

9-1-1 Coordination Board Meeting

**George S Mickelson Law Enforcement Training Center
Commissioners' Room - 1302 East Highway 14 - Pierre, SD**

July 22, 2010 – 9:00 AM

AGENDA

- I. Call to Order & Roll Call
- II. Approval of July 22, 2010 Agenda
- III. Approval of May 13, 2010 Meeting Minutes
- IV. Public Comment
- V. Discussion of Financial Reporting and Analysis of Collected Data
- VI. Discussion of Proposed Rules for Meeting “Two Person” Rule by Technical or Alternative Means and Draft Fiscal Note
- VII. Discussion of Proposed Budget and Grant Guidelines for FY2011
- VIII. Discussion of Proposed Legislative Action Items
 - A. 9-1-1 Emergency Surcharge
 - B. Prepaid Wireless Collection/Point-of-Sale
- IX. Coordinator’s Report:
 - A. ENHANCE911 Grant Activities
 - B. Statement of Condition of 9-1-1 Coordination Fund
 - C. Update on AT&T Mobility in South Dakota
- X. Other Business
- XI. Adjourn

Any questions regarding this meeting or agenda can be directed to:

Michael Houdyshell – South Dakota 9-1-1 Coordinator
Department of Public Safety, 118 West Capitol Avenue, Pierre, SD 57501
605.773.2691

South Dakota 9-1-1 Coordination Board

Meeting Minutes for May 13, 2010 – 8:30 AM Central (DRAFT)
State Capitol, Room 413
Pierre, SD

Board members present: Barthel, Bechtold, Carmon, Falken, Haines, Ruffedt, Sawvell, Sebert, Tucholke, Turman

Board members absent: Turbak, Goldschmidt

Staff present: Lee Axdahl (outgoing 9-1-1 Coordinator), Michael Houdyshell (9-1-1 Coordinator, DPS Attorney)

Others present: Randy Petrick (Deuel Co. 9-1-1), Gary Jaeger (Deuel Co. Commissioner), Darold Hunt (Deuel Co. Commissioner)

I. Call to Order & Roll Call

Meeting called to order at 8:30 AM by Chairperson Ruffedt. Roll was taken and a quorum was present.

II. Approval of Agenda

Motion to approve agenda.

Moved by: Sebert Second by: Carmon

Discussion: Ruffedt requested amending the agenda to move discussion of SB104 to the top of the agenda.

Conclusion: Motion as amended carried unanimously.

III. Approval of January 14, 2010 Meeting Minutes

Motion to approve meeting minutes.

Moved by: Falken Second by: Sebert

Discussion: None

Conclusion: Motion carried unanimously.

IV. Public Comment

Public comments were taken from Deuel County Emergency Manager Randy Petrick and Deuel County Commissioner Gary Yeager regarding the proposed implementation options for the 2- person rule. Mr. Petrick and Mr. Yeager had general questions regarding the options available for compliance and shared their concerns about the cost of implementation.

V. Discussion of SB 104

Michael Houdyshell provided information on Senate Bill 104, which changes certain open meeting requirements. Houdyshell discussed the primary changes, but cautioned that implementation of the new law is a work in progress and to expect further direction from the Administration.

VI. Discussion of Nominations for Barthel, Bechtold, Carmon & Ruffedt Seats

Houdyshell provided the Board with nomination lists from the Sheriff's Association, Police Chief's Association, and the Telecommunications Association. Sheriff Bechtold stated that, for future reference, the Sheriff's Association prefers to appoint its candidate to the board; however, it was pointed out that state law requires ten names to be submitted to the Governor for consideration.

Motion to forward nomination lists to Public Safety Secretary Dravland for submittal to the Governor's Office.

Moved by: Bechtold Second by: Tucholke

Discussion: None

Conclusion: Motion carried unanimously.

