



9-1-1 association of central oklahoma governments

Chair Mark Hamm
Moore Councilmember

Vice-Chair Ken Bartlett
Del City Vice-Mayor

Secretary/Treasurer Elizabeth Waner
Edmond Councilmember

Executive Director
John G. Johnson

AGENDA

9-1-1 TECHNICAL COMMITTEE MEETING
Tuesday, March 7, 2017, 9:30 a.m.
ACOG Board Room
4205 North Lincoln Boulevard
Oklahoma City, Oklahoma, 73105

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES - DECEMBER 6, 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 technology and technical systems projects. This briefing will include:

- GeoComm Hosted Server Failover Testing
- Circuit Inventory
- TXT29-1-1
- Quarterly Maintenance with Failover Testing
- Preview of Revised PSAP Disaster Recovery Plan
- 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 information on National Telecommunicator Week, April 9-15, 2017. [[ATTACHMENT VI](#)]

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:

- Addressing for Logan and Cleveland Counties
- Entity Plat Updates
- Map Book Project for rural fire departments

Action Requested: None, for information only.

VIII. NEW BUSINESS

IX. ADJOURNMENT

9-1-1 ACOG TECHNICAL COMMITTEE MEETING MINUTES

December 6, 2016

The regularly scheduled meeting of the 9-1-1 ACOG Technical Committee convened at 9:38 a.m., on December 6, 2016, in the ACOG Conference Room, 4205 N. Lincoln Boulevard, 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

Hon. Marsha Blair, Slaughterville

Becky Bruce, Midwest City PD

Barry Coleman, EMSA

Jennifer Collett, OUPD

Lt. Eric Grubbs, OUPD

Lt. Tisha Guthrie, Warr Acres PD

Tammy Koehn, Moore PD

Lt. Angelo Orefice, Bethany PD

Matt Robinson, OUPD

Matt Stillwell, Edmond Emergency Management

Lance Terry, Norman PD Communications

GUESTS

David Peck, West Safety Services

Donna Pair, West Safety Services

STAFF

Brent Hawkinson, 9-1-1 Division Director

Vellamae Fogarty, 9-1-1 Administrative Assistant

Robin Murray, 9-1-1 Programs Manager

Mike Davis, 9-1-1 GIS Manager

Lysa Baker, 9-1-1 Education Coordinator

Tanner Jones, 9-1-1 GIS Specialist

Rachel Tiger, 9-1-1 GIS Technician

Ben Bailey, 9-1-1 Wireless Specialist I

I. CALL TO ORDER

John Johnson called the meeting to order at 9:38 a.m.

II. INTRODUCTIONS

Introductions were made around the room.

III. APPROVAL OF MINUTES – December 6, 2016

Lance Terry, City of Norman made a motion to approve the minutes of the regularly scheduled December 6, 2016 9-1-1 Technical Committee meeting. Matt Stillwell, Edmond seconded the motion.

The motion carried with the following votes:

AYE: Blair, Bruce, Coleman, Collett, Grubbs, Guthrie, Koehn, Orefice, Robinson

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

John Johnson waived his time for the director's report.

V. GSR & 9-1-1 SYSTEMS UPDATE

Brent Hawkinson discussed the population certification letters and fee assignment resolutions that are required for the OTC and 0911MA to return 9-1-1 remittance fees collected for member entities back to ACOG for redistribution to the PSAP's. We have received information that all of the letters requesting these documents have been received by member entities, and staff is working to collect those remaining letters and resolutions.

John Johnson discussed conversations with member entities and the interest about what the new net money will be. Hopefully, some of that will flow directly back to the PSAP's on an annual basis, but typically the Policy Board and the budget committee for the 9-1-1 ACOG group looks at these expenses and makes a decision about how much money should be returned to the member entities. With the advent of potential new money, he indicated that we would not have information until the funds start coming in and it can be determined if they will be consistent. 9-1-1 staff would make recommendations to the Board that the preference would be the direct return of money back to entities. Mr. Johnson assured member entities that it is a new day for 9-1-1 organizations and while the new revenue is

welcomed, there is no indication of how much it will be and to remember that there will be a nickel carved off at OTC for the 0911MA.

