

Date: August 25, 2025

To: Budget and Research

From: Susan Carr, Director, Public Safety Communications

Subject: City Ordinance Amendment, Section 7.5-17, Service Fee (9-1-1 Service fee)

As part of the Fiscal roadmap, departmental fees that have not been recently adjusted were identified for review and potential interim increases. The Fiscal Roadmap Team recommended that any such adjustments be capped at 10%.

The 9-1-1 service fee has not been adjusted since its codification. In accordance with the guidance, the Public Safety Communications Department (PSC) has proposed the following adjustments to the 9-1-1 service fee:

Fee type	Current Fee	Proposed New Fee
Residential (Landline/ VoIP)	\$0.75	\$0.825
Business lines	\$0.75	\$1.00

The proposed changes represent a 10% increase for residential customers and a slightly larger adjustment for business lines. These adjustments are expected to generate approximately \$46,019 in additional annual revenue. (This figure is subject to change based on subscriber counts.)

Section 7.5-19, which specifies the number of access lines permitted for business customers, will remain unchanged.