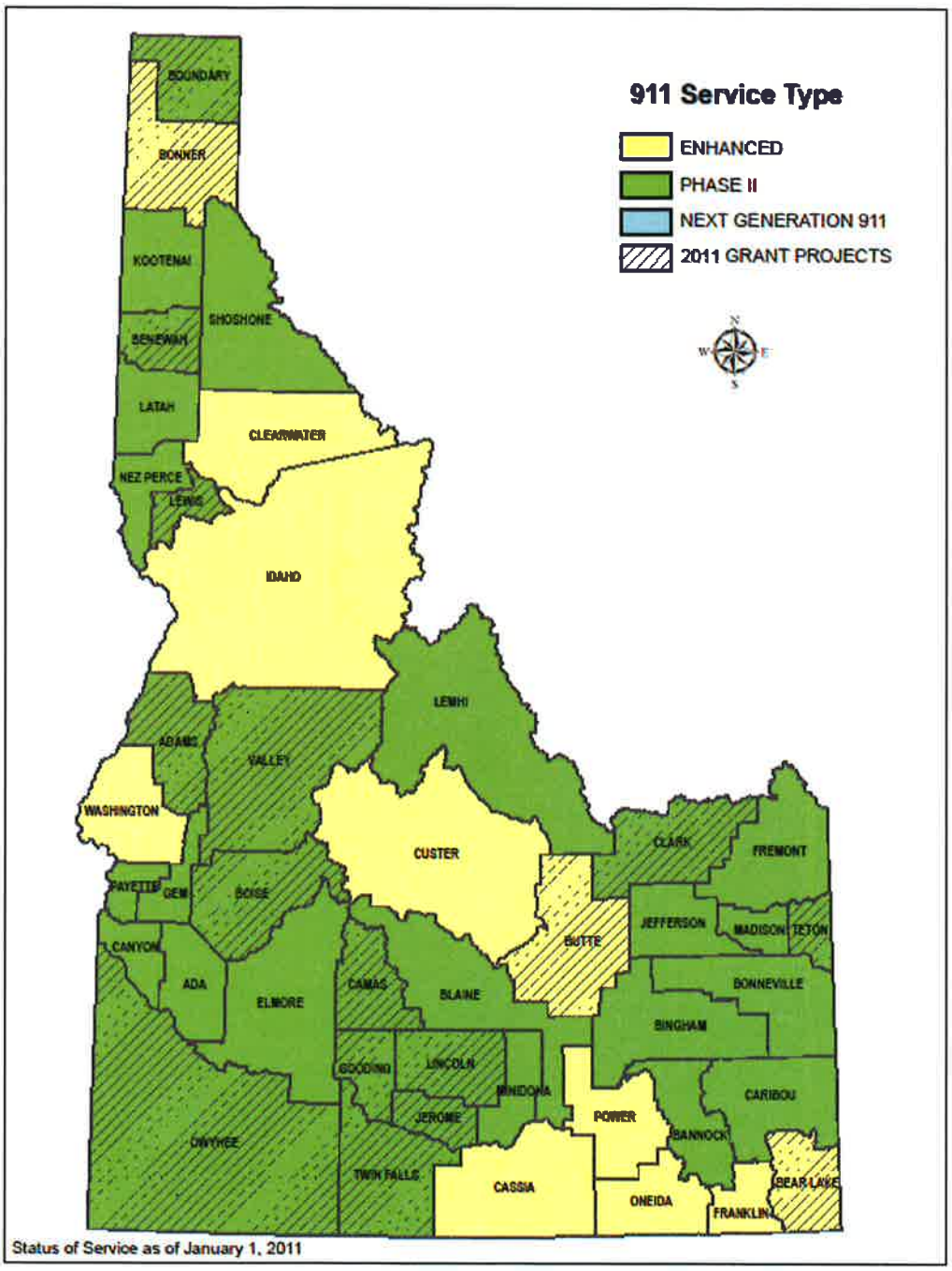
Appendix E
2009 Status of 9-1-1 Service Map



