



# OREGON OFFICE OF EMERGENCY MANAGEMENT



## State 9-1-1 Program Updates

Oregon APCO/NENA Statewide Quarterly Meeting

May 12, 2021

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# Agenda

**Opening Remarks**

**Legislative/General Program Updates**

**Motorola/Vesta Map Updates**

**9-1-1 Tax Collection Update**

**9-1-1 Subaccount Budget/Status**

**Annual CPE Maintenance Renewals**

**ECaTS Technical Support**

**T-Mobile's new Automated Routing Tool**

**Improved Wireless Location Information**

# Legislative Update

- OEM Legislative Bills
  - HB 2425 - Directs OEM to develop and administer grant program in support of projects to consolidate and modernize or upgrade PSAPs
-

**Questions?**



# SOS Audit Update

- Entrance conference kicked off April 8<sup>th</sup>
  - The purpose of this audit is to assess the costs, effectiveness, and equitable application of resources of the State 9-1-1 communication system and the dispatched responses
  - Interviews currently underway with members of Oregon APCO/NENA, PSAPs, DOR, DAS, Legislative and OEM Program Staff
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**Questions?**



# State 9-1-1 Program Staffing

- **Pending Recruitment – Project Portfolio/Project Manager**
    - Current LD, pending OEM legislative Policy Option Package approvals
    - Focused on E9-1-1 project planning/implementations and program operations projects
  - **Pending Recruitment – Deputy NG9-1-1 Project Manager**
    - Current LD, pending OEM legislative Policy Option Package approvals
    - Focused on NG9-1-1 Project Management Support/Coordination
  - **Implementation - 9-1-1 Program Operations Team Lead**
    - Focused on E9-1-1 and NG9-1-1 Program and project oversight (SME role)
    - Leading vendor engagements/contract management oversight
    - Assisting with development of program section strategic goals and work priority setting
    - Leading and mentoring program staff in 9-1-1 technology and industry best practices
-

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    - Assisting with development of program section strategic goals and work priority setting
    - Leading and mentoring program staff in 9-1-1 technology and industry best practices
  - **Program Staff Profile/Fun Facts:**
    - Current program staff provide over 70 years of combined experience including direct PSAP operations management, national public safety disciplines, statewide enterprise IT, GIS and vendor service delivery management
    - Staff currently possess over 60 years of experience supporting or managing telephony infrastructures and technology
    - Multiple staff hold active National Emergency Number Association (NENA) ENP credentials
    - Program staff hold numerous state and nationally recognized public management and project management credentials
    - Through open/active recruitments – continuously looking to further expand diversity and experience in public safety and public management
-



**Questions?**



# Vesta Map Updates



**MOTOROLA SOLUTIONS**





- Migrating all PSAPs from Vesta mapping to VESTA LOCAL mapping
  - What is VESTA LOCAL mapping and what is included with the new platform
  - Migration process update - timeline
-

