



9-1-1 association of central oklahoma governments

Chair Jay Adams
Mustang Mayor

Vice-Chair Mark Hamm
Moore Councilmember

Secretary/Treasurer Ken Bartlett
Del City Vice Mayor

Executive Director
John G. Johnson

AGENDA

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS
1:00 p.m., June 30, 2016
ACOG Board Room
21 E. Main Street, Suite 100, Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES
 - A. May 26, 2016 meeting ([Attachment III](#))
- IV. COMMUNICATIONS
 - A. CHAIRMAN
 - B. EXECUTIVE DIRECTOR
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET

INFORMATION: These items are placed on the agenda so that the Board of Directors, by unanimous consent, may designate these routine agenda items that they wish to be approved or acknowledged by one motion. If these items proposed do not meet with the approval of all Board Members, they will be heard in regular order. Staff recommends that Items VI-A through VI-E be placed on the Consent Docket.

ACTION REQUESTED: Motion to place Items VI-A through VI-E on the Consent Docket and approve or acknowledge these items, subject to any conditions included in these items.

A. FINANCE REPORT – JUNE 2016 CLAIMS ([Attachment VI-A](#))

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$48,998.21 for the month of June. Staff has found these claims to be in order and proper as to form, and are recommended for payment. A copy of the claims list is included in the agenda packet.

ACTION REQUESTED: Motion to authorize payment of the claims budgeted recurring expenses against the Association for the month of June.

B. JULY/AUGUST BUDGETED RECURRING CHARGES

INFORMATION: The July/August regular 9-1-1 Board of Directors' meetings have been combined and claims approval will be August 15, 2016. Approval is required to pay the July and August budgeted, recurring charges on July 31, 2016 and August 31, 2016, respectively. The July claims will be presented for ratification at the August board meeting. The August claims will be presented for ratification at the September board meeting.

ACTION REQUESTED: Motion to authorize payment of July and August budgeted recurring expenses as requested.

C. RENEWAL OF ANNUAL COX CONTRACT FOR 9-1-1 METRO-E NETWORK SERVICES

INFORMATION: Staff is recommending renewal of the annual service agreement with Cox for 9-1-1 Metro-E Network Services. This is the basic agreement the 9-1-1 Association has with Cox.

ACTION REQUESTED: Authorization for the Executive Director to negotiate and execute a renewal of the annual contract between Cox and the 9-1-1 Association of Central Oklahoma Governments for 9-1-1 Metro-E Network services.

D. NETREO NETWORK MAINTENANCE AND SUPPORT RENEWAL

INFORMATION: Staff is recommending the Renewal of Netreo Maintenance and Support for OmniCenter IP Telephony and FLOW Module. This is a one year support plan beginning September 3, 2016 - September 4, 2017 for the amount of \$11,595.00. This software assists 9-1-1 ACOG in monitoring the 9-1-1 system and its components.

Action Requested: Motion to authorize the Executive Director to negotiate and execute an agreement with Netreo, Inc. to renew maintenance and support for OmniCenter IP Telephony and FLOW Module at an amount not to exceed \$11,595.00.

E. AUTHORIZATION TO RENEW THE CONTRACT BETWEEN THE CITY OF OKLAHOMA CITY AND
9-1-1 ACOG FOR 9-1-1 PROFESSIONAL SERVICES

INFORMATION: The City of Oklahoma City has requested to contract again in FY 2016-2017 with 9-1-1 ACOG for professional services related to 9-1-1 administration. These services include: 9-1-1 database management; Master Street Address Guide (MSAG) management; technical assistance/coordination; training services; and sharing geographical information.

ACTION REQUESTED: Authorization for the Executive Director to negotiate and renew the contract in an amount not to exceed \$65,000.00 between the City of Oklahoma City and 9-1-1 ACOG for 9-1-1 professional services related to Oklahoma City and regional 9-1-1 administration.

VII. ITEMS REQUIRING INDIVIDUAL ACTION/DISCUSSION

A. 9-1-1 WORK PROGRAM AND BUDGET ([Attachment VII-A](#))

INFORMATION: The work efforts and revenues necessary to accomplish the continued operation of the Enhanced 9-1-1 system are described in the ACOG Work Program and Budget per Attachment VII-A.

ACTION REQUESTED: Motion to approve the Budget Committee recommended Fiscal Year 2016-2017 (July 1, 2016 – June 30, 2017) annual Budget and Work Program of Services for the 9-1-1 Association of Central Oklahoma Governments.

B. ELECTION OF OFFICERS ([Attachment VII-B](#))

INFORMATION: The Nomination Committee met prior to the June 9-1-1 ACOG Board of Directors meeting to consider Chair, Vice-Chair and Secretary-Treasurer nominees for the 9-1-1 Association of Central Oklahoma Governments. Their recommendations are reported in Attachment VII-B.

ACTION REQUESTED: Motion to approve the recommendation of the Nomination Committee and to elect the nominees as officers of the 9-1-1 Association of Central Oklahoma Governments Board of Directors for FY 2016-2017.

C. RESOLUTION – BANKING SIGNATURES ([Attachment VII-C](#))

INFORMATION: With the election of new officers of the 9-1-1 Board of Directors, it is necessary to approve an official custodians' resolution authorizing 9-1-1 ACOG's newly elected officers to act as signatories to conduct business with 9-1-1 ACOG financial institutions.

ACTION REQUESTED: Motion to approve the attached official custodian's resolution for FY 2016-2017.

VIII. GENERAL STATUS REPORT

INFORMATION: Staff will provide an update on current projects to the Board of Directors.

ACTION REQUESTED: None, for information only.

IX. NEW BUSINESS

X. ADJOURN

**NO JULY 9-1-1 BOARD MEETING
NEXT 9-1-1 ACOG BOARD MEETING IS AUGUST 11, 2016**

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS BOARD OF DIRECTORS

OFFICERS

HON. JAY ADAMS
HON. MARK HAMM
HON. KEN BARTLETT

CHAIR
VICE-CHAIR
SECRETARY/TREASURER

MUSTANG
MOORE
DEL CITY

CITY/ORGANIZATION	MEMBERS	ALTERNATES
ARCADIA	HON. JAMES WOODARD, MAYOR	VACANT
BETHANY	HON. PHILLIP SHIREY, COUNCILMEMBER	HON. BRYAN TAYLOR, MAYOR
		HON. RANDY LUINSTRA, COUNCILMEMBER
CEDAR VALLEY	HON. STAN WIECZOREK, MAYOR	HON. TERRY HAMILTON, TRUSTEE
CHOCTAW	HON. ROGER MALONE, COUNCILMEMBER	HON. LARRY GOELLER, COUNCILMEMBER
		HON. JERRY BOWER, COUNCILMEMBER
DEL CITY	HON. KEN BARTLETT, VICE-MAYOR	VACANT
		HON. BRIAN E. LINLEY, MAYOR
EDMOND	HON. ELIZABETH WANER, COUNCILMEMBER	HON. VICTORIA CALDWELL, COUNCILMEMBER
EL RENO	HON. MATT WHITE, MAYOR	HON. RYAN SEARS, COUNCILMEMBER
FOREST PARK	HON. MARIANNE YARBROUGH, TRUSTEE	HON. DOROTHY WINSTON, MAYOR
GUTHRIE	HON. STEVENJ. GENTLING, MAYOR	HON. JEFF TAYLOR, COUNCILMEMBER
HARRAH	HON. KIM BISHOP, COUNCILMEMBER	HON. TOM BARRON, COUNCILMEMBER
JONES CITY	HON. RAY POLAND, MAYOR	HON. MATT ELERICK, COUNCILMEMBER
LAKE ALUMA	NO DESIGNEE	VACANT
LEXINGTON	HON. DAVID ADAMS, MAYOR	VACANT
LUTHER	HON. CECILIA TAFT, MAYOR	HON. BIRLENE LANGLEY, TRUSTEE
MIDWEST CITY	HON. MATT DUKES, MAYOR	HON. RICK DAWKINS, COUNCILMEMBER
		HON. DANIEL MCCLURE, COUNCILMEMBER
MOORE	HON. MARK HAMM, COUNCILMEMBER	HON. GLENN LEWIS, COUNCILMEMBER
		ANY MOORE COUNCILMEMBER
MUSTANG	HON. JAY ADAMS, MAYOR	HON. BRIAN GRIDER, COUNCILMEMBER

