



AGENDA: TUESDAY, MARCH 12, 2019 AT 9:30 A.M.

9-1-1 RPAC

REGIONAL PLANNING AND ADVISORY COMMITTEE

Chair

Elizabeth Waner
Edmond Mayor

Vice-Chair

Vacant

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 ON TUESDAY, MARCH 12, 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

1. CALL TO ORDER

2. APPROVAL OF MINUTES
REGULAR MEETING DECEMBER 4, 2018 ([ATTACHMENT 2](#))

3. 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 and Other Consulting Services – status update
- TXT29-1-1 – status update

4. 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
- All Backroom UPSs Deployed
- ASAP (ACOG Support & Assistance Program)
- PSAP Call Volume Statistics

5. 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 CritiCall pre-employment testing.

6. 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:

- GeoLynx Server Update for RapidSOS
- “A” Entity Updates
- Schema Changes to match Oklahoma State GIS Standards
- Member Entity Address Points
- EWCD Data Pull

7. NEW BUSINESS

8. ADJOURN

NEXT MEETING:

Tuesday, June 4, 2019 at 9:30 a.m.

ATTACHMENT 2

SUBJECT:

MINUTES OF THE 9-1-1 REGIONAL PLANNING AND ADVISORY COMMITTEE

DATE:

DECEMBER 4, 2018

The regular meeting of the 9-1-1 Regional Planning and Advisory Committee (formerly Technical Committee) convened at 9:40 a.m., on December 4, 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

Marvin Stanford
Matt Stillwell
Becky Bruce
Tammy Koehn
Sarah Bristol
Casey Nix
Susannah Bishop
Russell Anderson

Del City
Edmond
Midwest City
Moore
Newcastle
Nichols Hills
Norman
Norman

GUEST

Nate Vogel

Rapid SOS

STAFF

Robin Murray
Chris Camp
Ben Bailey
Kale Littlefield
Mike Davis
Tanner Jones
Rachel Phillips
Vellamae Fogarty

9-1-1 Institute Programs Manager
9-1-1 Systems Support Manager
9-1-1 Systems Specialist
9-1-1 Systems Specialist
9-1-1 GIS Manager
9-1-1 GIS Specialist
9-1-1 GIS Technician
9-1-1 Administrative Assistant

I. CALL TO ORDER

Brent Hawkinson call the meeting to order and welcomed everyone to the first meeting of the newly re-named Regional Planning and Advisory Committee (RPAC).

II. INTRODUCTIONS

Introductions were made around the room.

III. APPROVAL OF MINUTES

Matt Stillwell, Edmond, made a motion to approve the minutes of the September 11, 2018 Technical Committee Meeting. The motion was seconded by Russell Anderson, Norman. The motion carried.

IV. GENERAL STATUS REPORT

Mr. Hawkinson reminded participants that 9-1-1 ACOG is in consideration of an RFP for NG9-1-1. He stated that recently information was received that there are multiple vendors on the HGAC contract that 9-1-1 ACOG can purchase consulting services from, and also on the state contract. One of those that is being looked at and considered is Mission Critical Partners. Mr. Hawkinson stated that Mission Critical Partners has a very successful track record. One of ACOG's sister COGs, NCTCOG, employed them in 2011 to write an RFP, and there are several other success stories out there that they have. 9-1-1 ACOG has also received their qualifications, and they are duly qualified. If we consider Mission Critical Partners, it is a very thorough process including interviewing staff, interviewing RPAC Board members, with a full understanding of our topology and the operations, including training, systems support, and GIS. It would be a very thorough investigation to create an RFP, and they anticipate 90 to 120 days when that process is started. 9-1-1 ACOG will be going before the Board to seek that approval, if not this month at the board meeting, then in January. Mr. Hawkinson assured members that it would most likely be this month that 9-1-1 ACOG will be requesting the Board authorize us to seek those consulting services. That would be inclusive of CPE, but not necessarily having to propose that. That would be up to the vendor to respond whether they want to respond to an ESInet, NG9-1-1 core services, and CPE. 9-1-1 ACOG is very happy with GeoComm, our mapping vendor, and are almost into the second year of a two-year contract with them, so that would have to be taken into consideration by anyone who bids on that RFP.

