

Senator Wayne A. Harper proposes the following substitute bill:

911 COMMUNICATIONS AMENDMENTS

2020 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: Wayne A. Harper

House Sponsor: Stephen G. Handy

LONG TITLE

General Description:

This bill modifies provisions relating to emergency communications systems.

Highlighted Provisions:

This bill:

- ▶ modifies the powers of the Utah Communications Authority;
- ▶ modifies provisions relating to the Utah Communications Authority sales, leases, or trades of public safety communications network capacity;
- ▶ requires the PSAP advisory committee to recommend, the Utah Communications Authority Board to adopt, and public safety answering points to adopt a statewide CAD-to-CAD call handling and 911 call transfer protocol;
- ▶ modifies provisions relating to the Utah Communications Authority's strategic plan;
- ▶ requires the Utah Communications Authority to report to legislative committees on the authority's plan for and progress in implementing audit recommendations;
- ▶ modifies provisions relating to Utah Communications Authority divisions and advisory committees;
- ▶ provides for distributions from the Unified Statewide 911 Emergency Service Account to PSAPs who meet certain criteria;
- ▶ eliminates language relating to required meetings involving the authority's executive



- 26 director, the Radio Network Division, and stakeholders, and relating to a required
27 comprehensive plan;
- 28 ▶ modifies the Utah Communications Authority's authority to charge fees;
 - 29 ▶ requires the Department of Public Safety to enter into an agreement with a single
30 public safety answering point serving within a county;
 - 31 ▶ modifies provisions relating to a required audit for certain counties;
 - 32 ▶ requires public safety answering points to comply with specified 911 call transfer
33 rates; and
 - 34 ▶ makes technical changes.

35 **Money Appropriated in this Bill:**

36 None

37 **Other Special Clauses:**

38 None

39 **Utah Code Sections Affected:**

40 AMENDS:

- 41 **63H-7a-103**, as last amended by Laws of Utah 2019, Chapter 509
42 **63H-7a-202**, as last amended by Laws of Utah 2019, Chapter 509
43 **63H-7a-204**, as last amended by Laws of Utah 2019, Chapter 509
44 **63H-7a-206**, as last amended by Laws of Utah 2019, Chapter 509
45 **63H-7a-207**, as repealed and reenacted by Laws of Utah 2019, Chapter 509
46 **63H-7a-208**, as repealed and reenacted by Laws of Utah 2019, Chapter 509
47 **63H-7a-302**, as last amended by Laws of Utah 2017, Chapter 430
48 **63H-7a-303**, as last amended by Laws of Utah 2019, Chapter 509
49 **63H-7a-304**, as last amended by Laws of Utah 2019, Chapter 509
50 **63H-7a-404**, as last amended by Laws of Utah 2017, Chapter 430
51 **63H-7a-502**, as last amended by Laws of Utah 2017, Chapter 430
52 **63I-2-263**, as last amended by Laws of Utah 2019, Chapters 182, 240, 246, 325, 370,
53 and 483
54 **69-2-201**, as last amended by Laws of Utah 2019, Chapter 509
55 **69-2-202**, as enacted by Laws of Utah 2017, Chapter 430
56 **69-2-203**, as last amended by Laws of Utah 2019, Chapter 509

57 ENACTS:

58 [63H-7a-206.5](#), Utah Code Annotated 1953

59 [63H-7a-304.5](#), Utah Code Annotated 1953

60 [69-2-204](#), Utah Code Annotated 1953



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

63 Section 1. Section **63H-7a-103** is amended to read:

64 **63H-7a-103. Definitions.**

65 As used in this chapter:

66 (1) "911 account" means the Unified Statewide 911 Emergency Service Account,
67 created in Subsection [63H-7a-304\(1\)](#).

68 (2) "911 call transfer" means the redirection of a 911 call from the person who initially
69 receives the call to another person within the state.

70 [~~(1)~~] (3) "Association of governments" means an association of political subdivisions
71 of the state, established pursuant to an interlocal agreement under Title 11, Chapter 13,
72 Interlocal Cooperation Act.

73 [~~(2)~~] (4) "Authority" means the Utah Communications Authority created in Section
74 [63H-7a-201](#).

75 (5) "Backhaul network" means the portion of a public safety communications network
76 that consists primarily of microwave paths, fiber lines, or ethernet circuits.

77 [~~(3)~~] (6) "Board" means the Utah Communications Authority Board created in Section
78 [63H-7a-203](#).

79 (7) "CAD" means a computer-based system that aids PSAP dispatchers by automating
80 selected dispatching and record-keeping activities.

81 (8) "CAD-to-CAD" means standardized connectivity between PSAPs or between a
82 PSAP and a dispatch center for the transmission of data between CADs.

83 [~~(4)~~] (9) "Dispatch center" means an entity that receives and responds to an emergency
84 or nonemergency communication transferred to the entity from a public safety answering point.

85 [~~(5)~~] (10) "FirstNet" means the federal First Responder Network Authority established
86 in 47 U.S.C. Sec. 1424.

87 [~~(6)~~] (11) "Lease" means any lease, lease purchase, sublease, operating, management,

88 or similar agreement.

89 ~~[(7)]~~ (12) "Public agency" means any political subdivision of the state dispatched by a
90 public safety answering point.

91 ~~[(8)]~~ (13) "Public safety agency" means the same as that term defined in Section
92 69-2-102.

93 ~~[(9)]~~ (14) "Public safety answering point" or "PSAP" means an entity in this state that:

94 (a) receives, as a first point of contact, direct 911 emergency communications from the
95 911 emergency service network requesting a public safety service;

96 (b) has a facility with the equipment and staff necessary to receive the communication;

97 (c) assesses, classifies, and prioritizes the communication; and

98 (d) dispatches the communication to the proper responding agency.

99 ~~[(10)]~~ (15) "Public safety communications network" means:

100 (a) a regional or statewide public safety governmental communications network and
101 related facilities, including real property, improvements, and equipment necessary for the
102 acquisition, construction, and operation of the services and facilities; and

103 (b) 911 emergency services, including radio communications, connectivity, and 911
104 call processing equipment.

