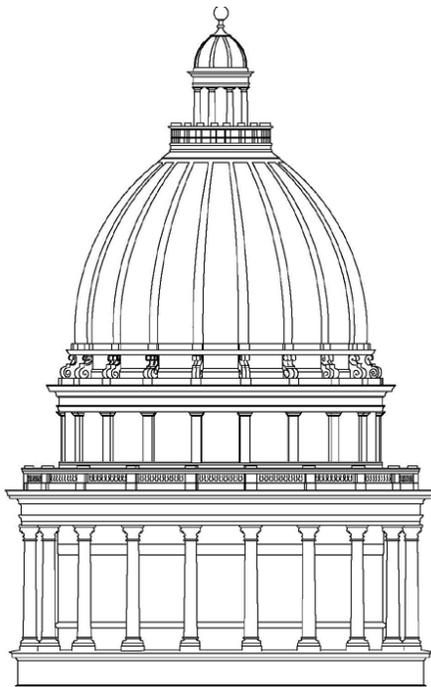


A Review of the Administration of 911 Surcharges



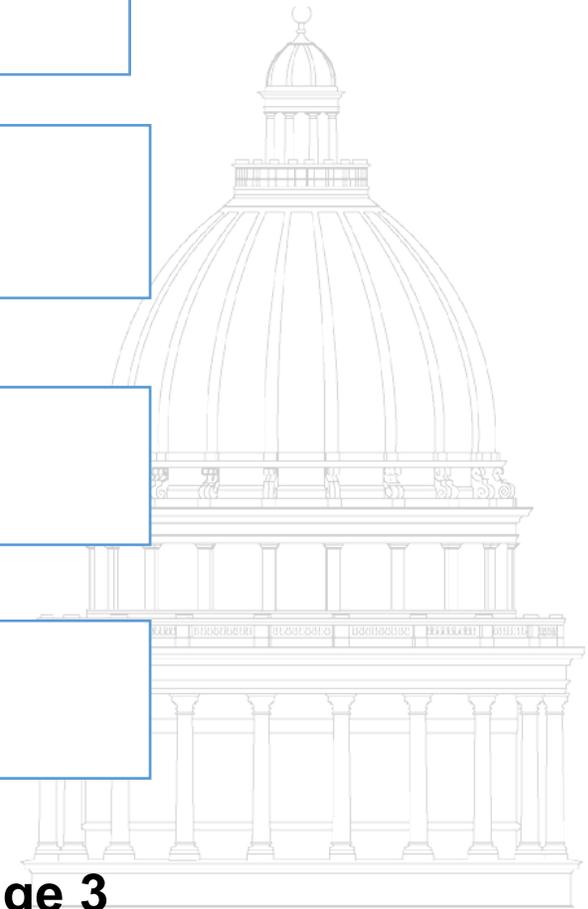
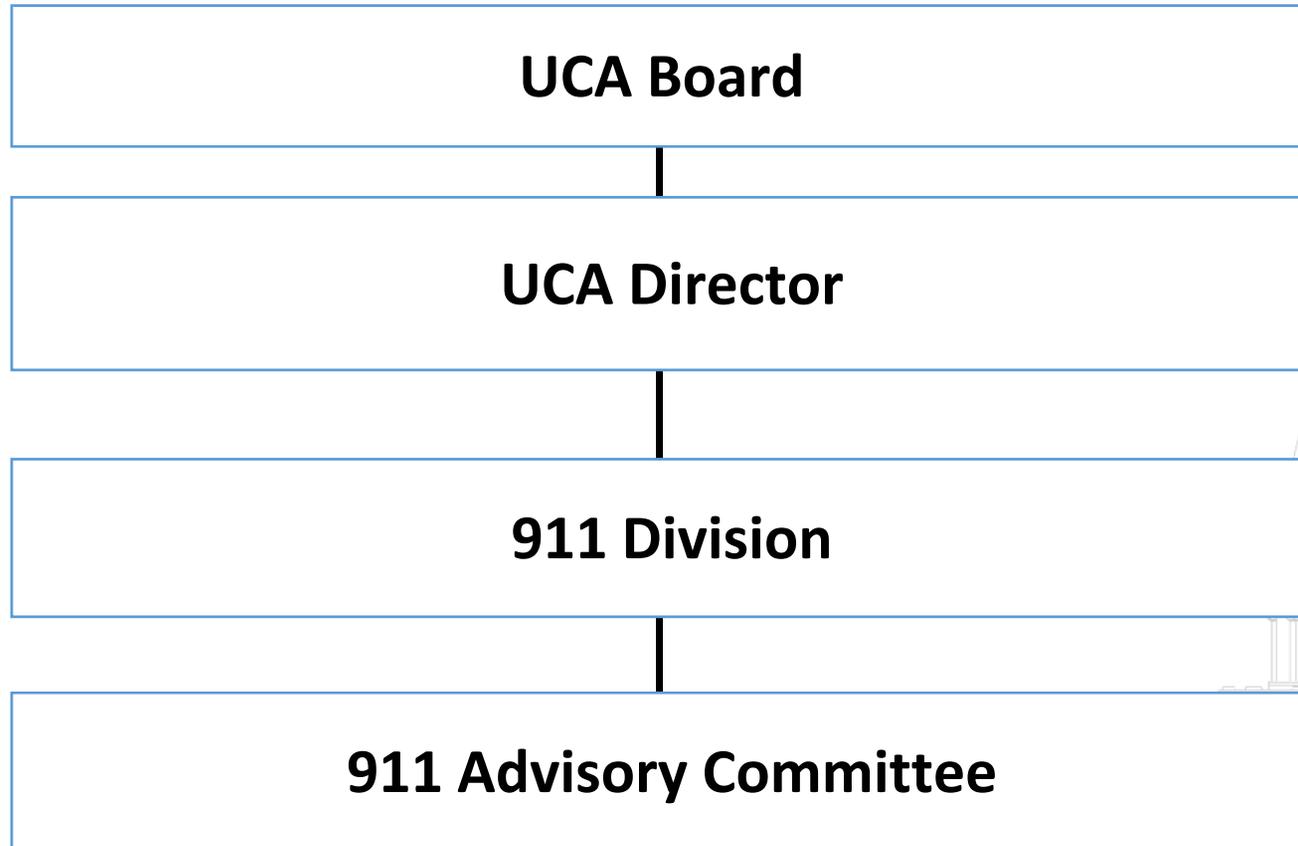
A Report by the
Utah Legislative Auditor General

