



## STATE 9-1-1 COORDINATION BOARD

DEPARTMENT OF PUBLIC SAFETY

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### 911 Coordination Board Funding Allocation Plan for South Dakota PSAP Overview

The South Dakota 911 Coordination Board has funding available to support priorities outlined in the *South Dakota PSAP Efficiency Study Report*. This plan prioritizes initiatives that address operational inefficiencies, staffing shortages, technological disparities, and stakeholder concerns, leveraging the state's NG911 system and State Radio Communications (SRC) infrastructure for maximum impact.

The recommendations are drawn from Section 42 of the report and are prioritized based on feasibility, cost-effectiveness, and alignment with the state's goals for a resilient, efficient 911 system.

Funding allocations will be prioritized based on the Board's current and projected budget, with consideration for alignment with Next Generation 911 (NG911) projects and other strategic priorities.

Awards will be determined by the 911 Coordination Board based on the availability of funds and the potential impact on enhancing emergency response capabilities across all South Dakota's PSAPs.

Sincerely,

Chairperson Kelly Serr  
South Dakota 911 Coordination Board

## Funding Priorities

### 1. Technology Efficiency Priorities

**Objective:** Enhance interoperability and reduce operational costs through standardized technology platforms.

#### A. PSAPs Connection to SRC Core or use technology solutions to integrate radios at supported systems.

- **Action**
  - Allocate funds to establish direct connections to the State Radio Communications System (SRC) core for consolidated PSAPs, eliminating radio interference and expanding service capacity for distant jurisdictions.
    - PSAP's whose current radio systems are out of date or need significant investment to increase interoperability/cover larger geographic area.
    - Allocate funds to connect PSAP radio systems using available technology, enabling integration, redundancy, and interoperability between locations.
    - PSAP's who already have systems capable of "interconnection" or whose systems can be upgraded (options added) to connect their current radio systems.
- **Rationale:** PSAPs operate on separate radio platforms, causing inefficiencies and delays. Radio interoperability will enhance multi-agency coordination.
  - 6 PSAP's currently use Motorola direct connect (wireline) radio systems (Pennington ESCC, Sioux Falls Metro, Watertown, Lawrence County, Spearfish and Pierre CSDC). Additionally, two non-911 centers using this technology are DPS Huron State Radio and Wildland Fire.
  - 14 PSAP's use Zetron Max Dispatch consoles which have technology available to increase interoperability.
  - NCRC Mobridge, Brown, Marshall and Roberts use Telex C-soft
  - Spink/Faulk, Winner Regional, Charles Mix/Douglas are consolidated centers with limited interoperability options and face challenges in seamless system integration
- **Impact:** Improves communication reliability, reduces interference, and supports consolidation efforts. Interconnected radio systems would allow for virtual consolidation. PSAP's with interconnected radio and paging systems could back each other up with full functionality to dispatch and communicate with responding agencies in neighboring PSAP areas. Full functionality would allow for schedule sharing (2-person rule), back-up during peak incidents and redundancy in case of facility failures. Ex. Fall River and Custer PSAP's.

#### B. CAD interoperability, CAD to CAD and interoperability solutions.

- **Action**
  - Assist in funding CAD implementation, CAD to CAD solutions and enhance interoperability of CAD systems via CAD to CAD or other technology solutions that offer dispatch information sharing.

- **Rationale:** 82% of PSAPs already use CAD systems that have potential for interoperability, but 18% lack this capability, limiting coordination during multi-jurisdictional incidents. Current CAD systems are siloed within a few agencies. Agencies in specific areas do share CAD systems however it is not a consistent application.
- **Impact:** Enhances interoperability, reduces administrative overhead, and supports regional collaboration. Reduces redundant radio and phone traffic, expedites information to response agencies.

## 2. Workforce Development

- **Objective**
  - Address staffing shortages and high vacancy rates to ensure consistent service delivery.
- **Recruitment and Retention**
  - **Action:** Assist with funding to PSAPs with vacancy rates  $\geq 20\%$  for recruitment campaigns, wellness programs, and retention incentives.
  - **Rationale:** Vacancy rates as high as 42.86% strain operations and increase burnout. Stabilize staffing in high-need PSAPs.
  - **Impact:** Reduces turnover, improves morale, and ensures adequate staffing for emergency response.
- **Recruitment Pipeline Development**
  - **Action:** Fund partnerships with South Dakota high schools and community colleges to develop telecommunicator certification programs, targeting rural and urban PSAPs with high vacancy rates.
  - **Rationale:** Creating career pipelines addresses long-term staffing shortages, particularly in rural areas with limited labor pools.
  - **Impact:** Builds a sustainable workforce, reducing reliance on wage wars and external hiring.
- **Professional Development Programs**
  - **Action:** Enhance statewide training programs for telecommunicators, including leadership, technical, and financial specialist tracks.
  - **Rationale:** Training enhances skills and retention, addressing stakeholder concerns about consolidation-related skill gaps.
  - **Impact:** Improves telecommunicator performance and supports career advancement.

