NG911 Legislative Cost Study Report
Section 145, Chapter 6, Laws of 2019, Regular Session
(Engrossed Substitute House Bill 1109)

(Submitted to OFM)

Briefing for the House Committee on
Community and Economic Development

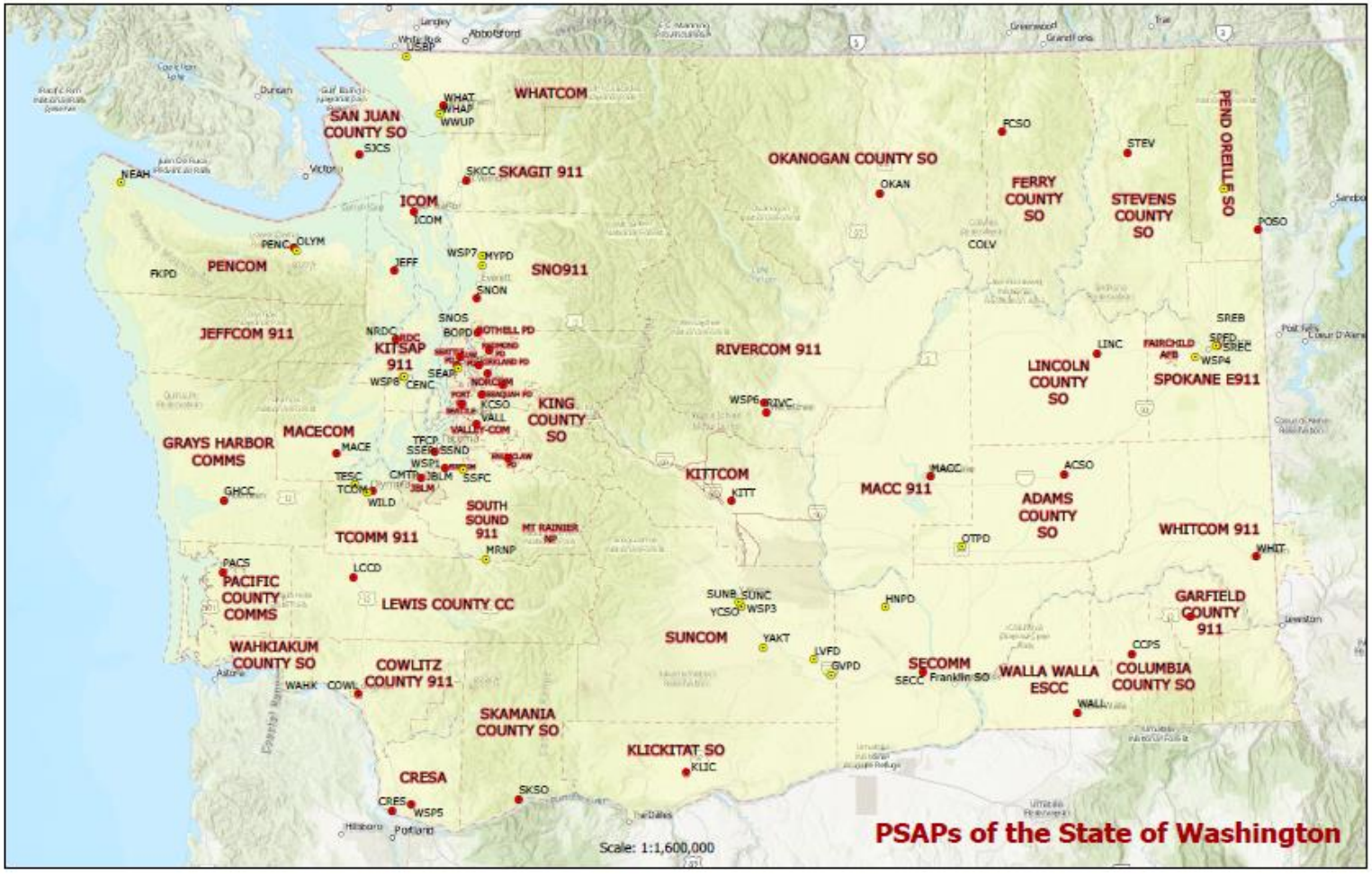
19 January 2021

Adam Wasserman
State 911 Coordinator
253-512-7468

NG911 Cost Study

