



# OREGON DEPARTMENT OF EMERGENCY MANAGEMENT

## Local Government Emergency Management Advisory Council Meeting Minutes

<b>Date &amp; Time</b>	February 20 <sup>th</sup> , 2024	10:00 am – 11:30 am
<b>Purpose</b>	LGEMAC bimonthly meeting	
<b>Webpage</b>	<a href="https://www.oregon.gov/oem/Councils-and-Committees/Pages/Local-Government-Emergency-Management-Advisory-Council-(LGEMAC).aspx">https://www.oregon.gov/oem/Councils-and-Committees/Pages/Local-Government-Emergency-Management-Advisory-Council-(LGEMAC).aspx</a>	
<b>Zoom Link:</b>	<a href="#">Click this link to join</a>	

### Purpose

The mission of the Local Government Emergency Management Advisory Council (LGEMAC) is to provide advice and recommendations to the Oregon Department of Emergency Management regarding its emergency preparedness and response functions.

### LGEMAC Members in Attendance

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**Interim Chair - Laurie Chaplen:** City Councilor for the City of Corvallis  
*Representing: Oregon cities*

**Matt English:** Hood River County Sheriff  
*Representing: County Sheriffs*

**Bryan Lee:** Benton County Emergency Manager  
*Representing: The public as a member with emergency preparedness or management experience*

**Helen Miller:** Pediatric Medical Doctor, Retired Disaster Medical Assistance Team (DMAT)  
*Commander for Oregon*  
*Representing: Volunteer emergency medical service providers*

**Kelley Minty:** Klamath County Commissioner  
*Representing: Oregon counties*

**Jake Shores:** Emergency Manager for Multnomah County, Clinical Quality Improvement Coordinator  
*Representing: Emergency medical service providers*

**Mark Spross:** Director at MetCom 9-1-1  
*Association of Public-Safety Communications Officials (APCO)*  
*National Emergency Number Association (NENA)*  
*Representing: 9-1-1 Emergency Dispatchers*

### LGEMAC Members Absent:

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**Anthony Pierotti:** Pendleton Fire and Ambulance Department Assistant Chief  
*Representing: Fire departments*

**Dana Pursley-Haner:** Sherman County Emergency Services  
*Representing: The public as a member with emergency preparedness or management experience*

**Thomas Roberts**  
*Representing: The public as a member with emergency preparedness or management experience*

## Others in Attendance:

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Jonna Papaefthimiou, State Resilience Officer  
Erin McMahon, Director, Oregon Emergency Management  
Bobbi McAllister, Strategic Planner, Oregon Emergency Management  
Frank Kuchta, 9-1-1 Manager, Oregon Emergency Management  
John Wheeler, Washington County Emergency Manager  
Juan Benavidez, Salem-Keizer School District Emergency Manager  
Lorilei Broughton, Internal Auditor, Oregon Emergency Management  
Mike Harryman, Project Manager, Office of Resilience and Emergency Management.  
William Chapman, Statewide Interoperability Coordinator (SWIC)  
Bridget Good, Board Administrative Partner, Oregon Emergency Management

## Administrative Matters

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- a) **Call Meeting to Order/Welcome: Interim** Chair Laurie Chaplin called the meeting to order at 10:01:00 am
- b) **Housekeeping:** Board Administrator Partner, Bridget Good, conducted the roll call.
- c) **Opening Comments**  
Laurie Chaplin: She is stepping down from the council. Her last meeting will be in June. She requested that anyone who would like to be Chair or Vice Chair email Bridget. The council will vote at the next meeting. She also shared that potential snow on the west side of the Cascades may begin on Sunday.
- d) **Old Business**  
Approval of 12/19/2024 minutes: Helen Miller motioned to approve the minutes. Mark Spross seconded the motion. The council approved the minutes.
- e) **New Business**
  - I. Updates from OEM Director Erin McMahon: ODEM has identified areas of focus, as an organization, to approve upon. Some efforts are specifically geared toward communication for input from external partners and also for sending information out. This month, the agency is in the process of having listening sessions. The sessions are internal and cover the essential identified lines of effort. Items that can be addressed quickly and items that will take more time to work through are both being evaluated toward the agency's Strategy Development, which is due in June to the Governor's Office. The focus is customer service. Next month ODEM will be externally engaged and will solicit feedback which will further inform the strategy. The culmination of the feedback from the internal listening sessions and external feedback will be shared at Oregon Prepared at the end of April. That conference will be the final opportunity to offer feedback.