105 Section 2. Section **63H-7a-202** is amended to read:

106 **63H-7a-202. Powers and duties of the authority.**

107 (1) The authority has the power to:

108 (a) sue and be sued in the authority's own name;

109 (b) have an official seal and power to alter that seal at will;

110 (c) make and execute contracts and all other instruments necessary or convenient for
111 the performance of the authority's duties and the exercise of the authority's powers and
112 functions under this chapter, including contracts with public and private providers;

113 (d) own, acquire, design, construct, operate, maintain, repair, and dispose of any
114 portion of a public safety communications network utilizing technology that is fiscally prudent,
115 upgradable, technologically advanced, redundant, and secure;

116 (e) borrow money and incur indebtedness;

117 (f) enter into agreements with public agencies, private ~~[entities]~~ persons, the state, and
118 federal government to provide public safety communications network services on terms and

119 conditions the authority considers to be in the best interest of the authority;

120 (g) acquire, by gift, grant, purchase, or by exercise of eminent domain, any real
121 property or personal property in connection with the acquisition and construction of a public
122 safety communications network and all related facilities and rights-of-way that the authority
123 owns, operates, and maintains;

124 ~~[(h) except as provided in Subsection (3), sell public safety communications network~~
125 ~~capacity to a state agency, a political subdivision of the state, an agency of the federal~~
126 ~~government, or a private entity engaged in a public safety purpose, if the sale is:]~~

127 ~~[(i) for a public safety purpose;]~~

128 ~~[(ii) consistent with the authority's duties under this chapter; or]~~

129 ~~[(iii) pursuant to:]~~

130 ~~[(A) an agreement entered into by the authority before January 1, 2017; or]~~

131 ~~[(B) a renewal of an agreement described in Subsection (1)(h)(iii)(A);]~~

132 (h) sell, lease, or trade public safety communications network capacity, except
133 backhaul network capacity, to a state agency, a political subdivision of the state, or an agency
134 of the federal government;

135 (i) sell, lease, or trade backhaul network capacity to a state agency, a political
136 subdivision of the state, or an agency of the federal government for a public safety purpose;

137 (j) sell, lease, or trade backhaul network capacity to a state agency, a political
138 subdivision of the state, or an agency of the federal government for a purpose other than a
139 public safety purpose, subject to a maximum of 50 megabytes per second in the aggregate at
140 any one location;

141 (k) subject to Subsection (2):

142 (A) sell, lease, or trade backhaul network capacity to a private person for a public
143 safety purpose, subject to a maximum of 50 megabytes per second in the aggregate at any one
144 location; or

145 (B) sell, lease, or trade public safety communications network capacity, except
146 backhaul network capacity, to a private person for any purpose;

147 (l) sell, lease, or trade public safety communications network capacity, if the sale,
148 lease, or trade is under an agreement the authority entered into before June 30, 2020;

149 ~~[(i)]~~ (m) review, approve, disapprove, or revise recommendations regarding the

150 expenditure of funds disbursed by the authority under this chapter; and

151 ~~[(j)]~~ (n) perform all other duties authorized by this chapter.

152 ~~[(2) The authority may not intentionally overbuild the public safety communications~~
153 ~~network for the purpose of competing with a public or private provider of a~~
154 ~~telecommunications service.]~~

155 ~~[(3) Notwithstanding Subsection (1)(h), the authority may not sell public safety~~
156 ~~communications network capacity to any telecommunication carrier.]~~

157 (2) (a) For a sale, lease, or trade to a private person under Subsection (1)(k), the
158 authority shall require compensation from the private person that is:

159 (i) fair and reasonable;

160 (ii) competitively neutral;

161 (iii) nondiscriminatory;

162 (iv) open to public inspection;

163 (v) established to promote access by multiple telecommunication facility providers;

164 and

165 (vi) set after the authority conducts a market analysis to determine the fair and
166 reasonable value of public safety communications network capacity.

167 (b) The authority shall conduct the market analysis required under Subsection

168 (2)(a)(vi):

169 (i) before a sale, lease, or trade to a private person under Subsection (1)(k); and

170 (ii) thereafter no less frequently than every five years.

171 (c) (i) Compensation charged under Subsection (2)(a) may be cash, in-kind, or a
172 combination of cash and in-kind.

173 (ii) In-kind compensation may not be charged without the agreement of the authority
174 and the private person who will pay the in-kind compensation.

175 (iii) The authority shall determine the present value of any in-kind compensation based
176 on the incremental cost to the private person.

177 (iv) The authority shall require the value of any in-kind compensation or combination
178 of cash and in-kind compensation to be at least the amount of cash that would be paid if
179 compensation were cash only.

180 (3) The authority shall work with PSAPs to identify and address deficiencies relating to

181 PSAP staffing and training.

182 Section 3. Section **63H-7a-204** is amended to read:

183 **63H-7a-204. Board -- Powers and duties.**

184 The board shall:

185 (1) manage the affairs and business of the authority consistent with this chapter;

186 (2) adopt bylaws;

187 (3) appoint an executive director to administer the authority;

188 (4) receive and act upon reports covering the operations of the public safety

189 communications network and funds administered by the authority;

190 (5) receive and act upon reports from the Radio Network Division prepared pursuant to

191 Subsection [63H-7a-402\(1\)\(b\)](#) that identify the benefits, costs, and economic feasibility of using

192 existing public or private facilities, equipment, or services consistent with Subsections

193 [63H-7a-402\(1\)\(a\)\[~~\]~~](#) and [63H-7a-404\(2\)\(c\)](#), [~~and 63H-7a-404(3)~~] prior to issuing or approving

194 a request for proposal;

195 (6) ensure that the public safety communications network and funds are administered

196 according to law;

197 (7) examine and approve an annual operating budget for the authority;

198 (8) receive and act upon recommendations of the director;

199 (9) recommend to the governor and Legislature legislation involving the public safety

200 communications network;

201 (10) develop policies for the long-term operation of the authority and the performance

202 of the authority's functions;

203 (11) authorize the executive director to enter into agreements on behalf of the

204 authority;

205 (12) provide for the management and administration of the public safety

206 communications network by rule made in accordance with Title 63G, Chapter 3, Utah

207 Administrative Rulemaking Act;

208 (13) exercise the powers and perform the duties conferred on the board by this chapter;

209 (14) consider issues and information received from the public safety advisory

210 committee and the PSAP advisory committee;

211 (15) provide for audits of the authority; [~~and~~]

212 (16) establish the following divisions within the authority:

213 (a) 911 Division;

214 (b) Radio Network Division;

215 (c) Interoperability Division; and

216 (d) Administrative Services Division[-]; and

217 (17) on or before November 30, 2020, adopt a statewide CAD-to-CAD call handling
218 and 911 call transfer protocol, after receiving the PSAP advisory committee's proposal under
219 Subsection 63H-7a-208(9).

