CITY OF KEIZER MISSION STATEMENT

KEEP CITY GOVERNMENT COSTS AND SERVICES TO A MINIMUM BY PROVIDING CITY SERVICES TO THE COMMUNITY IN A COORDINATED, EFFICIENT AND LEAST COST FASHION

A G E N D A

KEIZER CITY COUNCIL

WORK SESSION

Monday, November 8, 2010

5:45 p.m.

Keizer Civic Center – Claggett Creek Community Room A

930 Chemawa Road NE

Keizer, Oregon 97303

1. **CALL TO ORDER**

2. **ROLL CALL**

3. **DISCUSSION**

   a. 911 Emergency Communication Cost

4. **ADJOURN**

[redacted]

KEIZER POLICE DEPARTMENT

MEMORANDUM

To: City Council
Cc: Chris Eppley, City Manager
From: H. Marc Adams, Chief of Police
Date: July 30, 2010
Subject: 9-1-1 Emergency Communications Cost

The rising cost of providing emergency 9-1-1and emergency dispatch service is a critical budget impact and I know you are reviewing the issue. I thought that a little background on the local 9-1-1 system, Willamette Valley Communication Center and how the WVCC Advisory Board works would help you in your decision making and when answering public questions.

WVCC is a multi-agency 9-1-1 Public Safety Answering Point providing 9-1-1 call receipt and dispatch for police, fire, and medical responders within the Marion and Polk County area. The center was formed in 1991 as a cooperative effort of approximately 18 police and fire agencies in both counties. Located in downtown Salem, it provides emergency services 24 hours a day.

WVCC is a technologically advanced communications center and one of the first centers in Oregon to provide Enhanced 9-1-1. Enhanced 9-1-1 automatically provides the call taker with the caller's locations and telephone number. (If the caller is using a landline phone) The center is staffed with 56 full time employees. They have 8 call taker positions; 7 dispatch positions and 2 supervisor positions that are staffed 24 hours a day. Each Communications Specialist must successfully complete a rigorous training program and be certified by the Oregon Department of Public Safety Standards and Training.

WVCC employees are trained in first aid and CPR and certified by the State as Emergency Medical Dispatchers. With that certification, call takers are able to provide medical instructions while medics are being dispatched and while en-route to their location.

The WVCC Support Services is responsible for the maintenance of computerized information utilized by a variety of public safety personnel in emergency responses. The work involves coordination with the Enhanced 9-1-1 system, Master Street Address Guide (MSAG), Geographical Information System (GIS) and Computer Aided Dispatch system (CAD), analyzing and inputting the effects of annexation, equipment/personnel allocations of emergency responders, changes in street addresses, jurisdictional boundaries, etc...

The WVCC is one of three Public Safety Answering Points (PSAPs) in Marion & Polk Counties. Located in Salem, WVCC provides call answering and dispatching for 18 police, fire and emergency medical service providers. Another PSAP North Marion County Communications (NORCOM), located in Woodburn, providing call taking and dispatch services for four city police agencies: Woodburn, Mt Angel, Silverton and Hubbard, eight (8) rural fire protection districts - Aurora, Drakes Crossing, Hubbard, Mt. Angel, Monitor, St. Paul, Silverton and Woodburn; and two (2) ambulance service providers - St. Paul and Woodburn to include Mt. Angel and Silverton districts. The third PSAP Santiam Canyon Communications is located in Stayton and provides service to 12 agencies including the U.S. Department of Forestry and the Bureau of Land Management.

The City of Keizer contracts with the City of Salem for emergency communications and police records management. The Communications Services Subscription Agreement between the City of Keizer and the City of Salem sets the fee schedule. This agreement was signed in 2007 by Mayor Christopher and is an amendment to the ORS 190 agreement established in 1995.

The WVCC is the primary answering point for our 9-1-1 calls and the radio dispatch center that dispatches the calls for service to our police officers. The WVCC also is the nonemergency business phone call answering center for the KPD after 5PM, weekends and holidays.

The WVCC uses both radio traffic and mobile computer terminals to dispatch the officers. Along with taking the call for service, dispatching the call for service, the system also generates and manages the police report system (PRIORS). The information that comes into the WVCC is also electronically stored and shared via the regional automated information network (RAIN). The WVCC is the brain of the entire network.

To assure the best possible service to subscribers to the WVCC emergency communications service and to provide an avenue for operational and budgetary input from the subscribers, I represent the City of Keizer on the WVCC Advisory Board. Annually the WVCC Director seeks advice and recommendations of the Advisory Board Budget Committee to prepare the WVCC proposed budget, including desired service levels and subscriber assessments for each ensuing fiscal year. The proposed budget is then presented to the full Advisory Board and after approval the recommended budget is forwarded to the City of Salem Budget Committee.

The subscriber fee allocated by the City of Salem to the City of Keizer is Keizer's proportionate share of the WVCC budget adopted by the City of Salem. Within the adopted budget, certain controls are set, known as "Cost Distribution Factors." The Cost Distribution Factors spread the cost for operation of the WVCC to each subscribing agency at the use rate. Salem is the largest agency and has the highest fee.

