



State 9-1-1 Coordination Board

Department of Public Safety - Office of Emergency Management

118 West Capitol Avenue
Pierre, South Dakota 57501-2000

Chairperson:

Ted Ruffedt, Jr.
Dakota Chapter
NENA

Vice Chairperson:

Marlene Haines
South Dakota
Chapter APCO

Board Members:

Doug Barthel
South Dakota Police
Chiefs Association

Kelly Serr
South Dakota
Sheriffs Association

Jeff Carmon
South Dakota
Service Provider

Dennis Falken
SD Association of
County Commissioners

Jody Sawvell
South Dakota
Service Provider

Lou Sebert
South Dakota
Municipal League

Clayton Tucholke
SD Association of
County Commissioners

Tracy Turbak
South Dakota
Municipal League

Kristi Turman
SD Department of
Public Safety

Ron Goldschmidt
Ex-Officio for
Wireless Industry

State Coordinator:

Michael Houdyshell
605.773.2691 OFFICE
605.773.3018 FAX

August 19, 2010

Governor M. Michael Rounds
Office of the Governor
500 East Capitol Avenue
Pierre SD 57501

**Re: South Dakota 911 Coordination Board
2010 Annual Report**

Dear Governor Rounds,

I am submitting a copy of the 2010 Annual Report of the South Dakota 911 Coordination Board for your review. As you will see, the board achieved a number of accomplishments during the past year, including but not limited to:

- Securing federal grant funds for technology enhancement projects at nine public safety answering points (PSAPs);
- Collecting financial data from the counties and PSAPs regarding the collection and usage of the 9-1-1 surcharge; and
- Working with prepaid wireless service providers to ensure proper remittance of the 9-1-1 surcharge on prepaid wireless phones.

A great deal of work remains to be done. However, I am confident the Board is taking the proper steps to ensure the highest level of service at PSAPs across the state.

Please contact me with any questions you may have regarding the Board's activities over the past year.

Respectfully yours,

Michael S. Houdyshell
911 Coordinator

cc: Legislative Research Council

South Dakota
9-1-1 Coordination Board



Annual Report

June 30, 2010

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, 2010.

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BOARD MEMBERSHIP
South Dakota 9-1-1 Coordination Board

Chairperson

Ted Ruffedt, Jr.
Dakota Chapter
National Emergency Number Association
Expires 06/30/10 (Reappointed through 6/30/13)

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 (Reappointed through
6/30/13)

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

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

Tracy Turbak
South Dakota Municipal League
Expires: 06/30/12

Jeff Carmon
South Dakota Service Provider
Expires: 06/30/10 (Reappointed through
6/30/13)

Jody Sawvell
South Dakota Service Provider
Expires: 06/30/12

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

Kristi Turman
SD Department of Public Safety

Clayton Tucholke
SD Association of County Commissioners
Expires: 06/30/12

Ron Goldschmidt – Ex Officio
Wireless Industry

New appointee: Kelly Serr, South Dakota Sheriffs Association (Expires:
06/30/13)

State Coordinator

Lee Axdahl (July 1, 2009 to April 30, 2010)
Michael Houdyshell (May 10, 2010 to present)

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(*)
Turman
Haines
Carmon
Sebert

**Special Legislative Sub-Committee
Legislative and Rule-Making Issues**

Membership: Ruffledt
 Turman
 Haines
 Sebert
 Carmon (*)

(*) – Denotes Chair or Co-Chair

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

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ACTIONS REQUIRED BY STATUTE AND TAKEN BY BOARD

The State 9-1-1 Coordination Board met five times in 2009-2010 (August 13, 2009, October 1, 2009, October 26, 2009, January 14, 2010 and May 13, 2010) to continue work on its legislative mandate.

The board has previously adopted Bylaws, since amended, setting forth 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 (hereinafter "PSAP");
- 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.

After an extensive public hearing process, where numerous public comments were received and considered by the Board, the first set of administrative rules specifically addressing the minimum technical, operational, and procedural standards for the operation of a PSAP were adopted by the

Interim Rules Review Committee on November 18, 2009 by a vote of 5-1. The rules, which can be found at ARSD 50:02:04, were formally filed by the Secretary of State on December 14, 2009.

Currently, the Board is working on an amendment to ARSD 50:02:04:02(2) per the direction of the Legislature during the 2010 Legislative Session. The amendment concerns the so-called "two-person rule" and the alternative arrangements that can be made to comply with the rule.

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

During 2009, the State 9-1-1 Coordinator traveled to each of South Dakota's thirty-four PSAPs to conduct financial and operational baseline surveys. In addition to these travels, the Coordinator also contacted each county in the state that contracts with a PSAP for its emergency response calls.

The good news is that the majority of South Dakota's PSAPs currently meet or exceed the minimum standards that are now prescribed in administrative rule. Unfortunately, though, there are still a number of PSAPs that fall short on any number of minimum standards. In consideration of this fact, the Board established delayed implementation dates for several of the new rules to allow non-compliant PSAPs to improve their operations prior to the rules taking effect. The State 9-1-1 Coordinator, along with the Board, will be working with

non-compliant PSAPs to find workable solutions to ensure all South Dakota PSAPs are in full compliance with all of the rules.