Every Phone User Pays Three 911 Surcharges

911 Fees	Monthly Amount	FY2015
Local 911 Fee	\$0.61	\$ 21,641,790
State 911 Fee	\$0.09	3,123,604
CAD Fee	\$0.06	2,186,456
Total	\$0.76	\$ 26,951,850

FOR MORE INFORMATION See Chapter I, pages 1 to 2

Structure of the Utah Communications Authority (UCA)



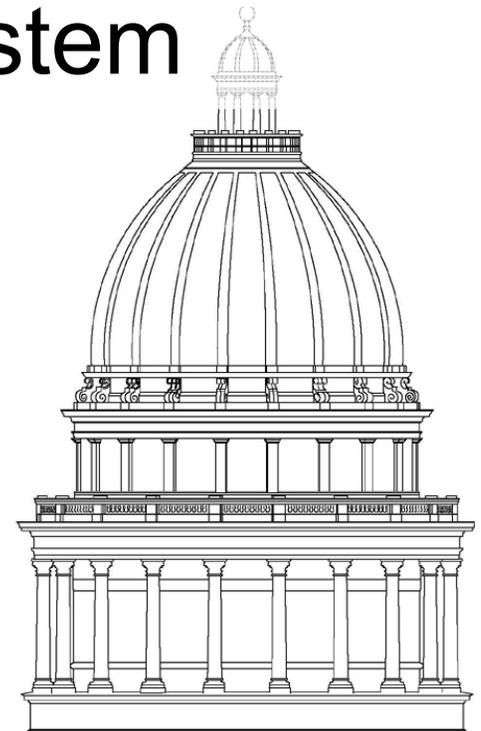
FOR MORE INFORMATION See Chapter I, page 3

Chapter II

Options the Legislature Could Consider to Improve Efficiency and Effectiveness of the 911 System

