

**Emergency Services Communication
in
North Dakota**

**A Biennial Status Report
2022**

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

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

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Purpose

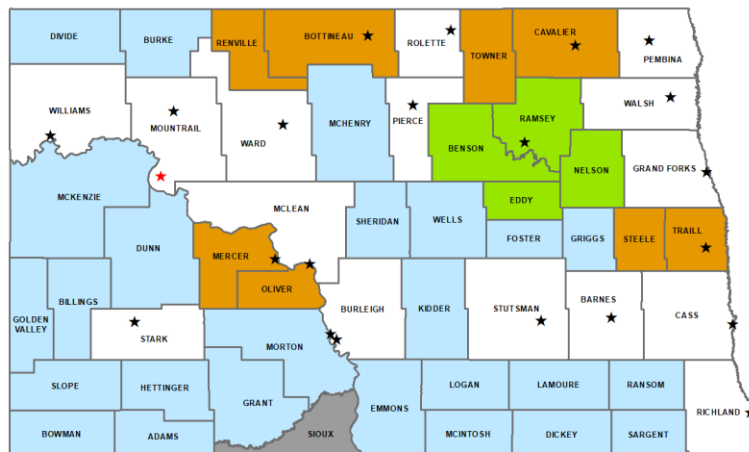
North Dakota Century Code (57-40.6-12) establishes an “*emergency services communications coordinating committee*” (ESC3) and creates a reporting requirement of the compiled “*income, expenditures, and status*” information from the individual jurisdictions of the State which levy an emergency services communication systems (ESCS) fee. Appendix A contains the statute and composition of the committee. This report constitutes the committee’s 2022 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 over 700 law enforcement, fire, ambulance and other responder agencies 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. 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 variance 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 a substantial margin, the fewest number of PSAPs of any State in the region, and

State	Number of Primary PSAPs
North Dakota	21
South Dakota	32
Wyoming	34
Idaho	53
Montana	53
Minnesota	93
Iowa	112
Kansas	118

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, fourteen 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-nine counties and one city, an increase of five 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.

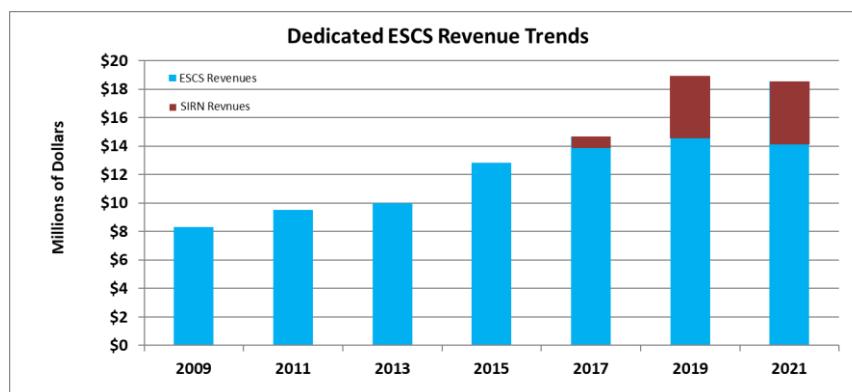
Methodology

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 jurisdictions 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 2021 revenue and expenditure data was requested from all jurisdictions. The results from the jurisdictions are attached to this report as Appendix C (fiscal) and Appendix D (operational). The comments attached to the fiscal data (Appendix F) provide some insight into plans for balances that existed at the end of 2021. SIRN revenues were requested and gathered directly from the State Treasurer's office.

Status - Financial

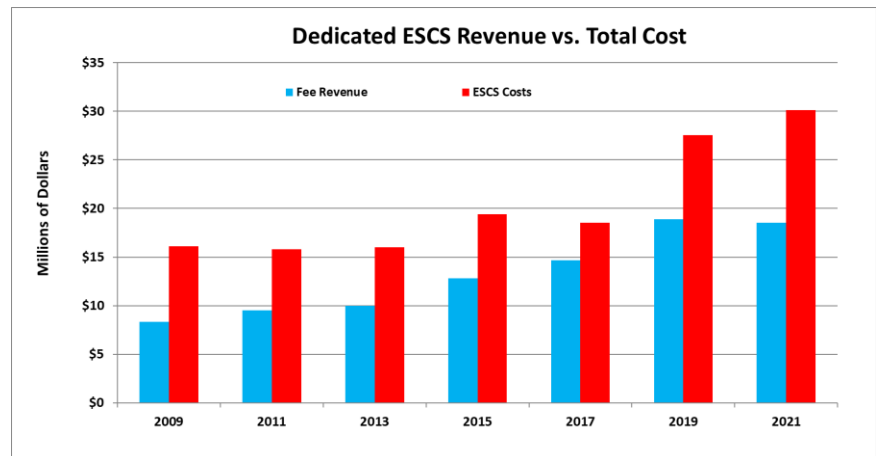
The overall financial data reported indicated a slight decline in revenue with a 2% decrease from 2019 to 2021.