VII. Discussion of Proposed Rules for Meeting "Two Person" Rule by Technical or Alternative Means

Carmon presented information on the Legislative Subcommittee's recommendations for 2-person rule alternative compliance methods. Carmon explained that:

- Procedures for each method need to be defined to make the methods workable;
- Telecommunication providers provided substantial feedback which was very helpful as the alternatives were developed.
- The alternative compliance methods are "stepping stones" to Next Gen 9-1-1

Haines stated that partner PSAPs must monitor each other's calls in order for any of the alternative methods to work properly and meet the intent of the 2-person rule.

Randy Petrick provided additional public comment. Petrick had a number of questions that will be answered by Chair Ruffedt at the conclusion of the meeting.

Gary Yeager provided additional public comment. Yeager asked if there was any demographic information available regarding the counties who are hesitant to submit financial reports to the Board. Axdahl stated that the resistance is coming from all parts of the state.

At this time, Axdahl also presented information on the PSAP and county financial reporting efforts. Axdahl reported that approximately one-third of PSAPs have not reported, along with a handful of counties. The discussion turned to using the USD Government Research Bureau to research and analyze the financial reporting data.

Motion to utilize the USD Government Research Bureau to analyze the financial reporting data.

Moved by: Sebert Second by: Barthel

Discussion: None

Conclusion: Motion carried unanimously.

VIII. Discussion of Proposed Budget and Grant Guidelines for FY2011

Axdahl reported that the proposed budget is still in the works and will be available prior to the next meeting.

Turman discussed the draft grant guidelines prepared by Turbak and explained that there are a few more forms that need to be prepared before a grant program can be established. Houdyshell and Turman said they would work on the grant program prior to the next meeting.

IX. Discussion of Proposed Legislative Action Items and Update on Financial Reporting

Houdyshell stated that any proposed legislation action items would be determined by the outcome of the financial reporting that is ongoing. The Board discussed the next steps to take if PSAPs/counties don't comply with the request to submit financial information.

X. ENHANCE911 Grant Activities

Axdahl reported that about half of the E911 grants had signed project agreements in place. The remainder of the grants will have signed agreements in place by the end of May 2010.

XI. Statement of Condition of 9-1-1 Coordination Fund

Houdyshell discussed the Statement of Condition of the 9-1-1 Coordination Fund located in each member's binder.

XII. Transition Discussion

Rufledt welcomed Houdyshell as the new 9-1-1 Coordinator and described the transition process to the Board.

XIII. Other Business

Rufledt submitted comments he had received from the Yankton Fire Chief.

Rufledt discussed the Bennett County Commission's resolution regarding surcharge increase. A copy was provided to the members in their binders.

IXX. Adjourn

Moved by: Tucholke Second by: Sebert

Discussion: None

Conclusion: Unanimous.

CHAPTER 50:02:04

PUBLIC SAFETY ANSWERING POINTS

50:02:04:02. General operational standards. The general operational standards for a PSAP shall be as follows:

(1) A PSAP must be operational 24 hours a day, seven days a week;

(2) No later than July 1, 2013, a PSAP must be continuously staffed with at least two certified 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved in writing by the board. Alternative compliance methods must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. Alternative compliance methods include but are not limited to the following:

(a) Primary-Secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two certified 911 telecommunicators at all times (Primary) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (Secondary) to answer all 911 calls in the Secondary PSAP's service area;

(b) Automatic/Manual redirect of 911 calls, wherein a PSAP that is not staffed with at least two certified 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; and

(c) Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders.

(3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;

(4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:

(a) Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and

(b) Training in the accurate and appropriate categorization of all calls for service;

(5) A 911 telecommunicator must be able to appropriately prioritize all calls for service;
and

(6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

Source: 36 SDR 100, effective December 14, 2009.

General Authority: SDCL 34-45-18.2.

Law Implemented: SDCL 34-45-18.2.

