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LEGISLATIVE
FINANCE
COMMITTEE

Program
Evaluation
Unit

Program Evaluation:
E-911 Program Update

March 22, 2018

Report #18-01

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March 22, 2018

Duffy Rodriguez, Secretary
Department of Finance and Administration
407 Galisteo St. #166
Santa Fe, New Mexico 87501

Dear Secretary Rodriguez:

On behalf of the Legislative Finance Committee (Committee), I am pleased to transmit the program evaluation *The E-911 Program Update*. The objectives of the evaluation were to assess the effectiveness of E-911 program improvements and accomplishments, analyze funding and expenditures, and assess the status of E-911 upgrade projects.

The report will be presented to the Committee on March 22, 2018. An exit conference was held on March 13, 2018, with the Department of Finance and Administration to discuss the contents of this report. The Committee would like a plan to address recommendations in this report within 30 days of the release of the report.

I believe this report addresses issues the Committee asked us to review and hope your department and the E-911 program will benefit from our efforts. We appreciate the cooperation and assistance we received from your staff.

Sincerely,

A handwritten signature in cursive script that reads "David Abbey".

David Abbey, Director

Cc: Representative Patricia Lundstrom, Chairwoman, Legislative Finance Committee
Senator John Arthur Smith, Vice-Chairman, Legislative Finance Committee
Darryl Ackley, Secretary, Department of Information Technology
Keith Gardner, Chief of Staff, Office of the Governor
Wayne A. Johnson, State Auditor

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Public Safety Could Be At Risk Due to Inadequate Revenues and Planning for Emerging Technologies for 911 Systems

With the demand for quick and effective emergency response, it is important the state operate a 911 system that meets citizen needs. New Mexico has 41 911 call centers, handling over a million calls per year, with oversight from the Department of Finance and Administration (DFA). These centers operate using telecom surcharge fees charged on landline and wireless phone bills. The objective of this evaluation was to assess effectiveness of E-911 program improvements and accomplishments, analyze funding and expenditures, and assess the status of E-911 upgrade projects.

Historically the E-911 fund has a balance over \$11 million. Revenues funding E-911 services have declined 24 percent between FY11 and FY17. While expenses also decreased 15 percent over the same time period, expenditures have outpaced revenues for the last two years. E-911 program revenues are generated through a 51 cent surcharge on landline and wireless phone bills. DFA reported current surcharge levels are sufficient to fund the E-911 program for FY18 if capital equipment replacement continued on a six-year cycle instead of the preferred five-year cycle. Also, E-911 funds are dispersed through a multi-step grant process involving DFA, the Department of Information Technology (DoIT), and the Board of Finance.

While the E-911 Program has taken steps to increase efficiency, the results of these efforts remain unclear. Between 2006 and 2017, the state's 911 call centers have been reduced from 74 to 41. However, DFA could not quantify if consolidation has resulted in any cost savings.

Finally, the federal government is incentivizing the transition to Next Generation 911 (NG911), but New Mexico may be at risk in accessing this funding due to the lack of a NG911 plan. NG911 would allow for public emergency communication services to receive digital media such as text messages, videos, and images, beyond current voice only capabilities. Despite initiating planning for the transition to NG911 since FY09, in FY17, DFA reported the NG911 transition is still in the early planning stages. Other states have either passed legislation to study the feasibility of converting to NG911 or have planned the system transition.

In conclusion, the state's E-911 program may be inadequately funded, the process for distributing funds is lengthy and the state is falling behind on preparation for NG911, potentially foregoing millions of dollars in federal funding. The evaluation makes various recommendations to address these issues including asking the Legislature to consider repealing in statute Board of Finance approval for E-911 fund disbursements and transferring the program to DoIT's oversight and requiring DFA and DoIT to develop an implementation plan for NG911.

Upgrading 911 systems to NG911 is necessary to adapt to how people communicate today – largely through mobile and digital devices.

During the mass shooting at Virginia Tech, students sent text messages to 911 but they were never received. According to NCSL, the tragedy, which claimed 32 lives, highlighted the need to modernize the nation's 911 systems.

Background

Enhanced 911 transition to Next Generation 911

Today, 911 is the most important and recognized telephone number and is the universal emergency number in the United States for all telephone services. The 911 network is a vital part of our nation's emergency response and disaster preparedness system. Upgrading 911 systems to Next Generation 911 is necessary to adapt to how people communicate today. Nationally 86 percent of 911 calls are made with wireless phones and technology used by many 911 call centers does not provide reliable location information for wireless phones.

The Wireless Communications and Public Safety Act (911 Act) directs the Federal Communications Commission (FCC) to make 911 the universal emergency number for all telephone services. The FCC initiated the Enhanced 911 (E-911) rulemaking in 1996 to facilitate the transition of 911 services from landline-only to wireless and cellular technologies. The FCC requires carriers to provide 911 call centers, or Public Safety Answering Points (PSAPs), with the telephone number of the wireless 911 call and the location of the cell site or base station transmitting the call. In addition, the FCC requires wireless carriers to begin providing information that is more precise to PSAPs, specifically, the latitude and longitude of the 911 caller.

Deployment of E-911 requires the development of new technologies and upgrades to local 911 PSAPs and coordination among public safety agencies, wireless carriers, technology vendors, equipment manufacturers, and local landline carriers. In August 2014, the FCC ordered all wireless companies to develop the capability for the public to deliver emergency text messages to PSAPs that request them by June 30, 2015.

In response to changing technologies, the U.S. Department of Transportation launched the Next Generation 911 (NG911) initiative. With NG911 services, the public reaches 911 call centers through various modes, including voice and data, and transmit multi-media information such as video recordings. The NG911 initiative, aimed at updating the 911 service infrastructure in the United States improves public emergency communications services in an increasingly growing wireless mobile society. The ultimate goal of NG911 is to improve service to the public by achieving efficiencies within public safety operations.

Several 911 programs derive funding from fees paid on wireless and wireline phone bills, although in many states prepaid wireless phones do not pay a 911 fee. See Appendix C for 911 surcharges by state. In addition, across the country 911 systems are operated at the state and local level, resulting in a range of service capabilities and funding. While funding is crucial according to the FCC, four states – Montana, Nebraska, Ohio and Wyoming do not allow 911 funds to be used for implementing NG911.



The E-911 Program Supports Forty-One 911 Call Centers Throughout the State

The E-911 Program is an \$11.6 million program supporting centers that handle over 1.3 million calls per year.

By simply dialing the three digits “911,” callers in need of police, fire, emergency medical services, or other emergency responders, can speak to a Public Service Answering Point (PSAP) call taker who is their first point of contact in an often lifesaving emergency response public safety network chain. In many situations, PSAPs initiate first responders including police, fire, and rescue services for callers within their county or municipality.

There are 41 PSAPs in New Mexico handling over 1.3 million calls per year. Calls increase on average 2 to 3 percent annually, and over 80 percent of calls are from wireless phones.

The State’s Enhanced 911 Act supports the safety, health and welfare of the people of New Mexico by enabling the development, installation, and operation of E-911 emergency reporting systems to be operated under shared state and local governmental management and control.

The Local Government Division (LGD) of the Department of Finance and Administration (DFA) administers the E-911 program. The goal of the program is to provide grants to local government entities to implement E-911 services for callers within their county or municipality. The primary function of the E-911 program is administration and oversight of the E-911 fund. LGD E-911 bureau currently includes five full-time equivalent positions.

The State’s Enhanced 911 Act established the E-911 fund created in the state treasury and is used for the purchase, lease, installation or maintenance of E-911 equipment to keep technology current at the state’s PSAPs. Equipment supported by the E-911 fund includes consoles, servers, 911 processing equipment, routers, and some geographic information system (GIS) equipment. New Mexico PSAPs are funded in part by the E-911 fund and in part by local funding sources and other state/federal grant funds (Appendix F).

