



# UTAH COMMUNICATIONS AUTHORITY

## KEEPING PUBLIC SAFETY CONNECTED

UCA Annual Stakeholder's Meeting-911 Division Update  
By Melanie Crittenden, November 7, 2023



# 911 Update Agenda

---

- Who and What is the 911 Division?
- What funds the 911 Division
- What are permitted uses of the Unified Statewide Emergency Service Fund
- PSAP Proportionate Funds
- Administrative Rules
- NG911 Project Update
- FAQs



# Who is the UCA 911 Division?

Melanie Crittenden

Uinta County, WY 1999-2000

Summit County SO, UT 2000-2016

UCA 2016-Present



# What does the 911 Division do?

---

## 63H-7a-302. 911 Division Duties and Powers

The 911 Division shall:

- In conjunction with the PSAP advisory committee, develop and report to the director minimum standards and best practices: for PSAPs in the state, including minimal technical, administrative, fiscal, network, and operational standards for PSAPs and Dispatch Centers; and that will result in rapid, efficient, and interoperable 911 services throughout the state.

*\*\*Any changes made to the minimum standards and best practices must go through the PSAP Advisory Committee, as well as approved by the UCA Governing Board. Updates can be found on the UCA website: [www.uca911.org](http://www.uca911.org); under the 911 tab "Minimum Standards and Best Practices".*

# 63H-7a-302. 911 Division Duties and Powers



The 911 Division shall:

- Annually prepare and publish a report of how well PSAPs statewide are complying with the standards and best practices developed.

*\*\*A questionnaire is distributed to the PSAPs at the beginning of each year. The PSAPs must fill out the questionnaire and send back to the 911 Division. The results from those self-reporting questionnaires can be found on our website: [www.uca911.org](http://www.uca911.org); under the 911 tab "911 Center Performance Report 2022"*

# 63H-7a-302. 911 Division Duties and Powers



The 911 Division shall:

- Investigate and report to the director on emerging technology
- Monitor and coordinate the implementation of the unified statewide 911 emergency services network

*\*\*The 911 Division attends 2 National Association of State 911 Administrators (NASNA) conferences each year where presentations from other states are shown, as well as updates from several Federal agencies, such as the FCC, and the Federal 911 Office. APCO International and NENA conferences also attended to investigate emerging 911 technologies.*

# What Funds UCAs 911 Division?

---

## 69-2-403. Unified Statewide 911 Emergency Service Charge

- Since July 1, 2019, UCA receives \$.25 per month, per access line (1 cent per month, per access line directly to Utah Geospatial Resource Center (UGRC), for statewide NG911 mapping purposes).



---

# Permitted uses of the 911 fee

## 63H-7a-304





# 63H-7a-304. Unified Statewide 911 Emergency Service Account-Permitted Uses



The authority shall disburse funds in the 911 account for the purpose of enhancing and maintaining the statewide public safety communications network and 911 call processing equipment in order to rapidly, efficiently, effectively, and with greater interoperability deliver 911 services in the state.

The authority shall give higher priority to an expenditure that:

- Best promotes statewide public safety
- Best promotes interoperability
- Impacts the largest service territory
- Impacts a densely populated area; or
- Impacts an underserved area.

# 63H-7a-304. Unified Statewide 911 Emergency Service Account-Permitted Uses



The authority shall expend funds in the 911 account in accordance with UCAs strategic plan.

UCA may *not* expend funds from the 911 account collected through the 911 emergency service charge on behalf of a PSAP that chooses not to participate in the:

- The public safety communications network; and
- 911 calls made directly to a PSAP (defined under 69-2-102)



---

63H-7a-304.5.

Distributions from 911 account  
to qualifying PSAPs

# 63-H-7a-304.5 UCA Proportionate Funds

---

Distributions From 911 Account to Qualifying PSAPs.

Effective May 12, 2020: PSAPs can apply for the proportionate funds if they comply with the following:

- 90% of all 911 calls arriving at the PSAP within 15 seconds; and
- 95% of all 911 calls arriving at the PSAP within 20 seconds;
- have adopted and be using the statewide CAD-to-CAD call handling and 911 call transfer protocol adopted by the board under 63H-7a-204(17);
- have participated in the authority's annual interoperability exercise; and
- have complied with the required transfer rate
- be designated as an emergency medical service dispatch center according to Section 26B-4-117.

