

**Emergency Services Communication
in
North Dakota**

**A Biennial Status Report
2020**

**Prepared by the
Emergency Services Communications Coordinating
Committee**

**Pursuant to:
NDCC 57-40.6-12**

Table of Contents

	Page
Purpose	1
Background	1
Methodology	4
Status	
Financial	4
Operational	8
Issues & Recommendations	
1. Next Generation 911 Progress	10
2. Recommended Statute Changes	11
Appendices	
A. Authorizing Statute and Committee Composition	15
B. Public Safety Answering Points in North Dakota	16
C. ESCS Fiscal Survey Results	17
D. ESCS Operational Survey Results	19
E. ESCS PSAP Evaluation	21
F. ESCS Survey Comments	25

Purpose

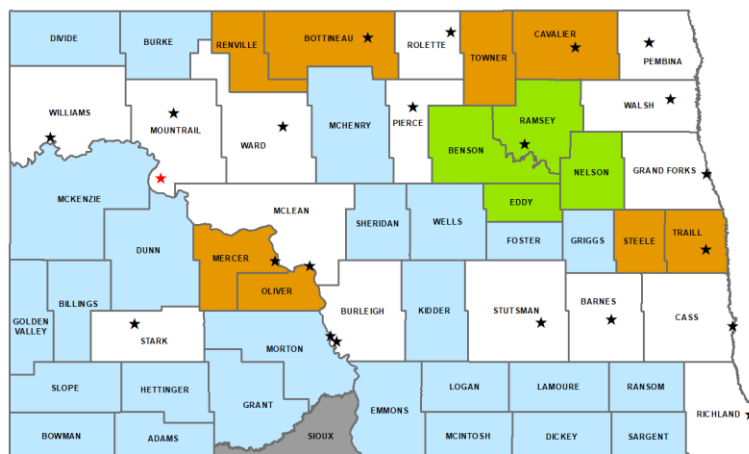
North Dakota Century Code (57-40.6-12) establishes an “*emergency services communications coordinating committee*” (ESC3) and creates a reporting requirement of the compiled “*income, expenditures, and status*” information from the individual jurisdictions of the State which levy an emergency services communication systems (ESCS) fee. Appendix A contains the statute and composition of the committee. This report constitutes the committee’s 2020 report and has been prepared for submittal as requested by the Legislative Council to the Interim Information Technology Committee.

Three of the four members of the ESC3 are full-time employees of the agencies they represent, one represents the ND911 Association and all receive no compensation for their Committee activities. The Committee has no budget, no appropriation, and no staff. Activities of the committee are carried out by the voluntary dedication of the committee members’ time and the staff support from the North Dakota Association of Counties supported by the local 911 jurisdictions.

Background

Emergency services communication is a complex and multi-faceted system of telecommunication technologies, databases, computers, and radios that connects every citizen of the State to the nearly 700 law enforcement, fire, ambulance and other responders through 21 primary public safety answering points (PSAPs) in North Dakota and 1 in South Dakota. While from one perspective this network can be viewed as 22 separate systems it is, in reality, a single connected system with 22 points of contact.

Emergency services communication has existed in this State since the development of telephone and radio; however it became more accessible, reliable, and consistent with the advent of Enhanced 911 (E-911) in the early 1990’s and the adoption of phase 1 and phase 2 wireless service in the 2000’s.



Throughout the 2010's, PSAPs throughout North Dakota continued to improve upon the 9-1-1 system by committing to a 9-1-1 modernization effort known as Next Generation 9-1-1 (NG9-1-1). Much like the E-911 system served the needs of North Dakota for the past 30 years; the NG9-1-1 system's purpose is to serve its needs for the next 30 years and beyond.

The nexus of these systems, and the policies, procedures, and technologies associated with them, has been partially funded through an ESCS fee levied on telecommunication service in the State. The State's 53 counties and 1 city have imposed such fees.

The adoption of NG9-1-1 along with the implementation of modern IP-based technology is also helping to ease the ability for PSAPs to share technology. This, in turn, helps them share information and ultimately improve efficiency in emergency response.

While there are 54 governing bodies imposing fees throughout the state there are only 21 primary PSAPs in North Dakota and 1 secondary PSAP. This difference is an indicator that many of our governing bodies are cooperating to provide 9-1-1 services in their respective communities. Notably, 25 of the counties are served by the PSAP operated by State Radio, four are jointly dispatched by the Lake Region Law Enforcement Center, and four other two-county PSAPs exist. North Dakota also has possibly the only true multi-state PSAP in the country – the Red River Regional Dispatch Center in Fargo serving the separate jurisdictions of Fargo, West Fargo, Cass County as well as Moorhead and Clay County, Minnesota. A complete listing of primary PSAPs and the approximate population served by each is attached to this report as Appendix B.

It is often of interest to compare North Dakota to neighboring states in the area of emergency services communications. The table contrasts the number of PSAPs operated in surrounding states. North Dakota has, by far, the fewest number of PSAPs of any State in the region, and

State	Number of PSAPs
North Dakota	22
South Dakota	33
Wyoming	36
Idaho	53
Montana	58
Minnesota	101
Iowa	115
Kansas	128

provides services to over 4,000 more people per PSAP than the regional average.

North Dakota law (NDCC 57-40.6) had, for many years, allowed city and county governing bodies to impose a “*fee that does not exceed one dollar per month per telephone access line and per wireless access line*” for the support of “*an emergency services communications system*”. In 2009, the Legislature allowed jurisdictions involved in “*an intrastate multi-county PSAP*” to raise their fee to a maximum of \$1.50 per access line per month and the 2011 Legislature expanded this authority to all PSAP’s contingent (as with all such fees) on an affirmative vote of the jurisdiction’s electorate. Of the fifty-four governing bodies imposing a fee, nineteen were levying a local \$1.00 ESCS fee as of July 1, 2020. Voters have approved increasing their local ESCS fee to \$1.50 in thirty-four counties and one city, an increase of fourteen from the previous biennium.

In 2016 the State Legislature, in an effort to provide funding for a Statewide Integrated Radio Network (SIRN), required all jurisdictions levying an ESCS fee to extend their own fee by an additional 50 cents. The additional 50 cent fee on each “assessed communications service” is not available for local use but rather remitted to the state treasurer monthly to support SIRN funding.

Another factor that has impacted ESCS revenue is an ever-increasing percentage of the population using pre-paid wireless services as a replacement to post-paid wireless service contracts. Until January 1, 2014 ESCS fees had not been universally collected on pre-paid wireless services. However, through legislation enacted by the State Legislature in 2015, these fees began accumulating at a rate of 2% of the gross receipts at the point of sale. Prepaid fees were increased by the State Legislature in 2017 to 2.5% to create parity with the additional 50 cent 911 fee additions to support SIRN.

It is important to note, as this report will show, Emergency Services Communications is much broader than simply E-911 or NG9-1-1 services. While dialing 911 most often initiates the emergency response, the day-by-day, hour-by-hour communications between dispatchers and responders, the ongoing contact during an emergency, location information, pre-arrival

medical instructions, mapping software, computer-aided dispatch, and numerous other components make it possible for local emergency services to arrive and deliver effective services in the shortest time possible.