CITY/ORGANIZATION	MEMBERS	ALTERNATES
NEWCASTLE	HON. GENE REID, VICE-MAYOR	HON. MIKE FULLERTON, COUNCILMEMBER
		HON. TOMMY CLAY, COUNCILMEMBER
NICHOLS HILLS	HON. PETER HOFFMAN, MAYOR	VACANT
NICOMA PARK	HON. JIM PUMPHREY, COUNCILMEMBER	HON. MARK COCHELL, MAYOR
NOBLE	HON. MARGE HILL, COUNCILMEMBER	HON. GAIL HATFIELD, COUNCILMEMBER
		HON. DIANNE GRAY, COUNCILMEMBER
NORMAN	HON. CINDY ROSENTHAL, MAYOR	HON. ROBERT CASTLEBERRY, COUNCILMEMBER
		HON. LYNNE MILLER, COUNCILMEMBER
PIEDMONT	HON. JOHN BROWN, COUNCILMEMBER	HON. VALERIE THOMERSON, MAYOR
		HON. KEVAN BLASDEL, COUNCILMEMBER
SLAUGHTERVILLE	HON. JOHN KOEHLER, MAYOR	VACANT
SMITH VILLAGE	NO DESIGNEE	VACANT
		HON. KATHY JORDON, TRUSTEE
SPENCER	HON. EARNEST WARE, MAYOR	HON. MARSHA JEFFERSON, VICE-MAYOR
TUTTLE	HON. MARY SMITH, COUNCILMEMBER	HON. TERESA BUCK, COUNCILMEMBER
THE VILLAGE	HON. DAVID BENNETT, MAYOR	HON. HUTCH HIBBARD, COUNCILMEMBER
VALLEY BROOK	NO DESIGNEE	VACANT
WARR ACRES	HON. JIM MICKLEY, VICE-MAYOR	HON. PATRICK WOOLLEY, MAYOR
WOODLAWN PARK	HON. JIM GILBERT, MAYOR	VACANT
YUKON	HON. MIKE MCEACHERN, COUNCILMEMBER	HON. RICHARD RUSSELL, VICE-MAYOR
CANADIAN COUNTY	HON. MARC HADER, COMMISSIONER	HON. JACK STEWART, COMMISSIONER
		HON. DAVID ANDERSON, COMMISSIONER
CLEVELAND COUNTY	HON. ROD CLEVELAND, COMMISSIONER	HON. DARRY STACY, COMMISSIONER
		HON. HAROLD HARALSON, COMMISSIONER
LOGAN COUNTY	HON. MARVEN GOODMAN, COMMISSIONER	HON. MICHAEL PEARSON, COMMISSIONER
		HON. MONTY PIEARCY, COMMISSIONER
OKLAHOMA COUNTY	HON. WILLA JOHNSON, COMMISSIONER	HON. BRAIN MAUGHAN, COMMISSIONER
		HON. RAYMOND VAUGHN, COMMISSIONER

MINUTES
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG BOARD ROOM, OKLAHOMA CITY, OKLAHOMA
MAY 26, 2016

The regular meeting of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:00 p.m., on May 26, 2016, in the ACOG Board 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

Chair Hon. Jay Adams, Mayor, Mustang

MEMBERS PRESENT

Hon. James Woodard, Mayor, Arcadia
Hon. Stan Wieczorek, Mayor, Cedar Valley
Hon. Roger Malone, Councilmember, Choctaw
Hon. Ken Bartlett, Vice Mayor, Del City
Hon. Elizabeth Waner, Councilmember, Edmond
Hon. Steven Gentling, Mayor, Guthrie
Hon. Matt Dukes, Mayor, Midwest City
Hon. Mark Hamm, Councilmember, Moore
Hon. Brian Grider, Councilmember, Mustang
Hon. Mike Fullerton, Councilmember, Newcastle
Hon. Robert Castleberry, Councilmember, Norman
Hon. John Brown, Councilmember, Piedmont
Hon. John Koehler, Mayor, Slaughterville
Hon. Mary Smith, Councilmember, Tuttle
Hon. Patrick Woolley, Mayor, Warr Acres
Hon. Mike McEachern, Councilmember, Yukon
Hon. Mark Hader, Commissioner, Canadian County
Hon. Mike Pearson, Commissioner, Logan County
Hon. Rod Cleveland, Commissioner, Cleveland County

MEMBERS ABSENT

Hon. Phillip Shirey, Councilmember, Bethany
Hon. Matt White, Mayor, El Reno
Hon. Marianne Yarbrough, Trustee, Forest Park

MEMBERS ABSENT (continued)

Hon. Kim Bishop, Councilmember, Harrah
Hon. Ray Poland, Mayor, Jones City
Hon. Lea Ann Jackson, Mayor, Luther
Hon. David Adams, Mayor, Lexington
Hon. Peter Hoffman, Mayor, Nichols Hills
Hon. Jim Pumphrey, Councilmember, Nicoma Park
Hon. Dianne Gray, Vice-Mayor, Noble
Hon. Kathy Jordon, Trustee, Smith Village
Hon. Earnest Ware, Mayor, Spencer
Hon. David Bennett, Mayor, The Village
Hon. Jim Gilbert, Mayor, Woodlawn Park
Hon. Richard Russell, Vice-Mayor, Yukon
Hon. David Anderson, Commissioner, Canadian County
Hon. Jack Stewart, Commissioner, Canadian County
Hon. Harold Haralson, Commissioner, Cleveland County
Hon. Marven Goodman, Commissioner, Logan County
Hon. Ray Vaughn, Commissioner, Oklahoma County
Hon. Willa Johnson, Commissioner, Oklahoma County

GUESTS

Anita Koehler, Slaughterville
Kevan Blasdel, Piedmont

STAFF

John G. Johnson, Executive Director
Barbara Hurdman, 9-1-1 Analyst
Brent Hawkinson, 9-1-1 Division Director
Robin Murray, 9-1-1 Programs Manager
Lysa Baker, 9-1-1 Education Coordinator
Mike Davis, 9-1-1 GIS Manager
Tanner Jones, 9-1-1 GIS Tech
Beverly Garner, Executive Assistant, TPS
Jennifer McCollum, Communications Director
Karen Wallace-Douglas, Grants and Economic Development Manager
Robin McDonald, Accounting Administrative Assistant
Angela Hankins, [Grants] Accountant

I. CALL TO ORDER

Director Jay Adams called the meeting to order at 1:00 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Introduction of guests was made by John Johnson.

