

*Alabama Emergency
Communication District
Long-Range Study
Commission
Survey/Questionnaire*

Contents

Introduction

In January, 2008 the Center for Governmental Services Survey Research Lab (CGS) at Auburn University contracted with the Association of County Commissions of Alabama to enter data from the October, 2007 “Alabama Emergency Communication District Long-Range Study Commission Survey/Questionnaire”. Fifty-nine surveys were delivered to CGS from Alabama ECDs. CGS also agreed to provide data analysis and report results.

The survey was designed to evaluate a number of components of Alabama Emergency Communication Districts (ECDs):

- Activities and duties performed by ECDs and ECD employees
- How many Public Service Answering Points (PSAPs) are in each ECD or served by ECDs
- Numbers of ECD employees performing particular jobs or activities
- How much income and expenses ECDs have
- Telephone services provided by ECDs

9-1-1 Call Taking and/or Dispatching

ECD Activities

Participants were asked several questions assessing activities of their Emergency Communications District related to taking calls and providing dispatch services.

Almost all responded that they do take calls and provide dispatching, although two respondents explained that funding for dispatch services are provided from a source other than their own funds (see tables 1 and 2). Additionally, several provide services to surrounding areas or emergency service agencies.

Table 1. ECD Call Taking

Does your ECD provide call taking?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	94.9	94.9	94.9
	No	3	5.1	5.1	100.0
Total		59	100.0	100.0	

Table 2. ECD Dispatching

Does your ECD provide dispatching?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	54	91.5	91.5	91.5
	No	5	8.5	8.5	100.0
Total		59	100.0	100.0	

Employee Characteristics

As table three shows, of the fifty-four ECDs that provided responses, five to fifty individuals are employed full-time in positions related to taking calls or providing dispatching services. Half (50%) of the responding ECDs have between six and ten individuals employed full-time in such positions. Almost three-fourths (72.7%) employ individuals on a part-time basis for these positions (see table 4). Only one respondent said that their ECD employs only part-time employees (no full-time employees and two part-time employees). Each other responding ECD employs both full- and part-time employees.

Table 3. Full-time Employees

If your ECD provides call taking and/or dispatching, how many full-time employees are in these positions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<6	7	11.9	13.0	13.0
	6-10	27	45.8	50.0	63.0
	11-15	11	18.6	20.4	83.3
	16-20	5	8.5	9.3	92.6
	21-25	4	6.8	7.4	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		

Table 4. Part-time Employees

If your ECD provides call taking and/or dispatching, do you use part-time employees?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	67.8	72.7	72.7
	No	15	25.4	27.3	100.0
	Total	55	93.2	100.0	
Missing	System	4	6.8		
Total		59	100.0		

Of the ECDs that employ at least one full-time employee, almost three-fourths (74.1%) also employ part-time individuals (see table 5).

Table 5. ECDs with Full- and Part-time Employees

If your ECD provides call taking or dispatching and employs at least one full-time worker, do you also use part-time employees?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	74.1	74.1	74.1
	No	14	25.9	25.9	100.0
	Total	54	100.0	100.0	

As table six shows, of the ECD funded dispatchers, almost half (48.0%) have duties other than taking emergency calls and providing dispatching services.

Table 6. Dispatcher Duties

If you fund dispatchers - do they have any duties other than emergency call taking and/or dispatching?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	40.7	48.0	48.0
	No	26	44.1	52.0	100.0
	Total	50	84.7	100.0	
Missing	System	9	15.3		
Total		59	100.0		

Sixteen respondents provided additional information about other duties that are performed. Six said that employees assist with law enforcement and/or fire response, four said that employees perform NCIC duties, two said that assistant is provided in conducting warrant activities, and other ECD employees conduct other miscellaneous duties other than taking E-9-1-1 and providing E-9-1-1 dispatching services.

Most of the responding ECDs (75.9%) have thirty or fewer emergency communications personnel. However, five (8.6%) reported that they had over ninety emergency communications personnel (see table 7). Several added that they included the 9-1-1 director, part-time employees, and staff (e.g. receptionists) in their calculations.

Table 7. Emergency Communications Personnel

Total number of emergency communications personnel in your ECD?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10	16	27.1	27.6	27.6
	11-20	21	35.6	36.2	63.8
	21-30	7	11.9	12.1	75.9
	31-40	3	5.1	5.2	81.0
	41-50	2	3.4	3.4	84.5
	51-60	2	3.4	3.4	87.9
	71-80	2	3.4	3.4	91.4
	>90	5	8.5	8.6	100.0
	Total	58	98.3	100.0	
Missing	System	1	1.7		
Total		59	100.0		

Public Service Answering Points

A majority of respondents (67.8%) said that there was one Public Service Answering Point in their ECD. Eleven (18.6%) have two PSAPs in their ECD and eight (13.6%) have between three and six in their ECD (see table 8).