Table 1. E-911 Program Revenue and Expenditures
(in thousands)

Fiscal Year	Revenue	Expenditures
2011	\$14,333.5	\$13,554.4
2012	\$12,253.5	\$11,873.1
2013	\$12,045.6	\$13,936.1
2014	\$11,944.4	\$9,484.2
2015	\$11,314.7	\$11,686.5
2016	\$11,090.4	\$13,342.0
2017	\$10,832.3	\$11,572.8
2018	*\$13,840.9	\$11,278.9

Source: DFA Financial Audits
* Estimated

DFA estimates E-911 revenue to increase by \$3 million in FY18 due to recent legislation expanding surcharge coverage.

Historically, the E-911 fund has a balance over \$11 million.

When expenditures exceed revenues, DFA uses E-911 fund balance to cover the difference.

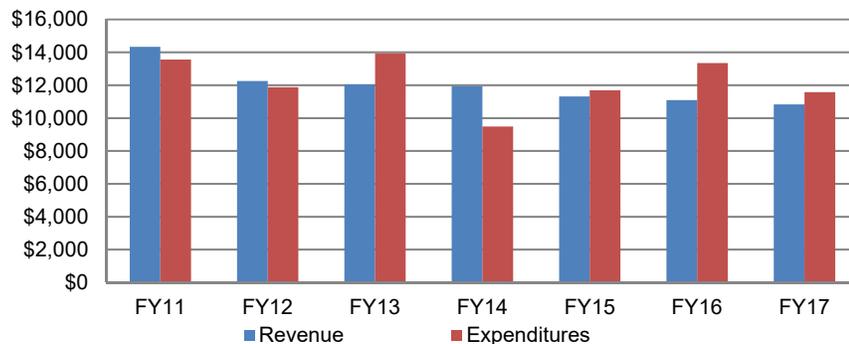
Collection of additional surcharges may enhance E-911 revenue in coming years.

Prior to 2017, New Mexico had not amended 911 legislation since 2005. The 2017 legislation expands the definitions for surcharge coverage to include voice over internet protocol, and prepaid wireless phones. The legislation allows the collection of E-911 surcharges for subscribers of communications services, including voice over internet protocol and prepaid cell phones purchases.

Revenue for the E-911 program is solely from the 51 cent surcharge on landline and wireless monthly phone bills. Statute requires DFA to report to the Legislature each year on the status of the E-911 fund, and whether the current level of the E-911 emergency surcharge is sufficient, excessive or insufficient to fund the anticipated needs for the next year. DFA’s *April 2017 Annual Report* states projected revenue from the E-911 emergency surcharge would be sufficient to fund the anticipated needs of the E-911 program in FY18, if the program continues replacing capital equipment on a six-year replacement schedule, rather than the preferred five-year replacement schedule.

E-911 revenue has decreased 24 percent from FY11 to FY17, while expenditures have decreased 15 percent during the same period. Expenditures from FY15 through FY17 were greater than E-911 revenues in each year. While DFA reviews and verifies expenditures, it is currently unknown if additional controls are in place to manage expenditures effectively or whether the 51 cent surcharge rate is appropriate. DFA estimates FY18 surcharge revenues of \$13.8 million, and anticipates revenues to remain flat through FY22. In addition, DFA recently reported, since July 2017 E-911 revenues have increased \$100 thousand per month.

Chart 1. DFA - Local Government Division Revenue and Expenditures - E911 Fund (74500)
(in thousands)



Source: DFA Financial Audits

E-911 funds do not cover all expenses required for responding to a 911 call. Funds do not cover the E-911 staffing, computer aided dispatch (CAD) equipment, mobile radios, and GIS staffing, though these are used to dispatch emergency 911 calls. Local governments may incur costs for the purchase, lease, installation and maintenance of E-911 equipment and pay costs through disbursements from the E-911 fund.

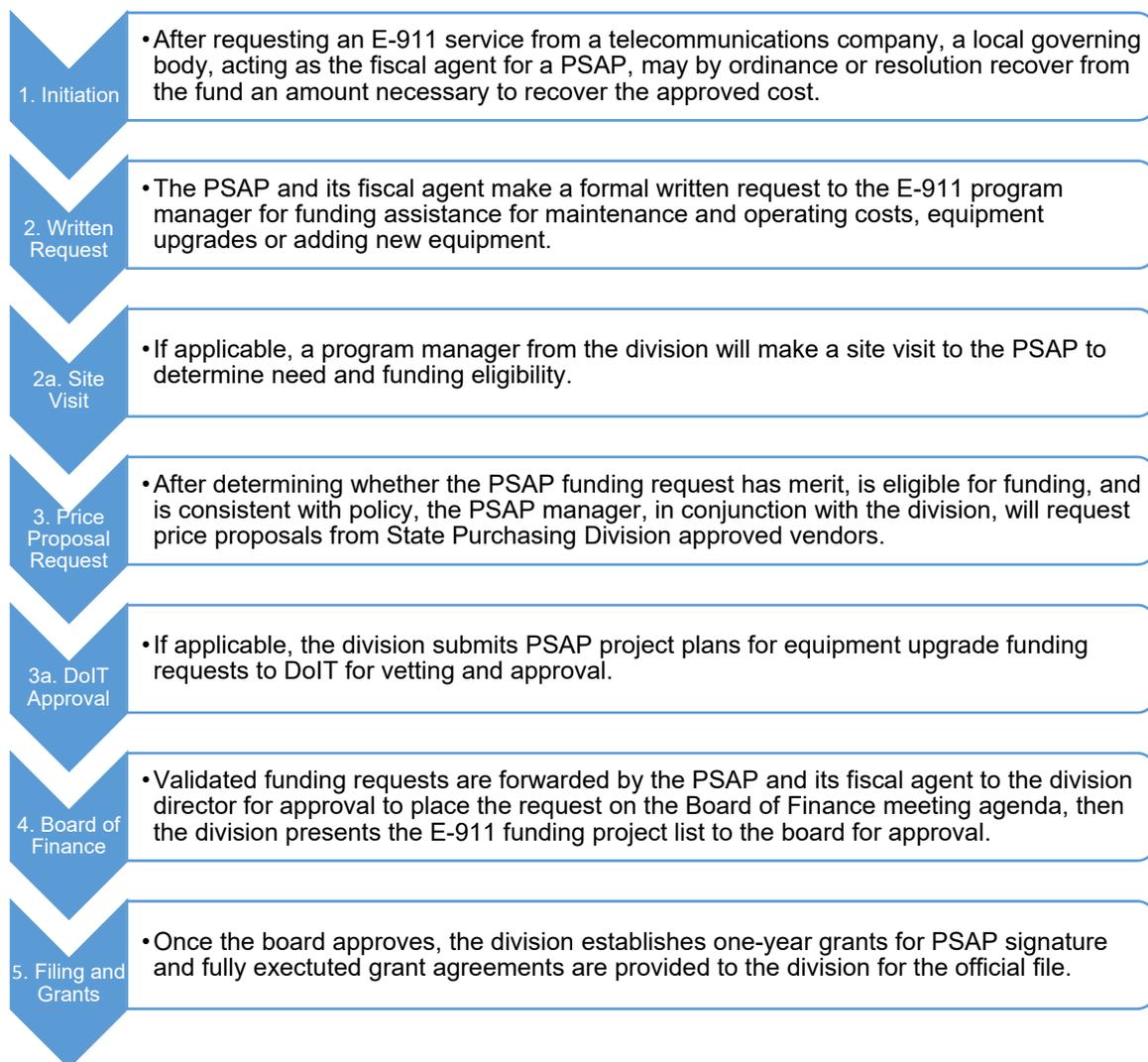
Historically, the E-911 fund has a balance over \$11 million. From FY11 to FY17, the balance of the E-911 fund averaged \$11.3 million (see Appendix B). The FY17 year-end fund balance was \$4.7 million, significantly lower due to a \$6 million statutory transfer made from the E-911 fund to replenish general fund reserves. In years where expenditures exceed revenues, the E-911 fund balance is used to cover the difference.

Disbursement of monies from the E-911 fund requires a multi-step process.

Disbursement of E-911 funds requires approval from at least three entities.

