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BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON

UM 1437

In the Matter of,  
  
TRACFONE WIRELESS, INC.  
  
Application for Designation as an Eligible  
Telecommunications Carrier.


Oregon Office of Emergency Management  
Response to TracFone Testimony

The Oregon Office of Emergency Management (“OEM”), by counsel, hereby  
submits the testimony of Shannon Marheine in response to TracFone’s testimony in the above-  
captioned matter.

DATED this 30 day of August 2010.

Respectfully submitted,

JOHN R. KROGER  
Attorney General

  
\_\_\_\_\_  
Steven A. Wolf, #86318  
Attorney-in-Charge  
Of Attorneys for Office of Emergency  
Management Division, State of Oregon  
[steven.wolf@doj.state.or.us](mailto:steven.wolf@doj.state.or.us)

## **Oregon Emergency Management State 9-1-1 Program**

My name is Shannon Marheine. I am the Acting Director of the Technology and Response Section of Oregon Emergency Management, and have been with the State 9-1-1 Program in Oregon for over twelve years. The State 9-1-1 Program is responsible for the administration of the legislative mandate for statewide Enhanced 9-1-1 telephone services that allow uniform, prompt, and efficient access to public and private safety services for the citizens of, and visitors to the State of Oregon.

My testimony will show that the proposed implementation of TracFone Lifeline services in Oregon will provide an increased burden on an already strained 9-1-1 emergency reporting system which is not in the public's best interest. I will show that TracFone has not obtained a certification from each Public Safety Answering Point (PSAP) in Oregon confirming that they provide their customers with access to basic and E9-1-1 services. Furthermore, I will show that the proposed processes TracFone will utilize to provide such services will add additional 9-1-1 call processing time when every second counts.

The 9-1-1 Program was established by the 1981 Oregon Legislature (ORS 403.100 – 403.380). Its primary mission is to ensure the seamless operation of the statewide Enhanced 9-1-1 system. The program is responsible for the continual coordination and management of the network necessary to deliver 9-1-1 calls, the customer premise equipment (CPE) used by the Public Safety Answering Points (PSAP) to process those calls, as well as consulting and assisting local governments with the challenges faced in the delivery of and participation in the statewide enhanced 9-1-1 emergency reporting system.

The Program is funded through the Emergency Communications Tax imposed by ORS 403.200. This tax imposes \$0.75 on any circuit or device capable of accessing the 9-1-1 network and is collected by communications providers offering such services. Communications providers submit the tax to the Department of Revenue on a quarterly basis, and in turn the D.O.R. forwards those revenues to the 9-1-1 Program for disbursement. \$0.50 is distributed to the cities and counties on a per-capita basis to fund operations, as approved under OAR 104-080, at the PSAP. The balance is administered by the 9-1-1 Program and is expended on payments to vendors for the operation and maintenance of the Enhanced 9-1-1 network, equipment upgrades at the PSAP, and the databases used to provide Automatic Location Information (ALI). The Oregon Military Department's report of 9-1-1 tax revenues, expenditures and distributions for the fourth quarter of 2009 is attached as Exhibit A. The breakdown of fourth quarter distributions to the individual PSAPs is attached as Exhibit B.

In 1999 the State of Oregon deployed border to border Enhanced 9-1-1 services. This project was initiated by the 1991 Legislature and managed by the 9-1-1 Program in cooperation with the PSAPs and Local Exchange Carriers of Oregon. The enhanced 9-1-1 system was completed prior to the January 1, 2000 deadline.

There are currently 50 PSAPs on this enhanced 9-1-1 network, which serves Oregon's 3.6 million residents. During this project each PSAP's equipment was replaced with

technology that would support the goals of the enhanced 9-1-1 initiative. These computer/telephony integrated (CTI) systems are capable of faster and more efficient processing of the 9-1-1 call as well as retrieval of Automatic Location Identification (ALI) data.

Each PSAP is connected to a statewide frame-relay network, which delivers ALI data at faster speeds than conventional modem-based methods. This frame-relay network also has the ability to deliver Law Enforcement Data Systems (LEDS) and National Criminal Information Center (NCIC) information over the same circuit resulting in significant cost savings to the PSAP. The 9-1-1 Program office is currently in the process of planning for the evolution of this frame-relay network to a network capable of delivering IP-based data elements, and ultimately digital voice communications as well as the data necessary to properly locate callers. This process is positioning Oregon for a seamless integration into the Next Generation of 9-1-1 and Emergency Communications.

In addition to the Next Generation 9-1-1 project, the State 9-1-1 Program has several ongoing projects related to 9-1-1 and emergency communications. These projects include the FCC mandated deployment of Wireless Phase II location technology, development and deployment of statewide mapping services and the associated data standards, the continual evolution of the state's Inter-Tandem transfer network, as well as the planning and provisioning of ALI database services. The Oregon 9-1-1 Five-Year Strategic Plan for 2010 to 2014 is attached as Exhibit C.

As of December 31, 2005, each PSAP was capable of receiving Wireless Phase II location information, and OEM continues to partner with Wireless Service Providers to provide the infrastructure and network necessary to deliver that Phase II data. A major obstacle the State 9-1-1 Program helped overcome was the development of a standardized ALI stream that can accommodate Phase II data elements. Using the work of the NENA Technical Committee and the NENA 02-010 Standard, the State 9-1-1 Program partnered with representatives from PSAPs, Wireless Service Providers and Oregon's Local Exchange Carriers to create the Oregon ALI Standard.

Each calendar quarter, the 9-1-1 Program Staff coordinate meetings to address the issues facing public safety communications professionals in Oregon. These meetings are held in cooperation with the Oregon Chapter of both the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA).

**Public Interest:**

In Oregon the number of potential Lifeline customers is in the hundreds of thousands; this increased burden on the statewide 9-1-1 emergency reporting system would be devastating. Because of TracFone's refusal to provide answers to data requests for current subscriber numbers and its representation that it has not developed a forecast of the additional customers it will serve if its application is approved, it is difficult to gauge the exact impact. But increasing the number of devices capable of calling 9-1-1 without an appropriate funding augmentation will leave PSAPs unable to provide the level of staffing needed to accommodate callers. This will cause a delay in providing critical emergency services and will degrade the level of service currently available to all citizens

of Oregon. Depending on the magnitude of the additional load on the system, it may also be necessary to divert resources to daily operations that would otherwise be used for enhancements to and improvement of the system in accordance with the Five Year Plan.

TracFone has also refused to comply with data requests for information regarding the amounts it pays in 9-1-1 taxes or surcharges in other jurisdictions, and the mechanisms used to calculate and collect those moneys. This frustrates OEM's efforts to assess the applicability of the mechanisms that might be available to it to secure contributions to the Oregon system under Oregon law.

**PSAP Certification:**

TracFone's request for PSAP certification was denied by the State 9-1-1 Program on Monday, October 19, 2009; this decision was made on behalf of the PSAPs in Oregon with the unanimous support of the State 9-1-1 Advisory Committee. The FCC's requirement for PSAP certification requires PSAPs to certify TracFone provides basic and E9-1-1 access; in Oregon

**Exigent Circumstances:**

TracFone's response to the issue of Exigent Circumstances regarding 9-1-1 calls for service is that as a reseller, TracFone requires the PSAP to contact the respective underlying wireless carriers who will inform the PSAP that it is a TracFone customer and they will need to contact TracFone directly. Then the PSAP will call TracFone to proceed. This extra step in the request for assistance in an emergency situation adds precious time to the response, the potential loss of life and property due to such a delay in services is not only counterproductive to the statewide system it is a vagrant degradation of the service PSAPs provide to the citizens of Oregon.



**OREGON MILITARY DEPARTMENT**  
HEADQUARTERS, OREGON NATIONAL GUARD  
1776 MILITIA WAY  
P.O. BOX 14350  
SALEM, OREGON 97309-5047

May 7, 2010

Respective PSAP:

This is a financial update of the 9-1-1 program for the distribution of 4th quarter 2009 emergency communications tax revenues.

