Emergency Services Communication in North Dakota

A Biennial Status Report
2024

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 2024 report and has been prepared for submittal as requested by the Legislative Council to the 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 staff support from the North Dakota Association of Counties (NDACo) 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 nearly 700 law enforcement, fire, ambulance and other responders 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.
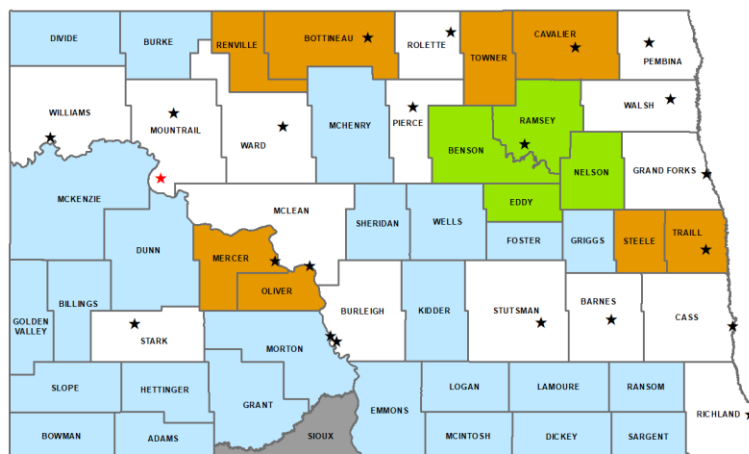
For the past decade, PSAPs throughout North Dakota have continued to improve upon the 9-1-1 system by committing to a 9-1-1 modernization effort known as Next Generation 9-1-1 (NG9-1-1). Much like the enhanced 9-1-1 (E9-1-1) system served the needs of North Dakota for the prior 30 years; the NG9-1-1 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. All 53 of the state's counties 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 53 taxing authorities imposing fees throughout the state there are only 21 primary PSAPs in North Dakota and 2 secondary PSAPs. 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	32
Idaho	52
Montana	53
Minnesota	103
Iowa	112
Kansas	117

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-three governing bodies imposing a fee, thirteen were levying a local $1.00 ESCS fee as of August, 2024. Voters have approved increasing their local ESCS fee to $1.50 in forty counties, an increase of one 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, paging, 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 911 services.

The first survey focused on the revenues and expenditures of the 53 jurisdictions that have imposed an ESCS fee. This was compiled in a manner that attempted to preclude counting revenue twice in situations where a jurisdiction contracts with another entity for emergency communication services. Calendar year 2023 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 2023. SIRN revenues were requested and gathered directly from the State Treasurer's office.

Status - Financial

The overall financial data reported indicated revenues remained flat with a half-percent increase from 2021 to 2023.
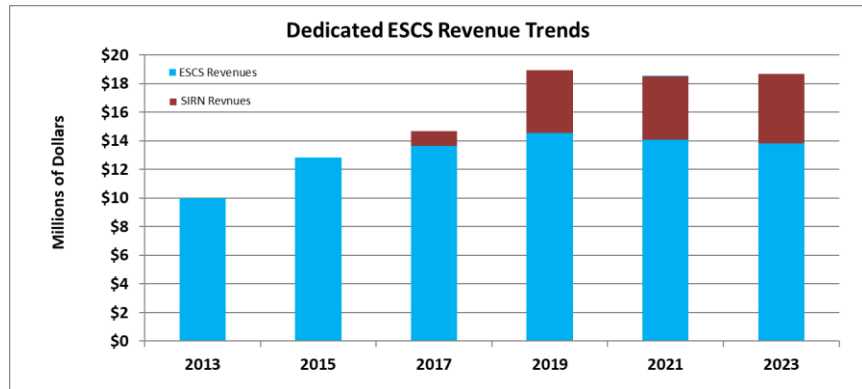
This slight increase in overall revenue somewhat conflicts with the revenues reported by State Treasurer's office which reported a 5% increase in the SIRN portion of the ESCS fee from collecting governing bodies. Reasoning for this variance is likely due to the way governing bodies view & report their locally imposed 911 fee vs the state imposed SIRN fee.

This reasoning is further supported after an evaluation of the expenditure data collected from the governing bodies, with some entities reporting the SIRN remittances as an expense, and some entities not reporting them as such. An effort started in 2024 by counties to centralize 911 fees will help ensure future ESCS revenues are reported consistently. More information on this initiative is provided later in this report.

