



AGENDA

**NORTH CAROLINA 911 BOARD and
Funding Committee Work Session**

August 25, 2016

Banner Elk Room

3514A Bush Street

Raleigh, NC

2:00 PM – 5:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
	Call To Order	Chris Estes	
	Roll Call	Richard Taylor	
	911 Board Members		
	911 Funding Committee		
1.	Chairman's Opening Remarks	Chris Estes	
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
<p><i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i></p>			
3.	History of PSAP Funding in North Carolina	Richard Taylor	20
4.	PSAP Funding from the Funding Committee/ Sub/Committee Perspective	Jason Barbour	20
5.	What Is(Are) The Board's Goal(s) For Future PSAP Funding	Chris Estes	
6.	Next Steps		
	Other Items		
	Adjourn		

911 Funding Committee

Wednesday, September 7, 2016

2:30 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

911 Education Committee

Wednesday, September 21, 2016

2:00 pm

Banner Elk Room

3514A Bush Street

Raleigh, NC

School Safety Committee

Tuesday, September 27, 2016

2:00 pm

Orange Co Emergency Services

510 Meadowlands Dr

Hillsborough, NC

911 Standards Committee

Thursday, September 8, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC

NG911 Committee

Thursday, September 22, 2016

10:00 am

Banner Elk Room

3514A Bush Street

Raleigh, NC



911 Board Working Session
August 25, 2016
“PSAP Funding Discussion”

Reader's Digest History of 911 Funding In North Carolina



1989 SESSION
CHAPTER 587
SENATE BILL 509
AN ACT TO ESTABLISH STATEWIDE 911 SERVICE.

The General Assembly of North Carolina enacts:
Section 1. The General Statutes are amended by adding a new
Chapter 62A
to read:

"Chapter 62A.
"Public Safety Telephone Service.

"§ 62A-2. Legislative purposes.

The General Assembly declares it to be in the public interest to **provide a toll free number** through which an individual in this State can gain rapid, direct access to public safety aid. The number shall be provided with **the objective of reducing response time** to situations requiring law enforcement, fire, medical, rescue, or other public safety service.

"§ 62A-8. Payments from Fund.

(a) Money from the Emergency Telephone System Fund shall be used only to pay for:

(1) The lease, purchase, or maintenance of emergency telephone equipment, including necessary computer hardware, software and database provisioning, addressing, and nonrecurring costs of establishing a 911 system, and

(2) The rates associated with the service supplier's 911 service and other service supplier recurring charges.

(b) The following expenses are not eligible for payment from the Fund: the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring, training, and compensating dispatchers, and the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles.

SESSION LAW 1998-158
SENATE BILL 1242

AN ACT TO PROVIDE FOR A WIRELESS ENHANCED 911
SYSTEM FOR THE USE OF CELLULAR, PERSONAL
COMMUNICATIONS SERVICE, AND OTHER WIRELESS
TELEPHONE CUSTOMERS, AS RECOMMENDED BY
THE JOINT LEGISLATIVE UTILITY REVIEW
COMMITTEE

Created a Wireless 911 Board ('Board'), consisting of 13 members

Ensure full recovery for CMRS providers and for PSAPs, over a reasonable period of time, of the costs associated with developing and maintaining a wireless Enhanced 911 system

Forty percent (40%) of the funds in the Wireless Fund established in G.S. 62B-2(c) shall be used to make monthly distributions to eligible PSAPs (the '40% Fund').

Money from the 40% Fund shall be used only to pay for the lease, purchase, or maintenance of emergency telephone equipment for the wireless Enhanced 911 system, including necessary computer hardware, software and database provisioning, and nonrecurring costs of establishing a wireless Enhanced 911 system. Money from the 40% Fund shall also be used to pay the rates associated with the local telephone companies' charges related to the operation of the wireless Enhanced 911 system.

40% Fund shall be distributed as follows:

(1) **Fifty percent (50%)** of it shall be divided equally among the total number of PSAPs in North Carolina. However, monthly distribution shall be made **only to those PSAPs that have complied with the provisions of this Chapter**. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be evenly distributed to each of the eligible PSAPs.