During the quarter beginning January 1, 2010 through March 31, 2010, \$9,973,655 in tax revenues were received by the department. No interest earnings. *As of August 1<sup>st</sup>, 2009, HB3199, section 47, removes a provision that allows earnings to be accrued in this account.* Per HB2168, section 8, the equipment replacement account has been dissolved and the balance of \$500,000 will be included with this distribution. From these receipts, \$16,108 was paid to the Oregon Department of Revenue for administrative costs. The 9-1-1 program within Oregon Emergency Management incurred \$315,903 of administrative costs. Additionally, there will be an advance withholding of administrative costs for next quarter in the amount of \$400,000 (per HB2167). The contribution to the 35% Enhanced Subaccount will be \$3,490,779. The remainder, approximately \$6.65 million, will be distributed to the PSAPs as prescribed by Oregon Revised Statute 401.808 (10).

Tax Revenue	9,973,655	35% Enhancement Allocation	3,490,779
+ Interest	0	+ Revenue Department Expense	16,108
+ Additional Revenue fm OSP	0	+ OEM Admin	715,903
+ 2.5% Equip Replacement	500,000		
= Total Revenues	\$10,473,655	= Total Expenditures	\$4,222,790

Total Revenues	\$10,473,655
- Total Expenditures	(\$4,222,790)
= Distribution Amount	\$6,650,865

Following are the balances in the 9-1-1 accounts after statutory adjustments are made:

1. \$10,238,850.38 in the 35% Enhanced 9-1-1 subaccount (ORS 401.806 (2) and 401.808 (3))
2. \$0.00 in the 2.5% Equipment Replacement subaccount (ORS 401.806 (3) and ORS 401.808 (7)) *Dissolved per HB2167.*
3. \$6,650,865.06 in the distribution account (ORS 401.808 (10))

Please contact the undersigned at (503) 584-3875 or Ken Murphy at (503) 378-2911 ext. 22225 if you have questions.

Karl D. Jorgenson  
Director of Financial Administration  
Oregon Military Department

	NAME	TOTAL COUNTY POPULATION	TOTAL CITY POPULATION	UNINCORP COUNTY POPULATION	AMOUNT
1045	CITY OF RIDDLE		1,030		1,421.66
1050	CITY OF ROSEBURG		21,355		29,475.29
1055	CITY OF SUTHERLIN		8,085		11,159.34
1060	CITY OF WINSTON		5,925		8,177.99
1065	CITY OF YONCALLA		1,115		1,538.98
1099	COUNTY OF DOUGLAS	105,395		54,970	75,862.64
1110	CITY OF ARLINGTON		610		841.95
1115	CITY OF CONDON		785		1,083.49
1120	CITY OF LONEROCK		20		27.60
1199	COUNTY OF GILLIAM	1,885		470	66,508.65
1210	CITY OF CANYON CITY		685		945.47
1215	CITY OF DAYVILLE		185		255.34
1225	CITY OF JOHN DAY		1,855		2,560.36
1230	CITY OF LONG CREEK		220		303.65
1235	CITY OF MONUMENT		135		186.33
1240	CITY OF MT VERNON		600		828.15
1245	CITY OF PRAIRIE CITY		1,110		1,532.08
1260	CITY OF SENECA		230		317.45
1299	COUNTY OF GRANT	7,525		2,505	66,508.65
1310	CITY OF BURNS		3,025		4,175.26
1315	CITY OF HINES		1,870		2,581.07
1399	COUNTY OF HARNEY	7,715		2,820	66,508.65
1410	CITY OF CASCADE LOCKS		1,055		1,456.16
1415	CITY OF HOOD RIVER		6,925		9,558.25
1499	COUNTY OF HOOD RIVER	21,725		13,745	66,508.65
1510	CITY OF ASHLAND		21,505		29,682.33
1515	CITY OF BUTTE FALLS		445		614.21
1520	CITY OF CENTRAL POINT		17,165		23,692.03
1525	CITY OF EAGLE POINT		8,790		12,132.42
1530	CITY OF GOLD HILL		1,080		1,490.67
1535	CITY OF JACKSONVILLE		2,665		3,678.37
1540	CITY OF MEDFORD		77,246		106,619.00
1545	CITY OF PHOENIX		4,855		6,701.12
1550	CITY OF ROGUE RIVER		2,090		2,884.72
1552	CITY OF SHADY COVE		2,865		3,954.42
1555	CITY OF TALENT		6,680		9,220.08
1599	COUNTY OF JACKSON	207,010		61,624	85,046.84
1610	CITY OF CULVER		1,335		1,842.63
1615	CITY OF MADRAS		6,650		9,178.68
1620	CITY OF METOLIUS		895		1,235.32
1699	COUNTY OF JEFFERSON	22,715		13,835	66,508.65
1710	CITY OF CAVE JUNCTION		1,750		2,415.44
1715	CITY OF GRANTS PASS		33,225		45,858.89
1799	COUNTY OF JOSEPHINE	83,665		48,690	67,194.65
1810	CITY OF BONANZA		425		586.60
1815	CITY OF CHILOQUIN		720		993.78
1820	CITY OF KLAMATH FALLS		21,305		29,406.28
1825	CITY OF MALIN		805		1,111.10
1830	CITY OF MERRILL		915		1,262.93
1899	COUNTY OF KLAMATH	66,350		42,180	66,508.65
1910	CITY OF LAKEVIEW		2,685		3,705.97
1915	CITY OF PAISLEY		250		345.06
1999	COUNTY OF LAKE	7,600		4,665	66,508.65
2010	CITY OF COBURG		1,080		1,490.67
2015	CITY OF COTTAGE GROVE		9,485		13,091.69
2020	CITY OF CRESWELL		4,790		6,611.41
2023	CITY OF DUNES CITY		1,360		1,877.14
2025	CITY OF EUGENE		157,100		216,837.71
2035	CITY OF FLORENCE		9,580		13,322.82
2035	CITY OF JUNCTION CITY		5,460		7,536.18
2040	CITY OF LOWELL		1,030		1,421.66
2045	CITY OF OAKRIDGE		3,755		5,182.84
2050	CITY OF SPRINGFIELD		58,085		80,171.98
2055	CITY OF VENETA		4,975		6,866.75
2060	CITY OF WESTFIR		340		469.28
2099	COUNTY OF LANE	347,690		90,650	125,110.06
2105	CITY OF DEPOE BAY		1,420		1,959.95
2110	CITY OF LINCOLN CITY		7,930		10,945.40
2115	CITY OF NEWPORT		10,600		14,630.67

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4th QUARTER  
2009  
\$ 1.74

PROGRAM  
TAXDB011-02

OREGON STATE 911 TAX  
APPORTIONMENT AS PER ORS  
FOR PERIOD ENDING 12/31/09  
DISTRIBUTION BASED ON RESPECTIVE POPULATIONS