This slight decline in revenue reported somewhat conflicts with the revenues reported by the SIRN and NG9-1-1 programs, both of which receive a portion of the ESCS fee from collecting governing bodies. The SIRN program saw its revenues remain relatively stable at +0.2% whereas the NG9-1-1 program saw revenues increase by about 1.9% from 2019 to 2021. Reasoning for this variance is likely due to the way governing bodies view & report their locally imposed 911 fee vs the state imposed SIRN fee.

This reasoning is further supported after an evaluation of the expenditure amounts collected from the governing bodies, with some entities reporting the SIRN remittances as an expense, and some entities not reporting them as such. The committee will seek to provide more guidance to collecting governing bodies going forward to increase the overall consistency of reported revenues and expenditures relating to 911.

While the largest portion of ESCS expenditures is 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 below provides a brief snapshot of the overall trends, contrasting total fee revenue with costs.



Total statewide costs increased nearly 10% from two years ago. Appendix C contains the actual data gathered from individual jurisdictional reports while the following table provides a statewide picture of the revenues and expenditures.

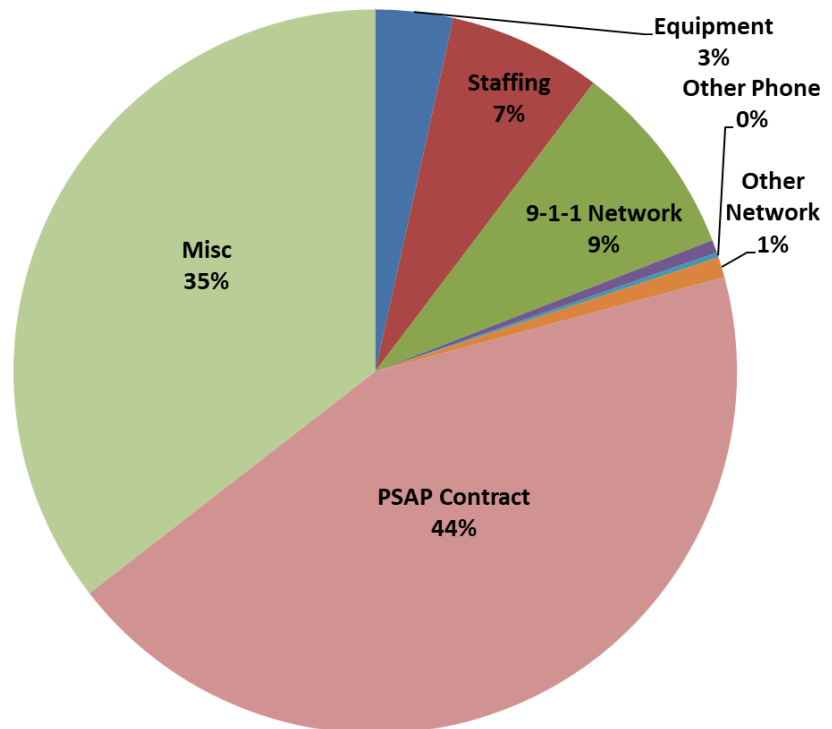
	State Radio Dispatched Jurisdictions	Non-State Radio Dispatched Jurisdictions
2021 ESCS Fee Revenue	\$2,249,648	\$15,040,406
Other Funds / Previous Reserves	\$318,208	\$11,587,801
2021 Prepaid Fee Revenues	\$1,241,886	
2021 ESCS Expenditures	\$2,822,889	\$27,301,953