40% Fund shall be distributed as follows:

(1) **Fifty percent (50%)** of it shall be divided equally among the total number of PSAPs in North Carolina. However, monthly distribution shall be made **only to those PSAPs that have complied with the provisions of this Chapter**. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. **All monies remaining in this portion of the 40% Fund on January 31 of each year will then be evenly distributed to each of the eligible PSAPs.**

(2) The other fifty percent (50%) shall be divided pro rata among the eligible PSAPs based on the population served by the PSAP.

However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. The population data to be used shall be the latest certified county and official municipal estimates of population published by the Office of State Planning. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be distributed to each of the eligible PSAPs based on the population served by the PSAP.

(2) The other fifty percent (50%) shall be divided pro rata among the eligible PSAPs based on the population served by the PSAP.

However, monthly distribution shall be made only to those PSAPs that have complied with the provisions of this Chapter. Distribution to each eligible PSAP will begin the month following its compliance with the provisions of this Chapter. The population data to be used shall be the latest certified county and official municipal estimates of population published by the Office of State Planning. All monies remaining in this portion of the 40% Fund on January 31 of each year will then be distributed to each of the eligible PSAPs based on the population served by the PSAP.

(e) In January of each year every participating PSAP will submit to the Board a copy of its governing agency's approved budget detailing the PSAP's revenues and expenditures associated with the operation of its wireless Enhanced 911 system. PSAPs must comply with all requests by the Board for financial information related to the operation of the wireless Enhanced 911 system.

SESSION LAW 2003-416
SENATE BILL 97

Adjust the allocation percentages set forth in G.S. 62A-25(a) and G.S. 62A-25(b).62A-25(b), or reallocate funds comprising the Wireless Fund, provided, however, that any adjustment or reallocation shall be consistent with the requirements of the FCC Order

SESSION LAW 2005-439
HOUSE BILL 1261

**AN ACT AMENDING THE LAWS REGULATING WIRELESS
TELEPHONE SERVICE, TO CLARIFY THE AUTHORIZED
EXPENDITURES FROM THE EMERGENCY TELEPHONE
SYSTEM FUND, TO CAP WIRE 911 SERVICE CHARGES,
AND TO STUDY ISSUES RELATED TO ARTICLE 1 OF
CHAPTER 62A OF THE GENERAL STATUTES.**

The monthly wireless Enhanced 911 service charge shall be set at seventy cents (70¢) per month

The Board may adjust the service charge every two years thereafter on July 1 of every even-numbered year. The Board is to set the service charge at such a rate as to ensure full recovery for CMRS providers and for **primary** PSAPs, over a reasonable period of time.....to ensure full recovery of costs for both CMRS providers and eligible **primary** PSAPs

To receive funds under this section, a PSAP must comply with the wireless Enhanced 911 service requirements established by the FCC Order and any rules and regulations that are or may be adopted by the FCC pursuant to the FCC Order. A county or municipality that has one or more PSAPs shall submit in writing to the Board information that identifies the PSAPs in the manner required by the FCC Order."

SECTION 9. G.S. 62A-8(b) reads as rewritten:

"(b) The following expenses are not eligible for payment from the Fund: the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring, training, and compensating dispatchers, and the purchase of mobile communications vehicles, ambulances, fire engines, other emergency vehicles, or any other expense not specifically authorized under subsection (a) of this section."

SECTION 10. The maximum 911 charge imposed by a local government under G.S. 62A-4 may not exceed the amount charged by the local government on July 1, 2005, or the amount charged pursuant to a resolution adopted on or before August 15, 2005, that becomes effective on or before December 15, 2005, whichever is greater

SECTION 11.(a) The Joint Legislative Utility Review Committee shall study the following issues related to Article 1 of Chapter 62A of the General Statutes:

- (1) Mechanisms for increased accountability for the collection and spending of 911 charges by local governments.
- (2) Modification of what constitutes an authorized expenditure from a local Emergency Telephone System Fund.
- (3) Whether to adopt a statewide, uniform 911 charge.
- (4) Whether to create a State Emergency Telephone Fund and a formula for distributing those moneys to local governments.
- (5) Whether to designate the Community College System as the preferred provider of training for public safety answering point staff.
- (6) Any other issues related to the Article the Committee determines are relevant.

