NG911 Legislative Cost Study Report Update

Briefing for the House Committee on Community and Economic Development

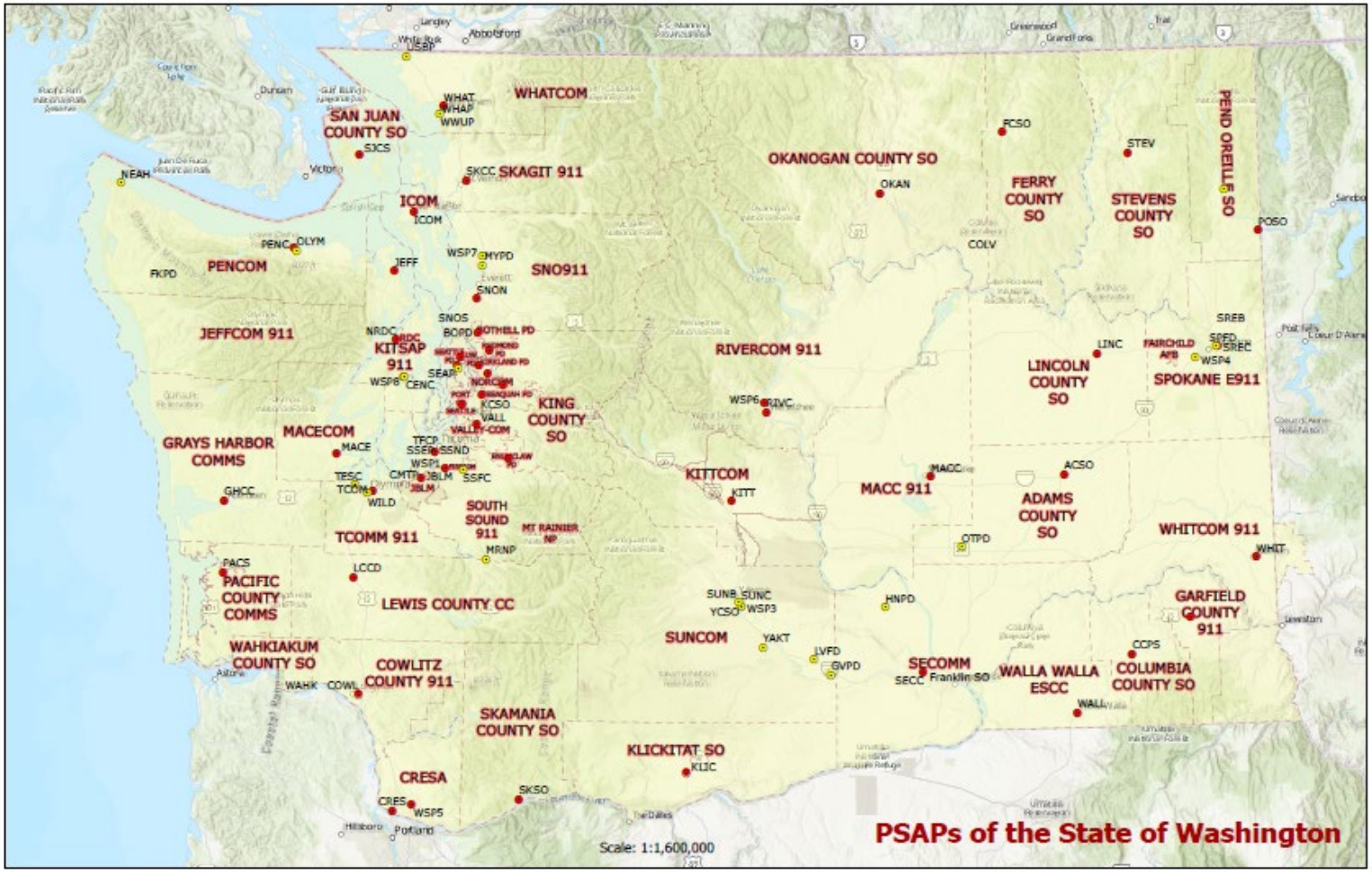
19 November 2021

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Agenda

- **Quick review of study**
- **Findings**
- **Key recommendations and progress**
- **Questions**

