

911 ADVISORY COMMITTEE MEETING

September 18, 2008

I. Introductions

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
Larry Hatch, ENP	PSAP Metro/I5 Region
Laura Wolfe	PSAP Metro/I5 Region
Mark Buchholz	PSAP Metro/I5 Region
Galen Howard	PSAP Metro/I5 Region
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

Shannon Marheine, OEM, led off the meeting with introductions around the table.

II. Committee Charter

Larry Hatch, PSAP Metro/I5 Region, began by handing out a form that he feels would be beneficial to the group for defining our mission, goals and objectives. He pointed out that it is still a *draft* document. He went on to say that at WCCCA they use this type of form anytime they form a committee. Shannon asked the group members to review this and to comment. Shannon will email this form out to those member representatives who are not in attendance today. She advised that we will discuss the feedback at our next meeting.

III. 9-1-1 Program 5-year Plan

- **Statement of Work**

In summarizing for the group, Shannon stated that it seems the consensus agrees that it would be wise to retain an outside source through a consultant

company to scribe our objectives for our plan. She went on to say that we should utilize the APCO / NENA Objectives because they are really well defined. OEM is currently working on a "Statement of Work" to get this accomplished. It is not yet completed but the plan is to have it ready for review prior to our next meeting. Shannon is asking that the members then review it and would like to have your comments and/or suggestions.

IV. Program Financial

- **Budget**

Shannon noted that at our last meeting some members had questions about the budget and had asked OEM how we accomplish our budgeting task as a State Agency. In following up on these questions Shannon stated that she went to the Fiscal Department for OEM to find out about the adopted 07-09 Legislative Budget. She stressed once again that when OEM moved from OSP to OMD in June 2007 that OEM took on the fiscal responsibility that was once processed under OSP. Now under OMD every thing comes to OEM and all of the processing is done in house. She added that we have a wonderful financial group that we work with. Plus, having all of our fiscal responsibility in house now this affords us the tools and the fiscal resources and knowledge that we did not have at hand like we do now. Shannon distributed a handout with some information that she compiled to help explain how the 9-1-1 Account Funds are coded and categorized. Shannon added that during the course of her research into the State Fiscal Budget that she discovered it to be very complicated!

Shannon informed the group members that she has invited some of our fiscal people come participate in our December meeting to talk about the budget process and added that they are eager to join us. It will be a good educational session and a good time to ask the questions that you may have. It will also help in our decision making for the future planning and to help us in our roles to determine what we are spending.

Galen commented that he is very pleased with the Military Budget Reports that have been provided by OMD.

Shannon went on to explain that the equipment replacement amount is still set at 500,000.00 per ORS. We are all aware that this amount is not adequate and it became very apparent within the first two years of E-911 that this figure was obviously not an adequate amount for costs, however, it is required list this amount per ORS.

Larry asked if the ORS would be amended? Shannon responded that at this time OEM has three other Legislative Concepts on the table. One of them is to amend the administrative portion to read, "admin portions not to exceed 4%". With the process being the way that it is, we are a quarter behind on recouping

our costs and are actually using other funds to pay out of. We have requested to have the wording amended to show the accruals that are expended. Any remaining of the 4% at the end of the quarter will go back to the PSAPs. We have the money on hand to spend. We would rather amend the wording and pay out of the current allotment than to have to go back and "borrow it". The other amendment is to have the word "Office" be stricken from the definition in reference to the name of Oregon Emergency Management. It was changed to Office of Emergency Management when there were plans to have OEM as a stand alone agency. Shannon stated that she heard that the Justice Department had started reviewing process for this last week.

Shannon returned to the topic of the budget and pointed out the fact that 73,000,000.00 was our authorized budget for the last bi-ennium. She explained that at this time we are already at 80% of our Limitation. When we made the move from OSP last July there were two quarters of distribution funds that came out of this new bi-ennium that should not have. They should have come out of the previous one. They were for the July & April quarters, that amount was approximately 17,000,000.00. Fiscal is working feverishly to get this amended and we are looking to get an increase in our spending limitation. Fiscal has assured us that they DO NOT want to have another occurrence of what happened under OSP with the "Supplemental Distribution". We are all very aware of what happens when those funds are not distributed in a timely fashion to the PSAPs. Shannon brought up the fact that DAS questioned her on the "Special Distribution" of 4,800,000.00 and wanted to know what the PSAPs did with that money? Because it was not part of their budget they are questioning how it was spent? She responded that per ORS that they are allowed to spend it on staffing or training or anything that they choose to apply it to in accordance with ORS/OAR.

