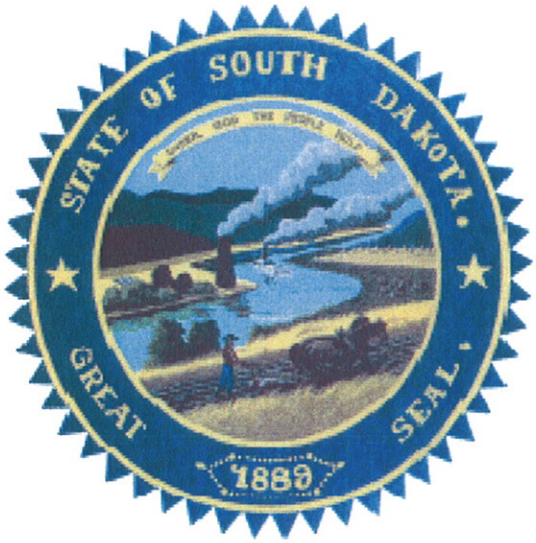
South Dakota
911 Coordination Board



Second Annual Report

June 30, 2009

Executive Summary

The South Dakota 9-1-1 Coordination Board was established by Senate Bill 143 in the 2008 legislative session. The purpose and function of the Board (SDCL 34-45-18) is to "set minimum standards for operation of public safety answering points, determine criteria for reimbursement for nonrecurring costs and the amount of reimbursement, and oversee the coordination of 9-1-1 services within the state."

This document reports on the activities of the Board through June 30, 2009.

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BOARD MEMBERSHIP

South Dakota 9-1-1 Coordination Board

Chairperson

Ted Rufledt, Jr.
Dakota Chapter
National Emergency Number Association
Expires 06/30/10

Vice Chairperson

Marlene Haines
South Dakota Chapter
Association of Public Safety Communication Officials
Expires 06/30/11

Members

Doug Barthel
South Dakota Police Chiefs Association
Expires: 06/30/10

Jason Bechtold
South Dakota Sheriffs Association
Expires: 06/30/10

Jeff Carmon
South Dakota Service Provider
Expires: 06/30/10

Dennis Falken
SD Association of County Commissioners
Expires: 06/30/11

Bill Floyd
SD Association of County Commissioners
Expires: 06/30/09

Lou Sebert
South Dakota Municipal League
Expires: 06/30/11

Tracy Turbak
South Dakota Municipal League
Expires: 06/30/09

Jody Sawvell
South Dakota Service Provider
Expires: 06/30/09

Kristi Turman
SD Department of Public Safety

Ron Goldschmidt – Ex Officio
Wireless Industry

State Coordinator

Lee Axdahl

COMMITTEE MEMBERSHIP

South Dakota 9-1-1 Coordination Board

Administrative Sub-Committee

Day-to-Day Operations and Issues

Membership:	Turman Rufledt Haines

Technical Sub-Committee

Draft Technical Standards for 9-1-1 Call Centers

Membership:	Carmon Sawvell Bechtold Goldschmidt Rufledt

Operations Sub-Committee

Draft Operational Standards for 9-1-1 Call Centers

Membership:	Falken(*) Barthel Haines(*) Turbak

Funding Sub-Committee

Explore Existing and Alternate 9-1-1 Funding & Grant Opportunities

Membership:	Turbak(*) Floyd Turman Haines Carmon Sebert

Special Legislative Sub-Committee
Legislative and Rule-Making Issues

Membership:	Rufledt
	Turman
	Haines (*)
	Sebert
	Carmon

(*) – Denotes Chair or Co-Chair

Lee Axdahl, State 9-1-1 Coordinator, has open invitation to all committee and sub-committee meetings.

ACTIONS REQUIRED BY STATUTE AND TAKEN BY BOARD

The State 9-1-1 Coordination Board met five times in 2008-2009 (October 9th, 2008, December 11th, 2008, February 12th, 2009, April 9th, 2009 and June 11th, 2009) to continue work on its legislative mandate.

The board adopted Bylaws at its April, 2009, meeting setting forth formal board organizational and subcommittee structure along with other typical board-related issues. The annual meeting of the board is currently designated for October of each calendar year.

SDCL 34-45-18.2
Promulgation of Rules

Three rule-making areas have been identified by the South Dakota legislature:

1) Minimum technical, operational, and procedural standards for the operation and utilization of a public safety answering point;

2) Requirements and amounts for reimbursement of recurring and non-recurring costs, and;

3) Standards for coordination of effective 911 service on a statewide basis.

The Operations Sub-Committee, Funding Sub-Committee and Technical Sub-Committee have each met numerous times during this fiscal year to identify operational, training, technical and financial issues that should have minimum standards associated with them.

A draft list of minimum standards should be in place by mid-July, 2009, for the Legislative Sub-Committee to discuss and evaluate in its first meeting scheduled for July 29-30th.

The Funding Sub-Committee will also meet at the July 29-30th meeting to draft Legislative Audit criteria to be used in the financial evaluation of Public Safety Answering Points (PSAPs) within South Dakota.

SDCL 34-45-20(1)
Evaluate Current Public Safety Answering Point Systems and Structure

The first major duty assigned to the State 9-1-1 Coordinator was updating the statistical information contained in the 2006 Intrado (independent consultant hired by South Dakota) report. This document, initially released in the fourth quarter of 2006, updated the status of all known public safety answering points in South Dakota. The report covered technical, operational, and financial aspects of each PSAP.

