

**STATE 9-1-1 PROGRAM MEETING MINUTES**  
**December 10-12, 2008**  
**Salishan Spa & Golf Resort**  
**Gleneden Beach, Oregon**

**Wednesday, December 10, 2008**

Ken Keim, OEM, called the meeting to order and began with Introductions around the room.

**I. 9-1-1 Program Updates – Ken Keim, OEM**

Ken states that of the two positions the 9-1-1 Program was requesting, only one was approved and is of course still subject to budgetary issues this session.

Legislative process starts on January 12<sup>th</sup>.

We have our first Injunction against a PSAP in Lake Co. It is City vs County, What Constitutes 9-1-1 Jurisdiction - The hearing is on January 31, 2009.

Ken states that he will be retiring June 1, 2009.

OEM met with the Dept of Revenue and PUC regarding the Secretary of State Audit and 9-1-1 Taxes. This was a positive meeting. The plan is to have Revenue and PUC working together along with the 9-1-1 Program with other meetings planned for the future.

**II. 9-1-1 Advisory Committee - Shannon Marheine, OEM**

Shannon started by giving a brief introduction about the State 9-1-1 Advisory Committee, the purpose of the committee, and the current representatives. Shannon mentioned that one of the major projects the committee is currently tackling, is the revision of the OARs for the 9-1-1 Program. She noted that she sent the OARs electronically to the PSAP community asking for suggestions, comments, and after three months has received none. Larry Hatch added how important it was to look at these and send comments back to the Program. Shannon continued to elaborate on how important this revision is and how valued the groups input and comments are in the process. Shannon committed to sending the current “draft” electronically to the group next week. She asked that comments, suggestions, revisions, are sent to her attention before February 13<sup>th</sup> to be included in the final draft to the 9-1-1 Advisory Committee at their next meeting on March 4<sup>th</sup>.

### **III. PSAP Budget Report – Mark Tennyson, OEM**

Mark states that only about 65% of the PSAP budget reports are turned in and that he needs them as soon as possible in order to finish up the master report.

The group discussed the status of Carnet and the pending RFP. Mark stated that the RFP is still sitting at DAS and that OEM would be extending the Carnet contract with Verizon again until the RFP is sent out for bid. Several PSAPs weighed in on questions about Carnet reports and Mark responded to those with the help of Diane Carlson from Verizon.

### **IV. 9-1-1 Mapping Conference Highlights - Gillien Duvall, OEM**

Gillien gave a recap of the MSAG/GIS Conference that was held in August 2008. She went on to say that the conference went great and was pleased with all of the wonderful reviews they received. We tried a different format this year. All of the sessions were held together in a discussion format instead of in separate breakout groups.

There was an entire section devoted to Error Reporting for GIS, MSAG and computer problems. They also discussed comparing and contrasting MSAG and GIS because of the need for them to be better aligned. In 2009 Shannon and I will be looking for a new location and possibly move the dates earlier in the month of August.

Gillien informs the group that she has created a List Serve which will allow MSAG and GIS to communicate more efficiently. The state is pretty well set now for any Mapping software updates, initial data set development /deployment, and training. She stressed, however, the importance of having patience. The mapping program is not ending and will continue to grow and expand, but with staffing and funding issues, our projects will not move forward as quickly.

### **V. 9-1-1 Assist & Ford Sync – David Hutton, Ford Motor Company**

\*\* See Handout / PowerPoint Presentation \*\*

**Thursday, December 11, 2008**

**I. 8:30 – 9:30 APCO/NENA Strategic Planning Meeting – Open Discussion**

Shannon reminded everyone that at the business meeting tomorrow we will be voting on 4 different positions for APCO; Vice President, Secretary, Chapter Commercial Advisory Member and APCO Executive Representative. Shannon urged anyone who would like to make a nomination to do so.

Tami Atkinson began her discussion on Strategic Planning by stating that we will now be setting aside an hour at each of our quarterly meetings as part of our effort to make sure that we are continuing our discussion and implementation of the Strategic Plan.

She then introduced Doug Fox, who was doing her power point presentation. Doug is the Systems Administrator for Lincom, he has been with them for 8 years, and is an active APCO/NENA member.

