



9-1-1 association of central oklahoma governments

Chair Elizabeth Waner
Edmond Councilmember

Vice-Chair Ken Bartlett
Del City Vice-Mayor

Secretary/Treasurer Mark Hamm
Moore Councilmember

Executive Director
Mark W. Sweeney

AGENDA

9-1-1 TECHNICAL COMMITTEE MEETING
Tuesday, September 11, 2018, 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 – JUNE 5, 2018 ([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:

- **RFP for ESInet & NG9-1-1 Core Services**
- **TXT29-1-1**
- **West Safety Solutions**
- **Logan County Sheriff's Office**
- **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 upcoming Institute classes. Staff will also discuss the training needs of our members, as well as an update on the CitiCall pre-employment testing.

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:

- Working with “A” and “B” entities in migrating their data into the new ACOG/State standards
- Transition to ROK and Cloud-Based ArcGIS solutions - Overview
- OKSCAUG and Oklahoma Public Safety Conference, panels on State GIS Standards

Action Requested: None, for information only.

VIII. TECHNICAL COMMITTEE NAME CHANGE

INFORMATION: During the June 5, 2018, regular 9-1-1 Technical Committee Meeting, a request was made to change the name of the committee to encourage more participation from member entity PSAPs. After conducting surveys based on names suggested during the meeting, 9-1-1 Regional Planning and Advisory Committee was the selected new name. 9-1-1 ACOG Staff suggests the 9-1-1 Technical Committee Members adopt 9-1-1 Regional Planning and Advisory Committee as the new name for the committee beginning with the December 4, 2018, regular meeting.

Action Requested: Motion to adopt the new name, 9-1-1 Regional Planning and Advisory Committee to begin with the regular meeting on December 4, 2018.

IX. NEW BUSINESS

X. ADJOURNMENT

Next 9-1-1 Technical Committee Meeting is at 9:30 a.m., Tuesday, December 4, 2018

**9-1-1 ACOG TECHNICAL COMMITTEE MEETING MINUTES
June 5, 2018**

The regularly scheduled meeting of the 9-1-1 ACOG Technical Committee convened at 9:28 a.m., on June 5, 2018, 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
Matt Stillwell, City of Edmond
Tammy Koehn, City of Moore
Tara Alexander, City of Noble PD
Russell Anderson, City of Norman PD
Barry Coleman, EMSA

GUESTS

None

STAFF

John M. Sharp, Acting Executive Director
Robin Murray, 9-1-1 Institute Programs Manager
Chris Camp, 9-1-1 Systems Support Manager
Ben Bailey, 9-1-1 System Specialist I
Kale Littlefield, 9-1-1 System Specialist I
Mike Davis, 9-1-1 GIS Manager
Tanner Jones, 9-1-1 GIS Specialist II
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 9:31 a.m.

II. INTRODUCTIONS

Introductions were made around the room.

III. APPROVAL OF MINUTES – December 5, 2017

Marvin Stanford, City of Del City, made a motion to approve the minutes of the regularly scheduled December 5, 2017, 9-1-1 Technical Committee meeting. Tammy Koehn, City of Moore, seconded the motion. Matt Stillwell added that there was a misspelling on the name of one of those listed as an attendee, and the correct spelling is Brook Pintenes. The motion carried.

IV. DIRECTOR'S REPORT

No report.

V. GSR & 9-1-1 SYSTEMS UPDATE

Mr. Hawkinson said that things are moving forward with TXT29-1-1 with the City of Oklahoma City. They have issued a purchase order and was through their vendor AT&T and includes the West TCC, the same interface 9-1-1 ACOG uses. He said he is communicating with Jamie O'Leary and will update the committee as more information is available regarding the installation and interoperability testing. He said it is possible there could be an early summer or late fall turn up date. He also discussed the mutual media campaign that will be conducted alongside Oklahoma City which will begin two weeks after the interoperability testing. Matt Stillwell had questions regarding the media campaign and whether or not the emphasis would be that they still prefer they call if they can. Mr. Hawkinson said the slogan would be "Call if you can, text if you can't" which has been used by other agencies including NCTCOG. There were additional conversations regarding the campaign and how Power 9-1-1 will designate the difference between the text and phone calls. Mr. Hawkinson added that there would be training provided by Robin Murray, and that technical staff has been testing all of the texting features with wireless carriers to ensure they are functioning correctly with no failures. There will also be training for Communication Center Supervisors on how to retrieve text messages from the hosted recorder.