Personnel challenges are a priority at ODEM. We need additional staffing to be able to adequately offer the level of support needed throughout the state. ODEM has asked the legislature for funding for four HR staff members. Last February ODEM was given 30 positions to assist with agency workload, but without the HR staff, did not have the capacity to hire those individuals. Once an HR team and the additional staff are hired, ODEM will be able to offer more support to the community.

ODEM is also working on a funding request to replace OpsCenter with a centralized Crisis Management Software that could be better integrated at the state and local level

and would also be more comprehensive to include things like data management and stockpiles. We would work through a deliberate process that would include an RFR. The funding would initially be for the review and then in the 2025 session the request would be for the actual system, and then eventually there would be testing and training of that system prior to launch.

Other big updates include the EMPG working group and getting ready for the upcoming [Oregon Prepared](#) conference.

- Dates: April 23-25, 2024. Pre-Workshop Activities on Monday, April 22.
- Location: Sunriver Resort, 17600 Center Drive, Sunriver, OR 97707.
- Registration Link: <https://odemtraining.regfox.com/oregon-prepared>

## **II. Jonna Papaefthimiou: State Resilience Officer updates.**

The legislature is in session. Additional funding for ODEM's HR and OpsCenter update requests are moving forward. She is traveling to Eugene with Deputy Director Patence Winningham regarding January's winter storm. The Joint Preliminary Damage Assessment is in the final stages and the request for a declaration is forthcoming.

The state has commenced a novel Emergency Declaration, headed by OHA and ODHS, for the Fentanyl crisis. The unified command structure will include one person from the City of Portland, , Dr. Jenn Vines (former county health officer), with support from Neisha Saxena, Alice Bush and Richard Higgins from the county, and one person from the State working together. This will hopefully provide a good response to Portland and a helpful After-Action Review (AAR).

House Bill 4044 is a study bill looking at toxic inhalation hazards posed by hazardous material facilities that could be damaged in a significant earthquake. Multnomah county's [study](#) evaluated the impacts of failure to just 4 hazardous chemical facilities in the county (excluding well over 1,000 others) and found in their modeling that over 2,500 deaths could occur from toxic inhalation. When complete, the new study should help county level EMs have a more complete picture of the potential impact of Cascadia.

## **III. Grant Management Modernization Project: Presentation by Bobbi McAllister**

Bobbi's presentation is available as an attachment on the LGEMAC webpage, and the slides are copied below.

### **Grant Management Modernization Project: History**

- Over the last 3-years, the combined FEMA Response, Recovery, and Mitigation funding awarded to the State for six (6) different disasters/emergencies, including multiple wildfires and Covid-19, exceeds \$1.5 billion dollars, all of which is subject to federal and state monitoring, reporting, and auditing requirements.
- For the last several years, ODEM has primarily used a manual system of processes (e.g., Microsoft's Excel, Access, and PowerPoint; Zoom and YouTube streaming services; etc.) to manage and administer awarded grant funds.
- Audits conducted by the Oregon Secretary of State and FEMA identified gaps in ODEM's monitoring of grant Subrecipients and fiscal internal controls, and specifically site the lack of an automated grant management solution as the root cause.
- ODEM lost enhanced status largely in part due to the lack of a robust grant management software, resulting in a 5% reduction in federal disaster funds.

### **Grant Management Modernization Project (GMMP)**

- Initial effort pioneered by Mitigation Section manager, Stephen Richardson, in 2021

- and early 2022
- On 2/8/2022 the Joint Committee on Ways and Means Subcommittee on Public Safety passed HB 5202, allocating a one-time general funding of \$500k to a grants management system
- Interim project manager assigned in September of 2022
- Stage Gate 1 endorsement received 8/18/2023
- Request for Special Procurement approved by State CFO on 11/15/23
  - Employ an accelerated time frame as permitted in Oregon Administrative Rule (“OAR”) 125-247-0305 (4)(d) to support the inevitable, multiple declarations of emergency which are sure to follow cataclysmic events such as wildfires, floods, drought, and other disasters that threaten the health and safety of Oregon resources, citizens and visitors. ODEM anticipates a 6-month timeline for Solution implementation and ‘Go Live’ in a production environment.
  - Limit participation in the opportunity to the Solution Providers <who meet minimum mandatory requirements with a Software as a Solution (SaaS) offering>

