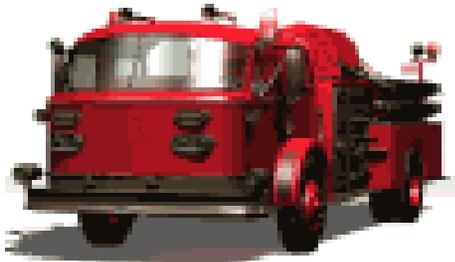


9-1-1 UPDATE



Energy & Telecommunications Interim Committee



May 1, 2008

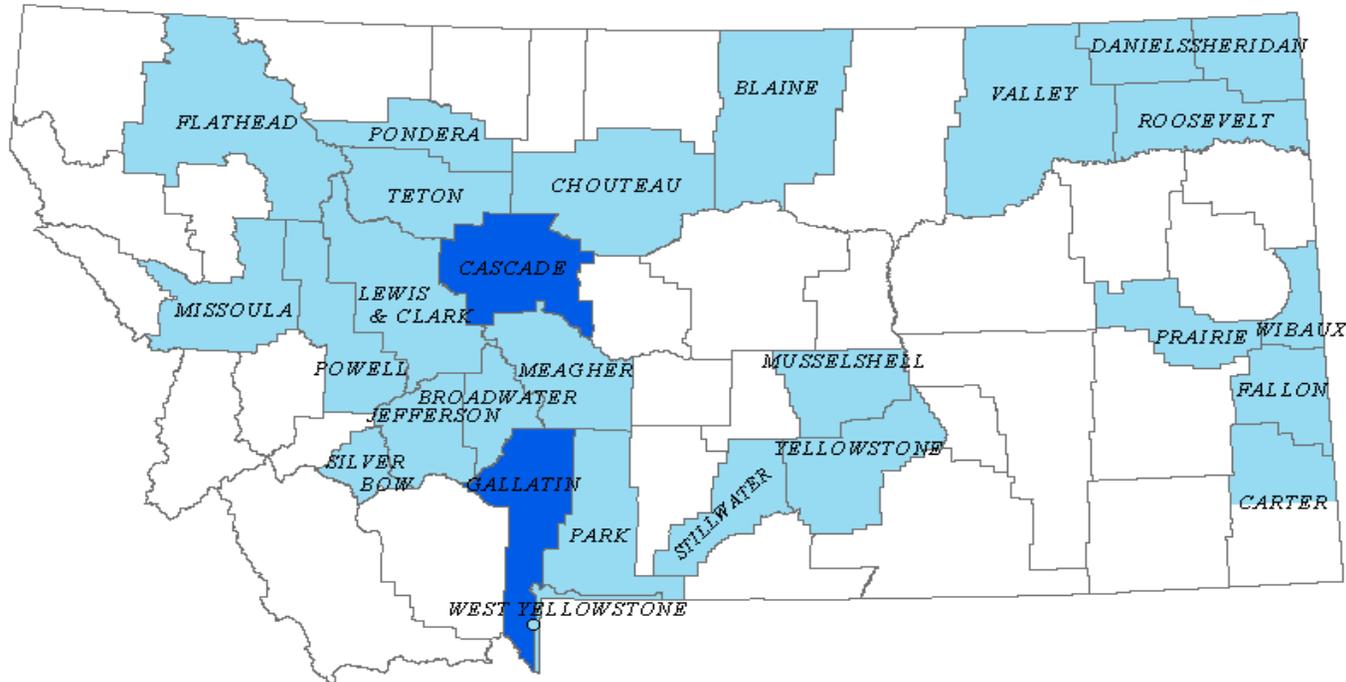
Becky Berger

9-1-1 Program Manager



Public Safety Answering Points (PSAP): 57

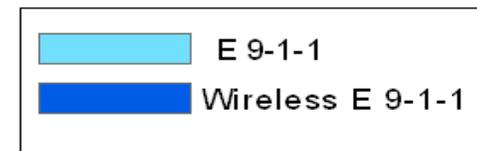
(includes joint Counties and City/Town dispatch)



Basic 9-1-1 Service: 100% (landline)