Alternate Compliance Methods

- Method 1 Primary - Secondary PSAP arrangement
- Method 2 Automatic or manual switching of 9-1-1 calls
- Method 3 "Virtual PSAP" method
- "N/A" PSAP already or plans to staff with two on duty 24/7 by 7-1-2013

Projected Costs Associated with Implementation of Alternate Compliance Methods

PSAP	Method Indicated by PSAP?	Method	Partnering PSAP	Projected % of time 2nd Dispatcher coverage needed	One Time/First Year Costs	Annual Recurring Costs
Beresford PD PSAP	Yes	3	Partner with Union Co. PSAP	N/A	\$35,129	\$4,674
Bon Homme Co. PSAP	Yes	2	Partner with Yankton PD PSAP	100%	\$63,510	\$57,284
Brookings PD PSAP	Yes	N/A		N/A	\$0	\$0
Brown Co. PSAP	Yes	N/A		N/A	\$0	\$0
Buffalo Co. PSAP	No	2	Partner with Pierre PD PSAP	100%	\$22,925	\$19,699
Butte Co. PSAP	Yes	2	Partner with Meade Co. PSAP	33%	\$34,019	\$27,793
Charles Mix Co. PSAP	Yes	N/A		N/A	\$0	\$0
Clay Co. PSAP	Yes	N/A		N/A	\$0	\$0
CRST PSAP - Eagle But	Yes	N/A		N/A	\$0	\$0
Custer Co. PSAP	Yes	N/A		N/A	\$0	\$0
Deuel Co. PSAP	Yes	2	Partner with Brookings PD PSAP	66%	\$31,337	\$25,051
Fall River Co. PSAP	Yes	2	Partner with Custer Co. PSAP	100%	\$64,013	\$57,787
Huron PD PSAP	Yes	N/A		N/A	\$0	\$0
Lake Co. PSAP	Yes	3	Partner with Moody Co. PSAP	N/A	\$24,594	\$3,464
Lawrence Co. PSAP	Yes	3	Partner with Spearfish PD PSAP	N/A	\$33,609	\$4,674
Lincoln Co. PSAP	Yes	N/A		N/A	\$0	\$0
Marshall Co. PSAP	Yes	2	Partner with Roberts Co. PSAP	100%	\$33,983	\$31,149
Meade Co. PSAP	Yes	N/A		N/A	\$0	\$0
Miner Co. PSAP	No	2	Partner with Huron PD PSAP	100%	\$28,156	\$21,930
Mitchell PD PSAP	Yes	N/A		N/A	\$0	\$0
Metro 9-1-1 Sioux Falls	Yes	N/A		N/A	\$0	\$0
Mobridge PD PSAP	No	N/A		N/A	\$0	\$0
Moody Co. PSAP	Yes	3	Partner with Lake Co. PSAP	N/A	\$24,594	\$3,464
OST PSAP-Porcupine	No	N/A		N/A	\$0	\$0
Pennington Co. PSAP	Yes	N/A		N/A	\$0	\$0
Pierre PD PSAP	Yes	N/A		N/A	\$0	\$0
Roberts Co. PSAP	No	N/A		N/A	\$0	\$0
Spearfish PD PSAP	Yes	3	Partner with Lawrence Co. PSAP	N/A	\$33,609	\$4,674
Spink Co. PSAP	Yes	2	Partner with Huron PD PSAP	50%	\$43,374	\$37,248
Union Co. PSAP	Yes	3	Partner with Beresford PD PSAP	N/A	\$35,129	\$4,674
Winner PD PSAP	Yes	N/A		N/A	\$0	\$0
Watertown PD PSAP	Yes	N/A		N/A	\$0	\$0
Yankton PD PSAP	Yes	N/A		N/A	\$0	\$0

Total Projected Statewide Cost First Year> **\$507,981**

Total Projected Annual Recurring Costs> **\$303,565**

Projected Cost Categories

Category 1 One time equipment, software, installation and programming costs

Category 2 Recurring telephone company charges

Category 3 One time data circuit costs

Category 4 Recurring data circuit costs

Category 5 Recurring intergovernmental contract costs

Average statewide cost per capita for contract 9-1-1 services - \$7.613 annually

Contracting Co. 08 Population Annual Payment

Mitchell PD PSAP

Aurora Co.	2867	\$13,761
Brule Co.	5205	\$30,933
Hanson Co.	3609	\$14,714
Hutchinson Co.	7250	\$42,394
McCook Co.	5671	\$26,244
Pennington Co. PSAP		
Jackson Co.	2711	\$17,033
Pierre PD PSAP		
Hyde Co.	1424	\$10,862
Jones Co.	1024	\$8,948
Stanley Co.	2703	\$65,188
Sully Co.	1356	\$33,560
Watertown PD PSAP		
Day Co.	5526	\$43,800
Grant Co.	7101	\$57,100
Hamlin Co.	5660	\$35,400
Roberts Co.*	2439	\$15,300