### **Stage Gate 2**

- Endorsement required to post RFP
- RFP development workgroups (2 full day sessions) must be completed in March to maintain project timeline
- GMMP Steering Committee must have representatives from all impacted parties to approve:
  - RFP workgroup composition
  - Final RFP
  - Timeline
  - Funding model and potential funding sources
  - Vendor selection
  - Scope expansion
- Current Steering Committee Vacancies:
  - Rural Local Representative (External Partner)
  - Urban Local Representative (External Partner)
  - Frontier Local Representative (External Partner)
  - Tribal Local Representative (External Partner)

### **Steering Committee**

#### **Overview**

- Steering Committee meets regularly for 1 hour each month
- Ad hoc meetings may be convened, as needed
- Length of engagement is estimated to be through 2024 for Phase 1 and through 2025 for Phase 2
- Members may designate alternates to attend in times of absence or for succession purposes

#### **Primary Objectives**

- Comply with Federal and State regulation and policy
- Increase customer satisfaction
- Achievement and maintenance of enhanced status (reference business case)
- Eliminate manual data extraction and manipulation
- Increase efficiency of grant management and administration FTE
- Updated procedures and process mapping
- Improved compliance with annual site reviews
- Improved compliance with quarterly financial report review

- Improved compliance with risk assessments through standardization and monitoring
- Foster public trust through transparency and accountability
- Create transparency throughout grant management lifecycle.
- Deliver targeted system improvements to underserved populations.
- Expand access to emergency grant management programs.
- Expand access to services such as training and self-service resources.

**Invitation**

Can you help? Or do you know of someone who may be a candidate? Please visit [GMMP Steering Committee roster](#).

Other potential calls for members:

- EMAC
- EPAC
- DEMAC

Questions? Comments? Concerns?

Bobbi McAllister, Strategic Planner

[Bobbi.mcallister@oem.Oregon.gov](mailto:Bobbi.mcallister@oem.Oregon.gov)

503-983-4187

William Chapman added that SEIC would be a good resource for the steering committee.

