

# 911 ADVISORY COMMITTEE MEETING

June 26, 2008

## I. Introductions

Ken Keim, ENP	State 9-1-1 Program
Shannon Marheine, ENP	State 9-1-1 Program
Mark Tennyson	State 9-1-1 Program
Gillien Duvall	State 9-1-1 Program
Leslie Taylor	PSAP Metro/I5 Region
Lisa Turley, ENP	PSAP Metro/I5 Region
Mark Buchholz	PSAP Metro/I5 Region
Galen Howard for Lynn Reeves, ENP	PSAP Metro/I5 Region
Margie Puckett, RPL	PSAP Central South Region
April Stream	PSAP Central North Region
Tim Best	PSAP Eastern Region
Terry Swearingen	LEC – Qwest
Diane Carlson	LEC – Verizon
Hasina Squires	Oregon APCO/NENA Advocate

## II. Advisory Committee Overview

Shannon opened the meeting by thanking everyone for attending, especially to the one's who traveled a long distance to be here. Shannon then referred back to the email she had recently sent informing everyone about the July 1, 2008 change in the access to OEM. Effective July 1<sup>st</sup> the parameter fencing of the parking lot will be locked down and all of the driveways will be closed. To gain access to the parking lot you will now go to the West end of the Building and turn at the light on to Kettle Way. You will then take the first right which is a driveway entrance where you will stop at the Guard Shack. You will be required to show proof of I.D. Your State issued Drivers License and/or State or Federal I.D. will allow you access to the premises. There will be two guards on during the day and one on at night. This type of access will not be enforced at the Military Building located on Airport Rd.

**Welcome new members –**

Shannon noted that we some have some new members in attendance today who were not at our first Advisory Meeting on April 16, 2008, introductions were conducted around the group.

She went on to explain that the State is now sectioned into Regions. This was done in an effort to have appropriate PSAP Representation. She said that all of the people who are assigned to a Region are volunteers and unfortunately some of those people were unable to attend today. Due to pressing matters or other commitments, Eric Swanson, assigned to PSAP Coastal Region, is not able to be here today, as well as Larry Hatch, Sally Jones, and Lisa Turley, who are all three assigned to PSAP Metro/15 Region.

Galen Howard, LCOG, was in attendance as an alternate for this meeting on behalf of Lynn Reeves, PSAP Metro/15 Region.

Shannon then proceeded to ask the group if anyone had questions relating to the Regions or the Committee Overview? She went on to state that the goal for this group is a collaborated effort to meet the needs of the PSAPs. This Committee will provide the vehicle for us to all work together, it will give OEM advice on different topics and in turn we will bring topics to you. It will help OEM decide on what will be done here at the State level. The people who represent the PSAP Regions will be the conduit for any of the PSAP Managers in that Region. If they have issues, we will give them instruction on how to address their issues and provide input with advice options.

Shannon referred back to another email she sent informing everyone that we had revamped the web page in our attempt to make it more user-friendly. There is now a direct link that takes you right to the 9-1-1 Advisory Committee page. It states the Overview and lists all of the Committee Members Names and their email addresses. That provides your contact information to be readily available for someone in your Region who wants to contact you. It also contains the Meeting Minutes and Upcoming Agendas as they become available. There is also a link to the Regions Map. This will serve as a resource for the PSAPs in our effort to keep them up to speed on what is going on.

### **Review April Meeting Minutes**

The last Meeting Minutes are posted on the website. Shannon asked the new people on the Committee if they had any questions about our purpose and what we are going to try to accomplish. Galen brought up the topic of Alternates and asked if it was necessary to have them assigned? Shannon opened this topic up to the group for discussion.

The consensus was that we not make up an Alternate List. It is asked that Committee Members have someone lined up who would fill in for them in their absence.

Shannon went back over the meeting schedule. She feels that quarterly meeting times should be sufficient and suggested that it would be good if we could coordinate it with our regular Quarterly Meetings; April, June, and December. The exception would be the Welches Quarterly, because it starts on a Tuesday. Otherwise, we could meet on the morning of our Wednesday afternoon meeting that starts at 1:00 pm. We will have to meet in or around mid September before we attend the Welches meeting. Of course, if something big happens then we may call a meeting outside of this time frame. Shannon suggested that we give it a try before our December Meeting. The group agreed with that idea.