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.
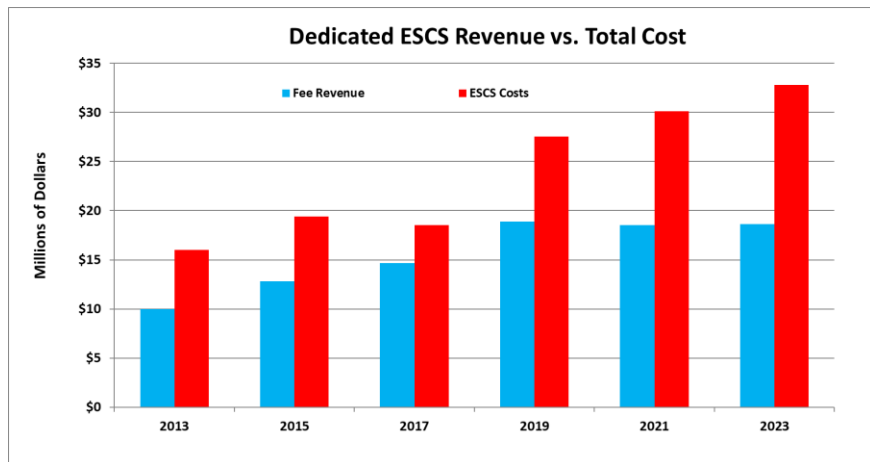
Total statewide costs increased nearly 9% from two years ago. Appendix C contains the actual data gathered from individual jurisdictional reports while the following table provides a statewide picture of the revenues and expenditures.

	State Radio Dispatched Jurisdictions	Non-State Radio Dispatched Jurisdictions
2023 ESCS Fee Revenue	$2,504,931	$15,062,108
Other Funds / Previous Reserves	$654,487	$12,885,792
2023 Prepaid Fee Revenues	$1,061,079	
2023 ESCS Expenditures	$3,645,156	$29,167,048

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

Many of the jurisdictions also included notes (Appendix F) regarding other investments anticipated. With significant investments in radio 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 jurisdictions, some report concern over the revenue vs expenditure gap and the need to support 9-1-1 service with an increasing portion of their general funds.

The compiled CY2023 expenditures are illustrated in the following two pie charts. The category "Staffing" includes direct salaries and benefits paid to staff. The "PSAP Equipment and Networking" category includes the hardware, networking, and maintenance associated with various PSAP systems. The "NG9-1-1 JPA" category includes payments into the joint-powers agreement for support of NG9-1-1 core services. The "PSAP Contract" category includes payments made by counties for dispatch services. The category "Other Phone Charges" includes phone bills from local telephone providers. The "SIRN" category covers payments to the State Treasurer for SIRN and "Other Operational" includes other ESC3 permitted expenses.

Expenditures (All Jurisdictions)
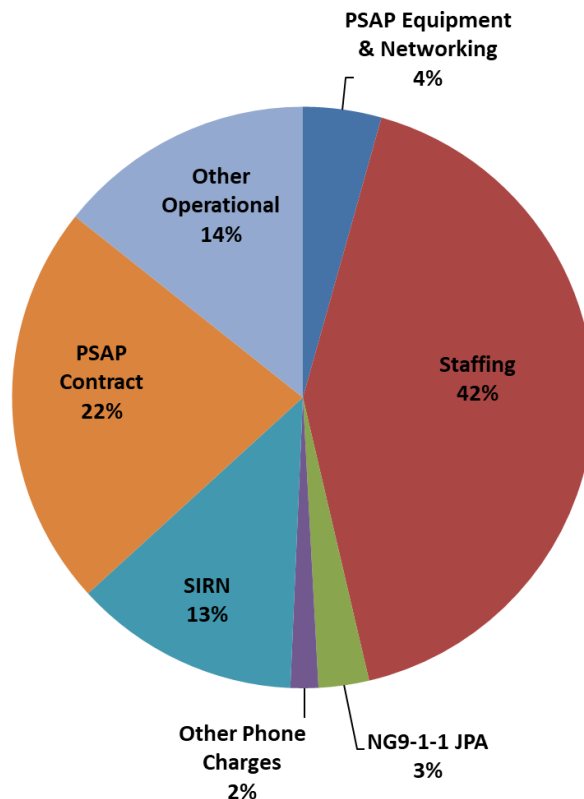
The analysis of the data reported to the Emergency Services Communications Coordinating Committee indicates that all of the local jurisdictions have expended their ESCS fee revenue in a manner consistent with State Statute and the Expenditure Guidelines established by the ESC3 in January 1, 2008, amended June 19, 2009 and again April 9, 2018. The ESC3 has made an effort to collect revenue and expenses to the best of its ability, but it has no auditing authority and depends upon 53 jurisdictions to independently report. As mentioned previously, efforts began in 2024 to collect revenues centrally, which will give the ESC3 a higher level of confidence in ESCS revenue income. Expenditure tracking will remain a challenge, but on that point it is important to recognize that only 60% of revenues to support emergency communications comes from the ESCS fee. The other 40% of revenue comes from other accounts provided by the jurisdictions and that number increases each year while the ESCS fee rate remains static.