**Questions?**



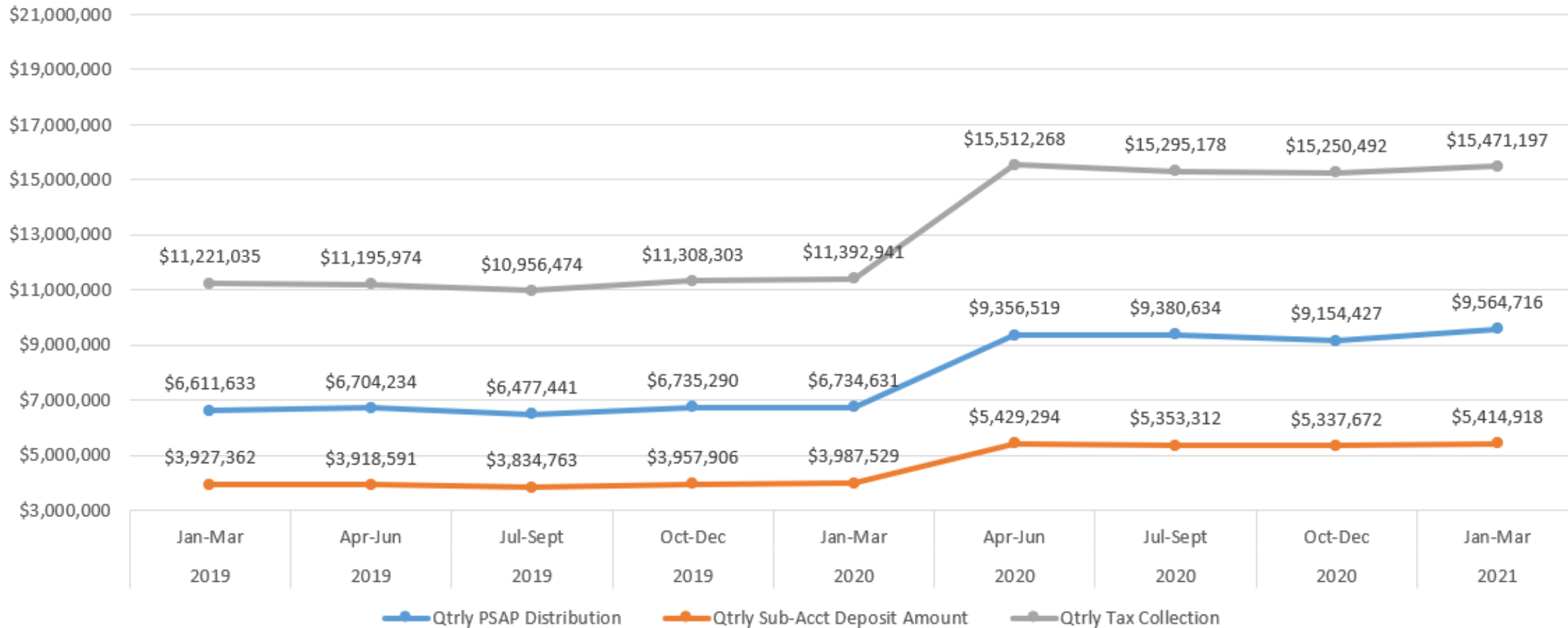
# 9-1-1 Tax



# 9-1-1 Subaccount Program Management Improvements

- Successfully replaced 10-year-old Microsoft Access accounts payable database
  - Went live April 1, 2021
  - Provides improved reporting and staff processing/workflow tracking
  - Complete electronic logging of all accounts payable materials  
*(invoices, Payment Authorization Requests, Correspondence, etc.)*
-

## Emergency Communications Account



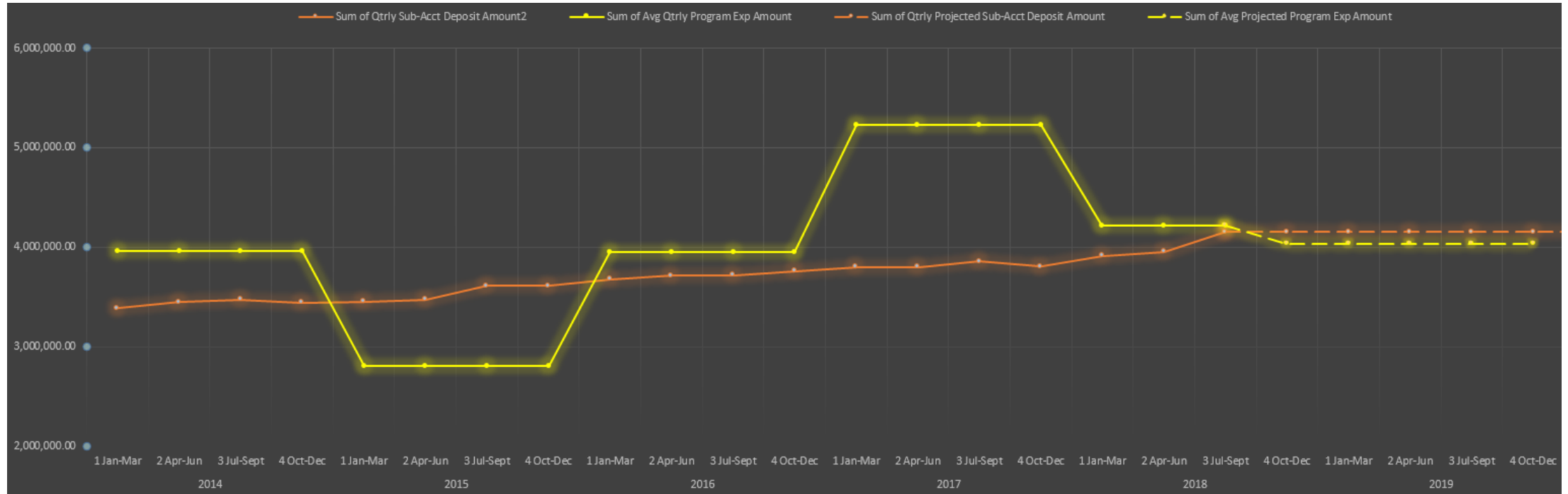
# 9-1-1 Subaccount Budget Projection – (FY 2020-2021)