Mr. Stillwell asked to clarify – do we intend to keep GeoComm as the mapping vendor? Mr. Hawkinson stated that is correct, and that GeoComm is providing the ECRF and LVF functions for NCTCOG, which are going well for them, and 9-1-1 ACOG is looking to them as a model. He said that using Mission Critical Partners would put us in line with what the state is looking for. Mr. Hawkinson stated that he has had numerous conversations with Lance Terry, and Mr. Terry has allowed 9-1-1 ACOG to use the scope of work to present to the consulting firm as the model to build our RFP. Mr. Stillwell commented that is a solid plan, and he appreciates Mr. Hawkinson's diligence. He added that Mission Critical Partners, in his opinion, is the leader in Public Safety consulting at this point in our industry. Mr. Hawkinson agreed, and added that Mission Critical Partners stays with the entity throughout the process.

Mr. Hawkinson said that in regard to text-to-9-1-1, he had a meeting last month with Oklahoma City and they believe that the earliest opportunity that they are going to have for interoperability testing is January. Some inside sources say that is probably going to be February or March. We have re-begin the dialogue with them and believe that is going to continue. They will let 9-1-1 ACOG know what is going on and what stage they are in. Their system has been upgraded to accept the TCC interface. They are using the West TCC interface, which is great since 9-1-1 ACOG is already using it. He stated that it should be close to seamless.

The media campaign for text-to-9-1-1 will probably be brief and 9-1-1 ACOG does not anticipate having to spend a lot of money on a media campaign that through social media and through a joint press release with all of the intended parties present would probably be the extent. If the public is notified too far in advance of releasing the service, people are going to try it. That would really interfere with the interoperability testing, so the intent is not to advertise this until it is actually ready.

V. 9-1-1 SYSTEMS UPDATE

Mr. Camp advised members that as 9-1-1 ACOG gets closer to the text-to-9-1-1 release, the PSAPs will probably receive more text transfers in order to thoroughly test the system. 9-1-1 ACOG needs to have access to its recorded texts and conversations so they can be pulled up and make sure everything is ready to go. 9-1-1 ACOG has been ready to deploy for quite some time now and is looking forward to the day. Mr. Camp stated Ben Bailey and Kale Littlefield have been to each PSAP and the only part of the equipment in the back room that is not covered by an evergreen policy by our vendor partners is the power delivery. 9-1-1 ACOG will be ready for its Next Gen as far as power delivery. Every PSAP has a new big UPS, which was completed about a month ago.

Mr. Camp stated that the Logan County Sheriff's Office is going to be a secondary PSAP, and 9-1-1 ACOG is ready to deploy that. He shared that two years ago, AT&T gave assurance that they had fiber at the location, but they do not. AT&T will be 9-1-1 ACOG's sole network provider at the Logan County Sheriff's Office, and is getting closer to an order being placed. 9-1-1 ACOG has it pre-wired and ready to go. Even when 9-1-1 ACOG ordered the CAMA trunks, AT&T not only missed the planned test date, they also missed the due date. Five years ago that never would have happened, but they have consistently made us wait for that circuit delivery.

Mr. Camp continued by stating that 9-1-1 ACOG has recovered the decommissioned OUHSC PD equipment and has it on its network here so the security updates can still be applied and can make sure it is currently working. A good network connection is wanted before placing the remote onsite. Hopefully soon.

Mr. Camp stated that the Cleveland County PSAP is moving from 128 S Peters to the big building on the corner on North Peters. That location has been pre-wired as well and will have dual networks. 9-1-1 ACOG has decided to go ahead and install Cox. Cox did the walk-through with Mr. Littlefield the other day, so there will be one network provider until AT&T has its work done.

Unfortunately, there was a Tuttle outage. Originally Tuttle reported they could not hear on their admin lines on both positions. Later they diagnosed they could not hear on their 9-1-1 calls as well. It was evident 9-1-1 ACOG was taking packet losses on its network. When dealing with an AT&T network issue, the techs had it isolated. It was reported at 9:40 p.m.; within the hour the techs had remoted in and had it isolated to that particular circuit. They remoted into the workstations, running clean to the router. They were taking packet losses from our host. 9-1-1 ACOG opened a ticket with AT&T at 11:40 a.m. and AT&T dispatched a technician at 10:48 p.m. They tried to install two new Cienas which they could not provision because they were taking packet losses. Mr. Camp said that since he knows the

lingo, AT&T thinks he is a technician when calling in because he speaks the lingo. They think he is one of the guys. They finally resolved the issue by replacing a card in Lawton at about 7:48 the next morning. That was a very long duration ticket.

Mr. Camp said the call volume reports and trouble ticket reports are available at the back table.

VI. 9-1-1 EDUCATION UPDATE

Robin Murray opened with a brief discussion of CritiCall. She noted that everyone in the room can take advantage of the free pre-employment testing, with the exception of Edmond who already has the same software. She stated that the PSAP manager of The Village took the CritiCall test, and that was the step The Village needed to trust the software. They are now sending their top applicants to take the CritiCall test every time they have a hiring process.