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	NAME	TOTAL COUNTY POPULATION	TOTAL CITY POPULATION	UNINCORP COUNTY POPULATION	AMOUNT
0110	CITY OF BAKER CITY		10,160		14,023.36
0115	CITY OF HAINES		435		600.40
0120	CITY OF HALFWAY		355		489.98
0125	CITY OF HUNTINGTON		590		814.34
0130	CITY OF RICHLAND		150		207.03
0135	CITY OF SUMPTER		170		234.64
0140	CITY OF UNITY		115		158.72
0199	COUNTY OF BAKER	16,450		4,503	66,508.65
0205	CITY OF ADAIR VILLAGE		930		1,283.63
0210	CITY OF CORVALLIS		55,125		76,086.43
0215	CITY OF MONROE		690		952.37
0220	CITY OF PHILOMATH		4,640		6,404.37
0299	COUNTY OF BENTON	86,725		18,277	66,508.65
0310	CITY OF BARLOW		140		193.23
0315	CITY OF CANBY		15,230		21,021.25
0317	CITY OF DAMASCUS		9,985		13,781.82
0320	CITY OF ESTACADA		2,865		3,954.42
0325	CITY OF GLADSTONE		12,215		16,859.78
0327	CITY OF HAPPY VALLEY		11,465		15,824.59
0328	CITY OF JOHNSON CITY		680		938.57
0330	CITY OF LAKE OSWEGO		36,755		50,731.19
0335	CITY OF MILWAUKIE		20,926		28,883.17
0340	CITY OF MOLALLA		7,800		10,765.97
0345	CITY OF OREGON CITY		30,710		42,387.56
0350	CITY OF RIVERGROVE		350		483.08
0355	CITY OF SANDY		8,205		11,324.97
0360	CITY OF WEST LINN		24,400		33,678.16
0365	CITY OF WILSONVILLE		18,020		24,872.15
0399	COUNTY OF CLACKAMAS	379,845		180,247	248,776.57
0410	CITY OF ASTORIA		10,250		14,147.59
0415	CITY OF CANNON BEACH		1,690		2,332.62
0420	CITY OF GEARHART		1,440		1,987.56
0430	CITY OF SEASIDE		6,480		8,944.03
0435	CITY OF WARRENTON		4,785		6,604.50
0499	COUNTY OF CLATSOP	37,840		13,195	66,508.65
0510	CITY OF CLATSKANIE		1,735		2,394.73
0515	CITY OF COLUMBIA CITY		1,990		2,746.70
0520	CITY OF PRESCOTT		60		82.81
0525	CITY OF RAINIER		1,825		2,518.96
0530	CITY OF ST HELENS		12,380		17,087.52
0535	CITY OF SCAPPOOSE		6,605		9,116.56
0540	CITY OF VERNONIA		2,370		3,271.19
0599	COUNTY OF COLUMBIA	48,410		21,445	66,508.65
0610	CITY OF BANDON		3,295		4,547.93
0615	CITY OF COOS BAY		16,670		23,008.81
0620	CITY OF COQUILLE		4,205		5,803.96
0626	CITY OF LAKESIDE		1,560		2,153.19
0635	CITY OF MYRTLE POINT		2,550		3,519.64
0640	CITY OF NORTH BEND		9,555		13,002.39
0645	CITY OF POWERS		755		1,042.09
0699	COUNTY OF COOS	63,065		24,175	66,508.65
0710	CITY OF PRINEVILLE		10,370		14,313.22
0799	COUNTY OF CROOK	27,185		16,815	66,508.65
0810	CITY OF BROOKINGS		6,470		8,930.23
0815	CITY OF GOLD BEACH		2,140		2,953.74
0820	CITY OF PORT ORFORD		1,285		1,773.62
0899	COUNTY OF CURRY	21,340		11,445	66,508.65
0910	CITY OF BEND		82,280		113,567.20
0912	CITY OF LA PINE		1,625		2,242.91
0915	CITY OF REDMOND		25,803		35,614.66
0920	CITY OF SISTERS		1,925		2,656.98
0999	COUNTY OF DESCHUTES	170,705		59,072	81,524.44
1010	CITY OF CANYONVILLE		1,705		2,353.33
1015	CITY OF DRAIN		1,090		1,504.47
1020	CITY OF ELKTON		2,555		3,511.96
1025	CITY OF GLENDALE		955		1,318.14
1030	CITY OF MYRTLE CREEK		3,665		5,058.62
1035	CITY OF OAKLAND		945		1,304.33
1040	CITY OF REEDSPORT		4,300		5,935.08

		TOTAL COUNTY POPULATION	TOTAL CITY POPULATION	UNINCORP COUNTY POPULATION	AMOUNT
2125	CITY OF SILETZ		1,190		1,642.50
2135	CITY OF TOLEDO		3,645		5,031.02
2140	CITY OF WALDPOR		2,145		2,960.64
2150	CITY OF YACHATS		815		1,124.90
2199	COUNTY OF LINCOLN	44,700		16,955	66,508.65
2210	CITY OF ALBANY		49,165		67,860.12
2215	CITY OF BROWNSVILLE		1,780		2,456.84
2220	CITY OF HALSEY		840		1,159.41
2225	CITY OF HARRISBURG		3,455		4,768.77
2230	CITY OF LEBANON		15,580		21,504.33
2235	CITY OF LYONS		1,135		1,566.58
2240	CITY OF MILL CITY		1,660		2,291.21
2242	CITY OF MILLERSBURG		1,170		1,614.89
2245	CITY OF SCIO		790		1,090.39
2250	CITY OF SODAVILLE		295		407.17
2255	CITY OF SWEET HOME		9,050		12,491.28
2257	CITY OF TANGENT		1,000		1,380.25
2260	CITY OF WATERLOO		215		296.75
2299	COUNTY OF LINN	110,865		31,988	66,508.65
2310	CITY OF ADRIAN		185		255.34
2315	CITY OF JORDAN VALLEY		240		331.26
2320	CITY OF NYSSA		3,210		4,430.61
2325	CITY OF ONTARIO		11,435		15,783.19
2330	CITY OF VALE		2,080		2,870.92
2399	COUNTY OF MALHEUR	31,720		14,570	66,508.65
2410	CITY OF AUMSVILLE		3,560		4,913.69
2415	CITY OF AURORA		980		1,352.64
2420	CITY OF DETROIT		275		379.56
2425	CITY OF DONALD		1,030		1,421.66
2430	CITY OF GATES		505		697.02
2435	CITY OF GERVAIS		2,260		3,119.37
2440	CITY OF HUBBARD		3,140		4,333.99
2445	CITY OF IDANHA		2,230		3,17.45
2450	CITY OF JEFFERSON		2,655		3,664.57
2455	CITY OF KEIZER		36,220		49,992.75
2460	CITY OF MT ANGEL		3,790		5,231.15
2465	CITY OF ST PAUL		415		572.80
2470	CITY OF SALEM		156,955		216,637.57
2475	CITY OF SCOTTS MILLS		9,300		13,414.07
2480	CITY OF SILVERTON		9,587		13,232.48
2485	CITY OF STAYTON		7,820		10,793.57
2490	CITY OF SUBLIMITY		2,255		3,112.47
2495	CITY OF TURNER		1,750		2,415.44
2497	CITY OF WOODBURN		23,350		32,228.90
2499	COUNTY OF MARION	318,170		84,376	116,450.36
2510	CITY OF BOARDMAN		3,295		4,547.93
2515	CITY OF HEPPNER		1,435		1,980.66
2520	CITY OF IONE		3,335		4,562.38
2525	CITY OF IRRIGON		1,880		2,594.87
2530	CITY OF LEXINGTON		285		393.37
2599	COUNTY OF MORROW	12,540		5,310	66,508.65
2610	CITY OF FAIRVIEW		9,740		13,443.66
2615	CITY OF GRESHAM		101,015		139,426.23
2618	CITY OF MAYWOOD PARK		750		1,035.18
2620	CITY OF PORTLAND		582,130		803,486.56
2625	CITY OF TROUTDALE		15,535		21,442.22
2630	CITY OF WOODVILLAGE		3,130		4,320.19
2699	COUNTY OF MULTNOMAH	724,680		12,442	66,508.65
2710	CITY OF DALLAS		15,454		21,333.04
2715	CITY OF FALLS CITY		965		1,333.19
2720	CITY OF INDEPENDENCE		8,244		11,378.80
2730	CITY OF MONMOUTH		9,630		13,399.18
2799	COUNTY OF POLK	68,785		10,294	66,508.65
2810	CITY OF GRASS VALLEY		170		234.64
2815	CITY OF MORO		390		538.29
2817	CITY OF RUFUS		275		379.56
2820	CITY OF WASCO		430		598.80
2899	COUNTY OF SHERMAN	1,830		565	66,508.65
2910	CITY OF BAY CITY		1,285		1,773.62

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4th Quarter  
2009  
\$1.74

PROGRAM  
TAXDB011-02

OREGON STATE 911 TAX  
APPORTIONMENT AS PER ORS  
FOR PERIOD ENDING 12/31/09  
DISTRIBUTION BASED ON RESPECTIVE POPULATIONS