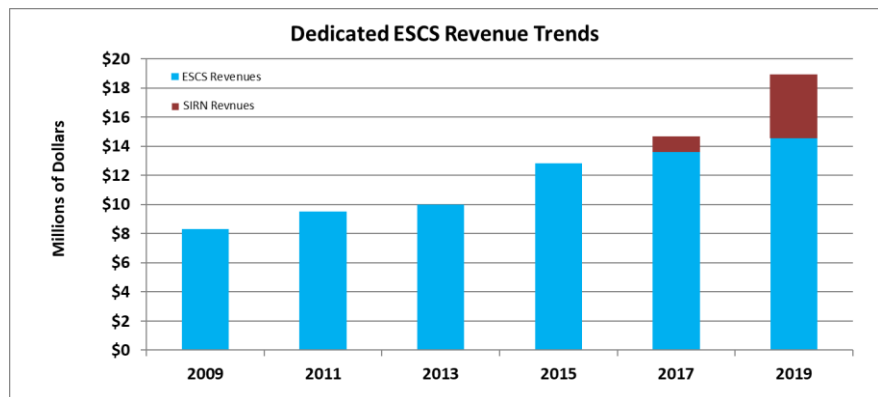
Methodology

To facilitate the statutorily required reporting and ultimately develop this report, each jurisdiction collecting the emergency services communications system (ESCS) fee was asked to complete both a financial survey and a survey relating to their PSAP operations.

The first survey focused on the revenues and expenditures of the 54 entities that have imposed an ESCS fee. This was compiled in a manner that attempted to preclude counting revenue twice in situations where a county contracts with another entity for emergency communication services. Calendar year 2019 revenue and expenditure data was requested from all jurisdictions. The results from the entities are attached to this report as Appendix C (fiscal) and Appendix D (operational). The comments that were attached to the fiscal data (Appendix F) are important as a number of entities qualified their revenue data regarding general fund deposits, and miscellaneous refunds that, in addition to fee revenue, are used to meet 2019 ESCS costs; as well as notes regarding unusual expenditures made in 2019 or anticipated for the future. SORN revenues were requested and gathered directly from the State Treasurer's office.

Status - Financial

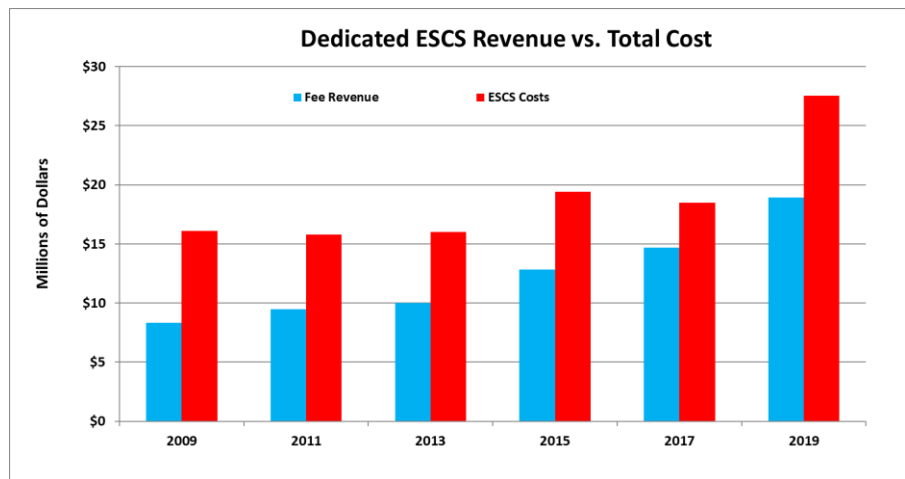
The overall financial data indicates the continuation of revenue growth with a 28% increase from 2017 to 2019. The most significant increase in growth is attributable to additional revenues realized from the SORN increases to all ESCS fees beginning July 1 of 2017.



It is suspected that the remaining growth is largely attributable to fourteen government entities who have raised their local 911 surcharge rates to \$1.50 since the previous biennial report.

When analyzing the revenues and expenditures associated with emergency services communications, consistency of the data has increased significantly. 2007 Legislation directed the development of expenditure guidelines for costs considered appropriate for ESCS fee revenue support. Throughout the years the ESCCC has continued to revise the expenditure guidelines (most recently in 2018) to meet the needs of 911 in the context of new and emerging technologies.

While the largest portion of ESCS expenditures are paid from the special fund created by the statutory and home rule fees, many jurisdiction reports indicate that there are significant system costs borne by other funds, but that these costs are often not reflected in the special fund transactions. Salaries and (particularly) benefits for dispatchers are often funded through local city or county property tax sources.



The chart above provides a brief snapshot of the overall trends, contrasting total fee revenue with costs. Total statewide costs have dramatically increased from two years ago with revenue increasing at a slower rate. Both increases are driven primarily by the SIRN initiative. Appendix C contains the actual data gathered from the individual jurisdictional reports while the following table provides a statewide picture of the revenues and expenditures.

	State Radio Dispatched Jurisdictions	Non-State Radio Dispatched Jurisdictions
2019 ESCS Fee Revenue	\$2,270,594	\$15,427,114
Other Funds / Previous Reserves	\$865,588	\$9,136,539
2019 Prepaid Fee Revenues	\$1,209,823	
2019 ESCS Expenditures	\$2,852,434	\$24,667,721

ESCS – Emergency Services Communications Systems (NDCC 57-40.6)

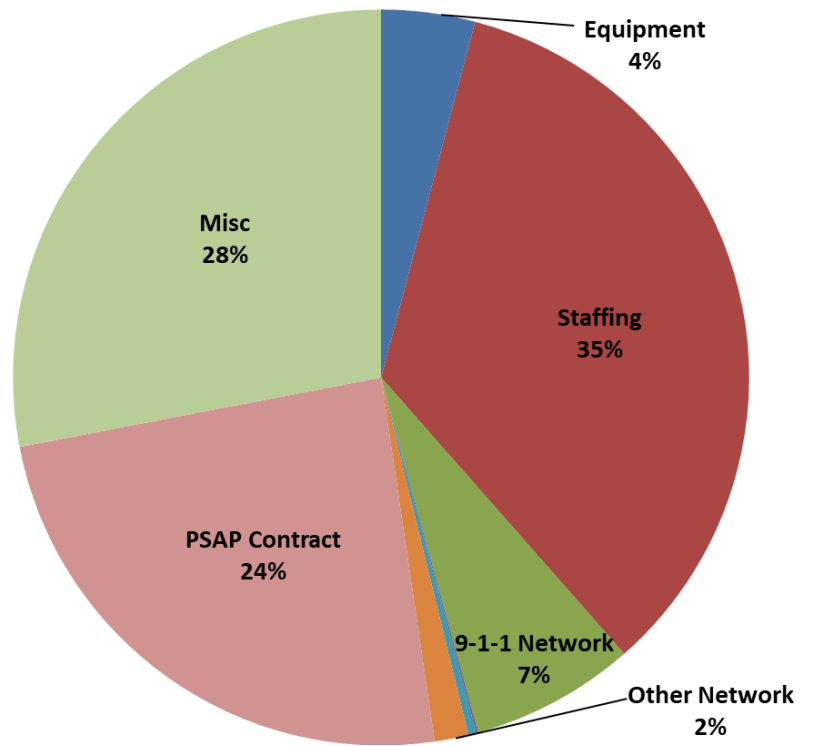
Many of the jurisdictions also included notes (Appendix F) regarding significant investments anticipated. As an example, a number of counties indicated that they expect to incur considerable equipment costs to support SIRN and next generation 9-1-1 (NG9-1-1) call answering equipment; while others continue to address the revenue vs expenditure gap with their general funds as the cost of providing 9-1-1 service continues to increase.