Study Methodology

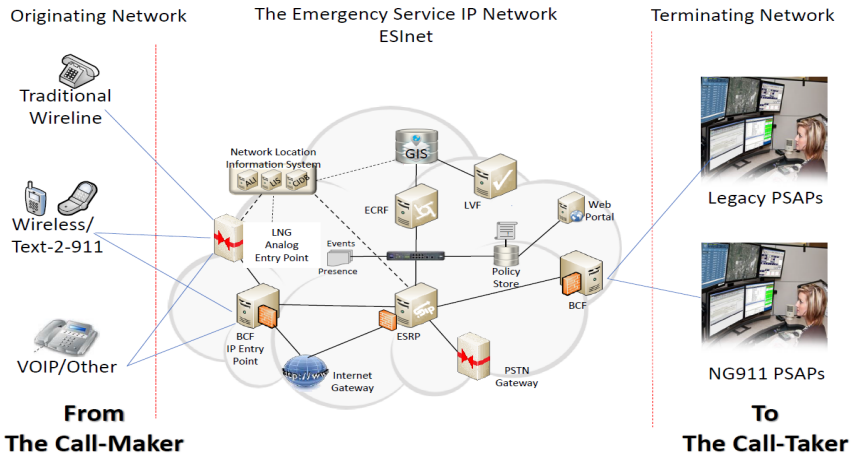


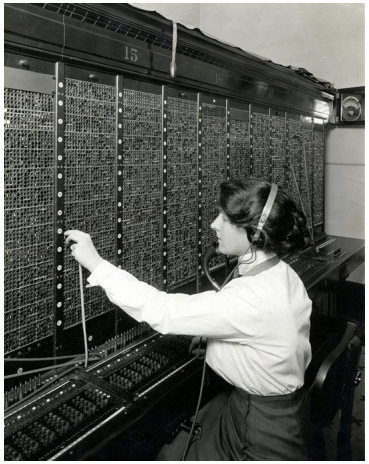
PSAP = Public Safety Answering Point

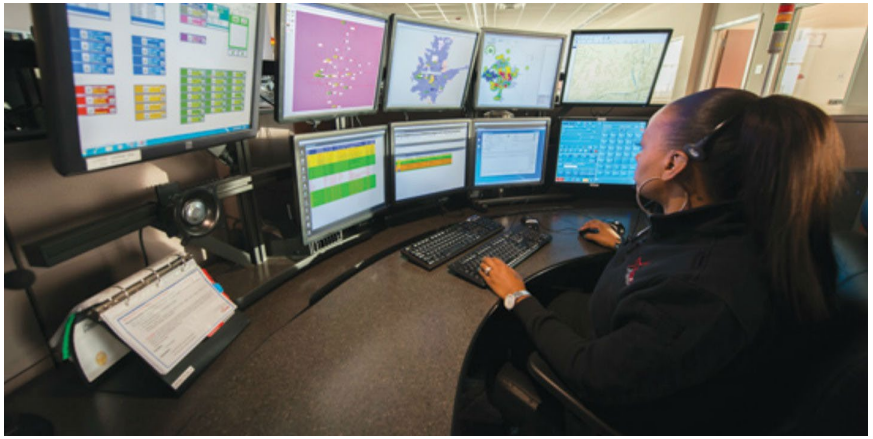
Next Generation 9-1-1



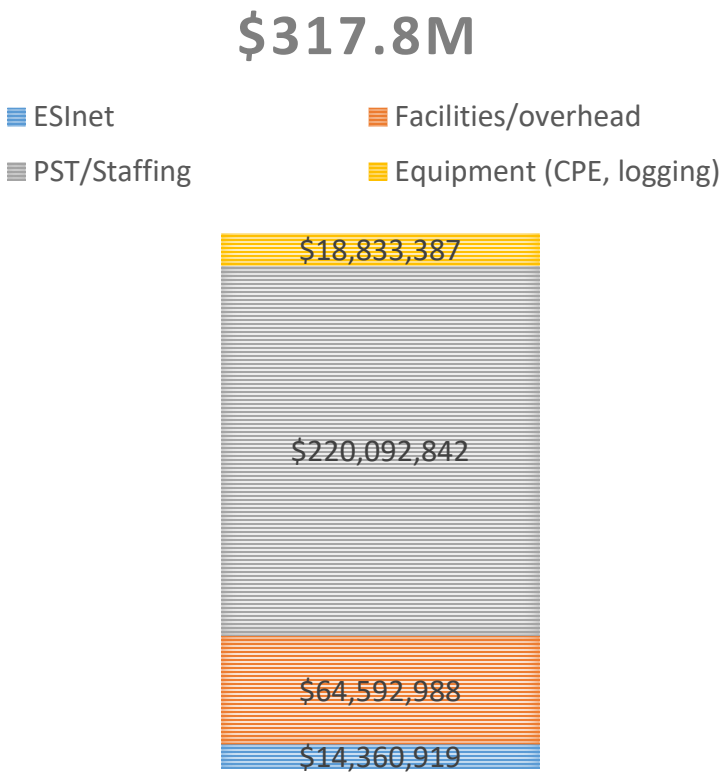


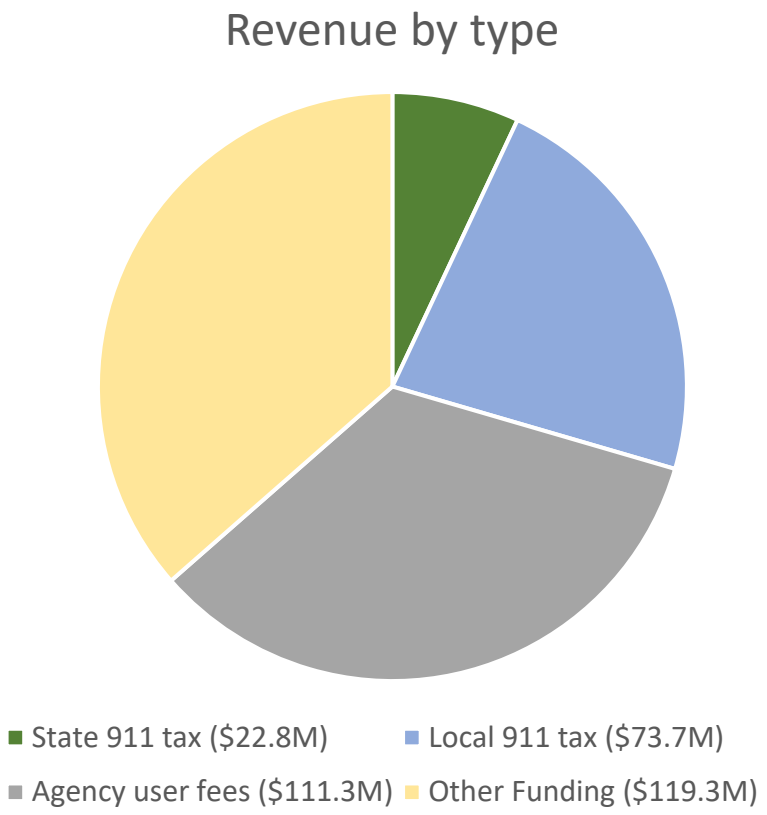






Cost of 911


$317.8M
ESInet
Facilities/overhead
PST/Staffing
Equipment (CPE, logging)
$18,833,387
$220,092,842
$64,592,988
$14,360,919


Revenue by type
State 911 tax ($22.8M)
Local 911 tax ($73.7M)
Agency user fees ($111.3M)
Other Funding ($119.3M)

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.

Challenges
- Local operational control
- Consistency and equity of service statewide

Progress
- Updated RCW language
- NG911 features (text, geospatial call routing)
- Engagement with originating service providers and vendors
- Representation at the state and national level

Key Recommendation 2

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.

Challenges
- Fund diversion
- Emergency access to funding

Progress