Over the past four (4) fiscal years the City of Keizer's WVCC subscription cost have risen approximately 18% or $65,000. During this same time the City of Keizer's State 9-1-1 Tax revenue has fallen 3% or $5,000 resulting in the city's General Fund cost for WVCC rising 7% or $21,700.

When you hear the question "why does 9-1-1 cost so much", you need to remember how 9-1-1 works and that there is much more to the system than a phone call. When a person calll 9-1-1 the phone company computer recognizes the number, accesses the **Automatic Number Identification (ANI)** to get your number and routes the call to the dedicated 9-1-1 switch that acts as a hub for the local network. If the call was made from a land line the network uses your number to identify your physical address from the **Automatic Location Identification (ALI)** and uses your physical address to determine the proper PSAP destination from the **Master Street Address Guide (MSAG)** (this is sometimes called **selective routing**, because the switch uses dynamic data to determine where to send your call instead of blindly routing it to a pre-determined PSAP). In most cases, this all takes a little over one second. Your phone call now carries your phone number and physical address along with your voice data to the nearest available PSAP. In our case the PSAP is the Willamette Valley Communication Center.

This information is displayed on the call-taker's computer when he or she takes your call. The PSAP simultaneously send the ANI/ALI data to the police computer dispatch network to allow for immediate dispatching. The dispatcher then dispatches to the call to police units in the field using both radio and mobile computer terminals located in the police car.

Definitions and information on equipment involved in 9-1-1 emergency dispatching

1. In E911, there's a whole local "9-1-1 network" of collaborative databases that plays a role before the PSAP operator even picks up the call...
2. **Automatic Number Identification (ANI)**
   The phone company knows every time you place a call from your phone number - it needs to know for billing purposes. This functionality is adapted to 9-1-1 purposes in E911: When you call 9-1-1 from your phone, the phone company recognizes the emergency number and uses the ANI system to pull up your phone number and send that data with your phone call to the 9-1-1 system.
3. **Automatic Location Identification (ALI)**
   The phone company has a subscriber database matching phone numbers to names and addresses. When your call arrives at the 9-1-1 network, the hub taps into this database to pull up the address that matches your phone number.
4. **Master Street Address Guide (MSAG)**
   The phone company and public safety agencies collaborate to create master maps that match phone numbers, addresses and cross streets to their corresponding PSAP. When you dial 9-1-1, the 9-1-1 network hub uses the MSAG to determine where to route you're when you're dialing from a landline, this system works really well. But when new phone technology enters the picture, a few hiccups emerge. The PSTN is not like a cell-phone network, and it's definitely not like a VoIP network. The rise of both of these types of phone service has placed demands on the 9-1-1 system to adapt in order to maintain an effective public-safety network.
5. **Computer-controlled Radio Interface**
   To more quickly dispatch emergency personnel, a PSAP might use a computer-controlled radio system to automatically activate electronic pagers.
6. **Computer-aided Dispatch (CAD)**
   A computer mapping program automatically provides directions to the caller's location

and identifies any particular hazards or special information the responders might need to know (like road-work detours, flooded streets, that the caller is handicapped, etc.).

7. **Recording Equipment**
   PSAPs record everything, including phone calls and all radio communications into and out of the center. In most cases, the recorded data is stored for a minimum of 30 days in the event that police, prosecutors, PSAP managers or call-takers need to review the information. The CAD system can also serve as a full recording setup.
8. **Back-up Power**
   PSAPs have back-up generators and uninterruptible power supplies (UPS) in case of a power surges or outages. In most cases, PSAPs can stay online and operational even if the surrounding area has no power.
9. **Radio Towers** Located throughout the valley are radio towers and repeaters for sending radio signals to portables and emergency vehicles.
10. **Software licenses** Each patrol car mobile computer requires licenses for all software being utilized.
11. **Mobile and Portable Radios** Each portable and mobile radio is maintained by the Salem Radio shop and requires monthly fees.
12. **Mobile Computer Terminals (MCT)** Mobile computers located in the police car that allows data delivery to the officer in the field.

KEIZER POLICE DEPARTMENT

MEMORANDUM

To: Chris Eppley, City Manager

Cc:

From: H. M. Adams, Chief of Police

Date: August 10, 2010

Subject: 9-1-1 Cell Phone Tax

Listed below it the summary of annual expense to operate the emergency communications necessary to operate the Keizer Police Department.

City of Keizer
Summary of Public Safety Telecom Related Expenses

9-1-1 Revenue	$	190,300
Distribution to Fire Districts		(75,700)
Net 9-1-1 Revenue		114,600
Willamette Valley Communication Center		(420,200)
General Fund		
Radio & Mobile System Support		(33,900)
Rain/Priors		(74,200)
PD Cell Phone Allowance		(31,800)
Telephone		(25,000)
IT Budget		
Network Support		(29,100)
Hardware - Direct		(20,900)
Software - Direct		(7,100)
Revenue Sharing		
Vehicle Equipment (radio, computer, camera)		(33,000)
Police Equipment (5 year average)		(44,700)
Net Cost to the City	$	(605,300)