The ESC3 concludes that the data demonstrates the prudent planning for strategic expenditures that was envisioned by the Legislature when this special revenue source was created.

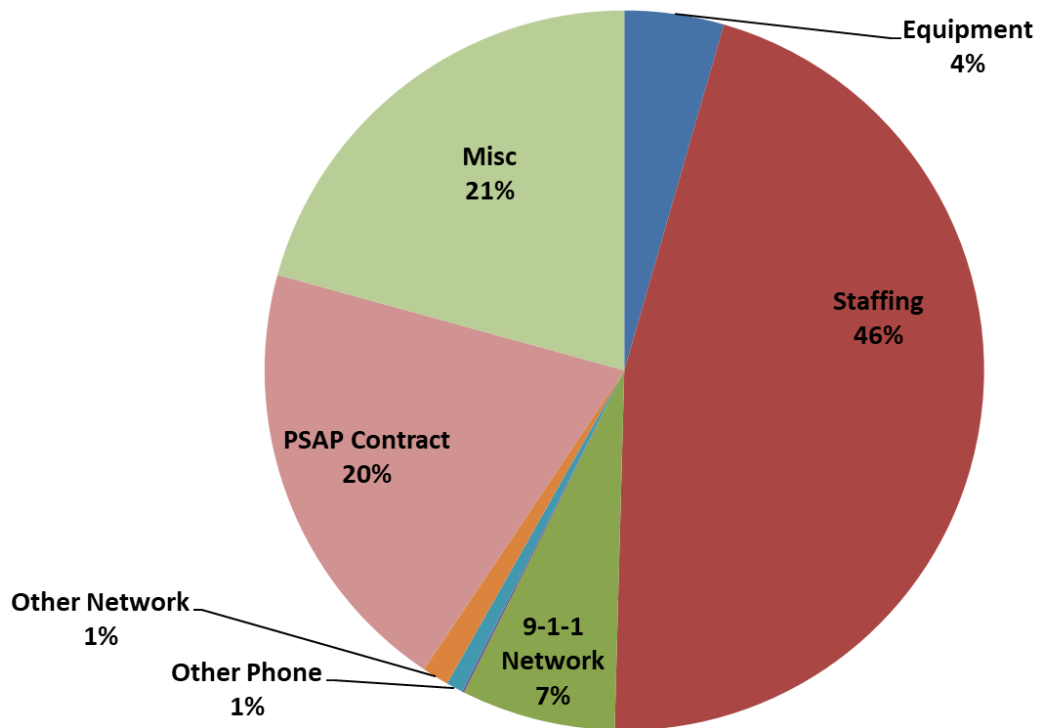
The compiled CY2019 expenditures are illustrated on the following page in two pie charts. The category “Staffing” includes direct salaries and benefits paid to staff. The “Equipment” category includes both the purchase of towers, dispatch consoles, computers, base stations, etc. as well as the ongoing maintenance of this equipment. The “PSAP Contract” category includes payments made by counties or municipalities for dispatch services. The category “9-1-1 Network” includes all of the services required to provide for delivery of 9-1-1 calls from the public to a PSAP. The remaining categories of “Misc.,” “Other Network”, “Other Phone” and “Database Updates” consist of other authorized expenditures associated with maintaining the emergency services communication system

The analysis of the data reported to the Emergency Services Communications Coordinating Committee indicates that all of the local jurisdictions have expended their ESCS fee revenue in a manner consistent with State Statute and the Expenditure Guidelines established by the ESC3 in January 1, 2008, amended June 19, 2009 and again April 9, 2018.

State Radio Dispatched Counties



Non-State Radio Dispatched Counties



Status – Operational

The financial information is best understood when the emergency communication activities and responsibilities supported by this revenue are profiled. The table below provides a picture of what the PSAP Surveys have indicated.

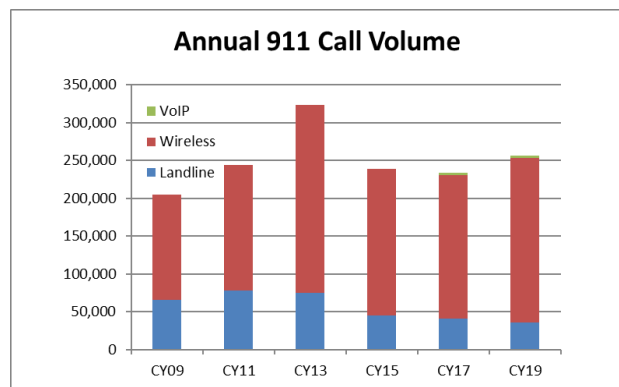
	Statewide Total	Largest PSAP	Smallest PSAP
Dedicated 911 Trunks	93	14	2
Administrative Phone Lines	192	15	3
911 Calls per Month	21,397	5,944	61
911 Calls per Year	256,764	71,336	731
Wireless as % of 911 Calls	84%	85%	68%
Active Dispatch Stations	72	8	1
Dispatcher On Duty - Busiest	66	7	1
Dispatcher On Duty - Quietest	48	4	1
Law Agencies	113	76	2
EMS Agencies	132	92	1
Fire Agencies	315	172	2
Quick/First/Rescue Response Units	55	15	0
Total Agencies Dispatched	615	355	5

For individual jurisdiction data see Appendix D

During the 2019 calendar year the PSAPs of North Dakota handled roughly 257,000 emergency calls, (a 10% increase from 2017) – 84% of these calls were placed from cellular phones (a slight uptick from 81% in 2017).

The busiest PSAP averages a 911 call approximately every 8 minutes while the state, collectively, receives a 911 call approximately every 2 minutes – 24 hours a day, 7 days a week, 52 weeks a year.

The total 911 call volume from 2017 to 2019 increased slightly with wireless 9-1-1 calls continuing to take up an increased share of the volume.



During busiest times, 74 dispatchers provide call taking and dispatching services across the state. These front-line individuals are supported by numerous computer/radio technicians, GIS specialists, trainers, supervisors and administrative staff, many of which serve as dispatchers as the need arises.

The state's PSAPs coordinate and manage the activities of nearly 700 local first responder agencies while coordinating with other public and private entities providing after-incident services. PSAPs must each manage multiple first responder agencies, and oftentimes several of them are dispatched simultaneously. These same PSAPs also respond to FBI (NCIC/NLETS) requests, log and confirm warrants, activate emergency sirens, manage emergency cable interrupts, dispatch public works agencies during emergencies, and perform other emergency communications functions.

Operational detail, to the PSAP level, is contained in the tables comprising Appendices D & E.