# 911 transfer defined in Utah Statute

---

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

“Required transfer rate” means:

A transfer rate of no more than 2%; or

- For a PSAP that had a greater than 2% transfer rate ending June 30, 2020, and until June 30, 2023, the transfer rate that meets the requirement for the applicable period under 69-2-204 (3)(a), (b), or (c):
- For FY22, reduce the PSAPs transfer rate to at least 5% less than the transfer rate for FY21
- For FY23, reduce the PSAPs transfer rate to:
  - at least 15% less than the transfer rate for FY21; or
  - at least 10% less than the transfer rate for FY20; and
- For FY23, reduce the PSAPs transfer rate to no more than 5%.

# 911 Transfer defined in Utah Statute

---

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

- Transfer rate means the percentage of 911 calls that are:
  - Received by a PSAP during a fiscal year
  - Transferred to another location in the state

# 911 transfers- what's counted and what's not?

---

## Counted as 911 transfers:

- 911 calls to a Utah PSAP or Dispatch Center
- 801, 435, 385 phone numbers
- In state \* code numbers
- Internal console to console

## Not counted as 911 transfers:

- Out of State transfers
- Poison Control transfers
- Language Line Services transfers
- 988 transfers



# Audit of PSAPs

## 69-2-203





## 69-2-203. Audit of PSAPs within a county

---

A county that by June 30, 2024, that has not achieved a transfer rate, of 2% or less shall:

- Utilize a qualified third party to conduct an audit of each PSAP within the county; and
- Require the audit to be completed no later than January 1, 2025.

The audit described above shall evaluate:

- How best to provide the emergency services within the county;
- What needs to happen for the PSAP within the county to achieve a transfer rate, as defined in Section 69-2-204, of 2% or less;
- Whether the county could provide more cost efficient emergency services or improve public safety by establishing a single public safety answering point for the county; and
- The extent to which the dispatch center's policies, procedures, or interlocal agreements cause a PSAP to experience difficulty in meeting the requirements of section 63H-7a-304.5

## 69-2-203. Audit of PSAPs within a county

---

Each public safety answering point shall participate and cooperate in the audit described.

- A PSAP that fails to participate and cooperate in the audit as described in Subsection (1) is ineligible for funding *or services* provided by the Unified Statewide 911 Emergency Service Account described in Section 63H-7a-304.

No later than February 28, 2025, a county required to have an audit conducted shall submit to the Utah Communications Authority:

- A copy of the audit report; and
- A written plan of how and when the county will implement the audit recommendations.

A PSAP in a county that fails to comply with the requirements of this section does not qualify for a distribution of funds under 63H-7a-304.5

