	Office of Emergency Management POLICY	Policy Number: ADM 802
	Approved By: Andrew J. Phelps, Director	Effective Date: 01/09/2020
Version: 001	Variance Policy	

I. PURPOSE:

The Oregon Office of Emergency Management, State 9-1-1 Program (OEM) affords an opportunity for a 9-1-1 Jurisdiction to request variance from Oregon Administrative Rule 104 Division 80.

“A 9-1-1 jurisdiction may request a variance from these rules. Any variance from these rules, chapter 104, division 080, is subject to approval by the Office. Requests for a variance must identify from which division 080 rules, including rule section, the requester seeks a variance and include supporting documentation describing the equipment or services involved. The Office may require additional documentation or clarification at its discretion.”

“The Office will review the request for a variance from these rules. The request for a variance must demonstrate how the equipment or services involved creates efficiency in business processes beyond the minimum service requirements for the 9-1-1 jurisdiction in the operation of the PSAP. The Office will notify the 9-1-1 jurisdiction in writing if the request for a variance is approved or rejected and describe the reason for the decision.”

II. SCOPE:

A variance request provides the 9-1-1 Jurisdiction the ability to submit a written request to the State 9-1-1 Program for equipment and services beyond the standards defined within current Oregon OAR 104, Division 80.

III. AUTHORITIES/REFERENCES:

OEM’s funding authority under this Policy is subject to:

- ORS 403.115 9-1-1 as Primary Emergency Number
- ORS 403.235 Emergency Communications Account
- ORS 403.240 Distribution of account proceeds; uses; reimbursement request Review; reports

Rules concerning Variance (s) can be found in Oregon Administrative Rules, Division 80 (9-1-1 Emergency Communications System Program), specifically:

- OAR 104-080-0210

IV. POLICY BODY:

This Policy delineates the administrative requirements necessary before funds may be distributed. OEM's funding authority under this Policy is subject to the provisions of ORS 403.235 to 403.240 and OAR 104-080-0210 and conditioned upon OEM receiving funds, appropriations, limitations, allotments, or other expenditure authority sufficient to allow OEM, in the exercise of its reasonable administrative discretion, to meet its authority within this Policy.

V. REQUIREMENT:


Obtain and complete the appropriate form (104-80-210F1 Variance Request Form) or (104-080-210F2 Workstation Variance Request Form) located on the OEM website, 9-1-1 Program and Policies: <https://www.oregon.gov/oem/911/Pages/911-Resources.aspx> Submit all completed forms and attachments to the State 9-1-1 Program Manager for processing.

VI. REVISION HISTORY:

Version Number	Date Approved	Approved By	Brief Description
001	2020-01-09	Andrew Phelps, Director of the Office of Emergency Management	Original Document

A. ATTACHMENTS:

1. Appendix A – Variance Request Form OEM 104-080-0210F1
2. Appendix B – Workstation Variance Request Form OEM 104-080-0210F2



 Andrew J. Phelps
 Director



OREGON OFFICE OF EMERGENCY MANAGEMENT

State 9-1-1 Program

Appendix A

Variance Request Form **104-080-0210F1**

Guidance:

Oregon Administrative Rule 104-080-0210 Variance

(1) A 9-1-1 jurisdiction may request a variance from these rules. Any variance from these rules, chapter 104, division 080, is subject to approval by the Office. Requests for a variance must identify from which division 080 rules, including rule section, the requester seeks a variance and include supporting documentation describing the equipment or services involved. The Office may require additional documentation or clarification at its discretion.

(2) The Office will review the request for a variance from these rules. The request for a variance must demonstrate how the equipment or services involved creates efficiency in business processes beyond the minimum service requirements for the 9-1-1 jurisdiction in the operation of the PSAP. The Office will notify the 9-1-1 jurisdiction in writing if the request for a variance is approved or rejected and describe the reason for the decision.

