

History of 911 Legislation in North Carolina

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Birth of 911

- 1967 – Federal Commission suggests 3 digit number for emergency use.
- 1968 – AT&T announces 911 designation.
- 1972 – FCC recommends 911 be implemented nationwide.
- 1978 – Utilities Commission began looking at 911 in NC.
- First 911 operational in NC in Gaston/ Lincoln County.

Issues for local governments

E-911 – identifies where the call originates.

- Requires new equipment for routing of calls.
- Requires addressing.

1989 – Statewide legislation

Chapter 587 of the 1989 Session Laws.

- **911 service:** provides the ability to reach a PSAP by dialing 911 and directs the call to the appropriate PSAP based on the location of the call.
- **911 charge:** start-up equipment, subscriber notification, addressing, billing, and installation maintenance, service and network charges of service supplier providing 911 service.

911 charge

- Set by local government in ordinance.
 - Either by resolution and special election or public hearing with 10 days notice.
 - Amount varied, no cap.
 - Deposited in separate account: the Emergency Telephone System Fund.
- Collected by the service supplier on the local bill. Supplier received 1% administrative fee.

Use of Local Fund – 62A-8

Eligible

- Emergency telephone equipment including hardware, software and database provisioning, addressing and nonrecurring costs of establishing 911 system.
- Rates of service supplier's 911 service.

Not Eligible

- Lease or purchase of real estate.
- Cosmetic remodeling of dispatch centers.
- Hiring, training, and compensation of dispatchers.
- Mobile communication vehicles, ambulances, fire engines.

Cell Phones

FCC Order 94-102:

- Phase 1 – Automatic Number Identification (ANI) and location of tower.
- Phase 2 – Automatic Location Identification (ALI).

1998 - Wireless 911 System

S.L. 1998-158

- Wireless enhanced 911 system: provides wireless 911 services and directs calls to appropriate PSAPs by selective routing and provides the capability of ANI and ALI in accordance with the FCC order.

Wireless 911 charge

- Originally 80¢. Reduced to 70¢ in 2005.
- Collected by the wireless provider on the local bill. Provider received 1% administrative fee.
- Administered by Wireless 911 Board. Board received 1% administrative fee.
- Funded both wireless provider updates and PSAP updates.

Use of Wireless funds – 62A-25

Eligible use for wireless providers:

- Actual and commercially reasonable compliance costs.

Eligible use for PSAPs:

- Equipment for wireless Enhanced 911 system.
- Rates of service supplier's wireless Enhanced 911 service.

2007 – Combined Statewide 911

S.L. 2007-383.

- Combined local and wireless under new statewide 911 Board.
 - Statewide uniform fee collected by all voice communication service providers.
 - Funds distributed to both wireless providers and PSAPs.
 - Created authority for grants to PSAPs in rural and high cost areas.
- Existing funds in local Emergency Telephone System Fund as of 1/1/08 transferred to the General Fund and could be used for any lawful purpose.

Statewide 911 fee

- Uniform 70¢. Board must monitor revenue raised and reduce rate if revenues exceed amount needed.
- Collected by all voice communications providers. Providers receive 1% administration fee.
- Administered by new 911 Board. Board receives 1% administration fee.

Use of 911 Fund – 62A-46

Eligible

- Emergency telephone equipment including hardware, software and database provisioning, addressing and nonrecurring costs of establishing 911 system.
- **Eligible in-State training of 911 personnel regarding the maintenance and operation of the 911 system.**
- Rates of service supplier's 911 service.

Not Eligible

- Lease or purchase of real estate.
- Cosmetic remodeling of dispatch centers.
- Hiring and compensation of dispatchers.
- Mobile communication vehicles, ambulances, fire engines.

PSAP requests to expand fund use

- At least 20 PSAPs requested bills to expand permitted uses of 911 Funds between the years of 2001-2009.
- Majority of requests were for communications equipment, including items such as mobile radios, base stations, and communications towers.
- Training of telecommunications dispatchers was requested in at least four bills.