### **9-1-1 Program 5-year Plan**

- **Current Plan Direction – RFP**

When we last met in April our intention for an RFP was to try to piggyback on the contract of the Plans & Training Section of OEM. Since that meeting we have found out that we are unable to do that. Unfortunately that will mean that we will have to go outside to find a Professional to draft an RFP. We are currently looking within DAS to see what kind of tools or resources are available at the State level before we do that. We really do want to find someone who is completely outside of any of the State Agencies. From our past discussion within this group, the consensus was that we absolutely need someone from the outside because it would be to our benefit, even though it will take us a little longer. Our intent is to have this person fold in the results from the APCO/NENA Planning Group. We are working on finding someone right now. Hopefully by our next meeting in September we will have a better idea of the time frame and what other necessary steps it will take to get this going.

- **Strategic Planning Meetings / Revised Timelines**

In our zest to get going on our Plan we have already had some Strategic Planning Meetings with our some of our Vendor Partners and LECs. We acquired some very good information. Our intent is to reschedule some of those meetings and have whoever it is that we contract with sit down and meet with them and glean whatever they can use from that information. Unfortunately, this will slow us down a bit as well but we will benefit from it in the long run.

### **US DOT'S NG9-1-1 Initiative**

Shannon stated that she and Ken attended the NASNA Conference a couple of weeks ago in Tampa. She introduced Ken as our NASNA Representative. Ken proceeded to give the group an update. He informed us that NASNA had a big project going on with Kimble writing Technology Plans for 9-1-1. They are trying to ramp up the rest of the country to get Statewide 9-1-1 Programs started. They

will facilitate the planning for those states that do not have one. They came up with a draft for a Model State Plan and Ken informed the group that he has a copy of this. They have gathered information from all of the best plans around the country to comprise this. It should be finalized by the end of this month. He says that there are still a lot of places that do not have a 9-1-1 Plan. This is a product that they will be putting out to people on behalf of the Federal Government. It is to be used as a Model Plan to initiate the process for places that do not have one and to get them going on it. Margie Puckett asked Ken how many states there are that still do not have a Program in place. He responded that there are 24-25 that do and a lot that just have various kinds of Programs, and then there are some that have just one person who sits in a State Office. Galen asked if there would be a Model Funding System. Ken says that it is part of the Plan. He adds that if anyone would like to view this report they are welcome to. Diane asked how often NASNA meets and do LECs attend this conference? Ken responded that they meet twice a year and that the conference is basically for 9-1-1 Administration, some LECS come as guests.

Galen asked Ken if the Next Generation 9-1-1 is specific to the State Planning efforts. Ken responded by saying that it is on a whole other track, that there is a lot going on with that too. He went on to say that they brought up their concerns about the fact that everyone is rushing to do something without taking into consideration the effects it will have on the PSAP Personnel and work load issues.

Shannon mentioned that there are also several Trials that are coming out; Seattle is the one site closest to us. Ken added that there will be one on the East Coast, a total of five places for a Trial Next Gen Study. There will be lessons learned from it. It was mentioned that all of these Next Gen ideas are great in theory but then it comes back to, how are we going to deal with all of this? Ken mentioned that per a discussion at APCO the subject was the issue of whether or not a Dispatcher would want to be sitting in a PSAP and receive a photo of a grizzly photo of a crash victim? That kind of information might be good for a hospital but not for a PSAP. We are looking to Next Gen but we are definitely not going to jump in head first. Ken also brought up the aspect of Text Messaging and Shannon added that she is glad that they are testing this. These trials will help to figure out that issue. Shannon adds that there are so still so many questions but that it is exciting to see this testing for Next Gen and to see what will come out of these. Galen asked if the Department of Transportation were the ones coordinating this? Ken responded that they are and added the fact that they were the ones who were in on the planning for the Paramedics a few years back. They are very dedicated and have a lot of clout and they are working closely to get some funding from the National Office to get something started. Ken mentioned that there are a couple of University's who are going to be doing a Study on the Trials and evaluating them. One of the University's is in Texas and the other one is on the East Coast. This should give us a better idea of what the impact of proposed changes will have. Ken states that the tie in from the

