

**Bartholomew County  
Emergency Operations Center**

131 S. Cherry Street  
Columbus, Indiana 47201

Ed Reuter  
Director

Phone (812) 379-1551 \* Fax (812) 379-1564

Julie Pierce  
Deputy Director

September 11, 2011

Dear Senator/State Representative  
District

This is a follow-up letter I mailed to several State Representatives and Senators last year in regards to the declining 911 surcharge revenues that continue to decrease at an alarming rate. I realize it is a very complicated issue to develop a comprehensive plan to assist with the funding of local PSAPs (Public Safety Answering Points); as well as how to distribute the revenues. It is my hope that the funding issues will at least be addressed and that a plan of action can be initiated in the upcoming General Assembly. There has been a lot of discussion in the past about this issue however it never gets "off the ground". This is not just a Bartholomew County issue, it is occurring all across the state and country.

The purpose of this letter is to once again reinforce a need to seek parity between wire line and wireless callers as well as all other methods of how citizens call 911. In Bartholomew County our Public Safety Answering Point (PSAP) receives approximately 36,000 emergency 911 calls and over 150,000 administrative calls into our center every year. We are also responsible for dispatching to 22 public safety agencies for the 76,000 citizens living within our county. INDOT also reports that I-65 carries approximately 40,000 vehicles per day in Bartholomew County.

Our telephone records indicate 72% of the emergency 911 calls are by wireless or pre-paid callers. During major events or when adverse weather conditions exist, this percentage increases to approximately 80%.

To best illustrate the decline in wire line numbers in our area would be to examine the white pages in the Columbus telephone directory. In 2009 our telephone directory had 185 white pages, for 2010 we had 174 white pages, and in 2011 we have 66 white pages. Yes, I do realize there are other factors as to why the wire lines are dropping; however the primary reason is due to the declining number of home owners discontinuing their wire lines telephones. At a July 20, 2011 public Wireless Board Meeting a consultant indicated during their presentation to the Board, that less than 7% of the population will possess a wire line telephone by the year 2015.

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Bartholomew County surcharge is \$1.84 and the state wireless surcharge is \$.50 while pre-paid is \$.25. Over a 10 year period Bartholomew County had very little change in how much our local government was funding our PSAP. In 2011 we had a 35% increase of local funding to support our center while for our 2012 budget will increase an additional 12%. I realize that local governments cannot rely on surcharge monies to fully fund the operations centers. However, with the rapid growth of cellular telephones and other technologies, there is a need to seek parity and balance the surcharge fees.

When our center was established in 2001, no one could have imagined that wire line telephones would diminish the way they have and that cellular and pre-paid telephone would take over the wire line usage. PSAP Centers process a wire line call the same way as we do a cellular or pre-paid call.

State Law is mandating that all counties must not have more than two PSAP centers in operation unless there is a University or Airport by December 31, 2014. This will be a very challenging task for those counties who already have other budget crisis issues. We are fortunate in Bartholomew County that our City and County government leaders had the foresight eleven years ago to consolidate our dispatch centers. Our local government leaders put politics aside and made difficult decisions to make this Emergency Operations 911 Center a reality. At that time surcharge money was not the issue it is today.

With the current economic times, I continue to hear how we should do more with less. In some segments of government this may be true; however, PSAP centers are an intricate part of public safety. Dispatchers are highly trained and skilled individuals who are the First-First Responders that must be on duty 24 hours a day 7 days a week, 365 days a year to send the help when called upon. None of us can afford to "short cut" the initial steps of public safety when it comes to providing emergency services for our citizens and travelers through our state.

I respectfully request that you consider and support the necessary steps it will take to support parity for all technologies capable of calling 911.

Thank you for your service to the State of Indiana.



Edward A. Reuter,  
Director

## AT&T Wireline Revenues Bartholomew County

4 <sup>th</sup> (2009) <small>1-11-10</small>	1 <sup>st</sup> (2010) <small>4-12-10</small>	2 <sup>nd</sup> (2010) <small>7-12-10</small>	3 <sup>rd</sup> (2010) <small>10-13-10</small>	4 <sup>th</sup> (2010) <small>1-13-11</small>	1 <sup>st</sup> (2011) <small>4-12-11</small>
\$133,543.81	\$130,742.41	\$127,251.73	\$122,714.15	\$118,968.29	\$114,349.54
	(\$2,801.40)	(\$3,490.68)	(\$4,537.58)	(\$3,745.86)	(\$4,618.75)



2<sup>ND</sup> (2011)  
 \$ 111,016.34  
 (\$ 3333.20)

E911 Center Revenue		4th Qtr 2010	1st Qtr 2011	2nd Qtr 2011	3rd Qtr 2011	4th Qtr 2011	1st Qtr 2012	2nd Qtr 2012	3rd Qtr 2012	
Estimated										
531 AT&T		\$118,968.29	\$114,349.54	\$110,549.54	\$106,749.54	\$102,949.54	\$99,149.54	\$95,349.54	\$91,549.54	\$388,998.16
532 State Wireless		\$60,482.00	\$60,482.00	\$60,482.00	\$60,482.00	\$60,482.00	\$60,482.00	\$60,482.00	\$60,482.00	\$241,928.00
531 Local Providers		\$47,480.00	\$45,061.24	\$42,561.00	\$40,061.00	\$37,561.00	\$35,061.00	\$32,561.00	\$30,061.00	\$135,244.00
	Actual									
				Estimate Begins						
Total		\$226,930.29	\$219,892.78	\$213,592.54	\$207,292.54	\$200,992.54	\$194,692.54	\$188,392.54	\$182,092.54	\$766,170.16
								Revenues 531	Wire line Est.	\$524,242.16
								Revenues 532	Wireless Est.	\$241,928.00