SESSION LAW 2007-383
HOUSE BILL 1755

**AN ACT TO MODERNIZE AND IMPROVE THE
ADMINISTRATION OF THE STATE'S 911 SYSTEM THROUGH
A STATEWIDE 911 BOARD, BY ENSURING THAT ALL VOICE
SERVICES CONTRIBUTE TO THE 911 SYSTEM AND BY
PROVIDING PARITY IN THE QUALITY OF SERVICE AND THE
LEVEL OF 911 CHARGES ACROSS VOICE
COMMUNICATIONS SERVICE PROVIDERS**

Membership. – The 911 Board is established in the Office of Information Technology Services. The 911 Board consists of 17 members as follows

The service charge is seventy cents (70¢) or a lower amount set by the 911 Board

(a) Account Established. – A PSAP Grant Account is established within the 911 Fund for the purpose of making grants to PSAPs in rural and other high-cost areas. The Account consists of revenue allocated by the 911 Board under GS. 62A-45(c) and G.S. 62A-46.

"§ 62A-46. Fund distribution to PSAPs.

(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. The amount to be distributed to each primary PSAP is the sum of the following:

(1) The PSAP's base amount. – The PSAP's base amount is the amount the PSAP received in the fiscal year ending June 30, 2007, and deposited in the Emergency Telephone System Fund of its local governing entity, as reported to the State Treasurer's Office, Local Government Division.

"§ 62A-46. Fund distribution to PSAPs.

(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. The amount to be distributed to each primary PSAP is the sum of the following:

The PSAP's per capita amount. – The PSAP's per capita amount is the PSAP's per capita share of the amount designated by the Board under subsection (b) of this section for the per capita distribution. The 911 Board must use the most recent population estimates certified by the State Budget Officer in making the per capita distribution under this subdivision. A PSAP is not eligible for a distribution under this subdivision unless it provides enhanced 911 service.

SESSION LAW 2010-158
HOUSE BILL 1691

**AN ACT TO AMEND THE STATUTES GOVERNING
EMERGENCY TELEPHONE SERVICE, AS
RECOMMENDED BY THE HOUSE SELECT COMMITTEE
ON THE USE OF 911 FUNDS**

Changed Membership but not number of members of the 911 Board

(6a) To use funds available to the 911 Board under G.S. 62-47 to pay its obligations incurred for statewide 911 projects

May adjust the rate annually

911 Board can adjust its operating expense to 2% maximum

A PSAP is not eligible for a distribution under this section unless it provides enhanced 911 service and received distributions from the 911 Board in the 2008-2009 fiscal year

The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for **eligible operating costs and anticipated increases** for all funded PSAPs. The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.

Formula. – The funding formula established by the Board must consider all of the following:

- a. The population of the area served by a PSAP.
- b. PSAP reports and budgets, disbursement histories, and historical costs.
- c. PSAP operations, 911 technologies used by the PSAP, compliance with operating standards of the 911 Board, level of service a PSAP delivers dispatching fire, emergency medical services, law enforcement, and Emergency Medical Dispatch.
- d. The tier designation of the county in which the PSAP is located as designated in G.S. 143B-437.08.
- e. Any interlocal government funding agreement between a primary PSAP and a secondary PSAP, if the secondary PSAP was in existence as of June 1, 2010, receives funding under the agreement, and is within the service area of the primary PSAP.
- f. Any other information the Board considers relevant.



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Division of Information Management and Telecommunications Research (DIMTR) and Bureau of Business Research (BBR)

Exhibit A: Statement of Work

Submitted by: Elaine D. Seeman and James Holloway Sept. 23, 2009

•Problem/Need

The NC 911 Board must determine the real cost of 911 in North Carolina. Once the actual cost of providing 911 services is understood, a new funding model can be developed supporting cost recovery for CMRS Providers and PSAPs. As used herein cost or 911 cost comprises Eligible 911 expenses are such expenses as presently authorized by Chapter 62A of the N.C. General Statutes and the policies of the N.C. 911 Board.