III. APPROVAL OF MINUTES – REGULAR MEETING APRIL 28, 2016

Director Mark Hamm made a motion to approve the minutes of the April 28, 2016 9-1-1 Board of Directors meeting. Director Elizabeth Waner seconded the motion. The motion carried with the following votes:

AYE: Adams, Bartlett, Brown, Castleberry, Dukes, Gentling, Goodman, Grider, Hamm, Koehler, McEachern, Woolley, Fullerton, Smith, Waner, Wieczorek, Pearson, Hader, and Woodard

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

John Johnson gave a briefing on the HB3126, which Governor Fallin has signed. He said HB3126 goes into effect January 1, 2017.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. CONSENT DOCKET (VI-A –VI-D)

Director Jay Adams presented the Consent Docket and said staff recommended that items VI-A through VI-D be placed on the Consent Docket, and if these items proposed do not meet with the approval of all Board Members, they will be heard in regular order.

VI-A FINANCE REPORT- MAY 2016 CLAIMS

VI-B RENEWAL OF COMPETITIVE LOCAL EXCHANGE CARRIERS (CLEC) CONTRACTS

VI-C RENEWAL OF INDEPENDENT LOCAL EXCHANGE CARRIERS CONTRACTS

VI-D CALENDAR YEAR 2016 9-1-1 SERVICE FEE RESOLUTION FOR CONSIDERATION BY COUNCIL/BOARD OF TRUSTEES OR COUNTY COMMISSION

Director Jay Adams reported that there was an Amendment to the May 2016 Claims List in the amount of \$110,872.68 increasing the Claims List from \$71,858.18 as previously reported in Item VI-A to \$182,730.86. He said the Amended Claims List should be considered when accepting the finance report and approving payment of the May claims against the Association.

Director Ken Bartlett made a motion to place items VI-A through VI-D on the Consent Docket and approve or acknowledge this item, subject to any conditions included in the items and

the Amendment to the May 2016 claims. Director Mike McEarchen seconded the motion. The motion carried with the following votes:

AYE: Adams, Bartlett, Brown, Castleberry, Dukes, Gentling, Goodman, Grider, Hamm, Koehler, McEachern, Woolley, Fullerton, Smith, Waner, Wieczorek, Pearson, Hader, and Woodard

NAY: None

ABSTAIN: None

VII. GENERAL STATUS REPORT

Staff gave an update to the 9-1-1 Board on the General Status Report.

VIII. NEW BUSINESS

None

IX. ADJOURN

Director Mark Hamm made a motion to adjourn. Director Ken Bartlett seconded the motion. The motion carried with the following votes:

AYE: Adams, Bartlett, Brown, Castleberry, Dukes, Gentling, Goodman, Grider, Hamm, Koehler, McEachern, Woolley, Fullerton, Smith, Waner, Wieczorek, Pearson, Hader, and Woodard

NAY: None

ABSTAIN: None

There being no further business, the meeting adjourned at 1:10 p.m.

ADOPTED THIS 30TH DAY OF JUNE, 2016

CHAIRMAN

SECRETARY-TREASURER

BE IT RESOLVED, that on this 30th day of June 2016, the following claims are approved by the 9-1-1 Association of Central Oklahoma Governments; and the Director and Officers of this Association are directed to pay such claims.

9-1-1 Operating/Maintenance

AT&T (Network, Database)	\$ 14,950.79	
AT&T (Tribbey Circuit)	90.00	
AT&T (Service - Help Desk iPads)	377.67	
Cox Communications	20,452.70	
Hinton Telephone Company	246.20	
Language Line	1,243.07	
Logix Communications	199.32	
McCloud Telephone	286.05	
MIDCON Recovery Solutions, LLC (Maintenance)	4,282.50	
Oklahoma Communication Systems	1,217.67	
Pioneer Telephone (9-1-1 Trunks)	290.00	
Pioneer Long Distance (Meet Point El Reno to Newcastle)	206.72	
Pottawatomie Telephone Co (Tribbey Circuits)	138.02	
TierPoint Oklahoma, LLC (Maintenance)	4,750.00	
WEX Fleet Services	190.70	
Windstream	76.80	
<i>Total 9-1-1 Operating/Maintenance</i>		<u>\$ 48,998.21</u>
Total June Claims		

ATTEST:

CHAIRMAN_____
SECRETARY-TREASURER

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED MAY 31, 2016

	OPERATING ACCOUNT	SAVINGS ACCOUNT	CD	TOTAL
Beginning Balance <i>May 1, 2016</i>				
Cash on Deposit	<u>\$8,620,651.71</u>	<u>\$ 4,556,037.48</u>	<u>\$ 99,859.82</u>	<u>\$ 12,963,174.34</u>
Cash Receipts				
Fee Income	\$ 77,227.21	\$ -	\$ -	\$ 77,227.21
Fee Income - Wireless & VoIP	564,174.36			564,174.36
Contracts	-			-
Transfers of Funds				-
Interest Earned	12.28	319.31		331.59
Miscellaneous	<u>1,182.00</u>			<u>1,182.00</u>
Total Cash Receipts	<u>\$ 642,595.85</u>	<u>\$ 319.31</u>	<u>\$ -</u>	<u>\$ 642,915.16</u>
Total Cash Available	\$ 9,263,247.56	\$ 4,556,356.79	\$ 99,859.82	\$ 13,606,089.50
Cash Disbursements				
Claims/Operating Expense	\$ 182,730.86	\$ -	\$ -	\$ 182,730.86
9-1-1 Fund Disbursement	14,079.50			14,079.50
Transfers of Funds				-
Miscellaneous - Void Check	<u>-</u>			<u>-</u>
Total Cash Disbursements	<u>\$ 196,810.36</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 196,810.36</u>
Ending Balance <i>May 31, 2016</i>				
Cash on Deposit	<u><u>\$ 9,066,437.20</u></u>	<u><u>\$ 4,556,356.79</u></u>	<u><u>\$ 99,859.82</u></u>	<u><u>\$ 13,409,279.14</u></u>

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DISBURSEMENT OF FUND BALANCE
MAY 2016

Arcadia	\$ 5.63
Bethany	384.37
Choctaw	285.81
Cleveland Co.	344.95
Del City	456.18
Edmond	3,007.37
El Reno	708.18
Forest Park	28.16
Guthrie	347.78
Harrah	140.79
Jones City	59.14
Lexington	39.42
Midwest City	1,123.54
Moore	1,305.17
Mustang	456.18
Newcastle	204.16
Nichols Hills	112.63
Nicoma Park	53.51
Noble	136.57
Norman	2,668.08
Oklahoma Co.	650.47
Piedmont	145.02
Slaughterville	84.48
Spencer	74.62
The Village	225.27
Tuttle	119.67
Warr Acres	257.65
Woodlawn Park	4.23
Yukon	650.47
	<hr/>
Total May Disbursements	\$ 14,079.50
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9-1-1 association of central oklahoma governments

ATTACHMENT VII-A

Chair Jay Adams
Mustang Mayor

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Mark Hamm
Moore Councilmember

Executive Director
John G. Johnson

MEMORANDUM

DATE: June 30, 2016

TO: Chairman and Members of the 9-1-1 Board of Directors

FROM: John G. Johnson, Executive Director

SUBJECT: Proposed Fiscal Year 2016-2017 Annual Budget and Program of Services
For the 9-1-1 Association of Central Oklahoma Governments

SUMMARY:

The Proposed FY 2016-2017 Annual Budget and Program of Services, as recommended by the Board of Directors' Budget Committee, is attached for your review.