Table 8. Primary PSAPs

How many primary PSAPs in your ECD?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	40	67.8	67.8	67.8
	2	11	18.6	18.6	86.4
	3	2	3.4	3.4	89.8
	4	2	3.4	3.4	93.2
	5	3	5.1	5.1	98.3
	6	1	1.7	1.7	100.0
	Total	59	100.0	100.0	

As table nine indicates, over half (53.7%) of respondents reported that there are no other public safety dispatch centers in the areas that their ECD serves. Almost two-thirds (29.6%) said that there were between one and three other public safety dispatch centers in their areas. Approximately fifteen percent (15.3%) responded that there are more than four other public safety dispatch center in their areas.

Table 9. Other Public Safety Dispatch Centers

Other than PSAPs previously enumerated, how many other public safety dispatch centers are in the area served by your ECD?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	29	49.2	53.7	53.7
	1-3	16	27.1	29.6	83.3
	4-6	5	8.5	9.3	92.6
	7-10	4	6.8	7.4	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		

General ECD Operations

Employee Duties

In over two-thirds of the ECDs, the Director's 9-1-1 duties are exclusive (see table 10).

Table 10. Director's Duties

Are the Director's 9-1-1 duties exclusive?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	66.1	66.1	66.1
	No	20	33.9	33.9	100.0
	Total	59	100.0	100.0	

As table eleven shows, among those where the Director's duties are not exclusive, nineteen respondents provided additional explanation about additional duties:

Table 11. Other Director Duties

Other Duties	Frequency	Percent
EMA Director	6	31.6
Dispatcher	4	21.1
Administration/Coordination	8	42.1
Mapping/GIS	5	26.3
Police or Fire Official	4	21.1

*Total percentages add up to more than 100 since some respondents provided multiple comments.

Of those who do not spend all of their time on 9-1-1 duties, over two-thirds (35.3%) spend half of their time on 9-1-1 duties, while almost one-fourth (23.5%) spend slightly less than half of their time (40%) on 9-1-1 duties (see table 12).

Table 12. Percentage of Time on 9-1-1 Duties

What percentage of your time is spent on 9-1-1 duties?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20	1	1.7	5.9	5.9
	30	2	3.4	11.8	17.6
	40	4	6.8	23.5	41.2
	50	6	10.2	35.3	76.5
	60	1	1.7	5.9	82.4
	70	1	1.7	5.9	88.2
	75	1	1.7	5.9	94.1
	90	1	1.7	5.9	100.0
	Total	17	28.8	100.0	
Missing	System	42	71.2		
Total		59	100.0		

Among respondents whose duties are not exclusive, half reported that their salaries are shared with other agencies. When asked to provide additional explanation, one reported that their salary was shared with the city and two said that their salaries were also drawn from 9-1-1 funds (see table 13).

Table 13. Salary Sharing

If your 9-1-1 duties are not exclusive, is your salary shared among the agencies' budgets?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	50.0	50.0	50.0
	No	10	50.0	50.0	100.0
Total		20	100.0	100.0	

As table 14 indicates, over one-fourth of the ECD respondents said that other employees perform activities not related to 9-1-1. When given an opportunity to add comments, respondents said that employees also performed administrative duties and emergency response activities. Among ECDs who have employees that perform unrelated activities, over one-third (37.5%) who responded said that a percentage of these salaries are shared (see table 15).

Table 14. Other ECD Employee Activities

Do any other ECD employees perform activities unrelated to 9-1-1?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	27.1	28.6	28.6
	No	40	67.8	71.4	100.0
	Total	56	94.9	100.0	
Missing	System	3	5.1		
Total		59	100.0		

Table 15. Employee Salary Sharing

If any other ECD employees perform activities unrelated to 9-1-1, is a percentage of their salary shared?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	37.5	37.5	37.5
	No	10	62.5	62.5	100.0
	Total	16	100.0	100.0	

Approximately one-third (33.3%) of respondents said that their ECDs paid between eleven and fifteen employees as of October 1, 2007, while 42.2% paid fewer than ten employees during this same period (see table 16).

Table 16. Number of Paid Employees

Enter the number of employees paid by the ECD as of Oct 1, 2007.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<6	8	13.6	24.2	24.2
	6-10	6	10.2	18.2	42.4
	11-15	11	18.6	33.3	75.8
	16-20	3	5.1	9.1	84.8
	21-25	1	1.7	3.0	87.9
	>25	4	6.8	12.1	100.0
	Total	33	55.9	100.0	
Missing	System	26	44.1		
Total		59	100.0		

Other ECD Operations

As table 17 indicates, most (91.2%) of the responding ECDs reported that they issue addresses. Two added that they issue addresses for specific counties.

Table 17. Issued Addresses

Does your ECD issue addresses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	88.1	91.2	91.2
	No	5	8.5	8.8	100.0
	Total	57	96.6	100.0	
Missing	System	2	3.4		
Total		59	100.0		

Table 18 shows that almost three-fourths of ECDs handle accounting and accounts payable duties.

Table 18. Accounting/Accounts Payable

Does the ECD handle accounting/accounts payable?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	72.9	72.9	72.9
	No	16	27.1	27.1	100.0
Total		59	100.0	100.0	

Facilities

Many (40.7%) respondents said that their office space is owned, while most of the others (39.0%) reported that their space is provided by another agency (see table 19).