Client name	N C 911 Board
Client's administrator	Richard Taylor, Executive Director
Project name	Determining the Cost and Developing a funding model for 911 in North Carolina
Begin date	August 2009
End date	January 2010

PSAP NAME	Approved Expenditures FY2015	Call Volume FY2015	Cost Per Call	PSAP NAME	Approved Expenditures FY2014	Call Volume FY2014	Cost Per Call	Δ +/- FY15/FY14 Expenditure	Δ +/- FY15/14 Cost Per Call
Buncombe County Emerg Communications	1,021,902	191,224	5.34	Buncombe County Emerg Communications	889,502	182,883	4.86	15%	10%
Cabarrus County Sheriff Communications	690,475	105,608	6.54	Cabarrus County Sheriff Communications	698,367	105,778	6.60	-1%	-1%
Catawba Co Communications Center	754,161	89,666	8.41	Catawba Co Communications Center	381,996	85,258	4.48	97%	88%
Charlotte-Mecklenburg Police Department	4,110,971	973,119	4.22	Charlotte-Mecklenburg Police Department	1,644,075	871,143	1.89	150%	124%
Davidson County 911	440,219	92,118	4.78	Davidson County 911	527,052	89,603	5.88	-16%	-19%
Durham Emergency Communications	1,978,358	317,083	6.24	Durham Emergency Communications	1,550,448	302,588	5.12	28%	22%
Fayetteville City Communications	763,597	231,101	3.30	Fayetteville City Communications	825,200	222,375	3.71	-7%	-11%
Gaston County Communications	745,052	138,656	5.37	Gaston County Communications	722,421	128,851	5.61	3%	-4%
Greensboro	2,735,952	334,445	8.18	Greensboro	2,045,164	325,025	6.29	34%	30%
Iredell County Emergency Communications	313,100	89,935	3.48	Iredell County Emergency Communications	321,503	89,059	3.61	-3%	-4%
Johnston County Communications	972,879	130,549	7.45	Johnston County Communications	1,023,065	129,099	7.92	-5%	-6%
New Hanover County Sheriff Communications	581,874	172,025	3.38	New Hanover County Sheriff Communications	381,986	174,547	2.19	52%	55%
Pitt County 911 Communications	550,566	137,737	4.00	Pitt County 911 Communications	447,204	129,871	3.44	23%	16%
Raleigh Wake 911 Center	2,108,027	601,975	3.50	Raleigh Wake 911 Center	2,092,731	560,129	3.74	1%	-6%
Union County	951,763	90,712	10.49	Union County	616,515	80,774	7.63	54%	37%
Winston Salem Police/Fire Communications	364,113	228,920	1.59	Winston Salem Police/Fire Communications	434,430	213,439	2.04	-16%	-22%
Alamance County Central Communications	577,842	101,545	5.69	Alamance County Central Communications	663,699	103,602	6.41	-13%	-11%
Brunswick County 9-1-1	1,197,331	90,551	13.22	Brunswick County 9-1-1	365,369	89,154	4.10	228%	223%
Burke County Emerg. Communications	815,307	45,462	17.93	Burke County Emerg. Communications	595,547	33,982	17.53	37%	2%
Caldwell County Communications	634,086	40,500	15.66	Caldwell County Communications	330,348	38,628	8.55	92%	83%
Cary	533,541	67,593	7.89	Cary	1,067,590	64,624	16.52	-50%	-52%
Cumberland County Communications	681,457	121,398	5.61	Cumberland County Communications	1,436,376	122,062	11.77	-53%	-52%
Forsyth County 911 Communications	532,331	93,793	5.68	Forsyth County 911 Communications	549,744	89,919	6.11	-3%	-7%
Harnett County Communications	818,218	78,083	10.48	Harnett County Communications	723,345	75,965	9.52	13%	10%
Henderson County Communications	521,740	54,960	9.49	Henderson County Communications	529,548	53,479	9.90	-1%	-4%
High Point Police/Fire Communications	455,063	85,731	5.31	High Point Police/Fire Communications	527,180	80,690	6.53	-14%	-19%
Jacksonville E-911	545,996	35,180	15.52	Jacksonville E-911	271,901	32,628	8.33	101%	86%
Moore County Emergency Communications	213,891	60,535	3.53	Moore County Emergency Communications	236,888	60,341	3.93	-10%	-10%
Onslow County Communications	301,440	63,021	4.78	Onslow County Communications	337,866	74,431	4.54	-11%	5%