*Watertown PSAP serves 24.76% of Roberts Co. population of 9,851

54546 \$415,237
\$415,237 / 54546 = \$7.613

Cost Projection Basis Scenarios

Method 2 - Redirect of 9-1-1 calls from Deuel Co. to Brookings PD PSAP

Category 1	One time equipment, software, installation and programming costs	\$6,326
	Install of circuit in Deuel (\$326), install of circuit in Brookings (\$200), make busy key and install (\$300), changes to paging terminal (\$500), two control stations in Brookings for radio comms with Deuel responders (\$4,500), radio console changes in Brookings (\$500)	
Category 2	Recurring telephone company charges	\$3,566
	Circuit from Sioux Falls tandem to Brookings Telco (\$142.20 per month or \$1,706 annually), circuit from Brookings Telco to Brookings PSAP (\$100 per month of \$1,200 annually), monthly telephone line at Brookings PSAP for access to Deuel paging terminal (\$55 per month of \$660 annually).	
Category 3	One time data circuit costs	\$0
Category 4	Recurring data circuit costs	\$0
Category 5	Recurring intergovernmental contract costs	\$21,485
	Deuel Co. population 4,276x\$7.613=\$32,533. Deuel Co. plans to staff two on duty 24/7 8 hours a day after 7-1-2013 thus reducing the annual contract cost by 33%.	
	Total Projected 1st Year Cost>	\$31,377
	Total Projected Annual Recurring Cost>	\$25,051

Scenario 2: Method 2 - Redirect of 9-1-1 calls from Spink Co. to Huron PD PSAP

Category 1	One time equipment, software, installation and programming costs	\$6,126
	Install of circuit to Huron PSAP (\$326), make busy key & install (\$300), changes to paging terminal (\$500), two control stations in Huron for radio comms. with Spink and Faulk responders (\$4,500), radio console changes in Huron (\$500).	
Category 2	Recurring telephone company charges	\$3,218
	Circuit from Sioux Falls tandem to Huron PSAP (\$213.20 per month or \$2,558 annually), monthly phone line at Huron PSAP for access to Spink Co. paging terminal (\$55 per month or \$660 annually).	
Category 3	One time data circuit costs	\$0
Category 4	Recurring data circuit costs	\$0
Category 5	Recurring intergovernmental contract costs	\$34,030
	Spink (6,664)/Faulk (2,255) Co. populations 8,919 x \$7.613=\$68,061. Spink advises they plan to staff with two on duty 12 hrs per day thus reducing the annual contract cost by 50%.	
	Total Projected 1st Year Cost>	\$43,374

Total Projected Annual Recurring Cost> \$37,248

Scenario 3, Method 3 - Interconnect of Lawrence Co. PSAP and Spearfish PD PSAP

Category 1 One time equipment, software, installation and programming costs \$56,650

Reconfiguration of 9-1-1 phone system at each PSAP (\$30,500), paging system changes and programming at both PSAPs (\$1,000), add 2 control stations at each PSAP (\$9,000), radio console updates at each PSAP (\$1,000), install of phone line at PSAP for access to the others paging terminal (\$150), interface of each PSAPs CAD system (local preference, \$15,000).

Category 2 Recurring telephone company charges \$1,320

Recurring cost of paging terminal phone lines at both PSAPs (\$110 per month, \$1,320 annually).

Category 3 One time data circuit costs \$1,220

Install DS1 circuit between both PSAPs phone systems- both ends(\$610), install DS1 between both CAD systems- both ends (\$610).

Category 4 Recurring data circuit costs \$8,028

Annual recurring cost for phone system DS1 - 5 year contract (\$4,014).
Annual recurring cost for CAD system DS1 - 5 year contract (\$4,014).