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

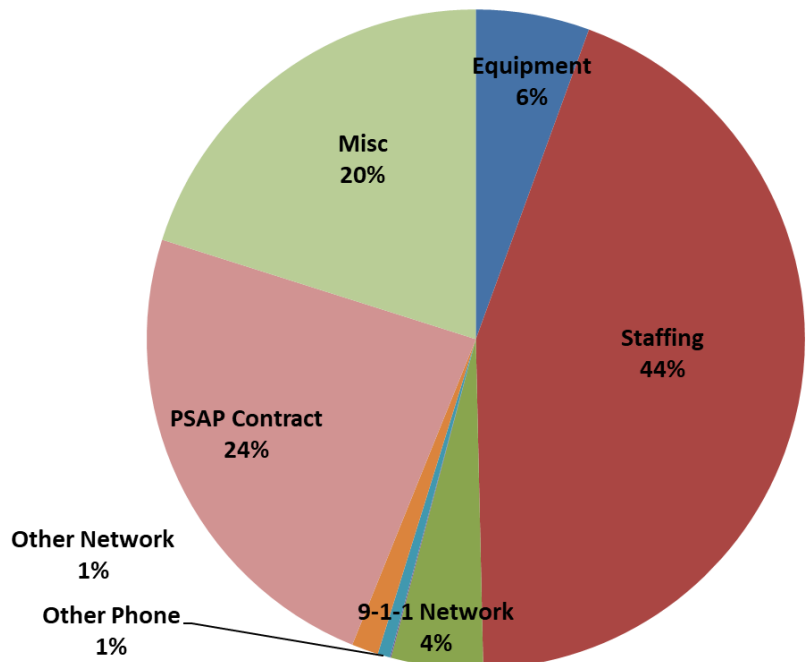
Many of the jurisdictions also included notes (Appendix F) regarding significant investments anticipated. With significant investments in PSAP 911 systems occurring since the prior report, expenses for single and multi-county PSAPs return to various items such as PSAP contracts, software and hardware purchases, road signage, etc. For State Radio dispatched counties, some report concerns over addressing the revenue vs expenditure gap with their general funds as the cost of supporting 9-1-1 service to their communities continues to increase.

The compiled CY2021 expenditures are illustrated in the following 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” and “Other Phone” consist of other authorized expenditures associated with maintaining the emergency services communication system

State Radio Dispatched Counties



Non-State Radio Dispatched Counties



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. That said, the committee will be reviewing and updating the revenue and expenditures questionnaire provided to the jurisdictions in an effort to capture revenues consistently and to obtain an increased level of detail in regard to how ESCS funds are being used. As an example of the need for increased expenditure detail, the committee notes the increasing number of jurisdictions reporting a significant portion of their expenditures funding a PSAP contract. While PSAP contracts are an allowable expenditure, they do not provide the committee or the legislature much insight into how the PSAP, itself, is utilizing the 911 funds

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.

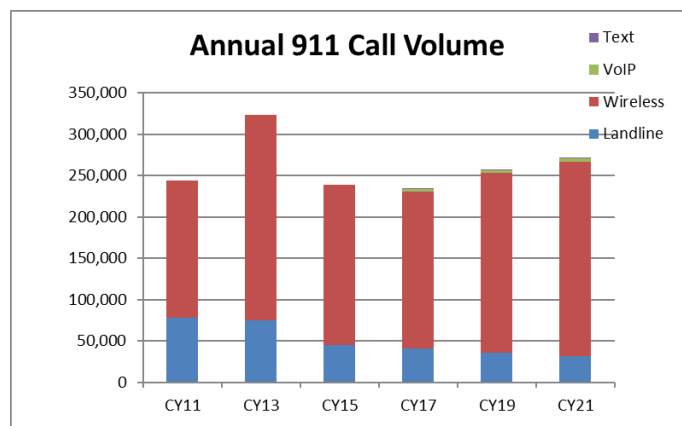
	Statewide Total	Largest PSAP	Smallest PSAP
Dedicated 911 Trunks	112	14	2
Administrative Phone Lines	215	15	3
911 Calls per Month	22,611	5,944	61
911 Calls per Year	256,764	79,323	961
Wireless as % of 911 Calls	86%	87%	79%
Active Dispatch Stations	95	8	1
Dispatcher On Duty - Busiest	83	8	1
Dispatcher On Duty - Quietest	50	4	1
Law Agencies	113	76	2
EMS Agencies	138	92	1
Fire Agencies	328	172	2
Quick/First/Rescue Response Units	126	70	0
Total Agencies Dispatched	705	410	5

For individual jurisdiction data see Appendix D

During the 2021 calendar year the PSAPs of North Dakota handled roughly 257,000 emergency calls, (a 6% increase from 2019) – 86% of these calls were placed from cellular phones (a slight uptick from 84% in 2019).

The busiest PSAP averages a 911 call approximately every 7 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 2019 to 2021 increased slightly with wireless 9-1-1 calls continuing to take up an increased share of the volume.



During busiest times, 83 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 over 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.

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.

Since the committee's last report there have been a number of significant milestones reached.

- Carrier diversity for the state's ESInet has been completed to all PSAPs. For the vast majority of the state's ESInet, this means that the state no longer relies on a single service provider to deliver 911 calls to the state's PSAPs.
- Modern 9-1-1 call handling equipment deployed to all PSAPs. The last three PSAPs in ND that were still operating on non-IP call handling equipment were modernized in 2021 and 2022.
- TDM to Ethernet conversion completed. While IP technology has been in place statewide in ND since 2016, it has largely been provided over TDM circuits. In 2022 this older TDM technology was completely replaced by modern ethernet circuits for all PSAPs. This conversion also increased available bandwidth to PSAPs and an ability quickly scale bandwidth as needed without new wiring or routing equipment.
- 911 location information improvements. The state's ALI format was updated to transmit Z-axis data and carry more detail that will help PSAPs more quickly determine the location of the caller.
- Core network upgrades to in-state routers and 911 service provider data centers. With the NG9-1-1 network entering its 8th year it was time for some of its core network equipment to be replaced.
- Geospatial call routing enabled. This feature will provide for more reliable delivery of wireless 911 calls to the appropriate PSAP, dramatically improving upon wireless sector-based route determination.

