State 9-1-1 Program Updates

Oregon APCO/NENA Statewide Quarterly Meeting

May 12, 2021
Agenda

Opening Remarks

Legislative/General Program Updates

Motorola/Vesta Map Updates

9-1-1 Tax Collection Update

9-1-1 Subaccount Budget/Status

Annual CPE Maintenance Renewals

ECaTS Technical Support

T-Mobile’s new Automated Routing Tool

Improved Wireless Location Information
Legislative Update

• OEM Legislative Bills

• HB 2425 - Directs OEM to develop and administer grant program in support of projects to consolidate and modernize or upgrade PSAPs
Questions?
SOS Audit Update

• Entrance conference kicked off April 8th

• The purpose of this audit is to assess the costs, effectiveness, and equitable application of resources of the State 9-1-1 communication system and the dispatched responses

• Interviews currently underway with members of Oregon APCO/NENA, PSAPs, DOR, DAS, Legislative and OEM Program Staff
Questions?
State 9-1-1 Program Staffing

- **Pending Recruitment – Project Portfolio/Project Manager**
  - Current LD, pending OEM legislative Policy Option Package approvals
  - Focused on E9-1-1 project planning/implementations and program operations projects

- **Pending Recruitment – Deputy NG9-1-1 Project Manager**
  - Current LD, pending OEM legislative Policy Option Package approvals
  - Focused on NG9-1-1 Project Management Support/Coordination

- **Implementation - 9-1-1 Program Operations Team Lead**
  - Focused on E9-1-1 and NG9-1-1 Program and project oversight (SME role)
  - Leading vendor engagements/contract management oversight
  - Assisting with development of program section strategic goals and work priority setting
  - Leading and mentoring program staff in 9-1-1 technology and industry best practices
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• Program Staff Profile/Fun Facts:
  – Current program staff provide over 70 years of combined experience including direct PSAP operations management, national public safety disciplines, statewide enterprise IT, GIS and vendor service delivery management
  – Staff currently possess over 60 years of experience supporting or managing telephony infrastructures and technology
  – Multiple staff hold active National Emergency Number Association (NENA) ENP credentials
  – Program staff hold numerous state and nationally recognized public management and project management credentials
  – Through open/active recruitments – continuously looking to further expand diversity and experience in public safety and public management
Questions?
Vesta Map Updates
- Migrating all PSAPs from Vesta mapping to VESTA LOCAL mapping
- What is VESTA LOCAL mapping and what is included with the new platform
- Migration process update - timeline
Questions?
9-1-1 Tax
9-1-1 Subaccount Program Management Improvements

• Successfully replaced 10-year-old Microsoft Access accounts payable database

• Went live April 1, 2021

• Provides improved reporting and staff processing/workflow tracking

• Complete electronic logging of all accounts payable materials *(invoices, Payment Authorization Requests, Correspondence, etc.)*
<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>$20,846,885</td>
</tr>
<tr>
<td>Anticipates full tax remittance including initial 25 cent HB 2449 revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Obligated Expenditures From Prior Quarter</td>
<td>2.40%</td>
<td>$500,000</td>
</tr>
<tr>
<td>Primarily CPE maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 ALI, SR &amp; IP Network <strong>(Lumen &amp; Ziply)</strong></td>
<td>46.45%</td>
<td>$9,684,000</td>
</tr>
<tr>
<td>Databases, routers and network necessary for providing PSAPs with</td>
<td></td>
<td></td>
</tr>
<tr>
<td>statewide call routing and location information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Statewide MIS <strong>(ECaTS)</strong></td>
<td>1.39%</td>
<td>$290,000</td>
</tr>
<tr>
<td>System for logging and reporting statewide call statistics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 GIS/MSAG</td>
<td>7.42%</td>
<td>$1,547,859</td>
</tr>
<tr>
<td>Acquisition, development, maintenance, updating, processing and configuration of PSAP mapping data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Phone/EM/ES Circuit Services</td>
<td>9.21%</td>
<td>$1,920,000</td>
</tr>
<tr>
<td>Phone circuits mileage fees and taxes necessary to deliver emergency calls from the public to all statewide PSAPs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 UPS Maintenance</td>
<td>.96%</td>
<td>$199,992</td>
</tr>
<tr>
<td>Power protection for 9-1-1 call taking servers and equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Text-to-9-1-1</td>
<td>.46%</td>
<td>$95,069</td>
</tr>
<tr>
<td>Services and maintenance fees for text-to-9-1-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 CPE – Maintenance</td>
<td>4.77%</td>
<td>$994,689</td>
</tr>
<tr>
<td>Recurring 9-1-1 call taking equipment maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 CPE – Replacements</td>
<td>29.26%</td>
<td>$6,100,000</td>
</tr>
<tr>
<td><strong>FY 2021-2022 Budgetary Obligation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(PSAPs Completing Year 7 &amp; 8 Equipment Lifecycle)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DPSST, Frontier, Linn, Corvallis, Astoria, ECSO, Umatilla, Warm Springs, Douglas, Toledo PD, Columbia, Josephine, Lincoln City PD, Milton-Freewater PD, Seaside</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL Remaining Budgeted Funds</td>
<td></td>
<td>-$484,724</td>
</tr>
</tbody>
</table>
9-1-1 Subaccount Budgetary Planning Considerations