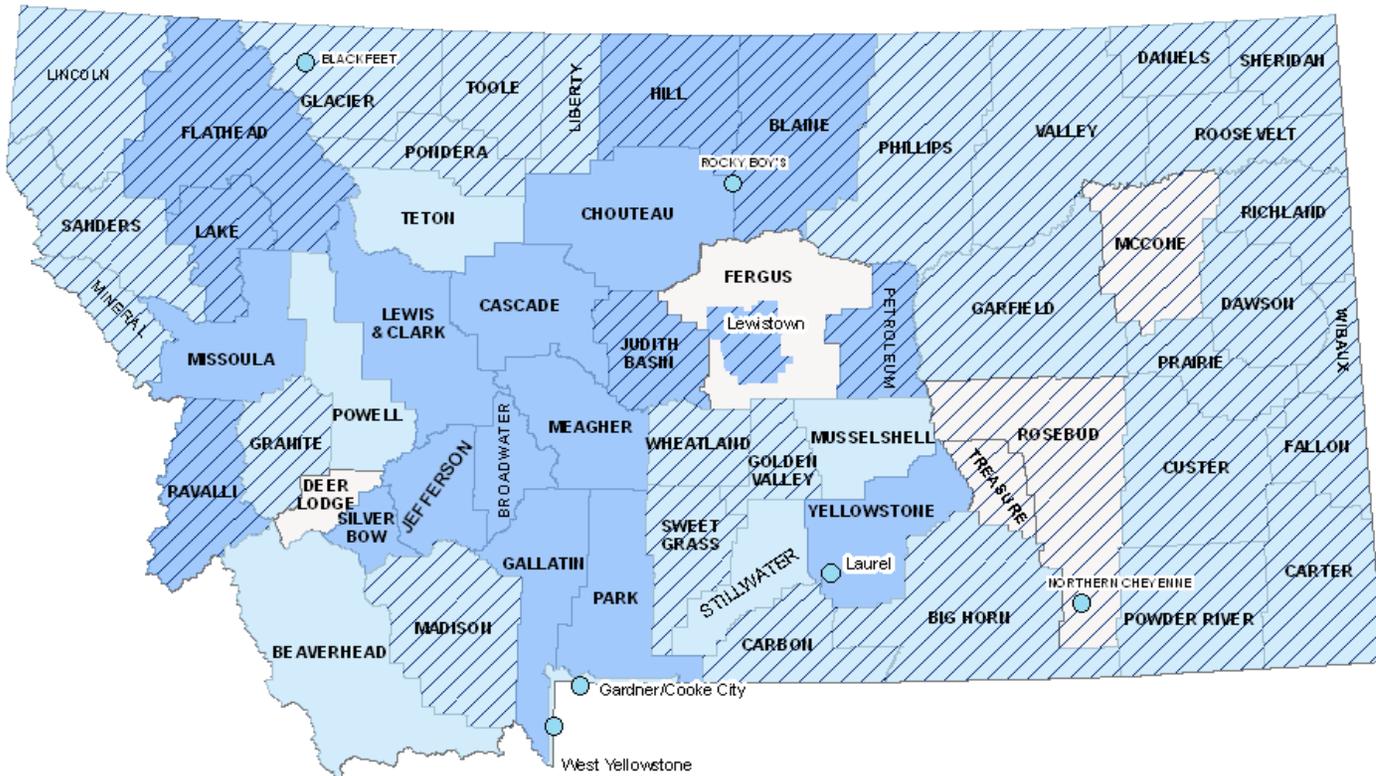
E911: 24 of 57 PSAPS

Wireless E9-1-1 Service Phase II: 2 PSAPS

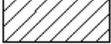


Updated January 18, 2006

Montana 9-1-1 Deployment Status Map



9-1-1 Service Provider

-  = CenturyTel
-  = Qwest

PSAP Status

-  = Basic 9-1-1
-  = Enhanced 9-1-1
-  = Wireless Phase II

4/28/08



Legislative Audit Division

9-1-1 Performance Audit

CONCLUSION - The Department of Administration is meeting its statutory mandate to provide assistance at the request of PSAPs.



Program Modifications



- Statute does not give the department clear authority to set standards and direct program activities to ensure standardization and minimum statewide services
- Some PSAPs have accumulated relatively large reserves from surcharge revenues
- A mathematical oversight in state law results in inequities in distribution
- Some counties have expended funds for administrative or indirect costs before deploying current 9-1-1 technologies
- The department has minimal management information for program oversight
- Department documentation suggests some PSAPS have insufficient call volumes to justify being stand alone PSAPs and consolidation would increase efficiencies without jeopardizing 9-1-1 services.



Recommendation #1

We recommend the Department of Administration:

- A. Seek input from 9-1-1 system stakeholders, including the 9-1-1 Advisory Council, on how to distribute surcharge revenues without creating disparities.
- B. Seek statutory clarification and approval of a revenue distribution methodology ensuring funds are distributed as envisioned by the legislature.





Recommendation #2

- We recommend the Department of Administration seek statutory authority to require local governments provide comprehensive program information and expand its compilation and reporting of management information for statewide 9-1-1 activities.