PSAP NAME	Approved Expenditures FY2015	Call Volume FY2015	Cost Per Call	PSAP NAME	Approved Expenditures FY2014	Call Volume FY2014	Cost Per Call	Δ +/- FY15/FY14 Expenditure	Δ +/- FY15/14 Cost Per Call
Orange County Emergency Communications	596,160	87,299	6.83	Orange County Emergency Communications	430,596	96,778	4.45	38%	53%
Randolph County Emergency Communications	829,950	91,294	9.09	Randolph County Emergency Communications	463,283	92,446	5.01	79%	81%
Robeson County Communications	414,717	120,185	3.45	Robeson County Communications	276,478	124,585	2.22	50%	55%
Rowan County Telecommunications	415,915	92,404	4.50	Rowan County Telecommunications	1,175,762	84,995	13.83	-65%	-67%
Wayne County Central 911	496,941	115,530	4.30	Wayne County Central 911	776,088	104,117	7.45	-36%	-42%
Wilson County Emergency Communications	416,043	89,064	4.67	Wilson County Emergency Communications	757,484	87,006	8.71	-45%	-46%
Carteret County Communications	346,987	34,827	9.96	Carteret County Communications	409,661	34,363	11.92	-15%	-16%
Chatham County Emergency Oper Center	377,722	38,341	9.85	Chatham County Emergency Oper Center	471,110	37,998	12.40	-20%	-21%
Cleveland County Communications Center	487,005	45,362	10.74	Cleveland County Communications Center	501,829	56,902	8.82	-3%	22%
Columbus Central Communications	228,498	51,024	4.48	Columbus Central Communications	220,030	56,725	3.88	4%	15%
Cornelius Police Communications	92,124	23,678	3.89	Cornelius Police Communications	98,104	22,763	4.31	-6%	-10%
Duplin County/Kenansville PSAP	547,585	35,168	15.57	Duplin County/Kenansville PSAP	241,189	36,177	6.67	127%	134%
Franklin County Sheriff Communications	358,963	44,128	8.13	Franklin County Sheriff Communications	325,253	44,339	7.34	10%	11%
Granville County Emergency Comm.	367,573	45,879	8.01	Granville County Emergency Comm.	342,210	48,365	7.08	7%	13%
Halifax County Central Communications	286,932	46,607	6.16	Halifax County Central Communications	327,525	48,334	6.78	-12%	-9%
Haywood County 911	267,121	29,524	9.05	Haywood County 911	284,861	28,595	9.96	-6%	-9%
Lee County Emergency 911 Center	585,245	57,044	10.26	Lee County Emergency 911 Center	272,020	57,374	4.74	115%	116%
Lenoir County Communications	966,163	60,693	15.92	Lenoir County Communications	1,401,694	60,262	23.26	-31%	-32%
Lincoln County Communications Center	245,371	38,944	6.30	Lincoln County Communications Center	210,416	38,665	5.44	17%	16%
Nash County Central Communications	491,187	53,628	9.16	Nash County Central Communications	528,293	51,929	10.17	-7%	-10%
Pasquotank/Camden Central Communications	364,090	28,377	12.83	Pasquotank/Camden Central Communications	712,238	27,294	26.10	-49%	-51%
Pender County Sheriff Communications	392,863	28,406	13.83	Pender County Sheriff Communications	385,374	29,576	13.03	2%	6%
Rockingham County 911 Communications	209,016	42,824	4.88	Rockingham County 911 Communications	203,449	34,247	5.94	3%	-18%
Rocky Mount Police Communications	457,031	76,570	5.97	Rocky Mount Police Communications	298,395	77,926	3.83	53%	56%
Rutherford County Communications	319,952	43,099	7.42	Rutherford County Communications	383,611	43,639	8.79	-17%	-16%
Sampson County Sheriff Communications	356,832	46,836	7.62	Sampson County Sheriff Communications	180,282	45,478	3.96	98%	92%
Stanly County Emergency Communications	505,463	33,256	15.20	Stanly County Emergency Communications	270,342	33,459	8.08	87%	88%
Surry County Communications Center	605,263	39,526	15.31	Surry County Communications Center	360,149	39,106	9.21	68%	66%
Wilkes County Sheriff Communications	249,439	36,337	6.86	Wilkes County Sheriff Communications	268,341	38,101	7.04	-7%	-3%