- Background and study methodology
- Findings
- Key Recommendations
- Questions

Study Methodology

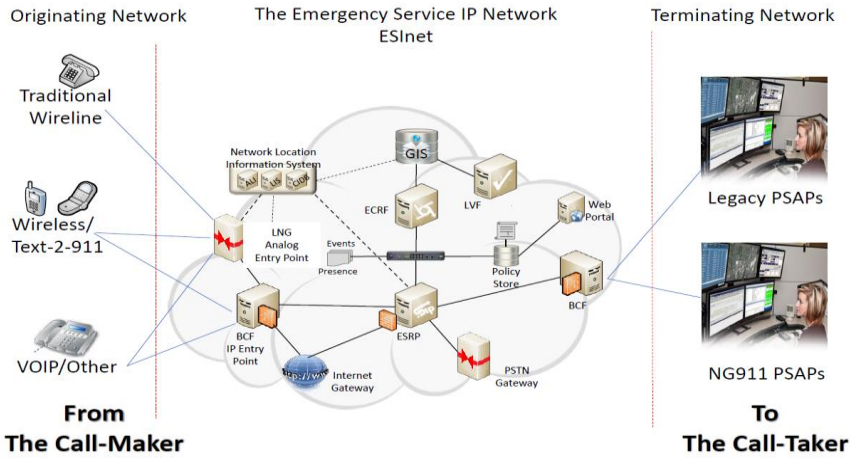


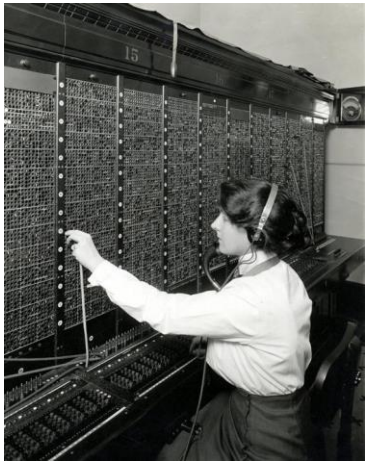
PSAP = Public Safety Answering Point

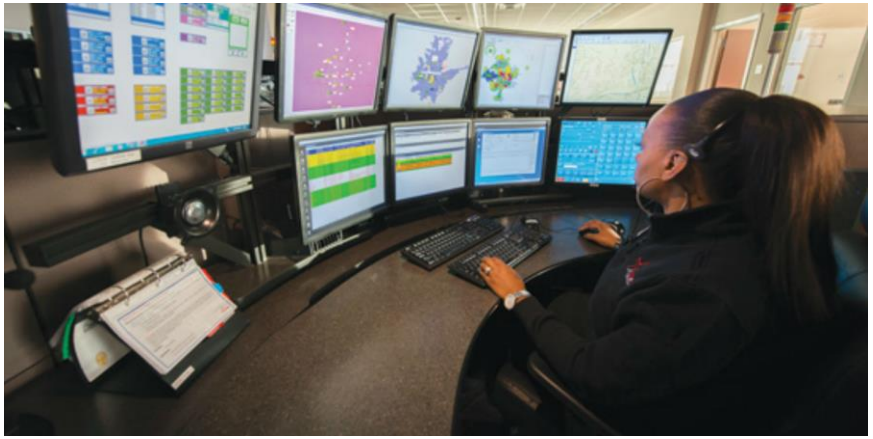
Next Generation 9-1-1



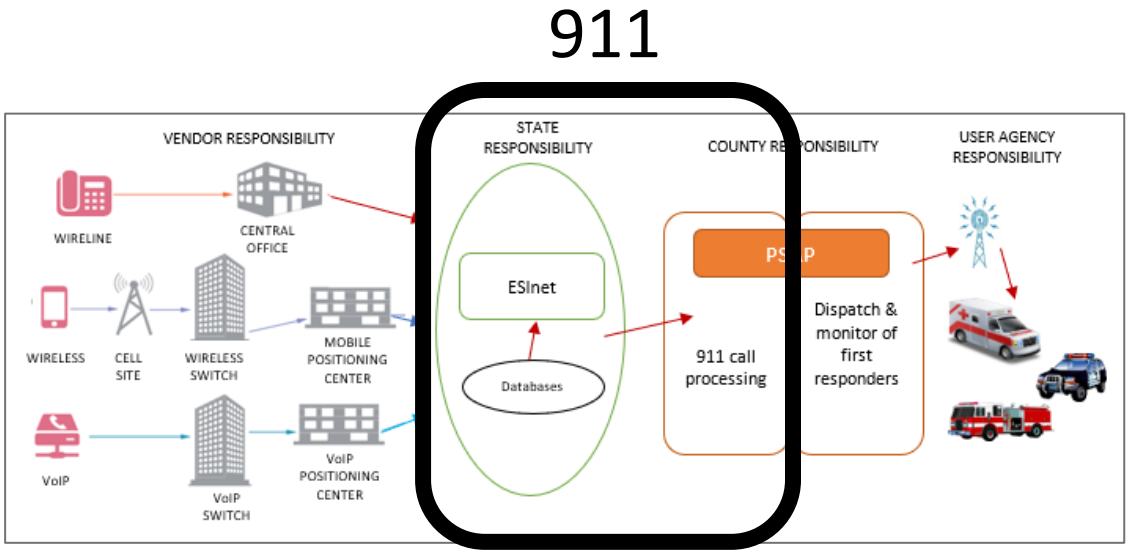








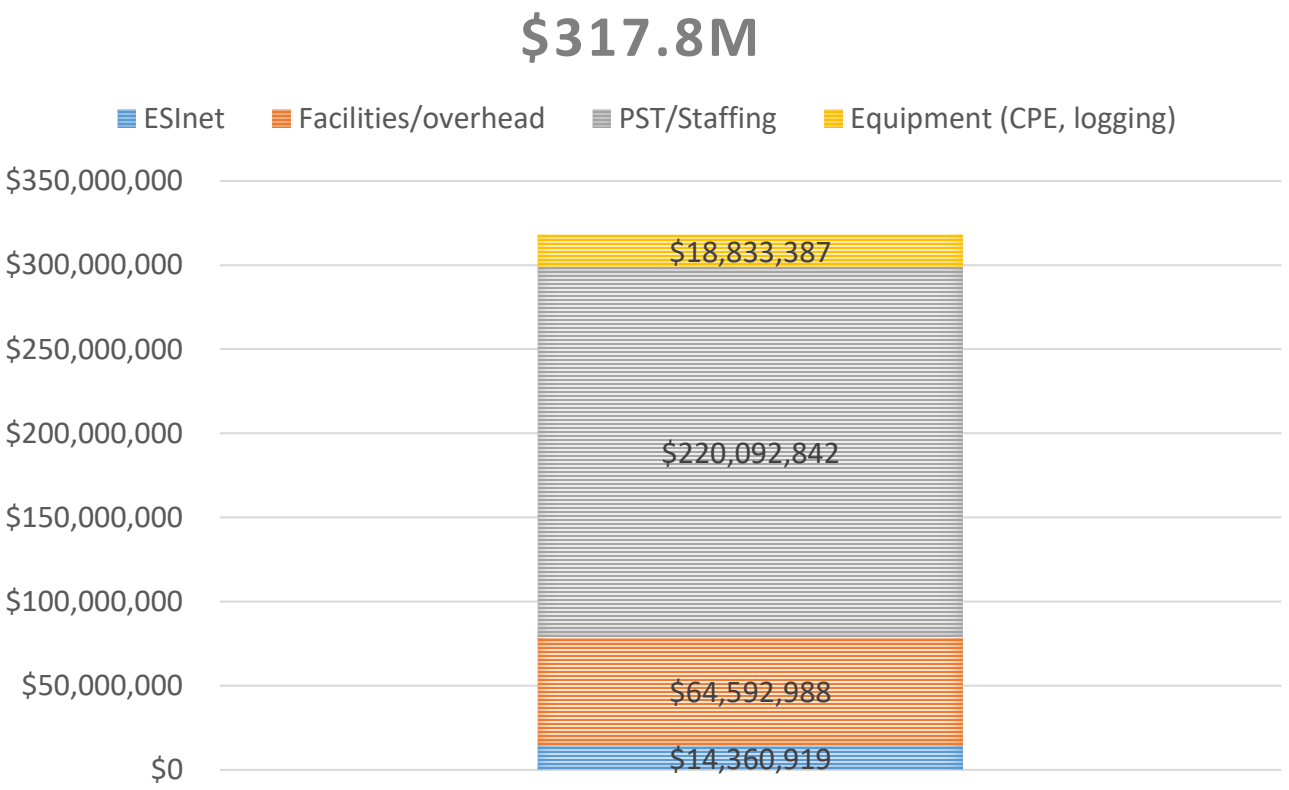