(2014-2019 Revenue & Expenditures)

- Recurring expenditures frequently exceeded quarterly revenue
- Authorizations for new PSAP capability and funding were frequently granted by the program committing to unsustainable long-term recurring demand on the subaccount fund
- Required postponement of CPE lifecycle upgrades to address prior funding commitments
9-1-1 Subaccount Budgetary Planning Considerations

(Estimated Revenue)
Anticipates Full $1.25 per-subscriber line tax remittance beginning Q2 2021
9-1-1 Subaccount Budgetary Planning Considerations

(Estimated Revenue)
Anticipates Full $1.25 per-subscriber line tax remittance beginning Q2 2021

9-1-1 Subaccount

$3,987,529
$5,429,294
$5,353,312
$5,337,672
$5,414,918
$7,039,393
$7,039,373
$7,039,373

Jan-Mar 2020
Apr-Jun 2020
Jul-Sept 2020
Oct-Dec 2020
Jan-Mar 2021
Apr-Jun 2021
Jul-Sept 2021
Oct-Dec 2021

Qtrly Sub-Acct Deposit Amount
FY 2020-2021 Recurring Subaccount Funding Demand (Referenced on Slide 15)
9-1-1 Subaccount Annual Reporting

2020 Calendar Year Report
(2020-2021 Fiscal Year Reporting Anticipated Early August 2021)

Q1 2021 Ending Balance: $13,971,724
FY 2021-2022
Subaccount Budgetary Planning Considerations (Cont.)

- Q1 2021 Ending Balance: $13,971,724
  - FY 2020-2021 CPE Lifecycle Replacement Need/Obligation - $4M
  - One Full Prior Quarter Funding Obligation (ORS 403.250(4)) - $5M
  - NG9-1-1 Planning Costs – *Planning Underway* - $ TBD
FY 2020-2021
Subaccount Budgetary Planning Considerations (Cont.)

• Q1 2021 Ending Balance: $13,971,724
  – FY 2020-2021 CPE Lifecycle Replacement Need/Obligation - $4M
  – One Full Prior Quarter Funding Obligations (ORS 403.250(4)) - $5M
  – NG9-1-1 Planning Costs – *(Planning Underway)* - $ TBD

• State 9-1-1 Program will be re-engaging 9-1-1 Subaccount Sustainability Study Group
  – Evaluating appropriateness of subject matter expertise membership/representation fit
  – Filling of any vacant positions *(Contact patti.sauers@ycom911.org with professional bio/letter of interest)*
  – Developing long-range strategic funding needs, plans and State Program recommendations
    • *Objectives may include refresh of subaccount and statewide PSAP priorities following 2018 facilitated workshop/surveys*
  – Consider one-time grant funding models to minimize recurring funding demand through sunset of the tax in 2030
Questions?
Annual CPE Maintenance Renewals
Annual CPE Maintenance Renewals