According to statute and rule, disbursement of monies from the E-911 fund requires a multi-step process including a number of approvals from DFA, the Department of Information Technology (DoIT), and the Board of Finance (BOF). The approval process may also include a site visit from staff of the E-911 program. Although DFA provides program oversight, DoIT provides technical expertise, and BOF provides budget review typically once a year, it is unclear what value approval by all three entities provides.

Figure 1. Annual E-911 Fund Disbursement Process



Source: Administrative Rule and LFC Files

Funding requests include maintenance and operating costs, and equipment upgrades. Prior to FY15, E-911 funding requests were limited to E-911 equipment upgrades.

**Table 2. Board of Finance Approved E-911 Funding Requests
FY11 - FY18**
(in thousands)

Date	Description	Amount Approved
11/16/10	E-911 Fund Expenditures	\$1,366.5
12/20/11	E-911 Fund Expenditures	\$5,656.3
07/07/12	E-911 Fund Expenditures	\$2,936.3
02/19/13	E-911 Fund Expenditures	\$1,788.4
04/15/14	E-911 Grant Program Funding for FY15	\$10,293.8
10/21/14	E-911 Grant Program Funding for City of Espanola PSAP	\$85.5
02/17/15	E-911 Grant Program Funding for FY15 and FY16	\$6,673.9
05/21/15	E-911 Budget Increases for FY15	\$554.0
06/24/15	E-911 Grant Program Funding for FY16	\$9,881.9
06/21/16	E-911 Grant Program Funding for FY17	\$13,176.8
11/15/16	E-911 Grant Program Funding for FY16 and FY17	\$912.4
06/20/17	E-911 Grant Program Funding for FY18	\$11,278.9
Total		\$64,604.7

Source: Department of Finance and Administration

E-911 program staff, DoIT, and PSAPs set criteria for E-911 equipment network and related services through a competitive bid process. Several contracts were awarded to multiple vendors, and are included in the State Purchasing Division’s statewide price agreement schedule. Individual PSAPs may select from various vendors for upgrade projects depending on their respective needs. E-911 program managers review all PSAP funding requests prior to purchase to ensure state E-911 criteria are met and consistent with prices established in the statewide price agreements.

**Table 3. Summary
of E-911 Upgrade
Projects**
(in thousands)

Fiscal Year	Upgrade Project Costs
FY11	\$1,366.5
FY12	\$5,656.3
FY13	\$1,448.4
FY14	\$1,369.3
FY15	\$2,514.6
FY16	\$5,608.8
FY17	\$3,854.2
Total	\$21,818.1

Source: DFA

E-911 vendors are not required or obligated to extend additional discounts beyond prices established in the statewide price agreement. According to DFA, LGD does not negotiate pricing due to liability concerns over the choice of system and vendor, which are solely at PSAP’s discretion. DFA simply reimburses vendors on behalf of PSAPs. PSAPs may purchase directly through a statewide price agreement when using their own funding and procurement process.

Although various PSAP upgrade projects may be approved simultaneously, varying start dates may make consolidated procurement challenging and it may not be practical to pursue one single procurement. While in compliance with the state standards, PSAP equipment and systems differ as well as selected vendors. DFA stated attempting to pursue one single procurement might result in underutilization of warranty periods.

Since FY11, E-911 upgrade projects cost the state almost \$22 million. PSAPs eligible for upgrade submit requests including a detailed quote from an equipment vendor on a statewide price agreement. Initially, the E-911 program manager reviews the request to ensure compliance with administrative rules. A project plan is submitted to DoIT for approval. Once vetted by DoIT, DFA submits the request to BOF for funding approval. After BOF approval, DFA executes a grant agreement with the local government to include funding for the project.

From FY15 to FY18 the average E-911 program budget is \$11.8 million, with 83 percent or \$9.8 million for operations and 17 percent or \$2 million for equipment upgrades. The average surcharge revenue for the same period is \$11.8 million.

**Table 4. E-911 Program
Summary of Approved Budget Requests
FY15 – FY18**
(in thousands)

Fiscal Year	Operating Budget	Capital Equipment Upgrades	Total Budget Requests
2015	\$10,061.8	\$1,894.7	\$11,956.5
% of Total	84%	16%	
2016	\$9,353.3	\$528.7	\$9,882.0
% of Total	95%	5%	
2017*	\$10,227.9	\$3,854.3	\$14,082.2
% of Total	73%	27%	
2018	\$9,432.9	\$1,846.0	\$11,278.9
% of Total	84%	16%	
4-Year Average	\$9,769.0	\$2,030.9	\$11,799.9
	83%	17%	

Source: DFA Exhibit C's and LFC Analysis

* Amended amount.

E-911 grant agreements include recurring operating costs, equipment maintenance and capital equipment upgrades for PSAPs. DFA issues one-year grants to local government fiscal agents for PSAPs (see Appendix E). Beginning in FY15, the E-911 grant periods were changed from four years to one year to provide detailed accountability and allow for a more efficient way to reconcile grant budgets to actual expenditures. The change has improved the reconciliation process.

E-911 grants to local governments pay for E-911 equipment and network maintenance, generators, dispatch consoles, recorders, dispatch software, GIS equipment and training, 911 training, data networks, and network equipment, such as routers, firewalls and switches (see Appendix F).

In 2013, the Government Accounting Office (GAO) reported in addition to spending 911 funds on implementing wireless E-911 service, states and localities use 911 funds for operations, maintenance, personnel, and NG911 preliminary activities. However, in 2011, six states—Arizona, Georgia, Illinois, Maine, New York, and Rhode Island—reported using almost \$77 million of funds collected for E-911 implementation for other purposes. Some states use the funds collected for 911 for other purposes not related to emergency services, such as balancing the state budget.

DFA anticipates an impact to the E-911 fund due to an unknown liability to CenturyLink. LGD is currently conducting a review process of CenturyLink invoices to validate the vendor's voice network charges are based upon current tariff rates. LGD initiated the review after a FY13 report indicated there may be issues with the amounts charged to PSAPs. CenturyLink is currently in the process of auditing the services it provides to all PSAPs. In its April 2017 annual report, LGD stated a small sample of CenturyLink's audit results indicate a 40 percent increase in CenturyLink network costs could occur. This percentage increase could vary depending on

the outcome of the complete review. LGD recently reported CenturyLink has completed the audit and LGD plans to hire a consultant to assist with reconciliation of CenturyLink's results.

Recommendations

The Legislature should consider:

- Repealing the requirement in Statute for Board of Finance approval of E-911 disbursements similar to the Community Block Grant and Local DWI programs and replace with an E-911 council or board.
- Transferring the E-911 program to the Department of Information Technology to streamline disbursement approval process, provide on-going technical oversight and improve the implementation of NG911.

The Department of Finance and Administration should:

- Work with the Taxation and Revenue Department to ensure the enhanced 911 surcharge collections are in accordance with the Enhanced 911 Act as amended by Laws 2017, Chapter 22.
- Consider limiting PSAP's budget for E-911 operating costs and increase the budget for E-911 equipment upgrades to reduce the equipment replacement cycle.