Table 19. Office Space

Is your office space rented, owned, or provided by another agency?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owned	24	40.7	40.7	40.7
	Provided	23	39.0	39.0	79.7
	Rented	9	15.3	15.3	94.9
	Other	3	5.1	5.1	100.0
	Total	59	100.0	100.0	

Among owners, two explained that their space is owned by the city, while one has been funded by a county bond. Among ECDs that have office space provided by another agency, two reported that the city is the provider, four said that the county or county commission provides space, and one responded that their office space is provided by both the city and county.

Almost four-fifths (79.7%) of respondents reported that their EDC has between one and five fully functional answering stations. Only two (3.4%) have more than 16 fully functional stations (see table 20).

Table 20. Answering Stations

How many fully functional answering stations are available in your PSAPs?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1-5	47	79.7	79.7	79.7
6-10	6	10.2	10.2	89.8
11-15	4	6.8	6.8	96.6
16-20	1	1.7	1.7	98.3
>20	1	1.7	1.7	100.0
Total	59	100.0	100.0	

ECD Budget

Telecom

On average, responding ECDs expect to receive about \$451,830.13 from land lines. The minimum expected is \$26,900.00 and the maximum expected is 2,427,317.00. As table 21 illustrates, approximately four-fifths (79.6%) of expect to receive up to \$500,000 income from land line (wired) business and residential phones and almost one-fourth (24.1%) expect to receive between \$100,001 and \$200,000 from land lines.

In contrast, ECDs expect to receive an average of \$205313.69 from wireless (cell) phones. The minimum expected is \$17,500.00 and the maximum is \$1,269,675.00. As indicated by table 22, many more responding ECDs expected to receive less than \$100,000 income from wireless phones than from wired phones (43.6% and 9.3%, respectively). Table 23 illustrates that, almost universally, respondents expect to receive more income from wired phones than from wireless phones.

Table 21. Land Line Income

Income expected from land line (wired) business/residential phones.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<100000	5	8.5	9.3	9.3
	100001-200000	13	22.0	24.1	33.3
	200001-300000	8	13.6	14.8	48.1
	300001-400000	9	15.3	16.7	64.8
	400001-500000	8	13.6	14.8	79.6
	500001-600000	1	1.7	1.9	81.5
	600001-700000	2	3.4	3.7	85.2
	700001-800000	1	1.7	1.9	87.0
	900001-1000000	3	5.1	5.6	92.6
	>1000000	4	6.8	7.4	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		

Table 22. Wireless Income

Income expected from wireless (cell) phones.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<100000	24	40.7	43.6	43.6
	100001-200000	14	23.7	25.5	69.1
	200001-300000	8	13.6	14.5	83.6
	300001-400000	2	3.4	3.6	87.3
	400001-500000	1	1.7	1.8	89.1
	500001-600000	2	3.4	3.6	92.7
	700001-800000	2	3.4	3.6	96.4
	>1000000	2	3.4	3.6	100.0
	Total	55	93.2	100.0	
Missing	System	4	6.8		
Total		59	100.0		

Table 23. Wireless and Land Line Income

Income expected from wireless (cell) phones.													
Income expected from land line (wired) business/residential phones.	<100000	100001-200000	200001-300000	300001-400000	400001-500000	500001-600000	600001-700000	700001-800000	800001-900000	900001-1000000	>1000000	Total	
	<100000	5	0	0	0	0	0	0	0	0	0	5	
	100001-200000	10	3	0	0	0	0	0	0	0	0	13	
	200001-300000	6	2	0	0	0	0	0	0	0	0	8	
	300001-400000	2	7	0	0	0	0	0	0	0	0	9	
	400001-500000	0	2	4	1	0	1	0	0	0	0	8	
	500001-600000	1	0	0	0	0	0	0	0	0	0	1	
	600001-700000	0	0	1	0	1	0	0	0	0	0	2	
	700001-800000	0	0	1	0	0	0	0	0	0	0	1	
	800001-900000	0	0	2	1	0	0	0	0	0	0	3	
	900001-1000000	0	0	0	0	0	1	0	1	0	0	2	
	>1000000	0	0	0	0	0	1	0	1	0	0	2	
	Total	24	14	8	2	1	2	0	1	0	0	2	54

Other Income

On average, ECDs expect to receive \$26,114.78 in investment income (see table 24). The minimum expected is \$0.00 and the maximum expected is \$324,000.00. Most ECDs expect to receive either no investment income or over \$10,000.00 in investment income (27.5% and 42.5%, respectively). Slightly less than one-third (30%) expect to receive more moderate income from investments (between \$2001.00 and \$10,000.00).

Table 24. Investment Income

Investment Income					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	11	18.6	27.5	27.5
	2001-4000	4	6.8	10.0	37.5
	4001-6000	1	1.7	2.5	40.0
	6001-8000	4	6.8	10.0	50.0
	8001-10000	3	5.1	7.5	57.5
	>10000	17	28.8	42.5	100.0
	Total	40	67.8	100.0	
Missing	System	19	32.2		
Total		59	100.0		

As table 25 shows, ECDs expect to receive \$1,645.00 in grants and gifts, on average. The minimum expected is \$0.00 and the maximum is \$30,000.00. Over four-fifths (81.2%) expect to receive no income from grants and gifts, and only 6 ECDs (18.8%) expect to receive any income in grants and gifts.