PSAP NAME	Approved Expenditures FY2015	Call Volume FY2015	Cost Per Call	PSAP NAME	Approved Expenditures FY2014	Call Volume FY2014	Cost Per Call	<div><div>Δ +/- FY15/FY14 Expenditure</div><div>Δ +/- FY15/14 Cost Per Call</div></div>
Alexander County Communications	151,717	14,813	10.24	Alexander County Communications	134,454	14,716	9.14	13%
Anson County Emergency Communications	81,821	23,756	3.44	Anson County Emergency Communications	398,260	20,211	19.71	-79%
Ashe County Communications	368,576	7,899	46.66	Ashe County Communications	285,578	8,803	32.44	29%
Beaufort County Communications Center	159,340	23,719	6.72	Beaufort County Communications Center	178,368	22,576	7.90	-11%
Bladen County Sheriff's Communications	454,543	29,939	15.18	Bladen County Sheriff's Communications	199,367	29,280	6.81	128%
Cherokee County 911	202,568	13,377	15.14	Cherokee County 911	181,911	12,561	14.48	11%
Craven County Sheriff Communications	109,913	27,304	4.03	Craven County Sheriff Communications	784,417	27,558	28.46	-86%
Dare Central Communications	306,422	22,180	13.82	Dare Central Communications	320,862	23,109	13.88	-5%
Davie County Communications	173,653	20,039	8.67	Davie County Communications	375,292	19,030	19.72	-54%
Hoke County Emergency Communications	299,384	39,631	7.55	Hoke County Emergency Communications	231,972	40,304	5.76	29%
Jackson County Emergency Comm.	462,762	15,446	29.96	Jackson County Emergency Comm.	426,316	14,099	30.24	9%
Macon County Communications	826,295	17,400	47.49	Macon County Communications	175,145	163	1074.51	372%
McDowell County Sheriff's Communications	241,658	22,727	10.63	McDowell County Sheriff's Communications	258,032	22,374	11.53	-6%
Montgomery County Communications	182,012	16,819	10.82	Montgomery County Communications	141,916	14,960	9.49	28%
New Bern Communications Center	301,795	27,245	11.08	New Bern Communications Center	255,736	26,487	9.66	18%
Person County Communications	597,210	23,326	25.60	Person County Communications	419,452	23,840	17.59	42%
Richmond County Emergency Comm.	229,664	46,722	4.92	Richmond County Emergency Comm.	435,109	41,164	10.57	-47%
Scotland County Emergency Communications	516,321	38,703	13.34	Scotland County Emergency Communications	211,505	34,757	6.09	144%
Stokes County Emergency Communications	216,804	20,022	10.83	Stokes County Emergency Communications	226,572	20,489	11.06	-4%
Transylvania County Communications	302,935	11,947	25.36	Transylvania County Communications	325,100	11,234	28.94	-7%
Vance-Henderson 911 Center	518,558	65,433	7.93	Vance-Henderson 911 Center	544,471	60,048	9.07	-5%
Watauga County Sheriff Communications	279,898	10,556	26.52	Watauga County Sheriff Communications	249,560	11,310	22.07	12%
Yadkin County Emergency Communications	442,668	18,602	23.80	Yadkin County Emergency Communications	96,207	19,927	4.83	360%
Ahoskie Police Department Communications	64,401	4,708	13.68	Ahoskie Police Department Communications	65,731	4,770	13.78	-2%
Alleghany County E911	131,933	4,606	28.64	Alleghany County E911	117,789	4,188	28.13	12%
Avery County Communications Center	166,105	6,882	24.14	Avery County Communications Center	164,181	6,653	24.68	1%
Beech Mountain Police Dept	116,472	667	174.62	Beech Mountain Police Dept	87,904	1,821	48.27	32%
Bertie County Sheriff's Communications	193,159	14,506	13.32	Bertie County Sheriff's Communications	96,956	13,515	7.17	99%

