Enhanced 911 Advisory Committee 2013 Annual Legislative Update

(RCW 38.52.532)

Organizational Structure

```
                    ┌─────────────────────────────┐
                    │   MILITARY DEPARTMENT       │
                    │                             │
                    │   THE ADJUTANT GENERAL      │
                    │  Maj Gen Bret Daugherty     │
                    └─────────────────────────────┘
                                  │
                    ┌─────────────────────────────┐
                    │  EMERGENCY MANAGEMENT       │
                    │         DIRECTOR            │
                    │       Jim Mullen            │
                    └─────────────────────────────┘
                                  │
┌──────────────────┐         ┌─────────────────────────────┐
│  ENHANCED 911    │- - -·->  │   ENHANCED 911              │
│  ADVISORY        │         │      UNIT                   │
│  COMMITTTEE      │         │    Robert Ezelle            │
└──────────────────┘         └─────────────────────────────┘
```

http://www.emd.wa.gov
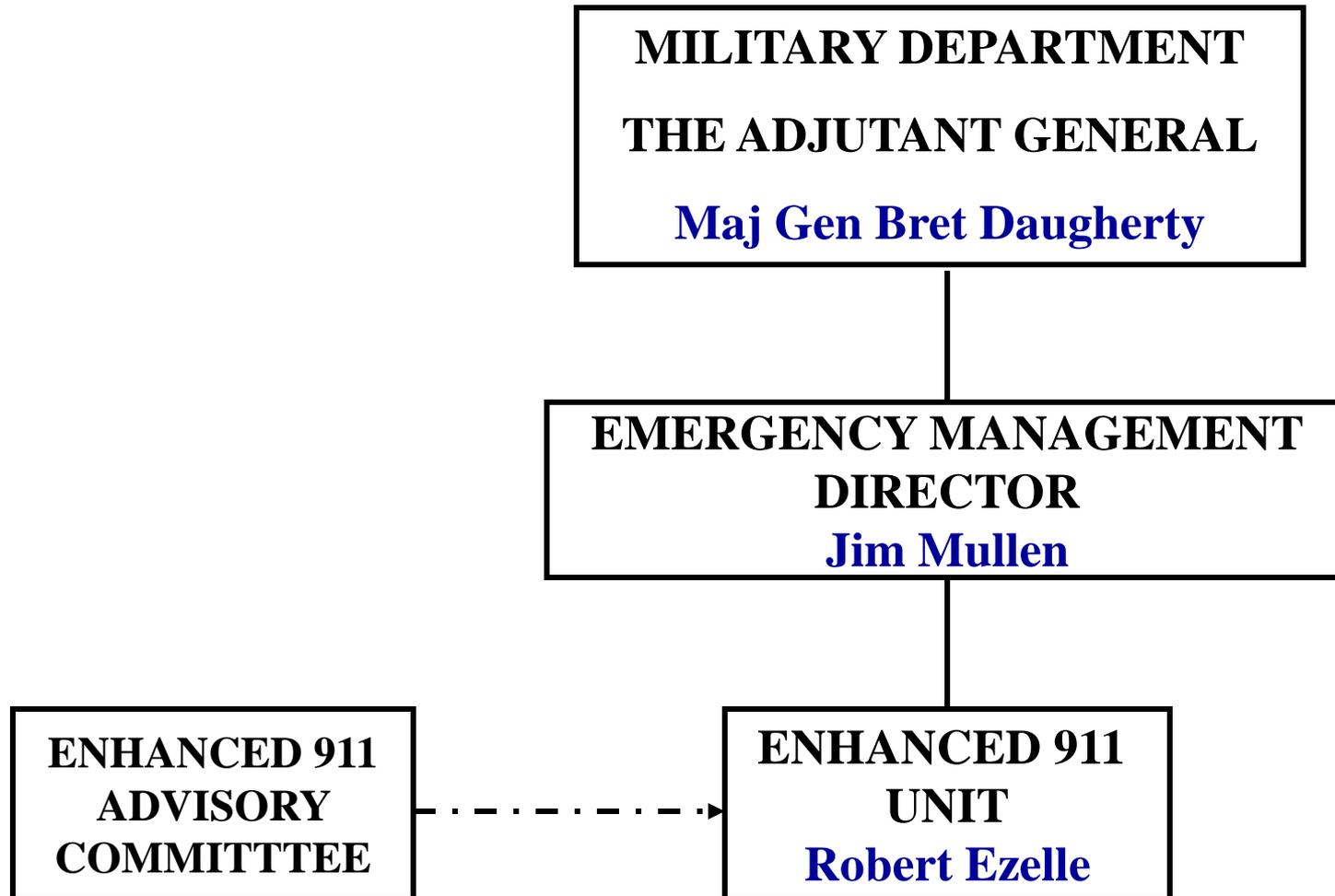
The E911 Advisory Committee greatly appreciates the support provided by the following agencies during the past year.