# Administrative Rule 174- Utah Communications Authority



# Administrative Rule 174

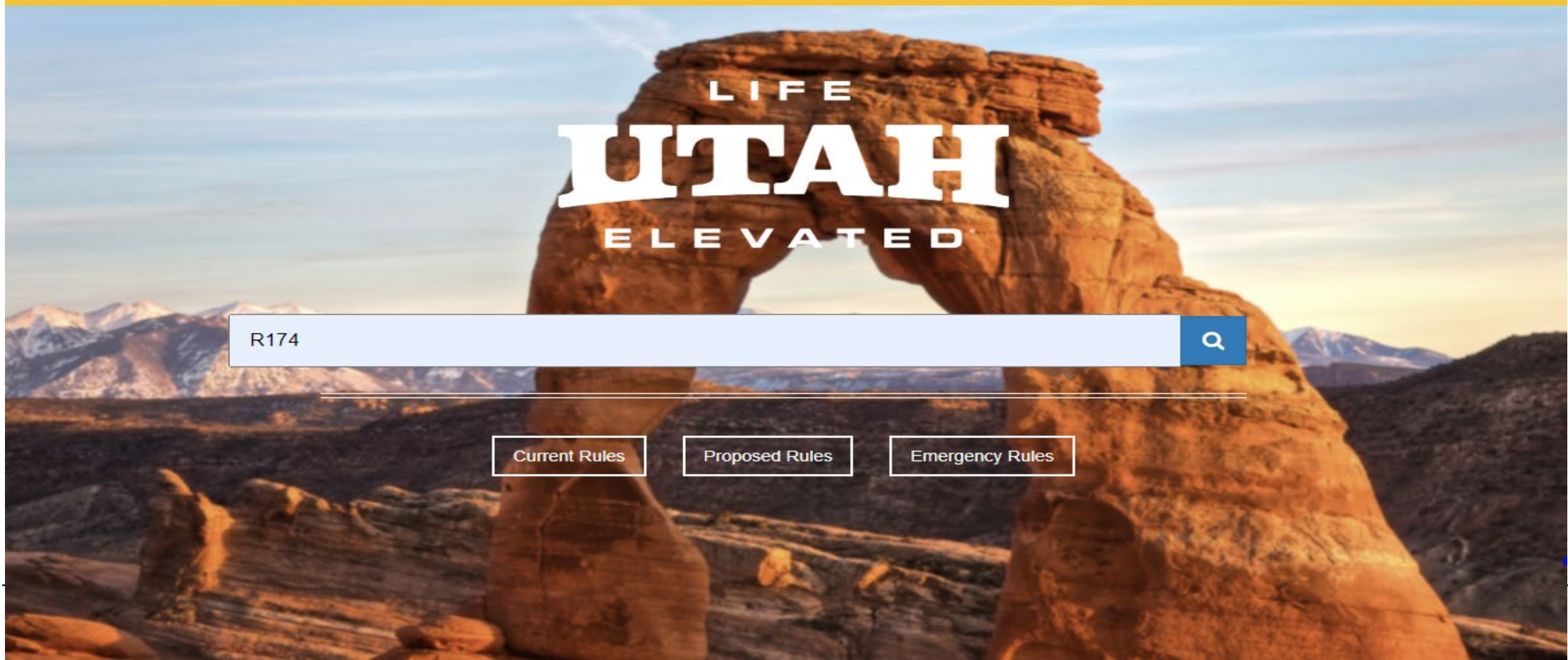
https://adminrules.utah.gov/public/home



Utah Office of  
Administrative  
Rules

[DAS HOME](#) [BUILDING BOARD](#) [ARCHIVES](#) [DFCM](#) [FINANCE](#) [FLEET](#) [PURCHASING](#) [RISK](#) [RULES](#)

[HOME](#) [CODE](#) [BULLETIN](#) [HELP](#) [ABOUT US](#) [CONTACT US](#) [QUICKLINKS](#) [STATE LOGIN](#)



LIFE  
**UTAH**  
ELEVATED

R174

Current Rules

Proposed Rules

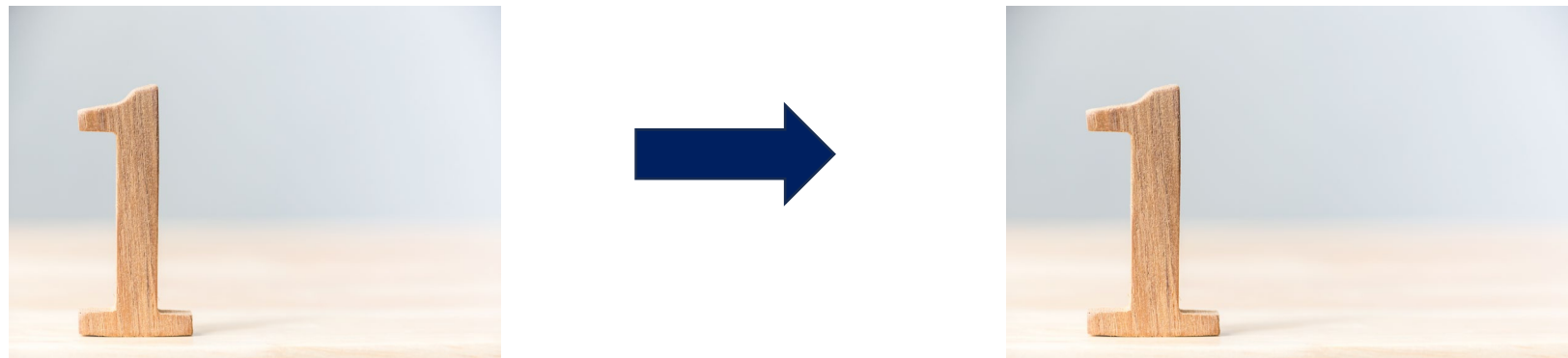
Emergency Rules

# R174-1-305. Initial Allocation of Call-Taking Positions



The Authority will initially allocate Call-taking Positions to each participating PSAP identified in Subsection R174-1-302(1) on a one –to-one basis with Legacy Call-taking positions deployed and in active use at the PSAP, based upon the documentation on file with the Authority as of June 5, 2020.

