State 9-1-1 Program Updates
Oregon APCO/NENA Statewide Quarterly Meeting
September 11, 2019
Agenda

General Program Updates
• Opening Remarks
• Position Recruitments
• Statewide Call Volume Metrics

9-1-1 ECA and Subaccount Funding Status
• 2017 – 2018 Tax Collection Revenue
• 2019 Tax Revenue, Expenditures & Funding Status
• HB 2449 Surcharge Increase (2020 & 2021)

Subaccount Expenditure Contracting
• ORS, OAR, Reimbursement/Direct Payment Review

Annual PSAP Reporting

GIS Program Area Update
Statewide Call Volume Metrics
## Statewide 9-1-1 Call Volume Metrics

<table>
<thead>
<tr>
<th>Category</th>
<th>January - June, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound</td>
<td>832,312</td>
</tr>
<tr>
<td>Abandoned</td>
<td>96,309</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>928,621</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Avg. Call Duration</th>
<th>133.8 seconds (2.23 minutes)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Volume</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landline</td>
<td>135,346</td>
<td>(15%)</td>
</tr>
<tr>
<td>Wireless</td>
<td>741,489</td>
<td>(80%)</td>
</tr>
<tr>
<td>VOIP</td>
<td>51,786</td>
<td>(5%)</td>
</tr>
</tbody>
</table>
9-1-1 Tax Revenue Collections
# 9-1-1 Tax Revenue Collections

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019 (Q1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$43,919,835</td>
<td>$45,550,841</td>
<td>$11,195,974</td>
</tr>
<tr>
<td>Revenue Collections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase Distribution to Statewide PSAPs:</td>
<td>$938,753</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1 - 2019 OEM Admin</td>
<td>$80k lower than average</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Questions?
Subaccount Funding Status
# Recap – December 2018 Quarterly

## Subaccount Budget Projection – (2019)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percent of Total Account</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>9-1-1 Subaccount - Annual Revenue</strong></td>
<td></td>
<td><strong>$16,613,992</strong></td>
</tr>
<tr>
<td>1. ALI, SR &amp; IP Network <em>(CTL &amp; FTR)</em></td>
<td>58.29%</td>
<td>$9,684,000</td>
</tr>
<tr>
<td>2. Prior Investments (Outstanding CPE Invoices)</td>
<td>6.02%</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>3. Statewide MIS <em>(ECaTS) Maint. Only</em></td>
<td>.69%</td>
<td>$114,660</td>
</tr>
<tr>
<td>4. GIS/MSAG</td>
<td>9.32%</td>
<td>$1,547,859</td>
</tr>
<tr>
<td>5. Phone/EM/ES Circuit Services</td>
<td>15.02%</td>
<td>$2,494,691</td>
</tr>
<tr>
<td>6. UPS Maintenance</td>
<td>1.20%</td>
<td>$199,992</td>
</tr>
<tr>
<td>7. Text-to-9-1-1</td>
<td>.57%</td>
<td>$95,069</td>
</tr>
<tr>
<td>8. CPE – Maintenance</td>
<td>5.99%</td>
<td>$994,689</td>
</tr>
<tr>
<td>9. CPE – Replacement <em>(1x$)</em></td>
<td>2.90%</td>
<td><em>Any Remaining Funds</em></td>
</tr>
<tr>
<td><strong>TOTAL Remaining Funds</strong></td>
<td></td>
<td><strong>$483,032</strong></td>
</tr>
</tbody>
</table>
Subaccount Funding Status (2019)

- Budget projections included one-time $700,000 tax remittance/collection effort within 2018
  * 2019 Recurrence unknown

- WVCC phone system replacement value near $1.1M
  -$600k outstanding/remaining encumbered

- DPSST quarterly payments/balance transfers not within budget projections - $300k
  -$75k-$80k per quarter – Included within PSAP quarterly expenditure reporting
Subaccount Funding Status

• Q1 & Q2 Subaccount Expenditure Reports Provided to Statewide Community

• 9-1-1 Program Accounts Payable Database Reconciles with State Financial Management System - Improved Budget Forecasting

• Subaccount Balance Lowest in Program History (*Below $2.2M*)

• OEM Workstation Allocation Policy – Implemented July 1, 2019

• Subaccount Funding Area Reductions Begin October 1, 2019 through September 30, 2020
Questions?
HB 2449:
Revenue Timing/Projections
HB 2449 - Highlights

- Signed by Governor – August 9, 2019
- Effective – January 2020
- 25 cent increase – January 2020
- 25 cent increase – January 2021
- Reduces DOR Admin from 1% to six-tenths of one percent – 2020
- Reduces OEM Admin from 4% to 2.4% - 2021
- Interest earned by the subaccount must be credited to the account
## HB 2449 – Tax Revenue Estimates

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019 (Current - Q1 Only)</th>
<th>2020 (Using 2017/2018 Average) + 33% Increase</th>
<th>2021 (Using 2017/2018 Average) + 66% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$43,919,835</td>
<td>$45,550,841</td>
<td>$11,195,974</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>(Average)</strong></td>
<td><strong>$44,735,338</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** DAS Currently Developing PSAP Jurisdiction Projections
Carriers & Retailers Collect Tax

Carriers & Retailers Remit Tax to DOR

OEM Receives Tax
Deposits/Distribution
HB 2449 – Tax Collection Considerations

• First increase seen in 25 years
• DOR moving forward with retailer and public outreach
• Potential for receiving less than full remittance (2020 & 2021)
  – Retail system updates
  – Telecommunications/Carrier billing system updates
• Will need to monitor revenue and work closely with Oregon Department of Revenue
Questions?
Subaccount Expenditures: Eligibility & Contracting
Recap – December 2018 Quarterly