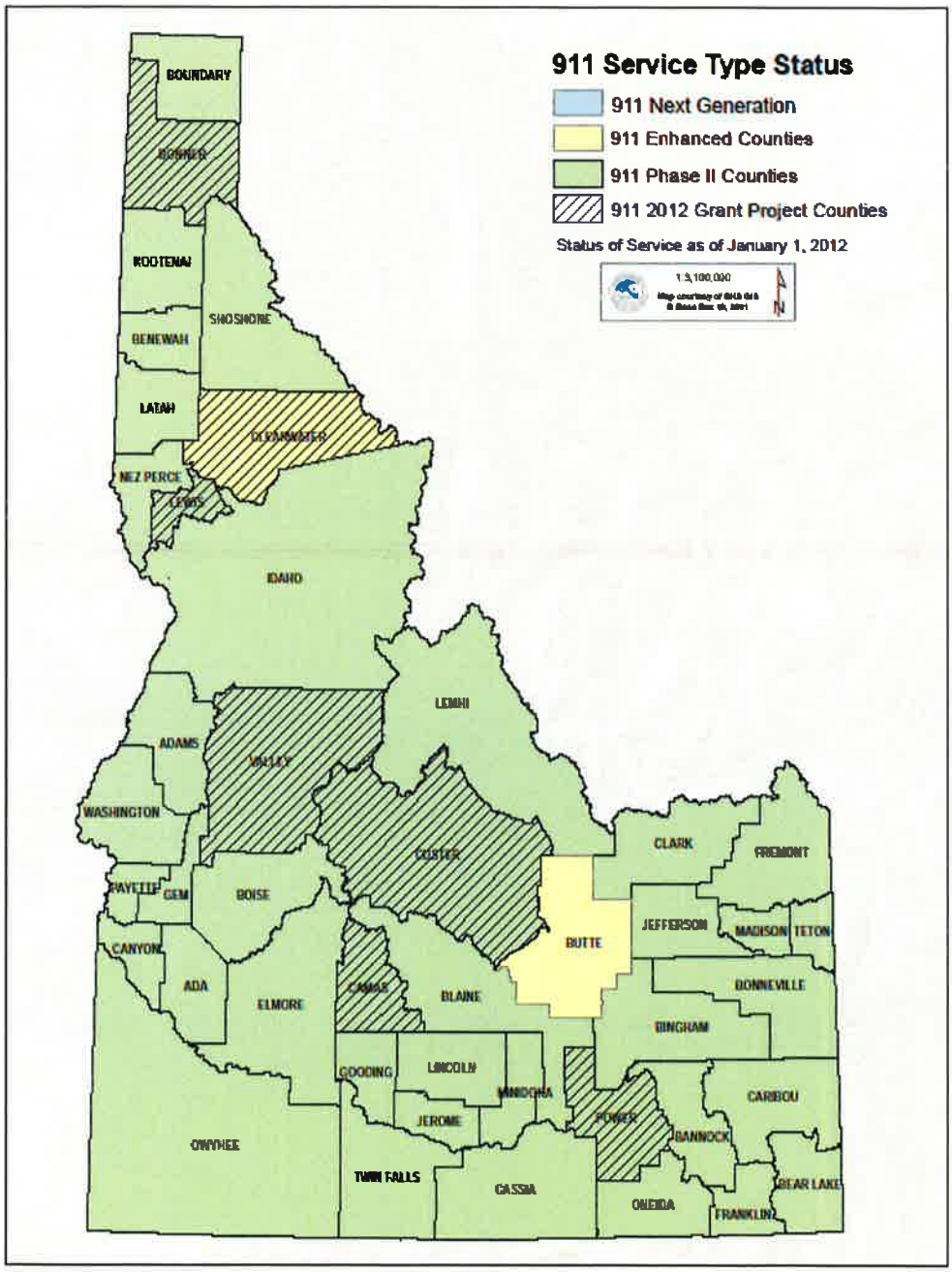
Appendix F
2010 Status of 9-1-1Service Map



