

FACT SHEET

The PUBLIC SAFETY ANSWERING POINT—PSAP (or the 911 Call Centers)

What is the 911 Call Volume in King County?

- Over 2 million 911 calls in King County each year
- Twelve 911 Centers in King County (Public Safety Answering Points – “PSAPs”) that are responsible for promptly answering all 911 calls, determining the nature of emergency and location, and dispatching Police, Fire and/or Emergency Medical Services to
- Combined, the twelve PSAPs dispatch 77 Emergency Response Agencies
 - Police
 - Fire
 - Emergency Medical Services
- There are ~ 63 PSAPs in Washington State
 - ~ 6,000 PSAPs in U.S.

What are the Twelve 911 Centers in King County (also called PSAPs or Public Safety Answering Points):

- Valley Communications :
 - 9 Police Agencies: Renton, Tukwila, Kent, Auburn, Pacific, Federal Way, Black Diamond, Algona, Des Moines
 - 13 Fire Departments/Districts: Kent, Valley Regional Fire Authority (Auburn, Algona, Pacific), Renton, Tukwila, South King Fire (Federal Way/Des Moines) Burien/Normandy Park, Skyway, Maple Valley, Mountain View Fire & Rescue, Palmer/Seleck, KC Medic One, North Highline, Sea Tac
- NORCOM – North East King County Regional Communications Center:
 - 5 Police Agencies: Bellevue, Kirkland, Mercer Island, Clyde Hill, Medina
 - 14 total Fire/EMS Agencies/Districts: Bellevue, Kirkland, Mercer Island, Bothell, Redmond, Snoqualmie, Eastside Fire & Rescue, Duvall Fire, Fall City Fire, Shoreline Fire, Northshore Fire, Woodinville Fire, Snoqualmie Pass Fire & Rescue, and Skykomish Fire & Rescue.
- Washington State Patrol
 - 11 State Agencies serving Seattle & all of King County: Washington State Patrol, WA Dept. of Fish & Wildlife, DOT, State Parks, DSHS, DNR, WA Forest Service, Gambling Commission, Liquor Control Board, DOC, Utilities & Transportation
 - 6 Federal Agencies serving Seattle & all of King County: US Fish & Wildlife, Nat'l Marine Fisheries, ATF, US Forest Service, Dept. of Agriculture, Immigration & Customs Enforcement
 - 2 Transport Entities serving Seattle & all of King County: BNSF Railroad, Union Pacific Railroad
- University of Washington
- Port of Seattle (Normandy Park, SEATAC, Marine Port of Seattle)
- Redmond Police Department (Redmond, Duvall)
- Issaquah Police Department (Snoqualmie, North Bent: Issaquah Police Department
- Bothell Police Department (Bothell, Lake Forest Park, Bothell UW Campus Officers)
- Enumclaw Police Department (Enumclaw, Fire District 28)
- King County Sheriff's Office (Law Enforcement for unincorporated King County/contract cities)
- Seattle Police Department
 - Seattle Fire Department (Secondary PSAP – Seattle PD screens initial call and transfers to SFD)

Who is responsible for 911 Calls in King County?

- King County 911 office currently responsible for technology that routes calls to 911 centers in King County
- The twelve 911 centers in King County are responsible for answering, triaging and dispatching calls in their area of responsibility

How does a call get to a 911 center?

- Citizen Dials 911 from landline, mobile phone or Internet (VOIP) phone

- Landline, mobile phone, and VOIP carriers responsible to assure routing to Century Link
- State 911 office and King County 911 office contract with Century Link to route call to correct County center or PSAP
 - Routing depends on whether call is from a landline, wireless carrier or VOIP service
- Century Link currently subcontracts with a company called Intrado to route all calls to correct PSAP in Washington State.
 - In King County, Century Link routes all calls to KC E-911 office equipment which then routes to correct King County PSAP

What standards do 911 Call Centers follow to assure residents get immediate help

- 911 call takers have just seconds to identify caller, determine location, assess emergency, determine appropriate response and dispatch
- There are a number of national and local standards that call centers strive to comply with. For example,
 - National Emergency Number Association standards are that 90% of 911 calls should be answered in ten seconds or less in the average busy hour
 - National Fire Protection Association standards are that 90% of Fire and EMS calls should be dispatched in 60 seconds or less from time of call
- Complex technology already in use to help 911 centers process calls faster
- 911 call taking requires high skill in multitasking and ability to remain calm under high stress

What is the Cost of 911 & Emergency Dispatch in King County: ~\$100 million annually

- 75% funded by Police Agencies, Fire Departments, Fire Districts and Municipalities served by 911 centers
- 25% funded by E-911 Surcharge on Phone Bills that is collected by King County E-911 office
 - State law allows for use for costs of emergency communications
 - Paid by Consumers / Collected by County
 - State/Federal Law limits use to emergency services communication system
 - Purpose to pay for technology & personnel needed to answer 911
 - Does not cover dispatch of calls – only covers a small portion of call-taking function
 - Each PSAP funds the dispatch portion plus a major portion of the call taking function
 - KC E-911 office also uses for:
 - Technology
 - KC E-911 office costs
 - Each of the 12 PSAPs receives a small but important portion of the funds collected by the County
 - For example, 13% of NORCOM's \$11 million budget paid for by 911 funds
 - NORCOM agencies fund the remaining 87%

What is Next Generation 911 Technology?

- Nationally: 911 Technology a Major Focus
- Washington state the first entire state to convert to a digital (Internet-based) infrastructure for 911 call processing
- Next Generation 911 - Includes Text-to-911 as a first step but envisions sending video, photographs, and other data directly to 911 centers

What are the issues Related to Administration of the 25% received from 911 Surcharges on Consumer Telephone Bills?

- Heavy investment in NG-911 technology
- Risky Technology Investments
- Fund Solvency

Lack of Collaborative and Coordinated Regional Planning What is at stake?

- April 2014 statewide outage of 911 service in Washington shows significant risk associated with new 911 Technology
 - FCC determined 6 states affected but Washington the worst – outage was state-wide
 - Caused by software bug in Intrado router in Colorado that handled all calls for Washington State
- FCC investigation and Washington State investigation into 2014 outage resulted in significant fines and **recommendation to slow down technology implementation** to avoid future outages
 - The FCC's Enforcement Bureau took action against Century Link
 - \$17.4 million fine to Century Link and Intrado
 - \$3.4 million fine to Verizon
 - Washington State Utilities commission fined Century Link for \$2.9 million
- Similar problems in New York City following investigation that found 911 technology project had failed and was \$700 million over budget