Members of the Budget Committee met with staff on June 16 and 23, 2016 to consider programmatic requirements for the agency, to provide member entity input and to prepare a budget recommendation to the Board of Directors. Based upon the committee's in-depth review, examination and input, this final budget recommendation has been formulated for consideration by the Board of Directors at their regular meeting of June 30, 2016.

Action Requested:

Motion to approve, as presented herein, the Budget Committee recommended Fiscal Year 2016-2017 (July 1, 2016 – June 30, 2017) Annual Budget and Program of Services for the 9-1-1 Association of Central Oklahoma Governments; Dues Assessment Schedule for Fiscal Year Ending June 30, 2016; and Fee Schedule for services requested by non-member public and private entities.

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
FY 2016-2017 BUDGET NARRATIVE**

The budget for this 26th full 12-month period of operations of the E9-1-1 system reflects a continuing work program as outlined and approved at the initiation of the system. Continuance of our contract will fund significant additional work efforts in geographical information systems and emergency services database management, carrying out E9-1-1 system equipment operations implementation, and supporting the 9-1-1 Training Institute and public education activities.

The proposed 9-1-1 ACOG and E9-1-1 and Public Safety Division budget, as outlined in detail within the budget document, provides for the continued administration of the finances of the system, contract management with the 60 plus wireline telephone service providers, coordination with 10 wireless telephone service carriers, establishment and maintenance of the E9-1-1 system database, associated geographical information system (GIS), training of instructors and call-takers (telecommunicators), public education materials to assist cities to promote the proper utilization of the system, and ongoing efforts for maintenance of E9-1-1 system equipment, software and management information systems. The 9-1-1 Association Budget also provides funding for new programs that have been requested by the 9-1-1 Technical Committee which includes a pre-employment testing services.

The proposed FY 2017 budget includes the final steps toward the full implementation of the Migration Plan for Future System Maintenance and Network Administration that was adopted by the 9-1-1 ACOG Board of Directors in 2012. An additional position has been allocated to provide dedicated management of enhanced customer services and help desk support to 9-1-1 ACOG member communities.

The proposed FY 2017 budget includes funding for the 9-1-1 Association to launch several Next Generation (NG) 9-1-1 pilot projects to continue the evolution of the regional system. These NG9-1-1 projects encompass the ability for the regional system to receive text messages sent to 9-1-1, enhancing the mapping solution by integrating real-time data from other public safety systems into one situational map, and testing of new hardware and software that improve efficiencies to not only 9-1-1 call centers but also to the administration of these systems.

The budget proposed includes hiring a consulting firm with a history of assessing public safety functions to assist the 9-1-1 Association in developing a Master Strategic Plan. This will be the first plan of this type for the organization. Elements of the Master Plan are expected to include: (1) developing an organization vision; (2) identifying potential costs and timeline for integration of NG9-1-1, and identifying potential public partners for NG9-1-1 deployment; (3) perform a staffing analysis and identify current and future staffing needs; (4) provide policy recommendations addressing requests from other 9-1-1 systems wanting to join or wanting to

procure certain services from 9-1-1 ACOG; and (5) explore the political appetite and identify any practical benefits for consolidation of PSAPs within the region.

The Budget Committee recommends, in furtherance of the Board policy, maintaining the restricted reserve fund balance, as established in fiscal year 2001, for future acquisition of E9-1-1 system improvement and data management systems. The policy goal value will be 25 percent of the estimated cost of such systems. The Budget Committee further recommends maintaining the operating reserve established in fiscal year 2001 with a policy goal value of 33 percent of the 9-1-1 department budget (four months of operating cost). In FY 2017, 9-1-1 disbursement to member governments of the 9-1-1 Association will remain at \$168,954, the same level as FY 2016.

With these identified adjustments, the proposed FY 2016-2017 9-1-1 ACOG Budget and the associated administrative contract with ACOG maintains the necessary level of funding to meet member expectations.

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
FY 2016-2017 Budget**

Revenues:

	<u>Totals</u>
9-1-1 Fees for Wireless Telephone Service	\$ 2,548,100
9-1-1 Fees for Wireline Telephone Service	789,998
9-1-1 Fees for Prepaid Wireless Telephone Service	665,935
9-1-1 Fees for VoIP Telephone Service	222,672
Administrative Fees	(84,534)
Contracts	288,731
Interest Income	1,930
<i>Total Revenues</i>	<u>\$ 4,432,832</u>

Expenditures:

ACOG Administration	\$ 1,656,638
Telephone Companies Operating & Maintenance Charges	1,037,501
Maintenance, Repairs and Warranty	809,263
Consultants	100,000
Professional Services Agreement	65,000
Capital Outlay	32,950
Legal	15,000
Insurance on Equipment	14,836
Supplies	12,712
Miscellaneous	12,000
Training	10,000
Vehicle Operations	2,500
Member Revenue Return	168,954
<i>Total Expenditures</i>	<u>\$ 3,937,354</u>

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DIVISION SUMMARY

	DIVISION	
	E9-1-1 & PUBLIC SAFETY	

FY 2017 9-1-1 GOAL

- **Provide excellent 9-1-1 services to Central Oklahoma**

The 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) is an intergovernmental entity formed in 1988 to implement and administer Enhanced 9-1-1 (E9-1-1) emergency communication service for participating units of local governments in Central Oklahoma. The organization was created through an Inter-local Agreement among the member governments as authorized by the Oklahoma Nine-One-One Emergency Number Act.

The executive director of ACOG also serves as the executive director for 9-1-1 ACOG and many board members serve on both the ACOG and 9-1-1 ACOG board of directors. Staff support used to accomplish the mission and goals of the 9-1-1 Association is provided by ACOG's E9-1-1 & Public Safety Division through an agreement between the 9-1-1 Association and ACOG.

Functions and Purpose

- A. The 9-1-1 Association is organized to administer, contract and coordinate the implementation and operation of the Enhanced 9-1-1 emergency communication service authorized and contemplated by the Oklahoma Nine-One-One Emergency Number Act. The Act provides that any governing body of a public agency may contract "with any association or corporation for the administration of 9-1-1 emergency communication service as provided by law" (Oklahoma Statutes Title 63 Section 2314).

- B. To accomplish, on behalf of its members, the maximum utilization of resources available for the emergency communication system, so that the greatest economies of scale and efficiency of operation will result in the best system for all members, with the least cost to the taxpayers.
- C. To insure that the integrity and separate control of the local public safety communication systems of the respective members is maintained, while effective area wide emergency telephone service is provided.
- D. To administer the planning, design, ordering, installation and operation of the 9-1-1 emergency telephone system on behalf of the members of the 9-1-1 Association. To establish, develop and maintain the required data base for the system on behalf of the members. To administer and monitor the receipt and dispersal of such portions of the taxes levied for the system as is required and determined by the members. To administer contracts and audits as required or desired by the members of the system function and funds.

