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9-1-1 association of central oklahoma governments

Chair Jay Adams
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Vice-Chair Mark Hamm
Moore Councilmember

Secretary/Treasurer Ken Bartlett
Del City Vice-Mayor

Executive Director
John G. Johnson

AGENDA

9-1-1 TECHNICAL COMMITTEE MEETING
Tuesday, June 7, 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 - March 8, 2016 (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
- Viper IP Phone set w/ ALI
- Symantec Updates
- Intrado and A9-1-1 /AT&T ESInet solution
- ASAP (ACOG Support & Assistance Program)
- PSAP Call Volume Statistics

Action Requested: None, for information only.

VI.   9-1-1 EDUCATION UPDATE (ATTACHMENT VI)

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
- Aerial Update

Action Requested: None, for information only.

VIII.   AT&T ESINET PRESENTATION

INFORMATION: Billy Blankenship, with AT&T TSC E911 will provide the Technical Committee with an AT&T ESINET presentation.

- AT&T Strategy and Advantages
- AT&T Architecture
- AT&T Call Routing
- Texting
- Pricing Structure

Action Requested: None, for information only.

IX.   NEW BUSINESS

X.   ADJOURNMENT

9-1-1 ACOG TECHNICAL COMMITTEE MEETING MINUTES
March 8, 2016

The regularly scheduled meeting of the 9-1-1 ACOG Technical Committee convened at 9:32 a.m., on March 8, 2016 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

John Johnson, Executive Director

PRESENT

Marvin Stanford, Del City
Matt Stillwell, Edmond
Mike Bower, Midwest City
Jana Brence, Mustang
Sarah Bristol, Newcastle
Cindy Howard, Norman
Marsha Blair, Slaughterville

GUESTS

Kelli Newsome, Communications Coordinator, Heatline 2-1-1
Danielle Harris, Director of Resource Management, Heartline 2-1-1

STAFF

Brent Hawkinson, 9-1-1 Division Director
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
Chris Camp, 9-1-1 Systems Support Manager
Tanner Jones, 9-1-1 GIS Tech
Carolyn White, 9-1-1 Wireless Specialist

I.   CALL TO ORDER

       John Johnson called the meeting to order at 9:35 a.m.

II.   INTRODUCTIONS

       Introductions were made around the room.

III.   APPROVAL OF MINUTES – DECEMBER 8, 2015

Marvin Stanford, Del City made a motion to approve the minutes of the regularly scheduled December 8, 2015 9-1-1 Technical Committee meeting. Matt Stillwell, Edmond seconded the motion.

The motion carried with the following votes:

AYE: Stillwell, Stanford, Howard, Blair, Jones, Bower, Brence, and Bristol

NAY: None

ABSTAIN: None

IV.   DIRECTOR'S REPORT

John Johnson reminded everyone of HB 3126. He said the bill has passed in the House and now the bill has gone to the Senate.

V.   GSR & 9-1-1 SYSTEMS UPDATE

Robin Murray discussed the Newcastle AT&T 4Mb Metro-E Circuit. She gave a brief discussion on TXT29-1-1 and the progress we are making with TXT29-1-1. Robin gave an update on the Nichols Hills PSAP move to the Village PSAP.

She also said that Intrado will no longer sell the ESINET and AT&T will be the one for the ESINET solution.

Robin Murray 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.

She 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. The PSAP Call Volume Statistics were also provided at the back table.

VI.   9-1-1 EDUCATION UPDATE

Lysa Baker discussed the classes which are coming up:

> Fire Service Communications, March 23-25, 2016
> Active Shooter, April 21, 2016

She also discussed National Telecommunicator Week which is April 10-16, 2016. The theme this year is Protecting the Three. It represents how all arms of public safety, Police, Fire, EMS, and Communications, work together to get the job done. There will be an annual contest and information will be presented soon. Staff will be delivering gifts on April 12 -13.

Lysa discussed the new software for training registration and record software. In December staff purchased a training records management software system. This software will go live in March. When registering for classes, from the ACOG website, you will be redirected to the registration website. You will be able to create personal log-ins and stay up to date on all of your personal training, as well as those in your center. She said she would be sending out more information soon.

VII.   <u>9-1-1 GIS UPDATE</u>

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

He 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 implemented an update that has fix the zooming issues that are present and some smaller issues. The update was done after the Multi-node had been completed.

