

Legislative Health and Human Services Interim Committee

Wednesday September 6, 2017

State Veteran's Home

Truth or Consequences, NM

INTRODUCTION:

The New Mexico 911 Directors Affiliate under the NM Association of Counties is looking to consider the possibility of establishing and implementing a statewide 911 telecommunications board.

ISSUES:

- 1. Lack of adequate and appropriate resources to properly serve the 47 PSAPs (Public Safety Answering Points/ 911 Centers) in the state.**
 - a. Right now, the NM 911 program is administered by the Local Government Division of the NM Department of Finance and Administration. They are currently down 11 employees overall, and there is only one 911 program employee responsible for all 43 PSAPs.
 - b. Even if fully staffed, decisions made regarding equipment, funding and training in the state's 911 centers are being made independent of and without input from 911 professionals.

- 2. Lack of planning for Next Generation 911 technology implementation**
 - a. 911 centers across the nation must keep pace with the changes and progression of technology. Text to 911, along with streaming images and video to first responders are applications that will soon be not only available, but demanded and expected by the public.
 - b. New Mexico is one of five states in the nation who do NOT have a plan in place for implementing Next Generation 911.
 - c. The Federal Government has allocated \$115,000,000 in grant money specifically for Next Gen. However, states who do not have an implementation plan are INELIGIBLE to receive any funding.

PROPOSAL:

There are several states in the country that have established and implemented a statewide 911 oversight board to administer and manage the 911 program in those states. These boards are mainly comprised of 911 professionals with other civilians designated by the executive and legislative branches of their respective state governments. The boards provide oversight of the statewide 911 program, ensuring that the interests of the 911 community are represented, and that decisions made regarding statewide 911 operations and funding are made by 911 professionals.