Chair Mark Hamm
Moore Councilmember

Vice-Chair Elizabeth Waner
Edmond Councilmember

Secretary/Treasurer Ken Bartlett
Vice-Mayor Del City

Acting Executive Director
John M. Sharp

acog

9-1-1 association of central oklahoma governments

AGENDA

9-1-1 TECHNICAL COMMITTEE MEETING
Tuesday, June 5, 2018, 9:30 a.m.
ACOG Training Room
4205 North Lincoln Boulevard
Oklahoma City, Oklahoma, 73105

I.   CALL TO ORDER

II.   INTRODUCTIONS

III. APPROVAL OF MINUTES – DECEMBER 5, 2017 (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:

- TXT29-1-1
- West Safety Solutions
- Logan County Sheriff's Office
- Transition from TDM to VoIP
- Deployment of PSAP Backroom UPSs
- 9-1-1 Entities Outside ACOG Region
- *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. Staff will also discuss the implementation of CritiCall, and its application during the pre-employment testing process.

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:

- NENA and State of Oklahoma Addressing Standards
- Data migration with new data schema and State of Oklahoma and NENA NG9-1-1 standards
- Data migration into the cloud-based ArcGIS platform

Action Requested: None, for information only.

VIII.   NEW BUSINESS

IX.   ADJOURNMENT

Next 9-1-1 Technical Committee Meeting is at 9:30 a.m., Tuesday, September 11, 2018

9-1-1 ACOG TECHNICAL COMMITTEE MEETING MINUTES
December 5, 2017

The regularly scheduled meeting of the 9-1-1 ACOG Technical Committee convened at 9:28 a.m., on December 5, 2017, 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

Brent Hawkinson, 9-1-1 Division Director

PRESENT

Marvin Stanford, City of Del City
Mike Bower, City of Midwest City
Russell Anderson, City of Norman PD
Tammy Koehn, City of Moore PD
Brooke Pentiss, City of Edmond

GUESTS
 Lance Terry, State of Oklahoma 9-1-1 Coordinator
STAFF

Robin Murray, 9-1-1 Institute Programs Manager
Chris Camp, 9-1-1 Support Manager
Ben Bailey, 9-1-1 System Specialist 1
Kale Littlefield, 9-1-1 System Specialist 1
Mike Davis, 9-1-1 GIS Manager
Tanner Jones, 9-1-1 GIS Specialist
Rachel Phillips, 9-1-1 GIS Technician
Vellamae Fogarty, 9-1-1 Administrative Assistant

I.   CALL TO ORDER

       Brent Hawkinson called the meeting to order at 9:30 a.m.

II.   INTRODUCTIONS

       Introductions were made around the room.

III.   APPROVAL OF MINUTES – June 6, 2017

Marvin Stanford, City of Del City, made a motion to approve the minutes of the regularly scheduled June 6, 2017, 9-1-1 Technical Committee meeting. Tammy Koehn, City of Moore, seconded the motion. The motion carried.

IV.   DIRECTOR'S REPORT

Mr. Hawkinson made an announcement that Mr. Johnson has retired and that John M. Sharp, Deputy Director, was unable to attend, so there is no report.

V.   GSR & 9-1-1 SYSTEMS UPDATE

Mr. Hawkinson announced that there will be a job posting shortly for a new 9-1-1 Programs Manager as Robin Murray is now the 9-1-1 Institute Programs Manager. West Safety Services is now Apollo and occurred on October 10, though he was not aware of the change until the Early Adopter's Summit in November. He also indicated that before Apollo acquired West, West acquired ECaTS, so they will be offering a new service called Power Metrics. 9-1-1 Staff members have a meeting next week with West Safety (Apollo) Staff Carl Bane, Donna Pair, and Johnny Irons regarding features and enhancements to the current Viper system and where we might be going in the future. Unless 9-1-1 ACOG issues an RFP in the next few years, we are currently entering the fourth year on the existing system, and as technology advances it is possible, we could be looking a new system in the next couple of years. At the next tech committee meeting, staff will report back information from the meeting with West.

The Oklahoma 9-1-1 Management Authority (O911MA) PSAP Registration form is before you, and we are currently working with our entity PSAPs to obtain the information needed to complete and submit the registration forms. The 9-1-1 staff has sent out requests for information that is specific to the entity, and governing body ACOG is reporting revenue and call volume statistics on your behalf. The information is needed no later than December 16 for input and submission to the O911MA. Tammy Koehn asked if she would be submitting the information or if 9-1-1 ACOG would. Mr. Hawkinson responded that 9-1-1ACOG would be submitting the registration forms on behalf of our member entity PSAPs. He also stated that there were four entities which were provided the same link from the O911MA, Midwest City, Moore, Cleveland County and Norman. These entities received a separate email from 9-1-1 Staff to clarify what information was required to complete the request and that we would be filing the Registration form on your behalf. 9-1-1 ACOG will provide a copy of the final Registration form as submitted to each entity PSAP.