Category 5 Recurring intergovernmental contract costs \$0

Total Projected 1st Year Cost> \$67,218

Total Projected Annual Recurring Cost> \$9,348

Scenario 4, Method 3 - Interconnect of Lake Co. & Moody Co. PSAPs

Category 1 One time equipment, software, installation and programming costs \$41,650

Reconfiguration of 9-1-1 phone system at each PSAP (\$30,500), paging system changes and programming at both PSAPs (\$1,000), add 2 control stations at each PSAP (\$9,000), radio console updates at each PSAP (\$1,000), install of phone line at PSAP for access to the others paging terminal (\$150).

Category 2 Recurring telephone company charges \$1,320

Recurring cost of paging terminal phone lines at both PSAPs (\$110 per month, \$1,320 annually).

Category 3 One time data circuit costs \$610

Install DS1 circuit between both PSAPs phone systems- both ends(\$610).

Category 4 Recurring data circuit costs \$5,607

Annual recurring cost for phone system DS1 - 5 year contract (\$5,607).

Category 5 Recurring intergovernmental contract costs \$0

Total Projected 1st Year Cost> \$49,187

Total Projected Annual Recurring Cost> \$6,927

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

	YTD ACTUAL												TOTAL FY10 YTD	
	FY2009	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10		Jun 10
911 Surcharge Investment Council (Yearly Income)	\$138,755	\$28,911	\$24,571	\$0	\$34,775	\$24,415	\$0	\$2,741	\$84,910	\$2,117	\$3,355	\$62,662	\$2,299	\$250,756
				\$1,558										\$1,558
TOTAL RECEIPTS	\$138,755	\$28,911	\$24,571	\$1,558	\$34,775	\$24,415	\$0	\$2,741	\$84,910	\$2,117	\$3,355	\$62,662	\$2,299	\$252,314
Personal Services	\$20,442	\$7,485	\$3,145	\$6,133	\$8,207	\$3,172	\$4,730	\$4,791	\$5,520	\$4,750	\$7,427	\$1,035	\$4,578	\$60,974
Travel	\$6,200	\$520	\$1,149	\$2,486	\$2,105	\$1,351	\$2,738	\$924	\$924	\$272	\$419	\$802	\$940	\$13,705
Contractual	\$950	\$612	\$373	\$430	\$518	\$203	\$848	\$249	\$273	\$838	\$224	\$359	\$156	\$5,082
Supplies	\$647	\$77	\$0	\$123	\$72	\$3	\$66	\$0	\$18	\$0	\$89	\$686	\$219	\$1,352
Grants	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$206	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Indirect Cost Allocation	\$0	\$0	\$0	\$0	\$0	\$1,001	\$0	\$1,057	\$0	\$0	\$776	\$323	\$117	\$3,583
TOTAL DISBURSEMENTS	\$28,239	\$8,694	\$4,873	\$9,173	\$10,902	\$5,729	\$9,382	\$6,096	\$6,735	\$5,860	\$9,934	\$2,882	\$6,759	\$85,019
NET (Receipts less Disbursements)	\$110,516	\$20,217	\$19,698	(\$7,615)	\$23,874	\$18,686	(\$9,382)	(\$3,356)	\$58,175	(\$3,744)	(\$5,580)	\$59,781	(\$4,460)	\$167,295
BEGINNING CASH BALANCE	\$0	\$110,516	\$130,733	\$150,431	\$142,816	\$166,690	\$185,376	\$176,994	\$173,638	\$231,813	\$228,069	\$222,489	\$282,270	\$110,516
ENDING CASH BALANCE	\$110,516	\$130,733	\$150,431	\$142,816	\$166,690	\$185,376	\$176,994	\$173,638	\$231,813	\$228,069	\$222,489	\$282,270	\$277,810	\$277,810