Mr. Hawkinson said West Safety Solutions provided a system upgrade that was in excess of \$900,000 which was a required hardware upgrade to move into the next version of Power 9-1-1. Staff believed the amount was too high and there have been several meetings and conversations with them regarding the upgrades and we were able to identify around \$305,000 in unnecessary items. There was also another \$18,000 in

staging that was not required. The total quote is now at \$638,000 for a hardware upgrade. He said this would include all of the workstations for the PSAPs to move into the next version of Power 9-1-1. Currently, we have a maintenance agreement which does not expire until September of this year though he believes it may be in the best interest of the member entities to issue an RFP which would come in the fall. The RFP would be based on the need or to make recommendations on an ESInet solution which the State is also working towards, though also to include new CPE vendors though it would exclude the mapping product, Geo-Comm, which we are in a 2-year contract with. We would also exclude the existing fiber network to the PSAPs. He said we are moving towards NG9-1-1 with the GIS Database including the ability for ECRF and LVF. As a planning organization and looking forward to what the best, most cost-effective solution is, an RFP may be required.

Mr. Hawkinson provided an update on the Logan County Sheriff's Office Secondary PSAP commissioned which was based on an agreement between Guthrie, Logan County, Edmond, Oak Cliff Fire and Deer Creek Fire Officials in March of this year and said it should be online soon. The equipment for the PSAP was recovered from the now decommissioned University of Oklahoma Health Sciences PSAP. The pre-wiring has been completed and awaiting on AT&T Fiber Circuit and CAMA trunks should be installed on July 10th. There were also conversations regarding continued conversations between Guthrie and Logan County as the latter moves towards a desire to become a Primary PSAP.

Staff is currently transitioning from TDM to VoIP as part of an AT&T initiative to be an IP company by 2020. Staff is identifying any of the analog circuits that still exist and work towards eliminating them as we look towards NG9-1-1. Removing the TDM also adds cost savings with AT&T and West Safety Solutions by removing unneeded services.

Staff is currently deploying new UPS units for the PSAPs to replace those that are delivering dirty power and need to be replaced.

We have received communication from several other agencies outside the region about joining 9-1-1 ACOG. McClain County, Blanchard, and Pottawatomie County. Staff is scheduling meetings with these entities to discuss the potential for their becoming members of 9-1-1 ACOG including costs and revenue streams and the added benefits of joining. So, an opportunity exists for the organization to continue to grow which benefits the region and the strength of the organization.

9-1-1 ACOG staff has provided the PSAP Call Volume Statistics for your information as a handout.

VI. 9-1-1 EDUCATION UPDATE

Robin Murray had Matt Stillwell share on his experiences and successes with CritiCall. He indicated Edmond has been using Critical for close to eight years. He indicated he is seeing an increase in the number of those who are failing the test, though it may be related to individuals who do not understand the position they are applying for and do not have the right qualifications. He stated that they are looking to add additional processes in their vetting to weed out unqualified candidates before they are tested. Tammy Koehn is indicating that Moore has moved to a hiring seminar that reviews all of the job duties, scheduling, work hours, and the candidates are given a week to review all the information before they start the application process. She indicated out of a seminar of 54 candidates; there were only 17 that moved forward with the application process. She said their new hiring process has narrowed down those that are being sent for CritiCall testing. There were further conversations regarding the pass/fail parameters of the tests as well as the process of selecting those candidates which are selected for the testing.

Robin Murray added that 9-1-1 ACOG would test applicants for any member entity at no cost. Candidates are tested on ten different categories: keyboarding, data entry, data entry (audio), multitasking, call summarization, memory recall-numeric (audio), map reading, spelling, sentence clarity, and reading comprehension. She also detailed how the skill assessments are conducted in the program. The testing is confidential, the candidates are tested on ACOG premises, and a member of the entity can be present to Proctor, though it is not necessary. The room in which testing is conducted is monitored by camera surveillance and is in a secure location. Anyone interested in learning more about CritiCall or scheduling testing can contact Robin.

Robin Murray discussed how quickly the Public Safety Telecommunicator I classes are filling up. She said they are now going to be offered every three months due to the demand and we will continue to evaluate to ensure we are offering enough classes to address the needs of our member entity PSAPs. The contract with the Public Safety Group was renewed, and we are adding two more classes that were requested by entities, Hostage Negotiation, and Domestic Violence. She asked if there were any requests for classes and indicated she had received requests for one to address bullying within the PSAP. Matt Stillwell added comments regarding bullying within the PSAP work environment. Robin said there were some requests for classes on note-taking skills and accurate radio logs. There were conversations among attendees regarding the uptick in the request for notes recorded in CAD and the reasons for the requests. Robin added she is developing a class for call classifications and call types which would help dispatchers understand the elements of a crime, the hierarchy of a crime and what officers do to provide a more developed understanding. Those participating in the class will also receive a manual to

take with them, and it can be modified to match the needs of the PSAP specifically. Marvin Stanford indicated he had taught a similar class in the past and it was successful.