For those of you who were not involved in the Strategic Planning Process when we were at Sunriver earlier this year, we were able to put on paper what our thoughts and goals are for the future. For those who have not seen it, it is on the APCO/NENA website and I have also provided copies here for you.

\*\* See Handout / PowerPoint Presentation \*\*

Funding & Strategies – Tami asked Lynn Reeves to speak about the Legislative Committee; Lynn states that the biggest thing right now is to have a good understanding with what is happening with our Funds and what the Governor is proposing to do. On Monday, December 15th, Hasina Squires, Sally Jones, Tami Atkinson and myself, along with two members of the E Board, will meet with the Governors Staff to go over some issues. We plan to discuss protocol & politics by discussing certain 9-1-1 issues in our effort to educate them about 9-1-1 and the future of the 9-1-1 Program. In turn, we will learn more about what kind of struggle/fight/work we will be dealing with in regards to the upcoming session. Tami added that they will keep in close contact with Hasina to make sure that we know what is coming down the road and how we can best communicate with our Legislatures. It was asked how this meeting was initiated; Tami explained that the Governors Office contacted Hasina and asked for a few members of APCO to come and meet with them. Tami feels it is a good communication conduit for us. She went on to add that the Legislative Committee is going to have their hands full in terms of our goals as our direction will be predicated by the budget. Standardized Service is one of the points that we listed as being part of our future and I am really pleased to see this addressed as a part of our strategic plan. The word coming out of the State level is that there is going to be some push toward some kind of consolidated service.

Kristie Wilde asked if we could back track to something that Ken Keim had talked about yesterday regarding Revenue and back taxes. She refers back to what was discussed at the last quarterly meeting was, if necessary, should we assist in staffing the Dept of Revenue in an effort to help in resolving this issue/history of not collecting on arrears taxes and the taxes that are not being paid that are piling up. Do we feel confident with the way the numbers have come out? Ken responded that they are still in the midst of their audit and we will know more when that is completed.

Kristie then asked if it might be prudent for APCO/NENA to offer to provide some additional staff to help out with the investigation. This would in turn, expedite the results. Ken stated that by what he learned from their meeting he was surprised at how much Revenue & PUC have done already. Your part of this project is to provide the names of all of your providers. Kristie asked if there was a deadline. Shannon responded by January 15, 2009.

Strategies to Advance Standardized Service – Tami feels that it is happening on some level. It shows that we are spending money smarter and we are doing our job in a better fashion. A start would be to encourage everyone at their local levels to look at your operations and having discussions about better ways to improve. Galen added that it would be a good idea to document these ideas for consolidation/efficiencies. Tami stressed that anyway we can show our effort on our behalf to the Legislature is a good thing. Even with the local dollars. Documenting those things and having them available is a good idea. Who would be best to collect that information? Sally Jones suggested that we could send out a survey as a way to collect information. Galen offered to put something together.

Larry Hatch touched on the point of Revenue dollars, says that WCCCA annual costs increasing to about 6.8% and the Revenue Stream from the 9-1-1 tax is at about 2%. For those who feel that 9-1-1 is getting too much money and want to know what we are doing with it ... we could probably triple that tax and the centers would still come out on the losing end.

Kristie Wilde interjects that they are very interested in Data Sharing and connecting CAD systems. She would like to see some solid information on this and find out how this works.

Education Outreach – Tami went on to our next goal, Public and Legislative Education, this will be paramount. The public has a misconception; they think that 9-1-1 is always going to be there. Are there any thoughts on how we do this as a Chapter/Individually to keep our Constituents apprised?

Kristie Wilde feels that it would be very effective to go to the Association Meetings and to be on the agenda for Q&A. Perhaps either our President or someone on the EBoard could attend their meetings during this Legislative

Session? Tami agrees with this idea, we could also extend an invitation to some of their members to get this information sharing going. Sally said she would be willing to go and have some others volunteer to go as well. Have someone make up a standardized list of discussion points.

Progressive Approach to Technologies & Strategies – Any thoughts on this and where we are headed?