beginning had to do with the EMS System being able to triage a response from the PSAP. Ken feels that it will take a long time to change the Protocols as they are now. How much more information is needed to make the decision on Life Support or Advanced Life Support? He does not foresee a change of this sort happening very fast but the novices in this field think it will be great. One of the issues we talked about at the meeting in October was that the people who signed on to be Dispatchers did not sign on to see all of the blood & guts. That could traumatize someone, we don't know.

Galen brought up the fact that a few years ago we had a Mandate for Enhanced 911, he then asked if there is anything as far as the Oregon Legislature on Next Gen 911 or is it way too preliminary? Shannon responded that it is just too early to know enough at this point. Ken added that there will probably really be a need for more Personnel. These meetings will hopefully help us in formulating a Budget or to justify the need for a tax increase. Leslie asked Ken when the study is supposed to be completed. He responds that it has just started up and he does not know how long it will last. Ken went on to say that this Study should provide some valuable information for us that will really help us in making the decisions on what we want to do now and how to approach it. How much will we have to change our parameters to fit what they are talking about doing? Some people want to put Text Communication into the Procedures. The capability is there and something that is going to be considered. It may be just an extra burden to deal with.

Shannon added that once we decide as a State what we want to do and where we want to go, there are going to have to be Standards written. Even when the Trial is done we are going to have our own issues to work out here as a State as far as some kind of conformity as to how our business is going to be done. Ken stated that with his involvement in NASNA we will be intricately involved in all that is going on so OEM will be able to keep you posted. Terry Swearingen, Qwest, went back to the subject of Texting. He mentions the fact that everyone has their own way of Texting and that some Text with just numbers and you are suppose to be able to decipher what it means. Ken added that there will have to be some Standardization for the language as far as Text Messaging. Terry adds that whoever is Texting to a 9-1-1 Center has to be able to relay something that they can understand. Galen posed the question, since we don't have any Standards right now is there something that says that 9-1-1 will not accept an emergency call from a Wireless or IT Based System?

Shannon added that it brings up the fact that the hard part is not getting the information to the PSAP; the hard part is how to interpret it. Real PSAPs will be involved in the Trials so it will be interesting to see how it all works out.

### **Oregon Criminal Justice Commission**

- HB5556 Public Safety Data Sharing

Shannon passed out copies to the group of the Budget Note. This topic was added to the Agenda mainly because she wanted to make you all aware of what has been asked of us from the Oregon Criminal Justice Commission. This is basically the Criminal Justice Division getting together with other Public Safety Agencies that has formed a group called the Public Safety Agency Data Sharing Work Group. Shannon said that she just found out about this even though they have already had three meetings. The Criminal Justice System is taking this to heart and have started this group with various members from State Police, LEDS, Sheriff's Association and a few other people, David Yandell is part of this group as well. They contacted OEM to talk about any information that the PSAPs might be using that can be utilized elsewhere, or vice versa. We are not really sure if this group relates to us or not. They are talking about people using different information out of their CAD Systems and how it is shared with the FBI and the State Police and he was referring to User Based Criteria. Shannon agreed that OEM would attend a meeting to see what is going on with this. It is a good idea but there are so many weeds that one can get into as far as what is private and what is not, what should be secure and what should not be, that sort of thing. In addition to that, they also wanted to know if there is any additional type of information that the PSAPs would like to see. The gentleman heading this up is named Mike Stafford. He is the one who contacted me. Shannon stated that she will provide the notes from the meeting she attends to the Advisory Committee. Shannon asked this group if anyone had ever heard of this before. Hasina responded that she had heard of it and says that it is crime information and does not feel that it affects the 9-1-1 Program.