- Text-to-911 deployed at all PSAPs. While Text-to-911 has been deployed state-wide since 2016, the Red River Regional Dispatch Center in Fargo has handled and relayed texts on behalf of the PSAPs that didn't have modern call handling equipment. With the last of the state's PSAPs modernizing in 2021 and 2022, all text-to-911 messages are now being delivered directly to the appropriate PSAPs.
- ESInet to ESInet Interconnectivity with South Dakota. North Dakota and Minnesota were the first two states in the country to interconnect their 911 IP networks back in 2016. In 2021 North Dakota, in cooperation with South Dakota, became the first state in the country to interconnect its 911 network with multiple states.
- 911 IP Call Aggregation. An agreement was established with Dakota Carrier Networks to source IP-based 9-1-1 calls from local exchange carriers in the state. Wireless and VoIP 9-1-1 calls are also in the process of being re-directed to new IP points of ingress. Both initiatives will improve the resiliency of the state's 9-1-1 network and reduce the likelihood of large-scale 911 disruption events such as those experienced in recent years.

The North Dakota Association of Counties in cooperation with the ND Department of Emergency Services also continues to work on completion of the statewide GIS database that is a prerequisite for "end-state" Next Generation 9-1-1. In total GIS data in 48 of the state's 53 counties has now been fully prepped for transition to NG9-1-1. The remaining counties should be complete in time for the 2024 biennial report.

The completion of the statewide GIS database is a pre-requisite for implementation of "end-state" NG9-1-1 and its completion will mark the beginning of a new round of NG9-1-1 project initiatives. Some of these initiatives include the adoption of new location and caller information formats for PSAPs, elimination of ALI/MSAG databases, and a transition in how telecommunications companies validate their customer's addresses and present their calls to the state's 911 network.

Recommended Statute Changes

Historically 911 recordings from phone conversations, radio traffic, etc. have been captured by recording equipment which has been owned and operated by each PSAP. With each PSAP managing its own recording equipment it has been relatively straightforward for PSAPs to comply with open records requests relating to 911 incidents.

In 2022 a statewide call recorder was deployed by NDIT for the purpose of recording radio traffic associated with the new statewide interoperable radio network and, someday, 911 phone audio. This means that audio recordings will be transitioning from storage local to the PSAP to storage remotely stored by recording equipment managed by NDIT.

In this environment, and in an environment where “talk groups” coalesce conversations from multiple agencies, questions have been raised about who “owns” the records and who has the authority to release them since some of the communications could bridge across multiple agencies because of the new “talk group” channels.

While the committee has no specific text to offer at this time it felt it was appropriate to provide notice that this is an important issue that will be explored by relevant stakeholders, and which may come up during the 68th Legislative Assembly.

In summary, we believe it is necessary for the legislature to change open records law or century code for “public safety records” so that they must be requested through the originating agency/entity and follow a disclosure process which affected stakeholders can agree on.

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

Karen Kempert, Chair – Cavalier County 911 Coordinator
Appointed by the North Dakota 911 Association

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

Donnell Preskey, Secretary – Government/Public Relations Specialist, NDACo
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 Serving North Dakota

<u>PSAP Location</u>	<u>Counties Served</u>	<u>Service Area Notes</u>	<u>2020 Census</u>
Fargo	Cass, Clay MN	Multi-State PSAP (Population Served is Total)	249,843
Bismarck	Burleigh	Includes City of Mandan	120,940
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		92,427
Grand Forks	Grand Forks		73,170
Minot	Ward		69,919
Williston	Williams		40,950
Dickinson	Stark		33,646
Devils Lake	Ramsey, Eddy, Benson & Nelson		23,622
Jamestown	Stutsman		21,593
Wahpeton	Richland		16,529
Rolla	Rolette		12,187
Valley City	Barnes		10,853
Grafton	Walsh		10,563
Stanton	Mercer, Oliver		10,227
Stanley	Mountrail		9,809
Hillsboro	Traill, Steele		9,795
Washburn	McLean		9,771
Bottineau	Bottineau, Renville		8,661
Cavalier	Pembina		6,844
Langdon	Cavalier, Towner		5,866
Rugby	Pierce		3,990
Mobridge, SD	Sioux	North Central Regional E911. Also serves eight (8) SD counties	27,507