Shannon stated that she would not be surprised if that question comes up again formally to this group and she advises that we should go ahead and poll all of the PSAPs to find out how they used these funds. It does not have to be a specific dollar amount as far as how much was spent where but just in general what it was used for. It would be in our best interest to do this now and be ready for when/if this question comes up again.

Galen asked about the status on the budget survey? Mark T. responded that he would get the reports to the PSAPs by October 31st. He would like to incorporate the results of the financial info that was just discussed into his reports. Shannon stressed that we need to be able to explain that this 4.8% that went out to the PSAPs last November as a "Supplemental Distribution" was not issued as supplemental income but that it was considered to be Enhanced 9-1-1 monies.

Larry suggested that we also point out that PSAP costs for 9-1-1 averages at 22%. John Sneed, Deputy Director, OEM, who sat in for a portion of the meeting, asked Shannon about the 22% and if that was for every PSAP?

Shannon explained that it not true for every PSAP, that is just an averages figure. John then questioned what the other 78% is spent on and where would those funds come from? Various group members responded in kind, from City and County Budgets.

- **New Staff PDs**

Shannon referenced that she followed up on another subject that we spoke about at our last meeting in regards to the Policy Option Package and the two new 9-1-1 positions that OEM is requesting. She then distributed handouts which are the Standard Position Descriptions for the State of Oregon. She went on to explain certain points about these positions. Of course this is all subject to funding and limitations. First and foremost, the importance is to get the money out to the PSAPs. In the hope of getting a new Program Staff Member on board, we have requested that one of these positions be listed as “Limited Duration”, with the goal of it becoming a full time position for the future if it is approved.

Shannon brought up the unfortunate fact that when looking back at the Program over the last ten years, basically our staff has not grown in size to address the demands that the 9-1-1 Program now requires. During this period of time she summarized that at one point two positions were added, but then soon after, one was taken away. At the time that Ken Keim was appointed Program Director we were back to having five program staff. After many years of wireless being on our heels and with Phase II being mandated we finally got the additional GIS Position in 2004. The issues facing our industry at this time are immense. As a State Program we have always prided ourselves to be first in the nation but I am afraid that our reputation may start waning due to the lack of staff. We only have the time now to be reactive and not proactive like we should be. Several of our projects are sitting and the PSAP needs are not being met the way that they should be.

Shannon stated that Ken Murphy, Director of OEM, is completely on board for these added staff positions. Larry asked what areas these new positions would be focusing on? Shannon responded that our intent is the have the PSAP Liaison Position take on more of the Budget and Disaster Recovery Plans and a lot more of the daily Administrative duties. That would allow Mark to be focusing more on the Network aspect. The GIS Position would be taking on some of Gillien’s current responsibilities and they would be assigned to work on data distribution and focus more on getting out to the PSAPs to provide the hands on attention that they need. Gillien would then move more towards the Coordination of the emerging technology and how GIS can be utilized. These are tools that will assist the Program in becoming more proactive. We need to be able to plan ahead and not get hit with all of the new technologies all at once.

The bottom line is that back in 1998 our biggest hurdles were to finish up Rural Addressing and to complete Enhanced 9-1-1. Today, ten years later, with the

same amount of Program Staff, we not only have Wireless and VOIP issues to deal with but we are faced with Next Gen, which is an all encompassing term. We all know that Next Gen means so much more than just Texting & Video. We have a lot on our plate, times are changing and we need to be prepared for the technology that is coming at us.

Shannon asked the members if there were any questions or comments ---

Larry stated some concern he has about a call that they recently took from a Program that they did not even know existed called "T-Mobile at Home". The ANI / ALI format was all screwed up, even though we had presented an address, it didn't go into CAD. We did some googling and found it. It showed you how it works and all but no one knew I talked with had ever heard of this service being offered. Which brings him to the question, who is the gate keeper to stop these types of new technology until they work all of the kinks out? Laura Wolfe added that she uses Skype to converse on but does not know what would happen if she dialed 9-1-1? Where would the call go? Larry responded that he used Skype as a power point presentation one time and at that time Skype stated that they do not support 9-1-1. Lynn Reeves added that it seems that we need a higher layer/level to go to with our technology questions. Shannon responded that for now, if your PSAP has questions to continue to contact OEM. Ask for Shannon, Gillien, Mark or Ken and between the four of us we will have a group discussion and decide the best way to handle the issue. VOIP is a problem, I contacted PUC and they informed me that there is not a requirement for them to provide service. PUC is working to change this. One good thing about having the PSAPs contact OEM with technical issues it alerts us to problems. If we are seeing a pattern at the PSAPs it helps the Program track and troubleshoot the issues.