IV. Next Gen 911 update: Mark Spross and Frank Kuchta. Notes from their PowerPoint presentation:

**Basic 9-1-1 History:**

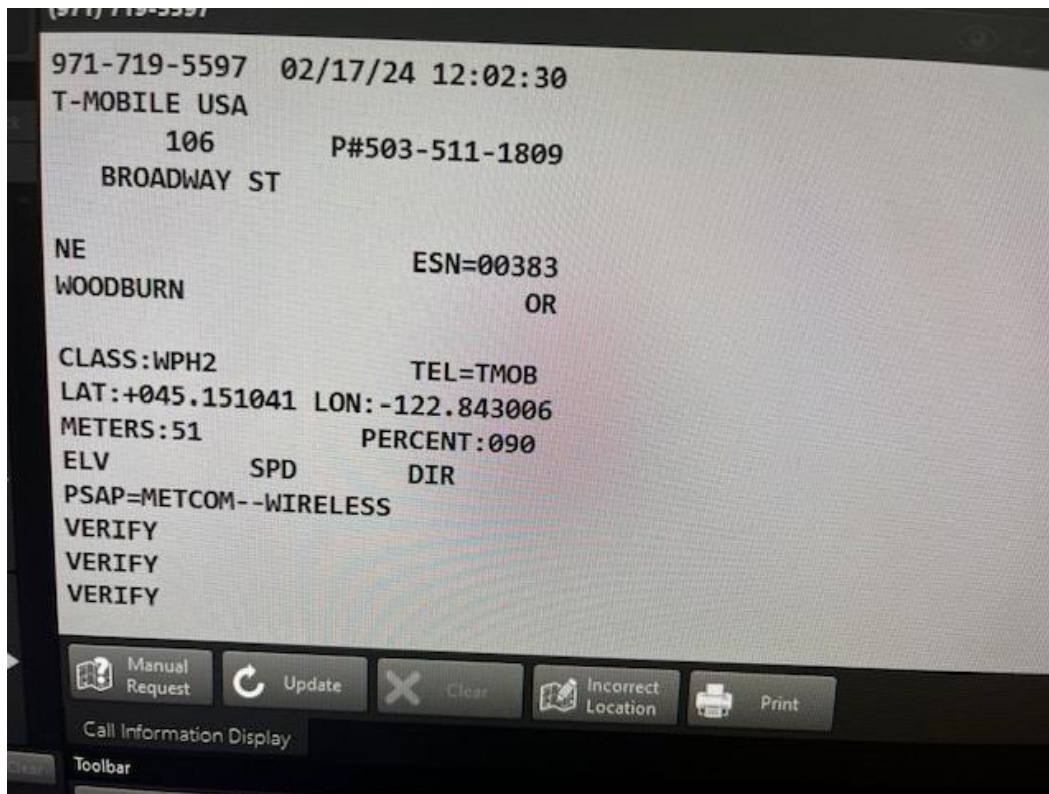
- First 9-1-1 call was placed on February 16, 1968
- 1981 – Oregon Legislature issued a mandate for statewide 9-1-1 and instituted a 3% surcharge on subscriber’s telephone lines. 280 Public Safety Answering Points (PSAP’s) at that time with only a few providing basic 9-1-1
- 1991 legislature increased the surcharge to 5% and mandated “Enhanced 9-1-1 service (9-1-1 caller’s address and responsible police, fire, and EMS provider displayed to the 9-1-1 call taker)
- 1995 the 5% surcharge was converted to .75 cent surcharge
- 2020 surcharge increased to \$1.00
- 2021 surcharge increased to \$1.25

**9-1-1 History**

- Basic 9-1-1
  - Routed calls to a PSAP but not necessarily the one for your area
- Enhanced 9-1-1
  - Routed calls based on location to the correct PSAP and included the owner name, address, phone number, and the name of the police, fire and EMS agency serving that area
- Phase 1
  - Routed cell calls based on the location of the cell tower (1973 first cell demonstrated – became popular in the 90’s and early 2000’s)
- Phase 2
  - Routed cell calls based on location of the device – latitude & longitude - (started with triangulation and now many use GPS – still not 100% accurate)

**Flow of a 9-1-1 Call**

- Call 9-1-1
  - “Simple” way your call gets to a PSAP
- What does the dispatcher see



### **Oregon 9-1-1**

- 43 9-1-1 Emergency Communication Centers, also known as Public Safety Answering Points (PSAP)
- All are connected to a statewide network that delivers location information of 9-1-1 callers
- Approximately 2.2 million calls are handled in Oregon on outdated technology which is unable to support the demands of today’s “smart” device technology
- Many 9-1-1 centers must use “over the top” technology in order to bring in data like text to 9-1-1, photos and in some cases, video

### **So what is NG9-1-1**

- The true definition is still being defined but in short, the NG9-1-1 network will be an Internet Protocol (IP) based system that would allow for integration of technology for greater interoperability and ease of sharing data
- OEM 9-1-1 program is leading the change out of the 9-1-1 “network”
  - Building a new IP Network from the ground up
  - Ensure International Standards to move away from proprietary interfaces
  - Ensure tougher security to protect the network (i.e. denial of service)

### **Why is this important**

- The 9-1-1 system must be upgraded to accept new technology and to build in better security standards.
  - Enable 9-1-1 centers to receive and process all types of 9-1-1 requests for emergency assistance without over-the-top solutions – including photo, video, and other forms of data
  - Ensure seamless interoperability – between 9-1-1 centers, not just within Oregon, and with responders in the field
  - Ensure emergency calls for assistance are routed properly between boarding states

and Oregon PSAP jurisdictions

### **NG9-1-1 Federal Legislation**

- Federal funding is being requested to deploy NG9-1-1 nationwide (\$15B)
- Modern definitions of important terms such as NG9-1-1 and interoperability (so everyone is using the same terms)
- Assist state/local public safety agencies dealing with cyber threats

### **Oregon NG9-1-1 Progress and Information**



#### V. Disaster/situational awareness/emergency management/recent events updates— Discussion of winter storm impacts & lessons learned.