FOR MORE INFORMATION

See Chapter II, pages 5 to 14



Current 911 Call Distribution to PSAPs

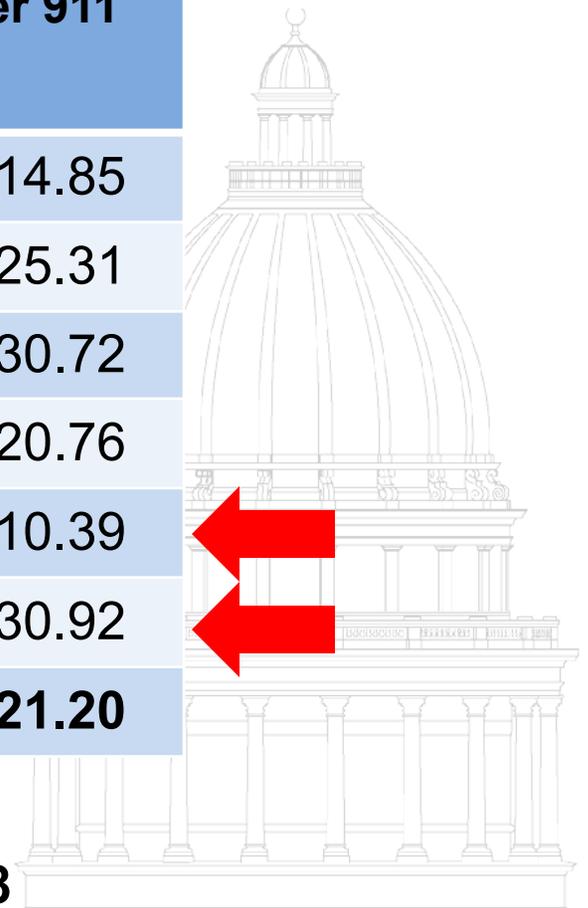
FY2015	Number of 911 Calls	Percent of 911 Calls
Landline 911 Calls	146,947	14.4 %
Wireless 911 Calls	873,753	85.6
Total 911 Calls	1,020,700	100 %

FOR MORE INFORMATION

See Chapter II, page 6

Examples of Local 911 Fee Revenue per 911 Call Received by PSAPs in FY2015

PSAPs	Local Fee Revenue per 911 Call
Beaver	\$14.85
Springville	25.31
Sanpete	30.72
VECC	20.76
San Juan	10.39
Utah Valley	30.92
State Average	\$ 21.20



FOR MORE INFORMATION See Chapter II, page 8

Examples of Local 911 Fee Revenue Distribution under Three Different Methods

PSAPs	Current 911 Funding	Funding Based on 911 Call Volume	Hybrid 911 Funding
Beaver	\$ 44,816	\$ 63,973	\$ 54,394
Springville	246,698	206,629	226,663
VECC	6,117,078	6,244,905	6,180,991
San Juan	74,401	151,856	113,128
Utah Valley	1,706,653	1,169,844	1,438,248
State Totals	\$21,635,828	\$21,635,828	\$21,635,828