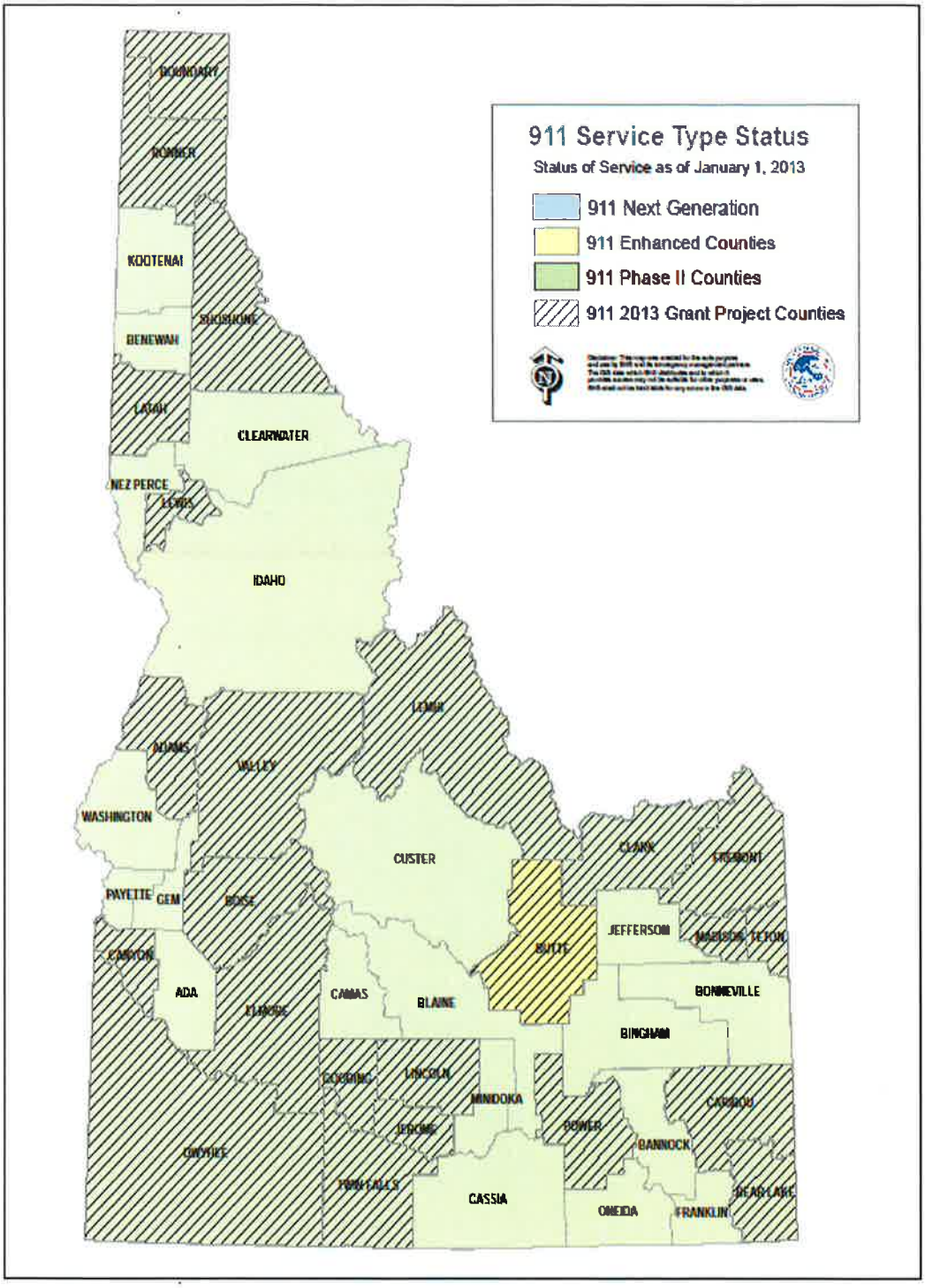
Appendix G
2011 Status of 9-1-1Service Map



