



AGENDA: **TUESDAY, DECEMBER 4, 2018 AT 9:30 A.M.**

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# 9-1-1 RPAC

## REGIONAL PLANNING AND ADVISORY COMMITTEE

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Chair

**Elizabeth Waner**  
Edmond Councilmember

Vice-Chair

**Ken Bartlett**  
Del City Vice-Mayor

Secretary/Treasurer

**Mark Hamm**  
Moore Councilmember

Executive Director

**Mark W. Sweeney, AICP**

[9-1-1 association of central oklahoma governments](#)

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THE 9-1-1 REGIONAL PLANNING AND ADVISORY COMMITTEE OF THE 9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS WILL HOLD A REGULAR MEETING IN THE ACOG TRAINING ROOM, 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.

PLEASE NOTIFY ACOG AT 405-234-2264 (TDD/TTY CALL 7-1-1 STATEWIDE) IF YOU REQUIRE ACCOMMODATIONS PURSUANT TO THE AMERICANS WITH DISABILITIES ACT OR SECTION 504 OF THE REHABILITATION ACT.

# AGENDA

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I. **CALL TO ORDER**

II. **INTRODUCTIONS**

III. **APPROVAL OF MINUTES**

REGULAR MEETING SEPTEMBER 11, 2018 ([ATTACHMENT III](#))

IV. **GENERAL STATUS REPORT**

**INFORMATION:** Staff will provide the 9-1-1 RPAC with a briefing on current 9-1-1 technology projects. This briefing will include:

- RFP for ESInet & NG9-1-1 Core Services
- TXT29-1-1

V. **9-1-1 SYSTEMS UPDATE**

**INFORMATION:** Staff will provide the 9-1-1 RPAC with a briefing on current 9-1-1 technical systems projects. This briefing will include:

- Logan County Sheriff's Office
- Cleveland County PSAP Move
- Tuttle Outage
- ASAP (ACOG Support & Assistance Program)
- PSAP Call Volume Statistics

VI. **9-1-1 EDUCATION UPDATE**

**INFORMATION:** Staff will provide the 9-1-1 RPAC 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.

VII. **9-1-1 GIS UPDATE**

**INFORMATION:** Staff will provide the 9-1-1 RPAC with a briefing on current 9-1-1 GIS (Geographic Information Systems) activities. This briefing will include:

- Data Audit Fallout
- Member Entity Address Points
- 9-1-1 Management Authority Data Standards
- ACOG Data ID\_Num Field Update

VIII. **NEW BUSINESS**

RapidLite Presentation

Nate Vogel, Public Safety Development Manager Rapid SOS

IX. **ADJOURN**

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**NEXT MEETING:**

Tuesday, March 5, 2019 at 9:30 a.m.

## ATTACHMENT III

### SUBJECT:

### MINUTES OF THE 9-1-1 REGIONAL PLANNING AND ADVISORY COMMITTEE (FORMERLY TECHNICAL COMMITTEE)

### DATE:

SEPTEMBER 11, 2018

The regular meeting of the 9-1-1 Regional Planning and Advisory Committee (formerly Technical Committee) convened at 9:30 a.m., on September 11, 2018, in the ACOG Training 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

#### ENTITY/AGENCY

9-1-1 Division Director

#### PRESENT

Becky Bruce  
Mike Bower  
Marvin Stanford  
Matt Stillwell  
Marsha Blair  
Tammy Koehn  
Russell Anderson

City of Midwest City  
City of Midwest City  
City of Del City  
City of Edmond  
City of Slaughterville  
City of Moore  
City of Norman

#### GUESTS

None

#### STAFF

Brent Hawkinson  
Vellamae Fogarty  
Robin Murray  
Chris Camp  
Ben Bailey  
Mike Davis  
Tanner Jones  
Rachel Phillips

#### POSITION

9-1-1 Division Director  
9-1-1 Administrative Assistant  
9-1-1 Training Institute Programs Manager  
9-1-1 Systems Support Manager  
9-1-1 System Specialist II  
9-1-1 GIS Manager  
9-1-1 GIS Specialist II  
9-1-1 GIS Technician

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#### 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**  
REGULAR MEETING JUNE 5, 2018

Marvin Stanford, City of Del City, made a motion to approve the minutes of the regularly scheduled June 5, 2018, 9-1-1 Technical Committee meeting. Matt Stillwell, City of Edmond, seconded the motion. The motion carried.