FOR MORE INFORMATION

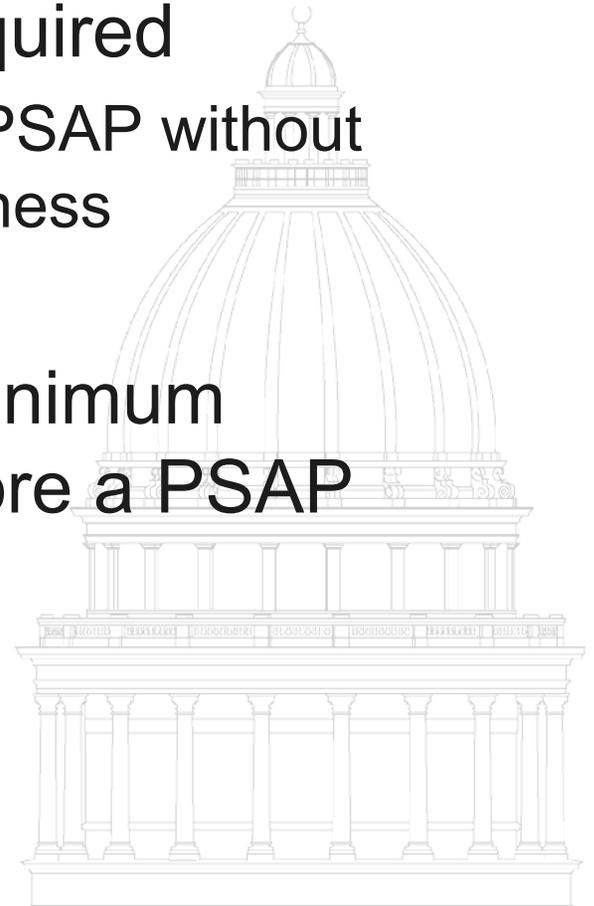
See Chapter II, page 10

Should PSAPs Be Required to Meet Minimum Capability Requirements?

- Minimum PSAP capability is not required
 - Any county, city or town can create a PSAP without consideration of efficiency or effectiveness
- Arizona created a law stipulating minimum requirements that must be met before a PSAP may be created.

FOR MORE INFORMATION

See Chapter II, pages 11 to 13



Should PSAPs Be Required to Meet Minimum Capability Requirements?

- Some PSAPs lack necessary funding
 - Lack funding for necessary equipment
 - Lack funding for training
- PSAPs with limited funds may be better served through consolidation with larger PSAPs

FOR MORE INFORMATION

See Chapter II, pages 11 to 13



Should PSAP Consolidation Be Required or Encouraged?

- Five PSAPs exist in Utah County
- Four PSAPs exist in Davis County
- One PSAP covers Weber and Morgan counties
- Indiana, Georgia, and Florida have all worked to consolidate PSAPs or dispatch centers.