**Issue 1 – Next
Generation 9-1-1
Progress**

Next Generation 9-1-1 (NG9-1-1) is a nation-wide initiative to improve access to, and interoperability of, 911 service between the public and the nation’s public safety answering points (PSAPs). North Dakota’s efforts in pursuit of NG9-1-1 began in 2014 with the deployment of an Emergency Services IP network (ESInet). The ESInet is a new, secure, IP network with more available bandwidth for PSAPs to receive new media types (pictures, video, data, etc.) that will eventually be delivered from the public to the PSAP.

With the state’s ESInet in place, the 911 system became positioned to accept new forms of communication from the public as they become available. The first of these new communication types was the short message service (SMS), otherwise known as “text messaging”. This service was activated statewide in October of 2016 making North Dakota the 6th state in the country to provide statewide “text-to-911” service.

The North Dakota Association of Counties in cooperation with the ND Department of Emergency Services have also been working diligently on building a statewide GIS database that is a prerequisite for the transition to Next Generation 9-1-1. In total 33 of the state’s 53 counties have been prepped for transition to NG9-1-1. The remaining 20 counties should be complete in time for the 2022 biennial report.

In 2019 the Department of Emergency Services submitted an application on behalf of NDACo and the NG9-1-1 Joint Powers Agreement members and were awarded a grant in the amount of \$1.4M. NDACo, as the sub grantee, is presently managing three projects in accordance with the grant application. First, is the transition of statewide 911 GIS maintenance / aggregation services to the state’s 911 database vendor; second, is the conversion from analog to IP circuits between the state’s telecommunications service providers and the state’s ESInet; and last is a NG9-1-1 training program for the state’s telecommunicators.

**Issue 2 –
Recommended
Statute Changes**

57-40.6-01. Definitions

15. "Public safety telecommunicator" means an individual whose primary full-time or part-time duties are receiving, processing, ~~and transmitting, and/or dispatching~~ 911, emergency, and non-emergency calls and information for law enforcement, fire, emergency medical, and other public safety information received services through an emergency services communication system via telephone, radio, and other communication devices.

19. "Subscriber service address" means, for purposes of ~~wire line~~ telephone exchange access service and voice over internet protocol service subscribers, the address where the telephone subscriber's wire line telephone device communication device is used and, for purposes of wireless subscribers, the place of primary use, as that term is defined in section 57-34.1-02.

28. "911 system service provider" means an entity that provides systems and support necessary to enable 9-1-1 calling for one or more Public Safety Answering Points (PSAPs) in a specific geographic area. A 911 system service provider may provide the systems and support for either E9-1-1 or NG9-1-1.

57-40.6-05. Restriction on use of fee proceeds.

The governing body ~~may~~ shall use the proceeds of the fee imposed under section 57-40.6-02 in accordance with guidelines established by the emergency services communications coordinating committee under duties identified in section 57-40.6-12. solely for implementing, maintaining, or operating the emergency services communication system and may enter into agreements to effectuate the same. The governing body or its designee shall deposit the fee proceeds in a separate fund and keep records to show all expenditures from the fee proceeds.

57-40.6-06. Database.

Any ~~telephone exchange access~~ assessed communications service provider providing emergency 911 service and whose subscriber's service addresses are provided to a public safety answering point upon delivery of a 911 call shall provide current customer names, addresses, and telephone numbers to each emergency services communication system coordinator, the coordinator's designee, or public safety answering point within each 911 system. Information provided under this section must be provided in accordance with the transactional record disclosure requirements of the federal Electronics Communications Privacy Act of 1986, 18 U.S.C. 2703(c)(1)(B)(iii), and in a manner that identifies the names and telephone numbers that are unpublished. The provider shall report database information regarding new service or a change of service within two business days of the actual service change unless a longer period is permitted by the jurisdiction. The provider shall

**Issue 2 –
Recommended
Statute Changes
(Continued)**

report database information regarding dropped service at least monthly.

57-40.6-07. Use of the furnished information.

3. A record obtained by a public safety answering point for the purpose of providing services in an emergency which reveals personal information or the identity, ~~address location~~, or telephone number of a person requesting emergency service or reporting an emergency is exempt from section 44-04-18 and may be redacted from the record before it is released.

57-40.6-10. Standards and guidelines.

3. An emergency services communication system coordinator shall:

.....

b. Provide for a complete annual review of the emergency services communication system ~~and line 911~~ database by obtaining current records from the appropriate 911 system service provider telecommunications companies;

4. A public safety answering point must:

.....

e. ~~As authorized by the governing committee, a~~ Access and dispatch poison control, suicide prevention, emergency management, and other public or private services but may not accept one-way private call-in alarms or devices as 911 calls.

.....

f. ~~Dispatch the emergency medical service that has been determined to be the quickest to arrive to the scene of medical emergencies regardless of city, county, or district boundaries.~~ Dispatch, when available, the quickest emergency medical service as pre-determined by the emergency services communication system coordinator. If the pre-determined emergency medical service is not available, the public safety answering point shall dispatch a secondary emergency medical service, based on the best available information at the time. The state department of health shall provide public safety answering points with the physical locations of the emergency medical services necessary for the implementation of this subdivision.

**Issue 2 –
Recommended
Statute Changes
(Continued)**

.....

~~o. No later than July 1, 2015, h~~ Have a written policy, appropriate agreements, and the capability to directly answer emergency calls and dispatch responders from a separate, independent location other than the main public safety answering point or another public safety answering point meeting the requirements of this section, within sixty minutes of an event that renders the main public safety answering point inoperative. This alternative location must have independent access to the public safety answering point's ~~land-line~~ 911 system database. The capability of transferring emergency calls to this alternative location must be tested and documented annually.

.....

p. Remain responsible for all emergency calls received, even ~~if a~~ during the initial transfer of ~~the~~ a call is made to a second public safety answering point. The initial public safety answering point may not disconnect from the three-way call unless mutually agreed by the two public safety telecommunicators. Upon this agreement, the secondary public safety answering point becomes responsible for the call.

.....

~~r. After July 1, 2015, m~~ Maintain current, up-to-date mapping of its service area and have the ability to use longitude and latitude to direct responders.

.....

v. Have written policies establishing dispatch procedures and provide initial and periodic training of public safety telecommunicators on those procedures, including procedures for:

.....

(4) The handling of calls from non-English speaking callers; ~~and~~

(5) The handling of calls from callers with hearing or speech impairments; and

(6) The handling of text-initiated communications.

57-40.6-12. Emergency services communications coordinating committee - Membership - Duties.

1. The governing body of a city or county, which adopted a fee on assessed communications services under this chapter, shall make a ~~an annual~~ report of the income, expenditures, and status of

**Issue 2 –
Recommended
Statute Changes
(Continued)**

its emergency services communication system. The ~~annual~~ report must be submitted in the format requested to the emergency services communications coordinating committee. The committee is composed of four members, one appointed by the North Dakota 911 association, one appointed by the North Dakota association of counties, one appointed by the chief information officer of the state, and one appointed by the adjutant general to represent the division of state radio.

2. The committee shall:

.....

c. On a bi-annual basis, ~~R~~request, receive, and compile reports from each governing body on the use of the proceeds of the fee imposed under this chapter, analyze the reports with respect to the guidelines, file its report with the legislative council by November first of each even-numbered year regarding the use of the fee revenue, and recommend to the legislative assembly the appropriate maximum fee allowed by section 57-40.6-02;

57-40.6-13. Provision of call location information by wireless service provider or prepaid wireless service provider or seller to law enforcement.

