I. PURPOSE:

The goal of the Oregon Office of Emergency Management (OEM), 9-1-1 Program is to provide funding resources from the 9-1-1 Subaccount for the acquisition, development, maintenance, updating, processing, and configuration of mapping data for all Public Safety Answering Points (PSAP) in the state of Oregon.

"The office shall make payments for costs of the emergency communications system on behalf of a 9-1-1 jurisdiction or make reimbursement to the 9-1-1 jurisdiction for such costs, only after a reimbursement or payment request has been submitted to the office in the manner prescribed by the office." ORS 403.240(3)

"The office shall review reimbursement or payment requests for costs identified in subsection (3) of this section, necessary to comply with ORS 403.105 to 403.250, for the appropriateness of the costs claimed. The office shall approve or reject the reimbursement or payment requests." ORS 403.240(7)

II. SCOPE:

This funding policy is applicable for all PSAPs within the State of Oregon, and all OEM-approved service providers that perform Geographic Information System (GIS) and Master Street Address Guide (MSAG) services for said PSAPs.

This policy is in effect on July 1, 2021 and will expire on June 30, 2022. At a minimum, this policy will be reviewed biennially. This policy version serves as an extension of the preceding version, and any appendices signed under that agreement will remain in effect for this policy version’s duration.
III. AUTHORITIES/REFERENCES:

OEM’s funding obligations under this Policy are subject to the provisions of and can be found in:

- ORS 403.235 Emergency Communication Account.
- ORS 403.240 Distribution of account proceeds; uses; reimbursement request review; reports.

Rules concerning the funding of 9-1-1 GIS and MSAG activities can be found in Oregon Administrative Rules, Division 80 (9-1-1 Emergency Communications System Program), specifically:

- OAR 104-080-0170(10)
- OAR 104-080-0170(11)
- OAR 104-080-0200(5)
- OAR 104-080-0200(6)

Stat. Auth.: ORS 403.120; 2015 HB 2426
Stats. Implemented: ORS 403; 2015 HB 2426
Hist.: OEM 3-2015, f. & cert. ef. 12-1-15

IV. ASSOCIATED STANDARD OPERATING GUIDELINES:

N/A

V. POLICY BODY:

This Policy is intended to support Oregon’s 9-1-1 stakeholders by funding the wide array of activity surrounding the development, maintenance, and deployment of locational (GIS and MSAG) databases that the PSAPs require to accurately route and map a call for service.

The Policy provides a structured framework for determining acceptable funding use and a standardized process for requesting distribution of the funds. The Policy also delineates the administrative requirements necessary before funds may be distributed.

Funding is subject to budgetary limitations. OEM’s funding obligations under this Policy are subject to the provisions of ORS 403.235 to 403.240 and OAR 104-080-0020(5) to OAR 104-080-0020(6) and conditioned upon OEM receiving funding, appropriations, limitations, allotments, or other expenditure authority sufficient to allow OEM, in the exercise of its reasonable administrative discretion, to meet its payment or disbursement obligations under this Policy.
A. FUNDING MODEL

Database Maintenance
Funding identified for GIS/MSAG activities will be disbursed from OEM’s 9-1-1 Subaccount to the PSAPs, 9-1-1 Jurisdictions, MSAG Coordinators, and GIS Data Maintainers using a formula that is based upon population served in a defined geographic jurisdiction. The 2020 population figures for the counties corresponding to the funding recipients was used to identify natural break points and groupings for several base levels of funding.

In addition to this Base Rate, certain allowances were made for areas that were comprised of multiple counties and/or multiple PSAPs. The multi-county allowance reflects the additional effort required for a 9-1-1 data maintainer to coordinate with multiple county agencies for the information that informs changes to the 9-1-1 databases. The multi-PSAP allowance reflects the additional effort required for a 9-1-1 data maintainer to coordinate with multiple PSAPs and mapping systems in the configuration and delivery of the data used to support those systems.