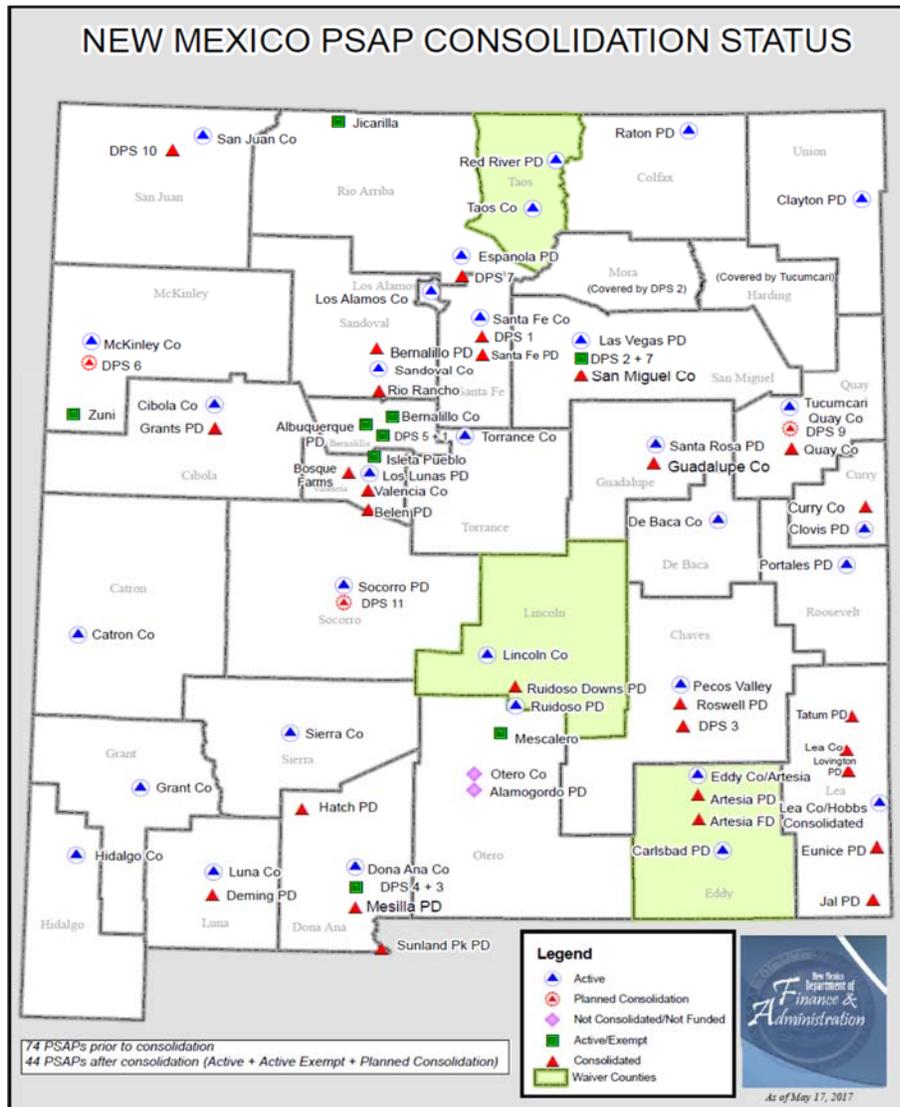
The Department of Finance and Administration and the Department of Information Technology should evaluate best practices for E-911 funding models and report to the Legislature.

The E-911 Program Has Undertaken Efforts to Increase Efficiencies with Unclear Results

Since 2006, consolidation efforts have resulted in a reduction of 33 PSAPs, from 74 in 2006 to 41 in 2017.

Figure 2 shows the current PSAP consolidation map. Appendix D includes a list of the PSAPs. Albuquerque police department and Bernalillo County PSAPs are excluded from the consolidation requirement due to the large population served. Native American pueblos and tribal police are also excluded. Only the consolidated PSAP in the county may apply for and receive E-911 funding.

Figure 2. PSAP Consolidation Map



The number of PSAPs in New Mexico have been consolidated from 74 to 41.

DFA indicates they do not have specific figures for cost savings associated with PSAP consolidation.

To reduce cost and create greater efficiencies, consolidation continues to be the focus of the E-911 program. DFA is continuing consolidation discussions with Otero County and the City of Alamogordo in addition to the Village of Ruidoso and Ruidoso Downs in Lincoln County. While DFA encourages consolidation whenever possible, limitations such as interruptions of radio coverage, and dissimilar CAD systems and record management systems

(RMS) exist. DFA reported any future recurring savings achieved through further consolidation could be offset by higher non-recurring costs to transition PSAPs to compatible radio, CAD, and RMS systems.

The Department of Public Safety (DPS) continues to work towards consolidating its 18 dispatch centers (PSAPs) into three consolidated centers in Las Vegas, Albuquerque, and Las Cruces. DPS consolidated District 1 in Santa Fe, District 6 in Gallup and District 11 in Socorro into District 5 in Albuquerque. The consolidation at District 2 in Las Vegas includes District 7 in Espanola and District 9 in Tucumcari. DPS also consolidated District 3 in Roswell, District 8 in Alamogordo and District 12 in Deming into District 4 in Las Cruces. DPS stated no cost savings are anticipated, though it expects improved officer safety and efficiency of operations. DPS consolidation per se has no direct impact on the distribution of E-911 funds. DPS will continue to have equipment-funding needs, as will the local dispatch centers.

Although DFA reports reduced costs resulting from PSAP consolidation, it has not maintained cost savings records. With the reduction in the number of PSAPs, capital expenses and operating costs are likely impacted, yet when asked, DFA stated they do not have specific figures for cost savings associated with the consolidations. While efficiencies are gained, it is not clear how DFA can verify whether the benefits of PSAP consolidations outweigh the costs and by how much. In addition, the overall impact to PSAP operating budgets is unknown.

With constant changes in communication technology, an extended replacement cycle may be problematic.

Because communication technology is rapidly changing, it is essential to keep PSAPs equipment and systems current. The replacement schedule is based on the previous installation date for each PSAP and may vary depending on funding and need. Typically, today's PSAP equipment has a lifespan of five years, which is significantly shorter than the 10-year lifespan of equipment during the 1990s.

In an attempt to keep technology current at each PSAP in the state, the E-911 program initially aimed for a three to five year equipment replacement schedule, to be aligned with best practices of five years. However, DFA reported because E-911 revenue is declining, it reduced its FY17 budget request to only the most essential expenditures and moved to a six-year replacement cycle instead of a five-year replacement cycle. As DFA reported projected revenues from the surcharge will meet the E-911 program needs, however with a six-year replacement cycle, some PSAP technology may reach end of life no longer supported by the vendor, which can lead to equipment failures and increase the risk to public safety.

Recommendations

The Department of Finance and Administration should:

- Provide cost savings estimates in the E-911 fund from PSAP consolidation as a part of their budget request to the Legislative Finance Committee.

The State Has Been Slow Transitioning To the Most Recent Iteration of Emergency Communication

The Federal government is leading a transition from E-911 to Next Generation 911.

In response to changing technologies, the U.S. Department of Transportation launched the Next Generation 911 (NG911) initiative. NG911 allows public emergency communication services to accept digital data, including text messages, videos and images, and enables transferring 911 communications from one PSAP to another.

The evolution to NG911 technology presents potentially even greater challenges. Many emergency managers think of NG911 only in terms of text-to-911, which will greatly benefit the deaf, hard-of-hearing and speech-impaired community. However, there is more to NG911 than the ability to send emergency texts. This technology will allow:

- streaming video to and from first responders in the field;
- transmission of data-intensive files, such as building floor plans, to incident commanders;
- monitoring first responders' biometric data;
- the ability to reroute calls to a neighboring public safety answering point (PSAP) when necessary; and
- sharing information between PSAPs.

The Federal government is providing incentives for states to develop long-term strategic plans to implement NG911 by making matching grant money available to states that have developed plans.

New Mexico is at risk of forgoing available federal funding due to the lack of a NG911 plan. Despite initiatives as early as fiscal year 2007, New Mexico is one of five states that does not have a plan in place for implementing NG911 according to the National Emergency Number Association (NENA). The federal government has \$115 million in matching grant money available to states that have a NG911 implementation plan, including details of the projects. The state has not developed a long-term strategic plan to implement NG911. Without a NG911 implementation plan, the state may be ineligible to receive federal funding. Additionally, without a NG911 strategic plan, the state does not know the overall infrastructure needs and the associated costs.

The federal 911 Grant Program provides grant funding to help 911 PSAPs support efforts to provide citizens with optimal 911 services. The grant program is evolving to include NG911, and pending the final rule, the federal government is preparing to award grants to include the adoption and operation of NG911 services and applications. According to the proposed rule (47 CFR Part 400), application for funds for the 911 Grant Program from a state must include a state 911 plan that details the projects and activities proposed to be funded for the implementation and operation of 911, E-911 services, migration to an IP-enabled emergency network, and adoption and operation of NG911 services and applications.