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Boone Police Department 911	105,558	7,905	13.35	Boone Police Department 911	96,302	7,558	12.74	10% 5%
Caswell County 911 Communications	235,862	10,342	22.81	Caswell County 911 Communications	302,622	10,814	27.98	-22% -19%
Chowan Central Communications	90,317	7,751	11.65	Chowan Central Communications	336,149	7,838	42.89	-73% -73%
Clay County E911 Communications	146,850	3,630	40.45	Clay County E911 Communications	199,361	2,504	79.62	-26% -49%
Currituck Central Communications	148,076	13,524	10.95	Currituck Central Communications	145,354	13,903	10.45	2% 5%
Eastern Band Cherokees	219,731	5,608	39.18	Eastern Band Cherokees	108,062	4,962	21.78	103% 80%
Edgecombe County E911	231,527	24,714	9.37	Edgecombe County E911	324,419	24,608	13.18	-29% -29%
Gates County Communications	79,252	4,427	17.90	Gates County Communications	107,441	4,303	24.97	-26% -28%
Graham County Communications	55,416	6,798	8.15	Graham County Communications	253,864	6,673	38.04	-78% -79%
Greene County Communications	249,097	12,620	19.74	Greene County Communications	86,908	12,097	7.18	187% 175%
Havelock Public Safety Comm.	99,619	10,803	9.22	Havelock Public Safety Comm.	187,498	7,469	25.10	-47% -63%
Hertford County Communications	77,402	8,641	8.96	Hertford County Communications	104,858	8,561	12.25	-26% -27%
Holly Springs Public Safety Center	217,468	5,608	38.78	Holly Springs Public Safety Center	76,022	5,690	13.36	186% 190%
Hyde County Emergency Management	120,067	2,174	55.23	Hyde County Emergency Management	113,826	2,151	52.92	5% 4%
Kings Mountain (City of)	86,507	9,038	9.57	Kings Mountain (City of)	166,474	8,438	19.73	-48% -51%
Lumberton Emergency Comm.	297,968	56,782	5.25	Lumberton Emergency Comm.	91,155	53,086	1.72	227% 206%
Madison County EOC	221,119	8,440	26.20	Madison County EOC	166,654	8,236	20.23	33% 29%
Martin County Communications Center	312,081	20,359	15.33	Martin County Communications Center	423,280	20,268	20.88	-26% -27%
Mitchell County Central Communications	50,928	5,771	8.82	Mitchell County Central Communications	157,082	5,537	28.37	-68% -69%
Mount Holly Police Department	69,526	4,386	15.85	Mount Holly Police Department	57,274	0	#DIV/0!	21% #DIV/0!
Northampton County E-911	151,665	15,832	9.58	Northampton County E-911	162,579	15,386	10.57	-7% -9%
Pamlico County Communications	71,043	5,428	13.09	Pamlico County Communications	182,520	5,379	33.93	-61% -61%
Perquimans County Communications	124,430	6,751	18.43	Perquimans County Communications	118,061	6,991	16.89	5% 9%
Pineville Police Comm. Center	94,320	18,775	5.02	Pineville Police Comm. Center	87,210	17,611	4.95	8% 1%
Polk County Communications	185,154	9,196	20.13	Polk County Communications	210,851	10,523	20.04	-12% 0%
Shelby Police Communications	69,990	31,057	2.25	Shelby Police Communications	288,692	30,552	9.45	-76% -76%
Swain County 911 Dispatch	260,146	8,538	30.47	Swain County 911 Dispatch	224,549	8,047	27.90	16% 9%
Tarboro Police Communications	255,803	11,639	21.98	Tarboro Police Communications	88,391	14,810	5.97	189% 268%
Tyrrell County	53,019	1,875	28.28	Tyrrell County	72,868	1,845	39.50	-27% -28%
Warren County Sheriff Comm.	116,051	15,340	7.57	Warren County Sheriff Comm.	149,783	15,467	9.68	-23% -22%

PSAP NAME	Approved Expenditures FY2015	Call Volume FY2015	Cost Per Call
Washington County Communications	158,879	8,979	17.69
Yancey County Sheriff Comm.	146,805	6,925	21.20
Totals	\$52,089,664	7,397,709	\$7

PSAP NAME	Approved Expenditures FY2014	Call Volume FY2014	Cost Per Call
Washington County Communications	279,667	8,834	31.66
Yancey County Sheriff Comm.	109,607	6,704	16.35
	\$47,680,676	7,098,263	\$7

Δ +/- FY15/FY14 Expenditure	Δ +/- FY15/14 Cost Per Call
-43%	-44%
34%	30%