IV. **DIRECTOR'S REPORT**

Division Director Brent Hawkinson stated that the new ACOG Executive Director, Mark W. Sweeney, had a scheduling conflict and was unable to attend to the meeting. He added Mr. Sweeney was attending the Oklahoma City Chamber meeting regarding electric vehicles. He stated Mr. Sweeney will attend the December meeting.

V. **GSR & 9-1-1 SYSTEMS UPDATE**

Mr. Hawkinson stated 9-1-1 ACOG is considering an RFP for ESInet and NG9-1-1 core services and discussions are ongoing with the 9-1-1 ACOG Board of Directors. Lance Terry, 9-1-1 State Coordinator, has permitted to use the recent scope of work created by the State of Oklahoma Management Authority and amend it to the ACOG Region. Once approval is received the scope of work will be used to locate a consultant to write an RFP. Once the consultant is retained, the RFP will be drafted as either an ESInet and NG9-1-1 solution or individually depending upon their recommendation. Staff anticipates a January release of the RFP and will keep the committee updated. Matt Stillwell asked if we had selected a consultant, and Mr. Hawkinson indicated he was obtaining the list of State approved vendors from Mr. Terry.

In TXT29-1-1 solutions, Oklahoma City has purchased the West Safety Solutions TCC, and the upgrade will be scheduled on the Motorola Solutions Vesta to accept a TCC interface and then to load of the interface. Until this is complete, staff will be unable to set up interoperability testing. There will be a media campaign between the two agencies as well, and it will be "Call if you can, text if you can't." Matt Stillwell, City of Edmond, shared information regarding an APCO sponsored webinar that featured the City of Houston and their experience with implementing TXT29-1-1. Mike Bower, City of Midwest City, asked when TXT29-1-1 will be available and Mr. Hawkinson indicated within the next few months he believes we will be reading for interoperability testing as well as training, potentially January 2019. Mr. Bower also shared information from an article he read and added that Midwest City officials are inquiring when the service will be available, and Brent restated he believes December 2018 or January 2019 and the delays are primarily due to AT&T coordinating the upgrade with Oklahoma City.

Mr. Hawkinson stated the upgrade quote received from West Safety Solutions was significant and added the workstations had reached the end of life as they were put into service late 2013. West has identified \$961,000 as the cost of upgrading the workstations, and after negotiations, the total was reduced to around \$300,000. The information was presented to the 9-1-1 ACOG Board of Directors and given the cost; staff is recommending an RFP process to occur. He added we are pleased with the West Viper system, and they will be able to present a bid when we go out for RFP.

The Logan County Sheriff's Office (LCSO) is close to being turned up, and AT&T delays have prevented the Metro-E ASE Circuit from being installed, and once this is completed there will be training provided along with test calls with Guthrie and then the site will go live. Mike Bower, City of Midwest City, asked if LCSO is currently answered through the Guthrie PSAP.

Mr. Hawkinson responded that yes, Guthrie takes all the calls. Mr. Bower asked if adding the LCSO PSAP would reduce the number of calls taken by the Guthrie PSAP and Brent stated that Guthrie would still be answering and transferring to LCSO as the location will be a secondary PSAP. LCSO currently only has a 10-digit transfer, so this is a much-needed update for their 9-1-1 call taking capabilities.

Matt Stilwell, City of Edmond, added a side note that the Oklahoma Highway Patrol (OHP) might be obtaining 9-1-1 equipment around the state at their locations and he asked if 9-1-1 ACOG has been contacted regarding the matter. Mr. Hawkinson responded that he had not received any information regarding OHP moving into 9-1-1 and said that he is open to conversations with them.