Table 25. Grants and Gifts

Grants and Gifts					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	26	44.1	81.2	81.2
	800	1	1.7	3.1	84.4
	1000	1	1.7	3.1	87.5
	5000	1	1.7	3.1	90.6
	5840	1	1.7	3.1	93.8
	10000	1	1.7	3.1	96.9
	30000	1	1.7	3.1	100.0
	Total	32	54.2	100.0	
Missing	System	27	45.8		
Total		59	100.0		

Eighteen ECDs reported that they expect to receive other income. However, there was a very wide range of amounts that they expect to receive. The minimum expected is \$35.00 (from map fees) and the maximum expected is \$200,000. The average expected is \$43,197.00. Two (3.4%) expect to receive close to \$200,000.00 income from other sources, and in both cases, they explained that they receive revenue from the county and municipalities for dispatch and call-taking duties.

Slightly over one-fourth of the ECDs receive city and/or county funding to help pay for general operations (see table 26). However, over half (58.7%) receive funding from the city and/or county to help pay for dispatching and call-taking (see table 27).

Table 26. City/County Funding for General Operations

Does your ECD receive any city and/or county funding to help pay for general operation of the 9-1-1 business office, addressing, mapping, etc.?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	18.6	26.2	26.2
	No	31	52.5	73.8	100.0
	Total	42	71.2	100.0	
Missing	System	17	28.8		
Total		59	100.0		

Table 27. City/County Funding for Dispatching/Call Taking

Does your ECD receive city and/or county funding to help you pay for dispatching/call taking?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	45.8	58.7	58.7
	No	19	32.2	41.3	100.0
	Total	46	78.0	100.0	
Missing	System	13	22.0		
Total		59	100.0		

2007-2008 Budget and Expenses

On average, ECDs expect to have a total budget for 2007-2008 of \$875,231.62. The minimum total budget expected is \$45,000.00 and the maximum is \$9,545,869.00. As is shown in table 28, nine respondents (16.4%) expect to have a total budget of \$200,001.00-\$300,000, nine (16.4%) expect to have a total budget of \$300,001.00-\$400,000.00, and nine expect to have a total budget of \$100,000,001.00-\$2,000,000.00.

Table 28. Total Income

Total income budgeted for 2007-2008					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<100000	1	1.7	1.8	1.8
	100001-200000	2	3.4	3.6	5.5
	200001-300000	9	15.3	16.4	21.8
	300001-400000	9	15.3	16.4	38.2
	400001-500000	6	10.2	10.9	49.1
	500001-600000	2	3.4	3.6	52.7
	600001-700000	6	10.2	10.9	63.6
	700001-800000	6	10.2	10.9	74.5
	800001-900000	1	1.7	1.8	76.4
	1000001-2000000	9	15.3	16.4	92.7
	2000001-3000000	2	3.4	3.6	96.4
	>3000000	2	3.4	3.6	100.0
	Total	55	93.2	100.0	
Missing	System	4	6.8		
Total		59	100.0		

Over half (53.1%) of the ECDs have over \$500,000.00 expenses budgeted for 2007-2008 (see table 29). The least amount that is budgeted for expenses is \$143,720.00 and the maximum is \$3,259,800.00. The average budgeted is \$775.667.41.

Table 29. Total Expenses

Total expenses budgeted for 2007-2008					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	100001-200000	3	5.1	6.1	6.1
	200001-300000	7	11.9	14.3	20.4
	300001-400000	7	11.9	14.3	34.7
	400001-500000	6	10.2	12.2	46.9
	>500000	26	44.1	53.1	100.0
	Total	49	83.1	100.0	
Missing	System	10	16.9		
Total		59	100.0		

Human Resource Expenses

ECDs expect to expend and average of \$413,807.03 on salary and benefits. The minimum that is expected to be allocated to these expenses is \$19,200.00 and the maximum is \$1,792,803.00. Almost one-fourth (22.2%) expect to spend between \$100,001.00 and \$200,000.00 on salaries and benefits (see table 30).

Table 30. Salary and Benefits

Salary and Benefits					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<100000	7	11.9	13.0	13.0
	100001-200000	12	20.3	22.2	35.2
	200001-300000	10	16.9	18.5	53.7
	300001-400000	6	10.2	11.1	64.8
	400001-500000	4	6.8	7.4	72.2
	500001-600000	5	8.5	9.3	81.5
	600001-700000	3	5.1	5.6	87.0
	800001-900000	2	3.4	3.7	90.7
	1000001-2000000	5	8.5	9.3	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		

As table 31 illustrates, almost one-third of responding ECDs (32.1%) expect to spend less than \$2000.00 on expenses for board travel, training, and conferences. Slightly more than half (53.6%) expect to allocate more than \$4000.00 on these items. Board travel, training, and conferences average \$6,984.00 for ECD expenses. The minimum that is expected to be budgeted for these expenses is \$300.00 and the maximum is \$25,000.00.