	Service Type	Percent of Total Account	Cost	
	<b>9-1-1 Subaccount - Annual Revenue</b> <i>Anticipates full tax remittance including initial 25 cent HB 2449 revenue</i>			<b>\$20,846,885</b>
1	<b>Obligated Expenditures From Prior Quarter</b> <i>(Primarily CPE maintenance)</i>	2.40%	<b>\$500,000</b>	
2	<b>ALI, SR &amp; IP Network (Lumen &amp; Ziplly)</b> <i>(Databases, routers and network necessary for providing PSAPs with statewide call routing and location information)</i>	46.45%	<b>\$9,684,000</b>	
3	<b>Statewide MIS (ECaTS)</b> <i>(System for logging and reporting statewide call statistics)</i>	1.39%	<b>\$290,000</b>	
4	<b>GIS/MSAG</b> <i>(Acquisition, development, maintenance, updating, processing and configuration of PSAP mapping data)</i>	7.42%	<b>\$1,547,859</b>	
5	<b>Phone/EM/ES Circuit Services</b> <i>(Phone circuits mileage fees and taxes necessary to deliver emergency calls from the public to all statewide PSAPs)</i>	9.21%	<b>\$1,920,000</b>	
6	<b>UPS Maintenance</b> <i>(Power protection for 9-1-1 call taking servers and equipment)</i>	.96%	<b>\$199,992</b>	
7	<b>Text-to-9-1-1</b> <i>(Services and maintenance fees for text-to-9-1-1)</i>	.46%	<b>\$95,069</b>	
8	<b>CPE – Maintenance</b> <i>(Recurring 9-1-1 call taking equipment maintenance)</i>	4.77%	<b>\$994,689</b>	
9	<b>CPE – Replacements</b> <i>(PSAPs Completing Year 7 &amp; 8 Equipment Lifecycle)</i> <i>DPSST, Frontier, Linn, Corvallis, Astoria, ECSO, Umatilla, Warm Springs, Douglas, Toledo PD, Columbia, Josephine, Lincoln City PD, Milton-Freewater PD, Seaside</i>	29.26%	<b>\$6,100,000</b>	<b>FY 2021-2022 Budgetary Obligation</b>
			<b>...(NTEs Issued -\$1,891,491)</b>	
	<b>TOTAL Remaining Budgeted Funds</b>			<b>-\$484,724</b>