Ms. Murray stated that ACOG hosted an OLETS Update last week. She stated that the last time she had seen an OLETS Update offered in the metro area, she was working at Nichols Hills PD. Ms. Murray reached out to Gene Thaxton, Director OLETS, to ask when they planned on having an OLETS Update in the metro area. Mr. Thaxton told her that he travels around the state with APCO to give updates, but there had not been one in the metro area for quite some time. During last week's OLETS Update, Mr. Thaxton spoke about the Terrorist Screening Center, and the proper procedure for both the dispatcher and the officer when a dispatcher receives a hit from the terrorist file. He also spoke about the Amber Alert checklist, because he gets a lot of calls requesting the state issue an Amber Alert, but it does not meet the criteria. Mr. Thaxton spoke about the OLETS purpose code "X", and Ms. Murray gave a brief rundown of the changes (dispatchers no longer need to run a criminal history for DHS when they are removing children from a home; DHS now has the capacity to run their own search). Ms. Murray said Mr. Thaxton also spoke about the Repository for Individuals of Special Concern and Risk, which is a new category. Many agencies were still unaware that you could give III returns over the air now. Mr. Thaxton also covered the state's response to the new Medical Marijuana Act.

Ms. Murray stated she spoke with Mr. Thaxton after the OLETS Update class and wanted to know how often OLETS would commit to Update classes at ACOG. Mr. Thaxton said that they could do it two, three, or four times per year. Ms. Murray asked the RPAC members which they would prefer. Mr. Stillwell added that the feedback he received from his staff regarding the OLETS Update was tremendous. He said his employees were excited when they came back. First of all, they had the Director of OLETS talking to them. He stated Mr. Thaxton has a real heart for dispatch, and that made an impression on his staff. The information that he shared was vital. His staff came back excited after the OLETS Update class. Mr. Stillwell's training coordinator took all of the information presented at the OLETS Update class and made a training packet for the 9-1-1 ACOG the dispatch staff. Mr. Stillwell emphasized again at how positive the feedback was after that class.

Tammy Koehn added that if we have the OLETS Update class quarterly, it would give her the chance to send more people. Ms. Murray noted that the class does count as Continuing Dispatch Education credit hours. Russell Anderson stated he felt quarterly would be good, initially. The decision was made to offer the OLETS Update class quarterly, if and until the need subsides. Ms. Murray stated she would ask Mr. Thaxton to incorporate some time in the class for just a question and answer session, where you could ask any OLETS, NCIC, NLETS, Interpol question. The RPAC members agreed the class should be three hours in length.

Ms. Murray then spoke about the upcoming Institute classes, and how quickly classes are filling up. She assured the RPAC members that 9-1-1 ACOG members always get preference when a class is filled. She stated that if there are any classes that members want to send dispatchers to, but are filled, to contact her directly and she will fit them into that class.

Ms. Murray asked the RPAC members if they had heard any feedback on recent classes. Mr. Anderson stated he has heard nothing but good things about recent classes. Mr. Stillwell agreed and added that he has heard some positive things about Ms. Murray. He said that employees have told him that she really cares and is doing a great job. Ms. Murray spoke about her passion for dispatch, and how when she was a police officer, she had a jaded view of dispatch. When she had to fill in for dispatchers, she realized how tough and demanding the job actually was.

VII. 9-1-1 GIS UPDATE

Mike Davis stated he received information back from the data audit a few months prior. He has been working through each of the issues that had come up. He said Tanner Jones is working on Norman, Rachel Phillips is working on Moore, and he is handling all the rest. He originally contacted Del City and got theirs straightened out. 9-1-1 GIS is in the process of working through each of the problems to try and make sure its data is better prepared for the next generation. He said they have also started the process of adding member entity address points. Mr. Davis added that some cities address points are not included because of going back to the data fallout. There are issues with the way addressing is done compared to what is in the centerline files, as far as ranging, naming, things of that nature that cause problems, so they do not always add a city's address points until they have gone through, cleaned it up, made changes and made sure they have the right information. 9-1-1 GIS just recently started adding Mustang to our system, through some data received from Meshek and Associates. It is cleaned up. They had over 6000 address points that were received. There were 4500 to 5000 address points that 9-1-1 GIS was able to put into the system. That tells you what happens to the data when it is incorrect. If 9-1-1 GIS cannot make it work, then it has to exclude it because it is not a good address point. 9-1-1 GIS takes what the entities give and add it to the 9-1-1 GIS system as long as it matches up and there is not any fallout. That way those address points can be added. This is going to come into effect when going into next generation standards. Those side address points are going to be crucial to locating off of the actual site address point that is going to be needed. Within the next year 9-1-1 GIS can be more prepared with its data points that are added. Edmond's data matches 9-1-1 GIS pretty close. There are other cities that cannot move the 9-1-1 GIS data in because of the problems with the differences between them compared to what 9-1-1 GIS has in its center line data, so there are some issues with that have to be worked through.