Findings Context



- 911 vs Dispatch
- Funding limitations
- Overlap

Findings – Element 1

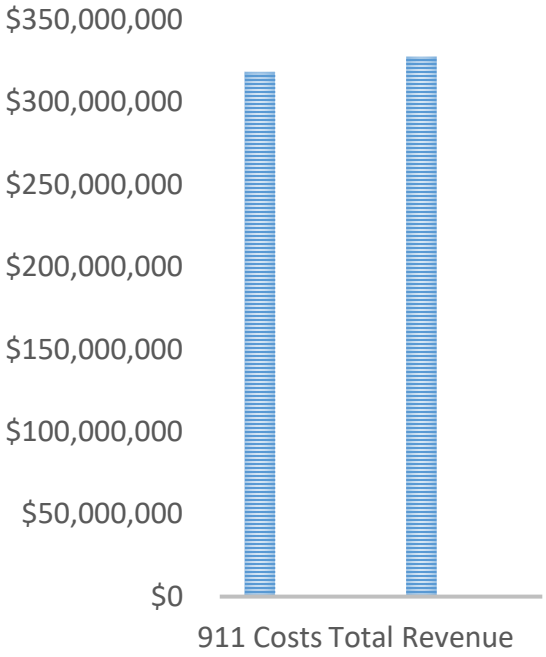
Actual cost to operate the 911 system



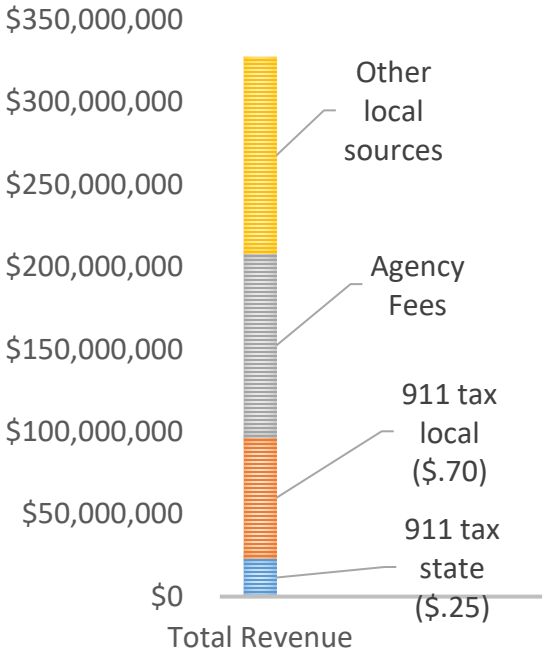
Findings – Element 2

Difference between actual costs and current funding

COST VS TOTAL REVENUE



TOTAL REVENUE BY TYPE



Findings – Element 3

Potential cost-savings and efficiencies

- Governance
- Operational
- Funding
- Technical

Key Recommendation 1

Enhance the governance role of the State 911 Coordination Office (SECO) to develop standards for the 911 system and provide necessary support to county and local 911 operations while maintaining local operational authority of 911 services.