- **Invoices** – Timing of invoices, speeding up the reimbursement process
- **Payment Process** – How long can it take to process my PAF?
- **Late Fees** – Things that can happen, who is responsible?
- **Payment Authorization Form (PAF)** – Method of Payment (Vendor or PSAP/City or County) – Reimbursement Proof of Payment
- Submit all documents together to: [911.billing@state.or.us](mailto:911.billing@state.or.us)
- **CPE Replacements** – Status Review *(see next slide)*
<table>
<thead>
<tr>
<th>PSAP</th>
<th>Install Date</th>
<th>6th Year Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Astoria Police Department</td>
<td>5/1/2014</td>
<td>5/6/2019</td>
</tr>
<tr>
<td>Umatilla County Sheriff’s Office</td>
<td>5/1/2014</td>
<td>5/24/2019</td>
</tr>
<tr>
<td>Warm Springs Police Department</td>
<td>7/1/2014</td>
<td>7/29/2019</td>
</tr>
<tr>
<td>Douglas County 9-1-1</td>
<td>7/1/2014</td>
<td>7/15/2019</td>
</tr>
<tr>
<td>Milton-Freewater Police Department</td>
<td>9/1/2014</td>
<td>9/9/2019</td>
</tr>
<tr>
<td>Toledo Police Department</td>
<td>11/1/2014</td>
<td>11/11/2019</td>
</tr>
<tr>
<td>Josephine County 9-1-1 Agency</td>
<td>11/1/2014</td>
<td>11/4/2019</td>
</tr>
<tr>
<td>Lincoln City Police Department</td>
<td>12/1/2014</td>
<td>12/2/2019</td>
</tr>
<tr>
<td>South Clatsop County Communications</td>
<td>1/1/2015</td>
<td>1/27/2020</td>
</tr>
<tr>
<td>John Day Police Department</td>
<td>11/18/2015</td>
<td>11/18/2020</td>
</tr>
</tbody>
</table>
Questions?
ECaTS Technical Support
ECaTS Technical Support

Why might I need to contact ECaTS technical support?

– User not being able to access PSAP data
– Reports not displaying output properly
– How to run specialized/custom reports
– Help interpret data reports/summaries
– Issues with data collectors not sending PSAP data to ECaTS central servers

How do I report technical issues or obtain support?

support@ecats911.com
Tech Support 855-333-0827
Questions?
A.R.T.

Automated Routing Tool
What is A.R.T.?

A.R.T. (or Automated Routing Tool) is a web based intuitive application designed to enhance the T-Mobile new site routing request processes with local Public Safety Answering Point contacts. This tool will allow T-Mobile analysts to submit planned site information and proposed destination PSAP routing to local agencies. Additionally, these agencies will have the ability to directly approve, modify, reject, or comment on the submitted routing and ALI information; which is then sent back to T-Mobile for adjustment, follow-up, or processing.
What is the difference?

- Previously, T-Mobile would email an excel datafile along with a map of the proposed site location.
- Now, the example email request below will come to the associated contact email address in T-Mobile’s contact database.
  - The recipient will click the blue hyperlink to access the ART web tool.

Contact Us

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>State Support</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyndy Gunn</td>
<td>CA, HI, OR</td>
<td><a href="mailto:Cyndy.Gunn@T-Mobile.com">Cyndy.Gunn@T-Mobile.com</a></td>
</tr>
</tbody>
</table>
Questions?
Improved Wireless Location Information
## 2018 PSAP Needs/Priorities Workshop

### Prioritized Themes

<table>
<thead>
<tr>
<th>Priority - Vote 2 Post-NG9-1-1 Training (Final Vote)</th>
<th>Vote #2 Totals</th>
<th>Vote 2 Description and/or Observations Between Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved Wireless Location Information</td>
<td>47</td>
<td>Maintained highest priority issue/need following votes 1 &amp; 2. After NG9-1-1 training, vote count increased.</td>
</tr>
<tr>
<td>Security</td>
<td>35</td>
<td>After NG9-1-1 Training, security significantly moved up in priority from 9th priority to 2nd priority. Although NG9-1-1 is not a dependency, network/cyber security issues were seen as a priority issue or need.</td>
</tr>
<tr>
<td>Funding Accountability</td>
<td>28</td>
<td>Greater transparency on how 9-1-1 surcharges are allocated and spent. Concerns were expressed regarding the State 9-1-1 Program budget processes.</td>
</tr>
<tr>
<td>Funding Level</td>
<td>26</td>
<td>In conjunction with Funding Accountability, it was important to ensure adequate funding levels needed to support NG9-1-1 and other priority themes.</td>
</tr>
<tr>
<td>System Integration</td>
<td>17</td>
<td>It was important to ensure telecommunicator CPE applications and interfaces are well integrated within each PSAP.</td>
</tr>
<tr>
<td>Interoperability</td>
<td>17</td>
<td>PSAP to PSAP communication/integration was seen as important. This includes CAD standards and interfaces. Need to formalize radio standards. Secondary PSAP alignment to Primary PSAPs. Minor reduction in priority after vote 2 was observed.</td>
</tr>
<tr>
<td>Current Staffing and Retention</td>
<td>16</td>
<td>Moved up three places in priority after 2nd vote.</td>
</tr>
<tr>
<td>Employee Wellness</td>
<td>12</td>
<td>Moved up three places in priority after 2nd vote.</td>
</tr>
<tr>
<td>Training and Education</td>
<td>11</td>
<td>Moved down two places in priority after 2nd vote.</td>
</tr>
<tr>
<td>Politics and Legislation</td>
<td>8</td>
<td>Politics, Regulations and Public Perception was important to the PSAPs</td>
</tr>
</tbody>
</table>
State 9-1-1 Service Provider