PAGE 4  
RUN DATE: 20100507

	NAME	TOTAL COUNTY POPULATION	TOTAL CITY POPULATION	UNINCORP COUNTY POPULATION	AMOUNT
2915	CITY OF GARIBALDI		895		1,235.32
2920	CITY OF MANZANITA		735		1,014.48
2925	CITY OF NEHALEM		260		358.86
2930	CITY OF ROCKAWAY		1,380		1,904.74
2935	CITY OF TILLAMOOK		4,710		6,500.99
2940	CITY OF WHEELER		460		634.91
2999	COUNTY OF TILLAMOOK	26,130		16,405	66,508.65
3010	CITY OF ADAMS		335		462.38
3015	CITY OF ATHENA		1,270		1,752.92
3020	CITY OF ECHO		715		986.88
3025	CITY OF HELIX		230		317.45
3030	CITY OF HERMISTON		16,215		22,380.79
3035	CITY OF MILTON FREEWATER		6,545		9,033.75
3040	CITY OF PENDLETON		17,515		24,175.12
3045	CITY OF PILOT ROCK		1,560		2,153.19
3050	CITY OF STANFIELD		2,290		3,160.77
3052	CITY OF UKIAH		260		358.86
3055	CITY OF UMATILLA		6,530		9,013.05
3060	CITY OF WESTON		755		1,042.09
3099	COUNTY OF UMATILLA	72,430		18,210	66,508.65
3110	CITY OF COVE		640		883.36
3115	CITY OF ELGIN		1,705		2,353.33
3120	CITY OF IMBLER		295		407.17
3125	CITY OF ISLAND CITY		1,030		1,421.66
3130	CITY OF LA GRANDE		13,085		18,060.60
3135	CITY OF NORTH POWDER		510		703.92
3140	CITY OF SUMMERSVILLE		120		165.63
3145	CITY OF UNION		1,960		2,705.29
3199	COUNTY OF UNION	25,470		6,125	66,508.65
3210	CITY OF ENTERPRISE		1,975		2,725.99
3215	CITY OF JOSEPH		1,120		1,545.88
3220	CITY OF LOSTINE		250		345.06
3225	CITY OF WALLOWA		890		1,228.42
3299	COUNTY OF WALLOWA	7,100		2,865	66,508.65
3310	CITY OF ANTELOPE		60		82.81
3315	CITY OF DUFUR		660		910.96
3320	CITY OF MAUPIN		490		676.32
3325	CITY OF MOSIER		485		669.42
3330	CITY OF SHANIKO		40		55.21
3335	CITY OF THE DALLES		13,385		18,474.68
3399	COUNTY OF WASCO	24,230		9,110	66,508.65
3410	CITY OF BANKS		1,435		1,980.66
3415	CITY OF BEAVERTON		86,860		119,888.75
3420	CITY OF CORNELIUS		10,985		15,162.07
3423	CITY OF DURHAM		1,400		1,932.35
3425	CITY OF FOREST GROVE		21,500		29,675.43
3430	CITY OF GASTON		90,665		124,917.86
3435	CITY OF HILLSBORO		2,785		3,844.00
3436	CITY OF KING CITY		1,910		2,636.28
3437	CITY OF NORTH PLAINS		16,640		22,967.40
3440	CITY OF SHERWOOD		47,460		65,506.79
3445	CITY OF TIGARD		26,130		36,066.00
3450	CITY OF TUALATIN		465		641.81
3499	COUNTY OF WASHINGTON	527,140		218,778	301,959.08
3510	CITY OF FOSSIL		175		241.54
3515	CITY OF MITCHELL		160		220.84
3520	CITY OF SPRAY		160		220.84
3599	COUNTY OF WHEELER	1,585		785	66,508.65
3610	CITY OF AMITY		1,670		2,305.02
3615	CITY OF CARLTON		1,790		2,470.65
3620	CITY OF DAYTON		2,495		3,443.73
3625	CITY OF DUNDEE		3,060		4,223.57
3630	CITY OF LA FAYETTE		3,925		5,417.49
3635	CITY OF MC MINNVILLE		3,760		5,217.08
3640	CITY OF NEWBERG		2,150		3,195.28
3645	CITY OF SHERIDAN		600		830.91
3650	CITY OF WILLAMINA		1,885		2,601.77
3655	CITY OF YAMHILL		860		1,187.01
3699	COUNTY OF YAMHILL	95,250		18,355	66,508.65
TOTALS		3,823,465	2,671,032	1,152,461	66,508.65
CITY TOTAL AMOUNT					3,686,698.22
CNTY TOTAL AMOUNT					2,964,166.84

B-4

FIVE-YEAR  
STRATEGIC PLAN  
2010-2014



Oregon Emergency Management  
State 9-1-1 Program

PO Box 14370, Salem, OR 97309  
503-378-2911  
[www.oregon.gov/omd/oem](http://www.oregon.gov/omd/oem)

FIVE-YEAR  
STRATEGIC PLAN  
2010-2014

Oregon Emergency Management  
State 9-1-1 Program

Supported by the  
State 9-1-1 Advisory Committee  
September, 2009

PO Box 14370, Salem, OR 97309

503-378-2911

[www.oregon.gov/omd/oem](http://www.oregon.gov/omd/oem)

## Executive Summary

This executive summary of the 2010-2014 State 9-1-1 Program Strategic Plan is presented by Oregon Emergency Management. This plan outlines the State 9-1-1 program, goals and objectives, financial management activities and strategic direction to be accomplished with the resources allocated by Oregon Revised Statutes (ORS).

The mission of the State 9-1-1 Program is to provide administration of the legislative mandate for statewide Enhanced 9-1-1 telephone services that allow uniform, prompt, and efficient access to public and private safety services for the citizens of, and visitors to, the State of Oregon.

The State 9-1-1 program is a key component of the statewide public safety communications community. The program is focused on enhancing public safety communications answering systems, utilizing dedicated staff and agency personnel who are committed to serving citizens with the highest quality services.

To guide this effort, the State 9-1-1 Program has developed this strategic plan providing the framework for assigning resources and determining the direction for program activities. The plan has been approved by the State 9-1-1 Advisory Committee consisting of ten regional Public Safety Answering Point (PSAP) representatives, three local exchange carrier (LEC) representatives, and the Oregon Association of Public Safety Officials (APCO) and National Emergency Number Association (NENA) legislative advocate. The plan is a culmination of an extensive process involving member of the Oregon chapter of APCO/NENA, commercial industry experts, local service providers, and program staff.

The following strategic goals have been adopted to guide the state 9-1-1 program in fulfilling its mission:

**Goal A: Enhance the quality of the statewide 9-1-1 answering system to ensure that all citizens and visitors have access to public safety answering services that are reliable, redundant, secure and diverse.**

**Goal B: Enhance Network capabilities statewide for emerging technologies, disaster recovery, and multi-jurisdictional cost efficiencies.**

**Goal C: Enhance the communication and information exchange between the State 9-1-1 Program and public safety agencies and strengthen relationships with Oregon's public safety communications community.**

**Goal D: Ensure the financial stability of the State 9-1-1 Program and public safety communications systems to sustain their long-term viability as state-of-the-art communications networks.**

## **Executive Summary Cont.**

A total of 18 objectives have been established to guide the State 9-1-1 Program's approach to accomplish the four goals. Each objective relates to a specific goal, which will be addressed in this strategic plan implementation process.

The strategic plan forms the basis for the tasks and strategies managed by the program leadership and staff. The state 9-1-1 program will ensure resources are appropriately allocated and committees are assigned activities in support of the goals. Strong local government support will be necessary to respond to the rapid workload and activity growth required for the State Program to effectively respond to the needs identified during the planning process.

There will be many more accomplishments to celebrate in the future. Our action plan will result in a statewide system that allows citizens to easily and effectively request emergency assistance, and permits public safety personnel to communicate as needed statewide. The 9-1-1 Program will build on its past successes to continue the strongest possible public safety communications systems for local governments and their citizens.

**State 9-1-1 Program  
Strategic Plan  
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# Oregon State 9-1-1 Program

## **Mission**

The mission of the State 9-1-1 Program is to provide administration of the legislative mandate for statewide Enhanced 9-1-1 telephone services that allow uniform, prompt, and efficient access to public and private safety services for the citizens of, and visitors to, the State of Oregon.

## **Vision**

Provide public safety answering points the highest quality, well-maintained 9-1-1 systems to ensure accurate, efficient, and expedient response to emergency calls for help. Provide the coordination and implementation of a secure and technologically intelligent statewide network for call transfer, data sharing, and disaster recovery, and emerging technologies capabilities.

## Program Introduction

The 9-1-1 Program was established by the 1981 Oregon Legislature (ORS 401.706-790), its primary mission is to ensure the seamless operation of the statewide Enhanced 9-1-1 system. The program is responsible for the continual coordination and management of the network necessary to deliver 9-1-1 calls, the customer premise equipment (CPE) used by the Public Safety Answering Points (PSAP) to process those calls, as well as consulting and assisting local governments with the challenges faced in the delivery of and participation in the statewide enhanced 9-1-1 emergency reporting system.

