

# State 9-1-1 Program Updates



December 9, 2009

# State 9-1-1 Program Agenda Highlights

- State 9-1-1 Program Update
- State NG9-1-1 Committee Update
- GIS Data Sharing & Virtual NW Pilot Project
- 2008-2009 PSAP Budget Reports
- OWIN Update
- Department of Revenue 9-1-1 Tax Collection
- PSAP Manager Training – Records Retention
- Open Discussion

# New Staff Introductions

Gordon Tiemeyer, 9-1-1 PSAP Relations Analyst

- Disaster Recovery Planning
  - » PSAP Disaster Recovery Plans
  - » UPS Status Report
  - » Outage Notification/Escalation Policy
- Annual Budget Reports
  - » Updating templates
  - » Compiling Information for Reporting
  - » Assisting PSAPs with completion

# New Staff Introductions

Ryan Dalton, 9-1-1 GIS Database Analyst

- GIS Data Coordination
  - » PSAP Data Update Automation
  - » Regional Data Projects
- GIS Program Support
  - » Mapping Software Support – Administration
  - » Software Review and Recommendations

# OAR Revisions

- Notice of Proposed changes published in the December 1<sup>st</sup> Oregon Bulletin
- Hearing – January 21, 2010
- Last Day for Written Comments – January 21, 2010

# Safelink/Tracfone “Lifeline Program”

- We have declined PSAP certification statewide.
- Oregon PUC has yet to approve their ETC application.
- If you are contacted by anyone at Safelink and/or Tracfone regarding this program, please send them to OEM.

# Quarterly PSAP Financial Report

3<sup>rd</sup> Quarter 2009 – Sent October 16th 2010

- Feedback
  - » Good Information
  - » Include descriptions of Categories
  - » Include YTD Totals
  - » Retain YTD Category Summary

4th Quarter 2009 - Will be sent out on January 15th 2010

# PSAP Customer Surveys

*We need your input to assist management in initiating improvements and in recognizing achievements of both the Program and the Staff.*

## Three primary score categories

- Program Reporting
  - » Financial Reports
  - » Informational Presentations
- Program Response
  - » Statewide Issues
  - » PSAP Inquiries
- Program Staff
  - » Overall Staff Service Levels
  - » Individual Staff – Good, Bad, Ugly

# Questions

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