ECDs expect to spend more on employee travel, training, and conferences than on these same expenses for board members. The average expected to be spent for these employee expenses is \$11,492.30, which is only \$4508.30 more than the average expected to be paid for board expenses. However, the maximum amount expected to be spent by any ECD for employee travel, training, and conferences is \$126,087.00. The least expected to be spent is \$500.00. Almost two-thirds (63.0%) of respondents expect to spend more than \$4000.00 on these employee expenses (see table 32).

Table 31. Board Expenses

Board Travel/Training/Conferences					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	9	15.3	32.1	32.1
	2001-4000	4	6.8	14.3	46.4
	4001-6000	6	10.2	21.4	67.9
	8001-10000	2	3.4	7.1	75.0
	10001-12000	2	3.4	7.1	82.1
	16001-18000	1	1.7	3.6	85.7
	18001-20000	2	3.4	7.1	92.9
	>20000	2	3.4	7.1	100.0
	Total	28	47.5	100.0	
Missing	System	31	52.5		
Total		59	100.0		

Table 32. Employee Expenses

Employee Travel/Training/Conferences					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	12	20.3	26.1	26.1
	2001-4000	5	8.5	10.9	37.0
	4001-6000	9	15.3	19.6	56.5
	6001-8000	3	5.1	6.5	63.0
	8001-10000	4	6.8	8.7	71.7
	10001-12000	4	6.8	8.7	80.4
	14001-16000	2	3.4	4.3	84.8
	18001-20000	1	1.7	2.2	87.0
	>20000	6	10.2	13.0	100.0
	Total	46	78.0	100.0	
Missing	System	13	22.0		
Total		59	100.0		

Operational Expenses

The least than any ECD expects to spend on general office expenses is \$460.00, while the maximum amount expected is \$234,200.00. The average amount expected to be spend toward general office costs is \$17,870.78. Almost three-fourths (70.8%) of the responding ECDs expect to spend less than \$10,000.00 toward general office expenses, while less than one-fifth (16.7%) expect to spend more than \$20,000.00 (see table 33).

Table 33. Office Expenses

General Office Expenses					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	34	57.6	70.8	70.8
	10001-20000	6	10.2	12.5	83.3
	20001-30000	3	5.1	6.2	89.6
	40001-50000	2	3.4	4.2	93.8
	50001-60000	1	1.7	2.1	95.8
	90001-1000000	2	3.4	4.2	100.0
	Total	48	81.4	100.0	
Missing	System	11	18.6		
Total		59	100.0		

As table 34 shows, over half of the ECDs anticipate spending less than \$10,000.00 on administrative phone costs. Less than one-fifth (17.8%) expect to spend over \$50,000.00 on this expense. One ECD has budgeted only \$600.00 for administrative phone costs while the maximum amount expected to be spent is \$218,801.00. The average is \$27,175.63.

Table 34. Administrative Phone Costs

Administrative Phone Costs					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	24	40.7	53.3	53.3
	10001-20000	6	10.2	13.3	66.7
	20001-30000	4	6.8	8.9	75.6
	30001-40000	2	3.4	4.4	80.0
	40001-50000	1	1.7	2.2	82.2
	50001-60000	3	5.1	6.7	88.9
	70001-80000	1	1.7	2.2	91.1
	80001-90000	2	3.4	4.4	95.6
	100001-200000	1	1.7	2.2	97.8
	200001-300000	1	1.7	2.2	100.0
	Total	45	76.3	100.0	
Missing	System	14	23.7		
Total		59	100.0		

Utilities also comprise a relatively small part of ECD budgets (see table 35). Over half (53.1%) foresee spending less than \$10,000.00 on utility bills and only one (3.1%) expects to spend more than \$100,000.00. On average, ECDs anticipate allocating \$16,278.92 on utilities. The minimum amount expected to be spent is \$400.00 and the maximum is \$130,000.00.

Table 35. Utility Expenses

Utilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	17	28.8	53.1	53.1
	10001-20000	9	15.3	28.1	81.2
	20001-30000	1	1.7	3.1	84.4
	30001-40000	2	3.4	6.2	90.6
	40001-50000	2	3.4	6.2	96.9
	100001-200000	1	1.7	3.1	100.0
	Total	32	54.2	100.0	
Missing	System	27	45.8		
Total		59	100.0		

As table 36 indicates, more than one-third (41.3%) of responding ECDs have less than \$10,000.00 budgeted for insurance costs. One (2.2%), however reports that they expect to spend over \$300,000.00. It should be noted that some ECDs included comments indicating that they were listing amounts for building insurance, employee health insurance, both types of insurance, or insurance for other miscellaneous items. As a result, there is a wide range of amounts reported as being allocated to insurance. The minimum amount is \$1,020.00 and the maximum amount is \$325,000.00. The average is \$21,245.75.