Membership Goals – Sally stated that the Association talked about expanding our membership to have a better representation of PSAP Managers. The Association feels that it would be a benefit to other people involved in the field, on an operational level, and on a governing level. We also talked about interaction and representation from some of the other disciplines. Tami added that they have seen the numbers drop for the Friday meetings and it would be nice to see more people involved. We are seeing some of our leadership approaching a time when they can move on to other things. We need some of the other younger members to come in and assume some of those roles.

Tami noted that NENA membership is on the lighter side vs the APCO Membership. Although, our Oregon Chapter increased by the largest number during the last membership drive. This allows us to have NENA come and do a one day class at no cost. We will need to determine where, when and what we want this class to cover. They offer several different ones. We will be putting that on the Agenda somewhere before June 30<sup>th</sup>.

Sally added that apart from the membership numbers they also talked about the outreach to Associated Partners and the Public. Like through the Sheriff's, Police Chief's and Fire Chief's Publications. Tami agreed that would be a great way, we would need to find someone who has the time they could devote to this, like doing a simple newsletter of some kind. Any thoughts on who would be a good candidate to do this? Maybe we could market the APCO/NENA website in an effort to promote public education? Sally is suggesting that we restructure the committees that we already have to address these critical issues. Tami reminded us that there are also bi-laws that we have to adhere to as far as the committee structure. Sally then suggested that maybe forming an "Implementation Team" for planning, a smaller group to spend a day or two in a workshop format. Tami asked if there were thoughts on this subject. Galen suggested that perhaps the Executive Team could identify what that strategy should be. Tami agrees that we need a driving force so that we are not spinning our wheels. This will be addressed at our next business meeting.

Regarding public awareness, someone suggested that we contact the Sheriff's Association for example. We could give them information about APCO to put in their Publication. They probably would not charge APCO for that. Another suggestion would be to run a small ad on UTube, a larger group of people would see the Ad. If we are wanting to target a younger generation for members, they

spend a lot of time in that venue. It could be a small Ad structure and then we would need to find someone who could talk on it, it would not cost anything. Put it out there and see what happens, or look at MySpace. Tami feels that those are both very good ideas, who would like to do that? Tami then turned the meeting over to Shannon.

## **II. Business Meeting Update**

Shannon introduced Mark Buccholz, he is unable to attend tomorrow's APCO Business Meeting so he wanted to take some time today to update on the Executive Council. Mark states the Council meets twice a year, at the end of the year and mid-year, this year the mid-year meeting will be February 15th & 16<sup>th</sup>, I mention the dates for anyone who is interested in running for the Executive Council Position, to block those days on your calendar.

Then the work for the Executive Council is basically done through a conference call or emails that take place between those two key meetings for issues that need to be handled. The Association has a 30 day rule period, there are several things that are changing and they are just basically getting things in order and putting some new policies in place.

The National Conference in Kansas City last August went well. The organization is in pretty good shape. There seems to be a lot of activity regarding Licensing and Banding Frequency Coordination and a Revenue issue for National APCO.

A proposal came forward that looks like APCO is going to use money in the fund balance to pay off debt early on the building for the National Headquarters. They decided to use the money to pay off bonds of high interest (with the economy, the return has been low) to take the money and pay off the bonds to try to restrict future debt.

For those who are not aware, approximately 80% of the decisions and policies that are made from the National APCO are made by the Executive Board consisting of 54 individuals. There is a small group of 4 who are the Board of Officers who make decisions on a day to day basis but most of the decisions are made by the group of 54. The decisions are made twice a year and there is an opinion that the Board is too big. A group was formed called the Strategic Governments Committee and they are looking at the National Chiefs of Police, the Fire Chief's Association, and other big Associations and the proposal is that 54 is too big and a group of 4 is too small. If there is a decision that cannot be made with the Executive Director then it goes to the Board of 4, from there it would go the Board of 54 and if they don't decide then the last step is the quorum. By that it means that all of us who are APCO Members would have a right to vote on the quorum when it goes to the National Conference once a year. The recommendation is for a group of 13-15. Two people from each region would make 12.