220 Section 4. Section **63H-7a-206** is amended to read:

221 **63H-7a-206. Strategic plan -- Report.**

222 (1) The authority shall create, maintain, and review annually a statewide,
223 comprehensive multiyear strategic plan, in consultation with state and local stakeholders [~~and~~],
224 the PSAP advisory committee [~~created in Section 63H-7a-208~~], and the public safety advisory
225 committee, that:

226 (a) coordinates the authority's activities and duties in the:

227 (i) 911 Division;

228 (ii) Radio Network Division;

229 (iii) Interoperability Division; and

230 (iv) Administrative Services Division; and

231 (b) includes [~~a plan for~~]:

232 (i) a plan for maintaining, upgrading, and expanding the public safety communications
233 network[-; ~~(ii) developing new systems; (iii) expanding existing systems~~], including
234 microwave and fiber optics based systems;

235 [~~(iv)~~] (ii) a plan for statewide interoperability;

236 [~~(v)~~] (iii) a plan for statewide coordination; [and]

237 (iv) radio network coverage maps; and

238 [~~(vi)~~] (v) FirstNet standards.

239 (2) The executive director shall update the strategic plan described in Subsection (1)
240 before July 1 of each year.

241 (3) The executive director shall, before December 1 of each year, report on the strategic
242 plan described in Subsection (1) to:

- 243 (a) the board;
- 244 (b) the Executive Offices and Criminal Justice Appropriations Subcommittee; and
- 245 (c) the Legislative Management Committee.
- 246 (4) The authority shall consider the strategic plan described in Subsection (1) before
- 247 spending funds in the restricted accounts created by this chapter.

248 Section 5. Section **63H-7a-206.5** is enacted to read:

249 **63H-7a-206.5. Report on implementing audit recommendations.**

250 By October 1, 2020, and again the following year by October 1, 2021, the authority

251 shall report to the Public Utilities, Energy, and Technology Interim Committee and Retirement

252 and Independent Entities Interim Committee of the Legislature on the authority's plan for and

253 progress in implementing the recommendations of the December 2019 performance audit by

254 the Office of the Legislative Auditor General, audit number 2019-15.

255 Section 6. Section **63H-7a-207** is amended to read:

256 **63H-7a-207. Public safety advisory committee.**

257 (1) There is established the public safety advisory committee composed of 15 members

258 as described in Subsections (2) and (3).

259 (2) The board shall appoint members to the public safety advisory committee as

260 follows:

- 261 (a) one representative from an association that represents fire chiefs in the state;
- 262 (b) one representative from an association that represents police chiefs in the state;
- 263 (c) one representative from an association that represents sheriffs in the state;
- 264 (d) one representative from an association that represents emergency medical service
- 265 personnel in the state;
- 266 (e) one member of law enforcement from a county of the first or second class;
- 267 (f) one member of law enforcement from a county of the third or fourth class;
- 268 (g) one member of law enforcement from a county of the fifth or sixth class;
- 269 (h) one individual from a fire department within a county of the first or second class;
- 270 (i) one individual from a fire department within a county of the third or fourth class;
- 271 (j) one individual from a fire department within a county of the fifth or sixth class; and
- 272 (k) one individual from the public safety communications industry.

273 (3) The following shall serve on the public safety advisory committee:

- 274 (a) the commissioner of public safety or the commissioner's designee;
- 275 (b) the executive director of the Department of Transportation or the executive
- 276 director's designee;
- 277 (c) the chair of the public safety answering point advisory committee created in Section
- 278 [63H-7a-208](#); and
- 279 (d) an individual nominated by the representatives of tribal governments elected under
- 280 Section [9-9-104.5](#).
- 281 (4) (a) Subject to Subsection (4)(b), each member appointed pursuant to Subsection (2)
- 282 shall be appointed to a four-year term beginning July 1, 2019.
- 283 (b) Notwithstanding Subsection (2)(a), the board shall:
- 284 (i) at the time of appointment or reappointment of individuals described in Subsection
- 285 (2), adjust the length of terms to ensure that the terms of committee members are staggered so
- 286 that approximately half of the those appointed pursuant to Subsection (2) are appointed every
- 287 two years; and
- 288 (ii) not reappoint a member for more than two consecutive terms.
- 289 (5) When a vacancy occurs in the membership for any reason, the replacement shall be
- 290 appointed as described in Subsection (2) or (3), as applicable, for the unexpired term.
- 291 (6) (a) Each January, the committee shall organize and select one of the committee's
- 292 members as chair and one member as vice chair.
- 293 (b) The committee may organize standing or ad hoc subcommittees, which shall
- 294 operate in accordance with guidelines established by the committee.
- 295 (7) (a) The chair shall convene a minimum of four meetings per year.
- 296 (b) The chair may call special meetings.
- 297 (c) The chair shall call a meeting upon request of eight or more members of the
- 298 committee.
- 299 (8) Eight members of the committee constitute a quorum for the transaction of
- 300 business, and the action of a majority of the members present is the action of the committee.
- 301 (9) A member may not receive compensation or benefits for the member's service.
- 302 (10) The public safety advisory committee shall, on behalf of stakeholders, make
- 303 recommendations to the director and the board regarding:
- 304 (a) the authority operations and policies;

- 305 (b) the radio network division and interoperability division strategic plans;
- 306 (c) the operation, maintenance, and capital development of and access to the public
- 307 safety communications network; [~~and~~]
- 308 (d) the authority's administrative rules relative to the radio network division and
- 309 interoperability division[-]; and
- 310 (e) how to solve stakeholder interoperability problems.
- 311 (11) The chair of the public safety advisory committee is a nonvoting member of the
- 312 board.
- 313 (12) (a) The committee is not subject to Title 52, Chapter 4, Open and Public Meetings
- 314 Act.
- 315 (b) The committee shall:
- 316 (i) at least 24 hours before a committee meeting, post a notice of the meeting, with a
- 317 meeting agenda, on the authority's website;
- 318 (ii) within 10 days after a committee meeting, post to the authority's website the audio
- 319 and draft minutes of the meeting; and
- 320 (iii) within three days after the committee approves minutes of a committee meeting,
- 321 post the approved minutes to the authority's website.
- 322 (c) The committee's vice chair is responsible for preparing minutes of committee
- 323 meetings.