Table 36. Insurance Expenses

Insurance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	19	32.2	41.3	41.3
	10001-20000	17	28.8	37.0	78.3
	20001-30000	5	8.5	10.9	89.1
	30001-40000	3	5.1	6.5	95.7
	40001-50000	1	1.7	2.2	97.8
	300001-400000	1	1.7	2.2	100.0
	Total	46	78.0	100.0	
Missing	System	13	22.0		
Total		59	100.0		

An average of \$4,462.21 is expected to be budgeted by ECDs for vehicle operation. The minimum that any ECD expects to spend on vehicle operation is \$441.00 while the maximum is \$15,000.00. Only one-third of respondents expect to spend more than \$4000.00 on vehicle operation, while 19 (43.2%) expect to spend less than \$2000.00 on this expenditure (see table 37).

Vehicle Operation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	19	32.2	43.2	43.2
	2001-4000	10	16.9	22.7	65.9
	4001-6000	5	8.5	11.4	77.3
	6001-8000	1	1.7	2.3	79.5
	8001-10000	3	5.1	6.8	86.4
	10001-12000	2	3.4	4.5	90.9
	12001-14000	3	5.1	6.8	97.7
	14001-16000	1	1.7	2.3	100.0
	Total	44	74.6	100.0	
Missing	System	15	25.4		
Total		59	100.0		

As shown on table 38, the average amount ECDs anticipate spending on maintaining equipment is \$18,775.83. The minimum amount expected for these expenses is \$600.00 and the maximum is \$164,300.00. Over half (51.2%) expect to spend less than \$10,000.00 on equipment maintenance, and over one-third (34.9%) expect to spend between \$10,001.00 and \$30,000.00.

Table 38. Equipment Maintenance

Equipment Maintenance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	22	37.3	51.2	51.2
	10001-20000	9	15.3	20.9	72.1
	20001-30000	6	10.2	14.0	86.0
	30001-40000	1	1.7	2.3	88.4
	40001-50000	2	3.4	4.7	93.0
	50001-60000	1	1.7	2.3	95.3
	80001-90000	1	1.7	2.3	97.7
	90001-1000000	1	1.7	2.3	100.0
	Total	43	72.9	100.0	
Missing	System	16	27.1		
Total		59	100.0		

Table 39 shows that most (71.4%) of the ECDs anticipate spending over \$4000.00 on maintaining radios. Only one-fourth (25.0%) expect to spend less than \$2000 on radio upkeep. The least any ECD has budgeted for this expense is \$500.00 and the maximum is \$92,400.00. The average amount allocated for radio maintenance is \$11,280.55.

Table 39. Radio Maintenance

Radio Maintenance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	7	11.9	25.0	25.0
	2001-4000	1	1.7	3.6	28.6
	4001-6000	6	10.2	21.4	50.0
	6001-8000	3	5.1	10.7	60.7
	8001-10000	5	8.5	17.9	78.6
	10001-12000	2	3.4	7.1	85.7
	>20000	4	6.8	14.3	100.0
	Total	28	47.5	100.0	
Missing	System	31	52.5		
Total		59	100.0		

Over one-fourth (29.5%) of ECDs have over \$100,000.00 on 9-1-1 networks and databases (see table 40). However, almost one-third (31.8%) expect to spend significantly less on these items (below \$40,000.00). The average amount expected to be spent on 9-1-1 networks and databases is \$85,936.23. The minimum amount allocated to these expenses is \$3,960.00 and the maximum is \$550,000.00.

Table 40. 9-1-1 Network and Database Budget

9-1-1 Network and Database Budget					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	3	5.1	6.8	6.8
	10001-20000	2	3.4	4.5	11.4
	20001-30000	3	5.1	6.8	18.2
	30001-40000	6	10.2	13.6	31.8
	40001-50000	5	8.5	11.4	43.2
	50001-60000	2	3.4	4.5	47.7
	60001-70000	2	3.4	4.5	52.3
	70001-80000	5	8.5	11.4	63.6
	80001-90000	3	5.1	6.8	70.5
	100001-200000	11	18.6	25.0	95.5
	200001-300000	1	1.7	2.3	97.7
	>500000	1	1.7	2.3	100.0
	Total	44	74.6	100.0	
	Missing	System	15	25.4	
Total		59	100.0		

Similar amounts are expected to be spent on 9-1-1 maintenance. On average, ECDs anticipate allocating \$99,751.66 for this upkeep. The minimum amount expected is \$1,000.00 and the maximum is \$551,842.00. The average is \$50,680.82. However, as table 41 shows, only five respondents (12.5%) foresee spending more than \$100,000.00 and more than one-fourth (27.5%) expect to allocate less than \$10,000.00 for 9-1-1 maintenance.

Table 41. 9-1-1 Equipment Maintenance Expense

9-1-1 Equipment Maintenance Costs					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	11	18.6	27.5	27.5
	10001-20000	8	13.6	20.0	47.5
	20001-30000	12	20.3	30.0	77.5
	30001-40000	2	3.4	5.0	82.5
	50001-60000	1	1.7	2.5	85.0
	70001-80000	1	1.7	2.5	87.5
	100001-200000	2	3.4	5.0	92.5
	200001-300000	2	3.4	5.0	97.5
	>500000	1	1.7	2.5	100.0
	Total	40	67.8	100.0	
Missing	System	19	32.2		
Total		59	100.0		

Most (55.6%) ECDs anticipate spending less than \$4000.00 on street signs and/or addressing, as table 42 illustrates. The average expected to be spent on these items is \$8,990.89.00. The minimum amount to be allocated to street signs and addressing is \$350.00 and the maximum amount is \$60,000.00.