- Dept of Revenue
- Washington Utilities and Transportation Commission (WUTC)
- Counties and PSAPs

Enhanced 911 Excise Tax Remittance

- Wireless   65%   No Change
- Wireline   27%   6% Decrease from 2011
- Voice over IP   8%   6% Increase from 2011
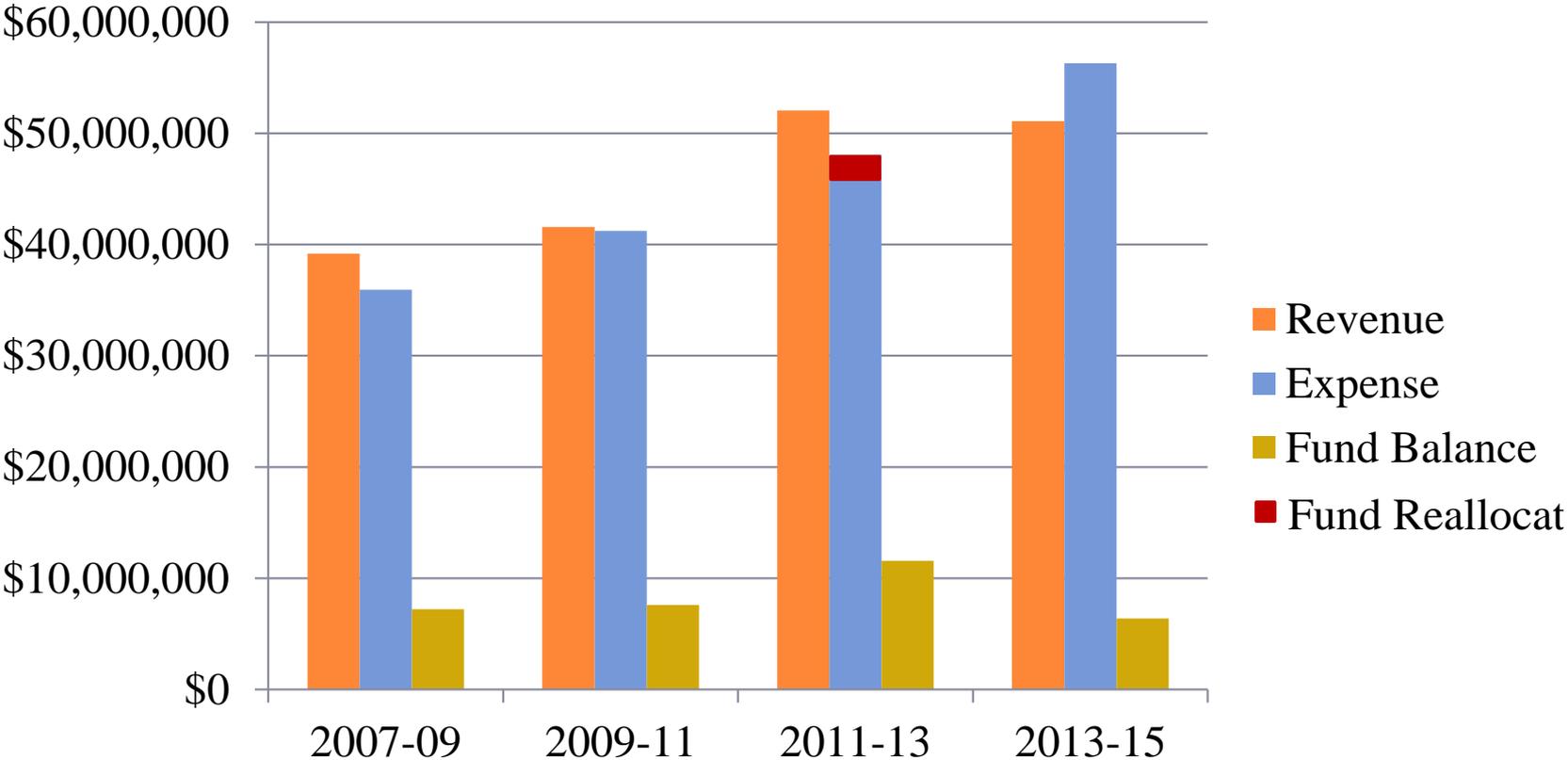
- County Tax Rate $.70
  State Tax Rate $.25

- DOR collects taxes from carriers and remits them to State/Counties.