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	114	16	2
Administrative Phone Lines	229	40	3
911 Calls per Month	24,130	7,188	78
911 Calls per Year	289,555	86,256	939
Wireless as % of 911 Calls	87%	88%	81%
Active Dispatch Stations	90	12	1
Dispatcher On Duty - Busiest	71	8	1
Dispatcher On Duty - Quietest	48	4	1
Law Agencies	110	76	2
EMS Agencies	128	92	1
Fire Agencies	316	172	2
Quick/First/Rescue Response Units	132	70	0
Total Agencies Dispatched	686	410	5

For individual jurisdiction data see Appendix D

During the 2023 calendar year the PSAPs of North Dakota handled roughly 290,000 emergency calls, (a 7% increase from 2021) and 87% of these calls were placed from cellular phones.

The busiest PSAP averages a 911 call approximately every 6 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.
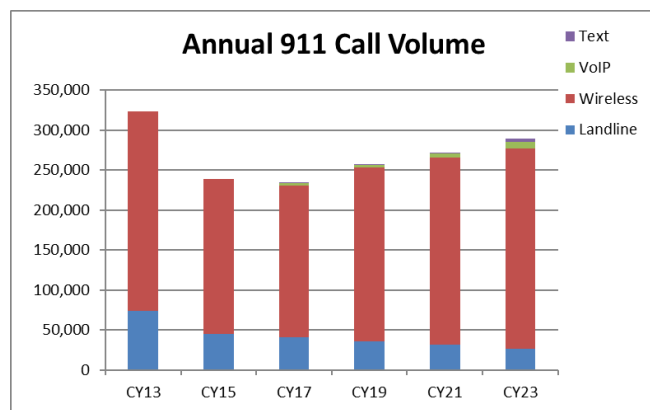
From 2021 to 2023 the state also saw an increase of 500% as it relates to text-to-911 service making it clear that the public is increasingly aware of its ability to contact emergency services through SMS technology.

During busiest times, 89 dispatchers and their supervisors 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 nearly 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 911 interruptions, 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 Transition
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 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 couple of notable milestones reached.

- Completion of 911 GIS address data. This is a historic accomplishment for the state and a pre-requisite for migration to NG9-1-1. A statewide road centerline and address point dataset has been an objective of both state and local governments for over two decades. The project started in 2009 with NDDOT performing aerial imagery acquisition and road centerline digitization efforts. The project transitioned to a contract with a vendor for additional address information acquisition from counties and cities throughout the state. In 2015 the addressing efforts transitioned to the responsibility of NDACo and NDDES due to the lack of suitability of the deliverables from the vendor and need for GIS data to support NG9-1-1. For nearly a decade these two organizations worked together with local government to complete the work. The data will be used as a verification tool to ensure addresses provided to 911 are consistent with the local addressing authorities' expectations and to ensure 911 calls are routed to the proper public safety answering point. The data is also expected to serve many other use cases for state and local government where the need to verify addressing information is important.

- Most TDM-based originating circuits have been transitioned to IP. ND has been progressing faster than any other state in the country as it relates to a migration to IP origination from originating service providers. IP is the future of communications, allowing new types of media to be exchanged and dramatically improves the chances that 911 calls will complete successfully. ND was the first state in the country to perform this transition with Verizon Wireless, one of the first states to complete it with T-Mobile and is actively working with AT&T. Additionally, most rural local exchange carriers have been transitioned to IP origination. This effort has been the primary focus of the NG9-1-1 program since the ESC3's last report in 2022.