## **Wireless Issues**

- Wireless Committee Status

Shannon referred back to an email that she sent out to the Wireless Committee a couple of days ago that introduced Mark Tennyson as the person who will be taking over as Chairperson. Shannon will still serve on the Committee but feels that her work load is not allowing her to give enough attention to this group. Mark will continue on with the updating of the Wireless Provider Contact List. Two points from our last meeting were to add VOIP Providers and Comcast, and Vonage and their NOC #'s and email addresses. This will be provided to all of the PSAPs. It is close to being done and will be posted upon completion. If you would like to view a preliminary copy I am sure that Mark would provide that for you. Mark stated that he would send it out as a draft to the entire PSAP Group prior to posting a formal one. Mark added that there is a Meeting to be planned for the end of July or first part of August. It is open to anyone who wants to be a part of it. Mark says to get in touch with him and he will put you on the distribution list. He states that they cover all issues Wireless / VOIP, anything that is not Land Line.

Galen asked about the Wireless PSAP Boundary Maps stating that they do not necessarily correspond with the Wireline Maps. He says the he got some maps from Providers but they are showing the Sheriff as the Primary PSAP. Shannon said that those maps are very much off as they go by the Sectors of the Towers rather than a County Boundary. Diane asked Shannon if she had put together something a couple of years ago that was like a Default for surrounding ALIs? Ken responded that that we did not do that and Shannon added that we made up a list of the Default Wireless ESNs and Default VOIP ESNs. We have a PSAP Boundary Map but we have never had a Statewide Collective one as far as Wireless goes. Galen commented that the Routing of Wireless Site is one that he thinks should be better looked at. Mark stated that we could take that up on the part of the Committee.

- FCC NOI 08-51 Non-Initialized Phones

Shannon asked the group if everyone was familiar with this? She distributed some handouts on the subject for all to take a look at. Shannon explained that the top front page is her Draft Copy (even though it is not noted as such.) These are possible comments to the FCC in regards to this Notice of Inquiry. Attached is an email from NENA that outlined the steps for going in and writing comments. This Notice is regarding Non-Initialized Callers. This is a HUGE issue with our folks. It was one of our primary focus' on the Wireless Committee. My first question to the group is, "Has anyone filed comments?" Because here is the kicker, the deadline for comments is Monday, June 30<sup>th</sup>. I would urge you to go in per page 2 intructions. Shannon composed the cover page from information that she got from the PSAPs that are having this problem. My view is a generalization and I was very excited about what I was saying in my response. We really do need to make a comment! As a State Program it is important for us to say that this issue affects all of our PSAPs. Ultimately the FCC could demand studies on these types of calls and how to block them. Shannon then gave the group a few minutes to read over the Inquiry. After the break, Shannon asked for comments – Galen commented that Shannon's Message was very passionate which captures the feelings of the issue because it can cause a lot of disturbance. Shannon went on to say that for the past year the Wireless 9-1-1 Committee has been number one and I have been able to hear from all of the PSAPs that serve on this committee and how frustrated they are about it. In fact, Larry Hatch, WCCCA, sent me about 30 pages of ALIs from Non-Initialized as well as of incidence of Dispatcher Harassment. In some cases it is the same caller because they know they cannot be traced. Leslie Taylor, LOCOM, interjected that her Center still answers all of their Cell Phone Calls but that there are a lot of Centers that do not for that very reason. Shannon did add that part of that issue is due to the

amount of BUTT Calls too. Leslie asked Shannon to please add this in with her response. Leslie went on to talk about an example of a Water Rescue call. The caller got hung up on because she left her phone during the incident while she was trying to help the person in distress and the call got dropped. This is just another example of a Wireless Issue. Margie Puckett, SORC, asked Shannon if we have a general idea on how to deal with these Wireless issues or what the solutions might be. Shannon responded that we have talked about these issues. I will say that we have 5 Reps for Wireless Carriers on the Committee and we are very happy about that.