\*\*UCA replaced 1:1 phone positions based off the information provided by the PSAPs of total phone positions. Anything after the June 5, 2020 date, must follow Administrative Rule 174.



## R174-1-306. Change in Allocation of Call-Taking Positions to Participating PSAPs



A PSAP can write a written request to increase or decrease the number of call-taking positions they'd like to the Executive Director and providing a copy to the PSAP Advisory Committee and the Authority's 911 Division Director. The written request must include an explanation of the PSAP's reasons and justifications for the request.

- The PSAP Advisory Committee and the Authority's 911 Division Director shall each issue a recommendation to the Executive Director analyzing the PSAP's request.
- The Executive Director shall issue a recommendation to the Board setting forth the Executive Director's analysis of the PSAP's request. The Executive Director shall include with their recommendation a copy of the PSAP's request, the PSAP Advisory Committee's recommendation and the 911 Division Director's recommendation.

## R174-1-306 process

---

The UCA Board shall make a determination as to whether the PSAP's allocation of Call-Taking Positions shall be increased or decreased and when that will take effect. In making this determination, the Board may consider any relevant factors, including:

- Growth;
- PSAP staffing
- Financial or contract issues; and
- The PSAP's compliance with minimum standards and best practices.

# NG911 System Update

---

- Aware mapping/Admin 2.0-each agency given the ability to control own maps and users
- San Juan and Price consolidation- Motorola moved the two phone positions to Price DPS
- Orem and Provo consolidation- Motorola moved five phone positions from Orem to Provo, now Metro Emergency Communications
- VECC was remodeled, phone positions were moved to facilitate
- ECaTS Training provided to all PSAPs
- Set up Vesta Analytics Enterprise for UCA
- Optimized network connections throughout the state



# FAQs for the 911 Division

# What can the PSAPs 911 money be used for?

69-2-301. Public Safety Answering Point—911 emergency service account—  
Permitted uses of funds.

- A public safety answering point shall maintain in a separate emergency telecommunications service fund any funds dispersed to the public safety answering point from the commission under Section 69-2-302, from proceeds of the 911 emergency services charge levied under Section 69-2-402.



## 69-2-301. Permitted uses of PSAPs 911 fee

---

A PSAP can use the emergency telecommunications service fund to pay for costs of:

- Establishing, installing, maintaining, and operating a 911 emergency service system
- Receiving and processing emergency communications from the 911 system or other communications or requests for emergency services
- Integrating a 911 emergency service system into an established PSAP, including contracting with an access line provider or a vendor of appropriate terminal equipment as necessary to implement the 911 emergency services system.
- Indirect costs associated with the maintaining and operating of a 911 emergency services system.
- Personnel costs associated with receiving and processing communications and deploying emergency response resources.
- Any unexpended funds at the end of the fiscal year in a PSAP 911 fund do not lapse.

\*\*Note that the PSAPs 911 fee will increase from \$.71 to \$.73 per month, under 69-2-402, on January 1, 2025.

# FUN FACTS-UTAH PSAPs

- 1,200,000 911 calls taken over the last 12 months statewide
- 3,000 911 calls per day
- Busiest Hours:

1500

1400 and 1700

1200 and 1800

1000 and 1300



# NG911 Presentations

---



Sam Bard with Motorola Solutions will present on what has been done to decrease 911 transfers in Utah by 50% for some PSAPs.

Jeff Freeland with Motorola Solutions will present on the Aware Mapping system to highlight what work has been done, and future work that will be coming.

Make sure you don't miss them!

---

Thank You

FOR ALL YOU HAVE DONE  
THROUGHOUT THE YEAR

You are appreciated!

[mcrittenden@uca911.org](mailto:mcrittenden@uca911.org)

Office: 801-840-4205

Cell: 435-640-3882