

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

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

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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

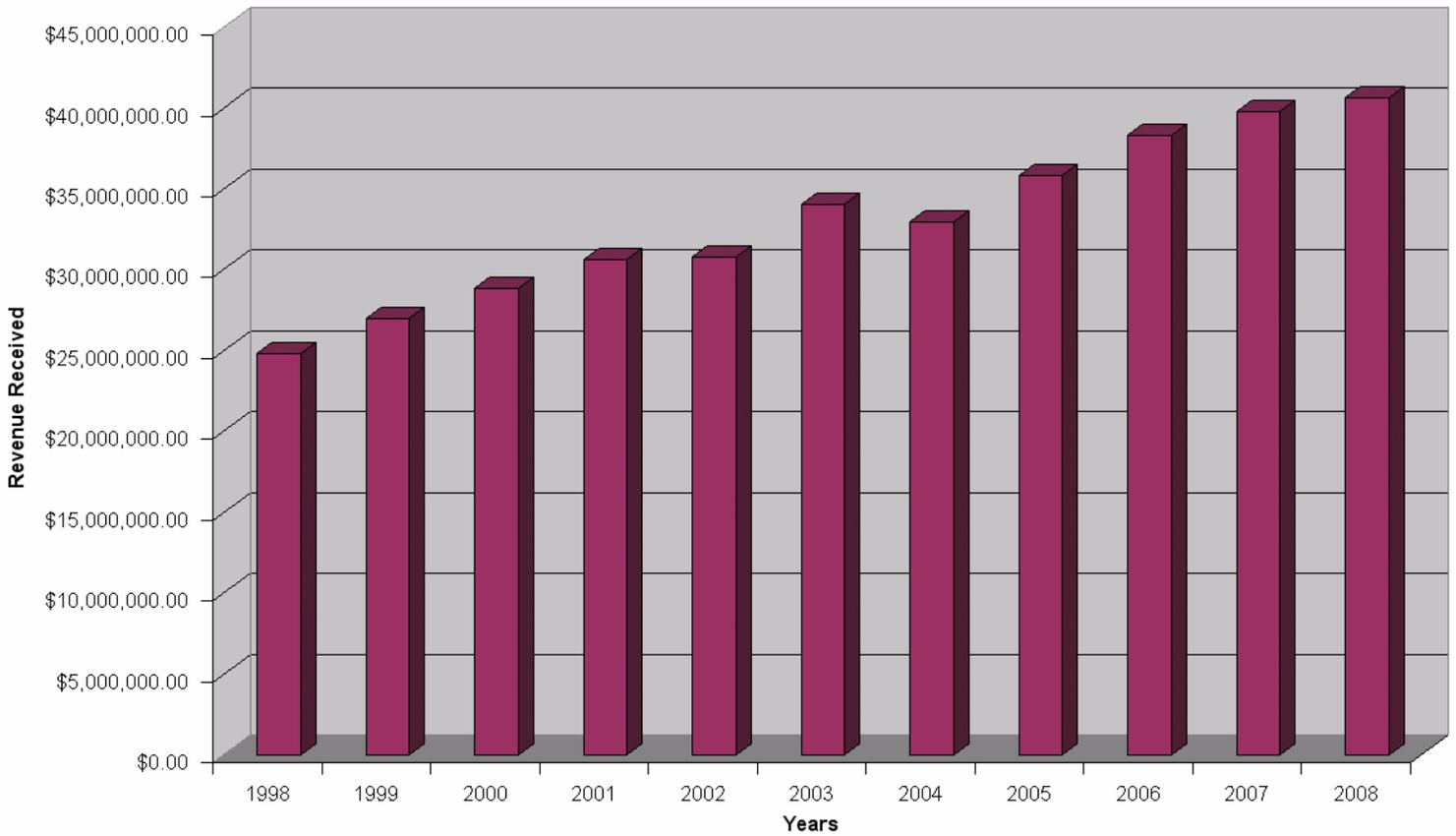
Regional and county expenditures of 9-1-1 funds are generally limited to those activities associated with the delivery and processing of 9-1-1 calls. Historically the State 9-1-1 Program has interpreted this provision to apply to the following cost categories:

- 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

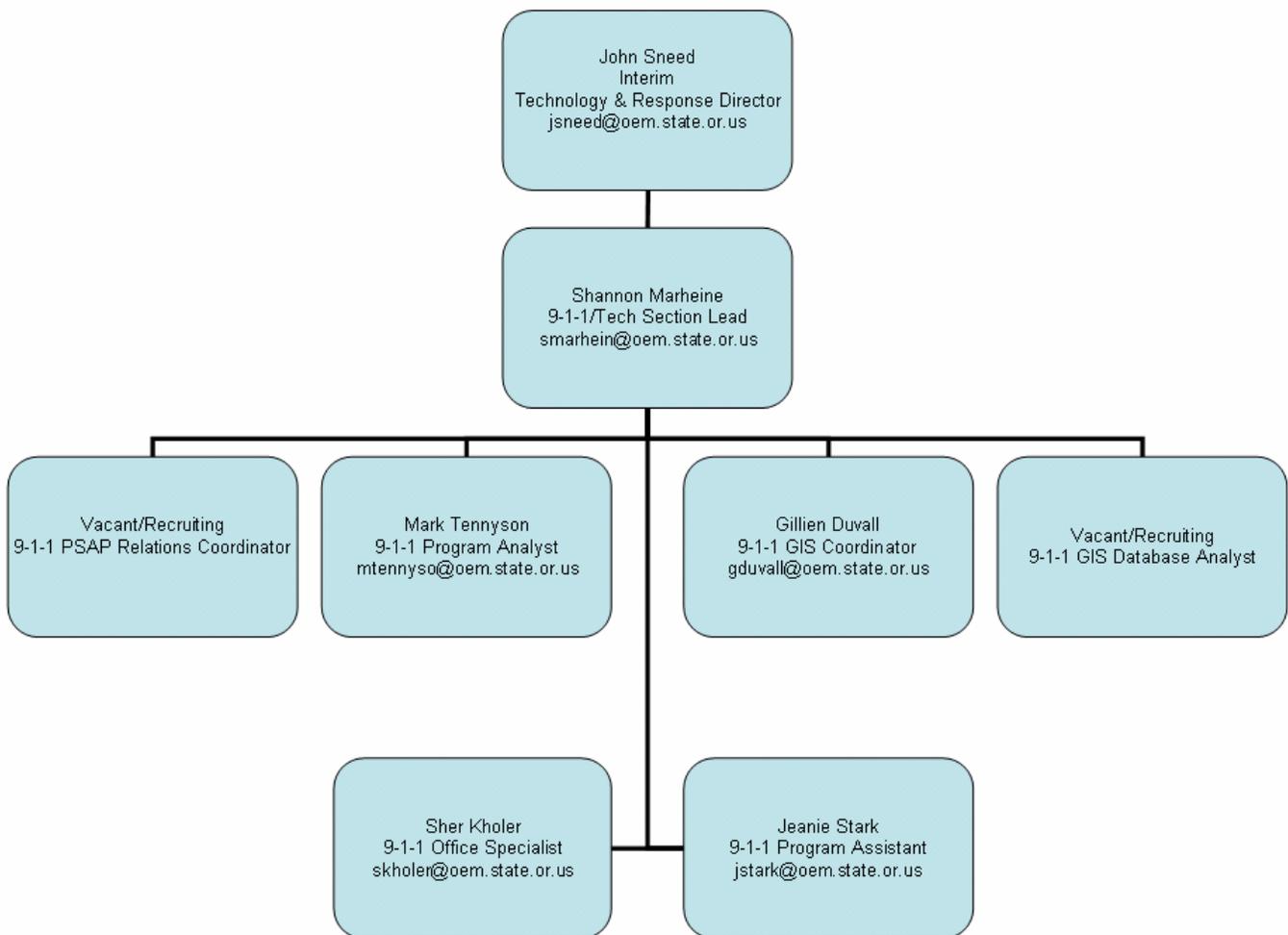
9-1-1 Revenue 1998-2008



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.