FCC Report and Order

On July 18 of 2024, the Federal Communications Commission approved the Report and Order for "Facilitating Implementation of Next Generation 911 Services (NG911). This Report and Order requires originating service providers to interconnect their 911 calls using IP technology to a 911 authority's network at approved delivery points. It also places the full responsibility of call delivery to these delivery points on the originating service provider.

Prior to this Report and Order, states like ND were still able to make some progress towards IP communications, but it required years-long planning and negotiations with the originating service providers to convince them that change was needed. In some cases, it also required new cost recovery models to compel certain originating service providers to make the transition. While ND has been successful in these efforts over the past couple of years, the Report and Order will expedite the current transition and remove expenses imposed on 911 by some members of the originating service provider community.

Emergency Communications Governance

An outcome of the 68th Legislative Assembly was to study the state's "emergency and interoperable public safety communications system governance needs and options". The Information Technology Committee was assigned to this study and information was gathered during the interim. Ultimately the committee chose not to introduce a bill on the topic of governance, but the discussion opened the door to other stakeholder conversations on future emergency communications governance needs.

On July 30th, 2024, NDACo hosted an Emergency Communications Summit and representatives from over 20 associations, state agencies, and other stakeholder groups attended. The purpose of the summit was to gather feedback from the public safety community on existing emergency communications and the plans for various emergency communications networks. Most participants agreed that existing governance structures were not organized as effectively as they could otherwise be and agreed to continue working together to explore what the future of emergency communications governance looks like.

PSAP Updates

There have been some notable changes to public safety answering points (PSAPs) late in 2023 and early in 2024 that the ESC3 believes warrant mention. This includes the consolidation of the Pembina County 911 Communications PSAP into North Dakota State Radio (NDSR), temporary transition to part time service for the Traill County 911 PSAP and the addition of the Minot Air Force Base as a new PSAP to the state's 911 system.

Facing increased costs and the challenges associated with staffing its PSAP, the Pembina County Commission approved the consolidation of their PSAP in July of 2024. Calls have already been transitioned to NDSR and the formal decommissioning of the Pembina County 911 Communications PSAP is scheduled to occur in September of 2024.

Traill County 911 has also faced challenges associated with staffing its PSAP. Starting in late 2023 the PSAP began working with North Dakota State Radio to handle 911 calls for Steele and Traill counties during scheduled hours of the day. The PSAP has expressed interest in transitioning back to full time service but acknowledges that can only occur when a return to a fully staffed PSAP is made possible.

The Minot Air Force base first expressed its interest in joining the state's 911 network in 2017 after recognizing the challenges associated with call handling and location information exchange between the Minot Central Dispatch PSAP and their on-base 911 communications center. Adding a Department of Defense facility to the state's 911 network proved to be a challenge but work was completed in early December 2023 and has improved the facilities' ability to receive and transfer 911 calls, with location data, to Minot Central Dispatch. Work is also underway to make direct 911 call routing to the base rather than requiring most 911 calls to be transferred into the base through Minot Central Dispatch. Equipped with better knowledge of the process to incorporate a military base into the state's 911 network, efforts to add the Grand Forks Air Force Base should be easier if the base is interested in a similar connection.

911 Fee Centralization

Since the incorporation of a 911 fee in ND, the fees have been collected by each of the jurisdictions that imposed the fee. When the fees were first introduced, the number of "assessed communications service providers" (ACSPs) was relatively small compared with the same number today. The introduction of wireless and voice-over-Internet protocol (VoIP) ACSPs has dramatically increased the total number of ACSPs since the 911 fee was first introduced. This has led to an increased workload for counties but it has also been particularly burdensome for ACSPs. Considering that, if an ACSP provides services statewide, it has historically been required to send monthly remittances to each of the 53 counties in the state. In turn, periodically, counties must process and remit a portion of these remittances to other accounts like the NG9-1-1 Program, SIRN and, for certain counties, North Dakota State Radio.

Recognizing the inefficiency of this process and the impact of that inefficiency on counties and ACSPs alike, NDACo proposed a new joint powers agreement for the "Collection and Distribution of 9-1-1 Fees" program.

Effectively, this program proposed to centralize the collection of the 9-1-1 fee, make appropriate deposits to accounts which all counties are required to remit to (i.e. NG9-1-1 and SIRN), and return the balance of the fee to the county. Fifty-two (52) of the state's fifty-three (53) counties signed up for this service and the program started on January 1st of 2024. The program has received positive feedback from all parties and has created a mechanism to ensure the accurate collection and appropriate distribution of the 911 fee.