Regarding the 9-1-1 Management Authority data standards, as you may remember, the state came up with a standard before NENA actually finalized their standard. Now that NENA has set the standard, there are minimal changes to be made.

Tanner Jones and another ACOG employee have worked on an excellent script that will give each layer its own identifying number for each feature within that layer. Then we can go into what is called the Unique ID field which is a NENA requirement to add an address which basically says, if something happens with that data that causes a fall out, some issue causes it to kick back with an inaccurate address point, do not get an accurate centerline, whatever the case may be, it gives 9-1-1 GIS that ID number to go back to that particular feature and point it back to, let's say Russell's data. If Russell has not supplied the correct data, 9-1-1 GIS can go back to him and say this caused a fall out, this is the fix that needs to be made. Then they have, by NENA standards, 3 working days, maybe 5 working days by when it has to be completed and fixed and then re-uploaded into the system. This is the ECRF LVF side of it; basically, a Geo MSAG compared to what is being done now. That is when 9-1-1 GIS can point it back to "this is Russell's fix." 9-1-1 GIS is working with the entities' city planners and MSAG coordinators, trying to make sure there is a good source.

Mr. Davis added that he would like the entities to use Sysaid at their PSAPs in case they have problems. If it is not connecting properly, if it is not routing properly, 9-1-1 GIS needs to know. 9-1-1 GIS does use that Sysaid ticket before they can go back and look at that data and the problems that they have. He said then the problems can be fixed.

VIII. NEW BUSINESS

Nate Vogel, Public Safety Development Manager of Rapid SOS, gave a demonstration of the Rapid Lite product.

Marvin Stanford of Del City stated that they are short one dispatcher, but all else is status quo.

Casey Nix of Nichols Hills stated they have a couple of vacancies. They are utilizing CritiCall to help them find the best dispatch candidates. Mr. Nix stated he is grateful ACOG is providing CritiCall to its members; Nichols Hills has found it very useful.

Tammy Koehn of Moore stated they have four dispatchers in training and will have a fifth in January. They are close to fully staffed. She also stated they are moving closer to their new CAD system, and hopefully will have it implemented shortly after the first of the year.

Becky Bruce of Midwest City stated she had nothing new, but wanted to say that she has worked at Midwest City for 28 years and she has had opportunity to come to these meetings for approximately 25 years. She wanted to say thank you to the 9-1-1 ACOG staff. As she listened to each division and just hearing the time and effort that each division has to put in to make it work for everyone, she wanted to make sure to say thanks.

Russell Anderson of Norman shared that their radio system is coming along. They have already tested it and it works. It should be live in a couple of months. They have a contract in place for the communication center. They are looking at

moving in December of 2020. They are down two people but have a conditional offer to one.

Sarah Bristol of Newcastle stated she is in the process of hiring one person. Once that person has been hired, they will be back to fully staffed. She added that they were able to use the CritiCall testing last week, and she thought it was great. It helped them make a decision on who to hire. They are looking at some CADs and trying to get the city to get on board. She also stated that her city is experiencing a growth surge and they are predicting 1,000 new homes in the next year. She expressed her concern about staffing and keeping up with the growth of the city.

Matt Stillwell of Edmond said they are in the process of hiring one call taker and then they will be back to fully staffed. He added that he agrees with Becky Bruce's statement and he truly appreciates all ACOG does for its members. He stated that ACOG has a solid team and is moving in the right direction. He added that in a lot of 9-1-1 offices, they think that 9-1-1 is the CPE and what is attached to that. They have no comprehension that you need the human element for all of this to work. For ACOG to make that a priority, particularly in the things that Robin Murray does, and Brent Hawkinson also touches those things since he is the director, that is huge to recognize that because that is why it works. 9-1-1 ACOG make that a priority and that is very important to us. We certainly see the results of your hard work. Mr. Hawkinson assured him that the reason we are here is for our members and our dispatchers.

IX. ADJOURN

There being no further business to discuss, the meeting adjourned at 10:51 a.m.