FOR MORE INFORMATION

See Chapter II, pages 13 - 14

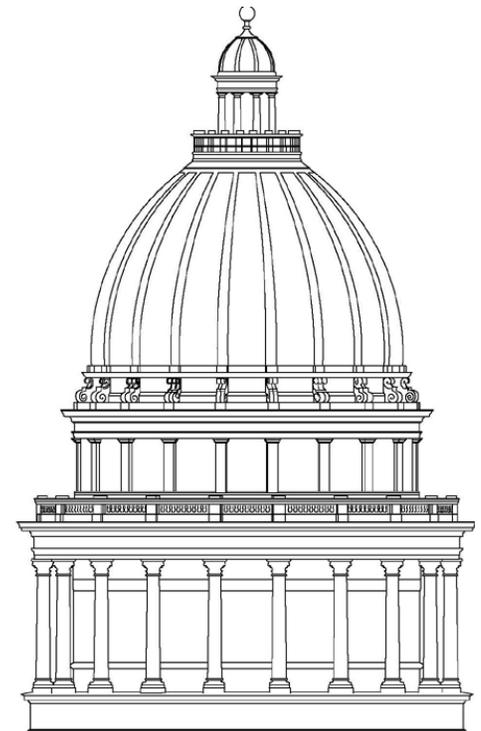


Chapter III

A Statewide 911 Strategic Plan Is Overdue

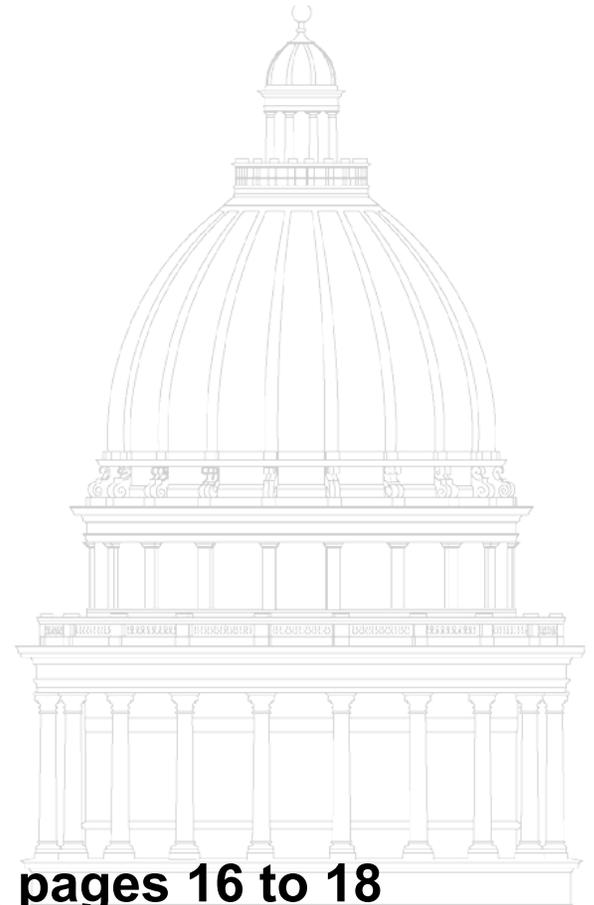
FOR MORE INFORMATION

See Chapter III, pages 15 to 23



Principles Needed in a State 911 Plan

- Statutory Intent
 - Statewide/Regional Unification
 - Strategic State Plan/Standards
 - Uniform Level of Service
 - Efficiency



FOR MORE INFORMATION

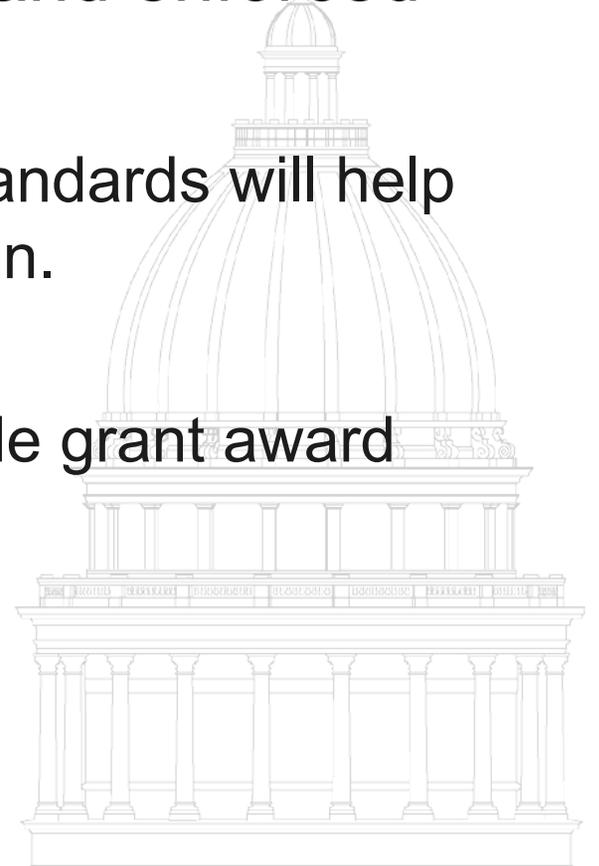
See Chapter III, pages 16 to 18

911 Standards are Needed

- 911 standards need to be adopted and enforced
 - Once the 911 State plan is created, standards will help guide the UCA in implementing the plan.
 - 911 standards are needed to help guide grant award decisions

FOR MORE INFORMATION

See Chapter III, pages 19 to 20

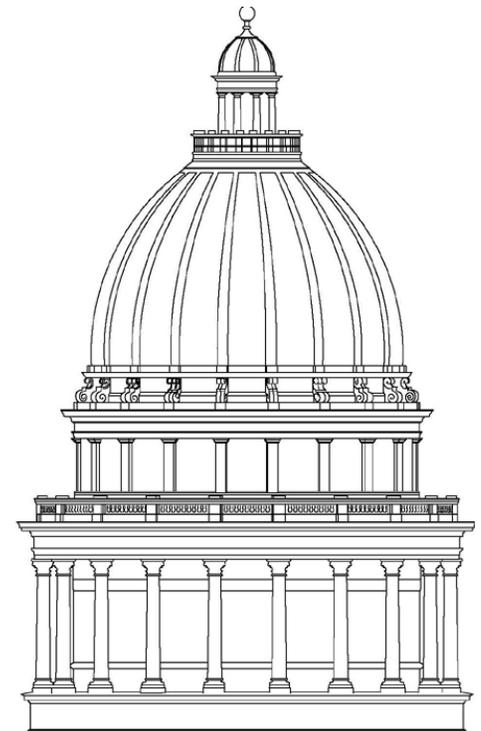


Chapter IV

Statewide Strategy Should Drive 911 Grant Awards

FOR MORE INFORMATION

See Chapter IV, pages 25 to 34



The State 911 Account Should Serve State Purposes

- Funds from the restricted accounts are limited
- Grants should serve the statewide strategy discussed in Chapter III of the audit.
- Grants from the State 911 fee account have been awarded inconsistently.