According to NCSL, PSAPs in at least 41 states have text to 911 capabilities.

New Mexico is one of five states without a NG911 plan and one of nine states without text to 911 capabilities.

NG911 planning, transition, and implementation is an extensive, multi-year effort.

Many states started implementation of NG911 or have plans in place. The neighboring states of Arizona and Colorado have started planning for NG911. Texas has a master plan, including a high level, phased timeline of NG911 development, tied to its biennial funding cycles.

In preparation for the future, all E-911 equipment currently purchased and installed is NG911 compliant.

The *2017 National 911 Progress Report* shows New Mexico has not developed an NG911 plan. Planning for New Mexico's transition to a next generation network began in 2007. PSAP and stakeholders met beginning in FY09, continuing in FY11, to develop a long-range plan for migrating to next generation technology. A technical working group formed in early FY10 to provide a forum for technical issues and information around this transition. The working group included representatives from PSAPs, a nationally recognized next generation consultant, various service providers for equipment and network, the Department of Homeland Security and Emergency Management, and the Department of Information Technology (DoIT). It is not clear if other NG911 planning meetings were held and why a NG911 strategic plan has yet to be developed. In 2016, the E-911 program hosted an NG911 overview workshop focusing on technology needs, transition models, funding challenges and successes, and planning considerations. However, no formal outcome of this workshop is apparent nor did it result in a long-term plan. In FY17, DFA reported the E-911 program is still in the early planning stages to create the framework of a strategic plan necessary to implement NG911.

The existing governance structure for the E-911 program may not be effective in an NG911 environment due to technical requirements.

Stakeholders must work together to ensure appropriate governance structures are in place to facilitate an effective implementation and operation of a statewide NG911 system.

The state-level governance structure and authority for 911 entities, is largely based on collecting and distributing E-911 funds to local government entities, rather than administering and managing an overall state-wide 911 system. Given the interconnected nature of NG911 systems, it is important for all 911 authorities in the state, along with other related emergency response and government stakeholders, to jointly address policy and governance issues in a coordinated manner. DFA reported it is likely New Mexico's current E-911 statutes and rules will need to be changed to facilitate the transition to NG911.

In December 2017, DFA entered into a Memorandum of Understanding (MOU) with DoIT to transfer all of its E-911 personnel and resources associated with the E-911 program to DoIT. While DoIT will work to maintain the operational goals of the E-911 program, DFA will continue its financial and reporting responsibilities as outlined in statute. The MOU stipulates DFA will be responsible for paying the full salary, benefits, and any related costs of all E-911 personnel transferred to DoIT throughout the duration of the agreement. With the November retirement of the E-911 Bureau Chief, and departure of two other staff, the positions remains vacant, while one E-911 program manager is being transferred to DoIT. The MOU is effective through June 30, 2018, and may be renewed each fiscal year.

Some states have passed legislation requiring agencies to study, develop a plan, and/or implement the transition to NG911. For example, California enacted a bill in 2014 requiring development of a plan and timeline for testing, implementing and operating an NG911 system statewide. Delaware and Nebraska passed legislation requiring the Public Service Commission and the Department of Public Safety and Homeland Security, respectively, to study and report findings and recommendations regarding NG911. A number of

measures were passed by state legislatures in 2015 to support and improve the operations of public emergency communication services for today's digital mobile society. At least three states—Illinois, North Carolina and Pennsylvania—passed legislation related to NG911 allowing users to send text, video and picture messages in addition to making phone calls to 911. Illinois' legislation requires the implementation of NG911 in every 911 system in the state by July 1, 2020.

In addition, the NG911 NOW Coalition with members from national emergency associations set a target date of 2020 to have NG911 deployed across the country. The year 2020 was selected because most of the major telecom carriers, both wireline and wireless, indicated they want to convert all networks to internet protocol (IP) technology by 2020. Also FirstNet, a nationwide public safety broadband network, which will be rolling out in the 2022-2023 time frame, will be all wireless IP broadband. FirstNet is intended to improve citizen and responder safety and increase the efficiency and effectiveness of emergency response through cutting edge broadband communications.

NG911 and FirstNet are separate networks, both sharing critical information with first responders. FirstNet and NG911 have the same goal of improving communications during emergencies through a nationwide IP-based architecture. FirstNet will work with PSAPs to ensure it interoperates and interconnects with NG911 networks. If NG911 and FirstNet efforts are not coordinated, FirstNet will receive limited data from the public. Furthermore, the increased information sharing capabilities of NG911 systems means that 911 and emergency communications systems will be much more interrelated in a next generation environment, calling for more coordinated and cooperative governance of the entire emergency communications enterprise.

In New Mexico, the Governor designated the Secretary of DoIT as the single point of contact to gather local requirements for the FirstNet network from each community, tribal government, and public safety entity.

The last E-911 strategic plan was prepared in May 2009 and has not been updated since June 2013.

The last strategic planning session was held in December 2013 with representatives from DFA, DoIT, and various counties and municipalities. The resulting document was limited to a draft strategic planning report and not an update to the five-year strategic plan. Since then the state has not developed an E-911 strategic plan via an entity consisting of representatives from local government, public safety officials, industry representatives, and emergency responders.

To address a need for local government representation in the E-911 program, the New Mexico Association of Counties 911 Directors Affiliate was formed. The purpose of the Affiliate is to provide a voice to the local government 911 community and to formulate and present legislative resolutions and proposals to the Association of Counties in order to promote laws that benefit the county and municipal PSAPs in the state. To ensure a high level of service by 911 centers statewide, the Affiliate has a local government accreditation program for 911 centers that is the first of its kind in the nation. This ensures a basic minimum standard of service for all 911 centers in the state.

At a July 2017 presentation to the interim Legislative Science, Technology, and Telecommunications Committee, the Affiliate expressed concerns regarding the lack of adequate and appropriate resources to provide PSAPs in the state proper service. In addition, some decisions made regarding equipment, funding and training in the PSAPs are made independent of and without input from 911 professionals.

The Affiliate reported several states have established a statewide 911-oversight board to administer and manage their 911 program. These boards primarily include 911 professionals and other individuals designated by the executive and legislative branches of their respective state governments. The boards provide oversight of the statewide 911 program, ensuring the interests of the 911 community are represented, and that decisions regarding statewide 911 operations and funding are by 911 professionals. In 23 states, both the states and local governments decide how to spend 911 funding. In New Mexico, the state has the authority to approve how 911 fees are spent.

E-911 program performance measures need improvement. Although DFA's strategic goal is to improve E-911 services throughout New Mexico, improving quality and satisfaction of technical assistance and support is not tracked. Instead, the current E-911 program performance measure counts the number of annual PSAP visits by E-911 program staff.

Recommendations

The Legislature should consider:

- Requiring the Department of Finance and Administration and Department of Information Technology develop a plan for NG911 implementation.

The Department of Finance and Administration and the Department of Information Technology should:

- Update the state's E-911 five-year strategic plan, including detail projects and activities to ensure compliance with federal regulations to leverage available 911 Grant Program funding.
- Conduct an analysis of current 911 and emergency communications governance structure to determine the most efficient and cost-effective way from a technical and systems operation perspective, to manage the overall statewide E-911 operations and NG911 in the future.

The Department of Finance and Administration and the Legislative Finance Committee should consider improving E-911 program performance measures in alignment with an updated E-911 strategic plan.