Mr. Hawkinson stated that several entities outside of 9-1-1 ACOG have been requesting information on membership including McClain County, Blanchard, and Shawnee. Shawnee attended a presentation at 9-1-1 ACOG offices on September 10, regarding the benefits of membership. Any outside entities requesting membership would have a contract drafted and would need approval from the 9-1-1 ACOG Board of Directors.

Mr. Hawkinson completed his report by adding there are ASAP and PSAP Call Volume Statistics available for attendees on the back table.

## **VI. 9-1-1 EDUCATION UPDATE**

9-1-1 Training Institute Programs Manager Robin Murray indicated the classes have been filling up quickly and she assured preference is given to member entities who have attendees they want to enroll. Ms. Murray added when looking at the course listings online if classes are showing full, to please reach out to her so she can help accommodate the requests. Upcoming classes include Domestic Violence and Abuse in October, the 9-1-1's Least Wanted in November, the Communication Center Supervisor (CTO) class in December and Active Shooter in January. There is a list provided on the back table of all the classes currently offered. Please review and let Robin know if there are any classes that managers feel are needed for their PSAPs. The Institute is donating four training scholarships for the Oklahoma Public Safety Conference. CitiCall testing still being offered. Ms. Murray asked Russell Anderson, City of Norman, if he feels the testing has benefitted the Norman PSAP and he stated that for those he has sent for training, the results have been good. Mike Bower, City of Midwest City, asked if the testing was done in groups and Ms. Murray responded testing can be done in groups of up to four or for individuals. She stated there are pass/fail settings, though it is up to the individual PSAPs to determine whether to hire a candidate. Mr. Bower asked how the pass/fail percentages were set, and Ms. Murray responded that 20 experienced dispatchers came in and took the test and their scores were used to set up the validation scores. There were further conversations regarding CitiCall and testing as well as the benefits of having candidates tested.

## **VII. 9-1-1 GIS UPDATE**

9-1-1 GIS Manager Mike Davis stated 9-1-1 ACOG recently hosted the A&B entity workshop and discussed the new GIS standards and what the upcoming changes will be to adhere to them as well as provided them with MSAG data. Mr. Davis added there would be another class scheduled sometime over the next few months for those member entities who were unable to attend. He discussed the recent move to the ROK cloud-management based services for Arc GIS including benefits and some problems encountered. He discussed the upcoming Oklahoma SCAUG conference and recommended some NG9-1-1 presentations which would be beneficial for GIS staff and

the migration of data into the environment. 9-1-1 ACOG will be providing presentations at the Oklahoma SCAUG conference as well as the Oklahoma Public Safety Conference. Mr. Davis added that the most recent Data Audit was completed at 98.52% and used a larger sample including Norman and Moore. The score is within standards and high compared to the rest of the state.

#### **VIII. TECHNICAL COMMITTEE NAME CHANGE**

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 participating from member entity PSAPs. After conducting surveys based on names suggested during the meeting, 9-1-1 Regional Planning and Advisory Committee was selected as the new name. Marvin Stanford made a motion to adopt the new name, 9-1-1 Regional Planning and Advisory Committee as the new name beginning with the December 4, 2018 regular meeting. Becky Bruce seconded the motion. The motion carried.

#### **IX. NEW BUSINESS**

Mr. Hawkinson had entities in attendance provide an update on the current state of affairs at their respective PSAPs. Russell Anderson, City of Norman, stated they will be conducting testing for their new radio system in October and are close to having a design for the new communications center which will be recommended to the City Council in October. They are currently down two staff members and training three new dispatchers. Matt Stillwell, City of Edmond, said they have a couple of openings. Mike Bower and Becky Bruce, both of City of Midwest City, stated they are fully staffed and have no other updates. Marsha Blair, Town of Slaughterville, had no updates. Tammy Koehn, City of Moore, said they have two new dispatchers in training and working towards three more. She stated they had made a decision on the CAD and chose PTS Solutions out of Louisiana and it will be presented to the City Council in November. Marvin Stanford, City of Del City, said they still have one opening.

#### **X. ADJOURN**

The meeting was adjourned at 10:08 a.m.