The Program is funded through the Emergency Communications Tax. This tax imposes \$0.75 on any circuit or device capable of accessing the 9-1-1 network and is collected by communications providers offering such services. Communications providers submit the tax to the Department of Revenue on a quarterly basis, and in turn the D.O.R. forwards those revenues to the 9-1-1 Program for disbursement. \$0.50 is distributed to the cities and counties on a per-capita basis to fund operations, as approved under OAR 104-080 at the PSAP. The balance is administered by the 9-1-1 Program and is expended on payments to vendors for the operation and maintenance of the Enhanced 9-1-1 network, equipment upgrades at the PSAP, and the databases used to provide Automatic Location Information (ALI).

In 1999 the State of Oregon deployed border to border Enhanced 9-1-1 services. This project was initiated by the 1991 Legislature and managed by the 9-1-1 Program in cooperation with the PSAPs and Local Exchange Carriers of Oregon. The enhanced 9-1-1 system was completed prior to the January 1, 2000 deadline.

There are currently 50 PSAPs on this enhanced 9-1-1 network, which serves Oregon's 3.6 million residents, at the time the system went live in 1999 there were 56 PSAPs. During this project each PSAP's equipment was replaced with technology that would support the goals of the enhanced 9-1-1 initiative. These computer/telephony integrated (CTI) systems are capable of faster and more efficient processing of the 9-1-1 call as well as retrieval of Automatic Location Identification (ALI) data.

Each PSAP is connected to a statewide frame-relay network, which delivers ALI data at faster speeds than conventional modem-based methods. This frame-relay network also has the ability to deliver Law Enforcement Data Systems (LEDS) and National Criminal Information Center (NCIC) information over the same circuit resulting in significant cost savings to the PSAP. The 9-1-1 Program office is currently in the process of planning for the evolution of this frame-relay network to a network capable of delivering IP-based data elements, and ultimately digital voice communications as well as the data necessary to properly locate callers. This process is positioning Oregon for a seamless integration into the Next Generation of 9-1-1 and Emergency Communications.

In addition to the Next Generation 9-1-1 project, the State 9-1-1 Program has several ongoing projects related to 9-1-1 and emergency communications. These projects include the FCC mandated deployment of Wireless Phase II location technology, development and deployment of statewide mapping services and the associated data standards, the continual evolution of the state's Inter-Tandem transfer network, as well as the planning and provisioning of ALI database services.

As of December 31, 2005, each PSAP was capable of receiving Wireless Phase II location information, and OEM continues to partner with Wireless Service Providers to provide the infrastructure and network necessary to deliver that Phase II data. A major obstacle the State 9-1-1 Program helped overcome was the development of a standardized ALI stream that can accommodate Phase II data elements. Using the work of the NENA Technical Committee and the NENA 02-010 Standard, the State 9-1-1 Program partnered with representatives from PSAPs, Wireless Service Providers and Oregon's Local Exchange Carriers to create the Oregon ALI Standard.

Each calendar quarter, the 9-1-1 Program Staff coordinate meetings to address the issues facing public safety communications professionals in Oregon. These meetings are held in cooperation with the Oregon Chapter of both the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA).

## Goals and Objectives

In order to fulfill its mission, the State 9-1-1 Program has established four major goals for the years 2010 through 2014. These goals with their accompanying objectives are realistic and measurable. Completion of the goals will enable the program to build upon prior achievements by strengthening the state 9-1-1 program.

Reaching these goals relies heavily on the support of the State 9-1-1 Advisory Committee members, public safety answering point personnel, and the State 9-1-1 Program staff.

Goal A: Enhance the quality of the statewide 9-1-1 answering system to ensure that all citizens of and visitors to the State of Oregon have access to public safety services that are reliable, redundant, secure and diverse.

Objective 1 - Ensure ongoing quality maintenance and operations of statewide 9-1-1 equipment purchased through the 9-1-1 Program on behalf of the PSAPs.

Objective 2 - Improve the redundancy and security of the existing statewide frame relay network.

Objective 3 - Ensure the timely distribution of emergency communication excise tax to local governments.

Objective 4 - Ensure comprehensive training opportunities for PSAP managers and public safety communications partners through cooperative planning with the Oregon chapter of APCO/NENA.

Goal B: Enhance Network capabilities statewide for emerging technologies, disaster recovery, and multi-jurisdictional cost efficiencies.

Objective 1 – Design a statewide IP network for 9-1-1.

Objective 2 – Implement a statewide IP network for 9-1-1 based on the approved design created by Objective 1 of Goal B.

Objective 3 – Develop a plan for the statewide use of IP network to support IP CPE applications including shared geo-diverse systems.

Objective 4 – Review and update state mandated disaster recovery plans for all primary PSAPs in the state.

Objective 5 – Continued coordination with the Oregon APCO/NENA Consolidation Task Force (CTF) to promote multi-jurisdictional projects.

Goal C: Enhance the communication and information exchange between the State 9-1-1 Program and public safety agencies and strengthen relationships with Oregon's public safety communications community.

Objective 1 - Coordinate regional collaboration on PSAP Mapping systems, GIS data development, and GIS data maintenance.

Objective 2 – Further enhance the State Program's web site to improve communications with other public safety entities as well as the general public.

Objective 3 - Clarify stakeholder participation in various State 9-1-1 committees.

Objective 4 – Expanded financial report delivery to Oregon's public safety communications community.

Goal D: Ensure the financial stability of the state 9-1-1 program and public safety communications systems to sustain their long-term viability as state-of-the-art communications networks.

Objective 1 – Promote enhanced educational and outreach programs to strengthen the community's awareness of and support for public safety communications initiatives; including local and state government officials.

Objective 2 – Coordinate the purchase of 9-1-1 communications systems for statewide continuity.

Objective 3 – Prepare cost-benefit analysis reports regarding the state emergency communications excise tax in preparation for possible future revenue needs.

Objective 4 - Seek innovative cost-saving initiatives without reducing the quality of the statewide systems.

Objective 5 - Seek new and/or revised mechanisms to ensure all parties subject to the emergency communications excise tax are reporting and remitting.

## History of 9-1-1 in Oregon

In 1981 the Oregon Legislature issued a mandate for statewide 9-1-1 services and instituted a 3% surcharge on subscriber's telephone lines. The Legislature called for implementation of 9-1-1 services statewide by December 31, 1991. At that time there were over 280 Public Safety Answering Points (PSAPs) in Oregon with only a few providing basic 9-1-1 service and none providing enhanced 9-1-1 service.

This Legislation included the creation of the State 9-1-1 Program within Oregon Emergency Management (OEM).

In January of 1991 the state/local partnership completed the 1981 mandate; Oregon became the sixth state in the country to have border to border 9-1-1 services. During this ten-year period, local PSAP user groups worked to consolidate the call taking and dispatch functions. The number of communication centers declined from 293 to just 91 statewide.

In June of 1991 the Legislature mandated Enhanced 9-1-1 in all of Oregon by the year 2000. An Enhanced 9-1-1 system provides the address (location) and phone number of the telephone making the emergency call for help as well as the responsible police, fire and medical response agency for that location. The Legislature also increased the rate of taxation from 3 percent to 5 percent. The additional 2 percent was earmarked by the state to pay for state-wide Enhancement of existing 9-1-1 systems and the establishment of a Telecommunicator standards and certification program.

In July of 1993 Oregon became the first state in the nation to establish minimum Telecommunicator and Emergency Medical Dispatcher standards and certification requirements with annual maintenance requirements through a program managed by the Department of Public Safety Standards and Training.

In June of 1995 the Oregon Legislature changed the structure of the tax from 5 percent of the local access bill to a flat rate of 75 cents on any retail subscriber who has telecommunication services capable of accessing 9-1-1 services. Reasons for this adjustment included actions by the Oregon PUC which sharply reduced 9-1-1 revenues and revolutionary changes occurring in the telecommunications industry. Cellular (wireless telephone) service was developing rapidly with increasing numbers of 9-1-1 calls being placed on wireless phones. Subsequently, the Federal Communications Commission adopted rules requiring wireless companies to be able to provide the location of a wireless 9-1-1 call by October of 2001 (The Phase II Wireless mandate).

In July of 2007 the Oregon Legislature extended the 9-1-1 tax sunset date on lines capable of accessing 9-1-1 to January 1, 2014. They also moved the Oregon Emergency Management Division and its 9-1-1 Program from being a division of the Oregon State Police to the Oregon Military Department.