He spoke briefly about the Aerial Updates.

Mike also wanted to remind everyone of GIS day at the capital on Thursday, March 10, 2016.

VIII.   <u>NEW BUSINESS</u>

Kelli Newsome, Communications Coordinator and Danielle Harris, Director of Resource Management gave 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.

IX.   <u>ADJOURNMENT</u>

The meeting was adjourned at 10:22 a.m.

June 1, 2016

To: 9-1-1 Technical Committee

From: Lysa Baker ENP, RPL, 9-1-1 Education Coordinator

Lead, Follow, or Get out of the Way June 9, 2016:
Leadership is more than being an appointed supervisor. Everyone in your communications center has the possibility for leadership. This one of a kind leadership class will address leadership at all levels of your organization and provide attendees with ways to improve the leadership in your communications center. Instructor Tony Harrison ENP

APCO Communications Training Officer (CTO) June 22-24, 2016: APCO Institute's 5th Edition of their premier training program the Communications Training Officer (CTO) course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs – APCO ANS 3.101.1-2007: Minimum Training Standards for Public Safety Communications Training Officers. Instructor Lysa Baker: ENP, RPL

Topics include: Performance Based Training, Preparing, Motivating and Communicating With Trainees, Customer Service in Public Safety Communications, Counseling, Stress Management, Meeting the Needs of the Adult Learner, Training Strategies, Performance Evaluations, Record Keeping and Documentation, Total Quality Management, Liability and Standards.

Students will receive a CTO Workbook and Reference Guide filled with sample forms, templates and best practices to use in creating their own CTO program or enhancing an existing program. Students will also receive a demonstration of APCO Institute's electronic Daily Observation Report (DOR) software.
Prerequisites:
Students must have successfully completed a formal basic Telecommunicator training program

Critical Incidents Total Disaster Response July 15, 2016: Learn about how to be prepared to deal with critical incidents within the communications center. Instructor Tony Harrison ENP

Topics Include: Threat assessment, prepare yourself, Prepare your agency, Terrorism, Threat assessment, Disaster response, handling 9-1-1 during large scale incidents, Case studies, Lessons learned.

Introduction to 9-1-1 Management (NEW CLASS) September 9, 2016: This course will introduce new and experienced 9-1-1 managers to various topics and situations within the communications center. Instructor: Barry Furey

Topics Include: Basic telephone technology, PSAP systems, CAD & GIS, Disaster management, Personnel issues, Sexual harassment, Leadership, NG 9-1-1, Radio systems, Gossip, handling challenging employees, cliques and complaints.

APCO Communications Center Supervisor August 31 – September 2, 2016: The APCO Institute Communications Center Supervisor course is designed for prospective, new or experienced communications supervisors who want to enhance their supervisory skills and knowledge. Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals. Instructor: Lysa Baker ENP, RPL

Topics include: The Telecommunications Supervisor Role, Liability Issues for Supervisors, Policies, Procedures and Directives, Communication Skills, Self-Assessment, Employee Evaluation and Motivation

Prerequisites:
Students should be experienced in Communications Center operations, have a working knowledge of communications policies and procedures and be either in or under consideration for a supervisory position within the agency.

APCO Public Safety Telecommunicator I (New 7th Edition) September 19-23, 2016: The APCO Institute PST course is the week long class and may be used for new-hire and existing employee training. The PST basic training course meets and exceeds the APCO Project 33 Revised Minimum Training Standards for Public Safety Telecommunicators (2004). APCO Project 33 training standards are widely recognized as the national industry standard for basic telecommunicator training. The PST course blends the knowledge and skill building information needed for a basic telecommunicator with the most up-to-date information on the technology and issues in public safety communications centers. Topics include the telecommunicator's role in the U.S. Department of Homeland Security's NIMS Incident Command System. Instructor: Lysa Baker ENP, RPL

Training Registration and Records Software: In December we purchased a training records management software system. This software will go live in March. When registering for classes, from the ACOG website, you will be redirected to the registration website. You will be able to create personal log-ins and stay up to date on all of your personal training, as well as those in your center. I will be sending out more information soon.

Register on-line at http://www.acogok.org/9-1-1/training/

You will be prompted to create an account while registering. If you do not see your agency listed in the drop down menu, please contact Lysa Baker.

For more information or questions, please contact:
Lysa Baker, 9-1-1 Education Coordinator lbaker@acogok.org