### 3. Physical, Co-Location and Virtual Consolidation

- **Objective**
  - Support regional hubs and shared facilities to optimize resources while preserving local autonomy.
- **Consolidation of PSAPs**
  - **Action:** Provide assistance for PSAPs to merge, covering necessary equipment or facility upgrades, staff training, and transition costs.
  - **Rationale:** PSAPs with low call volumes and high costs per call benefit from economies of scale through consolidation.
  - **Impact:** Reduces operational redundancies, lowers costs, and enhances service delivery in rural areas.
- **Shared Facilities for Resource Optimization**
  - **Action:** Fund co-location projects for PSAPs to share facilities while maintaining operational independence. Support of effort could also include “dark” back-up sites being removed from requirements in favor of re-locating to a neighboring PSAP if interoperability technology is in place.
  - **Rationale:** Co-location reduces facility costs and fosters collaboration without requiring full consolidation, addressing stakeholder concerns about local control.
  - **Impact:** Optimizes resource utilization and improves interoperability.
- **Virtual Consolidation**
  - **Action:** Support jurisdictions in consolidation or technology upgrades, covering initial costs.
  - **Rationale:** Financial barriers prevent smaller PSAPs from participating in increase of efficiency or consolidation efforts. Help ensure equitable access to improvements.
  - **Impact:** Reduces financial strain and encourages participation in consolidation.

### 4. Funding and Program Support

- **Objective**
  - Ensure financial sustainability and incentivize performance improvements.
- **Performance-Based Incentives**
  - **Action:** Offer incentives to PSAPs meeting or exceeding NENA call-answer standards (90% ≤15 sec, 95% ≤20 sec) and KPI benchmarks from Efficiency Study.
  - **Rationale:** Incentives reward high-performing PSAPs and encourage others to improve.
  - **Impact:** Drives continuous improvement and aligns with state goals.

## Operational and Strategic Planning

**Objective:** Enhance coordination and leverage existing infrastructure for long-term resilience.

- **Formalized Mutual Aid Agreements**
  - **Action:** Fund the development of formalized mutual aid agreements to improve cross-jurisdictional coordination to improve interoperability.
  - **Rationale:** Formal agreements enhance coordination during multi-jurisdictional incidents, addressing stakeholder concerns about service gaps.
  - **Impact:** Strengthens regional collaboration and service reliability. Provides legal and administrative support across PSAPs.
- **Stakeholder Engagement**
  - Engage the 911 Coordination Board, PSAP administrators, and local leaders to ensure alignment with community needs.
  - Conduct regular progress reviews to address concerns about local autonomy and geographic knowledge.
  - Use data-driven metrics (e.g., KPI scores, call-answer times) to track improvements and maintain transparency.

### Conclusion

This funding allocation plan prioritizes technological and workforce improvements to address immediate operational challenges while laying the foundation for sustainable efficiency improvements and locally driven consolidation.

By leveraging South Dakota's NG911 system and State Radio Communications infrastructure, the plan ensures cost-effective, impactful investments that enhance service delivery and resilience across the state's 911 system.

## Exhibit A

Purchased items should meet the below minimum criteria and must be a qualifying expense under SDCL 34-45 and ARSD 51:02:04. Funding to local governments will be reported on the annual financial report as required in 50:02:04:07.

- Radios or any equipment must be used within the PSAP (Public Safety Answering Point)
- Must be directly related to dispatching a call
- Radios or equipment purchased should help improve interoperability with other agencies or CAD programs
- Radios or any equipment must spend their entire service life within the PSAP. Projects receiving funding will be completed in 1 year. Requests for extension must be made to the South Dakota State 911 Coordinator for approval by the South Dakota 911 Coordination Board.