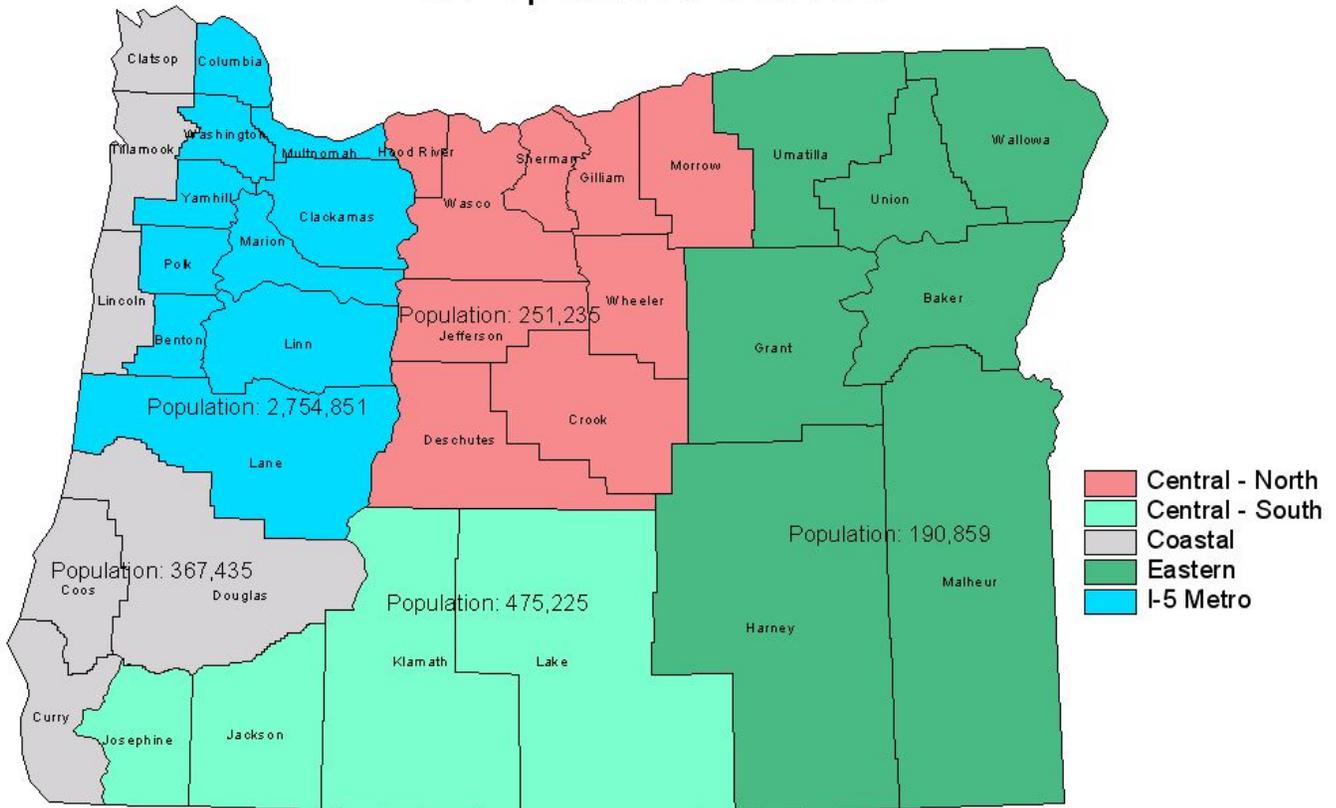
The following is an organization chart of staff resources for the State 9-1-1 Program.



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

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

Primary cont.

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

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