Mr. Hawkinson also gave an update on TXT2911 as it appears Oklahoma City is upgrading their system to the Vest Airbus System. Their system had to be upgraded to receive text, and we do not know which solution of the two they are going to choose either Comtech or

West (Apollo) TCC solution. The West solution has been applied elsewhere with Airbus and transparent to other Viper systems. The interoperability would almost be seamless if they choose Apollo TCC and hopefully, this is how they proceed. There will be a mutual media campaign and mutual deployment once they have made all of the final decisions. The media message will be very simple, "Call if you can, text if you can't." 9-1-1 ACOG will update entities as more information becomes available. Mr. Terry added he attended a conference where information was provided on how Indiana handled their TXT2911 campaign, including the slogan and funds which he related to attendees. He said that this was a statewide deployment and included campaigns targeting students and truck drivers. Mr. Hawkinson added that at the Early Adopter's Summit he learned that NCTCOG's TXT2911 deployment only increased their call volume by 3% and was much less than the anticipated volume. There was a conversation among attendees regarding the information provided. Mr. Terry also shared information regarding a recent news story regarding the Edmond PSAP and a caller who was using text to telephone service, where the call would go to their seven-digit line where the text was converted to voice. He said the news story spun it as if they were texting 9-1-1, which they were not. There were additional conversations regarding the news story.

Mr. Hawkinson shared that the quarterly maintenance with failover testing was completed successfully. OUHSC PSAP was decommissioned, and the equipment is currently here at 9-1-1 ACOG. The equipment is being upgraded and made ready to redeploy to another PSAP. The Mustang PSAP remodel was completed, and 9-1-1 ACOG assisted with no expense to them, which is one of the benefits of being a member since we are self-maintained. We also recently assisted with the Nichols Hills PSAP remodel while they were sharing facilities with The Village. Nichols Hills was able to have this functionality due to the roaming profiles provided through 9-1-1 ACOG. In the event of catastrophic failure, member entity PSAPs can go to their partners PSAP and login to still answer 9-1-1 calls. Mr. Terry commented on the transfer process when utilizing roaming profiles.

Mr. Hawkinson turned the floor over to Chris Camp, 9-1-1 Systems Manager, to discuss the Viper Sentry feature which we were able to upgrade, turn on, test, monitor over the past month. Due to the functionality of Sentry, we were able to discontinue the contract with Netreo and save close to $12,000 a year by doing so. Mr. Camp stated that 9-1-1 staff ran the Netreo monitoring and notification system side by side with Viper Sentry for a while and we are getting excellent alarming with associated notifications from Sentry. Just last week, he noticed through Sentry notification that we had lost both primary ALI links, and he contacted an AT&T tech directly, and he said they had lost power in a primary ALI cabinet about 20 seconds prior. So, we are getting rapid notifications and network alarms, and it is for all network components and hardware. If we lose a network element, we are notified within a couple of minutes. He feels the changeover to Viper Sentry has been highly effective with the additional cost savings from not renewing Netreo.

Mr. Hawkinson concluded by saying that that PSAP Call Volume Statistics and ACOG Assistance and Support Program (*ASAP)* statistics for the period of August 2 through December 1 are available on the back table.

VI.   9-1-1 EDUCATION UPDATE

Robin Murray provided an update on 9-1-1 Education and relayed that last month we had a Communications Center liability class which was well attended. She said there was a lot of interaction from the attendees and said this class would be scheduled again in the future. One of the topics brought up was the TDD/TTY function on 9-1-1 systems, per APCO/NENA standards, state that PSAPs should have training twice a year. She has prepared a brief training bulletin which can be posted in the dispatch center or provided to dispatchers. She asked if the training is something that the member entity PSAPs would like for 9-1-1 ACOG training staff to handle. She said that staff is happy to do so, though they need input from the member entities regarding their needs relating to the TDD/TTY training. Tammy Koehn replied that she could use a bulletin in her monthly staff meetings. Ms. Murray stated that she could bring a TDD with them and assist with training. She added that most of the hearing impaired are using video relay services. She said she knows the dispatchers have received those calls though there are still a few that will use the TDD. Ms. Koehn indicated that the Moore PSAP had received video relay message, though to her knowledge their TTY system has not been tested. Robin reiterated that staff could come to the PSAPs and provide refresher training as well as assist with the testing of the systems. Mr. Terry added that in the past, PSAPs would pair up with each other and perform the TDD/TTY testing early in the morning hours. He said this also allowed a test of the communication between the backup PSAP. Ms. Murray also added that she recommends keeping a folder of the training and testing for the TTY system in case the ADA requests or visits. There was a further conversation among the attendees and staff regarding the training and testing of the function.

