

TENA Survey on 9-1-1 Funding 2016

INTRODUCTION

To complete this survey, please have your current fiscal year budget available for reference.

Some of the questions are specific to your operations. Others are focused on a statewide perspective. Please answer accordingly.

The estimated time to complete this survey is 15 minutes.

The results of this survey will be made available to the TENA membership.

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COST OF A UNIFORM, STABLE AND EFFECTIVE LOCAL 9-1-1 SYSTEM:

This page is focused on the cost of services, equipment, maintenance and improvements needed to provide a uniform, stable and effective 9-1-1 system.

1. The following items are a requirement of the TECB . Please estimate the current years in services, an estimated cost of replacement, and what percentage of replacement costs would be paid for by local 9-1-1 funds.

(<https://www.tn.gov/commerce/article/e911-technical-standards>).

	Current Years in Service	Quantity in Service Currently	Cost of Replacement (Each)	Percentage of Cost to be Paid by Local 9-1-1 Funds
Generators for PSAP Equipment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Uninterruptible Power Supplies for PSAP Equipment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time Sync Clocks for PSAP Equipment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Logging Recorder	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
NG9-1-1 Controller	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
GIS / Mapping System (Including Personnel Costs)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Comments on Required Equipment.

2. The following questions are in regard to IP based 9-1-1 technology. Please estimate the current cost of services (as a percentage of total budget), whether those costs have increased or decreased, and whether there is a need for upgrades or replacements due to the NG9-1-1 environment.

	Percentage of Current FY Budget	Have the cost increased or decreased due to the implementation of NG9-1-1 technology?	Is there a need for upgrades or replacement due to the implementation of NG9-1-1 technology?
GIS / Mapping: Software, Maintenance, Production, and Personnel costs	<input type="text"/>	<input type="text"/>	<input type="text"/>
Records Custodian: SIP Trunk Recording, Text- to-9-1-1, Body Cams, etc	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cyber Security: TECB Requirements, Network Upkeep, Contracted Services, etc	<input type="text"/>	<input type="text"/>	<input type="text"/>
PSAP Equipment: Workstations, Monitors, Network Components, etc.	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Comments on IP based 9-1-1 technology.







3. For your LOCAL DISTRICT, how has the migration from multiple physical call delivery paths (CAMA trunks) to a single physical call delivery path (NetTN) affected the following items:

	Comparison
Call Setup Time	<input type="text"/>
Available ALI Data and Fields	<input type="text"/>
ALI Accuracy and Assurance	<input type="text"/>
Call Routing Abilities	<input type="text"/>
Network Call Delivery: Redundancy	<input type="text"/>
Network Call Delivery: Reliability	<input type="text"/>
Network Call Delivery: Cost Effectiveness	<input type="text"/>

Additional Comments on CAMA vs NetTN:

4. Please rate the reliability of 9-1-1 call delivery via NetTN, as experienced by your LOCAL DISTRICT.

Try to be as accurate as possible and try to include examples in the box listed below.

One Nine (i.e. 90% uptime / 72 hours downtime per month)	Two Nines (i.e. 99% uptime / 7.2 hours downtime per month)	Three Nines (i.e. 99.9% uptime / 43.8 minutes downtime per month)	Four Nines (i.e. 99.99% uptime / 4.38 minutes downtime per month)	Five Nines (i.e. 99.999% uptime / 25.9 seconds downtime per month)	N/A
					

Examples / Description:

CURRENT RATE STRUCTURE

In fiscal year 2016, the TECB returned an excess of \$5 Million to local districts via a one time payment. This money was collected in excess of the funding model based upon 2012 remittances. The following questions will be in reference to current funding and the needs of the LOCAL DISTRICT.

5. **In the current fiscal year**, did your LOCAL DISTRICT use monies from "fund balance" to balance the budget ending June 30, 2017?

Applying fund balance refers to using excess revenue from previous years (i.e. unreserved savings) that are used to offset a deficit in the current year.

- Yes - Fund Balance was used to balance the budget
- No - Projected revenues are anticipated to be in excess of expenditures.
- No - However, the District anticipates using fund balance at year's end to balance the budget.

Other (please specify)

6. **In the last fiscal year**, did your LOCAL DISTRICT use monies from "fund balance" to balance the budget ending June 30, 2016?

- Yes - Fund Balance was used to balance the budget
- No - Revenues were in excess of expenditures.

Other (please specify)

7. Does your LOCAL DISTRICT feel that the TECB should have the authority to raise the current 9-1-1 surcharge should there be a financial reason to do so? Please select all that apply.

- No - The current process for raising/lowering the rate via legislative action is sufficient.
- Yes - The TECB should have absolute authority to raise/lower the rate as needed.
- Yes - The TECB should have delegated authority to raise/lower the rate up to an agreed upon level.
- Yes - The TECB should have authority to raise/lower the rate up to an agreed upon level, only if Telecommunications Service Providers have input via legislated board membership.

Other (please specify)

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ALLOWABLE EXPENDITURES

This page will focus on STATEWIDE allowable expenditures of 9-1-1 revenue.

8. The current allowable expenditures of 9-1-1 revenue cover a variety of items from call delivery to call dispatch functions. While this is a local district decision, the fiscal responsibility of expenditures plays into the 9-1-1 surcharge rate Statewide. Many of these issues were voiced at the regional meetings, but the list is not exhaustive.

Please rate the following allowable expenditures based on operational necessity. The ratings need to consider what is needed to ensure there is a statewide uniform, stable and effective 9-1-1 system.

	Allowable, after Necessary Items are Fully Funded	Allowable and Directly Benefits the Responder	Allowable and Directly Benefits the Caller	Allowable and Supports the 9- 1-1 Operations	Necessary for 9- 1-1 Operations	N/A
Required 9-1-1 Equipment per TECB. (Recorders, Controllers, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9-1-1 Administrative Office / Personnel (Non- PSAP Functions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GIS and Mapping (Personnel, Maintenance Agreements, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Aided Dispatch Software (CAD, Dispatch Map, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Aided Call Handling Software (EMD, EPD, EFD, QA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redundant Connectivity to NetTN for Call Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training for 9-1-1 / GIS / Admin Personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training for 9-1-1 Telecommunicator Personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio Systems and Infrastructure physically at the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Allowable, after Necessary Items are Fully Funded	Allowable and Directly Benefits the Responder	Allowable and Directly Benefits the Caller	Allowable and Supports the 9- 1-1 Operations	Necessary for 9- 1-1 Operations	N/A
Radio Systems and Infrastructure not physically at the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radios for Initial Responders to 9-1-1 Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile Data / Broadband / FirstNet for Initial Responders to 9-1-1 Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation Needs for Training and Admin Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadband Connectivity for the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admin Telephone Systems for the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workstations, Computers, Furniture, etc for the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disaster / Backup Services and Equipment for the PSAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

THANK YOU

Thank you for assisting us with this endeavor. The answers listed here will be made available to the TENA membership in December.

9. Please feel free to leave comments below. Thank you for your time.