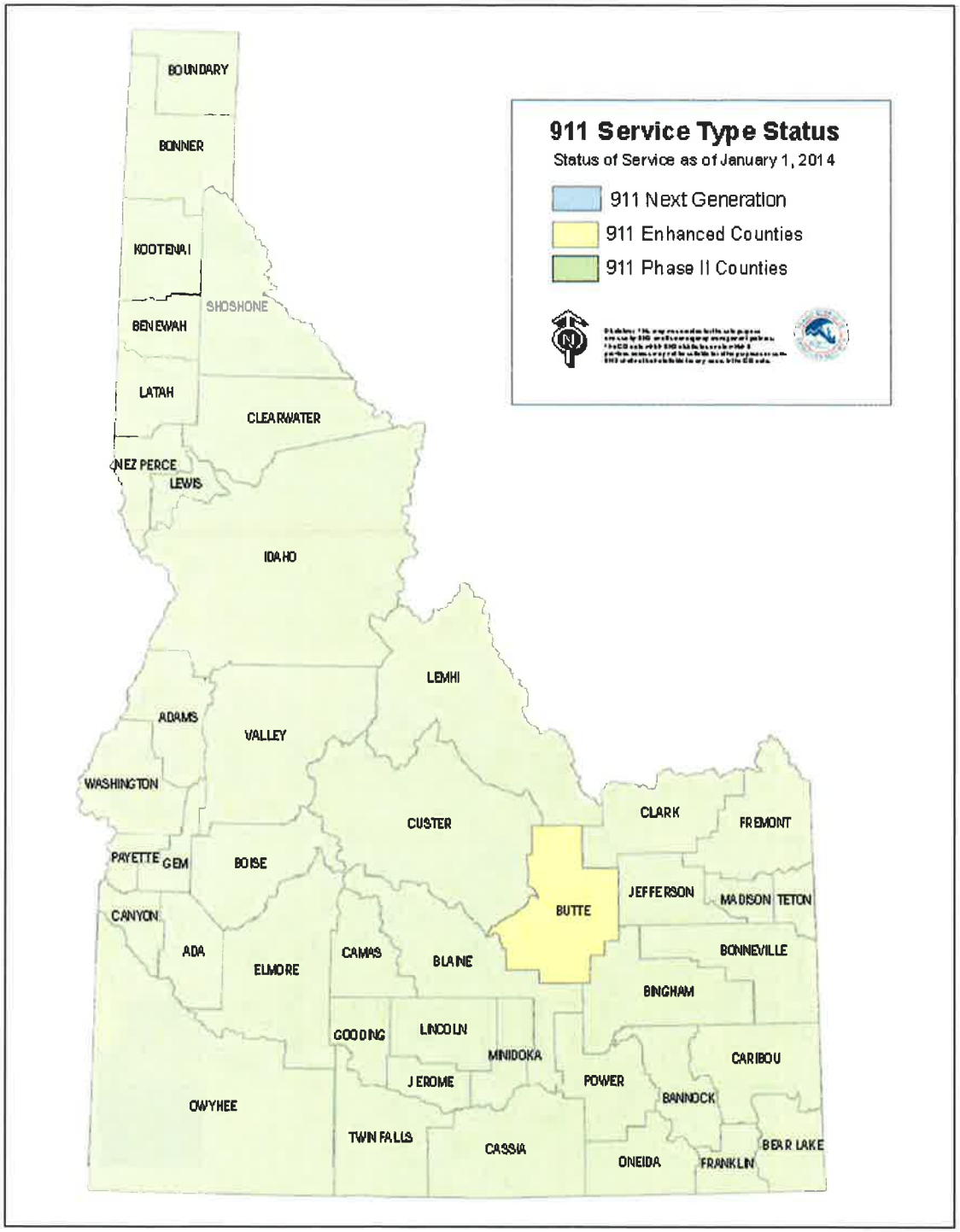
Appendix H
2012 Status of 9-1-1Service Map