~~4. The bureau of criminal investigation shall obtain contact information from all wireless service providers authorized to do business in this state to facilitate a request from a law enforcement agency or a public safety answering point on behalf of a law enforcement agency for call location information under this section. The bureau shall disseminate the contact information to each public safety answering point in this state.~~

57-40.6-14. Prepaid wireless emergency 911 fee.

8. c. The seller required to collect, report, and remit the prepaid wireless emergency 911 fee imposed under this section may shall ~~retain one hundred percent of the amount of fee due to cover the cost of collecting and transmitting the fee to the commissioner beginning with the first three months the seller begins selling prepaid wireless service, or for the first three months after January 1, 2014, if the seller is making retail sales of prepaid wireless services prior to January 1, 2014, and shall thereafter retain three percent of the fee.~~

Authorizing Statute

The following section of North Dakota Century Code was enacted by the 54th Legislative Assembly, and took effect August 1, 2001, with changes in 2005, 2007 and 2009.

57-40.6-12. Emergency services communications coordinating committee -- Membership -- Duties.

1. The governing body of a city or county, which adopted a fee on assessed communications services under this chapter, shall make an annual report of the income, expenditures, and status of its emergency services communication system. The annual report must be submitted to the emergency services communications coordinating committee. The committee is composed of four members, one appointed by the North Dakota 911 association, one appointed by the North Dakota association of counties, one appointed by the chief information officer of the state, and one appointed by the adjutant general to represent the division of state radio.
2. The committee shall:
 - a. Recommend to the legislative management changes to the operating standards for emergency services communications, including training or certification standards for dispatchers;
 - b. Develop guidelines regarding the allowable uses of the fee revenue collected under this chapter;
 - c. Request, receive, and compile reports from each governing body on the use of the proceeds of the fee imposed under this chapter, analyze the reports with respect to the guidelines, file its report with the legislative council by November first of each even-numbered year regarding the use of the fee revenue, and recommend to the legislative assembly the appropriate maximum fee allowed by section 57-40.6-02;
 - d. Periodically evaluate chapter 57-40.6 and recommend changes to the legislative management; and
 - e. Serve as the governmental body to coordinate plans for implementing emergency 911 services and internet protocol enabled emergency applications for 911.
3. The committee may initiate and administer statewide agreements among the governing bodies of the local governmental units with jurisdiction over an emergency 911 telephone system to coordinate the procurement of equipment and services, fund the research, administration, and activities of the committee, and contract for the necessary staff support for committee activities.

Committee Composition

Jerry Bergquist, Chairman – Stutsman County 911 Coordinator
Appointed by the North Dakota 911 Association

Dan Donlin, Vice Chairman – Director of State Radio
Appointed by the Adjutant General to represent the State Radio Division

Terry Traynor, Secretary – NDACo Director
Appointed by the North Dakota Association of Counties

Duane Schell – Chief Technology Officer, ITD
Appointed by the Chief Information Officer of the State

APPENDIX B

Primary Public Safety Answering Points in North Dakota

<u>PSAP Location</u>	<u>Counties Served</u>	<u>Service Area Notes</u>	<u>2010 Census</u>
Fargo	Cass, Clay MN	Multi-State PSAP (Population Served is Total)	208,777
Bismarck	Burleigh	Includes City of Mandan and portion of McLean Co.	99,733
State Radio Bismarck	Adams, Billings, Bowman, Burke, Dickey, Divide, Dunn, Emmons, Foster, Golden Valley, Grant, Griggs, Hettinger, Kidder, LaMoure, Logan, McHenry, McIntosh, McKenzie, Morton, Ransom, Sargent, Sheridan, Slope, & Wells		82,814
Grand Forks	Grand Forks		66,861
Minot	Ward		61,675
Devils Lake	Ramsey, Eddy, Benson & Nelson		23,622
Dickinson	Stark		24,199
Williston	Williams		22,398
Jamestown	Stutsman		21,100
Bottineau	Bottineau, Renville		8,899
Langdon	Cavalier, Towner		6,239
Rolla	Rolette		13,937
Rugby	Pierce		4,357
Wahpeton	Richland	Portions of Sargent & Ransom Co. ND and Wilken & Roberts Co. SD	16,321
Grafton	Walsh		11,119
Valley City	Barnes		11,066
Stanton	Mercer, Oliver		10,270
Hillsboro	Traill, Steele		10,096
Washburn	McLean		8,962
Stanley	Mountrail		7,673
Cavalier	Pembina		7,413
Mobridge, SD	Sioux	North Central South Dakota 911 Center	28,203

APPENDIX C

ESCS Fiscal Survey Results

Based on CY 2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes		Fund Balance 1/1/2019	911 Revenue	Property Tax Reserves/Other Expenditures	CY2019 ESCS Expenditures	Fund Balance 12/31/2019
State Radio Dispatched Counties						
1	Adams County	59,800	43,504	0	52,841	50,463
2	Billings County	25,785	19,195	1,014	20,752	24,228
3	Bowman County	97,055	89,257	0	95,476	90,836
4	Burke County	7,258	45,745	0	37,600	15,403
5	Dickey County	72,165	127,345	0	129,254	70,256
6	Divide County	70,058	34,262	10,000	37,493	76,827
7	Dunn County	56,829	85,022	0	74,769	67,082
8	Emmons County	34,560	62,905	0	64,623	32,842
9	Foster County	201,975	61,565	0	57,364	206,176
10	Golden Valley County	-477	46,429	10,000	59,458	-1,053
11	Grant County	73,659	36,508	0	35,704	74,462
12	Griggs County	131,406	61,432	0	56,200	136,638
13	Hettinger County	-8,536	31,196	16,445	5,699	16,961
14	Kidder County	82,605	46,878	16,161	31,814	97,669
15	LaMoure county	70,803	84,567	0	86,842	68,527
16	Logan County	71,257	37,152	0	31,569	76,838
17	McHenry County	459,364	104,683	40	110,342	453,705
18	McIntosh County	32,988	67,385	0	53,056	47,317
19	McKenzie County	350,512	156,765	783,619	132,753	374,524
20	Morton County	75,914	704,031	0	550,231	229,714
21	Ransom County	424,000	106,251	0	85,765	444,486
22	Sargent County	114,739	110,770	569	82,709	142,800
23	Sheridan County	0	22,502	364	22,502	0
24	Slope County	5,396	18,004	0	10,337	13,063
25	Wells County	72,800	67,243	27,377	61,694	78,349
State Radio County Total		2,581,915	2,270,594	865,588	1,986,846	2,888,115
Other Single & Multi-Jurisdictional PSAPs						
a	Barnes/Valley City	3,103	7,099	82,926	6,239	3,963
b	Bismarck/Burleigh	1,434,086	2,526,429	2,792,782	2,695,741	1,264,774
c	Bottineau/Renville	152,077	221,904	550,228	258,162	115,819
d	Cavalier County	310,800	109,898	247,227	94,427	326,271
e	Grand Forks County	1,217,941	1,483,479	1,618,559	1,372,522	1,328,898
f	Lake Region E-911 (5 Counties)	390,410	585,640	214,729	856,817	169,234
g	McLean County	18,318	167,115	7,235	122,064	63,369
h	Mercer/Oliver	75,034	211,202	32,826	206,007	48,229
i	Mountrail County	89,833	214,225	648,421	182,204	121,854
j	Pembina County	98,509	205,729	193,976	151,743	152,495
k	Pierce County	42,658	51,380	36	57,811	36,227
l	Red River Regional Dispatch	0	3,928,997	0	4,418,605	0
m	Richland County	952	385,035	569,799	385,750	237
n	Rolette County	-56,432	161,094	0	135,632	-30,970
o	Sioux County/NCSA PSAP	9,916	15,391	0	1,884	23,423
p	Stark	593,680	393,479	0	421,187	565,972
q	Steele/Trail	223,483	210,848	124,643	202,716	231,615
r	Stutsman County	253,221	302,754	525,744	191,034	364,941
s	Walsh County	255,963	206,637	409,792	153,301	309,298
t	Ward County	410,936	2,568,247	856,032	2,140,080	839,103
u	Williams/Williston	194,123	1,470,531	261,584	1,477,257	187,397
Other PSAPs Total		5,718,610	15,427,114	9,136,539	15,531,182	6,122,150
Grand Total		8,300,525	17,697,708	10,002,127	17,518,028	9,010,264