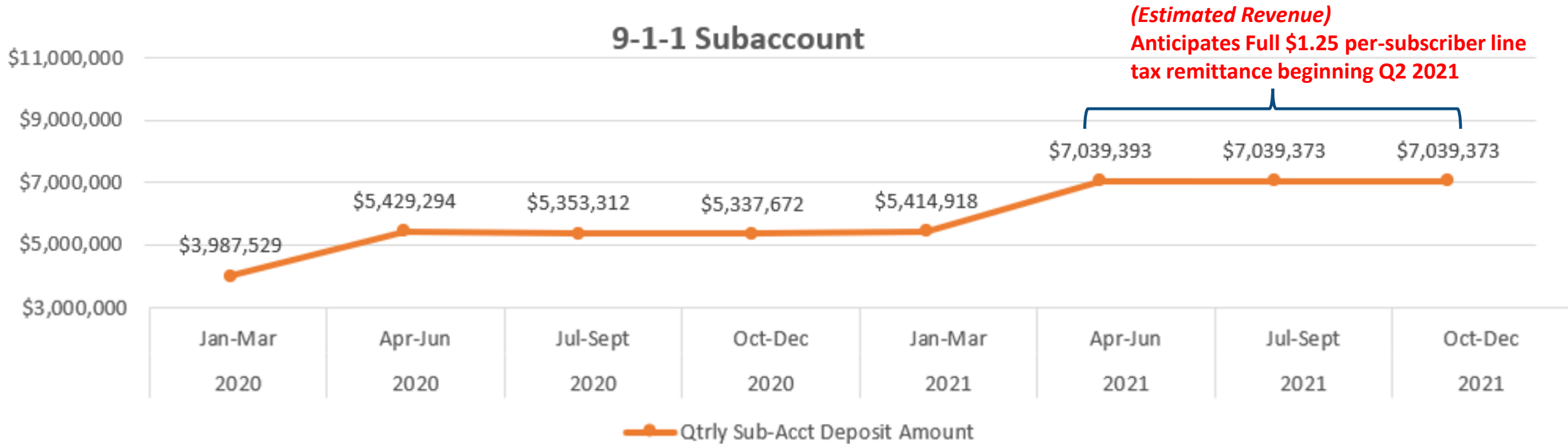
# 9-1-1 Subaccount Budgetary Planning Considerations

(2014-2019 Revenue & Expenditures)

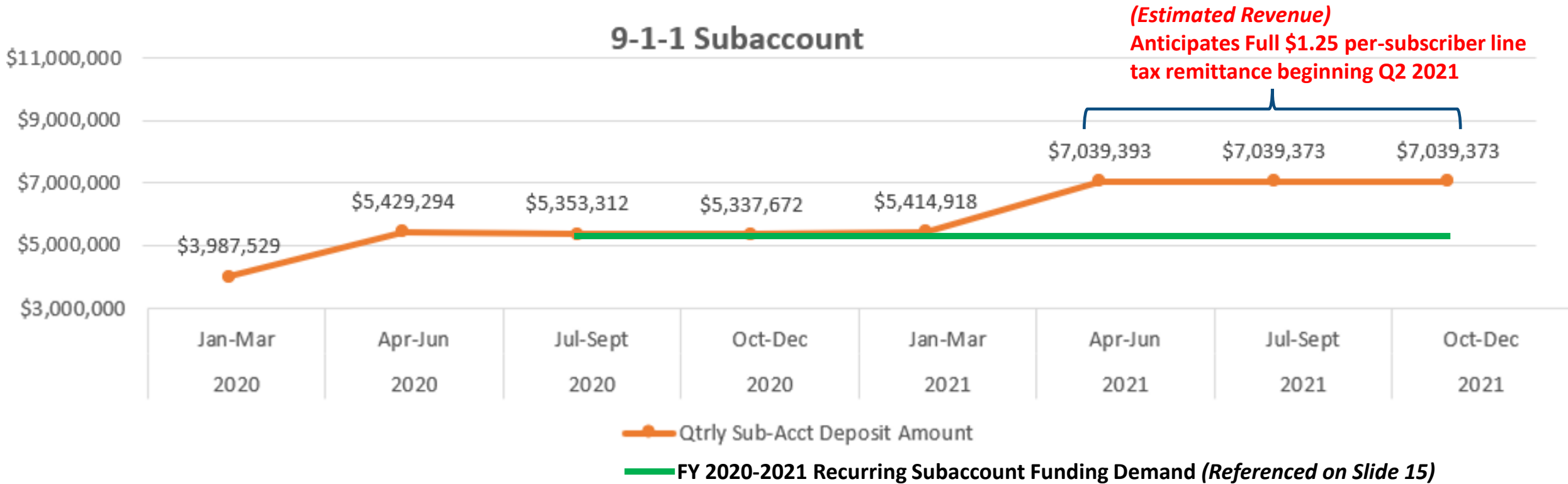


- Recurring expenditures frequently exceeded quarterly revenue
- Authorizations for new PSAP capability and funding were frequently granted by the program committing to unsustainable long-term recurring demand on the subaccount fund
- Required postponement of CPE lifecycle upgrades to address prior funding commitments