Ms. Murray also provided a handout detailing all of the upcoming training and read through the list and added additional information. She said that the 9-1-1 Institute could provide specific training that the PSAP managers request. She mentioned that she had received requests for motivational training classes to assist with complacency and they are looking into options. Russell Anderson added that he would still be interested in a verbal judo class and also possible an emotional hijack class. Ms. Murray added that both of the topics would be addressed in the Crisis Intervention class. She did say that staff would work on looking into those topics as well for upcoming classes. Ms. Koehn said that she believes crisis intervention is important and related the story of a situation occurring at their PSAP currently and the impact it is having on the dispatchers. Ms. Murray stated

that the Institute is available to bring the classes onsite and can address just their department in incidence such as these.

Ms. Murray also provided an update on CritiCall and stated that they are waiting for the last update and the staff would be available to begin pre-employment testing. She said she would send an email as soon as the testing is available.

VII. 9-1-1 GIS UPDATE

Mike Davis provided the Technical Committee with a briefing on addressing for Logan and Cleveland County and Map Book project for rural fire departments are close to completion. He stated that GIS staff is working with the rural fire departments to meet their specific requests and that if their entities have any requests to let them know. The approval for ROK has gone through, and they are currently waiting on all of the users to synchronize the databases for a cloud-based GIS for ACOG Transportation and Planning and the 9-1-1. The GeoComm and NG911 Schema are in place and working to make sure that it falls within the required guidelines. He stated that 9-1-1 ACOG is ready to move into NG911 as far as GIS is concerned and can match what is needed for the ESInet. Mr. Davis spoke of the A member entities and said that most of them have departments which are working with GIS Staff. He asked that they reach out to their GIS departments and ask that they get their data to 9-1-1 ACOG or GeoComm so that we can get the data into our system as soon as possible. He said that we would have routing availability in our data as soon as we can import all of that data. If your GIS departments are not updating with GeoComm, then he strongly suggests talking to them.

Mr. Davis discussed the current status of the new state 9-1-1 GIS Standards which are being created in conjunction with the Oklahoma 9-1-1 Management Authority (O911MA). Once these standards are approved by the O911MA, they will go before the Oklahoma GIS Council. He said that the 9-1-1 ACOG schemas are currently in line with these standards. Mr. Terry provided additional information regarding the GIS Standards and said that they are posted online and are available for review. Mr. Terry indicated as of today, there have been very few comments. He acknowledged the work of Mr. Davis and 9-1-1 ACOG to assist with the development of the standards.

He added that the overall state vision is to have what 9-1-1 ACOG is currently doing, performed at the state level. He said he wants to bring in all of the regions and then determine where the gaps are and where the edge matching issues exist. He said their challenge is figuring out how to do that with not much money at the state level. He said there are a lot of departments in the state that need our data and they are looking at resources to fund projects like this without utilizing 9-1-1 funds so those can be used towards other projects. He said he wants to use the leadership of ACOG and views the organization as a pilot program to look at and use as a model for the direction the state is

headed. There were additional comments from staff and attendees on the subject of NG9-1-1.

VIII.   <u>NEW BUSINESS</u>

Mr. Hawkinson used this time to have those in attendance to provide an update on what is happening in their Comm Centers. Russell Anderson shared that they are breaking ground on the new communications center with a target completion date of April 2019. He said they are working on blueprints for the new Comm Center and currently have openings for two dispatchers and will hopefully be fully staffed soon. Tammy Koehn shared Moore was fully staffed albeit for a short period and are working on adding additional staff.

Lance Terry shared finalizing a PO for INCOG to lead the population model. He said they must provide the Oklahoma Tax Commission population estimates so they can parse out the percentage for each PSAP jurisdiction for the Wireless, VoIP, and Prepaid Wireless. He said this is something that happens every year and they are a little behind as they are in their first process of trying to procure services through OEM. He said the O911MA is working on permanent rules that will be available after the first of the year regarding how the Board will work and there are a few changes to their temporary rules. Five counties in the State of Oklahoma currently do not have Enhanced 9-1-1. He said there is an extreme that exists between entities like ACOG which he describes as the highest level of 9-1-1 service, and to those who do not even having to address and are using rural routes.

