

Wayne A. Harper proposes the following substitute bill:

1

Utah Communications Authority Amendments

2025 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: Wayne A. Harper

House Sponsor: David Shallenberger

2

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16 ▶ removes references to outdated funding provisions; and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 This bill provides a special effective date.

22 **Utah Code Sections Affected:**

23 AMENDS:

24 **69-2-201 (Effective 05/07/25)**, as last amended by Laws of Utah 2023, Chapter 507

25 **69-2-202 (Effective 05/07/25)**, as last amended by Laws of Utah 2020, Chapter 368

26 **69-2-203 (Effective 05/07/25)**, as last amended by Laws of Utah 2023, Chapter 507

27 **69-2-204 (Effective 05/07/25)**, as last amended by Laws of Utah 2024, Chapter 357

28 **69-2-302 (Effective 05/07/25)**, as enacted by Laws of Utah 2017, Chapter 430

29 REPEALS:

30 **63H-7a-304.5 (Effective 01/01/26)**, as last amended by Laws of Utah 2024, Chapter 357

31

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

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

34 **69-2-201 (Effective 05/07/25). Public safety answering point -- Establishment --**
 35 **Administration -- Consolidation.**

36 (1)(a) A public agency may:

37 (i) operate a public safety answering point to provide 911 emergency service to any
 38 part of the geographic area within the public agency's jurisdiction;

39 (ii) subject to Subsection (1)(b), operate a public safety answering point with any
 40 other contiguous public agency to provide 911 emergency service to any part of
 41 the geographic area within the public agencies' jurisdictions;

42 (iii) operate a public safety answering point under an agreement with another public
 43 agency that existed before January 1, 2017, to provide 911 emergency service to
 44 any part of the geographic area within the public agencies' jurisdictions; or

45 (iv) subject to Subsections (1)(b) and (c), operate a public safety answering point to
 46 provide 911 emergency service for all public safety agencies in a non-contiguous
 47 county of the fourth, fifth, or sixth class, if the public agency is located in a county
 48 of the fourth, fifth, or sixth class.

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

51 (i) provide for the operation of the public safety answering point by interlocal
 52 agreement between the public agencies; and

53 (ii) submit a copy of the interlocal agreement each year to the director of the Utah
 54 Communications Authority.

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

57 (i) promote interoperability among the public agencies served;

58 (ii) positively impact a large service territory; and

59 [~~(iii) annually qualify for disbursements as described in Section 63H-7a-304.5; and]~~

60 [~~(iv)~~] (iii) maintain a designation as an emergency medical service dispatch center as
 61 described in Section [~~26B-4-117~~] 53-2d-403.

62 (2) Except as provided in Subsection (3), a public agency may not establish a dispatch

- 63 center or a public safety answering point after January 1, 2017.
- 64 (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 (Effective 05/07/25). Agreement between Department of Public Safety**
107 **and public safety answering point for dispatch services -- Agreement for improving**
108 **dispatch services.**

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

111 (a) enter into a written agreement with the Department of Public Safety for providing
112 911 call processing or dispatch services that specifies[:]

113 [~~(i)~~] the scope of the services that the public safety answering point will provide[:; and]
114 , including:

115 (i) reducing or eliminating 911 call transfers;

116 (ii) reducing 911 call response time;

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

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

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

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

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

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

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

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

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

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

130 (ii) the rate that the Department of Public Safety will charge the public agency for

- 131 dispatch services; and
- 132 (b) submit a copy of the agreement to:
- 133 (i) the director of the Utah Communications Authority; and
- 134 (ii) the commissioner of the Department of Public Safety.
- 135 (3) On or before July 1, 2029, the Department of Public Safety shall, in coordination with
- 136 each public safety answering point:
- 137 (a) develop and implement a plan and program to connect a CAD-to-CAD system with
- 138 each public safety answering point that provides 911 call processing services for the
- 139 department;
- 140 (b) ensure the system allows for electronic transfer of 911 communications from a local
- 141 public safety answering point to:
- 142 (i) a Department of Public Safety public safety answering point; or
- 143 (ii) a Department of Public Safety dispatch center; and
- 144 (c) ensure that transfers of 911 communications described in Subsection (3)(b) comply
- 145 with the standards established in Section 69-2-204.
- 146 (4) A public safety answering point may expend funds for a CAD-to-CAD system in
- 147 accordance with Section 69-2-301.
- 148 [~~(3)(a) As used in this Subsection (3), "single answering point" means a public safety~~
- 149 ~~answering point that is the single public safety answering point serving within a~~
- 150 ~~county.]~~
- 151 [~~(b) No later than December 31, 2020, the Department of Public Safety and a single~~
- 152 ~~answering point shall enter into an agreement:]~~
- 153 [~~(i) to reduce or eliminate 911 call transfers, reduce 911 call response time,~~
- 154 ~~implement a successful CAD-to-CAD call handling system, and increase the~~
- 155 ~~efficiency of the dispatch services, within the geographical area served by the~~
- 156 ~~single answering point; or]~~
- 157 [~~(ii) providing for the single answering point to provide dispatch services to the~~
- 158 ~~Department of Public Safety within the geographical area served by the single~~
- 159 ~~answering point.]~~

160 Section 3. Section **69-2-203** is amended to read:

161 **69-2-203 (Effective 05/07/25). Audit of public safety answering points within a**

162 **county -- Reports -- Consequence of failure to comply.**

- 163 (1) A county that by June 30, 2024, [~~has not achieved~~] failed to achieve a transfer rate, as
- 164 defined in Section 69-2-204, of 2% or less shall:

- 165 (a) utilize a qualified third party to conduct an audit of each public safety answering
 166 point within the county; and
- 167 (b) require the audit to be completed no later than January 1, 2025.
- 168 (2) The audit described in Subsection (1) shall evaluate:
- 169 (a) how best to provide the emergency services within the county;
- 170 (b) what needs to happen for the PSAPs within the county to achieve a transfer rate, as
 171 defined in Section 69-2-204, of 2% or less;
- 172 (c) whether the county could provide more cost efficient emergency service or improve
 173 public safety by establishing a single public safety answering point for the county;
 174 and
- 175 (d) the extent to which the dispatch center's policies, procedures, or interlocal
 176 agreements cause a PSAP to experience difficulty in meeting the ~~[requirements of~~
 177 ~~Section 63H-7a-304.5.]~~ standards described in Section 69-2-204.
- 178 ~~[(3)(a) Each public safety answering point shall participate and cooperate in the audit~~
 179 ~~described in Subsection (1).]~~
- 180 ~~[(b) A public safety answering point that fails to participate and cooperate in the audit as~~
 181 ~~described in Subsection (1) is ineligible for funding or services provided by the~~
 182 ~~Unified Statewide 911 Emergency Services Account described in Section 63H-7a-304.]~~
- 183 ~~[(4)]~~ (3) No later than February 28, 2025, a county required to have an audit conducted
 184 under Subsection (1) shall submit to the Utah Communications Authority:
- 185 (a) a copy of the audit report;~~[-and]~~
- 186 (b) a written plan of how and when the ~~[county]~~ public safety answering point will
 187 implement the audit recommendations[-] and achieve compliance with the standards
 188 described in Section 69-2-204; and
- 189 (c) on or before January 1 of each year, beginning in 2026 and ending in 2029, submit to
 190 the Utah Communications Authority an implementation report that describes:
- 191 (i) the progress made in implementing the audit recommendations; and
- 192 (ii) the status of achieving compliance with the standards described in Section
 193 69-2-204.
- 194 ~~[(5) A PSAP in a county that fails to comply with the requirements of this section does not~~
 195 ~~qualify for a distribution of funds under Section 63H-7a-304.5 for the entire calendar~~
 196 ~~year in which the PSAP does not qualify.]~~
- 197 Section 4. Section **69-2-204** is amended to read:
- 198 **69-2-204 (Effective 05/07/25). Public safety answering point 911 call processing**

199 **standards.**

200 (1) As used in this section:

201 (a) "Transfer rate" means the percentage of 911 calls that are:

202 (i) received by a public safety answering point during a fiscal year; and

203 (ii) transferred to another location in the state.

204 (b) "Transfer rate" does not include transfers from a public safety answering point to:

205 (i) 988 services~~[-or-]~~ ;

206 (ii) poison control~~[-]~~ ; or

207 (iii) until July 1, 2029, transfers to a public safety answering point or dispatch center
208 managed by the Department of Public Safety.

209 (2) A public safety answering point shall:

210 (a) maintain a transfer rate that is no more than 2%[-] ;

211 (b) answer:

212 (i) 90% of all 911 calls within 15 seconds; and

213 (ii) 95% of all 911 calls within 20 seconds;

214 (c) adopt and implement the statewide CAD-to-CAD call handling and 911 call transfer
215 protocol adopted by the Utah Communications Authority board under Section
216 63H-7a-204;

217 (d) participate in the Utah Communications Authority's annual interoperability exercise;
218 and

219 (e) maintain designation as an emergency medical service dispatch center in accordance
220 with Section 53-2d-403.

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

222 **69-2-302 (Effective 05/07/25). Distribution of 911 emergency service charge**
223 **revenue.**

224 (1) As used in this section:

225 (a) "Proportional distribution" means the amount of a public safety answering point's
226 proportion of 911 emergency service charge revenue calculated under Subsection (3).

227 (b) "Proportion of total call volume" means the number of 911 emergency
228 communications that a public safety answering point receives in a year divided by the
229 number of total 911 emergency communications for the state for the year.

230 (2) The commission shall transmit to a public safety answering point each month an amount
231 equal to the public safety answering point's proportional distribution of funds collected
232 under Section 69-2-402[each month to a public safety answering point as follows:] .

- 233 ~~[(a) for fiscal years 2018 and 2019 only, an amount equal to the greater of:]~~
234 ~~[(i) the amount of 911 emergency service charge revenue distributed to the public~~
235 ~~safety answering point for the same month in fiscal year 2017; or]~~
236 ~~[(ii) the public safety answering point's proportional distribution for the month; and]~~
237 ~~[(b) for a fiscal year after fiscal year 2019, the public safety answering point's~~
238 ~~proportional distribution for the month.]~~
- 239 (3) A public safety answering point's proportion of 911 emergency service charge revenue
240 is an amount equal to the total funds collected under Section 69-2-402 for the current
241 month multiplied by the average proportion of total call volume for the public safety
242 answering point over the three years previous to the current year.
- 243 (4)(a) For the purpose of the calculation described in Subsection (3), the Utah
244 Communications Authority shall determine for each year:
- 245 (i) the number of total 911 emergency communications for the state;
246 (ii) the number of 911 emergency communications received by each public safety
247 answering point; and
248 (iii) the average per year, over the last three years before the current year, of total 911
249 emergency communications for the state and 911 emergency communications
250 received by each public safety answering point in the state.
- 251 (b) The Utah Communications Authority shall report the numbers described in
252 Subsection (4)(a) to the commission on or before January 15 of each year.
- 253 Section 6. **Repealer.**
254 This bill repeals:
255 Section **63H-7a-304.5, Distributions from 911 account to qualifying PSAPs.**
256 Section 7. **Effective Date.**
257 (1) Except as provided in Subsection (2), this bill takes effect May 7, 2025.
258 (2) The actions affecting Section 63H-7a-304.5 take effect on January 1, 2026.