Susana Martinez
GOVERNOR

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Duffy E. Rodriguez
Cabinet Secretary

Date: March 15, 2018

To: Brenda Fresquez, Program Evaluator, Legislative Finance Committee

From: Duffy Rodriguez, Cabinet Secretary, Department of Finance and Administration

Re: Formal Response to LFC E-911 Program Update

Dear Ms. Fresquez:

Thank you for the opportunity to respond to the contents of the Legislative Finance Committee E-911 Program Update following our exit conference on March 13, 2018. Please see below for our supplemental feedback, organized chronologically for your convenience – paragraph count begins with the first full paragraph on each page:

1. Page 1 (Title): This language mischaracterizes the status of the E-911 program, which does not put the safety of New Mexicans at risk. Its broad, conclusory premise may allow the reader to infer information which is not supported by the available data.
2. Page 1 (paragraph 4): New Mexico does not lack an NG-911 plan. It does, however, need an updated plan.
3. Page 1 (paragraph 4): Planning for NG911 is ongoing, and New Mexico will have an updated NG-911 plan regarding qualified applicants for federal planning grants later this summer.
4. Page 1 (paragraph 5): With regard to the phraseology: “In conclusion, the state’s E-911 program may be inadequately funded, the process for distributing funds is lengthy and burdensome, and the state is falling behind on preparation for NG911, foregoing millions of dollars in federal funding.” This is simply not true. The application process associated with E-911 grant funding cannot reasonably be characterized as “burdensome.”
5. Page 2 (paragraph 1): Phone calls are almost always accurately “routed” with current technology. The difficulty which remains with current technology stems from locating the caller.
6. Page 2 (margin): Although the Virginia Tech shooting highlighted the need for technological advancement in the United States’ 911 systems generally, the placement of this quote is likely to give the impression that New Mexico is behind other states with regard to text-to-911 capability. This is not true.
7. Page 3 (paragraph 5): “Wireless towers” is an incorrect term. Consider using “fee paid to carriers.”
8. Page 4 (paragraph 2): Pertaining to the phrase “DFA reported projected revenue from the E-911 emergency surcharge would be sufficient to fund the anticipated needs of the E-911 program in FY18, if the program continues replacing capital equipment on a six-year replacement schedule, rather than the preferred five-year replacement schedule,” DFA is uncertain who provided this information. Projected revenues for FY18 through FY20 will be sufficient to cover the E-911 program regardless of which replacement schedule is used.

9. Page 5 (figure 1): The application process for this grant program cannot be reasonably characterized as “burdensome.” A number of these “steps” appear to be separated and protracted. Although one step was removed from the most recent version of the draft report, there only exists five distinct points which could be considered “steps” in the process.
10. Page 6 (paragraph 2): The phrase “due to liability concerns,” which takes place in the second sentence, should be removed. This is not true.
11. Page 6 (paragraph 3): Pertaining to the phrase “While in compliance with the state standards, PSAP equipment and systems differ as well as selected vendors. DFA stated attempting to pursue one single procurement might result in underutilization of warranty periods.” This statement is not true, and DFA is uncertain who provided this information.
12. Page 7 (paragraph 4): DFA disagrees with the verbiage “unknown liability.”
13. Page 8 (recommendations): These recommendations still serve to paint a negative picture which is not present with the program. To set up an E-911 council or board would be to incur unnecessary expenses with negative net effect on the E-911 Fund. Collaboration with the Tax and Revenue Department is often not possible, as it considers taxpayer information confidential and not available to DFA for review. Greater cost efficiencies are being realized through the purchase of affordable E-911 systems, which are designed to reduce the replacement cycle.
14. Page 10 (paragraph 4): The national standard for E-911 equipment replacement schedules is five years.
15. Page 10 (recommendation): Cost savings are not the exclusive focus for PSAP consolidation efforts. Thus, providing estimates for cost savings may mislead the reader.
16. Page 11 (paragraph 4): New Mexico does not lack an NG-911 plan. It does, however, need an updated plan, and it will pursue federal funds.
17. Page 12 (paragraph 3): Pertaining to the phrase “With the November retirement of one of two E-911 program managers, the position remains vacant and the other E-911 program manager is being transferred to DoIT,” this is an incorrect recitation of the employment mockup of the E-911 program. A Bureau Chief retired in November. All E-911 Bureau positions have been transferred to DoIT.
18. Page 12 (paragraph 4): This paragraph overstates the NG-911 readiness of other states generally, and as a result, New Mexico may be incorrectly perceived as being behind most other states. An NG-911 plan will be updated in time to qualify for federal grant applications due for disbursement later this summer.
19. Page 13 (paragraph 5 & 6): DFA and DoIT should have greater oversight with regard to performance measures, as they retain the requisite subject matter authority to recognize dispositive evaluation factors.
20. Page 19 (New Mexico): Pre-paid wireless is at 1.38% of the retail value of the transaction.

This concludes the itemized list of DFA responses to the LFC E-911 Program Update.

Thank you,



Duffy Rodriguez
Cabinet Secretary, DFA



Rick Lopez
Director, LGD



Appendix A: Evaluation Scope and Methodology

Evaluation Objectives.

- Evaluate the effectiveness of E-911 program improvements and accomplishments,
- Analyze E-911 funding and expenditures, and
- Assess the status of E-911 upgrade projects.

Scope and Methodology.

- Reviewed:
 - Applicable laws and regulations
 - LFC file documents
 - Available performance evaluations from other states relative to E-911 implementation
 - Information obtained from outside sources, including Internet searches
 - Agency policies and procedures
 - Agency financial audits
 - Agency E-911 program reports
 - Available project certification committee (PCC) documents for E-911 upgrade projects
- Compared other states' E-911 programs
 - Obtained pertinent E-911 program information from NCSL
- Interviewed DFA's Local Government Division staff
- Conducted PSAP site visits and interviewed appropriate staff
- Reviewed relevant performance measures, administrative data, and related documents

Evaluation Team.

Brenda Fresquez, Program Evaluator

Authority for Evaluation. LFC is authorized under the provisions of Section 2-5-3 NMSA 1978 to examine laws governing the finances and operations of departments, agencies, and institutions of New Mexico and all of its political subdivisions; the effects of laws on the proper functioning of these governmental units; and the policies and costs. LFC is also authorized to make recommendations for change to the Legislature. In furtherance of its statutory responsibility, LFC may conduct inquiries into specific transactions affecting the operating policies and cost of governmental units and their compliance with state laws.

Exit Conferences. The contents of this report were discussed with the Secretary of the Department of Finance and Administration and her staff on March 13, 2018.

Report Distribution. This report is intended for the information of the Office of the Governor, Department of Finance and Administration, Office of the State Auditor, and the Legislative Finance Committee. This restriction is not intended to limit distribution of this report, which is a matter of public record.

Appendix B: FY11-FY17 E911 Fund Revenue and Expenditures

Department of Finance and Administration - Local Government Division Revenue and Expenditures - E911 Fund (74500) (in thousands)

	FY11	FY12	FY13	FY14	FY15	FY16	FY17
Beginning Fund Balance	\$11,366.2	\$12,145.3	\$12,525.7	\$11,619.2	\$14,083.4	\$13,711.6	\$11,460.0
Revenues:							
Federal Grants	\$812.6	\$76.3	\$0.0	\$0.0	\$0.0	\$0.0	
E911 Surcharges	\$13,495.7	\$12,157.5	\$12,011.8	\$11,811.5	\$11,303.1	\$11,062.2	\$10,792.5
Interest earned	20.5	\$18.8	\$30.6	\$6.9	\$11.4	\$28.0	\$36.5
Other Revenue	\$4.7	\$0.9	\$3.2	\$126.0	\$0.2	\$0.2	\$3.3
Total Revenues	\$14,333.5	\$12,253.5	\$12,045.6	\$11,944.4	\$11,314.7	\$11,090.4	\$10,832.3
Expenditures:							
LGD Administrative Costs	\$582.8	\$506.6	\$393.6	\$496.0	\$468.8	\$511.9	\$457.8
Grants to Others (1)	\$12,971.6	\$11,366.5	\$13,542.5	\$8,984.2	\$11,217.7	\$12,829.6	\$11,115.0
Other fiscal support-misc.						\$0.5	
Total Expenditures	\$13,554.4	\$11,873.1	\$13,936.1	\$9,480.2	\$11,686.5	\$13,342.0	\$11,572.8
Transfer out - solvency							\$6,000.0
Over/Under	\$779.1	\$380.4	(\$1,890.5)	\$2,464.2	(\$371.8)	(\$2,251.6)	(\$740.5)
FYE Fund Balance	\$12,145.3	\$12,525.7	\$10,635.2	\$14,083.4	\$13,711.6	\$11,460.0	\$4,719.5