APPENDIX C

ESCS Fiscal Survey Results

Based on CY 2021 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes		Fund Balance 1/1/2021	911 Revenue	Property Tax Reserves/Other Expenditures	CY2021 ESCS Expenditures	Fund Balance 12/31/2021
State Radio Dispatched Counties						
1	Adams County	33,822	49,970	0	62,124	21,668
2	Billings County	22,317	20,571	809	24,162	18,726
3	Bowman County	78,988	88,057	0	108,663	58,382
4	Burke County	15,264	46,253	0	48,016	13,501
5	Dickey County	46,267	165,590	5,998	150,315	61,542
6	Divide County	81,326	32,165	0	51,248	72,243
7	Dunn County	25,741	80,311	0	89,047	17,005
8	Emmons County	30,076	60,963	0	68,909	22,131
9	Foster County	221,443	67,597	806	54,636	234,404
10	Golden Valley County	-477	42,928	0	39,404	-3,047
11	Grant County	89,843	36,569	0	42,847	83,565
12	Griggs County	136,047	60,060	0	68,890	127,217
13	Hettinger County	62,775	13,345	0	61,132	14,123
14	Kidder County	106,103	47,687	25	64,730	89,060
15	LaMoure county	52,528	99,692	0	92,051	60,170
16	Logan County	31,798	33,091	53,345	42,895	21,994
17	McHenry County	448,751	103,755	1,073	120,508	431,999
18	McIntosh County	51,750	67,945	0	67,034	52,661
19	McKenzie County	282,597	89,429	164,664	207,959	164,068
20	Morton County	208,195	683,512	0	653,189	238,518
21	Ransom County	461,901	140,784	48,194	153,265	449,420
22	Sargent County	153,569	106,799	1,381	122,168	138,200
23	Sheridan County	0	24,047	14,306	24,047	0
24	Slope County	12,266	17,859	0	14,461	15,634
25	Wells County	76,526	70,670	27,606	72,985	74,212
State Radio County Total		2,729,416	2,249,648	318,208	2,504,681	2,477,395
Other Single & Multi-Jurisdictional PSAPs						
a	Barnes/Valley City	131,470	122,396	492,003	131,470	122,396
b	Bismarck/Burleigh	467,595	2,230,174	3,261,366	2,735,454	-37,685
c	Bottineau/Renville	117,122	319,155	15,830	355,157	81,120
d	Cavalier / Towner	293,289	196,399	337,481	383,912	105,776
e	Grand Forks County	1,369,760	1,541,190	1,806,943	1,235,484	1,675,466
f	Lake Region E-911 (4 Counties)	131,873	523,301	415,541	526,393	128,782
g	McLean County	60,032	164,813	0	119,673	105,172
h	Mercer/Oliver	212,568	229,837	20,134	250,028	272,886
i	Mountrail County	60,356	199,227	886,133	171,162	88,421
j	Pembina County	203,652	194,290	204,157	177,907	220,036
k	Pierce County	-792	72,585	0	55,044	16,749
l	Red River Regional Dispatch	0	4,190,382	353,410	4,190,382	0
m	Richland County	827	516,063	560,643	428,666	77,581
n	Rolette County	8,299	162,037	244,852	149,925	3,813
o	Sioux County/NCSA PSAP	39,386	39,589	0	30,903	48,072
p	Stark	614,670	381,286	0	379,756	616,200
q	Steele/Traill	253,417	222,269	15,764	198,019	277,667
r	Stutsman County	317,831	333,797	254,578	753,802	138,514
s	Walsh County	313,919	344,746	482,032	234,414	424,250
t	Ward County	0	1,538,605	641,368	1,538,605	0
u	Williams/Williston	929,963	1,518,264	1,595,567	1,667,996	780,231
Other PSAPs Total		5,525,237	15,040,406	11,587,801	15,714,152	5,145,447
Grand Total		8,254,654	17,290,054	11,906,009	18,218,833	7,622,842