State E911 Program & Advisory Committee has Produced:

- A unified 9-1-1 community through collaborative efforts

- A Model Public Education Program

- Nationally acclaimed training program

- Completion of ESInet implementation

- Planning underway for modernization of the remainder of the 9-1-1 system

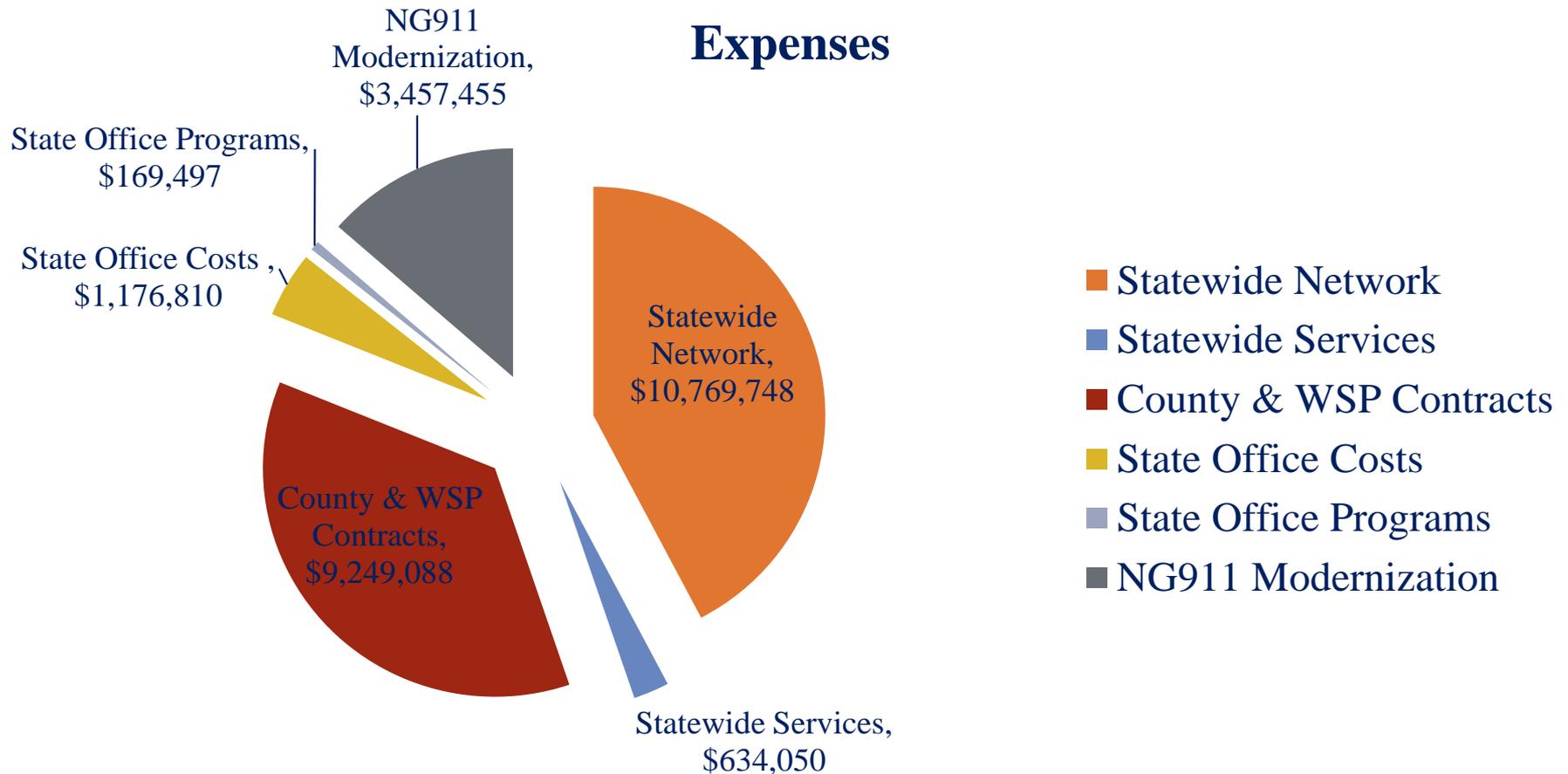- WA State being recognized as a NG911 Best Practice Model including long term strategic positioning