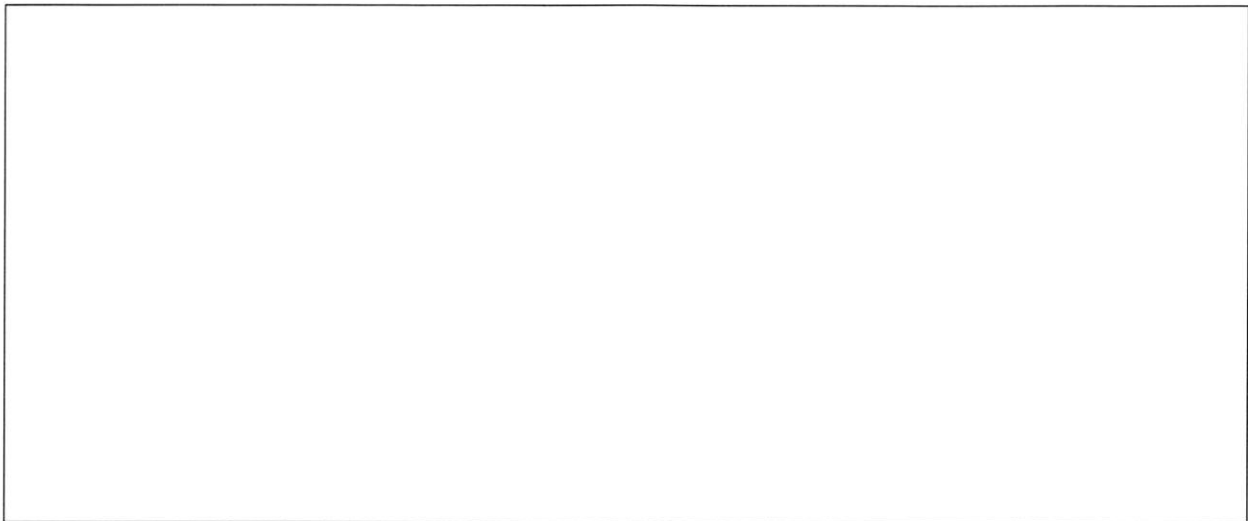
The following information will assist the State 9-1-1 Program in its determination of this request.

- 1) Summary of the request. Provide attachment(s) if necessary.

2) How will the request create efficiency in business processes beyond the minimum service requirements?



3) Is the nature of this request specific to only your center or is there statewide benefit?



4) What is the estimated cost/value of the request?

5) Any additional supporting documentation; include attachments if necessary.

Name of 9-1-1 Jurisdiction: _____

Requestor: _____

Date: _____

Signature: _____



OREGON OFFICE OF EMERGENCY MANAGEMENT

State 9-1-1 Program

Appendix B

Workstation Variance Request Form **104-080-0210F2**

Guidance:

Oregon Administrative Rule 104-080-0120

Requirements of a 9-1-1 jurisdiction in operation of a primary PSAP

(7) A 9-1-1 jurisdiction may request an additional funded workstation for its primary PSAP by submitting a written request to OEM. A request must demonstrate a need for the increase in workstations based on work load, work flow or other efficiency gains that benefit the citizens of, and visitors to the 9-1-1 jurisdiction. The written request must include the following:

- (a) The specific equipment, hardware and software, required for the functionality of the requested workstation;
- (b) A description of how the request will meet the specific needs of the primary PSAP;
- (c) A description of the expected outcomes;
- (d) A staffing plan describing how the additional workstation will be used by the primary PSAP;
- (e) The signature of an authorized representative of the 9-1-1 jurisdiction indicating approval of the request; and
- (f) Any additional supporting documentation that describes the on-going change in circumstances at the PSAP level requiring the additional workstation. The change in circumstances may not be based on a single occurrence, but may include circumstances such as an increase in work load, increase in service population, or an opportunity to leverage equipment or processes towards an efficiency gain.
- (g) When a PSAP requests funding for additional workstation(s), beyond the accepted workstation allocation formula, the Office may consult members of the State Advisory Committee in an effort to add general PSAP knowledge and experience to the decision making process.

The following information will assist the State 9-1-1 Program in its determination of this request.

- 1) Summary of the request. Provide attachment(s) if necessary.

- 2) Identify by call volume, the top three busiest days over the previous 12 month period. List them by date.

- 3) Provide the number of calls (9-1-1 & 10 digit emergency) processed during your busiest hour within the top 3 busiest days identified within question #2.

- 4) Provide the number of call takers and or dispatchers used to support each top busiest hour identified within question #3

5) Provide the average call answer time (in seconds) for each of the top 3 busiest hours identified within question # 3

6) Did you use the State's MIS System (ECaTS) as the data source supporting this request?

YES

NO

If NO, please reference and/or attach supporting documentation.

7) Any additional supporting documentation; include attachments if necessary.

Name of 9-1-1 Jurisdiction: _____

Requestor: _____

Date: _____

Signature: _____