

The Agency

E-911 Emergency Telephone System

Agency Operations

The agency operates a 24-hour, statewide Public Safety Answering Point (PSAP), which receives wireline and wireless 9-1-1 calls, and then transfers them to the appropriate public safety response agency in the caller's area, whether it be police, fire, or rescue. The agency's operations are funded from general revenues and restricted receipt revenues. The general revenue expenditures are backed by a \$1.00 per month surcharge on wireline and wireless telephone subscribers. Effective July 1, 2004, an additional \$0.26 surcharge was levied on wireless subscribers to fund the costs of the Geographic Information System (GIS) database, improve system redundancy, and maintain state-of-the-art technology in the PSAP.

The agency is equipped with sophisticated telephone answering equipment, computers, and software, which are operated by trained 9-1-1 telecommunicators. When a telecommunicator receives a 9-1-1 call from a wireline telephone caller, the equipment displays the caller's street address, telephone number, and map displaying the location of the call. The agency is acquiring additional location capabilities using GIS mapping and other data being collected on a community-by-community basis, as funding becomes available. To date, nine communities have been coded and six more are scheduled for completion in FY 2005. Until the GIS data development project is completed, the agency must rely on voice communication with the wireless caller, supplemented by some limited location information provided by the wireless carriers under Federal Communications Commission requirements. Approximately 50 percent of the 536,000 calls received by the agency in calendar year 2003 were from wireless phones.

Agency Objectives

The agency's objective is to maintain a statewide emergency telephone system providing prompt transfers of emergency 9-1-1 calls to the appropriate responding public safety and rescue agencies utilizing call location technology.

Statutory History

In 1984, the 9-1-1 Uniform Emergency Telephone System was established under Title 39, Chapter 21. In 1996, the system became an agency within the Executive Department. The agency was originally funded by a surcharge on wireline telephone subscribers set at \$0.42 per month by the Public Utilities Commission. The surcharge was subsequently changed to \$0.47 by the General Assembly. All proceeds of the wireline surcharge were originally placed in a restricted receipt account for the exclusive use of the system. In 1997, the monthly subscriber surcharge was applied to wireless telephone subscribers, with the proceeds directed to the General Fund. In 2000, both wireline and wireless surcharge proceeds were directed to the General Fund, from which the agency's annual operating expenses have been funded from general revenue appropriations. In July 2002, the wireline and wireless surcharges were raised to \$1.00 per month. In July 2004, a new \$0.26 wireless GIS and Technology Fund surcharge was created. Statutory references for the agency are Title 39, Chapters 21 and 21.1.

The Budget

E-911 Emergency Telephone System

| | FY 2003 Actual | FY 2004 Actual | FY 2005 Revised | FY 2006 Recommended |
|--|--------------------|--------------------|--------------------|------------------------|
| Expenditures By Object | | | | |
| Personnel | 3,495,183 | 3,377,837 | 4,441,437 | 4,542,344 |
| Other State Operations | 470,336 | 657,907 | 1,069,920 | 1,082,879 |
| Aid To Local Units Of Government | - | - | - | - |
| Assistance, Grants and Benefits | - | - | - | - |
| Subtotal: Operating Expenditures | \$3,965,519 | \$4,035,744 | \$5,511,357 | \$5,625,223 |
| Capital Improvements | - | - | - | - |
| Capital Debt Service | - | - | - | - |
| Total Expenditures | \$3,965,519 | \$4,035,744 | \$5,511,357 | \$5,625,223 |
| Expenditures By Funds | | | | |
| General Revenue | 3,965,519 | 4,035,744 | 3,841,168 | 3,968,299 |
| Federal Funds | - | - | 136,000 | - |
| Restricted Receipts | - | - | 1,534,189 | 1,656,924 |
| Total Expenditures | 3,965,519 | 4,035,744 | 5,511,357 | 5,625,223 |
| FTE Authorization | 47.6 | 50.6 | 50.6 | 50.6 |
| Agency Measures | | | | |
| Minorities as a Percentage of the Workforce | 20.8% | 17.7% | 20.9% | 22.9% |
| Females as a Percentage of the Workforce | 43.8% | 43.1% | 43.8% | 43.8% |
| Persons with Disabilities as a Percentage of the Workforce | 1.9% | 1.9% | 2.8% | 3.3% |
| Program Measures | | | | |
| Average Number of Seconds Required to Answer and Transfer Incoming Wireless Calls to Secondary Public Service Answering Points | 55 | 50 | 48 | 46 |