There is going to be a follow up conference call to go over all of the details that will be proposed at the February meeting. They are trying to set the dates for 13<sup>th</sup>, 14<sup>th</sup> & 15<sup>th</sup> of January. If anyone would like to be involved in the conference call or are concerned with any of the issues please let me know.

Any questions? Kristie said that she heard last week that National APCO had a different position than that of the Fire Chiefs & Police Chiefs and she is wondering what has changed? Mark responded that he does not know the difference in opinion that she is referring to in the question. Kristie says that originally Public Safety was supporting Public/Private Partnership to build regarding the FCC and the Broadband issue. Mark is not aware of a change, if there is it will probably be updated in February.

### **III. Award Presentation – Eric Swanson**

Shannon & Ken asked Eric Swanson to join them up front and presented him with a plaque from OEM and Ken said some parting words. Larry Hatch also presented a plaque and parting words on behalf of Oregon APCO/NENA recognizing his years of dedicated service with 9-1-1 over the years. Mark Rusieki, Astoria 9-1-1, read a letter of appreciation from Astoria 9-1-1 Subscribers who expressed their gratitude for his hard work and dedication.

### **IV. Open Discussion**

Shannon announced to the group that we have some open time on the Agenda due to the cancelation of the OEM Fiscal Group that we had booked to talk about the State Budget. However, they did commit to speaking to us at our next quarterly.

She went on to make other announcements - In July of 2007 when we moved over to Military we had some changes made internally as far as how we do business/reimbursement costs. Particularly the MSAG Reimbursements, they required more extensive reporting records, more detailed. My level of billing has gone down significantly. It was asked how many are confused about? The response was not so much confused about the process but the complaint would be that it is more complicated and more time consuming than it needs to be.

Shannon mentioned that our agency auditors have a more strict requirement on reimbursements to cities and counties. They require us to keep this paper work on file. This process can also work the other way, like when someone is being under-paid. It states under OAR that we will reimburse for salary & benefits and some people have been using the same rate for years. Tobie Reynolds asked if it is required to return a payroll stub for every reimbursement request. Shannon replied with yes, but if they have the same rate all year long then a copy of the same report will work just fine. If you are behind, please send them in. We now have a strict timeline for paying bills, including MSAG reimbursements. Items have a max of 90 days of when that service was completed. We have had several

bills that have showed up dating back to past bienniums, these will not be paid. Once the biennium is up, we are done with that budget. We don't want to see anyone miss out on reimbursements for MSAG bills, so get them sent in as soon as you can.

Shannon said that she had someone ask her about ADA Regulations, does this apply to all calls all the time? In reading through the 9-1-1 portion of the ADA it says; 9-1-1 Call Takers will query with TTY on all silent calls. She called the ADA for further clarification and the answer was yes, all calls all the time.

One more item - every year at the December quarterly we have conducted an annual survey, but we did not do one this year. The reason is because we had so many good things come out of the last survey that we decided our time would be better served to complete those items prior to another survey. Most of the comments that we got were about staffing, our response time. Because we are having an open discussion at this time, this would be a good time to open the floor up for any comments/suggestions:

- 1) Kristie Wilde states that many of us are in a position where we have a lot more responsibilities to take care of than we have time for. One thing she feels would be beneficial is for OEM to acknowledge an inquiry and perhaps give a time frame on the response time in getting back to us.
- 2)
  - a) Sally Jones said it would be very helpful to have the handouts and summary of the discussion within a week after the meeting, and have OEM make an announcement when those are posted.
  - b) OEM to have a bulleted goals list to show us your progress in the direction that you are going.

Shannon added that one of the practices that we as the 9-1-1 Program Staff are doing is to have discussions on the issues or questions that you call our office about. We have started to share this information with each other. Our plan is to develop a "Trouble Data Base" - it is an in house project, a way for us to track problem areas, perhaps by seeing a trend with a certain problem. We are trying to be more efficient in our service to you.