Appendix B  
Achieving the Goals and Objectives

**Goal A: Enhance the quality of the statewide 9-1-1 answering system to ensure that all citizens of and visitors to the State of Oregon have access to public safety answering services that are reliable, redundant, secure and diverse.**

**Goal A - Objective 1:**

Ensure ongoing quality maintenance and operations of statewide 9-1-1 equipment purchased through the 9-1-1 Program on behalf of the PSAPs.

Action Plan

Design and implement a records management systems for tracking all maintenance service agreements for all primary PSAPs in Oregon. Records will include CPE upgrade, maintenance, and hardware refresh schedules; mapping upgrade, maintenance, and hardware refresh schedules; and UPS install and maintenance records.

**Goal A – Objective 2:**

Improve the redundancy and security of the existing statewide frame relay network.

Action Plan

Create and implement a State 9-1-1 Minimum Network Security Baseline SOP. Review and implement any necessary network segmentation by utilizing firewalls between PSAPs, OEM, and other network access points. Restricting network access for end user to that deemed necessary and appropriate by OEM. Dedicate a resource internally within the State 9-1-1 Program for network security management.

**Goal A – Objective 3:**

Ensure the timely distribution of emergency communications excise tax to local governments per ORS.

Action Plan

Conduct annual review of distribution procedure to ensure timely processing of the quarterly 9-1-1 excise tax to local governments. Proactively monitoring fund limitations amounts to ensure there are no future delays in the distribution process due to budget limitations. Continue to promote “auto” deposits and streamlined distribution efforts for continued efficiencies.

**Goal A – Objective 4:**

Ensure comprehensive training opportunities for PSAP managers and public safety communications partners through cooperative planning with the Oregon chapter of APCO/NENA.

Action Plan

Provide enhanced training opportunity via the four quarterly State 9-1-1 Program and APCO/NENA joint meetings. Fostering relationships with vendor partners and other State programs to provide instruction on emerging technologies and best practices throughout the nation.

**Goal B: Enhance network capabilities statewide for emerging technologies, disaster recovery, and multi-jurisdictional cost efficiencies.**

**Goal B – Objective 1:**

Design a statewide IP network for 9-1-1.

Action Plan

Utilizing an outside consultant, design and implement a comprehensive IP network statewide to replace the Program's existing frame relay network. Utilizing the State Next Generation (NG) 9-1-1 committee the Program will participate in the design of the network to ensure three main factors are considered; reliability, security, and redundancy.

**Goal B – Objective 2:**

Implement a statewide IP network for 9-1-1 based on the approved design created by Objective 1 of Goal B.

Action Plan

Create a migration path to begin implementation of the statewide 9-1-1 IP network to include a timeline and cost associated with each phase of implementation and ongoing maintenance. Implementation will include a Standard Operation Procedure (SOP) for the security and access of the network.

**Goal B – Objective 3:**

Develop a plan for the statewide use of IP network to support IP CPE applications including shared geo-diverse systems.

#### Action Plan

Complete two IP CPE projects to educate all stakeholders in the network support necessary to utilize such systems. Including the share of a system between two separate PSAPs over a network connection; one host PSAP and one remote PSAP.

#### **Goal B – Object 4:**

Review and update state mandated disaster recovery plans for all primary PSAPs in the state.

#### Action Plan

An annual review of every primary PSAP disaster recovery plan will be conducted to include a report outlining plan revisions.

#### **Goal B – Objective 5:**

Continued coordination with the Oregon APCO/NENA Consolidation Task Force (CTF) to promote multi-jurisdictional projects.

#### Action Plan

Program staff will provide input and review recommendations from the APCO/NENA CTF to further the migration of equipment, data, and physical PSAPs to regionally beneficial systems.

#### **Goal C: Enhance the communications and information exchange between the State 9-1-1 Program and public safety agencies and strengthen relationships with Oregon’s public safety communications community.**

#### **Goal C: Objective 1:**

Coordinate regional collaboration on PSAP GIS Mapping systems, GIS data development, and GIS data maintenance.

#### Action Plan

Review current GIS data development and maintenance procedures for each PSAP to include their respective County and City GIS partners. Promote regional data development projects and data sharing statewide. Review current PSAP GIS Mapping systems to ensure continuity in statewide mapping functionality for 9-1-1. Review current GIS data layers funded by the 9-1-1 Program and make recommendations for extended or enhanced data layers.

**Goal C: Objective 2:**

Further enhance the State Program's web site to improve communications with other public safety entities as well as the general public.

Action Plan

Provide additional links and reports regarding the current projects and financial reporting of the State 9-1-1 Program. Provide additional links to 9-1-1 educational and emerging technologies information and training.

**Goal C: Objective 3:**

Clarify stakeholder participation in various State 9-1-1 committees.

Action Plan

Provide individual web pages on the State 9-1-1 Program website for each State committee to include; committee overview, charters, meeting notices, and meeting minutes.

**Goal C: Objective 4:**

Expanded financial report delivery to Oregon's public safety communications community.

Action Plan

Provide quarterly State 9-1-1 Program expenditure reports for each individual PSAP as well as combined statewide total. Utilize newly developed records management systems to provide a detailed summary of expenditures by cost code.

**Goal D: Ensure the financial stability of the State 9-1-1 Program and public safety communications systems to sustain their long-term viability as state-of-the-art communications networks.**

**Goal D: Objective 1:**

Promote enhanced educational and outreach programs to strengthen the community's awareness of and support for public safety communications initiatives; including local and state government officials.

Action Plan

Provide promotional publications to any requesting primary public safety answering point to support public information sharing efforts. Coordinate with OEM's Public Information Officer to develop outreach information and publications.

**Goal D: Objective 2:**

Coordinate the purchase of 9-1-1 communications systems for statewide continuity.

Action Plan

Review and approve all PSAP communications systems funded directly by the State 9-1-1 Program to ensure all purchases meet the base levels of functionality and that all systems are cost-effective solutions.

**Goal D: Objective 3:**

Prepare cost-benefit analysis reports regarding the state emergency communications excise tax in preparation for possible future revenue needs.

Action Plan

Coordinate with the Next Generation 9-1-1 (NG9-1-1) committee to compile and produce a cost-benefit analysis on Next Generation 9-1-1 technologies to plan for possible future revenue needs beyond the current tax rate.

**Goal D: Objective 4:**

Seek innovative cost-saving initiatives without reducing the quality of the statewide systems.

Action Plan

Continual analysis of 9-1-1 emerging technologies and citizen expectations of emergency services in the State of Oregon.

**Goal D: Objective 5**

Seek new and/or revised mechanisms to ensure all parties subject to the emergency communications excise tax are reporting and remitting.

Action Plan

Research existing funding mechanisms in other states to prepare comprehensive law changes necessary to ensure all telecommunications providers are equally contributing to the Oregon emergency communications excise tax.

Appendix C  
Funding Priorities for the State 9-1-1 Program

Regional and county expenditures of 9-1-1 funds are generally limited to those activities associated with the delivery and processing of 9-1-1 calls. Historically the State 9-1-1 Program has interpreted this provision to apply to the following cost categories:

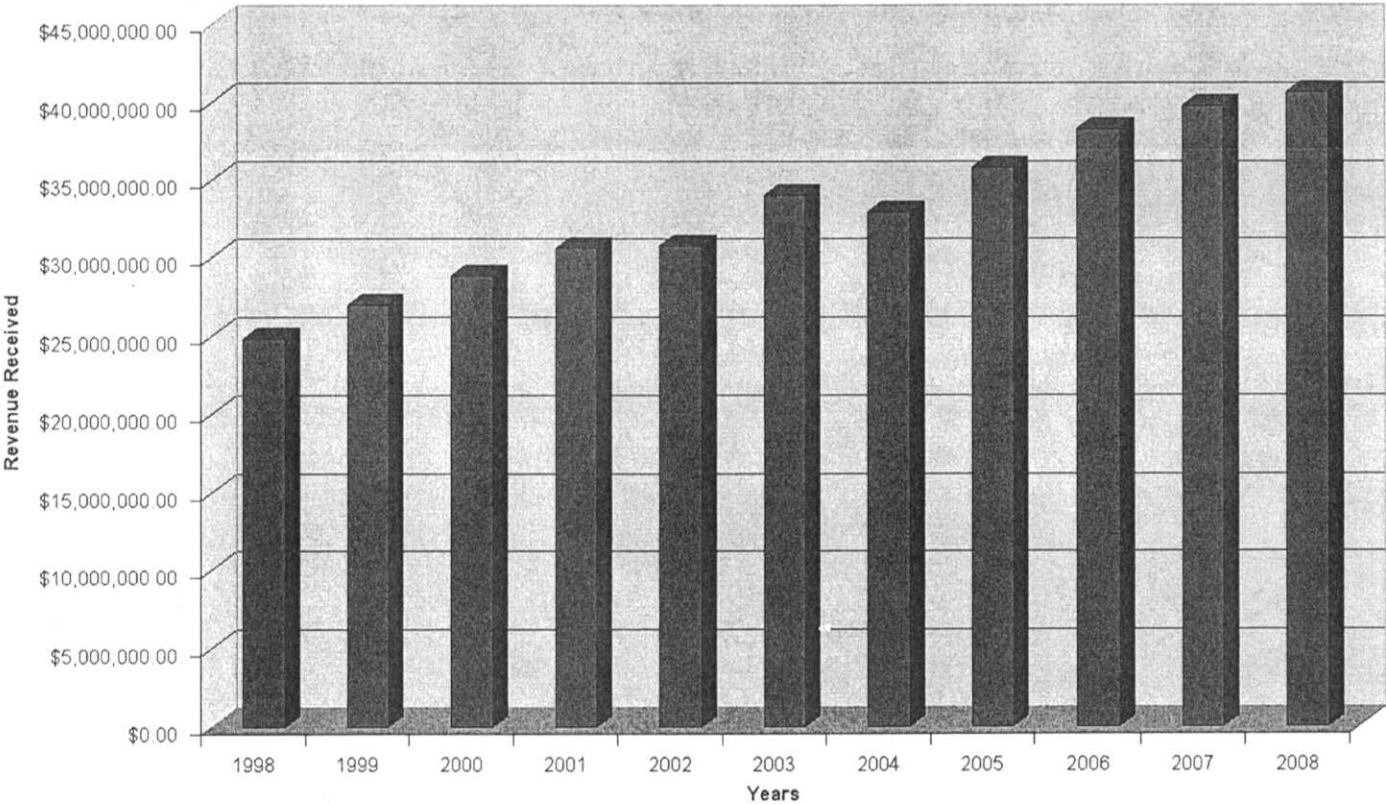
- Network: Dedicated network costs (over which 9-1-1 calls are delivered) and selective routing of 9-1-1 calls;
- Database: Costs associated with provision of the ALI database, either by a telephone company, or by a third-party database provider;
- Customer Premise Equipment (CPE): PSAP equipment that a 9-1-1 call-taker uses to process the call (including selected ancillary equipment such as headsets and integration of other lines that support the functioning of a 9-1-1 center); and
- Addressing and mapping: Costs associated with geographic addressing and mapping to support the regional 9-1-1 system, including initial project and ongoing maintenance costs.
- Coordination services: Costs associated with overall system administration, training, outreach, planning and policy development.
- Wireless Services: The coordination of wireless Phase I & II deployment and cost recovery.



Appendix D  
Financial

9-1-1 Revenue Trend

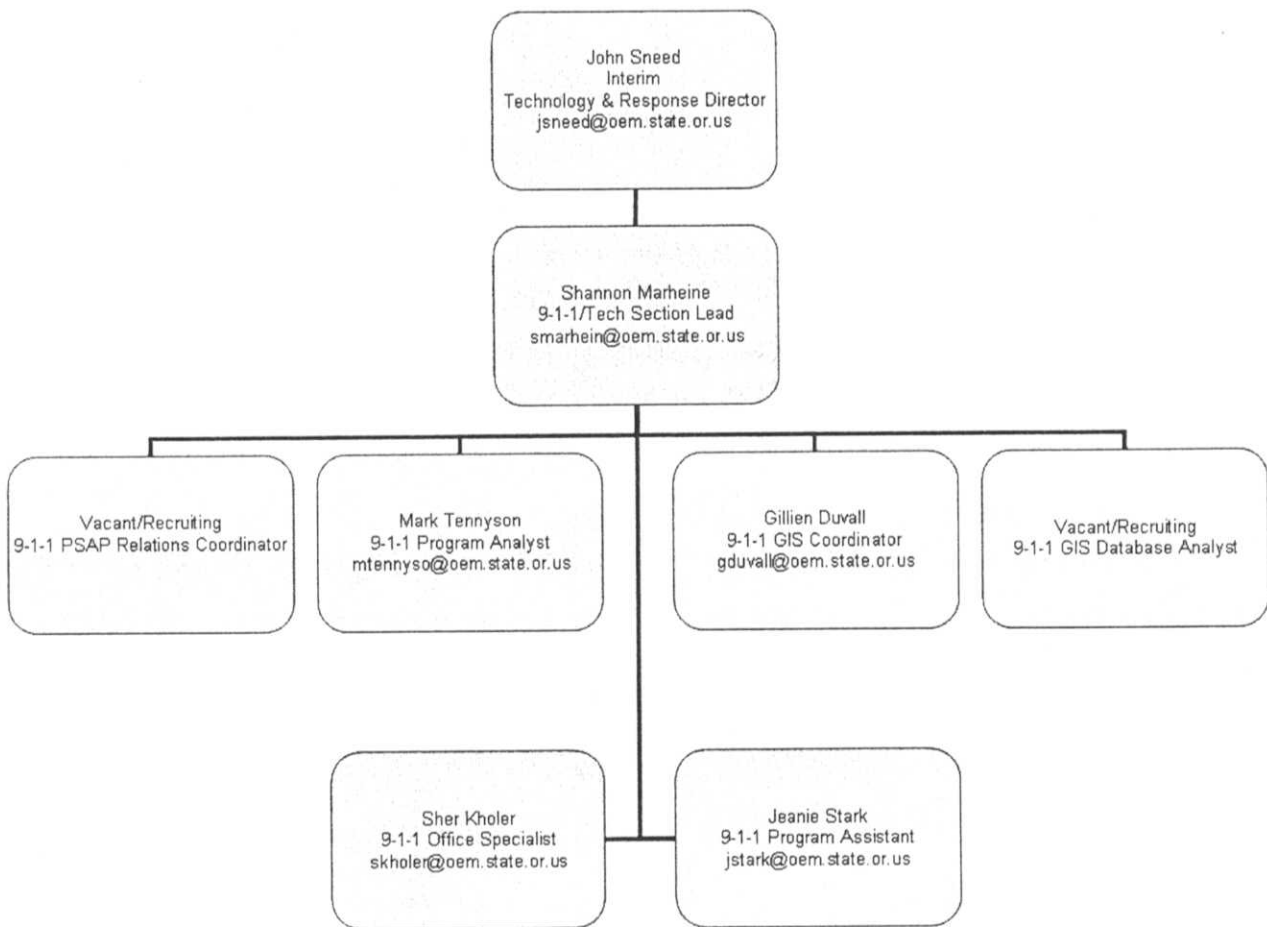
9-1-1 Revenue 1998-2008



Appendix E  
Staffing Summary

The State 9-1-1 Program staff operates from the Anderson Readiness Center in Salem, Oregon. The staff performs functions such as training and professional development for public safety personnel, financial administration of the tax emergency communications excise tax, systems and networks, and geographic information systems coordination.

