

Barry C. Ritter, ENP

Executive Director
Statewide 911
Board



Dan Huges
Treasurer
State of Indiana

Serves as Chairman
of
Statewide
9-1-1 Board



Board members

Government

- 3 PSAP Directors
- County Commissioner
- Municipal Government
- Sheriff
- Superintendent ISP
- State Fire Marshall

Industry Partners

- Large LEC
- Small LEC
- VOIP
- Wireless



Board established

- Established to develop , implement, and oversee the statewide 911 system.
- Body corporate and politic, and though is separate from the state, the exercise by the board of their powers constitutes an essential function.



Board Authority

- Sue and be sued
- Adopt a seal
- Adopt bylaws and rules
- Collect & distribute fees
- Contract
- Hire staff
- Rule making
- Develop statewide plan
- Administer grants
- Contract network
- Audit local government
- Audit retailers along with department of revenue
- Collect statistical data



Priorities

- Public safety ESInet (IN911)
 - Indigital Telecom, Fort Wayne, Indiana
- Collection & distribution of 911 fees
- State level coordination
- Statewide 911 Plan
- NG 911 readiness
- Audits & Compliance
- Data analytics



Staff

- Executive Director
- Program Manager
- Contractors
 - Legal
 - Consultants
 - Financials



Indiana's Trek

- 1988 Emergency Telephone System Fee enacted, P.L 91-1988
 - Defined responsibilities of LECs
 - Established the first 911 fee for land line customers
 - Local ordinance
 - Remitted to each county
 - State had no oversight or involvement



- 2002 Enhanced Wireless Emergency Telephone Service as added P.L 91-1988
 - Created the Indiana Wireless Advisory Board
 - Beginning of a state oversight initiative
 - Restricted to wireless 911 only
 - Created a single statewide wireless network
 - Established a fee on wireless customers
 - Fee established by the legislature
 - Paid for cost recovery & reimbursed local government
 - Paid to build the initial IN911 network



amended

- 2006
- 2008
- 2009
- 2010
- 2012 P.L. 132-2012
- 2015 legislative session begins in January



P.L 132-2012

- Created Statewide 911 Board as the single state 911 authority
- Created single fee of \$.90 cents on all wire line VOIP, and contractual wireless technology
- Single point of collection (state)
- New distribution formula (hold harmless)
- New single list of eligible expenses
- Audits and reviews



Continued...

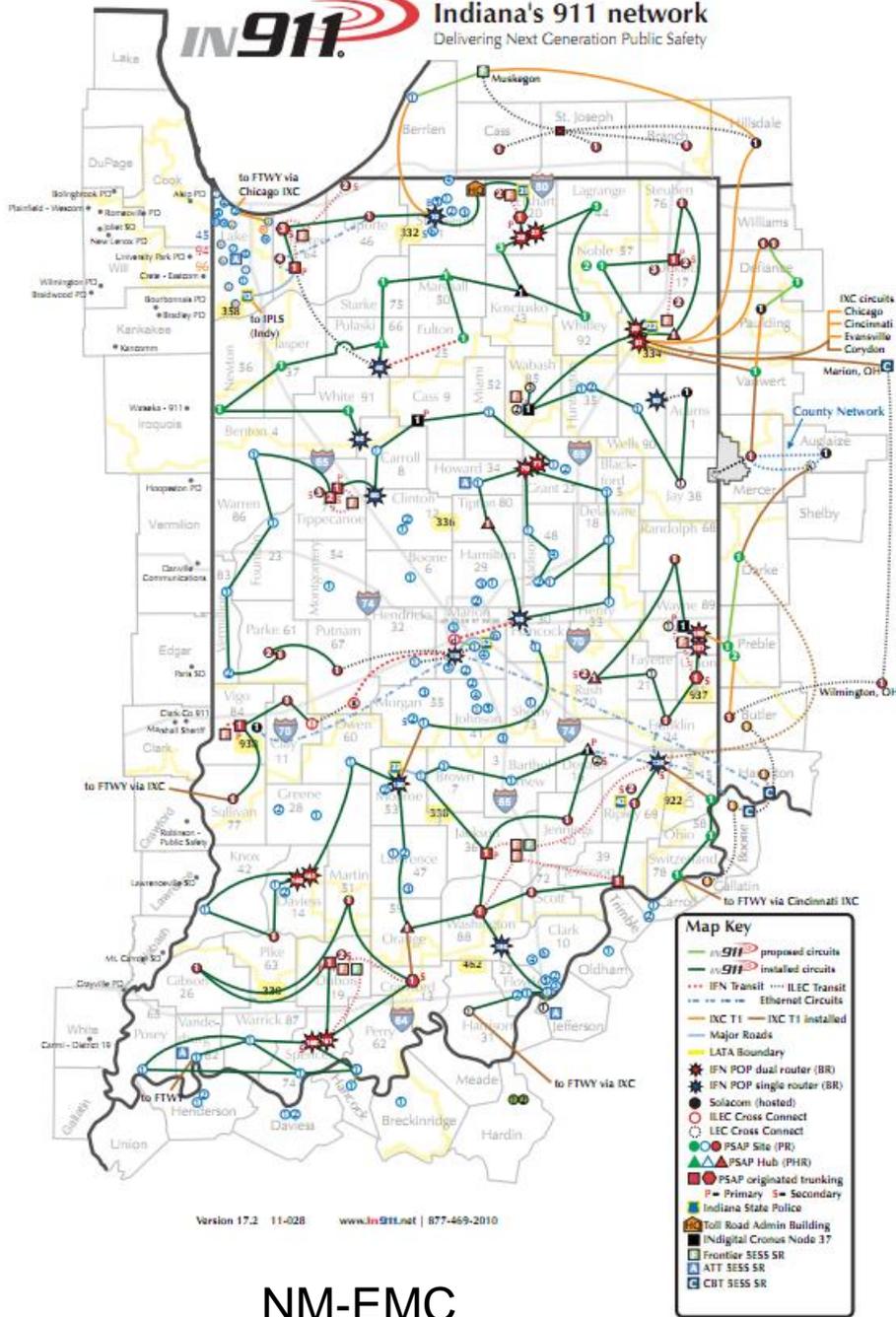
- Requires annual reports
- Increased prepaid fee to \$.50 cents
- Single statewide coordinated effort of 911 and NG 911 initiatives
- Point of contact for local, state, federal units as well as industry partners.