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

In August 2009, the Board applied for and received the federal ENHANCE911 grant in the amount of \$910,365.39. The purpose of the grant is to allow PSAPs to update hardware and software to enable the migration to an IP-based 9-1-1 system in the future. Moreover, one county, Fall River, will be using grant funds to update its system to be Phase II compliant in accordance with SDCL 34-45-34.

In conjunction with the grant application process, the 9-1-1 Coordinator prepared a State 9-1-1 Plan, a copy of which is attached hereto as Appendix A and incorporated herein by reference. The Board will be re-evaluating the Statewide Plan to make changes as necessary based on new information that is being gathered and analyzed at the time of this report.

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

Perhaps the greatest accomplishment of the Board during the past year was the development of financial reporting documents for counties/municipalities and PSAPs to allow for a greater understanding of the current state of 9-1-1 funding in South Dakota. In collaboration with the Department of Legislative Audit, the Board was able to construct a package of financial reporting

documents that were distributed to county/municipal auditors and PSAP directors in April 2009. Currently, the majority of auditors and directors have complied with the request for information, and the 9-1-1 Coordinator is actively working with the remaining auditors and directors to gather missing or incomplete information. This information will provide the Board with a wealth of information on 9-1-1 funding, surcharge collection, personnel costs, and staffing levels, among many other things. This information is critical to the work of the Board, and its collection marks a major milestone in the progress the Board has made during its relatively brief existence.

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

As described above, the Board has promulgated the first set of administrative rules concerning minimum standards for PSAPs. However, much work is left to be done in this area. The Board and its subcommittees will be continually working to improve standards statewide, which may lead to further rulemaking in the future.

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

This priority was accomplished through the Board's first set of administrative rules. Specifically, ARSD 50:02:04:08 (PSAP allowable recurring and nonrecurring costs), 50:02:04:09 (Recurring Costs), and 50:02:04:10

(Nonrecurring costs) address reimbursement of allowable recurring and non-recurring PSAP costs.

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. The Board's initial set of administrative rules will serve as these performance standards, and Legislative Audit has already begun conducting "educational audits" with county officials to ensure all counties are on the same page and reporting and accounting for 9-1-1 surcharge funds in a uniform fashion. Once all of the counties that collect a 9-1-1 surcharge have been educated on what needs to be done to comply with the new administrative rules, subsequent audits will allow Legislative Audit to determine whether there are issues with how the counties report and utilize surcharge monies.

SUMMARY OF REPORT

Three years ago, the South Dakota 9-1-1 Coordination Board embarked on a complicated process of trying to standardize and coordinate the financial, operational, and technical aspects of the thirty-four (34) 9-1-1 centers in South Dakota. The lack of prior standards and coordination, combined with the fact that each 9-1-1 center is operated by a different local government official or entity, made this an especially challenging undertaking.

The Board has, however, accomplished several significant goals, such as promulgating administrative rules to establish minimum standards for the 9-1-1 centers and gathering long-needed financial information on how 9-1-1 is funded in South Dakota.

The Board realizes much more work is needed to ensure that the public continues to receive the highest level of service from 9-1-1 in our state. As the Board looks forward to the next year, it will turn its focus more toward questions of funding 9-1-1 and the nationwide migration to IP-based 9-1-1 systems, otherwise known as the “Next Generation of 9-1-1.”

The Board must look at how current and future funding needs for our critical 9-1-1 systems can be met. To do this, the Board must ensure that an independent analysis of the collected financial data is completed. This will allow the Board to provide unbiased, factual information and educated “best-practice” recommendations to local and state leaders as 9-1-1 funding issues are considered.

In addition, the Board will continue to work on a legislative solution for the prepaid wireless 9-1-1 surcharge issue. Customers of many prepaid wireless telecommunication service providers in the state are paying virtually no 9-1-1 surcharge. This inequity will only get worse as more and more wireless customers switch to prepaid plans.

The Board will also keep a close eye on technology, which continues to change and evolve at a pace never seen before. The 9-1-1 centers in South

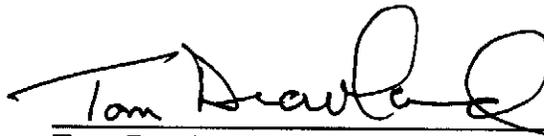
Dakota must be able to answer all emergency calls for help, regardless of the device used to dial 9-1-1.

Respectfully submitted:



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

June 30, 2010



Tom Dravland – Secretary
Department of Public Safety

June 30, 2010

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

	<u>FY09</u>	<u>FY10</u>
TOTAL RECEIPTS	\$138,755	\$252,314
TOTAL DISBURSEMENTS	<u>\$28,239</u>	<u>\$85,019</u>
NET (Receipts less Disbursements)	<u>\$110,516</u>	<u>\$167,295</u>
BEGINNING CASH BALANCE	\$0	\$110,516
ENDING CASH BALANCE	<u>\$110,516</u>	<u>\$277,811</u>