FOR MORE INFORMATION

See Chapter IV, pages 25 - 26

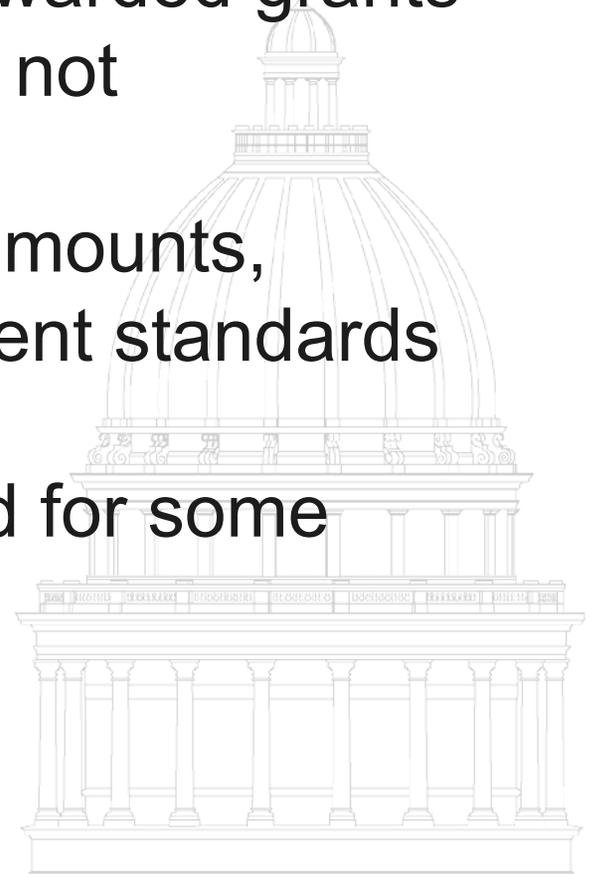


Certain Grants Have Been Inconsistent

- One PSAP has consistently been awarded grants for network costs while others have not
- Despite rules guiding grant match amounts, PSAPs have been held to inconsistent standards
- Duplicate software has been funded for some PSAPs and not others

FOR MORE INFORMATION

See Chapter IV, pages 27 - 33



Certain Grants Have Been Inefficient

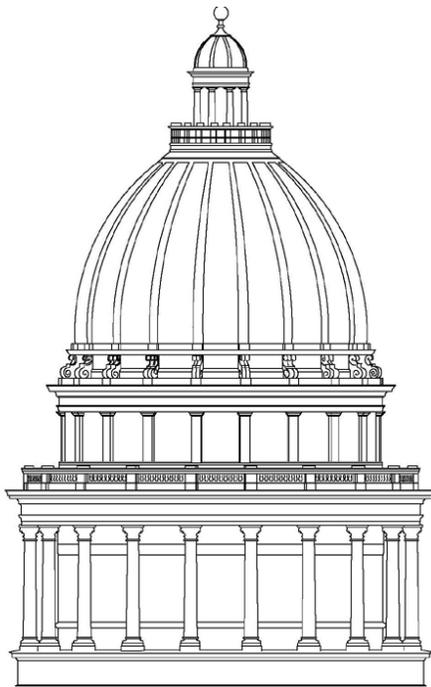
- Four dispatch centers have received \$2,575,490 in grant funding since 2006.
- From 2012-2015, 99.5% of the University of Utah dispatch center's call volume was administrative in nature.
- Similarly, 95% of the Park City Police dispatch center calls were administrative.

FOR MORE INFORMATION

See Chapter IV, pages 30 - 31



A Review of the Administration of 911 Surcharges



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