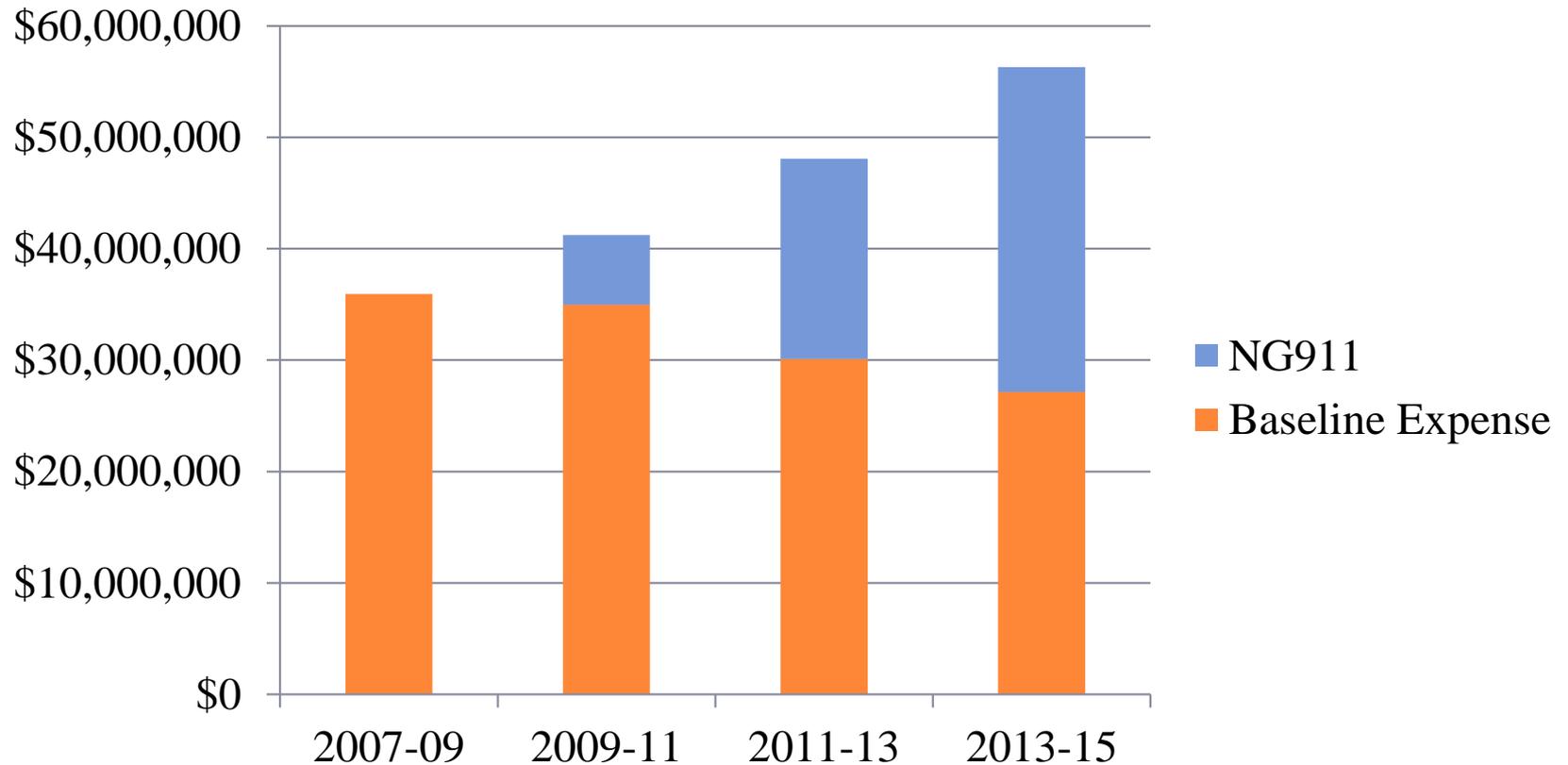# Revenue and Expenditures
State E911 Account

