

Keeping up with Technology One City's Challenge

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Telephony & Radio

- 9-1-1 and Non Emergency Call Screening
 - Challenges
 - Funding
 - Budget Realities
 - Adjustments

- Public Safety Radio & FCC Requirements
 - Requirements
 - Challenges
 - Partnerships
 - Funding

Telephony 9-1-1 Call Triage

- Public Expectations
 - Next Generation (NG9-1-1)
 - How much is enough?
 - Location information
 - History & challenges today
 - Consistent Service
- Public Agency Requirements
 - Prioritized services
 - Funding/staffing
 - Service level changes
 - XMU
 - Training
 - Consistent Service & COOP
 - City of Eugene/Salem project

Challenges

- PSAP Consolidation Task Force
 - How did we get to this?
 - OR APCO/NENA Strategic Plan
 - Oregon Military Dept Challenge
 - Direction from Legislature
 - How many are enough?
 - What are determining factors?
- Funding Issues
 - Cost of new technology
 - Percentage of service funded locally
 - Stability of funding sources

Non Emergency Call Screening

Public

- Expectation of Service Levels
 - Prompt
- Personal
- Proactive

Agency

- Technology solutions
 - Varying familiarity
- Recruitment/Retention
 - Specialized skills
 - Shift work
- Staffing required to manage
 - High volume

Regional Radio Projects

- Operability/Interoperability – always first
- FCC Mandates – major motivation
- Partnerships – vital
 - Transparency
 - Put it in writing
 - Communicate often
 - Forum for discussions of issues & updates
- Governance – elusive and/or complex
- Adequate Funding
 - Build out options
 - Ongoing operations & maintenance
 - What constitutes ‘system contribution’

Lane Regional Radio Group (LRIG)

- Funding: Grants- COPS, DHS, agency contributions
 - User fees
- Primary partners - City of Eugene, City of Springfield, Lane County, Eugene Water & Electric Board
 - Governance Group
 - Regional Radio Interoperability Committee- operations focused
- Other Users – University of Oregon DPS, LCC Campus Security, small LE agencies
- Other partnerships for build-out: OWIN, IWN, Lane Fire Defense Board

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