The centralization of the 911 fee has also created an environment whereby 911 revenues will now be known to the ESC3 without it having to request those revenues from all counties. This will provide the ESC3 with a higher level of confidence in the 911 revenues it reports to the legislature in the future and also facilitates the exchange of that information with the FCC per its annual reporting requirements. At the time of this document's publication, Emmons County is the lone jurisdiction opting not to participate in the Collection and Distribution of 9-1-1 Fees program.

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

Darin Anderson – 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

Craig Fechle – Chief Technology Officer, ITD
Appointed by the Chief Information Officer of the State

Primary Public Safety Answering Points Serving North Dakota

PSAP Location	Counties Served	Service Area Notes	2020 Census
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

ESCS Fiscal Survey Results

Based on CY 2023 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes		Fund Balance 1/1/2023	911 Revenue	Property Tax Reserves/Other Expenditures	CY2023 ESCS Expenditures	Fund Balance 12/31/2023
	State Radio Dispatched Counties					
1	Adams County	-296	55,900	0	91,044	-35,441
2	Billings County	9,781	21,309	800	29,792	1,297
3	Bowman County	23,714	88,370	0	126,966	-14,882
4	Burke County	26,429	47,419	360	67,871	5,977
5	Dickey County	47,210	182,069	0	171,337	57,942
6	Divide County	63,934	34,369	0	60,526	57,777
7	Dunn County	-15,467	87,686	0	120,566	-48,347
8	Emmons County	15,547	78,438	0	78,549	15,435
9	Foster County	204,364	68,649	24,000	98,689	185,509
10	Golden Valley County	14,093	61,361	0	49,575	25,879
11	Grant County	72,119	64,827	0	79,335	57,611
12	Griggs County	105,740	57,266	0	77,902	85,103
13	Hettinger County	20,490	56,714	0	68,115	9,089
14	Kidder County	74,680	43,952	0	52,007	66,625
15	LaMoure county	50,428	106,266	0	115,663	41,032
16	Logan County	42,908	45,272	6	66,398	22,062
17	McHenry County	417,550	102,405	0	109,772	410,183
18	McIntosh County	39,101	66,086	0	78,629	26,558
19	McKenzie County	211,763	171,129	258,034	278,204	104,688
20	Morton County	212,563	731,608	351,234	733,630	210,541
21	Ransom County	413,885	103,884	17,935	144,576	379,309
22	Sargent County	97,660	104,635	2,119	131,114	71,181
23	Sheridan County	-17,579	34,837	0	37,402	-20,144
24	Slope County	9,705	18,052	0	17,271	10,486
25	Wells County	54,013	72,428	0	105,736	20,706
	State Radio County Total	**2,194,333**	**2,504,931**	**654,487**	**2,990,668**	**1,746,177**
	Other Single & Multi-Jurisdictional PSAPs					
a	Barnes/Valley City	0	147,193	755,770	147,193	0
b	Bismarck/Burleigh	126,573	2,522,801	3,537,393	2,809,156	191,452
c	Bottineau/Renville	70,917	313,900	44,062	351,324	33,493
d	Cavalier / Towner	133,168	205,870	36,344	148,567	190,472
e	Grand Forks County	1,706,073	1,600,483	1,965,664	1,467,104	1,839,452
f	Lake Region E-911 (4 Counties)	195,772	507,965	623,563	460,280	243,456
g	McLean County	117,935	176,722	1,094,043	173,323	121,335
h	Mercer/Oliver	36,333	253,750	40,360	244,533	75,550
i	Mountrail County	85,646	209,639	980,619	221,253	74,033
j	Pembina County	22,690	225,975	262,242	213,664	35,000
k	Pierce County	5,541	58,656	0	53,251	10,946
l	Red River Regional Dispatch	-72,142	4,563,470	0	5,172,063	10,511
m	Richland County	175,816	393,014	624,138	1,180,764	8,352
n	Rolette County	12,889	164,317	0	115,964	61,242
o	Sioux County/NCSD PSAP	86,446	39,301	0	0	125,747
p	Stark	83,859	319,035	0	254,935	147,958
q	Steele/Traill	250,411	164,212	27,846	152,377	262,246
r	Stutsman County	335,151	328,388	555,538	84,512	48,012
s	Walsh County	418,207	259,520	514,423	205,638	472,089
t	Ward County	0	1,591,305	1,039,071	1,591,305	0
u	Williams County	243,192	1,016,592	784,717	1,234,051	25,733
	Other PSAPs Total	**4,034,477**	**15,062,108**	**12,885,792**	**16,281,256**	**3,977,078**
	Grand Total	**6,228,810**	**17,567,039**	**13,540,279**	**19,271,925**	**5,723,255**