Emergency Services Communications System (9-1-1) Detailed Expenditures
 Based on CY2021 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	CY2019 Expend	Communications Equipment <i>purchase, lease, maintenance, support, etc.</i>	Staffing <i>salaries, benefits, payroll taxes, etc.</i>	911 Network Costs: <i>NDA/Co NGS-1, JPA</i>	Other Local 911 Trunk Charges	Local Phone Database Updates	Other Phone Charges <i>administrative lines, etc.</i>	Other Network Charges <i>ITD, etc.</i>	PSAP Contract <i>state radio, lease region, etc.</i>	Other Operational Expenses <i>as per ESC3 guidelines</i>
	State Radio Dispatched Counties									
1	Adams	62,124	6,330	4,138	-	-	-	-	30,697	20,912
2	Billings	24,971	-	1,546	720	-	-	-	15,369	6,526
3	Bowman	108,663	4,003	4,111	-	-	-	-	44,982	34,506
4	Burke	48,016	3,182	3,041	4,504	-	501	-	32,190	867
5	Dickey	156,312	9,676	42,641	-	-	-	-	61,637	34,092
6	Divide	51,248	9,978	1,925	6,536	-	-	-	32,809	-
7	Dunn	89,047	-	5,348	960	-	-	-	54,292	504
8	Emmons	68,909	-	3,939	1,125	-	987	-	41,841	21,016
9	Foster	55,443	-	2,148	-	-	-	-	55,064	5,335
10	Golden Valley	39,404	-	6,000	480	-	-	-	24,753	-
11	Grant	42,847	-	14,505	-	-	-	-	31,039	-
12	Griggs	68,890	-	4,252	6,601	-	-	-	31,473	16,714
13	Hettinger	61,132	4,256	8,014	-	-	-	-	31,077	15,705
14	Kiddier	64,755	15,876	4,464	-	-	3,600	-	30,335	4,555
15	LaMoure	92,051	1,666	4,119	2,772	-	-	-	50,926	27,573
16	Logan	96,240	41,984	2,495	252	-	-	-	23,583	11,875
17	McHenry	121,581	480	4,781	5,179	-	-	-	67,206	1,260
18	McIntosh	67,034	-	7,008	3,897	808	675	16,197	34,437	177
19	McKenzie	372,623	4,982	12,902	3,222	-	-	-	171,736	176,256
20	Morton	653,189	6,848	-	6,761	-	-	-	116,948	502,109
21	Ransom	201,459	1,381	5,490	-	-	-	-	87,915	12,456
22	Saigent	123,549	827	15,417	-	-	-	7,708	17,685	480
23	Sheridan	38,353	-	15,417	-	-	-	-	-	-
24	Slope	14,461	-	931	-	14,306	-	-	-	-
25	Wells	100,591	-	12,738	5,300	-	-	-	8,991	4,540
	SR County Total	2,822,889	179,258	181,584	48,310	15,114	5,764	23,905	1,143,521	928,818
	Other Single & Multi-Jurisdictional PSAPs									
a	Barnes/Valley City	623,473	389,820	-	5,743	-	-	-	7,760	6,300
b	Bismarck/Burleigh	5,996,820	2,244,456	111,068	3,600	-	34,596	70,814	-	1,502,821
c	Bothreau/Renville	370,987	147,109	34,464	32,075	126	506	1,918	50,417	28,448
d	Cavalier/Towner	721,393	310,176	8,240	9,978	-	-	12,876	69,268	42,309
e	Grand Forks Authority	3,042,427	2,193,925	54,413	851	-	11,220	27,806	-	677,823
f	Lake Region 4-Co.	941,934	710,376	26,166	24,609	-	260	-	-	176,337
g	McLean/Other	119,673	17,229	12,973	15,629	-	-	12,128	-	57,241
h	Mercer/Other	270,161	70,613	12,518	5,532	-	2,082	-	40,510	62,947
i	Mountrail	1,057,295	860,672	22,241	3,590	-	13,006	76,960	9,666	65,965
j	Pembina	382,064	1,930	10,121	8,672	-	6,250	46,782	46,782	50,463
k	Pierce	55,044	36,169	2,561	2,276	6,337	-	36,169	-	-
l	Red River Regional	4,543,792	739,613	267,360	3,064	-	-	-	3,418,057	855,312
m	Richland	989,309	18,642	18,642	14,364	-	5,037	18,190	47,978	125,546
n	Rolette	394,777	1,042	10,826	3,247	6,780	-	10,940	-	2,500
o	Sioux	30,903	-	-	-	-	66,955	-	22,048	8,856
p	Stark	379,756	281,087	35,642	-	-	-	-	12,000	40,556
q	Steele/Trail	213,782	8,463	8,978	9,906	-	9,642	-	-	13,702
r	Sutsman	1,008,381	134,600	171,155	10,774	-	1,230	1,151	-	93,967
s	Walsh	130,714	470,307	10,743	7,974	-	5,992	68,693	-	625,829
t	Ward	2,179,974	72,242	80,573	57,816	-	-	-	-	765,897
u	Williams/Wilston	3,263,563	1,268,828	49,369	-	-	-	-	2,448,296	-
	Other PSAPs Total	27,301,953	11,360,969	948,053	219,609	13,243	158,152	337,644	6,172,780	5,202,420
	Grand Total	30,124,842	11,540,227	1,129,646	267,918	28,357	163,916	361,550	7,316,301	6,131,238