Source: DFA Financial Audits

(1) Includes E-911 maintenance and operating costs and E-911 upgrade projects

Appendix C: 911 Surcharges – User Fees by State

911 Surcharges - User Fees by State

Exact amounts may be adjusted locally as of February 2017

State	Wireline	Wireless	VoIP
Alabama	\$1.75	\$1.75 \$1.75 Prepaid	1.75
Alaska	\$0.00 - \$2.00	\$0.00 - \$2.00	
Arizona	\$0.20	\$0.20 .80% of Sale - Prepaid	\$0.20
Arkansas	5% - 12% of Tariff Rates	\$0.65 \$0.65 Point of Sale - Prepaid	\$0.65
California	Three-fourths of 1% percent (.0075)	Three-fourths of 1% percent (.0075)	Three-fourths of 1% Percent (.0075)
Colorado	\$0.43 - \$1.75 (max)	\$0.43 - \$1.75 (max) 1.5% of Sales - Prepaid	\$0.43 - \$1.75 (max)
Connecticut	\$0.47	\$0.47 \$0.47 Point of Sale - Prepaid	\$0.47
Delaware	\$0.60	\$0.60 \$0.60 Prepaid	\$0.60
District of Columbia	\$0.76 Wireline \$0.62 Centrex \$4.96 PBX Trunk	\$0.76 2.0% Point of Sale - Prepaid	\$0.76
Florida	\$0.40 (Max)	\$0.40 - \$0.44 \$0.40 Prepaid	\$0.40
Georgia	\$1.50	\$1.00 \$0.75% Prepaid	\$1.50
Hawaii	\$0.27	\$0.66	\$0.66
Idaho	\$1.00 - \$1.25 (max)	\$1.00 - \$1.25 (max) 2.5% of Sale - Prepaid	\$1.00 - \$1.25(max)
Illinois	\$0.87	\$0.87 \$3.90 City of Chicago 9.0% of Sale City of Chicago – Prepaid 3% of Retail Sale - Prepaid	\$0.87
Indiana	\$1.00	\$1.00 \$1.00 Point of Sale - Prepaid	\$1.00
Iowa	\$1.00 (Max)	\$1.00 \$0.51 Point of Sale - Prepaid	\$1.00
Kansas	\$0.53	\$0.53 1.06% of Retail Sale - Prepaid	\$0.53
Kentucky	\$0.36 - \$4.50	\$0.70 \$0.93 Point of Sale - Prepaid	\$0.36 - \$4.50
Louisiana	\$0.38 - \$1.25 Residential \$0.99 - \$6.00 Business	\$0.85 - \$1.25 4% of Retail Sale - Prepaid	\$0.38 - \$1.25

State	Wireline	Wireless	VoIP
Maine	\$0.45	\$0.45 \$0.45 Point of Sale - Prepaid	\$0.45
Maryland	\$1.00	\$1.00 \$0.60 of Retail Sale- Prepaid	\$1.00
Massachusetts	\$1.00	\$1.00 \$1.00 Prepaid	\$1.00
Michigan	\$0.19 State Fee \$0.00 - \$3.00 by County	\$0.19 State Fee \$0.00 - \$3.00 by County 1.92% Point of Sale - Prepaid	\$0.19 State Fee \$0.00 - \$3.00 by County
Minnesota	\$0.95	\$0.95 \$0.95 Point of Sale - Prepaid	\$0.95
Mississippi	\$1.05 Res \$2.05 Commercial	\$1.00 \$1.00 Prepaid	\$1.00
Missouri	2% - 15% of Base Rate (45 Counties) 1/8% - 1% of Sales Tax (51 Counties) Unfunded- (19 Counties)	None	
Montana	\$1.00	\$1.00 \$1.00 Prepaid	\$1.00
Nebraska	\$0.50 - \$1.00	\$0.45 - \$0.70 (Max) 1.1% of Retail Sale - Prepaid	
Nevada	Varies by Jurisdiction – Property tax and/or Surcharge	Must be equal to wireline Surcharge	
New Hampshire	\$0.75	\$0.75 \$0.75 Point of Sale - Prepaid	\$0.75
New Jersey	\$0.90	\$0.90	\$0.90
New Mexico	\$0.51	\$0.51	\$0.51
New York	\$0.35 - \$1.00	\$1.20 - \$1.50	\$0.35
North Carolina	\$0.60	\$0.60 \$0.60 Point of Sale - Prepaid	\$0.60
North Dakota	\$1.00 - \$1.50 (max)	\$1.00 - \$1.50 (max) 2% Point of Sale - Prepaid	\$1.00 – 1.50 (max)
Ohio	\$0.50 (Max) (Legally limited to a few Counties, no general surcharge.	\$0.25 0.5% Point of Sale - Prepaid	
Oklahoma	3-15% of Base Rate	\$0.75 (Approx. 61 Counties) \$0.75 Point of Sale - Prepaid	\$0.50
Oregon	\$0.75	\$0.75 \$0.75 Point of Sale - Prepaid	\$0.75

State	Wireline	Wireless	VoIP
Pennsylvania	\$1.65	\$1.65 \$1.65 Point of Sale - Prepaid	\$1.65
Rhode Island	\$1.00	\$1.26 2.5% Point of Sale - Prepaid	\$1.26
South Carolina	\$0.30 - \$1.00	\$0.62 \$0.62 Prepaid	\$0.30 - \$1.00
South Dakota	\$1.25	\$1.25 2% Point of Sale - Prepaid	\$1.25
Tennessee	\$1.16	\$1.16 \$1.16 Point of Sale - Prepaid	\$1.16
Texas	\$0.50 State Program Fees Vary – District	\$0.50 State Program 2% of Sales - Prepaid	\$0.50 State Program Fees Vary - District
Utah	\$0.61 Local Fee plus \$0.09 State Fee \$0.06 CAD Fee	\$0.61 Local Fee plus \$0.09 State Fee \$0.06 CAD Fee 1.9% Point of Sale - Prepaid	\$0.61 Local Fee plus \$0.09 State Fee \$0.06 CAD Fee
Vermont	Universal Service Funding	Universal Service Funding	
Virginia	\$0.75	\$0.75 \$0.50 Prepaid	\$0.75
Washington	\$0.25 Statewide \$0.70 by Counties	\$0.25 Statewide \$0.70 by Counties \$0.25 Statewide – Prepaid \$0.70 by Counties - Prepaid	\$0.25 Statewide \$0.70 by Counties
West Virginia	\$0.98 - \$6.40 by County	\$3.00 6% Point of Sale - Prepaid	\$0.98 - \$6.40 by County
Wisconsin	\$0.16 - \$0.43 (Max)	None	
Wyoming	\$0.25 - \$0.75	\$0.25 - \$0.75 1.5% Point of Sale - Prepaid	\$0.25 - \$0.75

Source: National Emergency Number Association (911 Association)



Appendix D: New Mexico PSAP List and Consolidation Map

List of New Mexico Public Safety Answering Points (PSAP) as of May 17, 2017*		
PSAP Count	County	PSAP Name
1	Bernalillo	Albuquerque PD
2	Bernalillo	Bernalillo County
3	Bernalillo	DPS Dist 5 Albuquerque
4	Catron	Catron County (Reserve)
5	Chaves	Pecos Valley (Roswell)
6	Cibola	Cibola County (Grants)
7	Colfax	Raton PD
8	Curry	Clovis PD
9	De Baca	DeBaca County (Fort Sumner)
10	Dona Ana	MVRDA
11	Dona Ana	DPS Dist 4 Las Cruces
12	Eddy	Carlsbad PD
13	Eddy	REDA
14	Grant	Grant County Regional Dispatch Authority
15	Guadalupe	Guadalupe County (Santa Rosa)
16	Hidalgo	Hidalgo County Dispatch
17	Lea	LCCA Lea County Communication Authority
18	Lincoln	Lincoln County Sheriff
19	Lincoln	Ruidoso PD
20	Los Alamos	Los Alamos PD
21	Luna	Luna County Central Dispatch
22	McKinley	McKinley County Metro Dispatch Authority
23	McKinley	*DPS Dist 6 Gallup
24	McKinley	Zuni PD
25	Otero	Mescalero PD
26	Quay	Tucumcari/Quay Co Regional Emergency Com Center
27	Quay	*DPS 9
28	Rio Arriba	Espanola/Rio Arriba E911 Center
29	Rio Arriba	Jicarilla PD
30	Roosevelt	Portales Communications Center (PD)
31	San Juan	San Juan County Communications Authority
32	San Miguel	Las Vegas PD
33	San Miguel	DPS Dist 2 Las Vegas
34	Sandoval	Sandoval Regional Emergency Com Center
35	Santa Fe	Santa Fe Regional Emergency Com Center
36	Sierra	Sierra County Regional Dispatch Authority
37	Socorro	Socorro PD
38	Socorro	*DPS Dist 11 Socorro
39	Taos	Red River Marshall's Office
40	Taos	Taos County Central Communications
41	Torrance	Torrance County Dispatch
42	Union	Clayton PD
43	Valencia	VCRECC Valencia County Regional Emergency Com Center
44	Valencia	Isleta PD