The categorized population-served level combined with the multi-agency determination result in a funding level which is to be disbursed directly to the identified recipient on a quarterly basis; to be used according to the restrictions set forth in this policy.

The funding levels by each recipient are detailed in Appendix A.

Disbursement for Database Maintenance is subject to availability of subaccount funds as identified within ORS 403-240(4).

Special Projects
Certain efforts of work that meet the criteria of Section V.B. (ALLOWABLE USE) but that fall outside of normal scope of maintenance may qualify as a special project. The intent of the Special Project consideration is for one-time efforts that improve the GIS/MSAG data quality, GIS/MSAG data completeness, or operational 9-1-1 mapping capability of the 9-1-1 jurisdiction and that meet the stated goals and purpose of this funding policy.

In order to receive funding for special projects, prior approval must be received from OEM. Appendix B contains the GIS/MSAG Special Project Application form that must be used for submission to OEM.
When a Special Project Application proposal is received, OEM shall distribute the proposal to the GIS and MSAG Funding Policy Subcommittee for their review of the proposal. The Subcommittee members will have two (2) weeks to review the proposal. During this review period, Subcommittee members may submit questions to the entire Subcommittee and/or the Program for consideration and discussion. At the end of the review period, each Subcommittee member will submit an email with their recommendation to OEM. OEM will compile the recommendations, review the special project application for compliance with ORS, OAR, and this Policy, and make a final determination on whether or not to approve the Special Project request. OEM will then inform both the applicant and the Subcommittee of the resulting decision via email.

Funding for approved Special Projects does not count against a jurisdiction’s (County, PSAP) Standard Disbursement amount.

Disbursement for Special Projects is subject to availability of subaccount funds as identified within ORS 403-240(4).

B. ALLOWABLE USE

“Database development, operation and maintenance.” ORS 403.240(3)(c)

MSAG Coordination and Update Services
Ongoing MSAG maintenance for each county in the State of Oregon is mandatory, and the time spent on maintaining the MSAG is eligible for funding under this policy.

MSAG maintenance includes any updates that result in a change to the MSAG. This includes address range modifications, additions, deletions, street name changes, and English Language Translation or Emergency Service Number updates. MSAG maintenance may involve coordination with concerned parties, such as emergency service Personnel, addressing authorities, road authorities, and other MSAG coordinators for mutual response areas. Services also include any ALI discrepancy reporting, such as research and updates related to misroutes, incorrect ALI information, and no records found. Additionally, any changes to the MSAG must be communicated back to the telecommunication companies for incorporation into their location database.
GIS Data Layer Development/Maintenance

The following GIS data layers are pre-approved for development and/or maintenance work under the terms of this policy. In order to be eligible for funding, the GIS data (as delivered) must conform to or be compatible with any statewide data model standards adopted by the Program.

- Road Centerlines
  - Road Centerlines
  - Road Name Alias Table
- Site/Structure Address Points
  - Address Point
  - Common Place / Landmark
- Emergency Service Boundaries
  - ESN/ESZ
  - Fire
  - Police
  - EMS
- PSAP Jurisdiction (Call-Taking) Boundaries

