



9-1-1 association of central oklahoma governments

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AGENDA

9-1-1 TECHNICAL COMMITTEE MEETING
Tuesday, March 8, 2016, 9:30 a.m.
ACOG Board Room
21 E. Main, Suite 100
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES - December 8, 2015 ([ATTACHMENT III](#))
- IV. DIRECTOR'S REPORT
- V. GSR & 9-1-1 SYSTEMS UPDATE

INFORMATION: Staff will provide the Technical Committee with a briefing on current 9-1-1 support and technical systems projects. This briefing will include:

- Newcastle AT&T 4Mb Metro-E Circuit
- TXT29-1-1
- Nichols Hills PSAP temporarily housed with The Village
- Intrado and A9-1-1
- ASAP (ACOG Support & Assistance Program)
- PSAP Call Volume Statistics

Action Requested: None, for information only.

- VI. 9-1-1 EDUCATION UPDATE

INFORMATION: Staff will provide the Technical Committee with a briefing on current 9-1-1 training and public education activities. This briefing will include:

- 9-1-1 Training Institute

- Upcoming Training

Action Requested: None, for information only.

VII. 9-1-1 GIS UPDATE

INFORMATION: Staff will provide the Technical Committee with a briefing on current 9-1-1 GIS (Geographic Information Systems) activities. This briefing will include:

- Address Point Layer
- GeoLynx Server Update
- Aerial Update

Action Requested: None, for information only.

VIII. NEW BUSINESS – Heartline 2-1-1

INFORMATION: Kelli Newsome, Communications Coordinator will give a presentation on Heartline 2-1-1. Heartline serves 40 counties in Oklahoma through 2-1-1, a simple number for access to health and human services such as suicide prevention, reach out for Department of Mental Health and Substance Abuse, and assistance with other human service needs. The 2-1-1 database is available online at www.heartlineoklahoma.org.

Action Requested: None, for information only.

IX. ADJOURNMENT

9-1-1 ACOG TECHNICAL COMMITTEE MEETING MINUTES

December 8, 2015

The regularly scheduled meeting of the 9-1-1 ACOG Technical Committee convened at 9:32 a.m., on December 8, 2015 in the ACOG Conference Room, 21 E. Main St., Suite 100, Oklahoma City, Oklahoma. The meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least 24 hours prior to the meeting.

PRESIDING

Brent Hawkinson, 9-1-1 Division Director

PRESENT

Tammy Koehn, Moore
Chuck Foley, Mustang PD
Matt Stillwell, Edmond
Lance Terry, Norman
Micki Carney, OKC
David Shupe, OKC
Jamie O'Leary, OKC

GUESTS

Donna Pair, Intrado
Carl Bane, Intrado

STAFF

Barbara Hurdman, 9-1-1 Analyst
Robin Murray, 9-1-1 Programs Manager
Lysa Baker, 9-1-1 Education Coordinator
Mike Davis, 9-1-1 GIS Specialist
Tanner Jones, 9-1-1 GIS Tech
Kale Littlefield, 9-1-1 Systems Specialist I
Ben Bailey, 9-1-1 Systems Specialist I

I. CALL TO ORDER

Brent Hawkinson called the meeting to order at 9:32 a.m.

II. INTRODUCTIONS

Introductions were made around the room.

III. APPROVAL OF MINUTES – September 8, 2015

Matt Stillwell, Edmond made a motion to approve the minutes of the regularly scheduled September 8, 2015 9-1-1 Technical Committee meeting. Lance Terry, Norman seconded the motion.

The motion carried with the following votes:

AYE: Koehn, Stillwell, Foley, and Terry

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

NONE

V. GSR & 9-1-1 SYSTEMS UPDATE

Brent Hawkinson spoke briefly on the Viper IP Phone Set w/ ALI. ACOG has purchased a "Viper IP Phone Set w/ ALI" from Intrado for testing purposes, and technical staff has installed it in the Training PSAP.

He also said the ASAP (ACOG Support & Assistance Program) statistics and analytics regarding trouble reports to 9-1-1 Technical Support. The statistics and analytics were provided at the back table: These statistics include Calls to the ASAP Helpdesk, emails to help@911acog.org, and SysAid Portal notifications.

VI. 9-1-1 EDUCATION UPDATE

Lysa Baker discussed the new software from Both Worlds Software for creating and maintaining records through a database for dispatcher training. She also has training classes scheduled up to June.

VII. 9-1-1 GIS UPDATE

Mike Davis provided the Technical Committee with a briefing on the Address Point Layer, GeoLynx Server Update, and the Aerial Update.

Mike said GIS (Geographic Information System) map layering is an ongoing process and staff continues to work on it.

Mike gave a brief discussion on the GeoLynx Server update, staff has been implementing an update that will fix the zooming issues that are present and some smaller issues. The update will be after the Multi-node has been completed.

Mike spoke briefly about the Aerial Updates.

VIII. NEW BUSINESS

Brent Hawkinson gave a brief discussion on the meeting which was held on October 20, 2015 with Oklahoma City to discuss the Text to 911. This is going to be a mutual task between ACOG and Oklahoma City.

Carl Bane, Sales Engineer with Intrado discussed ways to carefully migrate to a fully managed, complete NG 9-1-1 solution, adhering to i3 standards. He also discussed Text to 911. He discussed the critical success factors such as a reliable network, a fully integrated and secure delivery platform, the ability to support existing E9-1-1 functions, and emerging non-voice technology features.

IX. ADJOURNMENT

The meeting was adjourned at 11:03 a.m.