How E911Funds are Disbursed
FY2013 Budget (1 year) - $25,391,148

Expenses

- NG911 Modernization, $3,457,455
- State Office Programs, $169,497
- State Office Costs , $1,176,810
- Statewide Network, $10,769,748
- County & WSP Contracts, $9,249,088
- Statewide Services, $634,050

Legend:
- Statewide Network
- Statewide Services
- County & WSP Contracts
- State Office Costs
- State Office Programs
- NG911 Modernization

Next Generation 911 Expenses State E911 Account

SFY2012 Next Generation 911 Expenses And County Revenues

Local E911 Taxes	$67,182,409
State Financial Assistance	$7,339,609
Total	**$74,522,018**
Operational Expenses	$206,428,786
NG911 Modernization	$6,747,594
Total	**$213,176,380**
ESInet Implementation& recurring charges (Paid by State)	$6,886,611
TOTAL NG911 Expenses	**$13,634,205**

State E911 Expenditures

- **State E911 Funds Network & Database Services**
- **State E911 assists counties that have spent their local tax on WAC eligible items but still have outstanding eligible needs.**
  - Eligible items Defined in WAC 118.66
    - Equipment - phone systems, computers, power
    - Software – Computer Aided Dispatch (CAD), maps, data management
    - Personnel – call answering, coordinator, technical

Distribution of Costs

	State Cost	County Cost	State &/or County Cost
Network and Data Services	X		
Multi-Language Interpreters	X		
PSAP Administration		X	
Facilities		X	
Non-Emergency Phone Lines		X	
Reserve Accounts		X	
Supplies and Misc Services		X	
911 Call Answering Systems			X
Equipment Replacement			X
Backup Power Systems			X
Mapping Systems			X
Training			X
Technical Personnel			X
Call Answering Personnel			X
Furniture			X

NG911 – The Future

- We must upgrade Washington's E911 system to accommodate changes in how our citizenry communicates

    Anytime, Anywhere, Any Device

- Telecommunications is changing:
    - Wireless market share continues to increase
    - Texting/data is greatly surpassing voice communications
    - Growth in Voice over Internet Protocol (VoIP) communications
    - Accessibility of E911 to persons with disabilities
    - Automatic location information for wireless and VoIP is less accurate

Upgrade to Next Generation 911

Transition will be Accomplished in Phases

Phases 1 & 2 ESInet Implementation - COMPLETE March 2012

Phase 3 Modernize PSAP telephone equipment while implementing cost saving strategies - In Progress

Phase 4 Digitally connect Telecom End Offices to ESInet - In Progress

Phase 5 Convert remaining essential PSAP equipment to i3 standard

Phase 6 Validate positional requirements and conduct training

Phase 7 Migrate GIS systems to i3 standard

Next Generation 911 Challenges

- Modernization of obsolete telephone equipment in 22 counties

  - Cost to State E911 fund of approximately $8 million (State E911 Coordination Office pursuing cost saving strategies)

  - Will mitigate risk of failure while migrating counties to NG911 telephony

- Migration from analog to digital technology

- Must occur without interruption of service

- Vendor product upgrades to meet NENA i3 NG911 standards

- Funding during times of economic uncertainty

- Establishment of national NG911 standards

Next Generation 911 Challenges

State Responsibilities:

- Reliability equal to or greater than today's 911 system
- Ensuring compliance with i3 standards
- Security in an Internet Protocol environment
- Flexible access for multiple and future technologies
- Ongoing statewide services and operational funding support
- NG911 equipment funding needs
- Integrate Best Practices and Standards into Statewide system

Next Generation 911 Challenges

County Responsibilities:
- Centralization roles and responsibilities
- New equipment implementation and training
- Compliance with i3 standards
- Public education
- Need to address records retention requirements for text, pictures, and video
- Impact of visual information on call receivers
- Integrate Best Practices and Standards into Statewide system

E911 Continuing Priorities

The Goal Has Not Changed Since 1991

- Ensure Enhanced 911 is available statewide
- Continued State and Local Collaboration
- Consistent statewide
  - Services
  - Training
  - Public Education

Technological innovation is changing the way people communicate and what they expect of their emergency communications system. The statewide NG911 system must evolve to accommodate these changes.

Questions?