Services Provided

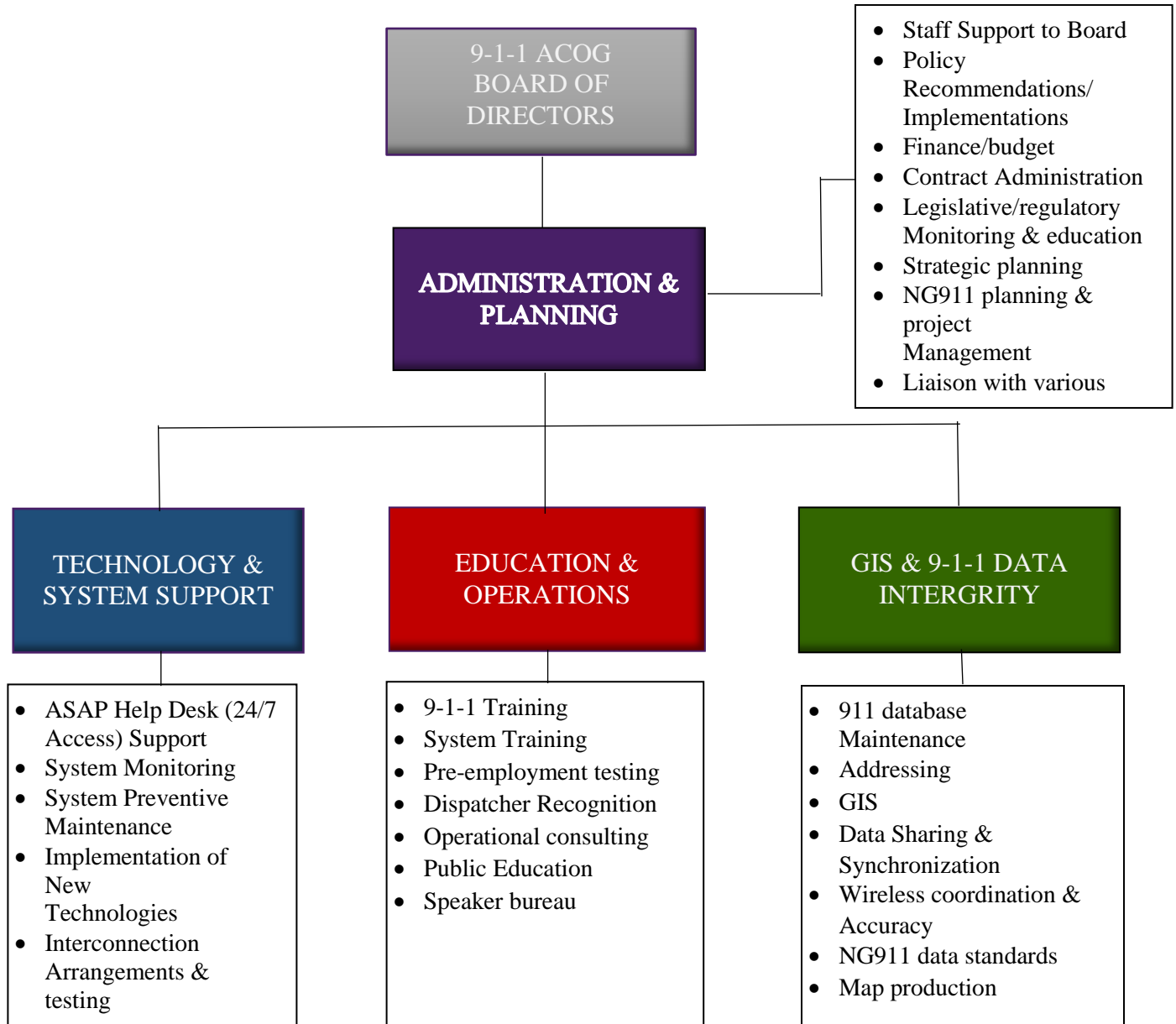
9-1-1 ACOG's primary function is to manage a regional 9-1-1 system that contains 20 Public Safety Answering Points (PSAPs) within the multi-county region (Cleveland, Canadian, Logan and Oklahoma Counties, as well as Newcastle and Tuttle) it supports. 9-1-1 ACOG PSAPs currently use a single hosted Intrado "VIPER" server with 66 client workstations utilizing Intrado's Power 9-1-1 software for call taking and GeoComm's GeoLynx map display software.

In addition to providing 9-1-1 system management and support, 9-1-1 ACOG performs many other value-added services for its constituents including:

- Managing 9-1-1 contracts with the wireline, wireless, and Voice over Internet Protocol (VoIP) telephone service providers.
- Providing PSAP/network disaster recovery planning.
- Offering nationally certified training for equipment, software, emergency medical dispatch (EMD), and continuing education for 9-1-1 telecommunicators and dispatcher.
- Coordinating 9-1-1 database management services, geographic boundaries, emergency services, and wireless accuracy testing.
- Informing the public through a variety of forums including safety fairs and carnivals, speakers' bureau, dispatcher recruitment, and legislative advocacy.
- Maintaining a highly accurate, dynamic regional GIS system that provides MSAG/GIS reconciliation giving the PSAP ability to plot wireless and landline calls.

In FY 2017 the services provided by the 9-1-1 & Public Safety Division will be divided into four function program areas: Administration and Planning, Technology and System Support, GIS and Data Integrity, as well as Education and Operations.

Association of Central Oklahoma Governments
9-1-1 & Public Safety Division
Functional Responsibilities



Funding and Budget

The E9-1-1 system and the operations of 9-1-1 ACOG are funded through 9-1-1 service fees enacted by local governments and collected from telephone service providers, according to enabling legislation, in the following manner:

- **Wireline Service Fee** – Each year the governing body of each member of 9-1-1 ACOG approves a resolution/ordinance for establishing the 9-1-1 emergency telephone fee rate for the calendar year. Currently the wireline rate for the region is from three to five percent of the base telephone charges.
- **Wireless Service Fee** – In 2005 the Oklahoma legislature enacted the Nine-One-One Wireless Emergency Number Act that provides for the collection of \$0.50 per month from wireless subscribers for the provision of emergency wireless telephone service. Those funds are collected by the underlying carrier and remitted to ACOG as the sub-state planning district responsible for the service. ACOG distributes these funds to the eligible 9-1-1 governing bodies in its area (currently this is the City of Oklahoma City and 9-1-1 ACOG). In 2010, the legislature amended the legislation to collect the service fee from “prepaid” wireless subscribers. The prepaid fee is remitted to the Oklahoma Tax Commission and distributed to the 9-1-1 governing bodies according to a predetermined formula based on population.
- **Voice over Internet Protocol (VoIP) Service Fee** – In 2006, the Oklahoma legislature amended the statute with the passage of the Nine-One-One Voice over Internet Protocol (VoIP) Emergency Services Act. This act allows for local governments to establish a resolution or ordinance to impose an emergency service fee in the amount of \$0.50 per month for each VoIP service user. Each of the 9-1-1 ACOG communities have enacted this fee.

The organization also receives revenues from contract service with the Emergency Medical Services Authority, the University of Oklahoma, University of Oklahoma Health Science Center (OUHSC) and the City of Oklahoma City as well as interest revenues on investments.

