

History of 911 in ND

Emergency Communications Snapshot

- ◆ In North Dakota all 911 calls are handled by 23 Public Safety Answering Points (PSAPs).
- ◆ PSAPs are operated 24/7 by dispatchers trained in emergency medical dispatch, radio communications and related skills.
- ◆ North Dakota's PSAPs respond to 376,000 emergency 911 calls each year. The busiest respond to an average of one call every 13 minutes.
- ◆ Each PSAP provides dispatching services for an average of 27 different responding agencies.
- ◆ All ND PSAPs have "enhanced 911" systems which display the phone number and address of land-line callers.
- ◆ All ND PSAPs are Phase II capable, meaning most GPS chip-equipped cell phones in sight of a satellite can be physically located when dialing 911.

Regional Comparison	
State	PSAP
ND	23
SD	33
Wyo-	34
Idaho	55
Montana	57
Kansas	83
Iowa	84
Minn.	111

The 1985 Legislature allowed local governments to adopt an excise tax for the purposes of an emergency services communication system. The tax was expanded to include wireless access lines beginning in 2001. In order for the tax to be assessed, the governor was required to appoint an Emergency Services Communication System Advisory Committee to establish standards and guidelines for the development and operation of emergency 911 telephone systems. The committee was disbanded in 1996.

In 1991, four counties began receiving 911 service from the state through the Division of State Radio. By 1995, State Radio served as the Public Service Answering Point (PSAP) for 11 counties and currently provides services to 22 counties. Today, the remaining portion of the state is provided 911 coverage through 22 locally operated PSAPs, plus one located in South Dakota.

To implement wireless 911 within the state, all political subdivisions receiving 911 fees entered into contracts with the North Dakota Association of Counties (NDACo) to coordinate the implementation of the networking, database management, non-premise equipment upgrades, testing, and ongoing services necessary for enhanced wireless 911.

In 2005, North Dakota's wireless project became one of the first in the nation to achieve Phase II wireless service, meaning most cell phones equipped with GPS chips and in sight of a satellite can be located when dialing 911.

For more information:

www.nd911.homestead.com

North Dakota EMERGENCY SERVICES COMMUNICATIONS 911



**A snapshot of
Emergency 911 Services in
North Dakota
January 2007**

North Dakota 911 Association

E-911 Funding and Expenses

North Dakota law (NDCC Ch. 57-40.6) establishes the requirements related to 911 fees, including how fees are to be collected and used. Each of these requirements is addressed below.

Establishing a 911 Fee

The governing body of a county or city is authorized to impose a fee on the use of telephone exchange access service and on the use of wireless service. A resolution is to be adopted which is to specify a fee amount not to exceed \$1 per month per telephone access line and per wireless access line. The adoption of the fee is required to be voted on by the residents of the jurisdiction. If electors approve the fee, it may be imposed for a six year period and can be extended for another six years by the political subdivision.

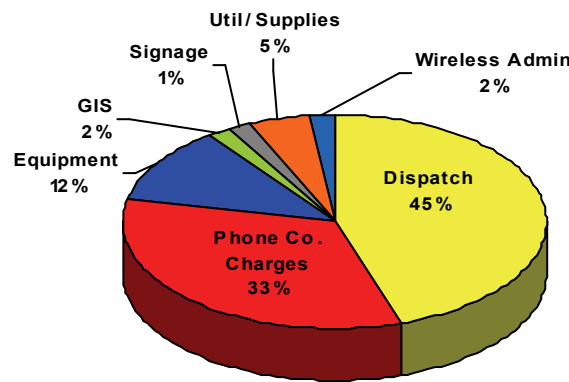
Collecting 911 Fees

Telephone exchange access service providers and wireless service providers are required to collect the 911 fees from customers and submit the fees to the appropriate political subdivision within 30 days of collection. Phone providers are allowed to retain a portion of the fees, not to exceed 5% of what is

collected, for the actual costs of administration in collection of the fee.

Use of 911 Fees

After the 911 fees have been used to get the 911 system operational, revenues may only be used for “implementing, maintaining, or operating the emergency services communication system.” An emergency services communication system is defined in state law as a “radio system, land lines communication network, wireless service network, or enhanced 911 (E911) telephone system, which provides rapid public access for coordinated dispatching of services, personnel, equipment, and facilities for law enforcement, fire, medical, or other emergency services.”



Statewide Expenditures

Future Challenges

The nation’s current 911 system is designed around telephone technology and is not equipped to handle the text, data, images and video that are increasingly common in personal communications. For example, Voice over Internet Protocol (VoIP) allows computer users to make voice phone calls using any computer with an internet connection. Our 911 system is not currently able to identify the location of most VoIP calls.

The Next Generation 911 Initiative will establish the foundation for public emergency communications services in an increasingly wireless, mobile society.

As our systems meet the challenges of wireless telephone technology, so they must meet the challenges of technologies like VoIP. Those working with Emergency Communications in North Dakota will continue to work hard at providing high quality services to its residents and visitors.