# 9-1-1 Subaccount Budgetary Planning Considerations



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<i>(Recurring 9-1-1 call taking equipment maintenance)</i>		
8 <b>CPE - Replacements</b>		
<i>(PSAPs Completing Year 7 &amp; 8 Equipment Lifecycle)</i>		
9 <b>DPSS: Frontier, Linc, Carroll, Astoria, ECS, Simonsville, Warm Springs, Douglas, Toledo PD, Columbus, Napoleon, Lincoln City PD, Milam-Franklin PD</b>	29.26%	\$6,100,000
<i>... (NTEs Issued -\$1,831,451)</i>		
<b>TOTAL Remaining Budgeted Funds</b>		<b>-\$484,724</b>

# 9-1-1 Subaccount Annual Reporting

## 2020 Calendar Year Report

*(2020-2021 Fiscal Year Reporting Anticipated Early August 2021)*

2020 Annual Subaccount Expenditure Report by PSAP									
County	PSAPName	CPE Equip	CPE Maint	Mapping	MSAG/GIS Maint	PSAP Circuits	UPS	ALI Network	Net Ser Deliver
Baker	Baker County 9-1-1 Dispatch	\$63,221.68	\$16,125.32	\$4,725.00	\$4,500.00	\$42,204.83	\$0.00	\$20,493.19	\$
Benton	Corvallis Communications Center	\$156,539.89	\$0.00	\$0.00	\$7,484.10	\$54,362.42	\$0.00	\$37,497.56	\$1:
Clackamas	CCOM	\$4,955.00	\$3,250.00	\$0.00	\$15,600.00	\$108,357.16	\$0.00	\$108,582.50	\$3:
Clackamas	LOCOM	\$0.00	\$38,372.93	\$11,586.27	\$0.00	\$41,061.83	\$0.00	\$27,066.19	\$:
Clatsop	Astoria 9-1-1	\$0.00	\$43,043.50	\$12,962.41	\$9,600.00	\$34,251.88	\$0.00	\$18,206.90	\$:
Clatsop	Seaside Police Department	\$0.00	\$50,582.10	\$0.00	\$0.00	\$20,912.19	\$0.00	\$6,485.98	\$:
Columbia	Columbia 9-1-1 Communications	\$0.00	\$974.92	\$0.00	\$2,400.00	\$32,088.07	\$0.00	\$25,857.08	\$:
Coos	Coos Bay Police Department	\$0.00	\$550.00	\$0.00	\$0.00	\$16,551.91	\$0.00	\$6,523.35	\$:
Coos	Coos County Sheriff's Office	\$0.00	\$24,329.05	\$5,806.16	\$12,000.00	\$28,112.18	\$0.00	\$22,565.35	\$:
Crook	Prineville Police Department	\$0.00	\$43,627.80	\$0.00	\$13,765.00	\$18,286.90	\$0.00	\$20,064.53	\$:
Curry	Brookings Police Department	\$0.00	\$16,169.29	\$2,320.00	\$0.00	\$10,447.08	\$0.00	\$10,686.19	\$:
Curry	Curry County Sheriff's Office	\$0.00	\$30,402.86	\$3,230.40	\$9,600.00	\$17,250.18	\$0.00	\$9,335.63	\$:
Deschutes	Deschutes County 9-1-1	\$0.00	\$79,275.71	\$0.00	\$12,000.00	\$50,471.76	\$0.00	\$60,863.13	\$2:
Douglas	Douglas County 9-1-1	\$0.00	\$68,383.20	\$5,786.66	\$8,100.00	\$54,295.28	\$0.00	\$35,317.04	\$1:
Gilliam	Frontier Regional 911 Center	\$0.00	\$232,135.81	\$31,460.79	\$16,200.00	\$52,921.52	\$0.00	\$71,143.77	\$2:
Grant	John Day Communications Center	\$30,168.86	\$0.00	\$0.00	\$6,000.00	\$29,832.51	\$3,000.00	\$18,286.58	\$:
Harney	Harney County Sheriff's Office	\$0.00	\$14,454.03	\$0.00	\$6,000.00	\$11,213.60	\$0.00	\$18,233.31	\$:

**Q1 2021 Ending Balance: \$13,971,724**

# FY 2021-2022

## Subaccount Budgetary Planning Considerations (Cont.)

- Q1 2021 Ending Balance: \$13,971,724
    - FY 2020-2021 CPE Lifecycle Replacement Need/Obligation - \$4M
    - One Full Prior Quarter Funding Obligation (ORS 403.250(4)) - \$5M
    - NG9-1-1 Planning Costs – (*Planning Underway*) - \$ TBD
-

# FY 2020-2021

## Subaccount Budgetary Planning Considerations (Cont.)

- Q1 2021 Ending Balance: \$13,971,724
    - FY 2020-2021 CPE Lifecycle Replacement Need/Obligation - \$4M
    - One Full Prior Quarter Funding Obligations (ORS 403.250(4)) - \$5M
    - NG9-1-1 Planning Costs – *(Planning Underway)* - \$ TBD
  - State 9-1-1 Program will be re-engaging 9-1-1 Subaccount Sustainability Study Group
    - Evaluating appropriateness of subject matter expertise membership/representation fit
    - Filling of any vacant positions (*Contact [patti.sauers@ycom911.org](mailto:patti.sauers@ycom911.org) with professional bio/letter of interest*)
    - Developing long-range strategic funding needs, plans and State Program recommendations
      - *Objectives may include refresh of subaccount and statewide PSAP priorities following 2018 facilitated workshop/surveys*
    - Consider one-time grant funding models to minimize recurring funding demand through sunset of the tax in 2030
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**Questions?**



# **Annual CPE Maintenance Renewals**





# Annual CPE Maintenance Renewals

- **Invoices** – Timing of invoices, speeding up the reimbursement process
  - **Payment Process** – How long can it take to process my PAF?
  - **Late Fees** – Things that can happen, who is responsible?
  - **Payment Authorization Form (PAF)** – Method of Payment (Vendor or PSAP/City or County) – Reimbursement Proof of Payment
  - Submit all documents together to: [911.billing@state.or.us](mailto:911.billing@state.or.us)
  - **CPE Replacements** – Status Review (*see next slide*)
-

PSAP

Install Date

6<sup>th</sup> Year Complete

Astoria Police Department	5/1/2014	5/6/2019
Umatilla County Sheriff's Office	5/1/2014	5/24/2019
Warm Springs Police Department	7/1/2014	7/29/2019
Douglas County 9-1-1	7/1/2014	7/15/2019
Milton-Freewater Police Department	9/1/2014	9/9/2019
Toledo Police Department	11/1/2014	11/11/2019
Columbia 9-1-1 Comm. District	11/1/2014	11/11/2019
Josephine County 9-1-1 Agency	11/1/2014	11/4/2019
Lincoln City Police Department	12/1/2014	12/2/2019
South Clatsop County Communications	1/1/2015	1/27/2020
John Day Police Department	11/18/2015	11/18/2020

**Questions?**



# ECaTS Technical Support



# ECaTS Technical Support

Why might I need to contact ECaTS technical support?

- User not being able to access PSAP data
- Reports not displaying output properly
- How to run specialized/custom reports
- Help interpret data reports/summaries
- Issues with data collectors not sending PSAP data to ECaTS central servers

How do I report technical issues or obtain support?

[support@ecats911.com](mailto:support@ecats911.com)

Tech Support 855-333-0827

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**Questions?**



# A.R.T.

Automated Routing Tool

T-Mobile

# What is A.R.T.?

**A.R.T. (or Automated Routing Tool) is a web based intuitive application designed to enhance the T-Mobile new site routing request processes with local Public Safety Answering Point contacts. This tool will allow T-Mobile analysts to submit planned site information and proposed destination PSAP routing to local agencies. Additionally, these agencies will have the ability to directly approve, modify, reject, or comment on the submitted routing and ALI information; which is then sent back to T-Mobile for adjustment, follow-up, or processing.**





# What is the difference?

- Previously, T-Mobile would email an excel datafile along with a map of the proposed site location.
- Now, the example email request below will come to the associated contact email address in T-Mobile's contact database.
  - The recipient will click the blue hyperlink to access the ART web tool.