324 Section 7. Section **63H-7a-208** is amended to read:

325 **63H-7a-208. PSAP advisory committee.**

- 326 (1) There is established a PSAP advisory committee composed of nine members
- 327 appointed by the board as follows:
- 328 (a) one representative from a PSAP managed by a city;
- 329 (b) one representative from a PSAP managed by a county;
- 330 (c) one representative from a PSAP managed by a special service district;
- 331 (d) one representative from a PSAP managed by the Department of Public Safety;
- 332 (e) one representative from a PSAP from a county of the first class;
- 333 (f) one representative from a PSAP from a county of the second class;
- 334 (g) one representative from a PSAP from a county of the third or fourth class;
- 335 (h) one representative from a PSAP from a county of the fifth or sixth class; and

- 336 (i) one member from the telecommunications industry.
- 337 (2) (a) Except as provided in Subsection (2)(b), each member shall be appointed to a
338 four-year term beginning July 1, 2019.
- 339 (b) Notwithstanding Subsection (2)(a), the board shall:
- 340 (i) at the time of appointment or reappointment, adjust the length of terms to ensure
341 that the terms of committee members are staggered so that the terms of approximately half of
342 the committee end every two years; and
- 343 (ii) not reappoint a member for more than two consecutive terms.
- 344 (3) If a vacancy occurs in the membership for any reason, the replacement shall be
345 appointed by the board for the unexpired term.
- 346 (4) (a) Each January, the committee shall organize and select one of its members as
347 chair and one member as vice chair.
- 348 (b) The committee may organize standing or ad hoc subcommittees, which shall
349 operate in accordance with guidelines established by the committee.
- 350 (5) (a) The chair shall convene a minimum of four meetings per year.
- 351 (b) The chair may call special meetings.
- 352 (c) The chair shall call a meeting upon request of five or more members of the
353 committee.
- 354 (6) Five members of the committee constitute a quorum for the transaction of business,
355 and the action of a majority of the members present is the action of the committee.
- 356 (7) A member may not receive compensation or benefits for the member's service.
- 357 (8) The PSAP advisory committee shall, on behalf of stakeholders, make
358 recommendations to the director and the board regarding:
- 359 (a) the authority operations and policies;
- 360 (b) the 911 division and interoperability division strategic plans;
- 361 (c) the operation, maintenance, and capital development of the public safety
362 communications network;
- 363 (d) the authority's administrative rules relative to the 911 division and the
364 interoperability division; and
- 365 (e) the development of minimum standards and best practices as described in
366 Subsection [63H-7a-302\(1\)\(a\)](#).

367 (9) No later than September 30, 2020, the PSAP advisory committee shall propose to
368 the board a statewide CAD-to-CAD call handling and 911 call transfer protocol.

369 ~~[(9)]~~ (10) The chair of the PSAP advisory committee is a nonvoting member of the
370 board.

371 ~~[(10)]~~ (11) (a) The committee is not subject to Title 52, Chapter 4, Open and Public
372 Meetings Act.

373 (b) The committee shall:

374 (i) at least 24 hours before a committee meeting, post a notice of the meeting, with a
375 meeting agenda, on the authority's website;

376 (ii) within 10 days after a committee meeting, post to the authority's website the audio
377 and draft minutes of the meeting; and

378 (iii) within three days after the committee approves minutes of a committee meeting,
379 post the approved minutes to the authority's website.

380 (c) The committee's vice chair is responsible for preparing minutes of committee
381 meetings.

382 Section 8. Section **63H-7a-302** is amended to read:

383 **63H-7a-302. 911 Division duties and powers.**

384 (1) The 911 Division shall:

385 (a) in conjunction with the PSAP advisory committee:

386 (i) develop and report to the director minimum standards and best practices;

387 (A) for public safety answering points in the state, including minimum technical,
388 administrative, fiscal, network, and operational standards for public safety answering points
389 and dispatch centers ~~[in the state]~~; and

390 (B) that will result in rapid, efficient, and interoperable 911 services throughout the
391 state;

392 (b) annually prepare and publish a report of how well PSAPs statewide are complying
393 with the standards and best practices developed under Subsection (1)(a);

394 ~~[(b)]~~ (c) investigate and report to the director on emerging technology;

395 ~~[(c)]~~ (d) monitor and coordinate the implementation of the unified statewide 911
396 emergency services network;

397 ~~[(d)]~~ (e) investigate and recommend to the director mapping systems and technology

398 necessary to implement the unified statewide 911 emergency services network;

399 ~~[(e)]~~ (f) prepare and submit to the executive director for approval by the board:

400 (i) an annual budget for the 911 Division;

401 (ii) an annual plan for the projects funded by the Computer Aided Dispatch Restricted

402 Account created in Section [63H-7a-303](#) and the ~~[Unified Statewide 911 Emergency Service~~

403 ~~Account created in Section [63H-7a-304](#)]~~ 911 account; and

404 (iii) information required by the director to contribute to the strategic plan described in

405 Section [63H-7a-206](#);

406 ~~[(f)]~~ (g) assist public safety answering points implementing and coordinating the

407 unified statewide 911 emergency services network; and

408 ~~[(g)]~~ (h) coordinate the development of an interoperable computer aided dispatch

409 platform:

410 (i) for public safety answering points; and

411 (ii) where needed, to assist public safety answering points with the creation or

412 integration of the interoperable computer aided dispatch system.

413 (2) The 911 Division may recommend to the executive director to sell, lease, or

414 otherwise dispose of equipment or personal property purchased, leased, or belonging to the

415 authority that is related to funds expended from the Computer Aided Dispatch Restricted

416 Account created in Section [63H-7a-303](#) or the ~~[Unified Statewide 911 Emergency Service~~

417 ~~Account created in Section [63H-7a-304](#)]~~ 911 account, the proceeds from which shall return to

418 the respective restricted accounts.