### Conditions of Award

1. **Recipient Agency** will utilize funding approved by the South Dakota 911 Coordination Board to purchase eligible equipment identified in the application. Due to limited funding provided, awardees may prioritize their purchases. Exhibit B will be completed to request funds.
2. **Procurement of Materials and Equipment.** Recipient will not use State equipment, supplies or facilities.
3. **Reimbursement Deadline.** Reimbursement requests for funds for the must be submitted no later than one year after approval. Requests for extension must be made to the South Dakota State 911 Coordinator for approval by the South Dakota 911 Coordination Board.
4. **Reimbursement Requirements.** The State will reimburse the Public Safety Answering Point (PSAP) upon completion of the attached Reimbursement Request Form, Exhibit C, and receiving an invoice for the purchase of the approved expenditure. Reimbursement is based on actual expenses. The PSAP will produce proof of payment upon request.
5. **Point of Contact.** The Point of Contact, as specified on the signature page of this agreement, must be an employee of the recipient or the recipient's governing body.
6. **Record Retention.** Recipient will maintain its books and records in a manner that will provide the State with sufficient detail to review Recipient's receipts and expenditures relating to the funding. Recipient will make such records available for review by the State upon reasonable notice during the time period and for four years after the termination or expiration of this Agreement.
7. **Hold Harmless.** The recipient agrees to hold harmless and indemnify the State of South Dakota, its officers, agents, and employees, from and against any and all actions, suits, damages, liability or other proceedings which may arise as the result of performing services hereunder. This section does not require agency to be responsible for or defend against claims or damages arising solely from errors or omissions of the State, its officers, agents or employees.

## State of South Dakota Funding Recipient Attestation

1. By completing this form, Exhibit B, you, the recipient attest to meeting the following requirements per SDCL 1-56-10:
  - a. A conflict of interest policy is enforced within the recipient's organization;
  - b. The Internal Revenue Service Form 990 (if the department is a non-profit) has been filed, if applicable, in compliance with federal law, and is displayed immediately after filing on the recipient's website;
  - c. An effective internal control system is employed by the recipient's organization; and
  - d. If applicable, the recipient is in compliance with the federal Single Audit Act, in compliance with § 4-11-2.1, and audits are displayed on the recipient's website.
2. By entering into this Agreement, recipient certifies and agrees that it has not refused to transact business activities, it has not terminated business activities, and it has not taken other similar actions intended to limit its commercial relations, related to the subject matter of this Agreement, with a person or entity that is either the State of Israel, or a company doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel to do business, or doing business in the State of Israel, with the specific intent to accomplish a boycott or divestment of Israel in a discriminatory manner. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to terminate this Agreement. Recipient further agrees to provide immediate written notice to the State if during the term of this Agreement it no longer complies with this certification and agrees such noncompliance may be grounds for termination of this Agreement.
3. Recipient (i) understands neither a state legislator nor a business in which a state legislator has an ownership interest may be directly or indirectly interested in any contract with the State that was authorized by any law passed during the term for which that legislator was elected, or within one year thereafter, and (ii) has read South Dakota Constitution Article 3, Section 12 and has had the opportunity to seek independent legal advice on the applicability of that provision to this Agreement. By signing this Agreement, recipient hereby certifies that this Agreement is not made in violation of the South Dakota Constitution Article 3, Section 12.
4. Recipient certifies and agrees that the following information is correct: The bidder or offeror is not an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates, of those entities or business associations, regardless of their principal place of business, which is ultimately owned or controlled, directly or indirectly, by a foreign parent entity from, or the government of, the People's Republic of China, the Republic of Cuba, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Russian Federation, or the Bolivarian Republic of Venezuela. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the purchasing agency to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response, and further would be cause to suspend and debar a business under SDCL § 5-18D-12. The successful bidder or offeror further agrees to provide immediate written notice to the purchasing agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination and would be cause to suspend and debar a business under SDCL § 5-18D12.



## PSAP Project Funding Application

Name of Project Location (physical address of where equipment is located/where funds will be used):

Project Description:

Project Funding Request Amount:

How does this project help work towards priorities outlined by the SD 911 Coordination Board.

Describe how this project addresses operational, efficiency or interoperability needs:

## PSAP Project Funding Application, continued

Does your agency have local funding available and can you sustain this project post grant funding?

What are the goals and objectives of the project?

Provide detail on the timeline for completion of the project, milestones, deliverables and dates:

Include any other information that may be helpful to support your project funding application, if any:

## Exhibit C



### PSAP PROJECT FUNDING REIMBURSEMENT REQUEST

PSAP Name:

Project Name:

Initial Allocation:

Amount Spent (to date):

Amount Remaining from original allocation:

Requested Amount:

Remittance Information:

Payment Code: 717-02

State 9-1-1 Coordinator Approval:

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Jason Husby, SD 9 -1-1 Coordinator

07/17/2025