Table 42. Street Signs and/or Addressing Expenses

Street Signs and/or Addressing					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	11	18.6	40.7	40.7
	2001-4000	4	6.8	14.8	55.6
	4001-6000	2	3.4	7.4	63.0
	6001-8000	2	3.4	7.4	70.4
	8001-10000	1	1.7	3.7	74.1
	14001-16000	1	1.7	3.7	77.8
	18001-20000	2	3.4	7.4	85.2
	>20000	4	6.8	14.8	100.0
	Total	27	45.8	100.0	
Missing	System	32	54.2		
Total		59	100.0		

Over two-thirds (68.0%) of responding ECDs expect to have less than \$50,000.00 in other expenses (see table 43). The minimum amount anticipated for other expenses is \$1,800.00. However, the maximum amount expected is \$767,000.00. The average amount is \$95,148.16.

Table 43. Other Expenses

Other Expenses					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	7	11.9	28.0	28.0
	10001-20000	4	6.8	16.0	44.0
	20001-30000	1	1.7	4.0	48.0
	30001-40000	1	1.7	4.0	52.0
	40001-50000	4	6.8	16.0	68.0
	50001-60000	1	1.7	4.0	72.0
	60001-70000	2	3.4	8.0	80.0
	80001-90000	1	1.7	4.0	84.0
	90001-1000000	1	1.7	4.0	88.0
	100001-2000000	1	1.7	4.0	92.0
	>500000	2	3.4	8.0	100.0
	Total	25	42.4	100.0	
Missing	System	34	57.6		
Total		59	100.0		

Twenty-four (40.7%) of all of the ECDs who responded to the survey expect to have a surplus in 2007-2008 (see table 44). Thirteen (21%) anticipate have a budget deficit in 2007-2008 (see table 45). Three-fourths (25.0%) expect to have a surplus of up to \$20,000.00 and over one-half (58.3%) expect to have at least a \$50,000.00 surplus. The smallest surplus anticipated is \$696.00 and the largest is \$350,000.00. On average, these 24 ECDs expect to have an average \$80,790.28 surplus in 2007-2008.

Almost one-third (30.8%) of those expecting to have a budget deficit in 2007-2008 anticipate to be lacking less than \$10,000.00. Almost two-thirds (61.5%) expect to have a budget deficit less than \$50,000.00. The greatest deficit expected is \$687,713.00 and the least is \$2,500.00 from these thirteen ECDs. On average, it is expected that the deficit amount will be \$97,205.21.

Table 44. 2007-2008 Surplus

Expected Surplus 2007-2008					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	3	5.1	12.5	12.5
	10001-20000	3	5.1	12.5	25.0
	20001-30000	4	6.8	16.7	41.7
	30001-40000	3	5.1	12.5	54.2
	40001-50000	1	1.7	4.2	58.3
	50001-60000	2	3.4	8.3	66.7
	60001-70000	2	3.4	8.3	75.0
	100001-200000	2	3.4	8.3	83.3
	200001-300000	3	5.1	12.5	95.8
	300001-400000	1	1.7	4.2	100.0
	Total	24	40.7	100.0	
Missing	System	35	59.3		
Total		59	100.0		

Table 45. 2007-2008 Deficit

Expected Deficit 2007-2008					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	4	6.8	30.8	30.8
	30001-40000	2	3.4	15.4	46.2
	40001-50000	2	3.4	15.4	61.5
	50001-60000	2	3.4	15.4	76.9
	80001-90000	1	1.7	7.7	84.6
	100001-200000	1	1.7	7.7	92.3
	>500000	1	1.7	7.7	100.0
	Total	13	22.0	100.0	
Missing	System	46	78.0		
Total		59	100.0		

As table 46 shows, over one-fifth of respondents reported having more than \$100,000.00 remaining in building, contingency, emergency, and other funds. Almost one-fourth (23.7%) have balances of over \$500,000.00 in these funds. The lowest balance in these funds is \$6,000.00 and the highest is \$6,545,000.00. The average balance is \$581,035.45.

Table 46. Fund Balances

Total fund balances in building, contingency, emergency, etc. funds.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	1	1.7	2.7	2.7
	20001-30000	1	1.7	2.7	5.4
	40001-50000	1	1.7	2.7	8.1
	50001-60000	1	1.7	2.7	10.8
	80001-90000	1	1.7	2.7	13.5
	90001-100000	2	3.4	5.4	18.9
	100001-200000	6	10.2	16.2	35.1
	200001-300000	4	6.8	10.8	45.9
	300001-400000	3	5.1	8.1	54.1
	400001-500000	3	5.1	8.1	62.2
	>500000	14	23.7	37.8	100.0
	Total	37	62.7	100.0	
Missing	System	22	37.3		
Total		59	100.0		

9-1-1 Network and Database

Phone Lines

Less than half (44.2%) of the responding ECDs serve fewer than 10,000 residential phone lines. However, more than one-third (34.6%) provide service to more than 20,000 residential phone lines (see table 47). As table 48 shows, among ECDs that charge a set amount for emergency service on residential phone lines, most (90.7%) charge less than \$2.00 and over one-fourth (25.9%) charge less than \$1.00. Five (8.5% of all ECDs) charge a fee of 5% for residential telephone emergency service.