419 (3) The 911 Division may make recommendations to the executive director for the use

420 of the funds expended from the Computer Aided Dispatch Restricted Account created in

421 Section [63H-7a-303](#).

422 (4) (a) The 911 Division shall review information regarding:

423 (i) in aggregate, the number of service subscribers by service type in a political

424 subdivision;

425 (ii) network costs;

426 (iii) public safety answering point costs;

427 (iv) system engineering information; and

428 (v) connectivity between public safety answering point computer aided dispatch

429 systems.

430 (b) In accordance with Subsection (4)(a) the 911 Division may request:

431 (i) information as described in Subsection (4)(a)(i) from the State Tax Commission;

432 and

433 (ii) information from public safety answering points related to the computer aided
434 dispatch system.

435 (c) The information requested by and provided to the 911 Division under Subsection
436 (4) is a protected record in accordance with Section [63G-2-305](#).

437 (5) The 911 Division shall recommend to the executive director, for approval by the
438 board, rules in accordance with Title 63G, Chapter 3, Utah Administrative Rulemaking Act,
439 to~~[(a) administer the program funded by the Unified Statewide 911 Emergency Service
440 restricted account created in Section [63H-7a-304](#), including rules that establish the criteria,
441 standards, technology, and equipment that a public safety answering point is required to adopt
442 in order to qualify for goods or services that are funded from the restricted account; and (b)]~~
443 administer the Computer Aided Dispatch Restricted Account created in Section [63H-7a-303](#),
444 including rules that establish the criteria, standards, technology, and equipment that a public
445 safety answering point is required to adopt in order to qualify as a recipient of goods or services
446 that are funded from the restricted account.

447 (6) The board may authorize the 911 Division to employ an outside consultant to study
448 and advise the division on matters related to the 911 Division duties regarding the public safety
449 communications network.

450 (7) The 911 Division shall administer the program funded by the 911 account in
451 accordance with Sections [63H-7a-304](#) and [63H-7a-304.5](#).

452 [~~(7)~~] (8) This section does not expand the authority of the State Tax Commission to
453 request additional information from a telecommunication service provider.

454 Section 9. Section [63H-7a-303](#) is amended to read:

455 **[63H-7a-303. Computer Aided Dispatch Restricted Account -- Creation --](#)**
456 **[Administration -- Permitted uses.](#)**

457 (1) There is created a restricted account within the General Fund known as the
458 "Computer Aided Dispatch Restricted Account," consisting of money appropriated or
459 otherwise made available by the Legislature.

460 (2) Subject to this Subsection (2) and appropriations by the Legislature, the authority
461 may expend funds in the Computer Aided Dispatch Restricted Account for the following
462 purposes:

463 (a) enhancing public safety as provided in this chapter; and

464 (b) creating a shared computer aided dispatch system including:

465 (i) an interoperable computer aided dispatch platform that will be selected, shared, or
466 hosted on a statewide or regional basis;

467 (ii) an interoperable computer aided dispatch platform selected by a county of the first
468 class, when:

469 (A) authorized through an interlocal agreement between the county's two primary
470 public safety answering points; and

471 (B) the county's computer aided dispatch platform is capable of interfacing with the
472 platform described in Subsection (2)(b)(i); and

473 (iii) a statewide computer aided dispatch system data sharing platform to provide
474 interoperability of systems.

475 (3) Subject to an appropriation by the Legislature and approval by the board, the
476 Administrative Services Division may expend funds from the Computer Aided Dispatch
477 Restricted Account to cover the Administrative Services Division's administrative costs related
478 to the Computer Aided Dispatch Restricted Account.

479 (4) On July 1, [2022] 2024, all funds in the Computer Aided Dispatch Restricted
480 Account shall automatically transfer to the [~~Unified Statewide 911 Emergency Service Account~~
481 ~~created in Section 63H-7a-304~~] 911 account.

482 Section 10. Section **63H-7a-304** is amended to read:

483 **63H-7a-304. Unified Statewide 911 Emergency Service Account -- Creation --**
484 **Administration -- Permitted uses.**

485 (1) There is created a restricted account within the General Fund known as the "Unified
486 Statewide 911 Emergency Service Account," consisting of:

487 (a) proceeds from the fee imposed in Section 69-2-403;

488 (b) money appropriated or otherwise made available by the Legislature; and

489 (c) contributions of money, property, or equipment from federal agencies, political
490 subdivisions of the state, persons, or corporations.

491 (2) (a) Except as provided in Subsection (4) and subject to Subsection (3) and
492 appropriations by the Legislature, the authority shall disburse funds in the [~~Unified Statewide~~
493 ~~911 Emergency Service Account~~] 911 account for the purpose of enhancing and maintaining
494 the statewide public safety communications network and 911 call processing equipment in
495 order to rapidly [~~and~~], efficiently, effectively, and with greater interoperability deliver 911
496 services in the state.

497 (b) In expending funds in the [~~Unified Statewide 911 Emergency Service Account~~] 911
498 account, the authority shall give a higher priority to an expenditure that:

- 499 (i) best promotes statewide public safety;
- 500 (ii) best promotes interoperability;
- 501 (iii) impacts the largest service territory;
- 502 (iv) impacts a densely populated area; or
- 503 (v) impacts an underserved area.

504 (c) The authority shall expend funds in the [~~Unified Statewide 911 Emergency Service~~
505 ~~Account~~] 911 account in accordance with the authority strategic plan described in Section
506 [63H-7a-206](#).

507 (d) The authority may not expend funds from the [~~Unified Statewide 911 Emergency~~
508 ~~Service Account~~] 911 account collected through the 911 emergency service charge imposed in
509 Section [69-2-403](#) on behalf of a PSAP that chooses not to participate in the:

- 510 (i) public safety communications network; and
- 511 (ii) the 911 emergency service defined in Section [69-2-102](#).

512 (e) The authority may not expend funds from the [~~Unified Statewide 911 Emergency~~
513 ~~Service Account~~] 911 account collected through the prepaid wireless 911 service charge
514 revenue distributed in Subsection [69-2-405](#)(9)(b)(ii) on behalf of a PSAP that chooses not to
515 participate in the:

- 516 (i) public safety communications network; and
- 517 (ii) 911 emergency service defined in Section [69-2-102](#).

518 (f) The executive director shall recommend to the board expenditures for the authority
519 to make from the [~~Unified Statewide 911 Emergency Service Account~~] 911 account in
520 accordance with this Subsection (2).

