

1 **Utah Communications Authority Amendments**

2025 GENERAL SESSION

STATE OF UTAH

**Chief Sponsor: Wayne A. Harper**

House Sponsor:

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3 **LONG TITLE**

4 **General Description:**

5 This bill modifies provisions related to public safety answering points and emergency  
6 communications services.

7 **Highlighted Provisions:**

8 This bill:

9 ▶ modifies requirements for agreements between public safety answering points and the  
10 Department of Public Safety;

11 ▶ requires the Department of Public Safety to implement and maintain a computer-aided  
12 dispatch system by July 1, 2029;

13 ▶ revises the audit requirements for counties that do not meet specified transfer rate  
14 standards;

15 ▶ modifies the distribution formula for 911 emergency service charge revenue;

16 ▶ removes references to outdated funding provisions; and

17 ▶ makes technical and conforming changes.

18 **Money Appropriated in this Bill:**

19 None

20 **Other Special Clauses:**

21 None

22 **Utah Code Sections Affected:**

23 AMENDS:

24 **69-2-201**, as last amended by Laws of Utah 2023, Chapter 507

25 **69-2-202**, as last amended by Laws of Utah 2020, Chapter 368

26 **69-2-203**, as last amended by Laws of Utah 2023, Chapter 507

27 **69-2-204**, as last amended by Laws of Utah 2024, Chapter 357

28 **69-2-302**, as enacted by Laws of Utah 2017, Chapter 430

29 REPEALS:

30 **63H-7a-304.5**, as last amended by Laws of Utah 2024, Chapter 357

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*Be it enacted by the Legislature of the state of Utah:*

Section 1. Section **69-2-201** is amended to read:

**69-2-201 . Public safety answering point -- Establishment -- Administration -- Consolidation.**

(1)(a) A public agency may:

- (i) operate a public safety answering point to provide 911 emergency service to any part of the geographic area within the public agency's jurisdiction;
- (ii) subject to Subsection (1)(b), operate a public safety answering point with any other contiguous public agency to provide 911 emergency service to any part of the geographic area within the public agencies' jurisdictions;
- (iii) operate a public safety answering point under an agreement with another public agency that existed before January 1, 2017, to provide 911 emergency service to any part of the geographic area within the public agencies' jurisdictions; or
- (iv) subject to Subsections (1)(b) and (c), operate a public safety answering point to provide 911 emergency service for all public safety agencies in a non-contiguous county of the fourth, fifth, or sixth class, if the public agency is located in a county of the fourth, fifth, or sixth class.

(b) A public agency that operates a public safety answering point in connection with another public agency shall:

- (i) provide for the operation of the public safety answering point by interlocal agreement between the public agencies; and
- (ii) submit a copy of the interlocal agreement each year to the director of the Utah Communications Authority.

(c) A public agency that operates a public safety answering point described in Subsection (1)(a)(iv) shall:

- (i) promote interoperability among the public agencies served;
- (ii) positively impact a large service territory; and
- ~~[(iii) annually qualify for disbursements as described in Section 63H-7a-304.5; and]~~
- ~~[(iv)]~~ (iii) maintain a designation as an emergency medical service dispatch center as described in Section ~~[26B-4-117]~~ 53-2d-403.

(2) Except as provided in Subsection (3), a public agency may not establish a dispatch center or a public safety answering point after January 1, 2017.