Members continued with conversations regarding the Statute and what population data was going to be used. There are disagreements among COG's and other entities as to whether or not the official 2010 population census should be used or the 2015 estimates. Mr. Johnson said that the primary concern is insuring that member entities are not impacted negatively and receive their fair share of the funds, but the decision on the population allocation should rest on the shoulders of 0911MA to provide the guidelines for the basis of the numbers. The issues will arrive when reviewing the city boundaries as some of the estimated populations are not as accurate in those areas. 9-1-1 ACOG has been working with the PSAP's to insure that the entities they answer calls from also have their population counts submitted so that those funds can be returned for distribution to member entities. Staff will continue to monitor the developments as the 0911MA begins to make decisions on these matters.

VI. 9-1-1 EDUCATION UPDATE

Lysa Baker gave an update on 2017 classes, indicating there should be dates available in the next few weeks. She discussed the Criticall conference call and video presentation that will be occurring during the meeting. She further explained that is pre-employment testing software that 9-1-1 ACOG has been looking at to allow PSAP's to be more selective in the hiring process. The software tests in different areas including, decision-making process, call taking, data entry, grammar, reading comprehension, reading maps and proper routing. The tests are timed and simulate an actual call environment which thoroughly assesses each candidate and allows the each PSAP to customize the tests and the pass/fail scores for the candidates. Lysa indicated that Edmond has been using Criticall and Matt Stillwell would be a good resource for any members that would like additional information. She also reviewed some possible options for what the testing process would like for PSAP's after implementation if the software is purchased.

VII. 9-1-1 GIS UPDATE

Mike Davis provided the Technical Committee with a briefing on the Address for Logan and Cleveland County, the entity plat updates, the Map book project for rural fire departments and the completion of the workflow diagrams with GeoComm for Entity updates.

VIII. NEW BUSINESS

David Peck and Donna Pair from West Safety Services gave a presentation on GIS data in 9-1-1 and how vital it is to successful mapping; including a discussion on the differences between Legacy 9-1-1 GIS and Next Generation 9-1-1 GIS. A demonstration of MapFlex was also given showing the system taking a phone call and the functionality of the system.

IX. ADJOURNMENT

The meeting was adjourned at 11:36 a.m.



March 1, 2017

To: 9-1-1 Technical Committee

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

National Telecommunicator Week April 9-15, 2017

APCO Public Safety Telecommunicator I (New 7th Edition) March 20-24, 2017: 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 CPE, ENP, RPL and regional instructors

APCO Fire Service Communications April 25-27, 2017: APCO Institute's Fire Service Communications course raises the bar for in-service fire communications training! This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch. This course is recommended for Communications Center employees dispatching fire service personnel and units. Instructor: Lysa Baker CPE, ENP, RPL and Ben Curry RPL

APCO Communications Training Officer (CTO) May 2-4, 2017: 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.

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

Instructor: Lysa Baker CPE, ENP, RPL, Cindy Howard RPL, and Jessica Brown

Am I Just the Dispatcher? May 12, 2017: This motivational session will take an in-depth look at the job you do every day. The class is designed to motivate the new and the veteran telecommunicator and discusses such topics as professionalism, respect, teamwork, the future of 9-1-1, dealing with negative attitudes, and being the best. This is one class that every telecommunicator should attend. Instructor: Tony Harrison, Public Safety Group

“A Victim’s Plea; Meeting Expectations” Denise Amber Lee June 2, 2017: In this full-day course, students are exposed to a riveting, emotional roller coaster of critical 911 failures that occurred the night Denise was kidnapped, raped, and murdered. Nathan Lee, founder and President of the Denise Amber Lee Foundation, and a 911 professional tie together the elements of the Denise Amber Lee tragedy. A positive and uplifting presentation, students will learn of the obvious failures that day to the more in-depth concepts such as leadership, hiring, training and encouraging employees in a communications center.

9-1-1 Hacked, Attacked, Where’s That? June 12, 2017: Swatting, hoax and denial of service calls are occurring all over the country on a daily basis. Have you been trained in how to recognize and respond to these calls? These types of incidents can be dangerous and have resulted in the shootings of law enforcement personnel. This course will provide you with the information you need to respond and keep responders safe. Instructor: Tracy Eldridge, Public Safety Group

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**