Galen states that it does not sound like OEM will get added help until next year after the next Bi-ennium, July of next year? Shannon said that hopefully we could get approval prior to that. Galen asked if perhaps we could get some expertise through the scope of the 5-Year Plan? We could get someone with broad experience. Shannon stated that it is felt that we would rather keep this type of knowledge in house so that we do not have to pay for an outside source. We have this issue as part of our vision for our plan. It is just a matter of how to attack it at this point.

Before moving onto the next agenda item, Shannon mentioned to the group that Ken Murphy, Director of OEM wanted her to ask everyone if there are any talking points or any specific topics that you would like to see addressed when he and General Caldwell are at the Welches Conference?

Shannon also wanted to address a statement that Ken Keim made at one of our quarterly meetings about her taking over his position when he retires. She wants to make it very clear that there will be an open-recruitment for Ken's position and all who are interested will be urged to apply.

V. Wireless Issues

- **Wireless Committee Report**

Mark T. informed the group that on 9/17/08 he sent out the Updated Wireless Contact List. In his email he asked for comments from anyone who has any information that they want added and to please notify him of any updates.

- **Call Routing & Management Information**

Mark went on to say that at the last meeting, Galen brought up the subject of Wireless Call Routing. Since that time, he and Galen put together a letter along with input from Jerry Foree, Qwest. Galen passed out the draft letter with Memo to the group.

They want to try a Beta Test with one county and they are leaning toward Lane as the county. Are there any objections? Galen see's the same issues across state lines. Discussed cell company calls/problems. It is suspect that carriers are not in tune with overflow / fast busy. The concensus from the group is to go ahead and try it. Mark suggested that possibly the carriers could provide maps. Galen had a routing map as an example. Shannon added that Intrado has PSAP Boundaries and that OEM has acquired this info. She will share this with the group. It was added that Mapped MSAG has this info in the Centerline file. Margie Puckett asked if the Data Contacts will be put on the website? Mark T. said that he would have to contact each provider to get permission. Mark Buchholz asked if there was a topic of Wireless Accuracy? Mark T. stated that it is on his list of things to do.

VI. OAR Update Discussion

Shannon began this discussion stating that the OARs are very outdated. She noted that Galen had provided an Outline earlier to OEM with what he thinks needs to be changed.

Shannon feels that a good change would be to have monies go directly to the PSAP and not have to go through the Cities & Counties anymore. Most complaints from PSAPs are due to the fact that it takes so long for them to get their money. Larry added that there is no need for this rule anymore. Galen passed the Outline out to the group and Shannon asked that everyone review this and make comments for changes / amendments before passing it out to the 9-1-1 Community. Shannon said she would email this out to the PSAP Managers. Larry asked if there was a time line for responses? Shannon stated November 1st so that we have time to prepare if before the December Meeting.

VII. PS ALI

- **AGs Opinion**

Mark T. passed out copies of a letter of response that OEM received from the Department of Justice pertaining to “STS Providers” who receive certificates to operate from the Public Utilities Commission (PUC) with requirements of ORS 401.720(5)(b) and (c). Shannon stated that we could put something into OAR, but it would not have the “teeth” that a change in ORS would. Laura Wolfe stated that the City of Portland would like to pursue a Legislative Change and just wanted to make sure they didn’t step on anyone’s toes with this, etc. She went on the say they would work on this and keep the group posted.

VIII. Open Discussion

Mark T. referred back to an item that he had discussed with Leslie Taylor at our last meeting regarding equipment replacement. Leslie had asked if there was a list for PSAPs with a schedule for this purpose? Mark T. advised that he had discussed this with Qwest, Verizon, and Embarq and that the list was in the making.

Galen mentioned the fact that the committee coastal representative, Eric Swanson is leaving. Shannon noted that Eric will continue to serve through the end of the year. She committed to asking for volunteers for that position and it was agreed upon by the group that if there were more than two the regional PSAP would need to vote on who would represent them.

Shannon advised the group that she would send out the request for additions and changes to OAR and she would compile and bring to the committee in December. Larry volunteered to take comments on the charter and gather them for the next meeting. Lynn added that she felt that Larry’s mission statement says it all.

Shannon closed the meeting noting that the next Advisory Committee Meeting will be on December 10, 2008 at 9:00 a.m. at Salishan. This meeting will precede the quarterly State 9-1-1 Program Meeting.