521 (3) Subject to an appropriation by the Legislature and approval by the board, the

522 Administrative Services Division may use funds in the [~~Unified Statewide 911 Emergency~~
523 ~~Service Account~~] 911 account to cover the Administrative Services Division's administrative
524 costs related to the [~~Unified Statewide 911 Emergency Service Account~~] 911 account.

525 (4) (a) The authority shall reimburse from the [~~Unified Statewide 911 Emergency~~
526 ~~Service Account~~] 911 account to the Automated Geographic Reference Center created in
527 Section [63F-1-506](#) an amount equal to up to 1 cent of each unified statewide 911 emergency
528 service charge deposited into the [~~Unified Statewide 911 Emergency Service Account~~] 911
529 account under Section [69-2-403](#).

530 (b) The Automated Geographic Reference Center shall use the funds reimbursed to the
531 Automated Geographic Reference Center under Subsection (4)(a) to:

- 532 (i) enhance and upgrade digital mapping standards; and
533 (ii) maintain a statewide geospatial database for unified statewide 911 emergency
534 service.

535 [~~(c) Subject to an appropriation by the Legislature, the authority may expend funds~~
536 ~~from the United Statewide 911 Emergency Service Account to reimburse a county for the costs,~~
537 ~~up to \$60,000, of each audit described in Section [69-2-203](#).]~~

538 Section 11. Section [63H-7a-304.5](#) is enacted to read:

539 **[63H-7a-304.5. Distributions from 911 account to qualifying PSAPs.](#)**

540 (1) As used in this section:

541 (a) "Certified statement" means a statement signed by a PSAP's director or other
542 authorized administrator certifying the PSAP's compliance with the requirements of Subsection
543 (2)(a).

544 (b) "Fiscal year" means the period from July 1 of one year to June 30 of the following
545 year.

546 (c) "Proportionate share" means a percentage derived by dividing a PSAP's average
547 911 call volume, as reported to the State Tax Commission under Section [69-2-302](#), for the
548 preceding three years by the total of the average 911 call volume for the same three-year period
549 for all PSAPs that have submitted a certified statement seeking a distribution of the applicable
550 remaining funds.

551 (d) "Qualifying PSAP" means a PSAP that:

- 552 (i) meets the requirements of Subsection (2)(a) for the period for which remaining

553 funds are sought; and

554 (ii) submits a timely certified statement to the authority.

555 (e) "Remaining funds" means the money remaining in the 911 account after deducting:

556 (i) disbursements under Subsections [63H-7a-304\(2\)\(a\)](#), (3), and (4);

557 (ii) authority expenditures or disbursements in accordance with the authority's strategic

558 plan, including expenditures or disbursements to pay for:

559 (A) implementing, maintaining, or upgrading the public safety communications

560 network or statewide 911 phone system; and

561 (B) authority overhead for managing the 911 portion of the public safety

562 communications network; and

563 (iii) money that the board determines should remain in the 911 account for future use.

564 (f) "Required transfer rate" means:

565 (i) a transfer rate of no more than 2%; or

566 (ii) for a PSAP with a transfer rate for the fiscal year ending June 30, 2020 that is

567 greater than 2%, and until June 30, 2023, the transfer rate that meets the requirement for the

568 applicable period under Subsection [69-2-204\(3\)\(a\)](#), (b), or (c).

569 (g) "Transfer rate" means the same as that term is defined in Section [69-2-204](#).

570 (2) (a) To qualify for a proportionate share of remaining funds, a PSAP shall, for the

571 period for which remaining funds are sought:

572 (i) have answered:

573 (A) 90% of all 911 calls arriving at the PSAP within 15 seconds; and

574 (B) 95% of all 911 calls arriving at the PSAP within 20 seconds;

575 (ii) have adopted and be using the statewide CAD-to-CAD call handling and 911 call

576 transfer protocol adopted by the board under Subsection [63H-7a-204\(17\)](#);

577 (iii) have participated in the authority's annual interoperability exercise; and

578 (iv) have complied with the required transfer rate.

579 (b) A PSAP that seeks a proportionate share of remaining funds shall submit a certified

580 statement to the authority no later than July 31 following the end of the fiscal year for which

581 remaining funds are sought.

582 (c) Notwithstanding Subsection (2)(a):

583 (i) a qualifying PSAP in a county with multiple PSAPs does not qualify for a

584 proportionate share of remaining funds for a period beginning after June 30, 2023 unless every
585 PSAP in that county is a qualifying PSAP; and

586 (ii) a PSAP described in Subsection 69-2-203(5) does not qualify for remaining funds.

587 (3) (a) Subject to Subsection (3)(b) and beginning after July 2021 for PSAPs that have
588 become qualifying PSAPs for the previous fiscal year the authority shall distribute to each
589 qualifying PSAP that PSAP's proportionate share of the remaining funds.

590 (b) The authority may not distribute more than 15% of remaining funds to any single
591 PSAP.

592 (4) All money that a PSAP receives under this section is subject to Section 69-2-301.
593 Section 12. Section **63H-7a-404** is amended to read:

594 **63H-7a-404. Public safety communications network -- Maintenance -- Upgrade --**
595 **Fees.**

596 (1) The Radio Network Division shall administer the development, installation,
597 implementation, and maintenance of the public safety communications network for the
598 authority, for the benefit of state government entities and political subdivisions of the state that
599 use the public safety communications network.

600 (2) In developing and maintaining the public safety communications network as
601 described in Subsection (1), the Radio Network Division shall:

602 (a) maintain and upgrade existing VHF and 800 MHZ radio networks;

603 (b) coordinate with state government entities, political subdivisions of the state, and
604 public and private providers; and

605 (c) contract for facilities, equipment, and services for the public safety communications
606 network in a manner that:

607 (i) complies with Title 63G, Chapter 6a, Utah Procurement Code;

608 (ii) promotes high-quality, cost-effective services for public safety communications
609 network users;

610 (iii) evaluates the costs and benefits of using existing public or private facilities,
611 equipment, or services or developing or establishing new facilities, equipment, or services; and

612 (iv) where economically beneficial without compromising quality or reliability of
613 service, avoids duplicating existing private or public facilities, equipment, or services[~~;~~ ~~and~~].