In addition to its 9-1-1 responsibilities, ACOG regularly coordinates and supports regional approaches of providing public safety services throughout the region. This includes the organization’s role as “convener” to the region, providing coordination to address public safety issues impacting the Central Oklahoma region.

Significant Accomplishments in FY 2016

- Completion of fully meshed Metro-E Network from the Region's hardened Datacenters (TierPoint & MidCon) to the (23) 9-1-1 ACOG PSAPs.
- Completion of Primary/Secondary network transposition with all router provisioned without incident.
- Fiber installation complete to all PSAPs – both primary and redundant networks.
- TXT29-1-1 hardware & software successfully deployed and tested to all 9-1-1 ACOG PSAPs.
- Edmond PSAP move to new facility without incident.
- Annual third-party audit/comparison of Geographical Information System (GIS) data and 9-1-1 databases revealed a 99%+, accuracy level. National standards are 95% accuracy. This rating reflects the high level of accuracy accomplished by the GIS department through quality assurance and control processes.

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DEPARTMENT SUMMARY

DEPARTMENT	DIVISION	
ADMINISTRATION & PLANNING	E9-1-1 & PUBLIC SAFETY	

FY 2017 9-1-1 ADMINISTRATION & PLANNING GOALS

- **Engage in a five-year strategic planning process**
- **Look for additional services 9-1-1 ACOG can provide that benefit the region as a whole**
- **Explore Next Generation 9-1-1 pilot projects**
- **Ensure all services are provided using continuous improvement processes**
- **Ensure adequate staffing for current and future services provided by 9-1-1 ACOG**
- **Continued leadership in 9-1-1 issues at the state and national level**

9-1-1 ACOG is charged with ensuring that administration of the E9-1-1 service fees is managed legally and appropriately and as per the policies of the 9-1-1 Association Board, including preparation and administration of the budget, payment of telephone company charges, remittance of fees to members, and audit.

The Administration and Planning program area is tasked with providing leadership to the organization and its employees to accomplish this charge. The FY 2017 Work Program accomplishes this overarching goal through several functional area objectives:

STAFF SUPPORT

One of the most valuable resources 9-1-1 ACOG has is its people. The Board of Directors recognizes the importance of having professional staff manage the daily operations and the complexities of a regional 9-1-1 system. It is the obligation of the administrative program area to ensure that quality employees with the appropriate skill sets are hired and retained to provide the high level of service expected by the 9-1-1 Association's member governments. One method used by staff leadership to accomplish this goal is ensuring that proper training and continuing education is provided to employees through a myriad of methods that include: mentoring, formal classroom training, participation in state and national associations, and setting goals to obtain nationally recognized certifications. This educated and experienced workforce can in turn make solid operational decisions and provide informed policy recommendations to the board of directors and member governments.

FINANCE/BUDGET

9-1-1 ACOG ensures that administrative and accounting functions relating to collection and disbursement of 9-1-1 service fees, and auditing of those funds, is performed in accordance with applicable state laws and relevant local government ordinances and resolutions. In addition, the administrative program area makes sure that all purchases and expenditure of funds are consistent with the policy direction of the Board of Directors. In the preparation of the FY2017 budget, staff once again used the five year projections spreadsheet to evaluate the long term financial position and plan for the stability of the 9-1-1 ACOG regional system.

CONTRACT MANAGEMENT

The complexity and size of the regional 9-1-1 system mandates the need to ensure all business relationships with the 9-1-1 Association are properly documented and memorialized. In most cases this is accomplished through formal agreements or contracts. Types of contracts used by the Association include interconnection and service remittance agreements with the six (6) Incumbent Local Exchange Carriers (ILECs), forty-five (45) Competitive Local Exchange Companies (CLECs), nine (9) Wireless Service Providers, nine (9) Wireless Resellers that act as a business agent for the members who collectively represent one telephone company customer.

Contractual arrangements also include complex capital purchases and associated maintenance/service support arrangements. This is even truer with the migration of the region's 9-1-1 system support and network administration functions to ACOG staff, which requires agreements with multiple vendors for a wide-variety of tier two support services and network facilities.

LEGISLATIVE /REGULATORY

During the 2017 fiscal year, 9-1-1 ACOG will continue its ongoing commitment to advocate for local public safety agencies on matters relating to 9-1-1 and emergency communications. We will continue to coordinate with Oklahoma City and surrounding counties to address pertinent public safety legislative issues that affect the use and capability of 9-1-1 and emergency services in the region. The goal of these efforts is to ensure that changes in legislative and regulatory policies at both the state and national level enhance, not negatively impact, the delivery of enhanced 9-1-1 public safety services to the region.

STRATEGIC PLANNING

To more formalize 9-1-1 ACOG's planning efforts, the FY 2017 budget includes hiring a consulting firm with a history of assessing public safety functions to assist the 9-1-1 Association in developing a Master Strategic Plan. This will be the first plan of this type for this organization. Elements of the Master Plan are expected to include: (1) developing an organization vision; (2) identifying potential costs and timeline for integration of NG9-1-1, and identifying potential public partners for NG9-1-1 deployment; (3) perform a staffing analysis and identify current and future staffing needs; (4) provide policy recommendations addressing requests from other 9-1-1 systems wanting to join or wanting to procure certain services from 9-1-1 ACOG; and (5) explore the political appetite and identify any practical benefits for consolidation of PSAPs within the region. This plan will provide the template going forward for decisions and activities of the 9-1-1 Association.

NG9-1-1 PROGRAM MANAGEMENT

The FY 2017 Budget and Work Plan incorporate several pilot projects that begin to address the demands by member governments and citizens for Next Generation 9-1-1 Technologies. One of the pilot projects being contemplated is Text-to-911 and aggregation of other public safety data into 9-1-1 ACOGs GIS platforms to provide dispatchers and responders one situational view. Though the continued evolution of the region's 9-1-1 system to include these NG9-1-1 technologies is important, adequate planning, design, and implementation will have to occur in order that these new technologies are deployed in a way that is transparent and has minimum impact to the delivery and handling of enhanced 9-1-1 calls in the region.

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DEPARTMENT SUMMARY

DEPARTMENT	DIVISION	
TECHNOLOGY & SYSTEM SUPPORT	E9-1-1 & PUBLIC SAFETY	

FY 2017 9-1-1 TECHNOLOGY & SYSTEM SUPPORT GOALS

- **Meet and exceed minimum service standards outlined in the Service Level Agreement approved by the Board of Directors and 9-1-1 Technical Committee**
- **Always provide service with the highest level of customer service**
- **Implement proactive quality control and assurance methods to ensure service accountability**
- **Implement a quality preventive maintenance plan and use all tools to ensure proactive system monitoring**
- **Deploy new technologies and pilot projects that enhance 9-1-1 service to Central Oklahoma**

Summary

The 9-1-1 staff has been responsible for oversight of equipment installation and operation since the system's inception on May 1, 1989 cutover date. In Calendar Year 2013 the 9-1-1 Association's 20 Public Safety Answering Points serving the 50 member communities in Central Oklahoma handled over one-half million E9-1-1 calls. 9-1-1 calls made from wireless devices accounted for more than 60% of all 9-1-1 calls in the region.