• Lumen *(former CenturyLink)* currently provides statewide IP (MPLS) network & ALI database managed services

• State 9-1-1 Program has expanded managed service contract scope to include the transport of RapidSOS supplemental location data to each of the 43 PSAPs throughout Oregon
Why now & what are the benefits?

1. Affordable solution requiring one-time 9-1-1 Subaccount funding investment – benefiting all 43 statewide PSAPs

2. Provides secondary supplemental location information integrated to CPE mapping vs. standalone solutions many PSAPs use today

3. Provides a portal for delivering critical additional data (ADR) for enhanced situational awareness from connected devices and applications (e.g., Waze and Uber)

4. RapidSOS will be provided to all Oregon PSAPs through a centralized statewide IP network *(Oregon is a leader - First centralized/statewide enterprise deployment model undertaken in the nation)*

5. Eliminates recurring costs for PSAPs that currently access RapidSOS in a standalone service model while reducing the need for standalone equipment, ongoing dedicated DSL networks/firewalls and ongoing recurring maintenance services

6. Minimizes overall statewide PSAP security risk through the reduction of numerous existing DSL internet connections and firewalls at the PSAP level
I. PURPOSE:

The Oregon Office of Emergency Management, State 9-1-1 Program (OEM) has existing integration capability through its Multiprotocol Label Switching (MPLS) network to support statewide PSAPs ability to acquire more precise supplemental location information during a wireless emergency call. The goal of this policy is to provide funding resources from the 9-1-1 Subaccount for network configuration enabling PSAPs to take advantage of this enhanced capability.

IV. POLICY BODY:

This Policy provides a one-time fixed funding allocation of $2,500 reimbursement or direct vendor pay, for network configuration and access services for those PSAPs wishing to access supplemental location data repositories for a wireless 9-1-1 call. Funding provided by this policy will be from the 9-1-1 Subaccount. In addition, this Policy delineates the administrative requirements necessary before funds may be expended. OEM's funding authority under this Policy is subject to the provisions of ORS 403.235 to 403.240 and OAR 104-080-0190 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.
### Eligibility Guidance List for 9-1-1 Subaccount Expenditures

<table>
<thead>
<tr>
<th>COST TYPE:</th>
<th>COST CATEGORY</th>
<th>ELIGIBLE USE:</th>
<th>EXAMPLES INELIGIBLE USE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Continued) NETWORK / INFRASTRUCTURE CONNECTIVITY</td>
<td>Additional Data Repository (ADR) connectivity</td>
<td>A one-time fixed funding allocation of $2,500 reimbursement or direct vendor pay, for network configuration and access services for PSAPs wishing to access RapidSOS supplemental location data repository for a wireless 9-1-1 call.</td>
<td>*</td>
</tr>
</tbody>
</table>

Policy Funding Considerations

• For a PSAP that meets minimum software and hardware specifications and are, “Enablement ready”, can expect a one-time cost within the range of $600 to $800

• The State 9-1-1 Program has more than tripled the maximum eligibility amount to aid PSAPs that are not, “Enablement ready” and elect to perform major lift to current software release ahead of their planned CPE lifecycle replacements
How to obtain service and funding authorization?

1. PSAP contacts their current CPE maintenance provider expressing interest in accessing state provided supplemental location data.

2. Your CPE maintenance provider should assist you with any planning/requirements necessary while providing cost related quotes necessary for any CPE configuration work.

3. Each PSAP should then contact OEM *(Michael Warren)* providing notice of intent to acquire supplemental location services including copies of all preliminary quotes for service.

4. Once approved, OEM will then initiate network contract change orders with 9-1-1 Service Provider *(Lumen)* for enablement of the service for the requesting PSAP.

5. CPE maintenance provider will work with each PSAP to obtain RapidSOS service access keys and make all necessary CPE configuration changes.

6. Once work is complete and vendor invoicing is received, each PSAP completes OEM State 9-1-1 Program Payment Authorization Form *(PAF)* for requesting reimbursement or vendor direct payment up to the one-time maximum funding amount of $2,500.
WVCC RapidSOS Pilot
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