In 2004, Congress enacted the Ensuring Needed Help Arrives Near Callers Employing 911 Act (ENHANCE 911 Act). Among other purposes, the Act established a national 9-1-1 Implementation Coordination Office (ICO) 47 to advise and assist eligible entities in the preparation of the required implementation plans, to receive and act on grant applications for funding under the Act, and to oversee the use of the grant funds in implementing the states' plans. A statewide plan for the coordination and implementation of 9-1-1 services is a grant eligibility requirement.

The Utah State 911 Committee desires to:

1. To provide vision and leadership to support our states' regional and local 9-1-1 entities in their efforts to improve and modernize their 9-1-1 systems

2. To guide statewide decisions that lead toward a future for 9-1-1 that includes Next Generation 9-1-1 (NG9-1-1)

3. To meet the eligibility for ENHANCE 911 Act grants and thereby potentially leverage much-needed funding for the improvement and modernization that will lead toward that future

Utah continues to upgrade and enhance the 911 network and the following stakeholders should be included in the network of common interest:

- State, regional and local 9-1-1 authorities
- Public safety answering points (PSAPs) and emergency communications center management and staff
- Local law enforcement agencies, fire services, and emergency medical services (EMS)
- Local government officials
- Local, regional, state and federal stakeholders (e.g., emergency management entities, public health entities, homeland security agencies, the military)
- State and federal legislators

The successful implementation of the plan will enable the State of Utah to continue to meet the public's expectation to be able to reach 9-1-1 service anytime, anywhere, using any device and to provide a consistent level of 9-1-1 service statewide.

Today, consumers continue to drive the communications market, bringing new technologies and new ways of communicating into practice. Voice over Internet protocol (VoIP) phones, text messaging, picture messaging, and video are becoming preferred communications mechanisms, and consumers expect that 9-1-1 centers will keep pace with these technologies.

Emerging technologies allow greater interoperability and enable emergency responders to expand their horizons. Those expanded horizons spill across political jurisdictional

boundaries. While this provides greater service to the citizenry, it requires coordination at a level one step higher.

Urban areas tend to have greater resources and to be outfitted with the latest equipment. Many of their rural counterparts, however, because of the disproportionate distribution of funding, lack the means to deploy comparable services.

Technology is reducing the "size" of the playing field and a smaller field requires greater coordination between all players to insure that the efforts of all of the players are coordinated in such a way as to maximize the value of each player.

Only the legislature, an important player in the 911 service arena, can determine the extent of the role of the Utah 911 Committee in that coordination. The question is whether the committee is to be the cheering section or whether it is to be the coach calling in the plays.

In order to accomplish the Committee's goals and effectively implement, coordinate and maintain the State's 9-1-1 call delivery system, the Committee must have access to information relevant to the health and efficiency of the network. Such information would include revenue associated with the network, call traffic data, PSAP Customer Service Records and billing information.

The State 9-1-1 Committee should have the responsibility to monitor the 9-1-1 services provided to the PSAPs by the ILECs and CLECs. The committee should have the responsibility to reimburse the carriers for the 9-1-1 services they provide based upon a single statewide contract for those services. This would alleviate the situation where each individual PSAP has a contractual agreement for 9-1-1 services and allow for the proportional treatment of all portions of the network, rather than to continue with the inequities of the rural and urban environments. The PSAPS would remain responsible for 9-1-1 equipping and staffing with available 9-1-1 fee revenue.

Legislative action would be needed to allow the State 9-1-1 Committee to receive 9-1-1 fee revenue information from the State Tax Commission. This information would assist the Committee in identifying subscriber growth trends which are necessary in planning future network growth.

Legislative action would be needed to allow the State 9-1-1 Committee to receive call traffic data, PSAP Customer Service Records, and billing information directly from the carriers. Traffic data is necessary in determining network use and the need for network modifications.