Shannon went on to say that one of the biggest issues that we talked about was the issue that John from AT&T spoke about at our December Meeting, about the problems with straight up blocking Non-Initialized Callers. The fact is that when you are bouncing or roaming, for those few minutes, you are Non-Initialized. The Notice of Inquiry put in possibilities like requesting the Carriers to do Studies on Blocking. I don't know that we have an answer for it at this time. Obviously, it is not that we don't want that person calling who received a cell phone because they are a battered person, even if someone has a legitimate call for help and they get cut off, we don't know where they are and that call taker is left with trying to find them. So, urging them to try and work for an answer is very important. Margie stated that Shannon made a good point, that maybe that would be something to add, for those that it is intended to help it is not always very helpful. Mark B. added that there are people that it does help though. It helps the Domestic Violence Victims who don't have the funds or have a cell phone, we provide them cell phones. I don't know what the statistics are but there are a substantial amount of people that it does help. Shannon agreed that it does bring up a point. Mark B. added that one way to solve that problem would be for a phone carrier to give out phones that are initialized. Shannon said that it was mentioned at one of the conferences that she attended. Shannon could not remember the Vendor but it was suggested that the donated phones would go through a Vendor to be activated before they hand them out. At the least, make a list of the Phone Models or I.D.'s.

Mark B. went on to add that the RV Drivers have a recommendation that they carry phones from different Cell Providers. They are registered phones but not initialized. When RV Drivers travel throughout the Nation they don't know which one they will have coverage with but they can turn them on to call 9-1-1.

Wrapping up this subject, Shannon stated that she would make some adjustments to her Draft and then she will post it as a comment from the State 9-1-1 Program. If anyone wants to respond as a PSAP then that

would be really great. It would be nice if they would do a study. It may, at the least, cut the harassment issue in half.

## **Program Website Updates**

- Financial Reports

Shannon gave a run down of what the State has put together as a Reference Book. It holds our Summary of Charges for our Biennial Budget. It shows the Biennial Budget that we have approached the Legislature with, and it shows this is what we've got and this is what our Limitation is. In addition it shows each Quarter and how much further on down the line we are on that Limitation based on what we are spending in all of the different areas. Shannon asked the group if this is what they want to see.

Mark B. stated that he has questions about responsibilities and rolls within the Advisory Committee and one of those might be about Staffing and the fact that there are certain areas where there isn't enough. What is in the Budget and what would be a possible recommendation from the Advisory Committee for certain areas where we need more support? Pertaining to "This is what we are spending" and "Here are suggestions of how."

April Stream, Jefferson Co, asked if the Fund had a Beginning Balance. Ken responded that he hasn't seen it. April stressed that there should be a Beginning Fund Balance and Ken agreed. He went on to say that he can see what has been spent but not coming off the top. April interjected with the comment then that would mean that you do not get an Ending Fund Balance either. Shannon stated that we do however get the letter of Distribution sent out by the Financial Department from Military that shows what is in those accounts right now. The information we get at this time comes from two different areas but there should be no reason that OEM couldn't have the Military combine the information into a total package. Mark B. then asked, how do you manage the Budget if you do not know how much is in the account? Shannon responded that we take the balances that they give us in their letter and we take what is being spent from the accounts and then gage how we are doing by what we have been spending. It is not a formal report.

Mark B. asked how we are going to contract out for an RFP to hire a Consultant to assist in the development of a Strategic Plan if OEM does not know how much we can afford for an RFP. Shannon added that

General Caldwell, OMD, and Ken Murphy, OEM Director, have confirmed and they will be at the Welches Meeting. Shannon went on to say that she talked to Ken Murphy and stressed that the Advisory Committee wants this done. She states that Ken Murphy is a big supporter of this Committee and if we tell him that we want something done he will help us to try and get it accomplished.

Galen surmises that during the planning process OEM will probably be looking at their own staffing requirements and address that issue. He went on to state the fact that Oregon is a big State with a lot of PSAPs and it only has three Program Staff to cover the area. He stressed that OEM needs to be able to provide training, we need more attention. He thinks that Mark B. is right on and that we should use this group to Lobby for this through the Strategic Planning process.