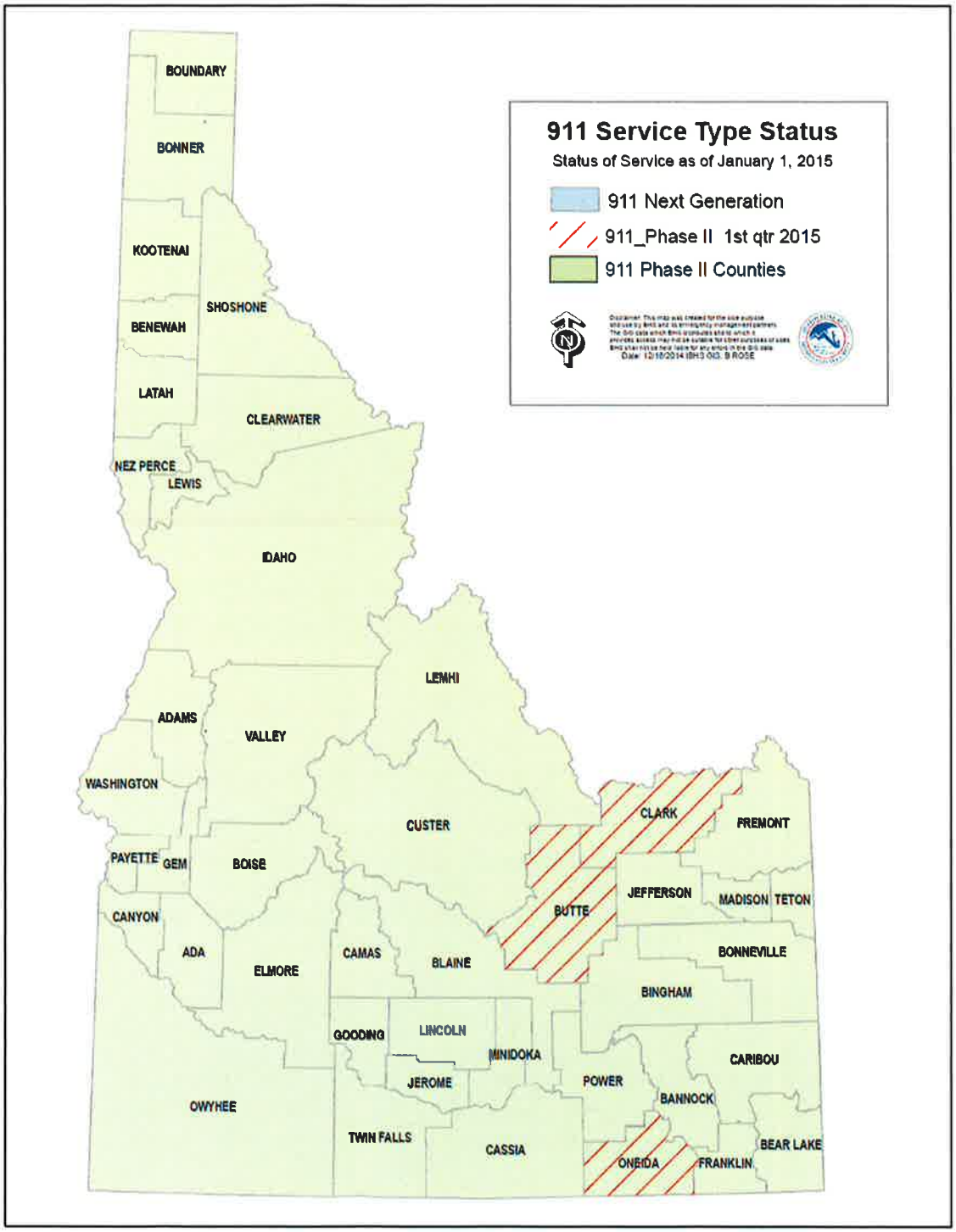
Appendix I
2013 Status of 9-1-1 Service Map