Why a statewide network & board?

- Improved public safety
- Interoperability
- Cost savings
- Coordination
- Efficiency
- Equal level of service to all





- 134 +/- PSAPs in Indiana
- Connectivity to Ohio, Michigan, Kentucky
- NG 911 IP enabled

Network Features

Routes all wireless 911 calls which are over 80% of all calls.

Every PSAP has transfer capabilities intra & interstate.

Operates at NENA i3 standard.

IP enabled ready to accept NG911 features.

TextTTY

IDACs/NCIC

JTAC

BMV

Translation Services





Urgency in an emergency.

**B 4 U TXT
911
VOICE is best**



textTTY status map



14-287 version 4.44

*Not all carriers provide text-TO-911 service in all counties where PSAPs provide text-TO-911 service

Texting in Indiana

- 69 counties text to 911
- 84 counties text from 911
- 250 text TO 911 since May 15th
- 14,000+ text FROM 911 last month



Target audience(s)

- Deaf, hard of hearing & speaking impaired
- ? Generations
- Individuals who find themselves in a situation that making a voice call isn't safe.





IN911

Consolidation

- Why?
 - Improved public safety
 - Cost savings
 - Reoccurring costs long term
 - Equipment
 - Personnel
- Immediate capitol costs may increase
 - radio



- How?
 - Slow
 - Develop your plan
 - Involve stakeholders (all)
 - Efficient
 - Follow your plan
 - Effective
 - Follow you plan
 - Make adjustments as needed



Indiana PSAPs

- 2008 156
- 2014 134 +/-

- Enacted July 1, 2008
- Deadline January 1, 2015



Requirements

- No more than 2 per county
- Exceptions
 - Consolidated city (Indianapolis)
 - Airport (Indianapolis)
 - Universities
 - Marion County
 - Speedway



Adjustments made

- 6 regional dispatch centers of Indiana State Police.
 - transfers were on administrative line
 - Call data was lost
- Emergency Medical Dispatching
 - Hospitals
 - Ambulance authorities





IN911

Pre 2012 Fee Structure

- Wire line & VOIP
 - Rate established locally
 - Collected locally
 - Limited eligible expenses
- Wireless
 - Rate set by State
 - Collected and distributed by the State
 - Different list of eligible expenses
 - State oversight



Pre 2012 prepaid fee

- Prepaid wireless fee enacted
- \$.25 cents per transaction
- Collected at the point of sale
- Remitted by the retailer to DOR with all other sales tax
- Distributed by the Statewide 911 Board



Revenue History

Three year average

Landline/VOIP

\$ 38,248,089

92 different rates

\$.31 cents

\$ 3.00 +

Wireless

\$ 21,690,899

1 rate

\$.50 cents

\$.25 prepaid



Current Revenue

FY 13

Landline \$ 11,692,300

VOIP \$ 6,655,852

Wireless \$ 49,772,423

Prepaid \$ 4,964,781

Total \$ 73,085,356

FY 14

\$ 9,606,242

\$ 7,032,480

\$ 50,250,658

\$ 5,534,541

\$ 72,423,921



Network features

- Wireless 911 calls
- Wireline/VOIP 911 calls for 22 counties
- IDACs/NCIC
- Judicial Tracking System (JTAC)
- OnStar
- AFIS
- Indiana State Police
- Text to 911



What does it cost to operate a PSAP?

- Property taxes
 - 911 fees
 - Local option income taxes
 - Racino funding
 - ?
-
- AIC, IACC, IN911 study in 2014



NG 911 Preparedness

- 33% are NG 911 capable as defined
 - NG capable CPE
 - Served by NG capable IP network
- 44% will need to replace their CPE
- 66% needs their provider to upgrade their call delivery network.
- 106 PSAPs will need to upgrade their CPE that they thought was NG911 capable.
- Total costs estimated \$ 35 million



RFS 15-12

- New contract for NG i3 network
- August publication
- Committee Review
- 4th quarter contract negotiations
- April contract signing

- www.in.gov/doa



Legislative Agenda

- 2015 Legislative session
 - Remove the sunset date of 07/01/2015
 - Review prepaid rate
 - Provide audit authority
 - Establish minimum training standards
 - Create grant process for local government
 - Expand NG911 features



