

\*SOUTH DAKOTA\*



## STATE 9-1-1 COORDINATION BOARD

DEPARTMENT OF PUBLIC SAFETY

118 WEST CAPITOL AVENUE

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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 6 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 Priority 1: Technology Efficiency Priorities

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

### A. PSAPs Connection to SRC Core / Radio System Interconnection

Funding Strategy	<p>Allocate funds to:</p> <ul style="list-style-type: none"> <li>- Establish direct SRC core connections for consolidated PSAPs.</li> <li>- Integrate outdated radio systems or expand geographic coverage.</li> <li>- Connect PSAP radio systems using available technology, enabling integration, redundancy, and interoperability.</li> <li>- Upgrade compatible systems for interoperability and redundancy.</li> </ul>
Justification	<p>Many PSAPs operate on incompatible radio systems, leading to delays and inefficiencies. Improved interoperability supports better coordination during emergency responses.</p>
Current System Overview	<ul style="list-style-type: none"> <li>- 6 PSAPs use Motorola direct connect systems (Pennington ESCC, Sioux Falls Metro, Watertown, Lawrence County, Spearfish, Pierre CSDC).</li> <li>- 2 non-911 centers using Motorola: DPS Huron State Radio, Wildland Fire.</li> <li>- 14 PSAPs use Zetron Max Dispatch consoles, capable of improved interoperability.</li> <li>- NCRC Mobridge, Brown, Marshall, Roberts use Telex C-soft.</li> <li>- Spink/Faulk, Winner Regional, Charles Mix/Douglas have limited integration options.</li> </ul>
Expected Outcomes	<p>Improves communication reliability, reduces interference, and enables virtual consolidation. Enables backup dispatching and interoperability across jurisdictions, supports peak incident surge and system redundancy. Full functionality would allow for schedule sharing (2-person rule), back-up during peak incidents and redundancy in case of facility failures. Example: Fall River and Custer PSAPs sharing operations.</p>

### B. CAD Interoperability and CAD-to-CAD Solutions

Funding Strategy	<p>Assist in funding CAD system implementations and CAD-to-CAD technology that promotes cross-agency interoperability and information sharing.</p>
Justification	<p>82% of PSAPs have CAD systems with potential for interoperability, while 18% lack this capacity. Existing CAD systems are siloed, creating challenges during multi-jurisdictional incidents. Currently no consistency in shared CAD systems.</p>
Expected Outcomes	<p>Improves cross-agency collaboration, reduces duplicate communication efforts, expedites dispatching, and decreases radio/phone traffic during emergencies.</p>

## Funding Priority 2: Workforce Development

**Objective:** Mitigate staffing shortages and high vacancy rates to ensure consistent, high-quality emergency response services across South Dakota.

### Recruitment and Retention Support

Funding Strategy	Provide financial support to PSAPs with high vacancy rates.
Justification	High vacancy rates in some PSAPs create operational stress, increase burnout, and threaten continuity of services.
Expected Outcomes	<ul style="list-style-type: none"><li>- Reduced staff turnover</li><li>- Higher job satisfaction and morale</li><li>- More stable and reliable 911 call-taking and dispatch operations</li></ul>

### Recruitment Pipeline Development

Funding Strategy	Fund partnerships with high schools and community colleges to develop telecommunicator certification programs, targeting rural and urban PSAP's with higher vacancy rates.
Justification	Long-term workforce development reduces reliance on external hiring and builds a pipeline of qualified, local candidates.
Expected Outcomes	<ul style="list-style-type: none"><li>- Increased interest in 911 careers among students</li><li>- Sustainable staffing solutions, especially in rural communities</li><li>- Lower long-term vacancy rates</li></ul>

### Professional Development Programs

Funding Strategy	Enhance statewide training programs for telecommunicators, including leadership, technical, and financial specialist tracks.
Justification	Training enhances skills and retention, addressing stakeholder concerns about consolidation-related skill gaps.
Expected Outcomes	<ul style="list-style-type: none"><li>- Improve telecommunicator performance and supports career advancement.</li></ul>

## Funding Priority 3: Physical, Co-Location and Virtual Consolidation

**Objective:** Support regional hubs and shared facilities to optimize resources while preserving local autonomy.

### Consolidation of PSAPs

Funding Strategy	Provide assistance for PSAPs to merge, covering necessary equipment or facility upgrades, staff training, and transition costs.
Justification	PSAPs with low call volumes and high costs per call benefit from economies of scale through consolidation.
Expected Outcomes	Reduces operational redundancies, lowers costs, and enhances service delivery in rural areas.