APPENDIX D

ESCS Operational Survey Results

Based on CY2021 Survey Compiled by the Emergency Services Communications Coordinating Committee

	On-Duty - Busiest Shift		On-Duty - Quietist 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	3	1	3	1	2	1	0	1
Central Dakota Communications Center	7	1	3	1	9	0	0	11
Grand Forks County 911 Center	5	1	3	1	7	1	1	2
Lake Region 911 Center	2	1	2	1	3	0	0	0
McLean County	2	1	1	1	2	0	0	1
Mercer-Oliver 911	2	0	2	0	3	0	0	0
Cavalier County	2	1	1	0	2	0	0	0
Rolette County	12	4	2	1	2	0	0	2
Bottineau/Renville E911 Network	2	2	2	0	3	0	1	5
Pierce County	3	0	3	1	1	2	1	0
Minot Central Dispatch	4	1	2	0	5	0	0	1
Mountrail County Sheriff's Department	2	1	2	0	12	0	0	0
Pembina County 911	3	1	3	1	2	0	0	0
Red River Regional Dispatch Center	8	1	4	1	8	0	0	0
Richland County Communications / 911	2	0	2	0	3	0	0	1
Stark/Dickinson Dispatch	8	1	3	0	4	0	0	2
State Radio	7	2	5	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
Upper Missouri River Regional Dispatch	3	1	3	1	10	0	0	5
Cumulative Total	83	22	50	12	95	5	3	35

PSAP	Agencies Dispatched				
	Sheriff / Police	Fire	Quick / First Response	Ambulance (BLS/ALS)	Other
Barnes County Dispatch	2	13	6	1	3
Central Dakota Communications Center	5	7	1	7	6
Grand Forks County 911 Center	6	13	0	3	0
Lake Region 911 Center	6	22	5	9	7
McLean County	2	9	0	6	0
Mercer-Oliver 911	4	8	1	2	0
Cavalier County	2	13	4	4	4
Rolette County	5	9	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	10
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	15	5	4
Stark/Dickinson Dispatch	3	7	0	3	0
State Radio	76	172	15	92	55
Stutsman County Communications Center	3	9	2	2	2
Traill Co.	2	11	6	4	0
Walsh County Communications	2	10	4	2	3
Upper Missouri River Regional Dispatch	4	10	2	4	2
Cumulative Total	148	380	99	187	103
Actual Number of Agencies	116	315	129	132	

ESCS Operational Survey Results

Based on CY2021 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	911 Trunks (NG911)	Local Telephone Provider	ALI Database Provider ^d
Barnes County Dispatch	2	BEK	Intrado
Central Dakota Communications Center	10	CenturyLink	Intrado
Grand Forks County 911 Center	6	CenturyLink	Intrado
Lake Region 911 Center	5	North Dakota Telephone	Intrado
McLean County	2	West River Telecom.	Intrado
Mercer-Oliver 911	2	West River Telecom.	Intrado
Cavalier County	3	United Telephone	Intrado
Rolette County	2	United Telephone	Intrado
Bottineau/Renville E911 Network	4	United Telephone/SRT	Intrado
Pierce County	2	North Dakota Telephone	Intrado
Minot Central Dispatch	6	SRT	Intrado
Mountrail County Sheriff's Department	8	Reservation Telephone	Intrado
Pembina County 911	2	Polar Communications	Intrado
Red River Regional Dispatch Center	10	CenturyLink	Intrado
Richland County Communications / 911	4	Red River Comm	Intrado
Stark/Dickinson Dispatch	5	Consolidated Telcom	Intrado
State Radio	14	CenturyLink	Intrado
Stutsman County Communications Center	4	CenturyLink / DCT	Intrado
Traill Co.	2	Halstad Telephone Co	Intrado
Walsh County Communications	3	Polar Communications	Intrado
Upper Missouri River Regional Dispatch	16	Nemont	Intrado
Cummulative Total	112		

Call Taking System			
PSAP	Manufacturer/Model	Install Date	Estimated End of Life
Barnes County Dispatch	Motorola/VESTA	2018	2024
Central Dakota Communications Center	Motorola/VESTA	2020	2026
Grand Forks County 911 Center	Intrado/Viper	2018	2023
Lake Region 911 Center	Motorola/VESTA	2019	2026
McLean County	Motorola/VESTA	2021	2026
Mercer-Oliver 911	Motorola/VESTA	2021	2031
Cavalier County	Motorola/VESTA	2021	2026
Rolette County	Motorola/VESTA	2016	2022
Bottineau/Renville E911 Network	Motorola/VESTA	2021	2026
Pierce County	Motorola/VESTA	2016	2025
Minot Central Dispatch	Motorola/VESTA	2021	2031
Mountrail County Sheriff's Department	Motorola/VESTA	2014	2099
Pembina County 911	Motorola/VESTA	2021	2025
Red River Regional Dispatch Center	Intrado/Viper	2012	2024
Richland County Communications / 911	Motorola/VESTA	2022	2040
Stark/Dickinson Dispatch	Motorola/VESTA	2016	2027
State Radio	Motorola/VESTA	2016	2026
Stutsman County Communications Center	Motorola/VESTA	2021	2024
Traill Co.	Motorola/VESTA	2022	2026
Walsh County Communications	Motorola/VESTA	2021	2026
Upper Missouri River Regional Dispatch	CentralSquare 911	2021	2025