Eligible Costs Under Oregon Erlang Allocation

– Emergency call processing servers, server licensing, software support and backroom equipment \( (\text{excludes product licensing tied to any ineligible workstations}) \)

– Initial one time costs for eligible workstation hardware, software, implementation, project management and field engineering

– Vendor software support and onsite maintenance for eligible workstations
Recap – December 2018 Quarterly

PSAP Cost Responsibility Under Oregon Erlang Allocation

- Any product licensing tied to ineligible workstations
- Initial one time costs associated with any additional workstation hardware, software, software support, implementation, project management and field engineering above the number of workstations provided under Oregon Erlang
- Vendor software support & onsite maintenance associated with any additional workstations above Oregon Erlang allocation

Note: Any product/service costs not quoted per workstation will be apportioned equally against total number of eligible and ineligible workstations
Per-position cost of $39,203 per position is only an estimate based upon the most recent available pricing.

Averaging used to provide median cost for each workstation product and/or service.

Questions remain regarding an individual PSAPs desire to retain and fund any ineligible workstations or if any eligible workstations will be requested.

Obtaining quotes closest to your lifecycle replacement date will provide the most accurate representation of costs.
CPE Workstation Allocation Policy

• Policy available on OEM website

• Two policy review webinars were held
  ➢ Wednesday, December 12, 2018 – 10:00 a.m.
  ➢ Wednesday, January 9, 2018 – 10:00 a.m.

• Helpful procurement consideration/planning guide available with policy
Recap – December 2018 Quarterly Payment Authorization Form

- Form Overview
- Located within CPE Workstation Allocation Policy
- OAR 104-080-0200: A request for reimbursement must be for costs incurred for products and services provided to the 9-1-1 jurisdiction in the previous calendar quarter
  - Phone service associated with 9-1-1 call delivery specific to a PSAP, ALI, Selective Routing, MPLS network services do not require the use of this form
  - Form also made available on the OEM website
CPE Contract References
Ownership/Payment Responsibility
CPE Contract References

- Program consistency signing contracts – May 2018 discontinued

- PSAP Jurisdictions are identified as the, “Customer”

- “Oregon Emergency Management, “State,” is not party to the agreements”

- “Customer will purchase Product(s)”

- Customer acknowledge and agree that the State is not a party to the agreement and, other than providing the funding for the Services pursuant to ORS 403.235 through 403.245, the State is not bound by any of the terms or provisions of the agreement
• 403.240 Distribution of account proceeds; uses; reimbursement request review; reports.

   (4) Subject to availability of funds, the office shall provide funding to 9-1-1 jurisdictions

   (8) After all amounts under subsections (1) and (2) of this section and ORS 403.235 (2) have been paid, the office shall allocate the balance of the Emergency Communications Account to cities on a per capita basis...

• 403.245 Limitation on use of moneys; investment of moneys.

   (8) may be used only to pay for planning, installation, maintenance, operation and improvement of the emergency communications system as it relates to getting an emergency call from a member of the public to the primary public safety answering point and in transmitting the information from the primary public safety answering point to the secondary public safety answering point
Recommended Next Steps

• Review all contracts associated with Subaccount reimbursement or direct-payment

• Contact vendors for contracted product, service, pricing and contract related questions

• State 9-1-1 Program will provide assistance in support of the PSAP as contract owner with the option of submitting quotes to program for funding eligibility review
Questions?
Annual PSAP Reporting
Annual PSAP Reporting

Roll out: December 2019

Deadline: January 31, 2020
Additions to the Report Template

If at any time, any assistance is needed to complete this report, please contact Janine Mayer with OEM at (503) 378-3275 or email at: janine.mayer@state.or.us.

This report is to be completed and returned no later than January 31, 2020.

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## Section 1: PSAP Information

1.1: **PSAP Name:**

1.2: **Name and Title of the person completing this report:**

1.3: **Contact phone & email:**

1.4: **Number of Public or Private Safety agencies served by your PSAP:**

1.5: **Total number of call-taking equipment positions/workstations at your center as of December 31, 2019**

1.51: **Total FTE for telecommunicators as of December 31, 2019**

1.55: **Total number of part-time telecommunicators as of December 31, 2019**
Questions?
GIS Update
GIS Update

- Reminder: GIS/MSAG Funding Policy appendix forms
  - Appendices C and D needed
APPENDIX C
JURISDICTION DISBURSEMENT AGREEMENT

The undersigned organizations agree to the following division of the GIS/MSAG funds distributed in accordance with the following policy:

State of Oregon, Office of Emergency Management, 9-1-1 Program, Policy TAR 801, 9-1-1 GIS/MSAG Funding, Effective July 1, 2019 to September 30, 2020

Any data that is developed and/or maintained by any of the following will be distributed and shared in a free and timely fashion between all of the undersigned organizations and with the 9-1-1 Program.

PRIMARY DISTRIBUTION UNIT:
<PSAP/Agency name>

TOTAL AMOUNT OF QUARTERLY DISTRIBUTION JUL2019-SEP2019: $ xx,xxx
TOTAL AMOUNT OF QUARTERLY DISTRIBUTION OCT2019-SEP2020: $ x,xxx

AUTHORIZED REPRESENTATIVE: <PSAP/Agency name>  Title: <title>

Name: <name>  Date: ____________

Signature: ____________________________

TOTAL AMOUNT OF QUARTERLY DISTRIBUTION JUL2019-SEP2019: $ xx.xxx
TOTAL AMOUNT OF QUARTERLY DISTRIBUTION OCT2019-SEP2020: $ x.xxx
Questions?
Additional Information:

OEM, State 9-1-1 Program Contact:
Frank Kuchta, State 9-1-1 Program Manager
frank.kuchta@state.or.us
503-378-4620