Since that first enhanced 9-1-1 call was answered in 1989, work has continued and includes management of telephone company contracts, service provider emergency service fee collection and

assessment refinement and updates to the 9-1-1 database, training of new dispatch personnel, new technology research, wireless accuracy testing, working with new landline telephone companies as well as with wireless telephone companies to provide and enhance the E9-1-1 interface and ongoing public education and supervision of installed E9-1-1 Public Safety Answering Point (PSAP) equipment. It is the responsibility of staff to keep the Central Oklahoma E9-1-1 System on the forefront of technologies that impact E9-1-1.

The 9-1-1 Association staff constantly monitors a set of operational standards that outline the customer's expectations regarding level of service for the system and methods for measuring that level of service on a regular basis.

In FY 2010 the 9-1-1 ACOG Board of Directors authorized the procurement of a nearly \$4 million Next Generation 9-1-1 system replacing the existing obsolete 9-1-1 system that has been used by 9-1-1 ACOG for over eight years and is no longer being supported by the manufacturer. This "Next Generation 9-1-1" ready system provides a platform for system enhancements to address future needs of the region. With the adoption of the NG911 System migration plan adopted by the Board of Directors in FY 2012, staff will be expanding services provided and enhancing the capabilities of this initial investment.

A 9-1-1 Technical Committee, including representatives of the public safety agencies involved in the system has proven to be a very effective method for exchange of information and improvement in the system's efficiency. Meeting quarterly, the Technical Committee provides an ongoing means to facilitate working together as a unit. The 9-1-1 Technical Committee is supported by several workgroups focused on planning, user interface, training, public education, and addressing.

In FY 2014, 9-1-1 ACOG began implementing the consultant's recommendations adopted by the Board of Directors on April 26, 2012, for future system maintenance and network administration. The complete recommendations and reports are available on the 9-1-1 Association's website. In summary, the recommendations are:

1. 9-1-1 ACOG will continue enhancements on its 9-1-1 ACOG Support and Assistance Program (911ASAP) which serves as the single point of contact (Help Desk) for its member Public Safety Answering Points (PSAPs), and establish a help desk service program to improve their customer service experience and provide an enhanced response to 9-1-1 system trouble reports and service requests.
2. 9-1-1 ACOG will continue to expand its customer support services to its PSAPs to include support of customer premise equipment in our Multi-Node 9-1-1 enterprise solution.

The FY 2017 Work Program addresses necessary technology and system support through several functional area objectives:

- The ASAP (ACOG Support & Assistance Program) Help Desk which each PSAP can access 24/7 for critical system problems
- Proactive monitoring of networks and systems that immediately notify technical staff of potential system problems
- Comprehensive preventive maintenance program that ensures the regional 9-1-1 system is always operating at peak performance
- Implementation of technical enhancements and new technologies
- Managing interconnections and interoperability of telecommunications systems and other technology into the 9-1-1 system and network

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DEPARTMENT SUMMARY

DEPARTMENT	DIVISION	
GEOGRAPHICAL INFORMATION SERVICES & DATA INTEGRITY	E9-1-1 & PUBLIC SAFETY	

FY 2017 9-1-1 GIS & DATA INTEGRITY GOALS

- **Continuous quality improvement and assessment process for all 9-1-1 data**
- **Continue participation in national dialog and institute GIS practices consistent with Next Generation 9-1-1 Standards**
- **Improve data sharing/gathering with public and private partners**
- **Explore ways to push map data to responders digitally**
- **Explore methods of aggregating various data into one situational view to improve public safety awareness and response**
- **Create new layers for Next Generation 9-1-1 Mapping.**

Summary

Since the implementation of Phase II enhanced 9-1-1 wireless services in the ACOG region in FY 2007, there has been substantial development of the new regional Geographic Information System (GIS) for mapping the latitude and longitude of landline and wireless callers.

The GIS work continues to involve extensive coordination between the 9-1-1 staff and various parties, which include the communities' and counties' planners and GIS related personnel, the growing number of wireless carriers in the region, and 9-1-1 ACOG's vendor, GeoComm. Staff continues to maintain the

Master Street Address Guide (MSAG) and the current GIS database with changes in the communities and counties that affect addresses and emergency service response boundaries.

Since the inception of the regional 9-1-1 system in the late 1980's County Commissioners in both Cleveland and Logan Counties have delegated their authority to assign addresses to the 9-1-1 Association.

In FY 2017, ACOG and 9-1-1 ACOG will continue their relationship with the University of Oklahoma in place since 2008 to make portions of the regional GIS data publicly available via the Internet. The 9-1-1 staff will continue to post and share updates of these data with the University of Oklahoma and with the public.

Ensuring the accuracy of the region's enhanced wireless 9-1-1 (Phase II) has necessitated hours of testing calls with various wireless carriers from multiple towers and arriving in all answering point locations. This involves working with seven wireless telecommunications companies to ensure proper routing of each cell sector for every wireless tower based on the direction and propagation of their routing maps. More than 3,500 cell sectors have been assigned since FY 2008.

GIS Audit

Databases		FEBRUARY 2015
Customer Records		157,923
MSAG Records:		13,132

Review	2011 Match Rate %	2012 Match Rate %	2013 Match Rate %	2014 Match Rate %	2015 Match Rate%
MSAG Review	100.0%	99.48%	99.17%	99.82%	99.97%
Customer Records to MSAG	99.37%	99.97%	99.96%	99.83%	99.85%
Customer Records to Roads	99.05%	99.21%	98.74%	99.09%	99.11%

Since 2010, the 9-1-1 Association has contracted with a third-party vendor to conduct an audit of the integrity of the 9-1-1 databases and our regional GIS. The first objective is to determine the level of synchronization between the Master Street Address Guide (MSAG), the 9-1-1 database, and GIS map

data. The second objective is to evaluate both internal and external processes for collection and maintenance of 9-1-1 data including map data.

Due to the large amount of 9-1-1 data for the regional system (approximately 100,000 road segments), only a small sample dataset was used for audits, resulting in 157,923 customer records and 13,132 MSAG records being audited.

The FY 2017 Work Program accomplishes the necessary Geographical Information Systems (GIS) and Data Integrity services through several functional area objectives:

- To refine and maintain an updated database that drives the system's routing of calls and information received by the various Public Safety Answering Points and to find other ways data can be useful in local efforts
- To approve and assign Emergency Service Numbers (ESNs) for new wireless towers and continue maintenance of the current wireless database
- To ensure that the system's Master Street Address Guide (MSAG) and GIS data is updated by verification from each member entity
- To further enhance the regional 9-1-1 GIS/Mapping Data system displaying maps at the 21 PSAPs for both landline and wireless E9-1-1 calls
- To work cooperatively with other GIS partners to ensure the highest integrity and latest information is incorporated into the regional GIS system
- To improve wireless accuracy and wireless data correctness by implementation of a comprehensive wireless 9-1-1 call testing program

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DEPARTMENT SUMMARY

DEPARTMENT	DIVISION	
EDUCATION & OPERATIONS	E9-1-1 & PUBLIC SAFETY	

FY 2017 9-1-1 EDUCATION & OPERATIONS GOALS

- **Continue to offer quality cost efficient training through the 9-1-1 Training Institute**
- **Continue to recognize the region's dispatchers for providing quality public safety services**
- **Continue to provide member communities with 9-1-1 public education materials for use in their local public education efforts**
- **Provide dispatcher pre-employment testing services and assist participating agencies in test design and validation**

Summary

The 9-1-1 ACOG Training Institute, the training arm of the Association, was organized to provide further training opportunities for regional call takers. Since 1994, nearly 2,000 dispatchers/call takers, including out-of-region, have received training through the Institute. The Institute provides a nationally certified 40-hour Emergency Telecommunicator Course which provides essential training for newly hired dispatchers/call takers. More than 700 Central Oklahoma regional dispatchers/call takers have obtained national certification through this training initiative.