614 [~~(v) considers the plan developed under Subsection (3).~~]

615 ~~[(3) The Radio Network Division and the executive director shall, before January 15,~~
616 ~~2018, meet with all public safety communications network stakeholders, including public and~~
617 ~~private providers in the state, to:]~~

618 ~~[(a) identify the locations and functional capabilities of existing public and private~~
619 ~~communications facilities in the state; and]~~

620 ~~[(b) develop a detailed, comprehensive plan for:]~~

621 ~~[(i) repairing and maintaining the existing public safety communications network; and]~~

622 ~~[(ii) upgrading the public safety communications network.]~~

623 ~~[(4) The plan described in Subsection (3) shall include:]~~

624 ~~[(a) a statewide system design;]~~

625 ~~[(b) anticipated coverage maps;]~~

626 ~~[(c) any public and private communications facilities that can be integrated with the~~
627 ~~public safety communications network; and]~~

628 ~~[(d) a detailed cost estimate for maintaining or upgrading the public safety~~
629 ~~communications network.]~~

630 ~~[(5) In addition to meeting with stakeholders under Subsection (3), the authority shall~~
631 ~~issue a request for information for maintaining or upgrading the public safety communications~~
632 ~~network such that the authority receives all request for information responses before January~~
633 ~~15, 2018.]~~

634 ~~[(6) Any radio user fee that the authority assessed on a user of the public safety~~
635 ~~communications network before July 1, 2017, is repealed.]~~

636 (3) (a) The authority may not charge a state government entity or political subdivision
637 of the state a radio user fee.

638 (b) Subsection (3)(a) may not be construed to prevent the authority from charging a
639 state government entity or political subdivision of the state for other services associated with
640 the public safety communications network.

641 (c) The authority may charge a person other than a PSAP a fee for connecting a radio
642 console to the public safety communications network.

643 Section 13. Section **63H-7a-502** is amended to read:

644 **63H-7a-502. Interoperability Division duties.**

645 (1) The Interoperability Division shall:

646 (a) review and make recommendations to the executive director, for approval by the
647 board, regarding:

648 (i) statewide interoperability coordination and FirstNet standards;

649 (ii) technical, administrative, fiscal, technological, network, and operational issues for
650 the implementation of statewide interoperability, coordination, and FirstNet;

651 (iii) assisting public agencies with the implementation and coordination of the
652 Interoperability Division responsibilities; and

653 (iv) training for the public safety communications network and unified statewide 911
654 emergency services;

655 (b) review information and records regarding:

656 (i) aggregate information of the number of service subscribers by service type in a
657 political subdivision;

658 (ii) matters related to statewide interoperability coordination;

659 (iii) matters related to FirstNet including advising the governor regarding FirstNet; and

660 (iv) training needs;

661 (c) prepare and submit to the executive director for approval by the board:

662 (i) an annual plan for the Interoperability Division; and

663 (ii) information required by the director to contribute to the comprehensive strategic
664 plan described in Section 63H-7a-206; [~~and~~]

665 (d) prepare and conduct annual training exercises:

666 (i) for public safety agencies; and

667 (ii) designed to enhance interoperability and the effectiveness and efficiency of public
668 safety agencies; and

669 [~~(d)~~] (e) fulfill all other duties imposed on the Interoperability Division by this chapter.

670 (2) The Interoperability Division may:

671 (a) recommend to the executive director to own, operate, or enter into contracts related
672 to statewide interoperability, FirstNet, and training;

673 (b) request information needed under Subsection (1)(b)(i) from:

674 (i) the State Tax Commission; and

675 (ii) public safety agencies; and

676 (c) employ an outside consultant to study and advise the Interoperability Division on:

677 (i) issues of statewide interoperability;

678 (ii) FirstNet; and

679 (iii) training.

680 (3) The information requested by and provided to the Interoperability Division under

681 Subsection (1)(b)(i) is a protected record in accordance with Section [63G-2-305](#).

682 (4) This section does not expand the authority of the State Tax Commission to request

683 additional information from a telecommunication service provider.

684 Section 14. Section [63I-2-263](#) is amended to read:

685 **[63I-2-263](#). Repeal dates, Title [63A](#) to Title [63N](#).**

686 (1) On July 1, 2020:

687 (a) Subsection [63A-1-203](#)(5)(a)(i) is repealed; and

688 (b) in Subsection [63A-1-203](#)(5)(a)(ii), the language that states "appointed on or after

689 May 8, 2018," is repealed.

690 (2) Sections [63C-4a-307](#) and [63C-4a-309](#) are repealed January 1, 2020.

691 (3) Title 63C, Chapter 19, Higher Education Strategic Planning Commission is

692 repealed July 1, 2020.

693 (4) The following sections regarding the World War II Memorial Commission are

694 repealed on July 1, 2020:

695 (a) Section [63G-1-801](#);

696 (b) Section [63G-1-802](#);

697 (c) Section [63G-1-803](#); and

698 (d) Section [63G-1-804](#).

699 (5) In relation to the State Fair Park Committee, on January 1, 2021:

700 (a) Section [63H-6-104.5](#) is repealed; and

701 (b) Subsections [63H-6-104](#)(8) and (9) are repealed.

702 (6) Section [63H-7a-303](#) is repealed on July 1, [~~2022~~] 2024.

703 (7) In relation to the Employability to Careers Program Board, on July 1, 2022:

704 (a) Subsection [63J-1-602.1](#)(52) is repealed;

705 (b) Subsection [63J-4-301](#)(1)(h), related to the review of data and metrics, is repealed;

706 and

707 (c) Title 63J, Chapter 4, Part 7, Employability to Careers Program, is repealed.

708 (8) Section 63J-4-708 is repealed January 1, 2023.

709 Section 15. Section 69-2-201 is amended to read:

710 **69-2-201. Public safety answering point -- Establishment -- Administration --**

711 **Consolidation.**

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

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

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

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

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

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

725 (ii) submit a copy of the interlocal agreement to the director of the Utah
726 Communications Authority.

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

729 (3) (a) A public agency that operates a public safety answering point established before
730 January 1, 2017, may:

731 (i) continue to operate the public safety answering point; or

732 (ii) physically consolidate the public safety answering point with another public safety
733 answering point operated by another contiguous public agency.

734 (b) A county may establish a public safety answering point on or after January 1, 2017,
735 if no public safety answering point exists in the county.