Shannon added that this group going to be the vehicle for us to be able to say, "Hey, this is what we need to do." Currently in our proposal for the 2009 session we are asking for the two additional positions for 9-1-1. We are hoping that this will happen. We needed these positions filled two years ago. Of course, our request is within a package for the whole OEM group. The 9-1-1 Positions will be funded out of the Excise Tax so the funding is there. We are not asking for General Funds. As some of you may recall, we had a study done about five or six years ago by Doolittle & Boyd. They said that we needed more staffing back then and that report went to the Legislature. You saw how far we got with that. Hopefully, with Ken Murphy's support and input it will happen. Galen asked, would it be good to have a recommendation from this group, that it recognizes the need for additional staffing to be able to accomplish what the needs are of the 9-1-1 Program? Shannon thought that it absolutely would. Galen then asked what the process would be for doing that. Shannon referred the question to Hasina who responded that she felt that if the Advisory Committee wants to support it then we should vote on it. Then Shannon could tell Ken Murphy and have him pass that on.

Mark B. asked when the Budget Committee will be meeting. Ken responded that it is already in the works for 09-11. Terry Swearingen asked Shannon to describe the two Staffing Positions being requested. Shannon stated that OEM is asking for a Program Analyst 2 & ISS4 (GIS). In our terms that means a PSAP Relations individual who would be working with PSAPs on Disaster Recovery Plans, the Budget, and a lot of tasks that Mark Tennyson works on now. Mark T. would then direct his energies more toward Network and Next Gen. We are trying to keep his focus more technical. The added position would focus more on the Administrative type duties and deal more directly with all of the PSAPs and provide that type of support. The other position is for another GIS person. They would deal with Data Sharing and Distribution and back-up

Gillien. She is so over whelmed right now. Hasina asked what the total was for both of those Positions. Shannon did not have the figures with her at this time. Ken added that it is well within the 4% of Admin Costs. Shannon added that the Positions are listed as a level 24 & 27 as far as the State Constitution goes. The salary level potential is roughly; for Level 24 is 3000 - 5000 and Level 27 is like 3500 - 5500. We are also trying to get a Limited Duration Position. Mark B. asked what that would be for? Shannon explained that it would be for one of these Positions to be able to get them on board and it would eventually become full-time. Shannon asked the group if everyone was in favor of supporting this?

Mark B. stated that he certainly did not appose and would be in favor of supporting the two needed positions from what he understands. But he would like to see a more detailed follow up on supportive documentation on the current Budget and more supportive information on the two new Positions. Mark B. goes on to say that he is thinking down the road. He would like to see this group be able to advise on programs and directions for where the State is headed, including staffing, wanting the ability to understand the current budget and how the funds are being spent. We would need more information such as, "What do current people have as responsibilities?" and "What are they unable to do leading into the understanding of why we would be supporting the addition of more staff to help the 9-1-1 Program?" Mark B. went on to say that if someone were to ask him right now why he would support two additional Positions I don't think I would be very qualified to say that I know enough of the specifics.

Margie asked Shannon if she still had the electronic report from five years ago stating that the Program needed additional support? She was thinking that it would probably interface and contain pretty much the same information pertinent for now from when you were requesting additional staffing back then. She felt that it might help to answer some of these unanswered questions that Mark B. is asking. Shannon said that we do still have those reports. Shannon added that once these Position Descriptions are typed up they would provide an outline of the duties as well.

Shannon added that we have a lot of projects that have been shelved and/or are sitting and lacking attention because we just can't get to them. Looking over the last decade at our Program, after Mr. Keim came on we have added a GIS position. So we actually have not grown in over a decade but the work load has and is so much different that it was back then.

Someone then asked when will our next meeting be? Shannon said that she thought September would be a good time to meet and then meet again after that at our next quarterly meeting in December at Salishan. The group agreed to that schedule. Shannon asked for suggestions on

the September date and time. It was decided to meet at OEM on Thursday, September 18<sup>th</sup> at 11:00 a.m.

Galen posed a question about the Reserve Equipment Fund – You do not ever draw anything from that? Is it carried forward each quarter? Ken responded that it is basically a Holding Account. It was put into a Law that States must have one. It is part of the Enhanced Sub Account basically.

Shannon went on to say that we will work on getting more Financial Information and see if we can't get the Accountants over at Military to tie the Beginning Biannual Budget into our Expenditures.