Emergency Services Communications System (9-1-1) Detailed Expenditures
 Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	CY2019 Expend	Communications Equipment	Staffing	911 Network Costs:	Other Local 911 Trunk Charges	Local Phone Database Updates	Other Phone Charges	Other Network Charges	PSAP Contract	Other Operational Expenses
	State Radio Dispatched Counties	purchases, lease, maintenance, support, etc.	salaries, benefits, payroll taxes, etc.	NDA/Co NGA-1-1 JPA	state radio, lease region, etc.	ITD, etc.	administrative lines, etc.	as per ESC3 guidelines		
1	Adams	52,841	1,774	2,884	-	2,237	665	-	19,273	17,706
2	Bell	21,766	1,343	1,399	720	-	-	-	9,143	8,147
3	Bowman	95,476	6,070	4,694	-	-	393	-	26,156	37,362
4	Burke	37,600	80	3,182	4,504	-	488	-	25,125	-
5	Dikley	129,284	4,201	5,748	6,563	-	-	31,903	37,142	6,686
6	Dixie	77,483	-	1,753	6,563	-	-	-	20,974	-
7	Dunn	11,769	-	4,716	860	-	1,006	-	24,658	468
8	Forsyth	64,623	-	11,769	900	-	6,597	-	29,633	22,135
9	Forsyth	57,364	14,772	4,682	480	-	-	-	16,113	1,220
10	Golden Valley	69,458	37,582	20,726	480	-	-	-	18,168	-
11	Grant	35,704	-	7,875	6,551	-	-	970	18,768	-
12	Gregg	56,200	-	9,237	4,563	-	-	-	14,464	16,776
13	Helinger	22,143	-	6,950	3,289	-	-	-	18,014	16,403
14	Kiddler	47,975	-	5,898	4,060	-	-	8,354	31,914	30,432
15	LaMoore	86,842	-	7,871	5,499	-	-	-	14,177	13,254
16	Logan	31,569	200	1,200	252	-	-	-	40,766	52,726
17	McHenry	110,381	231	4,162	5,617	-	714	299	20,850	17,289
18	McIntosh	53,056	-	7,006	3,441	-	-	-	97,891	27,390
19	McKenzie	916,372	9,500	767,288	3,222	-	-	-	63,037	442,509
20	Menton	550,231	12,481	32,204	-	-	-	-	41,772	11,287
21	Ransom	85,765	6,500	7,223	385	-	100	-	26,424	29,574
22	Sargent	83,278	26,538	4,381	2,772	-	-	-	5,085	4,579
23	Sheridan	22,866	788	14,033	3,109	-	-	-	31,751	364
24	Slope	10,337	-	674	-	-	-	-	-	-
25	Wells	89,071	-	4,154	5,469	-	-	-	-	30,729
	SR County Total	2,852,434	115,561	145,216	56,136	2,237	9,963	41,525	682,694	787,054
a	Other Single & Multi-Jurisdictional PSAPs									
b	Barnes/Valley City	85,164	-	386	3,600	-	-	-	-	890,733
c	Bismarck/Burlingame	5,488,523	216,347	93,889	30,075	-	36,310	88,882	-	25,916
d	Bottineau/Renville	808,380	879	360,12	8,368	15,481	695	12,870	27,400	24,744
e	Cavalier County	341,664	37,191	255,196	12,309	-	-	7,800	-	819,133
f	Grand Forks Authority	2,891,061	329,506	54,443	26,981	-	262	5,100	-	189,071
g	Lake Region G-Co.	1,007,949	210,624	640,960	2,587	-	-	3,459	-	68,853
h	McLean	230,299	43,331	13,331	5,780	-	-	-	28,567	78,160
i	McLean/Other	238,832	20,000	13,584	3,589	-	11,839	65,619	-	50,416
j	McRural	830,625	1,004	16,035	6,572	-	6,250	-	46,782	-
k	Monticelli	345,720	1,930	10,121	8,246	-	-	-	-	-
l	Pierce	57,847	35,815	5,125	3,314	-	-	-	3,236,913	904,459
m	Red River Regional	4,418,605	-	273,919	9,451	-	1,413	1,901	-	167,413
n	Rohland	955,548	19,761	19,505	44,787	-	4,736	4,480	-	2,064
o	Roy	135,632	1,562	10,251	4,787	6,150	-	-	-	-
p	St. Croix	1,884	-	-	-	-	-	-	-	-
q	Stark	421,187	36,373	38,445	65,590	-	45	-	12,000	20,743
r	Steele/Trail	327,359	6,471	10,703	9,311	-	9,167	-	-	36,466
s	Sutsman	716,778	3,176	638,348	3,324	-	-	-	-	63,006
t	Walsh	563,093	238	14,179	7,982	-	-	-	-	113,302
u	Ward	2,896,112	10,254	488,444	58,541	-	-	57,268	-	183,256
v	Williams/Wilston	1,738,841	1,550	50,188	-	-	8,909	6,169	812,815	671,085
	Other PSAPs Total	24,667,721	943,353	1,218,693	243,427	21,631	159,552	253,549	4,164,477	4,371,822
	Grand Total	27,520,154	1,068,914	1,363,909	301,563	23,868	169,515	295,074	4,847,171	5,158,876