Because of the elapsed time between that report and today's operations, State 9-1-1 Coordinator Lee Axdahl traveled to each of South Dakota's thirty-five PSAPs to conduct financial and operational baseline surveys. In addition to these travels, Axdahl also has been in touch with each county in the state that contracts with a PSAP for its emergency response calls.

On the operational side of the call center tour, South Dakota's PSAPs currently meet or exceed 86% of the suggested minimum operating standards.

This benchmark, along with other scores associated with the survey, will be useful in establishing progress made toward meeting future 9-1-1 standards in South Dakota.

SDCL 34-45-20(2)
Develop Uniform Statewide 9-1-1 Plan

It was anticipated that a uniform plan would be in place in the early months of 2009, however, that scheduling proved to be a bit aggressive. While staff and board members are working on a uniform plan, it will not likely be in place for several more months.

SDCL 34-45-20(3)
Monitor Current PSAPs and Their Use of 9-1-1 Surcharge Monies

Much information has been gathered and one of the most obvious shortfalls in collecting data is the ability to collect PSAP financial data in a simple, uniform format. Until such reporting takes place, the task of deciphering the financial aspects of South Dakota's PSAPs remains tedious.

While every PSAP in the state has responded to the call for collection of financial data, nearly every center reports their information to the South Dakota 9-1-1 Coordination Board in a slightly different format.

Because of these widely varying reporting styles, it will take several more weeks to ascertain call center financial activity for 2008.

SDCL 34-45-20(4)
Develop Criteria and Minimum Standard for PSAPs

This development activity continues to be a priority at both the board and sub-committee level.

Significant progress has been made toward operational and technical draft standards. Funding and financial draft standards should be compiled by the end of July, 2009. Once drafted, the three sets of proposed standards will be condensed into one comprehensive list. It will be at that time that the board will begin the process of promulgating rules.

SDCL 34-45-20(5)
Develop Criteria for Reimbursement of Recurring
and Non-Recurring PSAP Costs

This development issue will be addressed in the standards drafted by the Funding Sub-Committee.

SDCL 34-45-20(6)
Legislative Audit of 911 Fee Utilization

Legislative Audit requires certain performance standards to be in place prior to undertaking their reviews. Once the performance standards have been established through the sub-committee process, and ratified by the South Dakota 9-1-1 Coordination Board, Legislative Audit will be able to commence its activities.

The topic of fee utilization is an on-going discussion item at the board

level. It is also a critical discussion item at the local governmental level. There continues to be pressure put upon the board to increase the statewide 911 surcharge. Practically speaking, it is not prudent to propose an increase in the fee until the board determines how it is currently being spent.

The process of determining how monies are being spent has become rather involved and complicated because of PSAP financial reporting issues outlined elsewhere in this report.

SDCL 34-45-20(7)
Report Annually to the Governor and Legislature

This report is the second document submitted under this section of statute.

While we had anticipated that subsequent reports would be submitted in early October of each year (beginning in October, 2009) the decision was made to present the annual document to coincide with the end of the state fiscal year.

With that decision, this report details another partial year of board activities (as did the first filing earlier this year). Our third report will be submitted on June 30, 2010, and annually on that date thereafter.

SUMMARY OF REPORT

Hundreds of millions of 9-1-1 calls are placed each year in the United States. Because of increasing call activity and growing technical challenges, the nation's collective 9-1-1 system is hard-pressed to maintain its historically high level of service.

Measured against everything else, the technological issues alone are daunting.

Motor vehicles, for example, are routinely manufactured and outfitted with telematics systems to automatically connect with emergency responders. Video, photo and text communication are becoming commonplace in society – replacing traditional two way voice telephone traffic. Cellular telephone calls into public safety answering points make up the majority of emergency voice activities.

South Dakota must stay focused on creating and maintaining standards for the operation and funding of its public safety answering points. Perhaps just as important, however, the state must keep an eye on the future of this important first line of public protection because today's legacy equipment and analog circuits cannot possibly deliver tomorrow's emergency requests to South Dakota first responders.

The South Dakota 9-1-1 Coordination Board has embarked on a complicated process to interpret where the state currently stands from a financial, operational and technological position at its public safety answering points.

There is much more work that needs to be undertaken to make sure that the public continues to receive the highest level of service possible when service requests are placed into a 9-1-1 center.

Given this planning, the board believes it is heading in the proper direction and is well-positioned to provide informed advice to the administration on the future of 9-1-1 services in South Dakota.

Respectfully submitted:

Ted Rufledt, Jr. – Chairperson
9-1-1 Coordination Board

June 30, 2009

Tom Dravland – Secretary
Department of Public Safety

June 30, 2009

Appendix 'A' Financial Information

DEPARTMENT OF PUBLIC SAFETY
911 COORDINATION FUND
CONDITION STATEMENT (3144-717)

	TOTAL FY09 YTD
TOTAL RECEIPTS	$138,755
TOTAL DISBURSEMENTS	$28,239
NET (Receipts less Disbursements)	$110,516
BEGINNING CASH BALANCE	$0
ENDING CASH BALANCE	$110,516