### Shared Facilities for Resource Optimization

Funding Strategy	Fund co-location projects for PSAPs to share facilities while maintaining operational independence. Support may include removal of 'dark' backup site requirements if interoperability with neighboring PSAPs is established.
Justification	Co-location reduces facility costs and fosters collaboration without requiring full consolidation, addressing stakeholder concerns about local control.
Expected Outcomes	Optimizes resource utilization and improves interoperability.

### Virtual Consolidation

Funding Strategy	Support jurisdictions in consolidation or technology upgrades with covering initial costs.
Justification	Financial barriers prevent smaller PSAPs from participating in efficiency or consolidation efforts. This support ensures equitable access to improvements.
Expected Outcomes	Reduces financial strain and encourages participation in consolidation.

## Funding Priority 4: Funding and Program Support

**Objective:** Ensure financial sustainability and incentivize performance improvements.

### Performance-Based Incentives

Funding Strategy	Offer incentives to PSAPs meeting or exceeding NENA call-answer standards (90% ≤15 sec, 95% ≤20 sec) and KPI benchmarks from Efficiency Study.
Justification	Incentives reward high-performing PSAPs and encourage others to improve.
Expected Outcomes	Drives continuous improvement and aligns with state goals.

## Funding Priority 5: Operational and Strategic Planning

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

### Formalized Mutual Aid Agreements

Funding Strategy	Fund the development of formalized mutual aid agreements to improve cross-jurisdictional coordination and interoperability.
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Justification	Formal agreements enhance coordination during multi-jurisdictional incidents and address service gap concerns.
Expected Outcomes	Strengthens regional collaboration and service reliability and provides legal and administrative support across PSAPs.

### Stakeholder Engagement

Engagement Actions	Engage the 911 Coordination Board, PSAP administrators, and local leaders to align initiatives with community needs.
Implementation Strategy	<ul style="list-style-type: none"> <li>- Conduct regular progress reviews, address concerns related to local autonomy and geographic considerations.</li> <li>- Apply data-driven metrics like KPI scores and call-answer times to measure impact.</li> </ul>
Expected Outcomes	Maintains transparency, supports continuous improvement, and fosters local trust in state-led initiatives.

### Conclusion

The 911 Coordination Board’s Funding Allocation Plan provides a structured and strategic framework to guide investment in South Dakota’s PSAPs. Grounded in the findings and recommendations of the PSAP Efficiency Study, this plan prioritizes initiatives that address the most pressing challenges facing the state’s emergency communications infrastructure—from technology integration and workforce shortages to consolidation and long-term operational resilience.

By aligning funding decisions with measurable objectives and state-level priorities, the Board is committed to advancing interoperability, service quality, and fiscal responsibility. The plan supports both immediate improvements and long-term sustainability by enabling targeted investments that produce tangible results—such as enhanced system interoperability, reduced staff turnover, and more efficient use of shared resources.

This funding strategy reinforces the state’s commitment to ensuring reliable, equitable, and future-ready emergency services for all South Dakotans. Through ongoing stakeholder engagement, performance monitoring, and data-driven decision-making, the 911 Coordination Board will continue to ensure that resources are allocated where they can deliver the greatest public safety impact.

### 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.** 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):

Watertown Police Department - 128 N. Maple Street, Watertown, SD 57201

Project Description:

This grant request seeks funding to replace the four existing Motorola MCC-7500 dispatch consoles currently used in our communications center. These consoles are approaching 15 years of service and have reached their end-of-life cycle with Motorola. The MCC-7500 platform has been discontinued, and long-term support, replacement parts, and future software updates are becoming increasingly limited. Continuing to rely on aging and unsupported technology presents a growing risk to the reliability of our public safety communications.

Replacing these consoles with the Motorola CommandCentral AXS dispatch console system will provide our center with modern, secure, and fully supported communications technology. The CommandCentral AXS platform offers enhanced reliability, improved interoperability, and expanded capabilities that support the evolving needs we have in emergency communications. These improvements will ensure our dispatchers can effectively coordinate responses between law enforcement, fire, and EMS agencies.

Project Funding Request Amount:

**\$400,465.00 (if ordered before March 30, 2026)**

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

This project aligns with the recommendations outlined in the South Dakota PSAP Efficiency Study report by ensuring that our communications center continues to operate with modern, reliable dispatch technology. Replacing our aging consoles will allow us to maintain seamless connectivity to the State Radio Communications core and continue providing critical radio interoperability and redundancy throughout our region and across the entire state. Updating to a modern dispatch console platform will improve the reliability, stability, and long-term sustainability of radio communications within our communications center.