Approved Tasks and Expenditures

- GIS Data Development and Maintenance
  - Using GIS software to build/maintain data layers
  - Field Verification
  - Data acquisition efforts
- Coordinate regular data exchanges with neighboring jurisdictions
- Procure additional/reference data layers from other agencies for use in PSAP mapping systems
- Mapping application configuration – Telephony and CAD mapping applications
  - Data input/processing
  - layer symbology
  - labeling
  - layer display order
  - routing
  - toolbar configuration
  - troubleshooting with vendor
- E9-1-1 data (MSAG, ALI, ESN) improvement
  - extraction, processing, and quality control routines designed to proactively identify errors in database
• GIS Layer Processing/Scripting
  o Automation of data processing routines (merging, clipping, enriching, generalizing data)
  o Automation of Quality Control routines
• Administration
  o Quarterly Disbursement Forms preparation
  o Data upload/delivery
• Training
  o State 9-1-1 Program GIS/MSAG Conferences
  o Onsite/Online coursework
• PSAP/County/Regional/State Coordination
  o Data coordination, PSAPs coordinating with other PSAPS, cities, county, state
  o Data sharing/services agreement development (IGA, MOU) between agencies
• Orthophoto image processing
  o changing data formats, image resolution
  o building mosaics
• Application development
  o building desktop/web/mobile applications for data visualization, data collection, data editing, and data quality processing
• Hardware and Software
  o related directly to the GIS, MSAG, and Mapping support of the PSAP and the 9-1-1 system(s)
  o Telephony mapping systems (i.e. VESTA Map and MapFlex) and CAD mapping modules are already funded directly by other means out of the 9-1-1 Subaccount and are therefore not covered under this policy

Jurisdiction Disbursement Agreement
Areas with more than one primary PSAP and/or single PSAPs that rely on multiple agencies to maintain their GIS/MSAG data are required to have a letter of agreement (LOA), signed by each agency, and kept on file with OEM, prior to receiving distribution. The LOA will specify the total amount of GIS/MSAG funds to be distributed to the jurisdiction and will also, if necessary, sub-divide those allowable funds between the authorized agencies within the jurisdiction that are participating in this Funding Policy. (See Appendix C)
At a minimum, all PSAPs represented in a particular jurisdiction must authorize distribution of the GIS/MSAG funds and indicate their authorization with signature on the LOA.

OEM requires this LOA in order to insure all PSAPs and related agencies within a single jurisdiction are in agreement to how their GIS/MSAG funds are being distributed and that they have access to the same GIS/MSAG data. If the GIS/MSAG data funded, developed, and maintained under this Policy is not shared with all PSAPs in the jurisdiction, funding is subject to termination.

The LOA must be amended if any of the signers or conditions of agreement change. The new LOA must be filed with OEM before disbursement will resume.

C. DISBURSEMENT PROCESS

“The office shall use funds in the 9-1-1 Subaccount to pay for costs incurred during the preceding calendar quarter for emergency communications services provided by a 9-1-1 jurisdiction under ORS 403.105 to 403.250.” ORS 403-240(3)

“The Office will oversee reimbursement from the 9-1-1 Subaccount for work associated with GIS and MSAG maintenance.” OAR 104-080-0200(5)

“A request for reimbursement must be made using process set by the Office and are subject to Office review for completeness, accuracy, and applicability.” OAR 104-080-0200(6) (d)

GIS/MSAG Disbursement Request Submission

- All request forms and supporting documentation (i.e. Invoices, GIS/MSAG Work Summary) must be submitted via the State 9-1-1 central billing address 911.billing@state.or.us
- All Disbursement requests must include the following:
  - A blank copy of the document can be found at OEMs home page then under the State 9-1-1 Program section, select ‘Program Policies and Forms’
  - OEM Home page: https://www.oregon.gov/OEM
  - GIS/MSAG Work Summary – Includes work description and quantity of hours performed during the previous quarter being requested
- GIS Data Delivery – A zipped geodatabase of all maintained data layers to the OEM ArcGIS Online group: **911 GIS Data Upload**.

- Any agency that is requesting reimbursement shall follow the above requirements, including 9-1-1 Jurisdictions that use other counties or entities to develop data.

