

NORTH CAROLINA GENERAL ASSEMBLY

LEGISLATIVE FISCAL NOTE

BILL NUMBER: SB 589 (1st Edition)

SHORT TITLE: Establish 311 System / 911 Funds

SPONSOR(S): Sen. Dannelly

FISCAL IMPACT					
	Yes (X)	No ()	No Estimate Available ()		
	<u>FY 2001-02</u>	<u>FY 2002-03</u>	<u>FY 2003-04</u>	<u>FY 2004-05</u>	<u>FY 2005-06</u>
REVENUES					
General Fund					* No General Fund Impact *
Charlotte 911 Fund					* See Assumptions and Methodology *
EXPENDITURES					
General Fund					* No General Fund Impact *
Charlotte 911 Fund					* See Assumptions and Methodology *
PRINCIPAL DEPARTMENT(S) & PROGRAM(S) AFFECTED:	Charlotte 911 Fund.				
EFFECTIVE DATE:	When it becomes law.				

BILL SUMMARY: The bill allows the City of Charlotte to use a portion of the funds raised through a 911 surcharge to support a 311 system.

ASSUMPTIONS AND METHODOLOGY: Both the Federal Communications Commission (FCC) and the North Carolina Public Utilities Commission have designated “911” as a universal telephone number for emergencies. The number “411” is used for directory assistance. The telephone number “711” is used for the hearing impaired. These numbers are used consistently throughout the state.

Three other numbers have been set aside by the FCC for special use nationwide. These include “211” for United Way references (runaway programs, etc.), “311” for non-emergency police calls, and “511” for Department of Transportation traffic information. (311 service is generally used to divert non-emergency calls away from overloaded 911 call centers while maintaining customer service). At this point the staff of the utilities commission is not aware of any North Carolina community using “311” or “511” dialing.

While no North Carolina community is currently using “211” four cities are expected to use the serve in the near future.

Most North Carolina Counties and some cities levy a surcharge on telephone service to help support “911” emergency service. At present neither the City of Charlotte or Mecklenburg County levy a 911 surcharge. However, a public hearing on charging this fee in Charlotte will be held in mid-May, with a city council vote scheduled shortly afterwards. Charlotte budget staffers anticipate that if a surcharge is approved the rate will be between \$0.85 and \$0.90. They expect this will raise approximately \$4.5 -\$5.0 million in the first full year of implementation.

The bill allows the City of Charlotte to divert some of its “911” surcharge revenue to help support a “311” dialing system. According to Charlotte’s Chief of Police and the city budget office, the City does not expect to divert any of its “911” surcharge proceeds to “311” service in 2001-02. Chief Stevens believes it will be at least one year before the 311 program could be in operation.

Charlotte Police Chief Darryl Stevens believes that initiating 311 service will cost approximately \$800,000. Of this amount only \$370,000 would be used for purchases allowed under the bill. They include acquiring and marketing the number, expanding the call distribution system, and expanding the unit’s software. Chief Stevens believes much of the equipment they will need to implement the system is already available to the city.

FISCAL RESEARCH DIVISION 733-4910

PREPARED BY: Linda Struyk Millsaps

APPROVED BY: James D. Johnson

DATE: April 23, 2001



Signed Copy Located in the NCGA Principal Clerk's Offices