This upgrade will also enhance the speed and reliability of radio communications between dispatchers and first responders. A dependable and fully supported system ensures that responders receive dispatch information immediately, reducing potential delays in response and improving overall emergency response effectiveness.

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

This project will replace aging dispatch console infrastructure with modern, fully supported equipment that meets current public safety communications standards. Upgrading the system will ensure continued compatibility with statewide interoperable radio networks and future system upgrades supported by the South Dakota 911 Coordination Board. The project will also improve system reliability, reduce our current maintenance challenges, and ensure that telecommunicators have dependable tools to communicate with field responders during both routine calls and emergencies.

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

We currently do not have budgeted funds for this project. Once completed, we would have funds available through our regular budget process to sustain operations of this equipment. Our plan was to begin budgeting for this equipment in the next year or two however, with the incentive currently offered by Motorola, it makes sense to move it forward if possible.

What are the goals and objectives of the project?

The goal of this project is to strengthen and build upon the dependability of the state's existing radio system while ensuring our communications center can sustain reliable radio operations for many years to come. This project will replace four aging Motorola MCC-7500 dispatch consoles with the new Motorola CommandCentral AXS dispatch console platform as soon as possible.

The City of Watertown has already demonstrated its commitment to maintaining a modern and reliable communications infrastructure. In 2026 alone, the city invested more than \$30,000 to replace critical "back room" radio equipment that supports our dispatch operations. Replacing the dispatch consoles is the final component needed to complete these upgrades and ensure our communications center remains current with today's public safety radio communications technology.

By completing this project, our center will be equipped with modern, fully supported dispatch console technology that will enhance reliability, improve operational efficiency, and ensure continued compatibility with the statewide radio system.

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

If this grant is approved, I would immediately contact our vendor, Two-Way Solutions to begin the process of ordering and scheduling the installation of the equipment. The project completion date will depend on their availability to obtain the consoles and install them. We would work closely with them to ensure the project is completed as quickly and efficiently as possible.

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

The Watertown Police Department 911 Communications Center appreciates the work of the South Dakota 911 Coordination Board and its continued commitment to supporting public safety communications across the state. We sincerely appreciate the Board's consideration of this funding request.

The City of Watertown remains fully supportive of its 911 Communications Center and the critical services it provides to our community and regional partners. Our center is committed to continuing to provide reliable emergency and non-emergency dispatch services for many years to come. This project represents an important step in ensuring that we can maintain modern, dependable communications infrastructure to support our responders and the citizens we serve.

Thank you for your time and consideration of this grant request.

Name of Applicant or contact person

Troy M. VanDusen

Name of Agency Administrator

Tim Toomey, Chief of Police

Signature of Applicant (if not Agency Administrator)

Date

03/18/2026

Signature of Agency Administrator

Date

Agency contact information (name, address, phone number, tax payer ID)

Troy M. VanDusen, Communications Manager  
Watertown Police Department  
128 N. Maple Street  
Watertown, South Dakota 57201  
(605) 882-6210

## 9-1-1 PSAP PROJECT FUND REIMBURSEMENT REQUEST FORM

<b>Agency:</b>	Watertown Police Dept.	<b>Final Request (Y or N):</b>	
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<b>TAX Payer ID #</b>	<b>Award #</b>
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	Approved Budget	Previous Claim	Current Claim	Total Claimed	Grant Balance
<b>Project Request</b>				-	-

**Current Claim Detail:**

Vendor	Description	Amount
<b>Total Amount to Reimburse - Current Claim</b>		

**Please attach the following backup documentation:**

<input type="checkbox"/>	[ ]	Copy of the invoice paid
<input type="checkbox"/>	[ ]	Copy of the check/proof of payment

I declare and affirm under the penalties of perjury that this claim has been examined by me, and to the best of my knowledge and belief is in all things true and correct.

Claimant - Signature	Date
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Submit or Email Reimbursement Request to:

Jason Husby, 9-1-1 Coordinator  
118 W. Capitol Ave  
Pierre, SD 57501  
C: 605.900.7198; P: 605.773.3264  
[jason.husby@state.sd.us](mailto:jason.husby@state.sd.us)

**For State use only**

Approved by:	Date:
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Funding Source:	717-01	Amount:
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