Date	Total	Admin	911	Wireline	Wireless	TTY	Abandoned
30-Jun-2011	386	275 (71.2%)	111 (28.8%)	26 (23.4%)	85 (76.6%)	0 (0.0%)	11 (9.9%)
01-Jul-2011	456	322 (70.6%)	134 (29.4%)	33 (24.6%)	101 (75.4%)	0 (0.0%)	15 (11.2%)
02-Jul-2011	397	276 (69.5%)	121 (30.5%)	23 (19.0%)	98 (81.0%)	0 (0.0%)	11 (9.1%)
03-Jul-2011	379	234 (61.7%)	145 (38.3%)	36 (24.8%)	109 (75.2%)	0 (0.0%)	17 (11.7%)
04-Jul-2011	354	215 (60.7%)	139 (39.3%)	44 (31.7%)	95 (68.3%)	0 (0.0%)	16 (11.5%)
05-Jul-2011	390	286 (73.3%)	104 (26.7%)	32 (30.8%)	72 (69.2%)	0 (0.0%)	12 (11.5%)
06-Jul-2011	451	305 (67.6%)	146 (32.4%)	43 (29.5%)	103 (70.5%)	0 (0.0%)	19 (13.0%)
07-Jul-2011	371	260 (70.1%)	111 (29.9%)	34 (30.6%)	77 (69.4%)	0 (0.0%)	15 (13.5%)
08-Jul-2011	377	251 (66.6%)	126 (33.4%)	32 (25.4%)	94 (74.6%)	0 (0.0%)	11 (8.7%)
09-Jul-2011	358	215 (60.1%)	143 (39.9%)	25 (17.5%)	118 (82.5%)	0 (0.0%)	15 (10.5%)
10-Jul-2011	249	162 (65.1%)	87 (34.9%)	19 (21.8%)	68 (78.2%)	0 (0.0%)	8 (9.2%)
11-Jul-2011	384	259 (67.4%)	125 (32.6%)	34 (27.2%)	91 (72.8%)	0 (0.0%)	15 (12.0%)
12-Jul-2011	377	263 (69.8%)	114 (30.2%)	24 (21.1%)	90 (78.9%)	0 (0.0%)	8 (7.0%)
13-Jul-2011	419	286 (68.3%)	133 (31.7%)	37 (27.8%)	96 (72.2%)	0 (0.0%)	14 (10.5%)
14-Jul-2011	441	290 (65.8%)	151 (34.2%)	30 (19.9%)	121 (80.1%)	0 (0.0%)	12 (7.9%)
15-Jul-2011	444	276 (62.2%)	168 (37.8%)	30 (17.9%)	138 (82.1%)	0 (0.0%)	15 (8.9%)
16-Jul-2011	337	226 (67.1%)	111 (32.9%)	24 (21.6%)	87 (78.4%)	0 (0.0%)	6 (5.4%)
17-Jul-2011	375	244 (65.1%)	131 (34.9%)	30 (22.9%)	101 (77.1%)	0 (0.0%)	15 (11.5%)
18-Jul-2011	428	328 (76.6%)	100 (23.4%)	22 (22.0%)	78 (78.0%)	0 (0.0%)	10 (10.0%)
19-Jul-2011	48	32 (66.7%)	16 (33.3%)	3 (18.8%)	13 (81.2%)	0 (0.0%)	1 (6.3%)
<b>Total</b>	<b>73075</b>	<b>52298 (71.6%)</b>	<b>20777 (28.4%)</b>	<b>5694 (27.4%)</b>	<b>15083 (72.6%)</b>	<b>0 (0.0%)</b>	<b>2297 (11.1%)</b>

TOTALS  
 call of  
 AS  
 8/10/11

# OF  
 all calls

cell  
 +  
 pre-paid

Columbus  
RESIDENCE WHITE PAGES

2011 66

YOUNG-ZZ

Table listing residents under the name range YOUNG-ZZ, including names like YOUNG Linda, YOUNG Julia, and YOUNGMAN Barbara.

Table listing residents under the name range Z, including names like ZARING C, ZEARING Stacy, ZEBELL Charles, and ZIEGLER B.

Table listing residents under the name range ZIEGLER to ZZ, including names like ZIEGLER L, ZIMMERMAN C, ZIMMERMAN M, and ZUCKSCHWERDT C.

Table listing residents under the name range ZAHARAKO B to ZAPPE A, including names like ZAHARAKO B, ZAHARAKO Ted, and ZAKARIAN Linda.

Table listing residents under the name range ZHU QI to ZIEGLER Gary.

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ZEIHER-ZYROMSKI

RESIDENCE WHITE PAGES

2010 174

Table listing residents under the name range ZEIHNER RICK to ZELNER Donna.

Table listing residents under the name range ZIENIEWICZ Nicole to ZIEGLER B.

Table listing residents under the name range ZILLMAN J to ZUCKSCHWERDT C.

184 185 2009

RESIDENCE WHITE PAGES

ZIKE-ZWIS!

Table listing residents under the name range ZIKE Robert to ZIMMERMANN C.

Table listing residents under the name range ZINKAN Robert to ZORNES Angela.

Table listing residents under the name range ZUCH Lorene to ZWIFSI Fran.