- i. Director McMahan: The winter storm was the first state-level disaster to occur since she became the director. She and Deputy Director Winningham worked with the response team and the regional coordinators to ensure the coordination was strong at the local level up through the ECC and then being communicated through the daily reports. It was the first purposeful event where OEM not only received data but also shared the information out to our partners. Was that well communicated at the local level? What challenges with communications were encountered? There were discussions about understanding where the threshold of activation is. This was a hybrid where it was active but virtual. The criteria for meeting a state declaration are a conversation we want to explore further. OEM is currently working on \$75 million in public assistance. FEMA is working preliminary damage assessments to hopefully help support a federal emergency declaration. State Threshold is at \$7.5 million for a declaration. OEM is soliciting input for an AAR from partners.

Laurie Chaplin: Homeless service providers couldn't get transportation for the homeless population to the shelters and warming stations couldn't open because they couldn't be staffed.

Director McMahan: We stand ready, with ODHS as our ESF6 partner, to assist. OREM did provide assistance to counties who did request, however, OpsCenter did not receive many requests for that type of assistance.

Bryan Lee: Benton county had 1.8 million in damages, one of the highest. Safety of employees and volunteers and knowing when to activate were daily considerations. General resource consideration and situational awareness were primary goals. ODF helped in Lane County. How do we strengthen our regional ESF partnerships for when state declarations cannot be requested.

Helen Miller: Her mother lives in NE Portland and is 72 hours ready, which is

what PGE recommends. It was really challenging to have choices made to not pre-sand roads up in those areas and power went out for quite some time. PGE has a list of medically fragile individuals, but their response was to call where wi-fi is required in most homes for cell service. The call wasn't a live person but instead a voice recording that did not provide a service repair estimate. Public, private, partnerships could help if the medically fragile homes could be shared so that perhaps CERT teams could check in during a disaster.

Matt English: Cascade Locks had a significant power outage, which is pretty removed from the rest of the Hood River Valley and the county had issues with 9-1-1. Sheltering was difficult and the American Red Cross was not available to help. The generator that had been purchased through the state was not able to run in the winter, so that added to future planning considerations. It didn't have the necessary components to keep the fuel from gelling in the freezing temps. For 9-1-1, during a power outage, lines were supposed to be switched in 10 minutes or less, but the minimum time was 47 minutes. They are First Net customers and requested support but was denied. Verizon came through and brought up equipment.

Erin McMahon: Because the state emergency declaration hadn't come through, FEMA was not able to provide all the resources they otherwise could have. OEM will reach out to see if we can obtain a copy of Hood River's AAR.

Kelley Minty: On the first or second day, there were reports that diesel was out. 3 gas stations were actually out of all gas. The information was quiet perhaps because it resolved quickly.

Erin McMahon: Misinformation was an issue. Regarding Homeland Security, how do we counter that? Regarding the upcoming elections, tabletop exercises have had injects for misinformation to sow chaos and confusion. Counter with good information, but it is an effort.

VI. Update from Kelley Minty on the EMPG Working Group

The group decided they needed more time. They will not propose changes for this session and want to take a deeper dive. Unspent or unallocated funds are still part of the ongoing conversation. Using the funds with a DEI lens is one of the current considerations.

Mark Spross: Tried to fill out the survey but was not attached to a city or county and could not answer the questions.

Erin McMahon: That money must be allocated to city or county emergency management organizations, so they could advocate on 9-1-1's behalf.

Helen Miller: In rural coastal areas, most lifelines aren't government run. With the recent turnover in county-level coastal emergency managers, it can be challenging to reach out with a loud enough voice.

Erin McMahon: It would be good to know why we are or are not allocating funds in certain areas? She is and will continue to advocate for those rural areas.

VII. Next meeting: April 16, 2024, hopefully we will have an update on the legislation session and the funding requests made by ODEM.

**f) Actions Assigned**

Council members will email Bridget with interest if they would like to be considered for the Chair or Vice Chair position.

**g) Comments from the public**

None.

**h) Adjourn meeting.**

Matt English moved to adjourn. Mark Spross seconded. Erin McMahon adjourned the meeting at



11:21.