The 9-1-1 ACOG Training Institute continues to enhance its continuing education to regional dispatcher/call takers. In FY 2016, courses were offered in Hostage & Crisis Negotiations, Mental

Health, School Violence, Critical Incident Management, Domestic Abuse, Advanced Law Enforcement, Denise Amber Lee Lessons Learned, Communications Training Officer, Active Shooter incidents, Public Safety Telecommunicator National Certification, and Suicide Intervention.

9-1-1 ACOG continues to evolve in nationally certified training with a partnership with Association of Public Safety Communications Officials (APCO). This allows our trainers to become certified to teach additional modules such as Communications Training Officer and Fire Service Communications, Communications Center Supervisor, as well as the Public Safety Telecommunicator Certification Course. By utilizing in-house instructors 9-1-1 ACOG can offer these continuing education courses more frequently at less cost.

In FY 2017, the 9-1-1 ACOG Training Institute will add monthly continuing education seminars. These added training courses will include Domestic Violence, Call-Taker training, Team Work and Relations with other Agencies, Responder Safety, and Stress Management. These seminars will utilize in-house instructors and guest presenters. Curriculum to assist with the seminars are at a low cost and allows for numerous dispatcher's to be trained each month. By adding the monthly seminars, 9-1-1 ACOG Training Institute continues to offer top of the line education with high standards at lower costs.

In FY 2017, the 9-1-1 ACOG Training Institute will begin creating and implementing a Crisis Intervention Stress Management (CISM) program and Crisis Response Team. CISM is a method of helping first responders and others who have been involved with events that leave them emotionally and/or physically affected by those incidents. CISM is a process that enables 9-1-1 Dispatchers to help their peers recognize problems that might occur after an incident. This process also helps 9-1-1 dispatchers prepare to continue to perform their services or in some cases return to a normal lifestyle. International Critical Incident Stress Foundation (ICISF) provides training for individuals interested in becoming a part of a crisis management team, or for an organization that is dedicated to helping individuals or groups recover from incidents. Currently, there are no CISM Teams who are trained to help 9-1-1 Call Takers or Dispatchers.

In FY 2017, the 9-1-1 ACOG Training Institute implemented a training software program. This software will keep all of the training records current and up-to-date. The software is utilized to create and maintain formal training documentation of every person who attends (or has attended) a class at 9-1-1 ACOG. The software creates files for each person, class, and number of hours earned. It is important to have all of this information kept electronically, to assure we are properly maintaining documents and records, of each and every person who attends a course with the Institute.

The 9-1-1 Association continues public education efforts to inform the public on the proper use of E9-1-1. In FY 2016, 9-1-1 ACOG distributed more than 5,000 pieces of public education material in Central Oklahoma which includes 9-1-1 coloring books, brochures and other promotional items that inform the public of the 9-1-1 live-saving system. In FY 2017, 9-1-1 staff plans to continue to expand

the public education program through presentations and attendance at large events providing maximization of informing the public of how to properly use 9-1-1. One of the primary goals of the Public Education Program will be to educate school aged children on how and when to call 9-1-1 and high school aged teenagers on the dangers of texting and driving. Other goals will be to begin public awareness campaigns on topics concerning 9-1-1 and public safety, including Text-to-9-1-1. These projects will contain information which will be shared with the 9-1-1 ACOG regional communities.

PRE-EMPLOYMENT TESTING

At the request of the 9-1-1 Technical Committee, the FY 2017 work program and budget incorporated expenses for 9-1-1 ACOG to become a testing center for dispatcher candidates. Staff and the Technical Committee plan to use a concept similar to that being used by the Denton County, Texas 9-1-1 District. Testing will be customizable to each agency and will be validated on an agency basis, as well.



9-1-1 association of central oklahoma governments

ATTACHMENT VII-B

Chair Jay Adams
Mustang Mayor

Vice-Chair Mark Hamm
Moore Councilmember

Secretary/Treasurer Ken Bartlett
Del City Vice Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: June 30, 2016

TO: 9-1-1 Board of Directors

FROM: John G. Johnson, Executive Director

SUBJECT: Election of Officers for the 9-1-1 ACOG Board of Directors

INFORMATION: The Nominations Committee met in June to consider nominations of the 9-1-1 Association Board of Directors officers of Chairman, Vice-Chairman and Secretary Treasurer for FY2016-2017. It was recommended by the committee that the following nominations for the coming term be considered.

Chairman:	Mark Hamm, Moore Councilmember
Vice-Chairman:	Ken Bartlett, Del City Vice-Mayor
Secretary-Treasurer:	Elizabeth Waner, Edmond, Councilmember

Action Requested: Motion to approve the recommendation of the Nomination Committee and to elect the nominees as officers of the 9-1-1 Association of Central Oklahoma Governments Board of Directors for FY 2016-2017.



9-1-1 association of central oklahoma governments

Chair Jay Adams
Mustang Mayor

Vice-Chair Mark Hamm
Moore Councilmember

Secretary/Treasurer Ken Bartlett
Del City Vice Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: June 30, 2016

TO: 9-1-1 Board of Directors

FROM: Debbie Cook, CPA, Director of Finance

SUBJECT: Resolution – Banking Signatures

INFORMATION: With the election of officers at our June meeting, it is necessary to approve the attached official custodian's resolution authorizing 9-1-1 ACOG's current signatories to conduct business with 9-1-1 ACOG's financial institutions.

Action Requested: Motion to approve the attached official custodians' resolution for FY 2016-2017.

RESOLUTION

THE BOARD OF DIRECTORS OF THE
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
21 E. MAIN STREET, SUITE 100
OKLAHOMA CITY, OKLAHOMA 73104-2405

Be it resolved that

<hr/>	Mark Hamm, Chairman
<hr/>	Ken Bartlett, Vice-Chairman
<hr/>	Elizabeth Waner, Secretary-Treasurer
<hr/>	John G. Johnson, Executive Director
<hr/>	Julie A. Smedlund, Information Technology Program Director

of this Association whose signature(s) appear(s) above are appointed as official custodians of the Association's funds. They have plenary authority, including control, over funds owned by the Association. Control includes possession, as well as the authority to establish accounts for the funds in insured depository institutions and to make deposits, withdrawals and disbursements of such funds. Two (2) signatures shall be required on checks against the accounts. This supersedes all prior authorizations, which are hereby cancelled.

I hereby certify that the foregoing is a full, true and correct copy of a resolution adopted on June 30, 2016 by the Board of Directors of the Association of Central Oklahoma Governments and is in full force; that the signatures above are genuine and of the respective officers of said Association as designated thereon.

WITNESS my hand and seal of said 9-1-1 Association this 30th day of June 2016.

{SEAL}

SECRETARY