

911 Surcharge Increase Initiative

Current Situation

Figure 1. US state 911 surcharge rates and related metrics from 2024 911 FCC report

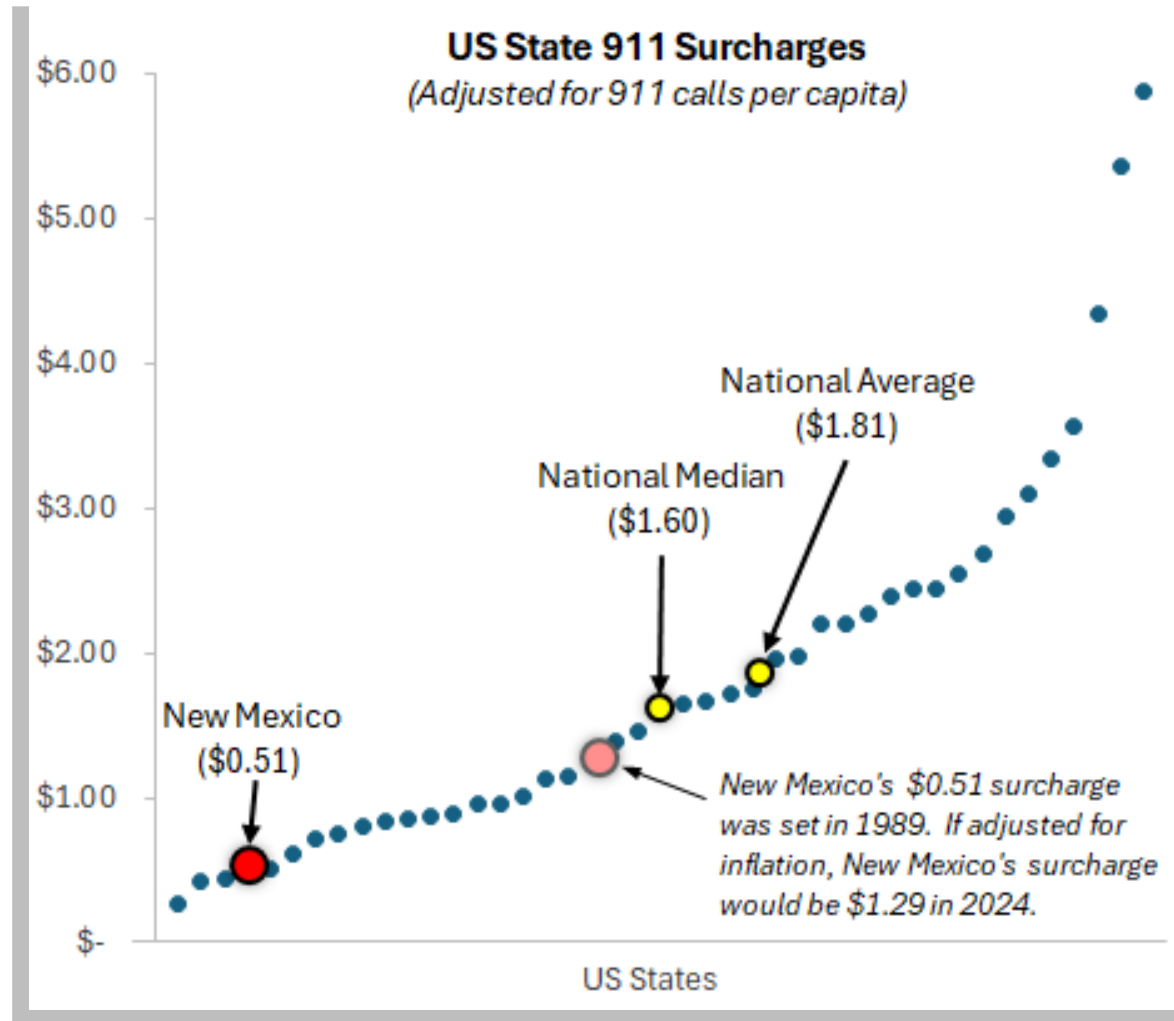
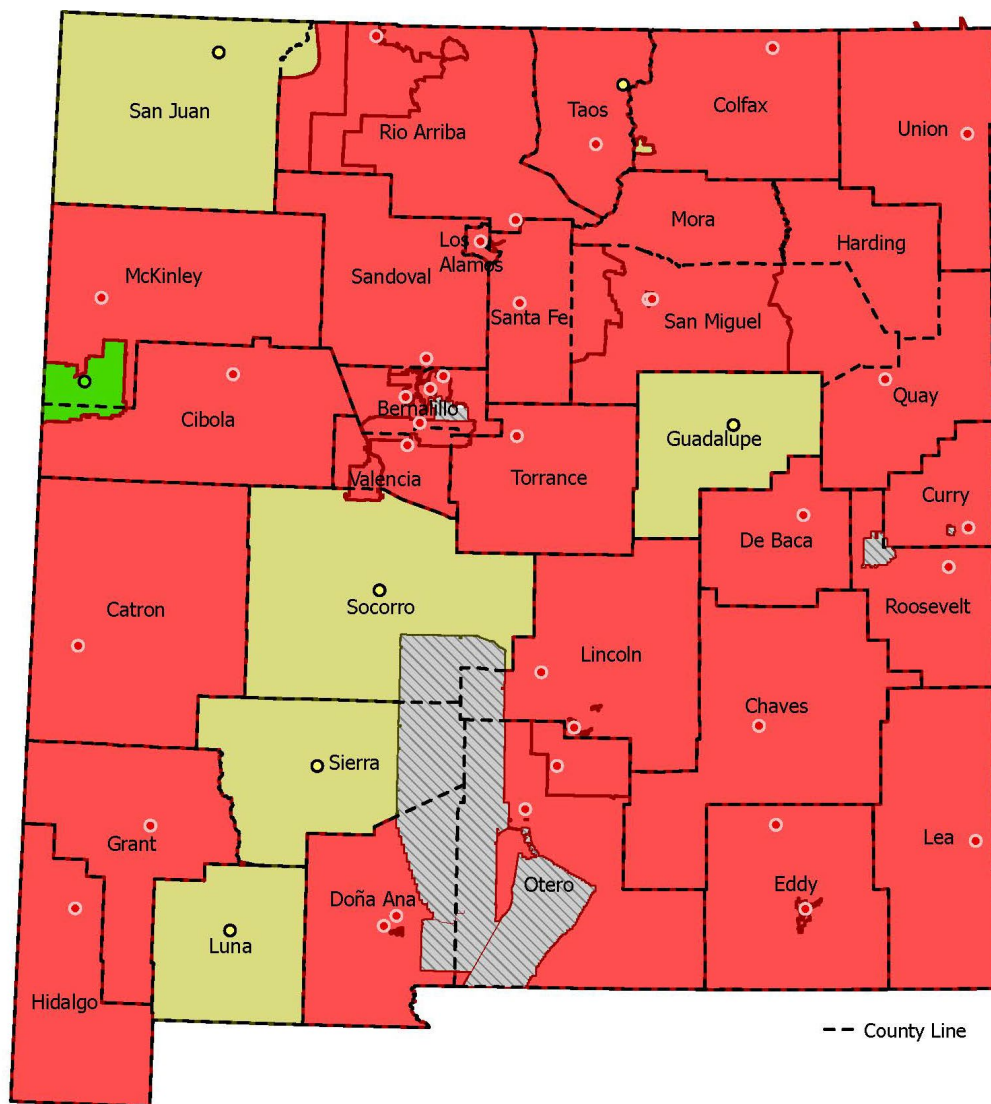