Recommendation #3

We recommend the legislature:

- A. Establish intent and priorities for use of program funds by PSAPs; then
- B. Clarify its expectations of 9-1-1 services to be provided in Montana, including the minimal levels of service as new technologies become available.





Recommendation #4

We recommend the legislature:

- A. Authority to evaluate PSAP operations and consider consolidation of PSAPs to improve the efficiency and cost-effectiveness of the 9-1-1 system.
- B. Authority to develop operational standards for a state 9-1-1 system, including PSAP operations.



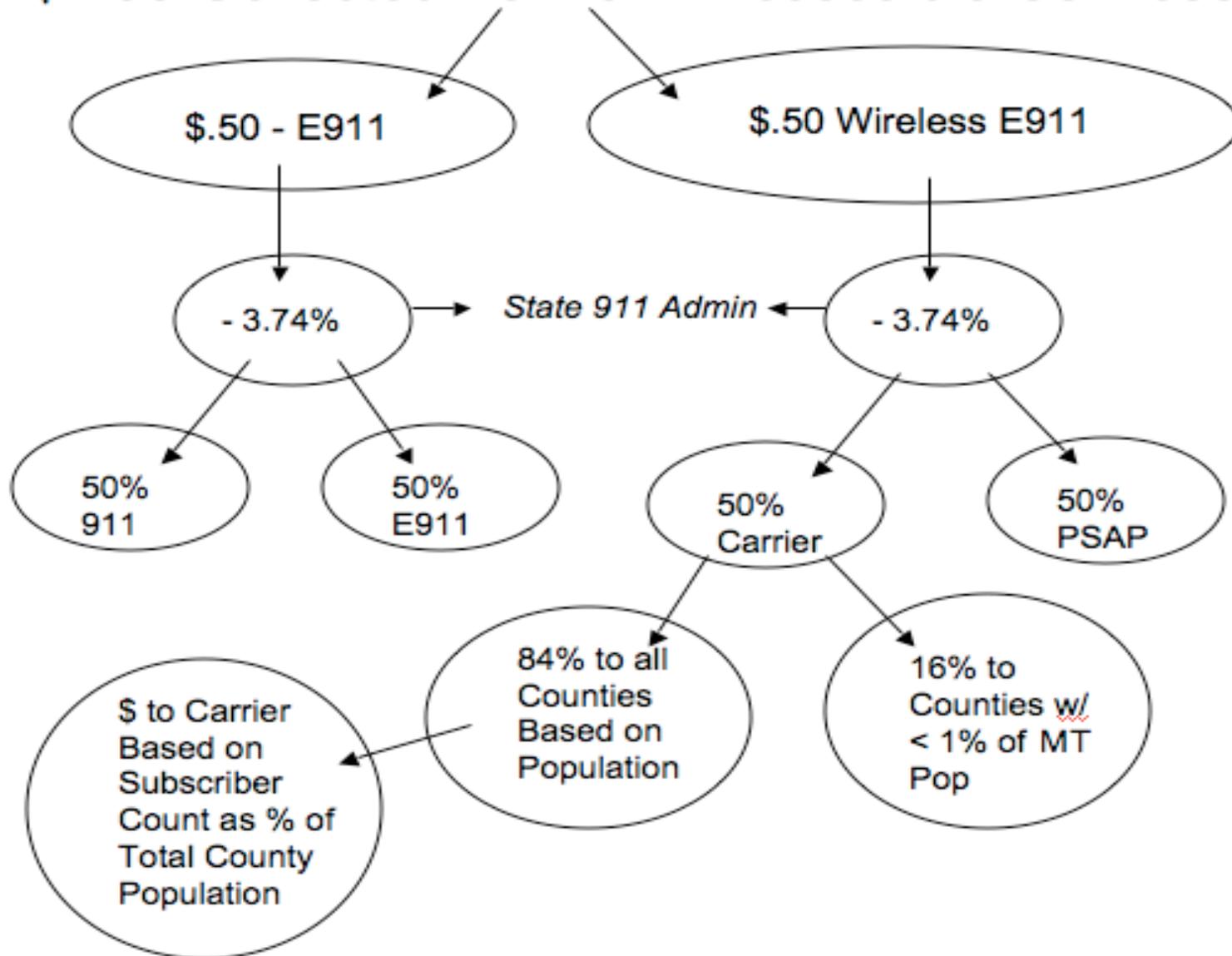


Recommendation #5

- We recommend the Legislature revise state law to ensure all 9-1-1 surcharge revenues are only used for 9-1-1 system developments and operations.