Source: DFA Local Government Division

*PSAP was consolidated or closed after May 17, 2017, as a result there are currently 41 PSAPS.

Appendix E: Summary of E-911 Program Grant Awards

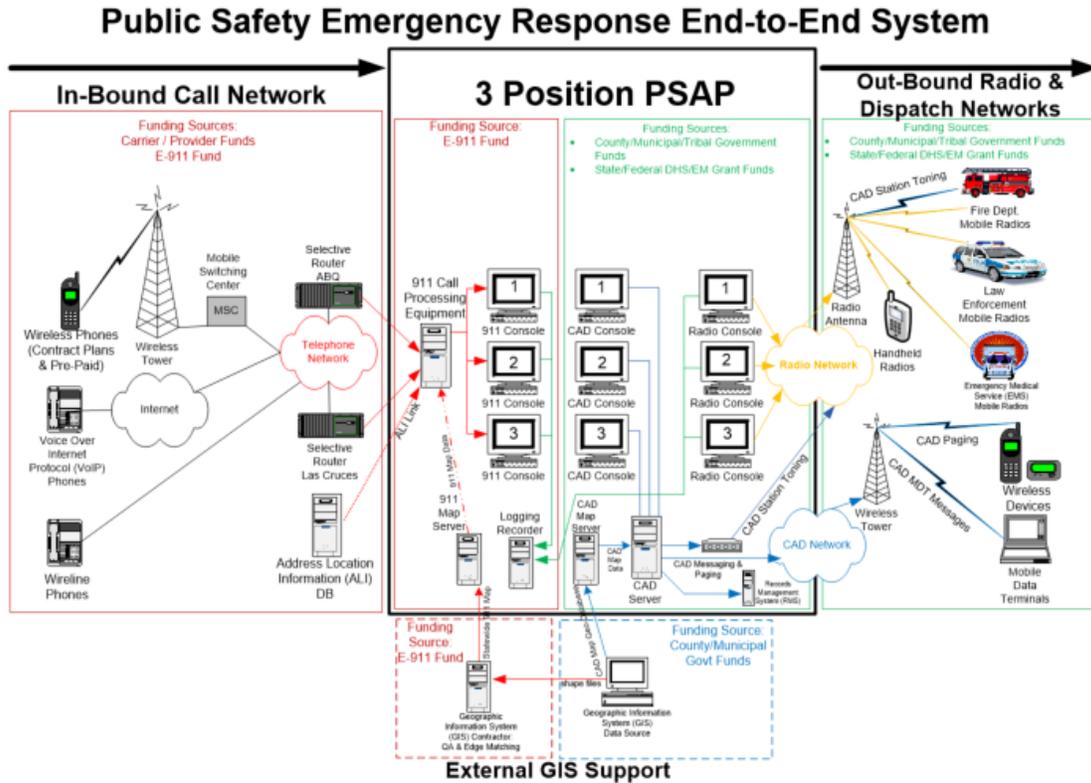
Summary of E-911 Program Grant Awards FY10 - FY18

	Grantee	Average FY10 - FY14	FY15	FY16*	FY17	FY18
1	Albuquerque, City of	\$759,256	\$922,100	\$719,600	\$3,670,441	\$367,829
2	Bernalillo, County of	\$653,018	\$2,178,972	\$678,997	\$772,589	\$1,065,538
3	Carlsbad, City of	\$207,613	\$145,600	\$170,400	\$165,897	\$170,329
4	Catron, County of	\$176,525	\$439,058	\$93,309	\$142,859	\$163,229
5	Cibola, County of	\$336,227	\$230,800	\$144,000	\$184,582	\$159,410
6	Clayton, Town of	\$284,399	\$311,300	\$243,800	\$218,899	\$223,629
7	Clovis, City of	\$377,805	\$200,700	\$179,500	\$148,649	\$520,599
8	De Baca, County of	\$189,165	\$196,300	\$223,657	\$153,409	\$181,929
9	Eddy, County of	\$182,318	\$811,348	\$269,800	\$291,153	\$271,294
10	Espanola, City of	\$433,066	\$818,380	\$205,200	\$274,915	\$246,029
11	Grant, County of	\$236,078	\$188,700	\$189,700	\$219,652	\$167,029
12	Guadalupe, County of	\$205,061	\$463,124	\$166,326	\$158,433	\$160,629
13	Hidalgo, County of	\$241,555	\$163,600	\$168,900	\$228,038	\$381,930
14	Las Cruces, City of	\$551,964	\$1,377,759	\$885,006	\$619,835	\$503,929
15	Las Vegas, City of	\$367,159	\$651,255	\$302,200	\$333,613	\$324,329
16	Lea, County of	\$545,987	\$380,650	\$477,450	\$565,315	\$560,863
17	Lincoln, County of	\$279,676	\$168,000	\$175,000	\$209,205	\$175,329
18	Los Alamos, County of	\$205,608	\$202,009	\$176,800	\$207,916	\$196,329
19	Los Lunas, Village of	\$399,953	\$1,117,225	\$279,200	\$1,153,890	\$1,026,416
20	Luna, County of	\$325,867	\$271,600	\$0	\$177,543	\$155,129
21	McKinley, County of	\$554,896	\$581,700	\$526,700	\$651,361	\$617,843
22	Portales, City of	\$250,444	\$137,900	\$126,300	\$158,449	\$284,467
23	Quay, County of	\$360,212	\$280,100	\$274,300	\$298,952	\$468,766
24	Raton, City of	\$241,373	\$209,600	\$146,200	\$161,255	\$143,629
25	Red River, Town of	\$209,561	\$119,000	\$152,637	\$108,168	\$111,729
26	Rio Rancho, City of	\$279,692	\$1,312,830	\$244,000	\$376,435	\$388,729
27	Roswell, City of	\$534,953	\$511,625	\$528,500	\$461,285	\$332,929
28	Ruidoso, Village of	\$296,141	\$495,812	\$229,300	\$222,464	\$246,829
29	San Juan, County of	\$655,223	\$688,324	\$630,000	\$524,497	\$466,229
30	Santa Fe, County of	\$321,744	\$1,199,430	\$265,800	\$394,935	\$395,029
31	Sierra, County of	\$228,324	\$414,800	\$232,600	\$232,016	\$185,129
32	Socorro, City of	\$295,989	\$740,127	\$185,659	\$214,781	\$199,729
33	Taos, County of	\$244,028	\$241,000	\$272,637	\$213,459	\$231,329
34	Torrance, County of	\$199,633	\$552,354	\$99,200	\$167,269	\$184,829
TOTAL		\$11,630,514	\$18,723,082	\$9,662,678	\$14,082,159	\$11,278,922

Source: DFA

* Grant amount does not include prior year awards of \$7.1 million carried over from FY15; total grant amount for FY16 was \$16.8 million.

Appendix F: New Mexico PSAP Funding Source Diagram



The functions above in RED are funded by the E-911 Program. The functions on the right in green are funded by local Government.

End of document ■