Figure 2. FY 2024 PSAP Staffing Rates



FY24 Staffing Rates

911 Center Service Areas

- Fully staffed for 12 months
- *Fully staffed for <12 months
- *Never fully staffed
- Military Area

911 Center Locations

- Fully staffed for 12 months
- *Fully staffed for <12 months
- *Never fully staffed

*911 Directors attribute difficulty in retaining staff to low wages.

-- County Line

Figure 3. 2017 NG911 Implementation

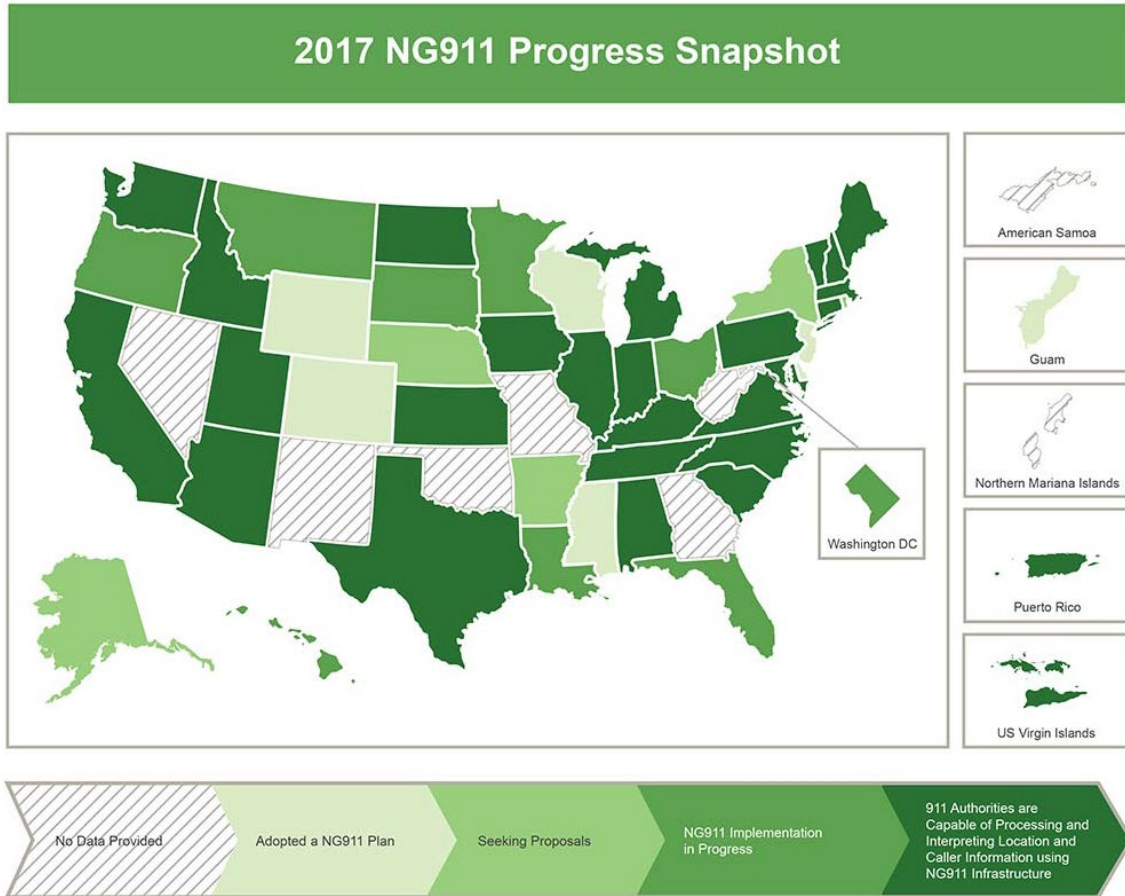


Table 1. Approved uses of collected 911 fees (US versus New Mexico)

Expense Type	Percentage of US States where Approved	Approved in New Mexico?
NextGen 911 & Cybersecurity	90%	Yes
Call Equipment (CHE)	96%	Yes
Dispatch Equipment (CAD)	84%	No
CAD-CHE Integration	82%	No
PSAP-PSAP Interoperability	69%	No
PSAP Facility	59%	No
PSAP Personnel Wages	67%	No
PSAP Personnel Training	90%	Yes
PSAP Administration	88%	No
Travel	86%	Yes