	Total Receipts JAN-MAR09	Total Receipts APR-JUN09	Total Receipts JUL-SEP09	Total Receipts OCT-DEC09	Total Receipts JAN-MAR10	Total Receipts APR-JUN10
CELLULAR INC NETWORK	6,717.78	7,438.09	7545.72	8521.24	8484.32	8919.69
DAKOTA SYSTEMS INC	3,286.20	3,771.64	3876.41	4195.87	4140.34	4204.24
EASTERN SD CELLULAR	1,221.21	1,436.42	1614.18	1759.74	1809.94	2033.44
JITTERBUG	1,231.80	849.42	967.48	1087.02	1198.4	1331.3
LONG LINES WIRELESS		6,155.25	1842.75		2116.5	2298.75
MISSOURI VALLEY	628.88	734.98	683.26	823.57	799.28	865.42
NEXTEL	129.94					
NEXTEL BOOST WEST		403.92	657.85	1312	1495.39	2023.31
NEXTEL PARTNERS		95.78	56.43	45.29	46.78	34.15
ON-STAR LLC					7955.61	1319.01
RCC ATLANTIC INC				390.56		
RURAL CELLULAR			223.07		543.81	635.52
SANBORN CELLULAR	1,120.88	1,299.61	1397.33	1531.58	1545.42	1593.37
SPRINT NEXTEL		1.48				
SWS LLC				86.25		
TRACFONE WIRELESS	4,660.34	4,635.58	4986.28	5074.79	5349.22	6560.73
VIRGIN MOBILE	2,944.34	3,397.19	2402.48	2117.71	2203.63	1590.59
WWC LIC DBA ALLTEL	23,833.51		27229.7	32244.55		
WWC LICENSES		27,517.79			32078.84	34906.26
Grand Total	45,774.88	57,737.15	53,482.94	59,190.17	69,767.48	68,315.78
INVESTMENT COUNCIL (PRIVLY INTEREST INCOME-BFM VOUCHER)			1,558.00			
Adjusted Grand Total	45,774.88	57,737.15	55,040.94	59,190.17	69,767.48	68,315.78

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>

CHAPTER 50:02:04

PUBLIC SAFETY ANSWERING POINTS

50:02:04:02. General operational standards. The general operational standards for a PSAP shall be as follows:

- (1) A PSAP must be operational 24 hours a day, seven days a week;
- (2) No later than July 1, 2013, a PSAP must be continuously staffed with at least two certified 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved in writing by the board. Alternative compliance methods must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. Alternative compliance methods include but are not limited to the following:
 - (a) Primary-Secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two certified 911 telecommunicators at all times (Primary) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (Secondary) to answer all 911 calls in the Secondary PSAP's service area;
 - (b) Automatic/Manual redirect of 911 calls, wherein a PSAP that is not staffed with at least two certified 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; and
 - (c) Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders.
- (3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;
- (4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:
 - (a) Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and
 - (b) Training in the accurate and appropriate categorization of all calls for service;

(5) A 911 telecommunicator must be able to appropriately prioritize all calls for service;
and

(6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

Source: 36 SDR 100, effective December 14, 2009.

General Authority: SDCL 34-45-18.2.

Law Implemented: SDCL 34-45-18.2.

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

	ACTUAL FY2009	ACTUAL FY2010	PROJECTED FY2011
911 Surcharge	\$138,755	\$250,756	\$252,647
Investment Council Interest		\$1,558	\$4,000
TOTAL RECEIPTS	\$138,755	\$252,314	\$256,647
Personal Services	\$20,442	\$60,974	\$44,000
Travel	\$6,200	\$13,705	\$14,000
Contractual	\$950	\$5,082	\$25,550
Supplies	\$647	\$1,352	\$2,000
Grants	\$0	\$0	\$200,000
Capital Outlay	\$0	\$323	\$2,500
Indirect Cost Allocation	\$0	\$3,583	\$3,874
TOTAL DISBURSEMENTS	\$28,239	\$85,019	\$291,924
NET (Receipts less Disbursements)	\$110,516	\$167,295	(\$35,277)
BEGINNING CASH BALANCE	\$0	\$110,516	\$277,811
ENDING CASH BALANCE	\$110,516	\$277,811	\$242,534
(Memo) Federal ENHANCE911 Grant Expenditures	\$0	\$0	\$300,000