- FCC fee diversion task force
- Strategic funding strategy

Key Recommendation 3

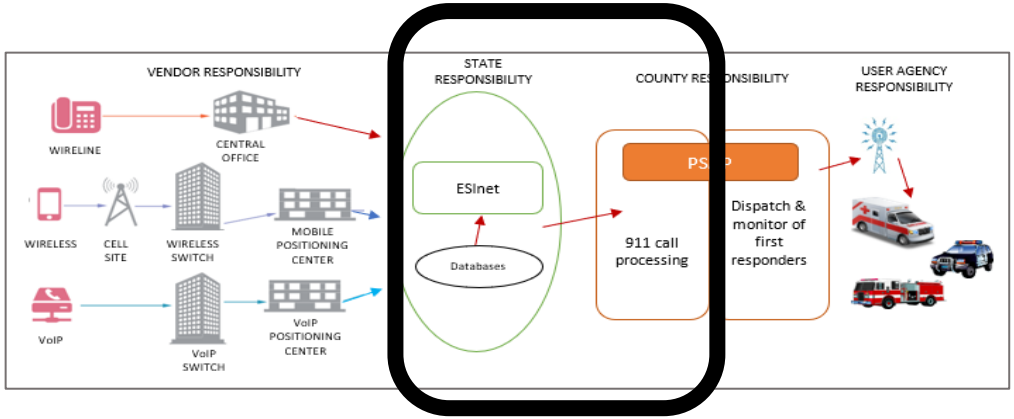
Expand the use of shared technology platforms between PSAPs creating economies of scale.

Challenges
- Rapidly advancing technology
- Increased costs

Progress
- Host-Remote CPE projects
- Cloud based solutions

Key Recommendation 4

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



Challenges

- Disparate systems
- Inability to dispatch statewide
- Funding

Progress

- Homegrown solutions
- Integrated 911 COOP

Key Recommendation 5

Create a certification and reclassification for Public Safety Telecommunicators.

Challenges
- No mandatory training or certification
- Shortage of telecommunicators
- High burnout rate
- Mission creep

Progress
- PST certification and reclassification legislation
- County reclassification efforts
- SECO training section

Questions

- **Adam Wasserman – State 911 Coordinator**
- **Keith Flewelling – Director TCOMM 911 Thurston County and 911 Advisory Committee Chair**