## Contact Us

Contact Name	State Support	Email Address
Cyndy Gunn	CA, HI, OR	<a href="mailto:Cyndy.Gunn@T-Mobile.com">Cyndy.Gunn@T-Mobile.com</a>

**Questions?**



# **Improved Wireless Location Information**



# 2018 PSAP Needs/Priorities Workshop

## Prioritized Themes

Priority - Vote 2 Post-NG9-1-1 Training (Final Vote)	Vote #2 Totals	Vote 2 Description and/or Observations Between Priority
→ Improved Wireless Location Information	47	Maintained highest priority issue/need following votes 1 & 2. After NG9-1-1 training, vote count increased.
✓ Security	35	After NG9-1-1 Training, security significantly moved up in priority from 9th priority to 2nd priority. Although NG9-1-1 is not a dependency, network/cyber security issues were seen as a priority issue or need.
✓ Funding Accountability	28	Greater transparency on how 9-1-1 surcharges are allocated and spent. Concerns were expressed regarding the State 9-1-1 Program budget processes.
✓ Funding Level	26	In conjunction with Funding Accountability, it was important to ensure adequate funding levels needed to support NG9-1-1 and other priority themes.
System Integration	17	It was important to ensure telecommunicator CPE applications and interfaces are well integrated within each PSAP.
Interoperability	17	PSAP to PSAP communication/integration was seen as important. This includes CAD standards and interfaces. Need to formalize radio standards. Secondary PSAP alignment to Primary PSAPs. Minor reduction in priority after vote 2 was observed.
Current Staffing and Retention	16	Moved up three places in priority after 2nd vote.
Employee Wellness	12	Moved up three places in priority after 2nd vote.
Training and Education	11	Moved down two places in priority after 2nd vote.
Politics and Legislation	8	Politics, Regulations and Public Perception was important to the PSAPs

# State 9-1-1 Service Provider

- Lumen (*former CenturyLink*) currently provides statewide IP (MPLS) network & ALI database managed services
  - State 9-1-1 Program has expanded managed service contract scope to include the transport of RapidSOS supplemental location data to each of the 43 PSAPs throughout Oregon
-

# Why now & what are the benefits?

1. Affordable solution requiring one-time 9-1-1 Subaccount funding investment – benefiting all 43 statewide PSAPs
  2. Provides secondary supplemental location information integrated to CPE mapping vs. standalone solutions many PSAPs use today
  3. Provides a portal for delivering critical additional data (ADR) for enhanced situational awareness from connected devices and applications (*e.g., Waze and Uber*)
  4. RapidSOS will be provided to all Oregon PSAPs through a centralized statewide IP network (*Oregon is a leader - First centralized/statewide enterprise deployment model undertaken in the nation*)
  5. Eliminates recurring costs for PSAPs that currently access RapidSOS in a standalone service model while reducing the need for standalone equipment, ongoing dedicated DSL networks/firewalls and ongoing recurring maintenance services
  6. Minimizes overall statewide PSAP security risk through the reduction of numerous existing DSL internet connections and firewalls at the PSAP level
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## Office of Emergency Management

### POLICY

POLICY NUMBER:

ADM 803

Approved By:

Andrew Phelps, Director of the Office of Emergency Management

Effective Date:

04-22-2021

Version:  
001

**Supplemental Location Data Funding  
Policy**

<https://www.Oregon.gov/omd/oem>



#### State 9-1-1 Program

About 9-1-1 in Oregon

9-1-1 Legislative Information

Program Areas and Presentations

Program Policies and Forms

Emergency Communications Tax

Committees and Working Groups

#### I. PURPOSE:

The Oregon Office of Emergency Management, State 9-1-1 Program (OEM) has existing integration capability through its Multiprotocol Label Switching (MPLS) network to support statewide PSAPs ability to acquire more precise supplemental location information during a wireless emergency call. The goal of this policy is to provide funding resources from the 9-1-1 Subaccount for network configuration enabling PSAPs to take advantage of this enhanced capability.