Emergency Services Communicatons System (9-1-1) Detailed Expenditures
Based on CY2023 Survey Compiled by the Emergency Services Communications Coordinating Committee

Ref. No. for Notes	State Radio Dispatched Counties	CY2023 Expend	Public Safety Equipment & Networking (purchase, lease, maintenance, support, etc.)	Staffing (salaries, benefits, payroll taxes, etc.)	911 Network Costs: (NDACo NG9-1-1 JPA)	Other Local 911 Trunk Charges	Other Phone Charges (administrative lines, etc.)	SIRN	PSAP Contract (state radio, lake region, etc.)	Other Operational Expenses (as per ESC3 guidelines)
1	Adams	91,044	14,775	6,912	4,448	-	961	22,132	-	961
2	Billings	30,593	-	-	1,427	480	-	7,030	20,519	336
3	Bowman	126,966	325	21,901	4,367	-	-	21,111	63,773	14,488
4	Burke	68,231	1,049	3,182	2,172	8,030	511	16,210	44,961	867
5	Dickey	171,337	4,324	38,171	5,556	-	2,772	29,407	87,824	3,283
6	Divide	60,526	-	10,052	895	50,474	-	15,961	-	-
7	Dunn	120,566	-	-	5,781	960	-	28,957	80,541	3,299
8	Emmons	78,549	-	-	3,946	-	983	19,434	51,362	2,824
9	Foster	122,689	-	24,000	4,917	-	-	-	67,856	-
10	Golden Valley	49,575	-	588	11,371	34,170	-	-	-	3,445
11	Grant	79,335	-	15,022	2,211	-	-	59,405	-	2,697
12	Griggs	77,902	-	10,643	5,277	5,546	-	12,411	42,034	1,991
13	Hettinger	68,115	-	6,950	3,074	-	-	15,358	42,024	708
14	Kidder	52,007	3,600	5,000	4,289	-	-	14,656	39,118	-
15	LaMoure	115,663	580	3,990	5,280	2,772	-	26,423	76,012	607
16	Logan	66,403	3,456	3,000	2,798	-	836	56,302	-	6
17	McHenry	109,772	-	5,039	4,321	3,549	-	-	95,727	1,136
18	McIntosh	78,629	-	7,228	3,306	2,772	625	16,532	47,586	580
19	McKenzie	536,238	11,141	234,226	12,856	3,222	238	15,747	246,376	12,431
20	Morton	1,084,864	-	-	36,518	-	-	182,592	163,286	351,234
21	Ransom	162,511	14,405	-	15,262	11,650	1,639	17,935	98,354	-
22	Sargent	133,233	3,113	24,399	5,283	2,772	-	26,019	71,584	61
23	Sheridan	37,402	800	8,288	2,423	3,028	-	22,728	-	135
24	Slope	17,271	-	-	-	-	-	4,608	12,664	-
25	Wells	105,736	-	18,968	4,857	5,479	5,479	-	72,027	4,405
	SR County Total	**3,645,156**	**57,568**	**447,559**	**152,636**	**134,905**	**8,565**	**630,957**	**1,423,628**	**405,494**