Table 47. Residential Lines Served

Total number of residential phone lines served by your ECD.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	1	1.7	1.9	1.9
	2001-4000	6	10.2	11.5	13.5
	4001-6000	7	11.9	13.5	26.9
	6001-8000	5	8.5	9.6	36.5
	8001-10000	4	6.8	7.7	44.2
	10001-12000	4	6.8	7.7	51.9
	14001-16000	3	5.1	5.8	57.7
	16001-18000	3	5.1	5.8	63.5
	18001-20000	1	1.7	1.9	65.4
	>20000	18	30.5	34.6	100.0
	Total	52	88.1	100.0	
Missing	System	7	11.9		
Total		59	100.0		

Table 48. Residential Charges (Dollars)

Amount (dollar) of Emergency Telephone Service Charge per residential phone line.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<.50	1	1.7	1.9	1.9
	.51-1.00	14	23.7	25.9	27.8
	1.01-1.50	10	16.9	18.5	46.3
	1.51-2.00	24	40.7	44.4	90.7
	2.01-2.50	2	3.4	3.7	94.4
	3.01-3.50	2	3.4	3.7	98.1
	4.01-4.50	1	1.7	1.9	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		

As shown in table 49, over one-third (35.3%) of responding ECDs provide service to fewer than 2,000 business phone lines. Less than one-fifth (19.6%) serve over 10,000 business phone lines. As table 50 indicates, slightly more than one-third (36.5%) ECDs that have a dollar amount set for business service charge less than \$2.00 and only one (1.9%) charge less than \$1.00. Six (10.2% of all ECDs) charge a fee of 5% for residential telephone emergency service.

Table 49. Business Lines Served

Total number of business phone lines served by your ECD					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<2000	18	30.5	35.3	35.3
	2001-4000	10	16.9	19.6	54.9
	4001-6000	8	13.6	15.7	70.6
	6001-8000	2	3.4	3.9	74.5
	8001-10000	3	5.1	5.9	80.4
	10001-12000	2	3.4	3.9	84.3
	12001-14000	1	1.7	2.0	86.3
	16001-18000	2	3.4	3.9	90.2
	18001-20000	1	1.7	2.0	92.2
	>20000	4	6.8	7.8	100.0
	Total	51	86.4	100.0	
Missing	System	8	13.6		
Total		59	100.0		

Table 50. Business Charges (Dollars)

Amount (in dollars) of Emergency Telephone Service Charge per business phone line.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<.50	1	1.7	1.9	1.9
	1.01-1.50	2	3.4	3.8	5.8
	1.51-2.00	19	32.2	36.5	42.3
	2.01-2.50	14	23.7	26.9	69.2
	2.51-3.00	8	13.6	15.4	84.6
	3.01-3.50	6	10.2	11.5	96.2
	4.01-4.50	2	3.4	3.8	100.0
	Total	52	88.1	100.0	
Missing	System	7	11.9		
Total		59	100.0		

Annual Calls

Table 51 illustrates that over half (50.9%) of ECDs receive over 20,000 9-1-1 calls annually. Four (7.5%) receive over 100,000 9-1-1 calls each year. Over one-third (64.8%) of responding ECDs reported that cellular calls comprise of over 50% of their 9-1-1 received calls. Five (9.3%) receive almost all (at least 71%) calls from cell phones (see table 52).

Table 51. Annual 9-1-1 Calls

Total annual 9-1-1 calls received.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10000	13	22.0	24.5	24.5
	10001-20000	13	22.0	24.5	49.1
	20001-30000	9	15.3	17.0	66.0
	30001-40000	3	5.1	5.7	71.7
	40001-50000	3	5.1	5.7	77.4
	50001-60000	2	3.4	3.8	81.1
	60001-70000	1	1.7	1.9	83.0
	70001-80000	3	5.1	5.7	88.7
	80001-90000	1	1.7	1.9	90.6
	90001-1000000	1	1.7	1.9	92.5
	100001-200000	4	6.8	7.5	100.0
	Total	53	89.8	100.0	
Missing	System	6	10.2		
Total		59	100.0		

Table 52. Percentage of Calls from Cell Phones

Percentage of cell phone calls to 9-1-1.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10	1	1.7	1.9	1.9
	11-20	3	5.1	5.6	7.4
	31-40	4	6.8	7.4	14.8
	41-50	11	18.6	20.4	35.2
	51-60	16	27.1	29.6	64.8
	61-70	14	23.7	25.9	90.7
	71-80	5	8.5	9.3	100.0
	Total	54	91.5	100.0	
Missing	System	5	8.5		
Total		59	100.0		