Leslie asked if there was a schedule for Equipment Replacement. Mark T. responded that there is not one but that he could probably put something together. Leslie added that her thought was that if we are starting to think about replacing equipment then there will come a point where we would probably want to alter our process in making a decision on upgrading. Ken stated that we are pretty well positioned now and are pretty stable for the next five years. Shannon brought up the point that was said before about “not upgrading a PSAP for the sake of upgrading.” Mark T. asked Leslie what she would like to see on the List. Like, all of the PSAPs in general? Leslie asked about the stats on Life Expectancy on the equipment. Mark T. said he would put something together and have Gillien post it.

- Advisory Committee Page

Gillien Duvall, OEM, Informed the group that the 9-1-1 OEM website has been revamped to make it more user friendly. If there is anything else that you would like to see on the website that would be useful for you as Public Information please think about it and let us know. Shannon added that Gillien updates our web page as well as the Oregon APCO/NENA web page.

You can find the State 9-1-1 Program at [www.oregon.gov/omd/oem](http://www.oregon.gov/omd/oem). In the past, when you finally got to the OEM page you had to go to Technology and Response to get to where we were and people did not know that was us, now it says 9-1-1 Program.

## **Open Discussion - New Business**

Shannon opened up the floor for any new topics or issues to be discussed.

Galen mentioned that his MSAG Coordinator expressed to him that her job duties are changing in light of VOIP. She has to check out error problems in the data base. He is wondering if, at the GIS/MSAG Conference, OEM will address the changing roles of the MSAG Coordinator. Shannon responded that at the last conference it was more specifically what the MSAG/ GIS Coordinator is doing. This time we are going to do a Panel Discussion on "MSAG & GIS, Why Cant They Get Along". There are so many differences between what is going on. One of the topics will more than likely be about "VOIP Calls and How Do You Report Those?"

One of the problems we have been dealing with is that the PSAPs are calling the companies to report those and we have had so many calls from PSAPs that say they cannot get this company to make this change / correction and so, here is their name and the number asking me if I can find it under a different 'name' or 'doing business as name'? So I called the PUC and ask them to look up their certificate and see what their parent agency is. Sometimes they are not on file and they don't have a certificate. VOIP Providers do not have to have one because it is over the internet. PUC is working on changing that. Galen said that one of his Coordinators questioned this due to the fact that it can take a long time to try and resolve this type of issue. Is it our responsibility to try to do that? Shannon responded that the bottom line question is, how far do the MSAG Coordinators go with this before they give up? This is a huge liability, they are trying to fix something and the Company does not do it. Shannon went on to say that she believes that Oregon Law States that within 72 hrs that a change is requested it is suppose to be made. There are some exceptions, but in general, that is the rule when an MSAG error is reported to a Provider. But in a lot of situations this has not been the case. It would be good to have someone following up on this and enforcing the rules but unfortunately we do not have anyone doing that. We try to educate Providers as they come into the State. If they go to the PUC and want to do business in Oregon we have a form letter that comes from the State Program, it references the Law and the Tax and everything that they would need to know as a Provider coming to do business in Oregon and what we require as 9-1-1. But they don't always get that letter and therefore they do not get that certificate. If they call us, of course, we will send them the letter. We try to partner with them so that we can keep them informed. We are not proactive with this kind of thing, we are reactive.

Diane, Verizon, states that she has a number of PSAPs come to them when there is any problem because they have the Router. They think that we have control which we don't. I can find out who these people are but I would go through the same steps to find this out that they could do. There are a lot of misconceptions out there.

Galen added that it seems like these types of problems keep evolving and we keep facing these types of things all the time so we need to share it somehow. Shannon stated that Galen brought up a good point and that they will bring this up with the MSAG Coordinators.

Shannon announced that she is getting ready to send a Notice for the Annual GIS/MSAG Meeting which will happen the last week of August, 26<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup> at the Inn at Otter Crest. We are going to have several topics including an 'Intro to MSAG' for all of the new people who come in. They asked for that last year. We have invited all of our main LECs to help with our discussions. This Conference is great for the MSAG Coordinators and it is great for us too. We learn a lot of new things and it is a good way to share information. .

Shannon asked if there were any other topics that anyone wanted to discuss. She then stated that if you think of something in the mean time, before our next meeting, just send me an email and we can put it on the Agenda.