

911 Center Funding Audit Follow-Up

Objective: Determine if City management implemented the one recommendation made in an earlier report, 911 Center Funding Audit (Project# 2018-05).

What Was Found

Prior Finding #1: Management should work with the City of Bowling Green Board of Commissioners to request Warren County to consider revising the 911 landline fee rate or structure.

Status: Not Implemented

The City has taken steps to ensure that the full amount of the existing revenue is forwarded from Warren County, and we are directly reviewing and paying associated phone costs. However, no updates to the fee structure or source have occurred since November 1993, when Municipal Order No. 93-274 set a rate of \$0.68.

The City does not have the authority to change the fee structure directly, as it falls under Warren County Government authority. The City's 911 Center is the established Public Safety Answering Point (PSAP) for Warren County and is responsible for dispatching City police, fire, animal control, Warren County fire calls and is the initial intake point for all 911 related calls within Warren County and will transfer to any appropriate agency as needed.

This outdated funding source continues to decrease which places more burden on the City's General Fund (GF). Actual funding from the Warren County landline fee according to the Department of Finance records shows that in the past decade, the annual revenues dropped from \$151,701.39 in 2012 to \$77,129.65 in 2022. During the same timeframe, GF subsidy to operate the PSAP increased from \$1,027,488.21 to \$1,849,068.70 for a total of \$15,104,296.46.

The following graph shows the trend in GF subsidy to the PSAP compared to the State wireless and County landline funding.

Attached to this is a summary of the 2022 PSAP Survey results from the Kentucky 911 Services Board.