Ref.	Other Single & Multi-Jurisdictional PSAPs	CY2023 Expend	Public Safety Equipment & Networking	Staffing	911 Network Costs:	Other Local 911 Trunk Charges	Other Phone Charges	SIRN	PSAP Contract	Other Operational Expenses
a	Barnes/Valley City	902,962	52,906	635,720	13,317	4,824	45,058	102,297	-	48,840
b	Bismarck/Burleigh	6,346,549	233,596	2,494,682	76,636	3,600	16,207	403,440	-	2,326,111
c	Bottineau/Renville	395,385	27,807	176,929	52,452	27,420	1,159	58,285	35,053	7,770
d	Cavalier/Towner	184,911	41,294	9,035	8,253	9,980	-	41,266	71,143	3,865
e	Grand Forks Authority	3,432,767	241,959	2,540,714	56,420	8,499	4,038	377,319	-	190,875
f	Lake Region 4-Co.	1,083,843	37,907	779,981	25,313	25,836	1,964	126,565	-	85,871
g	McLean	1,267,366	25,168	1,112,156	12,363	13,377	-	60,914	-	43,388
h	Mercer/Oliver	284,893	67,399	28,066	11,383	4,840	-	67,198	-	44,707
i	Mountrail	1,201,872	599	980,619	19,659	2,892	12,931	6,700	27,705	76,410
j	Pembina	475,906	1,153	285,444	9,530	8,672	579	35,895	86,518	79,333
k	Pierce	53,251	33,713	7,700	2,368	-	2,483	-	-	6,987
l	Red River Regional	5,172,063			195,506	-	-	1,094,716	-	3,077
m	Richland	1,804,902	113,294	798,586	19,693	9,451	1,455	98,450	3,878,764	27,547
n	Rolette	115,964	2,306	316,393	10,826	3,247	12,019	4,515	103,877	707
o	Sioux		-	-	-	-	-	-	-	-
p	Stark	254,935	-	232,883	28,470	-	-	-	-	6,338
q	Steele/Traill	180,223	57,377	77,295	11,161	1,800	46,122	47,466	26,500	26,112
r	Stutsman	640,050	86,818	298,650	21,420	-	-	-	-	298,650
s	Walsh	720,061	29,439	534,830	18,164	7,899	247	105,347	-	24,130
t	Ward	2,630,377	231,518	1,408,314	83,395	57,816	5,831	417,419	-	426,083
u	Williams/Williston	2,018,768			50,755			254,013	1,359,151	354,848
	Other PSAPs Total	**29,167,048**	**1,284,254**	**12,717,999**	**727,083**	**190,152**	**150,092**	**3,301,806**	**5,588,711**	**4,081,649**
	Grand Total	**32,812,204**	**1,341,823**	**13,165,558**	**879,719**	**325,056**	**158,657**	**3,932,763**	**7,012,339**	**4,487,142**

ESCS Operational Survey Results
Based on CY2023 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	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	
Barnes County Dispatch	1	1	1	1	2	0	1	0
Central Dakota Comunications Center	7	1	3	1	12	0	0	8
Grand Forks County 911 Center	5	1	3	1	7	0	0	0
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	4	0	2	1	2	0	0	2
Bottineau/Renville E911 Network	3	2	2	1	3	0	1	5
Pierce County	3	0	3	1	1	2	1	0
Minot Central Dispatch	3	1	2	1	6	0	0	1
Mountrail County Sheriff's Department	2	1	2	0	2	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	2
Stark/Dickinson Dispatch	8	1	3	0	5	0	0	2
State Radio	7	2	5	2	15	0	0	4
Stutsman County Communications Center	1	1	2	0	3	0	0	0
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
Cummulative Total	71	18	48	14	95	3	3	31

PSAP	Agencies Dispatched				
	Sheriff / Police	Fire	Quick / Rescue Response	Ambulance (BLS/ALS)	Other
Barnes County Dispatch	2	12	5	1	1
Central Dakota Comunications Center	5	7	1	6	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	4	7	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	16	5	4
Stark/Dickinson Dispatch	3	7	0	3	0
State Radio	76	172	15	92	55
Stutsman County Communications Center	2	10	3	2	3
Traill Co.	2	11	6	4	0
Walsh County Communications	2	10	4	2	2
Upper Missouri River Regional Dispatch	4	10	2	4	2
Cummulative Total	150	388	102	190	103
Actual Number of Agencies	110	316	132	128	

ESCS Operational Survey Results
Based on CY2023 Survey Compiled by the Emergency Services Communications Coordinating Committee

PSAP	911 Trunks (NG911)	Local Telephone Provider	ALI Database Provider[d]
Barnes County Dispatch	4	BEK	Intrado
Central Dakota Comunications 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	114		

PSAP	Call Taking System		
	Manufacturer/Model	Install Date	Estimated End of Life
Barnes County Dispatch	Motorola/VESTA	2020	2025
Central Dakota Comunications Center	Motorola/VESTA	2020	2025
Grand Forks County 911 Center	Intrado/Viper	2018	2023
Lake Region 911 Center	Motorola/VESTA	2019	2025
McLean County	Motorola/VESTA	2021	2026
Mercer-Oliver 911	Motorola/VESTA	2021	2031
Cavalier County	Motorola/VESTA	2021	2026
Rolette County	Motorola/VESTA	2021	2026
Bottineau/Renville E911 Network	Motorola/VESTA	2021	2025
Pierce County	Motorola/VESTA	2021	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	2030
Stark/Dickinson Dispatch	Motorola/VESTA	2016	2027
State Radio	Motorola/VESTA	2016	2025
Stutsman County Communications Center	Motorola/VESTA	2021	2026
Traill Co.	Motorola/VESTA	2003	2018
Walsh County Communications	Motorola/VESTA	2021	2026
Upper Missouri River Regional Dispatch	CentralSquare 911	2021	2025