736 (4) A public agency may, in order to provide funding for operating a public safety
737 answering point:

738 (a) seek funds from the federal or state government;

739 (b) seek funds appropriated by local governmental taxing authorities to fund a public
740 safety agency; or

741 (c) seek gifts, donations, or grants from a private [entity] person.

742 (5) Each dispatch center in the state shall enter into an interlocal agreement with the
743 governing authority of a public safety answering point that serves the county where the
744 dispatch center is located that provides for:

745 (a) functional consolidation of the dispatch center with the public safety answering
746 point; and

747 (b) a plan for the public safety answering point to provide 911 emergency service to the
748 geographic area served by the dispatch center.

749 (6) (a) No public entity may cause or allow a 911 or emergency call box
750 communication to be redirected to any network other than to the 911 emergency service
751 network.

752 (b) Each public entity shall comply with Subsection (6)(a) on or before July 1, 2019,
753 and thereafter.

754 (7) A special service district that operates a public safety answering point or a dispatch
755 center:

756 (a) shall administer the public safety answering point or dispatch center in accordance
757 with Title 17D, Chapter 1, Special Service District Act; and

758 (b) may raise funds, borrow money, or incur indebtedness for the purpose of
759 maintaining the public safety answering point or the dispatch center in accordance with:

760 (i) Section [17D-1-105](#); and

761 (ii) Section [17D-1-103](#).

762 (8) No later than January 1, 2021, a public safety answering point shall adopt the
763 statewide CAD-to-CAD call handling and 911 call transfer protocol adopted by the Utah
764 Communications Authority board under Subsection [63H-7a-204](#)(17).

765 Section 16. Section **69-2-202** is amended to read:

766 **69-2-202. Dispatch services -- Public safety answering point -- Department of**
767 **Public Safety.**

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

770 (a) enter into a written agreement with the Department of Public Safety for providing
771 dispatch services that specifies:

- 772 (i) the scope of the services that the public safety answering point will provide; and
- 773 (ii) the rate that the public safety answering point will charge the Department of Public
774 Safety for dispatch services; and

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

- 776 (i) the director of the Utah Communications Authority; and
- 777 (ii) the commissioner of the Department of Public Safety.

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

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

- 782 (i) the scope of the services that the Department of Public Safety will provide; and
- 783 (ii) the rate that the Department of Public Safety will charge the public agency for
784 dispatch services; and

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

- 786 (i) the director of the Utah Communications Authority; and
- 787 (ii) the commissioner of the Department of Public Safety.

788 (3) (a) As used in this Subsection (3), "single answering point" means a public safety
789 answering point that is the single public safety answering point serving within a county.

790 (b) No later than December 31, 2020, the Department of Public Safety and a single
791 answering point shall enter into an agreement:

792 (i) to reduce or eliminate 911 call transfers, reduce 911 call response time, implement a
793 successful CAD-to-CAD call handling system, and increase the efficiency of the dispatch
794 services, within the geographical area served by the single answering point; or

795 (ii) providing for the single answering point to provide dispatch services to the
796 Department of Public Safety within the geographical area served by the single answering point.

797 Section 17. Section **69-2-203** is amended to read:

798 **69-2-203. Audit to assess emergency services -- County.**

799 (1) [~~Before July 1, 2021, and before July 1 of every fourth year beginning in 2025, each~~
800 ~~county that is not served by a single, physically consolidated public safety answering point~~

801 ~~shall]~~ A county that by June 30, 2024 has not achieved a transfer rate, as defined in Section
 802 69-2-204, of 2% or less shall:

803 (a) utilize a qualified third party to conduct an audit of each public safety answering
 804 point within the county[-]; and

805 (b) require the audit to be completed no later than January 1, 2025.

806 (2) ~~[(a)]~~ The audit described in Subsection (1) shall evaluate:

807 ~~[(i)]~~ (a) how best to provide the emergency services within the county; [and]

808 (b) what needs to happen for the PSAPs within the county to achieve a transfer rate, as
 809 defined in Section 69-2-204, of 2% or less; and

810 ~~[(ii)]~~ (c) whether the county could provide more cost efficient emergency service or
 811 improve public safety by establishing a single public safety answering point for the county.

812 ~~[(b) The county may request and the Utah Communications Authority Board created in~~
 813 ~~Section 63H-7a-203 may grant reimbursement for the costs of each audit described in~~
 814 ~~Subsection (1), up to \$60,000, distributed from the Unified Statewide 911 Emergency Services~~
 815 ~~Account described in Section 63H-7a-304.]~~

816 (3) (a) Each public safety answering point shall participate and cooperate in the audit
 817 described in Subsection (1).

818 (b) A public safety answering point that fails to participate and cooperate in the audit
 819 as described in Subsection (1) is ineligible for funding or services provided by the Unified
 820 Statewide 911 Emergency Services Account described in Section 63H-7a-304.

821 (4) No later than February 28, 2025, a county required to have an audit conducted
 822 under Subsection (1) shall submit to the Utah Communications Authority:

823 (a) a copy of the audit report; and

824 (b) a written plan of how and when the county will implement the audit
 825 recommendations.

826 (5) A PSAP in a county that fails to comply with the requirements of this section does
 827 not qualify for a distribution of funds under Section 63H-7a-304.5.

828 Section 18. Section 69-2-204 is enacted to read:

829 **69-2-204. Public safety answering point 911 call transfer rate.**

830 (1) As used in this section:

831 (a) "Fiscal year" means the period from July 1 of one year to June 30 of the following

832 year.

833 (b) "Transfer rate" means the percentage of 911 calls that are:

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

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

836 (2) Subject to Subsection (3), a public safety answering point shall maintain a transfer
837 rate that is no more than 2%.

838 (3) A public safety answering point with a transfer rate for the fiscal year ending June
839 30, 2020 that is greater than 2% shall:

840 (a) for the fiscal year ending June 30, 2021, reduce the public safety answering point's
841 transfer rate to at least 5% less than the transfer rate for the fiscal year ending June 30, 2020;

842 (b) for the fiscal year ending June 30, 2022, reduce the public safety answering point's
843 transfer rate:

844 (i) to at least 15% less than the transfer rate for the fiscal year ending June 30, 2020; or

845 (ii) to at least 10% less than the transfer rate for the fiscal year ending June 30, 2021;

846 and

847 (c) for the fiscal year ending June 30, 2023, reduce the public safety answering point's
848 transfer rate to no more than 5%.