(3)(a) A public agency that operates a public safety answering point established before

- 65 January 1, 2017, may:
- 66 (i) continue to operate the public safety answering point; or
- 67 (ii) physically consolidate the public safety answering point with another public
- 68 safety answering point operated by another contiguous public agency or
- 69 consolidate with a non-contiguous county in accordance with Subsection (1)(a)(iv).
- 70 (b) A county may establish a public safety answering point on or after January 1, 2017,
- 71 if no public safety answering point exists in the county.
- 72 (4) A public agency may, in order to provide funding for operating a public safety
- 73 answering point:
- 74 (a) seek funds from the federal or state government;
- 75 (b) seek funds appropriated by local governmental taxing authorities to fund a public
- 76 safety agency; or
- 77 (c) seek gifts, donations, or grants from a private person.
- 78 (5)(a) Each dispatch center in the state shall enter into an interlocal agreement with the
- 79 governing authority of a public safety answering point that serves the county for
- 80 which the dispatch center provides dispatch services.
- 81 (b) The agreement listed in Subsection (5)(a) shall ~~provide for~~:
- 82 (i) provide for:
- 83 (A) functional consolidation of the dispatch center with the public safety
- 84 answering point that allows for dispatching to occur without the caller being
- 85 transferred; and
- 86 ~~[(ii)]~~ (B) a plan for the public safety answering point to provide 911 emergency
- 87 service to the geographic area served by the dispatch center that meets the [
- 88 ~~requirements of Section 63H-7a-304.5.] standards in Section 69-2-204; and~~
- 89 (ii) if applicable, comply with Subsection 69-2-202(3).
- 90 (6)(a) No public entity may cause or allow a 911 or emergency call box communication
- 91 to be redirected to any network other than to the 911 emergency service network.
- 92 (b) Each public entity shall comply with Subsection (6)(a) on or before July 1, 2019, and
- 93 thereafter.
- 94 (7) A special service district that operates a public safety answering point or a dispatch
- 95 center:
- 96 (a) shall administer the public safety answering point or dispatch center in accordance
- 97 with Title 17D, Chapter 1, Special Service District Act; and
- 98 (b) may raise funds, borrow money, or incur indebtedness for the purpose of maintaining

99 the public safety answering point or the dispatch center in accordance with:

100 (i) Section 17D-1-105; and

101 (ii) Section 17D-1-103.

102 (8) A public safety answering point and dispatch center shall adopt the statewide  
103 CAD-to-CAD call handling and 911 call transfer protocol adopted by the Utah  
104 Communications Authority board under Subsection 63H-7a-204(17).

105 Section 2. Section **69-2-202** is amended to read:

106 **69-2-202 . Agreement between Department of Public Safety and public safety**  
107 **answering point for dispatch services -- Agreement for improving dispatch services.**

108 (1) A public safety answering point shall, before providing dispatch services to the  
109 Department of Public Safety:

110 (a) enter into a written agreement with the Department of Public Safety for providing  
111 911 call processing or dispatch services that specifies[:]

112 [~~(i)~~] the scope of the services that the public safety answering point will provide[; and]

113 , including:

114 (i) reducing or eliminating 911 call transfers;

115 (ii) reducing 911 call response time;

116 (iii) implementing a CAD-to-CAD call handling system;

117 (iv) increasing the efficiency of 911 call processing and dispatch services; and

118 (v) ensuring compliance with Section 69-2-204; and

119 [~~(ii)~~] the rate that the public safety answering point will charge the Department of  
120 Public Safety for dispatch services; and]

121 (b) submit a copy of the agreement to:

122 (i) the director of the Utah Communications Authority; and

123 (ii) the commissioner of the Department of Public Safety.

124 (2) The Department of Public Safety shall, before providing dispatch services to a public  
125 agency as a public safety answering point:

126 (a) enter into a written agreement with the public agency for providing dispatch services  
127 that specifies:

128 (i) the scope of the services that the Department of Public Safety will provide; and

129 (ii) the rate that the Department of Public Safety will charge the public agency for  
130 dispatch services; and

131 (b) submit a copy of the agreement to:

132 (i) the director of the Utah Communications Authority; and

- 133 (ii) the commissioner of the Department of Public Safety.
- 134 (3) On or before July 1, 2029, the Department of Public Safety shall, in coordination with  
 135 each public safety answering point:
- 136 (a) develop and implement a plan and program to connect a CAD-to-CAD system with  
 137 each public safety answering point that provides 911 call processing services for the  
 138 department;
- 139 (b) ensure the system allows for electronic transfer of 911 communications from a local  
 140 public safety answering point to:
- 141 (i) a Department of Public Safety public safety answering point; or  
 142 (ii) a Department of Public Safety dispatch center; and
- 143 (c) ensure that transfers of 911 communications described in Subsection (3)(b) comply  
 144 with the standards established in Section 69-2-204.
- 145 (4) A public safety answering point may expend funds for a CAD-to-CAD system in  
 146 accordance with Section 69-2-301.
- 147 [~~(3)(a) As used in this Subsection (3), "single answering point" means a public safety~~  
 148 ~~answering point that is the single public safety answering point serving within a~~  
 149 ~~county.]~~
- 150 [~~(b) No later than December 31, 2020, the Department of Public Safety and a single~~  
 151 ~~answering point shall enter into an agreement:]~~
- 152 [~~(i) to reduce or eliminate 911 call transfers, reduce 911 call response time,~~  
 153 ~~implement a successful CAD-to-CAD call handling system, and increase the~~  
 154 ~~efficiency of the dispatch services, within the geographical area served by the~~  
 155 ~~single answering point; or]~~
- 156 [~~(ii) providing for the single answering point to provide dispatch services to the~~  
 157 ~~Department of Public Safety within the geographical area served by the single~~  
 158 ~~answering point.]~~
- 159 Section 3. Section **69-2-203** is amended to read:
- 160 **69-2-203 . Audit of public safety answering points within a county -- Reports --**  
 161 **Consequence of failure to comply.**
- 162 (1) A county that by June 30, 2024, [~~has not achieved]~~ failed to achieve a transfer rate, as  
 163 defined in Section 69-2-204, of 2% or less shall:
- 164 (a) utilize a qualified third party to conduct an audit of each public safety answering  
 165 point within the county; and
- 166 (b) require the audit to be completed no later than January 1, 2025.

- 167 (2) The audit described in Subsection (1) shall evaluate:
- 168 (a) how best to provide the emergency services within the county;
- 169 (b) what needs to happen for the PSAPs within the county to achieve a transfer rate, as
- 170 defined in Section 69-2-204, of 2% or less;
- 171 (c) whether the county could provide more cost efficient emergency service or improve
- 172 public safety by establishing a single public safety answering point for the county;
- 173 and
- 174 (d) the extent to which the dispatch center's policies, procedures, or interlocal
- 175 agreements cause a PSAP to experience difficulty in meeting the ~~[requirements of~~
- 176 ~~Section 63H-7a-304.5.]~~ standards described in Section 69-2-204.
- 177 ~~[(3)(a) Each public safety answering point shall participate and cooperate in the audit~~
- 178 ~~described in Subsection (1).]~~
- 179 ~~[(b) A public safety answering point that fails to participate and cooperate in the audit as~~
- 180 ~~described in Subsection (1) is ineligible for funding or services provided by the~~
- 181 ~~Unified Statewide 911 Emergency Services Account described in Section 63H-7a-304.]~~
- 182 ~~[(4)]~~ (3) No later than February 28, 2025, a county required to have an audit conducted
- 183 under Subsection (1) shall submit to the Utah Communications Authority:
- 184 (a) a copy of the audit report;~~[-and]~~
- 185 (b) a written plan of how and when the ~~[county]~~ public safety answering point will
- 186 implement the audit recommendations~~[-]~~ and achieve compliance with the standards
- 187 described in Section 69-2-204; and
- 188 (c) on or before January 1 of each year, beginning in 2026 and ending in 2029, submit to
- 189 the Utah Communications Authority an implementation report that describes:
- 190 (i) the progress made in implementing the audit recommendations; and
- 191 (ii) the status of achieving compliance with the standards described in Section
- 192 69-2-204.
- 193 ~~[(5) A PSAP in a county that fails to comply with the requirements of this section does not~~
- 194 ~~qualify for a distribution of funds under Section 63H-7a-304.5 for the entire calendar~~
- 195 ~~year in which the PSAP does not qualify.]~~
- 196 Section 4. Section **69-2-204** is amended to read:
- 197 **69-2-204 . Public safety answering point 911 call processing standards.**
- 198 (1) As used in this section:
- 199 (a) "Transfer rate" means the percentage of 911 calls that are:
- 200 (i) received by a public safety answering point during a fiscal year; and