Smart911™

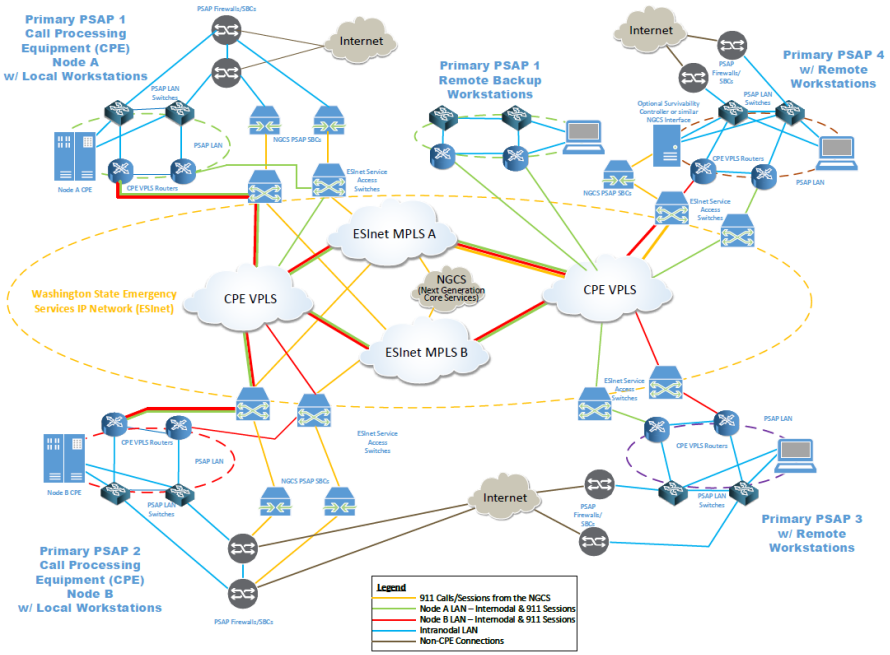
RAPIDSOS

Rapid Deploy
MISSION CRITICAL DISPATCH

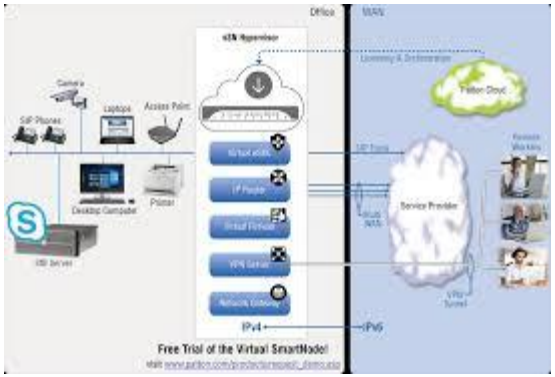
- Consistency of Service Statewide
- Equity of Access Statewide
- NG911 Functions (text, picture, video)
- Common apps
- Engagement with vendors

Key Recommendation 2

Expand the use of shared technology platforms between PSAPs creating economies of scale.



- Virtual/cloud-based solutions
- Shared CPE/Host-remote systems



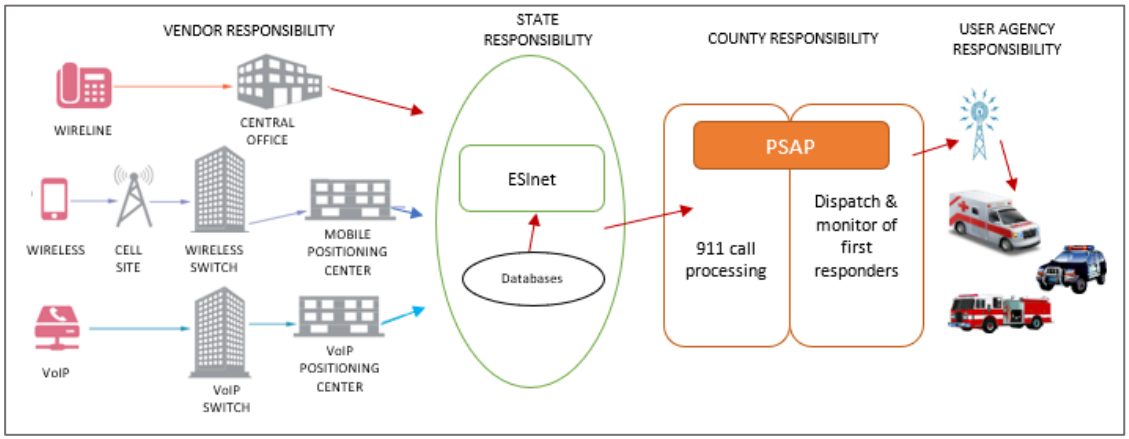
Key Recommendation 3

Change the Enhanced 911 (E911) account to a non-appropriated account to allow the E911 program to more easily access and utilize funds in this account for intended purposes.

- Access to funds for equipment emergencies
- Ability to fund future large capital projects
- Avoid diversion of 911 funds

Key Recommendation 4

Develop a sustainable funding plan for all elements of emergency communications, including dispatch.



- Local jurisdiction responsibility
- Expensive and disparate systems
- More study needed into long term sustainable funding for dispatch.

Key Recommendation 5

Create a certification and reclassification for Public Safety Telecommunicators.



- Reclassification Legislation
  - PST are more than clerical
- Certification Legislation

Questions

- **Adam Wasserman – State 911 Coordinator**
- **Cathy Jones-Gooding – Deputy State 911 Coordinator**
- **Deb Flewelling – Government Relations and Outreach Manager and 911 Coordinator for King County E911 Program Office**
- **Joann Boggs – Pend Oreille Emergency Management Deputy Director – past Chair 911 Advisory Committee**