Due to this, he said there are questions regarding what the goals and objectives of the O911MA are going to be and when the Statue was written, it was Enhanced 9-1-1. He said that Enhanced 9-1-1 is dated and from the 90's, so the bill passed in 2016 based on getting the State up to 1990's technology. He said there are some portions of the Statute which allows them to look at NG9-1-1 such as location services and he feels they have the teeth to push for moving the technology forward, though portions of the State are very far behind and the question is how do they step that up? How do they get everyone to the next level?

He said a feasibility study is one way to approach it and look at areas like the Panhandle who has three counties, and can we figure out how to do a project there to get everyone NG9-1-1 ready. Then can we bring in a consultant to help get the entire State ready? He said there is a scope of work in draft form for a feasibility study for NG9-1-1 and ESInet. He gave a brief explanation of NG9-1-1 and said this is the location-based services. Currently, the call goes and looks at a map and provides the location and, in the future, it will be more specific to the caller's location. He said that ESInet is the "pipes" and that this is what connects the PSAP to the network or core services. He said that the entire system could be broken into many parts with multiple providers.

There are many options that the State of Oklahoma has regarding those services. He gave an example of it two PSAPs each obtain an ESInet with different the providers, those providers then have to work with each other to ensure that the core services have interoperability. He said that if the State ends up with multiple solutions in areas throughout the state, there will be issues at those boundaries between the areas and how the calls are routed. He said that these issues are what the State is looking at and what are the expectations of routing the call and the technical aspects of this. He said the feasibility study was brought up at the November O911MA Board Meeting and at that time, they felt they were not ready for that. He is looking at other questions regarding how to educate O911MA Board members and understanding how far "into the weeds" he will need to go to help them understand the vision of what the ESInet and NG9-1-1 look for the State of Oklahoma and to start moving forward with a direction. He said that is the future and if you are going to be in the business for the next three to five years, you are going to see this come to fruition. He hopes that he can get the feasibility study off the ground after the first of the year. He said they could focus and provide three options and help to educate the State on each one and then decide which one is going to be moving forward.

Chris Camp asked if the State's definition of ESInet is the network between the core services not to the PSAP? Mr. Terry said it is a great question and said it depends. The ESInet is to the server location and possibly to a stand-alone individual PSAP that has all of their equipment. He said for ACOG as it stands today, it would be to wherever the servers are at, and that is where ESInet starts. In Kansas, he said their ESInet is all the way to the PSAP. He said where you plug the selective router in at, that is where, in his opinion, the ESInet would start and stop. Attendees and staff had further conversations were regarding the ESInet among Mr. Terry and staff specifically regarding redundancy to the core consolidated PSAPs across the State. Mr. Davis added information regarding the future of the MSAG and the implications for the PSAPs. There were additional conversations regarding the ECRF, MSAG and the future of location services. There were also further conversations regarding ESInet. Mr. Hawkinson added that NCTCOG has partnered with GeoComm for the ECRF and LDF features and it is working very well. He said they are currently transitioning to Solacom 9-1-1 workstations and components, the TCS, now Comtech, ESInet and the relationship with GeoComm is a good model.

Mr. Terry also added that the O911MA Board is currently looking at minimum training standards. He said in his opinion, 9-1-1 ACOG's Institute already exceeds that minimum. He said if they want to resolve the retention problem, training needs to be looked at a statewide solution and how do you raise the professionalism across the entire State for dispatchers. He also discussed the Operational Committee of the O911MA looking into a certification process for dispatchers. There was an additional conversation among staff

and attendees regarding training, and the ability of dispatchers to be viewed on the same level as their Fire, Police and EMS counterparts. Mr. Terry added that there would be an upcoming two-day workshop with a third-party consultant brought in to discuss the minimum training standards across the State. Ms. Murray said that staff is working on the way to educate the public and children about the profession of dispatching.

Marvin Stanford from Del City said there are two dispatcher openings, and he has one position that is frozen. He is not receiving any applications to fill the positions. He said Del City recently passed a sales tax though he does not know if it will have an impact on dispatch personnel, specifically it is fore police and fire positions.

Mike Bower from Midwest City said he is working on upgrading their current CAD system, and they are under a short timeline because they have a program they are going to run in the spring. He provided additional information on the current situation with Tyler/New World and indicated he believes they will have answers within 45 days to assist in knowing which direction they are going. Mr. Bower added they now have a new radio system which Police are now operating on and Fire will be transitioning to it soon. He gave updates on a situation with their recorded and backup server and said they are now back up and running. He said there is an organization called Mid-Del 100 Club which recognizes Police and Firefighters annually with different awards. He said two years ago they started recognizing a group called emergency services and this includes dispatch and EMS personnel. He said he thinks it is long overdue to be recognizing them.

IX.   ADJOURNMENT

The meeting was adjourned at 10:51 a.m.