- 201 (ii) transferred to another location in the state.
- 202 (b) "Transfer rate" does not include transfers from a public safety answering point to:
- 203 (i) 988 services~~[-or-]~~ ;
- 204 (ii) poison control~~[-]~~ ; or
- 205 (iii) until July 1, 2029, transfers to a public safety answering point or dispatch center
- 206 managed by the Department of Public Safety.

- 207 (2) A public safety answering point shall:
- 208 (a) maintain a transfer rate that is no more than 2%~~[-]~~ ;
- 209 (b) answer:
- 210 (i) 90% of all 911 calls within 15 seconds; and
- 211 (ii) 95% of all 911 calls within 20 seconds;
- 212 (c) adopt and implement the statewide CAD-to-CAD call handling and 911 call transfer
- 213 protocol adopted by the Utah Communications Authority board under Section
- 214 63H-7a-204;
- 215 (d) participate in the Utah Communications Authority's annual interoperability exercise;
- 216 and
- 217 (e) maintain designation as an emergency medical service dispatch center in accordance
- 218 with Section 53-2d-403.

219 Section 5. Section **69-2-302** is amended to read:

220 **69-2-302 . Distribution of 911 emergency service charge revenue.**

- 221 (1) As used in this section:
- 222 (a) "Proportional distribution" means the amount of a public safety answering point's
- 223 proportion of 911 emergency service charge revenue calculated under Subsection (3).
- 224 (b) "Proportion of total call volume" means the number of 911 emergency
- 225 communications that a public safety answering point receives in a year divided by the
- 226 number of total 911 emergency communications for the state for the year.
- 227 (2) The commission shall transmit to a public safety answering point each month an amount
- 228 equal to the public safety answering point's proportional distribution of funds collected
- 229 under Section 69-2-402~~[-each month to a public safety answering point as follows:]~~ .
- 230 ~~[(a) for fiscal years 2018 and 2019 only, an amount equal to the greater of:]~~
- 231 ~~[(i) the amount of 911 emergency service charge revenue distributed to the public~~
- 232 ~~safety answering point for the same month in fiscal year 2017; or]~~
- 233 ~~[(ii) the public safety answering point's proportional distribution for the month; and]~~
- 234 ~~[(b) for a fiscal year after fiscal year 2019, the public safety answering point's~~

- 235           ~~proportional distribution for the month.]~~
- 236       (3) A public safety answering point's proportion of 911 emergency service charge revenue  
237       is an amount equal to the total funds collected under Section 69-2-402 for the current  
238       month multiplied by the average proportion of total call volume for the public safety  
239       answering point over the three years previous to the current year.
- 240       (4)(a) For the purpose of the calculation described in Subsection (3), the Utah  
241       Communications Authority shall determine for each year:
- 242           (i) the number of total 911 emergency communications for the state;
- 243           (ii) the number of 911 emergency communications received by each public safety  
244           answering point; and
- 245           (iii) the average per year, over the last three years before the current year, of total 911  
246           emergency communications for the state and 911 emergency communications  
247           received by each public safety answering point in the state.
- 248       (b) The Utah Communications Authority shall report the numbers described in  
249       Subsection (4)(a) to the commission on or before January 15 of each year.
- 250       Section 6. **Repealer.**
- 251       This bill repeals:
- 252       Section **63H-7a-304.5, Distributions from 911 account to qualifying PSAPs.**
- 253       Section 7. **Effective Date.**
- 254       This bill takes effect on May 7, 2025.