- A single request packet may not span multiple quarters

- OEM operates under the following calendar quarters:
  - Q1: January – March
  - Q2: April – June
  - Q3: July – September
  - Q4: October – December

- Each GIS/MSAG Disbursement Request must cover work performed for a single approved/designated (for the purposes of this Funding Policy) jurisdiction

- Funds for the requested quarter are available at the beginning of the following quarter; provided all Administrative Requirements (i.e. fully executed Agreement and Jurisdiction Disbursement Agreement) are complete and the Disbursement Request submission packet is complete and passes OEM review

**GIS Data Delivery**

“All GIS data must be delivered to the Office in a standard data model, format, and method as set by the Office.” OAR 104-080-0170(11)

- Data must be delivered quarterly, at a minimum
- Data must be sent within the first two (2) weeks of the new quarter
- Data must be delivered via OEM’s ArcGIS Online Group: **911 GIS Data Upload**

- Data must be uploaded with all data contained in a single zipfile
- It is preferred that data be contained in a single file geodatabase
- Must include all GIS data layers defined in Section B (GIS Data Layer Development/Maintenance)
- If Metadata exists for any data, it must be included with the delivery

**Quality Control**

- OEM will perform a series of change detection and quality control (QC) processes on the delivered data
• Feedback on Quality Control results will be provided to each data maintainer. Feedback will include areas of expected improvement for the next billing cycle
• Agencies participating in this program shall keep and make available for the examination and audit of or by the State 9-1-1 Program, or the Program's authorized employees, agents or representatives during normal business hours, all data, materials and information, including but not limited to records of all receipts, costs and disbursements made by the GIS/MSAG Service Provider with respect to the Services performed under this policy and the funds distributed by the Program for said Services. The State 9-1-1 Program shall have the right to conduct such examination and audit, no more than two (2) times per calendar year.

D. DATA OWNERSHIP

“Ownership of the MSAG is jointly held between the primary PSAP, the provider, and Office.” OAR 104-080-0170(8)

“All 9-1-1 geographic information data shall be delivered to and shared with the Office. The Office may use, manipulate, process, and store all 9-1-1 GIS data according to industry best practices.” OAR 104-080-0170(10)

Geographic Information System (GIS) data layers that are developed, maintained, and receiving funding under this GIS and MSAG Data Development Funding Policy are subject to the OEM data sharing agreement with the PSAPs in Oregon and the State Emergency Coordination Center (ECC).

The State 9-1-1 Program reserves the right to use the data delivered under this policy in the following manner:

• Perform quality checks on the data and report on the results both internally and externally
• Merge the individual jurisdictional data into a larger statewide database
VI. REVISION HISTORY:

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date Approved</th>
<th>Approved By</th>
<th>Brief Description</th>
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<tr>
<td>001</td>
<td>2017-08-09</td>
<td>Andrew Phelps, Director of the Office of Emergency Management</td>
<td>Original Document</td>
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<tr>
<td>002</td>
<td>2017-10-26</td>
<td>Andrew Phelps, Director of the Office of Emergency Management</td>
<td>Correction of Section identifiers, Removal of GIS data ownership statement</td>
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<tr>
<td>003</td>
<td>2019-06-04</td>
<td>Andrew Phelps, Director of the Office of Emergency Management</td>
<td>Removes the availability of disbursement funding at the beginning of each quarter and extends policy expiration date to 9/30/2020.</td>
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<tr>
<td>004</td>
<td>2020-08-27</td>
<td>Andrew Phelps, Director of the Office of Emergency Management</td>
<td>Appendix C only required for multiple PSAPs that share a single county’s funding amount, Old Appendix D signature card removed, GIS/MSAG Work Summary added as new Appendix D, Appendix E replaced with Payment Authorization Form, OEM FTP replaced with ArcGIS Online Group 911 GIS Data Upload</td>
</tr>
<tr>
<td>005</td>
<td>2021-08-06</td>
<td>Andrew Phelps, Director of the Office of Emergency Management</td>
<td>Policy extension for one year, which also extends the Appendix C duration to match this policy</td>
</tr>
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VII. ATTACHMENTS:

A. Appendix A – GIS/MSAG Funding Model
B. Appendix B – Special Project Application
C. Appendix C – Jurisdiction Distribution Agreement
D. Appendix D – GIS/MSAG Work Summary

Andrew J. Phelps
Director