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January 24, 2014

The Honorable Senator Richard Devlin, Co-Chair
The Honorable Representative Peter Buckley, Co-Chair
Joint Committee on Ways and Means
900 Court Street NE
H-178 State Capitol
Salem, OR 97301-4048

Dear Co-Chairpersons:

Nature of the Request

The Oregon Military Department (OMD), Office of Emergency Management (OEM) State 9-1-1 Program submits this report on transitioning to a statewide Next Generation 9-1-1 Internet Protocol network in response to a budget note from the 2013 Legislative Session. The budget note, contained in 2013 SB 5534, reads as follows:

> "The agency's proposed transition to Next Generation 9-1-1 Internet Protocol Network or Emergency Services IP Network across Oregon is approved conditionally. The agency is directed to work with the Department of Administrative Services to develop a comprehensive set of foundational project management documents for the design, installation and implementation of a statewide Next Generation 9-1-1 Internet Protocol Network. The foundational project management documents, accompanied by independent quality control reviews, are to be provided to the Legislative Fiscal Office by no later than December 1, 2013 in order for LFO to conduct a readiness assessment of the project. The Department is to report to the Legislature in 2014 on the status of the project and final authority to proceed with the project."

Agency Actions

OMD's proposed transition to a Next Generation (NG) 9-1-1 network is in response to changing technology and citizen expectations. Recognizing the limitations of the current nationwide 9-1-1 system architecture, the National Emergency Number Association (NENA) has guided the development of a set of standards that defines a new Internet Protocol (IP) based architecture capable of supporting today's communications technologies, and is flexible enough to support those that will be introduced in the coming decades. Next Generation 9-1-1 is being rolled out in several states and is quickly becoming what citizens expect.

The current 9-1-1 system does not support many newer modes of communications that our citizens and visitors are starting to expect. For example, text to 9-1-1 is unsupported by the current system. Studies have shown that a large percentage of people under the age of 25 expect to be able to use text messaging to reach first responders. But perhaps more

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importantly, the deaf and hard of hearing community uses texting as one of their primary modes of communication.

The lack of support for text to 9-1-1 is a significant problem. At the urging of the Federal Communications Commission (FCC) and NENA, the major wireless carriers are developing plans to support text to 9-1-1. Once rolled out in other states, a large number of our citizens and visitors will expect to be able to send a text message to request assistance. Long-term, the NG9-1-1 system will allow the delivery of photos, full motion video and easy access to building plans and medical information.

OMD/OEM is following two parallel tracks: 1) the normal DAS major IT approval process and 2) The Legislative budget note direction. In the past three years, OEM has worked with nationally recognized 9-1-1 consultants, including LR Kimball. Since receiving the budget note during the 2013 Legislative session, OEM has worked with RCC Consultants, a nationally recognized firm to assist in developing the foundational project management documents. OEM provided updated project management documents to Legislative Fiscal Office (LFO) as they became available.

OEM met with LFO and the Department of Administrative Services Chief Information Office (DAS CIO) on January 14, 2014 to review progress and receive feedback on the foundational project management documents. OEM received feedback that additional work is needed on the business case, project charter and several other documents and we will follow that feedback. OEM is committed to follow standard state processes and procedures for large IT projects as well as follow industry standard project management practices. We want to do our due diligence, take our time and deliver a successful technological enhancement to the 9-1-1 system. OEM has moved cautiously in order to perfect foundational project management documents, contracted with a qualified QA vendor, and will be working with stakeholders for their feedback in order to follow industry best practices.

This project is critical to the State and we must ensure we have fully vetted each decision prior to proceeding. Furthermore, independent quality control review is expected to take place throughout the life of the project.

The Adjutant General is responsible for the performance of this project by ensuring adequate resources and oversight are employed toward its success. Stakeholder involvement occurs through the Oregon 9-1-1 Advisory Committee that is chaired by local PSAP leadership and of which OEM is an active member. OEM's commitment to involve stakeholders will continue through all phases of the project and after implementation.

OEM will provide status reports to the Interim Joint Ways and Means, the Emergency Board, or the Joint Committee on Legislative Audits, Information Management and Technology through the remainder of the interim or as directed by the Legislature in 2014. OEM will seek final authority from the Legislature to proceed with the project only after every requirement has been completed, approved by DAS and approved by independent quality controls.

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Action Requested

The Military Department respectfully requests that the Joint Committee on Ways and Means accept this report on the Next Generation 9-1-1 project.

Legislation Affected

None.

Sincerely,

Daniel R. Hokanson
Major General
The Adjutant General