Robin encouraged attendees to notify her of any training that they feel would be beneficial for member entities. Matt Stillwell acknowledged the efforts of Robin and ACOG for investing in the training of those that are in the chair dispatching. Mr. Sharp added our goal is to become a central location for training and provide relevant and accessible resources for our PSAPs and encouraged attendees to reach out with those needs so we can address them.

VII. 9-1-1 GIS UPDATE

Mike Davis stated a few years ago ACOG started looking at cloud-based GIS solutions. About a year ago ACOG started implementing the cloud-based GIS solution that was selected and during the process, the GIS database needed to be updated accordingly with NENA NG9-1-1 Standards and Oklahoma State GIS Standards. Centerline and address point database was updated, and the database replication for the Standards matched or exceeded NENA NG9-1-1 and Oklahoma State GIS Standards. Mike discussed a statewide schema template he developed with Charles Brady that other entities across the state can utilize to follow Oklahoma State GIS Standards. He discussed the planning on an upcoming workshop for ACOG A&B entities that will assist them with gaining the knowledge and resources to bring their data up to NENA NG9-1-1 and Oklahoma State GIS Standards.

VIII. NEW BUSINESS

Mr. Hawkinson had entities in attendance to provide an update on the current state of affairs at their PSAPs. Marvin Stanford stated Del City currently has one vacancy. Tammy Koehn stated Moore is in the process of selecting a new CAD which has been narrowed to Spillman and PTS Solutions. They are meeting this afternoon to review the options and provided some additional information regarding the software. She said they have one vacancy and are looking to expand.

Tammy also discussed the possibility of changing the name of the Technical Committee to draw more attendees. She mentioned when she first began attending the meetings, they were well attended, and she gained a lot of network opportunities. Mr. Hawkinson addressed her comments and asked if she believed the name was a deterrent for those wanting to attend and she replied yes. There was a discussion among members regarding the original purpose of the formation of the committee and those that attended included vendors to discuss wireless standards. Mr. Sharp recommended 9-1-1 Coordination Committee or 9-1-1 Regional Coordination Committee. Matt Stillwell also mentioned that rescheduling meetings after cancellations and not waiting so long in between the

meetings would be helpful and he believed it had been six months since the last time the committee had met. He stated he was not criticizing, just making an observation and he provided an example of how the committee could have been used to discuss the changes in the 9-1-1 fund balance distribution and certain conversations could have been had with the PSAPs regarding the changes and to inform them on how the funds could be used. There were further conversations regarding the committee and the benefits of the meetings. He added the networking available within the committee is invaluable. Mr. Hawkinson suggested 9-1-1 Planning Committee as a potential name. Matt asked if the committee still any responsibilities had for making recommendations back to the board. Mr. Sharp added that he believed the committee should be used as a sounding board by 9-1-1 Staff and their approval used when presenting requests to the 9-1-1 Board of Directors and added that they only discuss 9-1-1 once a month whereas the individuals in the room are living and breathing it every day. Matt offered to add the word advisory to any title selected as it would assist in providing an understanding of the purpose of the committee. Mr. Hawkinson added that the input and opinion of the committee are valuable and the recommendations they can provide during the meetings can be taken to the board with specifics. There was an additional conversation among attendees and staff regarding the committee, the potential name change, items related to 9-1-1 funding as well as the upcoming PSAP Audit the 0911MA will conduct.

Barry Coleman said EMSA is adding a seventh position and looking to hire two more staff members. He also added they have a new manager, Chris Jenkins, as Joe Wallace has moved on to a new career. Tara Alexander from Noble said she had nothing to report. Matt Stillwell said Edmond has two openings and they are in the process of hiring. Russell Anderson said Norman has two openings and just held an EMD Class. He offered the use of the Norman Investigation Center as a location for Robin to hold 9-1-1 Institute classes. Norman is also moving towards a new radio system. He said the new communication center is slowly progressing.

Matt Stillwell asked about the upcoming RFP and whether or not there would be opportunities for committee members to be involved and Mr. Hawkinson responded, yes. Mr. Hawkinson added the first part of the process would be hiring a consulting firm to write the RFP. There were additional conversations regarding the RFP and plans.

IX. ADJOURNMENT

The meeting was adjourned at 10:36 a.m.