Emergency Services Communicatons System (9-1-1) PSAP Evaluation
Based on CY2023 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 CY2023 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 CY2023 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 CY2023 Survey Compiled by the Emergency Services Communications Coordinating Committee

Questions	Yes	No	N/A
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.)?	53	0	0
Does the governing body / committee have authority to designate lines of responsibility and authority?	50	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?	47	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?	47	6	0
If the plan does not conform to the modified burkle addressing plan, was a previous addressing system in place before January 1, 1993?	4	0	49
If implemented, do rural street signs comply with the manual on uniform traffic control device standards?	46	0	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?	51	2	0
Is the governing body/committee supportive of 911 as a cost-free call?	51	2	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

Maintenance Frequency	Daily	Weekly	Monthly	Quarterly	Annually	Never
How frequently is address and mapping data updated in the emergency services communication system database and mapping system?	6	22	25	0	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	5	10	25	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

ESCS SURVEY COMMENTS – NOTES REGARDING PLANS FOR FUND BALANCES

State Radio Dispatched Counties

1. Adams – The General fund will need to cover the overage in the budget, as there are not enough funds to cover services.

2. McIntosh - Current balance will be used to pay bills. In a year or two, there won't be enough in the fund to cover all the bills.

3. Bowman - In Jan 2024, funds in the amount of $14,881.92 were pulled from General Fund and placed in 911 Fund to off-set negative balance.

4. McKenzie – 911 contract with State Radio, Training.

5. LaMoure – With increased PSAP expenses, the fund balance will be expended.

6. Divide - Had to transfer $20,000 from general to support these funds.

7. Hettinger - Fund continues to pay for staffing, SIRN, State Radio, NDACo JPA, dues, Everbridge Contract, and any other expenses.

8. Burke - Fund carriers over to fund 911 services for 2024.

9. Dickey - Fees include a $60,000 transfer of funds from General Fund to pay the State Radio fee.

10. Sheridan - $706.34 in miscellaneous funds collected for dividend from local telephone company is included in the fee revenue above and also a $10,000.00 transfer from the County General Fund is included in the fee revenue.

Other Single & Multi-Jurisdictional PSAPs

1. Traill – This pays for our E911.

2. Richland - $236,933.96 Revenue from City, NDSCS, Grants, Misc. $375,000 transferred from General fund.

3. Cass - Cass County supplements the 911 fund with a transfer from the general fund. The transfer in 2023 was 691,244.73.

4. Cavalier - Future equipment and maintenance of PSAP.

5. Rolette - Training and Equipment.

6. Pembina - NG911 Vesta Contract and SIRN Maintenance, CAD-ETS-Backup software and other Equipment maintenance, Radio logging recorder, update landline phones to IP, 911 Dispatch computers.

7. Walsh - In 2024 will start paying the County General fund back for loan on cost of new Vesta and SIRN systems installed. Working with Commission to determine costs that can be moved from General Fund to the 911 fund.

8. Grand Forks - Revenues are planned to be used for redundant networks, upgrades to equipment and new systems such as a CAD system and call-handling system for 2024 and 2025.

9. Mercer - Used for 911 maintenance.

10. Stark - Funds are being utilized to; update dispatch computers and monitors as needed (all 5 stations will be receiving new monitors and PCs in 2024), provide continuous training from current dispatchers, new training to dispatchers, and to replace any equipment (headsets, radios, etc) as needed by the PSAP.

11. Oliver - A transfer of 30,000 was made in 2023 as well.

12. Burleigh - Mandan Revenue is reported as general fund revenue, not as E911 funds so the end balance includes these funds.

13. Pierce - Revenue figure includes $35,350 that was transferred out of wireless fund, so revenue amount was only $23,305.99.

14. Steele - We are looking to help out our PSAP a little more by being more financially involved with them. This is to help to attract more dispatchers as we are 3 short. Financial incentives will be coming from Steele County, payable through our PSAP - Traill County.

15. Towner - Nothing left over.