APPENDIX E

Emergency Services Communications System (9-1-1) PSAP Evaluation Based on CY2021 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?	14	7
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 CY2021 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	20	1
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?	4	17
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 CY2021 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?	20	1
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 CY2021 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?	45	1	7
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. Grant – Will continue to pay State Radio fees and county expenses associated with 911 administration until the balance is eventually exhausted.
2. Slope – With State Radio fee increase, Slope County will have to begin supplementing from general funds in 2022 to pay 911 expenses.
3. McIntosh – It will be used to help with future expenses and to purchase new signs.
4. Bowman – With the State Radio fee increase, Bowman County will have to begin supplementing from general funds in 2023 to pay 911 expenses.
5. Griggs – We will try and continue the 911 Emergency Service in Griggs County. With the increases in Fees from State Radio our Revenue does not cover all the Expenses of Operation.
6. McKenzie – Current plan is to try and raise our per month, per device fee to \$2.00
7. Kidder – Pay increased State Radio charges.
8. LaMoure County – LaMoure County increased to \$1.50 as State Radio rate was increasing so the current fund balance will diminish with the new State Radio rate; 911 coordinator position is shared with EM and county decreased 911 coordinator time and had respective increase to EM time commitment
9. Foster – Paying bills with them. With the increase with State Radio even with \$2.00 per line we will now be expending more with regular bills alone than taking in.
10. Divide - \$10,000 transferred in from general fund 6/23/21
11. Hettinger – Continue to pay for staffing and related expenditures. 911 Fee increase is on the June 2022 Ballot.
12. Dickey – We transferred \$40,000 from the General Fund to ensure that 911 had enough money to pay the State Radio fee for 2022. That is 2/3rd of the cash balance. Any money we have goes to updating equipment and buildings, and to pay the State Radio fee each quarter.
13. Ransom – Pay for State Radio Fees, upgrade tower and equipment at the tower.

Other Single & Multi-Jurisdictional PSAPs

1. Williston – City of Williston (COW) has a JPA with Williams County. Phone vendors send money to the COW and Williams County. When money is sent to COW a check is cut to Williams County for the full amount. A portion is returned to the COW. All 911 fee revenue is allocated towards the COW share of the UMRRDC JPA costs.
2. Williams - All Revenue will be going to the UMRRDC. Williams County pays for a portion of their budget and we have allocated all the 911 fee revenue to our portion of the budget.
3. Traill – Upgrade to VESTA / Installation
4. Renville - Balance will be used to go forward. Renville County is billed \$1.05 per line. Contract was changed to paying in Jan of each year. So, 2021 we paid for August 2019 through end of 2020. \$50,416.80.
5. 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.
6. Richland – \$77,580.91 portion of this will be spent on New 9-1-1 equipment that will be billed in 2022. Transfer in from general and contract \$550,000
7. Cass – \$353,409.79 was also transferred from the general fund to cover expenses.
8. Cavalier – Equipment Purchases
9. Pembina – NG911 Vesta contract maintenance, MIDCO backup ETS, CAD software; other equipment maintenance, NG911 radio consoles, NG911 logger recorder, 911 retro-reflectivity street signs, 911 dispatch computers.
10. Walsh – New Vesta Equipment and SORN Equipment. Revenue includes an additional \$100,000 donation towards the SORN project and was not 911 fee revenue.
11. Grand Forks - Use dollars towards additional staff and upgrade equipment
12. McLean - Purchase of new 911 signs and equipment
13. Stark - 911 Revenues are split between the 9-1-1 Operations account and 9-1-1 Equipment account. Future plans include new logger system to be incorporated with statewide logger.
14. 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 SORN project.
15. Oliver - General Funds monies are used to pay for all 911 Coordinator; Dispatch Contract Expenses.
16. Burleigh - Lease purchase payoff, CAD and radio console agreements, future technology planning/upgrades; Mandan Revenue is reported as general fund revenue not as E911 funds so the 2020 end balance shows negative in column H.
17. Pierce - \$45,000 of revenue was a transfer from wireless funds.
18. Steele - SORN 20/20 Upgrade for PSAP.

19. Mountrail – New year's budget.

20. Towner – Nothing left over.