APPENDIX D

	On-Duty - Busiest Shift		On-Duty - Quietest Shift		Operational Workstations			Capacity to add workstations
	Call Taker / Dispatcher	Shift Supervisor	Call Taker / Dispatcher	Shift Supervisor	911 calls and dispatch	911 calls but not dispatch	Dispatch but not answer 911 calls	
PSAP								
Barnes County Dispatch	2	1	2	0	2	0	0	1
Central Dakota Communications Center	7	1	3	1	8	0	0	0
Grand Forks County 911 Center	5	1	3	1	6	2	0	2
Lake Region 911 Center	2	1	2	0	3	0	0	0
McLean County	2	1	1	1	2	0	1	2
Mercer-Oliver 911	2	0	2	0	2	0	0	0
Cavalier County	1	1	1	0	2	0	0	0
Rolette County	4	1	2	1	2	0	0	2
Bottineau/Renville E911 Network	2	1	2	0	2	0	1	5
Pierce County	1	1	1	0	1	2	1	0
Minot Central Dispatch	4	1	2	0	5	0	0	1
Mountrail County Sheriff's Department	2	1	2	0	2	0	0	0
Pembina County 911	3	1	3	1	2	0	0	0
Red River Regional Dispatch Center	7	1	4	1	8	0	0	0
Richland County Communications / 911	2	0	2	0	3	0	0	1
Stark/Dickinson Dispatch	2	1	2	0	4	0	0	2
State Radio	6	1	4	1	10	0	0	2
Stutsman County Communications Center	3	1	2	1	3	0	0	1
Traill Co.	1	1	1	0	2	1	0	0
Walsh County Communications	2	0	1	0	2	0	0	1
Williston / Williams 911	3	1	2	1	3	0	0	0
Cummulative Total	63	18	44	9	74	5	3	20

	Agencies Dispatched				
	Sheriff / Police	Fire	Quick / First Response	Ambulance (BLS/ALS)	Other
PSAP					
Barnes County Dispatch	2	13	6	1	1
Central Dakota Communications Center	5	7	1	7	6
Grand Forks County 911 Center	6	13	0	3	0
Lake Region 911 Center	6	24	5	9	7
McLean County	1	9	0	6	0
Mercer-Oliver 911	4	8	1	2	0
Cavalier County	2	13	4	4	2
Rolette County	4	8	1	3	0
Bottineau/Renville E911 Network	2	17	2	7	1
Pierce County	2	2	0	1	0
Minot Central Dispatch	6	18	5	8	9
Mountrail County Sheriff's Department	3	11	0	9	1
Pembina County 911	4	10	4	4	6
Red River Regional Dispatch Center	9	3	28	15	1
Richland County Communications / 911	4	16	10	5	2
Stark/Dickinson Dispatch	3	7	0	3	0
State Radio	76	172	15	92	55
Stutsman County Communications Center	3	9	3	2	2
Traill Co.	2	11	6	4	0
Walsh County Communications	2	10	7	2	3
Williston / Williams 911	4	10	2	4	2
Cummulative Total	146	381	98	187	96
Actual Number of Agencies	116	315	129	132	

ESCS Operational Survey Results

Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	Trunks (NG911)	Local Telephone Provider	Landline ALI Database Provider ^d	Location Database (If No Landline ALI)
Barnes County Dispatch	2	CenturyLink	Intrado	SeatoI
Central Dakota Communications Center	10	CenturyLink	Intrado	
Grand Forks County 911 Center	3	CenturyLink	Intrado	
Lake Region 911 Center	5	North Dakota Telephone	Intrado	
McLean County	2	West River Telecom.	None	
Mercer-Oliver 911	2	West River Telecom.	Intrado	
Cavalier County	3	United Telephone	Intrado	
Rolette County	2	United Telephone	Intrado	
Bottineau/Renville E911 Network	2	United Telephone/SRT	Intrado	
Pierce County	2	North Dakota Telephone	Intrado	
Minot Central Dispatch	6	SRT	Intrado	
Mountrail County Sheriff's Department	8	Midstate Telephone	Intrado	
Pembina County 911	2	Polar Communications	Intrado	
Red River Regional Dispatch Center	10	CenturyLink	Intrado	
Richland County Communications / 911	3	CenturyLink	Intrado	
Stark/Dickinson Dispatch	5	CenturyLink	Intrado	
State Radio	14	CenturyLink	Intrado	
Stutsman County Communications Center	4	CenturyLink	Intrado	
Traill Co.	2	CenturyLink	Intrado	
Walsh County Communications	3	CenturyLink	Intrado	
Williston / Williams 911	3	Nemont Telephone	Intrado	
Cummulative Total	93			

Call Taking System			
PSAP	Manufacturer/Model	Install Date	Estimated End of Life
Barnes County Dispatch	Motorola/VESTA	2018	2023
Central Dakota Communications Center	Motorola/VESTA	2015	2020
Grand Forks County 911 Center	West/Viper	2011	2023
Lake Region 911 Center	Motorola/VESTA	2019	2023
McLean County	Zetron	1996	2025
Mercer-Oliver 911	Zetron	2009	2019
Cavalier County	Motorola/VESTA	2015	2020
Rolette County	Motorola/VESTA	2016	2022
Bottineau/Renville E911 Network	Motorola/VESTA	2015	2021
Pierce County	Motorola/VESTA	2016	2020
Minot Central Dispatch	Motorola/VESTA	2016	2025
Mountrail County Sheriff's Department	Motorola/VESTA	2017	2025
Pembina County 911	Motorola/VESTA	2018	2025
Red River Regional Dispatch Center	West/Viper	2012	2024
Richland County Communications / 911	Airbus/Patriot	2012	2030
Stark/Dickinson Dispatch	Motorola/VESTA	2016	2020
State Radio	Motorola/VESTA	2017	2020
Stutsman County Communications Center	Airbus/Patriot	2012	2017
Traill Co.	Zetron	2003	2018
Walsh County Communications	West/Viper	2014	2019
Williston / Williams 911	West/Viper	2014	2021

APPENDIX E

Emergency Services Communications System (9-1-1) PSAP Evaluation

Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
PSAP Operation		
Is the PSAP operational 24 hours a day, seven days a week or capable of transferring emergency calls to another PSAP meeting standard and guideline requirements during the times of nonoperation?	21	0
Does a written agreement exist between your PSAP and your backup PSAP?	12	9
During times of operation is the PSAP staffed continuously with at least one public safety telecommunicator who is on duty at all times of operation and who has primary responsibility for handling the communication of the public safety answering point.	21	0
When the PSAP's primary emergency services communication system equipment is inoperable, does an alternative method of answering inbound emergency calls for the PSAP exist?	20	1
Does the PSAP have written policies establishing procedures for recording and documenting relevant information of every request for service, including:		
Date and time of request for service?	21	0
Name and address of requestor, if available?	21	0
Type of incident reported?	21	0
Location of incident reported?	21	0
Description of resources assigned, if any?	21	0
Time of dispatch?	21	0
Time of resource arrival?	21	0
Time of incident conclusion?	21	0
Does the PSAP have written policies establishing dispatch procedures and provide periodic training of public safety telecommunicators on those procedures, including procedures for:		
Standardized call taking and dispatch procedures?	21	0
Prompt handling and appropriate routing of misdirected emergency calls?	21	0
Handling of hang-up emergency calls?	21	0
Handling of calls from non-English speaking callers?	21	0
Handling of calls from callers with hearing or speech impairments?	21	0

Meets Expectations
 Work Remains

Emergency Services Communicatons System (9-1-1) PSAP Evaluation (Cont.)

Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
Communication / Dispatch Capability		
Does the PSAP have the capability to dispatch law enforcement, fire, and medical responders to calls for service within the PSAP's service area?	21	0
Is the PSAP capable of two-way communication with all law enforcement, fire, and medical responder units and operational incident or unified commands within the PSAP's service area?	21	0
Which of the following additional services is the PSAP able to access and dispatch / request assistance from:		
Poison Control	21	0
Suicide Prevention	19	2
Emergency Management	21	0
Other public or private services	21	0
Does the PSAP accept one-way private call-in alarms or devices as 911 calls?	3	18
Is the PSAP capable of dispatching the emergency medical service that has been determined to be the quickest to arrive to the scene of a medical emergency regardless of city, county, or district boundaries?	20	1
Is the PSAP capable of providing emergency medical dispatch prearrival instructions on all emergency medical calls?	21	0
Are the emergency medical dispatch prearrival instructions provided by public safety telecommunicators who have completed an emergency medical dispatch course approved by the division of emergency health services?	21	0
Does a mechanism exist to differentiate emergency calls from other calls (i.e. 911 calls vs. administrative calls)?	21	0
PSAP Facility		
Does the PSAP have security measures in place to prevent direct physical public access to on-duty public safety telecommunicators?	21	0
Does the PSAP have security measures in place to prevent direct physical public access to PSAP equipment and systems?	21	0
Does the PSAP have an alternative to commercial power that it uses in the event of a power failure?	21	0
Does the PSAP have equipment to protect critical equipment and systems from irregular power conditions, such as power spikes, lightning, and brownouts?	21	0

■ Meets Expectations
 ■ Work Remains

Emergency Services Communicatons System (9-1-1) PSAP Evaluation (Cont.)

Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No
Personnel and Human Resources		
Does the PSAP perform a criminal background check (state and federal) and secure two sets of fingerprints for all public safety telecommunicators?	21	0
Does the PSAP have policies to ensure that all public safety telecommunicators:		
Do not have felony convictions?	21	0
Complete pre-employment screening for illegal substance use and hearing?	20	1
Complete training through an association of public safety communications official's course or equivalent course?	19	2
Can prioritize appropriately all calls for service?	21	0
Can determine the appropriate resources to be used in response to all calls for public safety services?	21	0
Miscellaneous		
Does the PSAP maintain a written policy for computer system security and preservation of data?	20	1
Does the PSAP have the capability of recording and immediate playback of recorded emergency calls and radio traffic?	21	0
Does the PSAP provide assistance for investigating false or prank calls?	21	0
Does the PSAP employ necessary telecommunications network and electronic equipment consistent with the minimum technical standards recommended by the national emergency number association to securely receive and respond to emergency communications?	21	0

Meets Expectations
 Work Remains

Emergency Services Communicatons System (9-1-1) Jurisdiction Evaluation

Based on CY2019 Survey Compiled by the Emergency Services Communications Coordinating Committee

	Yes	No	N/A
Questions			
Does the governing body / committee have authority to enter into written agreements with participating organizations and agencies (e.g. memorandums of understanding, PSAP contracts, etc.)?	54	0	0
Does the governing body / committee have authority to designate lines of responsibility and authority?	51	3	0
Does the governing body / committee have a written plan for the assignment of rural addresses, if applicable, which has been coordinated with local postal authorities?	48	6	0
If the governing body/committee has a written plan for the assignment of rural addresses, does it conform to the modified burkle addressing plan?	49	5	0
If the plan does not conform to the modified burkle addressing plan, was a previous addressing system in place before January 1, 1993?	3	2	49
If implemented, do rural street signs comply with the manual on uniform traffic control device standards?	43	2	9
Does the governing body/committee have a records retention plan for all printed, electronic, and recorded records that is in accordance with state law and jurisdictional requirements?	52	2	0
Is the governing body/committee supportive of 911 as a cost-free call?	53	1	0
Does the emergency services communications systems coordinator maintain law enforcement, fire, and emergency medical service response boundaries for the PSAP service area?	54	0	0
Does the emergency services communications system coordinator ensure that dispatch protocols for emergency service notifications are documented and communicated with all law enforcement, fire, and emergency medical services who provide service within the jurisdiction of the governing body/committee?	53	1	0

	Daily	Weekly	Monthly	Quarterly	Annually	Never
Maintenance Frequency						
How frequently is address and mapping data updated in the emergency services communication system database and mapping system?	8	22	23	1	0	0
How frequently does the emergency services communications system coordinator perform a complete review of the emergency services communication system land line database?	0	0	7	5	39	3
How often does the PSAP document testing of equipment that protects critical equipment and systems from irregular power conditions under load? (PSAP Response Only)	0	0	14	5	2	0

■ Meets Expectations

■ Work Remains

APPENDIX F

ESCS SURVEY COMMENTS – NOTES REGARDING PLANS FOR FUND BALANCES

State Radio Dispatched Counties

1. Slope – Maintain 911 System. Newest project is standing up a LGR at Marmarth for Marmarth ambulance and fire.
2. McIntosh – Will be used to maintain 911 signage and any other expenses that come along.
3. Bowman – Field new LGR at Marmarth for Marmarth Fire and Marmarth Ambulance responders.
4. Griggs – Putting 911 signs over the county
5. McKenzie – Dispatch equipment and state radio dispatch contract.
6. LaMoure – ESC3 funds will not be able to meet the State Radio fee, the county will need to use General Funds or raise their ESC3 fee.
7. Golden Valley – We increased the budget to cover the revenue short falls.
8. Divide County - \$10,000 transferred in from General fund.
9. Hettinger – Possible Hettinger County 911 fee increase in 2021
10. Dickey – Upkeep of equipment and the cost of increased fees
11. Ransom – New generator, new building

Other Single & Multi-Jurisdictional PSAPs

1. Williams – Maintenance on equipment and equipment for towers.
2. Traill – Upgrade to Next Gen 911
3. Renville – Balance will be used going forward. Beginning 2020 agreement with Bottineau Dispatch with Renville County will be \$1.05 per line and 25% of cost of equipment within the dispatch center. Our cost for equipment will be approximately \$93,000. This cost will most likely come out of the General Fund.
4. Richland – Revenue also comes from and not listed City/NDSCS and grants.
5. Red River Regional Dispatch Center – Our expenses greatly exceed our 911 revenue, the shortfall is made up by the General Fund at the end of each year. This year the shortfall is \$489,607.59.
6. Cavalier – Equipment Purchases
7. Pembina – NG9-1-1 Vesta contract maintenance
8. Walsh – Upgrades required for SIRN 2020 in Dispatch.
9. Stutsman – Funds will be used to purchase replacement 9-1-1 equipment to become part of the NDIT managed statewide system. Funds will also be used to purchase replacement radio consoles that will interface with the SIRN project.
10. Grand Forks - Maintenance of current radio network until SIRN migration, CAD integration with Motorola consoles with upgrade, EMD software acquisition and integration with CAD, maintenance of current systems to include warning systems, CPE, networks, PBX, and other equipment.
11. Mercer / Oliver - All Extra 911 funds are dedicated to updating the 911 equipment to NG 911 System & then maintaining these systems.
12. Stark / Dickinson - 911 Revenues are split between the 9-1-1 Operations account and 9-1-1 Equipment account. Future plans include radio dispatch upgrade to the Statewide SIRN system.
13. Steele - As we are now loosing money on our county 911 system, our fund balance will help carry us for a few years before we will need to raise our 911 fees or decrease the services provided to our county residents.
14. Mountrail – Operate in 2020
15. Bottineau - Third 911 Console for the PSAP making us a 3 console dispatch center. (Waiting for state to figure out contract before purchasing)