- 3) Sally questions whether or not the implementation of the Strategic Plan is a joint process with Military. Shannon responded that we have passed all of this information on to our Director Ken Murphy, the Program Staff will be working with him closely to ensure we are all on the same page. Shannon noted that this is a group effort, our goal is to work side by side. We wanted to do an official 5 year plan but up until now we have been working on the Distribution process and making sure that the money is getting to where it needs to go, and also working on our billing structure. The Program will pursue an official

5 year plan, but it has been deemed a lower priority. Our focus remains on getting funding distributed and bills taken care of. Sally questions if the whole Plan is joint, that APCO/NENA members will take on roles and does that mean that OEM will as well? Shannon responds that one of the issues that come to mind is the issue of Emerging Technologies. Moving forward with what we are doing and not upgrading for the sake of upgrading but for the sake of getting somewhere. Then we talked about our Network and how are we tracking to make sure it is secure. How much do we know about our own Network? These are questions that we are asking within our Program. We will take these issues to the 9-1-1 Advisory Committee and have the support of this group.

- 4) Lynn Reeves wants to know, as a Program, how does OEM plan to tackle key issues? At what point do we get to see these things down on paper? Shannon replied that we are now reviewing our tasks, and prioritizing each of those. Defining them as “absolute”, “needed”, and “wanted”. We will be putting out something to show that, even if we don’t have the resources to tackle an issue, we will identify it.
- 5) Larry Hatch changed the topic to talk about ICS 300, he said that Mark Bucholz brought the Communications Leader Training to Brooks. That was the best ICS experience he had ever had. It dealt with things that I work with everyday. If you see that opportunity again please try to attend, it was very good. Mark Bucholz added that after the class and the good comments that he was hearing he contacted the Department of Homeland Security to find out if they would be able to set up another one so that more telecommunication folks could attend, but they themselves would not be offering it again at this time. We could request to host another class of this type through someone else but we would have to cover the cost. Shannon added that she was unfamiliar with this class but it would be something that we would have to work with Kelly Jo Craigmiles, Training Officer at OEM, to see about scheduling another class.
- 6) Mark Bucholz had some info to add regarding an email that he sent to APCO in relation to the question that Kristie Wilde asked earlier; In regards to APCO having a difference of opinion and taking a different direction. They are concerned about the auction of the D Block. The main issue is regarding the management and responsibility of the Public Safety Trust. Mark will provide more info on this at a later time.

**V. 2-1-1 Update**

Mark Tennyson, OEM, started his presentation by noting that he has had the privilege of serving on the Board of Directors for Oregon 2-1-1 for the past year & a half. For those of you who do not know what the mission is; To take 2-1-1 throughout the entire State of Oregon. He then introduced Stephen Guntli, Executive Director of 2-1-1 & Jeri Shumate, Executive Direct of 2-1-1 Info, which is a current up and running call center in the Portland area.

Shirley started off their presentation by stating that they will be giving an update on what has been going on since June 2006, as this was when she last spoke at one of our conferences. 2-1-1 is the easy to remember, hard to forget number for anyone when they are in need of Health & Human Services. The new phrase that we use is to say that 2-1-1 is to Social Services what 9-1-1 is to Emergency Services. It is that portal for getting help.

\*\* See Handout / PowerPoint Presentation \*\*  
“2-1-1 Infrastructure” & “Trial By Fire”

For more info you may contact either of them via email:  
[sguntli@or211.org](mailto:sguntli@or211.org) or [jeri@211info.org](mailto:jeri@211info.org)

Administration line for 211 Info: 503-226-3099

**VI. Quarterly Meeting Facilities – Jeanie Stark, OEM**

Jeanie gave a short presentation on the Meeting Sites that she has secured for our 2009 Meetings and discussed some of the criteria that she goes by in selecting a site. Our next meeting dates and sites will be:

March 4-6	Valley River Inn – Eugene
May 27-29	Sunriver Resort
October	TBA
December 9-11	Salishan

She reported that as of this time, she has deposited \$26,305.00 from the Welches Conference into the APCO account, with an amount of \$385.00 yet to be collected.

She also asked that all of you please check your personal and/or facility information noted on any of our PSAP Contact Lists to make sure that your information is listed accurately.

**The 9-1-1 Program Portion of the Meeting is adjourned.**