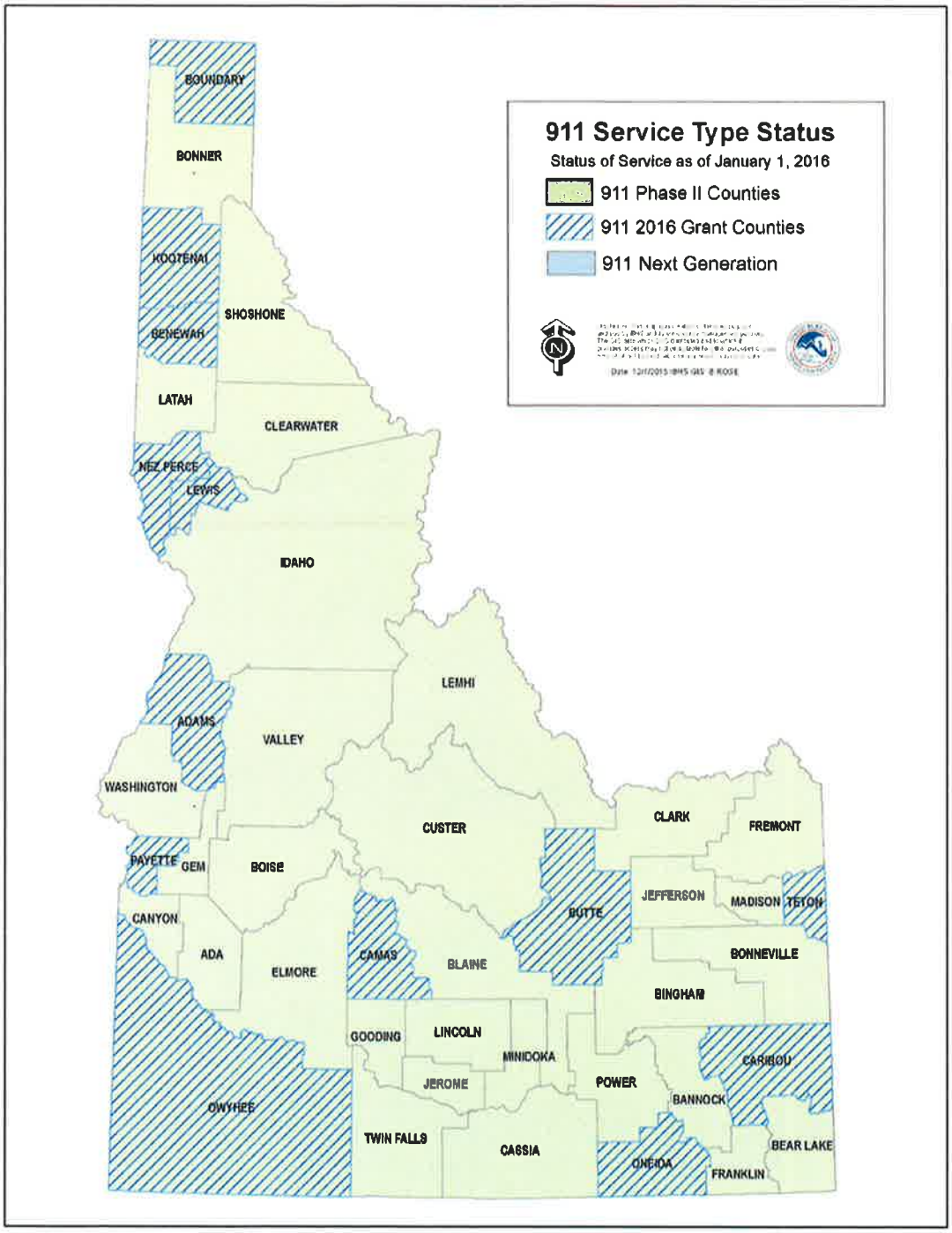
Appendix J
2014 Status of Service Map



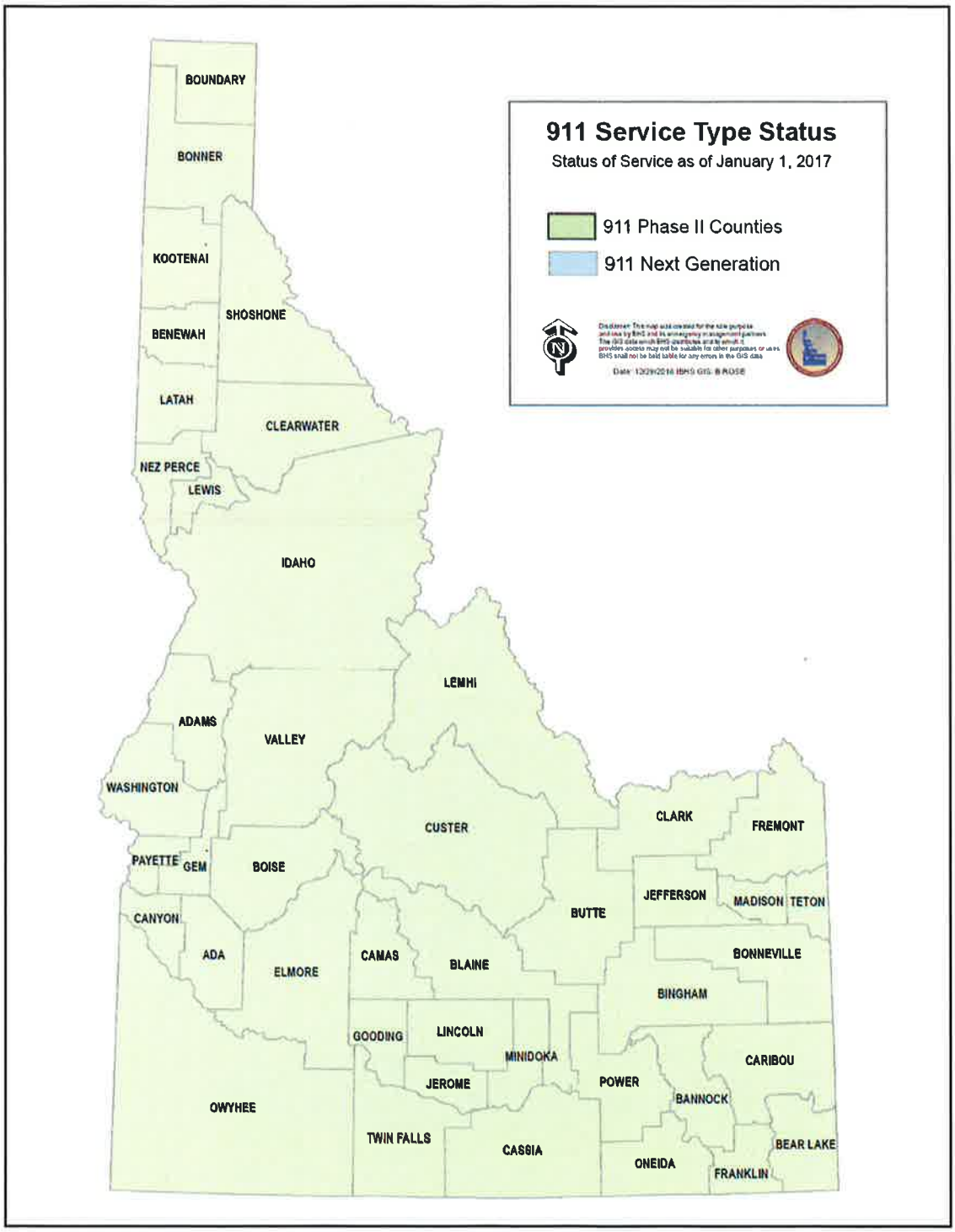
Appendix K
2015 Status of Service Map



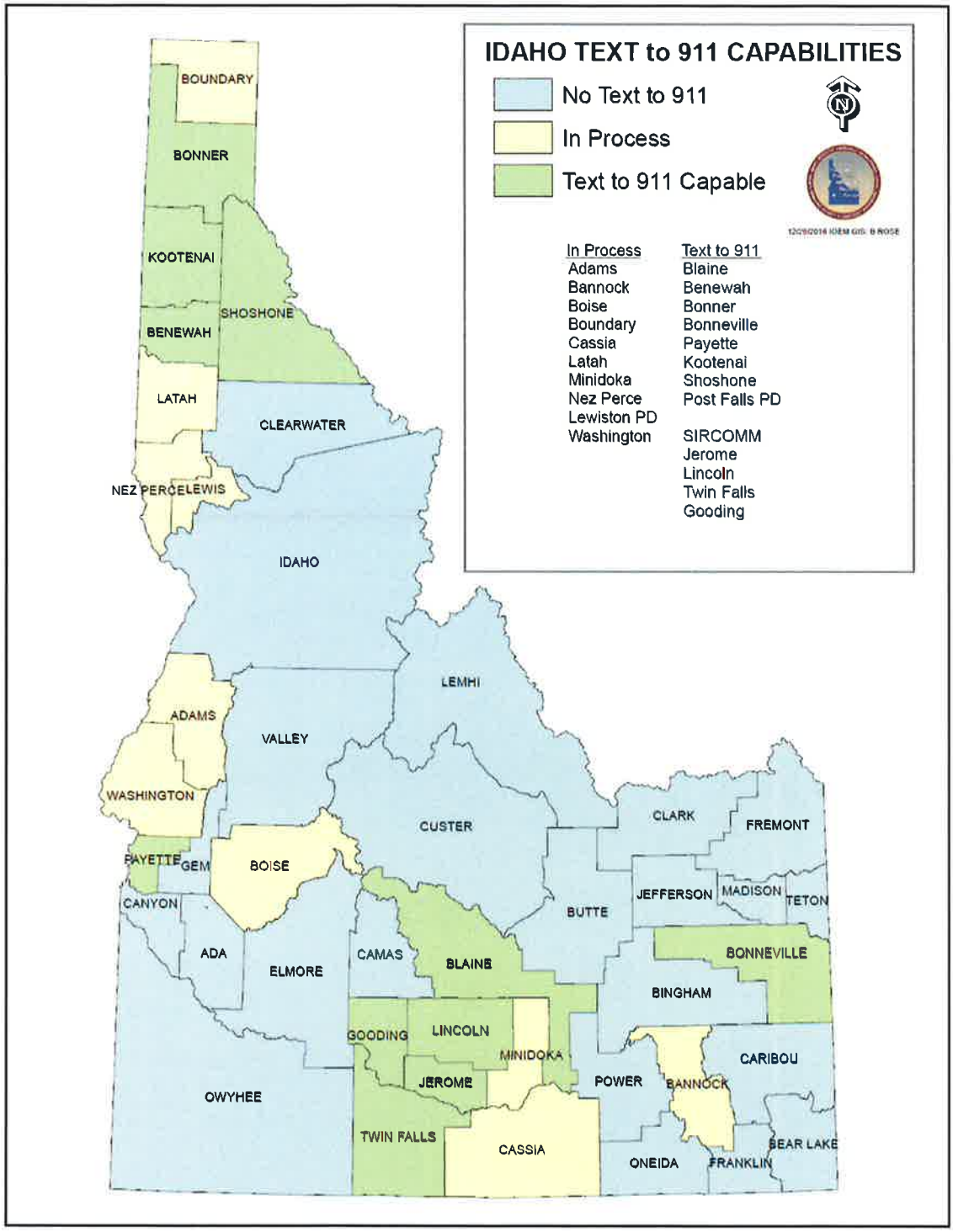
Appendix L
2016 Status of Service Map



Appendix M