\$1.00 Collected from 911 Accessible Services



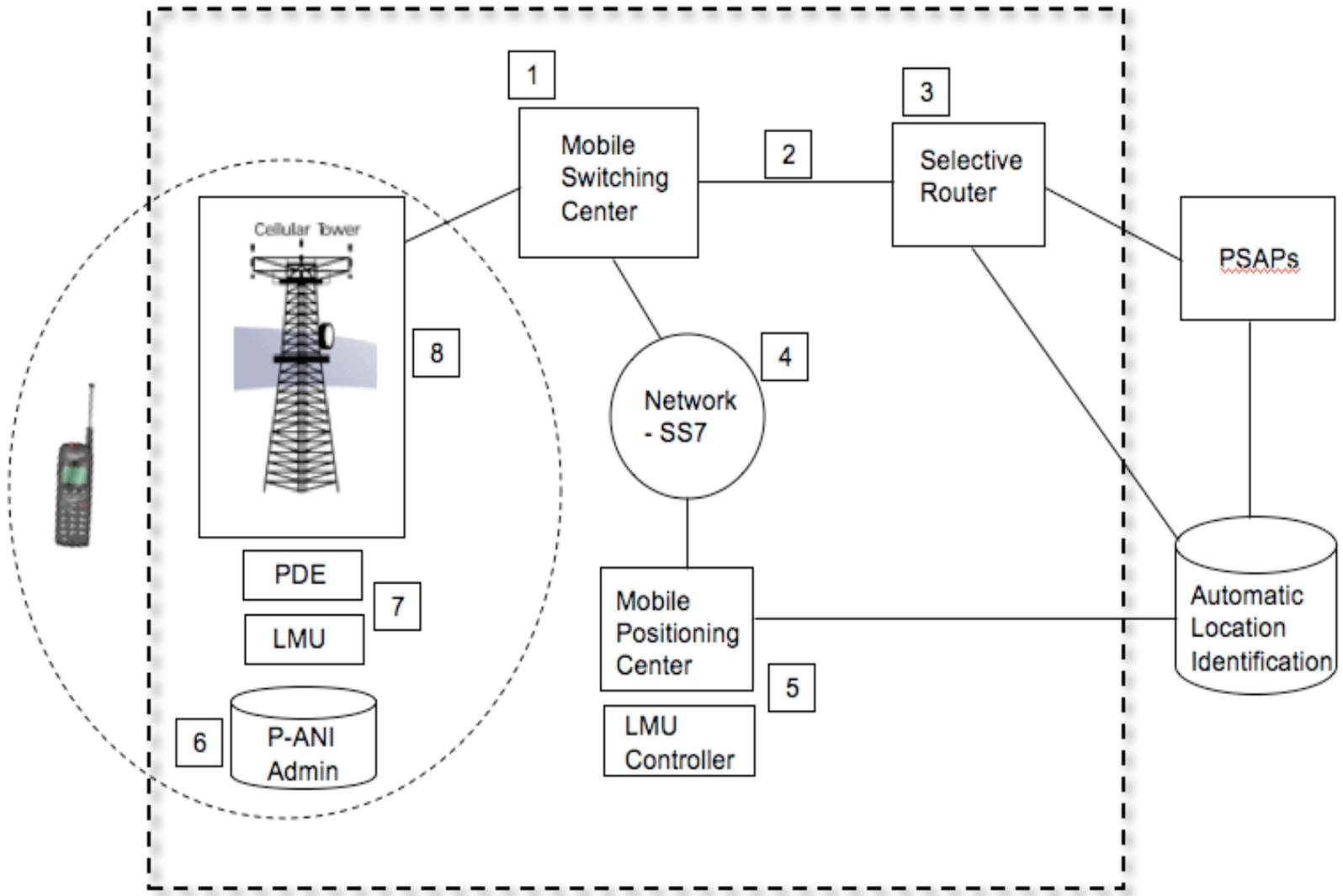


Wireless E911 (HB27)

- Administrative Rules of Montana
 - Effective 3/27/08
- Distribution retroactive to 7/15/07
 - \$.25 for PSAPs (\$.75 basic/enhanced/wireless)
 - \$.25 for wireless carriers



MT HB-27 Wireless Cost Recoverable Elements



E911 Wireless Revenue - FY08



Wireless Funds (HB27)	Total Revenue	
		
1st Quarter	\$1,610,360	
2nd Quarter	\$1,626,400	
		
Total	\$3,236,760	



US Department of Transportation Next Generation 9-1-1 Proof of Concept

- One of 5 locations nationally to participate in a Proof of Concept
- Begin May 2008 – 3 to 6 months
- PSAP participation
- Information will be used to revise system architecture & complete a transition plan



Questionnaire



INFORMATION TECHNOLOGY SERVICES DIVISION