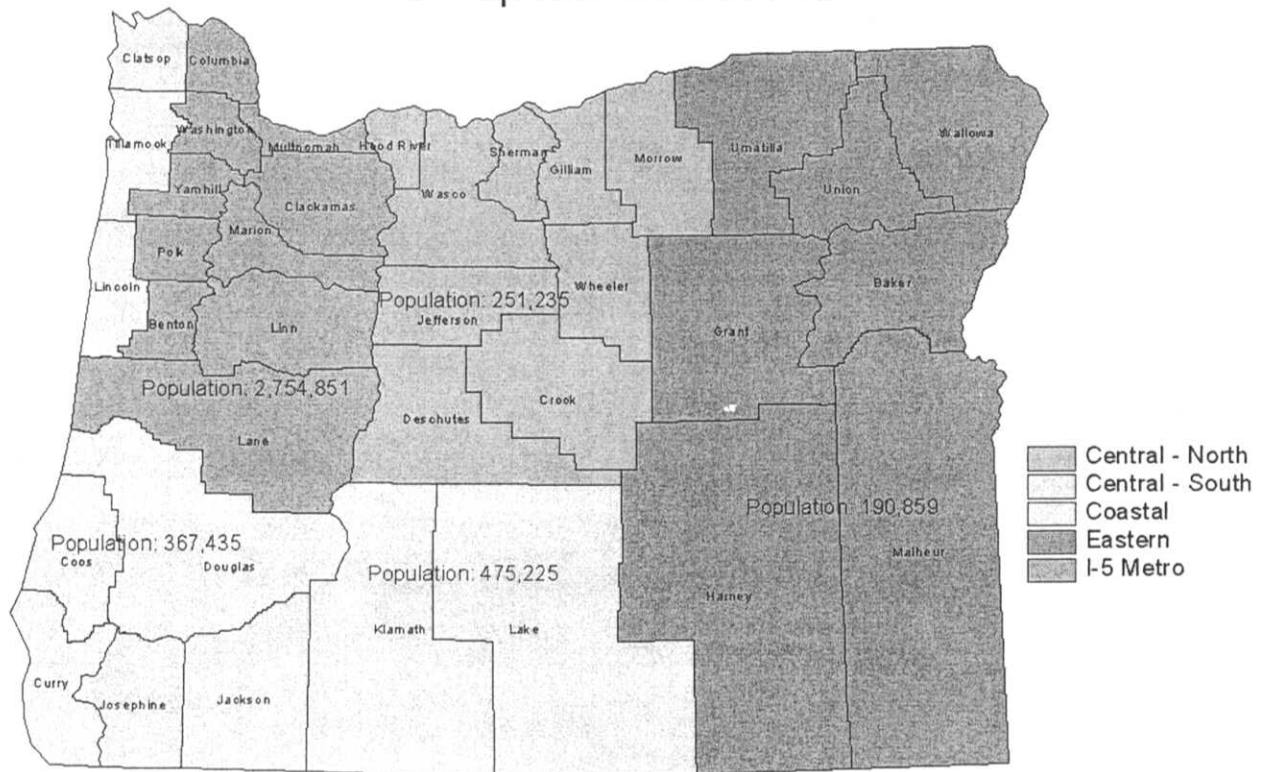
The following is an organization chart of staff resources for the State 9-1-1 Program.



Appendix F  
 The Role of the State 9-1-1 Advisory Committee

The role of the Advisory Committee is to provide direct input from the 9-1-1 Community to the State 9-1-1 Program. The goal is a collaborative effort to have the needs of the State's PSAPs met through the program; specifically the needs as outlined in ORS 401. It is important that all members of this committee as well as the communities they represent are aware that this committee is and will always be advisory. The State 9-1-1 Program is responsible for making final decisions on program issues, but with the use of an advisory committee the Program will have the opportunity to take the opinions of this committee into consideration while planning and implementing the Program's projects, creating and reviewing the Program's policies, and in creating and revising Program objectives.

### Oregon 9-1-1 Advisory Committee Regions & Population Served



Created by:  
 Oregon Emergency Management  
 May 14, 2008

## Appendix G

### State 9-1-1 Advisory Committee Members

John Sneed	State 9-1-1 Program
Shannon Marheine, ENP	State 9-1-1 Program
Mark Tennyson	State 9-1-1 Program
Gillien Duvall	State 9-1-1 Program
Larry Hatch, ENP	PSAP Metro/I5 Region
Sally Jones, ENP	PSAP Metro/I5 Region
Leslie Taylor	PSAP Metro/I5 Region
Lisa Turley, ENP	PSAP Metro/I5 Region
Mark Buchholz	PSAP Metro/I5 Region
Lynn Reeves	PSAP Metro/I5 Region
Margie Puckett, RPL	PSAP Central South Region
April Stream	PSAP Central North Region
Ann Rakosi	PSAP Coastal Region
Tim Best	PSAP Eastern Region
Terry Swearingen	LEC – Qwest
Diane Carlson	LEC – Verizon
Dennis Redmond	LEC – Embarq
Hasina Squires	Oregon APCO/NENA Advocate



Appendix I  
Public Safety Answering Points

<b>County:</b>	<b>Primary PSAP:</b>
<b>Baker County</b>	Baker County Consolidated 9-1-1 Dispatch
<b>Benton County</b>	Corvallis Regional Communications Center (CRCC)
<b>Clackamas County</b>	Clackamas County Communications (CCOM) Lake Oswego Communications (LOCOM)
<b>Clatsop County</b>	Astoria Police Department South Clatsop County Communications
<b>Columbia County</b>	Columbia 9-1-1 Communications District
<b>Coos County</b>	Coos Bay Police Department Coos County Sheriff's Office
<b>Crook County</b>	Prineville Police Department
<b>Curry County</b>	Brookings Police Department Curry County Sheriff's Office
<b>Deschutes County</b>	Deschutes County 9-1-1
<b>Douglas County</b>	Douglas County Emergency Communications
<b>Gilliam/Sherman/Wheeler Counties</b>	Tri-County Communications (TRICOM)
<b>Grant County</b>	John Day Police Department
<b>Harney County</b>	Harney County Sheriff's Office
<b>Hood River County</b>	Hood River County Dispatch Center
<b>Jackson County</b>	Rogue Valley Consolidated Comm. (RVCCOM) Southern Oregon Regional Communications (SORC)
<b>Jefferson County</b>	Jefferson County Sheriff's Office Warm Springs Police Department
<b>Josephine County</b>	Josephine County 9-1-1 Agency
<b>Klamath County</b>	Klamath County 9-1-1 Communications
<b>Lake County</b>	Lake Emergency Telephone System
<b>Lane County</b>	Central Lane Communications East Lane Communications South Lane Communications (SOLCOM) West Lane Communications
<b>Lincoln County</b>	Lincoln County Communications Agency (LINCOM) Lincoln City Police Department Toledo Police Department
<b>Linn County</b>	Linn County Sheriff's Office
<b>Malheur County</b>	Ontario Police Department Malheur County Sheriff's Office
<b>Marion County</b>	Willamette Valley Communications Center (WVCC) North Marion County Communications (NORCOM) Santiam Canyon Communications Center



**Primary cont.**

<u>Morrow County</u>	<u>Morrow County Sheriff's Office</u>
<u>Multnomah County</u>	<u>Bureau of Emergency Communications (BOEC)</u>
<u>Tillamook County</u>	<u>Tillamook County Emergency Communications</u>
<u>Umatilla County</u>	<u>Hermiston Police Department</u> <u>Umatilla County Sheriff's Office</u> <u>Milton-Freewater Police Department</u>
<u>Union County</u>	<u>Union County Communications</u>
<u>Wallowa County</u>	<u>Wallowa County Sheriff's Office</u>
<u>Wasco County</u>	<u>Wasco County Communications</u>
<u>Washington County</u>	<u>Washington County Consolidated Comm. (WCCCA)</u>
<u>Yamhill County</u>	<u>Yamhill Communications (YCOM)</u> <u>Newberg/Dundee Communications</u>

**Secondary PSAPs:**

**Oregon State Police – Southern Command Center**

**Public Safety & Standards Police @ OSU**  
**Oregon State Police – Northern Command Center**

**Bay Cities Ambulance**  
**Myrtle Point Police Department**  
**North Bend Police Department**  
**Reedsport Police Department**  
**Josephine County Sheriff's Office Communications**  
**Junction City Police**  
**Lane County Sheriff's Office**  
**Springfield Police Department**  
**Sweet Home Police Department**  
**Lebanon Police Department**  
**Albany Police Department**  
**Port of Portland Communications Center**  
**Umatilla Police Department**

**Counties Served:**

Baker, Coos, Curry, Douglas, Grant,  
Harney, Jackson, Klamath, Lake,  
Malheur, Umatilla  
Benton  
Benton, Clackamas, Clatsop,  
Columbia, Crook, Deschutes, Gilliam,  
Sherman, Wheeler, Hood River,  
Jefferson, Lane, Lincoln, Linn, Marion,  
Morrow, Multnomah, Tillamook  
Coos  
Coos  
Coos  
Douglas  
Josephine  
Lane  
Lane  
Lane  
Linn  
Linn  
Linn  
Multnomah  
Umatilla

CERTIFICATE OF SERVICE

I hereby certify that on the 3d day of August 2010, I served a copy of the foregoing Response to TracFone Testimony by U.S. Mail and electronic mail, and addressed to the following:

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