2017 Status of Service Map



Appendix N
Text to 911 Status Map



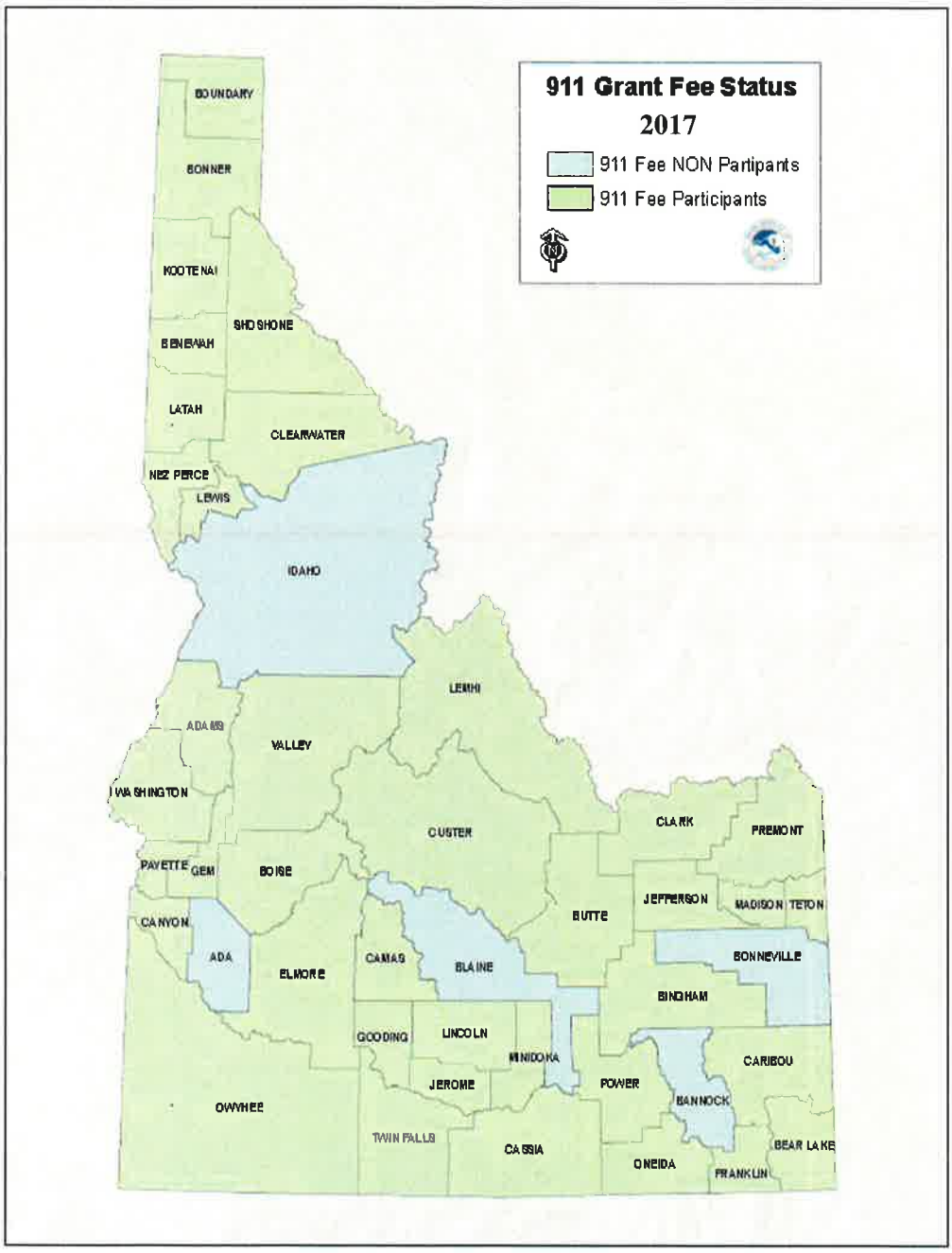
Appendix O
List of Counties Adopting the Enhanced Grant Fee

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.

Counties	Date of Resolution	Effective Date
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
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 P

Enhanced Grant Fee Status Map



Appendix Q

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 R

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