#### IV. POLICY BODY:

This Policy provides a one-time fixed funding allocation of \$2,500 reimbursement or direct vendor pay, for network configuration and access services for those PSAPs wishing to access supplemental location data repositories for a wireless 9-1-1 call. Funding provided by this policy will be from the 9-1-1 Subaccount. In addition, this Policy delineates the administrative requirements necessary before funds may be expended. OEM's funding authority under this Policy is subject to the provisions of ORS 403.235 to 403.240 and OAR 104-080-0190 and conditioned upon OEM receiving funds, appropriations, limitations, allotments, or other expenditure authority sufficient to allow OEM, in the exercise of its reasonable administrative discretion, to meet its authority within this Policy.

## Eligibility Guidance List for 9-1-1 Subaccount Expenditures

COST TYPE:	COST CATEGORY	ELIGIBLE USE:	EXAMPLES INELIGIBLE USE: *
<i>(Continued)</i> NETWORK / INFRASTRUCTURE CONNECTIVITY	Additional Data Repository (ADR) connectivity	A one-time fixed funding allocation of \$2,500 reimbursement or direct vendor pay, for network configuration and access services for PSAPs wishing to access RapidSOS supplemental location data repository for a wireless 9-1-1 call.	
TEXT-TO-9-1-1	Text-to-9-1-1	Cost to support a stand-a-lone text-to-9-1-1 solution and maintenance <a href="#">Oregon Administrative Rule 104.080.0200 (7)(K)</a>	Integrated Text-to-9-1-1

[https://www.oregon.gov/oem/Documents/Subaccount\\_Eligibility\\_Guidance\\_List\\_v2\\_reduce.pdf](https://www.oregon.gov/oem/Documents/Subaccount_Eligibility_Guidance_List_v2_reduce.pdf)



# Policy Funding Considerations

- For a PSAP that meets minimum software and hardware specifications and are, “Enablement ready”, can expect a one-time cost within the range of \$600 to \$800
  - The State 9-1-1 Program has more than tripled the maximum eligibility amount to aid PSAPs that are not, “Enablement ready” and elect to perform major lift to current software release ahead of their planned CPE lifecycle replacements
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# How to obtain service and funding authorization?

1. PSAP contacts their current CPE maintenance provider expressing interest in accessing state provided supplemental location data
  2. Your CPE maintenance provider should assist you with any planning/requirements necessary while providing cost related quotes necessary for any CPE configuration work
  3. Each PSAP should then contact OEM (*Michael Warren*) providing notice of intent to acquire supplemental location services including copies of all preliminary quotes for service
  4. Once approved, OEM will then initiate network contract change orders with 9-1-1 Service Provider (*Lumen*) for enablement of the service for the requesting PSAP
  5. CPE maintenance provider will work with each PSAP to obtain RapidSOS service access keys and make all necessary CPE configuration changes
  6. Once work is complete and vendor invoicing is received, each PSAP completes OEM State 9-1-1 Program Payment Authorization Form (PAF) for requesting reimbursement or vendor direct payment up to the one-time maximum funding amount of \$2,500
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# WVCC RapidSOS Pilot

**VESTA Map Local**

Search

05/12/2021 07:15:22  
Unknown Provider  
(971) 382-  
17  
5988 MT ANGEL HW NE  
SILVERTON  
45.013, -122.817  
More Info

RapidSOS  
Last Updated: 05/12/2021 07:14:35

**RESPONDERS**  
Police: MARION CO SO  
Fire: SILVERTON FIRE DISTRICT  
EMS: WOODBURN AMBULANCE SERVICE (Sil...

**NEARBY**  
9-1-1 Calls (1)  
Points Of Interest (5)  
NEARBY - MISC

HAZELGREEN RD NE  
PINE ST NE

9-1-1

07:15:22 17  
(971) 382-  
5988 MT ANGEL H...

06:51:23 14  
(971) 707-  
1100 CHEMEKETA S...

**Questions?**



# Additional Information:

## **OEM, State 9-1-1 Program Contact:**

Frank Kuchta, State 9-1-1 Program Manager

[frank.kuchta@state.or.us](mailto:frank.kuchta@state.or.us)

503-378-4620

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